SUPPLEMENTAL BRIEF SUBMITTED BY THE APPELLANT

Paul V. Horcher, Esq. SBN 084882
601 Van Ness Ave., #928,
San Francisco CA 94102-3257
T: (909) 861-5555 F: (415) 301-4262
E: pvh831@gmail.com

Attorney for Jing Huang & Liyan Wang dba Richmond Serenity Spa

SAN FRANCISCO BOARD OF APPEALS ("The Board")

49 South Van Ness Avenue, Suite 1475, San Francisco CA 94103

SAN FRANCISCO DEPT. OF PUBLIC HEALTH ("DPH") vs. JING HUANG and LIYAN WANG dba RICHMOND SERENITY SPA ("the Spa"), 3446 BALBOA ST.	Appeal No.: 25-059 **APPELLANTS' SUPPLEMENTAL BRIEF** Hearing Date/Time: 05-20-25 at 5:00 p.m. Hearing Place: City Hall, Room 416

I. INTRODUCTION

The Board directed supplemental briefing on two issues: Sgt. Robert Glenn's audio recording of the June 17, 2025, decoy operation, and whether the penalties under *SFHC §§ 29.45(a)(3) and 29.45(a)(12)* -- including permit revocation and a five-year ban -- are mandatory or discretionary. The answers compel reversal.

The recording, suppressed for nearly a year and produced only after the Board intervened, does not prove DPH's case. It records a routine massage. There is no audible solicitation. The five-year ban has no statutory basis on this record and would be grossly disproportionate even if it did. And as this brief details, every step DPH and SFPD took in this matter -- from the night of June 17, 2025 forward -- was calculated to ensure that Appellants Jing Huang and Liyan Wang could never find out what happened, never identify the person at the center of it, and never mount a meaningful defense. That is not enforcement. That is persecution. This Board should put an end to it.

II. ARGUMENT.

THE RECORDING VINDICATES THE APPELLANTS. DPH'S REDACTION OF THE RECORDING WARRANTS AN ADVERSE INFERENCE.

The Board ordered DPH to produce Sgt. Glenn's recording. It arrived April 30, 2026 -- nearly a year after the alleged incident and five months after the DPH hearing where appellants' permit was revoked. Both counsel and Ms. Huang have reviewed it. What it captures is a routine 30-minute massage. There is no audible solicitation. The one word attributed to the masseuse -- "60" -- is equally consistent with a request to extend the session from 30 to 60 minutes, a transaction that happens at every legitimate spa as owner Jing Huang points out.[1] Nothing on that recording establishes that a lewd act or solicitation occurred.

Sgt. Glenn whispered throughout. That was not an oversight. It fits a deliberate pattern: wrong address on the incident report, no detention or arrest, no identification of the masseuse, no identification of witnesses, and waiting a full month before the owners were told anything. These are not the mistakes of a careless officer. They are the choices of an officer who knew this operation was not going anywhere -- no arrest, no prosecution -- and had no interest in creating a record that could be tested.

DPH produced the recording with a portion redacted, citing something akin to confidential case operations/tactics. SFPD tactical redactions are reserved for high-risk operations involving serious crimes and officer safety. This is a massage permitting case. The redaction is pretextual. It deprives this Board of a complete record and warrants an adverse inference that what was withheld contradicts DPH's account. (*Evid. Code § 413*; *CACI No. 204*.)

B. SGT. GLENN IS NOT A CREDIBLE WITNESS.

The owners' permit was revoked based on the testimony of one man. That man filed a report listing the wrong address -- 3448 Balboa Street, a residential building, rather than 3446, the Spa's commercial address.[2] He did not arrest the masseuse. He did not identify her. He did not identify the other people he overheard in adjacent rooms. He waited a month before the owners were told anything. He whispered through his own recorded encounter, ensuring that the critical moments -- if they existed -- would not be clearly captured. And he submitted to having oil applied to his genitals. Lt. Raymond Kilroy -- a 31-year

[1] *Exhibit. 14, Final Declaration of Jing Huang,* ¶22.
[2] *Exhibit 14, Final Declaration of Jing Huang,* ¶8; *Appellants Opening Brief Exhibit 10; Kilroy Decl.* ¶5.

SFPD veteran, former head of the Vice Unit, and participant in over 1,500 prostitution arrests -- called that choice "*abnormal*" and contrary to every standard of professional undercover work.[3] Lt. Kilroy was unequivocal: once solicitation is established, you stop, and you arrest. The fact that Glenn did neither speaks for itself.

Sgt. Glenn was also assigned to the *SFPD Human Trafficking Task Force*. If he genuinely believed a woman was being exploited, professional duty required him to identify her, offer her resources, and determine whether she was being trafficked. He did none of that. He allowed the alleged sexual contact to occur, pocketed his overtime, and left -- abandoning an allegedly trafficked woman without a word of inquiry or an ounce of concern. A *Human Trafficking Task Force* officer who leaves an allegedly trafficked woman unidentified and unprotected was either derelict in his duty or, far more likely, the lewd act never occurred at all.

Furthermore, Sgt. Glenn's disciplinary record reinforces that he is a problem officer and an unreliable, sloppy witness. As discussed in Appellants' opening brief, Sgt. Glenn was suspended four days by the SFPD Chief for an unlawful search. Separately, he and three other officers failed to find a loaded gun on a kidnapping suspect before the suspect was brought into jail. In 2023, the City was sued in federal court for excessive force based on his conduct; that case recently settled and awaits Police Commission and Board of Supervisors approval.[4] His 2024 compensation: $186,508 in regular pay and $184,415 in overtime -- nearly a dollar-for-dollar match. His supervisor, Inspector Antonio Flores, who approved this operation, earned $164,977 in overtime in 2024 alone, more than double his overtime a decade ago. (*S.F. Standard,* 09-30-25). Per Lt. Kilroy, operations that begin at 4:00 p.m. -- precisely when overtime begins -- are known in SFPD circles as "*cash raids*" or "*money raids*."[5] That is what this truly was: a boondoggle of overtime pay, masquerading as a public health operation.

The targeting of Richmond Serenity Spa was also retaliatory. In 2021, Inspector Flores led a nearly identical operation against these same owners at their prior location. They appealed. An independent

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[3] *Appellants' Opening Brief Exhibit 10; Kilroy Decl. ¶¶7 & 9*
[4] *Exhibits 18 and 19, Civil Complaint/Docket.*
[5] *Appellants' Opening Brief Exhibit 10; Kilroy Decl. ¶4*

hearing officer saw through DPH's case and found, by a preponderance of the evidence, that the allegations were not true. The owners complained to the City. Thereafter, the *San Francisco Department of Police Accountability("DPA")* investigated and sustained a neglect of duty finding against the officers.[6] Four years later, the same supervisor sent officers back with the same playbook. The San Francisco District Attorney has declined to prosecute anyone. No CAMTC citation has issued. SFPD has not returned to the Spa since June 17, 2025. There are no human trafficking arrests in the Richmond District in the past year, undermining any claim that the targeting of Richmond Serenity Spa was part of a broader, important investigation. This was never about protecting the public. It was about settling a score.

C. DPH'S SYSTEMATIC DENIAL OF APPELLANTS' RIGHT TO INVESTIGATE AND DEFEND THEMSELVES INDEPENDENTLY REQUIRES REVERSAL.

What has been done to Ms. Huang and Ms. Wang is deliberate. From the moment Sgt. Glenn left the Spa on June 17, 2025, every decision by SFPD and DPH had the same practical effect: ensuring these owners could never find out what happened, never identify the person at the center of it, or be able to mount a meaningful defense.

Sgt. Glenn did not identify, detain, or arrest the masseuse. That left the owners with no one to question and no way to determine what occurred. DPH waited a full month to notify them -- long enough for every contemporaneous lead to go cold. The recording was withheld throughout the DPH hearing, so Sgt. Glenn could not be cross-examined on the only objective record of his encounter -- a fundamental due process violation regardless of what the recording contains. For that reason, appellants request that the Board question Sgt. Glenn with the proposed questions submitted herein.[7] When the recording was finally produced, it came with an improper redaction, ensuring that neither the owners nor this Board has seen a complete picture. The original hearing transcript was AI-generated and riddled with errors; the revised version remains materially deficient, leaving the appellate record in disarray.[8] And because neither masseuse now works at the Spa, an investigation is impossible even today.

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[6] *Exhibit 16 - DPA Report*
[7] *Exhibit 20 - Proposed Questions for Glenn Examination*
[8] *Exhibit 17, Revised Transcript with Horcher edits and annotations*.

This is not a series of unfortunate mistakes. It is a cascade, and its cumulative effect has been to strip two women – one of whom invested their life savings in a legitimate business, who were exonerated once before, and who have done nothing wrong -- of any meaningful opportunity to defend themselves. Procedural due process guarantees the right to be heard at a meaningful time and in a meaningful manner. (*D & M Fin. Corp. v. City of Long Beach* (2006) 136 Cal.App.4th 165.) Respondents must be permitted to review the evidence against them, including exculpatory evidence. (*Teacher v. California Western School of Law* (2022) 77 Cal.App.5th 111; Cal. Gov. Code §11507.6.) Those rights were violated at every stage. The cumulative weight of these violations independently requires reversal and dismissal with prejudice.

D. THE REVOCATION AND FIVE-YEAR BAN ARE NOT LEGALLY AUTHORIZED ON THIS RECORD.

***SFHC § 29.45(a)(3)* -- First Offense.** *SFHC § 29.45(a)(3)* governs solicitation of lewd conduct or prostitution. The first-offense penalty is a $5,000 fine and a 60 to 120-day suspension -- not revocation. Revocation and a two-year bar on a subsequent permit are reserved for repeat violations. (*SFHC § 29.45(a)(3)(C)*.) This is a first and only alleged incident. Appellants were fully exonerated in 2021. DPH's decision to revoke on a first offense is unauthorized on the face of the statute.

SFHC § 29.45(a)(12)* -- The Five-Year Ban.** Section 29.17 -- the lewd conduct prohibition -- applies by its express terms to **"*Massage Practitioners*,"** defined under *SFHC § 29.5* as individuals who administer massage pursuant to a permit issued by the Director under Article 29. Both masseuses on duty at the Spa on June 17, 2025 were ***CAMTC Certified Practitioners -- they held certificates from the California Massage Therapy Council, not permits from the DPH Director. (Tao Sun, CAMTC Cert. No. 35266; Feng Xia Zhao, CAMTC Cert. No. 40643).[9] Under *Article 29*'s own definitions, these are two entirely distinct categories. A *'CAMTC Certified Practitioner*' holds a state certificate issued by the California Massage Therapy Council under *Business and Professions Code §§ 4604 or 4604.2*. A *'Massage Practitioner*' holds a permit issued by the DPH Director under *SFHC Article 29*. The two masseuses on duty on June 17, 2025 fell into the first category, not the second. Because *§ 29.17*'s conduct prohibition

[9] *Exhibit. 14, Final Declaration of Jing Huang, ¶18, SFHC § 29.5.*

expressly governs *'Massage Practitioners*,' and because *SFHC* § 29.45(a)(12) triggers the five-year ban upon revocation of a *'Massage Practitioner permit*,' neither provision can lawfully reach these owners on this record -- there is simply no *SFHC Article 29* Massage Practitioner permit to revoke.

The Board's Discretion. DPH argues the five-year ban is mandatory -- a strict liability result that flows automatically from any lewd act on the premises, regardless of owner knowledge, culpability, or the reliability of the evidence. That argument asks this Board to rubber-stamp the destruction of a legitimate business based on the word of a discredited officer who broke every rule of good policing and professional undercover work. The California Supreme Court held in *Skelly v. State Personnel Board*, *15 Cal.3d 194, 218 (1975)*, that administrative discretion is broad but not unlimited, and that penalties must be proportionate to the circumstances, likelihood of recurrence, and harm to the public interest. Here: no prior proven violation, no criminal prosecution, no arrest, no CAMTC referral, a defective investigation fueled by overtime abuse, and owners who completed a court-approved prostitution prevention class. Automatic revocation and a five-year ban on this record are arbitrary, capricious, and patently abusive. (*Coe v. City of San Diego* (2016*) 3 Cal.App.5th 796, 805*.) This Board has both the authority and the obligation to say so.

E. THE ALLEGED MISCONDUCT CANNOT BE ATTRIBUTED TO THESE OWNERS.

When an employee steps outside the scope of her employment and commits personal misconduct for her own financial gain, the employer is not responsible for that conduct. If the masseuse did anything at all, she was not performing authorized massage services. Assuming *arguendo* the masseuse rubbed Sgt. Glenn's penis, she was allegedly pocketing cash -- cash she kept for herself -- for a personal sexual act that violated her employer's explicit policies and was entirely unknown to the owners. That is rogue conduct. (Just as there are police officers who are proverbial "bad apples," there are "bad apple" masseuses as well.) The law does not hold employers responsible for such conduct. (*Lisa M. v. Henry Mayo Newhall Memorial Hosp.*, *12 Cal.4th 291 (1995); Bailey v. Filco, Inc., 48 Cal.App.4th 1552 (1996).)*

The owners' affirmative compliance record makes this conclusion inescapable. They employed only CAMTC-certified staff who passed FBI/DOJ level background checks, posted anti-prostitution signage in every therapy room, enforced a strict no-solicitation policy at staff meetings, kept massage room doors

unlocked, ran tasteful advertising targeting women and couples, and both personally completed a court-approved prostitution prevention class.[10] These are not the practices of owners who tolerate prostitution. They are the practices of owners who built their business specifically to prevent it. DPH found the Spa sanitary on July 16, 2025, and has not returned. This is the only massage permit revocation in San Francisco in the past year. Revoking these owners' permit and banning them for five years -- based on one disputed incident, investigated by officers running a cash raid to collect overtime -- does not protect the public. It punishes the innocent to settle a score.

III. CONCLUSION

The recording undermines DPH's case and the improper redaction warrants an adverse inference. The five-year ban is unauthorized: Section 29.45(a)(3) limits first-offense penalties to suspension; the ban under Section 29.45(a)(12) cannot apply where no Article 29 Massage Practitioner permit exists. Even if the penalties were authorized, they are disproportionate and cannot be attributed to these owners. DPH's systematic denial of appellants' ability to investigate and defend themselves -- failing to identify the masseuse, waiting a month to notify the owners, suppressing the recording, improperly redacting it, and producing a still-deficient transcript -- is a continuing constitutional violation that independently compels dismissal.

Jing Huang and Liyan Wang are innocent. They were wrongly targeted once by the same SFPD Task Force leader, fought back, and won. They are being wrongly targeted again -- with the same lack of evidence, the same disregard for professional standards, and the same corrupt motivation. This Board has the power and the obligation to end it. Please reverse the permit revocation. Please do what is just and dismiss this matter with prejudice.

DATED: May 14, 2026

Respectfully submitted,



Paul V. Horcher, Esq.
Attorney for Appellants Jing Huang and Liyan Wang
dba Richmond Serenity Spa

[10] *Exhibit. 14, Final Declaration of Jing Huang, ¶¶11-12.*

PAUL V. HORCHER, Esq. (SBN: 084882)
601 Van Ness Ave. #928
San Francisco, CA 94102-3257
Tel. 909-861-5555 | Fax. 415-301-4262 |
Email: pvh831@gmail.com

Attorney for Appellants Jing Huang and Liyan Wang
DBA Richmond Serenity Spa ("the Spa"), 3446 Balboa Street

SAN FRANCISCO BOARD OF APPEALS

49 South Van Ness Avenue, Suite 1475, San Francisco CA 94103

SAN FRANCISCO DEPT. OF PUBLIC HEALTH ("DPH")
vs. JING HUANG and LIYAN WANG dba
RICHMOND SERENITY SPA ("the Spa"),
3446 BALBOA ST.

Appeal No.: 25-059

APPELLANTS EXHIBITS (Continued)
Hearing Date/Time: 05-20-25 at 5:00 p.m.
Hearing Place: City Hall, Room 416

Appellants' Exhibits 1 through 13 were submitted under separate cover on March 19, 2026 are part of the record and are incorporated herein by reference.

	Pages
Exhibit 14 05-13-26 *Final Declaration of Jing Huang*	1-8
Exhibit 15 08-06-21 Appellants' *Joint Police Misconduct Complaint* Letter to DPA *sans* attachment	9-10
Exhibit 16 05-24-22 *Dept. of Police Accountability Case no. 00047542-21* Letter	11-12
Exhibit 17 Improved and annotated transcripts of 11-20-26 DPH Hearing	13-35
Exhibit 18 *Complaint, Samuel Rosas vs. Robert Glenn, et al., Cs. 3:23-cv-04913 SK* (*N.D.Cal. 2023*)	36-43
Exhibit 19 *Docket, Samuel Rosas vs. Robert Glenn, et al., Cs. 3:23-cv-04913 SK* (*N.D.Cal. 2023*)	44-59
Exhibit 20 Suggested Questions for Board *of Appeals* Commissioners to ask Sgt. Robert Glenn.	60-61

Date: May 14, 2026

Respectfully submitted,

Paul V. Horcher, Attorney for Appellants Jing Huang
and Liyan Wang dba Richmond Serenity Spa

Paul V. Horcher, Esq. SBN 084882
601 Van Ness Ave., #928
San Francisco CA 94102-3257
T: (909) 861-5555 F: (415) 301-4262
E: pvh831@gmail.com

Attorney for Jing Huang & Liyan Wang dba Richmond Serenity Spa

SAN FRANCISCO BOARD OF APPEALS
49 South Van Ness Avenue, Suite 1475, San Francisco CA 94103

SAN FRANCISCO DEPT. OF PUBLIC HEALTH ("DPH") vs. JING HUANG and LIYAN WANG dba RICHMOND SERENITY SPA ("the Spa"), 3446 BALBOA ST.	Appeal No.: 25-059 **FINAL DECLARATION OF JING HUANG** Hearing Date/Time: 05-20-25 at 5:00 p.m. Hearing Place: City Hall, Room 416

I, JING HUANG, declare as follows:

I have personal knowledge of the content of this declaration and if called to do so would competently testify to the truth of the matter stated.

1. I immigrated to San Francisco from China and became a USA citizen. Since 2015, I have co-owned the Spa with my equal business partner Liyan Wang ("Ms. Wang"). It was located first at 3443 Balboa St., San Francisco CA then relocated across the street to 3446 Balboa St. We are both in good standing as *California Massage Therapy Council* ("CAMTC") Certified Massage Therapists and *California Board of Barbering & Cosmetology* estheticians.[1]

2. Ms. Wang and I ("We") are not kids; I am 62 and Ms. Wang is 50.

[1] Exhibit C of Exhibit 2.

3. We fully complied with DPH's COVID-19 orders that stopped our only income source by closing the Spa for eight long months from 03-16-20 to 09-14-20 and from 12-04-20 to 01-28-21 that put us on the brink of insolvency.

4. We have always wanted good relations with DPH, our permitting agency, but on 05-27-21, five years ago, with the help of a "*cash raid*" of some overtime hungry officers led by SFPD Inspector 3 Antonio Flores,[2] DPH attempted to revoke the Spa's permit when it was located across the street at 3443 Balboa St. with similar highly questionable allegations. We appealed DPH's unjust *Notice of Determination* ("NOD") authored by DPH's Jennifer Callewaert. After a Hearing, the truly Independent (not a DPH crony) and credentialed Hearing Officer, Tinnetta Thompson, saw through DPH's unproven case and ruled for us and against DPH stating, "*I cannot support a determination of liability for the co-owners of Richmond Serenity Spa*" and "*By a preponderance of the evidence, Jing Huang and Liyan Wang, co-owners of Richmond Serenity Spa (Permit #M-87025), are not liable for violations of SFHC §§29.17(b) and 29.31(f).*"

5. In China, police can act with impunity, not so in San Francisco. Incensed by this abusive SFPD action, on 08-06-21 Ms. Wang and I filed a *Joint Police Misconduct Complaint Letter* with the *San Francisco Department of Police Accountability* ("*DPA*") (*DPA Case 00047542-21*) about this "*cash raid*" of overtime hungry officers led by SFPD Inspector Antonio Flores[3] and had a count (*Neglect of Duty*) with an "*Improper Conduct*" preliminary finding **sustained** by the *DPA.* This finding means by definition that *A preponderance of the evidence proves that the IMPROPER CONDUCT (SUSTAINED) alleged conduct occurred and that the conduct violated Department policy or procedure.*[4]

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[2] In 2023 Inspector 3 Antonio Flores, was paid total benefits of $454,505.36 of which $196,139.73 was regular pay and $139,975.53 in overtime. In 2024, he was paid total benefits of $510,269.60 of which $210,474.70 was regular pay and $164,977.47 in overtime. (Source https://transparentcalifornia.com/salaries/search/?q=Antonio+Flores). Flores' overtime pay has more than doubled over the past decade, peaking at more than $160,000 in the last fiscal year (Source: . San Francisco Standard (09-30-25). https://sfstandard.com/2025/09/30/sfpd-svu-historic-staffing-lows-longest-detective/?utm_campaign=daily&utm_medium=email&utm_source=sfs_newsletter&utm_term=09_30_25

[3] Exhibit 15.

[4] Exhibit 16.

6. DPH prematurely noticed our landlord about their 2021 *NOD* while the matter was still pending[5] apparently trying to get him to evict us. This officious and malicious action by DPH collaterally soured our relationship with the 3443 Balboa landlord, so we sought a new location thereafter.

7. Using my life savings as a down payment, I paid $575,000.00 for the ground floor of the real property directly across the street from 3443 Balboa St. commonly known as 3446 Balboa St., Unit #1, San Francisco CA 94121 ("the premises") where *G & J Beauty Salon* and *Yindeli Shiatsu* operated before. My monthly mortgage payment is $3,000.00. The annual property taxes are ~$7,300.00 (an average of ~$600.00/month. I leased the premises for 5 years to my partnership with Ms. Wang.

8. Contrary to the undercover officer's ("decoy") erroneous *SFPD Incident Report 250337568*, the Spa's premises have never been at 344**8** (emphasis added) Balboa St. 3448 Balboa St. is the postal address for the four-unit building, and is used for upstairs residential units 2, 3, and 4 who residents have been hostile and hateful towards us. We suspect them of instigating endless officious trouble for us. 3446 Balboa St. is the postal address for unit #1, which is our ground floor commercial unit. This error makes me wonder if the decoy has confused our place with another visit he made.

9. The Spa is small, just 1,075 square feet, all at ground level, and is our sole means of support.

10. The Spa offers massages, facials, and waxing; massage is roughly 85% of our business. 50% of our patrons are men, 30% are women, and 20% are couples. There are 3 therapy rooms; 2 are dedicated to massage exclusively and 1 room is used for couples' massage and esthetician services. Though it is hard to please everyone, the Spa has solid 3.5 Yahoo, 3.7 Yelp, and 4/5 Google ratings. We advertise only through *google.com* and our tasteful website (*https://richmondserenityspa.com/*).[6] We don't want the kind of customers that sexy ads bring.

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[5] Exhibit D of Exhibit 2.
[6] Exhibit E of Exhibit 2.

11. Initially, Ms. Wang and I both worked at the Spa every day where we jointly made management decisions. We take our responsibility to the public seriously. SFPD and DPH worry about rogue cops and rogue inspectors respectively. We worry about rogue masseuses endangering our livelihoods as I have invested too much to allow the Spa to be closed for expedient illegal behavior. When we began operations at the Spa, we established the following rigorous policies to inhibit an individual engaging in unprofessional conduct and committing acts punishable as sexually related crimes:

a. We don't hire friends or family. We hire, at arm's length, only middle-aged female masseuses/ male masseurs and pay them well. If we have doubts about the ethical fitness of an applicant for a massage position, we simply don't hire them and we fire suspicious staff.

b. We hire only DOJ/FBI level vetted CAMTC Certified Massage Therapists ("CMT's").

c. The Spa has no lascivious advertising that targets and attracts undesirable patrons. We authorize only tasteful ads with most ads targeting women and couples. We don't want the kind of troublesome customers that provocative sexy ads attract. Men have tried to bully us for sex acts. They are initially friendly to learn our English trade names, but then threaten to anonymously post fake lewd comments on male fantasy websites, to get the Spa in trouble if they don't get sexual favors. We refund their money, show them the door, and tell them not to return. We wonder if our competition and hateful neighbors plant nasty anonymous reviews too, but there's no way to know.

d. The massage room doors have no locks.

e. Towels and linen are laundered or changed promptly after each use. Separate cabinets or containers are provided for the storage of clean and soiled linen.

f. We have posted anti-prostitution signage at eye level in each massage room and have placed curtains at the massage room entries to inhibit illicit whispered conversations.

g. All massage therapists are appropriately attired.

h. We absolutely prohibit the soliciting of money for sex on the premises. Periodic staff meetings are held that emphasize that only appropriate professional conduct will be tolerated. We have consistently reminded staff that we must all abide by the law and provide legitimate massages, and each one of them has agreed to this condition of employment.

i. One of us is usually on the premises every day and though I have non-contagious life-threatening health issues, I schedule my medical appointments when business at the Spa is slow.

j. Staff is appropriately attired and Permits and Credentials are prominently displayed.

k. We watch each staff member personally to confirm that they are indeed performing valid work.

o. Our policy towards patrons who ask for sexual favors in exchange for money is to directly inform them "*You have come to the wrong place; we don't do that!*" Their money is refunded and they are shown the door to exit.

p. I have read and studied translations into Simplified Chinese of the useful CAMTC publications entitled *Common Actions That Violate CAMTC's Law* and *10 Suggested Ways to Prevent Sexual Misconduct by Clients.*

12. We know what prostitution is. We take our responsibilities as owners seriously and know that it is our job to do everything we can to prevent prostitution at the Spa. Ms. Wang and I both recently completed a prostitution prevention class to further enhance our understanding;[7] we intend to make this useful court approved class a condition of employment.

13. The Spa's hygiene was last inspected by DPH on July 16, 2025. Only a minor issue with the refrigerator was noted; they returned later to re-inspect and found all in order. They have not been back since then. The Spa is not a threat to public health or safety; it is the epitome of good hygiene and care.

[7] Exhibit F of Exhibit 2.

14. The Spa is a business that sees many clients each month and we are at a disadvantage when it comes to recalling details of a specific occasion. The SFPD decoy officer said he arrived at our establishment a full month before DPH finally notified us. I am nonetheless confident in my denial of the allegations because an incident of solicitation or lewd conduct on the premises would be so out of the ordinary that it would necessarily be memorable.

15. We do not employ any masseuses with criminal records for prostitution. The masseuses present at the Spa at the time of the decoy operation were heretofore employed at the Spa without a complaint or a citation to us.

16. The oversized towels to cover the patrons are made available in each room. We don't offer the option to be nude, and we do not specifically instruct our customers to completely undress.

17. We were shocked to receive the initial July 16, 2025, DPH *Notice of Violation* (*NOV*) regarding the alleged incident between an undercover officer ("decoy") working for SFPD's *Human Trafficking Task Force* and a masseuse at the Spa. I thought it odd that the decoy, a sworn officer, was so careless and negligent that he failed to question, identify, and detain the alleged rogue masseuse and make the customary human trafficking inquiries. I now know that he has been careless before and was suspended for 4 days by the SFPD Chief.[8] I also wondered if something really happened why neither SFPD nor DPH alerted us to so we could have taken prompt remedial action. I believe that public health, public safety, and human trafficking took a back seat to DPH's vengeful vendetta to maliciously ruin us and to SFPD's greedy officers wanting more easy money off the San Francisco taxpayers through overtime abuse again.

[8] The decoy and three other SFPD officers failed to find a loaded gun that allowed a kidnapping suspect to bring it into the jail (Source: https://sfstandard.com/2022/08/02/a-kidnapping-suspect-brought-a-loaded-gun-to-jail-officials-blame-sf-police-for-failing-to-find-it/) and the SFPD Chief suspended the decoy for 4 days for an unlawful search (Source: https://sb1421publicarchive-sanfranciscopd.govqa.us/WEBAPP/_rs/(S(kpivk1bq4voedf2r5usl0rvn))/RequestArchiveDetails.aspx?rid=176231&view=45)

18. After receiving this incomplete accusation, I tried to determine if something really happened and identify the culprit. At the time the SFPD decoy said he entered the premises there were two part-time masseuses present at the Spa on June 17, 2025 pending my arrival later that afternoon. One was 65 years old and the other about 60, much older than the 50-year-old the decoy he said he encountered. Tao Sun and Feng Xia Zhao, the Spa masseuses working on 06-17-25 represented to me when they were hired that they were "*CAMTC Certified Practitioners*" and were not *SFHC §29.5 "Massage Practitioners*."[9] Although neither one is still working at the Spa, both remain certified by the CAMTC[10] and have very limited English abilities. Before the unbelievable news of the alleged June 17, 2025, incident, I had no reason to suspect any of the masseuses of misconduct. They were both CAMTC Certified Massage Therapists passing FBI/DOJ level background checks. Although handicapped by the decoy's dubious decision not to detain, question, and identify the alleged rogue masseuse, I, unlike the decoy, sharply questioned the two masseuses who were at the Spa on June 17, 2025. By the time I was notified of this incident a month later, they could not recall the specific customers they served on June 17, 2025, but adamantly denied engaging in any illegal activity on that date or any date at the Spa. SFPD and DPH hampered my ability to investigate this matter by failing to notify me of the incident in a timely manner and failing to identify witnesses or the masseuse in question.

19. I believe that no Richmond SFPD human trafficking arrests have occurred for the past year.[11]

20. I believe SFPD never returned to the Spa after 06-17-25 to identify and/or interview staff.

21. DPH inspects the Spa ~twice a year; they have not formally inspected us since 07-16-25.

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[9] *"SFHC) §29.5 Definitions. "CAMTC Certified Practitioner means an individual who administers massage for compensation and holds a valid and active certificate to practice massage issued by CAMTC pursuant to California Business and Professions Code Sections 4604 or 4604.2." and "Massage Practitioner means any individual who administers Massage for Compensation* ***pursuant to a permit issued by the Director under this Article 29****."* (emphasis added)

[10] https://www.camtc.org/record-search?certificateNumber=35266&work=&lastName=Sun&firstName=Tao and https://www.camtc.org/record-search?certificateNumber=%0940643&work=&lastName=Zhao&firstName=Feng.

[11] Source: *https://www.sanfranciscopolice.org/stay-safe/crime-data/crime-dashboard*

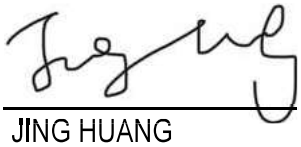
22. I listened to the faint SFPD recording of Sgt. Glenn's 06-17-25 Spa visit (finally produced on 04-30-26). We could have used the recording at the 11-20-25 DPH Hearing as it seems like a poor audio record of a regular 30-minute massage that disproves DPH's allegations. There is no audible solicitation. "60" - The one word possibly attributable to the masseuse is equally consistent with a request to extend the session from 30 to 60 minutes, a transaction that happens at the Spa and every legitimate massage establishment. The decoy apparently whispered his words to the masseuse to prevent management from hearing and intervening. The identity of the masseuse remains uncertain as it could not be positively verified by the poor audio recording.

23. No Spa masseuse or operator has ever been cited by the SFPD or CAMTC regarding the 06-17-25 visit. No Spa masseuse or operator has been prosecuted by the San Francisco District Attorney.

24. It is very unfair and unjust to revoke our establishment permit and fine us; if we lose our permit, we will consequently collaterally lose our CAMTC massage certifications too and will be unable to make a living. We are innocent and don't deserve DPH's draconian and unreasonable revocation of our permit – the death penalty of administrative law.

25. I have read and signed a rough Google® translation of this document into simplified Chinese.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and that this declaration was executed on May 14, 2026, at San Francisco CA.



JING HUANG

RECEIVED
AT DPA

2021 AUG -6 P 2:26

SAN FRANCISCO DEPARTMENT OF POLICE ACCOUNTABILITY
Joint Police Misconduct Complaint Letter
08-06-2021

PERSONAL INFORMATION

Name: **LIYAN**

Last Name **WANG**

DOB: 05-10-76.

Mandarin Chinese Speaker.

Occupation: Business co-owner, certified masseuse, and licensed cosmetologist.

Please communicate through email to: summerwang119@gmail.com.

Ethnicity: Chinese (Asian).

Preferred Phone: 415-395-6815.

Mailing Address: c/o Richmond Serenity Spa, 3443 Balboa Street, San Francisco CA 94121.

AND

Name: **JING**

Last Name **HUANG**

DOB: 05/19/1964.

Mandarin Chinese Speaker.

Occupation: Business co-owner, certified masseuse, and licensed cosmetologist.

Please communicate through email to: jingh698@gmail.com.

Ethnicity: Chinese (Asian).

Preferred Phone: 415-669-6418.

Mailing Address: c/o Richmond Serenity Spa, 3443 Balboa Street, San Francisco CA 94121.

INCIDENT

Date of Incident: 05-27-21

Time of Incident: 3:48 pm to 9:43 pm (four (4) hours of presumed overtime for each of 10 officers!)

Location of Incident: 3443 Balboa Street San Francisco CA 94121

Incident Report Number: 210030564 **CAD Number:** _____

Citation Nos.: ##023245390 (Jing Huang) & 023245401 (Liyan Wang), both PC 315 (misdemeanor).

Injuries: None, but our staff/clients were unnerved by the traumatizing guns drawn and handcuffs.

Narrative: Acting on a dubious 12-02-20 SFDPH referral believed to be based on unreliable hearsay, **SFPD Sergeant Thomas J. Lee, Star #1838 ("Sgt. Lee"),** a Chinese American, obtained a felony search warrant by misleading Judge Sandoval using a defective affidavit signed under penalty of perjury dated 05-25-21 (attached hereto). Despite a profound lack of probable cause with no evidence to support it, **Sgt. Lee** mislead the Court by speculating that human trafficking may be occurring (a felony to support a search warrant) and that victims may be present. He cited reviews dated 12-21-20 and 01-14-21 from a self-admitted male fantasy website but failed to note that Richmond Serenity Spa, like all other San Francisco massage establishments, was closed by an SFDPH anti-COVID-19 order during, before, and after the dates of those fake reviews! **Sgt. Lee** incorrectly represented to the Court that property or a person at our premises "*...was used as the means of committing a felony (1524(a)(2) PC*" and "*that it tends to show that a felony has been committed or that a particular person has committed a felony 1524(a)(4) PC*" and "*sexual exploitation of a child*" - an untrue and outrageous accusation! **Mistaken Identity - Sgt. Lee also** falsely stated that 2 persons named "*Yinjie Wang aka Gina Wang*" and "*Yan Hua Yu aka Shirley Yu*" were to be searched even though these people are not associated with our place of business (1 of them may have been operating at the same location years ago as "Snow Skin Spa.") We have solely operated "Richmond Serenity Spa" at 3443 Balboa St. for about 5 years – our fictitious name statements have been and are a matter of public record for everyone, including **Sgt. Lee**, to review before taking such drastic action.

On 05-27-21 ten (10) SFPD officers (presumably on overtime) and HSI officers swarmed the premises to execute the warrant, several with guns drawn. At least 1 of our employees & 1 of our clients were handcuffed. It is not hard not to be cynical about the true purpose of this faulty search warrant incident.

The Incident Report lists the witnesses and mentioned no felonious conduct.

Apparently to save face after the costly and mistaken search, **Sgt. Lee** cited us for 315 PC; the San Francisco District Attorney later declined to prosecute, apparently for lack of facts and evidence.

Signed August 6, 2021, at San Francisco, CA.

LIYAN WANG JING HUANG

LONDON BREED
MAYOR

CITY AND COUNTY OF SAN FRANCISCO
Department of Police Accountability
ONE SOUTH VAN NESS AVE., 8TH FLOOR
SAN FRANCISCO, CA 94103

PAUL DAVID HENDERSON
EXECUTIVE DIRECTOR

May 24, 2022

Liyan Wang
3443 Balboa Street
San Francisco, CA 94121

RE: DPA Case 00047542-21:

Dear Liyan Wang:

The Department of Police Accountability completed its investigation of the above-referenced complaint and its allegations. We have documented your allegations for our records, considered them for policy evaluations, and we have made the following **preliminary** findings:

Allegation Type	Allegation Detail	DPA Finding
Unwarranted Action	Search or Seizure Violation	Proper Conduct
Conduct Unbecoming an Officer	Threatening, Intimidating, or Harassing Behavior	No Finding
Neglect of Duty	Violation of Department Rule or Law	Improper Conduct
Unwarranted Action	Detention Without Justification	Proper Conduct
Unwarranted Action	Invalid Order	Insufficient Evidence

If the same allegation appears multiple times, it means we investigated multiple officers for the same conduct.

We are enclosing a list of definitions to aid you in understanding these findings. If you simply need clarification of the findings, please contact the investigator to discuss the preliminary findings listed above.

However, if you disagree with our preliminary findings, you have the right to request an investigative hearing. Your written request for an investigative hearing must outline the basis for your request and must be mailed or hand-delivered to the following address within ten (10) days of the date of this letter. Please, use the below address for all written investigative hearing requests:

Department of Police Accountability
ATTN: Investigative Hearing Coordinator
One South Van Ness Ave. 8th Floor
San Francisco, CA 94103

A request for an investigative hearing will be granted by the Director to individuals who demonstrate that a hearing will facilitate the fact-finding process. Thus, DPA strongly recommends you meet with your investigator to conduct a case review **before** you request an investigative hearing in your case.

You may request a case review by promptly notifying the investigator in your case, Jeanetta Minix, at (415) 241-7711. Your case review must be scheduled within five days of said notification. During your case review, you will be asked to sign a confidentiality statement due to the confidential nature of police officer personnel records. After signing the confidentiality statement, you will be allowed to read a redacted report drafted by the investigator. The purpose of the case review is to discuss the basis for the findings and to explain the post-investigation process. General information regarding the investigation, including what evidence was obtained, may be disclosed. More specific information regarding which witnesses were interviewed, what was said by the witnesses and/or the specific content of the documents and evidence shall not be disclosed.

If we do not receive a timely request for an investigative hearing, the DPA will prepare a final report in this case. If no allegations are sustained against any officer(s), the DPA will prepare a final report and close the file. If any allegations are sustained against any officer(s), the DPA will forward the report, the relevant evidence, and discipline recommendations to the Chief of Police or the Chief's designee for review and possible disciplinary action. It will be up to the Chief of Police to concur with our findings and to impose discipline. In some circumstances, the Director of the DPA may verify and file charges and seek discipline directly with the Police Commission against an officer who committed misconduct. For more information on this process, please see San Francisco Charter § 4.136.

Every complaint filed with the DPA helps create a more efficient, effective, and professional San Francisco Police Department. Even complaints with findings other than Sustained are utilized to track law enforcement behavior and draft future policies and procedures for the San Francisco Police Department that are reflective of information provided to us from public complaints like yours. Your complaint matters and makes a difference. We at the DPA appreciate the time you took to facilitate this process.

Sincerely,

Erick Baltazar for

Sarah Hawkins
Chief of Staff

PH: sl
Attachment Enclosed

Exhibit 17 [Note: Limited annotations, Red text is corrected testimony, delineations are ~~stricken through~~]

SFDPH Director's Hearing - Case #MSG-25-03, 3446 Balboa St., DBA Richmond Serenity Spa

APPEARANCES: For the Department: Michelle Vega, Program Manager Ivy Phan, District Inspector Albert Felipe, Code Enforcement Investigator Bess Hanish, Assistant City Attorney 3rd Party interpreter

For the Respondents: Paul Horcher, Counsel Interpreter Client (Jing Huang) Client 2 (Liyan Wang) Lt. Kilroy

CLERK: Good afternoon, calling into order the San Francisco Department of Public Health Director's Hearing. Today's date is Thursday, November 20th, 2025 and it's 1:06. I am Nina Mijatovic, the Hearing Clerk. The Hearing Officer for today is Hearing Officer Traci Lawrence, with DPW.

If you are a member of the public joining us and would like to speak, public comment will be at the end of the hearing. Time allotment for public comment will be at the Hearing Officer's discretion, and you have the right to remain anonymous. Please, no personal audio or video recordings, and only one party speaking at a time.

Case #MSG-25-03, address 3446 Balboa St. Thank you.

HEARING OFFICER: Good afternoon. My name is Traci Lawrence. I'm an independent Hearing Officer appointed by the Director of San Francisco Department of Public Health to conduct and decide these hearings. This hearing is being audio and video recorded and will constitute the administrative record for each case.

The process of these proceedings, in order of the presentation, will be as follows:

The Department, San Francisco Department Public Health, Program Manager presents the case with the burden of establishing the violation within 7 minutes, the Responsible Party or the defendant has 7 minutes to present their case, then have 3 minutes for rebuttal or closing arguments.

At the conclusion, the Department has one minute to present the proposed order.

These hearings are quasi-judicial. The technical rules of evidence will not apply. Any relevant reliable evidence will be considered and admitted and will be given the weight it is due prior to making a decision. Hearsay evidence should be limited and will only be considered if it supplements or explains other evidence.

At the end of the proceedings, I will adopt, modify, or reject the Department's proposed order and I will submit a written decision post hearing in accordance with the timelines dictated by the specific applicable codes.

Will everyone who wish to testify, please stand. Please Stand.

Do you solemnly swear, under penalty of perjury, under the laws of the State of California, the testimony you give at this hearing today, will be the truth, the whole truth, and nothing but the truth?

(Witnesses sworn) Ok, we will begin.

PROGRAM MANAGER: Good afternoon Hearing Officer Lawrence, my name is Michelle Vega and I oversee the Massage Program here for the Department of Public Health, Environmental Health Branch, which is one of the three Programs that I manage…

(Opposing counsel, Mr. Horcher, raises hand)

HEARING OFFICER: We are not going to do that, because at the very beginning, I laid the groundwork. And I stated that each side will have 7 minutes, and then once they complete their 7 minutes, then you will have an opportunity to present your case.

HORCHER: Well I understand that, Madam Hearing Officer, but I do have a pending evidentiary objection. Which was sent to you yesterday, which you acknowledged receiving.

HEARING OFFICER: I did acknowledge that I received that. But like I said, you can uh, you can say all of that when it is your time.

HORCHER: Actually, it's uh logically be, will be wise to dispose of it now, because I believe given my objection that the matter should be dismissed.

HEARING OFFICER: So the matter is not going to be dismissed. I am going to allow the evidence to stand. So I will allow this Department to continue.[1]

PROGRAM MANAGER: Thank you. I've conducted enforcement work for the health department in various programs and have been with the Branch for over 17 years. I'd first like to object to their second chair being the designated interpreter. Due to conflict of interest, the department has furnished an interpreter today through a third party vendor who can remain impartial. This request for the interpreter was initiated by the opposing party. The third party vendor has experience with interpreting for depositions and legal matters.

HORCHER: (raises hand) May I be heard on that ~~(inaudible)~~ your Honor.

HEARING OFFICER: He..I don't think that interpreter is here.

PHAN: Oh, I mean he was sitting there. Um, Let me get…..Oh…no.

HORCHER: He could be (inaudible). DPH was made ~~We made~~ aware of uh the choice to have our own interpreter yesterday. (inaudible) there is nothing about that in Director's Hearing procedures.

[1] More evidence of bias and lack of professionalism; she obviously never read Horcher's highly relevant evidentiary objections.

PROGRAM MANAGER: I'd like to go further.

HORCHER:It ~~He~~ has no merit.

PROGRAM MANAGER: I'd like to also question if um, um former Lieutenant Kilroy will be testifying today.

HEARING OFFICER: Yes, I will allow the department's interpreter and then the officer will testify today via camera.[2]

PROGRAM MANAGER: So we would be… former Lieutenant Kilroy, I'm not quite sure if the opposing party has him scheduled to testify today, but I'd like to um object for him to testify based on speculative reasoning and lack of qualification.[3]

HEARING OFFICER: I'm sorry, I misunderstood that you were talking about the police officer. I, I agree. So he will not testify, the (inaudible) Lieutenant.[4]

PROGRAM MANAGER: Thank you.

HORCHER: I beg your pardon. Can we back up here? Who is the person speaking, she did not identify herself.

PROGRAM MANAGER: I am Michelle Vega with the Department of Public Health.

HORCHER: And what is her ~~your~~ motion? [5]

HEARING OFFICER: I'm sorry. Continue.

PROGRAM MANAGER: Thank you. We're here today to provide you Hearing Officer Lawrence DPH's burden of proof that solicitation and engagement of lewd act occurred at the permitted location called Richmond Serenity Spa. I received a call from a concerned member of the public on December 6th, 2024 regarding a massage establishment located at 3446 Balboa St. claiming that they were conducting business all hours of the night, past the allowable hours for a massage establishment. The complainant also claimed that the massage business was offering sexual services for compensation as several male customers were observed entering and exiting the premises. I informed the complainant that the previous routine inspections that we had had no health code violations, but we'll reach out to our partners at SFPD Special Victims Unit[6] to investigate this for prostitution and lewd act. In addition to that complaint, DPH's government affairs liaison to the Board of Supervisors also informed us of another complaint that came through with the Board of Supervisors. Our former Director, Patrick Fosdahl ~~Fosdalh~~ then connected <*sic*> PD and provided that information as well. So on June 17th, 2025, SFPD conducted an undercover buy ~~(inaudible)~~ operation at 3446 Balboa St. According to the police report, as you can see from Exhibit B and Exhibit R that we

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[2] Hearing Officer confused Lt. Kilroy with Sgt. Glenn; this appears to be an obvious ex parte scripted collusion with the non-professional Hearing Officer and DPH to prevent Lt. Kilroy from testifying again as he did in 2021.
[3] A ludicrous objection given Lt. Kilroy's extensive background as an SFPD vice officer.
[4] Further evidence of *ex parte* collusion between DPH and the Hearing Officer.
[5] Horcher did not hear the motion and his question regarding it was ignored by the Hearing Officer.
[6] Further evidence of Sgt. Glenn's relationship with *SFPD's Special Victims Unit.*

submitted, the decoy paid $50 for a 30 minute massage. During the rendering of these services, the practitioner removed the sheet that the decoy had exposing his backside and started massaging his body parts, including his buttocks.[7] She then proceeded to solicit masturbation services for compensation in the amount of $60 to the decoy, all while stimulating his genitals.

This is a clear violation of the San Francisco Health Code Article 29.31 and Article 29.17, which is solicitation and engagement of lewd conduct.[8]

As you can see from the incident report and declaration, Sergeant Glenn referenced Richmond Serenity Spa as 3448 Balboa St. However, the physical address of this location is actually 3446 Balboa St. This discrepancy appears to be on City Assessor's Office database where they claim that this parcel is both 3446 and 3448 Balboa St. I'd like to assure you Hearing Officer Lawrence that Sergeant Glenn did in fact receive the services from 3446 Balboa St. and this will be further clarified directly from Sergeant Glenn during his testimony and direct examination today.

We also have District Inspector Ivy Phan here who has any questions that you might have pertaining to the issuance of the violation. But at this time, I'd like to call on Sergeant Glenn to provide us his testimony on the accounts <*sic*> that occurred on June 17th, 2025 at Richmond Serenity Spa.

HORCHER: (raises hand) Actually I have a question, Miss Vega?[9]

HEARING OFFICER: Um no, you're cutting into their time.

HORCHER: She testified, I have a right to question her.

HEARING OFFICER: At, when your, when your 7 minutes

(interrupted)

HORCHER: It's in the Director's procedures, I have a right to question her.

HEARING OFFICER: When you're, I'm sorry you're paid by your clients to represent them.[10] You continue to interrupt, I will ask you to leave and you will not be able to provide a service to your clients, something that they're entitled to.

HORCHER: They're entitled to a fair hearing. You can lecture me all you want. But my clients (inaudible)

HEARING OFFICER: I understand that. No, it's not a lecture. It's I'm telling you that if you keep interrupting, I'm going to ask you to leave.[11] So you make the decision.

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[7] A non-Issue *GOVERNMENT CODE § 51034 "… (c) Nothing contained in this chapter shall authorize a city, county, or city and county to do any of the following:… (5) Impose client draping requirements that extend* ***beyond the covering of genitalia and female breasts****, or otherwise mandate that the client wear special clothing….(11) Prohibit a person certified pursuant to Chapter 10.5 (commencing with § 4600) of Division 2 of the Business and Professions Code from performing massage for compensation* ***on the gluteal muscles****, prohibit specific massage techniques recognized by the California Massage Therapy Council as legitimate, or impose any other specific restriction on professional practice beyond those set forth in subparagraph (E) of paragraph (1) of subdivision (a) of Section 4609 of the Business and Professions Code, except as authorized by §460 of the Business and Professions Code*." (emphasis added)

[8] Not so. Both masseuses on duty that day were CAMTC Certified Practitioners, not Massage Practitioners *per se*! – They were not issued permits under *SFHC Article 29*! Ergo, No massage practitioners committed any lewd conduct, so vicarious/strict liability fails.

[9] The Program Manager's testimony had concluded and Horcher wanted to appropriately cross-examine her then.

[10] Highly inappropriate comment exposing the Hearing Officer's bias and partiality.

[11] Highly imperious statement akin to the Queen of Hearts screaming "*Off with their heads!*"

SERGEANT GLENN: I'm available now. Sorry, I didn't know if it was my turn to talk.

FELIPE: Officer Glenn, are you ready?

SERGEANT GLENN: I am ready. Sorry. Am I going to be asked questions or do I just basically read my declaration to you guys?

FELIPE: Yes, you can. Right now you read your declaration.

SERGEANT GLENN: Alright. (inaudible). I'm a Sergeant with the San Francisco Police Department. I've been a police officer with San Francisco Police Department for more than 10 years. Prior to working with SFPD, I was an officer with the Ukiah Police Department for almost a year and worked as an officer for the University of California San Francisco School of Law, formerly UC Hastings Safety Department for almost 5 years. I have personal knowledge to the content of this declaration and if called to do so would come would competently testify to the truth of the matter stated. I have been assigned to the San Francisco Police Department Special Victims Unit for the last year[12]. I worked in the San Francisco Police Department's Bayview, Ingleside, Central, and Southern Districts as a patrol officer prior to my current assignment as a Sergeant at SFPD's Special Victims Unit. I investigate crimes pertaining to sexual assaults, domestic violence, child abuse, fraud, among other crimes. During the course of my career, I've interviewed thousands of victims, suspects and witnesses. I have also testified preliminary hearings and jury trials. My training includes the basic post certification courses while attending San Francisco Police Academy and ongoing instruction throughout my career in advanced officer training courses. I've successfully completed the following courses:

80 hour Robert Presley Institute for Criminal Investigation Basic Court course
80 hour Police Officer Standards and Training Supervisory course
24 hour Plainclothes and Undercover Operations course[13]
40 hour ICI Sexual Assault Investigations course
40 hour ICI Human Trafficking Investigation course

I'm familiar with the business called Richmond Serenity Spa. The Serenity Spa is a commercial business occupied on the ground floor of 3446 Balboa St. in San Francisco, CA. I become familiar with Serenity Spa based on the investigation. I have personally conducted the business in conversations with SFPD officers who have conducted their own investigations. I know that Serenity Spa would be an illegal brothel in a location where illegal prostitution occurs. This is based on investigation I've personally conducted conversations with other officers and a review of incident reports. Based on my investigation, I believe the Serenity Spa is owned by Jing Huang and Wang Li. On June 17th, 2025, at approximately 1600 hours, I conducted an undercover operation at the Serenity Spa. The goal of this operation was to see if there was illegal prostitution taking place and the Serenity Spa. While wearing a mobile body bug and in possession of $200 in marked City funds, I was greeted by an Asian female who escorted me back to a room. I did not see any other people as I walked to the room but was able to hear voices from other rooms. The voices sounded as they were both male and female. The room looked like a typical massage room with a chair and massage table. There was another table in the corner that had massage oils and a roll of toilet paper on top. Once inside the room a woman asked me how long. I told her I wanted a 1/2 hour massage. The female said it would cost $50.00. I gave the woman a hundred dollar bill. The woman told me she

[12] Further confirmation of Sgt. Glenn's assignment to the San Francisco Police Department Special Victims Unit.
[13] Admission of Sgt. Glenn's training in undercover operation.

would give me change. The woman then points to ~~(inaudible)~~ the table. I asked whether I should take off my clothes. The woman said “take off”, pointed to a nearby chair and exited the room.

undressed, got under the blanket covering the massage table and faced down. The woman returned to the room and put $50 on the table. The woman then removed the blanket covering. They then began rubbing my shoulders and legs. She then began rubbing my buttocks and then attempted to rub my perineum area, which I prevented by clenching my buttocks. The woman then asked me to turn over, which I did. She then began rubbing my chest and stomach. Eventually grabbing my penis and asked me you want while making an up and down motion with her other fist. I interpreted this gesture as an offer for manual stimulation. I asked her how much. She said you tell me[14] and I offered sixty and I offered $60.00. The woman agreed and then to the corner table to get oil. She then grabbed my penis and manually stimulated me with both hands. I determined there was sufficient evidence for probable cause, violation of California Penal Code 647-B. I then told the woman I had to leave. The woman told me to lay back down so that I could finish. I again told her that I had to go and gave the woman $50 and left. Based on my training and experience and the investigation I personally conducted, I believe the Serenity Spa is a house of prostitution in accordance to Penal Code Section 315.

I am the sole operative assigned to conduct covert investigations into the lewd activity at massage establishments within the City and County of San Francisco. Disclosure of my physical appearance would render me recognizable to regulated communities, thereby compromising the integrity of ongoing future investigations. Even if disclosure were subject to carefully crafted protective order, the risk of harm remains substantial. Once my physical appearance is disclosed, it cannot be undone. Protective orders cannot fully eliminate the risk of inadvertent disclosure or misuse, nor can they restore the agent’s anonymity once compromised. Because the same legal counsel ~~Family Group Council~~ represents multiple establishments ~~and~~ currently under investigation, disclosure of the agent's identity in this proceeding~~s~~ would likely be shared, intentionally or not, with other clients, thereby undermining the City's broader enforcement strategy and enabling regulated entities to evade detection.[15] Disclosure of my physical appearance identity would uh cause serious and lasting harm to the City's enforcement efforts.[16] The agent's ability to operate covertly would be irreparably impaired, and the City's capacity to enforce San Francisco Health Code Article 29 would significantly diminished. I declared under penalty of perjury and the laws of the State of California that the foregoing is true and this was written on November 7th of 2024.

PROGRAM MANAGER (inaudible) For the Health Department.

HORCHER: My turn? Sergeant Glenn, can you hear me?

SERGEANT GLENN: I can hear you now.

HORCHER: I'm Paul Horcher. I'm the counsel for the operators.

Did you write that declaration?

SERGEANT GLENN:

Uh, with the assistance of the City Attorney's Office, yes.

---

[14] SFPD recording does not audibly confirm this.
[15] Outrageous personal attack on Counsel Horcher.
[16] Disclosure would only cause harm to his lucrative assignment as a decoy.

HORCHER: Ok. Now you understand that you have corrected the address, is that correct?

SERGEANT GLENN: I've corrected the address and I have some additional training since it was offered. So I added the additional training to Section 4.

HORCHER: Ok, what is a, what is a buy walk operation?

SERGEANT GLENN: What is a buy walk operation? Is that question?

HORCHER: Yes, Sir.

SERGEANT GLENN: It is when we go to an establishment in ~~and~~ an effort to determine if prostitution is taking place within the establishment. The idea behind that is that we do not do enforcement actions. There is a signal given to the other officers that are outside and they are supposed to contact me via telephone to help me get out of there and come up with an excuse to leave.

HORCHER: I noticed in your in the incident report, you, you used that uh signal, you signaled your, your part of your team. You put that in the incident report and but in your declaration you did not mention that.

Was there some reason for that?

SERGEANT GLENN: Um, I had the City Attorney help me edit it and he removed it. So, I don't know why he removed it.

HORCHER: All right, long list of (inaudible) I noticed that in the declaration that you mentioned that you worked for Ukiah Police Department, but your testimony today, you did not mention that. Some reason for that?

SERGEANT GLENN: I mentioned Ukiah Police Department. I read it right out of the declaration.

HORCHER: I beg to differ, let the record will (inaudible) reflect that. Um, now did you get a receipt when you gave the woman 50, $50 dollars?

SERGEANT GLENN: I can’t hear your question. Can you repeat it please?

HORCHER: Did you get a receipt for your $50.00?

SERGEANT GLENN: I did.

HORCHER: You mentioned that you went in there and the voices were audible. Is that correct? From the other room, there was a man, a woman, who said.

SERGEANT GLENN: That is correct.

HORCHER: That you can clearly hear voices.

SERGEANT GLENN: Can you say that again?

HORCHER: You could clearly hear their voices.

SERGEANT GLENN: I could faintly hear their voices, but I could hear their voices, yes.[17]

HORCHER: Now, in your incident report, you mentioned that you had an audio recording. Correct?

SERGEANT GLENN: There is an audio recording, yes.

HORCHER: And you mentioned you had photographs as well.

SERGEANT GLENN: Photographs of the money, yes.[18]

HORCHER: Now, the operators have asked three times for those recordings and photographs, once directly from PD and twice from the Health Department. They've never, never received them. Did you know that?

SERGEANT GLENN: I'm not in charge of discovery, Sir.

HORCHER: It's a yes or no. (inaudible)

SERGEANT GLENN: So, what is the question then?

HORCHER: Did you know that? You don't know.

SERGEANT GLENN: I did not know.

---

[17] SFPD audio recording does not audibly confirm this.

[18] Photos were never produced.

HORCHER: Ok. That's all you had to say “I don’t know.” Ok. Have you ever made an arrest for prostitution?

SERGEANT GLENN: Yes.

HORCHER: Why didn't you make an arrest in this case? If this actually happened.

SERGEANT GLENN: Because that was not the operational goals that we set forth that day.[19]

HORCHER: Who set the goals? Inspector Flores?

SERGEANT GLENN: What's that?

HORCHER: Who set the goal of this operation?

SERGEANT GLENN: I did.[20]

HORCHER: You did. Isn't your job to protect public safety?

SERGEANT GLENN: Among other things, yes.

HORCHER: Isn’t your job? if you witness a crime, isn’t your job to detain the person, at least identify who they are?

(FELIPE turns on HORCHER’s microphone) Oh, Thank you.

SERGEANT GLENN: Not if ~~However~~ it would jeopardize a broader investigation.

HORCHER: How about wasn't it your job at least to identify other people who were in the room and could have asked who those people were? Who you overheard speaking?

SERGEANT GLENN: That would have jeopardized the investigation.[21] So we did not do that.

HORCHER: How about public health concerns? Wouldn't it been wise if alerted the operators, “Hey, look, you've got a rogue masseuse in your place. You better just do something about it. You're jeopardizing public health.” Wouldn't that ~~it~~ have been a good idea?

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[19] Operational goals were not fully explained.
[20] Sgt. Glenn took personal responsibility but uses the pronoun “we” instead of “I” throughout.
[21] Investigation not fully detailed.

SERGEANT GLENN: I don't agree with that statement, no.

HORCHER: You don't agree with that statement. OK. Isn't it true the District Attorney has never pursued criminal charges in this matter?

SERGEANT GLENN: That's (~~inaudible~~) Case #250337568, did not receive criminal complaint from us. That is correct.

HORCHER: Thank you. All right, to this date, you did not know who that person was, is that correct? That you encountered?

SERGEANT GLENN: I'm sorry?

HORCHER: To this date, you do not know who that person was who you encountered on June 17th at 3446 Balboa St.

SERGEANT GLENN: That that is correct.

HORCHER: What is a mobile body bug?

SERGEANT GLENN: What is a mobile body bug? I'm going to exercise 1040 of the Evidence Code and not disclose that to you because they would jeopardize further investigations.

HORCHER: You can't describe what a mobile body bug is?

SERGEANT GLENN: I just answered your question, Sir.

HORCHER: OK, You're not going to tell me. All right. One moment.

(Horcher turns around to speak with member of his team.)

I want to ask you something else.

Have you ever been listed on the Ukiah Police Department's Brady List?

SERGEANT GLENN: Not to my knowledge. No.

HORCHER: Also known as a Giglio list.

SERGEANT GLENN: Known as a what?

HORCHER: Giglio. G-I-G-L-I-O List.

SERGEANT GLENN: Not to my knowledge.

HORCHER: You don't know anything about that, then, correct?

SERGEANT GLENN: That's correct.

HORCHER: All right. I see something else. You'd be (inaudible) to die. I don't know. Were you one of the four officers who arrested a burglary suspect? Excuse me, a kidnapping suspect and allowed them into the jailhouse with a loaded weapon?

SERGEANT GLENN: I was not, no. I was a supervisor for that incident though.

CLERK: Time is up.

HORCHER: One more question.

HEARING OFFICER: Time is up. (inaudible) allow for rebuttal.

HORCHER: I'm just cross examining and I haven't presented my case.

HEARING OFFICER: You're just asking questions for that, do you have anything additional that you want to add about your case?

HORCHER: Just cross examining their witness. I haven't presented by case yet.

HEARING OFFICER: Well you had seven minutes to do that.

HORCHER: No, I have not, I'm cross examining, you got (inaudible)

PROGRAM MANAGER: (inaudible)

HORCHER: Got to give her a fair hearing.

HEARING OFFICER: Well, this is a fair hearing.

HORCHER: You have to do it. ~~(inaudible)~~

HEARING OFFICER: Well, we are giving you a fair hearing.

HORCHER: In your opinion.

HEARING OFFICER: So I'm saying that we're done with the question aspect of this, but I am going to allow you some time to present your case. I'm going to give you 3 additional minutes to do that.

HORCHER: Thank you. One last question of the, the deputy.

HEARING OFFICER: No, it's time to move on.

HORCHER: So I can't ask him about his four day suspension?

HEARING OFFICER: No, I don't think it's relevant.[22]

HORCHER: It's relevant as to carelessness. OK.

(HEARING OFFICER: You have 3 minutes.)

HORCHER: And I want to bring on my expert witness, Lieutenant Ray ~~Greg~~ Kilroy.

HEARING OFFICER Oh, no, I'm sorry. I didn't give him permission to testify …You absolutely cannot testify.

HORCHER: (inaudible)

[22] Sgt. Glenn carelessness was highly relevant – he failed to identify the masseuse, and the others present - more evidence of Hearing Officer's bias.

HEARING OFFICER: I didn’t give him permission to testify.

HORCHER: You said three more minutes.

HEARING OFFICER: No, but this is you presenting your case not (inaudible) a witness.

HORCHER: Oh, come on.

HEARING OFFICER: No, I, I think we established that at the very beginning.

HORCHER: No, you did not.

HEARING OFFICER: We did. She asked and I said that I will not allow him to testify.

HORCHER: You can't do this. You may think you can do this, but it's extremely arbitrary and capricious ~~egregious~~. You’ve got to give ~~(inaudible)~~ these women a fair hearing ~~(inaudible).~~

HEARING OFFICER: So this is a fair hearing.

HORCHER: Just give me 3 minutes. My 3 minutes is to ask this gentleman to give this opinion. He's an expert witness.

HEARING OFFICER: An opinion? So I and I also said before that I'm not going to allow that in the very beginning.

HORCHER: I didn’t hear that.

HEARING OFFICER: Do you have any additional information towards that?

HORCHER: How about a 5 minute break and I'll give my 3 minute summation. Would that be OK?

HEARING OFFICER: A 5 minute break?

HORCHER: Yes, please.

HEARING OFFICER: Ok, I will allow it.

SERGEANT GLENN: My audio is dead. I can't hear anything from anybody. Sorry, I'm interrupting.

HEARING OFFICER: We're going to take a 5 minute break.

(Pause in audio, due to 5 minute BREAK)

HORCHER: 3 minutes left, I'd like to have my client make a statement.

HEARING OFFICER: Absolutely.

HORCHER: After I ask one question of Ms. Vega.

HEARING OFFICER: Um, So first I want your clients to present or say your statement and then in the rebuttal I will allow you to ask questions.

HORCHER: Sorry.

HEARING OFFICER: I will allow you to ask questions after your client has made their statement.

HORCHER: (Turns to client) Make your statement. Try English first.

CLIENT: So in the past six months (inaudible) ladies, women, make them, following them on our website, so most they give us the e-mail and phone numbers, many become regulars. So since May, all of our review on Google are 5 stars. Why? Because the one reason they feel here are comfortable, they told, tell me that the spa feels is different than the from the other spas. If you visit our spa, you will see the curtain wide open, is very clean and there is a sitting area, comfortable area, in next to window. Our employee never wear sexy clothes. So I use my real name with my client. There are picture of me and my partner and show the website. I think better spa never do that. So we put in there more than 70 thousand ~~(inaudible)~~ and also 50 more than 50 thousand for the marketing ~~(inaudible).~~

We choose the hard path but it's our dream to have a spa that gives the lady, couples, and a good men ~~man~~, affordable luxury. We try to keep away bad men ~~man~~, like the ~~a~~ Decoy. They think all ~~the~~ Asian masseuse are prostitutes.

From establishing ~~publishing~~ our spa ~~start~~, ~~from~~ the Police Department has made me feel really really tired and almost give up. I have a serious health ~~housing~~ problem and not much money now. You know (inaudible), then I believe that any landowner would not want ~~(inaudible)~~ illegal business on their property. That's really stupid.

PROGRAM MANAGER: I'm sorry. (inaudible) time.

HEARING OFFICER: Since there's a language barrier, I'm going to let her continue.

CLIENT: I hope you let us ~~last~~ continue to take care of good people who love our store. Thank you very much.

HEARING OFFICER: Thank you.

HORCHER: Proceed - She has time?

HEARING OFFICER: Sure. Go for it.

HORCHER: Go ahead Liyan ~~(inaudible).~~

CLIENT 2: OK, Dear Hearing Officer. I'm here to talk about you know our we hired all the employee and mostly around you know, 60 years old and no criminal record and all were certified by CMTC. And then we always tell them do not do anything against the law. Also, you know, we spend a lot of money, you know, and build nice website and Google ads, ads on the Google to get more women and a couple massage and facial customer.

So then DPH charge us with, you know, prostitution only based on an untrue writing report from policeman and want to revoke our business permit and our personal licenses. So I think that's ridiculous and also it's ~~un~~biased because we didn't do anything against the law. You know, also, you know, the, the money from the business is only our income now. So you know, also now you, you try to revoke our licenses so if we don't without a permit and CMTC license, you know and make us cannot make a living. So we are innocent ~~(inaudible)~~ and don't deserve this capitol ~~visible~~ punishment.

So this is everyone. Thank you.

HEARING OFFICER: I did say after your statement, you can ask a question.

HORCHER: Thank you.

Ms. Vega, you said a concerned member of the community called you on December 6th, 2024. Who you described as the complainant, was that person in fact the upstairs neighbor of Richmond Serenity Spa located at 3448.

PROGRAM MANAGER:

The complainant would like to uh remain anonymous, therefore, that information will not be provided today.

HORCHER: Fair enough, got my answer, thank you.

HEARING OFFICER: I will allow the department to, to rebuttal.

36:58 PROGRAM MANAGER: So I do understand that based on the declaration provided by owner Jing Huang ~~(inaudible) Wang~~ that it appears that she's stating that they're targeting couples and women, uh which is 50% of their patrons. Yet, um for some reason 50% of them are men alone. I questioned as to how these men even find out about this location.

Less than 10% of the Google generated reservations are men, yet 50% of your clientele are are men. So where are where are these men um making their their booking their services? I would also like to question that there are rumors that there's escorts, that this, this is not a rogue agent, an individual that's conducting these services when in fact we believe that it is the practitioners, the establishment itself doing servicing these types of lewd acts.

During my rebuttal, I would like to at this time like to direct-examine Sergeant Glenn, if that is OK.

(PROGRAM MANAGER looks toward HEARING OFFICER for approval).

OK, so Sergeant Glenn, can you tell us what initiated your investigation with Richmond Serenity Spa?

HORCHER: Can't hear him.

SERGEANT GLENN: I'm sorry, could you hear me?

PROGRAM MANAGER: Yes.

SERGEANT GLENN: Sorry. We, we received a complaint from the Department of Public Health as well as from the citizens.

PROGRAM MANAGER: OK. At this time, um although your incident report declares in states 3448 Balboa St., you entered Richmond Serenity Spa front entrance depicted um on Exhibit uh let's see Exhibit A page 12, is that correct?

SERGEANT GLENN: Exhibit A, Page 12.

PROGRAM MANAGER: Which is the Google, the Google image of what we had provided you the other day.

SERGEANT GLENN: Yes, that is correct.

PROGRAM MANAGER: So have you ever received any personal massages before?

SERGEANT GLENN: Outside of that location? Yes, I have.

HORCHER: Excuse me, your Honor.

PROGRAM MANAGER: How many can you say you've gotten during your personal time? How many personal massages have you gotten during your personal time?

HORCHER: I don't have a picture.

SERGEANT GLENN: Probably around a dozen.

PROGRAM MANAGER: Are you familiar with the common protocols and preparing for professional massage?

SERGEANT GLENN: Yes.

PROGRAM MANAGER: And in your personal experience of getting a professional massage, is it common as a customer to remove all clothing, including your undergarments before laying on a massage table underneath the sheets ~~(inaudible)~~

SERGEANT GLENN: Yes.

PROGRAM MANAGER: And is it common for a practitioner to completely remove the towel covering or sheet on the private parts during a professional massage?

(CLERK calls time.)

I'd like to request an extension.

Go ahead.

SERGEANT GLENN: No.

PROGRAM MANAGER: OK. I'd like to point out here Officer Thompson <*sic*> that regardless if he had no undergarments or not, or had undergarments, his towel sheet should not have been removed from that decoy exposing his buttocks. This is a clear violation of San Francisco Health Book Article 29.17 and is considered a lewd conduct for the mere fact that the practitioner displayed and exposed the decoy's buttocks.[23]

Now, going back to your testimony, you you're testifying under penalty of perjury that you lay face down on the massage table fully naked underneath the sheet, which the practitioner then completely removed, exposing your entire backside as you lay face down on the table. Is that correct?

SERGEANT GLENN: That is correct.

PROGRAM MANAGER: Did you ask her to remove the cover or expose your buttocks?

SERGEANT GLENN: I did not.

PROGRAM MANGER: Furthermore, did you ask her to massage your buttocks and fondle with your perineum or attempted to fondle with your perineum?

SERGEANT GLENN: No.

PROGRAM MANAGER: Based on your professional experience, did a lewd act occur at this point?

SERGEANT GLENN: Yes.

PROGRAM MANAGER: What's the reason why you continued to do your undercover operation at this point?

SERGEANT GLENN: The undercover operation was in regards to prostitution in the massage parlor.

PROGRAM MANAGER: So why did you continue on? So you thought the lewd conduct. Why did you continue on?

SERGEANT GLENN: Lewd conduct and prostitution are two separate, code sections

PROGRAM MANAGER: Were you trying to obtain solicitation at that point?

SERGEANT GLENN: Correct.

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[23] Not true. *GOVERNMENT CODE § 51034 "… (c) Nothing contained in this chapter shall authorize a city, county, or city and county to do any of the following:… (5)* ***Impose client draping requirements that extend beyond the covering of genitalia and female breasts****, or otherwise mandate that the client wear special clothing….(11)* **Prohibit a person** ***certified pursuant to Chapter 10.5 (commencing with § 4600) of Division 2 of the Business and Professions Code from performing massage for compensation on the gluteal muscles****, prohibit specific massage techniques recognized by the California Massage Therapy Council as legitimate, or impose any other specific restriction on professional practice beyond those set forth in subparagraph (E) of paragraph (1) of subdivision (a) of Section 4609 of the Business and Professions Code, except as authorized by §460 of the Business and Professions Code*." (emphasis added)

PROGRAM MANAGER: OK, I'd like to also revisit the services given to you once you were asked to turn over on the massage table facing up. Can you confirm once again, under oath, that your genitals were exposed during this time?

SERGEANT GLENN: They were.

PROGRAM MANAGER: And during this time, while grabbing your genitals, she solicited a lewd service on your genitals for $60.00. Is that correct?[24]

SERGEANT GLENN: That is correct.

PROGRAM MANGER: In your testimony, you state that manual stimulated you with both hands. Can you briefly explain to us exactly what you mean by manual, manually stimulating you with both hands?

SERGEANT GLEN: One hand grasps my testicles, the other hand grasps my penis and strokes in an up and down motion.

PROGRAM MANAGER: So basically, she clearly was masturbating you at this point.

SERGENT GLENN: Yes, I had already given the…I'm sorry, go ahead.

PROGRAM MANGER: OK, Yes, OK, great. So at this point you were attempting to stop the service and told her that you had to leave, correct?

SERGEANT GLENN: Yes. Once the…..sorry.

PROGRAM MANGER: Why did you, why did you stop the decoy operation here at this point and not earlier on?

SERGEANT GLENN: We were attempting to get the solicita-….solicitation for prostitution. Once the solicitation was done, I gave the signal to my undercover officer to call the phone and once they called the phone, I was able to get away from her, in regards to that.

PROGRAM MANAGER: OK, thank you Sergeant Glenn, I have no further questions.

HORCHER: Follow up, please.

[24] Not confirmed by the SFPD recording.

HEARING OFFICER: Yes, you may.

HORCHER: Sergeant Glenn, this is Paul Horcher again. You know the law about 6-…647-B pretty well, don't you?

SERGEANT GLENN: One more time.

HORCHER: Talk about 647-B prostitution. Isn't it true that when you agreed to $60.00 fee, that's when the that's when the crime of prostitution was complete, Isn't that true?

SERGEANT GLENN: That is true.

HORCHER: There was no need to go any further. Isn't that true?

SERGEANT GLENN: There was no attempt to go any further.

HORCHER: Oh no, you went further. (laughter) You had this woman stroke you and I assume was an erect penis, is that correct?

SERGEANT GLENN: That is incorrect.

HORCHER: No, you went further. We're reading your….It is what it is. We're reading your incident report.

SERGEANT GLENN: Well, you said I had an erect penis. That's incorrect. Secondly, we had a given a kill sign already. So that is, I was waiting for the phone call to come in so no, it was not. (inaudible).

HORCHER: It's like my daughter ~~(inaudible)~~ would say “it is what it is.” We're reading your, we're reading your incident report.

(SERGEANT GLENN: (inaudible))

“I offered her $60.00 and she said yes.” That's when you established prostitution. Isn't that correct, Sir?

SERGEANT GLENN: You're talking over me while I'm answering your questions.

HORCHER: You're not answering my question. You're trying to dodge it. Please answer the question for the Hearing Officer.

(HEARING OFFICER: (inaudible) to answer)

Your turn, Officer.

SERGEANT GLENN: I….What is the question?

HORCHER: I'll say it again. When you agreed to the $60.00, at that time, was not the crime of prostitution established?

SERGEANT GLENN: That is the current prostitution, yes.

HORCHER: Thank you. Did she take your underwear off?

SERGEANT GLENN: No.

HORCHER: You took your underwear off. That was your decision, is that correct?

SERGEANT GLENN: Yes. When I entered the room, I asked, “do I take my clothes off?” and she said “yes,” and pointed to (inaudible) chair.[25]

HORCHER: It was your decision, was it not?

SERGEANT GLENN: Yes.

HORCHER: Thank you.

(Horcher turns to confer with team member).

Nothing further. Thank you.

HEARING OFFICER: (inaudible) your case.

HORCHER: Well, yes.

HEARING OFFICER: OK, thank you.

[25] Not confirmed by SFPD audio recording.

HORCHER: Thanks for extra time.

HEARING OFFICER: Anything else from DPH?

PROGRAM MANGER: I'd like to provide a closing remark.

HEARING OFFICER: Please.

PROGRAM MANAGER: Thank you, Hearing Officer Lawrence for your time and attention to this matter today.

The evidence and testimony presented today leave no doubt that serious violations of Article 29 of the San Francisco Health Code occurred at Richmond Serenity Spa, located at 3446 Balboa St. A practitioner, an employee of the establishment, engaged in a lewd conduct and solicited sexual services in an in exchange for compensation. Actions that are ~~un~~ inequivocally <*sic*> prohibited under the law.

Specifically, the practitioner exposed the buttocks, the genitals of the decoy, and proceeded to fondle those areas while explicitly agreeing to the perform a lewd act for $60.00. This conduct is not only unlawful, it is a direct threat to public health, safety, and the integrity of licensed massage establishments here in San Francisco. I want to make it absolutely clear that the Department's recommendation is based solely on the violations that occurred at this specific location a 3446 Balboa St. under permit number ME120465.

Any prior history of any other locations in this decision, nor any clerical error on a piece of paper or any issues of public records or any declaration from a former PD officer who is attempting to discredit my witness with alleged knowledge of how we run our operation here in this department should have no no bearing in this matter.[26]

All this is irrelevant information and should bear no weight to the matter of fact that the massage practitioner from this facility, who is permitted by the health department who we educated ourselves during the issuance of this permit about the practitioner conduct, did in fact engage in the lewd act, solicited and solicited a lewd act on June 17th, 2025 at Richmond Serenity Spa.

Given the laws that the the law does not give leeway to such egregious violations is the department's, the department provided clear evidence supporting it and we respectfully urge you to uphold the department's recommendation. Thank you.

HORCHER: (Raises hand) Last word.

HEARING OFFICER: Yes.

HORCHER: Thank you.

[26] Malicious slam of a hero – Lt. Kilroy

The best evidence, what happened, would be the photographs and the audio recording. For reasons unknown, Police Department and Health department have refused to turn us, turn them over to us. We have repeatedly requested them, and you'll see that in our exhibits. Let's see they update exactly which exhibits number Exhibits number G, H, I of the operators.

We believe that the audio recording would tell a different story. This is why they have not been released to us. We believe the audio recordings would be exculpatory and clear, would definitely clear the air in this the situation. This is why they don't release them. This is, this is.

Now, you have to look at things that they don't want to talk about. I don't know what they're complaining about here. What you just said. They, in several times, if you've noticed in the their pleadings, recent pleadings, they dropped kick me personally saying I would do something like expose this decoy's identity, his facial recognition or whatever to other people. Would never do ~~did~~ that. I do and I take personal exception, very angry about that.

Let's get on, who cares about me. Let's talk about these two ladies. What's going on here? This, you've got to remember, the decoy did not identify the masseuse. He did not question the masseuse, the masseuse, he did not detain the masseuse. He did not arrest the masseuse. There were other people there, he should have identified. He didn't do it. He did not alert the operators, "Hey, you've got, you've got a problem here. You've got a rogue masseuse." And, and SFPD did not alert the operators. No one did. DPH did not alert them. No one gave it that ~~(inaudible)~~ they cared about public health or public safety. They went on for a month before these, these two ladies found out the hard way whose NOV, Notice of Violation, and the District Attorney never pursued criminal charges in this matter ~~(inaudible)~~ this is a, this is like a big doughnut. (inaudible) It's the (inaudible) of a doughnut. There's nothing there.

So it looks like to us, it looks like, is everything, Nothing to do with public safety and public health, everything to do with ambition, revenge, and money. They pointed out in the declaration, this Officer Glenn makes more money on overtime than he does in standard pay. I believe he makes like $139,000 standard pay, $140,000 overtime. They start these decoy operations always at 4:00 PM, just when overtime kicks in. I don't think they've got an axe to grind against these two ladies, uh but I think it's just all about the money and it should be, It should get their priorities reoriented, protect public safety, protect public health. Instead of this meanness, to think which we worry about is, racially tinged ~~(inaudible~~). Thank you.

HEARING OFFICER: Thank you, to the parties. Let's hear from the Clerk.

CLERK: This concludes the San Francisco Department of Public Health's Director's Hearing. Today's date is Thursday, November 20th, and the time is 1:57. Thank you.

ADANTÉ D. POINTER, ESQ., 236229
PATRICK M. BUELNA, ESQ., SBN 317043
ANGEL M. ALEXANDER, ESQ., PL-492703
POINTER & BUELNA, LLP
LAWYERS FOR THE PEOPLE
155 Filbert Street, Suite 208
Oakland, CA 94607
Tel: 510-929-5400
Website: www.LAWYERSFTP.COM
Email: APointer@LawyersFTP.com
Email: PBuelna@LawyersFTP.com
Email: Aalexander@LawyersFTP.com

Attorneys for Plaintiff
SAMUEL ROSAS

POINTER & BUELNA, LLP - LAWYERS FOR THE PEOPLE
155 Filbert St., Ste. 208, Oakland, CA 94607
Tel: (510) 929 - 5400

UNITED STATES DISTRICT COURT

FOR THE NORTHERN DISTRICT OF CALIFORNIA

SAMUEL ROSAS, an individual; Plaintiff, v. ROBERT GLENN, in his individual capacity as a police officer for the SAN FRANCISCO Police Department; JACQUELINE HERNANDEZ in her individual capacity as a police officer for the SAN FRANCISCO Police Department; KAYLIN STEWART in her individual capacity as a police officer for the SAN FRANCISCO Police Department; and DOES 1-50, inclusive. Defendant(s).	Case No: COMPLAINT FOR DAMAGES (42 U.S.C. § 1983) JURY TRIAL DEMANDED

POINTER & BUELNA, LLP - LAWYERS FOR THE PEOPLE
155 Filbert St., Ste. 208, Oakland, CA 94607
Tel: (510) 929 - 5400

INTRODUCTION

1. In the early hours of September 25, 2021, Mr. Samuel Rosas and his partner were involved in a verbal argument in their luxury hotel room at the esteemed San Francisco Palace Hotel. Mr. Rosas had no inkling that San Francisco Police Officers Robert Glenn, Jacqueline Hernandez, and Kaylin Stewart would escalate the altercation. What should have been a response to a domestic dispute quickly turned into the unlawful use of excessive force and Mr. Rosas suffering permanent severe injuries.

JURISDICTION

2. This action arises under Title 42 of the United States Code, § 1983. Title 28 of the United States Code, §§ 1331 and 1343, confers jurisdiction upon this Court. The unlawful acts and practices alleged herein occurred in the City and County of San Francisco, California, which is within the judicial district of this Court.

3. The supplemental jurisdiction of this Court is invoked pursuant to 28 U.S.C. § 1367 over the state law claims, which are related to federal claims in this action in that they form part of the same case or controversy under Article III of the Constitution of the United States of America.

4. Venue is proper in this Court under 28 U.S.C. § 1391(b) because Defendants are believed to reside in this district, and all incidents, events, and occurrences giving rise to this action occurred in this district.

PARTIES

5. Plaintiff SAMUEL ROSAS (hereinafter "Plaintiff" or "Mr. Rosas") is a competent adult, a California resident, and a United States Citizen.

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Tel: (510) 929 - 5400

6. Defendant ROBERT GLENN (hereinafter "Defendant") is and at all relevant times was an officer for the CCSF and is sued individually and in his official capacity.

7. Defendant JACQUELINE HERNANDEZ (hereinafter "Defendant") is and at all relevant times was an officer for the CCSF and is sued individually and in his official capacity.

8. Defendant KAYLIN STEWART (hereinafter "Defendant") is and at all relevant times was an officer for the CCSF and is sued individually and in his official capacity.

9. Plaintiff is ignorant of the true names and/or capacities of Defendant sued herein as DOES 1-50, inclusive, and therefore sues said defendants by such fictitious names. Plaintiff will amend this Complaint to allege their true names and capacities when ascertained. Plaintiff believes and alleges that each of the DOE defendants is legally responsible and liable for the incident, injuries, and damages hereinafter set forth. Each Defendant proximately caused injuries and damages because of their negligence, breach of duty, negligent supervision, management or control, and violation of public policy. Each Defendant is liable for his/her personal conduct, vicarious or imputed negligence, fault, or breach of duty, whether severally or jointly, or whether based upon the agency, employment, ownership, entrustment, custody, care or control or upon any other act or omission. Plaintiff will ask leave to amend this Complaint subject to further discovery.

10. In doing the acts alleged herein, Defendants, and each of them, acted within the course and scope of their employment for the Defendant Department.

11. In doing the acts and/or omissions alleged herein, Defendants, and each of them, acted under color of authority and/or under color of law.

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Tel: (510) 929 - 5400

12. Due to the acts and/or omissions alleged herein, Defendants, and each of them, acted as the agent, servant, and employee and/or in concert with each of said other Defendants herein.

FACTUAL ALLEGATIONS

13. At approximately 4:20 a.m. on September 25, 2021, Mr. Samuel Rosas and his partner, of approximately five months, arrived in San Francisco for a business trip. The couple checked into the Palace Hotel at 2 New Montgomery St., San Francisco, CA, for a peaceful retreat.

14. At some point during their stay, the couple engaged in a heated argument that eventually became loud enough to hear from the hallway outside of the couple's room.

15. Mr. Rosas' partner called hotel security and reported the disturbance. Hotel security staff Steven Alcairo, responded to the guest's room and spoke with Mr. Rosas' partner. Mr. Rosas' partner told Mr. Alcairo that he wanted Mr. Rosas out of the room.

16. Mr. Rosas packed up his belongings without incident, and Mr. Alcairo escorted him out of the room and to the hotel lobby.

17. Upon information and belief, San Francisco Police Officers Robert Glen, Jacqueline Hernandez, and Kaylin Stewart arrived at the Palace Hotel as Mr. Rosas sat in the lobby, trying to arrange alternate lodging.

18. Upon information and belief, without warning or provocation, Defendant Officer Glenn approached the unarmed Mr. Rosas, violently grabbed his arm, and dragged him outside.

19. Confused, Mr. Rosas asked why he was being detained. The Defendant officers did not respond to Mr. Rosas' inquiry; instead, Mr. Rosas was placed in handcuffs.

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Tel: (510) 929 - 5400

20. Upon information and belief, as he was handcuffed, the unarmed Mr. Rosas, who offered no resistance and posed no physical threat to the officers, was violently thrown to the ground, resulting in a complex fracture to his left ankle.

21. Mr. Rosas was transported via ambulance to Zuckerberg General Hospital and Trauma Center, where he underwent the first of multiple orthopedic surgeries two days later. As a result of Defendant Officers Glenn, Hernandez, and Stewart's uses of force, Plaintiff suffered and continues to suffer significant physical and emotional damages.

DAMAGES

22. As a consequence of Defendants' violations of Plaintiff's federal civil rights under 42 U.S.C. § 1983 and the Fourth Amendment, Plaintiff was physically, mentally, emotionally, and financially injured and damaged as a proximate result of Defendants' wrongful conduct.

23. Plaintiff found it necessary to engage the services of private counsel to vindicate his rights under the law. Plaintiff is therefore entitled to an award of attorneys' fees and/or costs pursuant to statute(s) if he is the prevailing party in this action under 42 U.S.C. §§ 1983 and 1988. Plaintiff is also entitled to punitive damages under 42. U.S.C. §§ 1983 and 1988.

24. As a proximate result of Officers Gleen, Hernandez, and Stewart's, conduct, Plaintiff suffered excessive force. As a further proximate result of Defendants and Does' conduct, Plaintiff suffered extreme physical injury, emotional distress, fear, terror, anxiety, humiliation, and loss of sense of security, dignity, and pride.

CAUSES OF ACTION

FIRST CAUSE OF ACTION
(Fourth Amendment—Excessive Force 42 U.S.C. Section 1983)
(*PLAINTIFF* against Defendants *GLENN, HERNANDEZ, STEWART* and DOES 1-25)

POINTER & BUELNA, LLP - LAWYERS FOR THE PEOPLE
155 Filbert St., Ste. 208, Oakland, CA 94607
Tel: (510) 929 - 5400

25. Plaintiff hereby re-alleges and incorporates each and every paragraph in this Complaint as fully set forth here.

26. Plaintiff had a firmly established right under the Fourth Amendment to be free from official infliction of physical abuse, assault, battery, intentional infliction of emotional distress, unreasonable search and seizure, and to be free from excessive force being used against him.

27. Defendants' actions, as described herein, resulted in the deprivation of these constitutional rights.

28. Defendants, acting in the performance of their official duties, used excessive force against Plaintiff.

29. On September 25, 2022, Plaintiff posed no threat to the Defendant Officers when the Defendant Officers seized and used excessive force against Plaintiff.

30. When Defendants detained, slammed and assaulted Plaintiff, Defendants did so without lawful justification as Defendants used more force than was necessary. As such, the use of any force was unnecessary, unreasonable, excessive and constituted excessive uses of force.

31. Defendants, acting under the color of statute, ordinances, regulations, customs, and usages of the State, knew that the use of force in these circumstances was illegal under clearly established law.

32. The conduct alleged herein caused Plaintiff to be deprived of his civil rights protected under the United States Constitution. The conduct alleged herein has also legally, proximately, foreseeably, and actually caused Plaintiff to suffer physical injury, emotional distress, pain and suffering, loss of income, medical expenses, fear, trauma, humiliation, and further damages according to proof at the time of trial.

33. The conduct alleged herein was done in willful, malicious, intentional, deliberate, or reckless disregard of Plaintiff's constitutionally protected rights, welfare, and safety.

WHEREFORE, Plaintiff prays for relief as hereinafter set forth.

SECOND CAUSE OF ACTION
(Unlawful Seizure – Lack of Probable Cause/Reasonable Suspicion)
(*PLAINTIFF* against Defendants *GLENN, HERNANDEZ, STEWART* and DOES 1-25)

34. Plaintiff hereby re-alleges and incorporates by reference each and every paragraph of this Complaint as fully set forth here.

35. When Defendants grabbed Plaintiff then used force against him, they lacked reasonable suspicion/probable cause to make any detention and/or arrest.

36. As a result of Defendants' unlawful seizure, Plaintiff suffered physical injuries.

WHEREFORE, Plaintiff prays for relief as hereinafter set forth.

JURY DEMAND

58. Plaintiff hereby demands a jury trial in this action.

PRAYER

Wherefore, Plaintiff prays for relief as follows:

1. For general damages in a sum proven at trial;
2. For special damages, in a sum according to proof;
3. For punitive damages against Defendants Glenn, Hernandez, Stewart, and DOES 1-25 in a sum according to proof;
4. All other damages, penalties, costs, interest, and attorney's fees as allowed by 42 U.S.C. §§ 1983 and 1988, and as otherwise may be allowed by California and/or federal law against Defendants;

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Tel: (510) 929 - 5400

5. Any and all permissible statutory damages;
6. For the cost of suit herein incurred; and
7. For such other and further relief as the Court deems and proper.

Dated: September 25, 2023

POINTER & BUELNA, LLP
LAWYERS FOR THE PEOPLE

/s/Patrick Buelna
PATRICK BUELNA
Attorneys for PLAINTIFF

POINTER & BUELNA, LLP - LAWYERS FOR THE PEOPLE
155 Filbert St., Ste. 208, Oakland, CA 94607
Tel: (510) 929 - 5400

ADRMOP,CONSENT,REFSET-ASK

U.S. District Court
California Northern District (San Francisco)
CIVIL DOCKET FOR CASE #: 3:23-cv-04913-SK

Rosas v. Glenn et al
Assigned to: Magistrate Judge Sallie Kim
Referred to: Magistrate Judge Ajay S. Krishnan (Settlement)
Cause: 42:1983 Civil Rights Act

Date Filed: 09/25/2023
Jury Demand: Defendant
Nature of Suit: 440 Civil Rights: Other
Jurisdiction: Federal Question

Plaintiff

Samuel Rosas

represented by **Adante Pointer**
Pointer & Buelna, LLP
Lawyers for the People
155 Filbert Street, Suite 208
Oakland, CA 94607
(510) 929-5400
Email: Apointer@lawyersftp.com
ATTORNEY TO BE NOTICED

Angel M. Alexander
Pointer & Buelna, LL
Lawyers for the People
155 Filbert Street, Suite 208
Oakland, CA 94607
510-929-5400
ATTORNEY TO BE NOTICED

Briana L Cravanas
Pointer & Buelna, LLP
155 Filbert Street
Suite 208
Oakland, CA 94607
510-929-5400
Email: bcravanas@lawyersftp.com
ATTORNEY TO BE NOTICED

Patrick Matthew Buelna
Pointer & Buelna, LLP
Lawyers for the People
155 Filbert Street, Suite 208
Oakland, CA 94607
(510) 929-5400
Email: pbuelna@lawyersftp.com
ATTORNEY TO BE NOTICED

V.

Defendant

Robert Glenn
in his individual capacity as a police officer for the SAN FRANCISCO Police Department

represented by **Thomas J. Tarkoff**
San Francisco City Attorney's Office
1390 Market Street
Ste Sixth Floor
San Francisco, CA 94102
415-554-3962
Email: tom.tarkoff@sfcityatty.org
LEAD ATTORNEY
ATTORNEY TO BE NOTICED

Alistair Blacklock
San Francisco City Attorney's Office
1390 Market Street
6th Floor
San Francisco, CA 94102
415-554-3888
Email: alistair.blacklock@sfcityatty.org
ATTORNEY TO BE NOTICED

Katherine B. Bearman
San Francisco City Attorney's Office
1390 Market St.
FL 7
San Francisco, CA 94102
415-554-4256
Email: Kate.Bearman@sfcityatty.org
ATTORNEY TO BE NOTICED

Defendant

Hernandez Jacqueline
in her individual capacity as a police officer for the SAN FRANCISCO Police Department
TERMINATED: 03/19/2026

represented by **Thomas J. Tarkoff**
(See above for address)
LEAD ATTORNEY
ATTORNEY TO BE NOTICED

Alistair Blacklock
(See above for address)
ATTORNEY TO BE NOTICED

Katherine B. Bearman
(See above for address)
ATTORNEY TO BE NOTICED

Defendant

Kaylin Stewart
in her individual capacity as a police officer for the SAN FRANCISCO Police Department
TERMINATED: 03/19/2026

represented by **Thomas J. Tarkoff**
(See above for address)
LEAD ATTORNEY
ATTORNEY TO BE NOTICED

Alistair Blacklock
(See above for address)
ATTORNEY TO BE NOTICED

Katherine B. Bearman

(See above for address)
ATTORNEY TO BE NOTICED

Date Filed	#	Docket Text
09/25/2023	1	COMPLAINT *for Damages* against Robert Glenn, Hernandez Jacqueline, Kaylin Stewart (Filing fee $ 402, receipt number ACANDC-18677488.). Filed bySamuel Rosas. (Attachments: # 1 Civil Cover Sheet)(Buelna, Patrick) (Filed on 9/25/2023) (Entered: 09/25/2023)
09/25/2023	2	Case assigned to Magistrate Judge Sallie Kim. Counsel for plaintiff or the removing party is responsible for serving the Complaint or Notice of Removal, Summons and the assigned judge's standing orders and all other new case documents upon the opposing parties. For information, visit *E-Filing A New Civil Case* at http://cand.uscourts.gov/ecf/caseopening. Standing orders can be downloaded from the court's web page at www.cand.uscourts.gov/judges. Upon receipt, the summons will be issued and returned electronically. A scheduling order will be sent by Notice of Electronic Filing (NEF) within two business days. Consent/Declination due by 10/10/2023. (bw, COURT STAFF) (Filed on 9/25/2023) (Entered: 09/26/2023)
09/26/2023	3	**Initial Case Management Scheduling Order with ADR Deadlines: Case Management Statement due by 1/1/2024. Initial Case Management Conference set for 1/8/2024 01:30 PM in San Francisco, Courtroom C, 15th Floor. (dhm, COURT STAFF) (Filed on 9/26/2023) (Entered: 09/26/2023)**
09/28/2023	4	Proposed Summons. (Buelna, Patrick) (Filed on 9/28/2023) (Entered: 09/28/2023)
09/28/2023	5	CONSENT/DECLINATION to Proceed Before a US Magistrate Judge by Samuel Rosas.. (Buelna, Patrick) (Filed on 9/28/2023) (Entered: 09/28/2023)
12/19/2023	6	Summons Issued as to Robert Glenn, Hernandez Jacqueline, Kaylin Stewart. (dhm, COURT STAFF) (Filed on 12/19/2023) (Entered: 12/19/2023)
12/21/2023	7	SUMMONS Returned Executed by Samuel Rosas. Robert Glenn served on 12/21/2023, answer due 1/11/2024. (Buelna, Patrick) (Filed on 12/21/2023) (Entered: 12/21/2023)
12/21/2023	8	SUMMONS Returned Executed by Samuel Rosas. Kaylin Stewart served on 12/21/2023, answer due 1/11/2024. (Buelna, Patrick) (Filed on 12/21/2023) (Entered: 12/21/2023)
12/21/2023	9	SUMMONS Returned Executed by Samuel Rosas. Hernandez Jacqueline served on 12/21/2023, answer due 1/11/2024. (Buelna, Patrick) (Filed on 12/21/2023) (Entered: 12/21/2023)
01/03/2024	10	CLERKS NOTICE SETTING ZOOM HEARING. Initial Case Management Conference set for 1/8/2024 at 1:30 PM in San Francisco, - Videoconference Only. This proceeding will be held via a Zoom webinar. **Webinar Access:** All counsel, members of the public, and media may access the webinar information at https://www.cand.uscourts.gov/sk **General Order 58.** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court

		proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited. **Zoom Guidance and Setup:** https://www.cand.uscourts.gov/zoom/. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Filed on 1/3/2024) (Entered: 01/03/2024)
01/03/2024	11	CASE MANAGEMENT STATEMENT filed by Samuel Rosas. (Buelna, Patrick) (Filed on 1/3/2024) (Entered: 01/03/2024)
01/04/2024	12	**ORDER Continuing Initial Case Management Conference. Signed by Judge Sallie Kim on 1/4/2024. (bxl, COURT STAFF) (Filed on 1/4/2024) (Entered: 01/04/2024)**
02/02/2024	13	ANSWER to Complaint with Jury Demand *DEFENDANTS ROBERT GLENN, JACQUELINE HERNANDEZ AND KAYLIN STERWARTS ANSWER TO COMPLAINT* by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart. (Tarkoff, Thomas) (Filed on 2/2/2024) (Entered: 02/02/2024)
02/02/2024	14	CONSENT/DECLINATION to Proceed Before a US Magistrate Judge by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart.. (Tarkoff, Thomas) (Filed on 2/2/2024) (Entered: 02/02/2024)
02/20/2024	15	ADR Clerks Notice re: Non-Compliance with Court Order. The parties have failed to file an ADR Certification as required by the Initial Case Management Scheduling Order. Counsel shall comply promptly with the requirements of ADR L.R. 3-5(b) and shall file the ADR Certification. *(This is a text-only entry generated by the court. There is no document associated with this entry.)*(cmf, COURT STAFF) (Filed on 2/20/2024) (Entered: 02/20/2024)
02/20/2024	16	ADR Certification (ADR L.R. 3-5 b) of discussion of ADR options (Buelna, Patrick) (Filed on 2/20/2024) (Entered: 02/20/2024)
02/20/2024	17	ADR Certification (ADR L.R. 3-5 b) of discussion of ADR options *Filed by ROBERT GLENN, JACQUELINE HERNANDEZ, and KAYLIN STEWART* (Tarkoff, Thomas) (Filed on 2/20/2024) (Entered: 02/20/2024)
03/04/2024	18	JOINT CASE MANAGEMENT STATEMENT filed by Samuel Rosas. (Buelna, Patrick) (Filed on 3/4/2024) (Entered: 03/04/2024)
03/07/2024	19	CLERK'S NOTICE Setting Zoom Hearing: Initial Case Management Conference set for 3/11/2024 at 1:30 PM in San Francisco, - Videoconference Only. This proceeding will be held via a Zoom webinar. **Webinar Access:** All counsel, members of the public, and media may access the webinar information at https://www.cand.uscourts.gov/sk **General Order 58.** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited. **Zoom Guidance and Setup:** https://www.cand.uscourts.gov/zoom/. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Filed on 3/7/2024) (Entered: 03/07/2024)

03/11/2024	20	**Minute Entry for proceedings held by Zoom before Magistrate Judge Sallie Kim: Initial Case Management Conference held on 3/11/2024. CASE REFERRED to Magistrate Judge for Settlement Conference to be completed by 7/8/2024. Trial date and schedule set. The Court will issue a Case Management Order.** **Further Case Management Conference set for 7/22/2024 at 1:30 PM in San Francisco, - Videoconference Only. Case Management Statement due by 7/15/2024.** **Zoom Recording Time: 1:32-1:35.** **Attorney for Plaintiff: Angel Alexander.** **Attorney for Defendant: Thomas Tarkoff.** ***(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Date Filed: 3/11/2024) (Entered: 03/11/2024)**
03/12/2024		CASE REFERRED to Magistrate Judge Donna M. Ryu for Settlement. (shy, COURT STAFF) (Filed on 3/12/2024) (Entered: 03/12/2024)
03/12/2024	21	**CASE MANAGEMENT AND PRETRIAL ORDER (JURY): Close of Fact Discovery is 2/14/2025. Initial Expert Disclosures due by 2/28/2025. Rebuttal Expert Disclosures due by 3/28/2025. Close of Expert Discovery is 4/18/2025. Dispositive Motion Hearing set for 6/30/2025 at 9:30 AM in San Francisco, Courtroom C, 15th Floor before Magistrate Judge Sallie Kim. Pretrial Conference set for 8/29/2025 at 1:30 PM in San Francisco, Courtroom C, 15th Floor before Magistrate Judge Sallie Kim. Jury Selection set for 9/30/2025 at 8:30 AM in San Francisco, Courtroom C, 15th Floor before Magistrate Judge Sallie Kim. Jury Trial set for 9/30/2025-10/8/2025 at 8:30 AM in San Francisco, Courtroom C, 15th Floor before Magistrate Judge Sallie Kim. Signed by Magistrate Judge Sallie Kim on 3/12/2024. (bxl, COURT STAFF) (Filed on 3/12/2024) (Entered: 03/12/2024)**
03/14/2024	22	CLERK'S NOTICE: Notice is hereby given to all parties that Chief Magistrate Judge Donna M. Ryu will convene a pre-settlement conference call to discuss timing and preparation for a settlement conference. Judge Ryu anticipates that the phone call will last approximately 20-30 minutes. The conference call shall take place on 3/26/2024 09:30 AM in Oakland, - Telephonic Only. Lead Counsel for all parties shall participate. Counsel will receive the call-in information via e-mail from Judge Ryu's courtroom deputy. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (ig, COURT STAFF) (Filed on 3/14/2024) (Entered: 03/14/2024)
03/26/2024	23	**Minute Entry for proceedings held before Chief Magistrate Judge Donna M. Ryu: Settlement planning call held on 3/26/2024.** **Results: Judge Ryu will convene a further settlement planning call on 7/12/2024 at 9:30 AM in Oakland, - Telephonic Only. Counsel will receive call-in information by email.** **Digital Recording Time: Not Recorded** **For Plaintiff: Angel Alexander** **For Defendants: Thomas Tarkoff** ***(This is a text-only entry generated by the court. There is no document associated with this entry.)* (ig, COURT STAFF) (Date Filed: 3/26/2024) (Entered: 03/27/2024)**
03/27/2024	24	NOTICE of Appearance by Adante Pointer *NOTICE OF APPEARANCE BY ANGEL M. ALEXANDER, ESQ.* (Pointer, Adante) (Filed on 3/27/2024) (Entered: 03/27/2024)
03/28/2024		Electronic filing error. Incorrect event used. [err101]This filing will not be processed by the clerks office.Please re-file in its entirety. Re: 24 Notice of Appearance filed by Samuel

		Rosas. ***The Attorney who is appearing must use their ECF Profile to file the document.*** (dhm, COURT STAFF) (Filed on 3/28/2024) (Entered: 03/28/2024)
04/24/2024	25	STIPULATION WITH PROPOSED ORDER *Protective Order* filed by Samuel Rosas. (Buelna, Patrick) (Filed on 4/24/2024) (Entered: 04/24/2024)
04/24/2024	26	Declaration of Patrick Buelna re 25 STIPULATION WITH PROPOSED ORDER *Protective Order* by Samuel Rosas. (Buelna, Patrick) (Filed on 4/24/2024) Modified on 4/25/2024 (dhm, COURT STAFF). (Entered: 04/24/2024)
04/25/2024		Electronic filing error. Incorrect event used. [err101]Corrected by Clerk's Office. No further action is necessary. Re: 26 Proposed Order filed by Samuel Rosas (dhm, COURT STAFF) (Filed on 4/25/2024) (Entered: 04/25/2024)
04/25/2024	27	CLERK'S NOTICE re 25 Stipulated Protective Order: Parties are directed to email a Microsoft word copy to skpo@cand.uscourts.gov *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Filed on 4/25/2024) (Entered: 04/25/2024)
04/29/2024	28	**MODEL STIPULATED PROTECTIVE ORDER. Signed by Magistrate Judge Sallie Kim on 4/29/2024. (bxl, COURT STAFF) (Filed on 4/29/2024) (Entered: 04/29/2024)**
06/04/2024	29	STIPULATION WITH PROPOSED ORDER *STIPULATION TO CONTINUE JULY 22, 2024 CASE MANAGEMENT CONFERENCE AND [PROPOSED] ORDER* filed by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart. (Tarkoff, Thomas) (Filed on 6/4/2024) (Entered: 06/04/2024)
06/05/2024	30	**Order by Magistrate Judge Sallie Kim granting 29 Stipulation to Continue Case Management Conference. Further Case Management Conference set for 7/22/2024 is continued to 8/19/2024 at 1:30 PM in San Francisco - Videoconference Only. Case Management Statement due by 8/12/2024. (bxl, COURT STAFF) (Filed on 6/5/2024) (Entered: 06/05/2024)**
07/12/2024	31	**Minute Entry for proceedings held before Chief Magistrate Judge Donna M. Ryu: Settlement planning call held on 7/12/2024. Results: Judge Ryu will convene a further planning call on 7/17/2024 09:30 AM in Oakland, - Telephonic Only. If next week's hearing in the other matter is postponed, Plaintiff's counsel shall promptly notify defense counsel and Judge Ryu at DMRsettlement@cand.uscourts.gov so that the 7/17/2024 call can be rescheduled. Counsel will receive call-in information by email. Digital Recording Time: Not Recorded. Plaintiff Attorney: Angel Alexander. Defendant Attorney: Thomas Tarkoff. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (ig, COURT STAFF) (Date Filed: 7/12/2024) (Entered: 07/12/2024)**
07/17/2024	32	**Minute Entry for proceedings held before Chief Magistrate Judge Donna M. Ryu: Plaintiff's counsel did not appear for the settlement planning call on 7/17/2024, but subsequently notified the court that she attempted to join the call on time using the correct call-information, but was unable to connect. Results: Judge Ryu will convene a settlement planning call (20-30 minutes) on 7/26/2024 09:30 AM in Oakland, - Telephonic Only. Counsel will receive call-in information by email. Digital Recording Time: Not Recorded For Plaintiff: No appearance For Defendants: Thomas Tarkoff**

		(This is a text-only entry generated by the court. There is no document associated with this entry.) **(ig, COURT STAFF) (Date Filed: 7/17/2024) (Entered: 07/17/2024)**
07/26/2024	33	**Minute Entry for proceedings held before Chief Magistrate Judge Donna M. Ryu: Planning call held on 7/26/2024 in advance of 1/17/2025 in-person settlement conference at 10:00 AM in the Oakland federal courthouse.** **Results: Plaintiff shall provide a written demand by 12/20/2024 with a copy to Judge Ryu at DMRsettlement@cand.uscourts.gov.** **Digital Recording Time: Not Recorded** **For Plaintiff: Angel Alexander** **For Defendants: Thomas Tarkoff** ***(This is a text-only entry generated by the court. There is no document associated with this entry.)*** **(ig, COURT STAFF) (Date Filed: 7/26/2024) (Entered: 07/26/2024)**
07/26/2024	34	**NOTICE OF SETTLEMENT CONFERENCE AND SETTLEMENT CONFERENCE ORDER: Settlement Conference in-person set for 1/17/2025 10:00 AM in Oakland, - Courtroom Assignment to be determined before Chief Magistrate Judge. Signed by Chief Magistrate Judge Donna M. Ryu on 7/26/2024. (ig, COURT STAFF) (Filed on 7/26/2024) (Entered: 07/26/2024)**
08/12/2024	35	JOINT CASE MANAGEMENT STATEMENT filed by Samuel Rosas. (Buelna, Patrick) (Filed on 8/12/2024) Modified on 8/13/2024 (dhm, COURT STAFF). (Entered: 08/12/2024)
08/13/2024	36	CLERK'S NOTICE CONTINUING CASE MANAGEMENT CONFERENCE: Further Case Management Conference previously set for 8/19/2024 is continued to 1/27/2025 at 1:30 PM in San Francisco - Videoconference Only. Case Management Statement due by 1/20/2025. This proceeding will be held via a Zoom webinar. **Webinar Access:** All counsel, members of the public, and media may access the webinar information at https://www.cand.uscourts.gov/sk **General Order 58.** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited. **Zoom Guidance and Setup:** https://www.cand.uscourts.gov/zoom/. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Filed on 8/13/2024) (Entered: 08/13/2024)
08/13/2024		Electronic filing error. Incorrect event used. [err101]Corrected by Clerk's Office. No further action is necessary. Re: 35 Case Management Statement filed by Samuel Rosas (dhm, COURT STAFF) (Filed on 8/13/2024) (Entered: 08/13/2024)
01/08/2025	37	CLERK'S NOTICE RE: COURTROOM ASSIGNMENT FOR SETTLEMENT CONFERENCE: Notice is hereby given to all parties that the in-person Settlement Conference set for 1/17/2025 10:00 AM before Chief Magistrate Judge Donna M. Ryu shall be held in U.S. District Court Oakland, Courtroom 3, 3rd Floor. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (ig, COURT STAFF) (Filed on 1/8/2025) (Entered: 01/08/2025)
01/17/2025	38	**Minute Entry for proceedings held before Chief Magistrate Judge Donna M. Ryu: In-person settlement conference held on 1/17/2025.** **Results: Case did not settle. Judge Ryu will convene a settlement planning call on**

		4/23/2025 at 9:30 AM via Zoom. If counsel have a scheduling conflict, they should contact Ivy Garcia at DMRCRD@cand.uscourts.gov by 1/22/2025 for assistance in rescheduling the planning call. **Digital Recording Time: Not Recorded** **For Plaintiff: Patrick Buelna; Angel Alexander; and Samuel Rosas** **For Defendants: Thomas Tarkoff; Jennifer Choi; Robert Glenn; Jacqueline Hernandez; and Kaylin Orlando** ***(This is a text-only entry generated by the court. There is no document associated with this entry.)* (ig, COURT STAFF) (Date Filed: 1/17/2025) (Entered: 01/17/2025)**
01/17/2025	39	CLERK'S NOTICE SETTING ZOOM HEARING: Chief Magistrate Judge Donna M. Ryu will convene a Settlement Planning Call with counsel on 4/23/2025 09:30 AM per Docket No. 38. This proceeding will take place via Zoom and usually lasts 20-30 minutes. **Meeting Access:** All counsel may access Judge Ryu's **Non-public Zoom Meeting** information at **https://www.cand.uscourts.gov/dmr** . "Do NOT use the link for "Public Hearings." **Meeting ID: 161 949 4731** **Passcode: 030361** Counsel may also join the meeting by phone by dialing 669-254-5252. You will need the meeting ID and passcode, but you do not need a participant ID. **General Order 58.** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited. **Zoom Guidance and Setup:** https://www.cand.uscourts.gov/zoom/. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (ig, COURT STAFF) (Filed on 1/17/2025) Modified on 4/21/2025 (ig, COURT STAFF). (Entered: 01/17/2025)
01/21/2025	40	JOINT CASE MANAGEMENT STATEMENT filed by Samuel Rosas. (Buelna, Patrick) (Filed on 1/21/2025) Modified on 1/22/2025 (dhm, COURT STAFF). (Entered: 01/21/2025)
01/22/2025		Electronic filing error. Incorrect event used. [err101]Corrected by Clerk's Office. No further action is necessary. Re: 40 Case Management Statement filed by Samuel Rosas (dhm, COURT STAFF) (Filed on 1/22/2025) (Entered: 01/22/2025)
01/22/2025	41	CLERKS NOTICE CONTINUING CASE MGMT CONFERENCE AND SETTING ZOOM HEARING. Further Case Management Conference set for 1/27/2025 is continued to **5/5/2025 01:30 PM** in San Francisco, - Videoconference Only. This proceeding will be held via a Zoom webinar. Case Management Statement due by 4/28/2025. **Webinar Access:** All counsel, members of the public, and media may access the webinar information at https://www.cand.uscourts.gov/sk **General Order 58.** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited.

		Zoom Guidance and Setup: https://www.cand.uscourts.gov/zoom/. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (klh, COURT STAFF) (Filed on 1/22/2025) (Entered: 01/22/2025)
03/13/2025	42	STIPULATION WITH PROPOSED ORDER *TO CONTINUE TRIAL* filed by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart. (Tarkoff, Thomas) (Filed on 3/13/2025) (Entered: 03/13/2025)
03/13/2025	43	**Order by Magistrate Judge Sallie Kim granting 42 Stipulation to Continue Trial and Pretrial Conference Dates.(sklc1, COURT STAFF) (Filed on 3/13/2025) (Entered: 03/13/2025)**
03/13/2025		Set Deadlines/Hearings: Pretrial Conference set for3/6/2026 at 1:30 PM in San Francisco, Courtroom C, 15th Floor before Magistrate Judge Sallie Kim. Jury Selection set for 4/7/2026 at 8:30 AM in San Francisco, Courtroom C, 15th Floor before Magistrate Judge Sallie Kim. Jury Trial set for 4/7/2026, 4/8/2026, 4/9/2026, 4/10/2026, 4/14/2026, 4/15/2026 at 8:30 AM in San Francisco, Courtroom C, 15th Floor before Magistrate Judge Sallie Kim. (bxl, COURT STAFF) (Filed on 3/13/2025) (Entered: 03/13/2025)
03/20/2025	44	STIPULATION WITH PROPOSED ORDER *TO CONTINUE MAY 5, 2025 CASE MANAGEMENT CONFERENCE* filed by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart. (Tarkoff, Thomas) (Filed on 3/20/2025) (Entered: 03/20/2025)
03/21/2025	45	CLERKS NOTICE CONTINUING CASE MANAGEMENT CONFERENCE: Further Case Management Conference previously set for 5/5/2025 is continued to 5/12/2025 at 1:30 PM in San Francisco - Videoconference Only. Case Management Statement due by 5/5/2025. This proceeding will be held via a Zoom webinar. **Webinar Access:** All counsel, members of the public, and media may access the webinar information at https://www.cand.uscourts.gov/sk **General Order 58.** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited. **Zoom Guidance and Setup:** https://www.cand.uscourts.gov/zoom/. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Filed on 3/21/2025) (Entered: 03/21/2025)
04/23/2025	46	**Minute Entry for proceedings held before Chief Magistrate Judge Donna M. Ryu: Further settlement planning call held on 4/23/2025 via Zoom. Results: The court determined that no follow-up settlement conference should be scheduled at this time. The parties are invited to contact Judge Ryu for assistance if a settlement opportunity arises. Digital Recording Time: Not Recorded For Plaintiff: Angel Alexander For Defendants: Thomas Tarkoff *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (ig, COURT STAFF) (Date Filed: 4/23/2025) (Entered: 04/23/2025)**
05/05/2025	47	JOINT CASE MANAGEMENT STATEMENT filed by Samuel Rosas. (Buelna, Patrick) (Filed on 5/5/2025) (Entered: 05/05/2025)

05/06/2025	48	CLERKS NOTICE CONTINUING CASE MANAGEMENT CONFERENCE: Further Case Management Conference continued to 6/30/2025 at 1:30 PM in San Francisco - Videoconference Only. Case Management Statement due by 6/23/2025. This proceeding will be held via a Zoom webinar. **Webinar Access:** All counsel, members of the public, and media may access the webinar information at https://www.cand.uscourts.gov/sk **General Order 58.** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited. **Zoom Guidance and Setup:** https://www.cand.uscourts.gov/zoom/. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Filed on 5/6/2025) (Entered: 05/06/2025)
06/23/2025	49	JOINT CASE MANAGEMENT STATEMENT filed by Samuel Rosas. (Buelna, Patrick) (Filed on 6/23/2025) (Entered: 06/23/2025)
06/24/2025	50	CLERKS NOTICE CONTINUING CASE MANAGEMENT CONFERENCE: Further Case Management Conference continued to 9/29/2025 at 1:30 PM in San Francisco - Videoconference Only. Case Management Statement due by 9/22/2025. This proceeding will be held via a Zoom webinar. **Webinar Access:** All counsel, members of the public, and media may access the webinar information at https://www.cand.uscourts.gov/sk **Civ LR 77-3(b).** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited. **Zoom Guidance and Setup:** https://www.cand.uscourts.gov/zoom/. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Filed on 6/24/2025) (Entered: 06/24/2025)
09/04/2025	51	NOTICE of Appearance filed by Briana L Cravanas on behalf of Samuel Rosas (Cravanas, Briana) (Filed on 9/4/2025) (Entered: 09/04/2025)
09/12/2025	52	NOTICE of Appearance filed by Katherine B. Bearman on behalf of Robert Glenn, Hernandez Jacqueline, Kaylin Stewart (Bearman, Katherine) (Filed on 9/12/2025) (Entered: 09/12/2025)
09/18/2025	53	FURTHER JOINT CASE MANAGEMENT STATEMENT filed by Samuel Rosas. (Buelna, Patrick) (Filed on 9/18/2025) Modified text on 9/18/2025 (dhm, COURT STAFF). (Entered: 09/18/2025)
09/25/2025	54	CLERKS NOTICE CONTINUING CASE MANAGEMENT CONFERENCE: Further Case Management Conference continued to 1/12/2026 at 1:30 PM in San Francisco - Videoconference Only. Case Management Statement due by 1/5/2026. his proceeding will be held via a Zoom webinar.

		Webinar Access: All counsel, members of the public, and media may access the webinar information at https://www.cand.uscourts.gov/sk **Civ LR 77-3(d).** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited. **Zoom Guidance and Setup:** https://www.cand.uscourts.gov/zoom/. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Filed on 9/25/2025) (Entered: 09/25/2025)
01/02/2026	55	JOINT CASE MANAGEMENT STATEMENT filed by Samuel Rosas. (Buelna, Patrick) (Filed on 1/2/2026) (Entered: 01/02/2026)
01/12/2026	56	**Minute Entry for proceedings held by Zoom before Magistrate Judge Sallie Kim: Further Case Management Conference held on 1/12/2026.** **CASE REFERRED to a RANDOM Magistrate Judge for Settlement Conference.** **Zoom Recording Time: 1:52-1:54.** **Plaintiff Attorneys: Briana Cravanas, Patrick Buelna.** **Defendant Attorneys: Thomas Tarkoff, Katherine Bearman.** ***(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Date Filed: 1/12/2026) (Entered: 01/12/2026)**
01/13/2026		CASE REFERRED to Magistrate Judge Ajay S. Krishnan for Settlement (as, COURT STAFF) (Filed on 1/13/2026) (Entered: 01/13/2026)
02/06/2026	57	CLERK'S NOTICE CONTINUING PRETRIAL CONFERENCE: Pretrial Conference set for 3/13/2026 at 1:30 PM in San Francisco - Videoconference Only before Magistrate Judge Sallie Kim. This proceeding will be held via a Zoom webinar. **Webinar Access:** All counsel, members of the public, and media may access the webinar information at https://www.cand.uscourts.gov/sk **Court Appearances:** Advanced notice is required of counsel or parties who wish to be identified by the court as making an appearance or will be participating in the argument at the hearing. A list of names and emails must be sent to the CRD at skcrd@cand.uscourts.gov no later than March 10, 2026 at 2:00 PM PST. **Civ LR 77-3(d).** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited. **Zoom Guidance and Setup:** https://www.cand.uscourts.gov/zoom/. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Filed on 2/6/2026) Modified on 2/6/2026 (bxl, COURT STAFF). (Entered: 02/06/2026)
02/06/2026		Set Deadlines/Hearings: Pretrial Conference set for 3/13/2026 at 1:30 PM in San Francisco - Videoconference Only before Magistrate Judge Sallie Kim. (bxl, COURT STAFF) (Filed

		on 2/6/2026) (Entered: 02/06/2026)
02/12/2026	58	CLERK'S NOTICE SETTING PRE-SETTLEMENT TELEPHONIC SCHEDULING CONFERENCE. Pre-Settlement Telephonic Scheduling Conference set for 2/13/2026, 11:00 AM in Oakland - Telephonic Only before Magistrate Judge Ajay S. Krishnan. Call in Number: (669) 254-5252 Meeting ID: 160 241 2346 Passcode: 840888 **Civ LR 77-3(d).** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited. *(This is a text-only entry generated by the court. There is no document associated with this entry.)*(kmm2, COURT STAFF) (Filed on 2/12/2026) (Entered: 02/12/2026)
02/13/2026	59	**Minute Entry for proceedings held before Magistrate Judge Ajay S. Krishnan:Pre-Settlement Scheduling Conference Call held on 2/13/2026 via Zoom.** **Settlement Conference set for 3/2/2026, 09:00 AM in person, Oakland - To be determined.** **Parties will submit an initial confidential settlement conference statement, not to exceed 10 pages (excluding attached exhibits) to ASKCRD@cand.uscourts.gov no later than 2/19/2026; the parties will share this initial statement with opposing counsel, as of the same deadline. Parties will submit a supplemental confidential settlement conference statement, not to exceed 5 pages (excluding attached exhibits) to ASKCRD@cand.uscourts.gov no later than 2/24/2026; this supplemental statement need not be shared with opposing counsel.** **Total Time: 20 minutes.** **Court Reporter: Not Reported.** **Plaintiff Attorney: Patrick Buelna.** **Defendant Attorney: Thomas Tarkoff, Katherine Bearman.** ***(This is a text-only entry generated by the court. There is no document associated with this entry.)* (kmm2, COURT STAFF) (Date Filed: 2/13/2026) (Entered: 02/13/2026)**
02/24/2026	60	NOTICE of Appearance filed by Alistair Blacklock on behalf of Robert Glenn, Hernandez Jacqueline, Kaylin Stewart (Blacklock, Alistair) (Filed on 2/24/2026) (Entered: 02/24/2026)
02/26/2026	61	STIPULATION WITH PROPOSED ORDER *FOR DISMISSAL OF PLAINTIFF SAMUEL ROSASS SECOND CAUSE OF ACTION* filed by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart. (Tarkoff, Thomas) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	62	Pretrial Conference Statement by Samuel Rosas . (Buelna, Patrick) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	63	Witness List by Samuel Rosas . (Buelna, Patrick) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	64	Proposed Form of Verdict by Samuel Rosas . (Buelna, Patrick) (Filed on 2/26/2026) (Entered: 02/26/2026)

02/26/2026	65	Proposed Jury Instructions by Samuel Rosas . (Buelna, Patrick) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	66	First MOTION in Limine filed by Samuel Rosas. Motion Hearing set for 3/13/2026 01:30 PM in San Francisco, Courtroom C, 15th Floor before Magistrate Judge Sallie Kim. Responses due by 2/20/2026. Replies due by 2/27/2026. (Attachments: # 1 Declaration of Patrick Buelna, # 2 Exhibit 1, # 3 Exhibit 2, # 4 Exhibit 3)(Buelna, Patrick) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	67	Second MOTION in Limine filed by Samuel Rosas. Motion Hearing set for 3/13/2026 01:30 PM in San Francisco, Courtroom C, 15th Floor before Magistrate Judge Sallie Kim. Responses due by 2/20/2026. (Attachments: # 1 Declaration of Patrick Buelna, # 2 Exhibit 1, # 3 Exhibit 2, # 4 Exhibit 3)(Buelna, Patrick) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	68	Proposed Voir Dire by Samuel Rosas . (Buelna, Patrick) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	69	Exhibit List by Samuel Rosas.. (Buelna, Patrick) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	70	Exhibit List *Disputed Chart* by Samuel Rosas.. (Buelna, Patrick) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	71	TRIAL BRIEF by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart. (Bearman, Katherine) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	72	Witness List by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart . (Bearman, Katherine) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	73	Proposed Form of Verdict by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart . (Bearman, Katherine) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	74	RESPONSE re 65 Proposed Jury Instructions *DEFENDANTS MEMORANDUM RE DISPUTED JURY INSTRUCTIONS* by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart. (Bearman, Katherine) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	75	RESPONSE re 64 Proposed Form of Verdict *DEFENDANTS OBJECTION TO PLAINTIFFS PROPOSED VERDICT FORM* by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart. (Bearman, Katherine) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	76	OPPOSITION/RESPONSE (re 66 First MOTION in Limine) filed byRobert Glenn, Hernandez Jacqueline, Kaylin Stewart. (Attachments: # 1 Declaration, # 2 Exhibit A, # 3 Exhibit B, # 4 Exhibit C)(Bearman, Katherine) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/26/2026	77	OPPOSITION/RESPONSE (re 67 Second MOTION in Limine) filed byRobert Glenn, Hernandez Jacqueline, Kaylin Stewart. (Attachments: # 1 Declaration, # 2 Exhibit A, # 3 Exhibit B, # 4 Exhibit C, # 5 Exhibit D, # 6 Exhibit E)(Bearman, Katherine) (Filed on 2/26/2026) (Entered: 02/26/2026)
02/27/2026	78	Statement *of Defendants' Deposition Designations* by Samuel Rosas. (Buelna, Patrick) (Filed on 2/27/2026) (Entered: 02/27/2026)
02/27/2026	79	Statement *of Memorandum Re: Disputed Jury Instructions* by Samuel Rosas. (Buelna, Patrick) (Filed on 2/27/2026) (Entered: 02/27/2026)
03/02/2026	80	**Minute Entry for proceedings held before Magistrate Judge Ajay S. Krishnan: Settlement Conference held on 3/2/2026. The case did not settle.**

		Total Time in Court: 3 hours and 48 minutes. **Court Reporter: Not Reported.** **Plaintiff Attorney: Patrick Buelna, Briana Cravanas.** **Plaintiff: Samuel Rosas.** **Defendants Attorney: Thomas Tarkoff, Katherine Bearman.** **Client Representative: Jennifer Choi.** ***(This is a text-only entry generated by the court. There is no document associated with this entry.)* (kmm2, COURT STAFF)(Date Filed: 3/2/2026) (Entered: 03/02/2026)**
03/02/2026	81	**ORDER signed on 3/2/2026 by Magistrate Judge Sallie Kim re. Stipulation For Dismissal of Plaintiff Samuel Rosas's Second Cause of Action.** **(jaf, COURT STAFF) (Filed on 3/2/2026) (Entered: 03/02/2026)**
03/10/2026	82	CLERK'S NOTICE SETTING ZOOM HEARING: Motion Hearing re 66 First MOTION in Limine and 67 Second MOTION in Limine set for 3/13/2026 at 1:30 PM in San Francisco - Videoconference Only before Magistrate Judge Sallie Kim. This proceeding will be held via a Zoom webinar. **Webinar Access:** All counsel, members of the public, and media may access the webinar information at https://www.cand.uscourts.gov/sk **Court Appearances:** Advanced notice is required of counsel or parties who wish to be identified by the court as making an appearance or will be participating in the argument at the hearing. A list of names and emails must be sent to the CRD at skcrd@cand.uscourts.gov no later than March 12, 2026, at 10:00 AM. **Civ LR 77-3(d).** Persons granted access to court proceedings held by telephone or videoconference are reminded that photographing, recording, and rebroadcasting of court proceedings, including screenshots or other visual copying of a hearing, is absolutely prohibited. **Zoom Guidance and Setup:** https://www.cand.uscourts.gov/zoom/. *(This is a text-only entry generated by the court. There is no document associated with this entry.)* (bxl, COURT STAFF) (Filed on 3/10/2026) (Entered: 03/10/2026)
03/13/2026	83	**ORDER REGARDING TRIAL. Signed by Judge Sallie Kim on 3/13/2026. (bxl, COURT STAFF) (Filed on 3/13/2026) (Entered: 03/13/2026)**
03/13/2026	84	**Minute Entry for proceedings held by Zoom before Magistrate Judge Sallie Kim: Pretrial Conference held on 3/13/2026.** **Parties shall email their proposed voir dire, their respective proposed verdict forms, and all stipulated facts to skpo@cand.uscourts.gov by no later than noon on 3/18/2026.** **Total Time in Court: 17 minutes.** **Court Reporter: Ana Dub.** **Plaintiff Attorney: Patrick Buelna, Briana Cravanas.** **Defendant Attorney: Tom Tarkoff, Kate Bearman, Alistair Blacklock.** **(bxl, COURT STAFF) (Date Filed: 3/13/2026) (Entered: 03/16/2026)**

03/18/2026	85	STIPULATION WITH PROPOSED ORDER *regarding Stipulated Facts* filed by Samuel Rosas. (Buelna, Patrick) (Filed on 3/18/2026) (Entered: 03/18/2026)
03/18/2026	86	Proposed Voir Dire- Joint Disputed Exhibit Chart by Samuel Rosas *Ranked*. (Buelna, Patrick) (Filed on 3/18/2026) Modified on 3/18/2026 (anj, COURT STAFF). (Entered: 03/18/2026)
03/18/2026	87	Exhibit List *Disputed Chart with Column for Rulings* by Samuel Rosas.. (Buelna, Patrick) (Filed on 3/18/2026) (Entered: 03/18/2026)
03/18/2026	88	EXHIBITS re 78 Statement *Deposition Transcript of Steven Alcairo with Highlights* filed bySamuel Rosas. (Related document(s) 78) (Buelna, Patrick) (Filed on 3/18/2026) (Entered: 03/18/2026)
03/18/2026	89	**FURTHER ORDER REGARDING TRIAL. Chamber's copies of disputed exhibits due by 3/23/2026. Signed by Judge Sallie Kim on 3/18/2026. (bxl, COURT STAFF) (Filed on 3/18/2026) (Entered: 03/18/2026)**
03/18/2026	90	**ORDER ON STIPULATED FACTS. Signed by Judge Sallie Kim on 3/18/2026. (bxl, COURT STAFF) (Filed on 3/18/2026) (Entered: 03/18/2026)**
03/18/2026	91	STIPULATION WITH PROPOSED ORDER *FOR DISMISSAL OF DEFENDANTS JACQUELINE HERNANDEZ AND KAYLIN STEWART PURSUANT TO FRCP 41(a)(1)* filed by Robert Glenn, Hernandez Jacqueline, Kaylin Stewart. (Bearman, Katherine) (Filed on 3/18/2026) (Entered: 03/18/2026)
03/19/2026		Electronic filing error. Exhibits e-filed separately and not as an attachment, requires a title page. Please refer to **Civil Local Rules 3-4** regarding first page requirement. **This filing will not be processed by the clerks office.** Please re-file in its entirety. Re: 88 Exhibits filed by Samuel Rosas (anj, COURT STAFF) (Filed on 3/19/2026) (Entered: 03/19/2026)
03/19/2026	92	**ORDER GRANTING DISMISSAL OF DEFENDANTS JACQUELINE HERNANDEZ AND KAYLIN STEWART PURSUANT TO FRCP 41(a)(1). Signed by Judge Sallie Kim on 3/19/2026. (bxl, COURT STAFF) (Filed on 3/19/2026) (Entered: 03/19/2026)**
03/20/2026	93	Clerk's Notice re Trial Deadline for Ordering Daily Transcript and/or Realtime Reporting: The deadline to request daily transcripts or Realtime reporting for counsel during trial is **3/26/2026.** More details regarding daily transcripts or Realtime during trial are available on the Transcripts/Court Reporters webpage (see section III) at https://www.cand.uscourts.gov/about/clerks-office/transcripts-court-reporters/ Contact the Court Reporter Supervisor with questions at transcripts@cand.uscourts.gov by the deadline above. (mkl, COURT STAFF) (Filed on 3/20/2026) (Entered: 03/20/2026)
03/20/2026	94	NOTICE by Samuel Rosas *of Settlement and Request to Vacate Deadlines* (Buelna, Patrick) (Filed on 3/20/2026) (Entered: 03/20/2026)
03/23/2026	95	**Minute Entry for proceedings held before Magistrate Judge Ajay S. Krishnan. Settlement Conference held on 3/23/2026 via Zoom Teleconference.**

		The case has settled, and the settlement terms have been recorded. Upon fulfillment of the settlement terms, which includes an approximated 90-120 days for necessary approvals, the parties will file a dismissal with prejudice, with each side bearing its own fees and costs. **Total Time: 21 minutes.** **Zoom Recording Time: 10:16 AM - 10:21 AM.** **Court Reporter: Not Reported.** **Plaintiff Attorney: Briana Cravanas.** **Plaintiff: Samuel Rosas.** **Defendant Attorney: Katherine Bearman.** ***(This is a text-only entry generated by the court. There is no document associated with this entry.)* (kmm2, COURT STAFF) (Date Filed: 3/23/2026) (Entered: 03/23/2026)**
03/23/2026	96	**ORDER VACATING DEADLINES AND SETTING STATUS CONFERENCE. Status Conference set for 8/31/2026 at 9:30 AM in San Francisco - Videoconference Only before Magistrate Judge Sallie Kim. Status Report due by 8/24/2026. Signed by Judge Sallie Kim on 3/23/2026. (bxl, COURT STAFF) (Filed on 3/23/2026) (Entered: 03/23/2026)**

PACER Service Center			
Transaction Receipt			
05/06/2026 17:45:49			
PACER Login:	mlroberts	**Client Code:**	
Description:	Docket Report	**Search Criteria:**	3:23-cv-04913-SK
Billable Pages:	13	**Cost:**	1.30

EXHIBIT 20 - PROPOSED CROSS-EXAMINATION OF SGT. ROBERT GLENN BY BOARD OF APPEAL COMMISSIONERS

Appeal No. 25-059 -- Richmond Serenity Spa, Board of Appeals Hearing -- May 20, 2026

I. THE RECORDING -- FAILURE TO CORROBORATE ILLEGAL CONDUCT.

These questions focus on the fact that Sgt. Glenn, a trained undercover officer. failed to verbally document the alleged criminal conduct on his own recording.

1. You were wearing an audio recording device during your visit to Richmond Serenity Spa on June 17, 2025, correct?

2. You have received specialized training -- including a 24-hour Plainclothes and Undercover Operations course -- on how to conduct undercover operations, correct?
3. Part of that training includes making undercover recordings useful as evidence by verbalizing key facts -- offers, agreements, amounts, and acts -- when it is safe to do so, correct?
4. At no point on that recording did you say anything like 'Are you touching my penis,' 'Is this a sexual act,' or 'How much are you charging me for that,' did you?
5. In fact, you whispered throughout your encounter with the masseuse, did you not?
6. You whispered even though you were recording -- meaning you made a deliberate choice not to clearly document what you now claim was criminal conduct, correct?
7. The alleged genital touching you describe in your report cannot be clearly heard on that recording, can it?
8. Other than your own written report, prepared after the fact, what on that recording independently and clearly proves that a lewd act occurred?
9. The only word spoken by the masseuse that can be possibly heard on the recording is '60,' correct?
10. Isn't it true that '60' is equally consistent with a request to extend a 30-minute massage to 60 minutes -- a routine transaction at any legitimate spa?
11. You did not prepare a verbatim transcript of the recording before writing your incident report, did you?
12. Did you review the recording before writing your report, or did you write your report from memory?

II. FAILURE TO INVESTIGATE -- CREDIBILITY AND PROFESSIONAL STANDARDS.

These questions establish that Sgt. Glenn's conduct was inconsistent with a legitimate investigation and reflects either deliberate sloppiness or bad faith.

1. You stated under oath that during your career you have interviewed thousands of victims, suspects, and witnesses. Why did you not identify, detain, or interview the masseuse after the alleged incident?

2. You testified that you did not detain the masseuse because you did not want to compromise your investigation. What investigation? What did you do after leaving the Spa to advance that investigation?

3. You heard male and female voices coming from other rooms in the Spa. Why did you not identify or interview those witnesses?

4. You lowered your voice and whispered while talking to the masseuse. Isn't it true that you did so to prevent management from overhearing and intervening -- rather than to document criminal conduct?

5. You have been assigned to the SFPD Human Trafficking Task Force for the past year. You are required to make human trafficking inquiries when you encounter someone who may be a victim. Why did you make no such inquiry with this masseuse?

6. Why did you wait 30 days to notify the owners of the Spa about the alleged incident -- effectively ensuring they could not investigate or identify the masseuse themselves?

7. The decoy operation began at 4:00 p.m. on June 17, 2025 -- the precise time your overtime pay commenced. Is that a coincidence?

8. You and your supervisor, Inspector Flores, each earn roughly as much in overtime as you do in regular pay. How many similar decoy operations did you conduct in the past year?

9. You stated your opinion that the masseuse was liable under *Penal Code §647(b)* and that the owners were liable under *Penal Code §315*. Isn't it true that neither the masseuse nor the owners were ever criminally cited, arrested, or prosecuted for anything arising from the June 17, 2025 incident?

10. You made the decision to become fully naked during this encounter. Was that required by your training or authorized by your supervisor?

11. You testified that you clenched your buttocks to avoid being touched there, yet you allowed hot oil to be applied to your penis. Why did you permit that?

12. Were you acting as an agent of the San Francisco Department of Public Health or the SFPD on June 17, 2025? Who authorized and funded this operation?

13. Your incident report lists the address of the operation as 3448 Balboa Street. Richmond Serenity Spa is located at 3446 Balboa Street. How do you explain that error?

SUPPLEMENTAL BRIEF SUBMITTED BY RESPONDENT DEPARTMENT

DAVID CHIU, State Bar #189542
City Attorney
ANNE PEARSON, State Bar #201625
Chief Attorney
Health Team
MEGAN RYAN, State Bar #264922
Deputy City Attorney
Fox Plaza
1390 Market Street, Seventh Floor
San Francisco, California 94102-5406
Telephone: (415) 554-3970
Facsimile: (415) 437-4644
E-Mail: megan.ryan@sfcityatty.org

Attorneys for Respondent
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF PUBLIC HEALTH

SAN FRANCISCO BOARD OF APPEALS

JING HUANG and LIYAN WANG, DBA RICHMOND SERENITY SPA Appellants, vs. CITY AND COUNTY OF SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH, Respondent.	Appeal No. 25-059 RESPONDENT'S SUPPLEMENTAL BRIEF IN OPPOSITION TO APPELLANTS' REQUEST THAT THE BOARD REVERSE DPH'S DECISION TO REVOKE THE SPA'S MASSAGE LICENSE AND DISMISS THE ACTION WITH PREJUDICE

INTRODUCTION

On June 17, 2025, as part of a coordinated undercover enforcement operation, San Francisco Police Sergeant Glenn went to the Richmond Serenity Spa, where a masseuse touched his perineum and penis and offered to provide manual sexual stimulation (a "hand job") in exchange for $60.00. Following a robust evidentiary hearing, a Department of Public Health ("DPH") hearing officer issued a Director's Order finding that Appellants Jing Huang and Liyan Wang, the Richmond Serenity Spa's massage permit holders, violated the San Francisco Health Code when their masseuse sexually solicited and engaged in lewd conduct with the Sergeant Glenn. The Order revoked Appellants' Massage Establishment permit, prohibited Appellants from obtaining a permit for five years, and ordered Appellants to pay $7,500 in administrative penalties.

Following a March 25, 2026 hearing at the Board of Appeals, Commissioners asked the parties to submit supplemental briefing addressing penalties and any other items pertinent to the Board's decision. This brief (1) addresses additional evidence in support of permit revocation; (2) explains the limited discretion to impose penalties for the lewd conduct; and (3) addresses Commissioner concerns expressed at the end of the March 25, 2026 hearing.

ARGUMENT

I. ADDITIONAL EVIDENCE SUPPORTS PERMIT REVOCATION

At the Commissioners' request, the City produced the San Francisco Police Department audio of the undercover operation. The audio supports Sergeant Glenn's sworn testimony and the detailed police incident report. A review of the audio indicates that at 2:30, the sergeant asks if he should get naked, and the masseuse says, "take it off." At 20:40, the masseuse asks the sergeant to turn over. At 22:10, the sergeant asks the masseuse, "How much?" She says, "60." He says, "60? Is that good?" This exchange confirms the solicitation.

As Sergeant Glenn testified, the phrase "Oh that seems exciting" was the prearranged signal for his team to call him pretending to be his wife, which would allow him to cut off the encounter and maintain his cover. Sergeant Glenn gives the signal immediately after the solicitation, but his team missed it. About ten seconds later, he loudly repeats the signal, "Oh it's very exciting." The sergeant then says, "I actually have to go pee" as he attempts to stop the masseuse from touching him. The pretextual call from his team comes in at 23:10, approximately fifteen seconds after he gives the signal the second time. Sergeant Glenn tells the caller he is leaving. He hangs up and tells the masseuse he has to go. The sergeant then says to the masseuse, "No, it's ok, no it's ok, I will pay you anyway." At minute 23:35, the masseuse says, "I'll help you real fast." The sergeant says, "No, it's ok. I gotta go. My wife is gonna kill me. I told her I was running to the store." The masseuse laughs, and the sergeant leaves.

The recording corroborates Sergeant Glenn's testimony.

There is also significant online evidence that Richmond Serenity Spa is a place of lewd conduct and solicitation. Ms. Huang and Ms. Wang admit that they ran Richmond Serenity Spa

located at 3443 Balboa Street from 2016 until May 2023 when they moved to their new location across the street at 3446 Balboa. (Appellants' 3/5/26 brief at 2:17-24.) The following are a sampling of online customer reviews for Richmond Serenity Spa across this timeframe.

- 5/10/25. Review of masseuse at Richmond Serenity Spa: "older looking milf…had a padded bra with small A sized breasts didn't get to see the kitty cuz I didn't want to pay for upsell." (Milf is an acronym for "mother I'd like to fuck." "Kitty" is slang for vagina.) (Exhibit 2 [AMP Reviews of Richmond Serenity Spa. An online review forum, screen shot by San Francisco City Attorney Investigator on 10/27/25].)
- 1/27/25. In reviewing Sunset spas, a commentator wrote about the workers at Richmond Serenity Spa: "They are both mainland Chinese gals. Both are +40! years old…No FS here but she relaxes more with repeated visits." ("FS" means full service, slang for vaginal sex.) (Exhibit 4 [AMP Reviews of Sunset spas. An online review forum, screen shot by San Francisco City Attorney Investigator on 10/27/25].)
- 12/3/24. Review of masseuse at Richmond Serenity Spa: "small b cups natural, trimmed." (Exhibit 2.)
- 3/1/24. "Had a nice time in this place. My time consisted of handjob ending and other things we both like." A hand job, prostate massage, breast and buttock touching was included. (Exhibit 1 [Find the Seven. An online subscription website for information about sexual services, screen shot by SFPD on 3/26/26].)
- 2/1/24. "[S]he played my penis like no one's company." A hand job and breast and buttock touching was included. (Exhibit 1.)
- 1/1/24. "The typical rub and tug experience." A hand job and breast and buttock touching was included. (Exhibit 1.)
- 1/1/24 [different reviewer]. "[S]he started to stroke my shaft." A hand job and breast and buttock touching was included. (Exhibit 1.)
- 12/1/23. She "oiled up for a strong surface, HJ to completion." (HJ is slang for a hand job). A hand job and buttock touching was included. (Exhibit 1.)

- 11/28/23. "[S]he began massaging Junior with lube. I suggested HJ with Ball massage, and she nodded" (Exhibit 1.)
- 11/24/23. Question: "Fs?" Answer: "HJ only." A 8/31/24 reviewer confirms that the business has moved across the street. (Exhibit 2.)
- 8/11/23: review of masseuse "natural b cups, slim butt, shaved pubic, cute face." (Exhibit 2.)
- 8/9/23. Comments between members. Question: "Was Bella FS"? Answer: "Dunno I mentioned hj in my review" Additional comment: "She is cute but wont do FS (at least I havent been able to get it from her)" (Exhibit 2)
- 4/8/21-11/13/22. Twenty-two sexually explicit reviews of Richmond Serentiy Spa include descriptions of hand jobs and touching of breasts, vaginas, testicles, and buttocks. (Exhibit 3 [Hot.com. An online review forum of sexual services, screen shot by San Francisco City Attorney Investigator on 10/27/25].)

While the Board may not base its decision solely on such hearsay evidence, such evidence can supplement the police declaration and incident report. (Cal. Gov. Code §§11513(c)-(d).)

Finally, evidence contradicts the sworn testimony of Appellants, calling their credibility into question. In her November 11, 2025 declaration written under penalty of perjury, Ms. Huang said she used her "life savings" of $575,000 to buy the Richmond Serenity Spa premises and that the spa is her "sole means of support." (Appellants' Ex. 3 at ¶¶ 6, 8.) But, in July 2020, Huang bought a six-bedroom, three-bathroom property in San Francisco at a price over $1.2 million with no recorded mortgage. (Exhibit 5 and Redfin.com reports it sold for $1,230,000 in 2020 [unredacted copies will be available at the hearing but are not provided here to protect the home addresses of Appellants].) It is disingenuous to say she used her life savings to purchase the spa when she bought a $1.2 million home outright a few years before. While Appellant Liyan Wang did not submit a sworn declaration, in 2020, she also purchased a 50% interest in a San Francisco four-bedroom, three-bathroom property at a price of approximately $1.4 million. (Exhibit 6 and Redfin.com reports it sold for $1,390,000 in 2020.)

Ms. Huang testified that 50% of the spa's patrons are men, 30% are women, and 20% are couples. (Appellants' Ex. 3 at ¶ 9.) But neighbors stated in three public comments that there are only male patrons. (See Public Comments submitted from the March 25, 2026 hearing.)

The Commissioners should consider both the additional evidence of prostitution at Serenity Spa as well as the evidence that Appellants are not credible witnesses.

II. FINES AND PERMIT REVOCATION ARE THE PROPER REMEDIES FOR LEWD CONDUCT

If Commissioners find that lewd conduct occurred at Richmond Serenity Spa, they have two options: (1) uphold the Director's Hearing Order revoking the permit for five years and assessing $2,500 in fines, or (2) not assess any permit penalty or fine. Commissioners do not have discretion to award a lower permit penalty or to reduce the fine for lewd conduct. San Francisco Health and Safety Code section 29.45 governs the award of administrative penalties for violations. It states: "Any person who violates any provision of this Article 29 or any rule or regulation adopted pursuant to Section 29.2 may, after being provided notice and an opportunity to be heard, be subject to the following monetary and permit penalties." The word *may* in this sentence indicates that the Director has discretion to impose penalties. The next sentences states that for good cause, the Director may choose to impose "administrative fines and/or permit penalties that exceed" those listed in the section. By contrast, it does not state the Director may choose to impose *lesser* penalties than those listed in the section. In other words, the penalties are minimum penalties that must be awarded.

Permit revocation for five years and a $2,500 fine is the prescribed penalty for lewd conduct. (See section 29.45(a)(12) [penalty for "Anyone Engaged In Lewd Conduct or Performing Sex Acts as Defined in Section 29.17(b) on Massage Business Premises," includes, "(A) Administrative fine: $2,500 to be paid by Massage Business permittee, and (B) Permit penalty: Revocation of Massage Practitioner permit and revocation of Massage Business permit. Permit holder ineligible for subsequent Massage Practitioner or Massage Business Permit for a period of five years from the date of permit revocation." There is no discretion under subsection 12 to impose a lower penalty as there is, for example, in subsection 6 that includes an "up to $1,000" fine for sleeping in a massage facility. The legislative history confirms this interpretation of Section 29.45(a)(12), which was last amended by

the Board of Supervisors in 2018 in Ordinance No. 272-18. (See Exhibit 7.) For lewd conduct at a massage business, the Board of Supervisors chose to (1) increase the fine; (2) change the permit penalty from 60 day suspension to revocation; (3) eliminate any requirement for repeat violations for permit revocation; and (4) set the permit revocation time period at five years. (*Id*.) Accordingly, the Board of Supervisors specifically intended the fine and revocation to be the minimum consequences for massage businesses where there is evidence of lewd conduct in a single incident. Commissioners cannot change the remedy that the legislature has already determined. If Commissioners find that lewd conduct occurred, permit revocation is the remedy.

The first incident of solicitation of lewd conduct or prostitution in violation of section 29.17 carries the penalty of permit suspension for 60-120 days and a $5,000 fine (S.F. Health Code § 29.45(a)(3).) It is logical that solicitation of lewd conduct or solicitation of prostitution carries a lessor permit penalty than the actual act of lewd conduct/prostitution. However, the heavier fine acts as a deterrent given that the business can re-open relatively quickly if penalized solely for solicitation.

There is clear evidence that lewd conduct and solicitation occurred. Commissioners should uphold the Director's Hearing Order, which imposes the minimum penalty available.

III. ADDRESSING COMMISSIONER CONCERNS

In their closing comments, Commissioners raised several concerns with DPH's case.

First, Commissioners questioned whether this is the only massage establishment where DPH has sought permit revocation. It is not. At the March 25, 2026 hearing, Commissioners asked Ms. Vega of DPH how many massage establishment permits have been revoked this year. She replied none, believing the question pertained to 2026 rather than the past twelve months. In fact, other massage establishments have had permits revoked as a result of DPH and City enforcement. Notably, on December 18, 2025, following police and DPH investigations of lewd conduct and solicitation at Empire Spa at 428 O'Farrell Street, the San Francisco Superior Court entered an injunction against the business and property owners. (See Exhibit 8.) The court ordered the business owner to vacate the premises, close the business, refrain from operating a massage or personal services business for ten

years, and pay the City $200,000. (*Id*.) The court ordered the property owner to refrain from using the property for massage or personal services for ten years. (*Id*.)

It is true that between 2020 and 2025, enforcement of lewd conduct violations at massage parlors had been lower than prior years, but this was a result initially of the pandemic and then of police staffing issues. Taking a longer view, it is clear that the City has not singled out Serenity Spa. Since 2015, DPH has prosecuted thirty cases with lewd conduct violations. Ten cases resulted in settlements with permit suspension (prior to the 2018 Article 29 amendments) or permit revocation (after the 2018 amendments). Twenty of these cases proceeded to DPH Director's hearings, with three resulting in permit revocation, fifteen in permit suspension prior to the 2018 amendments, two in dismissal of the DPH case, and seven in cease-and-desist orders for *unpermitted* establishments, which of course had no permits to revoke.

Second, at least one Commissioner was concerned that Sergeant Glenn did not immediately provide victim-service information to the masseuse. But this is not police protocol for good reasons. Sergeant Glenn is the only officer in San Francisco who acts as an undercover officer for operations at massage businesses and unpermitted relaxation spas. If he revealed his identity during an operation, future operations would be compromised as his face would be known and shared between criminal operators.

Third, the Commissioners wanted DPH to have issued the NOV to the business sooner than 30 days after the undercover operation. But before alerting the owners to a violation determined through a SFPD operation, DPH gives law enforcement and prosecutors time to determine if they want to take any other action before revealing undercover evidence to a business. DPH must also thoroughly review the evidence, communicate with the decoy, and cite appropriate violations. While Commissioners may prefer different DPH or SFPD procedures, this does not bear on the questions at issue of whether lewd conduct occurred and permit suspension should be upheld.

CONCLUSION

The Board of Appeals should uphold the December 19, 2025 DPH Director's Hearing Order.

Dated: May 13, 2026

DAVID CHIU
City Attorney
ANNE PEARSON
Chief Attorney
Health Team
MEGAN RYAN
Deputy City Attorney

By: /s/ Megan Ryan
MEGAN RYAN

Attorneys for Respondent
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF PUBLIC HEALTH

INDEX TO EXHIBITS

Exhibit	Description
1	FindtheSeven.com reviews, screenshot taken March 26, 2026
2	AMPReviews.net reviews, dated September 2022 to May 2025
3	Hot.com reviews, dated April 8, 2021 to November 13, 2022
4	AMPreviews.net review, dated September 14, 2022 to September 24, 2025
5	Grant Deed to Jing Huang, dated July 22, 2020 (redacted)
6	Grant Deed to William R. Mains and Liyan Wang, dated Apil 9, 2020 (redacted)
7	San Francisco Board of Supervisors Ordinance No. 272-18, dated November 20, 2018
8	Empire Spa (428 O'Farrell Street) injunction pleadings, dated December 18, 2025, including: (1) Stipulated Injunction between Plaintiffs and Def. Ricky A. Lee; (2) Stipulated Injunction between Plaintiffs and Bocci Defendants; and (3) Stipulated Judgment Against Def. Ricky A. Lee

4925-7047-2862, v. 2

EXHIBIT 1

Closed

Richmond Serenity Spa

3443 Balboa Street, San Francisco, California 94121

Major Cross Streets: 35th and 36th

Phone: 415-702-6468

Home / Asian / Richmond Serenity Spa



Additional Details

Cards Accepted	Visa, Mastercard

Sauna	No
Jacuzzi	No
Semi Truck	No
60 Min	$60
30 Min	$40
Website	

Submit Reivew

Location

3443 Balboa Street, San Francisco, California 94121

Phone: 415-702-6468

Directions

Spa Hours

Closed

Report this listing

Claim this listing

63 Reviews for Richmond Serenity Spa

Sort By:

Newest



kinnk938

★★★★

Vicky

03/26/2024

Close Review

4 Comments

Message

Visit Date	03/01/2024
Private Location	No
Time of visit	Afternoon
Recommended	Yes
Parlor Type	Store Front
Paid to House	40

Massage Parlor Details:

Had a nice time in this place. My time consisted of handjob ending and other things we both like.

Provider's Name: Vicky

Provider Details:

Recommended	Yes
Eye Color	Brown
Build	Average
Provider Rating	★★★★
Hair Color	Black
Rate Ass	Regular
Ethnicity	Asian
Hair Length	Shoulder Length
Kitty	?
Age	36-40
Breast Size	B
Tattoos	No
Height	5'0"-5'5"
Implants	No

Services:

Service Rating	★★★★
Lick The Pussy	No
Massage Rating	★★★★
Finger The Pussy	No
FS	No
Ass Play	Yes

Kissing	No
Breast Play	Yes
Handjob	Yes
Tipping Issue	No
Blowjob	No
Prostate Massage	Yes
Extra Tip	60

More Details

Vicky looks ok, not a youngster, but not producing a granny vibe either. Started with a massage that rapidly carried on to additional activities. Upper and lower utc was no issue while she reached out, and part of me reached back; I signaled I wished to go up a number of levels to 3, and she replied with next time. She has great hand action and, without triggering, began a prostate massage. I'm open to that, but the concern was I'm general bigger than the majority of males, and she has short fingers, In attempting to get to the g spot, she was pushing in pretty hard, and it seemed like fisting, I asked her to alter, and all was great for a normal finish with a HJ. Was easy to pop with a such terrific pull and she offered me to play with her tits and ass outside which is constantly a good touch.

Rate massage parlor review

○ Informative (0) ○ Interesting (0) ○ Hilarious (0)
○ Not Good (0) ○ Fake (0)



AKiiy268: 26-Mar-2024

There's no L3 here



dannz367: 29-Mar-2024

Drove by recently and noticed they moved directly throughout the street from where they were. How's the brand-new place compare? Anybody?



dowwn145: 06-Apr-2024

Vicky offer BBFS now



narrc500: 06-Apr-2024

They alter the shop because they are offering FS now, beware everybody, don ' t get laid, I hear some LE is looking this shop currently, maybe they are folding this one

Leave a comment

Submit



Benne372

★★★★ Vicky

02/27/2024

Close Review

5 Comments

Message

Visit Date	02/01/2024
Private Location	No
Time of visit	Afternoon
Recommended	Yes
Parlor Type	Store Front
Paid to House	40

Massage Parlor Details:

This Health club looks very industrial, at a first glance you think it's legitimate however Vicky can reveal you otherwise, she has a terrific body and can work a hand task like a pro, very recommended.

Provider's Name: Vicky

Provider Details:

Recommended	Yes
Eye Color	Brown
Build	Average
Provider Rating	★★★★
Hair Color	Black
Rate Ass	Regular
Ethnicity	Asian
Hair Length	Shoulder Length
Kitty	?

Age	36-40
Breast Size	B
Tattoos	No
Height	5'0"-5'5"
Implants	No

Services:

Service Rating	★★★★
Lick The Pussy	No
Massage Rating	★★★★
Finger The Pussy	No
FS	No
Ass Play	Yes
Kissing	No
Breast Play	Yes
Handjob	Yes
Tipping Issue	No
Blowjob	No
Prostate Massage	No
Extra Tip	60

More Details

I always have an excellent time at this location and my Vicky revealed me a good one on my last trip, she's not a super hot chick but she still rocks a great body for her late 30's, she stated she would make me feel great and I was just hoping that implied a hand task. In the beginning it appeared like she wasn't gon na do anything like that for me, the massage was extremely regular, she was working my behind with some legit strategies but once she had me turn over

everything reversed, I was thankful that she offered me the HJ, I simply provided her the cash and she played my penis like no one's company, I got my hand on her ass and it felt great over her clothing, then she got it on her breasts too, whenever I would play with her nipples she would stroke me much faster so it was only a matter of time before I came. I had a great fucking time though and the price was fair so I informed her she 'd made my day and I was gone!

Rate massage parlor review

○ Informative (0) ○ Interesting (0) ○ Hilarious (0)
○ Not Good (0) ○ Fake (0)



r.ff.517: 04-Mar-2024
I fuck Vicky insane



jorrd019: 07-Mar-2024
My god, Moon, I have actually desired to fuck Vicky for years. What is your trick?



azzza627: 25-Mar-2024
@moonstarbro I been wanting to phucking Vicky for several years but she have always declined when I ask but is she using now?



wayyn253: 04-Apr-2024
Vicky deal BBBJ but charge 300



fliip368: 09-Apr-2024

Fuck off moonstar

Leave a comment

Submit



useel555 ★★★★ 02/01/2024

Vicky

Close Review

0 Comments

Message

Visit Date	01/01/2024
Private Location	No
Time of visit	Early Evening
Recommended	Yes
Parlor Type	Store Front
Paid to House	60

Massage Parlor Details:

The typical rub and tug experience. Very little else to say actually

Provider's Name: Vicky

Provider Details:

Recommended	Yes

Eye Color	Brown
Build	Average
Provider Rating	★★★
Hair Color	Black
Rate Ass	Regular
Ethnicity	Asian
Hair Length	Shoulder Length
Kitty	?
Age	36-40
Breast Size	B
Tattoos	No
Height	5'0"-5'5"
Implants	No

Services:

Service Rating	★★★★
Lick The Pussy	No
Massage Rating	★★★★
Finger The Pussy	No
FS	No
Ass Play	Yes
Kissing	No
Breast Play	Yes
Handjob	Yes
Tipping Issue	No
Blowjob	No
Prostate Massage	No

Extra Tip 60

More Details

It was a quite great rubdown in fact. She worked my upper back a lot, but when she worked the lower, there was lots of teasing and much less massaging. It produced an enjoyable and well balanced massage experience. 8/10. On the flip, no bargaining, simply commenting on how she liked my member then got some oil and began. After a minute or so the next thing I know is there was a finger rubbing versus my taint, and I liked it. Did not take long after that. She worked everything out and after that did a good tidy up.

Rate massage parlor review

Informative (0) Interesting (0) Hilarious (0)
Not Good (0) Fake (0)

Leave a comment

Submit



CLAAY218 ★★★★ 01/11/2024

Vicky

Close Review

0 Comments

Message

Visit Date 01/01/2024

Private Location	No
Time of visit	Afternoon
Recommended	Yes

overall of possibly 3 minutes chat time during the whole sessiom.

Provider's Name: Vicky

Provider Details:

Recommended	Yes
Eye Color	Brown
Build	Average
Provider Rating	★★★★
Hair Color	Black
Rate Ass	Regular
Ethnicity	Asian
Hair Length	Shoulder Length
Kitty	?
Age	36-40
Breast Size	B
Tattoos	No
Height	5'0"-5'5"
Implants	No

Services:

Service Rating	★★★★
Lick The Pussy	No
Massage Rating	★★★★
Finger The Pussy	No
FS	No
Ass Play	Yes
Kissing	No
Breast Play	Yes
Handjob	Yes
Tipping Issue	No
Blowjob	No
Prostate Massage	No
Extra Tip	60

More Details

I was caused a private space and informed to undress and lay on my stomach. I did just that and it took her perhaps 5 mins to come back. She can be found in and using oil began rubbing my back and legs. Her massage was great; smooth method and simple to delight in pressure. After about 20 minutes she flipped me over and began on my chest and legs. Massaging my legs she reached up and grabbed my balls and smiled at me. I nodded and she started to stroke my shaft using both hands and another dosage of oil. Shed also massage my sack from time to time which I loved.

Rate massage parlor review

○ Informative (0) ○ Interesting (0) ○ Hilarious (0)
○ Not Good (0) ○ Fake (0)

Leave a comment

Submit



Elooi663

Vicky

12/26/2023

Close Review

3 Comments

Message

Visit Date	12/01/2023
Private Location	No
Time of visit	Afternoon
Recommended	Yes
Parlor Type	Store Front
Paid to House	40

Massage Parlor Details:

Felt the requirement for a massage plus some enjoyable if possible. I tried other spots in the area however they were busy or by visit just. Saw this parlor and noticed there weren't extremely numerous vehicles in the parking area, so thought maybe I could get squeezed in if they weren't busy.

Provider's Name: Vicky

Provider Details:

Recommended	Yes

Eye Color	Brown
Build	Average
Provider Rating	★★★★
Hair Color	Black
Rate Ass	Regular
Ethnicity	Asian
Hair Length	Shoulder Length
Kitty	?
Age	36-40
Breast Size	B
Tattoos	No
Height	5'0"-5'5"
Implants	No

Services:

Service Rating	★★★★
Lick The Pussy	No
Massage Rating	★★★★
Finger The Pussy	No
FS	No
Ass Play	Yes
Kissing	No
Breast Play	No
Handjob	Yes
Tipping Issue	No
Blowjob	No
Prostate Massage	No

Extra Tip 60

More Details

I parked and went in and satisfied Vicky at the desk. Paid and returned to the room. Clean location, smelled nice, not overpowering, and enjoyable. Stripped and got on the table for a relatively typical massage, hitting my back, arms, legs, and feet. It appeared as though Vicky had some official training under the belt. The flip came and the tease started. She gradually wriggled her hands up my thigh, then between my legs and finally getting to Jr, looked over at me for approval and after that oiled up for a strong surface, HJ to completion. Modest OTC on tits and ass allowed. Carried out well imo, then the standard clean up and we were done.

Rate massage parlor review

○ Informative (0) ○ Interesting (0) ○ Hilarious (0)
○ Not Good (0) ○ Fake (0)



criis870: 26-Dec-2023

This place doesn ' t have a parking lot. Street parking just



biggo706: 26-Dec-2023

There is a parking lot for Serenity? The whole time I been street parking it and spending for parking meters?



marrv675: 27-Dec-2023

No parking lot

Leave a comment

Submit



fieer273

★★★★

Vicky

11/28/2023

Close Review

5 Comments

Message

Visit Date	11/01/2023
Private Location	No
Time of visit	Afternoon
Recommended	Yes
Parlor Type	Store Front
Paid to House	40

Massage Parlor Details:

The place is on a busy side of town. Quick hopped inside and waited 5 minutes, and to my surprise, Vicky was offered. She has been in between this place and another one further up north on Antoine.

Provider's Name: Vicky

Provider Details:

Recommended	Yes
Eye Color	Brown
Build	Average

Provider Rating	★★★★
Hair Color	Black
Rate Ass	Regular
Ethnicity	Asian
Hair Length	Shoulder Length
Kitty	?
Age	36-40
Breast Size	B
Tattoos	No
Height	5'0"-5'5"
Implants	No

Services:

Service Rating	★★★★
Lick The Pussy	No
Massage Rating	★★★★
Finger The Pussy	No
FS	No
Ass Play	Yes
Kissing	No
Breast Play	Yes
Handjob	Yes
Tipping Issue	No
Blowjob	No
Prostate Massage	No
Extra Tip	60

More Details

Vicky knew what I liked, so I paid the $40 home fee for her for strolling in, and she put me in a room; again, waiting another five, maybe 10 minutes, I was naked and on the table. Vicky returned, excused the delay, and think what? Yes, she forgot the towels, so she went back out again. This time, it took seconds, so it wasn't that bad. I currently placed 60 on top of my clothes and she asked if that was for her. I stated yes and didn't count them. Such a pro-sweetheart she began massage - quick ~ 10 minutes - not terrific however not terrible. I asked to flip, and she began massaging Junior with lube. I suggested HJ with Ball massage, and she nodded. She sat up, and she came down and kept stroking. A couple minutes later, I launched the beast in her hands. While looking great since of the makeup she had on, she is beginning to reveal her age in general. Quick tidy up, and I was out.

Rate massage parlor review

○ Informative (0) ○ Interesting (0) ○ Hilarious (0)
○ Not Good (0) ○ Fake (0)



wavvy149: 28-Nov-2023

She's remained in the business initially at Oasis Spa on Clement St and 26th Ave around 2010-12? Then she and another gal Bella started this location Serenity Day Health club which is still running today. She looks helpful for her age.



gypps651: 29-Nov-2023

Intense, are you stating she's at another place in SF or she utilized to be?



newwg582: 15-Jan-2024

Goober: I have been questioning if "Vicky" is the previous Summer from Oasis Spa. So you can verify? Extremely nice individual. Did she ever get married?



goood335: 27-Jan-2024

@nocebo Brother, you struck the jackpot as she is the one and just Summertime at Sanctuary Day Medical Spa on Clement Street and corner of 26th Ave. I first met her there around 2011 and 2012. Then she went to start The Richmond Calmness Day Spa.



kettt427: 02-Feb-2024

Goober: lots of thanks. Do you understand her age now?

Leave a comment

Submit


ninnt989

★★★

Vicky

11/17/2023

Open Review

0 Comments

Message


choon180

★★★★

Vicky

10/26/2023

Open Review

0 Comments

Message


jacck767

★★★★

Vicky

10/13/2023

Open Review

1 Comments

Message


allli531

★★★★

Kate / Kay

10/11/2023

Open Review

0 Comments

Message


Yussu027

★★★★

Kate

09/25/2023

Open Review

0 Comments

Message



24ssu914

★★★★

Kate

09/05/2023

Open Review

5 Comments

Message



Ovoo7320

★★★★

Kate

08/14/2023

Open Review

0 Comments

Message



hanng936

★★★★

Kate

07/20/2023

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1 Comments

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Licck522

★★★★

Kate

04/06/2023

Open Review

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Private Location

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Massage Parlor Details *

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Unknown

Eye Color

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Build

Unknown

Provider Rating *

Hair Color

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Ethnicity

Unknown

Hair Length

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Kitty

Unknown

Age

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Breast Size

Unknown

Tattoos

Unknown

Height

Unknown

Implants

Unknown

Service Rating *

Lick The Pussy

Didn't Ask

Massage Rating *

Finger The Pussy

Didn't Ask

FS

Didn't Ask

Ass Play

Didn't Ask

Kissing

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Breast Play

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Blowjob

Didn't Ask

Prostate Massage

Didn't Ask

Extra Tip

More Details *

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Blue Moon

389 Connors Court , B, Chico, California 95926

$40 /Hour

Chinese, Latina

★★★★☆ 3.69 (35 Reviews)



MassageLuXe Prosper

220 S Preston Rd ste 20, T X, Prosper, Texas 75078

$90 /Hour

Asian

☆☆☆☆☆ 0 (0 Reviews)



Ocean Massage

9641 28th Ave SW, Seattle, Washington 98126

$60 /Hour

Caucasian, Chinese, Latina

★★★★☆ 3.85 (33 Reviews)

Massage Workz

3401 West Airport Freeway Suite #210 Irving, Texas 75062

60 /Hour

Asian, Chinese

★★★☆☆ 3 (2 Reviews)



Massage Crystal

13919 Baltimore Ave, Laurel, Maryland 20707

$30 /30 Minutes **$80** /Hour

Asian

☆☆☆☆☆ 0 (0 Reviews)



Seoul Spa

2049 Veterans memorial Parkway, Lafayette, Indiana 47909

$60 /Hour

Asian ★★☆☆☆ 2 (1 Reviews)



Eternity Spa

14419 Greenwood Ave N - Unit # D, Seattle, Washington 98133

$40 /30 Minutes **$90** /Hour

Asian ★★★★☆ 3.67 (6 Reviews)



Rainbow Massage

13018 N Highway 183 - Suite B, Austin, Texas 78750

$65 /Hour

Asian ★★★☆☆ 3.43 (7 Reviews)



Great Hands Massage

8230 W Nine Mile Rd, Ferndale, Michigan 48237

$70 /Hour

Chinese ★★★★☆ 4 (5 Reviews)



Sun bodywork

6055 Lehman Dr,, Colorado Springs, Colorado 80918

$60 /Hour

Chinese ★★★★☆ 3.8 (5 Reviews)

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EXHIBIT 2

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Review: richmond serenity spa (Mei)

dwsquared · May 10, 2025

D

dwsquared
Review Contributor
Messages: 18
Reviews: 8
Joined Aug 24, 2024

May 10, 2025 #1

Title: Review: richmond serenity spa (Mei)
Date: May 3, 2025
Phone: 4157026468
City: San Francisco
State: CA
Location: balboa st
House Fee & Tip (if applicable) $80 hr
Nationality: Chinese
Age Estimate: 40+
Physical Description: older looking milf with black shoulder length hair heavy face make up around 5ft average sized auntie. had a padded bra with small A sized breast didn't get to see the kitty cuz I didn't want to pay for upsell

Click to unlock the hidden Private Details in this review

Recommendation: Yes

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Review: Bella at Richmond Serenity Spa

fiveplay5 · Dec 3, 2024

F

fiveplay5
Registered Member
Messages: 6
Reviews: 4
Joined Aug 12, 2024

Dec 3, 2024 #1

Title: Review: Bella at Richmond Serenity Spa
Date: Nov 8, 2024
Phone: 4157026468
City: San Francisco
State: CA
Location: Outer Richmond on Balboa
House Fee & Tip (if applicable) $70 house fee for 1 hour plus $60 tip
Nationality: Chinese
Age Estimate: Late 30's early 40's but doesn't look old
Physical Description: Late 30's/early 40's, cute gnd look, about 5'2, thin, small b cups natural, trimmed.

Click to unlock the hidden Private Details in this review

Recommendation: Yes

K

Koncha
Review Contributor
Messages: 23
Reviews: 1
Joined Sep 27, 2024

Dec 4, 2024 #2

Who else did she recommend and did you see anyone else there?

F

fiveplay5
Registered Member
Messages: 6
Reviews: 4
Joined Aug 12, 2024

Dec 8, 2024 #3

I've seen Vicky who is thicker and provides a great massage and finish too. Bella recommended Ivy and one other person. Never tried either.

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Review: Richmond Serenity Spa - Vicki

Pussymonster1985 · Nov 6, 2023

P

Pussymonster1985
Review Contributor
Messages: 105
Reviews: 18
Joined Jul 13, 2023

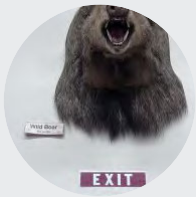
Nov 6, 2023 #1

Title: Review: Richmond Serenity Spa - Vicki
Date: Oct 26, 2023
Phone: 415-702-6468
City: San Francisco
State: CA
Location: Richmond District
House Fee & Tip (if applicable) .6 + .6
Nationality: Chinese
Age Estimate: 40-45
Physical Description: 5'6, dark hair, thick (not fat), big ass

Click to unlock the hidden Private Details in this review

Recommendation: Yes

faerbairn70 and Starfrog



Edamame1
Mongerer in Relapse
Messages: 455
Reviews: 16
Joined Dec 18, 2020

Nov 7, 2023 #2

Wow, what a tease!

R

Rubmappers
Registered Member
Messages: 4
Joined Jul 17, 2023

Nov 24, 2023 #4

Fs?

P

Pussymonster1985
Review Contributor
Messages: 105
Reviews: 18
Joined Jul 13, 2023

Nov 26, 2023 #5

> Rubmappers said:
>
> Fs?

HJ only

D

dwsquared
Review Contributor
Messages: 18

Aug 29, 2024 #6

> Pussymonster1985 said:
>
> **Title**: Review: Richmond Serenity Spa - Vicki
> **Date**: Oct 26, 2023
> **Phone**: 415-702-6468
> **City**: San Francisco Click to expand...

Reviews: 8
Joined Aug 24, 2024

State: CA
Location: Richmond District
House Fee & Tip (if applicable) .6 + .6

J

jackycheung1965
Review Contributor
Messages: 26
Reviews: 11
Joined Jul 30, 2024

Aug 30, 2024 #7

Drove by this place a couple weeks ago, place is closed down. Signs in front and awning removed.

M

maxcalvada
Review Contributor
Messages: 58
Reviews: 1
Joined Aug 5, 2024

Aug 31, 2024 #8

> jackycheung1965 said:
>
> Drove by this place a couple weeks ago, place is closed down. Signs in front and awning removed.

Moved directly across the street.

zaderub and dwsquared

D

dwsquared
Review Contributor
Messages: 18
Reviews: 8
Joined Aug 24, 2024

Aug 31, 2024 #9

> maxcalvada said:
>
> Moved directly across the street.

Thank you for the update

Z

zaderub
Registered Member
Messages: 37
Reviews: 1
Joined Oct 4, 2022

Sep 20, 2024 #10

Anyone been able to get FS here? seems like a HJ only establishment

M

maxcalvada
Review Contributor
Messages: 58
Reviews: 1
Joined Aug 5, 2024

Sep 21, 2024 #11

> zaderub said:
>
> Anyone been able to get FS here? seems like a HJ only establishment

Been there several times with 3 providers. No FS, ever. Asked several times but no dice, not even CBJ. At least that's been my experience, someone else may have gotten lucky. But I've always been happy with their HE service.

zaderub

Z

zaderub
Registered Member
Messages: 37
Reviews: 1
Joined Oct 4, 2022

Sep 21, 2024 #12

> maxcalvada said:
>
> Been there several times with 3 providers. No FS, ever. Asked several times but no dice, not even CBJ. At least that's been my experience, someone else may have gotten lucky. But I've always been happy with their HE service.

Yep same experience for me. No extras I guess but solid service.



MartyMcFly

Sep 30, 2024 #13

Didn't realize they moved across the street. Are they all 40+ still?

Review Contributor
Messages: 385
Reviews: 23
Joined Aug 25, 2022



zaderub
Registered Member
Messages: 37
Reviews: 1
Joined Oct 4, 2022

Sep 30, 2024 #14

> MartyMcFly said:
>
> Didn't realize they moved across the street. Are they all 40+ still?

Yep. 40+ all

MartyMcFly



Act69
Registered Member
Messages: 52
Reviews: 1
Joined Sep 30, 2024

Oct 1, 2024 #15

HJ only ?



MartyMcFly
Review Contributor
Messages: 385
Reviews: 23
Joined Aug 25, 2022

Oct 1, 2024 #16

> Act69 said:
>
> HJ only ?

Read through this chain. Multiple contributors have answered your question.

We aren't going to spoon feed you answers as a new member.

MackCelebrini, Bullmaster and cc415

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Review: Richmond Serenity Spa - Bella

Pussymonster1985 · Aug 11, 2023

P

Pussymonster1985
Review Contributor
Messages: 105
Reviews: 18
Joined Jul 13, 2023

Aug 11, 2023 #1

Title: Review: Richmond Serenity Spa - Bella
Date: Aug 3, 2023
Phone: 415-702-6468
City: San Francisco
State: CA
Location: Richmond
House Fee & Tip (if applicable) 120
Nationality: Chinese
Age Estimate: 40
Physical Description: 5'6, 125lbs, natural b cups, slim butt, shaved pubic, cute face

Click to unlock the hidden Private Details in this review

Recommendation: Yes



MartyMcFly
Review Contributor
Messages: 385
Reviews: 23
Joined Aug 25, 2022

Aug 29, 2023 #2

Was she wearing a mask?

P

Pussymonster1985
Review Contributor
Messages: 105
Reviews: 18
Joined Jul 13, 2023

Aug 30, 2023 #3

> MartyMcFly said:
>
> Was she wearing a mask?

No mask

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Review: Richmond Serenity - Bella

greenapple_24 · Sep 27, 2022



greenapple_24
Review Contributor
Messages: 85
Reviews: 25
Joined May 14, 2022

Sep 27, 2022 #1

Title: Review: Richmond Serenity - Bella
Date: Sep 21, 2022
Phone: 415-702-6468
City: San Francisco
State: CA
Location: Outer Richmond
Age Estimate: Late 30s
Nationality: Chinese
Physical Description: Short petite GND

Click to unlock the hidden Private Details in this review

Recommendation: Yes

faerbairn70 and StackingSats

G

GeeLee01
Registered Member
Messages: 43
Reviews: 2
Joined Mar 20, 2022

Sep 27, 2022 #2

Vivian is her name. Also hard good massage.

greenapple_24

G

GeeLee01
Registered Member
Messages: 43
Reviews: 2
Joined Mar 20, 2022

Sep 27, 2022 #3

There's another one Lin I believe or Ling, she's much older.

greenapple_24

P

Pussymonster1985
Review Contributor
Messages: 105
Reviews: 18
Joined Jul 13, 2023

Aug 9, 2023 #4

> greenapple_24 said:
>
> **Title**: Review: Richmond Serenity - Bella
> **Date**: Sep 21, 2022
> **Phone**: 415-702-6468
> **City**: San Francisco
> **State**: CA
> **Location**: Outer Richmond
> **Age Estimate**: Late 30s
> **Nationality**: Chinese
> Click to expand...

> greenapple_24 said:
>
> **Title**: Review: Richmond Serenity - Bella
> **Date**: Sep 21, 2022
> **Phone**: 415-702-6468
> **City**: San Francisco
> **State**: CA
> **Location**: Outer Richmond
> Click to expand...

> **Age Estimate**: Late 30s
>
> **Nationality**: Chinese

Was Bella FS?

G

greenapple_24
Review Contributor
Messages: 85
Reviews: 25
Joined May 14, 2022

Aug 9, 2023 #5

> Pussymonster1985 said:
>
> Was Bella FS?

Dunno I mentioned hj in my review

Z

zaderub
Registered Member
Messages: 37
Reviews: 1
Joined Oct 4, 2022

Sep 20, 2024 #6

She is cute but wont do FS (at least I havent been able to get it from her)

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EXHIBIT 3

HOT

Massage Parlors in San Francisco, CA, US

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Richmond Serenity Spa

2.9 (22 Reviews)

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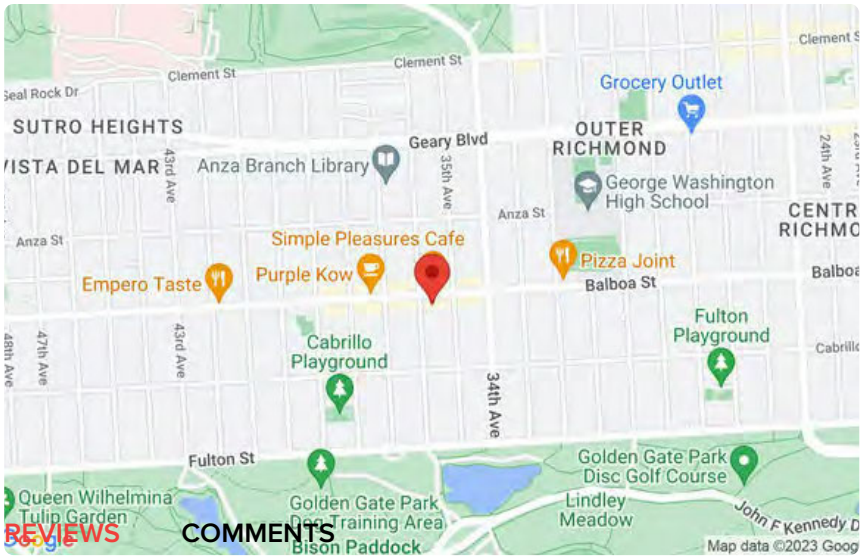
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Business Location

Business Hours

Open • Closes at 8:00 PM

Monday (Today)	10:00 AM - 8:00 PM
Tuesday	10:00 AM - 8:00 PM
Wednesday	10:00 AM - 8:00 PM
Thursday	10:00 AM - 8:00 PM
Friday	10:00 AM - 8:00 PM
Saturday	10:00 AM - 8:00 PM
Sunday	10:00 AM - 8:00 PM



REVIEWS COMMENTS

Contact Info

Phone:
(415) 702-6468

Online Presence

Website:
https://richmondserenityspa.com/

Prices

Per 1 hour	$60.00
Per 1.5 hours	$100.00

3443 Balboa Street, San Francisco, CA, 94121

San Francisco, US

Get Directions

2.9 ★★★☆☆ 22 Reviews

Write a Review

gooberdude ★★★★☆ 11/13/2022

Had a meeting canceled on me in the late morning on Friday so I ventured by Serenity for a 45 minute massage. Initially I would opt for my usual ATF Vicky but when I called the gal on the phone said only Kate was available as my ATF was on vacation until the weekend. So naturally I said I be there to see Kate shortly. I originally parked in a residential block but realized it was a street cleaning time so I found metered parking instead. Walked in and was greeted by Kate. Got into the massage room where she said I will pay her after the massage plus her tip with no hint of haggling. The massaging of my back and neck was somewhat ok despite me asking her to work on my computer neck. But when she got down to my butt she said i had a nice looking muscular butt plus my skin was nice and smooth all over. She said she was impressed especially for a guy. Her butt massage included comforting circular motions but the way she position my upper thighs in the figure 4 shape she liberally massaged my inner thigh incidentally rubbing up against my private parts. On the flip she started massaging my chest down to my waits brushing up more against my member. When time came to the HJ she lifted her t-shirt and lowered her bra and insisted I touch her and then lowered her pants asking me to touch her. She was so wet when i put a finger into her as she moaned... I commented how wet she was and she said it was from touching and seeing my erection. She commented how beautiful it looked and soon thereafter I erupted and out came so much ooze that she made a comment. She grabbed a luke warmed towel to wipe me off but I still went and showered off the massage oil. As I was dressing she got me some hot tea and I tipped her the amount I felt fair for having so much access to her... She was homely looking but still attractive in her own way whereas Vicky was more sultry. She told me to see her again when Vicky was not there or busy and I most certainly will.

Add a Reply

hairgrow ★★★★☆ 10/30/2022

Parlor is located in front of a restaurant with outdoor sitting. You just gotta keep your head down and go straight in to this place. Paid $60 for 1 hour massage. I was greeted by Kate, who seemed to be a mix of Chinese and Hispanic. She looked mildly attractive, and seemed to be in her late 30s. She was cheerful, and led me to a room with walls on all four sides. She stepped outside while I got undressed and got underneath the sheet. When she came in, she removed the sheet, and massaged my ass for a while. Her massage was relaxing but nothing amazing. After massaging for ~45 min, she flipped my over, and immediately started stroking my cock. I was expecting some type of negotiation, so that was a pleasant surprise. I asked if she can do BJ , and she said no. When I pointed at her boobs, she took her shirt off and also took her panties off. I put my finger in her pussy,

which was already wet. I fingered her while she jerked me off. She kept jerking me off after I cummed, which was a nice touch. She said she works only on Friday and Saturday. I asked her who she would recommend if I come in on Sunday, and she recommended Vicky. I will go back to this place and try Vicky out.

Add a Reply

HedleyLamarr 10/09/2022

Sophia works a great session, she knew what I was there for so she made that massage a very interesting one, the HJ was just what I needed so I left a very satisfied customer, very clean and professional looking place, even for a regular rub. So, I was needing a relaxing massage after a long drive and found this place. Looked decent and so I decided to make a stop. Got there laid the traditional house fee down, was introduced to a lovely looking mid 30's or so Asian girl, it was Sophia, and was greeted nicely and was led back to a private room clean and nice, was asked to disrobe while she stepped out and said she would BRB, She came in as I had laid down on my belly, she started with nice deep tissue strokes, nice touch so she knew what she was doing very professional, did this for about 10 or so minutes, was then asked to flip over and she continued to massage my shoulders, chest, legs and thighs, which got junior aroused, she then asked me nicely if she could rub him in her little shy oriental voice and I said yes and she said the donation amount, to which we both agreed on and she continued to stroke nice and soft to thrusting more rapidly until I popped, I had my hand on her ass and also played with her tits, then she cleaned me up with a nice clean warm towel, she stepped out as I dressed and I walked toward the door and proceeded to exit as she greeted me on my way out, Overall a good experience in a low key area on a nice quiet mid-day Friday afternoon, and exactly what I needed

Add a Reply

---

electroslut 09/19/2022

Sophia seemed like a sweet girl, not a lot was given but more than enough to consider repeating with her. I didn't use the towel on the table after lying down, which I feel is always a good ice-breaker. This girl was not dull, so we had a good conversation. I didn't know how good of a massage she would give me, so I opted for medium pressure to gauge where she was at skill-wise. After a good full-body massage, I let her know I liked her a lot and would like to see more of her. She pretty much said she would take care of me if I took care of her. I told her I would be glad to tip her. She's a pretty complete package as far as her physical appeal goes. She was attractive, friendly, she had a pretty face that was complemented by a nice body in tight pants with a low-cut blouse. Now, while she didn't take off everything, she didn't have a problem with taking off her shirt so I could admire and worship the twins, during which, she took care of Junior with a smooth stroke to the finish line, and she had a great touch!

Add a Reply

---

immolation 08/28/2022

Very simple booking. Place was clean and comfortable. Gave her $60 for the massage. Sophia left the room. I disrobed and laid down. Standard rub and tug. Sophia came in and immediately ripped the sheet off. Began a mediocre massage that was light, but plenty of light teasing. A couple of times she climbed on the table, straddling my head, to rub my back. Left to get a hot towel to wipe off oil. Flipped over and she asked if it was my first time here. I said yes and she asked how I found them. I told them RM. She then asked what I wanted. I asked what she offered. She said, "You want a handjob baby" She proceeded to fondle with junior and my hands began to roam. Grabbed her ass while she played continued. Great technique. She started this double handed twist that surprised me and my dick which then exploded. She cleaned me up, left to get me a water, I dressed, paid, and left

Add a Reply

---

morningwoodie ★★★★☆ 08/11/2022

New and talkative. Nice breasts. Wants to take me to dinner. Massage ok but not hard enough. Ok on the HJ and pm but needs coaching One of my regular places. Hit and miss but usually good compared to a lot of other local places. I rarely have the same masseuse but that's ok too. There is only one shower and bathroom in this location along with a laundry room. Like most San Francisco massage parlors they have an early warning system to alert the staff when someone new shows up, especially the cops. There is a double room in the back that is warm and comforting. I'd like to take a girlfriend there and have her get a happy ending at the same time.

Add a Reply

Second_Chance ★★★★☆ 08/01/2022

Vivian was very sweet, but the only thing I did not like is that there was a smell on the way out. Not sure if it was food or what. I would also assume more can happen here with what I heard in the next room when I got there. A visit to this place turned out to be pretty decent. The parlor looked nice, and I thought the interior should be kept up really well. MMS is friendly, and I saw some of the ladies working here. That day, they all seemed to be in a good mood, and that is a good sign that you are in a really nice massage parlor. I have no idea what was going on in the next room, but this guy was either having a blast in there or someone was watching porn. My session started out nicely with a deep tissue massage. It felt really nice, and she took it slow with lots of oil. Vivian, my provider, was super good at working all my muscles. For any place that felt sore, she made sure she did a good job patiently getting all the knots out. The hand job was nothing more than me asking for one, then she requested her tip, and that was all about that. I felt really happy that the whole transaction went by as fast as possible. I also noticed that while my dick was being handled, the parlor was really quiet. I didn't hear much noise from anywhere around, and I didn't see her messing around with her phone because that is a major pet peeve of mine. I saw her put it down on the table but never saw her look at it again. Vivian was totally focused on satisfying me, and we weren't even into the session for five minutes yet when she made me blow my load. She is really a professional at jerking off a cock.

Add a Reply

Nowacceptingapps ★★★☆☆ 06/13/2022

I was hoping for the full service but today she could only do the HE . I have been here before but been a long time. I walked in and told her I wanted an hour. I paid 60 and was led to a room where I undressed and waited. It took her probably 5-10 minutes to return and start the massage. She did lots of teasing with giggles every time. I rubbed her ass many times but was shot down whenever I went for the front. On the flip, she rubbed my legs a little, then went straight for the rod. I asked if there was more fun (it has been in the past), but she said no over again. Unhooked her bra to release some B's with long nips that I sucked on and played with. She had good technique but was not the best in the area. I finished up, and she cleaned up, then I gave her 60 for a tip. I wanted more because I've been there before and received it, but it was good overall. The massage was probably a 6/10 extras 6/10.

Add a Reply

takeyouhigh ★★★☆☆ 05/17/2022

Got me out of a pinch but I was not amazed beyond belief by my findings. Typical AMP B cup broad in leggings. Nothing noticeably unattractive about her, but Cici isn't the type to turn heads out in public. About a 6 TBH. Service-wise, she gave the typical massage. She made contact with the tool and the boys so I felt encouraged enough to cop a feel myself. I rubbed her legs and worked towards her ass. She allowed it and started to get playful with a lot of ass attention. When the flip came, she didn't ask for money to start the HJ . I got her to pop out her tits and let me suck on them while she got things taken care of. Beats the hell out of a dry run, but

admittedly nothing out of this world.

Add a Reply

Solo_Tattoos 03/31/2022

Ok place, nothing to rush in for or maybe I caught her on a bad day. I was hoping to try Bella's expanded menu, but she was on her rag. Bella age is based on face appearance, her body seemed a little younger. Massage was pretty good with some skill and deep preasure, and I got my full time. Flipped and she allowed access to some really nice natural B's with small but very erectile nipples. Allowed me to pull down tights/panties for FIP but no DATY allowed HJ was jackhammer style not real great.

Add a Reply

keepitup3 03/09/2022

Made appointment> arrived 5 minutes early, but they were suddenly too busy too see me. Venting....bear with me. Been here before and had a couple of really good sessions with Vivian. Itching for a massage and had some time to kill, so I made an appointment with Bella, who had some good reviews, although I had never seen her before. Showed up a few minutes early for the appointment and was told to wait in a little alcove. two different women came out (neither was Vivian-and neither where all that exciting). No biggie tho, I was early and they looked ok enough I guess. So I waited. 10 minutes go by, then 20 and there is zero sign of any other monger leaving. At some point, one of the two girls comes out, says they are "just cleaning the room" (a lie) and the it would be "shortly" (another). Five more minutes of patience, but I know there is at least another 10 minutes before I am even close to being on the table --so I bolted. Frustrating when you do what you can to schedule and get treated like crap. This may be a hard pass going forward. Too many other places.

Add a Reply

---

ryan_mrt 03/09/2022

Called a couple times with no answer. They returned my call 3 mintues after. Vivian was her name and she's the one who took care of me. Not a looker but she will give you a good fun time. She greeted me at the door when I walked in and took me to the back. She has a cute smile and but average ass. I got naked and laid down. When she walked in, I was surprised how quickly she went for the kills. She started to tickle my back and balls and rubbed me from behind until I was ready to go. She turned me over and gave me one of the best HE I've had in a long time. Afterward, she gave me a fairly good massage and went for seconds! I highly recommend her.

Add a Reply

---

bayarea0110 03/06/2022

not so shady neighborhood. good parking spots. had different provider last time but she was not available so decided to try Bella (with so many reviews here already, felt safe it would be a good session). It started out with very nice massage, felt more sensual than typical massage from other providers. Also noticed that she was touching my ass more frequently as she goes up and down on the massage. by the time it got to the thigh, I spreaded little to show that Im very interested and got couple tickles on the balls. Things started to intensify fast with massage over my ass and this is when I lifted and kneeled, and from there she gave very nice milking massage on my junior. she had me turned to continue giving great sensual massage over the chest, and going down to HJ while having nice tits open that I can play with. also cleaned me up nicely at the end with a hot towel. overall very sensual session throughout, def going back.

Add a Reply

NikeFreak ★★★★☆ 03/01/2022

I opted for the hour upon walking in and escorted me to a room. Where I got comfortable and laid face up and she walked in. Asked if I wanted my done first and I giggled nah let's play and then she giggled and reached under to grab my ass. This is where it got interesting and I decided to reach for her boob and there were rock hard lol but small. Then she leaned forward and said you like and I was like yeah then started to kiss me light and I asked for no oil so she started splitting on my cock and rubbing it to the point I couldn't hold it, and popped while grabbing her boobs and she's like good boy lol. The got me a towel and water so then I got dressed and walked out with a kiss and one last grab of those tits

Add a Reply

myheartiswarm ★★★★★ 11/01/2021

Vivian was a good time and at a good price, you should come down. Vivian gave me a good massage. She worked hard at the beginning, doing the neck and back, and then did some teasing of the boys while doing legs. Overall, a decent massage. On the flip, she was teasing about how I was so ready to go, but only did the legs and stomach at first. I figured it was going to be a good time, but when I asked about HE she smiled and stated that she only would do HJ . I nodded and let her do her thing. The HJ was really good, she massage the balls and worked on the shaft and I was so fucking hard, that I was about to fucking burst, and after about 10 minutes of some nifty hand job, I blew my load. It was a great time.

Add a Reply

eatadicksub ☆☆☆☆☆ 09/08/2021

Located in a busy street, shit ton of businesses and lots of traffic so my advice is to park far if you're those who are all about discretion. You could easily be spotted. Vivian was alright, she's cute for a chinese broad. Not much to say about her service. She could be making a killing if it wasn't for her shitty attidude. Vivian is quiet for the most part. Keeps asking me if i want a HE since before the rub, i told her yeah, but she kept upselling me shit, if i wanted to touch her tits it's $10 more, if i wanted to play with her ass as well another 10, HJ ? Fixed $50 + 20 OTC which was $70 bucks, no chance to negotiate she just crossed her arms and kept saying no with her head...well that shit you did understand huh ?... i gave up and told her to work me as she saw pleased. She gave me a HJ and put my hand on her tits and ass to make me pay her them $ 70 buckaroos. I was not in the mood to fight so i just handed her $70 bucks. Not coming back fuck it...

Add a Reply

bigblackwolf ☆☆☆☆☆ 09/01/2021

Store front on busy street - coffee shop and taqueria right across the street Was in the area for errands had sometime to kill. Called to see who was on the clock . Vivian and Bella . Figured I was only a few blocks away so didn't think much of making an appointment with Bella since it was also on a Thursday evening. Upon arrival was lucky to park down the street. While walking up the street saw some older dude walk in. Was thinking to myself... hope he picks Vivian since I never had about her . To my luck as I enter Bella was escorting the old fart into the room. Some younger chick prob in her late 30's greets me and ask if I wanted 1 hour . I agreed and she walked me back to large room and asked if I wanted to shower. I said no and she says okay brb. Long story short ... okay but not the greatest massage, lots of oil and elbows. I then asked what her name was curiously. She replied Vivian. She looks Thai but end up speaking mandarin during the session since someone had called for her. After the massage for about 30mins she leaves to get hot towels. Comes back and wipes me down. Continue massaging me with clean dry towel. Then on the flip she motion HJ . I said yes and she starts to jack hammer. I

start feeling on her tits underneath her shirt and she backs away and said $60 while this is going on I'm rubbing her ass and then tells me $80 yoga pants goes down half way. I agreed and she's like you pay me first. I went to my wallet and gives her $70 I thought I had $80 . The Benjamin was hidden in between the credit card slots . She was like okay fine . Get back to the bed and she puts fucking oil on both hands and pulls down the yoga pants . I can see the bush . She starts to jackhammering again . I'm trying to FIV she backs off and said gentle. My finger barely even touch her kitty . WTF ... I moved onto her breast (left tit hanging out since she pulled up her shirt) I'm grabbing her size A almost B cup tit and she backs off and says gentle again ! Ugh this bitch got me for tips . She applies more oil and continue jerking me faster than before . I popped them she's cleans me . She leaves to get more hot towels. I get up and wipe myself down . She's returns and I'm putting on my boxer. Oh you don't need me to wipe you down. You want water or tea I said nope. She is definitely new , her name isn't listed on the drop down menu for names that's why I selected don't know . Will I return to see her absolutely NO

Add a Reply

---

carrotstick ★★★☆☆ 08/04/2021

Definitely not the experience I went in looking for. The woman who greeted me hardly spoke any English. Since she didn't offer her name, I asked, and in an almost weak voice, she responded "Ella" at least that's what it sounded like, maybe Stella? Anyway, the massage was nothing special, but I figured that the HJ would be much more interesting. On the roll, Ella quotes 60 for the HE , just the HE , touching was extra, and she did not budge. Under different circumstances, I would have opted to leave, but I was already a little hot and bothered so I caved and gave her the cash. Boring HJ , not coming back here.

Add a Reply

---

smash ★★★☆☆ 06/10/2021

You think they might fuck your brains out but that's a great tactic they use in most places...I got a tug. The place is clean and the ambiance feels nice but the rooms are ok... Lynn seems innocent to me. Lynn doesn't have this flirtatious look on her like some other AMP chicks do and the way she talks seems like she tries to maintain professionalism but it's not there.. Massage is alright but it got boring, her tug was okay too..wished more was offered..she was not into me touching so idk wtf was her problem.

Add a Reply

---

jacuzzisamurai ☆☆☆☆☆ 06/08/2021

Read some good reviews about this spot, but had a similar experience to Bradbook with her opening up the massage with "No extra, Just massage!" Decided to give this spot a chance since reviews were alright and the usual spot I go to hassled me for tips last time I went. Arrived, greeted MMS and asked for an hour she said "30 ok?" and I said sure. I was pretty excited because she was 35-40 but she looked fit and tight and looked like she took care of herself. I went in rinsed off, layed down and put the boys into position. She came in and immediately said "Massage only no extra!" I contemplated leaving for a moment but thought maybe it was a test so I said "thats ok, massage is fine" "Ok some guys come in asking more, and we only give massage" Ok weird... Anyways she gets working, massage was quiet decent and got me pretty relaxed. She then was definitely placing her punani onto my hand where I was able to rub and feel through her leggings. She kept teasing the boys and at one point gave my a nice credit card swipe on the brown channel that got me harder then a rock. On the flip she went for the shoulders in a very mediocre massage. Then finished it there... I was somewhat in need for a leg massage so asked if I could extend for another 15 to get my legs good. Leg massage was decent but she kept teasing my little man and everytime I'd get rock hard she would pull away. Oh and the entire time I literally could hear fucking rats running through the walls which was super trippy... Left a 40 dollar tip and was on my way...

Add a Reply



bradbook 05/30/2021

I've been to this place probably 10 times. Lynn had become my favorite. Until today. Lynn gives a great massage. Lots of teasing thrown in. At the flip, the pants come down, the top goes up... until today. I knew something was off. Very careful draping. Zero hints of anything extra. A massage that just seemed all over the place. I gave every hint I knew to give, but NOTHING. On the flip (holding up sheet like in a legit place) she asked me if I wanted my head massaged. I said sure. Then just asked her if she was going to massage "down there". So she said ok and massaged my legs with the draping on... not exactly what I had in mind. I made one final try by gently touching her leg and I was given a stern "massage only!". WTF? I told her this was different, asked what had changed... and got the same stern "massage only". So I said ok, I'm out. What a complete waste of my carefully scheduled appointment with Lynn. Never going back to this place.

Add a Reply



bandofsharks 04/08/2021

Went in after work. Bella greeted me a few seconds after I walked in. Paid for an hour and asked to sign in, signed as Dill Pickle, they never check the names trust me, I saw a few other ones including John Doe, lol. Bella takes me to the room and leaves me to undress. She comes in and gives a decent massage with some grazing to the boys when doing my legs. On the flip, goes straight for a pretty good HJ while allowing me to rub her kitty through her pants. Initially, I did not try to get underneath; however, she was not wearing the classic combat panties, so I was encouraged to try and she did not push me off or pull away. She seemed to enjoy the attention, possibly acting but who knows, either way, it helped to make me pop pretty quickly. She cleaned me up and I started to get dressed. Offered her a $40 tip, but she said "$60 minimum for that". At least they don't haggle in the middle of the massage as some do. Gave it to her as she gave a pretty good ending.

Add a Reply

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EXHIBIT 4

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Forums › California › Northern California › San Francisco › **Discussion - San Francisco** ›

Sunset

Lyoda · Sep 14, 2022

Prev 1 2 3 4 5 Next

G

GimmeGilf
Review Contributor
Messages: 269
Reviews: 10
Joined Aug 7, 2024

Oct 7, 2024 #61

> elestomogo said:
>
> I have read in other forums that this is not a great option is you care about looks of the provider, though I have no direct experience myself.

Tried this spot a couple years ago. Lady is old old like 60+ and not attractive at all but massage was top notch and even offers cupping included in base price. HJ is available too and it's pretty good, but you're gonna want to close your eyes and think about literally anyone else.

gltsry1905

R

ReturnOfCactus
Registered Member
Messages: 83
Reviews: 1
Joined Dec 5, 2022

Dec 8, 2024 #62

Whats up with jj cosmology? I thought it was crazy popular here about a year or two ago, but search is not giving me anything.

Any highlights or lowlights here?

B

Bullmaster
Review Contributor
Messages: 69
Joined Dec 18, 2019

Dec 9, 2024 #63

> ReturnOfCactus said:
>
> Whats up with jj cosmology? I thought it was crazy popular here about a year or two ago, but search is not giving me anything.
>
> Any highlights or lowlights here?

I recall reading on RM about this place and basically it is a legit only place.

G

GimmeGilf
Review Contributor
Messages: 269
Reviews: 10
Joined Aug 7, 2024

Dec 10, 2024 #64

> Bullmaster said:
>
> I recall reading on RM about this place and basically it is a legit only place.

You can get a solid HE there but the menu just that or nothing.

R

ReturnOfCactus
Registered Member

Dec 10, 2024 #65

> GimmeGilf said:
>
> You can get a solid HE there but the menu just that or nothing.

Messages: 83
Reviews: 1
Joined Dec 5, 2022

There has been some changes in who works here. YMMV. One of the ladies from a regular place of mine told me she was moving there. When I was there on Sunday I saw another lady from the same place as well.

Better pay I guess ♂️



Fred46fun
Review Contributor
Messages: 67
Reviews: 2
Joined Aug 9, 2024

Dec 11, 2024 #66

There was the Winnie on Taraval on the corner. Anyone remember her? Great rub and tug



ReturnOfCactus
Registered Member
Messages: 83
Reviews: 1
Joined Dec 5, 2022

Jan 26, 2025 #67

Holy Hell. I drop into LFM today and this new woman I have never seen before is there. She is rather fugly so I am just in for a half your today. I can do fugly if the massage and handy is good.

Spoiler, the massage and handy was not good. Seriously wtf. I dont even know how to explain the lackluster tug. I think I came just so I could leave. And then she is all like "my name is MiMi or Moo Moo or something". I think it was MooMoo, she was such a cow. But she is just try to give me her number and I am just trying to forget wtf just happened. I told he I would be back just so she would let me leave.

I was not satisfied. At all. So I went a few blocks up the road to the other place. I knew I was in the right place, cause when I got out of the shower she gives me a hug and a kiss. Fortunately, as always, a good time was had. My willie exploded with happiness at being treated correctly.

The moral of todays story? Stay away from cows.



Beefster
Aznluvr
Messages: 412
Reviews: 4
Joined Nov 8, 2022

Jan 26, 2025 #68

Helen and her sister ran two houses near Lamps Plus on Geary. They eventually got busted but went under the radar in an apt on Powell and Pine. Helen (ie Ada) was a real sweetheart and a beauty. She got breast cancer and is now retired, raising 3 daughters. Geeze I miss her.



Mildew
Review Contributor
Messages: 86
Joined Dec 17, 2024

Jan 27, 2025 #69

> ChinoBlinko said:
>
> So I live near the Richmond Serenity but have never used it before. Is there a specific service I should ask for or do I just need to ask for Bella or Vicky? Are they asian, latin, white?

They are both mainland Chinese gals. Both are +40! years old. I have seen Vicki a few times and she has always been fun. No FS here but she relaxes more with repeated visits. She doesn't work Tuesday, Thursday and Saturday, so plan accordingly.

G

gltsry1905
Review Contributor
Messages: 143
Reviews: 15
Joined Sep 7, 2024

Jan 27, 2025 #70

> ReturnOfCactus said:
>
> Holy Hell. I drop into LFM today and this new woman I have never seen before is there. She is rather fugly so I am just in for a half your today. I can do fugly if the massage and handy is good.
>
> Spoiler, the massage and handy was not good. Seriously wtf. I dont even know how to explain the lackluster tug. I think I came just so I could leave. And then she is all like "my name is MiMi or Moo Moo or something" I think it was MooMoo, she was such a
>
> Click to expand...

Hey what was the place up the street? I think Aroma and Parkside are in that area before 19th.

R

ReturnOfCactus
Registered Member
Messages: 83
Reviews: 1
Joined Dec 5, 2022

Jan 30, 2025 #71

When you want to get your Sax on, you go **Beside the Park...**.

I was there on Tuesday...Tuesday is what matters in this story... and I met with a new found friend.

Now, I am not going to go all Penthouse Forums on you, but I was getting well taken care of, and when she realised that I liked sniffing her panties, after we had moved positions, she grabbed them and shoved them in my face and said "you like to smell my pussy". Yes, yes I do.

When we were done, she jumps in the shower with me, and cleans both of us up. Thats always so hot...

Or, maybe I am a bird eating breakfast who is cuckoo for **Coco** panties..

gltsry1905

P

PlushyArmChair
Registered Member
Messages: 7
Reviews: 2
Joined Jan 25, 2025

Jan 30, 2025 #72

> ReturnOfCactus said:
>
> When you want to get your Sax on, you go **Beside the Park...**.
>
> I was there on Tuesday...Tuesday is what matters in this story... and I met with a new found friend.
>
> Now, I am not going to go all Penthouse Forums on you, but I was getting well taken care of, and when she realised that I liked sniffing her panties, after we had moved positions, she grabbed
>
> Click to expand...

Beside the park?

C

cc415
Review Contributor
Messages: 393

Jan 31, 2025 #73

> PlushyArmChair said:
>
> Beside the park?

IYKYK.

Reviews: 19
Joined Nov 3, 2020

P

PlushyArmChair
Registered Member
Messages: 7
Reviews: 2
Joined Jan 25, 2025

Jan 31, 2025 #74

> cc415 said:
>
> IYKYK.

can I know? haha

P

Pussymonster1985
Review Contributor
Messages: 105
Reviews: 18
Joined Jul 13, 2023

Feb 4, 2025 #75

> cc415 said:
>
> IYKYK.

Can I know too? Lol

C

cc415
Review Contributor
Messages: 393
Reviews: 19
Joined Nov 3, 2020

Feb 4, 2025 #76

I'm gonna venture that he meant Parkside Coco based on his formatting.

R

ReturnOfCactus
Registered Member
Messages: 83
Reviews: 1

Feb 28, 2025 #77

So I went to the Extended Prism today, and saw a Disney Mouse.

I took a quick shower, (I love the shower room here, seriously), and laid down. She grabbed my junk and says, 1 time or 2? TWO Please, and then she begs for money. I told

Joined Dec 5, 2022

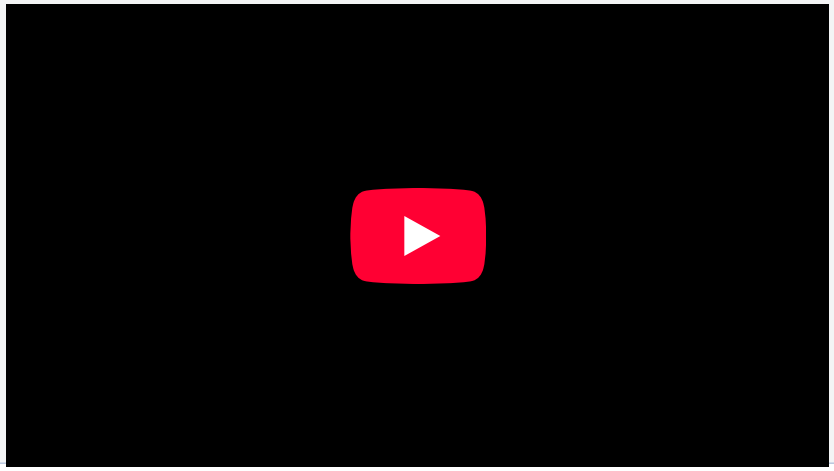
her my tip, she asked for more, I said no, and she was ok with it. I hate this upfront begging thing. So she liberally oils me up, I can touch and look at what I want to, but really, it was pretty meh... Too much oil, I need some friction. There is no finesse here, just Oil and Jackhammer.

So next I get a massage. If by massage you mean a gallon of oil, and some agitation. I dunno, it was kinda like a lame old tyme washing machine. It was ... OK (not really).

#2 is up, and look lady, if you are going to poke around my taint, stick your finger in there. Like go knuckle deep, there is enough oil I probably won't feel it anyways. The lack of friction was still an issue. Is it a 3 hand massage if you grab your own nuts to cum?

After all that, she is like flip over and I will massage you more. I was like "I HAVE TO GO RETURN SOME VIDEOTAPES". No way was I going to let her poke me some more. She was a bit concerned, are you sure you want to go? And I am like, yeah, I am done.

Look, some of you may enjoy this I didn't. You do you.



G

gltsry1905
Review Contributor
Messages: 143
Reviews: 15
Joined Sep 7, 2024

Mar 3, 2025 #78

"Extended Prism" 🤣

Yep, they tend to negotiate often and upsell... I was happy to discover that spot initially as it is a walking distance to me but the whole business with extra this extra that is a major turn off.

R

ReturnOfCactus
Registered Member
Messages: 83
Reviews: 1
Joined Dec 5, 2022

Jun 20, 2025 #79

Once Again I found myself "Beside the Park". This time its ©©. This starts out amazing. She is doing the full massage thing. She is sitting on me, sliding her ass all over me (not in a sexual way, but its still sexy). She is lifting me up and bending my legs in ways they are NOT supposed to go. I LOVE this. Please do this to me for hours. I could come here everyday and have you fold me like laundry. She took me apart and put me back together. Seriously, she stuck MY heel in MY ear.

So I had some high hopes here. If she could bend me like this, she's got to be great on the flip, yeah, I mean she obviously knows her way around a body. Right? What could go wrong? There is some decent teasing around the taint and she ask me to flip. A bit more teasing and she ask what I want....

I go for it. I did it, the full monty. I am excited. Lets do it..

Friends, save your $$$. Dead fish. Noting, no interaction. I might as well fuck a couch. Or a melon. Or those chicks at KangLe we all love so much. I stopped after a couple minutes and had her finish me with her hand. Even this was not great. See my post above, same deal. Enough oil to buy a middle eastern county a soccer stadium, jackhammer technique. Meh...

So, anyways, we are done, she tells me she loves me, ask me to come back again, reminds me her name, tries to give me her phone number, looks for reassurance.

Lady, I LOVED the massage. I will come back, as I do, in fact, want to have you dislocate my hips again. But you aint ever getting that kind of $$ out of me again, massage, simple pop,

basic tip, GTFO.

..... Also, you know how generally when you are done, they leave the room, you get dressed, maybe they come back and start changing the sheets or something? © © just sits there looking at me and chatting while I get dressed. I just locked eyes with her, kept talking, and slowly put my clothes back on.

Anon12827890

A

Anon12827890
Registered Member
Messages: 34
Reviews: 1
Joined Feb 17, 2025

Sep 24, 2025 #80

ReturnOfCactus said:

So I could not decide if I wanted to tell this story, but fuck it. You may enjoy it. Know that this happened in the Richmond, not the Sunset, and all the names have been changed to hide the guilty.

Anyway, I go to this place I like, you are greeted by an Xmas song... If you know, you know. There is one lady there that I am crazy attracted to... lets call her J. I've only had her as a provider once before, but I have seen her in there a few times, and she

Click to expand...

Honestly same thing before w Celine from JJ

‹ Prev 1 2 3 4 5 Next ›

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EXHIBIT 5

[redacted]
San Francisco Assessor-Recorder
Carmen Chu, Assessor-Recorder
DOC [redacted]
Acct 2001-Chicago Title Company Concord
Wednesday, JUL 29, 2020 07:39:27
Ttl Pd $9,258.00 Nbr-[redacted]
oes/RE/1-4

RECORDING REQUESTED BY:
Chicago Title Company
Escrow No.: [redacted]

When Recorded Mail Document To:
Jing Huang

[redacted]
San Francisco, CA [redacted]

SPACE ABOVE THIS LINE FOR RECORDER'S USE

Assessor Parcel Number (APN): [redacted]
Street Address: [redacted] San Francisco, CA [redacted]

GRANT DEED

(Please fill in Document Title(s) above this line)

This document is exempt from the $75 Building Homes and Jobs Act Fee (per Government Code §27388.1) because:

☒ Document is a transfer of real property subject to the imposition of transfer tax

☐ Document is a transfer of real property that is a residential dwelling to an owner-occupier

☐ Document is recorded in connection with an exempt transfer of real property (i.e., subject to transfer tax or owner-occupied). If not recorded concurrently, provide recording date and document number of related transfer document:
Recording date _____ Document Number _____

☐ The $225 per transaction cap is reached

☐ Document is not related to real property

THIS PAGE ADDED TO PROVIDE ADEQUATE SPACE FOR RECORDING INFORMATION

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Chicago Title Company

When Recorded Mail Document and Tax Statement To:
Jing Huang
[redacted]
San Francisco, CA [redacted]

SPACE ABOVE THIS LINE FOR RECORDER'S USE

Escrow Order No.: [redacted]

Property Address: [redacted]
San Francisco, CA [redacted]

APN/Parcel ID(s): [redacted]

GRANT DEED

The undersigned grantor(s) declare(s)

☐ This transfer is exempt from the documentary transfer tax.
☑ **The documentary transfer tax is $9,225.00** and is computed on:
  ☐ the full value of the interest or property conveyed.
  ☐ the full value less the liens or encumbrances remaining thereon at the time of sale.
The property is located in ☑ the **City of San Francisco**.

FOR A VALUABLE CONSIDERATION, receipt of which is hereby acknowledged, Jingxian Chen, a married man as his sole and separate property

hereby GRANT(S) to Jing Huang, an unmarried woman

the following described real property in the City of San Francisco, County of San Francisco, State of California:

SEE EXHIBIT "A" ATTACHED HERETO AND MADE A PART HEREOF

MAIL TAX STATEMENTS AS DIRECTED ABOVE

GRANT DEED
(continued)

APN/Parcel ID(s): [redacted]

PROPERTY COMMONLY KNOWN AS: [redacted] San Francisco, CA [redacted]

Dated: July 22, 2020

IN WITNESS WHEREOF, the undersigned have executed this document on the date(s) set forth below.

Jingxian Chen
Jingxian Chen

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of CA

County of SF

On 7/23/2020 before me, RICHARD YUEN, Notary Public,
(here insert name and title of the officer)

personally appeared JINGXIAN CHEN,
who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature

RICHARD YUEN
Notary Public - California
Santa Clara County
Commission # 2202465
My Comm. Expires Jul 14, 2021



EXHIBIT 6

RECORDING REQUESTED BY:
First American Title Company

WHEN RECORDED MAIL DOCUMENT TO:
William R. Mains and Liyan Wang
[redacted]
San Francisco, CA [redacted]

[redacted]
San Francisco Assessor-Recorder
Carmen Chu, Assessor-Recorder
DOC [redacted]
Acct 5068-First American Title Company-Concord-SPL
Thursday, APR 23, 2020 09:30:29
Ttl Pd$10,455.00 Nbr- [redacted]
PF1/RE/1-3

Space Above This Line for Recorder's Use Only

Assessor Parcel Number (APN): [redacted] File No.: [redacted]
Street Address: [redacted] San Francisco, CA [redacted]

Grant Deed
(Please fill in Document Title(s) above this line)

This document is exempt from the $75 Building Homes and Jobs Act Fee (per Government Code §27388.1) because:

- ☒ Document is a transfer of real property subject to the imposition of transfer tax
- ☐ Document is a transfer of real property that is a residential dwelling to an owner-occupier
- ☐ Document is recorded in connection with an exempt transfer of real property (i.e., subject to transfer tax or owner-occupied). If not recorded concurrently, provide recording date and document number of related transfer document:
  Recording date _____ Document Number _____
- ☐ The $225 per transaction cap is reached
- ☐ Document is not related to real property

This page added to provide adequate space for recording information
(additional recording fee applies)

RECORDING REQUESTED BY:
First American Title Company

MAIL TAX STATEMENT
AND WHEN RECORDED MAIL DOCUMENT TO:
William R. Mains
2 Shawnee Avenue
San Francisco, CA 94112

Space Above This Line for Recorder's Use Only

[redacted]

File No.: [redacted]

Situs Address: [redacted] San Francisco, CA [redacted]

Property Address: [redacted] **San Francisco, CA** [redacted]
Lot Number: [redacted]
Block Number: [redacted]

GRANT DEED

The Undersigned Grantor(s) Declare(s): DOCUMENTARY TRANSFER TAX **$10,425.00**; CITY TRANSFER TAX $;
SURVEY MONUMENT FEE **$10.00**
[x] computed on the consideration or full value of property conveyed, OR
[ ] computed on the consideration or full value less value of liens and/or encumbrances remaining at time of sale,
[ ] unincorporated area; [x] City of **San Francisco**, and
EXEMPT FROM BUILDING HOMES AND JOBS ACTS FEE PER GOVERNMENT CODE 27388.1(a)(2)

FOR A VALUABLE CONSIDERATION, receipt of which is hereby acknowledged, **Angela L. Laran and Conrad Laran, wife and husband**

hereby GRANTS to **William R. Mains, a single man, as to an undivided 50% interest and Liyan Wang, a single woman, as to an undivided 50% interest, as tenants in common**

the following described property in the City of **San Francisco**, County of **San Francisco**, State of **California**:

[redacted]

Mail Tax Statements To: **SAME AS ABOVE**

Date: **04/09/2020**

A.P.N.: LOT: [redacted]

File No.: [redacted]

Dated: April 09, 2020

Angela L. Laran

Conrad Laran

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

STATE OF NV)SS
COUNTY OF Clark)

On April 11, 2020, before me, Verabella K. Aster, Notary Public, personally appeared Angela L. Laran and Conrad Laran, who proved to me on the basis of satisfactory evidence to be ~~the~~ person(s) whose name(s) is/~~are~~ subscribed to the within instrument and acknowledged to me that he/she/~~they~~ executed the same in his/her/~~their~~ authorized capacity(ies), and that by his/her/~~their~~ signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of ~~California~~ NV that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

This area for official notarial seal

Notary Signature

VERABELLA K. ASTER
Notary Public State of Nevada
No. 16-2499-1
My Appt. Exp. June 13, 2020

EXHIBIT 7

[Health Code - Massage Practitioner and Business Permits]

Ordinance amending the Health Code to comprehensively revise the regulation of massage practitioners, massage establishments, massage outcall services, and sole practitioner massage establishments by, among other things: 1) authorizing the Director of Health ("Director") to access local, state, and federal criminal history information of permit applicants and permit holders; 2) eliminating temporary massage practitioner permits; 3) clarifying the administrative process by which permit applicants and permit holders may appeal a decision to deny, suspend, or revoke a permit; ~~4) authorizing the Director to deny a massage establishment permit to an applicant who has been convicted of any offense related to prostitution or solicitation of prostitution, unless the conviction was vacated based on a showing that the individual was a victim of human trafficking~~; ~~5~~4) adding or revising massage establishment operating standards relating to vermin, employee areas, locked doors, residential use, and advertising; ~~6~~5) prohibiting a massage business from operating a massage school on the same premises as a massage establishment; ~~7~~6) establishing a massage establishment reinspection fee of $191 per hour; ~~8~~7) updating administrative and permit penalties; ~~9~~8) authorizing the imposition of a lien on a property that has contributed to a violation of Article 29 of the Health Code ("Article 29") to collect unpaid administrative penalties, enforcement costs, fines, interest, and attorneys' fees; ~~10~~9) authorizing the City Attorney to institute civil proceedings for injunctive and monetary relief for violations of Article 29; ~~11~~10) declaring violations of select provisions of Article 29 to be public nuisances; and ~~12~~11) discontinuing the acceptance of applications for massage practitioner permits effective January 1, 2019.

NOTE: **Unchanged Code text and uncodified text** are in plain Arial font.
Additions to Codes are in *single-underline italics Times New Roman font*.
Deletions to Codes are in ~~*strikethrough italics Times New Roman font*~~.
Board amendment additions are in double-underlined Arial font.
Board amendment deletions are in ~~strikethrough Arial font~~.
Asterisks (* * * *) indicate the omission of unchanged Code subsections or parts of tables.

Be it ordained by the People of the City and County of San Francisco:

Section 1. The Health Code is hereby amended by revising Sections 29.4, 29.5, 29.10, 29.11, 29.12, 29.17, 29.18, 29.25, 29.26, 29.27, 29.29, 29.31, 29.32, 29.33, 29.41, 29.42, and 29.45, deleting Sections 29.3, 29.13, 29.14, and existing Section 29.46, and adding new Sections 29.6, 29.43, and 29.46, to read as follows:

~~***SEC. 29.3. COMPLAINT LINE.***~~

~~*The Director shall maintain a phone line for inquiries and complaints regarding massage businesses and practitioners*~~

SEC. 29.4. TRANSFER OF PERMIT~~.~~*; SALE OF MASSAGE BUSINESS.*

(a) No permit issued under this Article 29 shall be transferable under any circumstances, including but not limited to the sale of the ~~*m*~~*M*assage ~~*b*~~*B*usiness.

(b) Upon the effective date of the sale of a Massage Business, the permit for the Massage Business shall expire by operation of law. If a permittee sells a Massage Business, the permittee shall promptly surrender the permit to the Director no later than the effective date of the sale. This obligation is not dependent on the Director's requesting the surrender, but arises by operation of law as a result of the sale of the Massage Business. If the permittee fails to surrender the permit to the Director as required by this subsection (b), the Director may, after giving the permittee notice by mail

or electronically of the proposed action and an opportunity to respond, establish that the permit has expired by operation of law and hence is not a valid permit, and that it must be surrendered.

SEC. 29.5. DEFINITIONS.

For the purposes of this Article 29:

"Approved School" or "Approved Massage School" means a school that provides instruction and training in massage and meets the requirements of California Business and Professions Code Section 4601(a).

"CAMTC" means the California Massage Therapy Council as established in California Business and Professions Code Section 4602, or any successor agency.

"CAMTC Certified Practitioner" means an individual who administers massage for compensation and holds a valid and active certificate to practice massage issued by CAMTC pursuant to California Business and Professions Code Sections 4604 or 4604.2.

"City" means the City and County of San Francisco.

"Compensation" means a payment, loan, advance, donation, contribution, deposit, forgiveness of debt, or gift of money or anything of value.

"Convicted" means having pled guilty or having received a verdict of guilty, including a verdict following a plea of nolo contendere, to a crime.

"Department" means Department of Public Health.

"Director" means the Director of the Department of Public Health or any individual designated by the Director to act on his or her behalf.

"Inspector" means a Department employee responsible for conducting inspections on behalf of the Department.

"Massage" means any method of pressure on or friction against, or stroking, kneading, rubbing, tapping, pounding, vibrating, or stimulating the external soft pads of the body with the hands or with the aid of any apparatus or appliance.

"Massage Business" means Massage Establishment, Out-call Massage Service, and Sole Practitioner Massage Establishment, collectively.

"Massage Establishment" means a fixed place of business where more than one individual administers Massage for Compensation, excluding those locations where Massage is provided only on an outcall basis.

"Massage Practitioner" means any individual who administers Massage for Compensation pursuant to a permit issued by the Director under this Article 29. ~~*Notwithstanding the previous sentence, "Massage Practitioner" does not include CAMTC Certified Practitioner.*~~

"Outcall Massage Service" means any business other than a Massage Establishment or Sole Practitioner Massage Establishment that provides Massage for Compensation at a location designated by the client rather than on its premises.

"Owner" means any individual, partnership, firm, association, corporation, or combination of individuals of whatever form or character with an ownership interest in a business that provides Massage services.

"Sole Practitioner" means a Massage Practitioner permit holder or CAMTC Certified Practitioner who provides Massage for Compensation without any partners, associates, or employees, and absent any business relationship with a Massage Establishment.

"Sole Practitioner Massage Establishment" means a fixed place of business solely owned by a Massage Practitioner permit holder or CAMTC Certified Practitioner, which individual is the only person who provides Massage for Compensation. The business location

may be shared by *up to* two ~~to four~~ Massage Practitioners or CAMTC Certified Practitioners in any combination, except as otherwise provided pursuant to Section 29.29(e).

SEC. 29.6. ACCESS TO SUMMARY CRIMINAL HISTORY INFORMATION.

The Director is authorized to access local, state, and federal level summary criminal history information for licensing, permitting, and/or certification of Massage Businesses and Massage Practitioners, and for the suspension or revocation of licenses, permits, and/or certification of Massage Businesses and Massage Practitioners, and may not disseminate the information to a private entity.

SEC. 29.10. PERMIT REQUIRED FOR MASSAGE PRACTITIONER; EXEMPTIONS.

(a) **Permit Required.** It shall be unlawful for any individual to administer Massage for Compensation without first obtaining a Massage Practitioner permit from the Director, unless that individual is exempt from the permit requirement under subsection (b).

(b) **Exemptions.** The following massage service providers are exempt from the permit requirement in subsection (a):

(1) CAMTC Certified Practitioners. *A CAMTC Certified Practitioner shall be ineligible for a Massage Practitioner Permit so long as he or she holds a CAMTC certification.*

(2) Physicians, surgeons, chiropractors, osteopaths, nurses, or any physical therapists, who are duly licensed to practice their respective professions in the State of California and persons working directly under the supervision of or at the direction of such licensed persons, working at the same location as the licensed person, and administering massage services subject to review or oversight by the licensed person.

(3) Barbers and cosmetologists who are duly licensed under the laws of the State of California, while engaging in practices within the scope of their licenses, and limited to the massaging of the neck, face, scalp, hands, or feet of the clients.

(4) Employees of hospitals, nursing homes, mental health facilities, or any other health facilities duly licensed by the State of California, while acting within the scope of their employment.

(c) Notwithstanding any provision in this Article 29, starting January 1, 2019, a person may not file and the Department may not accept an application for a Massage Practitioner Permit.

(1) The Department shall process and may grant in accordance with this Article 29 any applications for Massage Practitioner Permits filed before January 1, 2019, even if some or all of the processing occurs on or after January 1, 2019.

(2) This subsection (c) shall not affect the status of Massage Practitioner Permits issued before January 1, 2019, or those issued under subsection (c)(1) on or after January 1, 2019.

SEC. 29.11. APPLICATION FOR MASSAGE PRACTITIONER PERMIT.

(a) **Permit Application.** Every applicant for a Massage Practitioner permit shall:

(1) File an application with the Director upon a form provided by the Director;

(2) Provide a complete set of fingerprints in the manner required by the Director for the purpose of undergoing a criminal background check; and

(3) Pay a non-refundable application fee as set forth in Section 29.40.

(b) **Applicant Information.** The application form shall require the applicant to provide, under penalty of perjury, the following information:

(1) The applicant's ~~N~~*n*ame and residence address;

(2) A unique identifying number from at least one government-issued form of identification, such as a social security card, a state driver's license or identification card, or a passport;

(3) Written evidence that the applicant is at least 18 years of age;

(4) The applicant's height, weight, and color of hair and eyes;

(5) The applicant's work history for the five years immediately prior to the date of application; ~~and~~

(6) All permits, certificates, or licenses related to the practice of Massage currently or formerly held by the applicant in San Francisco or elsewhere, including any discipline imposed by the issuing authority and a statement whether the applicant is currently the subject of a disciplinary process; ~~and~~

(7) All felony or misdemeanor convictions; and

(8) Any additional information as required by the Director.

(c) **Minimum Educational Requirements.** An applicant for a Massage Practitioner permit shall provide, in a form acceptable to the Director, documentation showing that the applicant has completed not less than 500 hours of instruction in Massage and related subjects at an Approved Massage School.

(d) **Proficiency Test.** The Director shall administer a test to all applicants, in each applicant's own language, to confirm basic proficiency in Massage before issuing a permit.

*(e) **Deadline for submission of supporting documentation.** After reviewing an applicant's application, the Director shall notify the applicant in writing if the application is incomplete. If the Director deems the application to be incomplete, the applicant shall supply the information or documentation that is required for the application to be deemed complete. The applicant shall have 60 days from the date that the Director provides notification that the application is incomplete to provide all required information and/or documentation. If the applicant does not provide such information within 60 days, the application will be deemed abandoned and will not receive further consideration.*

SEC. 29.12. ISSUANCE OF MASSAGE PRACTITIONER PERMIT.

(a) **Time for Decision.** Within ~~60~~90 business days following receipt of a completed application for a Massage Practitioner permit, the Director shall either issue the permit or mail

a written statement of his or her reasons for denial thereof to the applicant. If the Director takes neither action, the permit shall be deemed issued.

~~*(b) Hearing on Application. The Director may, in his or her discretion, hold a hearing on any pending application for a Massage Practitioner permit. The Director shall give the applicant at least 10 days' written notice of the time and place of the hearing.*~~

(*eb*) **Grounds for Denial.** No Massage Practitioner permit shall be issued if the Director finds:

(1) The applicant is exempt from the permit requirement pursuant to Section 29.10; or

(2) The applicant has provided materially false information, documents, or testimony in support of the application or in any other matter before the Director; or

(3) Within five years immediately prior to the date of application, the applicant has had any license, certificate, or permit related to the practice of Massage revoked or, if from another jurisdiction, suspended under circumstances that qualify for revocation under this Article 29, or is currently the subject of an unresolved disciplinary process that may result in suspension or revocation; or

(4) The applicant has been Convicted of any of the following offenses:

(A) Any felony involving the use of coercion, force, or violence upon another person; or

(B) Any misdemeanor sexual battery; or

(C) Any offense involving sexual misconduct with children; or~~,~~ ~~prostitution, or solicitation of an act of prostitution, unless the conviction was vacated based on a showing that the individual was arrested for or convicted of the offense while he or she was a victim of human trafficking; or~~

(D) Any offense requiring registration pursuant to Section 290 of the California Penal Code or, for Convictions outside California, any offense requiring registration in California under Penal Code Section 290.005; or

(5) The applicant has failed to satisfy the education requirements or pass the Massage proficiency test; or

(6) The Director concludes that there is good cause to deny the permit in accordance with Section 26 of *Article 1 of* the Business and Tax Regulations Code~~.~~*; or*

(7) The applicant has not fully complied with the provisions of this Article 29; or

(8) The applicant has not demonstrated eligibility for a permit under this Article 29.

(*d*c) **Discretionary Exception for Criminal Convictions.** The Director may issue a Massage Practitioner permit to any individual Convicted of one of the offenses listed in subsection (*e*b)(4) of this Section if the Director finds that the offense was not violent, the conviction occurred at least five years prior to the date of application, and the applicant has not been Convicted subsequently of a listed offense.

(*e*d) **Right to Director's Hearing.** If an application for a Massage Practitioner permit is denied~~, and provided that the Director did not hold a hearing on the application as provided in subsection (b) of this Section 29.12~~, the applicant may appeal the denial within ~~30~~15 days of ~~receipt of~~ *the date listed on* the notice of denial by notifying the Director in writing and explaining in detail the ground or grounds for the appeal. The Director shall conduct a hearing to consider the appeal within ~~30~~60 days of receiving the notice of appeal and shall notify the applicant of the time and place of the hearing at least 10 days in advance of the hearing. The Director shall oversee the hearing, provide the applicant an opportunity to speak at the hearing, and issue a ruling within ~~30~~60 days of the conclusion of the hearing. The Director's ruling shall be the final decision of the Department. If the Director does not rule within ~~30~~60 days of the conclusion of the hearing, the permit denial shall be deemed sustained.

~~*SEC. 29.13. TEMPORARY MASSAGE PRACTITIONER PERMIT.*~~

~~*A practitioner of Massage who holds a valid permit, license, or certificate to practice Massage issued by another jurisdiction and who has been practicing Massage in that jurisdiction may request a temporary Massage Practitioner permit upon completion and submission of an application for a Massage Practitioner permit, and payment of all fees for the permit. If requested, the Director shall issue the temporary Massage Practitioner permit, which shall be valid for the period during which the application is under review, but in no event for more than 60 business days. The Director may revoke the temporary permit at any time if he or she finds that the applicant has failed to meet any of the requirements of Section 29.12 or violated any provision of this Article 29 or any rules or regulations promulgated by the Director related to the practice of Massage.*~~

~~*SEC. 29.14. EDUCATIONAL MATERIALS.*~~

~~*The Director shall provide all persons receiving a Massage Practitioner permit with culturally and linguistically appropriate educational materials regarding the City and County of San Francisco Sanctuary policy, employee rights, and information on a variety of resources, including linkages to health services, victim assistance services, and emergency numbers and hotlines to call for information and assistance.*~~

SEC. 29.17. MASSAGE PRACTITIONER CONDUCT REQUIREMENTS.

(a) **Required Attire.** Massage Practitioners shall remain fully clothed while administering massage or otherwise *present in a part of the Massage Establishment to which the public has access (e.g., massage rooms, reception areas, publicly accessible restrooms)*~~*visible to clients on business premises*~~, including premises designated by the client through an Outcall Massage Service. The Massage Practitioner's attire shall not include: (1) attire that is transparent, see-

through, or that substantially exposes the Practitioner's undergarments; (2) swim attire, unless the Practitioner is providing a water-based massage modality that has been approved by CAMTC; or (3) attire that exposes the individual's breasts, buttocks, or genitals.

(b) **Lewd Conduct Prohibited.** Massage Practitioners shall not engage in lewd conduct on business premises, including locations designated by the client through an Outcall Massage Service. Lewd acts include, but are not limited to: the performance of acts or simulated acts of sexual intercourse, masturbation, ~~*sodomy,*~~ bestiality, copulation (oral, anal or vaginal), or flagellation; the actual or simulated caressing or fondling by one adult human being of the anus or genitals of another adult human being; the actual or simulated displaying of the pubic hair, anus, vagina, penis, vulva, buttocks, areola, or any other external genitalia of the human body.

SEC. 29.18. SUSPENSION OR REVOCATION OF MASSAGE PRACTITIONER PERMIT.

(a) **Grounds for Suspension or Revocation.** The Director may revoke or suspend any Massage Practitioner permit ~~*after a hearing*~~ if the Director finds:

(1) Facts sufficient to support denial of a Massage Practitioner permit on any ground set forth in Section 29.12; or

(2) The Massage Practitioner has violated the conduct requirements in Section 29.17; or

(3) The Director finds that there is good cause to suspend or revoke the permit in accordance with Section*s 24 or* 26 *of Article 1* of the Business and Tax Regulations Code; or

(4) The Massage Practitioner has violated any of the provisions of this Article 29 or a rule or regulation adopted by the Director related to the practice of Massage~~.~~*; or*

(5) The Massage Practitioner has not paid the Massage Practitioner Fee as required by Section 29.40 of this Article 11, and 30 days have elapsed since notice of delinquency.

~~*(b) Hearing. A Massage Practitioner who has been cited by the Department for a violation of any provision of this Article 29 shall be scheduled to appear at hearing before the Director. The Director shall provide the Massage Practitioner at least 10 days' written notice of the time, place, and grounds for the hearing. If requested by the Massage Practitioner, the Director shall make available all documentary evidence against him or her within five days of the request. If the Director does not provide the requested documentary evidence within five days, the Massage Practitioner may request, and the Director shall grant, a continuance of the hearing date. At the hearing, the Massage Practitioner shall be provided an opportunity to refute all evidence against him or her. The Director shall oversee the hearing and issue a ruling within 30 days of the conclusion of the hearing. If the Director fails to issue a ruling within this time period, the permit shall not be suspended or revoked. The Director's ruling shall be the final decision of the Department.*~~

~~*(c) Summary Suspension. The Director may suspend summarily any Massage Practitioner permit issued under this Article 29 pending a noticed suspension or revocation hearing when, in the opinion of the Director, the public health or safety requires such summary suspension. The Director shall provide written notice of such summary suspension to the Massage Practitioner by hand delivery or registered mail.*~~

(b) The Director may not suspend or revoke a Massage Practitioner permit under this Article 29 until the Director has issued a Notice of Violation and provided the Massage Practitioner an opportunity to be heard and respond as provided in Section 29.43 of this Article 29.

(c) Notwithstanding subsection (b) of this Section 29.18, the Director may suspend summarily any Massage Practitioner permit issued under this Article 29 when, in the judgment of the Director, an extreme public health hazard requires such summary suspension. The Director shall provide written notice of such summary suspension to the permit holder by hand delivery, registered mail, or electronic

mail. No more than three days after written notice of such summary suspension is given, the Director shall issue a Notice of Violation identifying the alleged acts or failures to act that constitute the basis for the summary suspension, and provide the Massage Practitioner an opportunity to be heard and respond as provided in Section 29.43 as to why the summary suspension should end. However, the time for hearing and decision shall be accelerated as follows: Upon a timely request for a hearing, the Director shall set any requested hearing within seven days, unless time is extended by mutual agreement of the affected parties; and the Director, or a designated hearing officer who shall have the same authority as the Director to hear and decide the case, and make any orders consistent with this Article 29, shall issue a decision on the summary suspension within three days after hearing.

(d) If the Permittee appeals a decision by the Director or hearing officer upholding a summary suspension to the Board of Appeals, the summary suspension shall remain in effect until a final decision is issued by the Board of Appeals. Where a permit is revoked after a summary suspension, the revocation shall be effective immediately and, if the Permittee appeals to the Board of Appeals, shall remain in effect until a final decision is issued by the Board of Appeals.

SEC. 29.25. MASSAGE BUSINESS PERMIT REQUIRED; EXEMPTIONS.

(a) **Permit Required.** It shall be unlawful for any Owner of a Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service to operate that Massage Business at any location in the City without first obtaining a permit for such Massage Business from the Director. In the event that a business owner or operator disclaims that the business is a Massage Business, the Director may hold a hearing to determine whether a permit under this Section 29.25 is required.

(b) **Exemptions.** The following businesses may provide Massage services without obtaining a Massage Business permit:

(1) Businesses providing Massage services performed solely by physicians, surgeons, chiropractors, osteopaths, nurses, or any physical therapists, who are duly licensed to practice their respective professions in the State of California and persons working directly under the supervision of or at the direction of such licensed persons, working at the same location as the licensed person, and administering massage services subject to review or oversight by the licensed person.

(2) Businesses providing Massage services performed solely by barbers or cosmetologists who are duly licensed under the laws of the State of California, while engaging in practices within the scope of their licenses, and limited to the massaging of the neck, face, scalp, hands, or feet of the clients.

(3) Hospitals, nursing homes, mental health facilities, or any other health facilities duly licensed by the State of California, providing Massage services performed solely by their employees acting within the scope of their employment.

~~*(c) Previously Exempt Massage Businesses. A Massage Business previously exempt from the Massage Business permit requirement under prior Section 29.9 but not currently exempt under subsection (b) of this Section 29.25 may continue to operate without a permit until its application for a permit is submitted and decided; provided that the Owner submits a completed application within 90 days of the effective date of the ordinance deleting former Section 29.9;* and further provided that the Massage Business complies with all provisions of this Article 29 and any rules and regulations that apply to Massage Businesses during the interim period in which it operates without a permit. The Director may conduct a public hearing on the application, as provided in Section 29.29(b). The Director may deny the application for a Massage Business permit on any ground enumerated in Sections 29.29 and 29.33, grant the permit, or grant the permit with conditions.*~~

SEC. 29.26. APPLICATION FOR MASSAGE ESTABLISHMENT, SOLE PRACTITIONER MASSAGE ESTABLISHMENT, OR OUTCALL MASSAGE SERVICE PERMIT.

(a) **Application Requirements.** To apply for a Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit, the Owner shall:

(1) File an application with the Director upon a form provided by the Director;

(2) Provide a complete set of fingerprints in the manner required by the Director from any person with an ownership interest in the Massage Business for the purpose of ~~a~~ undergoing a criminal background check; ~~and~~

(3) Pay a non-refundable application fee, as set forth in Section 29.41; and

(4) Permit inspection of any Massage facilities proposed to be operated under the permit by all relevant City departments, *including but not limited to the Department of Building Inspection, the Planning Department, and the Fire Department*.

(b) **Applicant Information.** The application form shall require the applicant to provide, under penalty of perjury, the following information:

(1) The name(s), address(es), and any other identifying information regarding the Owner(s) as requested by the Director;

(2) A description of all services to be rendered by the Massage Business;

(3) The address of any facilities proposed to be operated under a Massage Establishment or Sole Practitioner Massage Establishment permit, and a copy of the rental agreement or lease showing the names of the landlord and all of the tenants or lessees who are parties to the rental agreement; or, if the Owner owns the premises, a copy of the deed and a disclosure of any other person or entity with a shared ownership interest in the premises;

(4) The number of individuals to be employed by the Massage Business, and, except in the case of a Sole Practitioner Massage Establishment, the names and permit or certificate numbers of any Massage Practitioners or CAMTC Certified Practitioners who shall operate under that permit;

(5) All permits, certificates, or licenses related to the practice of Massage or the operation of a Massage Establishment or Massage service, currently or formerly held by an Owner, issued in San Francisco or elsewhere, including any discipline imposed by the issuing authority and a statement whether the permit holder is currently the subject of a disciplinary process; ~~*and*~~

(6) All felony or misdemeanor convictions for each person with an ownership interest in the Massage Business; ~~*and*~~

(7) A floor plan of the proposed Massage Establishment, indicating the location of all Massage treatment rooms, Massage tables, Massage chairs, and employee areas;

(8) A certificate of insurance against liability for workers compensation or proof of self-insurance in accordance with the provisions of the California Labor Code; and

(~~7~~9) Any additional information as required by the Director.

(c) **Organizational Owners.** If the Owner of the Massage Establishment or Outcall Massage Service is or includes a corporation, the name of the corporation shall be set forth exactly as shown in its articles of incorporation together with the names and residence addresses of each of the officers, directors, and each stockholder holding more than 10% ~~*percent*~~ of the stock of the corporation. If the Owner is or includes a partnership, the application shall set forth the name and the residence address of each of the partners, including limited partners. If one or more of the partners is a corporation, the provisions of this *Ss*ubsection 29.26(c) pertaining to corporate applicants applies. The applicant shall provide the information required in subsections (a)(2), (b)(1), (b)(5), and (b)(6) of this Section 29.26 for

each officer, director, and stockholder holding more than 1-0% ~~percent~~ of the stock of the corporation, or for each partner, including limited partners.

(d) **Proof of Massage Practitioner Permit or CAMTC Certification for Sole Practitioners.** In addition to the information required under subsection (b) of this Section 29.26, an applicant for a Sole Practitioner Massage Establishment permit shall provide proof that he or she holds *either* a current, valid Massage Practitioner permit or *a* CAMTC certificate. *A Massage Practitioner may not hold both a Massage Practitioner permit and a CAMTC certificate.*

(e) **Massage Establishment Compliance with Planning Code Notice Requirement.** An Applicant for a Massage Establishment permit shall also submit proof of compliance with any applicable Planning Code requirements regarding notice and posting of the proposed Massage Establishment.

*(f) **Deadline for submission of supporting documentation.** After reviewing a Massage Business permit application, the Director shall notify the applicant in writing that the application is complete and accepted for further review, or incomplete. If the Director deems the application to be incomplete, the applicant shall supply the information or documentation that is required for the application to be deemed complete. The applicant shall have 60 days from the date that the Director provides notification that the application is incomplete to provide all required information and/or documentation. If the applicant does not provide such information within 60 days, the application will be deemed abandoned and will not receive further consideration.*

SEC. 29.27. REQUIREMENTS FOR MASSAGE FACILITIES.

All proposed massage facilities must comply with the following requirements, *and with any rules and regulations adopted by the Director pursuant to Section 29.2*:

(a) **Toilet Rooms and Other Rooms.** Toilet rooms shall be provided for clients in convenient locations.

(1) Construction of rooms used for toilets, *laundry, and mop sinks,* as well as rooms used for tubs, *wet tables,* steam baths, *saunas,* and shower*s stalls,* shall be made *of* waterproof, ~~*with hard*~~ nonabsorbent materials that are easily cleaned and shall be installed in accordance with the San Francisco Building Code.

(2) Plumbing fixtures in toilet rooms as well as rooms used for tubs, steam baths, and showers shall be installed in accordance with the San Francisco Plumbing Code.

(3) Urinals may be substituted for toilets after one toilet has been provided.

(4) Doors to toilet rooms shall open inward ~~*and be self-closing*~~.

(b) **Handwashing Facilities.** Handwashing facilities shall be provided within or adjacent to the toilet rooms and shall be equipped with an adequate supply of hot and cold running water under pressure.

(1) Handwashing facilities must provide *liquid hand* soap in a *pump or a wall-mounted* dispenser and sanitary *wall mounted disposable paper* towels.

(2) Handwashing facilities shall be readily accessible to massage practitioners.

(c) **Light and Ventilation.** All portions of the Establishment shall be provided with adequate light by means of windows, skylights, or with an approved artificial light. Adequate ventilation shall be provided by means of windows or a mechanical operating ventilating system.

(1) Toilet, dressing, and massage rooms shall be provided with at least 108 lux (10 foot candles) of light.

(2) All electrical equipment shall be installed in accordance with the requirements of the San Francisco Electrical Code.

SEC. 29.29. ISSUANCE OF MASSAGE ESTABLISHMENT, SOLE PRACTITIONER MASSAGE ESTABLISHMENT, OR OUTCALL MASSAGE SERVICE PERMIT.

(a) Within ~~60~~90 business days following receipt of a completed application for a Massage Business permit, or, for applications subject to referral under Section 29.28, within 30 days of receiving all written findings, whichever is later, the Director shall either issue the permit or mail a written statement of his or her reasons for denial thereof to the applicant. If the Director takes neither action, the permit shall be deemed issued.

~~*(b) Hearing on Application. The Director may, in his or her discretion, hold a hearing on any pending application for a Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit. The Director shall give the applicant at least 10 days' written notice of the time and place of the hearing.*~~

(~~a~~b) No Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit shall be issued if the Director finds:

(1) The applicant has provided materially false information, documents, or testimony in support of the application or in any other matter before the Director; or

(2) The facilities as proposed by the applicant would not comply with all applicable laws including, but not limited to, the facilities requirements set forth in Section 29.27, the City Building, Planning, Housing, and Fire Codes, or any rule or regulation related to Massage facilities adopted by the Director pursuant to this Article 29; or

(3) Within one year prior to the application, the applicant has had any license or permit of any kind suspended or revoked by the Director; or

(4) ~~*Within five years immediately p*~~P*rior* to the date of application, the applicant has had any license, certificate, or permit related to the practice of Massage or operation of a Massage Establishment or Massage service revoked; or

(5) The applicant has been Convicted of any of the following offenses:

(A) Any ~~*felony*~~*offense* involving the use of coercion, force, or violence upon another person; or

(B) Any misdemeanor sexual battery; or

(C) Any offense involving sexual misconduct with children; or

(D) *Any offense involving* ~~*P*~~*p*imping or pandering; or

(E) Any offense related to human trafficking; or

(F) Any offense requiring registration pursuant to Section 290 of the California Penal Code or, for offenses committed outside California, any offense requiring registration in California pursuant to Penal Code Section 290.005; or

~~(G) Any offense related to prostitution or solicitation of prostitution, unless the conviction was vacated based on a showing that the individual was arrested for or convicted of the offense while he or she was a victim of human trafficking; or~~

(6) The Director revoked permission to operate a Massage Business at the same location within the prior ~~*12*~~*36* months; or

(7) The Director concludes there is good cause to deny the permit in accordance with *Section 26 of Article 1 of the* Business and Tax Regulations Code ~~*Section 26*~~; or

(8) The Director finds that the premises or the Massage Business will be or is being managed, conducted, or maintained in such a manner as to endanger the health and safety of the employees or clients, or to coerce any employee to engage in illegal conduct~~.~~*; or*

(9) The applicant has not fully complied with the provisions of this Article 29; or

(1~~9~~*0) The applicant has not demonstrated eligibility for a permit under this Article 29.*

(~~*d*~~*c*) **Discretionary Exception for Criminal Convictions.** The Director may issue a permit otherwise authorized under this Section to any Owner Convicted of one of the offenses listed in subsection (~~*e*~~*b*)(5) of this Section 29.29 if the Director finds that the offense was not violent, the conviction occurred at least five years prior to the date of application, and the applicant has not been convicted subsequently of any of the listed offenses.

~~*(e) Sole Practitioner Massage Establishments. Notwithstanding the provisions of Section 29.5, the Director may issue a Sole Practitioner Massage Establishment permit authorizing more than four Massage Practitioners or CAMTC Certified Practitioners to operate out of the same location if the Director finds good cause exists and the operation of the Sole Practitioner Massage Establishment will not have a negative impact on the neighborhood.*~~

(~~*f*~~*d*) **Right to Director's Hearing.** If an application for a Massage Establishment, Sole Practitioner Massage Establishment, or an Outcall Massage Service permit is denied, ~~*and provided that the Director did not hold a hearing on the application as provided in subsection (b) of this Section,*~~ the applicant may appeal the denial within ~~*30*~~*15* days of ~~*receipt of*~~ *the date listed on* the notice of denial by notifying the Director in writing and explaining the ground or grounds for the appeal. Within ~~*30*~~*60* days of receipt of the notice of appeal, the Director shall conduct a hearing to consider the appeal. At least 10 days prior to the hearing, the Director shall notify the applicant of the time and place of the hearing. The Director shall oversee the hearing, provide the applicant an opportunity to speak at the hearing, and issue a ruling within ~~*30*~~*60* days of the conclusion of the hearing. If the Director fails to rule within this time period, the permit denial shall be deemed sustained. The Director's ruling shall be the final decision of the Department.

SEC. 29.31. OPERATING REQUIREMENTS.

Massage Establishments, Sole Practitioner Massage Establishments, and Outcall Massage Services must comply with the following operating requirements to the extent applicable:

(a) **Cleanliness and Hygiene.** Massage facilities, including all appliances and apparatuses, shall be kept clean and operated in a sanitary condition.

(1) Adequate and suitable space shall be provided for storage of clean linens, including, but not limited to, sheets, towels, and apparel.

(2) Clean sheets and towels shall be provided, laundered after each use, and stored in a sanitary manner.

(3) No towels or sheets shall be laundered or dried on the premises in the absence of suitable laundry facilities.

(4) Smooth, cleanable, and appropriately labeled receptacles for the storage of soiled linens and towels shall be provided.

(5) Soiled refuse shall be appropriately bagged and disposed of.

(6) Wet and dry heat rooms, shower compartments, and toilet rooms shall be thoroughly cleaned each business day.

(7) Bathtubs shall be thoroughly cleaned and sanitized after each use.

(8) The facility shall be free of vermin, including but not limited to cockroaches, mice, rats, and other pests that carry disease.

(b) **Changing Area.** A room, enclosure, or designated area shall be provided where clients can change and store their clothes.

(c) **Employee Area.** A room, enclosure, or designated area that is separate from the toilet, massage room(s), steam room, or other common areas shared by the clients shall be made available to employees at all times. *The employee area(s) shall be furnished with individual lockers and adequate storage space for employees' personal belongings. Members of the public may not have access to the employee area.*

(d) **Employment of Minors Prohibited.** It shall be unlawful to employ any individual who is not at least 18 years of age.

(e) **Register of Practitioners.** Every Massage Establishment or Outcall Massage Service that hires or contracts with individuals to provide Massage services shall ensure at all

times that each such individual holds a valid and current Massage Practitioner permit or CAMTC certificate. The Massage Establishment or Outcall Massage Service shall maintain a register of practitioners that includes each practitioner's permit or CAMTC certificate number, which shall be available for inspection by the Department at all times.

(f) **Practitioner Conduct.** Massage Establishments shall be responsible for the conduct of all individuals providing Massage for Compensation on their business premises and shall ensure that such individuals do not wear improper attire or engage in lewd conduct as set forth in Section 29.17.

(g) ~~*Doors to Remain Unlocked*~~***Locks.*** ~~*Massage Establishment interior*~~*Doors that permit entry into any treatment room may not be equipped with locks or any device designed to prevent, impede, or delay entry into a room. Massage Establishment*~~*and*~~ exterior doors *may be equipped with locks, but* shall remain unlocked while the Massage Establishment is open. Exterior doors may remain locked *while the Massage Establishment is open only* if ~~*the Massage Establishment is owned by one individual with no more than one employee or independent contractor.*~~*there is no more than one employee or independent contractor on the premises of the Establishment, exclusive of the Establishment owner.*

(h) **No Alcohol or Illegal Drugs Permitted on Premises.** No alcoholic beverages or drugs may be sold, served, used, or possessed on business premises during business hours. "Alcoholic beverage" includes a mixture of one or more alcoholic beverages ingested separately or as a mixture as defined in Section 23004 of the California Business and Professions Code. "Drug" shall include all narcotics, drugs, or controlled substances as defined in Chapter 2 (commencing with Section 11053) of Division 10 of the California Health and Safety Code.

(i) **Human Trafficking Information Notices.** Massage Establishments must comply with the requirements of California Civil Code Section 52.6. The required notices of human

trafficking information and telephone hotline numbers shall be posted in English, Spanish, ChineseCantonese, Vietnamese, and other appropriate languages as determined by the Department.

(j) **Residential Use.** Massage facility premises shall not be used as a sleeping room or for any other residential purpose. *A Massage Establishment shall be presumed to be used for residential purposes if any of the following items are maintained on the premises:*

(1) Beds or mattresses, other than professional Massage tables;

(2) Bedding, such as pillows, blankets, and sheets, other than those used for professional Massage tables;

(3) Sleepwear, including but not limited to, pajamas, nightgowns, and lingerie;

(4) Groceries that require cooking, such as raw meats, poultry, fish, and grains; or

(5) Clothing that exceeds one change of clothing for each employee or independent contractor who is present on the premises.

(k) **Establishment Permit to be Displayed.** Every permit to operate a Massage Establishment or Sole Practitioner Massage Establishment shall be displayed in a conspicuous place within the Establishment such that the permit may be readily seen by individuals entering the premises.

(l) **Outcall Massage Service Permit Subject to Inspection.** Every permit to operate an Outcall Massage Service must be made available for inspection by the Department at all times while providing Massage services.

(m) **Hours of Operation.** No Massage Business shall operate or provide Massage services*, and no customer or person not employed or contracted by the Massage Business may be on the premises of a Massage Establishment,* during the hours between 10:00 p.m. and 7:00 a.m.

*(n) **Advertising.** No Massage Business shall publish or distribute, or cause to be published or distributed, including on the internet, any advertising for services that would violate this Article 29.*

*(o) **Operation of Massage School Prohibited.** No Massage Business shall operate a Massage school or otherwise provide instruction in Massage on the premises of a Massage Establishment.*

SEC. 29.32. INSPECTION.

Any member of the Department may inspect any Massage Establishment or Sole Practitioner Massage Establishment to determine whether the Establishment is operating in compliance with the provisions of State law or this Article 29, or for the purpose of providing educational materials to employees of the Establishment in culturally and linguistically appropriate languages regarding the City and County of San Francisco Sanctuary City policy, employee rights, and information on a variety of resources, including linkage to health care services, victim services, and emergency numbers and hotlines to call for information and assistance. ~~*The Director shall adopt regulations governing the use of double doors or other structural devices that interfere with reasonable inspections and do not have legitimate safety or security purposes.*~~ Nothing in this Section shall be construed to limit or restrict the lawful authority of a police officer or other City employee to enter premises licensed under this Article 29.

SEC. 29.33. SUSPENSION OR REVOCATION OF MASSAGE ESTABLISHMENT, SOLE PRACTITIONER MASSAGE ESTABLISHMENT, OR OUTCALL MASSAGE SERVICE PERMIT.

(a) **Grounds for Suspension or Revocation.** The Director may revoke or suspend any Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit, after a hearing, if the Director finds:

(1) Facts sufficient to support the denial of such permit on any ground set forth in Section 29.29; or

(2) The permittee *or the permittee's agent, employee, or independent contractor* has refused to permit a lawful inspection of its business premises or its operations, *or has interfered with City staff in the performance of an inspection such as by threatening them, touching them, or intentionally delaying their entry to the premises of the Massage Business*; or

(3) The permittee *or the permittee's agent, employee, or independent contractor* has engaged in any conduct in connection with the operation of the business that violates the operating requirements set forth in ~~*Section 29.31*~~*this Article 29*, any rules or regulations related to Massage Business operations, or any State or local laws *relating to the practice of Massage or the operation of a Massage Business*; or

~~*(4) Any employee or independent contractor of the permittee has engaged in Cconduct that violates any state or local laws at permittee's place of business, and the permittee had or, in the exercise of due diligence, should have had knowledge of the prohibited conduct; or*~~

(~~*5*~~*4*) The Director determines that such Massage Business is being managed, conducted, or maintained without regard for public health or the health of clients or employees, or without due regard for proper sanitation and hygiene; or

(~~*6*~~*5*) The Director finds good cause to suspend or revoke the permit in accordance with *Sections 24 or 26 of Article 1 of the* Business and Tax Regulations Code ~~*Sections 24 and 26*~~.

~~*(b) Hearing. A permit holder cited for a violation of any provision of Article 29 or the rules and regulations promulgated by the Director under Section 29.2 shall be scheduled to appear at a hearing held by the Director. The Director shall provide the permittee at least 10 days' written notice of the time, place, and grounds for the hearing. If requested by permittee, the Director shall make available all documentary evidence against permittee within five days of the request. If the Director does not provide the requested documentary evidence within five days, the permit holder may request, and the Director shall grant, a continuance of the hearing date. At the hearing, the permittee shall be*~~

~~*provided an opportunity to refute all evidence against him or her. The Director shall oversee the hearing and issue a ruling within 30 days of the conclusion of the hearing. If the Director fails to issue a ruling in this time period, no suspension or revocation shall be imposed. The Director's ruling shall be the final decision of the Department.*~~

~~*(c) Summary Suspension. The Director may suspend summarily any Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit issued under this Article pending a noticed revocation or suspension hearing when, in the opinion of the Director, the public health or safety requires such summary suspension. The Director shall provide written notice of such summary suspension to the permit holder by hand delivery or registered mail.*~~

(b) The Director may not suspend or revoke a Massage Business permit under this Article 29 until the Director has issued a Notice of Violation and provided the Massage Business and the owner of the property upon which the Massage Business is located an opportunity to be heard and respond as provided in Section 29.43 of this Article 29.

(c) Notwithstanding subsection (b) of this section 29.33, the Director may suspend summarily any Massage Business permit issued under this Article 29 when, in the judgment of the Director, an extreme public health hazard requires such summary suspension. The Director shall provide written notice of such summary suspension to the permit holder by hand delivery, registered mail, or electronic mail. No more than three days after written notice of such summary suspension is given, the Director shall issue a Notice of Violation identifying the alleged acts or failures to act that constitute the basis for the summary suspension, and provide the Massage Business an opportunity to be heard and respond as provided in Section 29.43 as to why the summary suspension should end. However, the time for hearing and decision shall be accelerated as follows: Upon a timely request for a hearing, the Director shall set any requested hearing within seven days, unless time is extended by mutual agreement of the affected parties; and the Director, or a designated hearing officer who shall have the

same authority as the Director to hear and decide the case, and make any orders consistent with this Article 29, shall issue a decision on the summary suspension within three days after hearing.

(d) If the Permittee appeals a decision by the Director or hearing officer upholding a summary suspension to the Board of Appeals, the summary suspension shall remain in effect until a final decision is issued by the Board of Appeals. Where a permit is revoked after a summary suspension, the revocation shall be effective immediately and, if the Permittee appeals to the Board of Appeals, shall remain in effect until a final decision is issued by the Board of Appeals.

SEC. 29.41. MASSAGE ESTABLISHMENT, SOLE PRACTITIONER MASSAGE ESTABLISHMENT, AND OUTCALL MASSAGE SERVICE FEES~~.~~*; REINSPECTION FEES.*

(a) **Massage Establishments.** The application fee for a Massage Establishment permit shall be $681. The annual license fee for a Massage Establishment shall be $1,214. The fee shall be due annually on March 31 of each year, pursuant to Section 76.1, Article 2 of the Business and Tax Regulations Code.

(b) **Sole Practitioner Massage Establishments.** The application fee for a Sole Practitioner Massage Establishment permit shall be $497. The annual license fee for a Sole Practitioner Massage Establishment shall be $599. The fee shall be due annually on March 31 of each year, pursuant to Section 76.1, Article 2 of the Business and Tax Regulations Code.

(c) **Outcall Massage Services.** The application fee for an Outcall Massage Service permit shall be $351. The annual license fee for an Outcall Massage Service shall be $306. The fee shall be due annually on March 31 of each year, pursuant to Section 76.1, Article 2 of the Business and Tax Regulations Code.

(d) **Exception.** A Massage Practitioner or CAMTC Certified Practitioner holding a Sole Practitioner Massage Establishment permit shall not be required to pay any additional application or annual license fee for an Outcall Massage Service permit.

(e) ***Reinspection fees.*** *If an inspection discloses a violation of any provision of this Code or of any State law for which the Department is responsible for enforcement, the Department shall determine a period of time that is reasonable to correct the violation and shall thereafter reinspect the property to verify such correction. The term "reinspection" shall refer to any inspection by the Department to verify whether an owner has corrected a violation. The Massage Business shall pay a fee in the amount of $191 for the first hour or any fraction thereof for each reinspection by an Inspector, to compensate the Department for its costs in performing the reinspection. Reinspections that require more than one hour to complete shall be subject to an additional fee at the rate of $96 for each half-hour or part thereof beyond the first 60 minutes. If more than one reinspection is necessary to secure correction of a violation, the Massage Business shall pay a fee in the amount set forth herein for each reinspection. In the event that the Massage Business fails to pay any reinspection fee due under this Section within 30 days of the due date, the Massage Business must pay a late payment penalty of $40 and the City may collect the reinspection fee through the placement of a lien in the amount of the fee and any late payment penalty owed or delinquent, plus interest of 1.5% per month, against the real property pursuant to the procedures set forth in Chapter 10, Article XX of the Administrative Code (beginning with Section 10.230).*

SEC. 29.42. ADJUSTMENT OF FEES.

Beginning with fiscal year 2008-2009, fees set forth in this Article *29* may be adjusted each year without further action by the Board of Supervisors. Not later than April 1, the Director shall report to the Controller the revenues generated by the fees for the prior fiscal year and the prior fiscal year's costs of operation, as well as any other information that the Controller determines appropriate to the performance of the duties set forth in this Section *29.42*. Not later than May 15, the Controller shall determine whether the current fees have produced or are projected to produce revenues sufficient to support the costs of providing the

services for which the fees are assessed and that the fees will not produce revenue which is significantly more than the costs of providing the services for which the fees are assessed. The Controller shall, if necessary, adjust the fees upward or downward for the upcoming fiscal year as appropriate to ensure that the program recovers the costs of operation without producing revenue which is significantly more than such costs. The adjusted rates shall become operative on July 1, *and shall be published on the Department's website*.

SEC. 29.43. NOTICE OF VIOLATION; HEARING AND APPEAL.

(a) If the Director determines that a Massage Practitioner or Massage Business is operating in violation of this Article 29 (which is deemed in the entirety of this Section 29.43 to include a violation of a permit condition and/or a violation of the rules and regulations adopted pursuant to this Article), the Director may issue a Notice of Violation to the Massage Practitioner, the Massage Business, the owner of real property where the violation occurred, and/or any other Persons the Director deems responsible for causing the violation. The issuance of the Notice of Violation may be by hand delivery, registered mail, or electronic mail.

(b) The Notice of Violation shall include the following information:

(1) That the Director has made a determination that the Massage Practitioner or Massage Business has operated in violation of this Article 29;

(2) The alleged acts or failures to act that constitute the basis for the Director's determination;

(3) That the Director intends to take enforcement action against the Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s), and the nature of that action, including the administrative penalty and enforcement costs to be imposed, and/or the suspension or revocation of the Massage Practitioner and/or Massage Establishment permit(s);

(4) That the Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s) has the right to request a hearing before the Director within 15 days after the Notice of Violation is issued, which request must be made in writing.

(c) If no request for a hearing is filed with the Director within the appropriate period, the right to request a hearing shall be deemed waived, and the Director's determination shall become final and effective 15 days after the Notice of Violation was mailed. The Director shall issue an order imposing the enforcement action, and shall send the order to the Persons served with the Notice of Violation by hand delivery, registered mail, or electronic mail. In subsequent civil proceedings, such violations shall be deemed not to have been corrected. Where no hearing is timely requested, an order suspending or revoking a permit is final. The failure of the Person on whom the Notice of Violation is served to request a hearing shall constitute a failure to exhaust administrative remedies and shall preclude the Person from obtaining judicial review of the validity of the enforcement action.

(d) Upon a timely request for a hearing, the Director shall, within 15 days of the request, notify the requester of the date, time, and place of the hearing. Such notification may be made by hand delivery, registered mail, or electronic mail. The Director shall make available to the requester the photographs and other recorded evidence obtained in support of the Notice of Violation as well as a copy of the report prepared by the Director's designee, if any, to support the Notice of Violation. Such hearing shall be held no later than 60 days after the Director receives the request, unless time is extended by mutual agreement of the requester and the Director.

(e) The Director shall conduct the hearing, or a hearing officer may be designated, who shall have the same authority as the Director to hear and decide the case and make any orders consistent with this Article 29. The Massage Practitioner, Massage Business, owner of real property, or other Person(s) deemed responsible for causing the violation(s) may present evidence for consideration, subject to any rules adopted by the Director or hearing officer for the orderly conduct of the hearing.

Within 60 days of the conclusion of the hearing, the Director or hearing officer shall render a decision in the form of a written order, which the Director shall promptly serve on the Massage Practitioner, Massage Business, owner of real property, or any other Persons charged in the Notice of Violation. Service of the written order may be made by hand delivery, registered mail, or electronic mail. The order shall state whether the Notice of Violation has been upheld (in whole or in part), and the enforcement action taken against each party.

(f) If the order directs the Massage Practitioner, Massage Business, owner of real property, or other person to pay an administrative penalty and/or enforcement costs, such amount shall be paid within fifteen days from the mailing of the order; the order shall inform the recipient of such deadline for payment.

(g) If the order suspends or revokes a permit, the permittee must cease operations within 24 hours of the suspension or revocation order being final.

(h) If the order suspends or revokes a permit, or imposes additional permit conditions, it may be appealed to the Board of Appeals in the manner prescribed in Article 1 of the Business and Tax Regulations Code; the order shall inform the recipient of such right to appeal.

SEC. 29.45. ADMINISTRATIVE PENALTIES.

(a) Any person who violates any provision of this Article 29 or any rule or regulation adopted pursuant to Section 29.2 may, after being provided notice and an opportunity to be heard, be subject to the following monetary and permit penalties. *The Director may impose administrative fines and/or permit penalties that exceed those listed in this Section 29.45 where the Director finds that such higher fines and/or penalties are necessary or appropriate to protect and promote the health and well-being of a Massage Business' employees, customers, and/or neighbors.*

(1) **Massage Business Operating Without a Massage Business Permit.**

(A) Administrative fine: Up to $1,000 per day of operating without a permit; and

(B) Permit penalty: Business location and Owner of Massage Business ineligible for a Massage Business permit for 180 days.

(C) Repeat violations: Same penalties as (a)(1)(A) and (a)(1)(B).

(2) **Massage Business Employing Any Person Under 18 Years of Age.**

(A) Administrative fine: None.

(B) Permit penalty: Mandatory ~~*60-120 day suspension*~~*revocation* of Massage Business permit.

~~*(C) Repeat violations: Revocation for second occurrence within 36 months of first occurrence;*~~ Massage Business permittee ineligible for a subsequent permit for 180 days.

(3) **Solicitation *Citations*, Charges, or Convictions, as Defined by California Penal Code Section 647(a) or (b) and/or San Francisco Police Code Section 225, for Anyone Working at Massage Establishment.**

(A) Administrative fine: $5,000 to be paid by Massage Establishment permittee; and

(B) Permit penalty: Mandatory 60-120 days suspension of Massage Establishment permit.

(C) Repeat violations: Revocation; permittee ineligible for a subsequent Massage Establishment permit at any location *for a period of two years*.

(4) **Trafficking Charges or Convictions, as Defined by California Penal Code Section 236.1, for Anyone Working at Massage Establishment.**

(A) Administrative fine: None.

(B) Permit penalty: Revocation; permittee ineligible for a subsequent Massage Establishment permit at any location.

(C) Repeat violations: Same penalty as (a)(4)(B).

(5) **Massage Establishment or Outcall Massage Service Knowingly Employing Individual Without Massage Practitioner Permit or CAMTC Certification To Administer Massage.**

(A) Administrative fine: $1,000 to be paid by *Massage Business* permittee.

(B) Permit penalty: None.

(C) Repeat violations: 15-30 day suspension *of Massage Business permit* and up to $2,500 fine for second occurrence ~~*within a 24 month period*~~; 30-60 day suspension or revocation *of Massage Business permit,* and up to $5,000 fine for third occurrence ~~*within 24 months*~~.

(6) **Massage Facilities Used for Residential Sleeping Purposes.**

(A) Administrative fine: Up to $1,000.

(B) Permit penalty: None.

(C) Repeat violations: 15-30 day suspension *of Massage Business permit* and up to $2,500 fine for second occurrence ~~*within 24 months*~~; 30-60 day suspension *of Massage Business permit* and up to $5,000 fine for third occurrence ~~*within 24 months*~~.

(7) **Presence of Beds Instead of *or in Addition to* Massage Tables.**

(A) Administrative fine: ~~*None*~~*$500*.

(B) Permit penalty: None.

(C) Repeat violations: Up to $1,000 fine for second occurrence ~~*within 24 months*~~; 15-30 day suspension and up to $2,500 fine ~~*and*~~ for third occurrence ~~*within 24 months*~~.

(8) **Any Massage Service Provider Improperly Attired in Violation of Section 29.17(a).**

(A) Administrative fine: Up to $~~*250*~~*500* per person *found to be improperly attired,* to be paid by Massage Business permittee.

(B) Permit penalty: ~~*None.*~~*60 day suspension of Massage Business permit for each person found to be improperly attired.*

(C) Repeat violations: Up to $*1,*500 fine per person to be paid by Massage Business permittee for second and each subsequent occurrence; *180* ~~*60*~~-day suspension of Massage Practitioner permit and ~~*60-day suspension per person*~~*revocation* of Massage Business permit.

(9) **Sanitation Violations Pursuant to Section 29.3~~2~~*1*(a).**

(A) Administrative fine: None.

(B) Permit penalty: None.

(C) Repeat violations: Up to $250 fine and 60-day suspension of Massage Business permit.

(10) **Massage Business Operating Between the Hours of 10:00 p.m. and 7:00 a.m.**

(A) Administrative fine: Up to $1,000.

(B) Permit penalty: ~~*None*~~*15-30 day suspension of Massage Business Permit.*

(C) Repeat violations: ~~*15-30*~~*30-60* day suspension and up to $2,500 for second occurrence ~~*within 24 months*~~; ~~*30-60*~~*60-90* day suspension and up to $5,000 fine for third and each subsequent occurrence ~~*within 24 months*~~.

(11) **Practicing Massage for Compensation Without a Massage Practitioner Permit or CAMTC Certification.**

(A) Administrative fine: $~~*250*~~*500* fine.

(B) Repeat violations: $~~*500*~~*1,000* fine for second occurrence ~~*within 24 months*~~; $~~*1,000*~~*1,500* fine for third and each subsequent occurrence ~~*within 24 months*~~ and individual ineligible for Massage Practitioner permit for 180 days.

(12) **Anyone Engaged In Lewd Conduct or Performing Sex Acts as Defined in Section 29.17(b) on Massage Business Premises.**

(A) Administrative fine: $~~*1,000*~~*2,500* to be paid by Massage Business permittee, and

(B) Permit penalty: ~~*60-day suspension*~~*Revocation* of *Massage Practitioner permit and revocation of* Massage Business permit.

~~*(C) Repeat violations: Revocation of Massage Practitioner permit and Massage Business permit.*~~ Permit holder ~~*permanently*~~ ineligible for subsequent Massage Practitioner or Massage Business Permit *for a period of five years from the date of permit revocation*.

(13) **Failure to Post Notices as Required by Section 29.3~~2~~*1*(i).**

(A) Administrative fine: Written warning for first violation, $250 for second and each subsequent violation within 12 months.

(B) Permit Penalty: 30-day suspension of Massage Business permit for third and subsequent violations ~~*within 24 months*~~.

*(14) **Failure to Present Valid Massage Practitioner Card to an Inspector or Law Enforcement Officer upon Request, as Required by Section 29.15.***

(A) Administrative fine: $250 to be paid by Massage Practitioner.

*(15) **Publishing Advertising in Violation of Section 29.31(n).***

(A) Administrative fine: $1,000 fine.

(B) Permit Penalty: 30 day suspension of Massage Business permit for second and subsequent violations.

*(16) **Interfering with City Staff in Their Performance of an Inspection, as Prohibited by Section 29.33(a)(2).***

(A) Administrative fine: $1,000 fine to be paid by Massage Business permittee.

(B) Repeat violations: $2,500 fine and 30 day suspension of Massage Business permit for second occurrence; revocation of Massage Business permit for third occurrence.

(17) Equipping Interior Doors with Locks or Locking Devices, or Locking Exterior Doors, in violation of Section 29.31(g).

(A) Administrative fine: Up to $1,000.

(B) Permit penalty: 15-30 day suspension of Massage Business Permit.

(C) Repeat violations: 30-60 day suspension and up to $2,500 for second occurrence; 60-90 day suspension and up to $5,000 fine for third and each subsequent occurrence.

(1~~4~~8) **All Other Violations of San Francisco Health Code Article 29 and Any Massage Program Rules and Regulations.**

(A) Administrative fine: Up to $1,000 fine.

(B) Permit penalty: Possible suspension or revocation.

(C) Repeat violations: Up to $2,500 fine for the second violation ~~*in a 24-month period*~~ and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations ~~*in a 24-month period*~~, and permit suspension or revocation.

(19) Option to Require Massage Practitioner Participation in Public Health and Safety Program. *As an alternative to any of the administrative penalties and permit penalties that the Department may impose on a Massage Practitioner, as authorized by this Section 29.45, the Director may require that a Massage Practitioner participate in a Department program that addresses such topics as health education, employee and labor rights, and workplace injury and illness prevention.*

(b) **Notice to Property Owner.** ~~*Written notice of each Massage Business permit holder, violation shall be provided to the owner(s) of the property upon which the Massage Business is located.*~~*Written notice of each Notice of Violation that proposes to suspend or revoke a Massage Business permit shall be served on the owner(s) of the property upon which the Massage Business is located, at the same time and in the same manner as required by Section 29.43 of this Article 29.*

*(c) **Payment and Collection of Administrative Penalty and Enforcement Costs.** Any administrative penalty and/or enforcement costs assessed under this Article 29 is a debt to the City and County of San Francisco and shall be paid to the Treasurer of the City and County of San Francisco. Any amount paid late shall be subject to an additional late fine of 10% on the unpaid amount. The sum of the unpaid amount and the 10% late fine shall accrue interest at the rate of 1% per month (or fraction thereof) until fully paid; any partial payments made shall first be applied to accrued interest. The City may file a civil action or pursue any other legal remedy to collect such unpaid amount, fine, and interest. In any civil action for collection, the City shall be entitled to obtain a judgment for the unpaid amounts, fine, and interest, and for the costs and attorneys' fees incurred by the City in bringing such civil action.*

*(d) **Lien for Administrative Penalty.** Where an activity or condition on San Francisco real property has caused, contributed to, or been a substantial factor in causing the violation, the Director may initiate proceedings to make any unpaid administrative penalty, enforcement costs, fine, and interest, and all additional authorized costs and attorneys' fees, a lien on the property. Such liens shall be imposed in accordance with Administrative Code Sections 10.230–10.237, or any successor provisions. Before initiating lien proceedings, the Director shall send a request for payment under Administrative Code Section 10.230A.*

(*ee*) **Revenue from Fines.** Administrative fines collected under this Section *29.45* shall be used to support the Department of Public Health and its Health Code enforcement functions.

(*df*) **No Bar to Prosecution.** Nothing in this Section *29.45* shall preclude the prosecution of anyone under Health Code Section 29.47, the laws of the State of California, or the laws of the United States of America.

~~SEC. 29.46. COST RECOVERY.~~

~~*Any person who is assessed an administrative fine or whose permit is suspended or revoked under this Article, regardless of whether any fine, suspension, or revocation is held in abeyance by the Department, shall be liable to the City for its costs incurred in enforcing this Article, including but not limited to the costs of inspection, investigation, administration, administrative proceedings, court proceedings, monitoring, and attorneys' fees if, at the conclusion of all proceedings, the fee or permit action is substantially sustained. Within 30 days of the final decision, the Department shall calculate its costs. The Director may reduce the bill of costs for good cause.*~~

SEC. 29.46. ENFORCEMENT BY CITY ATTORNEY.

(a) The City Attorney may at any time institute civil proceedings for injunctive and monetary relief including civil penalties, against any Person for violations of this Article 29, without regard to whether the Director has issued a notice of violation, instituted abatement proceedings, scheduled or held a hearing on a notice of violation, or issued a final decision.

(b) At any time, the Director may refer a case to the City Attorney's Office for civil enforcement, but a referral is not required for the City Attorney to bring a civil action under subsection (a).

(c) Action for Injunction and Civil Penalty. Any Person that violates any provision of this Article 29 shall be enjoined and shall be subject to a civil penalty in an amount not to exceed $1,000 for each day such violation is committed or permitted to continue, which penalty shall be assessed and recovered in a civil action brought in the name of the people of the City and County of San Francisco by the City Attorney in any court of competent jurisdiction. In assessing the amount of the civil penalty, the court shall consider any one or more of the relevant circumstances presented by any of the parties to the case, including but not limited to, the following: the nature and seriousness of the misconduct giving rise to the violation, the number of violations, the persistence of the misconduct, the length of

time over which the misconduct occurred, the willfulness of the defendant's misconduct, and the defendant's assets, liabilities, and net worth.

(d) Attorneys' fees. The prevailing party in any court case or special proceeding to enforce this Article 29 shall recover reasonable attorneys' fees if the City Attorney elects, at the initiation of the action, to seek recovery of attorneys' fees and provides notice of such intention to the adverse party or parties. In no court case or special proceeding shall an award of attorneys' fees to a prevailing party exceed the amount of reasonable attorneys' fees incurred by the City.

(e) Remedies under this Section 29.46 are non-exclusive and cumulative to all other remedies available at law or equity.

Section 2. The Health Code is hereby amended by revising Section 581, to read as follows:

581. PROHIBITED PUBLIC HEALTH NUISANCES.

(a) No Person shall have upon any premises or real property owned, occupied or controlled by him, or her, or it any public nuisance.

(b) The following conditions are hereby declared to be a public nuisance:

* * * *

(15) Any violations of Sections 29.10, 29.17, 29.25, 29.27, or 29.31 of this Code.

(1~~5~~6) Any violations of rules or regulations the Director adopts to implement the provisions of this Article or applicable provisions of State law.

(1~~6~~7) Anything else that the Director deems to be a threat to public health and safety.

Section 3. Effective Date. This ordinance shall become effective 30 days after enactment. Enactment occurs when the Mayor signs the ordinance, the Mayor returns the ordinance unsigned or does not sign the ordinance within ten days of receiving it, or the Board of Supervisors overrides the Mayor's veto of the ordinance.

Section 4. Scope of Ordinance. In enacting this ordinance, the Board of Supervisors intends to amend only those words, phrases, paragraphs, subsections, sections, articles, numbers, punctuation marks, charts, diagrams, or any other constituent parts of the Municipal Code that are explicitly shown in this ordinance as additions, deletions, Board amendment additions, and Board amendment deletions in accordance with the "Note" that appears under the official title of the ordinance.

APPROVED AS TO FORM:
DENNIS J. HERRERA, City Attorney

By: _____
ANNE PEARSON
Deputy City Attorney

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City and County of San Francisco
Tails
Ordinance

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

File Number: 180757 **Date Passed:** November 13, 2018

Ordinance amending the Health Code to comprehensively revise the regulation of massage practitioners, massage establishments, massage outcall services, and sole practitioner massage establishments by, among other things: 1) authorizing the Director of Health ("Director") to access local, state, and federal criminal history information of permit applicants and permit holders; 2) eliminating temporary massage practitioner permits; 3) clarifying the administrative process by which permit applicants and permit holders may appeal a decision to deny, suspend, or revoke a permit; 4) adding or revising massage establishment operating standards relating to vermin, employee areas, locked doors, residential use, and advertising; 5) prohibiting a massage business from operating a massage school on the same premises as a massage establishment; 6) establishing a massage establishment reinspection fee of $191 per hour; 7) updating administrative and permit penalties; 8) authorizing the imposition of a lien on a property that has contributed to a violation of Article 29 of the Health Code ("Article 29") to collect unpaid administrative penalties, enforcement costs, fines, interest, and attorneys' fees; 9) authorizing the City Attorney to institute civil proceedings for injunctive and monetary relief for violations of Article 29; 10) declaring violations of select provisions of Article 29 to be public nuisances; and 11) discontinuing the acceptance of applications for massage practitioner permits effective January 1, 2019.

October 15, 2018 Land Use and Transportation Committee - AMENDED, AN AMENDMENT OF THE WHOLE BEARING NEW TITLE

October 15, 2018 Land Use and Transportation Committee - RECOMMENDED AS AMENDED

October 23, 2018 Board of Supervisors - CONTINUED ON FIRST READING

Ayes: 11 - Brown, Cohen, Fewer, Kim, Mandelman, Peskin, Ronen, Safai, Stefani, Tang and Yee

October 30, 2018 Board of Supervisors - AMENDED, AN AMENDMENT OF THE WHOLE BEARING NEW TITLE

Ayes: 11 - Brown, Cohen, Fewer, Kim, Mandelman, Peskin, Ronen, Safai, Stefani, Tang and Yee

October 30, 2018 Board of Supervisors - PASSED ON FIRST READING AS AMENDED

Ayes: 11 - Brown, Cohen, Fewer, Kim, Mandelman, Peskin, Ronen, Safai, Stefani, Tang and Yee

November 13, 2018 Board of Supervisors - FINALLY PASSED

Ayes: 11 - Brown, Cohen, Fewer, Kim, Mandelman, Peskin, Ronen, Safai, Stefani, Tang and Yee

File No. 180757

I hereby certify that the foregoing Ordinance was FINALLY PASSED on 11/13/2018 by the Board of Supervisors of the City and County of San Francisco.

Angela Calvillo
Clerk of the Board

London N. Breed
Mayor

11/20/18
Date Approved

EXHIBIT 8

FILED
San Francisco County Superior Court
DEC 18 2025
CLERK OF THE COURT
BY: Deputy Clerk

DAVID CHIU, State Bar #189542
City Attorney
YVONNE R. MERÉ, State Bar #173594
Chief Deputy City Attorney
WADE CHOW, State Bar #168527
Chief Attorney
MEGAN E. RYAN, State Bar #264922
Deputy City Attorney
Code Enforcement Team
Fox Plaza
1390 Market Street, Seventh Floor
San Francisco, California 94102-5406
Telephone: (415) 554-3970
Facsimile: (415) 437-4644
E-Mail: megan.ryan@sfcityatty.org

Attorneys for Plaintiffs
CITY AND COUNTY OF SAN FRANCISCO and
PEOPLE OF THE STATE OF CALIFORNIA

SUPERIOR COURT OF THE STATE OF CALIFORNIA

COUNTY OF SAN FRANCISCO

UNLIMITED JURISDICTION

CITY AND COUNTY OF SAN FRANCISCO, a Municipal Corporation, and the PEOPLE OF THE STATE OF CALIFORNIA, by and through San Francisco City Attorney DENNIS J. HERRERA,

Plaintiffs,

vs.

RICKY A. LEE, individually and d/b/a Empire Relaxation Spa; RICHARD A. BOCCI, an individual; DEBORAH L. BOCCI, an individual; RICHARD J. BOCCI, Trustee U/D/T dated January 30, 1981; LOLA V. BOCCI, Trustee U/D/T dated January 30, 1981; and DOE ONE through DOE FIVE,

Defendants.

Case No. CGC-25-627159

[~~PROPOSED~~] STIPULATED INJUNCTION BETWEEN PLAINTIFFS AND DEFENDANT RICKY A. LEE

Date Action Filed: July 11, 2025
Trial Date: Not Yet Set

[Exempt From Filing Fees Government Code §6103]

This Stipulated Injunction is the result of a negotiated compromise between Plaintiffs City and County of San Francisco ("City") and People of the State of California (jointly "Plaintiffs") and Defendant Ricky A. Lee, the Honorable Christine Van Aken, presiding. Plaintiffs were represented by their attorney David Chiu, City Attorney, appearing through Deputy City Attorney Megan Ryan. Defendant Ricky A. Lee appeared through his counsel Salvatore Timpano, Esq.

Plaintiffs and Defendant Ricky A. Lee (collectively "Parties") having stipulated to the provisions set forth herein, the Court having reviewed the provisions, the Parties having agreed to the issuance of this Order, and good cause appearing:

The Parties agree that Plaintiffs shall be entitled to present this stipulation for entry of an order issuing an injunction ("INJUNCTION") to the San Francisco Superior Court through an *ex parte* appearance with notice to Defendant Lee's counsel and shall not be required to present any evidence demonstrating the alleged violations of law that justify the issuance of the Injunction. Defendant Lee agrees he shall not contest the *ex parte* appearance, nor object to entry of the Injunction, and further agrees that the Injunction may be entered upon presentation to the Court.

IT IS HEREBY ORDERED, ADJUDGED, DECREED:

A. JURISDICTION

The Court has jurisdiction over the subject matter and each of the Parties in this action. The Court issues this Order pursuant to its authority under the California Red Light Abatement Law (California Penal Code sections 11225-11235), San Francisco Health Code (S.F. Health Code section 29.46), and California Unfair Competition Law (California Business and Professions Code section 17200 *et seq.*).

B. PERSONS AND ENTITIES BOUND BY THE INJUNCTION

The obligations arising out of this Injunction shall rest with Defendant Ricky A. Lee. The provisions of this Injunction are applicable to Defendant Ricky A. Lee, his agents, servants, employees, representatives, assigns, or successors and their agents, employees, representatives, assigns, and successors, and to all persons who are acting in concert or participation with them.

C. INJUNCTIVE TERM

This Injunction shall remain in effect for a period of one hundred and twenty (120) months from the date that it is signed into Order and filed with this Court ("Injunctive Term"). The terms of this Injunction shall expire at the end of the Injunctive Term unless extended or shortened by mutual written agreement of the Parties or by further order of the Court.

D. SCOPE OF INJUNCTION

Plaintiffs allege that Defendant Ricky A. Lee, through his business Empire Relaxation Spa, operates a house of prostitution, an illegal massage establishment, and a public nuisance in violation of California Penal Code sections 11225-11235, San Francisco Health Code Article 29, California Business and Professions Code 17200 *et seq.*, San Francisco Planning Code section 176, and California Civil Code sections 3494, 3479, and 3480.

IT IS HEREBY ORDERED that:

Defendant Ricky A. Lee do the following:

1. Vacate the premises at 428 O'Farrell Street, San Francisco, California by July 31, 2025;
2. Cease all operations of Empire Relaxation Spa and permanently close the business;
3. Remove all advertisements for Empire Relaxation Spa;
4. Refrain from working at, managing, or owning a Massage Business, accessory or otherwise, as defined in section 29.5 of the San Francisco Health Code, in California for 120 months from the date of this Stipulated Injunction;
5. Refrain from working at, managing, or owning an establishment offering Personal Services, as defined by section 102 of the San Francisco Planning Code, in California for 120 months from the date of this Stipulated Injunction;
6. Comply with all State and municipal laws, including California Penal Code sections 11225-11235, San Francisco Health Code Article 29, California Business and Professions Code 17200 *et seq.*, San Francisco Planning Code section 176, and California Civil Code sections 3494, 3479, and 3480.

E. ENFORCEMENT

Violation of this Order constitutes contempt of court. In the event that the Court determines after hearing that Defendant Lee, or any agent, officer, manager, representative, employee, heir, assignee, member, associate, or affiliate of Defendant Lee, or any other person or entity who is acting in concert or participation with Defendant Lee or acting on Defendant Lee's behalf has violated any of the terms of this Order:

1. Such individual or entity shall be liable for civil penalties of up to $6,000 for each violation of this Order, pursuant to Business and Professions Code section 17207;

2. Such individual or entity shall be liable for a fine of not less than $200 and up to $1,000 for each violation of this Order, pursuant to California Penal Code section 11229;

3. Any fines, penalties, or other monetary relief imposed for violation of this Order shall be in addition to any other relief or sanctions that the Court may order as a matter of law or equity, including for the violations that occurred prior to entry of this Order as the Court may find in adjudicating this case on the merits; and

4. The Court expressly reserves jurisdiction to take such further action as may be necessary or appropriate to carry into effect the provisions of this Order.

F. NO WAIVER OF RIGHT TO ENFORCE

The failure of Plaintiffs to enforce any provision of this Injunction shall in no way be deemed a waiver of such provision or in any way affect the validity of the Injunction. The failure of Plaintiffs to enforce any such provision shall not preclude Plaintiffs from later enforcing the same or any other provision of this Injunction. No oral advice, guidance, suggestion, or comments by Plaintiffs' employees or officials regarding matters covered by this Injunction shall be construed to relieve Defendant Lee of his obligations under this Injunction.

G. AUTHORITY OF SIGNATORIES

Each Party and each person who signs this Injunction on behalf of a Party covenants, represents, and warrants that he or she possesses the necessary capacity and authority to sign and enter into this Injunction on behalf of the Party for which he or she signs.

IT IS SO STIPULATED:

Dated: 12.8.25

CITY AND COUNTY OF SAN FRANCISCO
Plaintiff

Dated: 12.8.25

PEOPLE OF THE STATE OF CALIFORNIA
Plaintiff

Dated: 12/8/25

RICKY A. LEE
Defendant

Approved as to form:

Dated: 12/8/25

DAVID CHIU
City Attorney
YVONNE R. MERÉ
Chief Deputy City Attorney
WADE CHOW
Chief Attorney
Code Enforcement Team
MEGAN E. RYAN
Deputy City Attorney

By: _____
MEGAN E. RYAN

Attorneys for Plaintiffs
CITY AND COUNTY OF SAN FRANCISCO and
PEOPLE OF THE STATE OF CALIFORNIA

Dated: 12-8-2025

SALVATORE TIMPANO, ESQ.
THE LAW OFFICES OF SALVATORE TIMPANO

By: _____
Attorney For Defendant RICKY A. LEE

IT IS SO ORDERED:

Dated: 12/18/2025

JUDGE OF THE SUPERIOR COURT
CHRISTINE VAN AKEN

CCSF v. Ricky A. Lee

San Francisco Superior Court Case No. CGC-25-627159

FILED
San Francisco County Superior Court
DEC 18 2025
CLERK OF THE COURT
BY: Deputy Clerk

DAVID CHIU, State Bar #189542
City Attorney
YVONNE R. MERÉ, State Bar #173594
Chief Deputy City Attorney
WADE CHOW, State Bar #168527
Chief Attorney
MEGAN E. RYAN, State Bar #264922
Deputy City Attorney
Code Enforcement Team
Fox Plaza
1390 Market Street, Seventh Floor
San Francisco, California 94102-5406
Telephone: (415) 554-3970
Facsimile: (415) 437-4644
E-Mail: megan.ryan@sfcityatty.org

Attorneys for Plaintiffs
CITY AND COUNTY OF SAN FRANCISCO and
PEOPLE OF THE STATE OF CALIFORNIA

SUPERIOR COURT OF THE STATE OF CALIFORNIA

COUNTY OF SAN FRANCISCO

UNLIMITED JURISDICTION

CITY AND COUNTY OF SAN FRANCISCO, a Municipal Corporation, and the PEOPLE OF THE STATE OF CALIFORNIA, by and through San Francisco City Attorney DENNIS J. HERRERA,

Plaintiffs,

vs.

RICKY A. LEE, individually and d/b/a Empire Relaxation Spa; RICHARD A. BOCCI, an individual; DEBORAH L. BOCCI, an individual; RICHARD J. BOCCI, Trustee U/D/T dated January 30, 1981; LOLA V. BOCCI, Trustee U/D/T dated January 30, 1981; and DOE ONE through DOE FIVE,

Defendants.

Case No. CGC-25-627159

~~[PROPOSED]~~ **STIPULATED INJUNCTION BETWEEN PLAINTIFFS AND DEFENDANTS RICHARD A. BOCCI; DEBORAH L. BOCCI; AND RICHARD A. BOCCI AS SUCCESSOR TRUSTEE OF THE RICHARD J. BOCCI AND LOLA V. BOCCI TRUST, U/D/T dated January 30, 1981**

Date Action Filed: July 11, 2025
Trial Date: Not Yet Set

[Exempt From Filing Fees Government Code §6103]

This Stipulated Injunction is the result of a negotiated compromise between Plaintiffs City and County of San Francisco ("City") and People of the State of California (jointly "Plaintiffs") and Defendant Richard A. Bocci, an individual; Deborah L. Bocci, an individual; and Richard A. Bocci as Trustee of the Richard J. Bocci and Lola V. Bocci Trust U/D/T dated January 30, 1981 (jointly "Bocci Defendants"), the Honorable Christine Van Aken, presiding. Plaintiffs were represented by their attorney David Chiu, City Attorney, appearing through Deputy City Attorney Megan Ryan. The Bocci Defendants appeared through their counsel Steven B. Piser, Esq. This Stipulated Injunction relates to the Bocci Defendants ownership of the property located at 428 O'Farrell Street, San Francisco, California (the "Property").

Plaintiffs and the Bocci Defendants (collectively "Parties") having stipulated to the provisions set forth herein, the Court having reviewed the provisions, the Parties having agreed to the issuance of this Order, and good cause appearing:

The Parties agree that Plaintiffs shall be entitled to present this stipulation for entry of an order issuing an injunction ("Injunction") to the San Francisco Superior Court through an *ex parte* appearance with notice to the Bocci Defendant's counsel and shall not be required to present any evidence demonstrating the alleged violations of law that justify the issuance of the Injunction. The Bocci Defendants agree they shall not contest the *ex parte* appearance, nor object to entry of the Injunction, and further agrees that the Injunction may be entered upon presentation to the Court.

IT IS HEREBY ORDERED, ADJUDGED, DECREED:

A. JURISDICTION

The Court has jurisdiction over the subject matter and each of the Parties in this action. The Court issues this Order pursuant to its authority under the California Red Light Abatement Law (California Penal Code sections 11225-11235), San Francisco Health Code (S.F. Health Code section 29.46), San Francisco Planning Code (S.F. Planning Code section 176(f)), and California Unfair Competition Law (California Business and Professions Code section 17200 *et seq.*). In the event this case is dismissed without prejudice as to the Bocci Defendants, this Court shall retain jurisdiction to enforce the terms of this Injunction pursuant to Code of Civil Procedure Section 664.6(f).

B. PERSONS AND ENTITIES BOUND BY THE INJUNCTION

The obligations arising out of this Injunction shall rest with the Bocci Defendants. The provisions of this Injunction are applicable to the Bocci Defendants, their agents, servants, employees, representatives, assigns, or successors and their agents, employees, representatives, assigns, and successors, and to all persons who are acting in concert or participation with them. This Injunction does not apply to a Bona Fide Third-Party Purchaser of the Property. A Bona Fide Third-Party Purchaser is any entity or individual who are not: (a) Defendants to this lawsuit; (b) any company, partnership, corporation, limited liability company, trust or other entity in which the Bocci Defendants have any interest; or (c) any person related at any time by blood, marriage, or adoption to the Bocci Defendants.

C. INJUNCTIVE TERM

Subject to Section B, above, this Injunction shall remain in effect for a period of one hundred twenty (120) months from the date that it is signed into Order and filed with this Court ("Injunctive Term"). The terms of this Injunction shall expire at the end of the Injunctive Term unless extended or shortened by mutual written agreement of the Parties or by further order of the Court.

D. SCOPE OF INJUNCTION

Plaintiffs allege that the Bocci Defendants own the Property located at 428 O'Farrell Street, San Francisco, California that was used as a house of prostitution and an illegal massage establishment. Plaintiffs also allege that such use created a public nuisance in violation of California Penal Code sections 11225-11235, San Francisco Health Code Article 29, California Business and Professions Code 17200 *et seq.*, San Francisco Planning Code section 176, and California Civil Code sections 3494, 3479, and 3480. The Bocci Defendants deny these allegations. After the filing of this lawsuit, the Bocci Defendants' tenant associated with the alleged house of prostitution and the illegal massage establishment, Empire Spa, vacated the Property.

IT IS HEREBY ORDERED that:

The Bocci Defendants do the following:

1. Refrain from using or allowing any tenant or occupant to use the Property as a Massage Business, accessory or otherwise, as defined in section 29.5 of the San Francisco Health Code, for 120 months from the date of this Stipulated Injunction;

2. Refrain from using or allowing any tenant or occupant to use the Property as an establishment offering Personal Services, as defined by section 102 of the San Francisco Planning Code, for 120 months from the date of this Stipulated Injunction with the exception that the Property may still be used as a tattoo parlor or hair salon provided proper permits are in place;

3. Remove from all signage at the Property any reference to Empire Spa no later than March 30, 2026;

4. Abate San Francisco Planning Code Notice of Violation Enforcement 2025-002087ENF (Exhibit F to the Complaint) in accordance with Permit Application 202511240335, filed November 24, 2025, and Permit Application 202511240338, filed November 24, 2025 and the permits issued pursuant to those applications;

5. Notify Plaintiffs' counsel in writing at megan.ryan@sfcityatty.org of the name of any new commercial tenants at the Property and the nature of their business for 24 months from the date of this Stipulated Injunction;

6. Comply with all applicable State and municipal laws regarding the Property, including all laws alleged in the Complaint in Case No. CCG-25-627159.

E. ENFORCEMENT

Violation of this Order constitutes contempt of court. In the event that the Court determines after hearing that the Bocci Defendants, or any agent, officer, manager, representative, employee, heir, assignee, member, associate, or affiliate of the Bocci Defendants, or any other person or entity who is acting in concert or participation with the Bocci Defendants or acting on the Bocci Defendants' behalf has violated any of the terms of this Order:

1. Such individual or entity shall be liable for civil penalties of up to $6,000 for each violation of this Order, pursuant to Business and Professions Code section 17207;

2. Such individual or entity shall be liable for a fine of not less than $200 and up to $1,000 for each violation of this Order, pursuant to California Penal Code section 11229;

3. Any fines, penalties, or other monetary relief imposed for violation of this Order shall be in addition to any other relief or sanctions that the Court may order as a matter of law or equity, including for the violations that occurred prior to entry of this Order as the Court may find in adjudicating this case on the merits; and

4. In the event this case is dismissed without prejudice as to the Bocci Defendants, the Court expressly reserves jurisdiction to take such further action as may be necessary or appropriate to carry into effect the provisions of this Order pursuant to California Code of Civil Procedure Section 664.6(f).

F. NO WAIVER OF RIGHT TO ENFORCE

The failure of Plaintiffs to enforce any provision of this Injunction shall in no way be deemed a waiver of such provision or in any way affect the validity of the Injunction. The failure of Plaintiffs to enforce any such provision shall not preclude Plaintiffs from later enforcing the same or any other provision of this Injunction. No oral advice, guidance, suggestion, or comments by Plaintiffs' employees or officials regarding matters covered by this Injunction shall be construed to relieve the Bocci Defendants of their obligations under this Injunction.

G. AUTHORITY OF SIGNATORIES

Each Party and each person who signs this Injunction on behalf of a Party covenants, represents, and warrants that he or she possesses the necessary capacity and authority to sign and enter into this Injunction on behalf of the Party for which he or she signs.

IT IS SO STIPULATED:

Dated: 12-17-25

CITY AND COUNTY OF SAN FRANCISCO
Plaintiff

Dated: 12-17-25

PEOPLE OF THE STATE OF CALIFORNIA
Plaintiff

Dated: 12/16/2025

RICHARD A. BOCCI
Defendant

Dated: 12/16/2025

DEBORAH L. BOCCI
Defendant

Dated: 12/16/2025

RICHARD A. BOCCI, Successor Trustee of the RICHARD J. BOCCI, Trust U/D/T dated January 30, 1981
Defendant

Dated: 12/16/2025

RICHARD A. BOCCI, Successor Trustee of the LOLA V. BOCCI, Trust U/D/T dated January 30, 1981
Defendant

Approved as to form:

Dated: 12/17/25

DAVID CHIU
City Attorney
YVONNE R. MERÉ
Chief Deputy City Attorney
WADE CHOW
Chief Attorney
Code Enforcement Team
MEGAN E. RYAN
Deputy City Attorney

By: _____
MEGAN E. RYAN

Attorneys for Plaintiffs
CITY AND COUNTY OF SAN FRANCISCO and
PEOPLE OF THE STATE OF CALIFORNIA

Dated: December 17, 2025

STEVEN B. PISER, ESQ.
LAW OFFICES OF STEVEN B. PISER, A
PROFESSIONAL CORPORATION

By: _____
Attorney For Defendants RICHARD A. BOCCI;
DEBORAH L. BOCCI; RICHARD J. BOCCI, Trustee
U/D/T dated January 30, 1981; LOLA V. BOCCI,
Trustee U/D/T dated January 30, 1981

IT IS SO ORDERED:

Dated: 12/18/2025

_____
JUDGE OF THE SUPERIOR COURT
CHRISTINE VAN AKEN

CCSF v. Ricky A. Lee

San Francisco Superior Court Case No. CGC-25-627159

DAVID CHIU, State Bar #189542
City Attorney
YVONNE R. MERÉ, State Bar #173594
Chief Deputy City Attorney
WADE CHOW, State Bar #168527
Chief Attorney
MEGAN E. RYAN, State Bar #264922
Deputy City Attorney
Code Enforcement Team
Fox Plaza
1390 Market Street, Seventh Floor
San Francisco, California 94102-5406
Telephone: (415) 554-3970
Facsimile: (415) 437-4644
E-Mail: megan.ryan@sfcityatty.org

Attorneys for Plaintiffs
CITY AND COUNTY OF SAN FRANCISCO and
PEOPLE OF THE STATE OF CALIFORNIA

FILED
San Francisco County Superior Court
DEC 18 2025
CLERK OF THE COURT
BY: Deputy Clerk

SUPERIOR COURT OF THE STATE OF CALIFORNIA

COUNTY OF SAN FRANCISCO

UNLIMITED JURISDICTION

CITY AND COUNTY OF SAN FRANCISCO, a Municipal Corporation, and the PEOPLE OF THE STATE OF CALIFORNIA, by and through ~~San Francisco~~ David Chiu City Attorney ~~DENNIS J. HERRERA,~~ for the City and County of San Francisco

Plaintiffs,

vs.

RICKY A. LEE, individually and d/b/a Empire Relaxation Spa; RICHARD A. BOCCI, an individual; DEBORAH L. BOCCI, an individual; RICHARD J. BOCCI, Trustee U/D/T dated January 30, 1981; LOLA V. BOCCI, Trustee U/D/T dated January 30, 1981; and DOE ONE through DOE FIVE,

Defendants.

Case No. CGC-25-627159

~~[PROPOSED]~~ STIPULATED JUDGMENT AGAINST DEFENDANT RICKY A. LEE

Date Action Filed: July 11, 2025
Trial Date: Not Yet Set

[Exempt From Filing Fees Government Code §6103]

This Stipulated Judgment ("JUDGMENT") was presented before the above-captioned Court, the Honorable Christine Van Aken presiding. OFFICE OF DAVID CHIU, CITY ATTORNEY FOR

THE CITY AND COUNTY OF SAN FRANCISCO, by Deputy City Attorneys Wade Chow and Megan Ryan, appeared as attorneys for Plaintiffs CITY AND COUNTY OF SAN FRANCISCO and Plaintiff the PEOPLE OF THE STATE OF CALIFORNIA ("PLAINTIFFS"), by and through David Chiu, City Attorney for the City and County of San Francisco. Salvatore Timpano, Esq. appeared as attorney for Defendant RICKY A. LEE.

PLAINTIFFS and Defendant RICKY A. LEE consent to entry of this JUDGMENT by the Court without a noticed motion, hearing, or trial.

PLAINTIFFS and Defendant RICKY A. LEE having stipulated to the provisions set forth herein, the Court having reviewed the provisions, PLAINTIFFS and Defendant RICKY A. LEE having agreed to the issuance of this JUDGMENT, and good cause appearing therefore,

IT IS HEREBY ORDERED ADJUDGED, AND DECREED:

1. That pursuant to California Business and Professions Code section 17206, San Francisco Health Code sections 600(b)(3), 600(b)(5), 610, 29.46, and 29.46(d), California Penal Code section 11230(b), San Francisco Planning Code section 176(c)(2), and California Civil Code section 3496(b) PLAINTIFFS shall take from Defendant RICKY A. LEE penalties, attorney's fees, and costs in the amount of Two Hundred Thousand dollars ($200,000.00). This amount is due to PLAINTIFFS payable to "City and County of San Francisco."

2. Defendant RICKY A. LEE will pay this judgment in thirteen (13) installment payments. The first twelve payments will be $5,000.00 payments due every month on the fifteenth of the month starting January 15, 2026 and continuing through December 15, 2026. The thirteenth payment will be a $140,000 payment due by January 15, 2027. Failure to pay any installment payment will trigger the immediate payment of the remainder due on the judgment along with all post-judgment interest.

3. An abstract of this JUDGMENT will be recorded and shall be released upon its satisfaction.

4. In addition to any other relief provided herein, or by law, PLAINTIFFS shall be entitled to reimbursement for all reasonable attorney's fees and costs incurred in enforcing and/or collecting

this JUDGMENT, authority for which is provided by law, and any post-judgment interest due according to law.

IT IS SO STIPULATED:

Dated: 12.8.25

CITY AND COUNTY OF SAN FRANCISCO
Plaintiff

Dated: 12.8.25

PEOPLE OF THE STATE OF CALIFORNIA
Plaintiff

Dated: 12/8/25

RICKY A. LEE
Defendant

Approved as to form:

Dated: 12/8/25

DAVID CHIU
City Attorney
YVONNE R. MERÉ
Chief Deputy City Attorney
WADE CHOW
Chief Attorney
Code Enforcement Team
MEGAN E. RYAN
Deputy City Attorney

By: _____
MEGAN E. RYAN

Attorneys for Plaintiffs
CITY AND COUNTY OF SAN FRANCISCO and
PEOPLE OF THE STATE OF CALIFORNIA

Dated: 12-8-2025

SALVATORE TIMPANO, ESQ.

By: _____

Attorney For Defendant RICKY A. LEE

IT IS SO ORDERED:

Dated: 12/18/2025

_____

JUDGE OF THE SUPERIOR COURT

CHRISTINE VAN AKEN

CCSF v. Ricky A. Lee

San Francisco Superior Court Case No. CGC-25-627159

SFDPH Director's Hearing - Case #MSG-25-03, 3446 Balboa St., DBA Richmond Serenity Spa

APPEARANCES:
For the Department:
Michelle Vega, Program Manager
Ivy Phan, District Inspector
Albert Felipe, Code Enforcement Investigator
Bess Hanish, Assistant City Attorney
3rd Party interpreter

For the Respondents:
Paul Horcher, Counsel
Interpreter
Client
Client 2
Lt. Kilroy

CLERK:
Good afternoon, calling into order the San Francisco Department of Public Health Director's Hearing. Today's date is Thursday, November 20th, 2025 and it's 1:06. I am Nina Mijatovic, the Hearing Clerk. The Hearing Officer for today is Hearing Officer Traci Lawrence, with DPW.
If you are a member of the public joining us and would like to speak, public comment will be at the end of the hearing. Time allotment for public comment will be at the Hearing Officer's discretion, and you have the right to remain anonymous. Please, no personal audio or video recordings, and only one party speaking at a time.
Case #MSG-25-03, address 3446 Balboa St. Thank you.

HEARING OFFICER:
Good afternoon. My name is Traci Lawrence. I'm an independent Hearing Officer appointed by the Director of San Francisco Department of Public Health to conduct and decide these hearings. This hearing is being audio and video recorded and will constitute the administrative record for each case.
The process of these proceedings, in order of the presentation, will be as follows:
The Department, San Francisco Department Public Health, Program Manager presents the case with the burden of establishing the violation within 7 minutes, the Responsible Party or the defendant has 7 minutes to present their case, then have 3 minutes for rebuttal or closing arguments.
At the conclusion, the Department has one minute to present the proposed order.
These hearings are quasi-judicial. The technical rules of evidence will not apply. Any relevant reliable evidence will be considered and admitted and will be given the weight it is due prior to making a decision. Hearsay evidence should be limited and will only be considered if it supplements or explains other evidence.
At the end of the proceedings, I will adopt, modify, or reject the Department's proposed order and I will submit a written decision post hearing in accordance with the timelines dictated by the specific applicable codes.
Will everyone who wish to testify, please stand. Please Stand.
Do you solemnly swear, under penalty of perjury, under the laws of the State of California, the testimony you give at this hearing today, will be the truth, the whole truth, and nothing but the truth.
(Witnesses sworn)
Ok, we will begin.

PROGRAM MANAGER:
Good afternoon Hearing Officer Lawrence, my name is Michelle Vega and I oversee the Massage Program here for the Department of Public Health, Environmental Health Branch, which is one of the three Programs that I manage…
(Opposing counsel, Mr. Horcher, raises hand)

HEARING OFFICER:
We are not going to do that, because at the very beginning, I laid the groundwork. And I stated that each side will have 7 minutes, and then once they complete their 7 minutes, then you will have an opportunity to present your case.

HORCHER:
Well I understand that, Madam Hearing Officer, but I do have a pending evidentiary objection. Which was sent to you yesterday, which you acknowledged receiving.

HEARING OFFICER:
I did acknowledge that I received that. But like I said, you can uh, you can say all of that when it is your time.

HORCHER:
Actually, it's uh logically be, will be wise to dispose of it now, because I believe given my objection that the matter should be dismissed.

HEARING OFFICER:
So the matter is not going to be dismissed. I am going to allow the evidence to stand. So I will allow this Department to continue.

PROGRAM MANAGER:
Thank you. I've conducted enforcement work for the health department in various programs and have been with the Branch for over 17 years. I'd first like to object to their second chair being the designated interpreter. Due to conflict of interest, the department has furnished an interpreter today through a third party vendor who can remain impartial. This request for the interpreter was initiated by the opposing party. The third party vendor has experience with interpreting for depositions and legal matters.

HORCHER:
(raises hand) May I (inaudible) your Honor.

HEARING OFFICER:
He..I don't think that interpreter is here.

PHAN:
Oh, I mean he was sitting there. Um, Let me get…..Oh…no.

HORCHER:
He could be (inaudible). We made aware of uh the choice to have our own interpreter yesterday. (inaudible) there is nothing about that in Director's Hearing procedures.

PROGRAM MANAGER:
I'd like to go further.

HORCHER:
He has no merit.

PROGRAM MANAGER:
I'd like to also question if um, um former Lieutenant Kilroy will be testifying today.

HEARING OFFICER:
Yes, I will allow the department's interpreter and then the officer will testify today via camera.

PROGRAM MANAGER:
So we would be… former Lieutenant Kilroy, I'm not quite sure if the opposing party has him scheduled to testify today, but I'd like to um object for him to testify based on speculative reasoning and lack of qualification.

HEARING OFFICER:
I'm sorry, I misunderstood that you were talking about the police officer. I, I agree. So he will not testify, the (inaudible) Lieutenant.

PROGRAM MANAGER:
Thank you.

HORCHER:
I beg your pardon. Can we back up here? Who is the person speaking, she did not identify herself.

PROGRAM MANAGER:
I am Michelle Vega with the Department of Public Health.

HORCHER:
And what is your motion?

HEARING OFFICER:
I'm sorry. Continue.

PROGRAM MANAGER:
Thank you. We're here today to provide you Hearing Officer Lawrence DPH's burden of proof that solicitation and engagement of lewd act occurred at the permitted location called Richmond Serenity Spa. I received a call from a concerned member of the public on December 6th, 2024 regarding a massage establishment located at 3446 Balboa St. claiming that they were conducting business all hours of the night, past the allowable hours for a massage establishment. The complainant also claimed that the massage business was offering sexual services for compensation as several male customers were observed entering and exiting the premises. I informed the complainant that the previous routine inspections that we had had no health code violations, but we'll reach out to our partners at SFPD Special Victims Unit to investigate this for prostitution and lewd act. In addition to that complaint, DPH's government affairs liaison to the Board of Supervisors also informed us of another complaint that came through with the Board of Supervisors. Our former Director, Patrick Fosdalh then connected PD and provided that information as well.
So on June 17th, 2025, SFPD conducted an undercover (inaudible) operation at 3446 Balboa St. According to the police report, as you can see from Exhibit B and Exhibit R that we submitted, the

decoy paid $50 for a 30 minute massage. During the rendering of these services, the practitioner removed the sheet that the decoy had exposing his backside and started massaging his body parts, including his buttocks. She then proceeded to solicit masturbation services for compensation in the amount of $60 to the decoy, all while stimulating his genitals.

This is a clear violation of the San Francisco Health Code Article 29.31 and Article 29.17, which is solicitation and engagement of lewd conduct.

As you can see from the incident report and declaration, Sergeant Glenn referenced Richmond Serenity Spa as 3448 Balboa St. However, the physical address of this location is actually 3446 Balboa St. This discrepancy appears to be on City Assessor's Office database where they claim that this parcel is both 3446 and 3448 Balboa St. I'd like to assure you Hearing Officer Lawrence that Sergeant Glenn did in fact receive the services from 3446 Balboa St. and this will be further clarified directly from Sergeant Glenn during his testimony and direct examination today.

We also have District Inspector Ivy Phan here who has any questions that you might have pertaining to the issuance of the violation. But at this time, I'd like to call on Sergeant Glenn to provide us his testimony on the accounts that occurred on June 17th, 2025 at Richmond Serenity Spa.

HORCHER:
(raises hand) Actually I have a question, Miss Vega?

HEARING OFFICER:
Um no, you're cutting into their time.

HORCHER:
She testified, I have a right to question her.

HEARING OFFICER:
At, when your, when your 7 minutes
(interrupted)

HORCHER:
It’s Director’s procedures, I have a right to question her.

HEARING OFFICER:
When you’re, I’m sorry you're paid by your clients to represent them. You continue to interrupt, I will ask you to leave and you will not be able to provide a service to your clients, something that they're entitled to.

HORCHER:
They’re entitled to a fair hearing. You can lecture me all you want. But my clients (inaudible)

HEARING OFFICER:
I understand that. No, it's not a lecture. It's I'm telling you that if you keep interrupting, I'm going to ask you to leave. So you make the decision.

SERGEANT GLENN:
I'm available now. Sorry, I didn't know if it was my turn to talk.

FELIPE:
Officer Glenn, are you ready?

SERGEANT GLENN:
I am ready. Sorry. Am I going to be asked questions or do I just basically read my declaration to you guys?

FELIPE:
Yes, you can. Right now you read your declaration.

SERGEANT GLENN:
Alright. (inaudible). I'm a Sergeant with the San Francisco Police Department. I've been a police officer with San Francisco Police Department for more than 10 years. Prior to working with SFPD, I was an officer with the Ukiah Police Department for almost a year and worked as an officer for the University of California San Francisco School of Law, formerly UC Hastings Safety Department for almost 5 years. I have personal knowledge to the content of this declaration and if called to do so would come would competently testify to the truth of the matter stated. I have been assigned to the San Francisco Police Department Special Victims Unit for the last year. I worked in the San Francisco Police Department's Bayview, Ingleside, Central, and Southern Districts as a patrol officer prior to my current assignment as a Sergeant at SFPD's Special Victims Unit. I investigate crimes pertaining to sexual assaults, domestic violence, child abuse, fraud, among other crimes. During the course of my career, I've interviewed thousands of victims, suspects and witnesses. I have also testified preliminary hearings and jury trials. My training includes the basic post certification courses while attending San Francisco Police Academy and ongoing instruction throughout my career in advanced officer training courses. I've successfully completed the following courses:
80 hour Robert Presley Institute for Criminal Investigation Basic Court course
80 hour Police Officer Standards and Training Supervisory course
24 hour Plainclothes and Undercover Operations course
40 hour ICI Sexual Assault Investigations course
40 hour ICI Human Trafficking Investigation course
I'm familiar with the business called Richmond Serenity Spa. The Serenity Spa is a commercial business occupied on the ground floor of 3446 Balboa St. in San Francisco, CA. I become familiar with Serenity Spa based on the investigation. I have personally conducted the business in conversations with SFPD officers who have conducted their own investigations. I know that Serenity Spa would be an illegal brothel in a location where illegal prostitution occurs. This is based on investigation I've personally conducted conversations with other officers and a review of incident reports. Based on my investigation, I believe the Serenity Spa is owned by Jing Huang and Wang Li. On June 17th, 2025, at approximately 1600 hours, I conducted an undercover operation at the Serenity Spa. The goal of this operation was to see if there was illegal prostitution taking place and the Serenity Spa. While wearing a mobile body bug and in possession of $200 in marked City funds, I was greeted by an Asian female who escorted me back to a room. I did not see any other people as I walked to the room but was able to hear voices from other rooms. The voices sounded as they were both male and female. The room looked like a typical massage room with a chair and massage table. There was another table in the corner that had massage oils and a roll of toilet paper on top. Once inside the room a woman asked me how long. I told her I wanted a 1/2 hour massage. The female said it would cost $50.00. I gave the woman a hundred dollar bill. The woman told me she would give me change. The woman then points (inaudible) the table. I asked whether I should take off my clothes. The woman said “take off”, pointed to a nearby chair and exited the room.

I undressed, got under the blanket covering the massage table and faced down. The woman returned to the room and put $50 on the table. The woman then removed the blanket covering. They then began rubbing my shoulders and legs. She then began rubbing my buttocks and then attempted to rub my perineum area, which I prevented by clenching my buttocks. The woman then asked me to turn over, which I did. She then began rubbing my chest and stomach. Eventually grabbing my penis and asked me you want while making an up and down motion with her other fist. I interpreted this gesture as an offer for manual stimulation. I asked her how much. She said you tell me and I offered sixty and I offered $60.00. The woman agreed and then to the corner table to get oil. She then grabbed my penis and manually stimulated me with both hands. I determined there was sufficient evidence for probable cause, violation of California Penal Code 647-B. I then told the woman I had to leave. The woman told me to lay back down so that I could finish. I again told her that I had to go and gave the woman $50 and left. Based on my training and experience and the investigation I personally conducted, I believe the Serenity Spa is a house of prostitution in accordance to Penal Code Section 315.

I am the sole operative assigned to conduct covert investigations into the lewd activity at massage establishments within the City and County of San Francisco. Disclosure of my physical appearance would render me recognizable to regulated communities, thereby compromising the integrity of ongoing future investigations. Even if disclosure were subject to carefully crafted protective order, the risk of harm remains substantial. Once my physical appearance is disclosed, it cannot be undone. Protective orders cannot fully eliminate the risk of inadvertent disclosure or misuse, nor can they restore the agent’s anonymity once compromised. Because the Family Group Council represents multiple establishments and currently under investigation, disclosure of the agent's identity in this proceedings would likely be shared, intentionally or not, with other clients, thereby undermining the City's broader enforcement strategy and enabling regulated entities to evade detection. Disclosure of my physical appearance identity would cause serious and lasting harm to the City's enforcement efforts. The agent's ability to operate covertly would be irreparably impaired, and the City's capacity to enforce San Francisco Health Code Article 29 would significantly diminished. I declared under penalty of perjury and the laws of the State of California that the foregoing is true and this was written on November 7th of 2024.

PROGRAM MANAGER
(inaudible) For the Health Department.

HORCHER:
My turn? Sergeant Glenn, can you hear me?

SERGEANT GLENN:
I can hear you now.

HORCHER:
I'm Paul Horcher. I'm the counsel for the operators.
Did you write that declaration?

SERGEANT GLENN:
Uh, with the assistance of the City Attorney's Office, yes.

HORCHER:
Ok. Now you understand that you have corrected the address, is that correct?

SERGEANT GLENN:
I've corrected the address and I have some additional training since it was offered. So I added the additional training to Section 4.

HORCHER:
Ok, what is a, what is a by walk operation?

SERGEANT GLENN:
What is a by walk operation? Is that question?

HORCHER:
Yes, Sir.

SERGEANT GLENN:
It is when we go to an establishment and an effort to determine if prostitution is taking place within the establishment. The idea behind that is that we do not do enforcement actions. There is a signal given to the other officers that are outside and they are supposed to contact me via telephone to help me get out of there and come up with an excuse to leave.

HORCHER:
I noticed in your in the incident report, you, you used that uh signal, you signaled your, your part of your team. You put that in the incident report and but in your declaration you did not mention that. Was there some reason for that?

SERGEANT GLENN:
Um, I had the City Attorney help me edit it and he removed it. So, I don't know why he removed it.

HORCHER:
All right, long list of (inaudible) I noticed that in the declaration that you mentioned that you worked for Ukiah Police Department, but your testimony today, you did not mention that. Some reason for that?

SERGEANT GLENN:
I mentioned Ukiah Police Department. I read it right out of the declaration.

HORCHER:
I beg to differ, let the record will (inaudible) reflect that. Um, now did you get a receipt when you gave the woman 50, $50 dollars?

SERGEANT GLENN:
I can't hear your question. Can you repeat it please?

HORCHER:
Did you get a receipt for your $50.00?

SERGEANT GLENN:
I did.

HORCHER:
You mentioned that you went in there and the voices were audible. Is that correct? From the other room, there was a man, a woman, who said.

SERGEANT GLENN:
That is correct.

HORCHER:
That you can clearly hear voices.

SERGEANT GLENN:
Can you say that again?

HORCHER:
You could clearly hear their voices.

SERGEANT GLENN:
I could faintly hear their voices, but I could hear their voices, yes.

HORCHER:
Now, in your incident report, you mentioned that you had an audio recording. Correct?

SERGEANT GLENN:
There is an audio recording, yes.

HORCHER:
And you mentioned you had photographs as well.

SERGEANT GLENN:
Photographs of the money, yes.

HORCHER:
Now, the operators have asked three times for those recordings and photographs, once directly from PD and twice from the Health Department. They've never, never received them. Did you know that?

SERGEANT GLENN:
I'm not in charge of discovery, Sir.

HORCHER:
It's a yes or no. (inaudible)

SERGEANT GLENN:
So, what is the question then?

HORCHER:
Did you know that? You don't know.

SERGEANT GLENN:
I did not know.

HORCHER:
Ok. That's all you had to say “I don’t know.” Ok. Have you ever made an arrest for prostitution?

SERGEANT GLENN:
Yes.

HORCHER:
Why didn't you make an arrest in this case? If this actually happened.

SERGEANT GLENN:
Because that was not the operational goals that we set forth that day.

HORCHER:
Who set the goals? Inspector Flores?

SERGEANT GLENN:
What's that?

HORCHER:
Who set the goal of this operation?

SERGEANT GLENN:
I did.

HORCHER:
You did. Isn't your job to protect public safety?

SERGEANT GLENN:
Among other things, yes.

HORCHER:
Isn’t your job? if you witness a crime, isn’t your job to detain the person, at least identify who they are?
(FELIPE turns on HORCHER’s microphone) Oh, Thank you.

SERGEANT GLENN:
However it would jeopardize a broader investigation.

HORCHER:
How about wasn't your job at least to identify other people who were in the room and could have asked who those people were? Who you overheard speaking?

SERGEANT GLENN:
That would have jeopardized the investigation. So we did not do that.

HORCHER:
How about public health concerns? Wouldn't it been wise if alerted the operators, “Hey, look, you've got a rogue masseuse in your place. You better just do something about it. You're jeopardizing public health.” Wouldn't it have been a good idea?

SERGEANT GLENN:
I don't agree with that statement, no.

HORCHER:
You don't agree with that statement. OK.
Isn't it true the District Attorney has never pursued criminal charges in this matter?

SERGEANT GLENN:
(inaudible) Case #250337568, did not receive criminal complaint from us. That is correct.

HORCHER:
Thank you.
All right, to this date, you did not know who that person was, is that correct? That you encountered?

SERGEANT GLENN:
I'm sorry?

HORCHER:
To this date, you do not know who that person was who you encountered on June 17th at 3446 Balboa St.

SERGEANT GLENN:
That that is correct.

HORCHER:
What is a mobile body bug?

SERGEANT GLENN:
What is a mobile body bug?
I'm going to exercise 1040 of the Evidence Code and not disclose that to you because they would jeopardize further investigations.

HORCHER:
You can't describe what a mobile body bug is?

SERGEANT GLENN:
I just answered your question, Sir.

HORCHER:
OK, You're not going to tell me. All right. One moment.
(Horcher turns around to speak with member of his team.)
I want to ask you something else.
Have you ever been listed on the Ukiah Police Department's Brady List?

SERGEANT GLENN:
Not to my knowledge. No.

HORCHER:
Also known as a Giglio list.

SERGEANT GLENN:
Known as a what?

HORCHER:
Giglio. G-I-G-L-I-O List.

SERGEANT GLENN:
Not to my knowledge.

HORCHER:
You don't know anything about that, then, correct?

SERGEANT GLENN:
That's correct.

HORCHER:
All right. I see something else.
You'd be (inaudible) to die. I don't know.
Were you one of the four officers who arrested a burglary suspect? Excuse me, a kidnapping suspect and allowed them into the jailhouse with a loaded weapon?

SERGEANT GLENN:
I was not, no. I was a supervisor for that incident though.

CLERK:
Time is up.

HORCHER:
One more question.

HEARING OFFICER:
Time is up. (inaudible) allow for rebuttal.

HORCHER:
I'm just cross examining and I haven't presented my case.

HEARING OFFICER:
You're just asking questions for that, do you have anything additional that you want to add about your case?

HORCHER:
Just cross examining their witness. I haven't presented by case yet.

HEARING OFFICER:
Well you had seven minutes to do that.

HORCHER:
No, I have not, I'm cross examining, you got (inaudible)

PROGRAM MANAGER:
(inaudible)

HORCHER:
Got to give her a fair hearing.

HEARING OFFICER:
Well, this is a fair hearing.

HORCHER:
(inaudible)

HEARING OFFICER:
Well, we are giving you a fair hearing.

HORCHER:
In your opinion.

HEARING OFFICER:
So I'm saying that we're done with the question aspect of this, but I am going to allow you some time to present your case. I'm going to give you 3 additional minutes to do that.

HORCHER:
Thank you.
One last question of the, the deputy.

HEARING OFFICER:
No, it's time to move on.

HORCHER:
So I can't ask him about his four day suspension?

HEARING OFFICER:
No, I don’t think it’s relevant.

HORCHER:
It's relevant as to carelessness. OK.

(HEARING OFFICER: You have 3 minutes.)

HORCHER:
And I want to bring on my expert witness, Lieutenant Greg Kilroy.

HEARING OFFICER
Oh, no, I'm sorry. I did…You absolutely cannot testify.

HORCHER:
(inaudible)

HEARING OFFICER:
I didn’t give him permission to testify.

HORCHER:
You said three more minutes.

HEARING OFFICER:
No, but this is you presenting your case not (inaudible) a witness.

HORCHER:
Oh, come on.

HEARING OFFICER:
No, I, I think we established that at the very beginning.

HORCHER:
No, you did not.

HEARING OFFICER:
We did. She asked and I said that I will not allow him to testify.

HORCHER:
You can't do this. You may think you can do this, but it's extremely arbitrary and egregious. You got to (inaudible) these women (inaudible).

HEARING OFFICER:
So this is a fair hearing.

HORCHER:
Just give me 3 minutes. My 3 minutes is to ask this gentleman to give this opinion. He's an expert witness.

HEARING OFFICER:
An opinion? So I and I also said before that I'm not going to allow that in the very beginning.

HORCHER:
I didn’t hear that.

HEARING OFFICER:
Do you have any additional information towards that?

HORCHER:
How about a 5 minute break and I'll give my 3 minute summation. Would that be OK?

HEARING OFFICER:
A 5 minute break?

HORCHER:
Yes, please.

HEARING OFFICER:
Ok, I will allow it.

SERGEANT GLENN:
My audio is dead. I can't hear anything from anybody. Sorry, I'm interrupting.

HEARING OFFICER:
We're going to take a 5 minute break.

(Pause in audio, due to 5 minute BREAK)

HORCHER:
3 minutes left, I'd like to have my client make a statement.

HEARING OFFICER:
Absolutely.

HORCHER:
After I ask one question of Ms. Vega.

HEARING OFFICER:
Um, So first I want your clients to present or say your statement and then in the rebuttal I will allow you to ask questions.

HORCHER:
Sorry.

HEARING OFFICER:
I will allow you to ask questions after your client has made their statement.

HORCHER:
(Turns to client) Make your statement.
Try English first.

CLIENT:
So in the past six months (inaudible) ladies, women, make them, following them on our website, so most they give us the e-mail and phone numbers, many become regulars. So since May, all of our review on Google are 5 stars. Why? Because the one reason they feel here are comfortable, they told, tell me that the spa feels is different than the from the other spas. If you visit our spa, you will see the curtain wide open, is very clean and there is a sitting area, comfortable area, in next to window. Our employee never wear sexy clothes. So I use my real name with my client. There are picture of me and my partner and show the website. I think better spa never do that. So we put in there more than 70 (inaudible) and also 50 more than 50 (inaudible).

We choose the hard path but it's our dream to have a spa that gives the lady, couples, and a good man, affordable luxury. We try to keep away bad man, like a Decoy. They think all the Asian masseuse are prostitutes.

From publishing our start, from the Police Department has made me feel really really tired and almost give up. I have a serious housing problem and not much money now. You (inaudible), then I (inaudible) illegal business on their property. That's really stupid.

PROGRAM MANAGER:
I'm sorry. (inaudible) time.

HEARING OFFICER:
Since there's a language barrier, I'm going to let her continue.

CLIENT:
I hope you last continue to take care of good people who love our store. Thank you very much.

HEARING OFFICER:
Thank you.

HORCHER:
She has time.

HEARING OFFICER:
Sure. Go for it.

HORCHER:
Go ahead (inaudible).

CLIENT 2:
OK, Hearing Officer. I'm here to talk about you know our we hired all the employee and mostly around you know, 60 years old and no criminal record and all were certified by CMTC. And then we always tell them do not do anything against the law. Also, you know, we spend a lot of money, you know, and build nice website and Google ads, ads on the Google to get more women and a couple massage and facial customer.

So then DPH charge us with, you know, prostitution only based on an untrue writing report from policeman and want to revoke our business permit and our personal licenses. So I think that's ridiculous and also it's unbiased because we didn't do anything against the law. You know, also, you know, the, the money from the business is only our income now. So you know, also now you, you try to revoke our licenses so if we don't without a permit and CMTC license, you know and make us cannot make a living. So we are in (inaudible) and don't deserve this visible punishment.

So this is everyone. Thank you.

HEARING OFFICER:
I did say after your statement, you can ask a question.

HORCHER:
Thank you.
Ms. Vega, you said a concerned member of the community called you on December 6th, 2024. Who you described as the complainant, was that person in fact the upstairs neighbor of Richmond Serenity Spa located at 3448.

PROGRAM MANAGER:

The complainant would like to uh remain anonymous, therefore, that information will not be provided today.

HORCHER:
Fair enough, got my answer, thank you.

HEARING OFFICER:
I will allow the department to, to rebuttal.

PROGRAM MANAGER:
So I do understand that based on the declaration provided by owner (inaudible) Wang that it appears that she's stating that they're targeting couples and women, uh which is 50% of their patrons. Yet, um for some reason 50% of them are men alone. I questioned as to how these men even find out about this location.
Less than 10% of the Google generated reservations are men, yet 50% of your clientele are are men. So where are where are these men um making their their booking their services? I would also like to question that there are rumors that there's escorts, that this, this is not a rogue agent, an individual that's conducting these services when in fact we believe that it is the practitioners, the establishment itself doing servicing these types of lewd acts.

During my rebuttal, I would like to at this time like to direct-examine Sergeant Glenn, if that is OK.

(PROGRAM MANAGER looks toward HEARING OFFICER for approval).

OK, so Sergeant Glenn, can you tell us what initiated your investigation with Richmond Serenity Spa?

HORCHER:
Can't hear him.

SERGEANT GLENN:
I'm sorry, could you hear me?

PROGRAM MANAGER:
Yes.

SERGEANT GLENN:
Sorry. We, we received a complaint from the Department of Public Health as well as from the citizens.

PROGRAM MANAGER:
OK. At this time, um although your incident report declares in states 3448 Balboa St., you entered Richmond Serenity Spa front entrance depicted um on Exhibit uh let's see Exhibit A page 12, is that correct?

SERGEANT GLENN:
Exhibit A, Page 12.

PROGRAM MANAGER:
Which is the Google, the Google image of what we had provided you the other day.

SERGEANT GLENN:
Yes, that is correct.

PROGRAM MANAGER:
So have you ever received any personal massages before?

SERGEANT GLENN:
Outside of that location? Yes, I have.

HORCHER:
Excuse me, your Honor.

PROGRAM MANAGER:
How many can you say you've gotten during your personal time? How many personal massages have you gotten during your personal time?

HORCHER:
I don't have a picture.

SERGEANT GLENN:
Probably around a dozen.

PROGRAM MANAGER:
Are you familiar with the common protocols and preparing for professional massage?

SERGEANT GLENN:
Yes.

PROGRAM MANAGER:
And in your personal experience of getting a professional massage, is it common as a customer to remove all clothing, including your undergarments before laying on a massage table (inaudible)

SERGEANT GLENN:
Yes.

PROGRAM MANAGER:
And is it common for a practitioner to completely remove the towel covering or sheet on the private parts during a professional massage?

(CLERK calls time.)

I'd like to request an extension.

Go ahead.

SERGEANT GLENN:
No.

PROGRAM MANAGER:
OK. I'd like to point out here Officer Thompson that regardless if he had no undergarments or not, or had undergarments, his towel sheet should not have been removed from that decoy exposing his buttocks. This is a clear violation of San Francisco Health Book Article 29.17 and is considered a lewd conduct for the mere fact that the practitioner displayed and exposed the decoy's buttocks.

Now, going back to your testimony, you you're testifying under penalty of perjury that you lay face down on the massage table fully naked underneath the sheet, which the practitioner then completely removed, exposing your entire backside as you lay face down on the table. Is that correct?

SERGEANT GLENN:
That is correct.

PROGRAM MANAGER:
Did you ask her to remove the cover or expose your buttocks?

SERGEANT GLENN:
I did not.

PROGRAM MANGER:
Furthermore, did you ask her to massage your buttocks and fondle with your perineum or attempted to fondle with your perineum?

SERGEANT GLENN:
No.

PROGRAM MANAGER:
Based on your professional experience, did a lewd act occur at this point?

SERGEANT GLENN:
Yes.

PROGRAM MANAGER:
What's the reason why you continued to do your undercover operation at this point?

SERGEANT GLENN:
The undercover operation was in regards to prostitution in the massage parlor.

PROGRAM MANAGER:
So why did you continue on? So you thought the lewd conduct. Why did you continue on?

SERGEANT GLENN:
Lewd conduct and prostitution are two separate, code sections

PROGRAM MANAGER:
Were you trying to obtain solicitation at that point?

SERGEANT GLENN:
Correct.

PROGRAM MANAGER:
OK, I'd like to also revisit the services given to you once you were asked to turn over on the massage table facing up. Can you confirm once again, under oath, that your genitals were exposed during this time?

SERGEANT GLENN:
They were.

PROGRAM MANAGER:
And during this time, while grabbing your genitals, she solicited a lewd service on your genitals for $60.00. Is that correct?

SERGEANT GLENN:
That is correct.

PROGRAM MANGER:
In your testimony, you state that manual stimulated you with both hands. Can you briefly explain to us exactly what you mean by manual, manually stimulating you with both hands?

SERGEANT GLEN:
One hand grasps my testicles, the other hand grasps my penis and strokes in an up and down motion.

PROGRAM MANAGER:
So basically, she clearly was masturbating you at this point.

SERGENT GLENN:
Yes, I had already given the…I'm sorry, go ahead.

PROGRAM MANGER:
OK, Yes, OK, great.
So at this point you were attempting to stop the service and told her that you had to leave, correct?

SERGEANT GLENN:
Yes.
Once the…..sorry.

PROGRAM MANGER:
Why did you, why did you stop the decoy operation here at this point and not earlier on?

SERGEANT GLENN:
We were attempting to get the solicita-….solicitation for prostitution. Once the solicitation was done, I gave the signal to my undercover officer to call the phone and once they called the phone, I was able to get away from her, in regards to that.

PROGRAM MANAGER:
OK, thank you Sergeant Glenn, I have no further questions.

HORCHER:
Follow up, please.

HEARING OFFICER:
Yes, you may.

HORCHER:
Sergeant Glenn, this is Paul Horcher again. You know the law about 6-…647-B pretty well, don't you?

SERGEANT GLENN:
One more time.

HORCHER:
Talk about 647-B prostitution. Isn't it true that when you agreed to $60.00 fee, that's when the that's when the crime of prostitution was complete, Isn't that true?

SERGEANT GLENN:
That is true.

HORCHER:
There was no need to go any further. Isn't that true?

SERGEANT GLENN:
There was no attempt to go any further.

HORCHER:
Oh no, you went further. (laughter) You had this woman stroke you and I assume was an erect penis, is that correct?

SERGEANT GLENN:
That is incorrect.

HORCHER:
No, you went further. We're reading your….It is what it is. We're reading your incident report.

SERGEANT GLENN:
Well, you said I had an erect penis. That's incorrect. Secondly, we had a given a kill sign already. So that is, I was waiting for the phone call to come in so no, it was not. (inaudible).

HORCHER:
It's like my (inaudible) would say “it is what it is.” We're reading your, we're reading your incident report.

(SERGEANT GLENN: (inaudible))

“I offered her $60.00 and she said yes.” That's when you established prostitution. Isn't that correct, Sir?

SERGEANT GLENN:
You're talking over me while I'm answering your questions.

HORCHER:
You're not answering my question. You're trying to dodge it. Please answer the question for the Hearing Officer.

(HEARING OFFICER: (inaudible) to answer)

Your turn, Officer.

SERGEANT GLENN:
I….What is the question?

HORCHER:
I'll say it again. When you agreed to the $60.00, at that time, was not the crime of prostitution established?

SERGEANT GLENN:
That is the current prostitution, yes.

HORCHER:
Thank you.
Did she take your underwear off?

SERGEANT GLENN:
No.

HORCHER:
You took your underwear off. That was your decision, is that correct?

SERGEANT GLENN:
Yes. When I entered the room, I asked, “do I take my clothes off?” and she said “yes,” and pointed to (inaudible).

HORCHER:
It was your decision, was it not?

SERGEANT GLENN:
Yes.

HORCHER:
Thank you.
(Horcher turns to confer with team member).
Nothing further. Thank you.

HEARING OFFICER:
(inaudible) your case.

HORCHER:
Well, yes.

HEARING OFFICER:
OK, thank you.

HORCHER:
Thanks for extra time.

HEARING OFFICER:
Anything else from DPH?

PROGRAM MANGER:
I'd like to provide a closing remark.

HEARING OFFICER:
Please.

PROGRAM MANAGER:
Thank you, Hearing Officer Lawrence for your time and attention to this matter today.

The evidence and testimony presented today leave no doubt that serious violations of Article 29 of the San Francisco Health Code occurred at Richmond Serenity Spa, located at 3446 Balboa St. A practitioner, an employee of the establishment, engaged in a lewd conduct and solicited sexual services in an in exchange for compensation. Actions that are unequivocally prohibited under the law.

Specifically, the practitioner exposed the buttocks, the genitals of the decoy, and proceeded to fondle those areas while explicitly agreeing to the perform a lewd act for $60.00. This conduct is not only unlawful, it is a direct threat to public health, safety, and the integrity of licensed massage establishments here in San Francisco. I want to make it absolutely clear that the Department's recommendation is based solely on the violations that occurred at this specific location a 3446 Balboa St. under permit number ME120465.

Any prior history of any other locations in this decision, nor any clerical error on a piece of paper or any issues of public records or any declaration from a former PD officer who is attempting to discredit my witness with alleged knowledge of how we run our operation here in this department should have no no bearing in this matter.

All this is irrelevant information and should bear no weight to the matter of fact that the massage practitioner from this facility, who is permitted by the health department who we educated ourselves during the issuance of this permit about the practitioner conduct, did in fact engage in the lewd act, solicited and solicited a lewd act on June 17th, 2025 at Richmond Serenity Spa.

Given the laws that the the law does not give leeway to such egregious violations is the department's, the department provided clear evidence supporting it and we respectfully urge you to uphold the department's recommendation. Thank you.

HORCHER:
(Raises hand) Last word.

HEARING OFFICER:
Yes.

HORCHER:
Thank you.

The best evidence, what happened, would be the photographs and the audio recording. For reasons unknown, Police Department and Health department have refused to turn us, turn them over to us. We have repeatedly requested them, and you'll see that in our exhibits. Let's see they update exactly which exhibits number Exhibits number G, H, I of the operators.

We believe that the audio recording would tell a different story. This is why they have not been released to us. We believe the audio recordings would be exculpatory and clear, would definitely clear the air in this the situation. This is why they don't release them. This is, this is.
Now, you have to look at things that they don't want to talk about. I don't know what they're complaining about here. What you just said. They, in several times, if you've noticed in the their pleadings, recent pleadings, they dropped kick me personally saying I would do something like expose this decoy's identity, his facial recognition or whatever to other people. We never did that.

I do and I take personal exception, very angry about that. Let's get on, who cares about me. Let's talk about these two ladies. What's going on here? This, you've got to remember, the decoy did not identify the masseuse. He did not question the masseuse, the masseuse, he did not detain the masseuse. He did not arrest the masseuse. There were other people there, he should have identified. He didn't do it. He did not alert the operators, "Hey, you've got, you've got a problem here. You've got a rogue masseuse." And, and SFPD did not alert the operators. No one did. DPH did not alert them. No one gave it. (inaudible) they cared about public health or public safety. They went on for a month before these, these two ladies found out the hard way whose NOV, Notice of Violation, and the District Attorney never pursued criminal charges. (inaudible) this is a, this is like a big doughnut. (inaudible) It's the (inaudible) of a doughnut. There's nothing there.

So it looks like to us, it looks like, is everything, Nothing to do with public safety and public health, everything to do with ambition, (inaudible), and money. They pointed out in the declaration, this Officer Glenn makes more money on overtime than he does in standard pay. I believe he makes like $139,000 standard pay, $140,000 overtime. They start these decoy operations always at 4:00 PM, just when overtime kicks in. I don't think they've got an axe to grind against these two ladies, uh but I think it's just all about the money and it should be, It should get their priorities reoriented, protect public safety, protect public health. Instead of this meanness, to think which we worry about is, racially (inaudible).

Thank you.

HEARING OFFICER:
Thank you, to the parties. Let's hear from the Clerk.

CLERK:
This concludes the San Francisco Department of Public Health's Director's Hearing. Today's date is Thursday, November 20th, and the time is 1:57. Thank you.

SFPD audio of Richmond Serenity Spa.

https://app.box.com/s/xdzlsc4mowxpzegxdk4cy0x7fp8cxzzp

PUBLIC COMMENT

From: [redacted]
To: BoardofAppeals (PAB)
Subject: appeal number 25-059 at 3446 Balboa Street (Richmond Serenity Spa)
Date: Wednesday, May 6, 2026 6:19:15 AM

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

I would like to remain anonymous.

Please include the submission to the May 20th hearing appeal number 25-059 at 3446 Balboa Street which is the Richmond Serenity Spa.

I've been working as a crossing guard for 8 years with MTA (my ID is 187672) since I retired 10 years ago from UCSF Medical Center. I've worked throughout the Richmond district at elementary schools. I'm presently working at Lafayette Elementary School where I went to kindergarten. I've been living in the neighborhood my entire life, close to 70 years.

My family has lived in the outer Richmond since 1940. And my grandmother was born and lived in San Francisco since the late 1800s, she was 10 years old during the 1906 earthquake.

My family has owned the property at 3446 Balboa Street since I was born. My grandmother and grandfather owned the building which passed to my mother which passed to myself, my brother and sister. We sold the property before it was developed into the complex it is today. We are deeply saddened to see what's going on there today.

I had previously worked as a licensed private investigator for Immendorf & Company. My manager was Tony Passanisi who presently owns Passanisi Investigations. We worked Sub Rosa throughout the state of California.
Based on my experience and what I have observed over the past 3 years is that this is a "knocking shop", based on the observations I've made. Not only at the 3446 Balboa Street location but when it was across the street at 3443 Balboa Street.
I have recognized the undercover police who have been surveilling the property and it's activities. It's obvious to me. I've also discussed with the neighbors they're viewing of undercover officers investigating the establishment. We are well aware that it has been under the microscope for some time. We're also wondering why nothing has been done to shut this place down.

I'm not alone in my determination. I grew up in the neighborhood and know most of the people I encounter while I'm working. Some for my entire life. We have always been in agreement about this operation. We weren't surprised when we saw the posting on the window about the business license being suspended.

In the years I've been working there I have never seen a woman go into this establishment. I've never seen any of the neighborhood residents go into this establishment. Only people from outside of our community. I recognize the regulars and they're not from around here. I also noticed there peculiar behavior. They never park in front of the establishment. Generally walk up the street and slip inside. Especially the man who comes on his bicycle and prepares himself around the corner by taking off his bicycle outfit and sorting himself before he goes

around the corner and walks into the establishment with his bicycle. It's almost comical why he doesn't just go to the establishment and enter.

I've never seen the workers engage with any of our Balboa Street businesses or frequent our neighborhood streets. Their secretive and don't engage with the community.

My concern is they should not be operating this kind of a business within a half a block of an elementary school. The school accommodates the transitional kindergarten class through 5th grade. These are the most innocent members of our community and should not be exposed to a illegal activity like this.

I know the people who work in the businesses, the dog walkers, the senior citizens who use Balboa Street as their exercise area by walking. As well as all the students and their families. Many of the elderly people I have known since I was in elementary school. It's a community of multi-generational families who have long been established here. It's a great neighborhood because we have made it that way and keep it crime free. This establishment has often been discussed, especially since the posting on the window which appeared a couple of months ago and the media reports. The neighborhood is trying to figure out how this operation has been allowed to remain for as long as it has in our neighborhood. It's become a standing joke, but it's not funny.
It's time the city steps in and steps up to clean up our streets. It's time to shut this place down.

Thank you for your effort

DOCUMENTS SUBMITTED FOR THE MARCH 25, 2026 HEARING

BOARD OF APPEALS, CITY & COUNTY OF SAN FRANCISCO

Appeal of
JING HUANG and LIYAN WANG,)
Appellant(s))
)
vs.)
)
DEPARTMENT OF PUBLIC HEALTH,)
Respondent

Appeal No. **25-059**

NOTICE OF APPEAL

NOTICE IS HEREBY GIVEN THAT on December 26, 2025, the above named appellant(s) filed an appeal with the Board of Appeals of the City and County of San Francisco from the decision or order of the above named department(s), commission, or officer.

The substance or effect of the decision or order appealed from is the revocation on December 19, 2025, of a Massage Establishment Permit (permit revoked due to practitioners engaging in lewd conduct) at 3446 Balboa Street.

PERMIT NO. #ME-120465

FOR HEARING ON May 20, 2026

Address of Appellant(s):	Address of Other Parties:
Jing Huang and Liyan Wang, Appellant(s) c/o Paul Horcher, Attorney for Appellant(s) 601 Van Ness Avenue, Suite 928 San Franciso, CA 94102	N/A

Date Filed: December 26, 2025

CITY & COUNTY OF SAN FRANCISCO
BOARD OF APPEALS

PRELIMINARY STATEMENT FOR APPEAL NO. 25-059

I / We, **Jing Huang and Liyan Wang**, hereby appeal the following departmental action: **REVOCATION** of **Massage Establishment Permit No. #ME-120465** by the **Department of Public Health** which was issued or became effective on: **December 19, 2025**, to: Richmond Serenity Spa**,** for the property located at: **3446 Balboa Street**.

BRIEFING SCHEDULE:

Appellants' Brief is due on or before: 4:30 p.m. on **January 29, 2026**, **(no later than three Thursdays prior to the hearing date)**. The brief may be up to 12 pages in length with unlimited exhibits. It shall be double-spaced with a minimum 12-point font. An electronic copy shall be emailed to: boardofappeals@sfgov.org, julie.lamarre@sfgov.org, and adam.radtke@sfcityatty.org

Respondent's and Other Parties' Briefs are due on or before: 4:30 p.m. on **February 12, 2026**, **(no later than one Thursday prior to hearing date)**. The brief may be up to 12 pages in length with unlimited exhibits. It shall be doubled-spaced with a minimum 12-point font. An electronic copy shall be emailed to: boardofappeals@sfgov.org, julie.lamarre@sfgov.org, and pvh831@gmail.com

Hard copies of the briefs do NOT need to be submitted to the Board Office or to the other parties.

Hearing Date: **Wednesday, February 18, 2026, 5:00 p.m., Room 416 San Francisco City Hall, 1 Dr. Carlton B. Goodlett Place.** The parties are encouraged to attend in-person but may also attend remotely via Zoom. Information for access to the hearing will be provided before the hearing date.

All parties to this appeal must adhere to the briefing schedule above, however if the hearing date is changed, the briefing schedule MAY also be changed. Written notice will be provided of any changes to the briefing schedule.

In order to have their documents sent to the Board members prior to hearing, **members of the public** should email all documents of support/opposition no later than one Thursday prior to hearing date by 4:30 p.m. to boardofappeals@sfgov.org. Please note that names and contact information included in submittals from members of the public will become part of the public record. Submittals from members of the public may be made anonymously.

Please note that in addition to the parties' briefs, any materials that the Board receives relevant to this appeal, including letters of support/opposition from members of the public, are distributed to Board members prior to hearing. All such materials are available for inspection on the Board's website at www.sfgov.org/boa. You may also request a hard copy of the hearing materials that are provided to Board members at a cost of 10 cents per page, per S.F. Admin. Code Ch. 67.28.

The reasons for this appeal are as follows:

See attachment.

Paul Horcher, attorney for appellants, submitted the appeal via email.

PRELIMINARY STATEMENT OF APPEAL

INTRODUCTION: Jing Huang and Liyan Wang ("Appellants"), owners of Richmond Serenity Spa ("the Spa") at 3446 Balboa St. respectfully appeal the DPH Director's Hearing Order (Cs. #25-03) after an unfair 11-20-25 Hearing, entered 12-23-25, and emailed to them on Xmas Eve ordering a harsh massage permit revocation, $7,500 in fines, and a 5-year permit ineligibility.

FACTS: Appellants were shocked to receive the 7-16-25 DPH NOV regarding the alleged 06-17-25 incident, a month before, between an undercover officer ("decoy") and a Spa masseuse. They thought it odd that the decoy, a sworn officer, was so careless and negligent that he failed to question, identify, and detain the alleged rogue masseuse. They later learned that the officer has a history of being careless (suspended for 4 days by the SFPD Chief). Neither SFPD nor DPH alerted Appellants so they could have taken prompt remedial action. Before 07-16-25 they had no reason to suspect any of their masseuses of misconduct – they were all CAMTC Certified masseuses, passing FBI/DOJ level background checks. Although handicapped by the decoy's dubious decision not to detain, question, and identify the alleged rogue masseuse, Appellants, unlike the decoy, sharply questioned the 2 masseuses who were at the Spa on 06-17-25. They both adamantly denied any involvement with him. There were no arrests nor any criminal citations issued then against either Appellants or any employees, or at any time prior or after thereto. The Spa has been managed not to endanger the health and safety of the employees or clients.

ARGUMENTS: DPH denied Appellants a fair hearing by failing to follow its own hearing rules and the *U. S. Supreme Court case* of *Goldberg v. Kelly, 397 U.S. 254 (1970),* the seminal case concerning due process in administrative law cases. The appointed Hearing Officer was unfair and appeared partial to DPH. She refused to rule on a pending motion, prevented expert testimony, barred Appellant's face-to-face cross-examination of the decoy, and did not state the reason for her determination and indicate the evidence she relied on. She ignored written DPH hearing procedures, interfered with the presentation of Appellants' case, threatened Appellant's counsel, limited objections, and reacted petulantly to aggressive advocacy, *inter alia.*

GROUNDS FOR APPEAL: The Order is a flagrant, arbitrary, and capricious abuse of administrative discretion. DPH's illogical, excessive and unfair determination is not supported by the evidence and is patently contrary to the law – clearly an arbitrary and capricious abuse of administrative discretion.

BOARD ACTION REQUESTED: The Appellants are innocent of any wrongdoing alleged by DPH and the Order is contrary to the law; they respectfully request the Board overrule, or, impose just conditions on the Order.

Dated: 12-26-25



Paul V. Horcher, Attorney/Agent for Appellants

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Director's Hearing Order

Location Address	Block/Lot	Facility Name (DBA)		
3446 Balboa Street	1578/041	Richmond Serenity Spa		
Property Owner		**Phone**	**Email**	
Jing Huang		415-702-6468	richmondserenityspa@gmail	
Responsible Party or Parties	**Attended Hearing?**	**Hearing Date**	**Program Code**	**Case Number**
Liyan Wang/Jing Huang	■ Yes □ No	11/20/25	MSG	25-03

CODE SECTION(S) and DESCRIPTIONS

SFHC Article 29.17(b) - Lewd Conduct and Prostitution Prohibited
SFHC Article 29.31(f) - Practitioner Conduct

HEARING OFFICER DETERMINATIONS:
After a full and fair consideration of the evidence and testimony received at the hearing on the above date, THE DIRECTOR FINDS AND DETERMINES THE FOLLOWING:

That notice of the hearing has been duly given as required by law, and
That your presence at the hearing is correctly designated above, and
That the findings stated in the Inspection Report(s) are true, and

1. That you and your practitioners shall immediately discontinue engaging in lewd conduct at the Establishment.

2. That your Massage Establishment Health Permit #ME-120465 shall be revoked.

3. That business owners, Liyan Wang and Jing Huang, shall be ineligible for a Massage Business Permit for a period of five years from the date of permit revocation. This order applies solely to massage services and massage related activities. Nothing in this order prohibits the business owners from engaging in non-massage related services, provided such operations fully comply with all applicable laws and regulations and the prohibitions set forth in this order.

This Hearing Order continues on the next page.

IMPORTANT: Can you read this document? If not, we can have somebody help you read it. For free help, please call Department of Public Health at 415-252-3800.

请注意： 你是否理解信件的全部内容？如有任何问题,我们提供免费翻译服务,请致电三藩市公共卫生局 **415-252-3800.**

¿Puede leer este documento? Sí no puede, alguien lo puede ayudar. Para obtener ayuda gratis llame al Departamento de Salud Pública al (415) 252-3800.

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Director's Hearing Order (continued -- Page 2 of 3)

Responsible Party or Parties	Attended Hearing?	Hearing Date	Program Code	Case Number
Liyan Wang/Jing Huang	■ Yes ☐ No	11/20/25	MSG	25-03
Permit Number (if blank, this hearing did not involve a permit)	**Permit Decision**	**Reinspection Fee Applies?**		**Reinspection Fee:**
ME - 120465	Revoke	☐ Yes as authorized by _____ ■ No		n/a

4. That you shall pay the administrative penalty of $7,500 for the occurrence of the violation as follows: SEC. 29.45(a). VIOLATIONS AND ADMINITSRATIVE PENALTIES.

(3) Solicitation of Lewd Conduct or Prostitution in Violation of Section 29.17; Solicitation Citations, Charges, or Convictions, as defined by California Penal Code, Section 647 (a) or {b) and/or San Francisco Police Code, Section 225, for Anyone Working at Massage Establishment.

(A) Administrative fine: $5,000 to be paid by Massage Establishment permittee

(12) Anyone Engaged in Lewd Conduct or Performing Sex Acts as Defined in Section 29.17{b) on Massage Business Premises

(A) Administrative fine: $2,500 to be paid by Massage Business permittee, AND

(B) Permit penalty: Revocation of Massage Practitioner permit and revocation of Massage Business permit.

Should you have any questions, please contact:

Inspector Name:	Inspector Phone	Inspector Email
Ivy Phan	415-252-3986	ivy.phan@sfdph.org

The aforementioned is a true copy of the orders issued in the name of the Director of Public Health in the City and County of San Francisco,

Hearing Officer	Hearing Officer Signature	Date
Traci Lawrence	Traci Lawrence	12/19/25

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Director's Hearing Order (continued -- Page 3 of 3)

Responsible Party or Parties	Attended Hearing?	Hearing Date	Program Code	Case Number
Liyan Wang/Jing Huang	■ Yes ☐ No	11/20/25	MSG	25-03
Permit Number (if blank, this hearing did not involve a permit)	**Permit Decision**	**Reinspection Fee Applies?**		**Reinspection Fee:**
ME - 120465	Revoke	☐ Yes as authorized by _____ ■ No		

And Further, if checked, the following conditions are included in this order:

REINSPECTION FEE
That the Responsible Party named above pay the reinspection fee as authorized and shown above.

NUISANCE ABATEMENT
Failure to abate and remove the nuisance may result in the abatement of the nuisance by the Department of Public Health and the Property Owner shall become indebted to the City and County of San Francisco for the costs, charges, and fees incurred by reason of the abatement and removal of such nuisance upon demand.

COST RECOVERY
In accordance with the San Francisco Health Code, the Property Owner shall be indebted to the City and County of San Francisco for costs incurred in abating the effects of the violation, taking other remedial action, or imposing and collecting penalties, including but not limited to administrative costs, costs of issuing an order, inspection or monitoring costs, hearing officer costs, and reasonable attorney fees if sought by the Director in the Notice of Hearing. In any proceedings in which the Director seeks to recover attorney's fees, the prevailing party shall be entitled to reasonable attorney's fees. Failure to pay such costs, charges, and fees may result in a lien against the property.

✓ **APPEAL PROCESS** if the case involves a Health Permit:
Within 15 days of receipt of this letter, you have the right to appeal this decision regarding your permit to the Board of Appeals. Appeals may be filed with the San Francisco Board of Appeals within 15 calendar days of the date of this notice. Appeals may be filed in-person (by appointment only), by phone ((628) 652-1150) or email (boardofappeals@sfgov.org). The Board's Office is located at 49 South Van Ness Avenue, Suite 1475. More information can be found on the Board's website at: https://sf.gov/file-appeal-permit-or-decision.

APPEAL PROCESS if the case involves a non-permitted facility and/or a penalty:
This Order is final and you may have the right to petition the Superior Court of San Francisco for judicial review or appropriate relief pursuant to Section 1094.6 of the California Code of Civil Procedures. The filing of a petition with the Superior Court shall not automatically stay the effectiveness of this Order or extend the time period in which you have to abate the violation

DPH USE ONLY

Decision Entry Date: 12/23/2025 Hearing Coordinator: ES
Initial

Should you have any questions, please contact:

Inspector Name:	Inspector Phone	Inspector Email
Ivy Phan	415-252-3986	ivy.phan@sfdph.org

The aforementioned is a true copy of the orders issued in the name of the Director of Public Health in the City and County of San Francisco,

Hearing Officer	Hearing Officer Signature	Date
Traci Lawrence		12/19/25

BRIEF SUBMITTED BY THE APPELLANT(S)

PAUL V. HORCHER, Esq. (SBN: 084882)
601 Van Ness Ave., #928
San Francisco, CA 94102-3257
Tel. 909-861-5555 | Fax. 415-301-4262 | Email: pvh831@gmail.com

Attorney for Appellants Jing Huang ("Ms. Huang") and Liyan Wang ("Ms. Wang")
DBA Richmond Serenity Spa ("the Spa"), 3446 Balboa Street

SAN FRANCISCO BOARD OF APPEALS ("THE BOARD")

Jing Huang and Liyan Wang
DBA Richmond Serenity Spa,

Respondent/Appellants,

vs.

City and County of San Francisco
Department of Public Health,

Petitioner/Appellee.

Appeal No. 25-059

APPELLANTS' BRIEF REQUESTING THAT THE BOARD REVERSE DPH'S DECISION TO REVOKE THE SPA'S MASSAGE LICENSE AND DISMISS THE ACTION WITH PREJUDICE

Hearing Date: March 25, 2026

I. Introduction.

Appellants, Jing Huang and Liyan Wang, owners of Richmond Serenity Spa ("the Spa") request that the Board of Appeals ("Board") reverse the City and County of San Francisco's Department of Public Health's ("DPH") order revoking the Spa's massage license, imposing a draconian and unjust 5-year ban on appellants seeking a massage license, and a total fine of $7,500.00.[1] Appellants also request a dismissal with prejudice based on the outrageous government conduct of the San Francisco Police Dept. ("SFPD") decoy police officer who allegedly allowed a rogue masseuse to rub his penis with hot oil - conduct which, in appellants' view, constituted police overtime pay abuse. The officer made no detentions, arrests, did not identify the rogue masseuse or other witnesses, and did not notify the owners of the incident, thereby depriving Ms. Huang and Ms. Wang or their ability to investigate

[1] Ex. 1: Hearing Officer Traci Lawrence's Revocation Order dated 11/20/25. (DPH Case No. MSG 25-03.)

and mount a defense to counter DPH's allegations. To further compound the error SFPD and DPH then refused to provide appellants with the audio recording and photos of the decoy operation which would have exonerated appellants.

Thereafter, appellants were deprived of receiving a fair hearing conducted by an impartial hearing officer as required by due process. The assigned Hearing Officer, believed to be a crony of DPH upper management, engaged in rampant *ex parte* communications with DPH, actively solicited evidence from DPH, and committed a wide array of other prejudicial legal errors rendering the proceeding patently unfair and in violation of appellants' state and federal due process rights. The hearing officer refused to rule on defense counsel's motion to exclude unreliable evidence and did not allow the defense to call an SFPD veteran vice officer as an expert witness to testify that DPH's SFPD decoy officer's behavior was inappropriate and contrary to standard police practices.

II. **Facts.**

Ms. Huang and Ms. Wang ("owners") are legitimate business owners with no prior record of sustained city license violations. Ms. Huang became a state-licensed esthetician in 2007[2] and Ms. Wang obtained massage certification from the *California Massage Therapy Council* in 2011. In 2015, the owners obtained a fictitious business name certificate for *Richmond Serenity Spa* then located at 3443 Balboa Street. In 2016, they obtained a city DPH massage permit. The owners complied with all the financially devastating COVID closure orders in 2020 totaling eight (8) months and reopened again in early 2021. With her life savings, Ms. Huang bought the unit located at 3446 Balboa Street #1 on 4-13-23, and on 5-17-23, DPH accepted their application for a massage permit at the new location. The state thereafter issued a new cosmetology license at the new location that remains in good standing.[3] After spending ~$70,000.00 on interior improvements, and six (6) months

[2] Ex. 2: Appellants' Hearing Chronology and Hearing Exhibit C (License No. 76542 – Board of Barbering and Cosmetology.)
[3] *Ibid.*

dealing with city bureaucracies, DPH inspected the premises and issued the owners Massage Establishment Permit No. ME-120465 for the Spa at the new location. Owners unquestionably ran a legitimate spa that offers massages, facials, and waxing.[4] Per Ms. Huang, massage was approximately 80% of the Spa's business; 50% of their clients are men; 30% are women, and 20% are couples. [5]

Per SFPD *Incident Report* ("*IR*") *250337568*, on 6-17-25, four officers began a *buy-walk* operation at 4:00 p.m., believed to when SFPD overtime pay starts. The decoy, SFPD Sgt. Robert Glenn, entered the Spa and paid for a massage.[6] He took of his clothes and, and after a brief nude massage, arranged with an unknown woman to get what is colloquially known as "*hand job*" for $60.00. Sgt. Glenn paid the woman, then allowed her to rub hot oil on his bare penis. He claimed he stopped the massage and left when another police officer called and pretended to be his wife, but Sgt. Glenn did not identify, detain, or arrest the masseuse nor any of the other people in the Spa. Moreover, SFPD did not inform the owners of the incident for a full month and did not seek criminal prosecution despite claiming that a prostitution crime had occurred. Sgt. Glenn stated that he audio recorded his interaction with the masseuse and took photographs and booked the items into evidence.[7]

A month later, on 7-16-25, DPH inspected the Spa and determined that it was sanitary and that there were no violations. Nevertheless, DPH served owners with a *Notice of Determination* ("*NOD*") alleging violations of *SF Health Code §§29.17(b) & 29.31(f)* based on the 6-17-25, decoy operation **and ordered owners to pay a $7,500 fine; DPH did not then seek the suspension or revocation of owners' massage license permit.[8]** Thereafter, SFPD and DPH initially refused to

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[4] Ex. 3: Declaration of Jing Huang, p. 2, para. 9.
[5] *Ibid.*
[6] *The Standard* reported in 2022, that Sgt. Glenn and his team of subordinate officers allowed a kidnapping suspect to bring a gun into the county jail when they did not properly search him. (Ex. 2: Appellants' Hearing Chronology and Hearing Exhibit A, fn 1.)
[7] Ex. 4: SFPD Incident Report ("IR") 250337568.
[8] Ex. 5: First NOD dated 7-23-25

produce the SFPD *IR* to the owners' counsel requested pursuant to a *California Public Records Act* (*PRA*) request.[9] However, when owners' counsel submitted a hearing request and informed DPH that the owners could not prepare for a hearing without the report, DPH belatedly produced it together with a retaliatory *Amended NOD* **materially escalating the punishment to a $7,500 fine plus a 60 day suspension. [10]** When counsel requested a continuance to allow adequate preparation time to defend against the *Amended NOD*, DPH further retaliated against the owners for asserting their right to a hearing and escalated the penalties even further in a *Second Amended NOD*; **DPH now ordered owners to pay a $7500 fine and sought to revoke the Spa's massage permit** under *SF Health Code §§ 29.45(a)(3) & (4);* however, *subsection (4)* applied only to sex trafficking charges or convictions as defined by *Penal Code § 236.1*, clearly not applicable here. [11]

Owners and owners' counsel made numerous requests from both SFPD and DPH, for Sgt. Glenn's audio recording of the decoy operation and photographs that he represented he took at the Spa and booked into evidence.[12] Owners believed the recording would exonerate them. **However, the city violated all traditional notions of justice and fair play when it refused to produce the recording and photographs to owners prior to the hearing despite that it was the only objective evidence that existed** when Sgt. Glenn let an unidentified rogue masseuse rub his penis with hot oil assuming, *arguendo*, that the incident occurred at all.[13]

On November 20, 2025, a city employee, Traci Lawrence, presided over the hearing as DPH's hearing officer.[14] DPH historically has had licensed attorneys preside over DPH hearings who are trained to adhere to due process principles and remain impartial as required by law. However, Ms. Lawrence, a city employee who is not an attorney, violated the most rudimentary

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[9] Ex. 2: Appellants' Hearing Chronology and Hearing Exhibits G & H; Cal. Gov't. Code §7920.00, et seq.
[10] Ex. 6: First Amended NOD dated 8/25/25.
[11] Ex. 7: Second Amended NOD dated 8/27/25.
[12] Ex. 8: Requests for SFPD Recording and Photographs.
[13] *Ibid.*
[14] Ex. 9: Hearing Video Recording

tenets of due process such as refraining from *ex parte* communications regarding the evidence, ruling on pending motions and objections prior to the hearing, allowing owners a fair opportunity to defend themselves by admitting relevant, reliable evidence, and maintaining a judicious temperament. The record is replete with egregious errors that require reversal as discussed below.

Argument

I. The Revocation Order Should Be Reversed and Dismissed Because the City Deprived Ms. Huang and Ms. Wang of Their Due Process Right to a Fair Hearing

Appellants are entitled to a reversal and a dismissal with prejudice because they were not afforded a fair hearing with an impartial hearing officer. Procedural due process under the *Fifth* and *Fourteenth Amendments* to the *United States Constitution* and *Article I*, *Section 7* of the *California Constitution* includes the right to be heard "*at a meaningful time and in a meaningful manner*." (*D & M Fin. Corp. v. City of Long Beach (2006) 136 Cal. App. 4th 165.)* When due process requires a hearing, an impartial adjudicator is a basic requirement: the *United States Supreme Court* has stated that "*a fair trial in a fair tribunal is a basic requirement of due process*," and in the administrative context "*an impartial decision maker is essential*." (*Absmeier v. Simi Valley Unified Sch. Dist*., (*2011*) *196 Cal. App. 4th 311*.) The record is replete with errors that deprived appellants of a fair hearing as discussed below.

A. <u>DPH violated Appellants' due process rights when DPH issued an amended NOD and increased the penalties each time Appellants requested case evidence and a continuance to afford them a meaningful opportunity to be heard.</u>

DPH violated appellants' right to due process when it increased the NOD penalty from a $7500 fine to a $7500 fine plus a 60-day suspension after appellants submitted a hearing request and pushed for a copy of the *SFPD Incident Report* and again when DPH increased the penalty to a permit revocation immediately after appellants requested a continuance to prepare for the hearing. DPH ratcheting up sanctions - culminating in permit revocation - supports an inference that DPH's

penalty-setting was not a neutral, record-based exercise of discretion but a punitive response to the assertion of procedural rights. DPH repeatedly amending the NOD to increase penalties was done to deter appellants participation in the hearing, as well as to hinder their ability to meaningfully prepare for the hearing, rather than to adjudicate on the merits before an impartial tribunal. (*Cal. Code Civ. Proc. 1094.5*; *Morongo Band of Mission Indians v. State Water Resources Control Bd.* (2009) *45 Cal. 4th 731*.) Even where an agency has discretion to select a sanction, courts will not uphold a penalty that is arbitrary, capricious, or patently abusive. (*Coe v. City of San Diego* (2016) *3 Cal.App.5th 772*.) Accordingly, the escalated fine/suspension/revocation should be reversed because it was retaliatory and reflects a prejudicial abuse of discretion and a failure to proceed in the manner required by law.

B. <u>Due process was violated when the city refused to provide SFPD's recording of Sgt. Glenn receiving a massage and engaging in a sex act which would have exonerated them.</u>

Appellants contend it was reversible error for the city to refuse to produce the audio recording of Sgt. Glenn's undercover operation wherein he let a rogue masseuse massage his genitals with oil. The city's refusal to produce the audio recording prevented the owners from testing the accuracy and completeness of the City's proof and from presenting a full defense, thereby skewing the record on which appellate review must occur. This is particularly true since Sgt. Glenn did not detain, arrest, or even identify anyone in the massage parlor. Therefore, the withholding of the recording, coupled with Sgt. Glenn's failure to identify the masseuse and witnesses, undermines the fairness and reliability of the administrative adjudication and risks an erroneous license revocation based on an incomplete record. Appellants were deprived of all avenues to investigate or challenge the DPH's enforcement action because when important evidence was withheld from them depriving them of the constitutional right to present evidence and mount a defense.

Moreover, appellants contend this recording would have exonerated them as counsel argued at the hearing. It is well-settled that respondents must be permitted to see the evidence against them, including exculpatory evidence, to ensure a fair process. (*Teacher v. California Western School of Law* (2022) *77 Cal.App.5th 111; Cal Gov. Code 11507.6*.) Therefore, their right to due process was violated by DPH's arbitrary and capricious failure to disclose the recording and photographs.

C. Hearing Officer Lawrence Improperly Excluded Defense Expert Testimony from retired SFPD Lieutenant Kilroy's Whose Testimony Undermined the Credibility of Sgt. Glenn the Sole Witness to the Alleged Act of Prostitution

Appellants due process rights to a fair hearing were violated when Hearing Officer Lawrence refused to allow them to call SFPD Lieutenant (Ret.) Raymond Kilroy, a 31-year SFPD veteran and former officer in charge of the SFPD Vice Unit as an expert witness. [15] Had Lt. Kilroy been allowed to testify, he would have destroyed Sgt. Glenn's credibility. Lt. Kilroy reviewed the SFPD *IR* in this matter and stated that decoy operations at massage parlors commencing at 4:00 p.m. when overtime pay begins are called "*cash raids*" or "*money raids*" in police circles. As appellants pointed out at the hearing, Sgt. Glenn made more than $180,000 in overtime pay in 2023 and his supervisor, Antonio Flores, who authorized the operation, made more than $196,000.[16] Lt. Kilroy also stated that the report was not credible because it contained inaccuracies; that is was "*abnormal for an uncover officer to strip naked and allow oil to be placed on his genitalia*" and that he "*never once had a masseuse touch [his] genitals"* and that he never would have *"allowed that to be an act of furtherance for himself or any of the officers under [his] command, to establish a solicitation case or to close a massage case. Once you have solicitation, why go further*?" He further stated that he could not imagine failing to cite or arrest the masseuse if what was stated had happened. He also could not understand why the witnesses were not identified. He concluded that

[15] Ex. 10: Declaration of SFPD Lieutenant (Ret.) Raymond Kilroy dated 10/9/25.
[16] Ex. 2: Appellants Hearing Chronology (Exhibit A, p.2, fn.1.)

if there was not a justification for a prostitution citation, then there would be no justification for a massage permit revocation. He added that it was irregular to revoke a massage parlor permit based on one incident only alone because rogue masseuses do exist and many engage in inappropriate behavior without an owner's knowledge. Therefore, a pattern of conduct is usually required before the city moves to revoke a permit. [17]

Appellants assert Hearing Officer Lawrence committed reversible error when she refused to allow this important expert witness to testify on grounds that it was speculative. Expert witnesses do not need to have personal knowledge of an incident and Lt. Kilroy was not speculating. Rather, he would have been testifying based on his training and experience. Appellants have the *constitutional* right to call witnesses and to mount a defense to DPH's enforcement action. Sgt. Glenn's failure to engage in appropriate investigative behavior called into question whether this incident occurred at all, much less the way he reported that it did. Lt. Kilroy's testimony would have struck at the heart of DPH's case and an impartial hearing officer would have exonerated appellants.

D. Hearing Officer Lawrence Engaged in Unlawful *Ex Parte* Communications with DPH Prosecutors

As a result of numerous errors that occurred during the hearing, the appellants submitted a *PRA* request to the city, seeking, among other materials, email exchanges between Hearing Officer Lawrence and DPH staff related to the appellant's hearing. DPH was dilatory in responding, and when the records were ultimately produced in four separate batches, appellants concluded DPH intentionally withheld the records because they revealed that Hearing Officer Lawrence was engaged in unlawful *ex parte* discussion with DPH prosecutors, Michelle Vega and Ivy Phan, with DPH Hearing Coordinator, Eurich Santiago, acting as the go between, forwarding emails back and

[17] Ex. 10: Declaration of SFPD Lieutenant (Ret.) Raymond Kilroy dated 10/9/25.

forth.[18] It is rudimentary law that *ex parte* communications are generally prohibited in California administrative hearings, even when such hearings are not governed by the *Administrative Procedure Act* (*APA*). California courts have recognized that due process principles require a fair tribunal, which includes the prohibition of *ex parte* communications to ensure fairness and impartiality. (See e.g. *Nightlife Partners, Ltd. v. City of Beverly Hills* (2003) 108 Cal.App.4th 81.)

Here, Hearing Officer Lawrence, *ex parte*, collected case evidence, requested records from DPH for her review, discussed *in limine* motions, and asked DPH factual questions regarding appellants' prior hearing in 2021 where appellants were exonerated following a hearing by an independent hearing officer who a licensed member of the California State Bar. [19] Since appellants were exonerated, the prior 2021 SFPD raid was irrelevant and should not have been considered. *Ex parte* communications of this nature warrant an immediate reversal.

E. <u>Hearing Officer Lawrence was not impartial as required by law.</u>

The revocation order must be reversed because Hearing Officer Lawrence was not impartial. When due process requires a hearing, an impartial adjudicator is a basic requirement: the *United States Supreme Court* has stated that "*a fair trial in a fair tribunal is a basic requirement of due process*," and in the administrative context "*an impartial decision maker is essential*." (*Absmeier v. Simi Valley Unified Sch. Dist. (2011) 196 Cal.App.4th 311*; See also *Cal. Gov't.. Code §1425.10*.) In addition to engaging in improper *ex parte* communications, Hearing Officer Lawrence's bias was evidenced by her rude and disrespectful conduct toward appellants' counsel who did no more than make evidentiary objections as any competent attorney would do. Hearing Officer Lawrence scowled at counsel threatening to expel him from the hearing for objecting to the evidence and mounting a zealous defense. Perhaps most egregiously, she outright refused to rule on appellants'

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[18] Ex.11: *Ex parte* communications between DPH staff and Hearing Officer Lawrence
[19] *Ibid.*

pending evidentiary objections to the DPH evidence on grounds that the evidence was unreliable and inaccurate, thereby denying appellants of a fair hearing with an impartial hearing officer, as required by due process. [20]

F. Hearing Officer Lawrence unfairly truncated the time allotted for Ms. Huang and Ms. Wang to present their defense.

Further compounding the errors, Hearing Officer Lawrence impeded appellants' ability to mount a fair defense, by failing to tell counsel ahead of time that appellants' 7-minute time allotted to present a defense began when counsel cross-examined Sgt. Glenn during DPH's case-in-chief. Thereafter, the appellants were only allowed three additional minutes to rush through the defense case unfairly truncating their presentation instead of allotting appellants a fair opportunity to defend against DPH's draconian enforcement action.

G. DPH Failed to Provide an Adequate Recording and Transcript of the Hearing

Consistent with DPH's pattern of intentionally obstructing appellants' due process rights to limit a meaningful appeal, DPH failed to properly record the hearing. The audio is inaudible in portions and the video failed to capture the hearing officer who scowled and made faces at appellants' counsel for the duration of the hearing. [21] Moreover, DPH refused to provide an adequate transcript of the proceedings, instead providing a document with crude captions or snippets of the hearing that are virtually unusable.[22] It is well-settled that an administrative decision can be set aside if an agency fails to prepare an adequate record. (See eg. *Frase v Gourley (2000) 85 Cal.App.4th 762*.) In light of the cumulative errors in this matter, including failure to properly record and transcribe the hearing, appellants request dismissal of the action.

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[20] Ex. 12: Appellants Evidentiary Objections to DPH Hearing Case Chronology and Exhibits dated 11/19/25.
[21] Ex. 9: Hearing Video
[22] Ex. 13: DPH Transcript of Hearing

H. Hearing Officer Lawrence failed to identify the basis for her ruling and the evidence upon which she relied.

Without question, the hearing order should be set aside because Hearing Officer Lawrence failed to identify the basis of her decision to revoke appellants' massage permit and did not delineate the evidence she relied upon in making her decision.[23] In *Goldberg v Kelly, supra*, 397 U.S. 254, the Supreme Court described the due process requirements for administrative hearings. Regarding the hearing order, the Court stated: "*The decisionmaker need not file a full opinion or make formal findings of fact or conclusions of law, but should state the reason for [her] determination and indicate the evidence [she] relied on*." (*Ibid*.) Here, the hearing officer completely failed to adhere to this principle which requires reversal because she gathered evidence *ex parte* and failed to rule on appellants' evidentiary objections. As a result, appellants have no idea what evidence the hearing officer relied on in making her decision.

II. The Matter Should Be Dismissed with Prejudice for Outrageous Government Conduct to Deter Police Overtime Abuse and Inappropriate Non-Criminal Investigations.

Appellants also request a dismissal on due process grounds for outrageous government conduct. It shocks the conscience that a sworn police officer would get naked and allow a masseuse to massage his genitals with hot oil for a non-criminal, licensing issue to obtain overtime pay. This constitutes not just an abuse of power, but police overtime abuse. SFPD contends it is short staffed and it is nothing short of outrageous that tax dollars are spent investigating non-criminal conduct that does not impact the health and well-being of the community nor protect public safely in such an offensive and self-serving manner. Appellants wish to preserve the issue before the Board and will brief this issue in full in the superior court should a writ be necessary to vindicate appellants' rights.

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[23]

Conclusion

Due to the cumulative errors and apparent governmental malfeasance, traditional notions of justice and fair play mandate that the Board reverse the Hearing Order and dismiss this matter with prejudice to ensure that DPH and SFPD follow the law while enforcing it. DPH has a clear axe to grind against Ms. Huang and Ms. Wang because they were exonerated at a prior hearing. They threw out the rule book that typically should be applied, to unfairly target appellants and destroy their lawful business. No evidence was presented that appellants knew that the masseuse engaged in an act of solicitation and the only evidence against appellants comes from an overtime hungry police officer with no credibility. As such, the Hearing Officer's decision to revoke the permit was arbitrary, capricious, and an abuse discretion and should be set aside forthwith.

DATED: March 5, 2026

Paul V. Horcher
Attorneys for Appellants

PAUL V. HORCHER, Esq. (SBN: 084882)
601 Van Ness Ave. #928, San Francisco, CA 94102-3257
Tel. 909-861-5555 | Fax. 415-301-4262 | Email: pvh831@gmail.com

Attorney for Appellants Jing Huang ("Ms. Huang") and Liyan Wang ("Ms. Wang")
DBA Richmond Serenity Spa ("the Spa"), 3446 Balboa Street

SAN FRANCISCO BOARD OF APPEALS ("THE BOARD")

Jing Huang and Liyan Wang
DBA Richmond Serenity Spa,

Respondent/Appellants,

vs.

San Francisco Department of Public Health,

Petitioner/Appellee.

Appeal No. 25-059

LIST OF EXHIBITS TO APPELLANTS' BRIEF

Hearing Date: March 25, 2026

	Pages
Ex. 1: DPH Hearing Officer Lawrence's Revocation Order dated 11-20-25.	2-4
Ex. 2: Appellants' Hearing Chronology and Hearing Exhibits A-K dated 11-12-25.	5-27
Ex. 3: Declaration of Jing Huang dated 11-11-25.	28-32
Ex. 4: SFPD Incident Report ("IR") 250337568.	33-36
Ex. 5: First NOD dated 7-23-25.	37-38
Ex. 6: First Amended NOD dated 8-25-25.	39-40
Ex. 7: Second Amended NOD dated 8-27-25.	41-42
Ex. 8: Appellants' pre-hearing requests for SFPD decoy recording and photograph.	43-45
Ex. 9: Hearing Video.	46
Ex. 10: Declaration of SFPD Lieutenant (Ret.) Raymond Kilroy.	47-49
Ex. 11: *Ex parte* communications between Hearing Officer Lawrence and DPH staff.	50-70
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Ex. 13: DPH's Inferior "Transcript" of 11-20-25 Hearing.	77-116

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Director's Hearing Order

Location Address	Block/Lot	Facility Name (DBA)		
3446 Balboa Street	1578/041	Richmond Serenity Spa		
Property Owner		Phone	Email	
Jing Huang		415-702-6468	richmondserenityspa@gmail	
Responsible Party or Parties	Attended Hearing?	Hearing Date	Program Code	Case Number
Liyan Wang/Jing Huang	■Yes □No	11/20/25	MSG	25-03

CODE SECTION(S) and DESCRIPTIONS

SFHC Article 29.17(b) - Lewd Conduct and Prostitution Prohibited
SFHC Article 29.31(f) - Practitioner Conduct

HEARING OFFICER DETERMINATIONS:
After a full and fair consideration of the evidence and testimony received at the hearing on the above date, THE DIRECTOR FINDS AND DETERMINES THE FOLLOWING:

That notice of the hearing has been duly given as required by law, and
That your presence at the hearing is correctly designated above, and
That the findings stated in the Inspection Report(s) are true, and

1. That you and your practitioners shall immediately discontinue engaging in lewd conduct at the Establishment.

2. That your Massage Establishment Health Permit #ME-120465 shall be revoked.

3. That business owners, Liyan Wang and Jing Huang, shall be ineligible for a Massage Business Permit for a period of five years from the date of permit revocation. This order applies solely to massage services and massage related activities. Nothing in this order prohibits the business owners from engaging in non-massage related services, provided such operations fully comply with all applicable laws and regulations and the prohibitions set forth in this order.

This Hearing Order continues on the next page.

IMPORTANT: Can you read this document? If not, we can have somebody help you read it. For free help, please call Department of Public Health at 415-252-3800.

请注意： 你是否理解信件的全部内容？如有任何问题,我们提供免费翻译服务,请致电三藩市公共卫生局 **415-252-3800.**

¿Puede leer este documento? Sí no puede, alguien lo puede ayudar. Para obtener ayuda gratis llame al Departamento de Salud Pública al (415) 252-3800.

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Director's Hearing Order (continued -- Page 2 of 3)

Responsible Party or Parties	Attended Hearing?	Hearing Date	Program Code	Case Number
Liyan Wang/Jing Huang	■ Yes ☐ No	11/20/25	MSG	25-03
Permit Number (if blank, this hearing did not involve a permit)	**Permit Decision**	**Reinspection Fee Applies?**		**Reinspection Fee:**
ME - 120465	Revoke	☐ Yes as authorized by _____ ■ No		n/a

4. That you shall pay the administrative penalty of $7,500 for the occurrence of the violation as follows: SEC. 29.45(a). VIOLATIONS AND ADMINITSRATIVE PENALTIES.

(3) Solicitation of Lewd Conduct or Prostitution in Violation of Section 29.17; Solicitation Citations, Charges, or Convictions, as defined by California Penal Code, Section 647 (a) or {b) and/or San Francisco Police Code, Section 225, for Anyone Working at Massage Establishment.

(A) Administrative fine: $5,000 to be paid by Massage Establishment permittee

(12) Anyone Engaged in Lewd Conduct or Performing Sex Acts as Defined in Section 29.17{b) on Massage Business Premises

(A) Administrative fine: $2,500 to be paid by Massage Business permittee, AND

(B) Permit penalty: Revocation of Massage Practitioner permit and revocation of Massage Business permit.

Should you have any questions, please contact:

Inspector Name:	Inspector Phone	Inspector Email
Ivy Phan	415-252-3986	ivy.phan@sfdph.org

The aforementioned is a true copy of the orders issued in the name of the Director of Public Health in the City and County of San Francisco,

Hearing Officer	Hearing Officer Signature	Date
Traci Lawrence	Traci Lawrence	12/19/25

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Director's Hearing Order (continued -- Page 3 of 3)

Responsible Party or Parties	Attended Hearing?	Hearing Date	Program Code	Case Number
Liyan Wang/Jing Huang	■ Yes ☐ No	11/20/25	MSG	25-03
Permit Number (if blank, this hearing did not involve a permit)	**Permit Decision**	**Reinspection Fee Applies?**		**Reinspection Fee:**
ME - 120465	Revoke	☐ Yes as authorized by _____ ■ No		

And Further, if checked, the following conditions are included in this order:

REINSPECTION FEE
That the Responsible Party named above pay the reinspection fee as authorized and shown above.

NUISANCE ABATEMENT
Failure to abate and remove the nuisance may result in the abatement of the nuisance by the Department of Public Health and the Property Owner shall become indebted to the City and County of San Francisco for the costs, charges, and fees incurred by reason of the abatement and removal of such nuisance upon demand.

COST RECOVERY
In accordance with the San Francisco Health Code, the Property Owner shall be indebted to the City and County of San Francisco for costs incurred in abating the effects of the violation, taking other remedial action, or imposing and collecting penalties, including but not limited to administrative costs, costs of issuing an order, inspection or monitoring costs, hearing officer costs, and reasonable attorney fees if sought by the Director in the Notice of Hearing. In any proceedings in which the Director seeks to recover attorney's fees, the prevailing party shall be entitled to reasonable attorney's fees. Failure to pay such costs, charges, and fees may result in a lien against the property.

✓ **APPEAL PROCESS** if the case involves a Health Permit:
Within 15 days of receipt of this letter, you have the right to appeal this decision regarding your permit to the Board of Appeals. Appeals may be filed with the San Francisco Board of Appeals within 15 calendar days of the date of this notice. Appeals may be filed in-person (by appointment only), by phone ((628) 652-1150) or email (boardofappeals@sfgov.org). The Board's Office is located at 49 South Van Ness Avenue, Suite 1475. More information can be found on the Board's website at: https://sf.gov/file-appeal-permit-or-decision.

APPEAL PROCESS if the case involves a non-permitted facility and/or a penalty:
This Order is final and you may have the right to petition the Superior Court of San Francisco for judicial review or appropriate relief pursuant to Section 1094.6 of the California Code of Civil Procedures. The filing of a petition with the Superior Court shall not automatically stay the effectiveness of this Order or extend the time period in which you have to abate the violation

DPH USE ONLY

Decision Entry Date: 12/23/2025 Hearing Coordinator: ES (Initial)

Should you have any questions, please contact:

Inspector Name:	Inspector Phone	Inspector Email
Ivy Phan	415-252-3986	ivy.phan@sfdph.org

The aforementioned is a true copy of the orders issued in the name of the Director of Public Health in the City and County of San Francisco,

Hearing Officer	Hearing Officer Signature	Date
Traci Lawrence	Traci Lawrence	12/19/25

Paul V. Horcher, Esq. SBN 084882
601 Market St., #928 San Francisco CA 94102-3257
T: 909-861-5555 F: (415) 301-4262 E: pvh831@gmail.com.com"

Attorney for LIYAN WANG and JING HUANG dba RICHMOND SERENITY SPA CENTER

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF PUBLIC HEALTH, ENVIRONMENTAL HEALTH SECTION
49 South Van Ness Avenue, Suite 600, San Francisco, CA 94103

SAN FRANCISCO DEPT OF PUBLIC HEALTH ("DPH")
vs.
JING HUANG ("Ms. Huang") and
LIYAN WANG ("Ms. Wang" dba
RICHMOND SERENITY SPA ("the Spa"),
3446 BALBOA ST.

Permit #M-120465

EXHIBITS FOR
JING HUANG and LIYAN WANG
RICHMOND SERENITY SPA

Hearing Date: November 20, 2025
Hearing Time: 1:00 p.m.
Hearing Place: 49 South Van Ness Ave., Room 192/194.

EXHIBIT DESCRIPTION

A	*Annotated Chronology of Relevant Events* (2 pp).
B	Applicable *Code Sections.*
C	*Board of Barbering & Cosmetology Licensing* details for the Spa, Ms. Huang, & Ms. Wang (3 pp.).
D	07-12-21 *Notice of Determination* that DPH sent to the Spa's 3443 Balboa St. Landlord.
E	*The Spa's Website – www.richmondserenityspa* (6 pp.).
F	*Certificate of Completion: Course for Prostitution – Prostitution Prevention Class* (Ms. Huang) *Certificate of Completion: Course for Prostitution – Prostitution Prevention* Class (Ms. Wang).
G	07-25-25 *Incident Report Request* to SFPD (*Ref. #T017067-072525*).
H	Counsel Paul Horcher's *Public Records Act Request* to DPH: Massage opened 07-27-25.
I	Counsel Paul Horcher's *Public Records Act Request* to DPH: Massage opened 10-07-25.
J	10-14-25 *Courtesy Notice of Ambiguous and Objectionable 08-27-25 (2nd) Amended NOD.*
K	11-10-25 *Objection to and Request to Rescind Untimely and Inapposite Assertion of Official Information Privilege* (3pp.).

Dated: November 12, 2025.

Respectfully submitted,

Paul V. Horcher, Attorney for Jing Huang and
Liyan Wang dba Richmond Serenity Spa

ANNOTATED CHRONOLOGY OF RELEVANT EVENTS (1st of 2 pp.)

11-06-07 *The Board of Barbering & Cosmetology* ("*the Board*") issued Jing Huang ("Ms. Huang") *Esthetician Lic. #76542* (Exhibit C)

02-23-11 *The Board* issued Liyan Wang ("Ms. Wang") *Esthetician Lic. #93049* (Exhibit C).

~2011 Ms. Wang is certified by the *California Massage Therapy Council* ("CAMTC")

~ 2012 Ms. Huang is certified by the CAMTC (Certification is current).

03-25-15 Ms. Wang and Ms. Huang ("the owners") filed fictitious name statement for *Richmond Serenity Spa* ("the Spa") then located at 3443 Balboa Street; DPH Permit issued in 2016.

03-16-20 The Spa is **CLOSED** (boarded and posted) by **COVID-19 City order** until 09-14-20.

09-14-20 The Spa is **RE-OPENED** by **COVID-19 City order**.

12-04-20 The Spa is **CLOSED** (boarded and posted) **by COVID-19 City order** until 01-27-21.

01-27-21 The Spa is **RE-OPENED again by COVID-19 City order**.

05-06-21 Lead by SFPD Inspector Antonio Flores, 10 armed Officers on a "cash *raid*" aka overtime raid, some with guns drawn, invaded the tiny Spa. No one was arrested. They lingered at the Spa for nearly four hours joking and discussing where to eat.

07-07-21 DPH issued Ms. Wang and Ms. Huang a *Notice of Determination* ("NOD") like the 2025 NOD alleging lewd conduct.

07-12-21 DPH prematurely sent an officiously intermeddling NOD to intimidate the owners' then landlord, John Lam. (Exhibit D)

02-17-22 Independent Hearing Officer Tinetta Thompson entered decision determining the owners' non-liability for the DPH NOD.

04-18-23 With her life savings, Ms. Huang bought 3446 Balboa St., #1 San Francisco CA 94121 ("the premises") for $575,000.00.

05-17-23 DPH accepted the owners' *Application for a DPH Permit to Operate a Massage Establishment* at 3446 Balboa St.

05-26-23 *The Board* issues *Cosmetology Establishment License 354658* to the Spa; license remains in good standing. (Exhibit C)

06-01-25 Effective date of the owners' 5-year lease of the Spa from Ms. Huang (signed 05-16-25).

01-08-24 After the owners spent ~$70,000 for interior improvements and 6 months dealing with San Francisco bureaucracies, DPH inspected the premises and finally issued *Massage Establishment Permit No. ME-120465* to the owners.

01-27-24 The Spa officially (re-)opened at 3446 Balboa Street.

09-05-24 DPH inspected the Spa – "*overall sanitation is adequate*" This is the last Inspection until 07-16-25, over 10 months later.

06-17-25 SFPD's ~4-member team began a "*buy walk*" decoy operation at 4:00 pm (source: incident report) at the Spa. The SFPD undercover officer ("decoy") has a checkered history[1] and he and his SVU boss, Anthony Flores, both seem very fond of overtime[2] which usually begins at 4:00 p.m. Although the time at the Spa was very brief, the report took 3 hours! The Decoy noted recordings and photos on a Scan disk in the Incident Report – but they are still unreceived by the owners despite multiple *Public Records Act* requests! (Exhibits H and I)

---

[1] The decoy and three other SFPD officers failed to find a loaded gun allowing a kidnapping suspect to bring it into the jail (Source: https://sfstandard.com/2022/08/02/a-kidnapping-suspect-brought-a-loaded-gun-to-jail-officials-blame-sf-police-for-failing-to-find-it/ and the SFPD Chief suspended the decoy for 4 days for an unlawful search (Source: https://sb1421publicarchive-sanfranciscopd.govqa.us/WEBAPP/_rs/(S(kpivk1bq4voedf2r5usl0rvn))/RequestArchiveDetails.aspx?rid=176231&view=45

[2] In 2023 the SFPD Sergeant 3 decoy was paid total benefits of $435,602.89 of which $178,592.13 was regular pay and $180,526.08 in overtime and his boss, Inspector 3 Antonio Flores, was paid total benefits of $454,505.36 of which $196,139.73 was regular pay and $139,975.53 in overtime. (Source: www.transparentcalifornia.com). Flores' overtime pay has more than doubled over the past decade, peaking at more than $160,000 in the last fiscal year (Source: https://sfstandard.com/2025/09/30/sfpd-svu-historic-staffing-lows-longest-detective/?utm_campaign=daily&utm_medium=email&utm_source=sfs_newsletter&utm_term=09_30_25. San Francisco Standard (09-30-25).

EXHIBIT A

ANNOTATED CHRONOLOGY OF RELEVANT EVENTS (2nd of 2 pp.)

07-16-25 DPH inspected the premises and noted, *inter alia*, in *Notice of Violation Inspection Report* ("NOV") that "*Restroom is adequately stocked. All massage tables are in good, sanitary condition. Overall sanitation is adequate.*" After delaying a month, DPH finally notified Ms. Wang of "*SFPD's buy walk operation on 06/17/2025*" but intentionally failed to provide her with a copy of the related *SFPD incident Report* obviously in their possession (DPH quoted selected passages from it and identified it as *Incident Report #250337568* ("the incident report")), but told her to "*...reach out to SFPD for a copy on the incident report*" which proved to be a time-wasting misdirection.

07-18-25 The Owners re-engaged attorney Paul V. Horcher ("Counsel")

07-23-25 DPH issued **first NOD** alleging violations of *SFHC §§29.17(b) & 29.31(f);* **DPH orders the Owners to pay a $7,500.00 fine but does not request the suspension or revocation of the owners' massage establishment permit.**

07-25-25 Counsel requested the incident report from SFPD (*Ref #T017067-072525*). (Exhibit G)

07-27-25 Counsel filed *Public Records Act Request #25-5567* for the incident report, photo & recordings etc. from DPH. (Exhibit H)

08-04-25 DPH produced documents in response to *Request #25-5567* but excluded the incident report, photos, and recordings.

08-05-25 SFPD disapproved the Owners' request for *SFPD Incident Report 250337568* (SFPD) etc.

08-06-25 Counsel submitted timely *Director's Hearing Request* signed by the Owners to DPH and informed DPH that the Owners could not prepare for a hearing without a copy of the incident report.

08-12-25 **DPH finally produced the incident report** lamely representing, without an apology, "*We were under the impression that SFPD had to the one to provide the report...*" The report revealed the identity of undercover agent aka decoy.

08-13-25 DPH represented that "*...DPH is not in possession of the photo or video mentioned in the incident report.*"

08-25-25 **DPH issued an *Amended NOD* for the Spa**; this time **materially escalating the punishment** to order the owners to "***pay the administrative fine of $7,500 and permit penalty of 60 days***" <*sic*> for violating *SFHC §§29.17(b) & 29.31(f).*" Counsel noted the 60 days penalty and requested a later Hearing date to allow adequate preparation time.

08-27-25 **Apparently reacting in a pique to the request for a later Hearing date**, Jennifer Callewaert, Acting Director of Environmental Health, **again escalates the ordered penalties even further**. She now demanded **$7,500.00 in fines and permit revocation** as proscribed by "*SFHC §§ 29.45(a)(3)*" and "*(4).*" However, *SFHC §§ 29.45(a)(4)* is for "*Trafficking Charges or Convictions, as Defined by California Penal Code Section 236.1*" heretofore missing from her previous NODS!

09-02-25 Counsel requested DPH to reveal the basis of the finding, if any, for the sudden demand for permit revocation. DPH responded that there were no new findings – just that DPH latently discovered that it had the authority so did so.

10-07-25 *Public Records Record request #25-7799* for post 08-04-25 records submitted to DPH (Exhibit I).

10-14-25 After counsel's latent discovery of the 08-27-25 *SFHC §§ 29.45(a)(4) Human Trafficking* finding by Acting Dir. Callewaert, he requested that the (2nd) *Amended NOD* be further appropriately revised and the hearing be re-noticed and scheduled for a date the following month or later, consistent with ¶¶ 5 and 7 of the DPH *Director's Hearing Procedures* (Exhibit J).

10-29-25 In response to Counsel's Public Records Act Request, DPH released *"REDACTED RR #25-7799..."* **that again revealed to counsel and to the public the identity of the undercover agent aka decoy.**

11-04-25 DPH employee Douglas Obana ("DPH Inspector Obana") represented that DPH briefings are due 14 days in advance of the 11-20-25 hearing and 7 days in advance for the operator. This means that DPH's briefings were due on Thursday, 11-06-25.

11-07-25 At 11:27 p.m., DPH Inspector Obana named the new Hearing Officer, Traci Lawrence, to replace the previously named Hearing Officer who had undisclosed employment time of 6.5 years with DPH. He also sent untimely attachments described as briefing from the DPH-Massage Program entitled *Assertion of Official Information Privilege* dated 11-06-25 *("brief")* and *Declaration of Michelle Vega in Support of the City's Assertion of the Official Information Privilege dated 11-06-25 ("declaration").*

11-10-25 Counsel replied to the untimely *brief* and erroneous *declaration* with his *Objection to and Request to Rescind Untimely and Inapposite Assertion of Official Information Privilege* (Exhibit K).

EXHIBIT A

RELEVANT CODE SECTIONS

California Business & Professions Code §4603.1 *Local governments shall impose and enforce only reasonable and necessary fees and regulations on massage businesses and massage establishments, in keeping with the requirements of existing law and being mindful of the need to protect legitimate business owners and massage professionals, particularly sole providers. (emphasis added)*

The *United States Supreme Court* ruled in *Goldberg v. Kelly, 397 U.S. 254 (1970),* the seminal case concerning due process in administrative law cases, that:

> *"A pre-termination evidentiary hearing is necessary to provide the welfare recipient with procedural due process. (a) Such hearing need not take the form of a judicial or quasi-judicial trial, but the recipient must be provided with timely and adequate notice detailing the reasons for termination, and an effective opportunity to defend by confronting adverse witnesses and by presenting his own arguments and evidence orally before the decisionmaker. (b) Counsel need not be furnished at the pre-termination hearing, but the recipient must be allowed to retain an attorney if he so desires. (c) The decisionmaker need not file a full opinion or make formal findings of fact or conclusions of law, but should state the reason for his determination and indicate the evidence he relied on. (d) The decisionmaker must be impartial, and, although prior involvement in some aspects of a case will not necessarily bar a welfare official from acting as decisionmaker, he should not have participated in making the determination under review."*

SEC. 29.17. MASSAGE PRACTITIONER CONDUCT REQUIREMENTS...*(b)* ***Lewd Conduct and Prostitution Prohibited.*** *Consistent with California Penal Code Section 647, as may be amended, and San Francisco Police Code Section 225, as may be amended, Massage Practitioners shall not engage in lewd conduct or prostitution on business premises, including locations designated by the client through an Outcall Massage Service. Lewd conduct includes, but is not limited to: the performance of acts or simulated acts of sexual intercourse, masturbation, bestiality, copulation (oral, anal or vaginal), or flagellation; the actual or simulated caressing or fondling by one adult human being of the anus or genitals of another adult human being; the actual or simulated displaying of the pubic hair, anus, vagina, penis, vulva, buttocks, areola, or any other external genitalia of the human body.*

SEC. 29.31. OPERATING REQUIREMENTS. *Massage Establishments, Sole Practitioner Massage Establishments, and Outcall Massage Services must comply with the following operating requirements to the extent applicable:... (f) Practitioner Conduct. Massage Establishments shall be responsible for the conduct of all individuals providing Massage for Compensation on their business premises and shall ensure that such individuals do not wear improper attire or engage in lewd conduct as set forth in Section 29.17.*

SEC. 29.45. VIOLATIONS AND ADMINISTRATIVE PENALTIES. *(a) Any person who violates any provision of this Article 29 or any rule or regulation adopted pursuant to Section 29.2 may, after being provided notice and an opportunity to be heard, be subject to the following monetary and permit penalties. The Director may impose administrative fines and/or permit penalties that exceed those listed in this Section 29.45 where the Director finds that such higher fines and/or penalties are necessary or appropriate to protect and promote the health and well-being of a Massage Business' employees, customers, and/or neighbors...*

(3) Solicitation of Lewd Conduct or Prostitution in Violation of Section 29.17; Solicitation Citations, Charges, or Convictions, as Defined by California Penal Code Section 647(a) or (b) and/or San Francisco Police Code Section 225, for Anyone Working at Massage Establishment.

(A) Administrative fine: $5,000 to be paid by Massage Establishment permittee; and

(B) Permit penalty: Mandatory 60-120 days suspension of Massage Establishment permit.

(C) Repeat violations: Revocation; permittee ineligible for a subsequent Massage Establishment permit at any location for a period of two years.

(4) Trafficking Charges or Convictions, as Defined by California Penal Code Section 236.1, for Anyone Working at Massage Establishment.

(A) Administrative fine: None.

(B) Permit penalty: Revocation; permittee ineligible for a subsequent Massage Establishment permit at any location.

(C) Repeat violations: Same penalty as (a)(4)(B).

(12) Anyone Engaged In Lewd Conduct or Performing Sex Acts as Defined in Section 29.17(b) on Massage Business Premises.

(A) Administrative fine: $2,500 to be paid by Massage Business permittee, and

(B) Permit penalty: Revocation of Massage Practitioner permit and revocation of Massage Business permit. Permit holder ineligible for subsequent Massage Practitioner or Massage Business Permit for a period of five years from the date of permit revocation.

EXHIBIT B

BOARD OF BARBERING AND COSMETOLOGY

LICENSING DETAILS FOR: 76542

NAME: HUANG, JING

LICENSE TYPE: ESTHETICIAN

PRIMARY STATUS: CURRENT

ADDRESS NOT DISCLOSED

ISSUANCE DATE

NOVEMBER 6, 2007

EXPIRATION DATE

NOVEMBER 30, 2025

CURRENT DATE / TIME

OCTOBER 4, 2025
1:42:24 PM

LICENSE RELATIONSHIPS

OWNER (LICENSED)

LICENSE/REGISTRATION ROLE: OWNER

RELATED PARTY ROLE: ESTABLISHMENT/MOBILE UNIT/SCHOOL

NAME: RICHMOND SERENITY SPA

LICENSE/REGISTRATION TYPE: ESTABLISHMENT

LICENSE NUMBER: 354658

PRIMARY STATUS: CURRENT

ADDRESS :
3446 BALBOA ST
SAN FRANCISCO CA 94121-2702
SAN FRANCISCO COUNTY

MAP

EXHIBIT C

BOARD OF BARBERING AND COSMETOLOGY

LICENSING DETAILS FOR: 93049

NAME: WANG, LIYAN

LICENSE TYPE: ESTHETICIAN

PRIMARY STATUS: CURRENT

ADDRESS NOT DISCLOSED

ISSUANCE DATE

FEBRUARY 23, 2011

EXPIRATION DATE

FEBRUARY 28, 2027

CURRENT DATE / TIME

OCTOBER 4, 2025
1:41:38 PM

LICENSE RELATIONSHIPS

OWNER (LICENSED)

LICENSE/REGISTRATION ROLE: OWNER

RELATED PARTY ROLE: ESTABLISHMENT/MOBILE UNIT/SCHOOL

NAME: RICHMOND SERENITY SPA

LICENSE/REGISTRATION TYPE: ESTABLISHMENT

LICENSE NUMBER: 354658

PRIMARY STATUS: CURRENT

ADDRESS :
3446 BALBOA ST
SAN FRANCISCO CA 94121-2702
SAN FRANCISCO COUNTY

MAP

EXHIBIT C

BOARD OF BARBERING AND COSMETOLOGY

LICENSING DETAILS FOR: 354658

NAME: RICHMOND SERENITY SPA

LICENSE TYPE: ESTABLISHMENT

PRIMARY STATUS: CURRENT

ADDRESS OF RECORD

3446 BALBOA ST
SAN FRANCISCO CA 94121-2702
SAN FRANCISCO COUNTY

ISSUANCE DATE

MAY 26, 2023

EXPIRATION DATE

MAY 31, 2027

CURRENT DATE / TIME

OCTOBER 4, 2025
1:34:47 PM

LICENSE RELATIONSHIPS

OWNER (LICENSED)

LICENSE/REGISTRATION ROLE:
ESTABLISHMENT/MOBILE UNIT/SCHOOL

ADDRESS NOT DISCLOSED

RELATED PARTY ROLE:
OWNER

NAME: WANG, LIYAN

LICENSE/REGISTRATION TYPE:
ESTHETICIAN

LICENSE NUMBER: 93049

PRIMARY STATUS: CURRENT

OWNER (LICENSED)

LICENSE/REGISTRATION ROLE:
ESTABLISHMENT/MOBILE UNIT/SCHOOL

ADDRESS NOT DISCLOSED

RELATED PARTY ROLE:
OWNER

NAME: HUANG, JING

LICENSE/REGISTRATION TYPE:
ESTHETICIAN

LICENSE NUMBER: 76542

PRIMARY STATUS: CURRENT

EXHIBIT C

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

London N. Breed, Mayor
Grant Colfax, MD, Director of Health
Patrick Fosdahl, MS REHS
Acting Director of Environmental Health

July 12, 2021

JOHN LOY LAM REVOCABLE TRUST
[redacted]

RE: Notice of Determination – Richmond Serenity Spa – 3443 Balboa Street, San Francisco

Dear John Loy Lam Revocable Trust:

As the owner on record of the above-referenced property, you are hereby notified that Massage Business permit holders, Liyan Wang and Jing Huang "Owner", of Richmond Serenity Spa located at 3443 Balboa Street in San Francisco, "The Establishment", is in violation of the provision(s) of the San Francisco Health Code, Article 29, which were observed and documented on the May 5, 2021 San Francisco Police Department Incident Report ("Incident Report") and outlined in the Notice of Violation Inspection Report dated June 30, 2021. Please see the attached Owner and Practitioner Notice of Determinations for specific details.

The Owner of the Establishment is subject to administrative penalties and health permit revocation.

The Massage Practitioner identified as conducting the violation within the Establishment is subject to health permit revocation.

Please be advised that under California law, property owners can be held responsible for certain unlawful activities, conditions, and uses of their property. Among other laws, the Red Light Abatement Law, California Penal Code Sections 11225 – 11235, provides that the owner of property used for "lewdness, assignation, or prostitution" may be made subject to an injunction ordering closure of the property for one year, a financial penalty of $25,000, and attorneys' fees. Furthermore, under the San Francisco Planning Code an owner may be subject to an injunction, financial penalties, and attorneys' fees for any condition or use of property that violates any Conditional Use Permit or other provision of the San Francisco Planning Code.

If you have any questions, please feel free to contact me, at Jennifer.callewaert@sfdph.org or 415-252-3971.

Sincerely,

Jennifer Callewaert, Principal Environmental Health Inspector
Massage & Body Art Program
Environmental Health Branch
San Francisco Department of Public Health

CC: Peter Keith, Chief Attorney, Neighborhood and Residential Safety Division, Office of the City Attorney
Dario Jones, Enforcement Planner, San Francisco Planning Department

EXHIBIT D

Richmond Serenity Spa

Special Offers

At Richmond Serenity Spa we believe that the spa experience shouldn't be just for special occasions.

NEW CLIENT SPECIAL

Let your friends know, it's 20% off their first session!

EARLY BIRD SPECIAL

Come in before noon and enjoy $10 off for facial or massage!

LADIES AND COUPLES SPECIAL

Weekends get $15 off each for facial or massage!

PRE-PAY DISCOUNT

After your session, if you pre-pay your next appointment, receive $10 off ($20 for couples massage).

EXHIBIT E

Relax, rejuvenate, repeat.

Richmond Serenity Spa is designed with YOU in mind.

A luxury experience right in the neighborhood

Our special discounts make the experience affordable

A relaxing environment puts you at ease

Our friendly and professional staff keeps you coming back

An oasis of relaxation, right in the neighborhood!

Sometimes you want to drive across town to a destination spa. Sometimes you want the oasis to be within reach, friendly and affordable.



REJUVENATION



Facials

RELAXATION

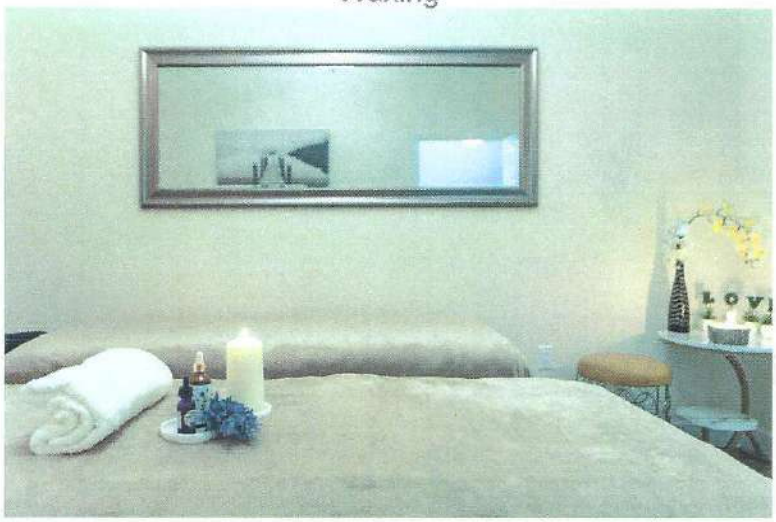
EXHIBIT E

Massage



BEAUTY

Waxing



PAMPERING

Scrub

A neighborhood spa — with a difference

We've paid attention to all the little things that make you happy, because at the end of the day it's all about the details.

EXHIBIT E



NEWLY RENOVATED INTERIOR



EXHIBIT E

COMFORTABLE WAITING AREA



UPGRADED SHOWER ROOM



EXHIBIT E

EASY PARKING

Prices

- ## Massage
- Aroma is $10 extra (included in Couples price).
  - Swedish (30/45/60 minutes) $50/$70/$85
  - Deep tissue (30/45/60 minutes) $55/$80/$95
  - Couples Swedish (60 minutes) $180
  - Couples Deep Tissue (60 minutes) $200
  - Scrub (20 minutes) $50
- ## Facials
  - European Traditional Facial (50 minutes) $80
  - Serenity Signature Facial (60 minutes) $90
  - Revitalizing Collagen Facial (70 minutes) $110
  - Youth Renewing Facial (70 minutes) $120
  - Men's Facial (60 minutes) $90
- ## Waxing
  - Lips/Chin Waxing $20
  - Eyebrow $30
  - Arms $60+
  - Full legs $70+
  - Back $70+

Richmond
Serenity Spa

Relax, rejuvenate, repeat.

Our Location 3446 Balboa Street, San Francisco, CA 94121 richmondserenityspa@gmail.com (415) 702-6468

EXHIBIT E

Certificate of Completion

This certifies that the person named below has completed a 4 Hour Prostitution Prevention Class

COURSE FOR PROSTITUTION

PROSTITUTION PREVENTION CLASS

Jing Huang

31 Saint Charles Ave, San Francisco, CA 94132

Date of Birth: 05/19/1964

Date of Course Completion: 10/10/2025

Certificate Number: 1585283

Verify the authenticity of this certificate by visiting: NALearning.org/Verify

Mr. Robert A. Williams, Course Instructor
(888) 338-8855 | certificate@courseforprostitution.com

NORTH AMERICAN LEARNING INSTITUTE

EXHIBIT F

Certificate of Completion

This certifies that the person named below has completed a 4 Hour Prostitution Prevention Class

COURSE FOR PROSTITUTION

PROSTITUTION PREVENTION CLASS

Liyan Wang

2 Shawnee Ave, San Francisco, CA 94112

Date of Birth: 05/10/1976

Date of Course Completion: 10/12/2025

Certificate Number: 1586304

Verify the authenticity of this certificate by visiting: NALearning.org/Verify

Mr. Robert A. Williams, Course Instructor
(888) 338-8855 | certificate@courseforprostitution.com

NORTH AMERICAN LEARNING INSTITUTE

EXHIBIT F

Incident Report Request

Reference No: T017067-072525

Contact E-Mail: pvh831@gmail.com

The San Francisco Police Department has received your request for Incident Report Number 250337568. If an incident report of 9-digit case number was not provided, there will be a delay in processing, as your request will need to be researched by CISU staff.

Your request was received on 7/25/2025 and given the reference number T017067-072525 for tracking purposes. Your request will be processed in the order it was received. If applicable, your request will be expedited pursuant to the statutory guidelines.

Under CA Family Code § 6228, incident reports requested by a victim or his or her representative for the alleged crimes of domestic violence, sexual assault, stalking, human trafficking, and abuse of an elder or dependent adult are entitled to receive copies within five (5) working days of the request, unless good cause for delay exists. If good cause exists, reports shall be released no later than ten (10) working days after the request is made.

Your report is available for processing upon ID verification. Please send us a copy of your Valid Identification (any current ID, including a valid driver's license, SF City ID card, a State-Issued ID card or a Passport (originating country Ok). Your request will be processed upon receipt.

If you prefer to pick up your report in person, please come to Police Headquarters, 1245 3rd St., during business hours, Monday – Friday, except Holidays, 8:00AM - 5:00 PM. You can contact our office for an appointment, but it is not necessary.

To monitor the progress or updated status of this request please log into the SFPD Public Records Center.

Thank you,

San Francisco Police Department
Crime Information Services Unit
1245 3rd Street, First Floor
San Francisco, CA 94158
415-575-7232

Counter Operating Hours:
Monday – Friday 8:00 am to 5:00 pm, except Holidays
Closed weekends and evenings

EXHIBIT G

Request Visibility: Published

Request 25-5567 Closed

1 of 1 with files active

Dates

Received
July 27, 2025 via web

Requester

Paul Horcher
pvh831@gmail.com
601 Van Ness Ave, #928, San Francisco , CA, 94102
909-861-5555
Law Offices of Paul V. Horcher

Staff assigned

Departments
Public Health: Massage

Point of contact
Bernard Chan

Request

All files from **January 1, 2023** to the present, associated with **3446 Balboa St.** (aka 3448-1 Balboa Street), San Francisco CA 94121, APN Sequence 1, Lot 041 Block 1578 **(known as Richmond Serenity Spa owned by Jing Huang)** - including, but not limited to, all documents, massage establishment applications, massage inspection reports, SFPD Incident Reports, stipulations, hearing notices, intra-agency communications, inter-agency communications such as with Planning (PDSF) and Building Inspection (SFDBI), all BPA's, etc., photos, emails, text messages, videos, data, other records, and all audio and/or video recordings, BWC recordings, CD's and/or DVD's, MP4's etc.

Show less

Timeline | Documents

Request published — Anyone with access to this request
August 4, 2025, 9:45am by Staff

Request closed — Anyone with access to this request
The Department of Public Health has conducted a diligent search for records responsive to your request. We have located responsive records, which are available to you here. This concludes your public records request.
August 4, 2025, 9:45am by Staff

Document(s) released to requester — Requester + Staff
RR 25-5567 - 3446 Balboa Street - Richmond Serenity Spa.pdf
August 4, 2025, 9:44am by Staff

Department assignment — Anyone with access to this request
Public Health: Massage
July 27, 2025, 3:27pm by the requester

Request opened — Anyone with access to this request
Request received via web
July 27, 2025, 3:27pm by the requester

EXHIBIT H

Request Visibility: Published

Request 25-7799 Open

1 of 1 with filters active

Dates

Received

October 07, 2025 via web

Requester

Paul Horcher

pvh831@gmail.com

601 Van Ness Ave, #928, San Francisco , CA, 94102

909-861-5555

Law Offices of Paul V. Horcher

Staff assigned

Departments

Public Health: Massage

Point of contact

Bernard Chan

Request

All files from **August 4, 2025** to the present, associated with **3446 Balboa St.** (aka 3448-1 Balboa Street), San Francisco CA 94121, APN Sequence 1, Lot 041 Block 1578 (**known as Richmond Serenity Spa owned by Jing Huang**) - including, but not limited to, all documents, massage establishment applications, massage inspection reports, SFPD Incident Reports, stipulations, hearing notices, intra-agency communications, inter-agency communications such as with Planning (PDSF) , Building Inspection (SFDBI), San Francisco Police Dept. (SFPD), California Massage Therapy Council (CAMTC), all BPA's, etc., photos, emails, text messages, videos, data, other records, and all audio and/or video recordings, BWC recordings, CD's and/or DVD's, MP4's etc.

Show less

Timeline Documents

Department assignment Anyone with access to this request

Public Health: Massage

October 7, 2025, 4:31pm by the requester

Request opened Anyone with access to this request

Request received via web

October 7, 2025, 4:31pm by the requester

EXHIBIT I

PAUL V. HORCHER, *Attorney at Law*
601 Van Ness Ave., #928, San Francisco CA 94102-3257
Tel: (909) 861-5555 Fax: (415) 301-4262 Email: "pvh831@gmail.com"

October 14, 2025 via email

Jennifer Callewaert, Acting Director of Environmental Health
San Francisco Dept. of Public Health ("DPH")
49 S. Van Ness Ave, Suite 600
San Francisco CA 94103

Re: **Courtesy Notice of Ambiguous and Objectionable 08-27-25 (2nd) *Amended Notice of Determination (NOD).***
DPH vs. *Jing Huang and Liyan Wang dba Richmond Serenity Spa*, 3446 Balboa St. #1, San Francisco CA 94121

Dear Acting Director Callewaert:

It has come to light that the subject notice appears to be materially and fatally at variance with both your original *NOD and 1st amended NOD* in that, in addition to the escalating unwarranted and draconian permit revocation and financial penalties, you are also ordering my clients to pay a $2,500.00 administrative penalty for occurrence of the alleged violation as proscribed by *San Francisco Health Code* ("*SFHC*") ***"§29.45(a)(4),"*** (emphasis added) the *SFHC §* that your Order cited.

It is important to clarify that *SFHC §29.45(a)(4)* is irrelevant and **does not** authorize the imposition of an administrative fine.

The text of the section is as follows:

> *"(4)* ***Trafficking Charges or Convictions, as Defined by California Penal Code Section 236.1, for Anyone Working at Massage Establishment.***
> *(A) Administrative fine:* ***None.*** (emphasis added).
> *(B) Permit penalty: Revocation; permittee ineligible for a subsequent Massage Establishment permit at any location.*
> *(C) Repeat violations: Same penalty as (a)(4)(B)."*

In 2021, an SFPD search warrant affidavit reprehensibly and falsely alleged human trafficking felonies at the Spa when it was located at 3443 Balboa St. Now, in 2025, my clients, Jing Huang and Liyan Wang, are deeply distressed that your (2nd) *Amended NOD Order* is now repeating the discredited 2021 SFPD falsehoods by categorizing them as felonious human traffickers—a serious accusation of a loathsome crime punished by serious state prison time, when, in fact, neither has been suspected, charged, or convicted of such a heinous crime.

This letter serves as a formal courtesy notification. If the (2nd) *Amended NOD* is not dropped entirely or further appropriately amended again and the hearing appropriately re-noticed and scheduled for a date next month or later, consistent with ¶¶ *5* and *7* of the DPH *Director's Hearing Procedures* and my clients' procedural due process rights, they will be compelled to pursue a motion to dismiss with prejudice the entire defective 08-27-25 (2nd) *Amended NOD, inter alia*.

Thank you for your anticipated cooperation.

Paul V. Horcher, Attorney for Jing Huang and Liyan Wang

cc: Clients, interested parties.

EXHIBIT J

PAUL V. HORCHER, ***Attorney at Law***
601 Van Ness Ave., #928, San Francisco CA 94102-3257
Tel: (909) 861-5555 Fax: (415) 301-4262 Email: "pvh831@gmail.com"

November 10, 2025

via email

Jennifer Callewaert, Acting Director of Environmental Health
San Francisco Dept. of Public Health ("DPH")
49 S. Van Ness Ave, Suite 600
San Francisco CA 94103

Re: *DPH* vs. *Jing Huang and Liyan Wang dba Richmond Serenity Spa*, 3446 Balboa St., San Francisco CA 94121
Objection to Untimely and Inapposite *Assertion of Official Information Privilege*; Request to Rescind

Dear Acting Director Callewaert:

I represent Richmond Serenity Spa owned by Li Yan Wang and Jing Huang in defending against this 2025 DPH Permit Revocation Action and represented them four (4) years ago in 2021 defending DPH's first Permit Revocation Action.

On November 4, 2025, at 2:56 PM, I received the following email from DPH employee Douglas Obana, MPH, REHS, Principal Environmental Health Inspector ("DPH Inspector Obana") with representations of the parties' respective deadlines:

> *"Hello Everyone,*
> *Given the conflict with December 2nd, we have made arangments <sic> with a new hearing officer for the original date of November 20th at 1pm since that worked with everyone initially. Briefings are still due with the same timeline.* ***Department briefings <sic> due 14 days in advance of the hearing*** *and 7 days in advance for the operator. Please let me know if anyone has and <sic> questions and have a great day.* (emphasis added)
> *Sincerely, Douglas Obana, MPH, REHS.* (emphasis added)
> *Principal Environmental Health Inspector Water Program Environmental Health Branch Population Health Division*
> *San Francisco Department of Public Health 49 South Van Ness Ave, Suite 600 San Francisco CA, 94103 415-252-3993"*

The Hearing date is November 20, 2025, which means that the DPH's briefings were due on Thursday, November 6, 2025.

Last Friday night, November 7, 2025 at **11:27 p.m.**, DPH Inspector Obana emailed me an update on the identity of the new Hearing Officer with attachments described as a briefing from the DPH-Massage Program entitled *Assertion of Official Information Privilege* dated November 6, 2015 ("the brief") and *Declaration of Michelle Vega in Support of the City's Assertion of the Official Information Privilege* also dated November 6. 2025 ("the declaration"), respectively.

The untimely brief and the declaration are riddled with factual and legal errors as well as untruths.

The brief quotes *California Evidence Code §1040(b)(2)* to assert the official information privilege but ignores the threshold requirements of *§1040 (a)*, to wit:

> *"(a) As used in this section, 'official information' means information acquired in confidence by a public employee in the course of his or her duty* ***and not open, or officially disclosed, to the public prior to the time the claim of privilege is made.***" (emphasis added).

The official information, the agent's identity, was officially disclosed, nearly three (3) months ago by DPH Code Enforcement Investigator Ivy Phan on August 12, 2025, when she unconditionally transmitted to me a partially redacted *SFPD Incident Report No. 250337568* with the name of the undercover agent **not** redacted. She also sent emails to her work colleagues, Ivy Phan, and Danny Lee, as well as to you, their boss. DPH released the same report to me and the public with emails shared with the named undercover agent as "*REDACTED RR #25-7799...*" on October 29, 2025.

Nonetheless, the brief further states the untruth "***The agent's identity has remained confidential, and the City has taken deliberate measures to preserve that confidentiality***. *See Vera Decl.*" (emphasis added)

Then the Brief states:

EXHIBIT K

"The City does not intend to call the agent to testify live. Instead, the City intends to submit an incident report and declaration, which together provide a sufficient evidentiary basis for an administrative action. Petitioners retain the opportunity to challenge the substance and credibility of the agent's account through the administrative process."

In other words, the City does not intend to allow my clients their procedural due process right to effectively (cross-) examine and confront the undercover agent – a violation of the ruling of the *U. S. Supreme Court* case of *Goldberg v. Kelly, 397 U.S. 254 (1970)*, the seminal case concerning due process in administrative law cases, that states::

"A pre-termination evidentiary hearing is necessary to provide the welfare recipient with procedural due process. (a) Such hearing need not take the form of a judicial or quasi-judicial trial, but ***the recipient must be provided with*** *timely and adequate notice detailing the reasons for termination,* ***and an effective opportunity to defend by confronting adverse witnesses*** *and by presenting his own arguments and evidence orally before the decisionmaker. (b) Counsel need not be furnished at the pre-termination hearing, but the recipient must be allowed to retain an attorney if he so desires. (c) The decisionmaker need not file a full opinion or make formal findings of fact or conclusions of law, but should state the reason for his determination and indicate the evidence he relied on. (d) The decisionmaker must be impartial, and, although prior involvement in some aspects of a case will not necessarily bar a welfare official from acting as decisionmaker, he should not have participated in making the determination under review."* (emphasis added)

My clients hereby formally request that the undercover agent be produced at the Hearing for their examination.

The brief goes on to take a speculative and contemptible personal attack towards me, my clients' counsel, speculating that I would likely share and disclose the agent's identity to my other clients.

Finally, the brief disingenuously states:

"The petitioners' due process rights are fully protected through access to the agent's written statements and the opportunity to challenge the evidence under protective conditions."

Absolute nonsense. My clients' due process rights are only fully protected by the unrestricted exercise of their right to a face-to-face confrontation of the undercover agent.

Like DPH Inspector Obana and you, the declarant Michelle Vega, is a *Registered Environment Health Specialist* (*"REHS"*); she adds the *REHS* acronym to her name in her emails. REHS's are subject to discipline pursuant to *California Code, Health and Safety Code - HSC § 106715(a)(4)* which reads as follows with emphasis added:

(a) Notwithstanding any other provisions of this article, the department upon the recommendation of the committee may suspend, deny, refuse to renew, or revoke a registration certificate issued under this article after sufficient notice and an opportunity for a hearing and upon findings that the registered environmental health specialist has done any of the following:...(4) ***Committed an act of deceit, misrepresentation****, violation of contract, fraud, negligence, professional incompetence, or* ***unethical practice.***" (emphasis added).

The declaration was apparently a rush job in that there are two paragraph "2.'s," it contains statements that appear to be deceitful, misrepresent the facts, and are unethical as follows:

Ms. Vega stated in the first ¶2 of the declaration:

"2. *In my official capacity, I have access to records and information generated or collected by EHB in the course of its enforcement activities. The material at issue in this matter, specifically, information that would reveal the physical appearance and identity of an undercover agent,* ***has been maintained as confidential at all times***." (emphasis added)

The identity of the undercover agent has **not** been maintained as confidential since it was officially disclosed, nearly three (3) months ago, by DPH Code Enforcement Investigator Ivy Phan on August 12, 2025, when she unconditionally

transmitted partially redacted *SFPD Incident Report No. 250337568* with the name of the decoy **not** redacted, to me with a cc: to her work colleagues, Ivy Phan, and Danny Lee, as well as to and their boss, Jennifer Callewaert. The same incident report and emails with the named undercover agent were released to me and the public pursuant to a *Public Records Act* request on October 28, 2025 (DPH file name: "*REDACTED RR #25-7799-3446 Balboa Street - Richmond Serenity Spa*").

Stating that the identity of the undercover agent has been confidential ***at all times*** appears to be untrue.

> "*3. The undercover agent whose identity is at issue is the sole operative assigned to conduct covert investigations into illicit activity at massage establishments within the City and County of San Francisco pursuant to San Francisco Health Code Article 29. Disclosure of the agent's physical appearance would render him recognizable to the regulated community, thereby compromising the integrity of ongoing and future investigations.*

The declarant, Ms. Vega, and her crew have been inspecting massage establishments for years. Most, if not all, of the establishments have video equipment in their plain view as inspectors. This equipment records all who enter. The agent's physical appearance has no doubt been recorded many times; it is logical to assume that he is totally recognizable to the "*regulated community.*" It is highly disingenuous to represent under oath that his likeness has not been compromised.

> "*4. Even if disclosure were subject to a carefully crafted protective order, the risk of harm remains substantial. Once the agent's physical appearance is disclosed, it cannot be undone. Protective orders cannot fully eliminate the risk of inadvertent disclosure or misuse, nor can they restore the agent's anonymity once compromised.* ***Because the same legal counsel has historically represented other massage establishments that have been under investigation, there is a significant risk that the agent's identity could be shared with those clients, intentionally or not, undermining the City's broader enforcement strategy.***" (emphasis added)

A declaration must contain only facts personally known to be true to the declarant, not speculation. If this statement is directed towards me, I find it highly defamatory and untrue. And, once again, the identity of the decoy has already been released and compromised by DPH multiple times. There is no longer any expectation of confidentiality.

What is the purpose of DPH's privilege assertion based on erroneous declaration? It appears solely to prevent face-to-face (cross-) examination of the undercover agent. DPH may be worried that an effective cross-examination and impeachment of the agent would reveal, *inter alia*, his reported 4-day suspension ordered by the Police Chief for an unlawful search, his reported apparent dereliction of duty in allowing a kidnapping suspect to bring a loaded weapon into the jail, and the fact that his SFPD overtime pay exceeds his highly compensated regular pay. The undercover agent's true motivation seems to have everything to do with generating overtime money and little to do with public health or safety. It is also apparent that if his description of the events at *Richmond Serenity Spa* is true, he behaved highly improperly. Furthermore, 4 years ago, when DPH attempted to revoke the permit of *Richmond Serentiy Spa* and they had no reluctance then to personally produce their undercover agent. The records released on Oct. 29, 2025, also reveal DPH's initial intent to have the undercover agent personally testify.

The DPH Massage Program crew are likable employees, and it is hard to believe that Ms. Vega, with impressive *REHS* credentials, would knowingly and willingly make such a declaration unless she was distracted and/or under extreme pressure to do. Two paragraph "2"s in her Declaration leads one to believe that it was a just a rough draft and was not read or proofread before signing. Before matters further escalate, my clients have authorized me to request that you take the opportunity now to rescind the untimely and inapposite privilege assertion based on an incorrect and flawed declaration.

Thank you for your courtesy and cooperation,

Paul V. Horcher, Attorney for Jing Huang and Liyan Wang
Owners of Richmond Serenity Spa, 3446 Balboa St.

cc: Clients, interested parties

EXHIBIT K

Paul V. Horcher, Esq. SBN 084882
601 Van Ness Ave., #928
San Francisco CA 94102-3257
T: (909) 861-5555 F: (415) 301-4262 E: pvh831@gmail.com

Attorney for Jing Huang & Liyan Wang dba Richmond Serenity Spa

CITY AND COUNTY OF SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH, ENV. HEALTH SECTION
49 South Van Ness Ave., Suite 600, San Francisco CA 94103

SAN FRANCISCO DEPT. OF PUBLIC HEALTH ("DPH") vs. JING HUANG and LIYAN WANG dba RICHMOND SERENITY SPA ("the Spa"), 3446 BALBOA ST.	DECLARATION OF JING HUANG Hearing Date/Time: 11-20-25 at 91:00 p.m. Hearing Place: 49 S Van Ness Ave SF

I, JING HUANG, declare as follows:

1. I immigrated to San Francisco from China and became a USA citizen. Since 2015, I have co-owned the Spa. It was located first at 3443 Balboa St., San Francisco CA then relocated across the street to 3446 Balboa St. My equal business partner is Liyan Wang ("Ms. Wang"). We are both in good standing as *California Massage Therapy Council* ("CAMTC") Certified Massage Therapists and *California Board of Barbering & Cosmetology* estheticians.[1]

2. Ms. Wang and I ("We") are not kids; I am 61 and Ms. Wang is 49.

3. We fully complied with DPH's COVID-19 orders that stopped our only income source by closing the Spa for 8 long months from 03-16-20 to 09-14-20 and from 12-04-20 to 01-28-21 that put us on the brink of insolvency.

4. We have always wanted good relations with our permitting agency, DPH, but 4 years ago in 2021, with the help of a "*cash raid*" of some overtime hungry officers led by SFPD Inspector Antonio Flores,[2] DPH attempted to revoke the Spa's permit when it was located across the street. at 3443 Balboa St. with similar highly questionable allegations. We appealed DPH's unjust *Notice of Determination* ("NOD") authored by DPH's Jennifer Callewaert. After a Hearing, the Independent Hearing Officer, Tinnetta R. Thompson, saw through DPH's unfounded and

[1] Exhibit C.
[2] In 2023 Inspector 3 Antonio Flores, was paid total benefits of $454,505.36 of which $196,139.73 was regular pay and $139,975.53 in overtime. (Source: www.transparentcalifornia.com). Flores' overtime pay has more than doubled over the past decade, peaking at more than $160,000 in the last fiscal year (Source: https://sfstandard.com/2025/09/30/sfpd-svu-historic-staffing-lows-longest-detective/?utm_campaign=daily&utm_medium=email&utm_source=sfs_newsletter&utm_term=09_30_25. San Francisco Standard (09-30-25).

unproven case and ruled for us and against DPH. She stated: "*I cannot support a determination of liability for the co-owners of Richmond Serenity Spa*" and "*By a preponderance of the evidence, Jing Huang and Liyan Wang, co-owners of Richmond Serenity Spa (Permit #M-87025), are not liable for violations of SFHC §§29.17(b) and 29.31(f)*."

5. DPH prematurely noticed our landlord about their 2021 NOD while the matter was still pending[3] apparently to get him to evict us. This officious and malicious action collaterally soured our relationship with the landlord, so we sought a new location thereafter.

6. Using my life savings as a down payment, I paid $575,000.00 for the ground floor of the real property directly across the street from 3443 Balboa St. commonly known as 3446 Balboa St., Unit #1, San Francisco CA 94121 ("the premises") where *G & J Beauty Salon* and *Yindeli Shiatsu* operated before. My monthly mortgage payment is $3,000.00. The annual property taxes are ~$7,300.00 (an average of ~$600.00/month. I leased the premises for 5 years to my partnership with Ms. Wang.

7. Contrary to the undercover officer's ("decoy") erroneous *SFPD Incident Report 250337568*, the Spa's premises have never been at 3448 Balboa St. 3448 Balboa St. is the postal address for the four-unit building, and is used for upstairs residential units 2, 3, and 4. 3446 Balboa St. is the postal address for unit #1, which is a ground floor commercial unit. This error makes me wonder if the decoy has confused our place with another visit he made.

8. The Spa is small, just 1,075 square feet, all at ground level, and is our sole means of support.

9. The Spa offers massages, facials, and waxing; massage is roughly 85% of our business. 50% of our patrons are men, 30% are women, and 20% are couples. There are 3 therapy rooms; 2 are dedicated to massage exclusively and 1 room is used for couples' massage and esthetician services. Though it is hard to please everyone, the Spa has solid 3.5 Yahoo, 3.7 Yelp, and 4/5 Google ratings (19 5/5 Google ratings since our new advertising campaign began in May 2025). We advertise only through our tasteful website (*https://richmondserenityspa.com/*)[4] and through Google.com. Our Google.com advertising targets women and couples as patrons. 90%+ of the Google generated reservations are for women and couples. We don't want the kind of customers that sexy ads bring.

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[3] Exhibit D.
[4] Exhibit E

10. Initially, Ms. Wang and I both worked at the Spa every day where we jointly made management decisions. We have since hired 3 middle aged experienced and credentialed part-time masseuses with clean records to allow us to have a little personal time off. To reduce turnover and to help keep the staff on the straight and narrow, we pay above market rates to our staff compared to our competitors. At least one of us tries to be at the Spa each day it is open. Though I have experienced serious health issues lately, I try to work full-time. Ms. Wang currently works three days per week, and the three other masseuses work part-time. Our ages ranged from 49 to 65 this year. I know what prostitution is. I take my responsibilities as an owner seriously and know that it is my job to do everything I can to prevent prostitution at the Spa. Ms. Wang and I both recently completed a prostitution prevention class to further enhance our understanding;[5] we intend to make this useful court approved class a condition of employment.

11. The Spa's hygiene was last inspected by DPH on July 16, 2025. Only a minor issue with the refrigerator was noted; they returned later to re-inspect and found all in order. The Spa is not a threat to public health or safety; it is the epitome of good hygiene, professionalism, and compliance.

12. The Spa is a business that sees hundreds of clients each month and we are at a disadvantage when it comes to recalling details of a specific occasion. The SFPD decoy officer said he arrived at our establishment a full month before DPH notified us. I am nonetheless confident in my denial of the allegations because an incident of solicitation or lewd conduct on the premises would be so out of the ordinary that it would necessarily be memorable.

13. We do not employ any masseuses with criminal records for prostitution. The masseuses present at the Spa at the time of the decoy operation were heretofore employed at the Spa without a complaint or a citation to us.

14. The oversized towels to cover the patrons are made available in each room. We don't offer the option to be nude, and we do not specifically instruct our customers to undress completely.

15. All staff and customers are appropriately attired. Permits are on display and Licenses are on file.

16. I take my responsibility to the public seriously. The Police and DPH worry about rogue cops and rouge inspectors. We worry about rogue masseuses endangering our livelihoods, so we minimize that chance by paying

[5] Exhibit F.

our staff well, do not engage in sexy advertising that attracts undesirable patrons, enforce modest clothing apparel requirements, and allow only DPH permitted masseuses who have been FBI/DOJ level screened by SFPD and CAMTC to work at the Spa. We have never hired a masseuse without CAMTC or San Francisco credentials. If we have doubts about the ethical fitness of an applicant for a massage position, we simply don't hire them and we have any doubts about staff members we fire them. We absolutely prohibit the soliciting of money for sex on the premises. We hold weekly meetings with our masseuses reinforcing our strict policies about illegal activity and keeping the massage doors unlocked. Our policy towards patrons who ask for sexual favors for money is to directly inform "*You have come to the wrong place; we don't do that!*" We then refund their money and show them the exit door. I have invested too much to allow the Spa to be closed for illegal behavior. .

17. We were shocked to receive the initial July 16, 2025, DPH Notice of Violation (*NOV*) regarding the alleged incident between an undercover officer ("decoy") and a masseuse at the Spa. I thought it odd that the decoy, a sworn officer, was so careless and negligent that he failed to question, identify, and detain the alleged rogue masseuse. I now know that he has been careless before and was suspended for 4 days by the SFPD Chief.[6] I also wondered if something really happened why neither SFPD nor DPH alerted us to so we could have taken appropriate action. I believe that public health and public safety took a back seat to DPH's vengeful vendetta to maliciously ruin us and to SFPD's greedy officers out to make more easy money off the taxpayers through overtime abuse again.

. 18. After receiving this incomplete accusation, I tried to determine if something really happened and identify the culprit. At the time the SFPD decoy said he entered the premises there were two part-time masseuses present at the Spa on June 17, 2025 pending my arrival later that afternoon. One was 65 years old and the other about 60, much older than the 50-year old the decoy he said he encountered. Before the unbelievable news of the alleged June 17, 2025, incident, I had no reason to suspect any of the masseuses of misconduct. They were both CAMTC Certified Massage Therapists passing FBI/DOJ level background checks. Although handicapped by the decoy's

[6] The decoy and three other SFPD officers failed to find a loaded gun that allowed a kidnapping suspect to bring it into the jail (Source: https://sfstandard.com/2022/08/02/a-kidnapping-suspect-brought-a-loaded-gun-to-jail-officials-blame-sf-police-for-failing-to-find-it/) and the SFPD Chief suspended the decoy for 4 days for an unlawful search (Source: https://sb1421publicarchive-sanfranciscopd.govqa.us/WEBAPP/_rs/(S(kpivk1bq4voedf2r5usl0rvn))/RequestArchiveDetails.aspx?rid=176231&view=45)

dubious decision not to detain, question, and identify the alleged rogue masseuse, I, unlike the decoy, sharply questioned the 2 masseuses who were at the Spa on June 17, 2025. They both adamantly denied any involvement with him.

19. It is very unfair and unjust to revoke our establishment permit and fine us; if we lose our permit, we will consequently lose our CAMTC massage certifications too and will be unable to make a living. We are innocent and don't deserve this draconian and unreasonable punishment.

20. I have read and signed a rough Google® translation of this document into simplified Chinese.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and that this declaration was executed on November 11, 2025, at San Francisco CA.



JING HUANG

San Francisco Police Department

Report Type: **Initial**

INCIDENT REPORT

250337568

INCIDENT

Incident Number	Occurrence From Date / Time	Occurrence To Date / Time	Reported Date / Time	CAD Number
250-337-568	06/17/2025 16:00	06/17/2025 16:30	06/17/2025 16:30	251682621

Type of Incident: HOUSE OF PROSTITUTION, KEEPING OR RESIDING IN 13010 SOLICITS FOR ACT OF PROSTITUTION 13060 — Retail Theft? ☐

Location of Occurrence: 3448 BALBOA ST — At Intersection with/Premise Type: MISC. BUILDING OR STORE — District: RICHMOND

Confidential Report?	Arrest Made?	Suspect Known?	Suspect Unknown?	Non-Suspect Incident?	Domestic Violence? (Type of Weapon Used)	Use of Force?	Reporting Unit
☑	☐	☐	☑	☐	☐	☐	5W135

Location Sent / On View: 3448 BALBOA ST — At Intersection with — Reporting District: RICHMOND

Crime and Clearance Status	Reported to Bureau	Name	Star	Date/ Time	Elder Victim	Gang Related?	Juvenile Subject?	Prejudice Based?
0	SVUHT	Glenn, Robert M	2283	06/17/2025 16:30	☐	☐	☐	☐

Have you reviewed the attached list of procedures required by Department General Order (DGO) 7.04?

OFFICER DECLARATION

I declare under penalty of perjury, this report of 4 pages is true and correct, based on my personal knowledge, or is based on information and belief following an investigation of the events and parties involved.

PROP 115 CERTIFIED — 5 Year/Post

Reporting Officer	Star	Station	Watch	Date
GLENN, ROBERT M	2283	SVU - Human Trafficking	1	06/17/25 18:57
Reviewing Officer	**Star**	**Station**	**Watch**	**Date**
FLORES, ANTONIO L	683	SVU - Human Trafficking	1	06/17/25 19:30
OIC	**Star**	**Station**	**Watch**	**Date**
FLORES, ANTONIO L	683	SVU - Human Trafficking	1	06/17/25 19:30

Related Case	Related Case	Re-assigned to	Assigned to 5T300B	Assigned by
--	--	Copies to 5T300B	Add'l Copies	RG 2283

REPORTEE 1

Code	Name (Last, First Middle)	Alias	Email
R 1	SFPD , #2283		

Day Phone	Type	Home Address	City	State	Zip Code
(415) 553-1735	Work				
Night Phone	**Type**	**Work Address**	**City**	**State**	**Zip Code**
(415) 930-1720	Cell	850 BRYANT STREET	SAN FRANCSICO	CA	94103-

DOB / Age	DOB Unk.	or age between and	Race	Sex	Height	Weight	Hair Color	Eye Color	ID Type	Jurisd.	ID No.
	☐										

Confidential Person	Violent Crime Notification	293 PC Notification / Star	Follow-up Form	Statement	Relationship to Subject
☐	☐	☐	YES ☐	YES ☐	

School (if Juvenile)	Injury/Treatment	Other Information/If Interpreter Needed Specify Language

Interpreter Needed	Language	Language Description(if Other)	Language Line Service/Interpreter ID#	Bilingual Ofc Star#
☐				

CONFIDENTIAL

SUSPECT 1

Code	Name (Last, First Middle)	Alias	Email
S 1	UNKNOWN, UNKNOWN		

Day Phone	Type	Home Address	City	State	Zip Code

Night Phone	Type	Work Address	City	State	Zip Code
		3448 BALBOA ST	SAN FRANCISCO	CA	94121-

DOB Unknown ☑	Date of Birth	Age	or age between	Race	Sex	Height	Weight	Hair Color	Eye Color
			45 and 55	A	F	5'2	130	BLK	BRO

SFNO	J/D# (if Juvi)	ID Type/Jurisdiction/Number	ID Type/Jurisdiction/Number	ID Type/Jurisdiction/Number

Booking Charge(s)	Booking Location

Warrant #	Court#	Action#	Dept#	Enroute to

Warrant Violation(s)	Bail ($)

Citation#	Violation(s)	Appear Date/time	Location of Appearance

☐ CA Form Booked Copy Attached	Mirandized: Star ☐	Date Time	CWB Check Star

Book/Cite Approval Star	Mass Arrest Code	M X-Rays ☐	School (if Juvenile)	Statement ☐

Other Information: Citation/Warrant/Booking Charge(s)/Missing Person-Subject Description; Scars, Marks, Tattoos
BLACK SWEATER, BLACK PANTS

Interpreter Needed ☐	Language	Language Description(if Other)	Language Line Service/Interpreter ID#	Bilingual Ofc Star#

CONFIDENTIAL

NARRATIVE

On the above date and time, I was tasked to conduct undercover operations at 3448 Balboa Street, Richmond Serenity Spa, the goal of this operation was to see if there was illegal prostitution taking place.

A/LT. Flores held a briefing at SVU. Officer Stucki #2471 and Sgt. Lyons #2438 also attended the briefing. The phrase "This is exciting." Was the sign to the units that the there had been an act of prostitution had been solicited. A/Lt Flores provided me with $200 ((2) hundred dollar bills in Marked City Funds. I photographed the money before the operation.

I was dropped off by Officer Stucki in the area of 3448 Balboa Street. I utilized [redacted]. I was wearing a Tan sweatshirt, black T-shirt, grey pants, and black and white shoes.

I went to the door and it was unlocked. I walked inside and was met by (S1) Asian Female who directed me to follow her to a room. I saw that there was a room marked #6 on the left hand side, a laundry room and then the room that I was directed to. (S1) asked How long? I said half hour and she told me that it would cost $50. I paid with (1) hundred dollar bill and was told that they would bring me my change.

I did not see any other people in the building as I walked back. I could hear voices coming from the other rooms both male and female.

(S1) is describes as an Asian Female, approximately 50 years old, black sweater, black pants. (S1) was approximately 5'2" tall and slender build.

(S1) pointed to the table. I asked (S1) if I was supposed to get naked. (S1) stated to take off and pointed to the nearby chair. I took this to mean that I was to undress and place my clothing on the chair.

The room is described as an inward opening door. There was a massage table in the center of the room. The lights were dim. There was a chair in the left corner opposite the door. A small side table between the chair and the door. In the far right corner was a taller table with lotions and a roll of toilet paper.

I undressed and got under the blanket. (S1) returned and placed (2) Twenty dollar bills and one ten dollar bill on the table. (S1) removed the blanket and I was now laying on the massage table face down, nude.

(S1) rubbed my shoulders, legs, and buttocks. (S1) tried to rub my perineum area. I tried to prevent that butt clinching my buttocks cheeks.

(S1) asked if I wanted to turn over. (S1) toweled me off with a warm towel. (S1) grabbed blanket that was near my feet and moved it off of the bed. (S1) massaged my chest and stomach. (S1) grabbed my penis with her left hand. (S1) asked "you want?" (S1) made an up and down motion with her hand in the air while making a hollow fist. (Fingers open making a circle) I know based on my training and experience that (S1) was asking if I wanted to her to manually stimulate me (Hand Job).

I asked (S1) how much and she stated "you tell me." I offered 60 dollars and she stated yes. (S1) went over to the corner shelf area and got oil. (S1) grabbed my penis now with both hands. I gave the predesignated signal twice. Sgt. Lyons called.

I told (S1) that it was my wife. (S1) stated that she wanted me to lay back down and go "real quick". (S1) offered several times for me to "finish." I told her that I would still give her the money but I had to leave. (S1) handed me a towel to clean my genitals with.

I gave (S1) the $50 remaining dollars and exited the building.

CONFIDENTIAL

I ended the recordings, I uploaded the photographs to this report as well as the [redacted]

I additionally placed the photos and recordings on a Scan disk.

CONFIDENTIAL

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Jennifer Callewaert MS, REHS
Acting Director of Environmental Health

July 23, 2025

Liyan Wang & Jing Huang
3446 Balboa Street
San Francisco, CA 94121

RE: Notice of Determination – Richmond Serenity Spa – 3446 Balboa St, San Francisco

Dear Liyan Wang & Jing Huang,

As the owner of Richmond Serenity Spa located at the 3446 Balboa Street in the City and County of San Francisco, Massage Health Permit #ME-120465 ("Establishment"), you are hereby notified that the Establishment is in violation of the following provision(s) of the San Francisco Health Code (SFHC), Article 29, which were observed and documented on a June 17, 2025 San Francisco Police Department (SFPD) Incident Report ("Incident Report") and outlined in the Notice of Violation Inspection Report dated July 16, 2025:

1. **Section 29.17(b) Lewd Conduct and Prostitution Prohibited.** Massage Practitioners shall not engage in lewd conduct or prostitution on business premises, including locations designated by the client through an Outcall Massage Service. Lewd conduct includes, but is not limited to: the performance of acts or simulated acts of sexual intercourse, masturbation, bestiality, copulation (oral, anal or vaginal), or flagellation; the actual or simulated caressing or fondling by one adult human being of the anus or genitals of another adult human being; the actual or simulated displaying of the pubic hair, anus, vagina, penis, vulva, buttocks, areola, or any other external genitalia of the human body.

2. **Section 29.31(f) Practitioner Conduct.** Massage Establishments shall be responsible for the conduct of all individuals providing Massage for Compensation on their business premises and shall ensure that such individuals do not wear improper attire or engage in lewd conduct as set forth in Section 29.17.

Per the Incident Report, an unidentified employee of the Establishment, engaged in a lewd act while conducting a massage on an undercover SFPD Officer. Specifically, while the officer was laying nude on his back, exposing his genitals fully. The unidentified practitioner solicited sexual services, including masturbation of the genitals.

On July 16, 2025, the San Francisco Department of Public Health-Environmental Health Branch (SFDPH) massage team conducted an inspection of the establishment, issuing a Notice of Violation to Liyan Wang & Jing Huang for the health code violations above.

Based on the findings set forth above, the Director HEREBY ORDERS:

1. That you and your practitioners shall immediately discontinue engaging in lewd conduct at the Establishment.

2. That you shall pay the administrative penalties of **$7,500** for the occurrence of the violation as follows: SEC. 29.45(a). VIOLATIONS AND ADMINITSRATIVE PENALTIES.

   (3) Solicitation of Lewd Conduct or Prostitution in Violation of Section 29.17; Solicitation Citations, Charges, or Convictions, as defined by California Penal Code, Section 647 (a) or (b) and/or San Francisco Police Code, Section 225, for Anyone Working at Massage Establishment.
   (A) Administrative fine: **$5,000** to be paid by Massage Establishment permittee

   (12) Anyone Engaged in Lewd Conduct or Performing Sex Acts as Defined in Section 29.17(b) on Massage Business Premises.
   (A) Administrative fine: **$2,500** to be paid by Massage Business permittee, and

The Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s) has the right to request a hearing by submitting the attached Director's Hearing Request Form within 15 days from the date this Notice was received. If no request for a hearing is filed with the Director within the appropriate period, the right to request a hearing shall be deemed waived, and the Director's determination shall become final and effective on the 15th day from the date this Notice was received.

Pursuant to SFHC, Article 29 §29.33(a)(3) The Director may revoke or suspend any Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit, after a hearing, if the Director finds the permittee or the permittee's agent, employee, or independent contractor has engaged in any conduct in connection with the operation of the business that violates the operating requirements set forth in this Article 29, any rules or regulations related to Massage Business operations, or any State or local laws relating to the practice of Massage or the operation of a Massage Business

If you have any question, please contact Environmental Health Inspector Ivy Phan at 415-252-3986 or ivy.phan@sfdph.org.

Sincerely,

Jennifer Callewaert

Jennifer Callewaert, MS, REHS
Acting Director of Environmental Health

Attachment:
Director's Hearing Request Form
Director's Hearing Guidelines

Cc:
Property Owners of 3446 Balboa Street: Jing Huang

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Jennifer Callewaert MS, REHS
Acting Director of Environmental Health

August 25, 2025

Liyan Wang & Jing Huang
3446 Balboa Street
San Francisco, CA 94121

RE: Amended Notice of Determination – Richmond Serenity Spa – 3446 Balboa St, San Francisco

Dear Liyan Wang & Jing Huang,

As the owner of Richmond Serenity Spa located at the 3446 Balboa Street in the City and County of San Francisco, Massage Health Permit #ME-120465 ("Establishment"), you are hereby notified that the Establishment is in violation of the following provision(s) of the San Francisco Health Code (SFHC), Article 29, which were observed and documented on a June 17, 2025 San Francisco Police Department (SFPD) Incident Report ("Incident Report") and outlined in the Notice of Violation Inspection Report dated July 16, 2025:

1. **Section 29.17(b) Lewd Conduct and Prostitution Prohibited.** Massage Practitioners shall not engage in lewd conduct or prostitution on business premises, including locations designated by the client through an Outcall Massage Service. Lewd conduct includes, but is not limited to: the performance of acts or simulated acts of sexual intercourse, masturbation, bestiality, copulation (oral, anal or vaginal), or flagellation; the actual or simulated caressing or fondling by one adult human being of the anus or genitals of another adult human being; the actual or simulated displaying of the pubic hair, anus, vagina, penis, vulva, buttocks, areola, or any other external genitalia of the human body.

2. **Section 29.31(f) Practitioner Conduct.** Massage Establishments shall be responsible for the conduct of all individuals providing Massage for Compensation on their business premises and shall ensure that such individuals do not wear improper attire or engage in lewd conduct as set forth in Section 29.17.

Per the Incident Report, an unidentified employee of the Establishment, engaged in a lewd act while conducting a massage on an undercover SFPD Officer. Specifically, while the officer was laying nude on his back, exposing his genitals fully. The unidentified practitioner solicited sexual services, including masturbation of the genitals.

On July 16, 2025, the San Francisco Department of Public Health-Environmental Health Branch (SFDPH) massage team conducted an inspection of the establishment, issuing a Notice of Violation to Liyan Wang & Jing Huang for the health code violations above.

On July 23, 2025 a Notice of Determination and a Director's Hearing Request Form were issued to the business owner. The notice provided details of the violations of the SFHC, Article 29 with corresponding enforcement action.

Based on the findings set forth above, the Director HEREBY ORDERS:

1. That you and your practitioners shall immediately discontinue engaging in lewd conduct at the Establishment.

2. That you shall pay the administrative penalty of **$7,500** and permit penalty of 60 days for the occurrence of the violation as follows:
SEC. 29.45(a). VIOLATIONS AND ADMINITSRATIVE PENALTIES.

(3) Solicitation of Lewd Conduct or Prostitution in Violation of Section 29.17; Solicitation Citations, Charges, or Convictions, as defined by California Penal Code, Section 647 (a) or (b) and/or San Francisco Police Code, Section 225, for Anyone Working at Massage Establishment.
(A) Administrative fine: **$5,000** to be paid by Massage Establishment permittee; and
(B) Permit Penalty: Mandatory **60-120 days suspension** of Massage Establishment permit.

(12) Anyone Engaged in Lewd Conduct or Performing Sex Acts as Defined in Section 29.17(b) on Massage Business Premises.
(A) Administrative fine: $2,500 to be paid by Massage Business permittee

The Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s) has exercised the right to request a hearing and submitted a Director's Hearing Request Form, received on August 6, 2025. On August 20 2025, case #MSG-25-03 was generated and a Notice of Hearing was issued in response to the request.

Pursuant to SFHC, Article 29 §29.33(a)(3) The Director may revoke or suspend any Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit, after a hearing, if the Director finds the permittee or the permittee's agent, employee, or independent contractor has engaged in any conduct in connection with the operation of the business that violates the operating requirements set forth in this Article 29, any rules or regulations related to Massage Business operations, or any State or local laws relating to the practice of Massage or the operation of a Massage Business

If you have any question, please contact Environmental Health Inspector Ivy Phan at 415-252-3986 or ivy.phan@sfdph.org.

Sincerely,

Jennifer Callewaert

Jennifer Callewaert, MS, REHS
Acting Director of Environmental Health

Cc:
Property Owners of 3446 Balboa Street: Jing Huang

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Jennifer Callewaert MS, REHS
Acting Director of Environmental Health

August 27, 2025

Liyan Wang & Jing Huang
3446 Balboa Street
San Francisco, CA 94121

RE: Amended Notice of Determination – Richmond Serenity Spa – 3446 Balboa St, San Francisco

Dear Liyan Wang & Jing Huang,

As the owner of Richmond Serenity Spa located at the 3446 Balboa Street in the City and County of San Francisco, Massage Health Permit #ME-120465 ("Establishment"), you are hereby notified that the Establishment is in violation of the following provision(s) of the San Francisco Health Code (SFHC), Article 29, which were observed and documented on a June 17, 2025 San Francisco Police Department (SFPD) Incident Report ("Incident Report") and outlined in the Notice of Violation Inspection Report dated July 16, 2025:

1. **Section 29.17(b) Lewd Conduct and Prostitution Prohibited.** Massage Practitioners shall not engage in lewd conduct or prostitution on business premises, including locations designated by the client through an Outcall Massage Service. Lewd conduct includes, but is not limited to: the performance of acts or simulated acts of sexual intercourse, masturbation, bestiality, copulation (oral, anal or vaginal), or flagellation; the actual or simulated caressing or fondling by one adult human being of the anus or genitals of another adult human being; the actual or simulated displaying of the pubic hair, anus, vagina, penis, vulva, buttocks, areola, or any other external genitalia of the human body.

2. **Section 29.31(f) Practitioner Conduct.** Massage Establishments shall be responsible for the conduct of all individuals providing Massage for Compensation on their business premises and shall ensure that such individuals do not wear improper attire or engage in lewd conduct as set forth in Section 29.17.

   Per the Incident Report, an unidentified employee of the Establishment, engaged in a lewd act while conducting a massage on an undercover SFPD Officer. Specifically, while the officer was laying nude on his back, exposing his genitals fully. The unidentified practitioner solicited sexual services, including masturbation of the genitals.

   On July 16, 2025, the San Francisco Department of Public Health-Environmental Health Branch (SFDPH) massage team conducted an inspection of the establishment, issuing a Notice of Violation to Liyan Wang & Jing Huang for the health code violations above.

   On July 23, 2025 a Notice of Determination and a Director's Hearing Request Form were issued to the business owner. The notice provided details of the violations of the SFHC, Article 29 with corresponding enforcement action.

   On August 25, 2025 an amended NOD were issued to the business owner and counsel. The notice included a permit penalty pursuant to sec 29.45 (3)(b).

Based on the findings set forth above, the Director HEREBY ORDERS:

1. That you and your practitioners shall immediately discontinue engaging in lewd conduct at the Establishment.

2. That your Massage Establishment Health Permit #ME-120465 shall be revoked.

3. That business owners, Liyan Wang and Jing Huang, shall be ineligible for a Massage Business Permit for a period of five years from the date of permit revocation.

4. That you shall pay the administrative penalty of **$7,500** for the occurrence of the violation as follows: SEC. 29.45(a). VIOLATIONS AND ADMINITSRATIVE PENALTIES.

   (3) Solicitation of Lewd Conduct or Prostitution in Violation of Section 29.17; Solicitation Citations, Charges, or Convictions, as defined by California Penal Code, Section 647 (a) or (b) and/or San Francisco Police Code, Section 225, for Anyone Working at Massage Establishment.
   (A) Administrative fine: **$5,000** to be paid by Massage Establishment permittee

   (4) Anyone Engaged in Lewd Conduct or Performing Sex Acts as Defined in Section 29.17(b) on Massage Business Premises
   (A) Administrative fine: **$2,500** to be paid by Massage Business permittee, and
   (B) Permit penalty: Revocation of Massage Practitioner permit and **revocation of Massage Business permit**

The Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s) has exercised the right to request a hearing and submitted a Director's Hearing Request Form, received on August 6, 2025. On August 20 2025, case #MSG-25-03 was generated and a Notice of Hearing was issued in response to the request.

Pursuant to SFHC, Article 29 §29.33(a)(3) The Director may revoke or suspend any Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit, after a hearing, if the Director finds the permittee or the permittee's agent, employee, or independent contractor has engaged in any conduct in connection with the operation of the business that violates the operating requirements set forth in this Article 29, any rules or regulations related to Massage Business operations, or any State or local laws relating to the practice of Massage or the operation of a Massage Business

If you have any question, please contact Environmental Health Inspector Ivy Phan at 415-252-3986 or ivy.phan@sfdph.org.

Sincerely,

Jennifer Callewaert

Jennifer Callewaert, MS, REHS
Acting Director of Environmental Health

Cc:
Property Owners of 3446 Balboa Street: Jing Huang

Incident Report Request

Reference No: T017067-072525

Contact E-Mail: pvh831@gmail.com

The San Francisco Police Department has received your request for Incident Report Number 250337568. If an incident report of 9-digit case number was not provided, there will be a delay in processing, as your request will need to be researched by CISU staff.

Your request was received on 7/25/2025 and given the reference number T017067-072525 for tracking purposes. Your request will be processed in the order it was received. If applicable, your request will be expedited pursuant to the statutory guidelines.

Under CA Family Code § 6228, incident reports requested by a victim or his or her representative for the alleged crimes of domestic violence, sexual assault, stalking, human trafficking, and abuse of an elder or dependent adult are entitled to receive copies within five (5) working days of the request, unless good cause for delay exists. If good cause exists, reports shall be released no later than ten (10) working days after the request is made.

Your report is available for processing upon ID verification. Please send us a copy of your Valid Identification (any current ID, including a valid driver's license, SF City ID card, a State-Issued ID card or a Passport (originating country Ok). Your request will be processed upon receipt.

If you prefer to pick up your report in person, please come to Police Headquarters, 1245 3rd St., during business hours, Monday – Friday, except Holidays, 8:00AM - 5:00 PM. You can contact our office for an appointment, but it is not necessary.

To monitor the progress or updated status of this request please log into the SFPD Public Records Center.

Thank you,

San Francisco Police Department
Crime Information Services Unit
1245 3rd Street, First Floor
San Francisco, CA 94158
415-575-7232

Counter Operating Hours:
Monday – Friday 8:00 am to 5:00 pm, except Holidays
Closed weekends and evenings

City and County of San Francisco

NextRequest

Request Visibility: Published

Request 25-5567 Open

Dates

Received

July 27, 2025 via web

Requester

Paul Horcher

pvh831@gmail.com

601 Van Ness Ave, #928, San Francisco , CA, 94102

909-861-5555

Law Offices of Paul V. Horcher

Staff assigned

Departments

Public Health: Massage

Point of contact

Bernard Chan

Request

All files from **January 1, 2023** to the present, associated with **3446 Balboa St.** (aka 3448-1 Balboa Street), San Francisco CA 94121, APN Sequence 1, Lot 041 Block 1578 (**known as Richmond Serenity Spa owned by Jing Huang**) - including, but not limited to, all documents, massage establishment applications, massage inspection reports, SFPD Incident Reports, stipulations, hearing notices, intra-agency communications, inter-agency communications such as with Planning (PDSF) and Building Inspection (SFDBI), all BPA's, etc., photos, emails, text messages, videos, data, other records, and all audio and/or video recordings, BWC recordings, CD's and/or DVD's, MP4's etc.

Show less

Timeline Documents

Department assignment Anyone with access to this request

Public Health: Massage

July 27, 2025, 3:27pm by the requester

Request opened Anyone with access to this request

Request received via web

July 27, 2025, 3:27pm by the requester

Request Visibility: Published

Request 25-7799 Open

1 of 1 with filters active

Dates

Received

October 07, 2025 via web

Requester

Paul Horcher

pvh831@gmail.com

601 Van Ness Ave, #928, San Francisco , CA, 94102

909-861-5555

Law Offices of Paul V. Horcher

Staff assigned

Departments

Public Health: Massage

Point of contact

Bernard Chan

Request

All files from **August 4, 2025** to the present, associated with **3446 Balboa St.** (aka 3448-1 Balboa Street), San Francisco CA 94121, APN Sequence 1, Lot 041 Block 1578 (**known as Richmond Serenity Spa owned by Jing Huang**) - including, but not limited to, all documents, massage establishment applications, massage inspection reports, SFPD Incident Reports, stipulations, hearing notices, intra-agency communications, inter-agency communications such as with Planning (PDSF) , Building Inspection (SFDBI), San Francisco Police Dept. (SFPD), California Massage Therapy Council (CAMTC), all BPA's, etc., photos, emails, text messages, videos, data, other records, and all audio and/or video recordings, BWC recordings, CD's and/or DVD's, MP4's etc.

Show less

Timeline Documents

Department assignment Anyone with access to this request

Public Health: Massage

October 7, 2025, 4:31pm by the requester

Request opened Anyone with access to this request

Request received via web

October 7, 2025, 4:31pm by the requester

EXHIBIT 9

https://drive.google.com/file/d/1CYAS98Ifn2FBD4ZPB2KS9iEE-8O8Y1re/view?usp=sharing

Paul V. Horcher, Esq. SBN 084882
601 Van Ness Ave., #928, San Francisco CA 94102-3257
Tel. (909) 861-5555 Fax. (415) 301-4262 E-Mail: "pvh831@gmail.com"
Attorney for Jing Huang & Liyan Wang dba Richmond Serenity Spa ("the owners")

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF PUBLIC HEALTH, ENVIRONMENTAL HEALTH SECTION
49 South Van Ness Ave., Suite 600, San Francisco CA 94103

SAN FRANCISCO DEPT. OF PUBLIC HEALTH ("SFDPH") vs. JING HUANG and LIYAN WANG dba RICHMOND SERENITY SPA (3446 BALBOA ST)	Location ID #120465 **DECLARATION OF SFPD LIEUTENANT (RET.) RAYMOND D. KILROY** Hearing Date and Time: 10-22-25 at 9:00 a.m. Hearing Place: 101 Grove St., Rm 300, S.F. 94103

I, RAYMOND D. KILROY, declare as follows:

1. My name is RAYMOND D. KILROY.

2. I retired in 2001 as a Lieutenant with the San Francisco Police Department ("SFPD") after 31 years of honorable service as a sworn officer there. During my career, I worked patrol, Internal Affairs, and retired as the Officer in charge of the *Vice Crimes Unit*. Throughout my career, I also made hundreds of felony arrests and over 1,500 arrests for prostitution/solicitation (*647(b) PC*). These arrests were for street solicitations as well over 30 arrests which occurred within unlicensed so-called "*massage parlors*."

3. I have carefully reviewed *SFPD Incident Report 250337568* ("the report") and I have serious concerns regarding the questionable procedures used in the highly suspect undercover operation conducted on June 17, 2025 at 4:00 p.m. of *Richmond Serenity Spa* at 3446 Balboa, San Francisco CA 94121.

4. There is no indication in the report that there were any complaints of lewd conduct or illegal prostitution taking place at *Richmond Serenity Spa*. The report does state that the decoy operation began at 4:00 p.m. which is usually the time an SFPD officer begins to collect overtime. For this reason, these operations targeting massage establishments at 4:00 p.m. are often called "*cash raids*" or "*money raids*."

5. The report incorrectly states that the undercover operation took place at 3448 Balboa Street which is the address for the upstairs residential apartment units. *Richmond Serentiy Spa* is located at 3446 Balboa Street, a commercial address. Even the minute facts in the report should be true and correct for it to be credible.

6. The report does not state the quality and quantity of training, if any, that the undercover officer received.

7. In my experience, it is abnormal for an undercover officer to strip naked and allow oil to be placed on his genitalia. I never once had a masseuse touch my genitals. I would never have allowed that to be an act of furtherance for myself or any of the officers under my command, to establish a solicitation case or to close a

massage business. Once you have the appearance of a solicitation, why go further? I cannot imagine a sworn officer allowing a masseuse to touch his genitals and not arrest or cite her immediately if what was stated had happened.

8. The report stated that there were a recording and photos of the incident; if so, why weren't they given?

9. The report states that there was a bust signal – then why wasn't anyone arrested? Normally the arrest team would then enter and cite the masseuse for a violation of *647(b) PC*. In reviewing the statement of the undercover officer regarding his visit on June 17, 2025, I cannot understand why he did not affect an arrest for *647(b) PC* if things had happened the way he stated.

10. The report does not explain why the non-arrested suspect was not identified either.

11. The report states that the undercover overheard voices of a male and female from the other rooms; why were these people not identified and interviewed?

12. The report does not state if there have been other undercover investigations at this spa.

13. If there was no justification for a *647(b) PC* citation, there appears to be no justification for the intended DPH revocation of the massage establishment permit. Logically and fairly, because DPH has not charged the masseuse, it should also have withdrawn its allegations of employer liability against the owners too. Unfortunately, owners of these establishments often are unable to monitor what occurs during a massage. In my experience, rogue masseuses and patrons often talk in a very low voice and use hand signals to prevent the owners from hearing their conversations.

14. I believe it is also noteworthy that this was the only case presented to revoke the permit of the premises at this location. There was an attempt to revoke the permit of *Richmond Serenity Spa* in 2021-2022 when it was located across the street at 3443 Balboa Street with similar allegations but at the Appeal Hearing the Hearing Officer wisely saw through DPH's unjustified and unproven case and ruled in favor of the owners of *Richmond Serenity Spa* and against DPH. In my past experiences, we were required to obtain several cases to show a pattern of an owner knowingly allowing prostitution to bring charges against the proprietor. In my experience, we were only successful in closing three massage establishments for repeated violations in San Francisco.

15. Under the circumstances, it is highly questionable that neither the SFPD nor DPH promptly notified the owners of the alleged violation. I would like to believe that protection of public safety and health would be paramount to DPH but DPH bizarrely waited a month before telling the owners! It is quite understandable that the San Francisco District Attorney has declined to charge anyone with any violation of any law. The owners are clearly innocent once again.

16. There was no logical justification for a *647(b) PC* allegation because the District Attorney has thus far refused to allege charges, probably for the same reasons cited above. DPH should also have withdrawn its allegations of employer liability against the owner too.

I declare under penalty of perjury that the foregoing is true and correct and that this declaration was executed on October 09, 2025, at Burlingame, CA.

RAYMOND D. KILROY

From:	Lawrence, Traci (DPW)
To:	Santiago, Eurich (DPH); Obana, Douglas (DPH)
Subject:	Re: SFDPH November 20th Director"s Hearing - case files and agenda
Date:	Monday, December 15, 2025 11:17:52 AM
Attachments:	Outlook-for EMAIL

Thank you, Eurich. I hope you had a good weekend.

Traci Lawrence
Program Manager
Office of Policy & Communications
2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org · twitter.com/sfpublicworks

---

From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Monday, December 15, 2025 8:32 AM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>; Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: RE: SFDPH November 20th Director's Hearing - case files and agenda

The hearing packets have just been resent to you via SF SecureShare. The download code is

428359

Thank you.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 | **E-mail:** eurich.santiago@sfdph.org | **Web:** www.sf.gov/ehb

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From: Santiago, Eurich (DPH)
Sent: Monday, December 15, 2025 8:28 AM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>; Obana, Douglas (DPH) <Douglas.Obana@sfdph.org>
Subject: RE: SFDPH November 20th Director's Hearing - case files and agenda

I will have to resend everything. I will them again momentarily.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 **| E-mail:** eurich.santiago@sfdph.org **| Web:** www.sf.gov/ehb

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From: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Sent: Friday, December 12, 2025 2:38 PM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>; Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: Fw: SFDPH November 20th Director's Hearing - case files and agenda

Hi, Eurich.

I noticed the link says it expires on 12/13. Will I still have access to it after that date?

Thanks,

Traci Lawrence
Program Manager

Office of Policy & Communications
2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org · twitter.com/sfpublicworks

---

From: CCSF SFTP NO-Reply <no-reply@sfgov.org>
Sent: Thursday, November 13, 2025 1:34 PM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Subject: SFDPH November 20th Director's Hearing - case files and agenda

To: Traci.Lawrence@sfdpw.org
CC: douglas.obana@sfdph.org

Globalscape



This is an official message sent by the City & County of San Francisco Office of Cybersecurity to you.
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One or more files have been sent to you :

Please visit the Workspace to retrieve files.

You may be prompted to register an account if authentication is required.

These links will expire on 12/13/2025 9:29:59 PM

Office of Cybersecurity
City & County of San Francisco
For help or assistance for this service, please contact the City HelpDesk at (628)652-5000 or dtis.helpdesk@sfgov.org

From: Lawrence, Traci (DPW)
To: Santiago, Eurich (DPH)
Cc: Obana, Douglas (DPH)
Subject: Re: MSG-25-03 DPH Briefings
Date: Thursday, November 13, 2025 3:32:55 PM
Attachments: Outlook-for EMAIL

Thanks for your help today, Eurich.

I'm off at 3:30, but I will provide an answer tomorrow morning.

Best,

Traci Lawrence
Program Manager
Office of Policy & Communications
2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org · twitter.com/sfpublicworks

---

From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Thursday, November 13, 2025 2:26 PM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: RE: MSG-25-03 DPH Briefings

Per the Program manager, no it is not.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 | **E-mail:** eurich.santiago@sfdph.org | **Web:** www.sf.gov/ehb

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From: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Sent: Thursday, November 13, 2025 2:24 PM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

Thanks, Eurich.

Question for clarity, was the undercover officer in this current case the same officer who investigated Serenity in 2021?

Traci Lawrence
Program Manager
Office of Policy & Communications
2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org · twitter.com/sfpublicworks

---

From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Thursday, November 13, 2025 2:11 PM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: FW: MSG-25-03 DPH Briefings

See email and attachment regarding your question.

Also, per the Program manager for the 2025 case, the undercover officer is the same reporting officer on the police report.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch

49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 **| E-mail:** eurich.santiago@sfdph.org **| Web:** www.sf.gov/ehb

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From: Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>
Sent: Thursday, November 13, 2025 2:06 PM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>; Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

Hi Eurich, please see the attached email. This was also included in our submittals that was sent to you and Mr. Horcher today.

We cannot accuratley verify the number of available undercover officers with SFPD in 2021. I can confirm that the decoy operation that occured at 3443 Balboa St in 2021 included 1 undercover SFPD officer.

Michelle Vega, REHS
Principal Environmental Health Inspector
Retail Tobacco, Massage, and Consumer Protection Program
Environmental Health Branch
Population Health Division
San Francisco Department of Public Health
49 South Van Ness, Suite 600
San Francisco, CA 94103
General: (415)-252-3800
Direct: (415)252-3803

Email: Michelle.delacruz@sfdph.org

From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Thursday, November 13, 2025 1:05:30 PM
To: Phan, Ivy (DPH) <ivy.phan@sfdph.org>; Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: FW: MSG-25-03 DPH Briefings

See below.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 **| E-mail:** eurich.santiago@sfdph.org **| Web:** www.sf.gov/ehb

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From: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Sent: Thursday, November 13, 2025 12:06 PM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

Thank you; however, the document (SFPD Incident report No. 250337568) Attn. Horcher refers to is not attached. Also, I have an additional question. How many undercover officers were on staff at the time DPH attempted to revoke Serenity's permit 4 years ago?

Traci Lawrence
Program Manager
Office of Policy & Communications
2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org · twitter.com/sfpublicworks

---

From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Thursday, November 13, 2025 11:18 AM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>

Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: FW: MSG-25-03 DPH Briefings

See email directly below and attachment from Ivy Phan.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 **| E-mail:** eurich.santiago@sfdph.org **| Web:** www.sf.gov/ehb

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From: Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Sent: Thursday, November 13, 2025 11:13 AM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>; Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

This is the only communication I have with business owner's counsel from 8/12/2025

Regards,
Ivy Phan
Code Enforcement Investigator
San Francisco Department of Public Health
Population Health Division
Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Tel: (415) 252-3986
Please note that my work schedule is Monday-Thursdays, off Fridays.

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From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Thursday, November 13, 2025 10:39 AM
To: Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>; Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: FW: MSG-25-03 DPH Briefings

See email from Hearing Officer Thomson below.

Thank you.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 | **E-mail:** eurich.santiago@sfdph.org | **Web:** www.sf.gov/ehb

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From: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Sent: Thursday, November 13, 2025 10:37 AM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

Hi, Eurich.

May I have a copy of Ivy Phan's email dated August 12, 2025?

Traci Lawrence
Program Manager
Office of Policy & Communications
2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org · twitter.com/sfpublicworks

---

From: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Sent: Thursday, November 13, 2025 9:37 AM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

No problem! I'm currently reviewing all of the documents and will have an answer by the end of the day.

Traci Lawrence
Program Manager
Office of Policy & Communications
2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org · twitter.com/sfpublicworks

---

From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Thursday, November 13, 2025 8:32 AM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>

Subject: RE: MSG-25-03 DPH Briefings

Thank you for the update.

The Program manager would like to have a decision made as soon as possible, so they can let the police officer know if they need to be at the hearing or not.

Thank you.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 **| E-mail:** eurich.santiago@sfdph.org **| Web:** www.sf.gov/ehb

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From: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Sent: Thursday, November 13, 2025 8:15 AM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

Hello, Eurich.

This is being sent to confirm receipt. I'll reach out if I have any questions.

Thanks!

Traci Lawrence

Program Manager
Office of Policy & Communications
2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org ·
twitter.com/sfpublicworks

From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Wednesday, November 12, 2025 1:11 PM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: RE: MSG-25-03 DPH Briefings

Hearing Officer Lawrence:

Attached email and PDF was submitted by the responsible party's counsel regarding Case #MSG-25-03.

The Massage program is asking if you can review the email and pdf attachment alongside the brief that was submitted by the Program to prior to making the final determination (if the police officer can provide virtual testimony or not at the 11/20 hearing).

Thank you.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 | **E-mail:** eurich.santiago@sfdph.org | **Web:** www.sf.gov/ehb

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From: Santiago, Eurich (DPH)
Sent: Wednesday, November 12, 2025 11:20 AM

To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Cc: Obana, Douglas (DPH) <Douglas.Obana@sfdph.org>
Subject: RE: MSG-25-03 DPH Briefings

All of our hearings are open to the public and members of the public can attend the hearings.

Depending on the type of case, there may be certain portion(s) of the hearings that may or may not be disclosed to the public (Physical identity of undercover police officers involved in the case), if deemed confidential for example.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 **| E-mail:** eurich.santiago@sfdph.org **| Web:** www.sf.gov/ehb

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From: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Sent: Wednesday, November 12, 2025 11:12 AM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

Hello, Eurich.

Are these cases confidential?

Traci Lawrence
Program Manager
Office of Policy & Communications

2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org · twitter.com/sfpublicworks

---

From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Wednesday, November 12, 2025 10:05 AM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: FW: MSG-25-03 DPH Briefings

Hearing Officer Lawrence:

Please see attached briefings regarding Case #MSG-25-03 for the upcoming SFDPH Director's Hearing on 11/20/25. Additional case documents will be sent to you later today or tomorrow at latest.

Thank you.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 **| E-mail:** eurich.santiago@sfdph.org **| Web:** www.sf.gov/ehb

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From: Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>
Sent: Thursday, November 6, 2025 5:58 PM
To: Obana, Douglas (DPH) <douglas.obana@sfdph.org>; Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Cc: Callewaert, Jennifer (DPH) <jennifer.callewaert@sfdph.org>; HANISH, BESS (CAT) <Bess.Hanish@sfcityatty.org>; Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Subject: MSG-25-03 DPH Briefings

Evening Doug and Eurich

Please see attached briefings for MSG-25-03.

Michelle Vega, REHS
Principal Environmental Health Inspector

Retail Tobacco, Massage, and Consumer Protection Program

Environmental Health Branch
Population Health Division
San Francisco Department of Public Health

49 South Van Ness, Suite 600
San Francisco, CA 94103
General: (415)252-3872

Direct: (415)252-3803

Email: Michelle.delacruz@sfdph.org
Web: www.sfdph.org/dph/eh



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San Francisco, CA 94103
Phone: 415.252.3995 | **E-mail:** eurich.santiago@sfdph.org | **Web:** www.sf.gov/ehb

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From: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Sent: Thursday, November 13, 2025 10:37 AM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

Hi, Eurich.

May I have a copy of Ivy Phan's email dated August 12, 2025?

Traci Lawrence
Program Manager
Office of Policy & Communications
2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org · twitter.com/sfpublicworks

---

From: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Sent: Thursday, November 13, 2025 9:37 AM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

No problem! I'm currently reviewing all of the documents and will have an answer by the end of the day.

Traci Lawrence

Program Manager

Office of Policy & Communications

From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Thursday, November 13, 2025 8:32 AM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: RE: MSG-25-03 DPH Briefings

Thank you for the update.

The Program manager would like to have a decision made as soon as possible, so they can let the police officer know if they need to be at the hearing or not.

Thank you.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
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San Francisco, CA 94103
Phone: 415.252.3995 | **E-mail:** eurich.santiago@sfdph.org | **Web:** www.sf.gov/ehb

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From: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Sent: Thursday, November 13, 2025 8:15 AM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

Hello, Eurich.

This is being sent to confirm receipt. I'll reach out if I have any questions.

Thanks!

Traci Lawrence
Program Manager
Office of Policy & Communications
2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org · twitter.com/sfpublicworks

---

From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Wednesday, November 12, 2025 1:11 PM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: RE: MSG-25-03 DPH Briefings

Hearing Officer Lawrence:

Attached email and PDF was submitted by the responsible party's counsel regarding Case #MSG-25-03.

The Massage program is asking if you can review the email and pdf attachment alongside the brief that was submitted by the Program to prior to making the final determination (if the police officer can provide virtual testimony or not at the 11/20 hearing).

Thank you.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 | **E-mail:** eurich.santiago@sfdph.org | **Web:** www.sf.gov/ehb

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From: Santiago, Eurich (DPH)
Sent: Wednesday, November 12, 2025 11:20 AM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Cc: Obana, Douglas (DPH) <Douglas.Obana@sfdph.org>
Subject: RE: MSG-25-03 DPH Briefings

All of our hearings are open to the public and members of the public can attend the hearings.

Depending on the type of case, there may be certain portion(s) of the hearings that may or may not be disclosed to the public (Physical identity of undercover police officers involved in the case), if deemed confidential for example.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 **| E-mail:** eurich.santiago@sfdph.org | **Web:** www.sf.gov/ehb

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From: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Sent: Wednesday, November 12, 2025 11:12 AM
To: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Subject: Re: MSG-25-03 DPH Briefings

Hello, Eurich.

Are these cases confidential?

Traci Lawrence
Program Manager
Office of Policy & Communications
2323 Cesar Chavez Street | San Francisco, CA 94102 | (415) 641-2664 | sfpublicworks.org · twitter.com/sfpublicworks

---

From: Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Sent: Wednesday, November 12, 2025 10:05 AM
To: Lawrence, Traci (DPW) <Traci.Lawrence@sfdpw.org>
Cc: Obana, Douglas (DPH) <douglas.obana@sfdph.org>
Subject: FW: MSG-25-03 DPH Briefings

Hearing Officer Lawrence:

Please see attached briefings regarding Case #MSG-25-03 for the upcoming SFDPH Director's Hearing on 11/20/25. Additional case documents will be sent to you later today or tomorrow at latest.

Thank you.

Kind regards,

EURICH SANTIAGO, REHS
Senior Environmental Health Inspector
Water Quality Program
City and County of San Francisco
Department of Public Health | Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Phone: 415.252.3995 | **E-mail:** eurich.santiago@sfdph.org | **Web:** www.sf.gov/ehb

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From: Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>
Sent: Thursday, November 6, 2025 5:58 PM
To: Obana, Douglas (DPH) <douglas.obana@sfdph.org>; Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Cc: Callewaert, Jennifer (DPH) <jennifer.callewaert@sfdph.org>; HANISH, BESS (CAT) <Bess.Hanish@sfcityatty.org>; Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Subject: MSG-25-03 DPH Briefings

Evening Doug and Eurich

Please see attached briefings for MSG-25-03.

Michelle Vega, REHS
Principal Environmental Health Inspector

Retail Tobacco, Massage, and Consumer Protection Program

Environmental Health Branch

Population Health Division
San Francisco Department of Public Health

49 South Van Ness, Suite 600
San Francisco, CA 94103
General: (415)252-3872

Direct: (415)252-3803

Email: Michelle.delacruz@sfdph.org

Web: www.sfdph.org/dph/eh



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Paul V. Horcher, Esq. SBN 084882 ("owners' counsel")
601 Van Ness Ave., #928
San Francisco CA 94102-3257
Tel. (909) 861-5555 Fax. (415) 301-4262
E-Mail: "pvh831@gmail.com"

Counsel for Attorney for Jing Huang & Liyan Wang dba Richmond Serenity Spa

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF PUBLIC HEALTH, ENVIRONMENTAL HEALTH SECTION
49 South Van Ness Ave., Suite 600, San Francisco CA 94103

SAN FRANCISCO DEPT. OF PUBLIC HEALTH ("DPH") vs. JING HUANG and LIYAN WANG ("Owners") dba RICHMOND SERENITY SPA ("the Spa") (3446 BALBOA ST)	**Case No. MSG-25-03** ***EVIDENTIARY OBJECTIONS TO DPH DIRECTOR'S HEARING CASE CHRONOLOGY AND EXHIBITS FILED 11-13-25*** Hearing Officer: Traci Lawrence Hearing Date/Time: Nov. 20, 2025 at 1:00 p.m. Hearing Place: 49 S.Van Ness Ave Rms 192-194 San Francisco CA 94103

GENERAL OBJECTION TO ENTIRE 11-13-25 UNTIMELY *75-PAGE ENVIRONMENTAL HEALTH BASIS FOR PROPOSED ENFORCEMENT ACTION SUMMARY, CHRONOLOGY* AND *EXHIBITS*

On October 22, 2025, DPH employee Douglas Obana, MPH, REHS, Principal Environmental Health Inspector ("Douglas Obana of the DPH Director's Hearing Team") emailed the owners and their counsel, in pertinent part, as follows:

> "*Hello,* ***This is Douglas Obana with the SFDPH Director's Hearing team. I am reaching out regarding the upcoming case number MSG-25-03 for Richmond Serenity Spa located at 3446 Balboa St***....(emphasis added)

On November 4, 2025, at 2:56 PM, owner's counsel received the following email from Douglas Obana of the DPH Director's Hearing Team with representations of the parties' respective deadlines apparently superseding the normal *Director's Hearing Procedures* deadlines (DPH *Exhibit D*, ¶*10(c):*

> "*Hello Everyone,*
> *Given the conflict with December 2nd, we have made arangments <sic> with a new hearing officer for the original date of November 20th at 1pm since that worked with everyone initially. Briefings are still due with the same timeline.* ***Department briefings <sic> due 14 days in advance of the hearing*** *and 7 days in advance for the operator. Please let me know if anyone has and <sic> questions and have a great day.* (emphasis added) *Sincerely, Douglas Obana, MPH, REHS…"* (emphasis added) (attached)

The November 20, 2025 Hearing date meant that DPH's briefings were due on Thursday, November 6, 2025.

On November 7, 2025 at **11:27 p.m.**, Douglas Obana of the DPH Director's Hearing Team emailed owners' counsel an update on the identity of the new Hearing Officer with attachments described as a briefing from the DPH-Massage Program entitled *Assertion of Official Information Privilege* dated November 6, 2015 ("the brief") and *Declaration of Michelle Vega in Support of the City's Assertion of the Official Information Privilege* also dated November 6. 2025 ("the declaration"), respectively.

Interestingly, the aforementioned October 22, 2025 and November 4, 2025 emails from Douglas Obana of the DPH Director's Hearing Team were omitted from the DPH Chronology submitted on Thursday, November 13, 2025 at 12:20 pm when DPH emailed its 75-page *Environmental Health Basis for Proposed Enforcement Action Summary*, *Chronology* and *Exhibits* – one week past the November 6, 2025 deadline date that Douglas Obana of the DPH Director's Hearing Team represented on November 4, 2025 that they were due!

Accordingly, Owners specifically object to the entire untimely 75-page *Environmental Health Basis for Proposed Enforcement Action Summary*, *Chronology* and *Exhibits* sent by DPH to Owners and owner's counsel on November 13, 2025, one week past the past the November 6, 2025, deadline as represented by Douglas Obana of the DPH Director's Hearing Team.

SPECIFIC EVIDENTIARY OBJECTIONS.

> *California Evidence Code - EVID § 356 Rule of Completeness*
> *"Where part of an act, declaration, conversation, or writing is given in evidence by one party, the whole on the same subject may be inquired into by an adverse party; when a letter is read, the answer may be given; and when a detached act, declaration, conversation, or writing is given in evidence, any other act, declaration, conversation, or writing which is necessary to make it understood may also be given in evidence.*

Director's Hearing Case Chronology ("DPH Chronology")

DPH's multiple references to the owners, Liyan Wang and Jing Huang as "***BO***" is juvenile (***BO*** is a reference to ***B****ody* ***O****dor*), unprofessional, unnecessary, pejorative, offensive, and revealing of DPH's bias against them. All such references should be stricken.

Exh. # Objection

A Page 10 - Yellow highlight emphasis was improperly added post document creation date.

B Page 15 Redaction on 2nd sentence of 3rd paragraph "*I utilized* ____. " Hides probative and relevant information, violates *California Evidence Code* ("*CEC*"") *§356 - Rule of Completeness.*

Page 16 Redaction on the 1st sentence "*I ended the record, I uploaded the photographs to this report as well as the* _____." Hides probative and relevant information, violates *CEC §356 - Rule of Completeness.*

Page 16 2nd sentence "*I additionally placed the photos and recordings on a Scan disk*." Hides probative and relevant information, violates *CEC §356 - Rule of Completeness.*

C The NOV referenced *Incident Report 250377568*, but did not include it.

The quoted material does not match the *Declaration of Robert Glenn* (DPH Exhibit R)

The NOV contradictorily stated that Owner refused to sign the NOV but typed her signature in anyway.

D Page 21 bottom – stated

> "*Based on the finding set forth above, the Director HEREBY ORDERS: That you* (Liyan Wang and Jing Huang) *and your practitioners shall immediate discontinue engaging in lewd conduct at the Establishment*…"

Conclusionary: DPH alleged no findings that the owners or more than one practitioner was engaged in lewd conduct.

H Page 39 top – stated:

"*Based on the finding set forth above, the Director HEREBY ORDERS: That you* (Liyan Wang and Jing Huang) *and your practitioners shall immediate discontinue engaging in lewd conduct at the Establishment…*"

Conclusionary: DPH alleged no findings that the owners or more than one practitioner was engaged in lewd conduct.

I Page 44 top – stated:

"Based on the finding set forth above, the Director HEREBY ORDERS: That you (Liyan Wang and Jing Huang) and your practitioners shall immediate discontinue engaging in lewd conduct at the Establishment…"

Conclusionary: DPH alleged no findings that the owners or more than one practitioner was engaged in lewd conduct.

N Page 61 top – stated:

"*Based on the finding set forth above, the Director HEREBY ORDERS: That you* (Liyan Wang and Jing Huang) *and your practitioners shall immediate discontinue engaging in lewd conduct at the Establishment…*"

Conclusionary: DPH alleged no findings that the owners or more than one practitioner was engaged in lewd conduct.

Q "*Declaration of Michelle Vega…*"

Ms. Vega stated in the first ¶2 of the declaration:

"*2. In my official capacity, I have access to records and information generated or collected by EHB in the course of its enforcement activities. The material at issue in this matter, specifically, information that would reveal the physical appearance and identity of an undercover agent,* ***has been maintained as confidential at all times***." (emphasis added)

The identity of the undercover agent has **not** been maintained as confidential since it was officially disclosed, three (3) months ago, by DPH Code Enforcement Investigator Ivy Phan on August 12, 2025, when she unconditionally transmitted partially redacted *SFPD Incident Report No. 250337568* with the name of the decoy **not** redacted, to owners' counsel me with a cc: to her work colleagues, Ivy Phan, and

Danny Lee, as well as to and their boss, Jennifer Callewaert. The same incident report and emails with the named undercover agent were released to owners' counsel and the public pursuant to a *Public Records Act* request on October 28, 2025 (DPH file name: "*REDACTED RR #25-7799-3446 Balboa Street - Richmond Serenity Spa*").

Stating that the identity of the undercover agent has been confidential ***at all times*** appears to be untrue.

> "*3. The undercover agent whose identity is at issue is the sole operative assigned to conduct covert investigations into illicit activity at massage establishments within the City and County of San Francisco pursuant to San Francisco Health Code Article 29. Disclosure of the agent's physical appearance would render him recognizable to the regulated community, thereby compromising the integrity of ongoing and future investigations*.

The declarant, Ms. Vega, and her crew have been inspecting massage establishments for years. Most, if not all, of the establishments have video equipment in their plain view as inspectors. This equipment records all who enter. The agent's physical appearance has no doubt been recorded many times; it is logical to assume that he is totally recognizable to the "*regulated community.*" It is highly disingenuous to represent under oath that his likeness has not been compromised.

> "*4. Even if disclosure were subject to a carefully crafted protective order, the risk of harm remains substantial. Once the agent's physical appearance is disclosed, it cannot be undone. Protective orders cannot fully eliminate the risk of inadvertent disclosure or misuse, nor can they restore the agent's anonymity once compromised.* ***Because the same legal counsel has historically represented other massage establishments that have been under investigation, there is a significant risk that the agent's identity could be shared with those clients, intentionally or not, undermining the City's broader enforcement strategy.***" (emphasis added)

A declaration must contain only facts personally known to be true to the declarant, not speculation. If this statement is directed towards owners' counsel, it is highly offensive and a cheap shot unworthy of a world class health department. And, once again, the identity of the decoy has already been released and compromised by DPH multiple times. There is no longer any expectation of confidentiality.

R *Declaration of Robert Glenn*

"*6. Based <sic> my investigation, I believe the Serenity Spa is owned by Jin Huang and Wang Li*."

After stating his knowledge and familiarity with the business in the previous paragraph, the declarant misspelled both owners' names, impeaching his previous statements!

"*16. Based on my training, experience and the investigation I have personally conducted, I believe that the Serenity Spa is house of prostitution pursuant to Penal Code section 315*."

Conclusionary and reckless speculation, insufficient supporting facts and evidence.

"*18…. Because the same legal counsel represents multiple establishments currently under investigation, disclosure of the agent's identity in this proceeding would likely be shared—intentionally or not—with other clients, thereby undermining the City's broader enforcement strategy and enabling regulated entities to evade detection*."

Malicious speculation without foundation.

Dated: November 19, 2025.

Respectfully submitted,



Paul V. Horcher, Attorney for Jing Huang and Liyan Wang dba Richmond Serenity Spa

SFDPH Director's Hearing - Case #MSG-25-03, 3446 Balboa St., DBA Richmond Serenity Spa-20251120 2201-1

0:02
Good afternoon, calling the order of the San Francisco Department of Public Health directors here.

0:08
Date is Thursday, November 20th, 2025 and one O 6.

0:15
I am there's hearing clerk, the hearing officer for today, Officer Tracy Lawrence CBW.

0:26
If you remember the public joining us and would like to speak our comment will be at the end of the year for public comments will be at the hearing opposite discussion and you'll be right to remain anonymous.

0:38
Please spell personal audio video recordings and only one body speaking at a time.

0:44
Please number MSG 2503 address 344650 St.

0:53
Thank you.

0:59
Good afternoon.

1:01
My name is Tracy Lawrence.

1:02
I'm an intimate hearing officer appointed by the Director of San Francisco Department of Health to conduct and decide these hearings.

1:12
This hearing is being audio and video recorded and will constitute an administrative record for each case.

1:20
The process of these proceedings in order of the presentation as follows.

1:29
The Department San Francisco Department of Program Manager.

1:34
Since the case with the burden of establishing violation within 7 minutes, the responsible party or the defendant has seven minutes to present their case, then have 3 minutes or above the documents.

1:51
At the conclusion, the department has one minute to present the post order.

1:57
These hearings are quasi judicial.

2:00
The technical rules of evidence will not apply.

2:04
Any relevant plaudible evidence will be considered an admitted and will be given.

2:09
The lead is due prior to making a decision.

2:12
Here say evidence should be limited and will only be considered if it supplements or explains other evidence.

2:20
At the end of the proceedings, I will adopt, modify or reject the purpose proposed order and I will submit a written decision post hearing in accordance with the timelines dated by the Special of applicable cops.

2:37
Will everyone wish to testify, please?

2:51
Do you solemnly swear under penalty of mercury, under the law of the State of California, the testimony you give at this hearing today will be the truth, full truth, and of the truth, Yes, Yes.

3:15
OK, have a lovely time.

3:19
Good afternoon hearing Officer Lawrence, my name is Michelle Avega and I oversee the massage program here for the Department of Public Health, Environmental Health Branch, which is one of the three programs that I we're not going to do that because in the very beginning I laid the groundwork

and I stated that each side would have 7 minutes and then once they complete their 7 minutes, then you will have an opportunity to present your case.

3:44
I understand that, but you're an officer.

3:47
But I do have a pending evidentiary objection which was sent to you yesterday, which is the knowledge receiving.

3:54
I have to acknowledge that I received that.

3:55
Like I said, you can, you can say all of that and when it's your time, actually, it's logically we would be wise to disclose that now because I believe, given my objection, that the matter should be dismissed.

4:10
So the matter is not going to be dismissed.

4:12
I am going to allow the evidence to stand.

4:16
So I will allow this department to continue.

4:18
Thank you.

4:20
I've conducted enforcement work for the health department in various programs and have been with the branch for over 17 years.

4:26
I'd first like to object to the second chair being the designated interpreter.

4:31
Due to conflict of interest, the department has furnished an interpreter today through a third party vendor who can remain impartial.

4:39
This request for the interpreter was initiated by the opposing party.

4:43
The third party vendor has experience with interpreting for depositions and legal matters.

4:49
Have you heard of that?

4:51
He, I don't think that interpreter's here.

4:54
Oh, he was sitting there.

5:00
Let me do second.

5:04
No EBH was made aware that the choice to have on yesterday sometime warrant and there's nothing about that any director series procedures I'd like to go further add no merit.

5:28
Second, I'd like to also question if former Lieutenant Phil Roy will be testifying today.

5:39
So I will allow the departments interfere and then the officer will testify today.

5:51
So the the former Lieutenant Kilroy, I'm not quite sure if the opposing party has him scheduled to testify today, but I'd like to object for him to testify based on speculative reasoning and lack of qualification.

6:09
I'm starting to misunderstood that you were talking about.

6:11
I agree.

6:12
So he will not testify.

6:14
Thank you.

6:16
I beg, Mark, can we pack up here?

6:18
Who is the person who's speaking?

6:20
She did not identify her snake.

6:23
I am Michelle Avega with the Department of Public Health.

6:26
And what is our motion?

6:29
I'm sorry.

6:29
Continue Thank you.

6:31
We're here today to provide new Hearing Officer Lawrence DPH's burden of proof that solicitation and engagement of Lube Act occurred at the permitted location called Richmond Serenity Spa.

6:44
I received a call from a concerned member of the public on December 6th, 2024 regarding a massage establishment located at 3446 Bello St.

6:54
claiming that they were conducting business all hours of the night pass off the allowable hours for a massage establishment.

7:02
The complainant also claimed that the massage business was offering sexual services for compensation as several male customers were observed entering and exiting the premises.

7:12
I informed the complainant that the previous routine inspections that we had had no health code violations, but we'll reach out to our partners at SFPD Special Victims Unit to investigate this for prostitution and Ludak.

7:25
In addition to that complaint, DPHS Government Affairs liaison to the Board of Supervisors also informed us of another complaint that came through with the Board of Supervisors.

7:37
Our former Director, Patrick Fosdale then connected PD and provided that information as well.

7:43
So on June 17th, 2025, SFPD conducted an undercover by operation at 3446 Balboa St.

7:52
According to the police report, as you can see from Exhibit B and Exhibit R that was submitted, the decoy paid $50.00 for a 30 minute massage.

8:02
During the rendering of these services, the practitioner removed the sheet that the decoy had exposing his backside and started massaging his body parts, including his buttocks.

8:16
She then proceeded to solicit ********** services for compensation in the amount of $60 to the decoy, all while stimulating his genitals.

8:26
This is a clear violation of the San Francisco Health Code Article 29.31 and Article 29.17, which is solicitation and engagement of lewd conduct.

8:38
As you can see from the incident report and declaration, Sergeant Glenn referenced Richmond Serenity Spa as 3448 Balboa St.

8:45
However, the physical address of this location is actually 3446 Balboa St.

8:53
This discrepancy appears to be on City Assessor's Office database where they claim that this parcel is both 3446 and 3448 Balboa St.

9:03
I'd like to assure you here in Officer Lawrence that Sergeant Glenn did in fact receive the services from 3446 Balboa St.

9:11
and this will be further clarified directly from Sergeant Glenn during his testimony and direct examination today.

9:18
We also have District Inspector Ivy Fan here who has any questions that you might have pertaining to the issuance of the violation.

9:25
But at this time, I'd like to call on Sergeant Glenn to provide us his testimony on the accounts that occurred on June 17th, 2025 at Richmond Serenity Spa.

9:35
Actually have a question, Miss Megan?

9:38
No, you're cutting into their she justified.

9:40
I have a right question here.

9:44
That's right.

9:45
When you're paid by your client, I'm sorry, you're paid by your clients to represent them.

9:49
You continue to interrupt, I will ask you to leave and you will not be able to provide a service to your clients, something that they're entitled to.

9:58
I understand that.

9:59
No, it's not a lecture.

10:01
It's I'm telling you that if you keep interrupting, I'm going to ask you to leave.

10:05
So you make the decision.

10:15
I'm available now.

10:15
Sorry, I didn't know if I was not trying to talk to you, so why not?

10:25
You're ready.

10:26
I'm ready.

10:27
Sorry.

10:27
Am I going to be asked questions or do I just basically read my declaration to you guys?

10:34
Yes.

10:35
I mean, right now you read your declaration.

10:39
I started drawing the blood and Claire as follows.

10:41
I'm Sergeant and the San Francisco Police Department.

10:44
I've been a police officer with San Francisco Police Department for less than 10 years prior to working as an officer at the Police Department for almost a year and worked as an officer for the University of California San Francisco School of Law firmly UC18's safety department for almost 5 years.

11:01
I have personal knowledge to the content declaration and if called to do so would come would competently testified to the truth of the matter stated.

11:12
I have been assigned to the San Francisco Police Department Special Victims Unit for the last year.

11:17
I worked in the San Francisco Police Departments, Bayview, Ingleside, Central and Southern Districts as a patrol officer prior to my current assignment as a Sergeant at SFP's Special Victims Unit.

11:31
I investigate crimes pertaining to sexual assaults, domestic violence, child abuse, fraud, among other crimes.

11:38
During the course of my career, I've interviewed thousands of victims, suspects and witnesses.

11:42
I have also testified pulmonary hearings and jury trials.

11:45
My training includes the Basic post certification courses while attending San Francisco Police Academy and ongoing instruction throughout my career in advanced officer training courses.

11:56
I've successfully completed the following courses.

11:58
80 hour Robert Presley Institute for Criminal Investigation Basic Court course.

12:04
80 hour Police Officer Standards and Training Supervisory course.

12:08
24 hour Plainclothes and undercover operations course.

12:12
40 hour ICI Sexual Assault Investigation Courts.

12:17
40 hour ICI Human Trafficking Investigation course I'm familiar with the business called Richmond serenity Spa.

12:25
The serenity spa is a commercial business occupied on the ground floor of 3446 Balboa St.

12:33
in San Francisco, CA.

12:35
I become familiar with Serenity Spa based on the investigation.

12:39
I have personally conducted the business in conversations with SSB officers who have conducted their own investigations.

12:45
I know that Serenity Spa would be an illegal brothel in a location where illegal prostitution first.

12:52
This is based on investigation.

12:54
I've personally conducted conversations with other officers in European parts.

12:59
Based on my investigation, I believe the Serenity Spa is owned by Jen Wong and Wang Lee.

13:06
On June 17th, 2025, approximately 1600 hours, I conducted an undercover operation at the Serenity Spa.

13:16
The goal of this operation was to see if there was illegal prostitution taking place and the surrounding spa.

13:23
Wearing a mobile body bug and in possession of $200 in Martin City funds.

13:28
I was greeted by an Asian female who had quoted me back to a room.

13:32
I did not see any other people as I walked to the room but was able to hear voices from other rooms.

13:36
The voices sounded as they were both male and female.

13:41
The room looked like a typical massage room with a chair and massage table.

13:45
There was another table in the corner that had a massage oils and a roll of toilet paper on top.

13:51
Once inside the room a woman asked me how long.

13:54
I told her I wanted 1/2 hour massage.

13:56
The female said it would cost $50.00.

13:58
I gave the woman $100 bill.

14:00
The woman told me she would give me change.

14:04
The woman then points to them the table.

14:06
I asked whether I should take off my clothes.

14:08
The woman said take off, pointed to a nearby chair next to the room.

14:11
I undressed, got under the blanket covering the massage table and faced out.

14:16
The woman returned to the room and put $60.00 on the table and then removed the blanket cover.

14:21
They then began rubbing my shoulders and legs.

14:24
She then began rubbing my buttocks and then attempted to rub my perineum area, which I prevented by clenching my buttocks.

14:31
The woman then asked me to turn over, which I did.

14:34
She then began rubbing my chest and stomach.

14:36
Eventually she grabbed my penis and asked me once while making an up and down motion with her other fist.

14:44
I interpreted this gesture as an offer for manual stimulation.

14:51
I asked her how much.

14:52
She said you tell me and I offered sixty and I offered $60.00.

14:58
The woman agreed and then to the corner table to get oil.

15:02
She then grabbed my penis and manually stimulated me with both hands.

15:06
I determined there was sufficient evidence to possible violation of California Penal Code 647-B.

15:13
I then told the woman I had to leave.

15:15
The woman told me to lay back down so that I could finish.

15:20
I again told her that I had to go and gave the woman $50 and left.

15:24
Based on my training and experience and the investigation I personally conducted, I believe the surrounding spa is the House of Prostitution concerns Penal Code in section 315.

15:35
I am the sole operative assigned to conduct covert investigations into the lipid activity and massage establishments within the City and County of San Francisco.

15:43
Disclosure of my physical things would render be recognizable to regulated communities, thereby compromising the integrity of ongoing future investigations.

15:52
Even if disclosure were subject to carefully crafted protective order, the risk of harm remains substantial.

15:58
Once my physical appearance is closed, it cannot be undone.

16:01
Protective orders cannot fully eliminate the risk of inadvertent disclosure or misuse, nor can they restore the agency and an integrity once compromised.

16:10
Because the Family Group Council represents multiple establishments and currently under investigation, disclosure of the agent's identity and this proceedings were rightly prepared, intentionally or not, with other clients, thereby undermining the City's broader enforcement strategy and enabling regulated entities to evade detection.

16:27
Disclosure of my physical appearance identity would cause serious and lasting harm to the City's enforcement efforts.

16:32
The agent's ability to operate covertly would be irreparably impaired, and the City's capacity to enforce San Francisco Health Code Article 29 would PCs persons significantly diminished.

16:45
I declared T of perjury and the laws of the State of California that the foregoing is true and this was written on November 7th of 2024 for the Health Department.

17:05
Sergeant Glenn, can you hear me?

17:08
I'm Paul.

17:10
I'm Paul Horton.

17:11
I'm the counsel for the operators.

17:14
Did you write that declaration with the assistance of the city attorney's office?

17:18
Yes.

17:19
OK.

17:21
Now you understand that if you have corrected the address, is that correct?

17:24
I've corrected the address and I have some additional training since it was offered.

17:29
I added the additional training to Section 4.

17:32
OK, what is a, what is a by walk operation?

17:38
What is a by walk operation?

17:39
Is that question?

17:40
Yes, Sir.

17:41
It is when we go to an establishment and an effort to determine if prostitution is taking place within the establishment.

17:50
The idea behind that is that we do not do enforcement actions.

17:54
There is a signal given to the other officers that are outside and they are supposed to contact me via telephone to help me get out of there and come up with an excuse to leave.

18:06
I noticed in the in the incident report, you, you used that signal, you signaled your, your part of your team.

18:18
You put that in the incident report and but in your declaration you did not mention that.

18:22
Was there some reason for that?

18:26
I had the city attorney help me edit it and he removed it.

18:29
So I don't know why he removed it.

18:32
All right, I noticed that in the declaration that you mentioned that you worked for Ukiah Police Department, but your testimony today you did not mention that some reason for that I mentioned you got Police Department.

18:53
I read it right out of the exploration.

18:57
I beg to differ that the record will stay won't reflect that now.

19:04
Did you get a receipt when you gave the woman 5050 dollars?

19:11
I hear your question.

19:12
Can you repeat it please?

19:13
Did you get a receipt for your $50.00?

19:16
I did.

19:19
You mentioned that you went in there and the voices were audible.

19:22
Is that correct?

19:23
From the other room, there was a man, a woman, who said that is correct, and you could clearly hear their voices.

19:33
Can you say that again?

19:34
You could clearly hear their voices.

19:38
I could faintly hear their voices, but I could hear their voices, yes.

19:43
Now, in your instant report, you mentioned that you had an audio recording.

19:50
There is an audio recording, yes.

19:52
And you mentioned you had photographs as well.

19:57
Photographs of the money, yes.

19:59
Now, the operators have asked three times for those recordings and photographs, once directly from PD and twice from the health department.

20:09
They've never, never received them.

20:12
Did you know that I'm not in charge of discovery, Sir?

20:17
It's a yes or no.

20:23
What is the question that did you know that you don't know?

20:28
I did not know.

20:28
OK.

20:29
That's all I have to say.

20:30
I don't know.

20:31
OK.

20:35
Have you ever made an arrest for prostitution?

20:39
Yes.

20:41
Why didn't you make an arrest in this case?

20:43
This actually happened because that was not the operational goals that we set forth that day.

20:50
Who set the goals?

20:52
Inspector Flores?

20:55
What's that?

20:56
Who set the goal of this operation?

20:59
I did.

21:01
You did.

21:04
Isn't your job to protect public safety among other things?

21:10
Yes, it's your job.

21:12
If you've witnessed a crime, it isn't your job to detain the person.

21:17
At least identify who they are.

21:19
Thank you.

21:22
How does it jeopardize A broader investigation?

21:27
How about wasn't your job at least identify other people who were in the room and could have asked who those people were?

21:32
Or if you were overheard speaking, that would have jeopardized the investigation.

21:38
So we did not do that.

21:40
How about public health concerns?

21:42
Wouldn't it have been wise if alerted the operators?

21:45
Hey, look, you've got a rogue masseuse in your place.

21:47
You better just do something about it.

21:49
You're jeopardizing public health.

21:52
Wouldn't it have been a good idea?

21:56
I don't agree with that statement.

21:57
Now, you don't agree with that statement.

22:00
OK.

22:02
Isn't it true the District Attorney has never pursued criminal charges in this matter?

22:08
The best case number, 250337568, did you not receive criminal complaint from us?

22:14
That is correct.

22:16
Thank you.

22:17
All right, so this date, you don't know who that person was that correct that you encountered?

22:30
I'm sorry, you don't.

22:32
To this date, you do not know who that person was who you encountered on June 17th at 3446 Balboa St.

22:42
That that is correct.

22:55
What is a mobile body bug?

22:58
What is a mobile body bug?

23:00
I'm going to exercise 1040 of the evidence code and not disclose that to you because they would jeopardize further investigations.

23:06
You can't describe what a mobile body bug is.

23:12
I just answered your question, Sir.

23:15
OK, You're not going to tell me.

23:17
All right, One moment.

23:27
Yes.

23:37
I want to ask you something else.

23:43
Have you ever been listed on the Ukiah Police Department's Brady list?

23:49
Not to my knowledge.

23:50
Yeah.

23:51
Also known as a Gigio list.

23:55
Known as a what?

23:56
Giglio.

23:56
Giglio list?

24:00
Not to my knowledge.

24:01
You don't know anything about that, then, correct?

24:09
That's correct.

24:12
All right.

24:12
I see something else.

24:14
You'd be able to die.

24:14
I don't know.

24:16
Were you one of the four officers who arrested a burglary suspect?

24:20
Excuse me?

24:20
A kidnapping suspect and allowed him into the jailhouse with a loaded weapon?

24:26
It was not.

24:29
Now, it was a supervisor.

24:31
That incident, though, one more question.

24:41
For cross examining and presented my case.

24:49
If you're just asking questions, do you have anything additional that you want to add about your case just cross examining their witness presented by case yet you had some events to do that.

25:01
Oh, I have not cross examining you got and if the hearing officer.

25:14
Got to give her a fair hearing.

25:16
Well, this is a fair hearing.

25:18
Well, we are giving you a fair hearing in your opinion.

25:26
So I'm saying that we're question aspect of this, but I am going to allow you some time to prevent your case.

25:33
I'm going to give you 3 additional minutes to do that.

25:36
Thank you.

25:37
One last question of the of the in deputy.

25:40
No, it's time to move on.

25:45
So I can't ask him about his four day suspension Relevant.

25:49
It's relevant as to carelessness.

25:52
OK.

25:54
And I want to bring on my expert witness, Lieutenant Greg Pillowy.

26:02
Oh, no, I'm sorry.

26:03
I could absolutely cannot testify.

26:07
I think you can wish to testify.

26:09
You said three more seconds.

26:10
No, but this is, you can see your case not bringing a witness.

26:14
Oh, come on.

26:15
No, I I think we have said the very beginning.

26:18
Oh, you did not.

26:19
We did.

26:20
She asked and I said that I will not allow him to testify.

26:23
You can't do this.

26:25
You may think you can do this, but it's extremely arbitrary.

26:28
Gracious you have some of these women have their credits.

26:31
So this is a very hearing.

26:32
Just give me 3 minutes.

26:34
My 3 minutes is to ask this gentleman give this opinion.

26:37
He's an expert of witness opinion.

26:40
So I and I also said before that I'm not going to allow that in the very beginning.

26:45
So do you even hear that?

26:46
Do you have any additional information for that?

26:51
How about a 5 minute break and I'll give my 3 minute summation.

26:55
Would that be OK?

26:59
Yes please.

27:01
My audio is today.

27:02
I can't hear anything from anybody.

27:03
Sorry, I'm interrupting.

29:59
3 minutes left.

29:59
I'd like to have my client stay so after I asked one question of Miss Vega.

30:12
So first I want your clients to present to receive your statement and then the rebuttal will allow you to ask questions.

30:20
Sorry.

30:22
I will allow you to ask questions after your client has seen your statement.

30:28
Thank your statement.

30:29
I tried English SO in the past six months and there are hundreds of ladies women no make them

comment on our website, so most they give us the e-mail and phone numbers, many become regulars.

31:03
So since May all of our review our Google and our five stars.

31:13
Why?

31:15
Because the one reason they feel here and comfortable, they told told me that the spark feels is different than the from the other spark.

31:31
If you fix our spark, you will see the curtain wide open is very clean and there is a sitting area comfortable area in next window to our employee network.

31:53
Wear sexy clothes, so I use my real name as my client.

32:02
There are pictures of me and my partner and show the website.

32:10
I think better spot never do that.

32:13
So we put in there more than 70 sourcing on the modeling and also 50 more than 50 sourcing for the marketing.

32:34
We choose the hard path but it's our dream to have a spa that gives the lady couples and a good man affordable luxury.

32:53
We try to keep a wee bad man like Decoy.

32:59
They think all the Asian mushrooms are class to schools.

33:11
Firm publishing also start from the Police Department.

33:17
Has made me feel really really tired and almost give up.

33:26
I have a serious housing problem and not much money.

33:33
Now you know I'm their owner then I believe we know any landlord want to illegal business on their property.

33:48
That's really stupid I'm sorry.

33:51
I hope you.

34:03
I hope you last continue to take care of good people who love our star.

34:09
Thank you very much.

34:15
Thank you.

34:23
She has time.

34:25
Sure.

34:25
Go for it.

34:31
Go ahead.

34:31
Later.

34:31
OK.

34:33
Gary.

34:33
Gary.

34:33
Officer.

34:34
So I'm.

34:35
I'm here Doctor about you know our we hired all the employee and mostly around you know, 60 years old and no criminal record and all were certified by CMTC.

34:49
And then we always tell them do not do anything against the law.

34:53
Also, you know, we spend a lot of money, you know, and build nice website and Google ads ads on the Google to get more women and a couple massage and facial customer.

35:06
So then DPH charge us with, you know, prostitution only based on an untrue writing report from policeman and want to revoke our business permit and our personal license.

35:20
So I think that's ridiculous and also it's unbiased because we didn't do anything against the law, you know.

35:29
Also, you know, the, the money from the business is only our income now.

35:34
So you know, also now you, you try to revoke our licenses so you know, if without a permit and CMTC license, you know and make us cannot make a living.

35:50
So we are in nursing and don't deserve this visible punishment.

35:58
So this is everyone.

36:03
Thank you.

36:06
Wanted to say after there's David you can ask a question.

36:13
Thank you.

36:14
Begum, you said a concerned member community called you on December 6th, 2024.

36:23
Who you described as the complainant was that person in fact the upstairs neighbor of Richland Serenity Spa located at 3448.

36:40
The complainant would like to remain anonymous that far as that information provided today.

36:45
Fair enough, got my answer thank you.

36:48
I would love the department to to so I I do understand that based on the declaration provided by owner James Wang that it appears that she's stating that they're targeting couples and women, which is 50% of their patrons.

37:15
Yet for some reason 50% of them are men alone.

37:22
I questioned as to how these men even find out about this location.

37:26
Less than 10% of the Google generated reservations are men, yet 50% of your clientele are are men.

37:34
So where are where are these men making their their looking their services?

37:44
I would also like to question that there are rumors that there's escorts, that this, this is not a rogue agent, an individual that's conducting these services when in fact we believe that it is the practitioners, the establishment itself doing servicing these types of good acts.

38:07
During my rebuttal, I would like to at this time like to direct examine Sergeant Glenn, if that is OK.

38:17
OK, so Sergeant Glenn, can you tell us what initiated your investigation with Richmond Serenity Spa?

38:33
I'm sorry, can you hear me?

38:35
Yes, sorry.

38:37
We we received a complaint from the Department of Public Health as well as from the citizens.

38:43
OK.

38:44
At this time, although your incident report declares in states 3448 Elbow St., you entered Richmond Serenity Spa front entrance depicted on exhibit.

39:00
Let's see Exhibit A page 12, is that correct?

39:10
Exhibit A page 12, which is the Google, the Google image of what we had provided you the other day.

39:17
Yes, that is correct.

39:20
So have you ever received any personal massages before outside of that location?

39:27
Yes.

39:27
I How many can you say you've gotten during your personal time?

39:32
How many personal massages have you gotten during your personal time?

39:35
I don't have a picture all the way around.

39:37
The dozen.

39:40
Are you familiar with the common protocols and preparing for professional massage?

39:45
Yes.

39:46
And in your personal experience of getting a professional massage, is it common as a customer to

remove all clothing, including your undergarments before laying on a massage table underneath the feet?

39:56
Yes.

39:57
And is it common for a practitioner to completely remove the towel covering or sheet on the private parts during a professional massage?

40:06
I'd like to request an extension.

40:09
Go ahead.

40:11
No.

40:12
OK.

40:14
I'd like to point out here Officer Thompson that regardless if he had no undergarments or not, or had undergarments, his towel sheet should not have been removed from that decoy exposing his buttocks.

40:27
This is a clear violation of San Francisco Health Book Article 2917 and is considered a lewd conduct for the mere fact that the practitioner displayed and exposed the decoys buttocks.

40:38
Now, going back to your testimony, you you're testifying under penalty of perjury that you lay face down on the massage table fully naked underneath the sheet, which the practitioner then completely removed, exposing your entire backside as you lay face down on the table.

40:53
Is that correct?

40:55
That is correct.

40:56
Did you ask her to remove the cover or expose your buttocks?

41:00
I did not.

41:01
Furthermore, did you ask her to massage your buttocks and fondle with your perineum or attempted to fondle with your perineum?

41:08
No Based on your professional experience, did a lewd act occur at this point?

41:15
Yes.

41:17
What's the reason why you continue to do your undercover operation at this point?

41:22
The undercover operation was in regards to prostitution and the massage parlor, so why did you continue on?

41:30
So you thought the lewd conduct?

41:32
Why did you continue on?

41:34
Lewd conduct and prostitution are two separate In what kind of sections Were you trying to obtain solicitation at that point?

41:41
Correct?

41:43
OK, I'd like to also revisit the services given to you once you were asked to turn over on the massage table fixing up.

41:50
Can you confirm once again Underoath that your genitals were exposed during this time?

41:56
They were.

41:57
And during this time, while grabbing your genitals, she solicited A lewd service on your genitals for $60.00.

42:04
Is that correct?

42:06
That is correct.

42:07
In your testimony, you state that manual stimulated you with both hands.

42:11
Can you briefly explain to us exactly what you mean by manuals manually stimulating you with both hands?

42:19
One hand grasps my testicles, the other hand grasps my penis and strokes in an up and down motion.

42:24
So basically, she clearly was ********** you at this point.

42:29
Yes, I had already given the.

42:30
I'm sorry.

42:33
OK, Yes, OK, great.

42:34
So at this point you were attempting to stop the service and told her that you had to leave, correct?

42:40
Yes.

42:41
Once the sorry why?

42:44
Why did you why did you stop the decoy operation here at this point and not earlier on?

42:50
We were attempting to get the solicitation for prostitution.

42:54
Once the solicitation was done, I gave the signal to my undercover officer to call the form and once they called the phone, I was able to get away from her in regards to that.

43:07
OK, thank you.

43:09
Sergeant Glenn, I have no further questions.

43:13
Follow up, please.

43:14
eBay.

43:16
Sergeant Glenn, this is Paul Archer again.

43:19
You know the law about 6647-B pretty well, don't you?

43:22
One more time, talk about 647-B prostitution.

43:30
Isn't it true that when you agreed to $60.00 fee, that's when the that's when the crime of prostitution was complete, Isn't that true?

43:40
That is true.

43:41
There was no need to go any further.

43:43
Isn't that true?

43:46
There was no attempt to go any further.

43:48
Oh no, you went further.

43:51
You had this moment stroke you and I assume was an erect penis, is that correct?

43:57
That is incorrect.

43:59
No, you went further.

44:01
We're reading your.

44:02
It is what it is.

44:02
We're reading your it's a report.

44:05
Well, you said I had a direct peanut.

44:07
That's incorrect.

44:08
Secondly, we had a given to kill sign already.

44:10
So that is I was waiting for the phone call to come in.

44:14
So no, it was not.

44:16
It's my one million daughter would say it is what it is.

44:18
We're reading your we're reading your incident report.

44:22
I offered her $60.00 and she said yes.

44:26
That's when you established prostitution.

44:28
Isn't that correct, Sir?

44:30
You're talking over me while I'm answering your questions.

44:33
You're not answering my question.

44:34
You're trying to dodge it.

44:35
Please answer the question for the hearing officer.

44:40
Your turn.

44:41
Officer I What is the question?

44:45
I'll say it again.

44:48
When you agreed to the $60.00 at that time, was not the crime of prostitution established?

44:59
That is the current prostitution, Yes.

45:02
Thank you.

45:05
Did she take your underwear off?

45:10
No, you took your underwear off.

45:12
That was your decision, is that correct?

45:16
Yes.

45:17
When I entered the room, I asked, so I take my clothes off and she said yes, President.

45:20
And when you took the shirt, it was your decision, was it not?

45:28
Yes.

45:30
Thank you.

45:41
I think.

45:42
Thank you.

45:45
See your address in from your case.

45:48
Well, yes, OK, thank you.

45:53
Thanks for extra time.

45:54
Anything else from the page?

45:59
I'd like to provide a closing remark, please.

46:02
Thank you, young Officer Lawrence for your time and attention to this matter today.

46:07
The evidence and testimony presented today you've no doubt that serious violations of Article 29 of the San Francisco Health Code occurred at Richard Serenity Spa, located at 3446 Bubble History.

46:18
A practitioner, an employee of the establishment, engaged in a lewd conduct and solicited sexual services in an in exchange for compensation actions that are inequivocally permitted under the law.

46:30
Specifically, the practitioner exposed the buttocks, the genitals of the decoy, and proceeded to fondle those areas while explicitly agreeing to the performer Lewd Act for $60.00.

46:40
This conduct is not only unlawful, it is a direct threat to public health, safety, and the integrity of licensed massage establishments here in San Francisco.

46:50
I want to make it absolutely clear that the Department's recommendation is based solely on the violations that occurred at this specific location.

46:57
AT3446 by lowest St.

46:59
under permit number ME120465.

47:03
Any prior history of any other locations in this decision, nor any clerical error on a piece of paper or any issues of public records or any declaration from a former PD officer who is attempting to discredit my witness with alleged knowledge of how we run our operation here in this department should have no no bearing in this matter.

47:26
All this is irrelevant information and should bear no way to the matter of fact that the massage practitioner from this facility, who is permitted by the health department who we educated ourselves during the issuance of this permit about the practitioner conduct, did in fact engage in the lewd act, solicited and solicited A lewd act on June 17th, 2025 at Richmond Serenity Swap.

47:52
Given the laws that the the law does not give leeway to such egregious violations is the department's, the department provided the evidence supporting it and we respectfully urge you to uphold the department's recommendation.

48:09
Thank you.

48:10
Last word.

48:11
Yes, thank you.

48:14
The best evidence what happened would be the photographs and the audio recording.

48:21
For reasons unknown, Police Department and Health department have refused.

48:29
Turn US, turn them over to us.

48:31
We have repeatedly requested them, and you'll see that in our exhibits.

48:38
Let's see they update exactly which exhibits number Exhibits number G8.

48:50
I are the operators.

48:54
We believe that the audio recording would tell a different story.

48:58
This is why they have not been released to us.

49:00
We believe the audio recordings would be exculpatory and clear would definitely clear the air the situation.

49:08
This is why they don't release them.

49:11
This is now you have to look at things that they don't want to talk about.

49:19
They I don't know what they're complaining about here.

49:21
What you just said.

49:23
They in several times, if you've noticed in the their pleadings, recent pleadings, they dropped pick me personally saying I would do something like expose this decoy's identity, his facial recognition or whatever to other people.

49:38
We never did that.

49:39
I do and I take personal exception very angry about that.

49:43
Let's get on prepared about me.

49:44
Let's talk about these two ladies.

49:47
What's going on here?

49:49
This you've got to remember, the decoy did not identify the West's.

49:53
He did not question them in this masseuse, but the masseuse, he did not detain the masseuse.

49:59
He did not arrest the masseuse.

50:01
There were other people there he should have identified.

50:03
He didn't do it.

50:05
He did not alert the operators.

50:07
They you've got, you've got a problem here.

50:09
You've got a wrong masseuse and and SFPD did not alert the operators.

50:15
No one did.

50:16
DPS did not alert them.

50:18
No one gave it.

50:20
They cared about public health or public safety.

50:23
They went on for a month before these these two ladies found out the hard way whose Nov had noticed a violation and the secretary never pursued criminal charges.

50:34
This man, this is a this is like a big doughnut.

50:37
It's the Bible of a doughnut.

50:39
There's nothing in there.

50:40
So it looks like to us, it looks like it's everything.

50:44
Nothing to do with public safety and public health, everything to do with ambition and money.

50:51
They pointed out in the declaration this officer Glenn makes more money on overtime and he does under standard pay.

51:00
I believe he makes like 139,000 standard pay, 140,000 overtime.

51:06
They start these depot operations always at 4:00 PM, just when overtime kicks in.

51:12
I don't think they've got an axe to grind against these two ladies, but I think it's just all about the money and it should be.

51:18
It should get their priorities reoriented, reject public safety, protect public health.

51:24
So this meanness to think which we worry about is racially attached.

51:30
Thank you.

51:33
Thank you to the worries.

51:35
That's a moment.

51:36
Conclude the sentences of the department Public Accounts Director King.

51:43
Today's development is Thursday, November 20, and the time is 157.

51:48
Thank you.

BRIEF SUBMITTED BY RESPONDENT DEPARTMENT

DAVID CHIU, State Bar #189542
City Attorney
ANNE PEARSON, State Bar #201625
Chief Attorney
Health Team
MEGAN RYAN, State Bar #264922
Deputy City Attorney
Fox Plaza
1390 Market Street, Seventh Floor
San Francisco, California 94102-5406
Telephone: (415) 554-3970
Facsimile: (415) 437-4644
E-Mail: megan.ryan@sfcityatty.org

Attorneys for Respondent
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF PUBLIC HEALTH

SAN FRANCISCO BOARD OF APPEALS

JING HUANG and LIYAN WANG, DBA RICHMOND SERENITY SPA Appellants, vs. CITY AND COUNTY OF SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH, Respondent.	Appeal No. 25-059 RESPONDENT'S OPPOSITION TO APPELLANTS' BRIEF REQUESTING THAT THE BOARD REVERSE DPH'S DECISION TO REVOKE THE SPA'S MASSAGE LICENSE AND DISMISS THE ACTION WITH PREJUDICE

INTRODUCTION

On June 17, 2025, as part of a coordinated undercover enforcement operation, a San Francisco Police sergeant went to the Richmond Serenity Spa, where a masseuse touched his perineum and penis and offered to provide manual sexual stimulation (a "hand job") in exchange for $60.00. Following a robust evidentiary hearing, a Department of Public Health ("DPH") hearing officer issued a Director's Order finding that Appellants Jing Huang and Liyan Wang, the Richmond Serenity Spa's massage permit holders, violated the San Francisco Health Code when their masseuse sexually solicited and engaged in lewd conduct with the San Francisco police sergeant. The Order revoked Appellants' Massage Establishment permit, prohibited Appellants from obtaining a permit for five years, and

ordered Appellants to pay $7,500 in administrative penalties. Appellants appeal the Director's Order and claim a due process violation that deprived them of a fair hearing. This claim is meritless, and the Order should be upheld.

STATEMENT OF FACTS

On July 16, 2025, DPH issued Appellants a Notice of Violation /Inspection Report ("NOV" or "Inspection Report") based on a June 17, 2025, San Francisco Police Department ("SFPD") Incident Report. (Declaration of Jennifer Callewaert ("Callewaert Decl.") Ex. 1 [Environmental Health Basis for Proposed Enforcement Action Summary] at Ex. C, pp. 17-20.) The SFPD Incident Report indicated that Sergeant Robert Glenn went to Richmond Serenity Spa located at 3446 Balboa Street in San Francisco as the decoy officer in an undercover operation. While there, a masseuse touched Sergeant Glenn's perineum and penis and offered to provide manual sexual stimulation (a "hand job") in exchange for $60.00. (Appellants' Ex. 4; Callewaert Decl. Ex. 1 at Ex. R, pp. 71-74.) The DPH NOV informed Appellants this conduct violated San Francisco Health Code sections 29.17(b) and 29.31(f) prohibiting lewd conduct at massage establishments. Richmond Serenity Spa is a permitted massage establishment run by Appellants. (Callewaert Decl. Ex. 1 at Ex. A, p. 11.)

On July 21, 2025, DPH issued a Notice of Determination to Appellants based on the violations described in the NOV. (Callewaert Decl. Ex. 1 at Ex. D, pp. 21-22.) The Notice of Determination included a form to request a Director's Hearing and explained the rules governing the hearing. (*Id*. at 23-26.) This information was hand-delivered and mailed to Appellants. (Callewaert Decl. Ex. 1 at Ex. E, p. 30.) Appellants requested a Director's Hearing. (Callewaert Decl. Ex. 1 at Ex. F, p. 33.) DPH then amended the Notice of Determination several times due to administrative errors. (Callewaert Decl. Ex. 2; Callewaert Decl. Ex. 1 at Exs. H, I, and N.) Ultimately the October 14, 2025 Notice of Determination became the operative Notice. (Callewaert Decl. Ex. 1 at Ex. N, pp. 60-61.) The Director's Hearing was thus delayed to November 20, 2025. (Callewaert Decl. Ex. 1 at Ex. L, p. 55.) Pursuant to the Director's Hearing Procedure Rules, on November 12, 2025, the parties submitted written submittals to assigned Hearing Officer Traci Lawrence from the San Francisco Department of Public Works five business days before the hearing. (Appellants' Ex. 11.)

The Director's Hearing took place on November 20, 2025. Hearing Officer Lawrence started the hearing by reiterating that each side would have seven minutes to present their case and three minutes per side for rebuttal. (Appellants' Exs. 9 and 13 at minute 1:20-1:51.) She explained that the rules of evidence did not apply. (*Id*. at minute 2.) Sergeant Glenn's identity was disclosed, and he testified and was cross-examined by Appellants' counsel. (Appellants' Exs. 9 and 13; Callewaert Decl. Ex. 1 at Ex. R, pp. 71-74.) Hearing Officer Lawrence did not allow testimony from Appellant's proffered expert Raymond Kilroy, a retired police officer. (Appellants' Exs. 9 and 13 at minute 5:51-6:14 and 25:54-26:40; Appellants' Ex. 10 ¶ 2.) Appellants had previously submitted Kilroy's October 9, 2025 declaration to Hearing Officer Lawrence on November 12, 2025. (Appellants' Exs. 10 and 11.)

On December 19, 2025, Hearing Officer Lawrence issued her Director's Hearing Order upholding DPH's determination that Appellants had violated San Francisco Health Code sections 29.17(b) and 29.31(f). (Appellants' Ex. 1.)

ARGUMENT

I. THE BOARD OF APPEALS SHOULD UPHOLD THE DECEMBER 19 DIRECTOR'S HEARING ORDER.

San Francisco Health Code section 29.17(b) prohibits lewd conduct and prostitution by massage practitioners, including fondling the anus or genitals of another human. Appellants are responsible for their masseuse's lewd conduct and sexual solicitation of Sergeant Glenn. "Massage Establishments shall be responsible for the conduct of all individuals providing Massage for Compensation on their business premises and shall ensure that such individuals do not… engage in lewd conduct as set forth in Section 29.17." (Health Code § 29.31(f).) Appellants hold the permit for the massage establishment and are responsible for the behavior of their employees. (Callewaert Decl. Ex. 1 at Ex. A, p. 11.) Such regulation exists to protect the health and safety of the community and to protect victims of the sex trade where human trafficking is often a concern. (S.F. Health Code § 29.1(e).) The evidence of lewd conduct and solicitation is undisputed. The June 17, 2025 SFPD Incident Report and testimony by Sergeant Glenn at the Director's Hearing establish that a masseuse engaged in lewd conduct and solicitation. (Appellants' Exs. 4, 9, and 13; Callewaert Decl. Ex. 1 at Ex.

R, pp. 71-74.) Appellants have provided no evidence to the contrary—Appellants did not introduce the testimony of the masseuse to contradict the officer. While they argued that the police were motivated by the prospect of overtime pay and that the lewd conduct continued longer than necessary, neither argument bears on whether the solicitation and lewd conduct occurred as described.

It was proper for the Hearing Officer to revoke Appellants' permit for five years and assess $7,500 of administrative penalties. Following a hearing, DPH may revoke a massage establishment permit if it finds that the permittee's employee has violated Article 29 of the Health Code governing massage, including through lewd conduct. (S.F. Health Code § 29.33(a)(3).) And, under section 29.45(a)(12)(B), permit revocation of a massage business for five years is mandatory under section 27.17(b) when lewd conduct has been proven. DPH can also assess administrative penalties. Section 29.45(a)(3) provides for a $5,000 penalty for solicitation of lewd conduct and section 29.45(a)(12)(A) provides for a $2,500 penalty for anyone engaged in lewd conduct on the premises, both penalties to be paid by the massage business permittee.

II. DUE PROCESS WAS FOLLOWED AT THE DPH DIRECTOR'S HEARING, AND THE HEARING DID NOT RESULT IN A MISCARRIAGE OF JUSTICE.

To set aside the Hearing Officer order on due process grounds, Appellants must prove both error and a miscarriage of justice. "No judgment shall be set aside, or new trial granted, in any cause, on the ground of misdirection of the jury, or of the improper admission or rejection of evidence, or for any error as to any matter of pleading, or for any error as to any matter of procedure, unless, after an examination of the entire cause, including the evidence, the court shall be of the opinion that the error complained of has resulted in a miscarriage of justice." (Cal. Const., art. VI, § 13.) To set aside an administrative decision based on an evidentiary error, "it must be reasonably probable a more favorable result would have been reached absent the error." (*Miller v. Department of Real Estate* (2022) 84 Cal.App.5th 141, 156.) Even violation of a statutory requirement does not necessitate reversal absent a miscarriage of justice. (*Leal v. Gourley* (2002) 100 Cal.App.4th 963, 968.)

Appellants make eight claims of error: 1) DPH retaliated against Appellants by increasing the penalty to revocation after sending its initial Notice of Determination; 2) DPH did not produce the SFPD recording of the incident; 3) Appellants' expert witness was improperly excluded; 4) there were

unlawful ex parte communications between DPH and the Hearing Officer; 5) the Hearing Officer was biased; 6) Appellants were given insufficient time to present their case; 7) the recording of the hearing was deficient; 8) the Hearing Officer failed to adequately state the reasons for the decision; and 9) the police engaged in misconduct. Appellants' allegations are unfounded. Even if the violations complained of were error, it is not reasonably probable that any hearing officer would reach a more favorable result because DPH proved that lewd conduct and solicitation had occurred.

A. The Amended Notice of Determination was not retaliatory and did not impact Appellants' due process rights.

DPH amended its Notice of Determination several times due to administrative errors that had no impact on Appellants' due process rights. DPH staff increased the penalty to revocation after determining that the initial Notice had not sought revocation. (Callewaert Decl. Ex. 2 [9/2/25 emails from Phan to Horcher and Vega to Horcher]; S.F. Health Code §§ 29.17, 29.33(a)(3), 29.45(a)(12).) In response to the errors, DPH continued the hearing multiple times. DPH gave Appellants their fully allotted time to prepare for the hearing. There is no evidence of retaliation. Nor can Appellants show that the amendment of the Notice affected their ability to prepare for the hearing.

B. DPH did not possess or rely upon the undercover recording, and Appellants' apparent failure to request the recording from SFPD is their error.

DPH did not have the recording of the June 17, 2025 undercover operation or rely on it in the hearing. Appellants never requested the recording from SFPD. These facts are fatal to Appellants' due process argument. Prior to the hearing, Appellants sought recordings of the incident from DPH. (Appellants' Ex. 8 requests to DPH dated July 27, 2025 and October 7, 2025.) Appellants concede that DPH informed them that it was "not in possession of the photo or video mentioned in the [police] incident report." (Appellants' Ex. 2 at A.) While Appellants claim they also asked the San Francisco Police Department for the recording of the undercover operation (Appellants' brief at 4:12-15), the only evidence they submitted is an Incident Report Request. (Appellants' Ex. 8.) Appellants received the incident report. (Appellants' Ex. 4.) A request for an incident report is not a request for an audio recording.

It is true that an administrative hearing officer may not rely on evidence that was never provided to the accused. (*Teacher v. California Western School of Law* (2022) 77 Cal.App.5th 111, 137.) However, DPH did not rely on the recording of the undercover operation in prosecuting the case, nor did Hearing Officer Lawrence rely on the recording to make her determination. Indeed, the Director's Hearing Order was based on the truth of the findings in the Inspection Report (Appellants' Ex. 1 at p. 1), and the Inspection Report relies on San Francisco Police Department Incident Report No. 250337568 (Callewaert Decl. Ex. 1 at Ex. C, pp. 17-18). Appellants cannot prove a due process violation when the evidence not produced was not relied upon in any way.

Appellants could have obtained the recording from SFPD if they had wanted to use that recording at the hearing. Their failure to request the recording from SFPD is their own mistake, not a violation of their due process rights.

C. Appellants' expert's testimony was considered and was irrelevant.

The Hearing Officer received Appellants' expert's testimony via declaration, had discretion to exclude oral testimony, and it is improbable that a more favorable result would have been reached even if the expert gave oral testimony.

In administrative proceedings, affidavits have the same effect as oral testimony. (Gov. Code, § 11514(a).) Appellants had already submitted their professed expert Kilroy's October 9, 2025 declaration to Hearing Officer Lawrence on November 12, 2025. (Appellants' Exs. 10 and 11.) Appellants do not allege that Kilroy had additional opinions to convey outside of those in his declaration (Appellant's Brief at 7-8). Accordingly, Kilroy's testimony was not excluded.

The Hearing Officer properly excluded oral testimony because of its undue consumption of time and lack of probative value. "Any relevant evidence shall be admitted if it is the sort of evidence on which responsible persons are accustomed to rely in the conduct of serious affairs." (Gov. Code, § 11513(c).) But "the presiding officer has discretion to exclude evidence if its probative value is substantially outweighed by the probability that its admission will necessitate undue consumption of time." (Gov. Code, § 11513(f).) The instant hearing was running long at the point at which the hearing officer excluded Kilroy's oral testimony. (Appellants' Exs. 10, 9, 13.) Further, the opinions set forth in his declaration, based on his experience with SFPD 25 years ago, did not bear on the factual question

of whether Appellants' masseuse engaged in a lewd act and solicitation. In his declaration, Kilroy testified that 4 p.m. undercover operations are performed by police officers to collect overtime pay, that it was unusual for an officer to allow a masseuse to touch his genitals, and that it was unusual that police did not make arrests. (Appellants' Ex. 10 ¶¶ 4, 7, 9-11.) Even assuming that these statements are true, they pertain to complaints about police procedures for undercover operations, not whether a lewd act or solicitation occurred at Richmond Serenity Spa on June 17, 2025. Kilroy goes on to opine that massage establishment owners should not be responsible for the acts of their employees and that permit revocation should not occur for one incident. (Appellants' Ex. 10 ¶¶ 13, 14.) However, these opinions are both improper legal opinions and contradicted by the relevant statutes. Massage establishment owners are responsible for the conduct of individuals providing massage at their establishments. (S.F. Health Code § 29.31(f).) Following a hearing, DPH may revoke the permit for a massage establishment if one of the employees or independent contractors engages in "any conduct" that violates Article 29, including lewd conduct. (S.F. Health Code § 29.33(a)(3).) Permit revocation does not require multiple instances of lewd conduct. (S.F. Health Code § 29.45(a)(12).) Clearly, Kilroy's testimony lacked any probative value in a hearing with tight time constraints.

Even if the Board of Appeals finds that the Hearing Officer should have allowed Kilroy's oral testimony, his opinion is unlikely to have resulted in an order in favor of Appellants. To set aside administrative decision based on evidentiary ruling, "it must be reasonably probable a more favorable result would have been reached absent the error." (*Miller v. Department of Real Estate* (2022) 84 Cal.App.5th 141, 156.) As discussed above, Kilroy's opinion is based on (1) a critique of police undercover procedure and not whether the lewd act occurred and (2) his thoughts about the correct consequences for massage establishment owners that do not comport with the law. These irrelevant and inaccurate opinions would not have led to a different decision by the Hearing Officer.

Of course, the Board of Appeals has discretion to consider oral testimony from Kilroy, so if the exclusion of his oral testimony was error, it can be cured.

D. DPH's communications with the Hearing Officer were not unlawful.

DPH prosecutors and Hearing Officer did not have direct communication, and the questions asked by Hearing Officer Lawrence before the hearing did not result in a miscarriage of justice. The

"combination of investigative, prosecutorial, and adjudicatory functions within a single administrative agency does not create an unacceptable risk of bias and thus does not violate the due process rights of individuals who are subjected to agency prosecutions." (*Morongo Band of Mission Indians v. State Water Resources Control Bd*. (2009) 45 Cal.4th 731, 737.) According to the California Supreme Court, an agency staff member who is not designated as a prosecutor can both participate in an investigation of possible wrongdoing by a licensee and then furnish ex parte advice to the decision-making body without violating due process. (*Today's Fresh Start, Inc. v. Los Angeles County Office of Education* (2013) 57 Cal.4th 197, 223-224.)

Here, there was more separation of functions than in *Today's Fresh Start*. Traci Lawrence from the San Francisco Department of Public Works served as the hearing officer. Michelle Vega and Ivy Phan from DPH's Retail Tobacco, Massage, and Consumer Protection Program served as investigators and prosecutors. Eurich Santiago and Douglas Obana from DPH's Water Quality Program served as the liaison for Hearing Officer Lawrence to transmit briefing and information. (Appellants' Ex. 11.) No direct communication occurred between Hearing Officer Lawrence and Vega and Phan. (*Id*.) This contrasts with *Nightlife Partners v. City of Beverly Hills*, cited by Appellants, where the same person prosecuted the case and advised the hearing officer. (*Nightlife Partners* (2003) 108 Cal.App.4th 81, 90.)

While Santiago and Obana were allowed to advise Hearing Officer Lawrence, they didn't. Rather they simply submitted briefing and answered basic factual questions. Santiago and Obana's communications with Hearing Officer Lawrence consisted of the following: On November 12, 2025, Santiago sent Lawrence DPH briefing for the case that was also sent to Appellants. (*Id*.; Appellants' Ex. 13 at p. 2.) Later that morning, Lawrence asked Santiago if the cases were confidential, and Santiago responded that hearings are open to the public, but that there may be portions of the hearing that are not disclosed to the public such as the physical identity of an undercover police officer. (Appellants' Ex. 11.) That afternoon, Santiago sent Lawrence Appellants' brief and reminded Lawrence to review the DPH brief about whether the undercover police officer could provide virtual testimony, an evidentiary issue Appellants were apprised of on November 7. (*Id*.; Appellants' Ex. 12 at p. 2.) On November 13, 2025, Santiago reminded Lawrence that DPH needed a decision on whether

the police officer had to physically appear at the hearing; no argument or advice on this request was given. (Appellants' Ex. 11.) Later that day, Lawrence asked Santiago for a copy of Ivy Phan's August 12, 2025 email, which Appellants' counsel had correctly asserted revealed the name of the undercover officer in the police report. (*Id*.) This email was provided by Santiago to Lawrence. (*Id*.) Lawrence then asked Santiago how many undercover officers were on staff during a prior decoy operation at Serenity Spa in 2021. (*Id*.) Santiago requested this information from Vega and provided the information to Lawrence that DPH did not know the number of undercover officers but could confirm that the undercover officer in the 2025 operation was not the same officer as in the 2021 operation. (*Id*.)

At no time did Santiago ever copy Vega and Phan on his communications to Lawrence. (*Id*.) At no time did Santiago ever copy Lawrence on his communications with Vega and Phan. (*Id*.) According to the California Supreme Court, Santiago, as a non-prosecutor, could have provided *ex parte* advice to Hearing Officer Lawrence. But, here, he never provided advice. He provided briefing from both parties, a reminder to review a request for the virtual appearance of an officer, and answered basic factual questions, such as whether the Sergeant Glenn had been the undercover officer in the 2021 SFPD operation. (Appellants' Ex. 11.) Appellants cannot prove that these communications were improper. Moreover, Appellants cannot prove that absent these communications, the Hearing Officer would have decided the case in favor of Appellants.

E. There is no evidence that the hearing officer was biased.

Hearing Officer Lawrence was not biased. Unless they have a financial interest in the outcome, adjudicators are presumed to be impartial. (*Morongo Band of Mission Indians v. State Water Resources Control Bd*. (2009) 45 Cal.4th 731, 737.) To show nonfinancial bias sufficient to violate due process, a party must demonstrate actual bias or circumstances "in which experience teaches that the probability of actual bias on the part of the judge or decisionmaker is too high to be constitutionally tolerable." (*Id*. [internal cites omitted].) Appellants argue that Hearing Officer Lawrence was not impartial because she (1) engaged in ex parte communications; (2) scowled at Appellants' counsel and threatened to expel him from the hearing; and (3) refused to rule on

Appellant's evidentiary objections. These arguments are meritless. The *ex parte* allegation is addressed above.

Hearing Officer Lawrence had to chastise Appellants' counsel because of his improper behavior. Appellants' counsel interrupted DPH at least three times when DPH was presenting its initial case. (Appellants' Exs 9 and 13 at minute 3:19-4:18, 6:18-6:29, 9:35-10:15.) This followed clear instructions before and at the start of the hearing that each side would have seven minutes to present its initial case. (Callewaert Decl. Ex. 1 at Ex. D, pp. 25-26; Appellants' Exs. 9 and 13 at minute 1:34.) During the third interruption, Hearing Officer Lawrence had to ask Appellants' counsel to stop interrupting DPH during DPH's turn or she would ask him to leave. (Appellants' Exs 9 and 13 at minute 9:35-10:15.) Hearing Officer Lawrence did her best to maintain the Director's Hearing procedure despite these interruptions, acts that demonstrate her commitment to impartially following the hearing procedure.

Despite Appellants' claims to the contrary, Hearing Director Lawrence *did* consider Appellants' evidentiary objections (Appellants' Ex. 12) and decided to allow DPH to continue to present its evidence. (Appellants' Exs. 9 and 13 a minute 3:19-4:18.) A director's hearing is not superior court. The rules of evidence don't apply, and the Hearing Director reminded Appellants of this. (Gov. Code, § 11513(c); Callewaert Decl. Ex. 1 at Ex. D, pp. 25-26; Appellants' Exs. 9 and 13 at minute 1:57-2:04.) Appellants here are essentially arguing that the Hearing Officer showed bias by exercising her discretion appropriately.

F. Appellants were allowed more than their allotted time to present their defense.

Despite their claims, Appellants were informed in advance of the time limits and procedure for presenting their case at the hearing. DPH served the Director Hearing Request Form on Appellants. (Callewaert Decl. Ex. 1 at Ex. E, pp. 30-32.) The form specifies the hearing procedures, including stating that each side will have seven minutes to present relevant testimony, evidence, and recommendations and three minutes for rebuttal. (Callewaert Decl. Ex. 1 at Ex. D, pp. 25-26.) It also allows the hearing officer to increase the amount of time given to the parties as circumstances warrant and in the interest of fairness. (*Id.*) This exact procedure was orally repeated by the Hearing Officer at the start of the hearing. (Appellants' Exs. 9 and 13 at minute 1:34.)

Hearing Officer Lawrence allowed Appellants far more than seven minutes for their opening and three minutes for their rebuttal. The hearing lasted slightly under 52 minutes. (Appellants' Exs. 13 and 9.) Of these 52 minutes, Appellants had approximately 24.5 minutes to present their case, including cross-examining DPH's witness, and DPH had approximately 18.25 minutes to present its case. (*Id*.) Appellants can hardly claim unfairness for truncated time when the Hearing Officer granted them more than twice their allotted total time and more time than was given to DPH.

G. The recording of the Director's Hearing is adequate.

The recording of the hearing is adequate. In *Frase v. Gourley*, cited by Appellants as the basis to dismiss this matter, the DMV lost entire portions of the transcript of the license suspension hearing, including the entire testimony of the petitioner and his expert, and then refused to pay to help reconstruct the record. (*Frase v. Gourley* (2000) 85 Cal.App.4th 762, 763.) No such egregious facts exist here. DPH agreed to record the hearing by audio. (Callewaert Decl. Ex. 1 at Ex. D, p. 26.) There was no representation or requirement that DPH would capture video of every person speaking. (*Id*.) A municipal health agency is not required to perform as a professional videographer. There was no representation that DPH would provide a transcript of the hearing. (*Id*.) While some words are difficult to understand in the hearing video, it is still a comprehensive recording of the hearing as evidenced by Appellants' detailed complaints about testimony and the Hearing Officer's decisions during the hearing. (Appellants' Ex. 9; Appellants' Brief.) The difficulty in understanding some words is not the same as losing entire portions of the hearing as happened in *Frase*. At the request of Appellants, DPH also provided a transcript of the hearing that admittedly has many transcription errors but also provides a helpful guidepost of the timing of testimony in the video. (Appellants' Ex. 13.) The court in *Frase* stated that the DMV had many choices if it did not maintain an adequate record for judicial review, including reconstructing the record or preparing a summary of the facts. (*Frase,* 85 Cal.App.4th at 765.) Here, the video recording is for the most part comprehensible, and DPH supplemented the recording with a rough transcript. The instant case is not comparable to the issues in *Frase*.

H. The Hearing Officer did state the reason for her determination.

An agency should provide private parties with a written decision stating the reasons for the determination and indicating the evidence relied on, although the statement need not amount to a full

opinion or even formal findings of fact and conclusions of law. (*Goldberg v. Kelly* (1970) 397 U.S. 254, 270.) The Director's Hearing Order complies with these requirements. It states that the San Francisco Health Code violations at issue are "lewd conduct" and "practitioner conduct," that the Hearing Officer considered the "evidence and testimony received at the hearing," and that "the findings stated in the Inspection Report(s) are true." (Appellants' Ex. 1 at p. 1.) The DPH Inspection Report clearly details the facts relating to lewd conduct by a massage practitioner and solicitation of the undercover police officer. (Callewaert Decl. Ex. 1 at Ex. C, pp. 17-20.) The Order then revokes Appellants' massage establishment permit and orders penalties for lewd conduct.

I. Appellants' allegations about police conduct are unsupported by facts or law.

Appellants make sweeping allegations about police misconduct in this case that are unsupported by fact or law. Appellants state that they intend to brief this issue in full in the superior court, but they do not make such arguments to this Board of Appeals. (Appellants' Brief at p. 11.) Appellants appear to argue that the procedure for police undercover operations should be different, but that does not bear on the only relevant issue before this Board, that Appellants' masseuse engaged in lewd conduct and solicitation in violation of the San Francisco Health Code.

CONCLUSION

The Board of Appeals should uphold the December 19, 2025 DPH Director's Hearing Order.

Dated: March 18, 2026

DAVID CHIU
City Attorney
ANNE PEARSON
Chief Attorney
Health Team
MEGAN RYAN
Deputy City Attorney

By: /s/ Megan Ryan
MEGAN RYAN

Attorneys for Respondent
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF PUBLIC HEALTH

DAVID CHIU, State Bar #189542
City Attorney
ANNE PEARSON, State Bar #201625
Chief Attorney
Health Team
MEGAN RYAN, State Bar #264922
Deputy City Attorney
Fox Plaza
1390 Market Street, Seventh Floor
San Francisco, California 94102-5406
Telephone: (415) 554-3970
Facsimile: (415) 437-4644
E-Mail: megan.ryan@sfcityatty.org

Attorneys for Respondent
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF PUBLIC HEALTH

SAN FRANCISCO BOARD OF APPEALS

JING HUANG and LIYAN WANG, DBA RICHMOND SERENITY SPA Appellants, vs. CITY AND COUNTY OF SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH, Respondent.	Appeal No. 25-059 DECLARATION OF JENNIFER CALLEWAERT IN SUPPORT OF RESPONDENT'S OPPOSITION TO APPELLANTS' BRIEF REQUESTING THAT THE BOARD REVERSE DPH'S DECISION TO REVOKE THE SPA'S MASSAGE LICENSE AND DISMISS THE ACTION WITH PREJUDICE

I, JENNIFER CALLEWAERT, declare as follows:

1. I am the Acting Director of the Environmental Health Branch of the San Francisco Department of Public Health ("DPH"). I make this declaration in support of Respondent's Opposition to Appellants' request that the Board of Appeals reverse the December 19, 2025 DPH Director's Hearing Order. I attach several records to supplement the evidence submitted by Appellants with their brief.

2. Attached as **Exhibit 1** is a true and correct copy of DPH's "Environmental Health Basis for Proposed Enforcement Action Summary" that was submitted to the DPH Hearing Officer and Appellants prior to the November 20, 2025 Director's Hearing.

3. Attached as **Exhibit 2** is a true and correct copy of emails between Appellants' counsel and DPH staff related to the amendments of the DPH Notice of Determination in this matter.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Dated: March 17, 2026

Jennifer Callewaert

EXHIBIT 1

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Jennifer Callewaert, MS, REHS
Acting Director of Environmental Health

Environmental Health Basis for Proposed Enforcement Action Summary

DATE:	November 13, 2025
TO:	SF DPH Director c/o Hearing Officer
THRU *(Signature Required)*:	Michelle Vega
RESPONSIBLE PARTY(IES):	Business Owners: Li Yan Wang & Jing Huang
DBA	Richmond Serenity Spa
ADDRESS	3446 Balboa St
HEARING DATE:	November 20, 2025
CASE NUMBER:	MSG-25-03
Purpose of Hearing: *(include proposed enforcement action)*:	1. Find that a violation of San Francisco Health Code (SFHC) Article 29 – Licensing and Regulation of Massage Practitioners and Massage Businesses, section 29.17(b) Lewd Conduct Prohibited; section 29.31(f) Practitioner Conduct; section 29.33(a)(3) Grounds for Suspension or **Revocation**; and 2. Pay Administrative fines and permit penalty, Article 29.45(a)(3) and (a)(12)

ENFORCEMENT AUTHORITY AND BASIS OF PENALTY

(Environmental Health based the enforcement action and penalty on the following code(s):)

CODE SECTION	DESCRIPTION
SF Health Code, Article 29, Section 29.33(a)(3)	**Grounds for Suspension or Revocation.** The Director may revoke or suspend any Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit, after a hearing, if the Director finds: (3) The permittee or the permittee's agent, employee, or independent contractors has engaged in any conduct in connection with the operation of the business that violates the operating requirements set forth in this Article 29, any rules or regulations related to Massage Business operations, or any State or local laws relating to the practice of Massage or the operation of a Massage Business.
SF Health Code, Article 29, Section 29.45(a)	Any person who violates any provision of this Article 29 or any rule or regulation adopted pursuant to Section 29.2 may, after being provided notice and an opportunity to be heard, be subject to the following monetary and permit penalties. The Director may impose administrative fines and/or permit penalties that exceed those listed in this Section 29.45 where the Director finds that such higher fines and/or penalties are necessary or appropriate to protect and promote the health and well-being of a Massage Business' employees, customers, and/or neighbors.
SF Health Code, Article 29, Section 29.45(a)(3)	**Solicitation of Lewd Conduct or Prostitution in Violation of Section 29.17; Solicitation Citations, Charges, or Convictions, as Defined by California Penal Code Section 647(a) or (b) and/or San Francisco Police Code Section 225, for Anyone Working at Massage Establishment.** (A) Administrative fine: $5,000 to be paid by Massage Establishment permittee
SF Health Code, Article 29, Section 29.45(a)(12)	**Anyone Engaged In Lewd Conduct or Performing Sex Acts as Defined in Section 29.17(b) on Massage Business Premises.** (A) Administrative fine: $2,500 to be paid by Massage Business permittee, and (B) Permit penalty: Revocation of Massage Practitioner permit and revocation of Massage Business permit. Permit holder ineligible for subsequent Massage Practitioner or Massage Business Permit for a period of five years from the date of permit revocation.
SF Health Code, Article 29, Section 29.31(f)	**Practitioner Conduct.** Massage Establishments shall be responsible for the conduct of all individuals providing

	Massage for Compensation on their business premises and shall ensure that such individuals do not wear improper attire or engage in lewd conduct as set forth in Section 29.17.
SF Health Code, Article 29, Section 29.2	This Article 29 shall be administered and enforced by the Department of Public Health. The Director may adopt rules and regulations to carry out the provisions of this Article.
SF Health Code, Article 29, Section 29.32	**INSPECTION.** Any member of the Department may inspect any Massage Establishment or Sole Practitioner Massage Establishment to determine whether the Establishment is operating in compliance with the provisions of State law or this Article 29, or for the purpose of providing educational materials to employees of the Establishment in culturally and linguistically appropriate languages regarding the City and County of San Francisco Sanctuary City policy, employee rights, and information on a variety of resources, including linkage to health care services, victim services, and emergency numbers and hotlines to call for information and assistance. Nothing in this Section shall be construed to limit or restrict the lawful authority of a police officer or other City employee to enter premises licensed under this Article 29.
SF Health Code, Article 29, Section 29.43(a)	If the Director determines that a Massage Practitioner or Massage Business is operating in violation of this Article 29 (which is deemed in the entirety of this Section 29.43 to include a violation of a permit condition and/or a violation of the rules and regulations adopted pursuant to this Article), the Director may issue a Notice of Violation to the Massage Practitioner, the Massage Business, the owner of real property where the violation occurred, and/or any other Persons the Director deems responsible for causing the violation. The issuance of the Notice of Violation may be by hand delivery, registered mail, or electronic mail.
SF Health Code, Article 29, Section 29.43(b)	The Notice of Violation shall include the following information: (1) That the Director has made a determination that the Massage Practitioner or Massage Business has operated in violation of this Article 29; (2) The alleged acts or failures to act that constitute the basis for the Director's determination; (3) That the Director intends to take enforcement action against the Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s), and the nature of that action, including the administrative penalty and enforcement costs to be imposed, and/or the suspension or revocation of the Massage Practitioner and/or Massage Establishment permit(s); (4) That the Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s) has the right to request a hearing before the Director within 15 days after the Notice of Violation is issued, which request must be made in writing.
SF Health Code, Article 29, Section 29.43(d)	Upon a timely request for a hearing, the Director shall, within 15 days of the request, notify the requester of the date, time, and place of the hearing. Such notification may be made by hand delivery, registered mail, or electronic mail. The Director shall make available to the requester the photographs and other recorded evidence obtained in support of the Notice of Violation as well as a copy of the report prepared by the Director's designee, if any, to support the Notice of Violation. Such hearing shall be held no later than 60 days after the Director receives the request, unless time is extended by mutual agreement of the requester and the Director.
SF Health Code, Article 29, Section 29.43(e)	The Director shall conduct the hearing, or a hearing officer may be designated, who shall have the same authority as the Director to hear and decide the case and make any orders consistent with this Article 29. The Massage Practitioner, Massage Business, owner of real property, or other Person(s) deemed responsible for causing the violation(s) may present evidence for consideration, subject to any rules adopted by the Director or hearing officer for the orderly conduct of the hearing. Within 60 days of the conclusion of the hearing, the Director or hearing officer shall render a decision in the form of a written order, which the Director shall promptly serve on the Massage Practitioner, Massage Business, owner of real property, or any other Persons charged in the Notice of Violation. Service of the written order may be made by hand delivery, registered mail, or electronic mail. The order shall state whether the Notice of Violation has been upheld (in whole or in part), and the enforcement action taken against each party.
SF Health Code, Article 29, Section 29.43(f)	If the order directs the Massage Practitioner, Massage Business, owner of real property, or other person to pay an administrative penalty and/or enforcement costs, such amount shall

	be paid within fifteen days from the mailing of the order; the order shall inform the recipient of such deadline for payment.
SF Health Code, Article 29, Section 29.43(g)	If the order suspends or revokes a permit, the permittee must cease operations within 24 hours of the suspension or revocation order being final.
SF Health Code, Article 29, Section 29.43(h)	If the order suspends or revokes a permit, or imposes additional permit conditions, it may be appealed to the Board of Appeals in the manner prescribed in Article 1 of the Business and Tax Regulations Code; the order shall inform the recipient of such right to appeal.

RESPONSIBLE PARTY or PERSON IN CONTOL OF PROPERTY/UNIT/BUSINESS

(List the code sections that allows EH to take enforcement action against the Persons named in enforcement documents:)

CODE SECTION	DESCRIPTION
SF Health Code, Article 29, Section 29.2	**Administration and Enforcement -** This Article 29 shall be administered and enforced by the Department of Public Health. The Director may adopt rules and regulations to carry out the provisions of this Article.
SF Health Code, Article 29, Section 29.5	**"Compensation"** means a payment, loan, advance, donation, contribution, deposit, forgiveness of debt, or gift of money or anything of value. **"Department"** means Department of Public Health. **"Director"** means the Director of the Department of Public Health or any individual designated by the Director to act on his or her behalf. **"Inspector"** means a Department employee responsible for conducting inspections on behalf of the Department. **"Massage"** means any method of pressure on or friction against, or stroking, kneading, rubbing, tapping, pounding, vibrating, or stimulating the external soft pads of the body with the hands or with the aid of any apparatus or appliance. **"Massage Establishment"** means a fixed place of business where more than one individual administers Massage for Compensation, excluding those locations where Massage is provided only on an outcall basis. **"Massage Practitioner"** means any individual who administers Massage for Compensation pursuant to a permit issued by the Director under this Article 29. **"Owner**" means any individual, partnership, firm, association, corporation, or combination of individuals of whatever form or character with an ownership interest in a business that provides Massage services.

CODE VIOLATIONS *(Provide the outstanding code violations or the violations that requires the hearing:)*

CODE SECTION	DESCRIPTION	VIOLATION DATE(S)
SF Health Code, Article 29, Section 29.17(b)	**Lewd Conduct and Prostitution Prohibited**. Consistent with California Penal Code Section 647, as may be amended, and San Francisco Police Code Section 225, as may be amended, Massage practitioners shall not engage in lewd conduct or prostitution on business premises, including locations designated by the client through an Outcall Massage Service. Lewd conduct includes, but is not limited to: the performance of acts or simulated acts of sexual intercourse, masturbation, bestiality, copulation (oral, anal or vaginal), or flagellation; the actual or simulated caressing or fondling by one adult human being of the anus or genitals of another adult human being; the actual or simulated displaying of the pubic hair, anus, vagina, penis, vulva, buttocks, areola, or any other external genitalia of the human body.	SFPD: 6/17/2025
SF Health Code, Article 29, Section 29.31(f)	**Practitioner Conduct**. Massage Establishments shall be responsible for the conduct of all individuals providing Massage for Compensation on their business premises and shall ensure that such individuals do not wear improper attire or engage in lewd conduct as set forth in Section 29.17.	SFPD: 6/17/2025

PROPOSED ENFORCEMENT ACTION *(For consideration to be included in Director's decision letter and/or Order:)*

Environmental Health proposes that following enforcement action is taken against the Responsible Party:

1. Immediately discontinue allowing lewd conduct at the Establishment.

2. Massage Establishment Permit #ME-120465 shall be revoked. No new massage permit shall be issued at this location within 5 years from the date of permit revocation.

3. Pay the administrative penalty of $7,500 for the above violations within 15 days of mailing out the signed order.

Based on the health code, the Director (or Hearing Officer) must include the following language in the decision letter and/or Order:

NUISANCE ABATEMENT *(Must be included in Director's decision letter):*

☐ Failure to abate and remove the nuisance may result in the abatement of the nuisance by the Department of Public Health and the Property Owner shall become indebted to the City and County of San Francisco for the costs, charges, and fees incurred by reason of the abatement and removal of such nuisance upon demand.

COST RECOVERY *(Must be included in Director's decision letter):*

☐ In accordance with the San Francisco Health Code, the Property Owner shall be indebted to the City and County of San Francisco for costs incurred in abating the effects of the violation, taking other remedial action, or imposing and collecting penalties, including but not limited to administrative costs, costs of issuing an order, inspection or monitoring costs, hearing officer costs, and reasonable attorney fees if sought by the Director in the Notice of Hearing. In any proceedings in which the Director seeks to recover attorney's fees, the prevailing party shall be entitled to reasonable attorney's fees. Failure to pay such costs, charges, and fees may result in a lien against the property.

APPEAL PROCESS *(Must be included in Director's decision letter):*

☒ Within 15 days of receipt of this letter, you have the right to appeal this decision to deny, suspend, revoke your permit to the Board of Appeals. The Board of Appeals can be contacted at 49 South Van Ness, Suite 1475, San Francisco, CA, telephone number (628) 652-1150 or email boardofappeals@sfgov.org.

☐ This Order is final and you may have the right to petition the Superior Court of San Francisco for judicial review or appropriate relief pursuant to Section 1094.6 of the California Code of Civil Procedures. The filing of a petition with the Superior Court shall not automatically stay the effectiveness of this Order or extend the time period in which you have to abate the violation.

SFDPH CONTACT *(Must be included in Director's decision letter):*

☒ If you have questions or concerns, you may contact Danny Lee at (415) 252-3826.

Sincerely,

Michelle Vega

Michelle Vega
Principal Health Inspector
Massage Program
San Francisco Department of Public Health - Environmental Health Branch

Cc: Paul Horcher, Attorney at Law
Kelly Wong, Principal Planner – SF Planning Department Code Enforcement
Bess Hanish, Deputy City Attorney

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Director's Hearing Case Chronology

Location Address	Block/Lot	Facility Name (DBA)	Date of Submittal
3446 Balboa St SF, CA 94121	1578/041	Richmond Serenity Spa	11/13/25

Property Owner	Phone	Email
Jing Huang	(415) 702-6468	richmondserenityspa@gmail.com

Responsible Party or Parties	Phone	Email
Liyan Wang/Jing Huang	(415) 702-6468	richmondserenityspa@gmail.com

On the Hearing Date, Environmental Health shall present this chronology to the Director's Hearing Officer for the Department of Public Health – Population Health Division as evidence of violation of the specfied code(s).	Hearing Date	Program Code	Case Number
	11/20/25	MSG	25-03

DATE	CODE SECTION	SUMMARY OF ACTIONS, OBSERVATIONS OR NOTES	EXHIBITS
2024-01-08		San Francisco Department of Public Health (SFDPH) issued massage establishment permit #ME120465.	- Interim Permit - SFDPH Permit #ME120465 - Picture of the exterior of 3446-3448 Balboa St Exhibit A, Page 10-12
2025-06-24		Received redacted copy of the San Francisco Police Department (SFPD) Incident Report #250-337-568 dated 6/17/2025.	SFPD Incident Report dated 6/17/25 Exhibit B, Page 13-16

☑ If checked, chronology continues on supplemental pages.

Based on the facts summarized in this chronology, it is recommended by the undersigned that the Hearing Officer issue the following order:

See proposed enforcement action plan on page 4 of the Environment Health Basis.

Inspector	Inspector, Signature
Ivy Phan	Ivy Phan
Inspector Email	Inspector Phone
ivy.phan@sfdph.org	(415) 252-3986
Manager	Manager Signature
Michelle Vega	Michelle Vega

Director's Hearing Case Chronology
Supplemental Page 2 of 5

Location Address	Block/Lot	Facility Name (DBA)	Date of Submittal
3446 Balboa St SF, CA 94121	1578/041	Richmond Serenity Spa	11/13/25

Following is a continuation chronology of events presented at this hearing date:	Hearing Date	Program Code	Case Number
	11/20/25	MSG	25-03

DATE	CODE SECTION	SUMMARY OF ACTIONS, OBSERVATIONS OR NOTES	EXHIBITS
	SFHC Sec 29.17(b) and 29.31(f)	Notice of Violation (NOV) issued to Establishment Owners for findings per SFPD incident report #250-337-568.	Inspection Report dated 7/16/25 Exhibit C, Page 17-20
2025-07-16			
2025-07-23		Notice of Determination (NOD), Director's Hearing (DH) Request Form, and DH Guidelines hand-delivered to and reviewed with business owner (BO), Li Yan Wang. Documents were also mailed to BO. Proof of Service (POS) was completed. Per USPS, documents were received & signed for on 7/28/2025.	- NOD dated 7/21/25 - DH Request Form - DH Guidelines - Site Visit Report dated 7/23/25 Exhibit D, Page 21-29 - POS to BO dated 7/23/25 - Signed Certified Mail Slip & USPS Tracking Exhibit E, Page 30-32
2025-08-06		Signed DH Request Form received by DPH via email from BO.	Signed DH Request Form Exhibit F, Page 33

Director's Hearing Case Chronology
Supplemental Page 3 of 5

Location Address	Block/Lot	Facility Name (DBA)	Date of Submittal
3446 Balboa St SF, CA 94121	1578/041	Richmond Serenity Spa	11/13/25

Following is a continuation chronology of events presented at this hearing date:	Hearing Date	Program Code	Case Number
	11/20/25	MSG	25-03

DATE	CODE SECTION	SUMMARY OF ACTIONS, OBSERVATIONS OR NOTES	EXHIBITS
2025-08-20		Emailed out Notice of Hearing (NOH) to BO and counsel. Mailed out NOH to BO's mailing address via certified mail. POS were completed. Per USPS, document was received on 8/22/2025.	- NOH dated 8/20/25 - POS to BO dated 8/20/25 - Certified Mail Slip & USPS Tracking Exhibit G, Page 34-37
2025-08-25	SFHC Sec 29.17(b) and 29.31(f)	Emailed out Amended NOD #1 to BO and counsel. Mailed out Amended NOD #1 to BO and PO via certified mail. POS were completed. Per USPS, document was received on the following dates: - BO: received & signed 8/27/2025 - PO: received & signed 8/27/2025 In response to amended NOD #1, BO's counsel requested a continuance.	- Amended NOD dated 8/25/25 - POS to BO dated 8/25/25 - Certified Mail Slip & USPS Tracking Exhibit H, Page 38-42 - Email correspondence with BO & counsel dated 8/25/25 Exhibit J, Page 50-51
2025-08-27	SFHC Sec 29.17(b) and 29.31(f)	Emailed out Amended NOD #2 to BO and counsel. Mailed out Amended NOD #2 to BO and PO via certified mail. POS were completed. Per USPS, document was: - BO: received & signed 8/29/2025 - PO: unclaimed, returning to sender as of 9/18/2025 SFDPH granted the continuance requested on 8/25/2025.	- Amended NOD dated 8/27/25 - POS to BO dated 8/27/25 - Certified Mail Receipt & Tracking Slips Exhibit I, Page 43-47 - Email correspondence with BO's counsel dated 8/27/25 Exhibit J, Page 49

Director's Hearing Case Chronology
Supplemental Page 4 of 5

Location Address	Block/Lot	Facility Name (DBA)	Date of Submittal
3446 Balboa St SF, CA 94121	1578/041	Richmond Serenity Spa	11/13/25

Following is a continuation chronology of events presented at this hearing date:	Hearing Date	Program Code	Case Number
	11/20/25	MSG	25-03

DATE	CODE SECTION	SUMMARY OF ACTIONS, OBSERVATIONS OR NOTES	EXHIBITS
2025-09-16		Emailed out NOH to BO and counsel. Counsel confirmed receipt. Mailed out NOH to BO's mailing address. POS was completed.	- Email correspondence with BO's counsel dated 9/16/25 Exhibit J, Page 48-49 - NOH dated 9/16/25 - POS to BO dated 9/16/25 Exhibit K, Page 53-54
2025-10-14	SFHC Sec 29.17(b) and 29.31(f)	BO's counsel requested continuance on the grounds of an administrative oversight. Continuance was requested via email. SFDPH granted the continuance and provided emailed Amended NOD #3 to BO and counsel. Counsel acknowledged receipt and confirmed continuance. POS was completed.	- Email correspondence with BO's counsel dated 10/14/25 Exhibit L, Page 56-58 - Courtesy Notice from BO's counsel dated 10/14/25 Exhibit M, Page 59 - Amended NOD dated 10/14/25 Exhibit N, Page 60-61 - POS to BO dated 10/14/25 Exhibit O, Page 62
2025-10-28		Emailed out NOH to BO and counsel. Mailed out NOH to BO's mailing address. POS was completed.	- NOH dated 10/28/25 - POS to BO dated 10/28/25 Exhibit P, Page 63-64

Director's Hearing Case Chronology
Supplemental Page 5 of 5

Location Address	Block/Lot	Facility Name (DBA)	Date of Submittal
3446 Balboa St SF, CA 94121	1578/041	Richmond Serenity Spa	11/13/25

Following is a continuation chronology of events presented at this hearing date:	Hearing Date	Program Code	Case Number
	11/20/25	MSG	25-03

DATE	CODE SECTION	SUMMARY OF ACTIONS, OBSERVATIONS OR NOTES	EXHIBITS
		BO's counsel confirmed availability for 11/20/2025 hearing.	- Email correspondence with BO's counsel dated 10/29/25 Exhibit L, Page 55
2025-10-29			
		Briefing packet to determine if Officer Glenn can virtually testify to avoid compromising his identity was submitted to the Hearing Coordination team - Douglas Obana and Eurich Santiago.	- Email correspondence between SFDPH staff - Briefing Packet Exhibit Q, Page 65-70
2025-11-06			
		Signed declaration received by DPH via email from SFPD Sergeant Glenn.	- SFPD Declaration, Exhibit R, Page 71-75
2025-11-10			

Exhibit A

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH
49 South Van Ness Ave., Suite 600
San Francisco, CA 94103

Inspection Report

Facility Address: 3446 Balboa Street	**Inspection Date: 1/8/2024**
Business Name: Richmond Serenity Spa	**Reinspection Date:**
Owner Name(s): Liyan Wang & Jing Huang	**Inspection Type: New (GENERAL)**
Class or Type: General Massage Permit (H67) Phone: (415) 702-6468	**Location ID: 120465**

GENERAL MASSAGE ESTABLISHMENT PERMIT

Your application for a Health Permit to Operate a GENERAL MASSAGE ESTABLISHMENT is approved on 1/8/2024.

Written approval from the San Francisco Zoning Department has been received by the Health Department –

Recommend approval: establishment of Personal Service (under general Retail Sales and Service Uses umbrella) and

Massage use principally permitted on the ground floor in the Outer Balboa Street NCD per BPA#202305177989.

Subject to the controls of 202.2(a).

Post the following in public view:

- Permit to Operate (PTO) - Anti-Human Trafficking Poster - License certificate

General Massage Establishment applicant qualified for the "First Year Free" program to support and revive San Francisco small businesses as the City recovers from the pandemic. License fee for this fiscal year 3/31/2024 will be waived. Fiscal year begins April 1, 2023-March 31, 2024. License fee will no longer be waived for FY 2024-2025.

Ensure to pay annual license fee from Tax Collector's Office.

REMINDERS:

- No massage business shall operate or provide massage service during the hours between 10:00pm and 7:00am
- All massage practitioners performing massage service(s) shall have an SF massage permit or CAMTC certificate
- No alcohol and drugs permitted inside the establishment
- Establishment shall not be used for residential purposes
- Exterior and Interior doors shall remain UNLOCKED during business hours
- Ensure proper attire and conduct of massage practitioners
- Establishment must be free from vermin and maintained in sanitary condition
- Ensure and always maintain transparent storefront windows and doors (*between 4 feet and 8 feet*) to allow visibility to the inside of the building

Inspector: Ivy Phan	Inspector Signature: Ivy Phan
Phone: (415) 252-3986	**Received By:**

Exhibit A

PERMIT TO OPERATE

AND CERTIFICATE OF SANITARY INSPECTION

Issued according to provisions of the San Francisco Health Code

ME 120465

AUTHORIZING conduct of the following class of

MASSAGE ESTABLISHMENT

Type of Operation: Massage - General

ISSUED: 1/8/2024

Tax Code: H67

CERT No. : 1011533

Name and Address Below:

Owner:	Wang Li Yan / Huang Jing
DBA:	Richmond Serenity Spa
Street Address:	3446 Balboa Street San Francisco, CA 94121

Recommend approval: establishment of Personal Service (under general Retail Sales and Service Uses umbrella) and Massage use principally permitted on the ground floor in the Outer Balboa Street NCD per BPA #202305177989. Subject to the controls of 202.2(a).

DEPARTMENT OF PUBLIC HEALTH

Environmental Health Branch
City and County of San Francisco

Valid only when accompanied by a receipt from the Tax Collector showing payment of current license fee. THIS PERMIT TO OPERATE MAY BE REVOKED OR SUSPENDED FOR CAUSE AND IS NOT TRANSFERABLE. CHANGE OF OWNERSHIP must be reported immediately.

Must comply with all zoning requirements and restrictions

Director of Environmental Health

Display this Permit prominently. This margin may be trimmed for standard 6 x 8 frame.


Exhibit A
Richmond
Open

Exhibit B

San Francisco Police Department
INCIDENT REPORT

Report Type: **Initial** — **250337568**

INCIDENT

Incident Number	Occurrence From Date / Time	Occurrence To Date / Time	Reported Date / Time	CAD Number
250-337-568	06/17/2025 16:00	06/17/2025 16:30	06/17/2025 16:30	251682621

Type of Incident: HOUSE OF PROSTITUTION, KEEPING OR RESIDING IN 13010 SOLICITS FOR ACT OF PROSTITUTION 13060 — Retail Theft? ☐

Location of Occurrence:	At Intersection with/Premise Type	District
3448 BALBOA ST	MISC. BUILDING OR STORE	RICHMOND

Confidential Report?	Arrest Made?	Suspect Known?	Suspect Unknown?	Non-Suspect Incident?	Domestic Violence?	(Type of Weapon Used)	Use of Force?	Reporting Unit
☑	☐	☐	☑	☐	☐		☐	5W135

Location Sent / On View:	At Intersection with	Reporting District
3448 BALBOA ST		RICHMOND

Crime and Clearance Status	Reported to Bureau	Name	Star	Date/ Time	Elder Victim	Gang Related?	Juvenile Subject?	Prejudice Based?
0	SVUHT	Glenn, Robert M	2283	06/17/2025 16:30	☐	☐	☐	☐

Have you reviewed the attached list of procedures required by Department General Order (DGO) 7.04?

OFFICER DECLARATION

I declare under penalty of perjury, this report of 4 pages is true and correct, based on my personal knowledge, or is based on information and belief following an investigation of the events and parties involved.
PROP 115 CERTIFIED 5 Year/Post

Reporting Officer	Star	Station	Watch	Date
GLENN, ROBERT M	2283	SVU - Human Trafficking	1	06/17/25 18:57
Reviewing Officer	Star	Station	Watch	Date
FLORES, ANTONIO L	683	SVU - Human Trafficking	1	06/17/25 19:30
OIC	Star	Station	Watch	Date
FLORES, ANTONIO L	683	SVU - Human Trafficking	1	06/17/25 19:30

Related Case	Related Case	Re-assigned to / Copies to	Assigned to / Add'l Copies	Assigned by
--	--	Copies to 5T300B	Assigned to 5T300B	RG 2283

REPORTEE 1

Code	Name (Last, First Middle)	Alias	Email
R 1	SFPD , #2283		

Day Phone / Type	Home Address	City	State	Zip Code
(415) 553-1735 Work				
Night Phone / Type	**Work Address**	**City**	**State**	**Zip Code**
(415) 930-1720 Cell	850 BRYANT STREET	SAN FRANCSICO	CA	94103-

DOB / Age	DOB Unk.	or age between and	Race	Sex	Height	Weight	Hair Color	Eye Color	ID Type	Jurisd.	ID No.
	☐										

Confidential Person	Violent Crime Notification	293 PC Notification / Star	Follow-up Form YES	Statement YES	Relationship to Subject
☐	☐	☐	☐	☐	

School (if Juvenile)	Injury/Treatment	Other Information/If Interpreter Needed Specify Language

Interpreter Needed	Language	Language Description(if Other)	Language Line Service/Interpreter ID#	Bilingual Ofc Star#
☐				

CONFIDENTIAL

Exhibit B

San Francisco Police Department

Report Type: **Initial** **INCIDENT REPORT** **250337568**

SUSPECT 1

Code	Name (Last, First Middle)	Alias	Email
S 1	UNKNOWN, UNKNOWN		

Day Phone / Type	Home Address	City	State	Zip Code

Night Phone / Type	Work Address	City	State	Zip Code
	3448 BALBOA ST	SAN FRANCISCO	CA	94121-

DOB	Date of Birth / Age	or age between	Race	Sex	Height	Weight	Hair Color	Eye Color
Unknown ☑		45 and 55	A	F	5'2	130	BLK	BRO

SFNO	J/D# (if Juvi)	ID Type/Jurisdiction/Number	ID Type/Jurisdiction/Number	ID Type/Jurisdiction/Number

Booking Charge(s)	Booking Location

Warrant #	Court#	Action#	Dept#	Enroute to

Warrant Violation(s)	Bail ($)

Citation#	Violation(s)	Appear Date/time	Location of Appearance

☐ CA Form Booked Copy Attached	Mirandized: Star ☐	Date Time	CWB Check Star

Book/Cite Approval Star	Mass Arrest Code	M X-Rays ☐	School (if Juvenile)	Statement ☐

Other Information: Citation/Warrant/Booking Charge(s)/Missing Person-Subject Description; Scars, Marks, Tattoos

BLACK SWEATER, BLACK PANTS

Interpreter Needed ☐	Language	Language Description(if Other)	Language Line Service/Interpreter ID#	Bilingual Ofc Star#

CONFIDENTIAL

NARRATIVE

On the above date and time, I was tasked to conduct undercover operations at 3448 Balboa Street, Richmond Serenity Spa, the goal of this operation was to see if there was illegal prostitution taking place.

A/LT. Flores held a briefing at SVU. Officer Stucki #2471 and Sgt. Lyons #2438 also attended the briefing. The phrase "This is exciting." Was the sign to the units that the there had been an act of prostitution had been solicited. A/Lt Flores provided me with $200 ((2) hundred dollar bills in Marked City Funds. I photographed the money before the operation.

I was dropped off by Officer Stucki in the area of 3448 Balboa Street. I utilized [redacted]. I was wearing a Tan sweatshirt, black T-shirt, grey pants, and black and white shoes.

I went to the door and it was unlocked. I walked inside and was met by (S1) Asian Female who directed me to follow her to a room. I saw that there was a room marked #6 on the left hand side, a laundry room and then the room that I was directed to. (S1) asked How long? I said half hour and she told me that it would cost $50. I paid with (1) hundred dollar bill and was told that they would bring me my change.

I did not see any other people in the building as I walked back. I could hear voices coming from the other rooms both male and female.

(S1) is describes as an Asian Female, approximately 50 years old, black sweater, black pants. (S1) was approximately 5'2" tall and slender build.

(S1) pointed to the table. I asked (S1) if I was supposed to get naked. (S1) stated to take off and pointed to the nearby chair. I took this to mean that I was to undress and place my clothing on the chair.

The room is described as an inward opening door. There was a massage table in the center of the room. The lights were dim. There was a chair in the left corner opposite the door. A small side table between the chair and the door. In the far right comer was a taller table with lotions and a roll of toilet paper.

I undressed and got under the blanket. (S1) returned and placed (2) Twenty dollar bills and one ten dollar bill on the table. (S1) removed the blanket and I was now laying on the massage table face down, nude.

(S1) rubbed my shoulders, legs, and buttocks. (S1) tried to rub my perineum area. I tried to prevent that butt clinching my buttocks cheeks.

(S1) asked if I wanted to turn over. (S1) toweled me off with a warm towel. (S1) grabbed blanket that was near my feet and moved it off of the bed. (S1) massaged my chest and stomach. (S1) grabbed my penis with her left hand. (S1) asked "you want?" (S1) made an up and down motion with her hand in the air while making a hollow fist. (Fingers open making a circle) I know based on my training and experience that (S1) was asking if I wanted to her to manually stimulate me (Hand Job).

I asked (S1) how much and she stated "you tell me." I offered 60 dollars and she stated yes. (S1) went over to the corner shelf area and got oil. (S1) grabbed my penis now with both hands. I gave the predesignated signal twice. Sgt. Lyons called.

I told (S1) that it was my wife. (S1) stated that she wanted me to lay back down and go "real quick". (S1) offered several times for me to "finish." I told her that I would still give her the money but I had to leave. (S1) handed me a towel to clean my genitals with.

I gave (S1) the $50 remaining dollars and exited the building.

CONFIDENTIAL

I ended the recordings, I uploaded the photographs to this report as well as the [redacted]

I additionally placed the photos and recordings on a Scan disk.

CONFIDENTIAL

Exhibit C

City and County San Francisco
Department of Public Health - Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
(415) 252-3800

SAN FRANCISCO HEALTH CODE ARTICLE 29, OFFICIAL INSPECTION REPORT

Location Address: 3446 BALBOA ST SAN FRANCISCO CA	**Time In:** 01:30 PM	**Inspection Date:** 07/16/2025
Business Name: Richmond Serenity Spa	**Time Out:** 02:10 PM	**Re-Inspection Date:**
Owner Name:	**Inspection Type:** ☒ Routine ☐ Complaint ☐ Re-Inspection ☐ Consultation ☐ New Ownership ☐ Change of Ownership	**Facility Permit/License:** ☒ Valid ☐ Invalid ☒ Posted ☐ Not Posted
Email:		**BAN#/Expiration Date:** 03/31/2026
Location ID: ME 120465 **Phone:** (415) 702-6468		

NOTICE OF VIOLATION

Issued to: ☒ Establishment Owner Liyan Wang/Jing Huang

☐ Massage Practitioner _____

Following this Notice of Violation, **the Director** will issue a Notice of Determination that the Massage Practitioner or Massage Business has operated in violation of this Article 29.

See Violations: M7

The Director intends to take enforcement action against the Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s), and the nature of that action, including potential administrative penalty and enforcement costs to be imposed, and/or suspension or revocation of the Massage Practitioner and/or Massage Establishment permit(s).

The Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s) has the right to request a hearing before the Director within fifteen (15) days after a Notice of Determination is issued, which request must be made in writing.

Employees Present:	BAN or License Number & Expiration Date		CAMTC	DPH	NOV Issued
Yong Mei Hu	11516	09/19/2026	Yes		
Liyan Wang	19846	04/11/2027	Yes		

Observations:

M7.Practitioner was engaged in lewd conduct
Status: YES
Type: ["Violation"]
Violation Code: SFHC 29.17(b), 29.31(f)-Practitioner was engaged in lewd conduct
Corrective Actions: Massage practitioner shall not engage in lewd conducted on business premises. Massage practitioner shall immediately discontinue engaging in lewd conducted at the massage establishment. The massage establishment owner/operator is responsible for the conduct of all individuals providing massage for compensation at this establishment.
Observations: In reference to the San Francisco Police Department (SFPD) Incident Report #250337568:
- An unknown practitioner "tried to rub my perineum area. I tried to prevent that by clinching my buttock cheeks".
- The same unknown practitioner "grabbed my penis with her left hand. [She] asked 'you want?' and made an up and down motion with her hand in the air

Please be advised that inspections by the Department of Public Health staff are not intended to take the place of other regulatory agency inspections. Additional violations of laws and regulations enforced by other agencies may be present.

Ivy Phan (415) 252-3986
Name and Signature of Inspector/Investigator and Phone Number

Liyan Wang
Name and Signature of Business Operator/Practitioner

Representative refused to sign. Inspection findings were explained and a copy was left with: _____

Exhibit C

SAN FRANCISCO HEALTH CODE ARTICLE 29, NOTICE OF VIOLATION INSPECTION REPORT

Location Address:	**Business Name:**	**Inspection Date:** 07/16/2025
3446 BALBOA ST SAN FRANCISCO CA 94121-2702	Richmond Serenity Spa	**Location ID:** ME 120465

Violations:

See reverse sides of Page 1 and 2 for code sections and administrative penalties.

Permit

- ☐ M1. Operating establishment without a valid permit.
- ☐ M2. Permit not posted on site.
- ☐ M3. Practicing massage without a valid license.
- ☐ M4. Practitioner's license not available.
- ☐ M5. Incorrect application information submitted.

Conduct

- ☐ M6. Practitioner wearing inappropriate attire.
- ☒ M7. Practitioner was engaged in lewd conduct.
- ☐ M8. Obstructed or prevented an inspection or threatened and/or touched City staff.
- ☐ M9. Employing person under the age of 18.
- ☐ M10. Practitioner solicitation charges or conviction.
- ☐ M11. Human Trafficking charges or conviction.

Structural

- ☐ M12. Unapproved ceiling/walls in shower room.
- ☐ M13. Improper/inadequate plumbing fixtures.
- ☐ M14. Toilet room doors open outward.
- ☐ M15. Unapproved residential use.
- ☐ M16. Human Trafficking information not posted.
- ☐ M17. Inadequate ventilation.
- ☐ M18. Inadequate lighting.
- ☐ M19. Employees lounge inadequate.

Operational

- ☐ M20. Unsanitary conditions, presence of vermin
- ☐ M21. Toilet/Tub/Shower rooms not clean.
- ☐ M22. Interior and/or exterior doors were locked.

Hand Sink

- ☐ M23. No hot water, soap, or sanitary towels provided for hand wash station.

Linen

- ☐ M24. Linen not changed after each use.
- ☐ M25. Clean linen not properly stored.

Massage Table

- ☐ M26. Massage tables are not sanitary.
- ☐ M27. Beds are being used for massage.

Miscellaneous

- ☐ M28. Operating between 10:00 PM and 7:00 AM.
- ☐ M29. Alcohol or illegal drugs present.
- ☐ M30. Noncompliance with other City agency codes e.g. nontransparent exterior door and/or window(s).
- ☐ M31. Unapproved Advertising.
- ☐ M32. Operating a massage school.
- ☐ M33. Other.

Inspector Observations:

The marked violations are Health Code violations which must be corrected by dates indicated. Failure to comply may result in a Notice of Violation.

cheeks".
- The same unknown practitioner "grabbed my penis with her left hand. [She] asked 'you want?' and made an up and down motion with her hand in the air while making a hollow fist (fingers open making a circle). I know based on my training and experience that [she] was asking if I wanted her to manually stimulate me (hand job)."
- "I asked [her] how much and she stated 'you tell me'. I offered 60 dollars and she stated yes."
- "[She] went over to the corner shelf area and got oil. [She] grabbed my penis now with both hands."
undefined

.Notes
Status: YES
Observations: A routine inspection was conducted. Senior Inspector D. Lee present.

NOTES
- 2 practitioners; 1 customer
- 3 treatment rooms (2 singles, 1 couple)
- Customer was in session in second treatment room - unable to inspect.
- Refrigeration unit in employee break area has a bit of excess food. Advised to remove, but does not rise to the level of a public health concern at this time.
- Towel warmer in the laundry room has some essential oil buildup. Advised to consider replacing soon, but does not rise to the level of a public health concern at this time.
- Restroom is adequately stocked.
- All massage tables are in good, sanitary condition.
- Overall sanitation is adequate.
- Business Owner, Liyan, was notified of SFPD's buy walk operation on 6/17/2025. Please reach out to SFPD for a copy of the incident report.
- SFDPH will be in contact at a later time regarding further enforcement documents.
- Liyan Wang refused to sign report without presence of her partner.

RE-INSPECTIONS: The Massage Business may be charged an hourly re-inspection fee per SFHC Art. 29 §29.41(e)

Ivy Phan (415) 252-3986
Signature of Inspector/Investigator and Phone Number

18

Liyan Wang
Signature of Business Operator/Practitioner

Exhibit C

	Violation Per SFHC Article 29	Administrative Penalties Per SFHC Article 29	Corrective Action
M1	[SFHC Art. 29 §29.25] You are currently operating a massage establishment without a SFDPH permit. You must cease and desist from operating a massage establishment until you have received a permit.	• **SEC. 29.45 (a) (1) (A)** Administrative fine: Up to $1,000 per day of operating without a permit; and • **SEC. 29.45 (a) (1) (B)** Permit penalty: Business location and Owner of Massage Business ineligible for a Massage Business permit for 180 days. • **SEC. 29.45 (a) (1) (C)** Repeat violations: Same penalties as (a) (1) (A) and (a) (1) (B).	Immediately submit all application materials, pay applicable fees and obtain a permit prior to operating a massage establishment.
M2	[SFHC Art. 29 §29.31(k)] Every permit to operate a Massage Establishment must be posted in a conspicuous place and readily visible.	• **SEC. 29.45 (a) (13) (A)** Administrative fine: Written warning for first violation, $250 for second and each subsequent violation within 12 months. • **SEC. 29.45 (a) (13) (B)** Permit Penalty: 30-day suspension of Massage Business permit for third and subsequent violations.	Post the Massage Establishment Permit in a location that is readily visible to anyone entering the business.
M3	[SFHC Art. 29 § 29.10, 29.31(e)] One or more of the massage practitioners is currently practicing massage without a SFDPH or CAMTC permit. Massage establishment owners must ensure that all practitioners have a valid license.	**Owner:** • **SEC. 29.45 (a) (5) (A)** Administrative fine: $1,000 to be paid by Massage Business permittee. • **SEC. 29.45 (a) (5) (B)** Permit penalty: None. **SEC. 29.45 (a) (5) (C)** Repeat violations: 15-30 day suspension of Massage Business permit and up to $2,500 fine for second occurrence; 30-60 day suspension or revocation of Massage Business permit and up to $5,000 fine for third occurrence. **Practitioner:** • **SEC. 29.45 (a) (11) (A)** Administrative fine: $500 fine or participation in a Public Health and Safety Program. • **SEC. 29.45 (a) (11) (B)** Repeat violations: $1,000 fine for second occurrence; $1,500 fine for third and each subsequent occurrence and individual ineligible for Massage Practitioner permit for 180 days.	Immediately discontinue all massage administration for compensation. Submit all application materials, pay applicable fees and obtain a Certificate from CAMTC prior to administering massage for compensation.
M4	[SFHC Art. 29 § 29.15] The massage practitioner must present a valid SFDPH or CAMTC permit card to any health inspector or law enforcement officer upon request. You are not able to provide the requested permit card during the inspection.	• **SEC. 29.45 (a) (14) (A)** Administrative fine: $250 to be paid by Massage Practitioner or participation in a Public Health and Safety Program.	Immediately provide a valid SFDPH license certificate or CAMTC ID card and keep the card with you whenever administering massage for compensation.
M5	[SFHC Art. 29 § 29.26] The Massage Establishment Application information submitted was incomplete or incorrect. Application information was missing or incorrect as indicated on the Notice of Violation.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Immediately submit a complete application or required documentation with all forms properly completed.
M6	[SFHC Art. 29 § 29.17(a), 29.31(f) The massage practitioner's attire is inappropriate and in violation of the SFDPH health code. The Massage Establishment owner is responsible for the conduct of all individuals providing massage for compensation.	• **SEC. 29.45 (a) (8) (A)** Administrative fine: Up to $ 500 per person found to be improperly attired, to be paid by Massage Business permittee. • **SEC. 29.45 (a) (8) (B)** Permit penalty: 60 day suspension of Massage Business permit for each person found to be improperly attired. • **SEC. 29.45 (a) (8) (C)** Repeat violations: Up to $1,500 fine per person to be paid by Massage Business permittee for second and each subsequent occurrence; 180 -day suspension of Massage Practitioner Permit and revocation of Massage Business permit.	Immediately discontinue wearing inappropriate attire. Wear clothing that is not transparent, see through or that substantially exposes practitioner's undergarments… breasts, buttocks, or genitals. The massage practitioner shall remain fully clothed while administering massage or when present in the establishment to which the public has access.
M7	[SFHC Art. 29 § 29.17(b), 29.31(f)] The massage practitioner engaged in lewd conduct at the time of the inspection. The Massage Establishment owner is responsible for the conduct of all individuals providing massage for compensation.	• **SEC. 29.45 (a) (12) (A)** Administrative fine: $ 2,500 to be paid by Massage Business permittee, and • **SEC. 29.45 (a) (12) (B)** Permit penalty: Revocation of Massage Practitioner permit and revocation of Massage Business permit. • . Permit holder ineligible for subsequent Massage Practitioner or Massage Business Permit for a period of five years from the date of permit revocation.	Immediately discontinue engaging in any lewd conduct at the permitted massage establishment.
M8	[SFHC Art. 29 § 29.32, 29.33(a)(2)] The massage owner, operator or practitioner prevented or obstructed the Department from conducting an inspection or threatened and/or touched City Staff.	• **SEC. 29.45 (a) (16) (A)** Administrative fine: $1,000 fine to be paid by Massage Business permittee. • **SEC. 29.45 (a) (16) (B)** Repeat Violation $2,500 fine and 30 day suspension of Massage Business permit for second occurrence; revocation of Massage Business permit for third occurrence.	Discontinue obstructing or preventing the Department from conducting an inspection or threatening, touching, and/or delaying City Staff from entering the massage establishment.
M9	[SFHC Art. 29 §29.31(d)] The massage establishment has a minor working at the establishment and it is unlawful to employ anyone under the age of 18.	• **SEC. 29.45 (a) (2) (A)** Administrative fine: None. • **SEC. 29.45 (a) (2) (B)** Permit penalty: Mandatory revocation of Massage Business permit. Massage Business permittee ineligible for a subsequent permit for 180 days.	Immediately discontinue employing anyone under the age of 18.
M10	[SFHC Art. 29 § 29.29(b)(5)] The massage practitioner or owner/operator was charged or convicted of solicitation or pimping as defined in the California Penal Code § 647(a) or (b) and/or the San Francisco Police Code §225 or, any offense listed in SFHC 29.29(b)(5).	• **SEC. 29.45 (a) (3) (A)** Administrative fine: $5,000 to be paid by Massage Establishment permittee; and • **SEC. 29.45 (a) (3) (B)** Permit penalty: Mandatory 60-120 days suspension of Massage Establishment permit. • **SEC. 29.45 (a) (3) (C)** Repeat violations: Revocation; permittee ineligible for a subsequent Massage Establishment permit at any location for a period of two years.	Immediately discontinue administering massage for compensation or operating a massage business. Working in or operating a massage establishment after having been charged or convicted of solicitation or any offense listed in SFHC 29.29(b)(5) is prohibited and subject to SFHC 29.33(a)
M11	[SFHC Art. 29 § 29.29(b)(5)(E)] The massage practitioner or owner/operator was charged or convicted of human trafficking as defined in the California Penal Code § 236.1.	• **SEC. 29.45 (a) (4) (A)** Administrative fine: None. • **SEC. 29.45 (a) (4) (B)** Permit penalty: Revocation; permittee ineligible for a subsequent Massage Establishment permit at any location. • **SEC. 29.45 (a) (4) (C)** Repeat violations: Same penalty as (a) (4) (B).	Immediately discontinue administering massage for compensation or operating a massage business. Working in or owning a massage establishment after having been charged or convicted of human trafficking is prohibited and subject to SFHC 29.33(a).
M12	[SFHC Art. 29 § 29.27(a)(1),29.31(a)] The shower room ceiling and/or wall are not made of waterproof, hard, nonabsorbent materials which could be easily cleaned.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Discontinue using the shower rooms until proper ceilings and/or walls are installed in accordance with the San Francisco Building Code.
M13	[SFHC Art. 29 § 29.27(a)(2), 29.31(a)] Improper or inadequate plumbing fixtures in toilet rooms or rooms used for tubs, steam, bath, and showers	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Discontinue using the shower rooms until proper plumbing fixtures are installed in accordance with the San Francisco Plumbing Code.
M14	[SFHC Art. 29 § 29.27(a)(4)] The door(s) to the toilet room does not open inward.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Re-install the toilet room door(s) to open inward in accordance with the San Francisco Building Code.
M15	[SFHC Art. 29 § 29.31(j)] Residential use or sleeping rooms are found inside the massage establishment. Massage facilities shall not maintain rooms used for sleeping or residential use.	• **SEC. 29.45 (a) (6) (A)** Administrative fine: Up to $1,000. • **SEC. 29.45 (a) (6) (B)** Permit penalty: None. • **SEC. 29.45 (a) (6) (C)** Repeat violations: 15-30 day suspension of Massage Business permit and up to $2,500 fine for second occurrence; 30-60 day suspension of Massage Business permit and up to $5,000 fine for third occurrence.	Immediately discontinue using rooms for sleeping and/or residential purposes and convert rooms to non-residential use associated with the massage business operations.

Exhibit C

	Violation Per SFHC Article 29	Administrative Penalties Per SFHC Article 29	Corrective Action
M16	[SFHC Art. 29 § 29.31(i)] Human trafficking information is not posted as required by the California Civil Code Section 52.6.	• **SEC. 29.45 (a) (13) (A)** Administrative fine: Written warning for first violation, $250 for second and each subsequent violation within 12 months. • **SEC. 29.45 (a) (13) (B)** Permit penalty: 30 day suspension of Massage Business Permit for third and subsequent violations.	Immediately post the required Human Trafficking Information.
M17	[SFHC Art. 29 § 29.27(c)] Adequate ventilation is not provided.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Install ventilation by means of windows or mechanical ventilation in accordance with the San Francisco Building Code.
M18	[SFHC Art. 29 § 29.27(c)] Adequate lighting is not provided.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Provide toilet, dressing and massage rooms with at least 108 lux (10 foot candles) of light. Adequate light must be installed in accordance with the San Francisco Electrical Code before continuing the use of the toilet, dressing rooms or massage rooms.
M19	[SFHC Art. 29 § 29.31(c)] An adequate employee area is not provided. A room separate from the toilet, massage room, steam room or other common area shall be made available to employees at all times.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Immediately provide an adequate employee area at this establishment.
M20	[SFHC Art. 29 § 29.31(a)] Massage establishment is not sanitary.	• **SEC. 29.45 (a) (9) (A)** Administrative fine: None. • **SEC. 29.45 (a) (9) (B)** Permit penalty: None. • **SEC. 29.45 (a) (9) (C)** Repeat violations: Up to $250 fine and 60-day suspension of Massage Business permit.	Immediately clean or replace unsanitary appliances and apparatus.
M21	[SFHC Art. 29 § 29.31(a)(6)(7)] The toilet, tubs and/or showers are not sanitary.	• **SEC. 29.45 (a) (9) (A)** Administrative fine: None. • **SEC. 29.45 (a) (9) (B)** Permit penalty: None. • **SEC. 29.45 (a) (9) (C)** Repeat violations: Up to $250 fine and 60-day suspension of Massage Business permit.	Immediately clean or replace unsanitary toilet, tub and/or shower.
M22	[SFHC Art. 29 § 29.31(g)] Door(s) to treatment room is/are equipped with lock(s). Exterior door is locked while business is open.	• **SEC. 29.45 (a) (17) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (17) (B)** Permit penalty: 15-30 day suspension of Massage Business permit. • **SEC. 29.45 (a) (17) (C)** Repeat violations: 30-60 day suspension and up to $2,500 fine for the second occurrence; 60-90 day suspension and up to $5, 000 fine for third and each subsequent occurrence.	Immediately remove all locking devices or any device designed to prevent, impede, or delay entry into treatment rooms. The exterior door must be unlocked during business hours.
M23	[SFHC Art. 29 § 29.27(b)] The hand washing facilities are inadequate.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Immediately provide handwashing facilities which include: soap dispenser, disposable paper towel, and hot/cold water which are within or adjacent to the toilet rooms.
M24	[SFHC Art. 29 § 29.31(a)(2)] Clean sheets and towels are not provided.	• **SEC. 29.45 (a) (9) (A)** Administrative fine: None. • **SEC. 29.45 (a) (9) (B)** Permit penalty: None. • **SEC. 29.45 (a) (9) (C)** Repeat violations: Up to $250 fine and 60-day suspension of Massage Business permit.	Immediately launder all sheets and towels after each use and provide clean towels and sheets to all customers.
M25	[SFHC Art. 29 § 29.31(a)(1)(4)] All clean linens and towels shall be stored in a suitable space. All soiled linens and towels shall be stored separately in an appropriately labeled receptacle.	• **SEC. 29.45 (a) (9) (A)** Administrative fine: None. • **SEC. 29.45 (a) (9) (B)** Permit penalty: None. • **SEC. 29.45 (a) (9) (C)** Repeat violations: Up to $250 fine and 60-day suspension of Massage Business permit.	Provide separate storage for both clean and soiled towels and linens.
M26	[SFHC Art. 29 § 29.31(a)] Massage table are not clean, damaged or not sanitary.	• **SEC. 29.45 (a) (9) (A)** Administrative fine: None. • **SEC. 29.45 (a) (9) (B)** Permit penalty: None. • **SEC. 29.45 (a) (9) (C)** Repeat violations: Up to $250 fine and 60-day suspension of Massage Business permit.	Provide appropriate tables for conducting massage.
M27	[SFHC Art. 29 § 29.31(j)(1)] Beds are being used in place of or in addition to approved massage tables.	• **SEC. 29.45 (a) (7) (A)** Administrative fine: $500 • **SEC. 29.45 (a) (7) (B)** Permit penalty: None. • **SEC. 29.45 (a) (7) (C)** Repeat violations: Up to $1,000 fine for second occurrence; 15-30 day suspension and up to $2,500 fine for third occurrence.	Immediately remove all beds from the massage rooms.
M28	[SFHC Art. 29 § 29.31(m)] Massage business is operating between the unapproved hours of 10:00 PM and 7:00 AM.	• **SEC. 29.45 (a) (10) (A)** Administrative fine: Up to $1,000. • **SEC. 29.45 (a) (10) (B)** Permit penalty: 15-30 day suspension of Massage Business Permit. • **SEC. 29.45 (a) (10) (C)** Repeat violations: 30-60 day suspension and up to $2,500 for second occurrence; 60-90 day suspension and up to $5,000 fine for third and each subsequent occurrence. .	Immediately discontinue from operating the massage establishment between the hours of 10:00 PM and 7:00 AM.
M29	[SFHC Art. 29 § 29.31(h)] Alcoholic beverages or illegal drugs are found inside the establishment. All alcoholic beverages or illegal drugs may not be stored, sold, used or served at any massage establishment.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Immediately remove any alcoholic beverages or drugs from the establishment.
M30	[SFHC Art. 29 § 29.29(b)(2)] Noncompliance with applicable laws, including but not limited to, the facilities requirements set forth by City Building, Planning, Housing, and/or Fire Codes.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	See inspection report for violation details and corrective actions.
M31	[SFHC Art. 29 § 29.31(n)] Massage business advertised for services that violates Article 29.	• **SEC. 29.45 (a) (15) (A)** Administrative fine: $1,000 fine. • **SEC. 29.45 (a) (15) (B)** Permit penalty: 30 day suspension of Massage Business permit for second and subsequent violations. .	See inspection report for violation details and corrective actions.
M32	[SFHC Art. 29 § 29.31(o)] Massage business is operating a school or provides instruction in Massage on the premises.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Immediately discontinue operating as a Massage School.
M33	All other violations of the San Francisco Health code Article 29 and any Massage Program Rules and Regulations.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation	See inspection report for violation details and corrective actions.

Exhibit D

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Jennifer Callewaert MS, REHS
Acting Director of Environmental Health

July 21, 2025

Liyan Wang & Jing Huang
3446 Balboa Street
San Francisco, CA 94121

RE: Notice of Determination – Richmond Serenity Spa – 3446 Balboa St, San Francisco

Dear Liyan Wang & Jing Huang,

As the owner of Richmond Serenity Spa located at the 3446 Balboa Street in the City and County of San Francisco, Massage Health Permit #ME-120465 ("Establishment"), you are hereby notified that the Establishment is in violation of the following provision(s) of the San Francisco Health Code (SFHC), Article 29, which were observed and documented on a June 17, 2025 San Francisco Police Department (SFPD) Incident Report ("Incident Report") and outlined in the Notice of Violation Inspection Report dated July 16, 2025:

1. **Section 29.17(b) Lewd Conduct and Prostitution Prohibited.** Massage Practitioners shall not engage in lewd conduct or prostitution on business premises, including locations designated by the client through an Outcall Massage Service. Lewd conduct includes, but is not limited to: the performance of acts or simulated acts of sexual intercourse, masturbation, bestiality, copulation (oral, anal or vaginal), or flagellation; the actual or simulated caressing or fondling by one adult human being of the anus or genitals of another adult human being; the actual or simulated displaying of the pubic hair, anus, vagina, penis, vulva, buttocks, areola, or any other external genitalia of the human body.

2. **Section 29.31(f) Practitioner Conduct.** Massage Establishments shall be responsible for the conduct of all individuals providing Massage for Compensation on their business premises and shall ensure that such individuals do not wear improper attire or engage in lewd conduct as set forth in Section 29.17.

Per the Incident Report, an unidentified employee of the Establishment, engaged in a lewd act while conducting a massage on an undercover SFPD Officer. Specifically, while the officer was laying nude on his back, exposing his genitals fully. The unidentified practitioner solicited sexual services, including masturbation of the genitals.

On July 16, 2025, the San Francisco Department of Public Health-Environmental Health Branch (SFDPH) massage team conducted an inspection of the establishment, issuing a Notice of Violation to Liyan Wang & Jing Huang for the health code violations above.

Based on the findings set forth above, the Director HEREBY ORDERS:

1. That you and your practitioners shall immediately discontinue engaging in lewd conduct at the Establishment.

2. That you shall pay the administrative penalties of **$7,500** for the occurrence of the violation as follows: SEC. 29.45(a). VIOLATIONS AND ADMINITSRATIVE PENALTIES.

   (3) Solicitation of Lewd Conduct or Prostitution in Violation of Section 29.17; Solicitation Citations, Charges, or Convictions, as defined by California Penal Code, Section 647 (a) or (b) and/or San Francisco Police Code, Section 225, for Anyone Working at Massage Establishment.
   (A) Administrative fine: **$5,000** to be paid by Massage Establishment permittee

   (12) Anyone Engaged in Lewd Conduct or Performing Sex Acts as Defined in Section 29.17(b) on Massage Business Premises.
   (A) Administrative fine: **$2,500** to be paid by Massage Business permittee, and

The Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s) has the right to request a hearing by submitting the attached Director's Hearing Request Form within 15 days from the date this Notice was received. If no request for a hearing is filed with the Director within the appropriate period, the right to request a hearing shall be deemed waived, and the Director's determination shall become final and effective on the 15th day from the date this Notice was received.

Pursuant to SFHC, Article 29 §29.33(a)(3) The Director may revoke or suspend any Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit, after a hearing, if the Director finds the permittee or the permittee's agent, employee, or independent contractor has engaged in any conduct in connection with the operation of the business that violates the operating requirements set forth in this Article 29, any rules or regulations related to Massage Business operations, or any State or local laws relating to the practice of Massage or the operation of a Massage Business

If you have any question, please contact Environmental Health Inspector Ivy Phan at 415-252-3986 or ivy.phan@sfdph.org.

Sincerely,

Jennifer Callewaert

Jennifer Callewaert, MS, REHS
Acting Director of Environmental Health

Attachment:
Director's Hearing Request Form
Director's Hearing Guidelines

Cc:
Property Owners of 3446 Balboa Street: Jing Huang

Exhibit D

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH
DIRECTOR HEARING REQUEST

Case Number: _____ Permit to Operate #: ME 120465 Permit Issued Date: 01/08/2024

Business Name (DBA): RICHMOND SERENITY SPA Permit Holder/Owner: WANG LI YAN/HUANG JING

Business Address, Zip Code: 3446 BALBOA ST SAN FRANCISCO, CA 94121

EH LOC. ID #:_____ SF Business Account Number: 101533

Environmental Health Proposed Enforcement Action: See attached Notice of Determination.

☐ I request that the Department of Public Health, Environmental Health Branch schedule and hold a Director's Hearing regarding the proposed enforcement action. I understand that I will be notified in writing of my scheduled hearing date, time, and location.

OR

☐ I do not wish to request a Director's Hearing for the above case and waive my right to a Director's Hearing. I understand and accept the Environmental Health Enforcement Action listed in the Notice of Initial Determination.

I understand that this declaration is subject to review by the Department of Public Health, Environmental Health Branch. I declare under penalty of perjury that I am an authorized representative of this business entity and that the information contained herein is true and complete to the best of my knowledge and belief.

_____ _____

Authorized Agent – Print & Signature Date

DPH Office Use ONLY

Date received: _____ District Health Inspector: _____
Print Name

49 South Van Ness Ave, Suite 600, San Francisco, CA 94103 Phone 415-252-3800 | Fax 415-252-3894

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH BRANCH

Director's Hearing Procedures

These rules govern the administration of Director's Hearings held by the Department of Public Health. These procedures were revised to reflect changes to Rule 2, Rule 10(c), and Rule 14 regarding changes to the the usual hearing day, the timing of pre-hearing submittals and requests, and the address for the administrative law judge.

1. **Hearing Officer.** The Director of Health ("Director") will appoint a hearing officer to preside over hearings. The hearing officer shall be fair and impartial, without any personal interest in the outcome of the appeal.

2. **Regular Hearings.** The Director's Hearings are open to the public and are held as scheduled on the third Thursday of each month at 1:00 PM in 101 Grove Street, Room 300, unless otherwise noted. Additional hearings may be scheduled on other dates and times to accommodate program needs.

3. **Special Hearings.** Subject to the provision of appropriate notice, the Director may call a special hearing at any time.

4. **Hearing Cancellation.** The Director may cancel any regular or special hearing when notified that there is insufficient business to be conducted or for other reasons. In case of cancellation, parties and members of the public will be notified as soon as reasonably possible that the hearing has been cancelled, and a notice of the cancelled hearing will be posted conspicuously on or near the door of the hearing place prior to the scheduled time of the hearing.

5. **Notice of Hearing.** Notification of the hearing date and time shall be made in the manner required by the applicable Code. Where the Code does not specify a method of providing notice of the hearing, the Department shall serve a copy of the Notice of Hearing in person, by First Class mail, or by electronic mail, at least 10 calendar days prior to the date set for the hearing.

6. **Date of Hearing.** Appeals and other matters to be considered by the Director shall be scheduled for hearing consistent with the timeline required by the applicable Code. Where the applicable Code does not specify a date by which a hearing must be scheduled, the Department shall schedule the hearing within 60 days of receipt of the request for hearing. Announcement at a Director's Hearing of the time and place to which a Director's Hearing is rescheduled or continued shall be deemed sufficient notice and no other notice shall be required for any such rescheduled or continued hearing.

7. **Hearing Continuation.** At the Director's discretion, a scheduled hearing may be continued to the next available date on request.

8. **Order of Agenda.** The Hearing Secretary will set the order in which cases will be heard.

9. **Oath.** At the outset of the hearing, the hearing officer will ask all persons who intend to provide testimony to swear or affirm that they will tell the truth, under penalty of perjury.

10. **Written submittals.** The parties may submit written briefing in advance of the hearing, provided the written submittals meet the following requirements:

    a. **Length.** written submittals may be no more than 8 pages, double spaced, and may include an unlimited number of exhibits.

    b. **Exhibits.** Exhibits may include photographs, maps, drawings, or any other information that is relevant to the appeal.

    c. **Deadline:** Written submittals are optional, but must be delivered no later than five business days prior to the hearing. For example, if a hearing is scheduled to be held at 1 PM on a Thursday, the written submittal must be delivered by no later than 1 PM on the Thursday prior to the hearing. A printed copy of the written submittal must be delivered to

       Department of Public Health - Environmental Health Branch
       49 South Van Ness Avenue, Suite 600
       San Francisco, CA 94103

       or delivered electronically to Hearing Secretary Saira Nisha (saira.nisha@sfdph.org) and Willow Lancaster (Willow.Lancaster@sfdph.org).

    d. **Delivery to opposing party:**

       Where the Department of Public Health has an electronic mail address for the responsible party, it will send a copy of its written submittals to that party by electronic mail. Where the Department of Public Health does not have an electronic address for the responsible party, it will make a copy of its written submittal available for pickup by the appellant at 49 South Van Ness Avenue, Suite 600. Or, on request, the Department of Public Health may send a copy of its written submittal to the mail delivery address listed on the appellant's request for hearing.

11. **Order and Time Limits of Presentations.** Except when the Hearing Officer finds good cause to order the presentations and time allotment, otherwise, the order of presentation of an appeal shall be as follows:

    a. In all cases, the Environmental Health manager, inspector or other staff shall speak first and shall be allowed **seven minutes** to present a timeline of events, relevant testimony, evidence and a recommendation.

b. Next, the applicant or responsible party shall be allowed **seven minutes** for presentation of relevant testimony and evidence.

c. **Three minutes** for rebuttal shall be provided to each party, in this same order.

The Hearing Officer may increase the amount of time given to the parties, as circumstances warrant and in the interest of fairness.

The Hearing Secretary will manage the clock and time allowed for each speaker. A tone will designate the end of each allotted speaking period.

12. **Rules of evidence.** Hearings need not be conducted according to the technical rules relating to evidence and witnesses. Any relevant evidence shall be admitted if it is reasonably reliable. Hearsay evidence is admissible and may be used for the purpose of supplementing or explaining any direct evidence, but shall not be sufficient in itself to support a finding unless it would be admissible over objection in civil actions in courts of competent jurisdiction, or if the party against whom it is offered does not object. Irrelevant and unduly repetitious evidence may be excluded.

13. **Witnesses.** Each party may call and examine witnesses on any matter relevant to the issues of the hearing. The hearing officer may consider the credibility of witnesses.

14. **Language interpretation services.** If interpretive services are required they must be requested 5 business days prior to the scheduled hearing. For example, for a hearing at 1 PM on a Thursday, request for interpreter must be made by 1 PM on the previous Thursday. Appellants may request translation services by contacting Hearing Secretary Albert.Felipe@sfdph.org and Willow.Lancaster@sfdph.org .

15. **Hearing decision.** The Director will render a final decision within 30 days of the hearing unless the applicable code imposes or allows a different timeframe. The decision will be in writing and sent to the responsible party by first class mail or by electronic mail. The decision shall contain findings of fact, and a determination of the issues presented.

16. **Audio Recording.** The Hearing Secretary will record the audio and video of the hearing and this recording is the administrative record for each hearing.
NOTE: Remote online hearings will be audio AND video recorded.

Exhibit D

City and County San Francisco
Department of Public Health - Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
(415) 252-3800

SAN FRANCISCO HEALTH CODE ARTICLE 29, OFFICIAL INSPECTION REPORT

Location Address: 3446 BALBOA ST SAN FRANCISCO CA	**Time In:** 10:00 AM	**Inspection Date:** 07/23/2025
Business Name: Richmond Serenity Spa	**Time Out:** 10:30 AM	**Re-Inspection Date:**
Owner Name:	**Inspection Type:** ☐ Routine ☐ Complaint ☐ Re-Inspection ☐ Consultation ☐ New Ownership ☐ Change of Ownership	**Facility Permit/License:** ☒ Valid ☐ Invalid ☒ Posted ☐ Not Posted
Email:		
Location ID: ME 120465 **Phone:** (415) 702-6468		**BAN#/Expiration Date:** 03/31/2026

NOTICE OF VIOLATION

Issued to: ☐ Establishment Owner _____

☐ Massage Practitioner _____

Following this Notice of Violation, **the Director** will issue a Notice of Determination that the Massage Practitioner or Massage Business has operated in violation of this Article 29.

See Violations: _____

The Director intends to take enforcement action against the Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s), and the nature of that action, including potential administrative penalty and enforcement costs to be imposed, and/or suspension or revocation of the Massage Practitioner and/or Massage Establishment permit(s).

The Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s) has the right to request a hearing before the Director within fifteen (15) days after a Notice of Determination is issued, which request must be made in writing.

Employees Present:	BAN or License Number & Expiration Date	CAMTC	DPH	NOV Issued

Observations:

.Notes
Status: YES
Observations: Site visit conducted with Sr. Inspector D. Lee.
Dropped off and reviewed Notice of Determination with business owner, Liyan Wang.
Dropped off Director's Hearing Request & Guidelines. Written request for hearing must be sent to DPH staff no later than Thursday, 8/7/2025.

Please be advised that inspections by the Department of Public Health staff are not intended to take the place of other regulatory agency inspections. Additional violations of laws and regulations enforced by other agencies may be present.

Ivy Phan (415) 252-3986
Name and Signature of Inspector/Investigator and Phone Number

Liyan Wang
Name and Signature of Business Operator/Practitioner

Representative refused to sign. Inspection findings were explained and a copy was left with: _____

Exhibit D

	Violation Per SFHC Article 29	Administrative Penalties Per SFHC Article 29	Corrective Action
M1	[SFHC Art. 29 §29.25] You are currently operating a massage establishment without a SFDPH permit. You must cease and desist from operating a massage establishment until you have received a permit.	• **SEC. 29.45 (a) (1) (A)** Administrative fine: Up to $1,000 per day of operating without a permit; and • **SEC. 29.45 (a) (1) (B)** Permit penalty: Business location and Owner of Massage Business ineligible for a Massage Business permit for 180 days. • **SEC. 29.45 (a) (1) (C)** Repeat violations: Same penalties as (a) (1) (A) and (a) (1) (B).	Immediately submit all application materials, pay applicable fees and obtain a permit prior to operating a massage establishment.
M2	[SFHC Art. 29 §29.31(k)] Every permit to operate a Massage Establishment must be posted in a conspicuous place and readily visible.	• **SEC. 29.45 (a) (13) (A)** Administrative fine: Written warning for first violation, $250 for second and each subsequent violation within 12 months. • **SEC. 29.45 (a) (13) (B)** Permit Penalty: 30-day suspension of Massage Business permit for third and subsequent violations.	Post the Massage Establishment Permit in a location that is readily visible to anyone entering the business.
M3	[SFHC Art. 29 § 29.10, 29.31(e)] One or more of the massage practitioners is currently practicing massage without a SFDPH or CAMTC permit. Massage establishment owners must ensure that all practitioners have a valid license.	**Owner:** • **SEC. 29.45 (a) (5) (A)** Administrative fine: $1,000 to be paid by Massage Business permittee. • **SEC. 29.45 (a) (5) (B)** Permit penalty: None. **SEC. 29.45 (a) (5) (C)** Repeat violations: 15-30 day suspension of Massage Business permit and up to $2,500 fine for second occurrence; 30-60 day suspension or revocation of Massage Business permit and up to $5,000 fine for third occurrence. **Practitioner:** • **SEC. 29.45 (a) (11) (A)** Administrative fine: $500 fine or participation in a Public Health and Safety Program. • **SEC. 29.45 (a) (11) (B)** Repeat violations: $1,000 fine for second occurrence; $1,500 fine for third and each subsequent occurrence and individual ineligible for Massage Practitioner permit for 180 days.	Immediately discontinue all massage administration for compensation. Submit all application materials, pay applicable fees and obtain a Certificate from CAMTC prior to administering massage for compensation.
M4	[SFHC Art. 29 § 29.15] The massage practitioner must present a valid SFDPH or CAMTC permit card to any health inspector or law enforcement officer upon request. You are not able to provide the requested permit card during the inspection.	• **SEC. 29.45 (a) (14) (A)** Administrative fine: $250 to be paid by Massage Practitioner or participation in a Public Health and Safety Program.	Immediately provide a valid SFDPH license certificate or CAMTC ID card and keep the card with you whenever administering massage for compensation.
M5	[SFHC Art. 29 § 29.26] The Massage Establishment Application information submitted was incomplete or incorrect. Application information was missing or incorrect as indicated on the Notice of Violation.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Immediately submit a complete application or required documentation with all forms properly completed.
M6	[SFHC Art. 29 § 29.17(a), 29.31(f) The massage practitioner's attire is inappropriate and in violation of the SFDPH health code. The Massage Establishment owner is responsible for the conduct of all individuals providing massage for compensation.	• **SEC. 29.45 (a) (8) (A)** Administrative fine: Up to $ 500 per person found to be improperly attired, to be paid by Massage Business permittee. • **SEC. 29.45 (a) (8) (B)** Permit penalty: 60 day suspension of Massage Business permit for each person found to be improperly attired. • **SEC. 29.45 (a) (8) (C)** Repeat violations: Up to $1,500 fine per person to be paid by Massage Business permittee for second and each subsequent occurrence; 180 -day suspension of Massage Practitioner Permit and revocation of Massage Business permit.	Immediately discontinue wearing inappropriate attire. Wear clothing that is not transparent, see through or that substantially exposes practitioner's undergarments… breasts, buttocks, or genitals. The massage practitioner shall remain fully clothed while administering massage or when present in the establishment to which the public has access.
M7	[SFHC Art. 29 § 29.17(b), 29.31(f)] The massage practitioner engaged in lewd conduct at the time of the inspection. The Massage Establishment owner is responsible for the conduct of all individuals providing massage for compensation.	• **SEC. 29.45 (a) (12) (A)** Administrative fine: $ 2,500 to be paid by Massage Business permittee, and • **SEC. 29.45 (a) (12) (B)** Permit penalty: Revocation of Massage Practitioner permit and revocation of Massage Business permit. • . Permit holder ineligible for subsequent Massage Practitioner or Massage Business Permit for a period of five years from the date of permit revocation.	Immediately discontinue engaging in any lewd conduct at the permitted massage establishment.
M8	[SFHC Art. 29 § 29.32, 29.33(a)(2)] The massage owner, operator or practitioner prevented or obstructed the Department from conducting an inspection or threatened and/or touched City Staff.	• **SEC. 29.45 (a) (16) (A)** Administrative fine: $1,000 fine to be paid by Massage Business permittee. • **SEC. 29.45 (a) (16) (B)** Repeat Violation $2,500 fine and 30 day suspension of Massage Business permit for second occurrence; revocation of Massage Business permit for third occurrence.	Discontinue obstructing or preventing the Department from conducting an inspection or threatening, touching, and/or delaying City Staff from entering the massage establishment.
M9	[SFHC Art. 29 §29.31(d)] The massage establishment has a minor working at the establishment and it is unlawful to employ anyone under the age of 18.	• **SEC. 29.45 (a) (2) (A)** Administrative fine: None. • **SEC. 29.45 (a) (2) (B)** Permit penalty: Mandatory revocation of Massage Business permit. Massage Business permittee ineligible for a subsequent permit for 180 days.	Immediately discontinue employing anyone under the age of 18.
M10	[SFHC Art. 29 § 29.29(b)(5)] The massage practitioner or owner/operator was charged or convicted of solicitation or pimping as defined in the California Penal Code § 647(a) or (b) and/or the San Francisco Police Code §225 or, any offense listed in SFHC 29.29(b)(5).	• **SEC. 29.45 (a) (3) (A)** Administrative fine: $5,000 to be paid by Massage Establishment permittee; and • **SEC. 29.45 (a) (3) (B)** Permit penalty: Mandatory 60-120 days suspension of Massage Establishment permit. • **SEC. 29.45 (a) (3) (C)** Repeat violations: Revocation; permittee ineligible for a subsequent Massage Establishment permit at any location for a period of two years.	Immediately discontinue administering massage for compensation or operating a massage business. Working in or operating a massage establishment after having been charged or convicted of solicitation or any offense listed in SFHC 29.29(b)(5) is prohibited and subject to SFHC 29.33(a)
M11	[SFHC Art. 29 § 29.29(b)(5)(E)] The massage practitioner or owner/operator was charged or convicted of human trafficking as defined in the California Penal Code § 236.1.	• **SEC. 29.45 (a) (4) (A)** Administrative fine: None. • **SEC. 29.45 (a) (4) (B)** Permit penalty: Revocation; permittee ineligible for a subsequent Massage Establishment permit at any location. • **SEC. 29.45 (a) (4) (C)** Repeat violations: Same penalty as (a) (4) (B).	Immediately discontinue administering massage for compensation or operating a massage business. Working in or owning a massage establishment after having been charged or convicted of human trafficking is prohibited and subject to SFHC 29.33(a).
M12	[SFHC Art. 29 § 29.27(a)(1),29.31(a)] The shower room ceiling and/or wall are not made of waterproof, hard, nonabsorbent materials which could be easily cleaned.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Discontinue using the shower rooms until proper ceilings and/or walls are installed in accordance with the San Francisco Building Code.
M13	[SFHC Art. 29 § 29.27(a)(2), 29.31(a)] Improper or inadequate plumbing fixtures in toilet rooms or rooms used for tubs, steam, bath, and showers	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Discontinue using the shower rooms until proper plumbing fixtures are installed in accordance with the San Francisco Plumbing Code.
M14	[SFHC Art. 29 § 29.27(a)(4)] The door(s) to the toilet room does not open inward.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Re-install the toilet room door(s) to open inward in accordance with the San Francisco Building Code.
M15	[SFHC Art. 29 § 29.31(j)] Residential use or sleeping rooms are found inside the massage establishment. Massage facilities shall not maintain rooms used for sleeping or residential use.	• **SEC. 29.45 (a) (6) (A)** Administrative fine: Up to $1,000. • **SEC. 29.45 (a) (6) (B)** Permit penalty: None. • **SEC. 29.45 (a) (6) (C)** Repeat violations: 15-30 day suspension of Massage Business permit and up to $2,500 fine for second occurrence; 30-60 day suspension of Massage Business permit and up to $5,000 fine for third occurrence.	Immediately discontinue using rooms for sleeping and/or residential purposes and convert rooms to non-residential use associated with the massage business operations.

Exhibit D

	Violation Per SFHC Article 29	Administrative Penalties Per SFHC Article 29	Corrective Action
M16	[SFHC Art. 29 § 29.31(i)] Human trafficking information is not posted as required by the California Civil Code Section 52.6.	• **SEC. 29.45 (a) (13) (A)** Administrative fine: Written warning for first violation, $250 for second and each subsequent violation within 12 months. • **SEC. 29.45 (a) (13) (B)** Permit penalty: 30 day suspension of Massage Business Permit for third and subsequent violations.	Immediately post the required Human Trafficking Information.
M17	[SFHC Art. 29 § 29.27(c)] Adequate ventilation is not provided.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Install ventilation by means of windows or mechanical ventilation in accordance with the San Francisco Building Code.
M18	[SFHC Art. 29 § 29.27(c)] Adequate lighting is not provided.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Provide toilet, dressing and massage rooms with at least 108 lux (10 foot candles) of light. Adequate light must be installed in accordance with the San Francisco Electrical Code before continuing the use of the toilet, dressing rooms or massage rooms.
M19	[SFHC Art. 29 § 29.31(c)] An adequate employee area is not provided. A room separate from the toilet, massage room, steam room or other common area shall be made available to employees at all times.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Immediately provide an adequate employee area at this establishment.
M20	[SFHC Art. 29 § 29.31(a)] Massage establishment is not sanitary.	• **SEC. 29.45 (a) (9) (A)** Administrative fine: None. • **SEC. 29.45 (a) (9) (B)** Permit penalty: None. • **SEC. 29.45 (a) (9) (C)** Repeat violations: Up to $250 fine and 60-day suspension of Massage Business permit.	Immediately clean or replace unsanitary appliances and apparatus.
M21	[SFHC Art. 29 § 29.31(a)(6)(7)] The toilet, tubs and/or showers are not sanitary.	• **SEC. 29.45 (a) (9) (A)** Administrative fine: None. • **SEC. 29.45 (a) (9) (B)** Permit penalty: None. • **SEC. 29.45 (a) (9) (C)** Repeat violations: Up to $250 fine and 60-day suspension of Massage Business permit.	Immediately clean or replace unsanitary toilet, tub and/or shower.
M22	[SFHC Art. 29 § 29.31(g)] Door(s) to treatment room is/are equipped with lock(s). Exterior door is locked while business is open.	• **SEC. 29.45 (a) (17) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (17) (B)** Permit penalty: 15-30 day suspension of Massage Business permit. • **SEC. 29.45 (a) (17) (C)** Repeat violations: 30-60 day suspension and up to $2,500 fine for the second occurrence; 60-90 day suspension and up to $5, 000 fine for third and each subsequent occurrence.	Immediately remove all locking devices or any device designed to prevent, impede, or delay entry into treatment rooms. The exterior door must be unlocked during business hours.
M23	[SFHC Art. 29 § 29.27(b)] The hand washing facilities are inadequate.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Immediately provide handwashing facilities which include: soap dispenser, disposable paper towel, and hot/cold water which are within or adjacent to the toilet rooms.
M24	[SFHC Art. 29 § 29.31(a)(2)] Clean sheets and towels are not provided.	• **SEC. 29.45 (a) (9) (A)** Administrative fine: None. • **SEC. 29.45 (a) (9) (B)** Permit penalty: None. • **SEC. 29.45 (a) (9) (C)** Repeat violations: Up to $250 fine and 60-day suspension of Massage Business permit.	Immediately launder all sheets and towels after each use and provide clean towels and sheets to all customers.
M25	[SFHC Art. 29 § 29.31(a)(1)(4)] All clean linens and towels shall be stored in a suitable space. All soiled linens and towels shall be stored separately in an appropriately labeled receptacle.	• **SEC. 29.45 (a) (9) (A)** Administrative fine: None. • **SEC. 29.45 (a) (9) (B)** Permit penalty: None. • **SEC. 29.45 (a) (9) (C)** Repeat violations: Up to $250 fine and 60-day suspension of Massage Business permit.	Provide separate storage for both clean and soiled towels and linens.
M26	[SFHC Art. 29 § 29.31(a)] Massage table are not clean, damaged or not sanitary.	• **SEC. 29.45 (a) (9) (A)** Administrative fine: None. • **SEC. 29.45 (a) (9) (B)** Permit penalty: None. • **SEC. 29.45 (a) (9) (C)** Repeat violations: Up to $250 fine and 60-day suspension of Massage Business permit.	Provide appropriate tables for conducting massage.
M27	[SFHC Art. 29 § 29.31(j)(1)] Beds are being used in place of or in addition to approved massage tables.	• **SEC. 29.45 (a) (7) (A)** Administrative fine: $500 • **SEC. 29.45 (a) (7) (B)** Permit penalty: None. • **SEC. 29.45 (a) (7) (C)** Repeat violations: Up to $1,000 fine for second occurrence; 15-30 day suspension and up to $2,500 fine for third occurrence.	Immediately remove all beds from the massage rooms.
M28	[SFHC Art. 29 § 29.31(m)] Massage business is operating between the unapproved hours of 10:00 PM and 7:00 AM.	• **SEC. 29.45 (a) (10) (A)** Administrative fine: Up to $1,000. • **SEC. 29.45 (a) (10) (B)** Permit penalty: 15-30 day suspension of Massage Business Permit. • **SEC. 29.45 (a) (10) (C)** Repeat violations: 30-60 day suspension and up to $2,500 for second occurrence; 60-90 day suspension and up to $5,000 fine for third and each subsequent occurrence. .	Immediately discontinue from operating the massage establishment between the hours of 10:00 PM and 7:00 AM.
M29	[SFHC Art. 29 § 29.31(h)] Alcoholic beverages or illegal drugs are found inside the establishment. All alcoholic beverages or illegal drugs may not be stored, sold, used or served at any massage establishment.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Immediately remove any alcoholic beverages or drugs from the establishment.
M30	[SFHC Art. 29 § 29.29(b)(2)] Noncompliance with applicable laws, including but not limited to, the facilities requirements set forth by City Building, Planning, Housing, and/or Fire Codes.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	See inspection report for violation details and corrective actions.
M31	[SFHC Art. 29 § 29.31(n)] Massage business advertised for services that violates Article 29.	• **SEC. 29.45 (a) (15) (A)** Administrative fine: $1,000 fine. • **SEC. 29.45 (a) (15) (B)** Permit penalty: 30 day suspension of Massage Business permit for second and subsequent violations. .	See inspection report for violation details and corrective actions.
M32	[SFHC Art. 29 § 29.31(o)] Massage business is operating a school or provides instruction in Massage on the premises.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation.	Immediately discontinue operating as a Massage School.
M33	All other violations of the San Francisco Health code Article 29 and any Massage Program Rules and Regulations.	• **SEC. 29.45 (a) (18) (A)** Administrative fine: Up to $1,000 fine. • **SEC. 29.45 (a) (18) (B)** Permit penalty: Possible suspension or revocation. • **SEC. 29.45 (a) (18) (C)** Repeat violations: Up to $2,500 fine for the second violation and possible permit suspension or revocation; up to $5,000 for the third and subsequent violations, and permit suspension or revocation	See inspection report for violation details and corrective actions.

Exhibit E

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

PROOF OF SERVICE

I, Ivy Phan, declare as follows:

I am a citizen of the United States, over the age of eighteen years and not a party to the above-entitled action. I am employed at the San Francisco Department of Public Health, Environmental Health Branch, 49 South Van Ness Avenue, Suite 600, San Francisco, CA 94103.

On July 23, 2025 I served the following document(s):

- ☐ Notice of Violation
- ☐ Notice of Hearing
- ☐ Director's Hearing Order
- ☐ SFDPH Hearing Brief
- ☑ Other: Notice of Determination and DH Request & Guidelines

on the following persons at the locations specified:

Richmond Serenity Spa
c/o Liyan Wang & Jing Huang
3446 Balboa St
San Francisco, CA 94121

in the manner indicated below:

☑ **HAND DELIVERY:** I handed the documents to the person whose name and signature are:

Recipient Name Liyan Wang Signature please see site visit report dated 7/23/25

☑ **BY U.S. POSTAL SERVICE** CERT# 9589 0710 5270 2373 5282 87

☐ **BY POSTING:** I posted the document(s) in a conspicuous place on the building, structure or property

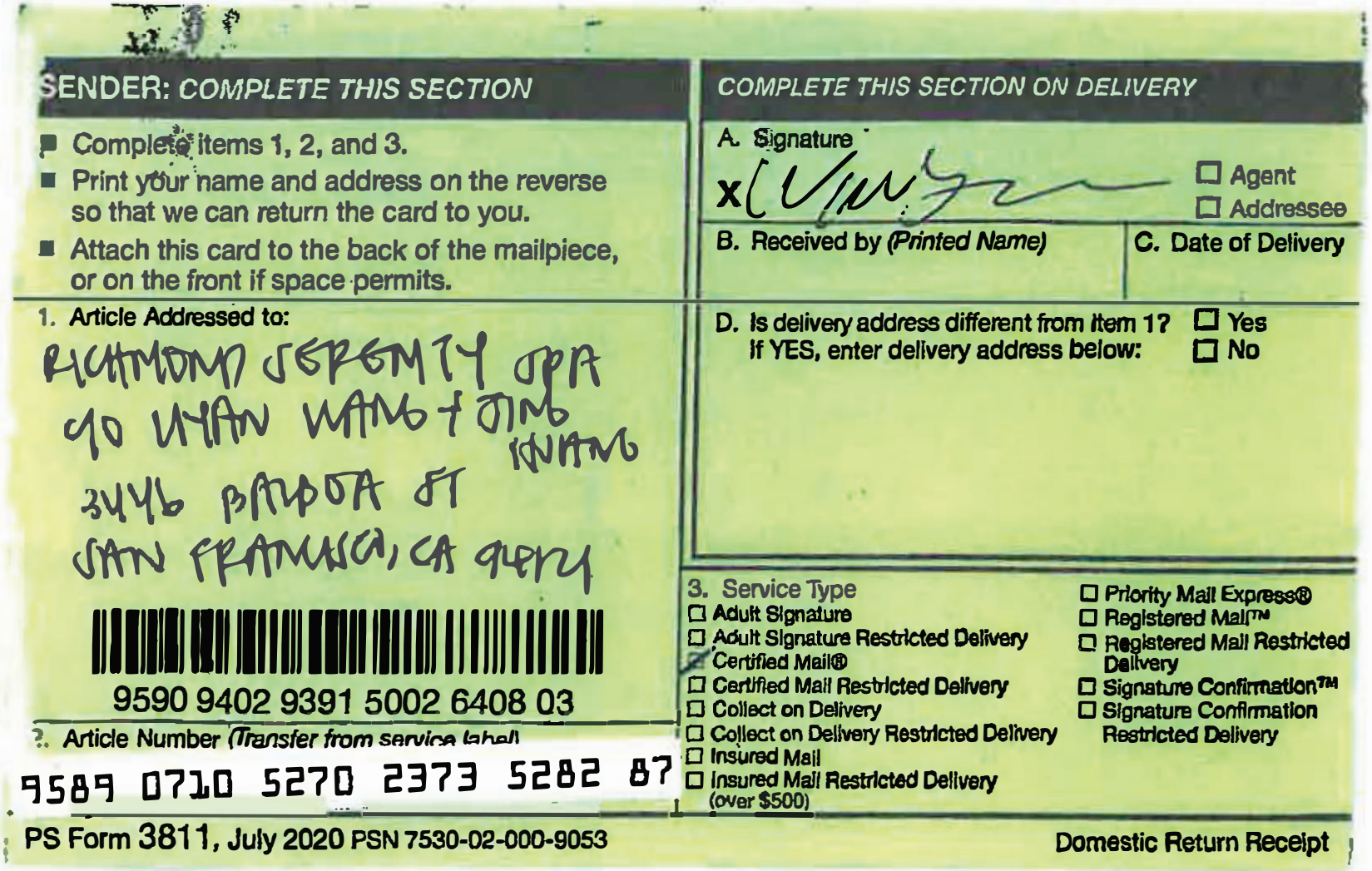
_____

☐ **BY ELECTRONIC MAIL:** Based on an agreement of the parties to accept electronic service, I caused the documents to be sent to the person(s) at the electronic service address(es) listed above. Such document(s) were transmitted *via* electronic mail in portable document format ("PDF") Adobe Acrobat from the electronic address: _____

I declare under penalty of perjury pursuant to the laws of the State of California that the foregoing is true and correct.

Executed July 23, 2025 at San Francisco, California.

Ivy Phan
Ivy Phan



SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

RICHMOND JEREMY OPA
C/O WANG & JING WANG
3446 BALBOA ST
SAN FRANCISCO, CA 94121

9590 9402 9391 5002 6408 03

2. Article Number (Transfer from service label)

9589 0710 5270 2373 5282 87

COMPLETE THIS SECTION ON DELIVERY

A. Signature

x

☐ Agent
☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type

- ☐ Adult Signature
- ☐ Adult Signature Restricted Delivery
- ☑ Certified Mail®
- ☐ Certified Mail Restricted Delivery
- ☐ Collect on Delivery
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- ☐ Insured Mail
- ☐ Insured Mail Restricted Delivery (over $500)
- ☐ Priority Mail Express®
- ☐ Registered Mail™
- ☐ Registered Mail Restricted Delivery
- ☐ Signature Confirmation™
- ☐ Signature Confirmation Restricted Delivery

PS Form 3811, July 2020 PSN 7530-02-000-9053

Domestic Return Receipt

Exhibit E

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9589071052702373528287

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Latest Update

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SAN FRANCISCO, CA 94121
July 28, 2025, 10:46 am

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What Do USPS Tracking Statuses Mean? (https://faq.usps.com/s/article/Where-is-my-package)

Text & Email Updates

Exhibit F

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

London N. Breed, Mayor
Grant Colfax, MD, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH
DIRECTOR'S HEARING REQUEST

Case Number: _____ Permit to Operate #: ME 120465 Permit Issued: 01/08/2024

Business Name (DBA): RICHMOND SERENITY SPA Permit Holder/Owner: WANG LI YAN/HUANG JING

Business Address, Zip Code: 3446 BALBOA ST SAN FRANCISCO, CA 9412

EH LOC ID #: _____ SF Business Account Number: 1011533

Environmental Health Proposed Enforcement Action: See attached Notice of Determination.

☒ I request that the Department of Public Health, Environmental Health Branch schedule and hold a Director's Hearing regarding the proposed enforcement action. I understand that I will be notified in writing of my scheduled hearing date, time, and location.

OR

☐ I do not wish to request a Director's Hearing for the above case and waive my right to a Director's Hearing. I understand and accept the Environmental Health Enforcement Action listed in the Notice of Initial Determination.

I understand that this declaration is subject to review by the Department of Public Health, Environmental Health Branch. I declare under penalty of perjury that I am an authorized representative of this business entity and that the infomation conained herein is true and complete to the best of my knowledge and belief.

Wang Li Yan Jing Huang — 07/25/2025

Authorized Agent - Print & Signature — Date

LI YAN WANG JING HUANG

DPH Office Use ONLY

Date Received: 8/6/2025 District Health Inspector: Ivy Phan
Print Name

Massage Program
49 South Van Ness Avenue, Suite 600, San Francisco, CA 94103
Phone (415) 252-3800, Fax (415) 252-3894

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

Notice of Hearing

For a translation of this Notice, please call the inspector's phone number listed below.
Para una traducción de este aviso, por favor llame al número de teléfono del inspector que aparece a continuación.
欲索取本通知的翻譯本，請打下列電話號碼給檢查員。
Para sa isang pagsasalin ng Abiso na ito, mangyaring tawagan ang numero ng telepono ng inspektor na nakalista sa ibaba.

Date: 8/20/2025

Address of Violation(s): 3446 Balboa St San Francisco, CA 94121 **Facility ID#:** N/A

DBA: Richmond Serenity Spa

Property/Business Owner Name: Li Yan Wang/Jing Huang **Email:** richmondserenityspa@gmail.com

Address: 3446 Balboa St San Francisco, CA 94121

☐ **Food** ☐ **Housing** ☑ **Massage** ☐ **Tobacco** ☐ **Solid Waste** ☐ **Other:** _____

You are hereby ordered to appear at a hearing for failure to comply with the following code section(s):

SFHC Sec 29.17(b) and Sec 29.31(f)

The hearing will be held at 49 So. Van Ness Ave., Rm. 192/194, on the following date and time: 9/18/2025 @ 1PM

Failure to appear may result in one or more of the following: penalties, suspension or revocation of any Permit to Operate, SFDPH initiated refuse collection service, and/or a referral to the San Francisco City Attorney's Office for the above referenced site.

If you would like interpretation services at the Hearing, please inform the Inspector below at least 4 business days before the Hearing.
Si usted desea servicios de interpretación en la audiencia, por favor informe al inspector que aparece a continuación por lo menos 4 días hábiles antes de la audiencia.
如果您需要在聽證會上得到口譯/傳譯服務，請在聽證會之前至少4個工作日通知下列檢查員。
Kung gusto ninyo ng mga serbisyo ng interpretasyon sa Pagdinig, mangyaring ipagbigay-alam sa Inspektor na nakalista sa ibaba ng hindi bababa sa 4 araw ng negosyo bago ang Pagdinig.

Inspector/Investigator: Ivy Phan
Phone: (415) 252-3986 Email: ivy.phan@sfdph.org

Daniel Tsai
Director of Health

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

PROOF OF SERVICE

I, Ivy Phan, declare as follows:

I am a citizen of the United States, over the age of eighteen years and not a party to the above-entitled action. I am employed at the San Francisco Department of Public Health, Environmental Health Branch, 49 South Van Ness Avenue, Suite 600, San Francisco, CA 94103.

On August 20, 2025 I served the following document(s):

- ☐ Notice of Violation
- ☑ Notice of Hearing
- ☐ Director's Hearing Order
- ☐ SFDPH Hearing Brief
- ☐ Other: _____

on the following persons at the locations specified:

Richmond Serenity Spa
c/o Li Yan Wang/Jing Huang
3446 Balboa St
San Francisco, CA 94121

richmondserenityspa@gmail.com; cc: pvh831@gmail.com

in the manner indicated below:

☐ **HAND DELIVERY:** I handed the documents to the person whose name and signature are:

Recipient Name _____ Signature _____

☑ **BY U.S. POSTAL SERVICE** CERT# 9589 0710 5270 2373 5288 12

☐ **BY POSTING:** I posted the document(s) in a conspicuous place on the building, structure or property

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☑ **BY ELECTRONIC MAIL:** Based on an agreement of the parties to accept electronic service, I caused the documents to be sent to the person(s) at the electronic service address(es) listed above. Such document(s) were transmitted *via* electronic mail in portable document format ("PDF") Adobe Acrobat from the electronic address: ivy.phan@sfdph.org

I declare under penalty of perjury pursuant to the laws of the State of California that the foregoing is true and correct.

Executed August 20, 2025 at San Francisco, California.

Ivy Phan
Ivy Phan

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

LIYAN WANG(JING HUANG
RICHMOND SERENITY SPA
3446 BALBOA ST
SAN FRANCISCO, CA 94121

9590 9402 9391 5002 6421 42

2. Article Number *(Transfer from service label)*

9589 0710 5270 2373 5288 12

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent
☐ Addressee

B. Received by *(Printed Name)*

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type

☐ Adult Signature
☐ Adult Signature Restricted Delivery
☑ Certified Mail®
☐ Certified Mail Restricted Delivery
☐ Collect on Delivery
☐ Collect on Delivery Restricted Delivery
☐ Insured Mail
☐ Insured Mail Restricted Delivery (over $500)
☐ Priority Mail Express®
☐ Registered Mail™
☐ Registered Mail Restricted Delivery
☐ Signature Confirmation™
☐ Signature Confirmation Restricted Delivery

PS Form 3811, July 2020 PSN 7530-02-000-9053 Domestic Return Receipt

Exhibit G

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Feedback

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9589071052702373528812

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Latest Update

Your item was delivered to an individual at the address at 1:13 pm on August 22, 2025 in SAN FRANCISCO, CA 94121.

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SAN FRANCISCO, CA 94121
August 22, 2025, 1:13 pm

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Text & Email Updates

Exhibit H

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Jennifer Callewaert MS, REHS
Acting Director of Environmental Health

August 25, 2025

Liyan Wang & Jing Huang
3446 Balboa Street
San Francisco, CA 94121

RE: Amended Notice of Determination – Richmond Serenity Spa – 3446 Balboa St, San Francisco

Dear Liyan Wang & Jing Huang,

As the owner of Richmond Serenity Spa located at the 3446 Balboa Street in the City and County of San Francisco, Massage Health Permit #ME-120465 ("Establishment"), you are hereby notified that the Establishment is in violation of the following provision(s) of the San Francisco Health Code (SFHC), Article 29, which were observed and documented on a June 17, 2025 San Francisco Police Department (SFPD) Incident Report ("Incident Report") and outlined in the Notice of Violation Inspection Report dated July 16, 2025:

1. **Section 29.17(b) Lewd Conduct and Prostitution Prohibited.** Massage Practitioners shall not engage in lewd conduct or prostitution on business premises, including locations designated by the client through an Outcall Massage Service. Lewd conduct includes, but is not limited to: the performance of acts or simulated acts of sexual intercourse, masturbation, bestiality, copulation (oral, anal or vaginal), or flagellation; the actual or simulated caressing or fondling by one adult human being of the anus or genitals of another adult human being; the actual or simulated displaying of the pubic hair, anus, vagina, penis, vulva, buttocks, areola, or any other external genitalia of the human body.

2. **Section 29.31(f) Practitioner Conduct.** Massage Establishments shall be responsible for the conduct of all individuals providing Massage for Compensation on their business premises and shall ensure that such individuals do not wear improper attire or engage in lewd conduct as set forth in Section 29.17.

Per the Incident Report, an unidentified employee of the Establishment, engaged in a lewd act while conducting a massage on an undercover SFPD Officer. Specifically, while the officer was laying nude on his back, exposing his genitals fully. The unidentified practitioner solicited sexual services, including masturbation of the genitals.

On July 16, 2025, the San Francisco Department of Public Health-Environmental Health Branch (SFDPH) massage team conducted an inspection of the establishment, issuing a Notice of Violation to Liyan Wang & Jing Huang for the health code violations above.

On July 23, 2025 a Notice of Determination and a Director's Hearing Request Form were issued to the business owner. The notice provided details of the violations of the SFHC, Article 29 with corresponding enforcement action.

Based on the findings set forth above, the Director HEREBY ORDERS:

1. That you and your practitioners shall immediately discontinue engaging in lewd conduct at the Establishment.

2. That you shall pay the administrative penalty of **$7,500** and permit penalty of 60 days for the occurrence of the violation as follows:
SEC. 29.45(a). VIOLATIONS AND ADMINITSRATIVE PENALTIES.

(3) Solicitation of Lewd Conduct or Prostitution in Violation of Section 29.17; Solicitation Citations, Charges, or Convictions, as defined by California Penal Code, Section 647 (a) or (b) and/or San Francisco Police Code, Section 225, for Anyone Working at Massage Establishment.
(A) Administrative fine: **$5,000** to be paid by Massage Establishment permittee; and
(B) Permit Penalty: Mandatory **60-120 days suspension** of Massage Establishment permit.

(12) Anyone Engaged in Lewd Conduct or Performing Sex Acts as Defined in Section 29.17(b) on Massage Business Premises.
(A) Administrative fine: $2,500 to be paid by Massage Business permittee

The Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s) has exercised the right to request a hearing and submitted a Director's Hearing Request Form, received on August 6, 2025. On August 20 2025, case #MSG-25-03 was generated and a Notice of Hearing was issued in response to the request.

Pursuant to SFHC, Article 29 §29.33(a)(3) The Director may revoke or suspend any Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit, after a hearing, if the Director finds the permittee or the permittee's agent, employee, or independent contractor has engaged in any conduct in connection with the operation of the business that violates the operating requirements set forth in this Article 29, any rules or regulations related to Massage Business operations, or any State or local laws relating to the practice of Massage or the operation of a Massage Business

If you have any question, please contact Environmental Health Inspector Ivy Phan at 415-252-3986 or ivy.phan@sfdph.org.

Sincerely,

Jennifer Callewaert

Jennifer Callewaert, MS, REHS
Acting Director of Environmental Health

Cc:
Property Owners of 3446 Balboa Street: Jing Huang

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

PROOF OF SERVICE

I, Ivy Phan, declare as follows:

I am a citizen of the United States, over the age of eighteen years and not a party to the above-entitled action. I am employed at the San Francisco Department of Public Health, Environmental Health Branch, 49 South Van Ness Avenue, Suite 600, San Francisco, CA 94103.

On August 25, 2025 I served the following document(s):

- ☐ Notice of Violation
- ☐ Notice of Hearing
- ☐ Director's Hearing Order
- ☐ SFDPH Hearing Brief
- ☑ Other: Amended NOD

on the following persons at the locations specified:

Richmond Serenity Spa
(c/o Liyan Wang & Jing Huang)
3446 Balboa Street
San Francisco, CA 94121

richmondserenityspa@gmail.com cc: pvh831@gmail.com

in the manner indicated below:

☐ **HAND DELIVERY:** I handed the documents to the person whose name and signature are:

Recipient Name _____ Signature _____

☑ **BY U.S. POSTAL SERVICE** CERT# 9589 0710 5270 2373 5288 50

☐ **BY POSTING:** I posted the document(s) in a conspicuous place on the building, structure or property

_____

☑ **BY ELECTRONIC MAIL:** Based on an agreement of the parties to accept electronic service, I caused the documents to be sent to the person(s) at the electronic service address(es) listed above. Such document(s) were transmitted *via* electronic mail in portable document format ("PDF") Adobe Acrobat from the electronic address: ivy.phan@sfdph.org

I declare under penalty of perjury pursuant to the laws of the State of California that the foregoing is true and correct.

Executed August 25, 2025 at San Francisco, California.

Ivy Phan
Ivy Phan

Exhibit H

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

RICHMOND JEREMTY SPA
(c/o UYAN WANG ET)
JING WANG
3446 BALBOA ST
SAN FRANCISCO, CA 94132

9590 9402 9391 5002 6420 74

2. Article Number *(Transfer from service label)*

9589 0710 5270 2373 5288 50

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent
☐ Addressee

B. Received by *(Printed Name)*

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type

- ☐ Adult Signature
- ☐ Adult Signature Restricted Delivery
- ☑ Certified Mail®
- ☐ Certified Mail Restricted Delivery
- ☐ Collect on Delivery
- ☐ Collect on Delivery Restricted Delivery
- ☐ Insured Mail
- ☐ Insured Mail Restricted Delivery (over $500)
- ☐ Priority Mail Express®
- ☐ Registered Mail™
- ☐ Registered Mail Restricted Delivery
- ☐ Signature Confirmation™
- ☐ Signature Confirmation Restricted Delivery

PS Form 3811, July 2020 PSN 7530-02-000-9053 Domestic Return Receipt

9589 0710 5270 2373 5288 50

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- ☐ Certified Mail Restricted Delivery $
- ☐ Adult Signature Required $
- ☐ Adult Signature Restricted Delivery $

Postage
$

Total Postage and Fees
$

Postmark Here

MAILED OUT
8/25/2025

Sent To RICHMOND JEREMTY SPA

Street and Apt. No., or PO Box No. 3446 BALBOA ST

City, State, ZIP+4® SF, CA 94121

PS Form 3800, January 2023 PSN 7530-02-000-9047 See Reverse for Instructions

Exhibit H

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Tracking Number:

9589071052702373528850

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Latest Update

Your item was delivered to an individual at the address at 9:48 am on August 27, 2025 in SAN FRANCISCO, CA 94121.

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USPS Tracking Plus®

Delivered

Delivered, Left with Individual

SAN FRANCISCO, CA 94121
August 27, 2025, 9:48 am

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What Do USPS Tracking Statuses Mean? (https://faq.usps.com/s/article/Where-is-my-package)

Text & Email Updates

Exhibit I

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Jennifer Callewaert MS, REHS
Acting Director of Environmental Health

August 27, 2025

Liyan Wang & Jing Huang
3446 Balboa Street
San Francisco, CA 94121

RE: Amended Notice of Determination – Richmond Serenity Spa – 3446 Balboa St, San Francisco

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1. **Section 29.17(b) Lewd Conduct and Prostitution Prohibited.** Massage Practitioners shall not engage in lewd conduct or prostitution on business premises, including locations designated by the client through an Outcall Massage Service. Lewd conduct includes, but is not limited to: the performance of acts or simulated acts of sexual intercourse, masturbation, bestiality, copulation (oral, anal or vaginal), or flagellation; the actual or simulated caressing or fondling by one adult human being of the anus or genitals of another adult human being; the actual or simulated displaying of the pubic hair, anus, vagina, penis, vulva, buttocks, areola, or any other external genitalia of the human body.

2. **Section 29.31(f) Practitioner Conduct.** Massage Establishments shall be responsible for the conduct of all individuals providing Massage for Compensation on their business premises and shall ensure that such individuals do not wear improper attire or engage in lewd conduct as set forth in Section 29.17.

   Per the Incident Report, an unidentified employee of the Establishment, engaged in a lewd act while conducting a massage on an undercover SFPD Officer. Specifically, while the officer was laying nude on his back, exposing his genitals fully. The unidentified practitioner solicited sexual services, including masturbation of the genitals.

   On July 16, 2025, the San Francisco Department of Public Health-Environmental Health Branch (SFDPH) massage team conducted an inspection of the establishment, issuing a Notice of Violation to Liyan Wang & Jing Huang for the health code violations above.

   On July 23, 2025 a Notice of Determination (NOD) and a Director's Hearing Request Form were issued to the business owner. The notice provided details of the violations of the SFHC, Article 29 with corresponding enforcement action.

   On August 25, 2025 an amended NOD was issued to the business owner and counsel. The notice included a permit penalty pursuant to sec 29.45 (3)(b).

Based on the findings set forth above, the Director HEREBY ORDERS:

1. That you and your practitioners shall immediately discontinue engaging in lewd conduct at the Establishment.

2. That your Massage Establishment Health Permit #ME-120465 shall be revoked.

3. That business owners, Liyan Wang and Jing Huang, shall be ineligible for a Massage Business Permit for a period of five years from the date of permit revocation.

4. That you shall pay the administrative penalty of **$7,500** for the occurrence of the violation as follows: SEC. 29.45(a). VIOLATIONS AND ADMINITSRATIVE PENALTIES.

   (3) Solicitation of Lewd Conduct or Prostitution in Violation of Section 29.17; Solicitation Citations, Charges, or Convictions, as defined by California Penal Code, Section 647 (a) or (b) and/or San Francisco Police Code, Section 225, for Anyone Working at Massage Establishment.
   (A) Administrative fine: **$5,000** to be paid by Massage Establishment permittee

   (4) Anyone Engaged in Lewd Conduct or Performing Sex Acts as Defined in Section 29.17(b) on Massage Business Premises
   (A) Administrative fine: $2,500 to be paid by Massage Business permittee, and
   (B) Permit penalty: Revocation of Massage Practitioner permit and revocation of Massage Business permit

The Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s) has exercised the right to request a hearing and submitted a Director's Hearing Request Form, received on August 6, 2025. On August 20 2025, case #MSG-25-03 was generated and a Notice of Hearing was issued in response to the request.

Pursuant to SFHC, Article 29 §29.33(a)(3) The Director may revoke or suspend any Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit, after a hearing, if the Director finds the permittee or the permittee's agent, employee, or independent contractor has engaged in any conduct in connection with the operation of the business that violates the operating requirements set forth in this Article 29, any rules or regulations related to Massage Business operations, or any State or local laws relating to the practice of Massage or the operation of a Massage Business

If you have any question, please contact Environmental Health Inspector Ivy Phan at 415-252-3986 or ivy.phan@sfdph.org.

Sincerely,

Jennifer Callewaert

Jennifer Callewaert, MS, REHS
Acting Director of Environmental Health

Cc:
Property Owners of 3446 Balboa Street: Jing Huang

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

PROOF OF SERVICE

I, Ivy Phan, declare as follows:

I am a citizen of the United States, over the age of eighteen years and not a party to the above-entitled action. I am employed at the San Francisco Department of Public Health, Environmental Health Branch, 49 South Van Ness Avenue, Suite 600, San Francisco, CA 94103.

On August 27, 2025 I served the following document(s):

- ☐ Notice of Violation
- ☐ Notice of Hearing
- ☐ Director's Hearing Order
- ☐ SFDPH Hearing Brief
- ☐ Other: Amended Notice of Determination dated 8/27/2025

on the following persons at the locations specified:

Richmond Serenity Spa
(c/o Liyan Wang & Jing Huang)
3446 Balboa Street
San Francisco, CA 94121

to: richmondserenityspa@gmail.com, pvh831@gmail.com

in the manner indicated below:

☐ **HAND DELIVERY:** I handed the documents to the person whose name and signature are:

Recipient Name _____ Signature _____

☑ **BY U.S. POSTAL SERVICE** **CERT MAIL #** 9589 0710 5270 2373 5288 81

☐ **BY POSTING:** I posted the document(s) in a conspicuous place on the building, structure or property

_____

☑ **BY ELECTRONIC MAIL:** Based on an agreement of the parties to accept electronic service, I caused the documents to be sent to the person(s) at the electronic service address(es) listed above. Such document(s) were transmitted *via* electronic mail in portable document format ("PDF") Adobe Acrobat from the electronic address: ivy.phan@sfdph.org

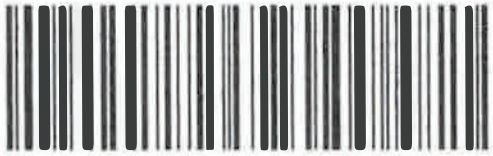
I declare under penalty of perjury pursuant to the laws of the State of California that the foregoing is true and correct.

Executed August 27, 2025 at San Francisco, California.

Ivy Phan
Ivy Phan

Exhibit I

CERTIFIED MAIL®



9589 0710 5270 2373 5288 81

SFDPH
ENVIRONMENTAL HEALTH BRANCH
Massage Program
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103

RICHMOND SERENITY SPA
C/O UYAN WANG & JING HUANG
3446 BALBOA ST
SAN FRANCISCO, CA 94121

9589 0710 5270 2373 5288 81

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com®.

OFFICIAL USE

Certified Mail Fee
$

Extra Services & Fees (check box, add fee as appropriate)
- ☐ Return Receipt (hardcopy) $
- ☐ Return Receipt (electronic) $
- ☐ Certified Mail Restricted Delivery $
- ☐ Adult Signature Required $
- ☐ Adult Signature Restricted Delivery $

Postage
$

Total Postage and Fees
$

Postmark Here
MAILED OUT
8/27/25

Sent To RICHMOND SERENITY SPA
Street and Apt. No., or PO Box No. 3446 BALBOA ST
City, State, ZIP+4® SAN FRANCISCO, CA 94121

PS Form 3800, January 2023 PSN 7530-02-000-9047 See Reverse for Instructions

Exhibit I

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Feedback

Remove ×

Tracking Number:

9589071052702373528881

Copy Add to Informed Delivery (https://informeddelivery.usps.com/)

Latest Update

Your item was delivered to an individual at the address at 11:47 am on August 29, 2025 in SAN FRANCISCO, CA 94121.

Get More Out of USPS Tracking:

USPS Tracking Plus®

Delivered

Delivered, Left with Individual

SAN FRANCISCO, CA 94121
August 29, 2025, 11:47 am

See All Tracking History

What Do USPS Tracking Statuses Mean? (https://faq.usps.com/s/article/Where-is-my-package)

Text & Email Updates

Exhibit J

Outlook

Re: 3446 Balboa Street - Case #MSG 25-03

From Paul <pvh831@gmail.com>
Date Tue 9/16/2025 12:31 PM
To Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Cc Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>; Felipe, Albert (DPH) <albert.felipe@sfdph.org>; Lee, Danny (DPH) <danny.lee@sfdph.org>

Dear Ivy:
The date and time (10/22/2025 @ 9AM) of the upcoming hearing are tentatively acceptable to us.
Please promptly confirm:
(1) that the place of the Hearing is 101 Grove Street, Room 300 (no longer at 49 South Van Ness Ave.);
(2) that the deadline for document submission is 10/15/2025 @ 9AM; and
(2) the name of the assigned impartial Hearing Officer.
Thank you,
Paul
Paul Horcher, Attorney for Liyan Wang/Jing Huang, Richmond Serenity Spa, 3446 Balboa Street San Francisco, CA 94121

亲爱的艾维：
即将举行的听证会的日期和时间（2025年10月22日上午9点）对我们来说初步可接受。
请及时确认：
（1）听证会地点是101 Grove Street，300号房间（不再是49 South Van Ness Ave.）；
（2）文件提交截止日期为2025年10月15日上午9点；以及
（3）指定的公正听证官的名字。
谢谢，保罗
保罗·霍尔彻，丽言王/京黄，里士满宁静水疗，3446 Balboa Street，旧金山，加利福尼亚州94121

On Tue, Sep 16, 2025 at 10:39 AM Phan, Ivy (DPH) <ivy.phan@sfdph.org> wrote:
> Good Morning,

You will find the Notice of Hearing for your upcoming Director's Hearing case attached. A hard copy will also be mailed out to the establishment.

Please confirm your availability for the hearing, so we can get started on acquiring a Mandarin interpreter as soon as possible.

Thank You,
Ivy Phan
Code Enforcement Investigator
San Francisco Department of Public Health
Population Health Division
Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Tel: (415) 252-3986
Please note that my work schedule is Monday-Thursdays, off Fridays.

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From: Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Sent: Wednesday, August 27, 2025 10:05 AM
To: Paul <pvh831@gmail.com>; Serenity Spa <richmondserenityspa@gmail.com>
Cc: Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>; Lee, Danny (DPH) <danny.lee@sfdph.org>; Felipe, Albert (DPH) <albert.felipe@sfdph.org>
Subject: Re: 3446 Balboa Street - Case #MSG 25-03

Good Morning:

Please find the second amended Notice of Determination attached to this email. A hard copy will also be mailed out to the business and property owner(s). Once again, a Request for Hearing Form will not be sent out as we've already received the written request for hearing on 8/6/2025.

DPH acknowledges and grants your request for a continuance - we will be rescheduling this case to October 2025. The Notice of Hearing will be sent out at a later date.

Regards,
Ivy Phan
Code Enforcement Investigator
San Francisco Department of Public Health
Population Health Division
Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Tel: (415) 252-3986
Please note that my work schedule is Monday-Thursdays, off Fridays.

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From: Paul <pvh831@gmail.com>
Sent: Monday, August 25, 2025 4:19 PM
To: Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Cc: Callewaert, Jennifer (DPH) <jennifer.callewaert@sfdph.org>
Subject: Re: 3446 Balboa Street - Case #MSG 25-03

Dear Ivy:
With the new additional penalty demand of **60 days suspension** in addition to the $7,500.00 in fines, the Amended NOD we just received is a material change and we will need additional time to prepare our defense; therefore I need to withdraw my availability for the September 18, 2025 Hearing date and request that the Hearing be accordingly scheduled for October 2025 at the earliest.
Thanks,
Paul
Atty for Liyan Wang and Jing Wang, 3446 Balboa St.

On Mon, Aug 25, 2025 at 9:14 AM Phan, Ivy (DPH) <ivy.phan@sfdph.org> wrote:

> Thank you. The request for Mandarin interpretation has been made; we're still working on securing an interpreter at this time.
>
> Regards,
> Ivy Phan
> Code Enforcement Investigator
> San Francisco Department of Public Health
> Population Health Division
> Environmental Health Branch
> 49 South Van Ness Avenue, Suite 600
> San Francisco, CA 94103
> Tel: (415) 252-3986
> Please note that my work schedule is Monday-Thursdays, off Fridays.
>
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From: Paul <pvh831@gmail.com>
Sent: Monday, August 25, 2025 9:10 AM
To: Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Subject: Re: 3446 Balboa Street - Case #MSG 25-03

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

Good morning, Ivy.
I intend to be there.
Please confirm Mandarin interpretation.
Thanks!
Paul

On Mon, Aug 25, 2025 at 9:06 AM Phan, Ivy (DPH) <ivy.phan@sfdph.org> wrote:

> Hello:
>
> Please confirm availability for the scheduled hearing date.
>
> Regards,
> Ivy Phan
> Code Enforcement Investigator
> San Francisco Department of Public Health
> Population Health Division
> Environmental Health Branch
> 49 South Van Ness Avenue, Suite 600
> San Francisco, CA 94103
> Tel: (415) 252-3986
> Please note that my work schedule is Monday-Thursdays, off Fridays.
>
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>
> ---
>
> **From:** Phan, Ivy (DPH) <ivy.phan@sfdph.org>
> **Sent:** Wednesday, August 20, 2025 10:10 AM
> **To:** Serenity Spa <richmondserenityspa@gmail.com>
> **Cc:** Paul <pvh831@gmail.com>; Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>; Lee, Danny (DPH) <danny.lee@sfdph.org>; Felipe, Albert (DPH) <albert.felipe@sfdph.org>
> **Subject:** 3446 Balboa Street - Case #MSG 25-03
>
> Good Morning,

Please find the Notice of Hearing for your upcoming Director's Hearing case attached. A hard copy will also be mailed out to the establishment.

Regards,
Ivy Phan
Code Enforcement Investigator
San Francisco Department of Public Health
Population Health Division
Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Tel: (415) 252-3986
Please note that my work schedule is Monday-Thursdays, off Fridays.

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Exhibit K

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

Notice of Hearing

For a translation of this Notice, please call the inspector's phone number listed below.
Para una traducción de este aviso, por favor llame al número de teléfono del inspector que aparece a continuación.
欲索取本通知的翻譯本，請打下列電話號碼給檢查員。
Para sa isang pagsasalin ng Abiso na ito, mangyaring tawagan ang numero ng telepono ng inspektor na nakalista sa ibaba.

Date: 9/16/2025

Address of Violation(s): 3446 Balboa Street San Francisco, CA 94121 **Permit #:** ME 120465

DBA: Richmond Serenity Spa

Property/Business Owner Name: Liyan Wang/Jing Huang **Email:** richmondserenityspa@gmail.com

Address: 3446 Balboa Street San Francisco, CA 94121

☐ **Food** ☐ **Housing** ☑ **Massage** ☐ **Tobacco** ☐ **Solid Waste** ☐ **Other:** _____

You are hereby ordered to appear at a hearing for failure to comply with the following code section(s):

SFHC Sec 29.17(b) and 29.31(f)

The hearing will be held at 101 Grove St, Rm 300, on the following date and time: 10/22/2025 @ 9AM

Failure to appear may result in one or more of the following: penalties, suspension or revocation of any Permit to Operate, SFDPH initiated refuse collection service, and/or a referral to the San Francisco City Attorney's Office for the above referenced site.

If you would like interpretation services at the Hearing, please inform the Inspector below at least 4 business days before the Hearing.
Si usted desea servicios de interpretación en la audiencia, por favor informe al inspector que aparece a continuación por lo menos 4 días hábiles antes de la audiencia.
如果您需要在聽證會上得到口譯/傳譯服務，請在聽證會之前至少4個工作日通知下列檢查員。
Kung gusto ninyo ng mga serbisyo ng interpretasyon sa Pagdinig, mangyaring ipagbigay-alam sa Inspektor na nakalista sa ibaba ng hindi bababa sa 4 araw ng negosyo bago ang Pagdinig.

Inspector/Investigator: Ivy Phan
Phone: (415) 252-3986 Email: ivy.phan@sfdph.org

Daniel Tsai
Director of Health

Exhibit K

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

PROOF OF SERVICE

I, Ivy Phan, declare as follows:

I am a citizen of the United States, over the age of eighteen years and not a party to the above-entitled action. I am employed at the San Francisco Department of Public Health, Environmental Health Branch, 49 South Van Ness Avenue, Suite 600, San Francisco, CA 94103.

On September 16, 2025 I served the following document(s):

- ☐ Notice of Violation
- ☑ Notice of Hearing
- ☐ Director's Hearing Order
- ☐ SFDPH Hearing Brief
- ☐ Other: _____

on the following persons at the locations specified:

Richmond Serenity Spa
c/o Liyan Wang & Jing Huang
3446 Balboa St
San Francisco, CA 94121

emailed to: pvh831@gmail.com & richmondserenityspa@gmail.com

in the manner indicated below:

☐ **HAND DELIVERY:** I handed the documents to the person whose name and signature are:

Recipient Name _____ Signature _____

☑ **BY U.S. POSTAL SERVICE**

☐ **BY POSTING:** I posted the document(s) in a conspicuous place on the building, structure or property

_____

☑ **BY ELECTRONIC MAIL:** Based on an agreement of the parties to accept electronic service, I caused the documents to be sent to the person(s) at the electronic service address(es) listed above. Such document(s) were transmitted *via* electronic mail in portable document format ("PDF") Adobe Acrobat from the electronic address: ivy.phan@sfdph.org

I declare under penalty of perjury pursuant to the laws of the State of California that the foregoing is true and correct.

Executed September 16, 2025 at San Francisco, California.

Ivy Phan

Ivy Phan

Exhibit L

Outlook

Re: URGENT: DPH vs. Jing Huang and Liyan Wang dba Richmond Serenity Spa, 3446 Balboa St. - Courtesy Notice of Ambiguous and Objectionable 08-27-25 (2nd) Amended NOD

From Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Date Wed 10/29/2025 4:03 PM
To Paul <pvh831@gmail.com>

Received. I'll put in the request now.

Regards,
Ivy Phan
Code Enforcement Investigator
San Francisco Department of Public Health
Population Health Division
Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Tel: (415) 252-3986
Please note that my work schedule is Monday-Thursdays, off Fridays.

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From: Paul <pvh831@gmail.com>
Sent: Wednesday, October 29, 2025 3:34 PM
To: Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Subject: Re: URGENT: DPH vs. Jing Huang and Liyan Wang dba Richmond Serenity Spa, 3446 Balboa St. - Courtesy Notice of Ambiguous and Objectionable 08-27-25 (2nd) Amended NOD

Dear Ivy:
The date, time, and place of the upcoming 11-20-25 hearing are suitable; please request Mandarin interpretation services.
Regards,
Paul Horcher, Atty for Richmond Serenity Spa, 3446 Balboa Street

On Tue, Oct 28, 2025 at 1:30 PM Phan, Ivy (DPH) <ivy.phan@sfdph.org> wrote:

> Hello Paul:
>
> Please find the updated Notice of Hearing attached. Please confirm if the date and time are suitable so that I can request Mandarin interpretation services.

Regards,
Ivy Phan
Code Enforcement Investigator
San Francisco Department of Public Health
Population Health Division
Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Tel: (415) 252-3986
Please note that my work schedule is Monday-Thursdays, off Fridays.

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From: Paul <pvh831@gmail.com>
Sent: Tuesday, October 14, 2025 2:44 PM
To: Callewaert, Jennifer (DPH) <jennifer.callewaert@sfdph.org>
Cc: Phan, Ivy (DPH) <ivy.phan@sfdph.org>; Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>; Lee, Danny (DPH) <danny.lee@sfdph.org>; Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>; Felipe, Albert (DPH) <albert.felipe@sfdph.org>
Subject: Re: URGENT: DPH vs. Jing Huang and Liyan Wang dba Richmond Serenity Spa, 3446 Balboa St. - Courtesy Notice of Ambiguous and Objectionable 08-27-25 (2nd) Amended NOD

Dear Jennifer and The Team:
Thanks for the update.
Confirming that the erstwhile 10-22-25 hearing date and the 10-15-25 document submission deadline are both vacated and that the DH Coordinator team will follow up and confirm with me with a new date and time for the Hearing.
The third Thursday of next month (11-20-25) tentatively looks good.
Best wishes,
Paul
Paul Horcher, Attorney for Jing Huang and Liyan Wang dba Richmond Serenity Spa, 3446 Balboa Street.

On Tue, Oct 14, 2025 at 2:02 PM Callewaert, Jennifer (DPH) < ennifer.callewaert@sfdph.org> wrote:

> Hi Mr. Horcher,
>
> After my review, it appears there was an auto-correct error when creating the second administrative penalty section in the Notice of Determination (NOD). It should have been labeled as (12), but was mistakenly auto-corrected to (4), following (3). Please see the updated NOD, which confirms that no substantive changes have been made—the penalty still references Section 29.17 (Lewd Act).
>
> That said, DPH will be able to reschedule your hearing, which must take place no later than November 26th. The DH Coordinator team will follow up with a new date and time. Hearings are

typically held on the third Thursday of each month, but the team will confirm the exact date and time with you.

Removing Patrick, as he's since retired.

Sincerely,

Jen Callewaert MS, REHS
Acting Director, Environmental Health Branch
Pronouns: She/Her/Hers

Population Health Division
San Francisco Department of Public Health
49 South Van Ness Avenue, Suite 600 | San Francisco, CA 94103
415-252-3971 (direct)
jennifer.callewaert@sfdph.org
SF.gov/ehb

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From: Paul <pvh831@gmail.com>
Sent: Tuesday, October 14, 2025 6:34 AM
To: Callewaert, Jennifer (DPH) <jennifer.callewaert@sfdph.org>
Cc: Fosdahl, Patrick (DPH) <Patrick.Fosdahl@sfdph.org>; Phan, Ivy (DPH) <ivy.phan@sfdph.org>; Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>; Lee, Danny (DPH) <danny.lee@sfdph.org>; Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>; Felipe, Albert (DPH) <albert.felipe@sfdph.org>
Subject: URGENT: DPH vs. Jing Huang and Liyan Wang dba Richmond Serenity Spa, 3446 Balboa St. - Courtesy Notice of Ambiguous and Objectionable 08-27-25 (2nd) Amended NOD

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

Dear Acting Director of Environmental Health Jennifer Callewaert and Interested Parties:
Good morning.
Attached please find the subject courtesy notice.
Sincerely,

Attorney for Jing Huang and Liyan Wang dba Richmond Serenity Spa
Paul V Horcher, Esq. "pvh831@gmail.com" (he/him/his)
601 Van Ness Ave., #928
San Francisco CA 94102-3257
Tel/Text (909) 861-5555, Fax (415) 301-4262, and WeChat: paulvhorcher

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PAUL V. HORCHER, ***Attorney at Law***
601 Van Ness Ave., #928, San Francisco CA 94102-3257
Tel: (909) 861-5555 Fax: (415) 301-4262 Email: "pvh831@gmail.com"

Exhibit M

October 14, 2025 via email

Jennifer Callewaert, Acting Director of Environmental Health
San Francisco Dept. of Public Health ("DPH")
49 S. Van Ness Ave, Suite 600
San Francisco CA 94103

Re: **Courtesy Notice of Ambiguous and Objectionable 08-27-25 (2nd) *Amended Notice of Determination* (*NOD*).**
DPH vs. *Jing Huang and Liyan Wang dba Richmond Serenity Spa*, 3446 Balboa St. #1, San Francisco CA 94121

Dear Acting Director Callewaert:

It has come to light that the subject notice appears to be materially and fatally at variance with both your original *NOD and 1st amended NOD* in that, in addition to the escalating unwarranted and draconian permit revocation and financial penalties, you are also ordering my clients to pay a $2,500.00 administrative penalty for occurrence of the alleged violation as proscribed by *San Francisco Health Code* (*"SFHC"*) ***"§29.45(a)(4),"*** (emphasis added) the *SFHC §* that your Order cited.

It is important to clarify that *SFHC §29.45(a)(4)* is irrelevant and **does not** authorize the imposition of an administrative fine.

The text of the section is as follows:

> *"(4)* ***Trafficking Charges or Convictions, as Defined by California Penal Code Section 236.1, for Anyone Working at Massage Establishment****.*
> *(A) Administrative fine:* ***None.*** (emphasis added).
> *(B) Permit penalty: Revocation; permittee ineligible for a subsequent Massage Establishment permit at any location.*
> *(C) Repeat violations: Same penalty as (a)(4)(B)*."

In 2021, an SFPD search warrant affidavit reprehensibly and falsely alleged human trafficking felonies at the Spa when it was located at 3443 Balboa St. Now, in 2025, my clients, Jing Huang and Liyan Wang, are deeply distressed that your (2nd) *Amended NOD Order* is now repeating the discredited 2021 SFPD falsehoods by categorizing them as felonious human traffickers—a serious accusation of a loathsome crime punished by serious state prison time, when, in fact, neither has been suspected, charged, or convicted of such a heinous crime.

This letter serves as a formal courtesy notification. If the (2nd) *Amended NOD* is not dropped entirely or further appropriately amended again and the hearing appropriately re-noticed and scheduled for a date next month or later, consistent with ¶¶ *5* and *7* of the DPH *Director's Hearing Procedures* and my clients' procedural due process rights, they will be compelled to pursue a motion to dismiss with prejudice the entire defective 08-27-25 (2nd) *Amended NOD*, *inter alia*.

Thank you for your anticipated cooperation.

Paul V. Horcher, Attorney for Jing Huang and Liyan Wang

cc: Clients, interested parties.

Exhibit N

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Jennifer Callewaert MS, REHS
Acting Director of Environmental Health

October 14, 2025

Liyan Wang & Jing Huang
3446 Balboa Street
San Francisco, CA 94121

RE: Amended Notice of Determination – Richmond Serenity Spa – 3446 Balboa St, San Francisco

Dear Liyan Wang & Jing Huang,

As the owner of Richmond Serenity Spa located at the 3446 Balboa Street in the City and County of San Francisco, Massage Health Permit #ME-120465 ("Establishment"), you are hereby notified that the Establishment is in violation of the following provision(s) of the San Francisco Health Code (SFHC), Article 29, which were observed and documented on a June 17, 2025 San Francisco Police Department (SFPD) Incident Report ("Incident Report") and outlined in the Notice of Violation Inspection Report dated July 16, 2025:

1. **Section 29.17(b) Lewd Conduct and Prostitution Prohibited.** Massage Practitioners shall not engage in lewd conduct or prostitution on business premises, including locations designated by the client through an Outcall Massage Service. Lewd conduct includes, but is not limited to: the performance of acts or simulated acts of sexual intercourse, masturbation, bestiality, copulation (oral, anal or vaginal), or flagellation; the actual or simulated caressing or fondling by one adult human being of the anus or genitals of another adult human being; the actual or simulated displaying of the pubic hair, anus, vagina, penis, vulva, buttocks, areola, or any other external genitalia of the human body.

2. **Section 29.31(f) Practitioner Conduct.** Massage Establishments shall be responsible for the conduct of all individuals providing Massage for Compensation on their business premises and shall ensure that such individuals do not wear improper attire or engage in lewd conduct as set forth in Section 29.17.

   Per the Incident Report, an unidentified employee of the Establishment, engaged in a lewd act while conducting a massage on an undercover SFPD Officer. Specifically, while the officer was laying nude on his back, exposing his genitals fully. The unidentified practitioner solicited sexual services, including masturbation of the genitals.

   On July 16, 2025, the San Francisco Department of Public Health-Environmental Health Branch (SFDPH) massage team conducted an inspection of the establishment, issuing a Notice of Violation to Liyan Wang & Jing Huang for the health code violations above.

   On July 23, 2025 a Notice of Determination (NOD) and a Director's Hearing Request Form were issued to the business owner. The notice provided details of the violations of the SFHC, Article 29 with corresponding enforcement action.

   On August 25, 2025 an amended NOD was issued to the business owner and counsel. The notice included a permit penalty pursuant to sec 29.45 (3)(b).

Based on the findings set forth above, the Director HEREBY ORDERS:

1. That you and your practitioners shall immediately discontinue engaging in lewd conduct at the Establishment.

2. That your Massage Establishment Health Permit #ME-120465 shall be revoked.

3. That business owners, Liyan Wang and Jing Huang, shall be ineligible for a Massage Business Permit for a period of five years from the date of permit revocation.

4. That you shall pay the administrative penalty of **$7,500** for the occurrence of the violation as follows: SEC. 29.45(a). VIOLATIONS AND ADMINITSRATIVE PENALTIES.

   (3) Solicitation of Lewd Conduct or Prostitution in Violation of Section 29.17; Solicitation Citations, Charges, or Convictions, as defined by California Penal Code, Section 647 (a) or (b) and/or San Francisco Police Code, Section 225, for Anyone Working at Massage Establishment.
   (A) Administrative fine: **$5,000** to be paid by Massage Establishment permittee

   (12) Anyone Engaged in Lewd Conduct or Performing Sex Acts as Defined in Section 29.17(b) on Massage Business Premises
   (A) Administrative fine: $2,500 to be paid by Massage Business permittee, and
   (B) Permit penalty: Revocation of Massage Practitioner permit and revocation of Massage Business permit

The Massage Practitioner, Massage Business, owner of real property, and/or any other Person deemed responsible for causing the violation(s) has exercised the right to request a hearing and submitted a Director's Hearing Request Form, received on August 6, 2025. On August 20 2025, case #MSG-25-03 was generated and a Notice of Hearing was issued in response to the request.

Pursuant to SFHC, Article 29 §29.33(a)(3) The Director may revoke or suspend any Massage Establishment, Sole Practitioner Massage Establishment, or Outcall Massage Service permit, after a hearing, if the Director finds the permittee or the permittee's agent, employee, or independent contractor has engaged in any conduct in connection with the operation of the business that violates the operating requirements set forth in this Article 29, any rules or regulations related to Massage Business operations, or any State or local laws relating to the practice of Massage or the operation of a Massage Business

If you have any question, please contact Environmental Health Inspector Ivy Phan at 415-252-3986 or ivy.phan@sfdph.org.

Sincerely,

Jennifer Callewaert, MS, REHS
Acting Director of Environmental Health

Cc:
Property Owners of 3446 Balboa Street: Jing Huang

Exhibit O

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

PROOF OF SERVICE

I, Jennifer Callewaert, declare as follows:

I am a citizen of the United States, over the age of eighteen years and not a party to the above-entitled action. I am employed at the San Francisco Department of Public Health, Environmental Health Branch, 49 South Van Ness Avenue, Suite 600, San Francisco, CA 94103.

On October 14, 2025 I served the following document(s):

- ☐ Notice of Violation
- ☐ Notice of Hearing
- ☐ Director's Hearing Order
- ☐ SFDPH Hearing Brief
- ☑ Other: Notice of Determination dated 10/14/2025

on the following persons at the locations specified:

Richmond Serenity Spa
(c/o Liyan Wang & Jing Huang)
3446 Balboa Street
San Francisco, CA 94121

to: richmondserenityspa@gmail.com, pvh831@gmail.com

in the manner indicated below:

☐ **HAND DELIVERY:** I handed the documents to the person whose name and signature are:

Recipient Name _____ Signature _____

☐ **BY U.S. POSTAL SERVICE**

☐ **BY POSTING:** I posted the document(s) in a conspicuous place on the building, structure or property

_____

☑ **BY ELECTRONIC MAIL:** Based on an agreement of the parties to accept electronic service, I caused the documents to be sent to the person(s) at the electronic service address(es) listed above. Such document(s) were transmitted *via* electronic mail in portable document format ("PDF") Adobe Acrobat from the electronic address: jennifer.callewaert@sfdph.org

I declare under penalty of perjury pursuant to the laws of the State of California that the foregoing is true and correct.

Executed October 14, 2025 at San Francisco, California.

Jennifer Callewaert
Jennifer Callewaert

Exhibit P

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

Notice of Hearing

For a translation of this Notice, please call the inspector's phone number listed below.
Para una traducción de este aviso, por favor llame al número de teléfono del inspector que aparece a continuación.
欲索取本通知的翻譯本，請打下列電話號碼給檢查員。
Para sa isang pagsasalin ng Abiso na ito, mangyaring tawagan ang numero ng telepono ng inspektor na nakalista sa ibaba.

Date: 10/28/2025

Address of Violation(s): 3446 Balboa Street San Francisco, CA 94121 **Permit #:** ME 120465

DBA: Richmond Serenity Spa

Property/Business Owner Name: Liyan Wang & Jing Huang **Email:** richmondserenityspa@gmail.com

Address: 3446 Balboa Street San Francisco, CA 94121

☐ **Food** ☐ **Housing** ☑ **Massage** ☐ **Tobacco** ☐ **Solid Waste** ☐ **Other:** _____

You are hereby ordered to appear at a hearing for failure to comply with the following code section(s):

SFHC Sec 29.17(b), 29.31(f)

The hearing will be held at 49 So. Van Ness Ave., Rm. 192/194, on the following date and time: 11/20/2025 @ 1PM

Failure to appear may result in one or more of the following: penalties, suspension or revocation of any Permit to Operate, SFDPH initiated refuse collection service, and/or a referral to the San Francisco City Attorney's Office for the above referenced site.

If you would like interpretation services at the Hearing, please inform the Inspector below at least 4 business days before the Hearing.
Si usted desea servicios de interpretación en la audiencia, por favor informe al inspector que aparece a continuación por lo menos 4 días hábiles antes de la audiencia.
如果您需要在聽證會上得到口譯/傳譯服務，請在聽證會之前至少4個工作日通知下列檢查員。
Kung gusto ninyo ng mga serbisyo ng interpretasyon sa Pagdinig, mangyaring ipagbigay-alam sa Inspektor na nakalista sa ibaba ng hindi bababa sa 4 araw ng negosyo bago ang Pagdinig.

Inspector/Investigator: Ivy Phan
Phone: (415) 252-3986 Email: ivy.phan@sfdph.org

Daniel Tsai
Director of Health

Exhibit P

City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

Daniel Lurie, Mayor
Daniel Tsai, Director of Health
Patrick Fosdahl, MS, REHS
Director of Environmental Health

PROOF OF SERVICE

I, Ivy Phan, declare as follows:

I am a citizen of the United States, over the age of eighteen years and not a party to the above-entitled action. I am employed at the San Francisco Department of Public Health, Environmental Health Branch, 49 South Van Ness Avenue, Suite 600, San Francisco, CA 94103.

On October 28, 2025 I served the following document(s):

- ☐ Notice of Violation
- ☑ Notice of Hearing
- ☐ Director's Hearing Order
- ☐ SFDPH Hearing Brief
- ☐ Other: _____

on the following persons at the locations specified:

Richmond Serenity Spa
c/o Liyan Wang & Jing Huang
3446 Balboa St
San Francisco, CA 94121

emailed to: pvh831@gmail.com & richmondserenityspa@gmail.com

in the manner indicated below:

☐ **HAND DELIVERY:** I handed the documents to the person whose name and signature are:

Recipient Name _____ Signature _____

☑ **BY U.S. POSTAL SERVICE**

☐ **BY POSTING:** I posted the document(s) in a conspicuous place on the building, structure or property

_____

☑ **BY ELECTRONIC MAIL:** Based on an agreement of the parties to accept electronic service, I caused the documents to be sent to the person(s) at the electronic service address(es) listed above. Such document(s) were transmitted *via* electronic mail in portable document format ("PDF") Adobe Acrobat from the electronic address: ivy.phan@sfdph.org

I declare under penalty of perjury pursuant to the laws of the State of California that the foregoing is true and correct.

Executed October 28, 2025 at San Francisco, California.

Ivy Phan

Ivy Phan

Exhibit Q

Outlook

MSG-25-03 DPH Briefings

From Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>
Date Thu 11/6/2025 5:58 PM
To Obana, Douglas (DPH) <douglas.obana@sfdph.org>; Santiago, Eurich (DPH) <eurich.santiago@sfdph.org>
Cc Callewaert, Jennifer (DPH) <jennifer.callewaert@sfdph.org>; HANISH, BESS (CAT) <Bess.Hanish@sfcityatty.org>; Phan, Ivy (DPH) <ivy.phan@sfdph.org>

2 attachments (271 KB)
Richmond_Official Information Privilege_Final.cleaned.pdf; Richmond_Vega Decl. ISO_Final.pdf;

Evening Doug and Eurich

Please see attached briefings for MSG-25-03.

Michelle Vega, REHS
Principal Environmental Health Inspector
Retail Tobacco, Massage, and Consumer Protection Program
Environmental Health Branch
Population Health Division
San Francisco Department of Public Health
49 South Van Ness, Suite 600
San Francisco, CA 94103
General: (415)252-3872
Direct: (415)252-3803
Email: Michelle.delacruz@sfdph.org
Web: www.sfdph.org/dph/eh

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Exhibit Q

DAVID CHIU, State Bar #189542
City Attorney
ANNE PEARSON, State Bar #201625
Chief Attorney, Health & Human Services
BESS IBTISAM HANISH State Bar # 325938
Deputy City Attorney
Fox Plaza
1390 Market Street, 5th Floor
San Francisco, California 94102-5408
Telephone: (415) 554-4229
Facsimile: (415) 554-4214
E-Mail: bess.hanish@sfcityatty.org

Attorneys
FOR THE CITY AND COUNTY OF SAN FRANCISCO

In the matter of: RICHMOND SERENITY SPA.	ASSERTION OF OFFICIAL INFORMATION PRIVILEGE

The City and County of San Francisco (the City) asserts the official information privilege under California Evidence Code § 1040(b)(2) to withhold the physical appearance and identity of the undercover agent whose investigation led to the initiation of this enforcement action against Richmond Serenity Spa owned by Li Yan Wang and Jing Huang.

"Official information" refers to information acquired in confidence by a public employee in the course of their duties, which has not been publicly disclosed prior to the assertion of privilege. Cal. Evid. Code § 1040(a). Here, the official information sought to be withheld is the physical appearance and identity of the undercover agent who investigated the practices at Richmond Serenity Spa. The agent's identity has remained confidential, and the City has taken deliberate measures to preserve that confidentiality. *See* Vera Decl.

Under California Evidence Code § 1040(b)(2), a public entity may refuse to disclose official information when "[d]isclosure of the information is against the public interest because there is a necessity for preserving the confidentiality of the information that outweighs the necessity for

Exhibit Q

disclosure in the interest of justice." The privilege applies where the public interest in confidentiality clearly outweighs the need for disclosure, even where the information is central to the proceeding. *See Ochoa v. Superior Ct.*, 199 Cal. App. 4th 1274, 1283 (2011).

Here, the public interest is best served by preserving the anonymity and physical appearance of the agent in question. The agent is the sole operative assigned to conduct undercover investigations into illicit activity at massage establishments within the City and County of San Francisco. The City's ability to enforce San Francisco Health Code Article 29 and its statutory scheme depends entirely on this agent's continued anonymity. Disclosure of the agent's physical appearance and identity would render the agent recognizable to the regulated community, compromising the integrity of ongoing and future investigations.

The need for disclosure is minimal here at best. The City does not intend to call the agent to testify live. Instead, the City intends to submit an incident report and declaration, which together provide a sufficient evidentiary basis for an administrative action. Petitioners retain the opportunity to challenge the substance and credibility of the agent's account through the administrative process.

Protecting the agent's physical identity does not in any way compromise Petitioners' due process interests. Because this is an administrative proceeding concerning only a property interest in a permit, the Confrontation Clause does not apply and therefore Petitioners have no right to confront witnesses in person. Nevertheless, the City is prepared to make the agent available for testimony under protective conditions, such as appearing with video disabled during remote testimony.[1] This would ensure that the petitioners have access to the substance of the allegations and a meaningful opportunity to challenge the evidence without compromising the agent's physical identity.

[1] A closed hearing would be an insufficient remedy under these circumstances. Counsel for the petitioners has historically represented other massage establishment(s) that have been investigation by the City for illicit conduct. Disclosure of the agent's identity, even in a closed setting, would likely be shared among these clients, effectively disseminating the agent's appearance across the regulated industry. This would nullify the City's enforcement capacity.

Exhibit Q

The City has met its burden in demonstrating the official information privilege applies. The public interest in the City's ability to enforce its regulatory scheme—which exists to ensure that massage parlors comply with environmental health standards, including prohibitions on sexual activity and trafficking—far outweighs any asserted need for disclosure. The petitioners' due process rights are fully protected through access to the agent's written statements and the opportunity to challenge the evidence under protective conditions. Accordingly, the City respectfully requests that the hearing officer sustain the City's assertion of the Official Information Privilege and preclude any disclosure or inquiry into the agent's physical identity or appearance.

Dated: November 6, 2025

DAVID CHIU
City Attorney
ANNE PEARSON
Chief Attorney, Health & Human Services
BESS IBTISAM HANISH
Deputy City Attorney

By: Bess Ibtisam Hanish
BESS IBTISAM HANISH
Attorneys
FOR THE CITY AND COUNTY OF SAN FRANCISCO

Exhibit Q

DAVID CHIU, State Bar #189542
City Attorney
ANNE PEARSON, State Bar #201625
Chief Attorney, Health & Human Services
BESS IBTISAM HANISH State Bar # 325938
Deputy City Attorney
Fox Plaza
1390 Market Street, 5th Floor
San Francisco, California 94102-5408
Telephone: (415) 554-4229
Facsimile: (415) 554-4214
E-Mail: bess.hanish@sfcityatty.org

Attorneys
FOR THE CITY AND COUNTY OF SAN FRANCISCO

In the matter of: RICHMOND SERENITY SPA.	DECLARATION OF MICHELLE VEGA IN SUPPORT OF THE CITY'S ASSERTION OF THE OFFICIAL INFORMATION PRIVILEGE

I, Michelle Vega, declare as follows:

1. I am employed by the Environmental Health Branch (EHB) of the San Francisco Department of Public Health and serve as Principal Environmental Health Inspector, Retail Tobacco, Massage, and Consumer Protection Program.

2. In my official capacity, I have access to records and information generated or collected by EHB in the course of its enforcement activities. The material at issue in this matter, specifically, information that would reveal the physical appearance and identity of an undercover agent, has been maintained as confidential at all times.

2. I have personally reviewed the material in question, including the agent's investigative notes, declaration, and any associated documentation that could reveal the agent's physical identity.

3. The undercover agent whose identity is at issue is the sole operative assigned to conduct covert investigations into illicit activity at massage establishments within the City and County of San Francisco pursuant to San Francisco Health Code Article 29. Disclosure of the agent's physical

Exhibit Q

appearance would render him recognizable to the regulated community, thereby compromising the integrity of ongoing and future investigations.

4. Even if disclosure were subject to a carefully crafted protective order, the risk of harm remains substantial. Once the agent's physical appearance is disclosed, it cannot be undone. Protective orders cannot fully eliminate the risk of inadvertent disclosure or misuse, nor can they restore the agent's anonymity once compromised. Because the same legal counsel has historically represented other massage establishments that have been under investigation, there is a significant risk that the agent's identity could be shared with those clients, intentionally or not, undermining the City's broader enforcement strategy.

5. Disclosure of the agent's identity would cause serious and lasting harm to the City's enforcement efforts. The agent's ability to operate covertly would be irreparably impaired, and the City's capacity to enforce San Francisco Health Code Article 29 would be significantly diminished.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration was executed on November 6, 2025, in San Francisco, California.

Michelle Vega

MICHELLE VEGA

Exhibit R

In the matter of:

RICHMOND SERENTY SPA.

DECLARATION OF SAN FRANCISCO POLICE SERGEANT ROBERT GLENN

Exhibit R

I, Robert Glenn, declare as follows:

1. I am a Sergeant in the San Francisco Police Department ("SFPD"). I have been a peace officer with the SFPD for more than 10 years. Prior to working at SFPD, I was an officer at the Ukiah Police Department for almost 1 year and worked as an officer at the University of California – San Francisco School of Law (formerly "UC – Hastings") safety department of almost 5 years. I have personal knowledge of the content of this declaration and if called to do so, would and could competently testify to the truth of the matter stated.

2. I have been assigned to SFPD's Special Victim's Unit for the last year. I worked in SFPDs Bayview, Ingleside, Central and Southern stations as a patrol officer prior to my current assignment.

3. As a Sergeant at SFPD's Special Victim's Unit, I investigate crimes pertaining to sexual assaults, domestic violence, child abuse, fraud among other crimes.

4. During the course of my career, I have interviewed thousands of victims, suspects, and witnesses. I have also testified at preliminary hearings and jury trials. My training includes the Basic P.O.S.T certification courses whiles attending the San Francisco Police Academy and on-going instruction throughout my career in Advanced Officer Training courses. I have successfully completed the following courses:

- 80 hour Robert Presley Institute of Criminal Investigation Basic Core Course
- 80 hour Police Officers Standards and Training ("POST") Supervisory Course
- 24 hours plain closes and undercover operations course
- 40 hour sexual assault investigations course

5. I am familiar with a business called the Richmond Serenity Spa ("Serenity Spa"). The Serenity Spa is a commercial business occupying the ground floor of the 3448 Balboa St. San Francisco, California. I have become familiar with the Serenity Spa based on investigations I have personally conducted at the business and conversations with other SFPD officers who have conducted their own investigations. I know the Serenity Spa to be an illegal brothel and a location where illegal

prostitution occurs. This is based on investigations I have personally conducted, conversations with other officers, and a review of incident reports.

6. Based my investigation, I believe the Serenity Spa is owned by Jin Huang and Wang Li.

7. On June 17, 2025, at approximately 4:00 p.m., I conducted an undercover operation at the Serenity Spa. The goal of this operation was to see if there was illegal prostitution taking place.

8. I entered the Serenity Spa while wearing a mobile body bug and in possession of $200 in marked City funds. I was greeted by an Asian female who escorted me to a back room. I did not see any other people as I walked to the room, but was able to hear voices from other rooms. The voices sounded as they were both male and female.

9. The room looked like a typical massage room, with a chair and massage table. There was another table in the corner that had massage oils and a roll of toilet paper on top.

10. Once inside the room, the woman asked me "how long." I told her I wanted a half hour massage. The female said it would cost $50. I gave the woman a $100 bill. The woman told me she would give me change.

11. The woman then pointed to the massage table. I asked whether I should take off my clothes. The woman said, "take off," pointed to a nearby chair and exited the room. I undressed, got under a blanket covering the massage table and laid face down.

12. The woman returned to the room and put $50 on the table. The woman then removed the blanket covering me. She then began rubbing my shoulders and legs. She then began rubbing my buttocks and then attempted to rub my perineum area, which I prevented by clenching my buttocks.

13. The woman then asked me to turn over, which I did. She then began rubbing my chest and stomach. Eventually, she grabbed my penis and asked "you want" while making an up and down motion with her other fist. I interpreted this gesture as an offer for manual stimulation.

14. I asked her how much. She said, "you tell me" and I offered $60. The woman agreed and went to the corner table to get oil. She then grabbed my penis and began manually stimulating me with both hands.

Exhibit R

15. I determined there was sufficient evidence to establish probable cause of a violation of California Penal Code sections 647(b) [solicitation of prostitution]. I then told the woman that I had to leave. The woman told me to lay back down so that he could "finish." I again told her that I had to go, gave the woman $50 and left.

16. Based on my training, experience and the investigation I have personally conducted, I believe the Serenity Spa is a house of prostitution pursuant to Penal Code section 315.

17. I am the sole operative assigned to conduct covert investigations into illicit activity at massage establishments within the City and County of San Francisco. Disclosure of my physical appearance would render me recognizable to the regulated community, thereby compromising the integrity of ongoing and future investigations.

18. Even if disclosure were subject to a carefully crafted protective order, the risk of harm remains substantial. Once my physical appearance is disclosed, it cannot be undone. Protective orders cannot fully eliminate the risk of inadvertent disclosure or misuse, nor can they restore the agent's anonymity once compromised. Because the same legal counsel represents multiple establishments currently under investigation, disclosure of the agent's identity in this proceeding would likely be shared—intentionally or not—with other clients, thereby undermining the City's broader enforcement strategy and enabling regulated entities to evade detection.

19. Disclosure my physical appearance identity would cause serious and lasting harm to the City's enforcement efforts. The agent's ability to operate covertly would be irreparably impaired, and the City's capacity to enforce San Francisco Health Code Article 29 would be significantly diminished.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true. Executed this 7th day of November, 2025 at San Francisco, California.

Robert Glenn

ROBERT GLENN

Exhibit R

EXHIBIT 2

From:	Vega, Michelle (DPH)
To:	Paul
Cc:	Phan, Ivy (DPH); Callewaert, Jennifer (DPH); Felipe, Albert (DPH); Lee, Danny (DPH)
Subject:	Re: 3446 Balboa Street - Case #MSG 25-03
Date:	Tuesday, September 2, 2025 10:15:21 AM
Attachments:	image.png

Sounds good. We will be issuing the Notice of Hearing shortly.

Michelle Vega, REHS
Principal Environmental Health Inspector
Retail Tobacco, Massage, and Consumer Protection Program
Environmental Health Branch
Population Health Division
San Francisco Department of Public Health
49 South Van Ness, Suite 600
San Francisco, CA 94103
General: (415)252-3872
Direct: (415)252-3803
Email: Michelle.delacruz@sfdph.org
Web: www.sfdph.org/dph/eh

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From: Paul <pvh831@gmail.com>
Sent: Tuesday, September 2, 2025 9:59 AM
To: Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>
Cc: Phan, Ivy (DPH) <ivy.phan@sfdph.org>; Callewaert, Jennifer (DPH) <jennifer.callewaert@sfdph.org>; Felipe, Albert (DPH) <albert.felipe@sfdph.org>; Lee, Danny (DPH) <danny.lee@sfdph.org>
Subject: Re: 3446 Balboa Street - Case #MSG 25-03

Dear Michelle:
I intend to appropriately take this up with the Hearing Officer.
Paul

On Tue, Sep 2, 2025 at 9:51 AM Vega, Michelle (DPH) <michelle.delacruz@sfdph.org> wrote:

> Morning Mr. Horcher,
>
> The basis is simple. DPH discovered we have the authority to pursue revocation for the violation of SFHC 29.179(b) therefore the NOD was amended and issued accordingly. There are no new findings on this case.

Michelle Vega, REHS
Principal Environmental Health Inspector
Retail Tobacco, Massage, and Consumer Protection Program
Environmental Health Branch
Population Health Division
San Francisco Department of Public Health
49 South Van Ness, Suite 600
San Francisco, CA 94103
General: (415)252-3872
Direct: (415)252-3803
Email: Michelle.delacruz@sfdph.org
Web: www.sfdph.org/dph/eh

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From: Paul <pvh831@gmail.com>
Sent: Tuesday, September 2, 2025 9:22 AM
To: Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Cc: Callewaert, Jennifer (DPH) <jennifer.callewaert@sfdph.org>; Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>; Felipe, Albert (DPH) <albert.felipe@sfdph.org>; Lee, Danny (DPH) <danny.lee@sfdph.org>
Subject: Re: 3446 Balboa Street - Case #MSG 25-03

Dear Ivy:
Your reply was non-responsive.
I'll repeat my question.
The sudden penalty enhancement to revocation appears contrary to the facts and Code unless there has been a repeat violation triggering the permit revocation demand or the Director has suddenly found that such a higher penalty is necessary or appropriate to protect and promote the health and well-being of a Massage Business' employees, customers, and/or neighbors. **What is the basis of this finding, if any?**
Thank you,
Paul Horcher, Counsel for Li Yan Wang and Jing Huang, Richmond Serenity Spa

On Tue, Sep 2, 2025 at 9:12 AM Phan, Ivy (DPH) <ivy.phan@sfdph.org> wrote:

> Good Morning Paul,
>
> Under SFHC Section 29.45(12)(B), the permit penalty for anyone engaged in lewd conduct or performing sex acts as defined in Section 29.17(b) is revocation of the Massage Business permit.

Unlike other subsections in this code, the Director's discretion to impose enhanced penalties does not apply to this specific subsection. The revocation is not contingent on a repeat violation.

Regards,
Ivy Phan
Code Enforcement Investigator
San Francisco Department of Public Health
Population Health Division
Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Tel: (415) 252-3986
Please note that my work schedule is Monday-Thursdays, off Fridays.

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From: Paul <pvh831@gmail.com>
Sent: Wednesday, August 27, 2025 11:54 AM
To: Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Cc: Callewaert, Jennifer (DPH) <jennifer.callewaert@sfdph.org>
Subject: Re: 3446 Balboa Street - Case #MSG 25-03

Dear Ivy:
The sudden penalty enhancement to revocation appears contrary to the facts and Code unless there has been a repeat violation triggering the permit revocation demand or the Director has suddenly found that such a higher penalty is necessary or appropriate to protect and promote the health and well-being of a Massage Business' employees, customers, and/or neighbors. What is the basis of this finding?
Please respond.
Thank you,
Paul

On Wed, Aug 27, 2025 at 10:05 AM Phan, Ivy (DPH) <ivy.phan@sfdph.org> wrote:

> Good Morning:

Please find the second amended Notice of Determination attached to this email. A hard copy will also be mailed out to the business and property owner(s). Once again, a Request for Hearing Form will not be sent out as we've already received the written request for hearing on 8/6/2025.

DPH acknowledges and grants your request for a continuance - we will be rescheduling this case to October 2025. The Notice of Hearing will be sent out at a later date.

Regards,
Ivy Phan
Code Enforcement Investigator
San Francisco Department of Public Health
Population Health Division
Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Tel: (415) 252-3986
Please note that my work schedule is Monday-Thursdays, off Fridays.

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From: Paul <pvh831@gmail.com>
Sent: Monday, August 25, 2025 4:19 PM
To: Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Cc: Callewaert, Jennifer (DPH) <jennifer.callewaert@sfdph.org>
Subject: Re: 3446 Balboa Street - Case #MSG 25-03

Dear Ivy:
With the new additional penalty demand of **60 days suspension** in addition to the $7,500.00 in fines, the Amended NOD we just received is a material change and we will need additional time to prepare our defense; therefore I need to withdraw my availability for the September 18, 2025 Hearing date and request that the Hearing be accordingly scheduled for October 2025 at the earliest.
Thanks,
Paul
Atty for Liyan Wang and Jing Wang, 3446 Balboa St.

On Mon, Aug 25, 2025 at 9:14 AM Phan, Ivy (DPH) <ivy.phan@sfdph.org> wrote:

> Thank you. The request for Mandarin interpretation has been made; we're still working on securing an interpreter at this time.
>
> Regards,
> Ivy Phan
> Code Enforcement Investigator
> San Francisco Department of Public Health
> Population Health Division
> Environmental Health Branch
> 49 South Van Ness Avenue, Suite 600
> San Francisco, CA 94103
> Tel: (415) 252-3986
> Please note that my work schedule is Monday-Thursdays, off Fridays.
>
> **CONFIDENTIALITY NOTICE**
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>
> ---
>
> **From:** Paul <pvh831@gmail.com>
> **Sent:** Monday, August 25, 2025 9:10 AM
> **To:** Phan, Ivy (DPH) <ivy.phan@sfdph.org>
> **Subject:** Re: 3446 Balboa Street - Case #MSG 25-03
>
> This message is from outside the City email system. Do not open links or attachments from untrusted sources.
>
> Good morning, Ivy.
> I intend to be there.
> Please confirm Mandarin interpretation.
> Thanks!
> Paul
>
> On Mon, Aug 25, 2025 at 9:06 AM Phan, Ivy (DPH) <ivy.phan@sfdph.org> wrote:
>
> > Hello:
> >
> > Please confirm availability for the scheduled hearing date.
> >
> > Regards,

Ivy Phan
Code Enforcement Investigator
San Francisco Department of Public Health
Population Health Division
Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Tel: (415) 252-3986
Please note that my work schedule is Monday-Thursdays, off Fridays.

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From: Phan, Ivy (DPH) <ivy.phan@sfdph.org>
Sent: Wednesday, August 20, 2025 10:10 AM
To: Serenity Spa <richmondserenityspa@gmail.com>
Cc: Paul <pvh831@gmail.com>; Vega, Michelle (DPH) <michelle.delacruz@sfdph.org>; Lee, Danny (DPH) <danny.lee@sfdph.org>; Felipe, Albert (DPH) <albert.felipe@sfdph.org>
Subject: 3446 Balboa Street - Case #MSG 25-03

Good Morning,

Please find the Notice of Hearing for your upcoming Director's Hearing case attached. A hard copy will also be mailed out to the establishment.

Regards,
Ivy Phan
Code Enforcement Investigator
San Francisco Department of Public Health
Population Health Division
Environmental Health Branch
49 South Van Ness Avenue, Suite 600
San Francisco, CA 94103
Tel: (415) 252-3986
Please note that my work schedule is Monday-Thursdays, off Fridays.

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any other attachments is prohibited. If you received this communication in error, please notify the sender immediately and permanently delete or otherwise destroy the information.

PUBLIC COMMENT

From: Claire F
To: BoardofAppeals (PAB)
Subject: Appeal No. 25-059, 3446 Balboa Street
Date: Sunday, February 22, 2026 5:00:23 PM

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

Hello,

I am writing to support the revocation of the massage permit 120465 for 3446 Balboa Street. I am fully against their efforts to appeal this massage permit. I want them shut down and gone.

I have lived in the Outer Richmond since 2008, and lived next door to (and now across the street from) Richmond Serenity Spa since 2019.

In that time, I have observed the following:

-Don't be fooled by the online reviews - only men, and the women who work there, go in and out of the establishment;
-Their customers (men) frequently block our driveway, and they make no efforts to warn their customers against doing so. When we have asked their customers to move, the customers are often belligerent and one escalated with us calling the police as a customer became violent;
-When I researched the place, I found they were listed on Rubmaps, a listing for erotic massage parlors. A screenshot from today shows reviews dated 2024. I have also included a screenshot of a listing of theirs on HarlotHub (URL 5escorts), which I found today, and here's a link to another listing of erotic massage parlors (https://www.findtheseven.com/listings/2325);
-Their business website "Meet the Team" is clearly bogus (see screenshot, taken today);
-Nearby business owners and neighbors talk all the time about how Richmond Serenity Spa is under investigation by federal authorities for human trafficking. I was home when it was raided by the police in its old location (3443 Balboa). I thought something was finally happening to them, and I was upset and disappointed that they were able to move their operation across the street. It is the same operation, and it is wild to know this has been happening for years and years, and with children living in surrounding buildings (and an elementary school around the corner).
-They are still open today - right now - with what is apparently a suspended massage license. What gives?

While I support women making a living however they need to (as long as it doesn't hurt anyone, and involves consenting adults), to have an establishment potentially engaged in human trafficking is unacceptable. I am guessing their appeal is based on an argument that the location listed on the various erotic massage sites is closed and was owned by someone else, but people in the neighborhood know it's the same owners and same people who are operating at 3446 Balboa Street. The font on their awning is the same, for goodness sake. Why would new owners want to associate with an entity that has a poor reputation? Do the right thing and shut it down, please.

Claire Fedewa

4:23 47%
5escorts.com/newsite/san-f
2

Richmond Serenity Spa - (25)

102

Whatsapp Message Phone





4:18 49%

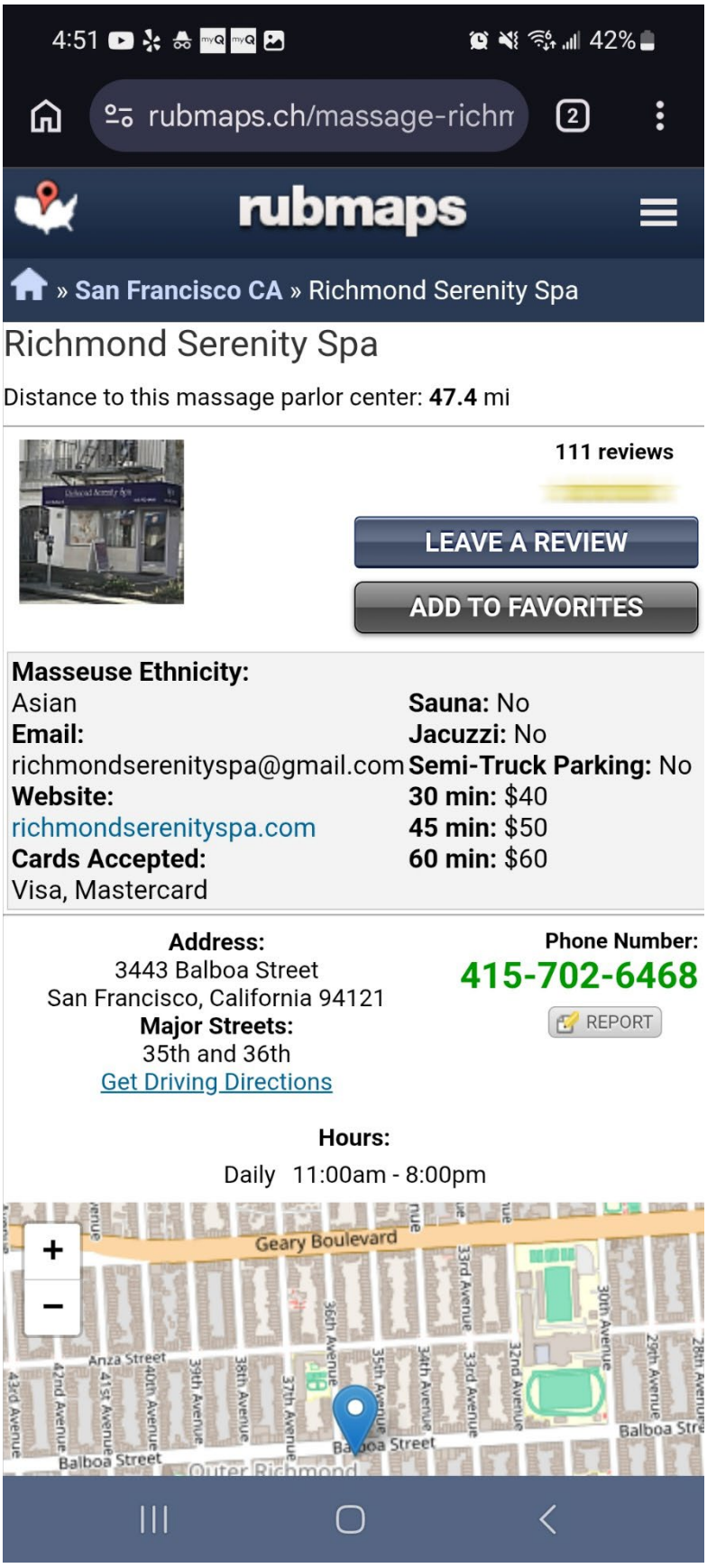
Meet Our Team

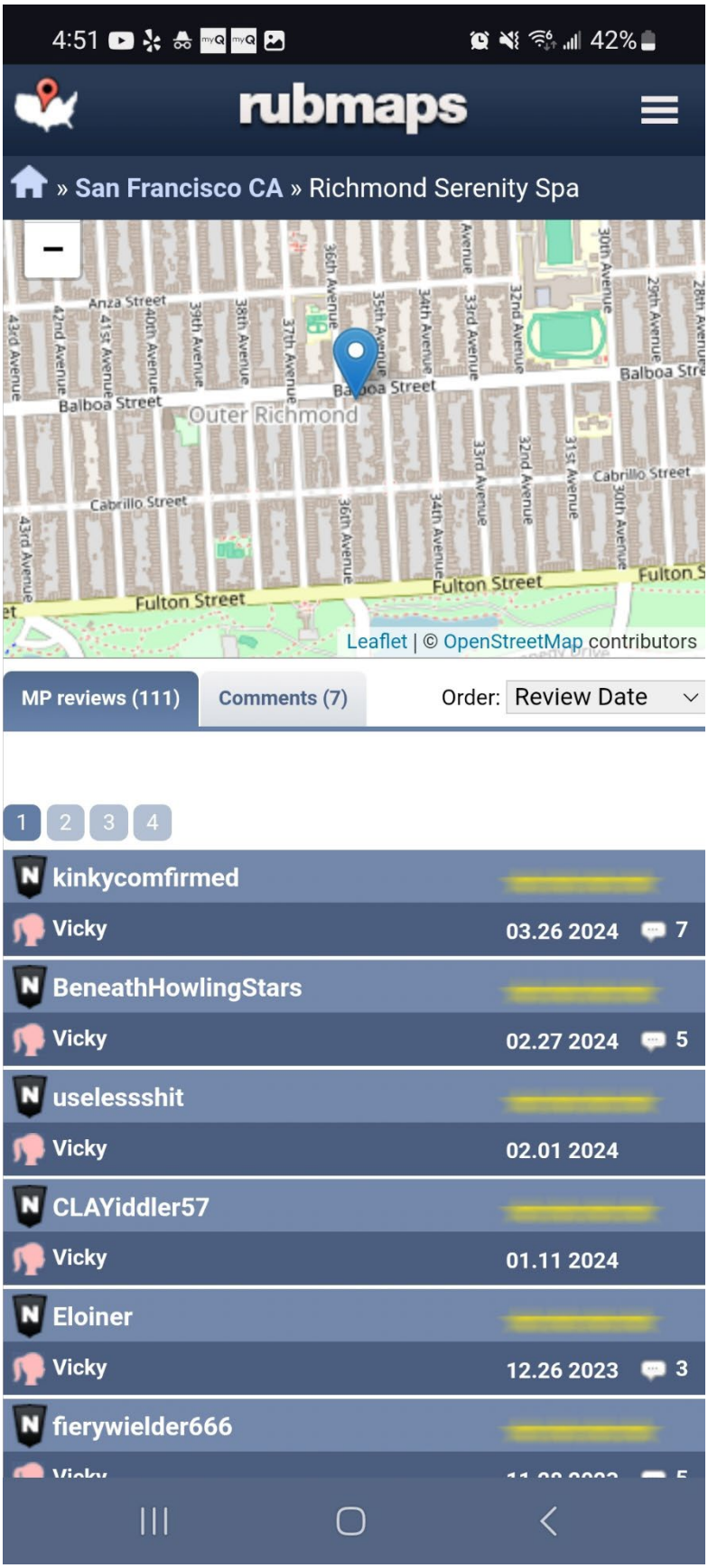


Anna Herman

MARKETING DIRECTOR

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sed diam nonummy nibh


4:51
42%
rubmaps.ch/massage-richm
rubmaps
» San Francisco CA » Richmond Serenity Spa
Richmond Serenity Spa
Distance to this massage parlor center: 47.4 mi
111 reviews
LEAVE A REVIEW
ADD TO FAVORITES
Masseuse Ethnicity:
Asian
Email:
richmondserenityspa@gmail.com
Website:
richmondserenityspa.com
Cards Accepted:
Visa, Mastercard
Sauna: No
Jacuzzi: No
Semi-Truck Parking: No
30 min: $40
45 min: $50
60 min: $60
Address:
3443 Balboa Street
San Francisco, California 94121
Major Streets:
35th and 36th
Get Driving Directions
Phone Number:
415-702-6468
REPORT
Hours:
Daily 11:00am - 8:00pm
Geary Boulevard
Anza Street
Balboa Street
Outer Richmond


4:51
42%
rubmaps
» San Francisco CA » Richmond Serenity Spa
Anza Street
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Leaflet | © OpenStreetMap contributors
MP reviews (111)
Comments (7)
Order: Review Date
1 2 3 4
kinkycomfirmed
Vicky 03.26 2024 7
BeneathHowlingStars
Vicky 02.27 2024 5
uselessshit
Vicky 02.01 2024
CLAYiddler57
Vicky 01.11 2024
Eloiner
Vicky 12.26 2023 3
fierywielder666

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH
DIRECTOR HEARING
PUBLIC COMMENT FORM
To p
rovide testimony or comment at the Director's Hearing, please print your name, your business or organization name, and specify the address that you wish to speak about.
NA
ME:
(Optional*) (Please print)
OR
GANIZATION:
(If applicable)
CASE
ADDRESS:
(Please include the address of the case that you wish to speak about)
*Spe
akers have the right to remain anonymous.
Ple
ase return this form to any Director Hearing Administrator(s).
COMMENT:
3446 Balboa St.
We are writing as concerned neighbors to express ongoing unease regarding activity at Richmond Serenity Spa.

Over the past couple of years, members of the community have observed men frequently entering and exiting the premises. It has also been observed that individuals sometimes come and go after typical business hours. This pattern of activity has been concerning to nearby residents and business owners.

There has also been at least one incident involving a parking dispute that escalated into aggressive and unsafe behavior involving a male customer and his vehicle, which was alarming to those nearby.

This situation is particularly concerning given the family-oriented nature of our neighborhood. Many families with young children live nearby, and activity that appears irregular or disruptive contributes to a sense of discomfort within our community.

Our primary concern is the safety and well-being of neighborhood residents. We respectfully request that the appropriate authorities review our concerns and react accordingly.

We appreciate your attention to this matter and hope appropriate steps will be taken to help create a safe and peaceful environment for the residents in our community.

- Outer Richmond Resident and Business Owner

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH
DIRECTOR HEARING
PUBLIC COMMENT FORM
To p
rovide testimony or comment at the Director's Hearing, please print your name, your business or organization name, and specify the address that you wish to speak about.
NA
ME:
(Optional*) (Please print)
OR
GANIZATION:
(If applicable)
CASE
ADDRESS:
(Please include the address of the case that you wish to speak about)
*Spe
akers have the right to remain anonymous.
Ple
ase return this form to any Director Hearing Administrator(s).
COMMENT:
N/A
Appeal no. 25-059 at 3446 Balboa Street
Dear Judge, We are a business owner located near Richmond Serenity Spa and have been aware of ongoing illicit activity at this establishment for several years. This situation is a serious concern for our community, and we respectfully request that you take appropriate action, revoking their ability to operate. Our community deserves to feel safe and protected.

Thank you for your time and consideration.

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH
DIRECTOR HEARING
PUBLIC COMMENT FORM
T
o provide testimony or comment at the Director's Hearing, please print your name, your business or organization name, and specify the address that you wish to speak about.
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(If applicable)
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ASE ADDRESS:
(Please include the address of the case that you wish to speak about)
*S
peakers have the right to remain anonymous.
P
lease return this form to any Director Hearing Administrator(s).
COMMENT:
Anonymous
3446 Balboa Street (Richmond Serenity Spa)
As a neighboring business, we received the letter announcing the hearing for appeal no. 25-059 at 3446 Balboa Street, and were surprised that a license revocation has taken this long. The activity at this spa is blatant and widely known throughout the community - it is a nuisance.

Please do the right thing for our neighborhood and revoke the massage establishment permit for Richmond Serenity Spa. Enough is enough.

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH
DIRECTOR HEARING
PUBLIC COMMENT FORM
To provide testimony or comment at the Director's Hearing, please print your name, your business or organization name, and specify the address that you wish to speak about.
Name: Anonymous
(Optional*)
Organization: Anonymous
(If applicable)
Case Address: Richmond Serenity Spa located at 3446 Balboa Street

*Speakers have the right to remain anonymous.
Please return this form to any Director Hearing Administrator(s).
COMMENT:
We are a group of concerned neighbors writing to express our strong opposition to the continued operation of Richmond Serenity Spa at 3446 Balboa Street. This is a family-oriented block with Lafayette Elementary School, Little Sprouts Academy, the YMCA, and multiple youth programs all within steps of the business. The street also regularly hosts festivals and community events, drawing families and children to the area. It is unsuitable and unsafe for an illegal business of this nature to operate in the middle of a residential and community-centered neighborhood.
For years, residents have observed the spa operate as a revolving door for men, seven days a week. Streams of men come and go - never women, aside from the female workers. This illegal activity is neither hidden nor subtle; it is impossible for neighbors to ignore. Multiple community members have raised concerns to the Special Victims Unit, the Police Department, and the Department of Public Health over the years, given how blatant the operations are. Despite these complaints, the establishment has continued to take advantage of the system while disregarding the repeated concerns of those who live here. All businesses and individuals are expected to abide by the laws of San Francisco, and the City of San Francisco and its Judges have a responsibility to protect residents from those who blatantly disregard these laws for personal gain.
This operation is wholly unsuitable for the community. It has created disruption and instability for years, and it has no place in a neighborhood built around schools, families, and community programs.

The presence of an illegal business in this location undermines the sense of safety and cohesion that residents rely on. Living near such activity is destabilizing and unsafe for families who simply want to feel secure in their homes and neighborhood. Businesses engaged in this type of unlawful activity also pose a broader risk to the community around them. We strongly urge the City to take immediate and decisive action to close this establishment once and for all.
Respectfully submitted,
Concerned Neighbors of Balboa Street