

San Francisco Transit Effectiveness Project

Summary of Spring 2008 Public Comments on Draft Proposals

Introduction

The Transit Effectiveness Project (TEP) is a joint effort by the San Francisco Municipal Transportation Agency (SFMTA) and the Controller's Office to evaluate and recommend ways to transform Muni so people can get where they want to go quickly, reliably, and safely. To help inform this process, the project team has been gathering and considering input from the public through multiple means, including monthly Citizen Advisory Committee meetings, community group briefings, public meetings and workshops, neighborhood presentations, print and online surveys, and by e-mail and phone. In addition, a statistically representative phone and mail survey was conducted in late 2006 to determine attitudes about transportation choices among people living in the City.



"Reliability and predictability is extremely important in any public transportation system. For some lines, this means increasing the number of trains, which is mentioned in the proposal. Therefore, if these proposals are implemented, I know that current commuters and those who may have found other ways of commuting due to the unreliability of the Muni system will begin to ride the Muni more often."

-- Participant at May 3rd public workshop, Jean Parker Elementary School in Chinatown.

An initial round of community meetings was held in December 2006 to introduce the project and gather general input on desired transit improvements. A second series of four workshops was held in October 2007 to gather more structured feedback on preliminary data findings. A final round of 11 public meetings was held

in April and May 2008 to solicit comments on the draft proposals for system-wide and route-level service improvements. Thousands of comments have been provided and the TEP team is considering public input along with other data as it refines its draft proposals.

Notification

The final round of public meetings to present and get input on draft recommendations was held on April 19, 24, 26, 28, 30, and May 3, 5, 10, 12, 14, and 17 in geographically distributed locations throughout the City. Meetings were noticed broadly in English, Chinese and Spanish through a variety of means:

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- Direct mail to a list of approximately 3,000 contacts and multiple e-notices to an e-mail list of over 1,800, including an extensive list of neighborhood and interest groups;
- Direct calls to more than 80 community groups before each meeting;
- Direct calls inviting specific groups to disseminate TEP meeting information through their email lists and newsletters, including such groups as SPUR, Livable Cities, and the San Francisco Bicycle Coalition;
- Advertisements and take-one brochures on Muni vehicles and 25 bus shelters;
- Feature articles on Supervisors' email newsletters and the Mayor's Office of Neighborhood Services newsletters;
- Half-page ads in 22 local and neighborhood publications including: Examiner (print and online), El Mensajero, Sing Tao, World Journal, Castro Courier, Central City Extra, El Tecolote, Haight-Ashbury Beat, Marina Times, Mission Dispatch, New Bernal Journal, New Fillmore, Noe Valley Voice, North Beach Aquarium, Potrero View, Richmond Review, San Francisco Bay View, San Francisco Downtown, Sunset Beacon, Western Edition, West of Twin Peaks Observer, and West Portal Monthly;
- Advertisements in eight neighborhood newspapers: Asian Week, Bay Area Reporter, China Press, El Reportero, San Francisco Bay Times, San Francisco Bayview, Sing Tao and World Journal;
- Press releases to and contact with local media;
- Notice of the meetings on the NextBus.com website and digital displays at bus shelters around the City;
- Flying at over 140 coffee shops and laundromats throughout the City; and
- Online announcements on the project website, www.sftetp.com, as well as on other government and transit related websites, including www.sfgov.org and www.sfmta.com



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Public Meeting Format and Content

The April and May 2008 public meetings included an open house for participants to view exhibits and talk informally to TEP team members and SFMTA staff; an overview presentation on the proposed changes; a group question and answer session; small group breakout sessions; a summary of the feedback from the small groups; and a Muni Fast Pass raffle. A copy of the overview presentation is posted on the project website, www.sftep.com under Available Documents. In addition, the live SFGTV webcast of the final meeting on May 17th is now archived at http://sanfrancisco.granicus.com/MediaPlayer.php?publish_id=319.



The presentation covered a general overview of the project and its findings and information on proposed route changes that would affect the neighborhood where each meeting was located. Breakout sessions facilitated by SFMTA staff helped to increase audience participation and focused on specific proposed changes. At the two meetings with the highest number of Chinese speakers (April 26 and May 5) participants opted to continue the large group question and answer period instead of breaking into small groups.

During the open house, participants were invited to share their thoughts on a comment wall or on comment cards, and to voice their questions and concerns directly with staff members who noted feedback on post-it notes attached to large display boards. Altogether more than 1,000 comments were provided with over 854 from written comment cards. Of these about 70 were in Chinese and 25 in Spanish. The TEP team is consistently tracking every public comment received, and will be considering all feedback collectively before revisiting any of the route proposals. The SFMTA expects to bring a revised set of proposals to its Board for consideration in late summer.



Attendance

Close to 1,200 people attended the Spring 2008 meetings. Participants represented a variety of interests, including residents from numerous neighborhoods, a wide range of

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community and special interest organizations, and transit riders in general. Below is a list of some of the community and interest groups represented. Several attended multiple meetings, including representatives from the TEP Citizen Advisory Committee.

Spring 2008 Public Meeting Attendance - Overview

Date	Neighborhood	Location	Sign-ins
4/19/2008	West Portal/Merced/Ingleside	West Portal Elementary School	88
4/24/2008	Laurel Heights/Richmond	Jewish Community Center	144
4/26/2008	Outer Sunset/Parkside	Dianne Feinstein Elementary School	288
4/28/2008	Bayview	Southeast Community Facility	19
4/30/2008	Mission	City College of San Francisco, Mission	156
5/3/2008	Chinatown/North Beach	Jean Parker Elementary School	103
5/5/2008	Visitacion Valley	Visitacion Valley Elementary School	58
5/10/2008	Castro/Noe Valley	Harvey Milk Civil Rights Academy	194
5/12/2008	Western Addition/Japantown/Panhandle	West Bay Conference Center	42
5/14/2008	South of Market / Civic Center / Tenderloin	Bessie Carmichael Elementary School	48
5/17/2008	Mission/Excelsior/Glen Park	Mission YMCA	58

Spring 2008 Public Meeting Attendance – Community and Interest Groups

Date	Organizations
4/19/2008 West Portal Elementary School	Lakewood Apartments, Merced Extension Triangle Neighborhood Association (METNA), Midtown Terrace Home Owners, Greater West Portal Neighborhood Association (GWPNA), Merced Extension Triangle, City College of San Francisco (CCSF), Forest Knolls Neighborhood Organization, Golden Gate Heights, Richmond District Neighborhood Center
4/24/2008 Jewish Community Center	Cow Hollow, Sterne School, Town School for Boys, Presidio Heights Association of Neighbors, Richmond District YMCA, Presidio Trust, SFNE, San Francisco Transportation Authority Citizen's Advisory Committee, Pacific Heights Neighborhood Association (PHRA), SF Coop, Golden Gate Transit, Golden Gate National Recreation Area, Golden Gate National Parks Conservancy, San Francisco Board of Education
4/26/2008 Dianne Feinstein Elementary School	SPEAK, Lincoln High School, TRIP, , METNA, Western Neighborhoods Project (WNP), Actel, Saint Francis Wood Homes Association, American Postal Workers Union (APWU)
4/28/2008 Southeast Facilities Center	Literacy for Environmental Justice (LEJ), CC Puede, Dog Patch, SMC, Network for Elders, Veritable Vegetables, Inc.

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4/30/2008 City College of San Francisco, Mission	HOA, CC Puede, Bernal Heights Neighborhood Center (BHNC), George Moscone Elementary School, Northeast Mission Residents (NEMRA), CCSF, Association of Community Organizations for Reform Now (ACORN), Daniel Webster School, Sunnyside, SJG/ SOS
5/3/2008 Jean Parker Elementary School	Chinatown Trip, Telegraph Hill Dwellers, Full T Wong, Chinatown Community Development Center, D3DC, SF Tomorrow, Ping Yuen Residential Improvement Association, P.U.Y
5/5/2008 Visitacion Valley Elementary School	SFPC, Visitacion Valley Business Opportunities and Outreach Merchants, Visitacion Valley Asian Alliance, City College of San Francisco, VVHP, Visitacion Valley Parent's Association, CWTP, CAC, Visitacion Valley Greenway Project, San Francisco Organizing Project
5/10/2008 Harvey Milk Civil Rights Academy	Castro Area Planning and Action, Hartford Street Resident Association, Noe Valley Association, TPA, EVPA, Lower 24th Street Merchant and Neighborhood Association, Twin Peaks Improvement Association, Sustainable Pacific Rim Cities, Duncan Newbury Neighborhood Association
5/12/2008 West Bay Conference Center	Haight Ashbury Improvement Association, SFCTA, Bicycle Advisory Committee, San Francisco State University, STU, FTCA
5/14/2008 Bessie Carmichael Elementary School	Western SOMA Task Force, WSCPTF, Tenderloin Housing Clinic, Urban Ecology, Rincon Hill Neighborhood Association, Freedom Socialist Party
5/17/2008 Mission YMCA	Upper Noe Neighbors, Sunnyside, Youth Commission, Excelsior District Improvement Association, Better Streets Plan CAC, Sustainable Pacific Rim Cities, Excelsior District Action Group, Planning for Elders, Saint Mary's Urban Youth Forum, Mission YMCA

Several members of the Board of Supervisors attended the meetings, as did Board members and management from the SFMTA and other City agencies. Supervisor Sean Elsbernd gave remarks at West Portal Elementary; Supervisor Carmen Chu spoke to those who attended the meeting at Dianne Feinstein Elementary School; Supervisor Tom Ammiano spoke before meeting participants at the City College Mission Campus; Supervisor Bevan Duffy spoke at Harvey Milk Civil Rights Academy, Supervisor Gerardo Sandoval attended three public meetings including the last meeting at Mission YMCA. Legislative Aide Catherine Stefani, represented Supervisor Alioto-Pier at the meeting at the Jewish Community Center.

Summary of Comments

A full set of comments will be made available.

