

APPENDIX D:

ROUND 1 OUTREACH SUMMARY REPORT

DESCRIPTION

This appendix contains a summary of the first community meeting for the project, which was held at City College of San Francisco's Phelan campus on September 30, 2013. It includes a summary of outreach activities and public comments received during the meeting.



Balboa Park Circulation Study

Round 1 Outreach Summary Report

September 2013

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This document is a summary of public outreach conducted for the September 30, 2013 community meeting. The report includes a summary of outreach activities and public comments received during the first community meeting for the project.



I. Background

The Balboa Park BART/Muni Station is one of the busiest intermodal transit facilities in the region. As the major hub for the southern part of San Francisco, the station serves more than 24,000 passengers daily with its four BART lines, multiple major local bus routes, and three light rail transit (LRT) lines. But access to the station, particularly for non-auto modes, is complicated by tightly squeezed station functions and its location adjacent to the I-280 Geneva-Ocean Avenue interchange system, whose multiple on- and off-ramps deliver heavy auto traffic to the station and its surrounding neighborhoods, causing multimodal conflicts with transit and pedestrians.

The Balboa Park BART Circulation Study focuses on potential modifications to the Balboa Park Station and adjacent I-280 interchanges at Geneva Avenue and Ocean Avenue. The main goals of the Study are to:

- Reduce multimodal conflicts (vehicles, transit, pedestrians) at the I-280 freeway ramps while not substantially degrading vehicle operations in the area, including the I-280 freeway mainline
- Provide safe, accessible, and convenient connections for pedestrians, bicycle, and intermodal travelers
- Develop cost-effective solutions that support the community values and goals, without substantial construction-related impacts, that can be implemented in 2–10 years

Three conceptual alternatives are currently being considered to accomplish the Study's goals:

- Alternative 1A: Balanced Traffic Network without Frontage Roads
- Alternative 1B: Balanced Traffic Network with Frontage Roads
- Alternative 2: Interchange Consolidation at Geneva Avenue

II. Public Outreach Activities Report

A. Meeting Purpose/Objective

- ❖ Present preliminary findings of the Circulation Study
- ❖ Demonstrate how the Study will address community values and issues raised during previous studies as they relate to auto operations at or near the station
- ❖ Build understanding of feasible concepts and introduce trade-offs and constraints of circulation options
- ❖ Provide explanation of implementation process and how to follow and provide feedback on the Study
- ❖ Solicit community feedback on circulation options and incorporate into next phase

B. Desired Input from the Public

- ❖ Identify community goals and issues to address in the Study
- ❖ Identify the community's priorities for improving the circulation of the station and their priorities evaluating the three options
- ❖ Gather public comments on Study products, including community preferred circulation options and preferred Kiss & Ride locations

C. Outreach and Noticing

The team conducted the following outreach and noticing activities to promote the community meeting as well as the overall project:

- ❖ Posted announcements and updates on the Balboa Park Station Area Circulation Study website: www.sfcta.org/balboa
- ❖ Emailed invitation to San Francisco County Transportation Authority's Balboa Park email group, which included community groups and local stakeholders, on the following dates (see Appendix A):
 - 9/12/13
 - 9/18/13
 - 9/26/13
- ❖ Outreach to partners/stakeholders who committed to forward the above email blast notification to their email lists
- ❖ Reached out to over 30 community based organizations to inform them about the community meeting time and date:



Figure 1: Fact Sheet

- Balboa High School and PTSA
 - Bernal Heights Neighborhood Center
 - BPCAC
 - Cayuga Improvement Assoc.
 - Center for Arts Education
 - City College of San Francisco
 - Civic Center Secondary School
 - Coleman Advocates for Children and Youth
 - Communities United for Health and Justice (CUHJ)
 - District 11 Council
 - District 7 Council
 - Excelsior Action Group (EAG)
 - Excelsior District Improvement Association (EDIA)
 - Excelsior Planning Collaborative
 - Filipino Community Center (FCC)
 - Friends of Balboa Playground
 - Geneva Car and Barn Power House
 - Glen Park Association
 - James Denman Middle School and PTSA
 - Lick Wilmerding High School
 - Miraloma Park Improvement Club
 - New Mission Terrace Improvement Association
 - Ocean Avenue Association
 - OMI Community Collaborative (OMI CC)
 - OMI Neighbors in Action (OMI-NIA)
 - OMI/Excelsior Beacon Center
 - Outer Mission Merchants and Residents Association (OMMRA)
 - People Organizing to Demand Environmental & Economic Rights (PODER)
 - Rebuilding Together
 - Rec and Park
 - Riordan High School
 - Seventh Day Adventist Elementary School
- ❖ Distributed 500 meeting announcement flyers to the Balboa Park Station area's surrounding businesses, grocery stores/corner markets, libraries, schools, community centers, gathering places, and transit shelters (see Appendix B)
 - ❖ Displayed Muni bus banner ads on the 8X, 8BX, 29, 43, 49, and 54 lines to promote the project and notify about the meeting (see Appendix C)
 - ❖ Sent a mailer notification to all addresses within a 300-foot radius of the primary project area (mailer notification same as flyer)

- ❖ Distributed a media advisory to various media outlets in advance of the meeting

D. Community Outreach

As part of the outreach in advance of the meeting, the Project Team met with several key stakeholders and elected officials:

- District 7 Supervisor Norman Yee on 9/11/13
- District 11 Supervisor John Avalos on 9/13/13
- District 11 Council on 9/14/13
- Balboa Park Community Advisory Committee on 9/11/13

E. Public Community Meeting

The first public community meeting for the Balboa Park Station Circulation Study was held in the Multi-Use Building, Room 140, on City College of San Francisco's Phelan campus on September 30, 2013 from 6:00 to 8:00 p.m. Upon arrival, attendees were given an agenda, a project fact sheet, and a comment card. Before the presentation, a short open house provided attendees with an opportunity to review several project exhibits, speak with the project team, and discuss the SFMTA's current projects in the Balboa Park area with SFMTA staff. The presentation, given by the consultant Project Manager Camille Tsao of HNTB, reviewed the project purpose and goals, gave an overview of project alternatives, and described the breakout exercise to follow the presentation. A brief question and answer period was also provided.

Following the presentation, attendees split up into small breakout groups of approximately five to six people at stations set up around the room. All stations were identical with large maps of the three project alternatives. A project team member led each group through the alternatives, answered questions, and gathered input.

The attendees were encouraged to ask questions, provide comments, and post their comments and ideas directly to the maps. Following the group breakout sessions, all attendees reconvened as a large group for a recap of each discussion. The meeting concluded with a brief discussion of the project next steps, where to submit comments, and how to follow the project's progress.

A total of 29 attendees signed in at the meeting. Attendees turned in seven comment cards at the community meeting and an additional seven comment cards were submitted by mail or online between the community meeting and October 7.

F. Media Coverage

Following the meeting, Streetsblog SF ran a story on October 3 of the three Balboa Park project alternatives. The article was largely factual in nature, and provided several quotes from SFCTA's Chester Fung and a member of Balboa Park Community Advisory Committee. The article discussed the three alternatives, including maps of the proposed changes.

III. Summary of Comments

Comments were gathered at the meeting through informal discussions, breakout groups, notes written on alternative maps and comment cards. Copies of the comment cards submitted at the meeting can be found in the appendix. Below is a summary of issues and concerns raised in the comments received to date (note: An asterisk * indicates comment was made by more than participant and/or breakout group.

A double asterisk ** indicates that the same comment was frequently mentioned by participants and/or breakout groups):

General Comments:

- Kiss-n-Ride is currently not at a good location with limited signage**
- Many Kiss-n-Ride users are being dropped off around Geneva Avenue, Delano Street, and San Jose Avenue instead of at the Kiss-n-Ride location
- Area is not bicycle friendly**
- Improving transit and pedestrian access around BART should be a major focus*
- Area is difficult for drivers with many transit riders/pedestrians in area
- Desire for pedestrian improvements along Geneva Avenue or San Jose Street
- Existing Geneva Avenue/Interstate 280 configuration is a problem
- Need more data on who uses the Kiss-n-Ride area, where people are going, and what routes and services are most used*
- Phelan Avenue usually very congested with traffic
- Need transit only lanes*
- Need more pedestrian crossings and lighting on Ocean Avenue
- Many local residents walk to BART from the northeast of the station
- Pedestrian use of south side of Ocean Avenue is heavy, in comparison to north side
- Parking spaces (~7) near BART along San Jose Avenue are unregulated
- Would like a flashing red light to help pedestrian cross Ocean Avenue at on-ramp

Alternative 1A:

General Comments:

- Closing ramps will lead to additional traffic and congestion in neighborhood**
- Plan will increase traffic on Ocean
- Does not address Ocean Avenue*
- Remove traffic on Ocean Avenue
- Concern that existing traffic on Geneva Avenue will instead shift to Ocean Avenue*
- Agree highest congestion is on Geneva Avenue
- Closing Geneva Avenue off-ramp could increase gridlock, especially during morning commute hours; Plan doesn't address traffic on Geneva Avenue
- Maintains access and removes redundancy
- Alternative will be a big improvement
- Looks like option with least impact that closes on/off ramps to more traffic
- Turn parking at the station to Kiss-n-Ride (what does this mean?)
- People already travel both ways on Howth Street
- Prefer to start as a pilot*
- Seems less costly

Off Ramp/T-intersection:

- Would prefer signal instead of free right so that cars can switch lanes
- Hard merge is a major safety issue at Ocean Avenue and 280 – like the T for off-ramp
- Signal at Ocean Avenue would cause backup on the freeway*
- Option with least impact that closes on/off-ramps to more traffic

- Closing ramps lead to additional traffic in neighborhood*
- Removing ramps would force people to use alternate ramps and create more pedestrian-friendly area

Bike/Pedestrian:

- Removing ramps would force people to use alternate ramps and would create a better area for pedestrians
- This plan would improve bike and pedestrian movement
- Focus is on pedestrian accessibility
- Most readily addresses the needs of transit and pedestrian accessibility because removes excessive vehicular traffic off of Geneva Avenue

Alternative 1B:

General Comments:

- Offers potential to transition from Alternative 1A to 1B*
- Probably the best alternative, long term solution*
- Preferred alternative – allows better car flow
- Keeps traffic off neighborhood streets
- Can get people to stop dropping people off at ramps and improves circulation around station
- Does not properly address pedestrian safety and accessibility issues
- Eliminates a dangerous off-ramp at southbound 280 to Ocean Avenue
- Provides a circulatory pattern for traffic that restricts it to an existing car-heavy area
- Move a lot of congestion away from the ramps and pedestrian areas on Geneva

Frontage Road:

- Frontage road would be useful, especially for Lick Wilmerding High School*
- Eastside frontage road would still function as an off ramp
- Frontage road with Kiss-n-Ride would give safe place to drop off versus dropping off at off ramps
- Allowing freeway entrance from frontage roads to Ocean Avenue may be a challenge
- Frontage road to southbound ramp would improve traffic and safety on Geneva Avenue
- New frontage road means more drop off area and increased circulation
- Time the lights for all cars to clear the frontage roads
- Include wide sidewalks along frontage road
- Task would be to make sure the frontage road doesn't become a local road

Bike/Pedestrian:

- Alternative is too auto-focused and not bicycle/pedestrian friendly*
- Concern about bike/pedestrian safety along frontage road*

Alternative 2:

General Comments:

- Option will make the area worse, concerns for alternative*
- Eliminating on and off ramps doesn't eliminate traffic from the area but shifts it to other streets**

- Traffic will be routed through neighborhood*
- Make Howth Street a two-way street
- Would create long area for cars to queue up from ramps
- Geneva Avenue is a short ramp and would make existing scenario much worse
- Ocean Ave would not be able to handle all traffic
- Improves Ocean as a multi-modal corridor
- More traffic will become focused on Geneva
- Does not solve the Kiss-n-Ride problem

Transit:

- Too many Muni lines running on Geneva
- Move transit to Ocean so Geneva is only for vehicles and pedestrians
- Eliminating on and off ramps on Ocean will improve transit times because there would be no delay due to cars
- Take Muni off Geneva from San Jose Street to Phelan Avenue and allow cars to use whole street
- Focus car traffic on one road and perhaps bus on another
- Likes idea of focusing traffic on Geneva, as long as there is a transit only lane

Bike/Pedestrian:

- Does not address pedestrian safety and accessibility issues
- Create pedestrian plaza on Geneva and San Jose and move transit to Ocean
- Provides for a safer environment for bicyclists

Miscellaneous:

- Muni 49 has to fight traffic to get back to Phelan Avenue
- Balboa Park BART station's use as a transfer station for the SFO BART train needs to be considered for luggage reasons
- Long walk from current BART entrance to Balboa Park/Ocean Avenue area
- Create a pedestrian plaza at Geneva and San Jose extending to BART station
- Allow pedestrians to enter BART station near the Muni light rail area rather than by the freeway
- No signage on the south side for BART
- More data on pedestrian safety in the area would be helpful
- Request to put bicycle signage at Phelan Avenue, Geneva Avenue, and Ocean Avenue**
- General sidewalk concerns
- Convert the empty lot on Geneva Avenue, west of San Jose Street into a dog park
- Transform the Balboa Park BART station from an industrial exterior to one that is cleaner and newer
- Empty Muni lot is not a good location for local affordable housing
- Cayuga Improvement Association opposes the proposal to install a traffic light on the corner of Cayuga Avenue and Geneva Avenue due to potential traffic backups and safety issues

IV. Next Steps

SFCTA has posted project information, including the exhibits, handouts, comment card/survey and the presentation on the SFCTA project website at [www.sfcta.org/balboa]. The project team will review

comments submitted and consider public input to help refine the preliminary alternative concepts. Additional technical information will be gathered over the next few months, including vehicle-related impacts in the project area, transit operations, pedestrian connectivity and safety, and any potential implementation issue. There may be additional technical studies conducted to explore recommendations made by the public. An update will be provided to the Balboa CAC in November and a second community meeting is anticipated in January 2014.

Appendix: [Available upon request]

Appendix A: Email Notification

Appendix B: Meeting Flyer/Mailer

Appendix C: Meeting Bus Advertisement

Appendix D: Three Project Alternatives Maps

Appendix E: Additional Project Maps Presented at Meeting

Appendix F: Project Fact Sheet

Appendix G: Meeting Presentation

Appendix H: Meeting Sign-In Sheets

Appendix I: Meeting Comment Cards

Appendix J: Media Article