Appendix E

SFTP OUTREACH SUMMARY

KEY TOPICS

- Summary of SFTP outreach activities
- Key outreach findings
- How key findings influenced the plan

1 Introduction

1.1 | Overview

To ensure that the 2040 San Francisco Transportation Plan (SFTP) reflects public priorities, the San Francisco County Transportation Authority undertook an extensive outreach process to gather input from residents, merchants, community organizations, business associations, elected bodies and other important constituents. This report summarizes outreach activities associated with the plan. It begins with an overview of the outreach process, a description of key feedback, and a summary of how the plan incorporates that feedback. The remaining sections describe each of the five outreach rounds performed (Figure 1), including the purpose, methods, and findings.

Input was solicited multiple ways, including through:

- Opinion surveys
- Calls for submission of transportation project candidates
- An interactive website
- Tabling at events
- Meetings with neighborhood, business, civic, and advocacy groups (Table 1 provides a list)
- Briefings to government boards and councils (Table 2 provides a list)

Figure 1 SFTP Outreach Schedule

Fall 2010	▸ ROUND 1: Existing and Future Conditions	
Winter 2010	▸ ROUND 2: Call for Projects, Part I	
Fall 2011	▸ ROUND 3: Call for Project, Part II	
Fall 2012	▸ ROUND 4: Investment Strategy	
Fall 2013	▸ ROUND 5: Draft/Final Plan	

1.2 │ Full Participation of Low-Income and Minority Individuals

Ensuring full participation and equal representation of low-income and minority community members was an important goal of the SFTP outreach process and was necessary to meet Title VI requirements for countywide transportation plans. Special efforts were made to encourage participation of these these individuals, including particular focus on neighborhood meetings, newspaper advertisements, and fact sheet distribution in neighborhoods designated as 'Communities of Concern' by the Metropolitan Transportation Commission.[10]

Materials such as fact sheets and flyers, as well an interactive game developed to facilitate outreach, were produced and distributed in at least three languages: English, Spanish, and Chinese; and in certain instances, materials were produced in additional languages, among them Tagalog and Russian, to further reach underrepresented minority communities. Materials were also designed to maximize their usability for members of the community with visual or hearing impairments. Non-English media sources, such as radio and local print media, were also identified and used to advertise opportunities to obtain information or provide input.

In terms of outreach activities, attendance at meetings and events of community-based and neighborhood organizations, as well as special presentations to members of the communities they represent, were carried out with particular attention paid to low-income and minority communities. In certain cases, when it was established that these communities were underrepresented as a proportion of attendees or respondents, further outreach was performed specifically to such communities to ensure full participation.

Table 1 Neighborhood, Community, and Business/Merchant Group Meetings

Alliance for a Better District 6	Outer Mission Merchants and Residents
Bayview Project Area Committee	Planning Association of Richmond
Bernal Heights Neighborhood Center	Rincon Hill/Mission Bay Neighborhood Association
Castro/Eureka Valley Neighborhood Association	SoMa Leadership Council
CC Puede	South of Market Community Action Network
Chinatown Community Development Center/Chinatown TRIP	Sunset Parkside Education Action Committee (SPEAK)
Coalition of San Francisco Neighborhoods	Tenants Association of San Francisco
District 11 Council	Tenderloin Futures Collaborative
Excelsior Conveners	Tenderloin Neighborhood Development Corporation
Hayes Valley Neighborhood Association	TODCO

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[10] Communities of concern are those with over-representation of minority, low-income, non-English speaking, zero-vehicle, senior/disabled, single-parent, and renter households. In San Francisco, these include: Downtown, Chinatown/North Beach/Treasure Island (2) Tenderloin/Civic Center, (3) South of Market, (4) Western Addition/ Inner Richmond, (5) Inner Mission, (6) Bayview/Hunter's Point, and (7) Outer Mission/Crocker-Amazon/Ocean View.

Japantown Task Force	Treasure Island Development Authority
Lower Polk Neighbors	Visitacion Valley Planning Alliance
North of Market Business Association	Wigg Party

Table 2 Board and Commission Meetings

Authority Board	Mayor's Disability Council
San Francisco CBDs/BIDs Consortium	Transportation Advocates Briefing
Planning Commission	Authority Citizens Advisory Committee
Supervisorial Aides Briefing	Environment Commission Policy Committee
Mayor's Disability Council (Physical Access Committee)	Small Business Commission
SPUR Transportation Policy Board	Pedestrian Safety Advisory Committee
Muni Accessibility Advisory Committee	SF Chamber of Commerce

1.3 │ Key Feedback Messages and Plan Response

The outreach process revealed several key public concerns and priorities for the future of transportation in San Francisco. These concerns are listed below along with a summary of how the plan responds to them.

ISSUE: PRIORITIZATION OF TRANSIT SERVICE AND RELIABILITY IMPROVEMENTS. A large number of community members said that transit service and reliability had degraded to unacceptable levels in recent years. In light of this, there was high demand for fixing current problems. Almost 70 percent of Round 1 survey respondents listed not enough/unreliable transit service as San Francisco's top transportation challenge and a similar percentage indicated a desire for more frequent, reliable transit service. In Round 4, 68 percent of respondents selected moderate or aggressive funding increases for transit operations and maintenance.

> **PLAN RESPONSE - TRANSIT SERVICE:** The financially constrained plan very minimally increases historical funding levels for transit service. Available revenues were insufficient to fund across-the-board increases in transit service frequency, as this would require significantly reducing historic funding levels for other projects and programs. However, the plan does include service increases on several lines funded through a congestion pricing program in downtown[11]. The vision scenario shows how new revenues could be used to augment transit service so that all of today's scheduled service[12] is provided.

> **PLAN RESPONSE - TRANSIT RELIABILITY:** Poor transit system reliability has many causes. One cause is unexpected vehicle breakdowns due to aging or badly maintained vehicles. The SFTP addresses this by fully funding transit vehicle replacement for all transit operators and mid-life overhauls for MUNI vehicles. Another cause is transit vehicles operating in congested conditions. The SFTP addresses this by advancing congestion pricing, which would increase transit speeds by as much as 25 percent in the downtown core. The Plan also includes several capital projects that would provide dedicated roadway space for transit, such as the Geary Bus Rapid Transit project and the Bayshore / Potrero Bus Rapid Transit. Finally, the SFTP funds several projects intended specifically to improve transit reliability, including the Transit Effectiveness Project, and several others.

ISSUE: SUPPORT FOR ENHANCEMENTS TO BICYCLING AND WALKING SAFETY AND TRAFFIC CALMING. In the round 1 survey, bicycle and traffic calming or streetscape improvements ranked second- and third-most-desired improvements, after transit. In a Round 4 outreach activity, bicycling and walking/traffic calming were the second- and third-highest priorities for moderate or aggressive funding increases (after transit). Additionally, projects submitted in the Round 2 Call for Projects demonstrated a desire for pedestrian safety improvements, even if it requires slowing traffic or reducing space available for cars. Support likewise existed for removal of travel lanes in favor of transit or bicycles.

> **PLAN RESPONSE:** The financially constrained plan increases investment in walking and traffic calming by 50 percent over historic levels and triples historic funding in bicycling

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[11] See the Mobility, Access, and Pricing Study for detail on this proposal. http://www.sfcta.org/transportation-planning-and-studies/congestion-management/mobility-access-and-pricing-study-home

[12] Budget constraints currently prevent the SFMTA from operating all scheduled service.

infrastructure. This provides 40 and 20 percent of the funding required to completed the SFTMA's Pedestrian and Bicycle strategies, respectively[13]. The vision scenario demonstrates how these programs could be fully funded with new revenues.

ISSUE: SUPPORT FOR PROJECTS CURRENTLY IN THE PIPELINE AND A DESIRE TO SEE THEM DELIVERED FASTER. Many of the projects currently being pursued by the City and its agencies received support from the public, such as Better Market Street, the Transit Effectiveness Project, Van Ness and Geary Bus Rapid Transit lines, the Downtown Congestion Pricing Pilot, and the Oakdale Caltrain station, but there was demand for expedited delivery of these projects and frustration with slow implementation.

> **PLAN RESPONSE:** The financially constrained plan included full funding for Better Market Street, the Transit Effectiveness Project, Geary Bus Rapid Transit, the Downtown Congestion Pricing Pilot, and the Oakdale Caltrain Station. The Van Ness BRT is a "pre-committed" project which is fully funded in the SFTP baseline (see Appendix A for more detail on baseline versus plan projects).

ISSUE: OPENNESS TO DISCUSSING AN INCREASE IN REVENUE TO FUND TRANSPORTATION. Community members recognized that current transportation challenges are at least partially tied to insufficient funding and were interested in discussing the possibility of increasing revenue levels. For example, over 70 percent of respondents in Round 4 selected an increase in revenue for their preferred transportation funding plan. A number of community members likewise raised concerns about the continual disinvestment seen in recent history.

> **PLAN RESPONSE:** The SFTP includes a secondary plan (vision scenario) that quantifies the amount of new revenue that could be obtained from additional sources, and describes how revenues would be applied to address funding shortfalls.

ISSUE: PERCEPTION OF INSTITUTIONAL REFORM AS A MEANS TO SOLVE OR AMELIORATE MANY CURRENT OPERATIONAL, BUDGET, AND PROJECT DELIVERY ISSUES. Some participants expressed skepticism or distrust with regard to the use of funds and justifications for project delays. Audits and greater transparency (e.g. clarity regarding how revenues are used and whether promised improvements are delivered) were cited as a way to see improvement in these areas.

> **PLAN RESPONSE:** The SFTP includes policy recommendations for needed institutional changes such as improved project delivery and more cost-effective transit service provision. See the SFTP White Papers on Large and Small Project Delivery.

ISSUE: REQUEST FOR ADDITIONAL OPPORTUNITIES FOR INPUT ON MAJOR EFFICIENCY AND EXPANSION PROJECTS, AS THEY ARE DEVELOPED. These include the TEP, congestion pricing, and the Pedestrian and Bicycle Strategies.

> **PLAN RESPONSE:** The SFTP identifies this need and can help ensure that outreach activities are eligible for funding.

ISSUE: Concern with the geographic and socioeconomic equity of transportation system conditions, performance, and investment. Throughout outreach we heard concerns that certain

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[13] See the Needs Analysis White Paper for more information on the Pedestrian and Bicycle Strategy.

aspects of transportation system performance, and access to the transportation system, disproportionately benefit certain neighborhoods or groups and not others. .

> **PLAN RESPONSE:** We conducted an equity analysis to identify system performance or access issues that are disproportionately concentrated within certain neighborhoods or that negatively impact certain groups. The findings shaped the development of the investment scenarios. We also included an equity line item in the investment scenarios.

Beyond these specific issues, SFTP outreach contributed to the plan development in numerous small ways. For example, outreach was used to identify the transportation capital projects most desired by the public (through calls for projects), and to inform the SFTP project prioritization methodology.

2 Outreach Rounds

This section discusses the methods used and results obtained from each of the five rounds of SFTP outreach and describes how the results informed plan development.

2.1 | Round 1: Existing and Future Transportation Conditions

2.1.1| PURPOSE

The initial round of outreach, performed in winter of 2010, aimed to identify the public's top transportation concerns now and for the future, as well as to raise awareness of the SFTP Update process and connect with key neighborhood and community groups. Activities included an open house, two webinars, engagement through social media, presentations to community groups, and a survey (Table 3).

Table 3 Round 1, Existing and Future Transportation Conditions (Fall/Winter 2010)

ACTIVITY	DESCRIPTION
Open House	Initial meeting for public to learn about SFTP and offer their opinions on the process
Survey (via Survey Monkey)	Online/paper survey regarding existing and future transportation needs, challenges, and desires. Gathered 400 responses.
Direct outreach to neighborhood groups ('Roadshow')	Presentation of information and solicitation of input regarding SFTP update process

2.1.2 | SURVEY RESULTS

Survey results are summarized in Figures 2 and 3 below. Figure 2 presents responses to the question, "What will be San Francisco's major transportation challenges in the future?" while Figure 3 displays answers to the question, "What transportation changes would you like to see in San Francisco by 2035?" In each case, respondents were given six choices or the opportunity to specify a unique answer. Qualitative feedback expressed by community members during presentations, webinars, open houses, and other outreach activities was also gathered and is included in the summary below.

Transit performance was the top priority, with over 65 percent of respondents saying that there was not enough reliable transit service (Figure 2) and over 70 percent saying more transit service was needed (Figure 3). In conjunction with survey responses concerning transit service being unreliable or slow, qualitative input from community members demonstrated that many people feel that Muni service has gotten worse: slower, less frequent, less reliable, more crowded, less safe, and more expensive.

Community members noted a significant increase in cycling and stated that although cycling conditions had been improving, there was still room for more improvement and a desire for more dedicated bike facilities such as the green buffered bike lane on Market Street. In the survey, over 40 percent of respondents identified bike infrastructure as a priority (Figure 3). With an increase in cycling, there was concern expressed about the need to educate cyclists to respect other road users and obey traffic laws.

The survey and outreach also identified pedestrian safety as a critical issue. Twenty-two percent of survey respondents indicated difficult or unpleasant conditions for pedestrians as a potential future challenge for San Francisco (Figure 2). Safety concerns included vehicles speeding or not yielding to pedestrians in the crosswalk and a lack of convenient and frequent pedestrian crossing opportunities. The recent increase in public spaces for pedestrians, such as parklets, was noted as positive change in the city.

With regards to automobiles, traffic and congestion was the second-most cited future transportation challenge at 42 percent of respondents (Figure 2). Most respondents recommended addressing traffic issues with additional traffic calming, while few respondents selected signal timing for faster car travel as a desired change.

Respondents also asserted that a lack of adequate road maintenance would continue to be an issue and require continued attention, with 33 percent citing poor pavement conditions as a future problem (Figure 2) and 30 percent wishing for better surfaces (Figure 3). This lack of maintenance was said to affect all users: potholes make traveling unpleasant or unsafe for drivers, transit riders, cyclists, and pedestrians alike.

Figure 2 What Will Be San Francisco's Major Transportation Challenges in the Future?

		Response Percent	Response Count
Too much car traffic and congestion		42.8%	143
Not enough or unreliable transit service		**67.1%**	**224**
Slow transit service		42.5%	142
Greenhouse gas emissions and air pollution		19.5%	65
Difficult or unpleasant conditions for pedestrians		21.9%	73
Difficult or unpleasant conditions for bicyclists		25.1%	84
Potholes / poor pavement conditions		32.6%	109
Expensive or unavailable parking		27.2%	91
Other (please specify): Show Responses		6.6%	22

Figure 3 What Transportation Changes Would You Like to See in San Francisco by 2035?

		Response Percent	Response Count
More frequent and reliable transit service		**72.9%**	**242**
Faster transit service		40.4%	134
Better traffic-signal timing for faster car travel		13.0%	43
Slower, traffic-calmed streets and attractive streetscapes		42.8%	142
More bike lanes and bike paths		43.7%	145
Greater parking availability		18.7%	62
Fewer potholes and smoother pavement		30.1%	100
Real-time information on transit, traffic and parking		19.9%	66
Other (please specify): Show Responses		11.1%	37

2.2 | Round 2: Call for transportation projects (part I)

2.2.1 | PURPOSE

The second round of outreach consisted of a call for transportation project proposals, which was performed in conjunction with activities to update the Regional Transportation Plan (RTP) and Sustainable Communities Strategy (SCS). The call was issued through the Authority website, as well as

through presentations and handouts to neighborhood groups, the Plans and Programs Committee, and the Citizens Advisory Committee (CAC). Neighborhood groups representing low-income areas or areas with a significant minority population were particularly sought out to provide feedback. In the end, more than 200 project ideas were received.

Table 4 Round 2, Call for Projects, Part I (Fall/Winter 2010; accepted input 2/22/2011-3/24/2011)

ACTIVITY	DESCRIPTION
Release of call for projects	Solicitation of project ideas submitted through webpage form, email, phone, neighborhood meetings, and public comment periods during call for projects items (over 200 ideas received)
Presentations at regular meetings of community and business groups citywide	Provision of call for projects process explanation with a focus on areas of interest expressed by meeting organizers

2.2.1 | SUMMARY OF RESULTS

Many of the submitted projects are already being pursued or considered by the Authority and the MTA, such as Better Market Street, the Transit Effectiveness Project, Van Ness and Geary Bus Rapid Transit lines, ENTRIPS circulation improvements, the Downtown Congestion Pricing Pilot, and the Oakdale Caltrain station. These improvements are in line with goals expressed elsewhere in the outreach, particularly faster and more reliable transit.

Submitted projects also included many pedestrian, cycling, and traffic calming improvements such as wider sidewalks, pedestrian countdown signals, bike racks and bikeways, bus shelters, and transit priority treatments. Many also demonstrated high demand for expansion of transit in designated right-of-way and, related to this, demand for roadway capacity reduction—for example, closing on- and off-ramps or replacing freeways with surface boulevards. There were no requests for roadway expansion projects.

Submitted projects were prioritized for inclusion in the plan through a project prioritization process, described in detail in Appendix A: SFTP Plan Development Process.

2.3 | Round 3: Transportation priorities/call for transportation projects (part II)

2.3.1 | PURPOSE

As summarized in Table 5, the third round of outreach included three separate activities: (1) a second call for projects, conducted to provide additional opportunities for submission of project ideas, particularly from low-income and minority communities; (2) a special survey to obtain information on school transportation needs; and (3) webinars to share information on the SFCTA's analysis of what it would take to reach the city's goals for the transportation system.

Table 5 Round 3, Call for Projects, Part II (Summer/Fall 2011)

ACTIVITY	DESCRIPTION

| Re-release of call for projects	Additional solicitation of project ideas submitted through webpage form, email, phone, neighborhood meetings, and public comment periods during call for projects items (26 additional received)
School transportation needs assessment	Survey to gather information about transportation needs of students and parents of school-age children Student focus groups Parent focus groups
Two lunchtime webinars	Online public meetings to present four SFTP aspirational scenarios
Presentations at regular meetings of community and business groups citywide	Provision of call for projects process explanation with a focus on areas of interest expressed by meeting organizers

2.3.2 | SUMMARY OF RESULTS

SECOND CALL FOR PROJECTS

The second call for projects generated some additional project ideas, though many included those already suggested in the first round. In total, more than 300 project ideas were generated through both calls and associated surveys and public outreach.

SCHOOL TRANSPORTATION NEEDS ASSESSMENT

The school transportation needs assessment involved parent and student focus groups and distribution of an online survey. Over 1300 fully or partially-completed surveys were collected. Survey results demonstrated that school children and their parents are very concerned with the quality and particularly the speed of transit service; both parents and students selected faster transit service as their most desired improvement (Figure 4). Students and parents were also concerned with the cost of service and proximity to destinations, with over 40 percent of each group saying these factors would improve the journey 'a lot'. Parents were more preoccupied with safety than their children: 68 percent chose safety as a desired improvement compared to 30 percent of children. Focus groups also reflected concern regarding transit service quality, especially bus frequency, crowding, reliability, and long travel times.

Figure 4 Responses to School Survey Question: How Much Would these Improve Your Transit Ride to School?
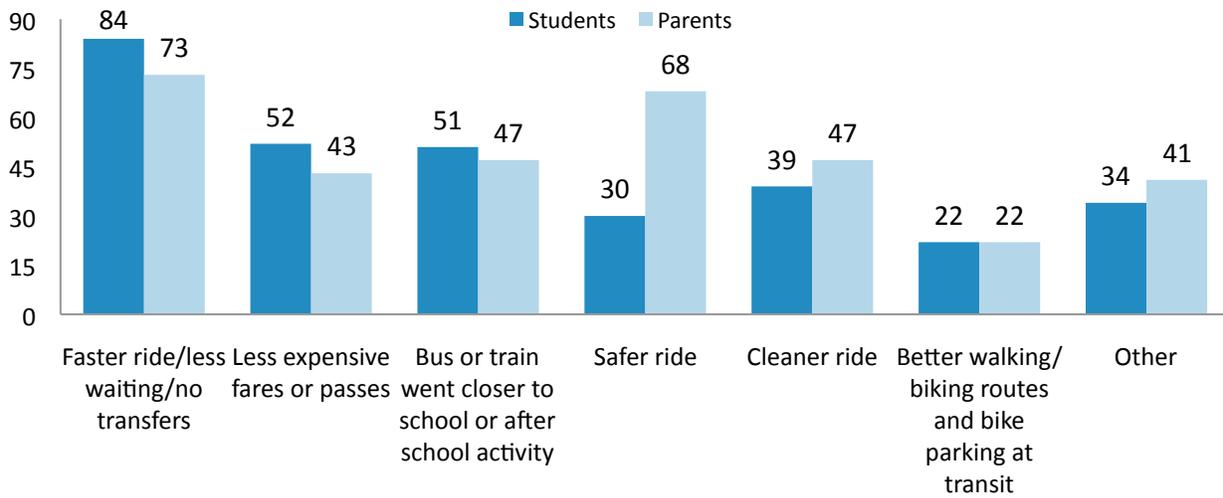
ASPIRATIONAL SCENARIOS

The SFTP Aspirational Scenario exercise involved extensive analysis to determine what it would take for San Francisco to achieve its transportation goals in the areas of economic competiveness, livability, and healthy environment. The aspirational scenarios are described in more detail in Appendix B: Needs Analysis White Paper. During outreach, SFCTA staff presented aspirational scenario results to several community groups.

In response, community members asserted that the goals in the scenarios are not mutually exclusive but interdependent: the SFCTA should focus on solutions that achieve multiple goals. Prioritizing investments in improvements that support San Francisco's Transit First policy was identified as the best way to accomplish all goals in a holistic and efficient manner. Others felt that the scenarios did not sufficiently address the needs of private automobile users, and asserted that Muni must be significantly improved before automobile use can be reduced.

2.4 | Round 4: Investment strategy

2.4.1 | PURPOSE

As summarized in Table 6, the fourth round of outreach aimed to determine how the public would prioritize transportation revenue across competing priorities, and to gauge interest in raising additional revenue to address unmet transportation needs. This was achieved through a web-based tool called the 'Budget Czar'. The tool allowed individuals to select overall

How would you spend SF's transportation dollars?
Be the City's Budget Czar for a Day!

funding levels for transportation (e.g. current revenues or augmented revenues) and to create a transportation spending plan within their selected budget constraint. Results were presented at multiple community meetings and events.

Table 6 Round 4, Investment Strategy

ACTIVITY	DESCRIPTION
'Budget Czar': Interactive website	Game-like website for individuals to develop a transportation spending plan
Tabling at events citywide	Presence at events to inform public of SFTP update and Budget Czar, and to receive in-person feedback
Presentations at regular meetings of community and business groups citywide	Presence at meetings to distribute flyers announcing Budget Czar and to gather qualitative feedback
Presentations at board and commission meetings	Presentations describing Budget Czar and giving opportunities for qualitative feedback

2.4.2 | SUMMARY OF RESULTS

The Budget Czar tool prompted respondents to indicate whether to reduce, maintain, increase, or aggressively increase spending on certain transportation improvements. Feedback echoed results from previous outreach rounds: respondents showed strong interest in increased funding for transit operations—75 percent wanted to moderately or aggressively increase funding—relative to street maintenance, where only 41 percent included moderate or aggressive increases (Figure 5).

Figure 5 Operations and Maintenance Investment
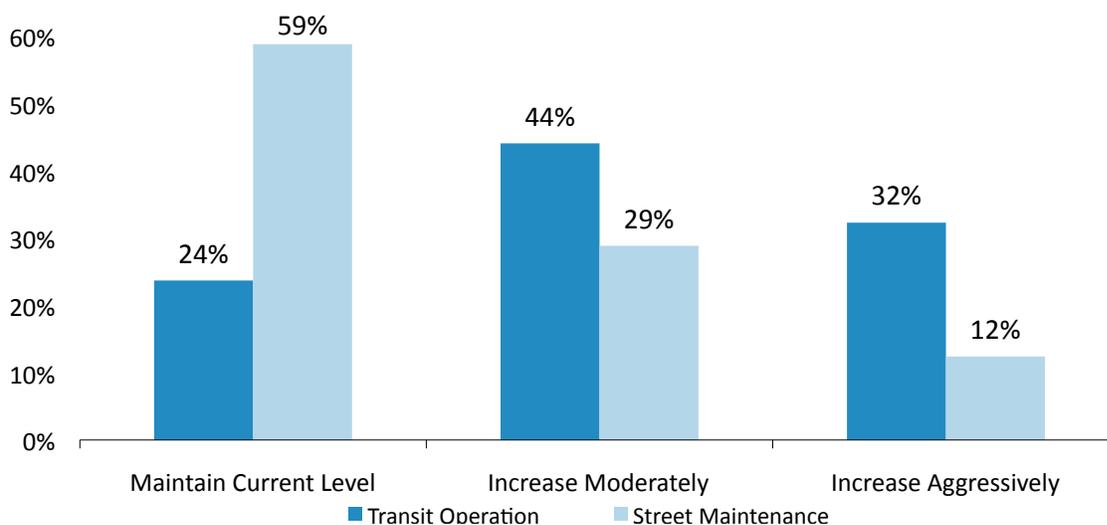
The tool also asked about respondents' preferences for level of investment in six county transportation funding programs (shown in Figure 6). Responses again demonstrated support for Muni enhancements,

walking and traffic calming, and bicycling, with respondents selecting moderate or aggressive investments in these programs in over 60 percent of cases. Support for aggressive funding increases was greatest for bicycling programs, with 43 percent of respondents calling for such increases.

With regards to the amount of revenue included in respondents' spending plans, the majority (72 percent) opted for the medium option (increase revenue by $4 billion) or the high-revenue option (increase revenue by $6 billion) (Figure 7). Many also noted desire for more discussion of the tradeoffs between different types of revenue measures and interest in more opportunities to engage in discussion of which types of future revenue are most appropriate.

Figure 6 Number of Respondents by Investment Level and Program

Street and Signal Upgrades: 20%, 47%, 23%, 9%
Transportation Demand and Parking Management: 20%, 30%, 23%, 28%
Regional Transit Enhancement: 14%, 37%, 27%, 22%
Bicycling: 18%, 19%, 20%, 43%
Walking & Traffic Calming: 14%, 23%, 25%, 39%
Muni Enhancement: 10%, 22%, 34%, 34%

Legend:
- Reduce Investment Level
- Maintain Today's Investment Level
- Increase Investment Level Moderately
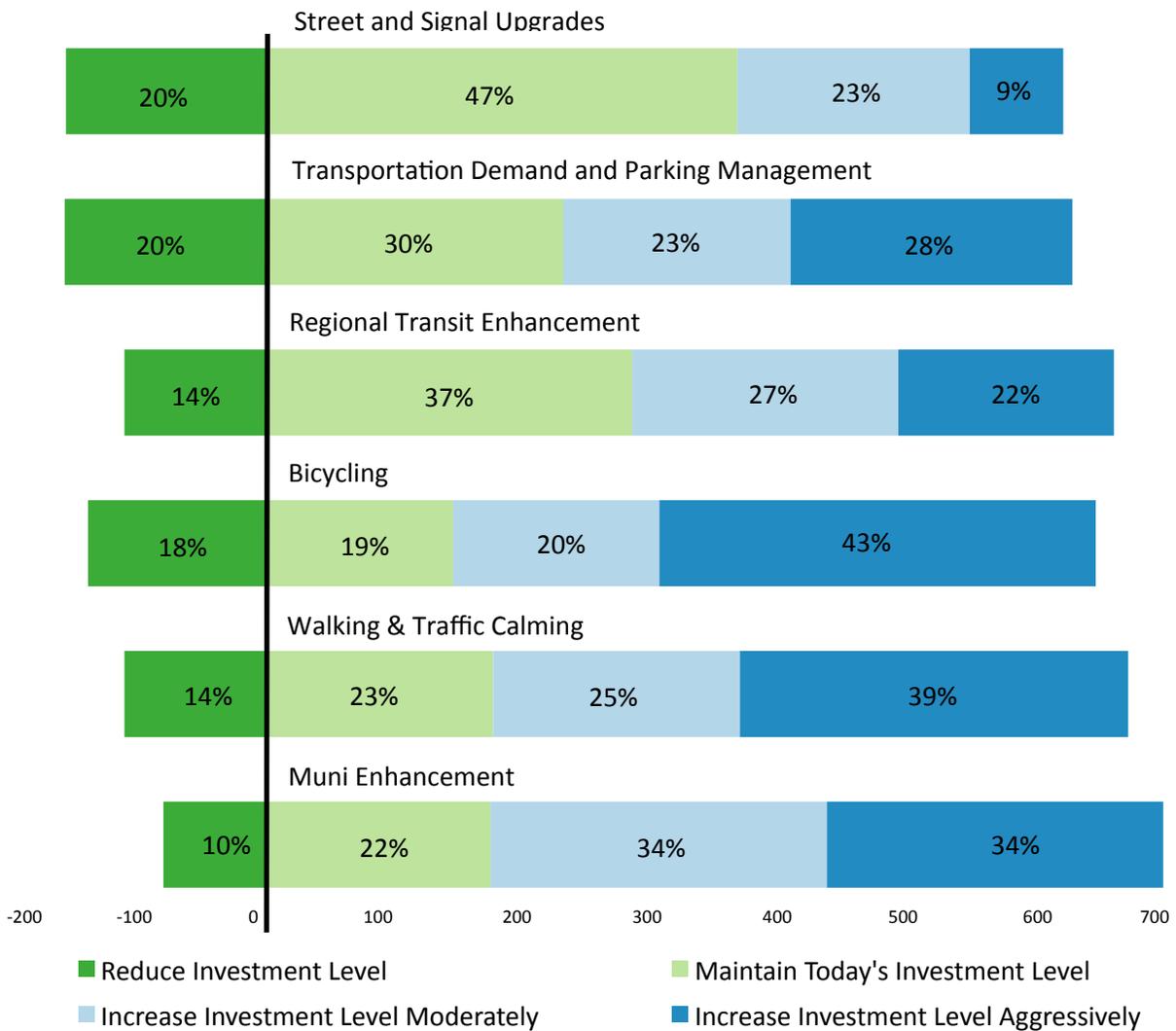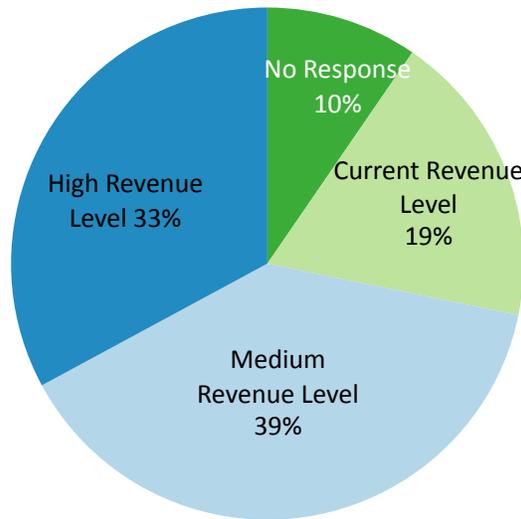- Increase Investment Level Aggressively

Figure 7: Revenue Level by Percentage of Respondents

Other respondents noted a desire for institutional reforms that improve transit operations, provide cost savings, and speed the delivery of projects. Several voiced frustration with repeated delays caused by inadequate maintenance, a perceived lack of transparency and oversight, and concern with planned projects not completed in a timely fashion.

2.5 | Round 5: Draft Recommendations and Early Action Program

2.5.1 | PURPOSE

The fifth round of outreach sought to share the SFTP Investment recommendations, and to involve the public in shaping the content and priorities of the SFTP Early Action Program. It had three objectives. The first was to share how input from prior outreach was incorporated into the draft SFTP Investment Scenario and policy recommendations, and to seek feedback. The second objective was to seek public input on a range of potential new revenues to support the unmet needs identified in the SFTP. The third objective was to raise awareness of the Prop K program and Authority-funded projects in neighborhoods across the city and seek public input in shaping the next generation of projects and programs to be included in the SFTP Early Action Program. To ensure these educational efforts reached Communities of Concern, ten Community-Based Organizations (CBOs) were contracted to advise and help implement outreach. Their activities included targeting notifications about upcoming open houses to specific communities, creating outreach notices in accessible formats and multiple languages, and conducting outreach meetings for their communities.

ACTIVITY	DESCRIPTION
Community-Based Organizations	We partnered with over 10 community-based organizations to reach out to communities of concern and hard to reach groups (e.g., low English

	proficiency communities). Activities included workshops, focus groups, press conferences, and distribution of materials in Chinese, Spanish, Russian, and Tagalog; a forum on Sing Tao Radio, surveys administered at SROs, community events and festivals, and food pantries; and more.
Public Open Houses	Three workshops presented the draft SFTP Investment Scenario, Policy Recommendations, and Early Action Program and solicited public feedback.
Transportation Authority website, Citizens Advisory Committee meetings, and the Board's Plans and Programs Committee meetings	Opportunities for public input
Presentations to Commissions	Bicycle Advisory Committee, Pedestrian Safety Advisory Committee, Small Business Commission, Environment Commission Policy Committee

2.5.2 | SUMMARY OF RESULTS

Round 5 of SFTP outreach produced comments from the public during open houses held in the Bayview, downtown, and at San Francisco State University. Feedback came in the form of questions and comments during the meetings that were noted by staff, as well as comment cards filled out by participants. In addition, several Community Based Organizations conducted surveys and focus groups. These included focus groups with Chinatown TRIP, APACC, POWER, Visitacion Valley Planning Alliance, Tenderloin Housing Clinic / Central City SRO Collaborative, and RPoS, surveys at the Potrero Hill Festival and PHNH Food Pantry, and a youth survey conducted by Brothers for Change.

Outreach feedback relevant for the SFTP indicated support for the five broad categories of SFTP investment and policy recommendations. Operations and maintenance of the existing transit network, as well as improved street safety citywide, were cited as top priorities. Feedback emphasized ensuring that sufficient transit service is provided to meet the needs of today's residents and workers – to reduce crowding and improve reliability – and that new growth in housing and jobs is accompanied by investment in new transit capacity. Commenters called for greater investment in the maintenance and good repair of the transit network. Feedback also reinforced that street safety for pedestrians and bicyclists is a top priority in neighborhoods throughout the city. Finally, responses from the public called for the City and all involved agencies to provide further opportunities for input as SFTP priorities are implemented, such as the Transit Effectiveness Project, Congestion Pricing, and the citywide Bicycle and Pedestrian Strategies. We also heard calls for ensuring that future transportation investments of any kind are equitable, both by addressing geographic deficiencies in system performance (e.g., reliability) and by ensuring that the needs of communities of concern are equally addressed.

TRANSIT PRIORITIES

When asked about priorities for transit in San Francisco, commenters named efficiency, safety, reliability, and travel time. Others asked for a focus on maintenance, pointing out that this affects

reliability and safety, and others wanted to prioritize stability in transit operations. On-time, frequent service (including more weekend and evening service, particularly in low-income communities), bus crowding and lack of seats, bus cleanliness and comfort, and crime on transit were all mentioned as serious issues. The Free Muni for Youth program is seen as crucial by many low income transit riders. Other issues included: the need for more capacity, buses with extra doors, bus stop lighting, and restoring past service cuts, especially in the southwest parts of the city.

Different routes are priorities for different neighborhoods, but a significant route often mentioned as needing improvement was the T-Third line (frequency, reliability, and speed being priorities, as well as capacity).

Many people urged that transit investments be focused on safety and operations as well as new buses, before major capital projects. Many recognized that transit needs more revenue, and several suggestions were made about how to raise money: from large businesses or through HOT lanes on the freeways that pass through San Francisco. "Coordinate investment with growth," urged one comment; another expressed concern that revenues be spent transparently and with accountability.