



NEIGHBORHOOD STRATEGY

## Excelsior Outer Mission Neighborhood Strategy Monolingual Chinese Focused Conversation Notes

July 2, 2018 5:30pm to 8:00pm

Excelsior Works!

### MOBILITY

- DROVE ALONE: SF transit considered convenient, but if work requires you to drive, then it's not good—in that case I would have to drive
- Only one person drove alone (one other carpooled with him)
- Transit is convenient in the area, but if you need to go somewhere else (farther) you're more likely to have to drive
- BUS: 6
- WALK: everyone else
  - Lives close to Excelsior Works
- BUS is most important to everyone (except for two, whose is driving)
  - WALKING if within neighborhood
  - Parking is difficult to find, especially at night and after getting back from work
  - Even more difficult with street cleaning
  - Driving is not difficult, but coming back to find parking is difficult (was not as difficult before)
- More people in neighborhood now and needs of people needing to use a car is increasing
- Few houses but many people, as children grow everyone needs to drive

### WHAT'S GOOD?

- Driving is most convenient, but parking is most difficult
- BUS
  - is convenient
  - 44 bus does not have enough buses, and not enough bus route options
  - Buses don't come on time and don't have enough capacity to handle number of passengers
  - Is there another bus option that we can take aside from 44? But good that it is serviced 24hours a day
  - Many bus drivers not pulling up along the curb and take up the street, makes it inconvenient for elders and children getting on and off the bus
    - Not following regulations to pull over all the way to curb when picking up passengers
    - Bus drivers can be very disrespectful or without manners (passing up bus stops and ignoring passengers); gives the group a bad impression of the transit service

- In the morning, wait at the bus stop that is at a stop sign, waves down bus, but continues to be passed up (especially in the morning), bus driver pretends not to see them
      - Feels particularly bad as a woman who waits for the bus in the morning
    - Waited 40 minutes one day for bus after being passed up by another bus
    - Perceptions of discrimination from bus drivers against the passengers (but even some Asian drivers treat everyone the same)
    - Some 14 Mission buses only take passengers half the route and then ask everyone to get off
    - Buses are too crowded
- WALKING
  - Some sidewalks very broken and cracked
  - I walk a lot here and observe that there is a lot of large trash everywhere that makes me have to weave around: mattresses, etc. and I have to move it out of the way, so that makes walking inconvenient, for long amounts of time—where are the people coming to pick them up?
  - Large mattresses and trash block the sidewalk; people shouldn't be allowed to dump their trash on the sidewalk, especially on the hills for the elderly
  - Other neighbors throw their trash on your property or on your sidewalk—they have many people living in the house and have nowhere to throw their trash
    - From the homeowner: because the government now allows tenants to rent out their spaces, more people are moving in and have no place to dump their trash, so they dump it on the sidewalk; the trash issue is a product of the government's policies
  - More people in neighborhood=more trash
    - Maybe some people are stealing items and throwing them on the sidewalk?
  - There are several places in the neighborhood that are known for dumping trash
    - Why don't we have the city install security cameras at these places so we can catch the perpetrators?
  - Walking means you don't have to wait for buses and pay for the bus
  - If the street lights are brighter, then I feel safe to walk
- Reaction to aspirational statement:
  - Generally in agreement around convenience and safety
  - Would wish for more police presence
  - Would like to see more regional bus connections (between here and Daly City, to get home from SFO, etc), especially near Cow Palace
  - Feels safer with police presence, if you do not feel safe then I will not feel inclined to leave the house at night; also need brighter street lights
  - Street lights are too far apart, not enough, needs maintenance

## PUBLIC REALM

- WHERE DO YOU GO TO HANG OUT?

- Baseball park, soccer field, Crocker Amazon Playground and Park (good for children)
  - Half of the group goes to Crocker Amazon park (1-2 times a week, or more)
    - Getting here is convenient, it's big, clean, and easy to go hiking, has people looking after it
    - Some planters around it using wood makes it look and appear cared-for and maintained, not abandoned and unsafe
    - MOST IMPORTANT is to have public bathrooms and someone caring after it routinely; also has many different types of plants and flowers
    - Some areas have hard to find entrances and exits
- I want to go to the one at may wah supermarket but I hear there are many syringes and needles
  - (someone else) I don't even know where the entrance is to that park
- WHAT MAKES YOU WANT TO GO SOMEWHERE?
  - Safety, cleanliness, brightly lit, maintained
  - There is clearly someone taking care of the space
  - Golden Gate Park does not have the factor of safety that this park in the Excelsior provides (particularly because of the presence of the person who takes care of it)
    - Sense of safety
  - Polluted area would make it seem undesirable to visit
- WHERE ELSE DO YOU GO IN THE CITY?
  - I feel welcomed at the library, everyone is doing their own thing; they have resources for people speaking Chinese and for children (videos, books, etc)
  - Cafes and bakeries
- Would feel more welcomed if there were culturally relevant facilities and businesses (particularly for Asians and Chinese); many of the businesses here cater to Mexican and other Central/South American cultures
- Can there be more services for children on Saturdays at the library? Other libraries have more resources for children. And we need longer hours of operation for the library
- The park near the BART is nice, newly renovated
- Response to aspiration:
  - Regarding safety, do not think a marijuana dispensary will make places safer. We recently had a dispensary open up near us on Mission and Pope
    - people spit everywhere and the smoke wafts into our households
    - cars constantly getting vandalized after dispensary came in

## **BUSINESS AND SERVICE PROVIDERS**

- WHERE DO YOU USUALLY GO SHOPPING?
  - Chinatown (almost everyone), the price and freshness and variety here is far from what Chinatown has to offer (more suitable for our tastes as well); we don't have many Chinese grocers here

- More important is to have people who can speak Chinese; need more employees who can speak Chinese (for example, Foods Co); we go to Foods Co because there are many people who can speak Chinese (I take the 8 there)
  - Manila Oriental Market
  - Chinatown actually is NOT convenient to get to because it's far, difficult to drive to, and crowded, BUT it is convenient once you get there because they have everything you need in one place—is this a product of government regulation?
    - Would suggest a mixture of land uses that makes it more convenient for us to access multiple businesses and services that cater to us
- HOW ABOUT NEARBY BUSINESSES?
  - Businesses in Chinatown are more organized—if I wanted to run multiple errands in the Excelsior, I wouldn't be able to because it doesn't offer everything that I need; not everyone has the means to go to May Wah or Manila Oriental Market
  - Everyone on the Mission/Geneva business corridor speaks mainly English or non-Chinese, food is not suitable for our tastes
    - We like things specific like fresh seafood and other fresh foods
  - We should make it easier for different types of businesses and services to come open up in the Excelsior; for example, if rent costs \$1000 in Chinatown and \$500 in Excelsior people would be more likely to rent a space in Excelsior
- WHAT WOULD YOU LIKE HERE BUT THERE IS NOT IN THE EXCELSIOR?
  - Small mall, public market that is central and has everything that you would need (like Noriega)
    - Or a street that has everything we need (one-stop shopping)
  - Dim sum restaurants, particularly for a neighborhood with so many Chinese people, so we wouldn't have to go all the way to Chinatown
  - Places to eat and shop, has everything we need, like San Bruno Ave
  - If it's convenient for us to go eat dim sum, then we would go, especially because it's something we're used to doing routinely. Things that we would normally go to Chinatown for should be available here in the Excelsior and we would be encouraged to stay in Excelsior
    - You need to entice businesses with lower rent
- The service providers here in D11 are really good!
  - Translations, career services
- Government needs to intervene with regulations
- Responses to aspiration:
  - Generally in agreement; people come spend their money here

## LAND USE AND HOUSING

- Need a variety of uses: places that we like to eat, hang out, regulation on where marijuana is allowed; places that we wouldn't have to go to other neighborhoods for

- Need more government regulation—why do we order/require marijuana dispensaries to be at certain locations but not other types of businesses? Why not restaurants that we would go to? Chinese food, Chinese medicine...
- IN YOUR IDEAL NEIGHBORHOOD, WHAT WOULD YOU ENVISION?
  - A place that allows more housing to be built
  - A place to rent is not even considered comfortable; we would like a place to consider our own that is also comfortable
  - Health, live, eat, walk—the most important is to live in comfort and happiness
  - Public restrooms! I don't want to have to go half an hour away to use a public restroom
  - Increase the permitting process for constructing housing—we applied for one+ years and we have made no process
  - Why are there so many regulations for building and making additions? That makes it more difficult for us—even adding one story to allow us to live more comfortably is so difficult
  - Neighbors have multiple residents living illegally in their buildings
- Everything should be within the neighborhood: health, live, eat, walk...
  - Take Hong Kong neighborhoods/districts as examples—you have everything you need within that area
    - Have a district point person that can help everyone within that district/neighborhood; each district would have a point person so nobody goes to other neighborhoods for their services and resources; then we wouldn't have to have the RPP programs (for example, Linda is the point person in the Excelsior that we go to for help and services)
    - I wouldn't have to go to MTA on Van Ness to buy my bus tickets, we would have all these services provided by neighborhood and within neighborhoods
- Housing/rent is expensive, housing is small and uncomfortable, expensive; most places that you are able to rent are in-laws, without windows and proper light and air (converted garages)
- Housing is dire
- If we have any vacant parcels, I would hope for housing to be built on that parcel
- Housing is most important
- I have not noticed any much housing going up in this neighborhood
- Rent control is causing many people to not want to rent out their homes and leaving many homes empty
  - Tenants have too many rights and take advantage of landlords; for example, broken refrigerator, landlord offers to fix, but tenant asks for new one; rent control has spoiled tenants
  - Homeowners who want to take back their homes from tenants have to pay thousands of dollars—why would I want to rent out my house under these conditions? Why do I have to pay you in order for me to have my home back?
- Rent is too expensive; wages are so high now so rent is increasing along with

- Some homeowners only rent to college students and don't rent out to families; landlords are selective: some only want students who will stay for shorter periods of time; this makes it harder for us to even find a place that will rent to us; housing for families is difficult to find
- HOUSING IS A BIG PROBLEM
  - Hopefully people, politicians for this district can help us with the housing problem
  - If your living situation is not comfortable, then that impacts everything else in your life
    - We wouldn't even want to go out to eat if we can't afford rent
    - Adding dim sum places is useless if we are not in good living situations or do not have housing
  - RENT BURDEN
    - Our salaries cannot keep up with rent
  - We would like neighborhood preference for lottery housing, it's not fair when people from other neighborhoods or cities come take housing
    - It's not fair for the lottery housing, especially when new immigrants are able to land housing and we are not after putting in years of hard work and paying taxes
    - It should be prioritized by first come first served, not lottery
- NOT ENOUGH HOUSING: most everyone agrees, except for homeowners
- Rent as it is now is too expensive—we can barely make it
  - We are already pinching pennies, it would be even harder for people with children
- DIFFICULT to find housing if you have no money! Of course, if you have money then it's easy
  - Enough housing exists, but only for the high income (people in the tech industry or in white collar jobs, not us)
  - It's more difficult for people like us who are lower on the ladder, lower income
- Need for rent control change for homeowners that would incentivize homeowners to rent to tenants
  - From a tenant participant: of course, this is what a homeowner would say, but from the point of view of a tenant, that will make it even more difficult for us to secure housing
- Many old houses, but not that many new houses to accommodate people moving to the city
  - Building is not keeping up with the number of people moving in
- We should allow for building housing in the backyards and extend houses into the backyards
- Land in san Francisco is too small, it's limited like Hong Kong—we have to adapt to the land; but why is it taking so long to construct new housing?
- Neighbors have too much say in the discretionary review process when they can just oppose your development (from homeowner); we want to add housing to accommodate tenants but how can we do that if our neighbors oppose our development?
- Reaction to aspiration:
  - Of course we agree with preventing displacement
- Hope that services continue, but do not charge services so that they have to bear too much of the rent and resource burden
  - Subsidies and grants

### Misc.

- More free parks and resources so that we know where to go if something were to happen
- Many residents do not know information on where we can get help—we need someone who can disseminate that information to us; we can get help for ourselves and help other people