



Transportation Element Summary of Round One Outreach



San Francisco
Planning

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TRANSPORTATION ELEMENT

UPDATE

SAN FRANCISCO GENERAL PLAN



San Francisco
Planning

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Transportation Element: Summary of Round One Outreach

CONTENTS

Introduction	03
Approach to Outreach	05
Activities and Outcomes	07
Next Steps	14

APPENDICES

Appendix A	Focus Groups – Partnership Tiers with CBOs	16
Appendix B	Focus Groups – Summaries of Discussions	17
Appendix C	Online Survey – Survey Questions	29
Appendix D	Online Survey – Key Findings	35



Photo: Jeremy Menzies, SFMTA

Introduction

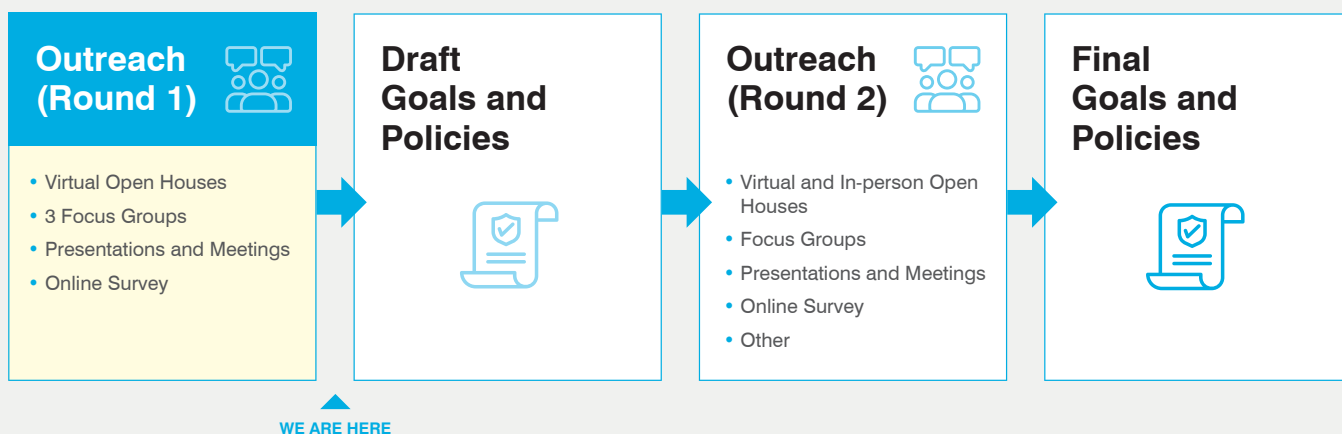
The Transportation Element (TE) update is a comprehensive overhaul of the existing Transportation Element, which was adopted in 1995. As one of the components of the San Francisco General Plan, it will set the policy framework for how transportation is planned, designed, and implemented in San Francisco. This includes addressing how transportation investments are made, access to transportation, and important City goals for issues such as advancing racial and social equity and climate action.

Through community engagement, the project team will seek input on guiding principles for the TE and policy ideas and priorities to meet mobility challenges. This input will be used to draft goals and policies for the TE which will undergo a second round of public outreach. (See Figure 1.) This document summarizes work done for the first round of outreach and findings and feedback and comments from the public.

The overall goal of public engagement for the TE is to be inclusive, reach a wide audience throughout the City, and provide meaningful opportunities for input and interaction. The objectives of engagement include:

- To hear from people of all communities and neighborhoods throughout San Francisco
- To use community partnerships and technology to promote a transparent and interactive public process and reduce barriers to participation
- To inform the community about the TE (e.g., what it is, how it affects their experience transportation, how policies are developed) and opportunities for involvement
- To identify community priorities for enhancing access and mobility
- To build momentum and support for the implementation of transportation policies and projects

Figure 1. Outreach process for Transportation Element



Outreach for the TE will be conducted in multiple rounds that are tied to project tasks and key milestones:

- Round 1: Gather information on existing conditions, needs, and priorities
- Round 2: Review and discuss draft policies
- Round 3: Finalize and share TE

This report documents the first round of outreach. For this part, the project team aimed to gain a good understanding of people's transportation experiences, including obstacles or challenges that they encounter in using priority modes – walking, biking, and transit – and to gauge levels of support for potential strategies and policies to improve and manage transportation in San Francisco.



ConnectSF

The Transportation Element is part of Phase 3 of ConnectSF. This program is San Francisco's long-range transportation planning program set up to answer a series of questions, including defining a vision for San Francisco and how to get there.

Phase	Questions	Work Products
Phase 1	1. What do we want San Francisco to be in the future?	• Vision
Phase 2	2. What do we need to get to our vision for the future? What are the implications for land use, street design, and transportation in San Francisco? <ol style="list-style-type: none"> What are those needs? Where are those needs? What interventions and travel options are needed to achieve those needs? What projects or policies are needed for specific modes? 	• Statement of Needs • Transit Strategy • Streets and Freeways Strategy
Phase 3	3. What transportation projects should we pursue first in the next 25 to 30 years? 4. What policies do we need to successfully reach our Vision and how do they relate to land use?	• San Francisco Transportation Plan • Transportation Element

The TE will be based on the adopted ConnectSF Vision (Phase 1) and integrates priority concepts from the Phase 2 studies. The outputs for this portion of work are an adopted City policy framework to align transportation and land use as well as obtain CEQA certification of the TE.

Approach to Outreach

Central to outreach for the TE is intentionally including a diverse set of voices to hear input and ideas to develop content for the TE. In particular, the project team sought to hear from communities that have historically been underrepresented in transportation planning processes. These communities include:

- People of color
- Low-income individuals
- People who do not speak English as their primary language
- People with disabilities
- Seniors
- Youth

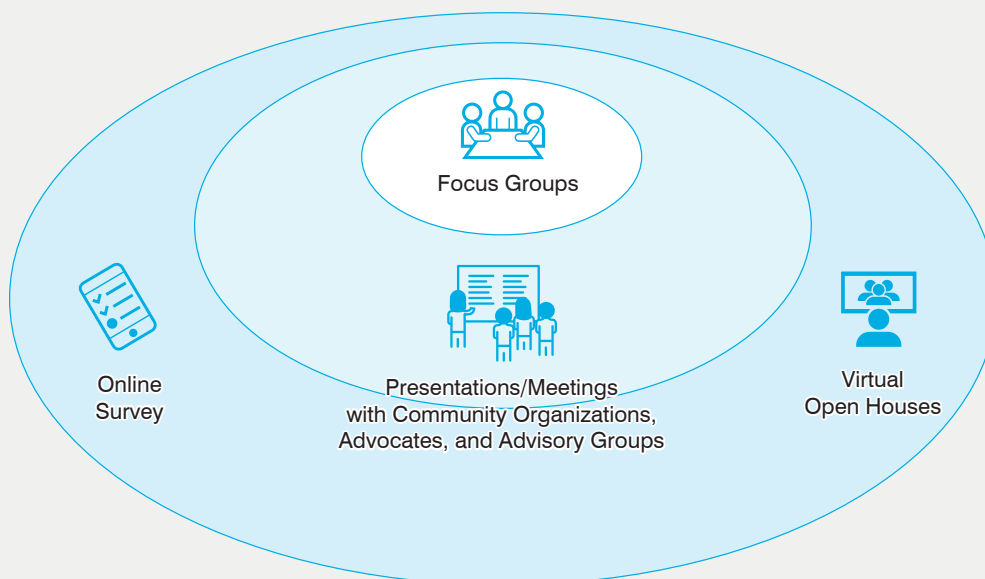
While a variety of strategies were used for outreach, the most resources were directed to engaging with individuals from these communities. For round 1, this included focus groups. These sessions were

organized and held in collaboration with grassroots organizations whose beneficiaries, networks, and affiliations are centered around these communities. These organizations identified and recruited participants; co-developed or reviewed speaking points, materials, and group activities; and in some cases, presented at the sessions or facilitated break-out groups.

Stipends were provided for the organizations, with the amount depending on their level of involvement. See Appendix 1. Each participant in the focus groups received a \$50 gift card to Safeway.

Other outreach activities for this first round included a citywide online survey and meetings or presentations with community organizations, commissions, and advisory groups.

Figure 2. Outreach Activities in Round One



Effects of COVID-19 Pandemic on Outreach

Outreach was affected by the COVID-19 pandemic and stay-at-home orders. With the exception of one presentation, engagement activities were moved entirely to online platforms (e.g., Teams, Zoom). This had benefits as well as drawbacks. Participation may have been easier for people who may not have had the time, child care, or transportation necessary to attend an in-person public meetings.

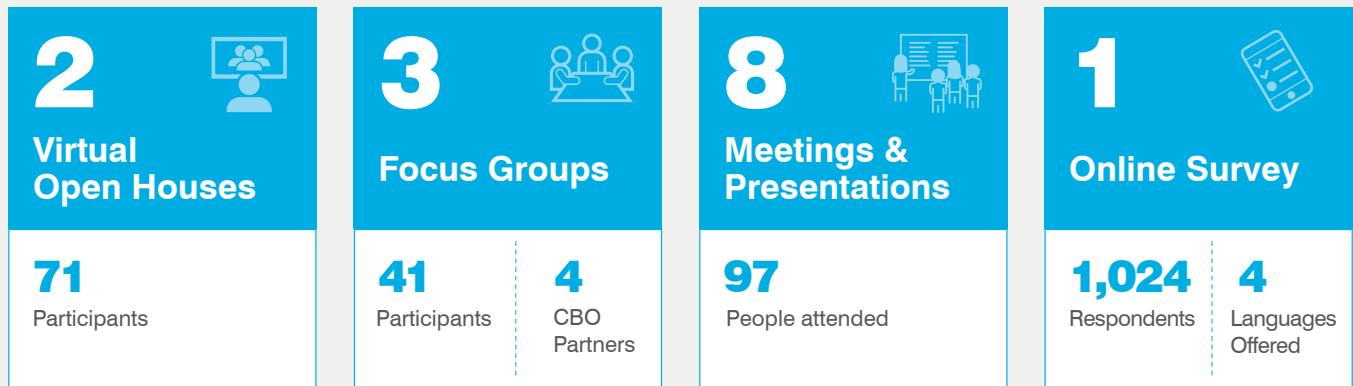
There were also downsides. For example, online formats may have limited participation from people who do not have any or consistent access to the required technology. It may have also deterred participation from those who prefer to communicate in person. Additionally, there were learning curves for everyone to transition to online meetings. Virtual platforms can also be problematic in terms of conveying information, assessing people's reactions, and soliciting feedback.

Crucially, the pandemic also affected the capacity of community organizations that the project team wanted to partner with or present to. Many had increased workloads (e.g., their beneficiaries especially needed assistance because of the pandemic's wide-ranging effects); staffing shortages, which may have been influenced by illness; and other issues.

Given these challenges and uncertainties brought upon by the pandemic, the TE project team had to be both persistent and flexible. This included accommodating other people's schedules; extending project timelines; and other measures. For example, to increase the number of responses to the online survey, targeted ads in Spanish, Tagalog, and Chinese were placed on Facebook. Ads on buses and postcards and flyers at libraries and recreation centers were also distributed.

Activities and Outcomes

Figure 3. Outreach Activities for Round One



CBO Partners:
 African American Arts & Cultural District
 San Francisco Rising
 Senior and Disability Action
 United in Love

Meetings & Presentations at:
 Bayview Citizens Advisory Committee
 BMAGIC
 Local Business Enterprise Advisory Committee
 Paratransit Coordinating Council
 SFMTA Youth Transportation Advisory Board
 SF Bicycle Coalition
 SF Transit Riders
 Small Business Commission
 SPUR

Survey Languages:
 Chinese, English, Filipino, Spanish

Over 1,100 individuals were engaged in the first round of outreach.

Virtual Open Houses

Purpose: Introduce the TE to the public and gather input on draft guiding principles

Dates: March 18, 2021, and March 23, 2021

Format: Virtual meetings with break-out sessions

Description: In March 2021, the Planning Department held a two-week “conference” that involved a series of online events to showcase the General Plan and current efforts to update its different components. In addition to the TE, this included the Housing Element, Safety and Resilience Element, and an environmental justice framework to be used for all content in the General Plan.

The TE project team specifically held two virtual, 90-minute workshops as a part of this conference. A keynote speaker at each session provided remarks about the role of policy in transportation planning and implementation. In a plenary session, workshop participants were introduced to the TE, and how it is used to shape development and projects. Attendees were then asked to join break-out groups to participate in a facilitated discussion about draft guiding principles.

Fifty-six people attended the workshop about the TE on March 18th, and 41 people attended on March 23rd.

Focus Group

Purpose: Convene participants from groups not historically involved in transportation planning, learn about their experiences with transportation in San Francisco, and gather feedback on potential policy options.

Dates: January – February 2022

Format: Virtual meetings with break-out sessions

Description: The project team partnered with community-based organizations to hold focus groups with communities they work with to learn about and understand participants' experiences with transportation in San Francisco. Each session was approximately 90 minutes long.

The focus groups were held in collaboration with the following organizations on the dates below.

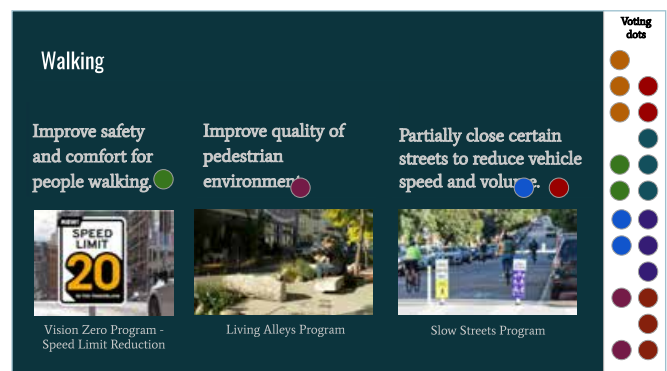
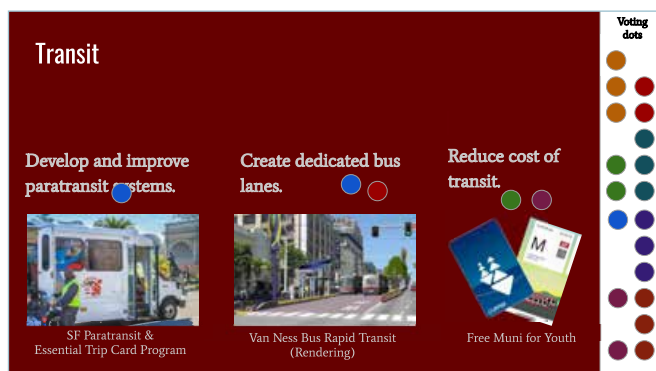
- San Francisco Rising on January 11, 2022
- Senior and Disability Action on January 20, 2022
- African American Arts & Cultural District and United in Love on February 22, 2022

The organizations were compensated for their level of involvement, which ranged from recruiting participants, making plenary remarks, and/or facilitating the break-out groups. See Appendix A.

All CBOs took the lead in recruiting participants. The CBOs and SF Planning agreed to recruit 12-15 people for each focus group, aiming to represent a diversity of gender, income, race, age, income, disability status, and people who lived in different neighborhoods of the city. Interpretation and closed-captioning services were available.

The agenda for each focus group included an overview of the session, including purpose and group agreements (20 minutes); an overview of the TE followed by questions and answers (15 minutes); small group activity (45 minutes); and summary/ wrap-up (10 minutes). Staff from each CBO made opening and closing remarks, and, in some cases, facilitated the small group discussions.

A total of 41 people participated in the three focus groups. Their demographic characteristics are summarized in Figure 4. Each participant received a \$50 gift card to Safeway.



Above are some examples of breakout activities from the focus groups.

Figure 4. Demographics of Focus Group Participants

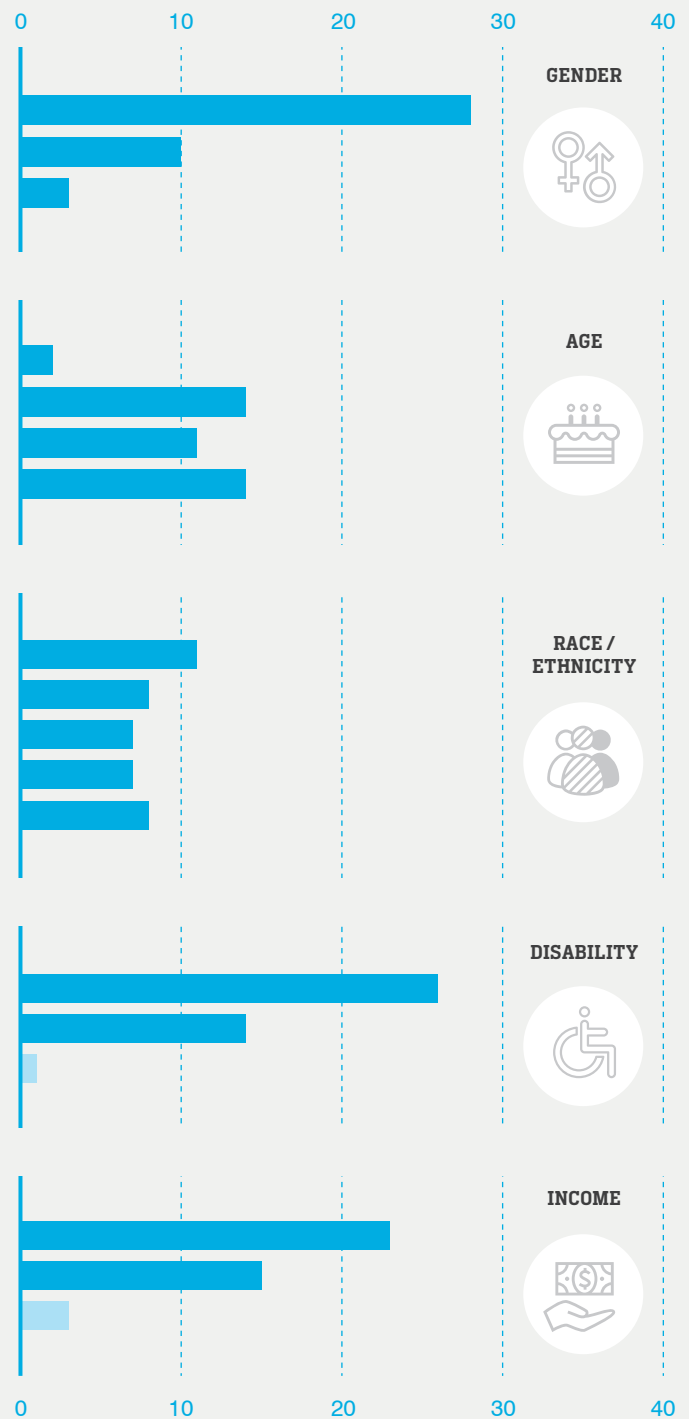
<i>Gender</i>	<i>Number</i>	<i>%</i>
Male	28	68%
Female	10	24%
Non-binary	3	7%
Total	41	100%

<i>Age</i>	<i>Number</i>	<i>%</i>
<18	2	5%
18-35	14	34%
36-59	11	27%
60+	14	34%
Total	41	100%

<i>Race/ethnicity</i>	<i>Number</i>	<i>%</i>
White	11	27%
Black	8	20%
Asian	7	17%
Latino/a/x and Hispanic	7	17%
Multiracial	8	20%
Total	41	100%

<i>Disability</i>	<i>Number</i>	<i>%</i>
Yes	26	63%
No	14	34%
Decline to state	1	2%
Total	41	100%

<i>Income</i>	<i>Number</i>	<i>%</i>
< \$50,000	23	56%
> \$50,000	15	37%
Decline to state	3	7%
Total	41	100%



Presentations to and Meetings with Community-based Organizations, Commissions, and Advisory Groups

Purpose: Introduce project to organizations; answer questions about content, schedule, and process; and promote online survey (see below)

Dates: March – May 2022

Format: Virtual or in-person presentations and meetings

Description: From December 2021 to April 2022, messages were sent to over 60 organizations to request a meeting or presentation time to discuss the TE. The messages noted that the project team was

willing to present at a regularly scheduled meeting or at a separately organized meeting.

Presentations and discussions were made at meetings with the groups listed below.

- Bayview Citizens Advisory Committee (March 3, 2022)
- BMAGIC (February 15, 2022)
- Local Business Enterprise Advisory Committee (April 7, 2022)
- Paratransit Coordinating Council (March 16, 2022)
- SFMTA Youth Transportation Advisory Board (March 1, 2022)
- SF Bicycle Coalition (May 9, 2022)
- SF Transit Riders (April 6, 2022)
- Small Business Commission (March 27, 2022)
- SPUR (May 13, 2022)

Online Survey

Purpose: Understand respondents' experiences with transportation in San Francisco and gather feedback on potential policy options

Dates: March 1 – April 30, 2022

Format: Online survey administered through Survey Monkey platform

Description: An online survey was made available to the general public, which consisted of 10 questions about transportation and six optional demographic questions.

Announcements about the survey were posted on the following channels or locations.

- Posting on Planning Department's Facebook, Instagram, LinkedIn, and Twitter accounts
- Posting on SFMTA's Twitter and Facebook accounts
- Posting on SFCTA's Instagram account and monthly newsletter

- 800 ads on Muni buses in Chinese, English, Spanish, and Tagalog
- Posters and postcards in Chinese, English, Spanish, and Tagalog distributed at the City's recreation centers
- Posters and postcards in Chinese, English, Spanish, and Tagalog distributed at the Main Library and 28 library branches
- Spanish-language ad in El Tecolote newspaper
- Chinese-language ad in Sing Tao newspaper

A total of 1,024 people completed the survey. The demographic breakdown of the survey respondents is summarized in Figure 5.

An incentive to be placed in a random drawing for a \$50 Safeway gift card was offered. The project team chose one winner using an internet-based random number generator.

Appendix C contains the online survey questions, and Appendix D includes an analysis of the survey responses.

Figure 5. Demographics of Online Survey Respondents

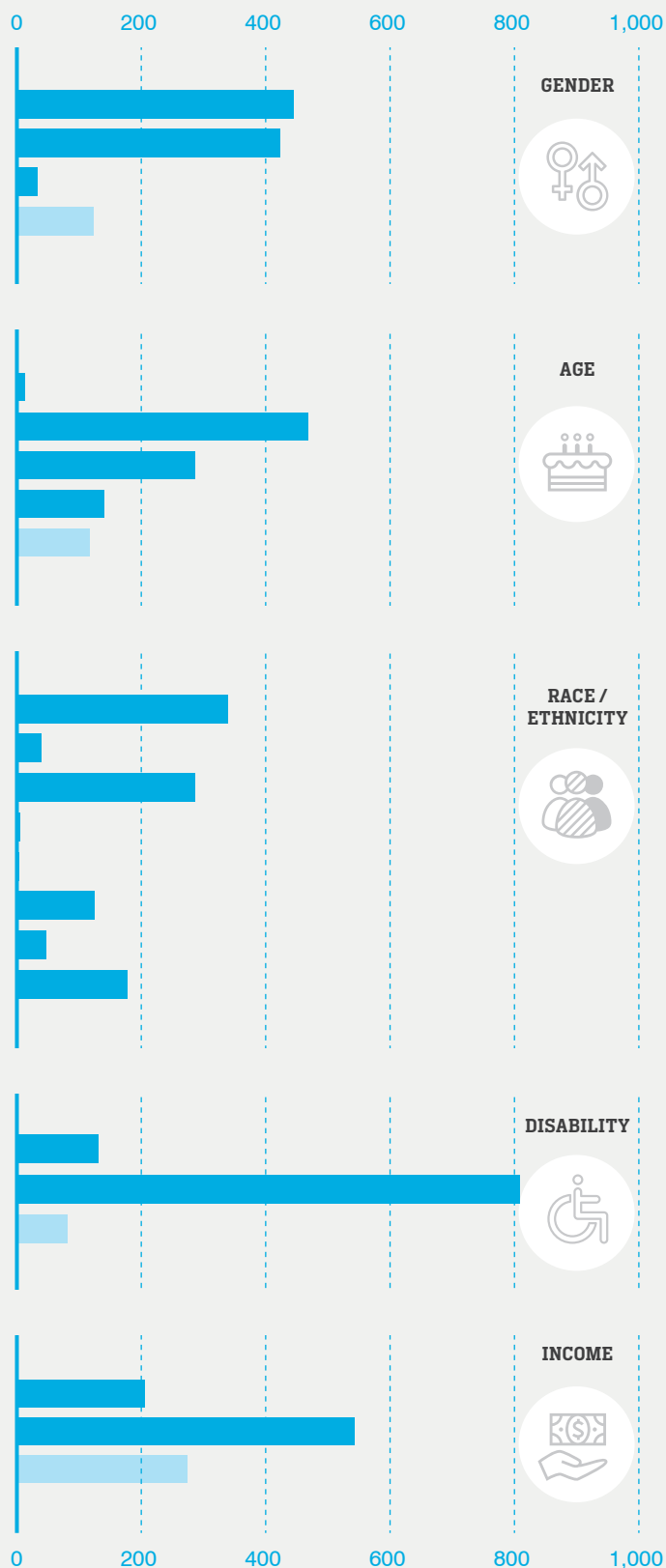
<i>GENDER</i>	<i>Number</i>	<i>%</i>
Male	445	43%
Female	423	41%
Non-binary	33	3%
Did not answer	123	12%
Total	1,024	100%

<i>AGE</i>	<i>Number</i>	<i>%</i>
<17	13	1%
18-39	469	46%
40-59	284	28%
60+	141	14%
Did not answer	117	11%
Total	1,024	100%

<i>RACE/ETHNICITY</i>	<i>Number</i>	<i>%</i>
White	339	33%
Black	39	4%
Asian	286	28%
Middle Eastern or Northern African	5	1%
American Indian	4	0%
Latino/a/x and Hispanic	125	12%
Multiple (2 races or more)	48	5%
Other or did not answer	178	17%
Total	1,024	100%

<i>DISABILITY</i>	<i>Number</i>	<i>%</i>
Yes	132	13%
No	809	79%
Decline to state	82	8%
Total	1,024	100%

<i>INCOME</i>	<i>Number</i>	<i>%</i>
< \$50,000	206	20%
> \$50,000	543	53%
Decline to state	275	27%
Total	1,024	100%



Online survey ads displayed on a Muni bus. Photo by SF Planning.



Presentations to San Francisco Agencies

Purpose: Introduce project to San Francisco agencies and answer questions about content, schedule, and process.

Dates: July – November 2021

Format: Virtual meetings

Description: The project team provided an overview of the project with San Francisco agencies with functions that involve transportation and/or streets. These included discussions with staff from the following agencies:

- Department of Aging and Adult Services
- Fire Department
- Mayor's Office of Disability
- Mayor's Office of Housing and Community Development
- Office of Economic and Workforce Development
- Office of Racial Equity
- Office of Resilience and Capital Planning
- Office of Small Business
- Port
- Public Works
- Recreation & Parks
- San Francisco County Transportation Authority
- San Francisco Unified School District
- San Francisco International Airport, and
- SF Environment

Within SFMTA, the project team met with the following units:

- Government Affairs
- Office of Race, Equity, & Belonging
- Innovation
- Livable Streets
- Parking & Curb Management
- Planning
- Taxi, Mobility, & Accessible Services
- Transit
- Transportation Engineering

Note: Discussions with agencies are not included in the findings section of this report.

Next Steps

The project team will use the information collected during this first round of outreach in its development of goals, objectives, and policies for the Transportation Element. Transportation-related feedback from other projects will also be used. This includes outreach efforts conducted for citywide projects (e.g., ConnectSF, 2022 Housing Element Update) and more localized projects (e.g., Bayview Community-Based Transportation Plan, Western Addition Community-Based Transportation Plan).

When draft content for the Transportation Element has been prepared, a second round of outreach will be held. This second round is anticipated to occur in late 2023.



Photo: Jeremy Menzies, SFMTA

Appendix A: Focus Groups – Partnership Tiers with Community-Based Organizations (CBOs)

Partnership Tier	CBO's Tasks and Deliverables	CBO's Estimated Level of Effort (hours) and Meetings	Planning Department Responsibilities
Convene \$1,000	<ul style="list-style-type: none"> Nominate and reach out to potential participants through existing communication channels. Follow up as needed to ensure participation. Confirm recording consent from participants. Review materials prior to event and provide feedback tailored to participants. Provide opening and closing comments during listening sessions. Review summary of findings 	<p>8-10 hours</p> <ul style="list-style-type: none"> 1 planning meeting to nominate participants. E-mail or phone follow ups/ meeting as needed to coordinate and ensure participation. 	<ul style="list-style-type: none"> Assist in recruiting participants and publicizing listening session Support with Zoom and other technology needs Notetaking Facilitate listening session Prepare summary of findings Distribute participant incentives
Co-host \$2,000	<ul style="list-style-type: none"> All items listed in “Convene” tier. Help gather demographic data of participants. Provide translation or interpretation services (as needed). Note taking during event (as needed). 	<p>18-20 hours</p> <ul style="list-style-type: none"> 1 planning meeting to nominate participants and review content for the listening session E-mail follow-ups/ meeting as needed to coordinate and ensure participation Distribute info about TE outreach to network, including participation in listening session and/or survey 	<ul style="list-style-type: none"> Support with Zoom and other technology needs Notetaking Facilitate listening session Prepare summary of findings Distribute participant incentives
Co-facilitate \$3,500	<ul style="list-style-type: none"> All items listed in “Convene” and “Co-host” tiers. Collect any post-event feedback and share with Planning Department. Take the role of lead facilitator (with support from project team on housekeeping items, logistics, and note taking). Co-create presentation and supporting materials, and draft/ refine listening session questions, and provide feedback. 	<p>30-35 hours</p> <ul style="list-style-type: none"> 1 planning meeting to nominate participants. 1 planning meeting to coordinate conversation topics and listening session agenda. 1 brief check-in prior to session or to de-brief following the session. 	<ul style="list-style-type: none"> Support with zoom and other technology needs Notetaking Prepare draft summary of findings Distribute participant incentives

Appendix B1:

Summary of Focus Group with Senior and Disability Action

Background

The San Francisco Planning Department (SF Planning) is updating the Transportation Element of the San Francisco General Plan. Critical to this work is getting input and feedback from community members, particularly those who have not been part of planning processes in the past.

In partnership with Senior and Disability Action (SDA), a focus group was organized to learn and understand participants' experiences with transportation in San Francisco. Attendees were recruited from SDA's transit justice advocates so that the project team can learn from their perspectives to inform the policies for the Transportation Element. Participants were provided a \$50 gift card for their time.

Meeting Structure

The focus group was held virtually on January 20, 2022, from 1:30 – 3:00 PM. The agenda included an overview of the session, including purpose and group agreements (20 minutes); an overview of the Transportation Element followed by questions and answers (15 minutes); small group activity (45 minutes); and summary/wrap-up (10 minutes). Pi Ra, the Transit Justice Director at SDA made opening and closing remarks, and SF Planning presented information about the Transportation Element and facilitated the small group discussions.

Participants were placed in break-out groups, which included three to four participants, a facilitator, and a notetaker. Three main questions were asked of each group:

1. Thinking about how you get around for all of your daily needs, what challenges or barriers to transportation, access, and mobility do you experience? Please include responses for different ways of getting around, such as walking or taking transit. On the other hand, what is working for you now?
2. What changes to transportation, access, and mobility are needed in your community? Thinking about 2032 - what options do you want, what needed to feel safe, and what changes are needed to achieve them?
3. What policies or programs should be removed, modified, or added to address existing challenges/ barriers and improve transportation, access, and mobility in your community? Each participant was asked to select (or "vote" using virtual dots) three programs from the following list in response to this question:
 - Develop and improve paratransit systems.
 - Create dedicated bus lanes.
 - Reduce cost of transit.
 - Improve safety and comfort for people walking.

- Improve quality of pedestrian environment.
- Partially close certain streets to reduce vehicle speed and volume.
- Improve safety and comfort of people biking.
- Expand and improve access to bicycles.
- Expand and improve access to bicycle parking.
- Establish parking prices and fare structure to manage parking demand.
- Establish passenger loading and paratransit zones.
- Allocate curb space according to street type and land use context.

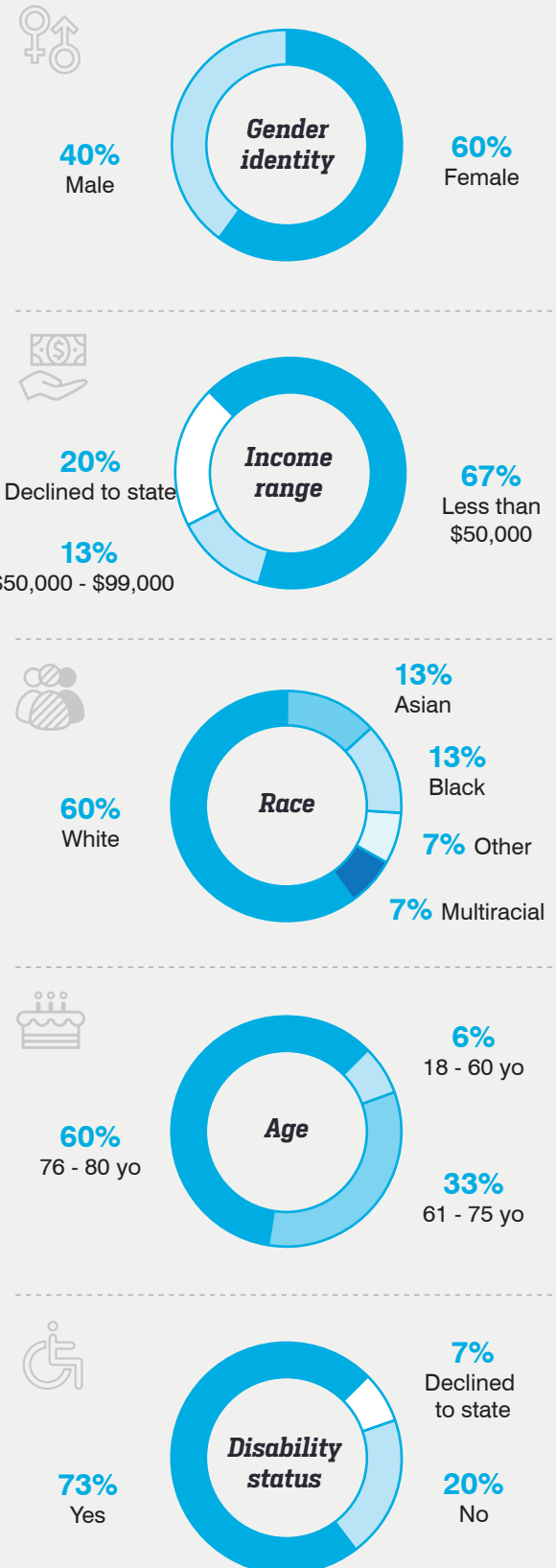
Participants

Fifteen people attended the focus group. They were asked to self-report on a variety of demographic characteristics.

Participants lived in different parts of the city, including the Outer Richmond, and Outer Sunset Mission, Potrero Hill, and Visitacion Valley. Years that participants lived at their current zip code ranged from 5 years to 57 years, with an average of 22 years.

For their gender identities, nine people identified as female and six as male. When reporting their annual income, two-thirds of participants (67%) indicated that their income is less than \$50,000 per year. When reporting their annual income, two-thirds of participants (67%) indicated that their income is less than \$50,000 per year. In terms of age and race, the majority of participants were white and between the ages of 76-80. Nearly three-quarters of participants reported having a disability. See Figure B1.1.

Figure B1.1. Participant Demographics



Summary of Discussion

Several key themes emerged from the discussion groups and are summarized below.

SAFETY

Participants described the conflicts that they often witness or experience as pedestrians. These are conflicts between scooters and pedestrians as well as between bicyclists and pedestrians. Some bicyclists travel at high speeds while others ride their bicycles on the sidewalks. Participants expressed wanting more safety for pedestrians. One proposal is to increase the amount of dedicated parking for bicycles and scooters. Another pedestrian safety concern is that maintenance of sidewalks is often lacking, which makes walking less enjoyable. Some sidewalks are cracked or are in poor condition, which could lead to falls or injury. Lastly, participants would like the city to address vehicle speeding on residential streets. Installing speed bumps and speed cameras could potentially address this concern.

ACCESSIBILITY

There were a few concerns brought up related to accessibility. A few participants would like the city's streets to better accommodate smaller mobility devices like scooters and bikes as well as being able to bring these devices on transit. Participants expressed that the steep hills in some neighborhoods are barriers to walking. A few participants shared their experiences with parklets in the city. They felt that the parklets reduce the sidewalk widths and therefore make sidewalks less accessible for pedestrians since there is less space to walk. One participant said that parklets that use curb space take away ADA parking spaces.

TRANSIT

In every breakout group, participants expressed existing challenges with public transit. Participants expressed frustrations with transit crowding, particularly on rapid lines and high-ridership lines. In addition to transit crowding, participants were frustrated that transit service was often unreliable. To address transit crowding, participants suggested that SFMTA should provide more frequent transit service. Transit-only lanes were proposed to do that.

Participants shared other challenges related to their experience with transit. They would like boarding and getting off buses to be easier for people with mobility impairments. Some wheelchairs cannot get on transit or paratransit vehicles. When waiting for transit, participants said that many transit stops lack bus shelters. The stops that have bus shelters often have inadequate seating for seniors. Lastly, participants would like for transit to be more affordable.

A few participants remarked on their experience with public transit during the COVID-19 pandemic. They would like SFMTA to restore transit lines that were suspended during the pandemic. On the other hand, one participant noted that they appreciate that Muni has continued service during COVID, which has been a difficult time for residents and city agencies.

OTHER

In the different breakout groups, participants discussed slow streets. There was generally support for slow streets. Participants liked how the slow streets in San Francisco were designated in a way that makes a connected network. One participant said that slow streets could be improved by banning left turns and through-traffic.

In one breakout group, participants said they would like the city to implement neighborhood shuttles that are free for seniors and people with disabilities. The shuttle pickup and drop-off times could coincide with peak times for healthcare appointments.

Dot Voting Activity

When asked to choose policies or programs that should be expanded or added to address existing challenges/barriers, respondents “voted” for various programs using virtual dots. Two of the four breakout groups completed the dot voting activity. The results for these two groups are shown in Figure B1.2.

The results from the dot voting activity correspond with the existing challenges that participants expressed. The proposed policies and programs that received the most votes – improving paratransit systems, improving safety and comfort for pedestrians, and establishing paratransit loading – would address concerns related to pedestrian safety and accommodations for paratransit users.

The other two breakout groups discussed potential policies and programs instead of using the dot voting exercise. These include:

- Promoting the Essential Trip Card program, since not many of the participants people knew about it
- Implementing community ambassador programs to address personal safety concerns
- Reducing vehicle speeds
- Installing adequate lighting throughout the active transportation network
- Making paratransit easier to use since the wait times for a ride are currently long

Figure B1.2. Results of Dot Voting Activity

<i>Mode</i>	<i>Policy</i>	<i>Number of Notes</i>
Transit	Develop and improve paratransit systems	5
	Create dedicated bus lanes	1
	Reduce cost of transit	1
Walking	Improve safety and comfort for people walking	4
	Improve quality of pedestrian environment	2
	Partially close certain streets to reduce vehicle speed and volume	1
Biking	Improve safety and comfort of people biking	2
	Expand and improve access to bicycles	2
	Expand and improve access to bicycle parking	0
Parking and curb management	Establish parking prices and fare structure to manage parking demand	0
	Establish passenger loading and paratransit zones	3
	Allocate curb space according to street type and land use context	0

Appendix B2:

Summary of Focus Group with SF Rising

Background

The San Francisco Planning Department (SF Planning) is updating the Transportation Element of the San Francisco General Plan. Critical to this work is getting input and feedback from community members, particularly those who have not been part of planning processes in the past.

In partnership with SF Rising, a focus group was organized to learn and understand participants' experiences with transportation in San Francisco. Attendees were recruited from SF Rising's network of youth activists and advocates so that the project team can learn from their perspectives to inform the policies for the Transportation Element. Participants were provided a \$50 gift card for their time.

Meeting Structure

The focus group was held virtually on January 11, 2022, from 2:00 – 3:30 PM. The agenda included an overview of the session, including purpose and group agreements (10 minutes); an overview of the Transportation Element followed by questions and answers (15 minutes); small group activity (55 minutes); and summary/wrap-up (10 minutes). Staff from SF Rising made opening and closing remarks, and SF Planning presented information about the Transportation Element and facilitated the small group discussions.

Participants were placed in break-out groups, which included three to four participants, a facilitator, and a notetaker. Three main questions were asked of each group:

1. Thinking about how you get around for all of your daily needs, what challenges or barriers to transportation, access, and mobility do you experience? Please include responses for different ways of getting around, such as walking or taking transit. On the other hand, what is working for you now?
2. What changes to transportation, access, and mobility are needed in your community? Thinking about 2032 - what options do you want, what needed to feel safe, and what changes are needed to achieve them?
3. What policies or programs should be removed, modified, or added to address existing challenges/ barriers and improve transportation, access, and mobility in your community? Each participant was asked to select (or "vote" using virtual dots) three programs from the following list in response to this question:
 - Develop and improve paratransit systems.
 - Create dedicated bus lanes.
 - Reduce cost of transit.
 - Improve safety and comfort for people walking.

- Improve quality of pedestrian environment.
- Partially close certain streets to reduce vehicle speed and volume.
- Improve safety and comfort of people biking.
- Expand and improve access to bicycles.
- Expand and improve access to bicycle parking.
- Establish parking prices and fare structure to manage parking demand.
- Establish passenger loading and paratransit zones.
- Allocate curb space according to street type and land use context.

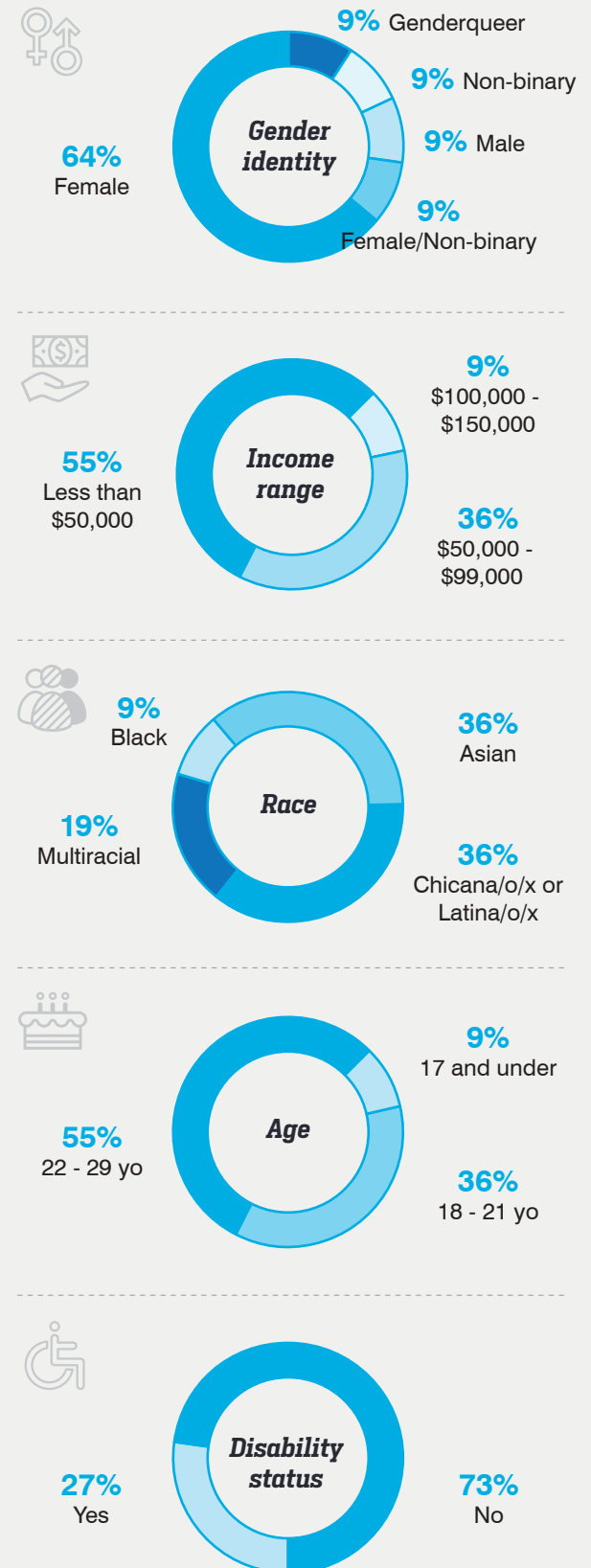
Participants

Fifteen people attended the focus group. They were asked to self-report on a variety of demographic characteristics.

Participants lived in different neighborhoods around the city, including the Ingleside, Inner and Outer Richmond, Merced heights, Mission, Tenderloin, and Visitacion Valley. Years that participants lived at their current zip code ranged from one year to 23 years, with an average of 4.5 years.

For gender, most people identified as female. More than half of participants indicated that their household's annual income as less than \$50,000. For race, about one-third of the group was Asian, another one-third was Chicana/o/x or Latina/o/x, with the others being multi-racial or black. In terms of age, most participants were between 22 and 29 years old. About a quarter of the participants reported having a disability. See Figure B2.1.

Figure B2.1. Participant Demographics



Summary of Discussion

Several key themes emerged from the discussion groups and are summarized below.

SAFETY

Many of the participants brought up a range of safety issues, including unsafe streets for walking. One person said that intersections in the Outer Avenues were dangerous for pedestrians, especially as there were more cars in that area. Another brought up uneven or cracked sidewalks as being a hazard, especially for people with disabilities.

A few participants mentioned physical separation of bikes from cars as being an important, needed safety measure. One person commented that, while the bike network connectivity has improved, they saw gaps in the network and felt that bicyclists still had to contend with fast-moving traffic. One person said they used to bike but stopped because they didn't feel safe.

Attendees also brought up concerns about safety on transit. Some said they did not feel safe while waiting for transit, and this was compounded by the unreliability or infrequency of bus service. Features mentioned in the previous section that participants wanted to see as part of the transit network (e.g., more lighting, safety call buttons) were desired as means to improve safety.

TRANSIT

Almost all participants expressed opinions on transit. Many depend on it, and a few cited positive attributes or examples of transit. One person spoke highly of the frequency of the buses on Geary (a "chef's kiss to the 38" line), and others mentioned that dedicated bus lanes can make a big difference in their travel time.

More commonly, though, participants expressed frustration with current service. A frequently mentioned concern was infrequent, unreliable service, with one person describing transit as "hit or miss." Participants talked about how late buses or buses that did not arrive resulted in their missing or being late to appointments or classes; wait times

that were an hour or longer; and having them resort to other modes that were less convenient, took more time, or required walking on unsafe streets.

Respondents discussed changes they would like to see to transit, including less crowded buses; running transit outside of traditional business hours, including more service in the evenings and weekends; and making transit more affordable or free to everyone. More outreach about current fare discounts was brought up, so that more people can benefit from them, especially because transit is an essential service for many people.

There were remarks that passenger facilities and amenities can be improved. This included clearly marked bus stops (e.g., rather than just a pole or paint that is not visible or not easily recognized as a transit stop). Many people wanted to see signage, lighting, seating, and safety call buttons or a list of resources/numbers at bus stops. A couple of participants mentioned some kind of mechanism that would alert drivers to the presence of passengers at the bus stops, as they have been passed by buses that did not stop to pick them up while they were waiting at a bus stop. Additionally, many supported having Muni be free to all.

OTHER

A few participants made statements that reflect the importance of environmental issues and climate change to them. One person said that one of the reasons they use transit is that it was better for the environment. Another attendee said the transportation system should be completely electrified in the next 10 years. And one person mentioned that they were open to different transportation technologies, as long as they were environmentally safe.

Two attendees brought up issues that may have racial implications. Two people noted that they only saw fare inspectors on buses in communities of color. Another person noted that they perceived a lack of trees and green spaces in the Tenderloin, with another participant specifying that the Outer Mission, Excelsior, and Bayview neighborhoods could benefit from beautification efforts.

Dot Voting Activity

When asked to choose policies or programs that should be expanded or added to address existing challenges/barriers, respondents “voted” for various programs using virtual dots. The results for activity are shown in Figure B2.2.

Figure B2.2. Results of Dot Voting Activity

<i>Mode</i>	<i>Policy</i>	<i>Number of Notes</i>
Transit	Create dedicated bus lanes	6
	Reduce cost of transit	5
	Develop and improve paratransit systems	2
Walking	Partially close certain streets to reduce vehicle speed and volume	5
	Improve quality of pedestrian environment	4
	Improve safety and comfort for people walking	3
Biking	Improve safety and comfort of people biking	3
	Expand and improve access to bicycles	0
	Expand and improve access to bicycle parking	0
Parking and curb management	Establish parking prices and fare structure to manage parking demand	1
	Establish passenger loading and paratransit zones	1
	Allocate curb space according to street type and land use context	1

Appendix B3:

Summary of Focus Group with African American Arts and Cultural District and United in Love

Background

The San Francisco Planning Department (SF Planning) is updating the Transportation Element of the San Francisco General Plan. Critical to this work is getting input and feedback from community members, particularly those who have not been part of planning processes in the past.

In partnership with the African American Arts and Cultural District (AAACD) and United in Love (UIL), a focus group was organized to learn and understand participants' experiences with transportation in San Francisco. United in Love was responsible for recruitment and advertised the focus group via email as well as in-person events that UIL held, including a vaccine clinic and food pantry. Participants were provided a \$50 gift card for their time and an additional \$20 gift card for food.

Meeting Structure

The focus group was held virtually on February 22, 2022, from 3:00 – 4:30 PM. The agenda included an overview of the session, including purpose and group agreements (20 minutes); an overview of the Transportation Element followed by questions and answers (15 minutes); small group activity (45 minutes); and summary/wrap-up (10 minutes). Lisa Wynn, Founder of UIL, made opening and closing remarks, and SF Planning staff presented information about the Transportation Element and facilitated the small group discussions.

Participants were placed in break-out groups, which included three to four participants, a facilitator, and a notetaker. Three main questions were asked of each group:

1. Thinking about how you get around for all of your daily needs, what challenges or barriers to transportation, access, and mobility do you experience? Please include responses for different ways of getting around, such as walking or taking transit. On the other hand, what is working for you now?
2. What changes to transportation, access, and mobility are needed in your community? Thinking about 2032 - what options do you want, what needed to feel safe, and what changes are needed to achieve them?
3. What policies or programs should be removed, modified, or added to address existing challenges/ barriers and improve transportation, access, and mobility in your community? Each participant was asked to select (or "vote" using virtual dots) three programs from the following list in response to this question:
 - Develop and improve paratransit systems.
 - Create dedicated bus lanes.
 - Reduce cost of transit.
 - Improve safety and comfort for people walking.
 - Improve quality of pedestrian environment.

- Partially close certain streets to reduce vehicle speed and volume.
- Improve safety and comfort of people biking.
- Expand and improve access to bicycles.
- Expand and improve access to bicycle parking.
- Establish parking prices and fare structure to manage parking demand.
- Establish passenger loading and paratransit zones.
- Allocate curb space according to street type and land use context.

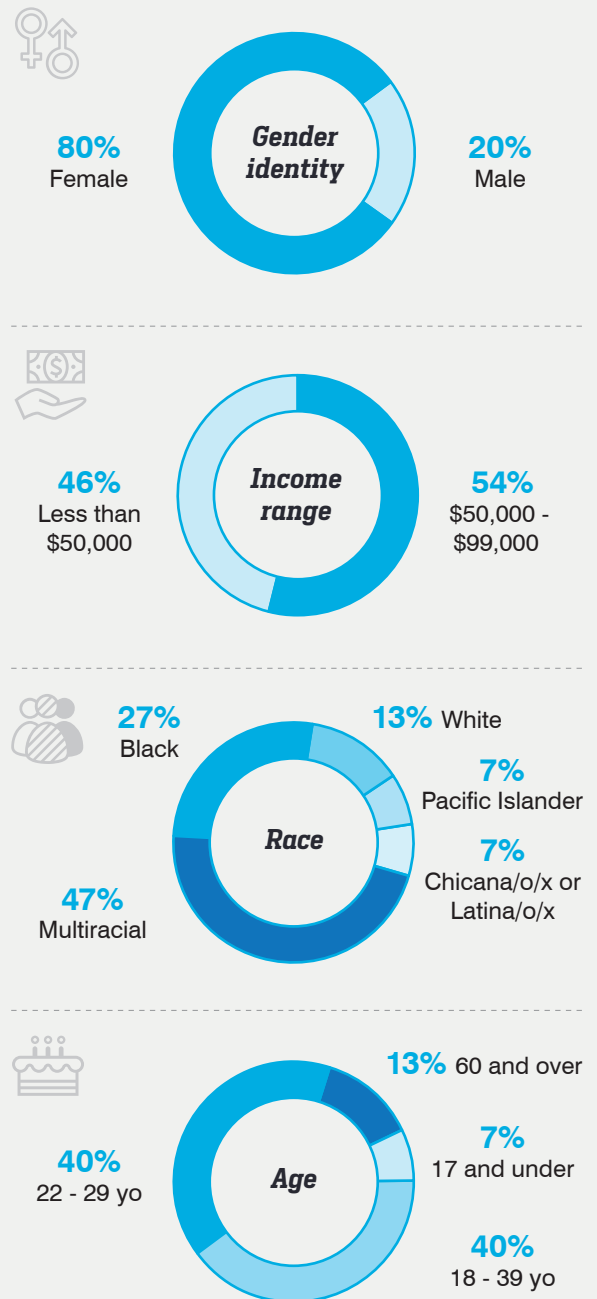
Participants

Fifteen people attended the focus group. They were asked to self-report on a variety of demographic characteristics.

Nearly half of participants (47%) lived in the Bayview Hunters Point neighborhoods, with the remainder living in the Mission, Portola, and Western Addition areas. Years that participants lived at their current zip code ranged from three to 25 years, with an average of ten years.

For their gender identities, most participants identified as female. Less than half of participants indicated that their household's annual income as less than \$50,000, with the remainder having incomes of \$50,000-\$100,000. For race, nearly one-half of the group was multiracial and more than one-quarter were black. The rest included people with Chicana/o/x or Latina/o/x, Pacific Islander, or white racial backgrounds. None of the participants reported having a disability. See Figure B3.1.

Figure B3.1. Participant Demographics



Summary of Discussion

Many of the topics and concerns brought up by participants were intersectional. For example, transit users brought up issues related to service, personal safety, and accessibility. These comments are categorized and cross-referenced in the sections below.

SAFETY

Safety on streets was frequently mentioned by participants in the discussion groups. Some people cited speeding cars as being daunting and wanted to see more “separation” for all users, such as building or expanding sidewalks or adding landscaping. There was also concern for their personal security while out in public, as people are hearing about crimes (e.g., robberies) in areas where they live or work.

Several of the participants felt that public transportation is not safe, especially for women and kids. This is discussed further in the next section.

Several of the participants are parents and talked about general safety concerns for their children. Some would like to see more safety infrastructure near schools to slow down traffic, like a flashing beacon, speed bumps, and striping.

TRANSIT

Many of the participants use transit but expressed strong feelings about needed improvements. Reliability is an issue, as people cannot get to where they need to go on time. Many people said they would greatly benefit from more service on existing lines and more different routes to get them to destinations that are not currently served by transit.

Some people wanted transit to be easier. Basics such as location of bus stops, service frequency, and routing were not always clear. Transit needs to be as frequent during non-commute hours as commute hours. More clear, more simplified information about regional transportation was also mentioned, including transfers, less and easier-to-understand maps, and other improvements.

Additionally, people feel uncomfortable on the bus for various reasons. Crowded or unclean buses can make the ride unpleasant. Concern was also expressed about people not feeling safe with the presence of unhoused people and drug users on transit. A few people mentioned that they stopped taking transit or did not allow their children on transit out of concern for personal safety reasons. Many people suggested having transit vehicles patrolled to ensure people’s safety instead of for fare evaders.

AFFORDABILITY

Affordability is a key challenge for many of the participants. This included the costs of taking transit as well as to drive. One participant expressed that they like the Free Muni for Youth program. Another participant would like to see discounted fares on Muni, similar to what is provided on BART.

The cost of parking was also brought up. One person said that getting a parking permit is time-consuming and takes a very long time. Another suggested a pilot program to exempt low-income families from paying parking meters.

ACCESSIBILITY

Several participants wanted to see better accessibility for transportation services. This includes easier access to get on/off transit, especially for the elderly, people with disabilities, and people who use strollers. One person said that bulb-outs and curb ramps were not compatible with walkers that people with disabilities use.

Dot Voting Activity

When asked to choose policies or programs that should be expanded or added to address existing challenges/barriers, respondents “voted” for various programs using virtual dots. The results are shown in Figure B3.2.

Figure B3.2. Results of Dot Voting Activity

<i>Mode</i>	<i>Policy</i>	<i>Number of Notes</i>
Transit	Reduce cost of transit	7
	Create dedicated bus lanes	2
	Develop and improve paratransit systems	1
Walking	Improve safety and comfort for people walking	8
	Improve quality of pedestrian environment	2
	Partially close certain streets to reduce vehicle speed and volume	2
Biking	Improve safety and comfort of people biking	2
	Expand and improve access to bicycles	1
	Expand and improve access to bicycle parking	0
Parking and curb management	Establish parking prices and fare structure to manage parking demand	4
	Establish passenger loading and paratransit zones	2
	Allocate curb space according to street type and land use context	1

Appendix C:

Online Survey – Survey Questions

Transportation Survey

The Planning Department is updating the City’s Transportation Element, which sets policies for the safe, efficient, reliable movement of people and goods in and through San Francisco. It addresses all the ways that people use to get around.

A comprehensive update of the Transportation Element is a once-in-a-generation opportunity. Your input will advise the development of policies that will be used by decisionmakers and City agencies for projects that involve transportation.

This survey is anonymous.

After completing it, you will have the opportunity to provide your contact information if you would like to be entered into a random drawing to win a \$50 gift card. One winner will be selected at random.

Thank you for your participation!

Questions

When responding to the questions, think of the ways you use transportation in general. This can be to go to work, school, appointments, visit friends – all the things you do to live your life.

1. Please select the number 2 from the choices below.
 - a. 63
 - b. 459
 - c. 2
 - d. 3150

2. Please tell us how often you used the following forms of transportation **before the pandemic** (before March 2020).

	<i>Daily</i>	<i>A few times a week</i>	<i>Few times a month</i>	<i>Once a month or less</i>	<i>Never</i>
Walk					
Bike					
Public transportation (such as bus, light rail, BART, ferry, Caltrain)					
Drive, either alone or carpool					
Taxi or ridehail (such as Uber, Lyft)					
Rent a bike, electric scooter, or similar device					
Paratransit					
Other. Please specify. _____					

3. What makes walking in San Francisco challenging? (Choose 3)
- General feeling of being unsafe
 - Condition of sidewalks
 - Lack of sidewalks
 - Lack of crosswalks
 - Cars driving too fast
 - Lack of curb ramps and other accessibility issues
 - Hills
 - Lack of street trees or landscaping
 - Other. Please specify. _____
4. What are things that prevent you from biking more in San Francisco? (Choose 3)
- Condition of bike lanes
 - Lack of bike lanes
 - Bike lanes are not physically separated from driving lanes
 - Lack of bicycle parking
 - My bike may get stolen
 - General feeling of being unsafe
 - Cars driving too fast
 - Don't have access to a bicycle
 - Distance – the places I need to get to (work or services) are too far to bike to
 - Physical ability
 - Hills
 - Need to carry things, such as groceries, gym clothes, or equipment
 - Caretaking responsibilities, such as dropping kids off at school or daycare
 - Other. Please specify. _____

5. What are things that prevent you from taking public transit more often? (Choose 3)
 - a. Buses and trains don't go to places I want to go
 - b. Buses and trains don't run often enough
 - c. Buses and trains don't run late enough
 - d. Buses and trains don't run frequently enough on weekends
 - e. Public transit is too slow
 - f. Transferring between buses and/or trains is too inconvenient
 - g. Buses and trains arrive late and makes it difficult to for me to get places on time
 - h. Public transit is too expensive
 - i. I don't feel safe on the bus or train
 - j. I don't feel safe at the transit stop
 - k. Need to carry things, such as groceries, gym clothes, or equipment
 - l. Childcare responsibilities, such as dropping kids off at school or daycare
 - m. Other. Please specify. _____

6. The City is interested in having people choose sustainable ways of getting around as much as possible, such as walking, biking, or taking transit. What is your level of support or opposition to the following strategies to encourage people to walk, bike, or take transit?

	<i>Strongly oppose</i>	<i>Somewhat oppose</i>	<i>Neutral</i>	<i>Somewhat support</i>	<i>Somewhat support</i>	<i>I don't know</i>
Run buses and trains more often						
Widen sidewalks and add more bike lanes to provide more space for people walking and biking						
Create "mobility hubs" that offer a wide range of travel options, such as rideshare, bikeshare, scootershare, and public transit						
Reduce the cost of public transit or offering discounted public transit passes						
Charge people for driving into certain areas or during certain times of day to raise revenue for transit and to reduce traffic						
Prohibit cars in certain areas or during certain times of day to create safe streets for people to walk, exercise, or play						
Raise parking prices to increase parking turnover and availability						
Reduce vehicle speeds to increase safety for people walking and biking						

7. What is your level of support or opposition to these strategies to manage deliveries of packages?

	<i>Strongly oppose</i>	<i>Somewhat oppose</i>	<i>Neutral</i>	<i>Somewhat support</i>	<i>Somewhat support</i>	<i>I don't know</i>
Limit loading/unloading to certain times of the day. This can reduce collisions with people on the street and delivery vehicles don't block bike lanes or transit lanes						
Restrict or prohibit trucks on certain streets. This can reduce conflicts with pedestrians, bicyclists, drivers, and other people						
Require goods be delivered in vehicles with certain safety features (for example, blind spot cameras)						
Create low emission zones where access by some vehicles (e.g., diesel trucks) is restricted						

8. What should the City's priorities be for improving transportation to other parts of the Bay Area? (Choose 3)

- a. Make transfers easier and more convenient
- b. Improve walking and biking conditions to regional rail stations (e.g., Caltrain, BART)
- c. Improve freeway ramp access to address bottlenecks on surface streets
- d. Integrating regional fare payments so you can pay for all public transit services with one card/app on your phone
- e. Improve and expand regional ferry service and access to ferry terminals for people walking and biking
- f. Improve access to the airport for people taking public transit
- g. Invest in technology that enables real-time traffic information and incident management
- h. Other. Please specify. _____

9. Indicate your level of agreement with this statement.

To create equity and opportunity for all, it should be a high priority for the City to address racial equity gaps in transportation.

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree

If you agree, what should the City do to address racial equity gaps in transportation?

10. How did you hear about this survey?
- Muni bus ad
 - Facebook ad
 - I saw a flyer in a library
 - I saw a flyer in a recreation center
 - Email
 - Social media post (e.g., Twitter, Instagram, Facebook)
 - Other, please specify: _____

Tell Us About Yourself

Help us make sure we're reaching a representative sample by submitting information about yourself.

11. Do you live in San Francisco? (single choice) [optional]
- Yes
 - No
12. What zip code do you live in? _____ [optional]
13. What zip code do you work in? _____ [optional]
14. Gender identity: [optional]
- Woman
 - Man
 - Transgender, feminine
 - Transgender, masculine
 - Genderqueer/Gender non-conforming
 - Other not listed
 - Prefer not to answer
15. Ethnicity and race (select all that apply): [optional]
- East Asian (e.g., Chinese, Japanese, Korean, Taiwanese)
 - South Asian (e.g., Indian, Pakistani, Nepali, Bangladeshi)
 - Southeast Asian (e.g., Burmese, Cambodian, Filipino, Indonesian, Laotian, Thai, Vietnamese)
 - Middle Eastern or Northern African
 - Black, African-American, or African descendant
 - Hispanic, Latino, or Latinx
 - Native Hawaiian or other Pacific Islander
 - American Indian, Alaskan Native, or other indigenous group
 - White, European, or Caucasian
 - Other not listed
 - Prefer not to answer

16. Age range: [optional]
- 17 or younger
 - 18-39
 - 40-59
 - 60 or older
 - Prefer not to answer
17. Are you a person living with a disability or visual impairment? [optional]
- Yes
 - No
 - Prefer not to answer
18. What is your household's yearly income range (approximate)? [optional]
- Less than \$50,000
 - \$50,001 to \$75,000
 - \$75,001 to \$100,000
 - \$100,001 to \$125,000
 - \$125,001 to \$150,000
 - \$150,001 to \$200,000
 - More than \$200,000
 - Prefer not to answer

Thank you for taking the time to fill out this survey. If you would like to be entered into a random drawing for a \$50 gift card, please enter your information on the next page.

Please help us spread the word and invite your friends and family to fill out this survey.

For more information about the Transportation Element, visit <https://sfplanning.org/project/transportation-element>

Gift Card Raffle

If you would like to enter a raffle for a \$50 gift card, please share your contact information below. One winner will be selected in a random drawing. The information you provide will only be used to contact you if you win one a gift card.

We respect your privacy and will not share your personal information.

Name: _____

Email address: _____

Phone number: _____

Appendix D:

Online Survey – Key Findings

Introduction

This appendix presents a summary of findings from an online survey that was administered between March 2, 2022, to April 30, 2022 for the Transportation Element. The survey was developed with the intent of understanding respondents' experiences with transportation in San Francisco and to gather feedback on potential policy options. The online survey consisted of eight questions about transportation and six optional demographic questions. The transportation-related questions asked respondents about how often they used modes, such as walking, biking, or taking transit, and challenges they encounter using those modes. Additionally, respondents were asked for their support for potential transportation changes, such as lowering speed limits, parking pricing, loading restrictions, and others. Voluntary participation in a random drawing for one \$50 Safeway gift card was offered as an incentive.

Announcements about the survey were posted on the following channels or locations: Notification was conducted through postings on the Planning Department's Facebook, Instagram, LinkedIn, and Twitter accounts; postings on SFMTA's Twitter and Facebook accounts; posting on SFCTA's Instagram account and monthly newsletter; 800 ads on Muni buses; posters and postcards at the City's recreation centers; posters and postcards at the Main Library and 28 library branches; a Spanish-language ad in the weekly *El Tecolote* newspaper; and a Chinese-language ad in the daily *Sing Tao* newspaper.

A total of 1,024 people completed the survey with over 85% of the respondents living in San Francisco.

Analysis Methodology

The survey responses were weighted based on demographic characteristics of race and gender, using a statistical process called *raking* (see text box below), to represent the San Francisco population more closely. The target proportions used in the weighting process were based on the 2016-2020 American Community Survey (ACS) 5-Year

Raking or iterative proportional fitting: For public opinion surveys, the most prevalent method for weighting is iterative proportional fitting, more commonly referred to as raking. With raking, a researcher chooses a set of variables where the population distribution is known, and the procedure iteratively adjusts the weight for each case until the sample distribution aligns with the population for those variables.

For example, a researcher might specify that the sample should be 48% male and 52% female, and 40% with a high school education or less, 31% who have completed some college, and 29% college graduates. The process will adjust the weights so that gender ratio for the weighted survey sample matches the desired population distribution. Next, the weights are adjusted so that the education groups are in the correct proportion. If the adjustment for education pushes the sex distribution out of alignment, then the weights are adjusted again so that men and women are represented in the desired proportion. The process is repeated until the weighted distribution of all of the weighting variables matches their specified targets.

Source: Pew Research Center, "How Different Weighting Methods Work," <https://www.pewresearch.org/methods/2018/01/26/how-different-weighting-methods-work/>, accessed September 6, 2022.

Estimates from the U.S. Census Bureau for San Francisco County. Cross-tabulations were created with the weighted responses to further understand relationships between groups within the survey population.

A few assumptions were made in the weighting process to match the categories provided in the ACS data. The “Middle Eastern or North African” category was recoded as “White.” The “Genderqueer/Gender Non-Binary/Other” category was assumed to have a standard weight value of 1. Additionally, all responses that did not include race and/or gender responses were excluded from the weighting process, and a standard weight value of 1 was applied to these responses. All open-ended responses were coded into an either existing category or a new category if it did not fit into an existing category. For example, for the survey question about what factors prevent respondents from biking, those who noted that they do not have money to bike or that bikeshare was not available to them were coded as “don’t have access to a bicycle.” Another example is those who indicated they do not know how to ride a bike or do not want to ride a bike were coded into a new category called “I don’t know how to ride a bike/I don’t want to ride a bike.”

The following analysis presents a summary of key findings from the weighted and cross-tabulated analysis results.

Key Findings

Challenges of respondents who walk/bike/take transit the most and least

The relationship between transportation challenges and the frequency of transportation (before the pandemic) by mode was assessed using cross-tabulations. Responses from “what makes walking in SF challenging,” “what prevents you from biking more in SF,” and “what prevents you from taking public transit more often” were combined with responses from “how often do you use the following forms of transportation.”

Challenges were assessed by mode and by those who use the mode of transportation the least or the most. Those who responded as walking, biking, or using transit daily were classified as those who used the mode “the most.” Those who responded as walking, biking, or using transit never or once a month or less were classified as those who used the mode “the least.” For those who use the mode “the least,” the two frequency choices were combined given the small sample size of those who never use the mode.

Survey Population Sample:

- Walk/bike/take transit the most: A total of 749 survey respondents (73%) indicated that they walked daily and an additional 161 (16%) walked a few times per week. A total of 442 respondents (43%) indicated that they took public transit daily and an additional 302 (29%) take public transit a few times per week. A total of 96 respondents (9%) indicated that they biked daily and an additional 154 (15%) biked a few times per week.
- Walk/bike/take transit the least: A total of 37 survey respondents (4%) indicated that they never walked while 27 respondents (3%) walked once per month or less. A total of 51 respondents (5%) indicated that they never took public transit while 70 (7%) took public transit once per month or less. A total of 539 respondents (53%) indicated that they never biked while 137 (13%) biked once per month or less.

Findings:

The top barriers/challenges faced by people who reported walking, biking, and taking transit the most were generally the same as those who reported walking, biking, and taking transit the least.

A general feeling of being unsafe was the top reported barrier/challenge faced by people who reported walking, biking, and taking transit the least and for people who reported walking the most. People who biked and took transit the most indicated a lack of physically separated bike lanes and infrequency of transit service as the biggest barriers/challenges, respectively.

- Walking
 - » People who walk the most indicated that unsafe driving behavior (54%), feeling of being unsafe (49%), and sidewalk conditions (40%) were the biggest challenges, followed by hills (31%) as the biggest challenges/barriers to walking.
 - » People who walk the least indicated that the general feeling of being unsafe (64%), sidewalk conditions (47%), unsafe driving behavior (41%), and hills (33%) were the biggest barriers/challenges to walking.
- Taking Transit
 - » People who take transit the most indicated that infrequent service (48%), unreliable service (34%), slow travel times (28%), and weekend service (25%) were the biggest barriers/challenges to taking transit.
 - » People who take transit the least indicated that feeling unsafe (45%), slow travel times (38%), lack of transit route options (29%), and the need to carry things (26%) were the biggest barriers/challenges to taking transit.
- Biking
 - » People who bike the most indicated that lack of separated facilities (67%), unsafe driving behavior (53%), lack of bike lanes (39%), and fear of theft (29%) were the biggest challenges/barriers to biking.
 - » People who bike the least indicated that feeling of being unsafe (27%), unsafe driving behavior (26%), lack of separated facilities (24%), fear of theft (24%), and need for additional capacity or cargo space (24%) were the biggest challenges/barriers to biking.

Support for strategies from respondents who walk/bike/take transit the most/least

The relationship between support of walk/bike/transit strategies and the frequency of transportation (before the pandemic) by mode was assessed using cross-tabulations. Responses from the question for respondents to “indicate level of support or opposition to a list of strategies intended to encourage people to walk, bike, or take transit” were combined with responses from “how often do you use the following forms of transportation.”

Support of strategies was assessed by those who use each mode of transportation the most or the least. Those who responded as walking, biking, or using transit daily were classified as those who used the mode “the most.” Those who responded as never walking, biking, or using transit or doing so once a month or less were classified as those who used the mode “the least.” Those who strongly supported or somewhat supported a strategy were classified as “strongly supported.”

Survey Population Sample:

- Walk/bike/take transit the most: A total of 749 survey respondents (73%) indicated that they walked daily, and 161 (16%) walked a few times per week. A total of 442 respondents (43%) indicated that they took public transit daily, and 302 (29%) take public transit a few times per week. A total of 96 respondents (9%) indicated that they biked daily, and 154 (15%) biked a few times per week.
- Walk/bike/take transit the least: A total of 37 survey respondents (4%) indicated that they never walked, while 27 respondents (3%) walked once per month or less. A total of 51 respondents (5%) indicated that they never took public transit, while 70 (7%) took public transit once per month or less. A total of 539 respondents (53%) indicated that they never biked, while 137 (13%) biked once per month or less.

Findings:

People who reported walking, biking, and taking transit the most and those that reported walking, biking, and taking transit the least strongly supported running buses and trains more often, widening sidewalks, and adding more bike lanes. Other strongly supported strategies across modes and travel behaviors (i.e., walking the most or least) included reducing vehicle speeds and reducing the cost of public transportation.

- Walking

- » People who walk the most strongly supported running buses and trains more often (90%), widening sidewalks and adding more bike lanes (77%), and reducing vehicle speeds (73%) followed closely by reducing the cost of public transportation (71%) and prohibiting cars in certain areas (70%).
- » People who walk the least strongly supported widening sidewalks and adding more bike lanes (73%), running buses and trains more often (70%), and reducing the cost of public transportation (70%). Prohibiting cars in certain areas during certain times of the day to create safe streets for people to walk, exercise, or play (52%), creating mobility hubs (50%), and reducing vehicle speeds (48%) were less supported.

- Taking Transit

- » People who take transit the most strongly supported running buses and trains more often (89%), widening sidewalks and adding more bike lanes (77%), reducing the cost of public transportation (73%), followed by reducing vehicle speeds (72%).
- » People who take transit the least strongly supported running buses and trains more often (72%), reducing the cost of public transportation (59%), and reducing vehicle speeds (55%), followed by widening sidewalks and adding more bike lanes (50%).

- Biking

- » People who bike the most strongly supported running buses and trains more often (94%), widening sidewalks and adding more bike lanes (94%), and prohibiting cars in certain areas during certain times of the day to create safe streets for people to walk, exercise, or play (90%), followed by reducing vehicle speeds (85%).
- » People who bike the least strongly supported running buses and trains more often (84%), reducing the cost of public transportation (70%), and widening sidewalks and adding more bike lanes (65%), followed by reducing vehicle speeds (63%).

Overall support or opposition of walk/bike/transit strategies

The overall support or opposition of walk/bike/transit strategies reflects the overall sentiment of the total survey population. Original survey responses were weighted, and responses from the level of support of walk/bike/transit strategies was evaluated across all respondents. Those who strongly supported or somewhat supported a strategy were classified as “supported.” Those who strongly opposed or somewhat opposed a strategy were classified as “opposed.”

The top strategies supported by respondents overall include running buses and trains more frequently (86%), widening sidewalks and adding more bike lanes (73%), reducing the cost of public transit (70%), and reducing vehicle speeds (69%).

The top strategies opposed by respondents include raising parking prices (40%), charging people for driving in certain areas or during certain times of the day (33%), and prohibiting cars in certain areas at certain times of the day to create safe streets for people to walk, exercise, or play (22%).

Overall support or opposition of strategies for goods delivery

The overall support or opposition of strategies for goods delivery reflects the overall sentiment of the total survey population. Original survey responses were weighted, and responses from the level of support of strategies for goods delivery was evaluated across all respondents. Those who strongly supported or somewhat supported a strategy were classified as “supported.” Those who strongly opposed or somewhat opposed a strategy were classified as “opposed.”

- The top strategies supported by respondents requiring goods to be delivered in vehicles with specified safety features (67%), creating low-emissions zones (59%), and restricting or prohibiting trucks on certain streets to reduce conflicts with pedestrians, bicyclists, drivers, and other people (57%).
- The top strategies opposed by respondents include limiting unloading/loading to certain times (19%), restricting trucks on certain streets (17%), and creating low-emissions zones (15%).

Challenges and strategies supported or opposed by respondents who walk/bike/take transit the most/least by race, gender, age, and income

The relationships between the frequency of transportation modes used (before the pandemic), transportation challenges by mode, the level of support of walk/bike/transit strategies, and demographic characteristics (i.e., race, gender, age, and income) were assessed using cross-tabulations. This analysis provides insight into the different transportation challenges faced and different strategies preferred by people of different demographic groups.

RACE

Survey Population Sample:

The breakdown of respondents by race/ethnicity is shown in the following table.

Race/Ethnicity	Number (weighted)	Percent
American Indian, Alaskan Native or other indigenous group	4	< 1%
Asian American or Pacific Islander	286	28%
Black, African American, or African descendant	39	4%
Hispanic, Latino, or Latinx	125	12%
Middle Eastern or Northern African	5	1%
White, European, or Caucasian	339	33%
Multi-racial	48	5%
Other not listed	5	1%
Didn't answer question	173	17%
Total	1,024	100%

Findings:

The top challenges to walking, biking, and transit are the same, regardless of race: inadequate walking and biking infrastructure or transit service, feeling of being unsafe, unsafe driving, vehicle speeds, fear of theft, and hills. However, there were some differences in the ranking of responses.

- Respondents of Black, African American or African descent identified a need to carry things as the biggest challenge to biking (36%).
- Middle Eastern or Northern African (86%) and Black, African American or African respondents (72%) identified sidewalk conditions as the biggest barrier to walking.
- Asian American or Pacific Islander respondents ranked fear of theft comparatively higher than other groups (30%).

The top supported strategies for walking, biking, and transit were similar, regardless of race: run buses and trains more often, widen sidewalks, add more bike lanes, and reduce the cost of public transit.

The top opposed strategies for walking, biking, and transit were similar, regardless of race: raise parking prices to increase parking turnover and availability, charge people for driving into certain areas or during certain times of the day, and prohibit cars in certain areas during certain times of the day to create safe streets for people to walk, exercise, or play.

GENDER

Survey Population Sample:

The breakdown of respondents by gender is shown in the following table.

<i>Gender</i>	<i>Number [weighted]</i>	<i>Percent</i>
Female	423	41%
Male	445	43%
Trans Male, Trans Female, Genderqueer, Non-binary, Other not listed	33	3%
Didn't answer	123	12%
Total	1,024	100%

Findings:

- The top challenges to walking, biking, and transit are the same, regardless of gender: inadequate walking and biking infrastructure or transit service, feeling of being unsafe, and unsafe driving.
 - » Female respondents noted the need to carry things as the biggest barriers to walking and biking
 - » Male respondents identified a fear of theft as the biggest barrier to biking
 - » Non-binary respondents ranked hills as the biggest barriers to biking.

- The top supported strategies for walking, biking, and transit were similar, regardless of gender: run buses and trains more often, widen sidewalks and add more bike lanes, prohibit cars in certain areas during certain times of the day to create safe streets for people to walk, exercise, or play, and reduce vehicle speeds to increase safety for people walking and biking.
- The top opposed strategies for walking, biking, and transit were similar, regardless of gender: raise parking prices to increase parking turnover and availability, charge people for driving into certain areas or during certain times of the day, and prohibit cars in certain areas during certain times of day to create safe streets for people to walk, exercise, or play.

AGE

Survey Population Sample:

The breakdown of respondents by age is shown in the following table.

Age	Number (weighted)	Percent
Under 17 years	13	1%
18 to 39 years	469	46%
40 to 59 years	284	28%
60 or older	141	14%
Didn't answer question	117	11%
Total	1,024	100%

Findings:

- The top challenges to walking, biking, and transit are the same, regardless of age: inadequate walking and biking infrastructure or transit service, feeling of being unsafe, and unsafe driving.
 - » Respondents under 17 years old identified hills as the major barrier to walking and biking (70%) while
 - » Respondents 60 or older identified sidewalk conditions as the major barrier to walking and physical ability as a primary challenge with biking (52%).
- The top supported strategies for walking, biking, and transit were similar, regardless of age: run buses and trains more often, widen sidewalks and add more bike lanes, and reduce the cost of public transportation.
 - » The top opposed strategies for walking, biking, and transit were similar, regardless of age: raise parking prices to increase parking turnover and availability, charge people for driving into certain areas or during certain times of the day, and prohibit cars in certain areas during certain times of the day to create safe streets for people to walk, exercise, or play. Respondents under 17 were also opposed to strategies that reduce vehicle speeds to increase safety for people walking and biking (42%).

HOUSEHOLD INCOME

Survey Population Sample:

The breakdown of respondents by household income is shown in the following table.

Household Income	Number (weighted)	Percent
Less than 50,000	206	20%
50,001 to 75,000	89	9%
75,001 to 100,000	97	9%
100,001 to 125,000	65	6%
125,001 to 150,000	64	6%
150,001 to 200,000	77	7%
More than 200,000	152	15%
Didn't answer question	275	27%
Total	1,024	100%

Findings:

- The top challenges to walking, biking, and transit are the same, regardless of income: general feeling of being unsafe, unsafe driving, fear of theft, and lack of adequate infrastructure.
- Respondents with incomes of less than \$50,000 identified lack of access to a bicycle as a main barrier to biking (28%).
- The top supported strategies for walking, biking, and transit were similar, regardless of income: run buses and trains more often, reduce the cost of public transit, and reduce vehicle speeds to increase safety for people walking and biking.
- The top opposed strategies for walking, biking, and transit were similar, regardless of income: raise parking prices to increase parking turnover and availability, charge people for driving into certain areas or during certain times of the day, and prohibit cars in certain areas during certain times of day to create safe streets for people to walk, exercise, or play.



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