

Merchant outreach February 2016:

- Door-to-door outreach to merchants conducted between February 10 -19, 2016.
- Intent was to update merchants on the implementation timeline and share staff contact information.
- A total of 455 businesses and apartments reached from 15th Street to Cortland Ave.

February 10 outreach summary:

- 6% businesses/residents wanted to receive more information
- 62% businesses were satisfied with Muni Forward information supplied

By February 18:

- 97% of businesses were provided information/aware of changes

Merchant outreach April 25-26, 2016:

- A total of 423 businesses were reached between 16th Street and Cortland Ave
- A total of 338 out of 423 businesses responded:

Business impacts:

- (22%) 67 businesses reported decrease in business
- (74%) 228 businesses reported no impacts to the business
- (4%) 14 businesses reported increase in business with changes

Improvement impacts:

- (60%) 187 businesses expressed concerns about “Parking”
- (20%) 72 businesses reported concerns about the “No Right Turns”
- (17%) 50 businesses reported concerns with “Loading Zones”
- (14%) 45 businesses reported concerns with “Bus Stop Removal”
- (12%) 42 business reported concerns with “No Left Turn”

Safety Issues:

- Businesses reported issues with Red Lane being slippery that caused truck loading problems and vehicle accidents when red paint was wet

Recommendations:

- Safety is first, ensure red lane paint is repaired
- Give back 50% of parking to merchants on Mission Street by implementing “No Right Turn” every 4 blocks instead of every 2 blocks