

THIS PRINT COVERS CALENDAR ITEM NO. : 11

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY**

DIVISION: Sustainable Streets

BRIEF DESCRIPTION:

Approving various parking and traffic changes associated with the 8th Avenue Neighborway Project.

SUMMARY:

- This project will install traffic calming measures and traffic control devices, including speed humps, on various blocks of 8th Avenue, 7th Avenue, and 9th Avenue in the Inner Richmond to ensure slower traffic speeds on 8th Avenue and reduce conflicts with people biking.
- The project will remove nine general unmetered parking spaces along the project corridor to improve visibility of pedestrians and bicycles.
- The SFMTA conducted public outreach in the form of pop-up table events, public open house meetings, and town hall meetings with the District Supervisor to craft a proposal responsive to community concerns.
- This project will improve safety and comfort for people biking, walking, driving, and residing on 8th Avenue between Fulton Street and Lake Street.
- The proposed action is the Approval Action as defined by the S.F. Administrative Code Chapter 31.

ENCLOSURES:

1. SFMTAB Resolution
2. 8th Avenue Neighborway Project Map

APPROVALS:

DATE

DIRECTOR



6/11/2018

SECRETARY



6/11/2018

ASSIGNED SFMTAB CALENDAR DATE: June 19, 2018

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PURPOSE

Approving various parking and traffic changes associated with the 8th Avenue Neighborway Project.

STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES

This action supports the following SFMTA Strategic Plan Goal and Objectives:

Goal 1: Create a safer transportation experience for everyone

Objective 1.1: Achieve Vision Zero by eliminating all traffic deaths.

Goal 2: Make transit, walking, bicycling, taxi, ridesharing and carsharing the preferred means of travel

Objective 2.2: Enhance and expand use of the city's sustainable modes of transportation.

Transit First Principles

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.
2. Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.
3. Decisions regarding the use of limited public street and sidewalk space shall encourage the use of public rights of way by pedestrians, bicyclists, and public transit, and shall strive to reduce traffic and improve public health and safety.
4. Transit priority improvements, such as designated transit lanes and streets and improved signalization, shall be made to expedite the movement of public transit vehicles (including taxis and vanpools) and to improve pedestrian safety.
5. Pedestrian areas shall be enhanced wherever possible to improve the safety and comfort of pedestrians and to encourage travel by foot.
6. Bicycling shall be promoted by encouraging safe streets for riding, convenient access to transit, bicycle lanes, and secure bicycle parking.
7. Parking policies for areas well served by public transit shall be designed to encourage travel by public transit and alternative transportation
8. New transportation investment should be allocated to meet the demand for public transit generated by new public and private commercial and residential developments
9. The ability of the City and County to reduce traffic congestion depends on the adequacy of regional public transportation. The City and County shall promote the use of regional mass transit and the continued development of an integrated, reliable, regional public transportation system.
10. The City and County shall encourage innovative solutions to meet public transportation needs wherever possible and where the provision of such service will not adversely affect the service provided by the Municipal Railway.

DESCRIPTION

Background

In late 2016, the SFMTA began a public outreach and planning process to design and implement improvements for people walking and biking on 8th Avenue in the Inner Richmond Neighborhood of San Francisco, from Fulton Street to Lake Street. 8th Avenue is classified as a Class III bike route with sharrows, and is designated as a Green Connections street in the San Francisco General Plan. As a result of past planning efforts such as the 2015 SFMTA Bicycle Strategy and a series of bicycle spot improvement workshops with previous District 1 Supervisor Eric Mar in 2014, 8th Avenue was identified as a priority for upgrades to make it safer and more comfortable for Richmond residents to bike to Golden Gate Park. The SFMTA selected this corridor to be one of the first of a series of planned “Neighborways,” or residential streets designed for low vehicle traffic and low speeds, where children can play and people walking and biking are given priority.

Project Description

8th Avenue is the most popular north-south bike route in the Inner Richmond, both for commuters and for families heading to Golden Gate Park or the Presidio. 8th Avenue also carries 2-3 times more vehicular traffic than surrounding streets. A central metric for establishing a Neighborway is low levels of vehicle traffic – less than 2,500 cars per day is considered a comfortable street for pleasant walking and biking. One of the main goals of this project is to reduce the amount of through-traffic on 8th Avenue (current average daily totals are 4,700+ for the section south of Geary Boulevard). Reducing levels of through-traffic on a City bike route reduces the speed and frequency of passing conflicts between motor vehicles and bicycles and improves safety for pedestrians crossing at intersections.

This project proposes the following improvements to improve safety and comfort for people biking, walking, driving, and residing on 8th Avenue between Fulton Street and Lake Street. These improvements are divided into those items requiring SFMTA Board Approval, and items approved by the City Traffic Engineer or SF Public Works that are included for informational purposes to illustrate the full scope of the proposed project:

Items Requiring SFMTA Board Approval

- 4-Way Stop Sign: Proposed at the intersection of 9th Avenue and Cabrillo Street, upgrading this intersection from a two-way stop, to clearly define the right-of-way for roadway users and improve safety when crossing this intersection.
- Red Zones: This project will pull back parking by 10-20 feet in advance of crosswalks to improve visibility at intersections. This “intersection daylighting” will remove nine parking spaces from the project corridor and is only proposed at intersections with a documented history of collisions.
- Back-in Angled Parking: Flipping 45 degree angled parking from front-in to back-in allows vehicle pulling out of parking spaces to see oncoming cars and bicycles and is standard practice on City bike routes. This project will flip 12 metered angled parking

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spaces on 8th Avenue, south of Clement Street.

- Left-turn Restriction: There have been five collisions in the last five years at the intersection of 8th Avenue and Fulton Street related to the cars traveling eastbound turning left onto northbound 8th Avenue. Restricting this left-turn simplifies this busy intersection for cars and pedestrians, and removes the source of a persistent collision pattern.

Items Not Requiring SFMTA Board Approval

- Speed Humps: Proposed on all blocks of 8th Avenue except those blocks with regular Muni service, and on blocks of 7th Avenue, 9th Avenue, and Anza Street with active school loading. On each identified block, two speed humps will be placed at midblock locations to slow vehicle speeds (except on Anza, where a shorter block length allows for one speed hump).
- Speed Cushions: Proposed on 8th Avenue between Fulton Street and Cabrillo Street and between California Street and Clement Street. Speed cushions are speed humps with wheel channel cut-outs for Muni vehicle tires.
- Pedestrian Safety Islands: Concrete pedestrian islands narrow the path of travel for vehicles to calm traffic while providing a refuge for pedestrians crossing the street. This project will construct two islands, one in each crosswalk, at the intersection of 8th Avenue and Anza Street.

This project will improve safety and comfort for people biking, walking, driving, and residing on 8th Avenue between Fulton Street and Lake Street.

Bicycle Safety Improvements

This project is proposing to remove parking in advance of crosswalks at intersections with a documented history of vehicle collisions. By opening up sightlines at intersections, this parking removal increases the visibility of cross traffic including bicycles and pedestrians.

There are 12 front-in 45 degree angled parking space on 8th Avenue, south of Clement Street. Front-in angled parking on a bike route can cause conflicts between cars reversing out of spaces and people riding bicycles. This project will flip these 12 spaces to back-in angled parking so that cars pulling out of parking spaces have a better field of vision of oncoming traffic including bicycles. No parking loss will occur with this change.

On Class III bike route streets like 8th Avenue, the main conflict point between people riding bikes and people driving occurs when a fast-moving vehicle passes a slower bicyclist, and this is exacerbated by the presence large vehicles, buses, and trucks. The speed humps proposed for 8th Avenue will ensure that traffic proceeds in a calm and slow fashion, reducing the frequency and intensity of these passing conflicts. Speed humps and speed cushions are approved by the City Traffic Engineer, but are discussed in this calendar item for informational purposes to illustrate the full scope of the proposed project.

Pedestrian Safety Improvements

The intersection of 8th and Fulton has a documented collision pattern between cars traveling east on Fulton Street turning left onto northbound 8th Avenue coming into conflict with cars traveling westbound on Fulton Street. There have been five such collisions in the last five years. Eastbound cars turning left onto northbound 8th Avenue are often forced to quickly speed through a gap in traffic. This can also cause conflicts between left-turning vehicles and pedestrians in the north-side crosswalk. By restricting this left turn, this project removes the source of a persistent collision pattern, improves pedestrian safety, and simplifies a busy and congested intersection.

The intersection of 9th Avenue and Cabrillo Street is a two-way Stop-controlled intersection where Cabrillo traffic does not stop. It is the only such intersection in the surrounding area. A goal of this project is to allow for drivers to choose alternate north-south through routes in the neighborhood and this two-way stop makes north-south connections difficult across Cabrillo Street. This 4-way Stop sign will clarify the right-of-way at this intersection and make this crossing feel safer for vehicles and pedestrians.

As part of this project, the project team investigated safety at school loading zones in the project area. This project will install speed humps on five blocks surrounding 8th Avenue where school loading activities take place. In speaking with school communities, a common complaint was that cars would speed around a row of stopped vehicles engaged in school loading. These speed humps will ensure that passing vehicles are traveling slowly when children are present. Speed humps and speed cushions are approved by the City Traffic Engineer, but are discussed in this calendar item for informational purposes to illustrate the full scope of the proposed project.

This project is also proposing pedestrian safety islands at 8th Avenue and Anza Street – a key connection point for people walking to Zion Lutheran School at 9th Avenue and Anza Street. These pedestrian safety islands narrow the lanes of vehicle travel to calm traffic, and create a safe space to wait for pedestrians crossing the street. These islands are permitted/approved by SF Public Works and are included in this report for informational purposes to illustrate the full scope of this project.

Fulton Street between 5th Avenue and 11th Avenue is on the City's High Injury Network. At all intersections on 8th Avenue, and on high-injury intersections on Fulton Street, the project will upgrade existing crosswalks to high visibility continental crosswalk markings and install advance limit lines at signalized intersection approaches to discourage vehicles from encroaching into the crosswalk. Crosswalks and advance limit lines do not require SFMTA Board Approval and are included in this report for informational purposes to illustrate the full scope of this project.

Proposed Project Parking and Traffic Modifications

- A. ESTABLISH – NO LEFT TURN - Fulton Street, eastbound left turn to northbound 8th Avenue
- B. ESTABLISH – RED ZONE - 8th Avenue, west side, from Cabrillo Street to 12 feet northerly; 8th Avenue, east side, from Cabrillo Street to 20 feet southerly (removes one general unmetered parking space); Cabrillo Street, south side, from 8th Avenue to 6 feet easterly; Cabrillo Street, south side, from 8th Avenue to 13 feet westerly; 8th Avenue, west side, from Balboa Street to 18 feet northerly (removes one general unmetered parking space); 8th Avenue, east side, from Balboa Street to 17 feet southerly (removes one general unmetered parking space); Balboa Street, south side, from 8th Avenue to 19 feet westerly (removes one general unmetered parking space); 8th Avenue, east side, from Anza Street to 18 feet southerly (removes one general unmetered parking space); 8th Avenue, west side, from Anza Street to 20 feet northerly (removes one general unmetered parking space); Anza Street, north side, from 8th Avenue to 20 feet easterly (removes one general unmetered parking space); 8th Avenue, west side, from Geary Boulevard to 23 feet northerly (removes one general metered parking space); Cabrillo Street, north side, from 9th Avenue to 7 feet westerly; Cabrillo Street, south side, from 9th Avenue to 8 feet easterly; Cabrillo Street, south side, from 9th Avenue to 20 feet westerly (removes one general unmetered parking space); 9th Avenue, east side, from Cabrillo Street to 6 feet southerly
- C. ESTABLISH – 45 DEGREE BACK-IN ANGLED PARKING - 8th Avenue, west side, from Clement Street to 190 feet southerly (flips 12 general metered parking stalls from 45 degree front-in angled parking to 45 degree back-in angled parking)
- D. ESTABLISH – STOP SIGNS - Cabrillo Street, eastbound and westbound, at 9th Avenue, making this intersection an all-way STOP

STAKEHOLDER ENGAGEMENT

Initial Outreach, Pop-up Table Event - Fall 2016

In fall of 2016 the project team engaged in stakeholder meetings with local advocacy organizations, community members, and all schools in the project area to establish a list of community traffic safety priorities in the neighborhood. The project team followed up on these initial meetings with a pop-up table event at the Richmond Branch Library in October of 2016. The SFMTA sent out postcard invites to all addresses bounded by 5th Avenue to 11th Avenue, from Fulton Street in the south to Lake Street in the north. This notification area was used as the mailing/address list for all future meetings. The purpose of this event was for neighborhood residents to come share their opinions on safety for people walking and biking in the neighborhood in an open-ended format. Based on the responses received at this event, the project team focused on the 8th Avenue corridor for improvements. In addition to 8th Avenue being the City-designated bike route through the neighborhood, community concerns about safety and livability related to large vehicles, overall traffic volumes, and speeding were clearly centered on 8th Avenue.

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Public Open House - March 2017

Following the pop-up table event, the project team conducted internal conceptual design on two alternatives for the corridor and notified the public via postcards and emails of a Public Open House event in March 2017. This Open House focused on the concept of installing physical traffic diverters on 8th Avenue that would allow bicycles and pedestrians to pass but would prohibit through-traffic by vehicles. These designs were received favorably and received a majority of votes to move forward via an informal poll at the meeting and subsequent online survey. Following this positive reception of the traffic diversion proposal, the project team focused on refining the conceptual plan of installing physical traffic diverters on 8th Avenue.

Public Open House – October 2017

The project team refined this design and presented a final proposed plan to the community in October 2017 at a second Public Open House. This plan showed physical traffic diverters per the feedback received in March. At this meeting and directly afterwards, community members, expressed concern about traffic increasing on their streets – particularly on the immediate parallel streets of 7th and 9th Avenues. School communities in the area also raised questions about how these changes would affect safety during school loading activities. The team was ultimately unable to achieve a community consensus on this traffic diversion plan and decided to move forward with only those items that enjoyed broad community support – elements like speed humps, turn restriction, stop signs, etc.

Town Hall with Supervisor Sandra Fewer

Following up on the second Public Open House, the SFMTA worked with the District 1 Supervisor to disseminate information about the final (no traffic diversion) proposal. In January, the Project team and Supervisor Fewer's office co-hosted a Town Hall which incorporated an SFMTA presentation on the new proposal and gave community members an opportunity to voice their opinions on the changes. During and since this meeting, comments from the community have been divided between a group that desires a return to the full traffic diverter scenario, and a group that is pleased that the diverters were removed. The SFMTA project team committed to conducting a full evaluation of the proposed improvements and working with the Supervisor's Office to report back on the results within one year of construction, along with a discussion of other further proposed improvements or mitigation.

Public Hearing

A public hearing was held on May 4, 2017 to solicit additional feedback from the community. Six people spoke at the Public Hearing, one opposed to the project, three in favor of the project, and two requesting more information or other improvements. The project team received 39 emails regarding this project in advance of the Public Hearing. Of these emails, eight community members supported the project as-is, while nine community members opposed the project in its current form. 21 respondents were in favor of improvements for people biking and

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walking, but feel that the project did not go far enough, and made a request for further improvements, including adding the traffic diversion back to the proposal.

Project Evaluation

As discussed above, there are strong community sentiments on both sides of the traffic diversion issue. Responding to community feedback, the project team decided to only move forward measures that received broad community support and to conduct an evaluation of these steps. The purpose of this evaluation process will be to gauge whether these incremental steps can achieve the project's goal of creating a safe and calm street where people are comfortable walking and biking. This evaluation will also allow the community an open and transparent glimpse into the decision-making process and give residents and commuters in the Inner Richmond a chance to provide feedback following construction of this first wave of improvements.

Traffic volumes and speeds have always been a key data point and reducing these to a level acceptable for Neighborways will be a central measurement of success. The community also feels very strongly that large vehicles, including tour buses, pose a hazard to people living, walking, and biking on 8th Avenue. To measure the effects of the project on vehicle volumes, speeds, and the presence/frequency of large vehicles, the project team has collected "before" data on 8th Avenue, 6th Avenue, 7th Avenue, 9th Avenue, and 10th Avenue – both intersection turning counts and 24-hour tube counts. After traffic patterns have normalized approximately 3-6 months following installation of speed humps, the project team will conduct "after" counts at the same locations for comparison.

Beyond the numbers, the project team wants the evaluation to take into account the feelings of the neighborhood concerning effectiveness of the measures, any negative impacts of the improvements, and feelings of safety and comfort while walking and biking on 8th Avenue and surrounding streets. The project team will utilize an online and mailer survey to measure these community perceptions. Using the comparison of before/after data and the survey results, the SFMTA will work with the Supervisor's office to continue the conversation on improving safety and comfort on 8th Avenue. This discussion will include an assessment of whether the current project meets the stated goals for the street and whether any further improvements or mitigation measures are necessary.

San Francisco Fire Department

The San Francisco Fire Department approved all legislation items associated with this project at a Transportation Advisory Staff Committee meeting on April 12, 2018.

ALTERNATIVES CONSIDERED

As discussed above, the project team initially designed a conceptual plan for the corridor that included physical traffic diversion to prohibit through-traffic on 8th Avenue but allow for full

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bicycle and pedestrian access. This design would have had a greater impact on reducing vehicle volumes on 8th Avenue to create a calm street for biking and walking, but the community did not reach a consensus on this conceptual plan.

FUNDING IMPACT

This project is fully funded under Capital Improvement Plan (CIP). The total project cost will not exceed the CIP amount of \$555,000. The cost of Planning and Detailed Design of this project is \$193,000. Speed hump, traffic islands, paint, and signal work is expected to cost approximately \$200,000. The remaining funds will be used to conduct a full project evaluation and, if needed, to implement any further safety measures included in the evaluation recommendations.

ENVIRONMENTAL REVIEW

The proposed 8th Avenue Neighborway Project is subject to the California Environmental Quality Act (CEQA). CEQA provides a categorical exemption from environmental review for existing facilities as defined in Title 14 of the California Code of Regulations Section 15301.

On May 7th, 2018 the Planning Department determined (Case Number 2018-005355ENV) that the proposed 8th Avenue Neighborway Project, is categorically exempt from the California Environmental Quality Act (CEQA).

The proposed action is the Approval Action as defined by the S. F. Administrative Code Chapter 31.

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and may be found in the records of the Planning Department at 1650 Mission Street in San Francisco, and is incorporated herein by reference.

OTHER APPROVALS RECEIVED OR STILL REQUIRED

The City Attorney has reviewed this item. No other approvals are required.

RECOMMENDATION

SFMTA staff recommend that the SFMTA Board approve various parking and traffic changes, as set forth in Items A-D above, associated with the 8th Avenue Neighborway Project.

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No. _____

WHEREAS, The San Francisco Municipal Transportation Agency is committed to improving safety and comfort for people walking and biking through the Inner Richmond to Golden Gate Park and the Presidio; and,

WHEREAS, through an eighteen-month process of working with the Inner Richmond community, the project team identified a variety of community-supported traffic calming measures on 8th Avenue and surrounding streets; and,

WHEREAS, The San Francisco Municipal Transportation Agency is committed to making San Francisco a Transit First city that prioritized non-private automobile transportation; and,

WHEREAS, The San Francisco Municipal Transportation Agency has proposed the following parking and traffic modifications on 8th Avenue between Fulton Street and Lake Street and surrounding street:

- A. ESTABLISH – NO LEFT TURN - Fulton Street, eastbound left turn to northbound 8th Avenue
- B. ESTABLISH – RED ZONE - 8th Avenue, west side, from Cabrillo Street to 12 feet northerly; 8th Avenue, east side, from Cabrillo Street to 20 feet southerly (removes one general unmetered parking space); Cabrillo Street, south side, from 8th Avenue to 6 feet easterly; Cabrillo Street, south side, from 8th Avenue to 13 feet westerly; 8th Avenue, west side, from Balboa Street to 18 feet northerly (removes one general unmetered parking space); 8th Avenue, east side, from Balboa Street to 17 feet southerly (removes one general unmetered parking space); Balboa Street, south side, from 8th Avenue to 19 feet westerly (removes one general unmetered parking space); 8th Avenue, east side, from Anza Street to 18 feet southerly (removes one general unmetered parking space); 8th Avenue, west side, from Anza Street to 20 feet northerly (removes one general unmetered parking space); Anza Street, north side, from 8th Avenue to 20 feet easterly (removes one general unmetered parking space); 8th Avenue, west side, from Geary Boulevard to 23 feet northerly (removes one general metered parking space); Cabrillo Street, north side, from 9th Avenue to 7 feet westerly; Cabrillo Street, south side, from 9th Avenue to 8 feet easterly; Cabrillo Street, south side, from 9th Avenue to 20 feet westerly (removes one general unmetered parking space); 9th Avenue, east side, from Cabrillo Street to 6 feet southerly
- C. ESTABLISH – 45 DEGREE BACK-IN ANGLED PARKING - 8th Avenue, west side, from Clement Street to 190 feet southerly (flips 12 general metered parking stalls from 45 degree front-in angled parking to 45 degree back-in angled parking)

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D. ESTABLISH – STOP SIGNS - Cabrillo Street, eastbound and westbound, at 9th Avenue, making this intersection an all-way STOP; and,

WHEREAS, The proposed 8th Avenue Neighborway Project is subject to the California Environmental Quality Act (CEQA); CEQA provides an exemption from environmental review for existing facilities as defined in Title 14 of the California Code of Regulations Section 15301; and,

WHEREAS, On May 7, 2018 the Planning Department determined (Case Number 2018-005355ENV) that the proposed 8th Avenue Neighborway Project, is categorically exempt from CEQA; and

WHEREAS, The proposed action is the Approval Action as defined by the S. F. Administrative Code Chapter 31; and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and may be found in the records of the Planning Department at 1650 Mission Street in San Francisco, and is incorporated herein by reference; and,

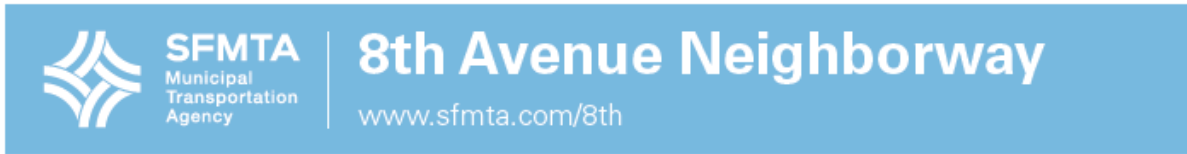
WHEREAS, The public has been notified about the proposed modifications and has been given the opportunity to comment on those modifications through the public hearing process; now, therefore, be it

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors approves the parking and traffic modifications, as set forth in items A through D above associated with the 8th Avenue Neighborway Project.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of June 19, 2018.

Secretary to the Board of Directors
San Francisco Municipal Transportation Agency

Enclosure 2 – 8th Avenue Neighborway Proposed Project Plan



PROPOSED PROJECT PLAN

The goal of the 8th Avenue Neighborway project is to create a safe, pleasant north-south route for people walking and biking in the Inner Richmond. The SFMTA is proposing speed humps, painted markings, stop signs, and other measures on 8th Avenue and surrounding streets to improve safety and comfort for bicyclists, pedestrians, and drivers.



- Speed Hump (proposed)
- Speed Cushion (proposed on blocks with Muni)
- 4-Way Stop
- Pedestrian Safety Island
- No-Left Turn
- Speed Hump (existing)
- Bike Route

SPEED HUMPS

Speed humps are proposed on all blocks of 8th Avenue with no regular Muni bus service to slow vehicle traffic. Speed humps are also proposed on parallel avenues in front of schools or parks to ensure slow speeds where children are present.

PEDESTRIAN SAFETY ISLAND

4-foot wide pedestrian crossing islands to increase safety for people walking across Anza Street. All vehicle turns/movements are allowed.

DAYLIGHTING

(Throughout project area, not shown on map) Removal of one parking space in advance of crosswalks to increase pedestrian visibility.

4-WAY STOP

4-way stop signs at 9th/Cabrillo. This new Stop Sign will facilitate safer pedestrian crossings and vehicle interactions.

NO-LEFT TURN

Addresses a persistent vehicle collision pattern at this location (5 serious collisions in last 5 years), improves pedestrian safety.

311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Бесплатная помощь переводчиков / Trợ giúp thông dịch Miễn phí / Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 / Libreng tulong para sa wikang Filipino / การช่วยเหลือทางภาษาฟรี / 免費語言協助 / 311 免費語言協助 / 311 免費語言協助 / 311 免費語言協助