



Twin Peaks for All

Survey Results

On October 20th, 2020 the SFMTA and the San Francisco Recreation and Park Department released a survey seeking public feedback regarding five proposed roadway options for Twin Peaks Boulevard. Over 1,700 people responded to the survey, ranking support for each alternative and sharing opinions about how the different options would or would not meet the needs of individual users. This is an overview of the Twin Peaks for All project and the survey results.

Figure 1 – Twin Peaks for All Project Area



Summary

- The Burnett Avenue Option was most preferred in comparison to the other four options
- The Pre-COVID Option was the most divisive of the five options, it ranked as the second most preferred but also most respondents ranked it as less preferred
- Mode of transportation to Twin Peaks was associated with responses, with visitors traveling by non-motor vehicular modes favoring the Burnett Avenue Option and visitors traveling by motor vehicular modes favoring the Pre-COVID Option
- Many respondents commented that they prefer some form of car-free space on Twin Peaks
- Many survey respondents also commented that they are concerned about sharing the road to the top of Twin Peaks with tour buses and motor vehicle traffic
- Crime, vandalism and litter are concerns with all options

Project Background

The Twin Peaks Boulevard gates were closed early in the pandemic to reduce crowding at Christmas Tree Point lookout parking lot. Since then, use of Twin Peaks Park has increased significantly among people walking, rolling, hiking, jogging and bicycling, with an average of more than 800 visiting each weekday and more than 1,100 on weekend days.

While the new park configuration received support, it also resulted in community concerns regarding accessibility for people with disabilities and negative neighborhood impacts. To help address concerns, local roadway access is now available via the Portola Drive south gate daily between 6:00 PM and midnight. However, some unresolved issues remain, so the SFMTA is working with the community and other city departments including the Recreation and Parks Department, San Francisco Police Department and Public Works to ensure access and balance the needs on Twin Peaks.

Project Goals:

- Restoring access to the viewpoint, especially for people with disabilities
- Providing a space for people walking and rolling that allows for physical distancing
- Reducing negative impacts by park users on neighbors
- Retaining the extraordinary increase in new park users by maintaining safe, continuous routes for those traveling on foot, bicycle and assistive mobility devices

Project Options

The options listed below are a set of ideas that attempt to balance the needs of the community. These five options were listed and described in the survey and are included at the end of this document for reference.

1. Burnett Avenue - Burnett Avenue gate is open 24 hours, with parking and a vehicle turnaround available on Christmas Tree Point Road.
2. Portola Drive - Continue keeping the Portola Avenue gate open, extending the hours from noon to midnight daily.
3. One-Way Southbound - One-way, southbound vehicle traffic, from the north gate at Burnett Avenue to the south gate at Portola Drive. Reserve the northbound vehicle travel lane for people walking and bicycling.
4. One-Way Northbound - One-way, northbound vehicle traffic, from the south gate at Portola Drive to the north gate at Burnett Avenue. Reserve the southbound vehicle travel lane for people walking and bicycling.
5. Pre-COVID - Open both the north and south gates, as were conditions pre-pandemic. The east side of the figure eight is reserved for people walking and biking and the west side of the figure eight is reserved for two-way traffic.

Public Survey

Between October 20th and November 9th, 2020, the SFMTA released a multi-lingual electronic survey seeking public feedback regarding the five proposed permanent roadway options for Twin Peaks Boulevard. The survey was shared with members of the public including people interested in the Twin Peaks for All project and previous Twin Peaks projects and area neighbors through email and public postings at the project site. The SFMTA also posted survey details on our agency blog and social media accounts as well as engaged the District 7 and 8 Board of Supervisors' offices, San Francisco Travel,

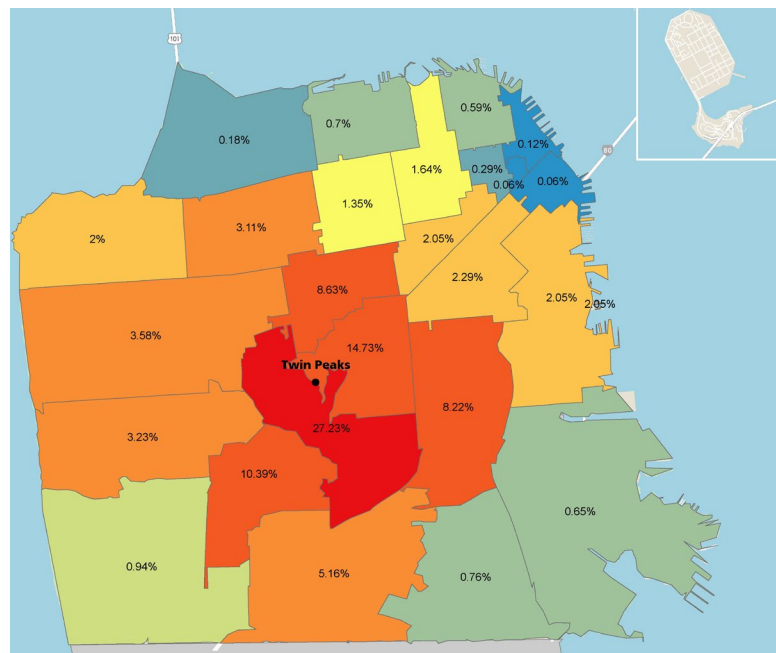
Recreation and Parks Department, and other stakeholders. Over 1,700 people responded to the survey, ranking support for each option and sharing opinions about how they would or would not meet the needs of individual users. Additionally, most respondents provided comments with each of the five options—results included approximately 10,000 comments reviewed by staff.

Survey Results

Many people that filled out the survey are regular visitors to the area, almost 50 percent of the respondents typically visit Twin Peaks one or more times per week with another 27 percent of people that visit once per month. People who took the survey tend to reside near the park, Figure 2 shows the concentration of responses. The highest percentages of respondents came from zip codes immediately adjacent to the park and of the more than 1,700 responses, 50 were from outside San Francisco.

Given the proximity of residents to Twin Peaks that filled out the survey and overall interest in active transportation and recreation especially during shelter-in-place, it's understandable that the 67 percent of respondents prefer to either walk (40 percent) or bike (27 percent) to Twin Peaks. The third most popular mode to access the site from respondents was driving and parking, with 26 percent of answers. Other modes including Muni, tour buses, scooters and Transportation Network Companies rounded out the remaining responses.

Figure 2 – Survey Responses by Zip Code



Respondents ranked all five options from 1 to 5, with 1 being more preferred and 5 being less preferred. The overall preferred option from the Twin Peaks for All survey was Option 1 – Burnett Avenue, keeping this gate open 24 hours a day with parking and a vehicle turnaround on Christmas Tree Point Road. In total, 52% ranked the Burnett Avenue option a 1 or a 2. ⁽⁰⁸⁾Figure ⁽⁰⁸⁾Table ⁽⁰⁸⁾ presents the average score for each option, with scores closer to one as more preferred.

Results in Figure 3 show that Option 5 was the second most preferred, however, it was also the least preferred (scoring it a 4 or 5) by 64 percent of respondents. All of Options 2, 3 and 4 had similar results, with less preference than Options 1 and 5, with the majority of people scoring these options in the middle of the preference scale.

Figure 3 – Survey Respondents Ranking of Five Options

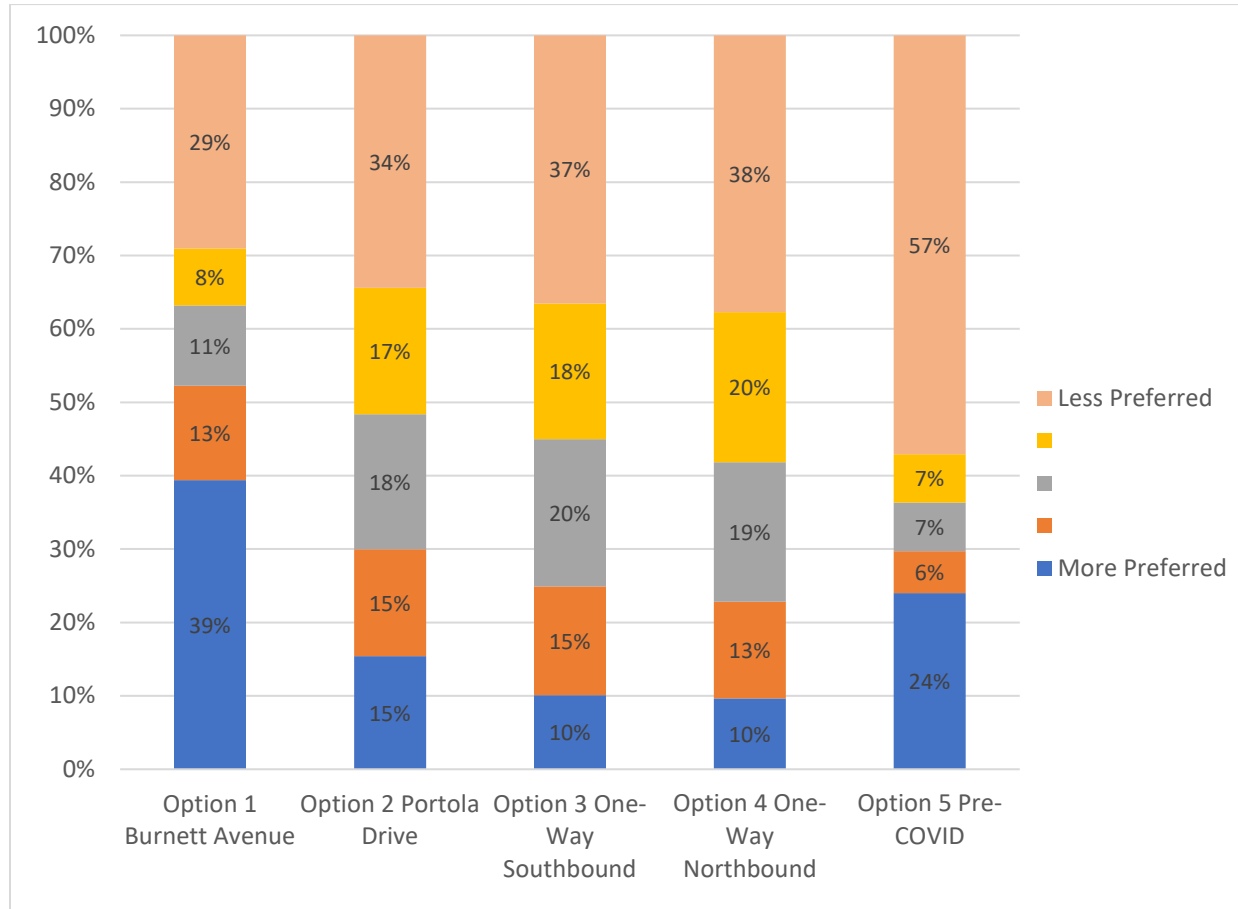


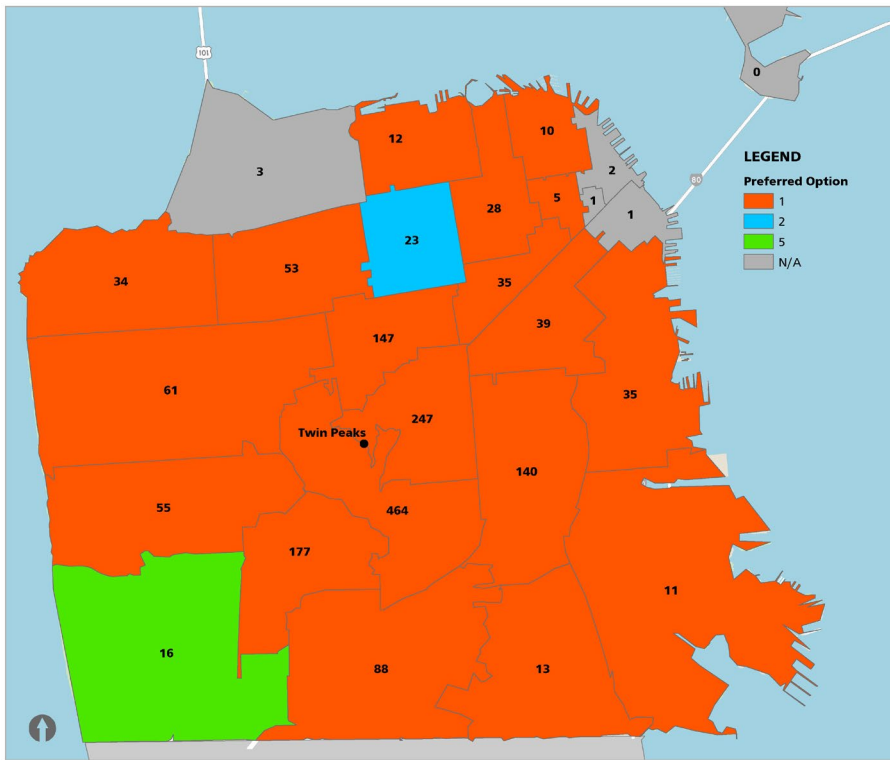
Table 1 Twin Peaks for All Survey Preferences Average Score, (1 = More Preferred)

Option 1 Burnett Avenue	Option 2 Portola Drive	Option 3 One-way Southbound	Option 4 One-way Northbound	Option 5 Pre-COVID
2.74	3.41	3.57	3.63	3.67

Option 1 was the preferred option geographically. In all but two San Francisco zip codes with five or more responses, it scored the best. Figure 4 shows a map of the scores by zip code as well as the number of survey responses from each area. Other data demonstrating Option 1 was the most preferred include:

- Trip frequency did not have an impact on preference, from the respondents stating that they rarely/never visit Twin Peaks to those visiting 1-4 times a week, Option 1 was preferred.
- Respondents 64 years of age or younger preferred Option 1, those 65 years of age or older preferred Option 5.
- Option 1 was the top preference across races/ethnicities

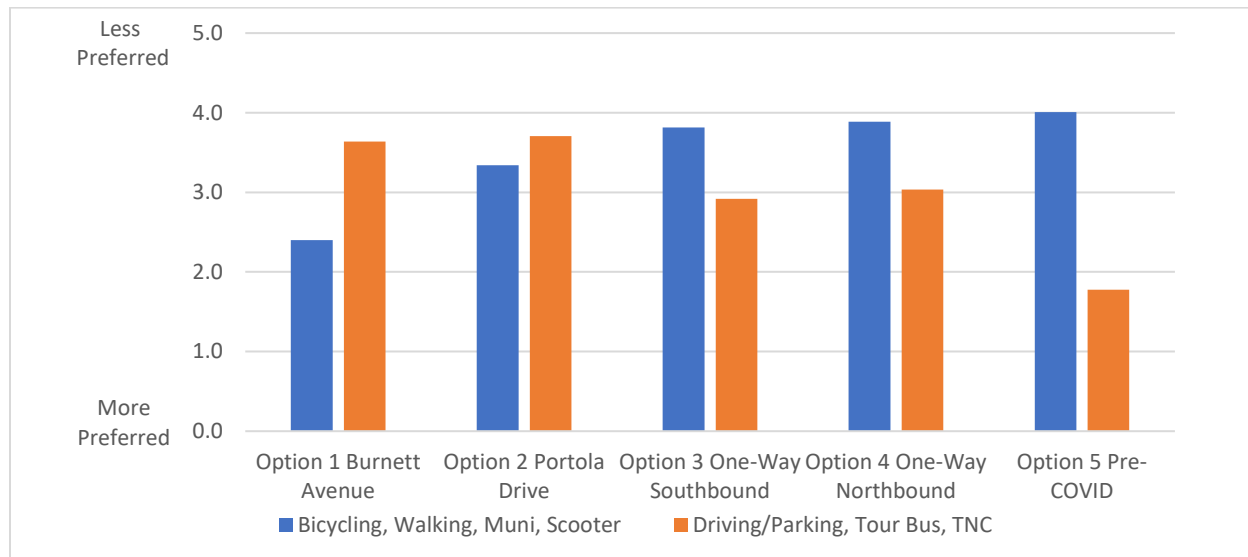
Figure 4 Preferred Options by San Francisco Zip Code



Bold Numbers are number of survey responses per zip code
Colors reflect the Preferred Option

A key point from the survey was people’s preference based on their mode of transportation to Twin Peaks. The majority of respondents walk, ride a bike or scooter or take Muni to Twin Peaks and prefer Option 1. This is contrary to respondents who typically rely on a motor vehicle to access Twin Peaks, preferring Option 5. Figure 5 present these results.

Figure 5 – Survey Respondents Preference based on Mode of Transportation



Summary

Access to Twin Peaks is important to San Franciscans and this was reflected by the large number of responses and the range of responses to the Twin Peaks for All survey. Responses reflected that both personal and property safety are important as is access to the beautifully scenic resource. In the end, Option 1 – Burnett Avenue was the most supported by respondents. SFMTA staff will continue to review the options, working with project stakeholders to develop a project that is feasible and meets the needs of the public. Staff will also continue to review survey comments, taking all the feedback into consideration as the project progresses.

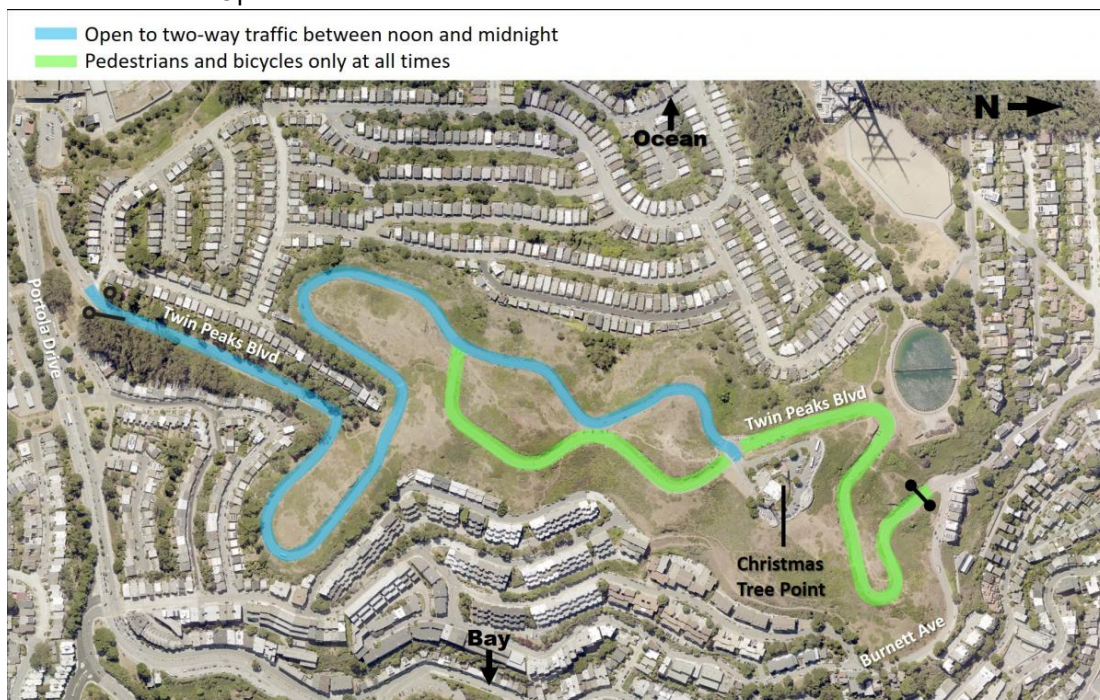
Attachments

1. Burnett Avenue Option



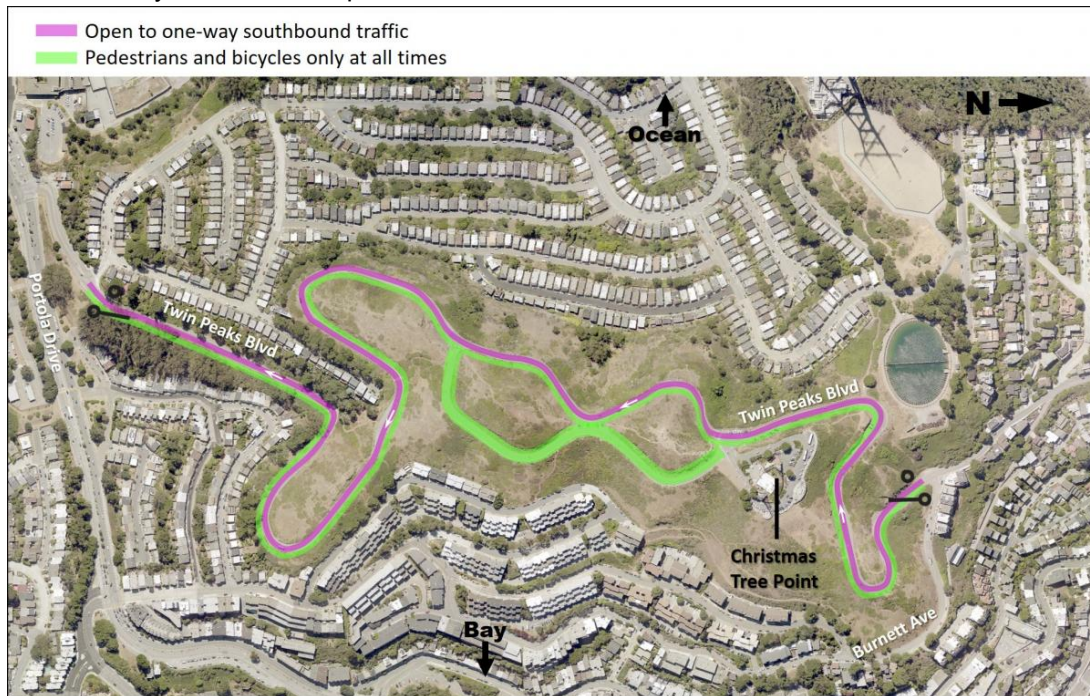
Burnett Avenue gate is open 24 hours, with parking and a vehicle turnaround available on Christmas Tree Point Road.

2. Portola Drive Option



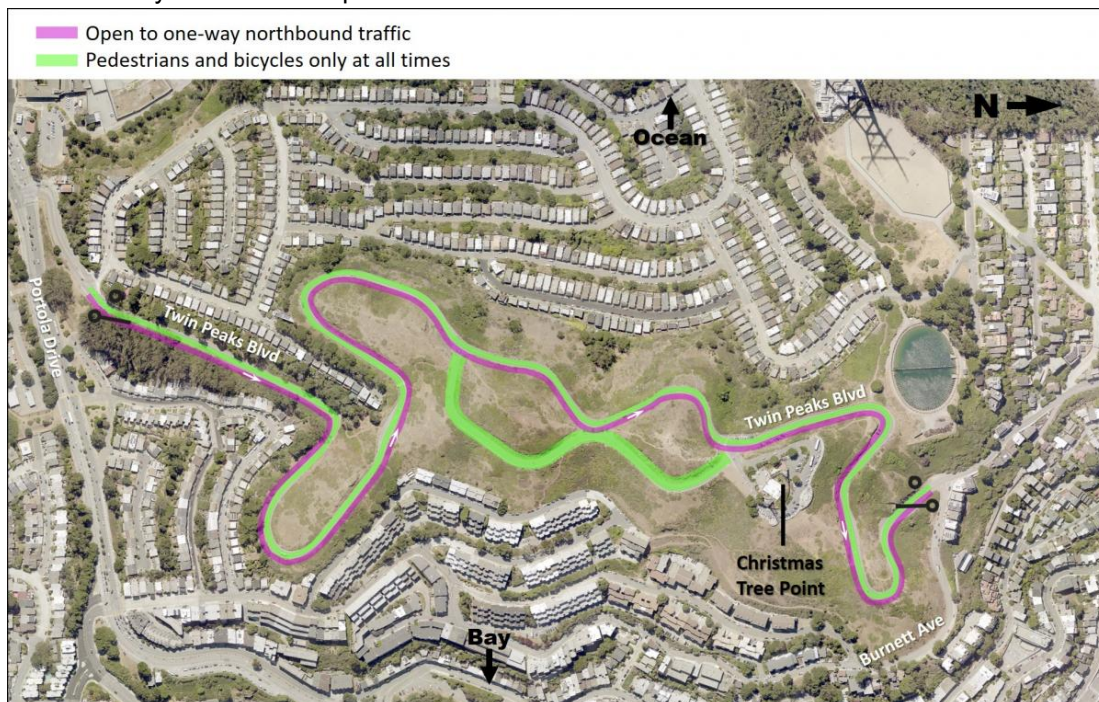
Continue keeping the Portola Avenue gate open, extending the hours to noon to midnight daily.

3. One-Way Southbound Option



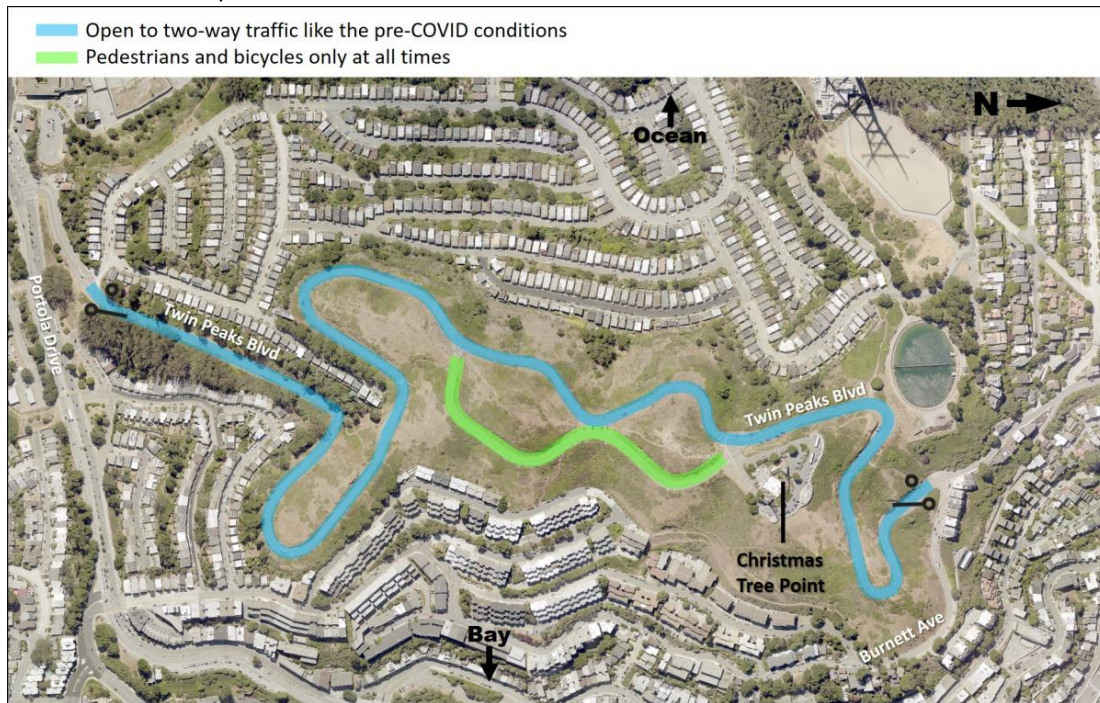
Implement one-way, southbound vehicle traffic, from the north gate at Burnett Avenue to the south gate at Portola Drive. Reserve the northbound vehicle travel lane for people walking and bicycling.

4. One-Way Northbound Option



Implement one-way, northbound vehicle traffic, from the south gate at Portola Drive to the north gate at Burnett Avenue. Reserve the southbound vehicle travel lane for people walking and bicycling.

5. Pre-COVID Option



Open both the north and south gates, as were conditions pre-pandemic. The east side of the figure eight is reserved for people walking and biking and the west side of the figure eight is reserved for two-way traffic.