



SFMTA
Municipal
Transportation
Agency

Public Outreach Update

August 11, 2015

Operations and Customer Service Committee

Agenda

- POETS – Public Outreach and Engagement Team Strategy
- Current Projects Map
- High Profile Projects
 - Van Ness Bus Rapid Transit
 - Muni Subway System Upgrade Projects
 - Unity Plaza Development
- November Presentation

POETS Objectives

1

Build trust and relationships by better managing public and stakeholder expectations

Create a consistent model for public outreach and engagement that can be leveraged across all divisions

2

3

Identify and deliver useful tools and resources to support public outreach and engagement

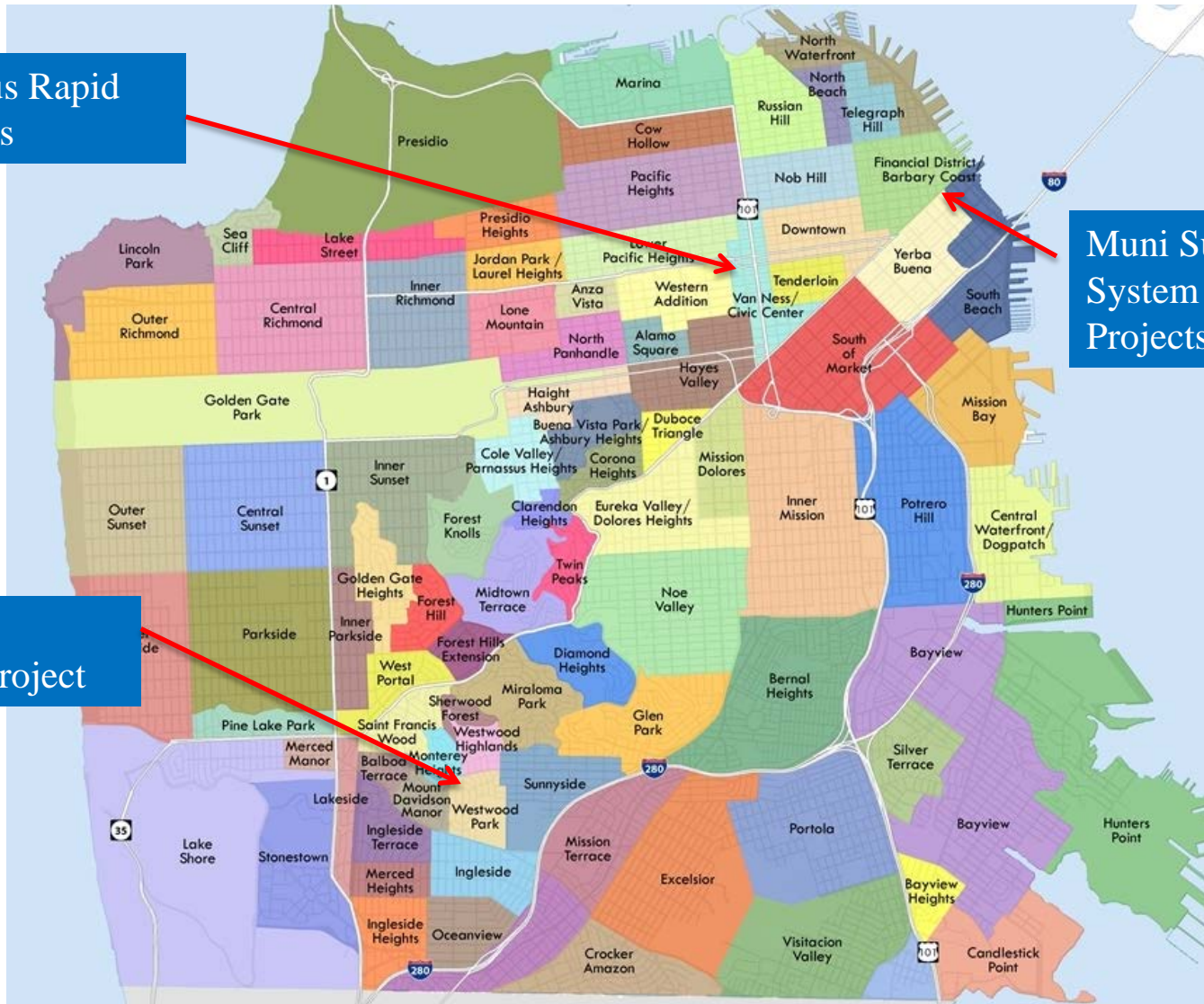
4.4: Improve relationships and partnerships with our stakeholders.

Current Projects Map

Van Ness Bus Rapid Transit Lanes

Muni Subway System Upgrade Projects

Unity Plaza Development Project



Van Ness Corridor Transit Improvement Project

	2015	2016	2017	2018	2019
Design	■				
Construction		■	■	■	
Service Begins					■ >>

Project Scope

- San Francisco's first Bus Rapid Transit (BRT)
- Overhead Contact System (OCS) replacement
- SFGo Traffic signal system replacement and upgrade
- Sewer replacement
- Water and Auxiliary Water Supply System replacement
- Streetlight replacement including additional sidewalk lighting
- New landscaping and rain gardens
- Street repaving



Van Ness Corridor Transit Improvement Project



Pre-construction Outreach

- Collected pre-construction impact surveys from 85% of project-facing properties
- Low-vision and blind wayfinding report
- Tree Selection Open House
- Presentations to merchant, neighbor and community groups
- Project-specific Community Advisory Committee
- Monthly project update emails
- Project hotline and email

Muni Subway System Upgrade Projects

- **Blue Light Emergency Telephone Replacement** - replace 90 old Blue Light emergency telephones with 181 new units to improve emergency communications for Muni customers and first responders
- **Radio Communications Upgrade** - replace the old analog system and upgrade it to digital technology
- **Twin Peaks Tunnel Trackway Improvement** - replace light rail tracks along the entirety of Twin Peaks Tunnel

Muni Subway System Upgrade Projects

Construction Outreach

- Held three open houses
- Provided updates at neighborhood association meetings
- The SFMTA Ambassadors canvassed the subway stations informing Muni customers of the subway construction and helping them find the bus stops.
- Collaborated with the Giants in reaching out to the baseball fans



Unity Plaza Development Project

- 10 years of community planning & meetings for the Balboa Park Station Area Plan.
- 2015: A meeting with affordable housing residents. There was no opposition.
- Meeting scheduled for August with merchants and residents.



Questions?

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