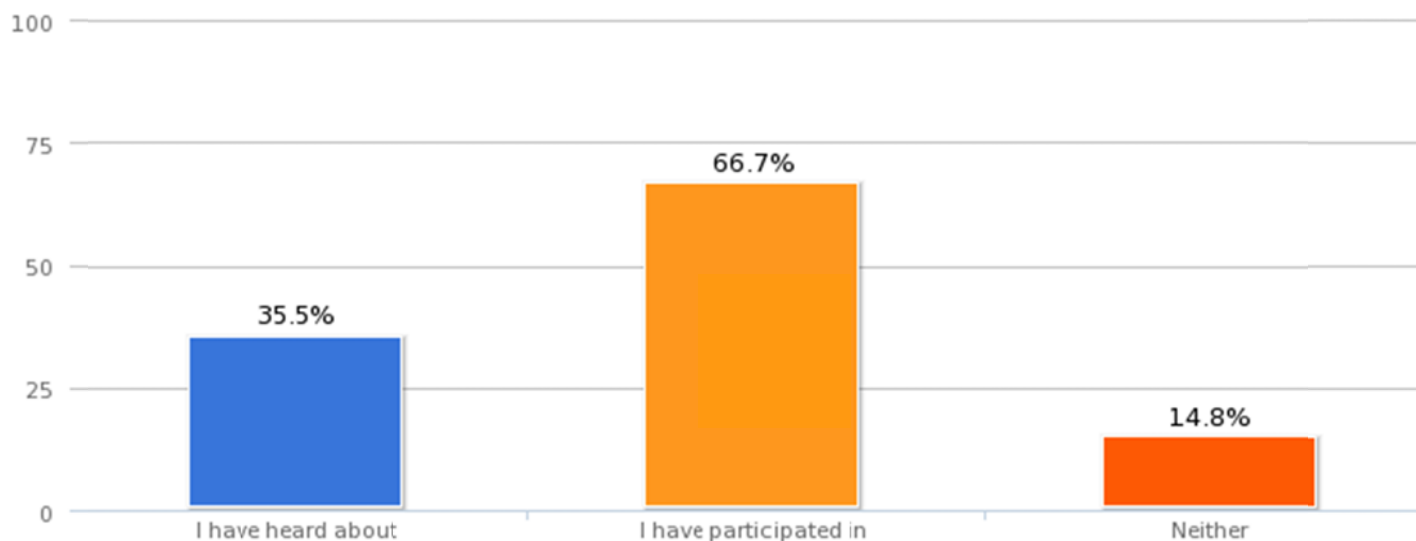


Summary Report - May 23, 2012

Survey: Public Outreach and Engagement Community Survey

1. Have you heard about or participated in any SF Planning Dept. projects, activities, or resources? You can glance at the list in the next question to remind you of what we do.

Have you heard about or participated in any SF Planning Dept. projects, activities, or resources? You can glance at the list in the next question to remind you of what we do.



Value	Count	Percent %
I have heard about	65	35.5%
I have participated in	122	66.7%
Neither	27	14.8%

Statistics

Total Responses

183

2. If you answered "neither" in question 1, skip this question. If you have heard about or participated in any of the below, please select which ones.

	I heard about	I participated in or used	Responses
1. The Planning Information Center (PIC) at 1660 Mission Street (our drop-in customer service center to apply for permits, ask questions about the Planning Code, and more)	43.0% 46	64.5% 69	107
2. Community Plans, Area Plans or General Plan Updates (e.g. the Housing Element, Japantown Better Neighborhoods Plan, or Better Streets Plan)	44.5% 57	64.8% 83	128
3. Historic Preservation (e.g. historic or cultural resource survey or meeting in your neighborhood, historic status of a property, or making changes to a historic property)	57.1% 64	48.2% 54	112
4. Environmental Planning (e.g. public scoping meeting or public hearing to assess the environmental impact of a proposed project)	49.6% 61	59.3% 73	123
5. Public or private development projects (new buildings or changes to existing residential or commercial buildings, e.g. Parkmerced project, library improvements)	44.4% 60	65.9% 89	135
6. Changes to the San Francisco Planning Code; drafting new Planning legislation (e.g., Urban Agriculture ordinance, Health Care Services Master Plan)	58.8% 60	47.1% 48	102
7. Planning Department Action Plan effort (e.g. Discretionary Review (DR) reform, Universal Planning Notification, Preliminary Project Assessment)	47.3% 44	60.2% 56	93
8. General information & San Francisco Reports (e.g. downloading SF Census and housing reports)	57.8% 59	47.1% 48	102

What specific projects have you participated in, if any?

Count	Response
1	# 5
1	17th and Folsom park - community involvement
1	197 Laidley discretionary review request
1	2 home remodels in San Francisco
1	800 Presidio, the Booker T. Washington Community Center Project
1	900 Folsom Street, 345 6th Street, SRO @ 5th and Clara
1	Attended presentation at SPUR on Copenhagen-style sidewalks.
1	Balboa Park Station Area Plan, Urban Agriculture ordinance, Transbay Terminal, others
1	Better Streets Plan WalkFirst
1	Better Streets Plan advisory council member and Cesar Chavez St. improvements plan, among others.
1	Birds legislation, market/Octavia,
1	Buildings and planning issues that effect Upper Market and Castro area
1	Buildout of 780 valencia
1	Central Corridor Project
1	Cesar Chavez East Streetscape Project
1	Cesar Chavez plan
1	Changes to the Planning Code about development impact fees.
1	Community Plans, Area Plans, private development projects
1	DR REFORM
1	DR Reform
1	Dolores Heights Design Review Board
1	EN planning. Have also applied for permits as a general contractor.
1	Eastern Neighborhood Planning, including special Open Space planning ROSE
1	Eastern Neighborhoods rezoning and Western Soma Citizens Planning Task force
1	Environmental review and trying to site a wind power project.
1	GENERAL PLAN, TRANSIT ORIENTED HOUSING PLAN, MISSION STREET TRANSIT HOUSING PLAN
1	GG Park
1	Geary SF Muni public transit improvement Transbay Terminal High Speed Rail
1	Glen Park DEIR, BSP, ENTrips, WalkFirst
1	Harding Theater, Zillman house, Burke's School, Octavia-Market...others
1	Hearing for new Ortega Library

Count	Response
1	Historic Preservation
1	Home, income property, Chinatown YMCA, Chinese Hospital
1	I got records related to a house I was in the process of purchasing in the Mission.
1	Input on various neighborhood plans (Masonic, Duboce, Golden Gate Park).
1	Japantown
1	Large projects and EIRs with too much parking. TI Park Merced etc
1	Lots, but the big one is the Western SoMa Citizens' Planning Task Force.
1	Many environmental planning reviews
1	Market-Octavia East SOMA south of Market-Octavia area Upper Market
1	Market/Octavia. Housing Element. Health Care Services Master Plan. 55 Laguna
1	McCoppin Street Improvements Past: Octavia Street Plan
1	Mission Streetscape Improvement Project Showplace Square Streetscape Improvement Project
1	Mission Streetscape, Market Octavia, Whole Foods on Market, Better Streets Plan
1	Mission Streetscapes, Cesar Chavez, Mission Street Heights; South Mission Historic Survey.
1	None.
1	Northeast Waterfront
1	Northeast Waterfront Study, Eastern Neighborhoods Plan, Pier 70 Planning, Waterfront Plan
1	Numerous projects over 30 yrs
1	Octavia - Market sts. project
1	Open Space Element revision
1	Park and Presidio Branch Library Improvements.
1	Parkmerced, Better Market, Market/Octavia, Octavia Blvd, 1800 Market, 55 Laguna,
1	Parkmerced, Masonic Ave, TEP EIR
1	Passage of legislation entitled the Music and Culture Sustainability policy
1	Pedestrian and cyclists counts for Better Market Street.
1	Planning Information Center
1	Proposed high-rise at 2nd and Howard
1	Residential house remodel.
1	San Jose Guerrero, Cesar Chavez
1	Several
1	Stern Grove master plan, Park Merced, Downtown Plan update report

Count	Response
1	Sunset District Parkmerced Diastorous Proposal
1	The Glen Park Plan
1	The renovation of my parents' former home on Potrero Hill.
1	Too many to list.
1	Too numerous to mention.
1	conditional use permit applications, variance hearings,
1	eastern neighborhoods
1	green building legislation; bird safe buildings, treasure island and parkmerced hearings
1	marijuana dispensary location objection
1	market octavia plan, project reviews in community, historic preservation issues
1	none
1	none- mostly heard about a project after the fact through community group reports
1	parks related projects - professionally and as a resident & community member
1	problems with 888 Seventh Street Showplace Square Open Space
1	remodel of single family home
1	renovation of west sunset playground
1	residential improvement project
1	transit speed and delay data collection for Better Market Streets
1	walk first, public and private development projects, better streets
1	Better Neighborhoods (all), many project reviews/entitlements, testimony on cope changes etc. for over 30 years
1	proposed rezoning in the Mission, redesign of the Mini Park on 24th Street, redesign of the Potrero del Sol Park
1	Japantown Plan, CPMC related activities (scoping DEIR, etc), multiple CEQA related activities, various DRs, CU related to Formula Retail and NCDs, Variance requests, 311 process, DR Reform, UPN process
1	Balboa Park BART Neighborhood plan Glen Park Master Plan Housing on the Kragen Auto site on Ocean Avenue
1	Eastern Neighborhoods Rezoning--Plan Potrero/Plan Dogpatch meetings Better Streets/Green Streets meetings Mission Bay CAC meetings and project review for UCSF Mission Bay and Mariposa Park Dogpatch planning and review of various large development projects on our block Seawall Lot 337 community charette and proposal review meetings
1	I've attended meetings on the Eastern Neighborhood Plan, the Central Corridor planning study, the Northeastern Waterfront plan, the America's Cup scoping meetings, the Blue-Greenway Plan, and have attended numerous SPUR panels on planning activities like the Better Streets Plan, the Treasure Island, Bayview-Hunters Point and Lake Merced projects, etc.
1	We have been beautifying our unique portion of San Francisco going on eight years now billing it with a new identity for our neighborhood called La Playa Park. The nexus of this metamorphosis is at Judah and La Playa streets. I have written to two of your board members recently about a new endeavour, the "La Playa

Count**Response**

- 1 Park Transit Theme Coner" and are hoping for your engagement in the near future. Please contact me Steve Ward at seaward94133@yahoo. com 415 681 4337 and see our website at laplayapark.info
- 1 I got permits for a renovation. I went to a meeting about a proposed cannabis club in my neighborhood
- 1 Upper Market Charrette, 2001 Market St Whole Foods planning process and Board's Planning Committee submission
- 1 Besides following other SF friends dealings with Planning Dept folk---Noe Valley, Bernal Heights, North Beach--we, meaning at least ten homeowner households are dealing with a problem in the Sunset in which the Planning Dept has basically decided a priori what is in the best interest of the neighborhood without taking account of the neighbors most immediately affected. My experience is that the Planning Dept is fickle, sometimes right on, sometime stubborn, and it is like dealing with a teenager,...makes me wonder how many members of the Planning Dept are actually SF natives or residents the way they seem to arbitrarily make decisions--of course, always within the letter of the law. The question is whether the rules established actually serve the residents, environment, or interests of those actually impacted....
- 1 I've looked at the plans for bike lanes on Cesar Chavez (which I fear will be a traffic disaster), Parkmerced redevelopment (yeah!) and proposals for Hunter's Point Shipyard (could be better). Wish I had paid closer attention so I could have protested the Valencia street changes that took out the empty median that was perfect for delivery trucks and for drop offs/pick ups. Now folks just double park in the bike lane - again unsafe for bicyclists and frustrating for drivers. Last year my neighborhood worked with the Friends of the Urban Forest as well as the watershed project to green our street. Really great project that brought the neighbors together and has made the street beautiful.
- 1 DEIR for Natural Areas Program, Housing Element, Residential Design Guidelines, Glen Park Community Plan, private development projects, historic preservation, bikeway plan
- 1 Attended Transit Center District open forums, two of which were held at Golden Gate University. Also have attended Transbay Terminal meetings.
- 1 Trying to get you to maintain public stairs and trying to get you to stop giving public land to individual citizens denying the rest of us access to historic public rights-of-way and making the City less pedestrian friendly.
- 1 None but I would like to help out in some way through my participation. Please let me know if there is a project that requires assistance and input from local residence. My email is vhuynhsfsu@yahoo.com and my name is Vi Huynh.
- 1 The Edwardian Hotel Conversion Pet Food Express taking over the Block Buster old store Marina Tidal Water Protection Dog Walking Plans Sharp Park Plan GGNRA planning Golden Gater Park Planning Presidio Planning Embarcadero Planning (old freeway removal) Parking in SF Japan Town to stay Japan Town Zoo Expansion (many years ago) Old "Play Land" property to be sold privately or purchased by San Francisco. These kinds of grass roots participation for San Francisco through the years.
- 1 Several for better and worse. The community plans are horrible and do not take into account the views of many as most people in most communities do not participate for a variety of reasons. Some of those important reasons are controlled by the individual planners; such as location, time, and date.
- 1 south east waterfront, mission bay, fishermans wharf, presidio, crissy field,civic center, ybc,tenderloin,embarcadero landscape,pier 30 32,better market st,shadow ord.,port of sf,to name a few
- 1 Eastern Neighborhoods Plan, other neighborhood plans. I've also used the online reports to gather information on which to base demographic projections.
- 1 420 29th Ave, San Francisco 94121 new construction development and all related permitting/planning
- 1 Western SoMa Citizen's Planning Task Force -- led group of 12 that facilitated 3 town halls. Japantown Better Neighborhood plan -- led group of 12 that facilitated 3 town halls. San Francisco Tennis Club -- saved last indoor tennis courts (recreation) from condo development ROSE town halls Booker T. Washington center Golden Gate Tennis Club -- vs. Simon Snellgrove development Need I go on?
- 1 Daggett Triangle, Showplace Square, Streets to Parks, Eastern Neighborhoods, Individual 311 notices.

Count	Response
1	AT&T park, East SoMa plan, Waterfront plan, South Beach plan, Rincon Hill plan, West SoMa plan, Mission Bay, Muni 4th street extension, Pier 30-32, Seawall lot 332,337,
1	Japantown Improvement Plan, Octavia Street Project/Central Freeway, Van Ness BRT, Geary BRT, Central Subway, Transbay Tower, California High Speed Rail Project, SF Pedestrian Safety Projects, Bike Commute Lane Projects, Muni TCP, Richmond Library Improvements, MTC Transportation 2035, Bart Expansion Projects, Embarcadero Waterfront Improvements, America's Cup Advocacy, Third Street Light Rail Project...
1	Landmarking 900 Innes Avenue; Better Streets meetings; Survey Area C; several DRs in India Basin area.
1	I have participated in over 60 projects in the past twelve years ranging from residential, commercial retail and food service, and corporate
1	multiple complaints against us by a crazy neighbor to MANY city depts and agencies due to ridiculous city process that are complaint driven; a frivolous DR against us (unanimously lost), Certificate of Appropriateness hearing, Variance rear yard, neighborhood group involvement in community issues like 1050 Valencia, guerrero greening, etc; Dolores park planning mtgs
1	NE Embarcadero Planning, Eastern Neighborhoods, Better Streets, individual project review (including EIRs) including Transbay Terminal, 4th & King, California High Speed Rail, Cesar Chavez East, Showplace Square Open Space, "Beauty contest" for Mission Bay office projects, AC34 DEIR, etc. Mostly along SF waterfront, Eastern Neighborhoods (Showplace Square, Central Waterfront), Mission Bay. Have casually reviewed draft ROSE but not commented.
1	Specifically, a new construction next to my house. Your staff and commission did NOT respect the info about changes on the asbuilts and we now have an ILLEGAL two unit house next door! We participated in discretionary review. The developer scammed your dept and you supported him. Anything to build new regardless of how it impacts the neighborhood, I guess. So, I don't have a good taste left in my mouth.
1	Specific neighborhood and Citywide development projects. Area Plans such as Japantown. General Plan updates such as Housing Element. Projects that affect residential neighborhoods, especially near single-family homes, projects that are not wanted by neighborhood residents but Planning decides is good for the neighborhood. Discretionary Review Action Plan.
1	Housing Element; Commission process for 55 Laguna and The Palms on 4th St. A couple of DR's on small projects

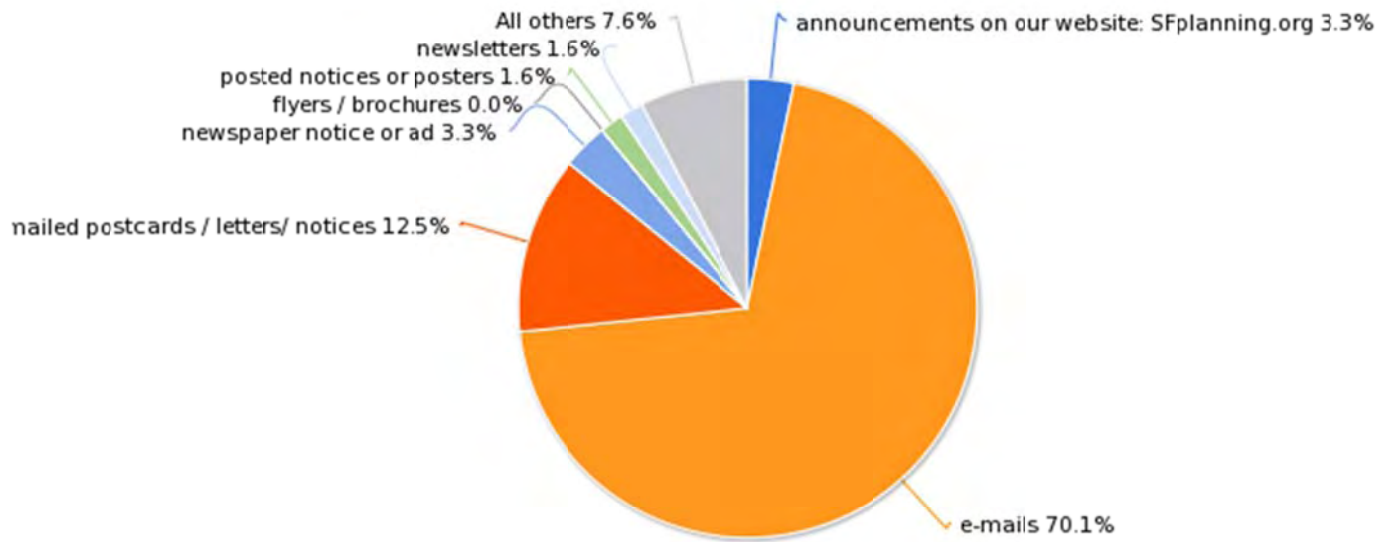
3. Following are ways the Planning Dept. gets the word out about projects and opportunities to get involved. How do you prefer to be informed? If you have heard from us about a project, please tell us how. Select all that apply.

	I prefer to be informed in these ways:	I have heard from the Department in these ways:	Responses
announcements on our website: SFplanning.org	67.4% 64	57.9% 55	95

e-mails	88.2% 135	40.5% 62	153
mailed postcards / letters / notices	58.3% 67	66.1% 76	115
newspaper notice or ad	48.3% 14	65.5% 19	29
flyers / brochures	44.4% 24	77.8% 42	54
posted notices or posters	43.2% 38	75.0% 66	88
newsletters	73.5% 36	32.7% 16	49
Social media, i.e. Facebook, Twitter	78.1% 25	28.1% 9	32
phone calls from staff	70.4% 38	59.3% 32	54
one-on-one meetings with Dept. staff	75.4% 52	55.1% 38	69
presentations / announcements by Department staff at a community organization's or neighborhood meeting	72.8% 75	55.3% 57	103
Planning Information Center (our drop-in center to ask staff questions about the Planning Code, permit process and other general questions)	54.8% 23	69.0% 29	42

4. Which is the single most effective way to inform you?

Which is the single most effective way to inform you?



Value	Count	Percent %
announcements on our website: SFplanning.org	6	3.3%
e-mails	129	70.1%
mailed postcards / letters/ notices	23	12.5%
newspaper notice or ad	6	3.3%
flyers / brochures	0	0%
posted notices or posters	3	1.6%
newsletters	3	1.6%
Social media, i.e. Facebook, Twitter	3	1.6%
phone calls from staff	6	3.3%
one-on-one meetings with Department staff	2	1.1%
presentations at my local organization's meetings	2	1.1%
Planning Information Center	1	0.5%

Statistics	
Total Responses	184

What local newspapers or other local news sources do you use (including online)?

Count	Response
1	Bay Area Citizen, Mission Local
1	Bay Area Newspaper Group papers, San Francisco Bay Guardian
1	Bay Area Reporter
1	Bay Citizen, SFGate
1	Blogs: SFist; Mission Mission; Haigheration;
1	CHRONICLE
1	CHRONICLE, SF EXAMINER
1	Castro Courier, DTNA newsletter, SF Appeal (online)
1	Chron, SFBG
3	Chronicle
1	Chronicle & Examiner
1	Chronicle, Bay Guardian
1	Chronicle, Bay Citizen, StreetsblogSF, SFist, HuffingtonpostSF, Usual Suspects
1	Chronicle, Business Times, SPUR Urbanist, SF Steets Blog
3	Chronicle, Examiner
1	Chronicle, Examiner, BayGuardian, Potrero View
1	Chronicle, Examiner, Guardian, SF Weekly, NY Times Bay Area
1	Chronicle, Examiner, Guardian, SF Weekly, SF Business Times, Usual Suspects
1	Chronicle, Examiner, Potero View, local blogs
1	Chronicle, Gaurdian, Business Times, SF Weekly
1	Chronicle, KQED
1	Chronicle, KQED and KALW radio stations, neighborhood assn newsletters
1	Chronicle, SF Business Times
1	Chronicle, SFGATE
1	Chronicle- Bay area reporter
1	English and Spanish.
1	Exam, Scocket site, Usual suspects, direct email from planning commision
2	Examiner

Count	Response
1	Examiner, Chronicle
1	Examiner, MissionLocal, BeyondChron, Streetsblog
1	Examiner, New Fillmore, Richmond Review, Sunset Beacon, ethnic online enewspapers
1	Examiner, Sunset Beacon, Carmen Chu's Newsletter
1	FreedomsPhoenix.com, http://www.youtube.com/watch?v=LO2eh6f5Go0
1	Guardian, SFGate.com, Bay Citizen
1	KPFA
1	KQED radio, SF Examiner, SfGate, streetsblog
1	Local News Papers, Local Radio KGO. Local,TV, KGO,KRON,KTVU.
1	Many - but none daily
1	NPR
2	None
1	Nytimes.com, sfgate.com, neighborhood blogs like missionmission and bernalwood
1	Potreo Hill paper
1	SF Chron
1	SF Chron - SF Examiner - Sunset Beacon`
8	SF Chronicle
1	SF Chronicle (online), SF Examiner (online) sf.streetsblog.com
1	SF Chronicle and SF Examiner
1	SF Chronicle to Parkside Neighborhood newsletter (forgot specific name)
1	SF Chronicle, Examiner,SF Weekly, Bay Guardian
1	SF Chronicle, KPFA radio station, Bernal Journal
1	SF Chronicle, SF Gate, The Examiner, East Bay Express
1	SF Chronicle, SF Weekly
1	SF Chronicle; NPR
1	SF Chronicle; socketsite; curbedSF
1	SF Examiner
1	SF GATE
3	SF Gate
1	SF Gate (Chronicle)
1	SF Gate, Internet Variety of sources

Count	Response
1	SF Gate, SF Examiner, Mission Loc@l, SF Streetsblog
1	SFGATE, SF APPEAL SF WEEKLY
1	SFGATE.COM; YAHOO.COM LOCAL NEWS
1	SFGATE.com
4	SFGate
1	SFGate SFFist Curbed
1	SFGate, The Examiner
1	SFGate.com, KQED-FM, KNBR-AM
1	SFGate.com, SF Examiner
1	SFGate.com, SFAppeal.com, missionmission.org
1	San Francisco Business Times, San Francisco Chronicle
3	San Francisco Chronicle
1	San Francisco Chronicle, SF Examiner
1	San Francisco Chronicle, San Francisco Business Times, SPUR Newsletter
1	Sf Chronicle
1	Sfgate
1	Sfgate,bay guardian,citireport, bay news
1	Sfgate.com
1	SingTao, SF Chronicle, SF Examiner
1	Singtao Daily News, World Journal, China Press, KTSF Channel 26
1	Sunday Chronicle, Bay Guardian, SF Weekly
1	Sunset beacon, west portal paper
1	The Chronicle and SF Gate
1	The Chronicle newspaper
1	The Chronicle, SPUR, SF Bay Guardian, Mercury News, etc
1	The Potrero View
1	Usual suspects, Huffington Post SF, SF Gate, Noe Valley Voice, SF Examiner
1	World Journal
1	all of them except the Bay Guardian because it's biased.
1	bay Citizen, Sfgate, guardian, sf public press
1	bay citizen, mission local

Count	Response
1	bay guardian, bay citizen, examiner, sfgate
1	chron
1	chron, examiner, sfist, sfappeal
1	chron.
4	chronicle
1	chronicle & examiner
1	chronicle, examiner
1	chronicle, examiner BAR, Guardian Business Times and Weekly
1	chronicle, examiner, sunset beacon
1	chronicle, yahoo
1	curbed sf, blog. Supervisor's newsletter
1	examiner
1	examiner, sfgate.com
1	ktvu news, nbc bayarea new and singtao chinese news paper
1	none
1	none-internet only user
1	potrero view, local blogs:SFist, SFAppeal, SocketSite, CurbedSF
1	s f chronicle newspaper
1	san francisco examiner
1	sf chron, NPC website, listservs
3	sf chronicle
1	sf chronicle, hac newsletter, aia newsletter
1	sf chronicle, sf gate, twitter
1	sf gate
1	sfappeal.com, livesoma.com, sfgate.com, sfexaminer.com
3	sfgate
1	sfgate Potrero View
1	sfgate, KALW, KQED
1	sfgate, Mission Mission blog, SF Chronicle, socketsite.com,
1	sfgate, sf chronicle; neighborhood newspapers; your website
1	sfgate, sfcitizen.com

Count	Response
1	sfgate, sfweekly, mission-mission
1	sfgate, yahoo, nytimes
3	sfgate.com
1	sfgate.com, kqed, sfexaminer.com
1	sfgate.com, sf streetsblog, Yahoo neighborhood listservs (Bernalparents, Missionparents)
1	sfgate/chronicle
1	sfist.com
1	streetsblog, beyondchron, sfgate
1	streetsblog, guardian, SFBC biker bulletin
1	yahoo news, google news
1	I go to sfgate.com but I normally don't dig deep, which means I'm not likely to see your notices.
1	Streetsblog, SF Chron (online), Examiner (pick up if avail), SF Ist (blog), Bay Guardian (online and in print), SF Weekly

What additional strategies do you recommend we use to inform people of projects and opportunities to participate?

Count	Response
1	Access Facebook.
1	Add more details about pros and cons of project, in plain english.
1	All
1	Any way shape or form
1	Appearances at schools and churches
1	Art
1	Ask Streetsblog to Tweet or mention the information on their social media streams
1	Attend Neighborhood Group meetings
1	Bill boards on Market Street.
1	Bus and Transit PSA Advertising
1	Canvassing neighborhoods with flyers.

Count	Response
1	Community News
1	Contact Neighborhood Associations.
1	Email bulletins
1	Email updates; articles in local newspapers; local news features
1	Facebook
1	Facebook, Twitter, Email
1	Flier door to door.
1	Fliers handed out for parents at schools
1	I think you have it covered.
1	Mailings to homes and businesses.
1	Meetings in neighborhoods.
1	Monthly emailed newsletters
1	NEIGHBORHOOD ORGANIZATIONS SUCH AS THE OUTER MISSION MERCHANTS AND RESIDENTS ASSOCIATION
1	Neighborhood listservs
1	Neighborhood newsletters plus social media
1	Neighborhood newspapers
1	Online Billboard (with a "date added" color system) linking to the project website.
1	Post on line on yoru web-site.
1	Post the site, and email would be great.
1	Press conference, news reports, social media
1	Public Notices in the neighborhood
1	Public Service Announcements on TV and Internet.
1	Should have an email list and provide information directly to the public.
1	Tables at farmers markets
1	The department's notice efforts are notoriously poor. Use all of the above and ahead of time.
1	Update neighborhood contact lists
1	Utility bill insert
1	bus stop ads?
1	capture video of good presentations and post on website
1	incentive individuals to spread the word to their circles.
1	listservs of educational institutions

Count	Response
1	mail
1	neighborhood canvassing, flyers posted at site, mailers.
1	neighborhood networks
2	none
1	none needed
1	notices, community group notification, email to interested parties
1	posters are actually pretty good, but they need to have a realistic lead-time.
1	twitter
1	twitter
1	use local community based email pools.
1	Update your database. I was on the Dolores Height Design review board many years ago. I resigned from the board about 8 years ago and still get notices. Please stop sending me these notices! Contacting Janice Chambray to stop the mailing has been unsuccessful.
1	Mailings to Neighborhood organizations Notices to be posted at libraries (if not already done) Mailings to senior centers
1	Schedule important meetings at times when the general public can attend and have enough room for all to be in the same room. Eliminate 1 minute comment periods - keep at 3.
1	have a blog so we know the planning dept's point of view on planning related topics. that way, there can also be some general level of dialogue/feedback. these are 21st century tools, and they are at your disposal - use them. don't rely on arcane methods that are inefficient
1	Timely presentations and announcements to neighborhood associations, like the South Beach Rincon Mission Bay NA and the South Park Improvement Association.
1	Stand up, go over to your window, lean out, and yell, "I'm sick and tired of participating in an elitist, anti-freedom planning process and I'm not going to do it anymore! Come up to my office and I'll tell you how this rotten mess REALLY works and where the skeletons are buried!"
1	Neighborhood meetings with local neighborhood organizations. Most neighborhoods have small organizations with interested parties. Our area also has the District 11 Council that brings many of those smaller groups together at one time. We don't like hearing AFTER the fact. People get cranky when it's a done deal and shoved at them. Most public meetings bring final proposals and ignore community input. This is bad government.
1	Participate in local events with a presentation, mini-charette, survey opportunity to get input on projects in particular neighborhoods. Ask others to promote projects via their email newsletters and other networks.
1	Comply with the city's language access ordinance. While the demographic of the city becomes more ethnically diverse with immigrant and people of color, the department is still English centric, and without the language and means, a huge trunk of the city is still being left out.
1	Make navigating your website more intuitive; it's too hard to find/search for information such as projects coming up for review, a simple calendar of hearings, etc. Unfriendly to users, even if you are in the industry and have a better than average understanding of industry terminology.
1	Local radio stations, esp. NPR; Local neighborhood newspapers when appropriate; announcements on the City Government station
1	Do not be hands-off.....go to the people most effected. The forms of exchange, whether telephone or e-mail, are sterile, overly formalized, cold..... The Planning Dept deals with natives and residents who are attached,

Count**Response**

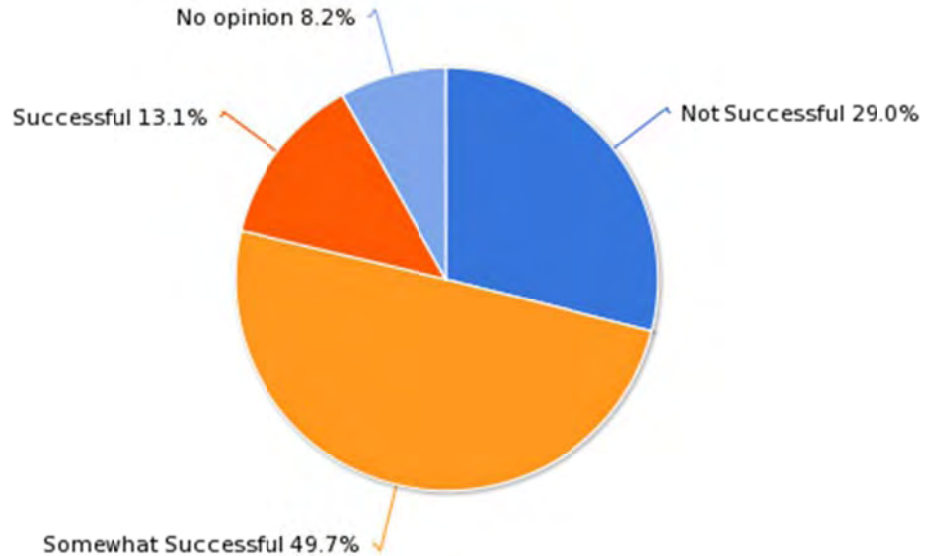
- committed and rooted in San Francisco, and sometimes I feel like I am talking to an off-shore out-of-city administrator who really does not appreciate what is at stake. More often rather than being roll up your sleeves problem solvers, the Planning Dept operates like rigid bureaucrats that find adherence to narrow readings of rules and regulations are more important than resident interests. Rather than approach each situation and circumstance with an open mind and willingness to exercise discretion, my experience has been rigid, orthodox, cannot be bothered bureaucrats that see us residents and homeowners as a bother and adversary rather than the very people they are suppose to be responsive to.....
- 1 postings on mass transit, stations, local businesses with high traffic (walgreens, starbucks, banks, etc...)
- 1 I would recommend labeling at appropriate events. For example, I participated in the bike/ped counts for the Better Market Street project. And for that project in particular, it would have been convenient to learn about the project from an SFBC or WalkSF event. Basically, more face-to-face contact towards appropriate crowds.
- 1 notifying neighborhood organizations as soon as permit applications come in so there is adequate time for the organization to meet with the project sponsor and to work with the planner to improve controversial projects before they are approved by the Department or scheduled for HPC, PC or Board of Supervisors hearings.
- 1 KEEP (OR BEGIN) TO SEND OUT EMAILS/TWITTERS WHEN THERE HAS BEEN AN UPDATE TO THE WEBSITE, ie NEW NEWS, NEW PROGRAMS, NEW INTERPRETATIONS, ETC.
- 1 Restaurants/Food stores/coffee houses in neighborhood of project proposal, bus shelter and vehicle ads, library, community centers, post offices, neighborhood papers.
- 1 I've been trying for *years* (since 2004) to get on the emailing list for the Commission agenda. I'll get one or two, then stop receiving them. Actually putting people on lists when they request it would be the single best strategy I can think of.
- 1 Not sure, but I recommend that you get confirmation that people have been notified. It irks me to no end when people try to stop projects at the last minute claiming there wasn't proper notice!
- 1 Please avoid relying on neighborhood groups such as the Dogpatch Neighborhood group and the Potrero Boosters: they hand pick who they notify in order to get the kinds of votes they want for specific projects. Watch out for Joe Boss--- unregistered lobbyist who is making deals with his developer clients to bring in the votes, all while his wife Janet Carpinelli has a shell 501c3 that is in line to reap the developer mitigation fees.
- 1 I like email, but not everyone uses it or has access. Post notices in local businesses and locations where people linger like cafes, laundramats and bus stops.
- 1 I think it is a good idea to send mailers to people living in a two block radius of an area that undergoes major work. But other than that, I think the Planning Department's outreach is very successful to date.
- 1 Make more of an effort to do outreach to neighborhood residential groups and merchant groups. So many projects are not properly noticed and so little outreach done.
- 1 I think neighborhood-based community meetings are a good idea and not only when there is a major controversy. I think many residents are interested in the future of the City beyond more narrow personal business interests.
- 1 update your very very very outdated contact list!! We all attend meetings & sign in & OK releasing our names for your contact lists.
- 1 Word of mouth, local neighborhood based postering/flyering, hosted events with refreshments, targeting blogs like Mission Local etc.
- 1 Improve notification to me about work the planning dept is doing in my neighborhood. The mailed neighborhood notifications I used to get about proposed construction in Miraloma Park and adjoining areas have stopped - please resume or send email instead. Residents should have opportunity to comment on planning proposals by email in lieu of attending a meeting. Notification should be broadened, for example what happens in Glen Park, West Portal, Sunnyside affects residents in Miraloma Park.

Count	Response
1	Find some way of letting people know about the part of your site that lets people know about active permits in their area. I've been trying to get information on a private development project for months and this survey is the first thing that led me to the part of your site with that information.
1	Posting in community meeting areas such as coffee shops, telephone pole meeting announcements to reach the many elderly residents of this district who, surprisingly to some, are not computer users. Flyers in mailboxes for issues that effect planning, impact and life quality (development, ie -- utility boxes, etc.)
1	More should be done in public media to inform what the DFepartment's yearly work plan is with and key objectives and planned deliverables. How Department is fubnded and key sources of revenues and limitations.
1	community newsletters (which you may already be using; I am a city staff person that does not live in the city, so I wouldnt' know.)
1	Posted Notices in relevant areas would have a broader reach than press releases or website updates without being intrusive like mail/email/social networking might be
1	I like e-mailed meeting Agendas, ie. Planning Commission, Eastern Neighborhood CAC, etc. 311 notices, Large project notices with drawings and meeting schedules.
1	More public posting in public and private locations. Several neighbors state they have not received notices from the planning department despite the assertions of particular planners.
1	I'm not sure if you already do this, but participating in blogs, especially Streetsblog. It's an online go-to informational place for issues relating to the issues I'm interested in.
1	I think the city should maintain a government-wide opt-in email list where one could sign up for their police captains email, planning-related items, MTA stuff, etc. in one place. We are bombarded with information so its hard to cut through. Physical mail is one that you should consider more of.
1	You have to come up with a viable way to communicate with drivers who rely on streets to commute. You spend too much time reaching out to the SFBC and other groups and do nothing to tell the drivers who depend on streets every day that you plan on closing off large sections of streets and diverting them to other uses. You put up a lot of signs after projects have been started which congratulate yourselves on the projects, but never use similar signs before hand to let drivers know that the routes they depend upon will soon be closed or diverted.
1	Human billboard https://secure.wikimedia.org/wikipedia/en/wiki/Human_billboard Sandwich Board Men https://secure.wikimedia.org/wikipedia/en/wiki/Sandwich_board
1	TV, radio, news outlets. MOst people do not attend meetings and/opr look at your website- use the media outlets that peopl[e already know about.
1	Posted notices and mailing are probably most effective to reach residents. Or since planning affects homeovers, append news info with a link from property tax statement.
1	If Planning Department has a community meeting, you need to have them more widely distributed re attendance. Also, you do not listen, you have your own pre-conceived ideas, your questions are too binary and narrow, and you do not truly get citizen input before making up your mind.
1	ACTIVE outreach to neighborhood associations, and improve the way Neighborhood Associations can define their are a of interest. Planning's current neighborhood boundaries ignores the actual communities of interest as they are now, and in many cases the historic (30+ year old) neighborhood organization boundaries. Improve the public notice process - posting in the Examiner may meet legal requirements but fails to communicate. Develop a flexible sign up process to register for noitces Improve notice process for hearings that have city-wide impact. Right now, if a planning action or hearing changes a citywide code, there is NO effective notice to interested parties.
1	the problem for planning dept. is that those who attend hearings are not the great "middle" of people who care about the city but not enough to spend hours waiting to testify at a hearing. so who does planning hear from? the gadfly's who attend every hearing or the whining neighbors..planning dept. needs to figure out a way to have the voices of this great "middle' represented at hearings.

Count	Response
1	Most of people watch local news in the evening. Local TV stations are the best media to reach out to the public.
1	Main SF Gov website, continued penetration into social media networks, signs and notices on local rec centers, notices at all public buildings, build an email distribution of active members of the public, engage with community organizations, target property owners in areas, etc.
1	Set up a booth at the local annual festivals and Sunday Streets to talk to local residents about the effects of good/bad/non-existent and developer-beholden planning in SF

5. Overall, how successful do you feel the Planning Dept. is at informing the San Francisco community about projects, activities, and services?

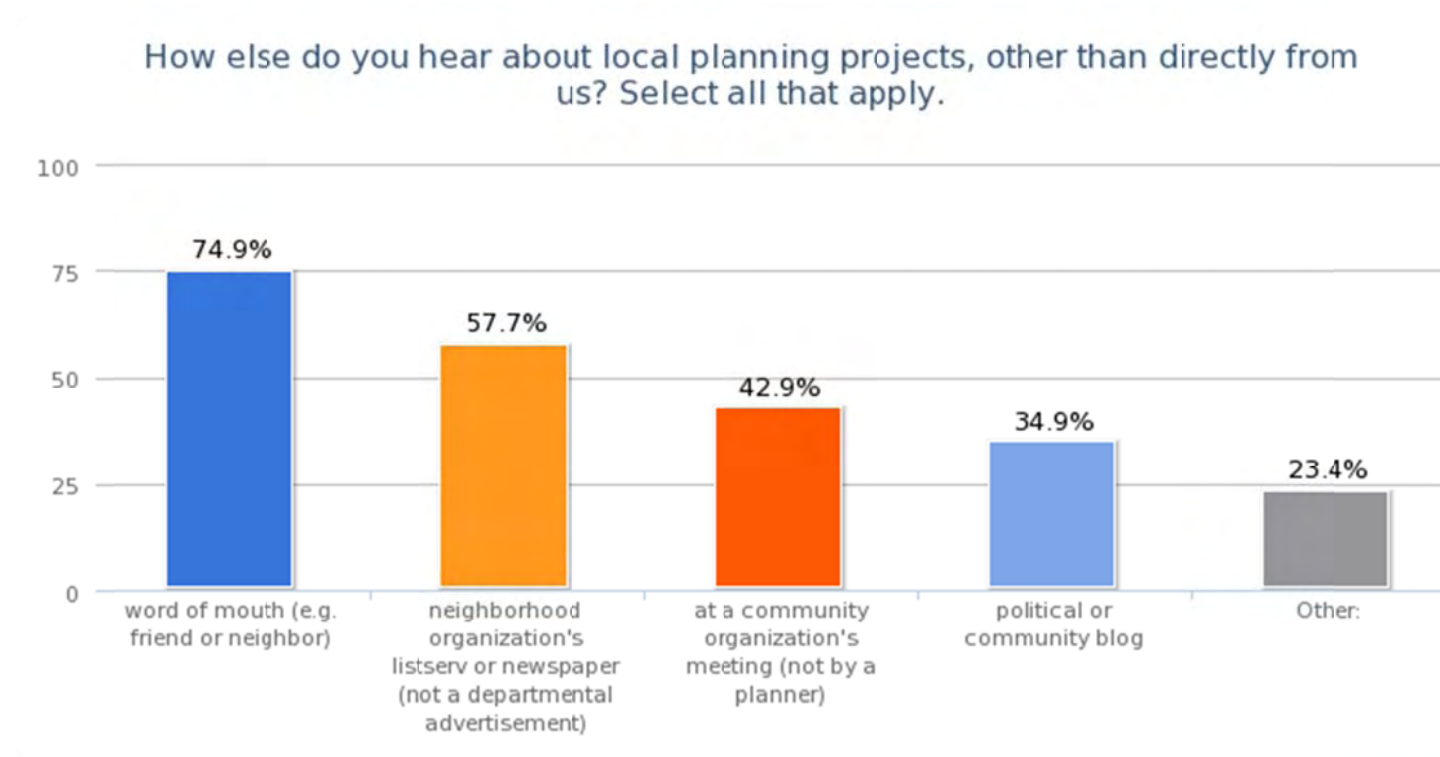
Overall, how successful do you feel the Planning Dept. is at informing the San Francisco community about projects, activities, and services?



Value	Count	Percent %
Not Successful	53	29%
Somewhat Successful	91	49.7%
Successful	24	13.1%
No opinion	15	8.2%

Statistics	
Total Responses	183

6. How else do you hear about local planning projects, other than directly from us? Select all that apply.



Value	Count	Percent %
word of mouth (e.g. friend or neighbor)	131	74.9%
neighborhood organization's listserv or newspaper (not a departmental advertisement)	101	57.7%
at a community organization's meeting (not by a planner)	75	42.9%
political or community blog	61	34.9%
Other:	41	23.4%

Statistics	
Total Responses	175

Open-Text Response Breakdown for "Other:"	Count
<i>Left Blank</i>	1
Associates in the industry	1
Chronicle	1
City supervisor	1
Directly from sponsors or opponents; other organizations, not community groups	1
Friends on Facebook	1
Honesty	1
I can't recall having ever heard about local planning projects.	1
I do not know what type of local projects are in the planning stage.	1
I have never heard directly from the Planning Dept except for locals building notices.	1
In the news	1
My own initiative	1
NGO websites	1
Newspaper	2
Newspaper articles in the Chronicle (usually).	1
Other organizations--Chamber of Commerce, Joint Powers Authority	1
SFT board members who try to monitor proposed projects	1
SPUR	1
Seeing projects on the agendas of HPC, PC or BOS Land Use Committee	1
Through other coworkers at SFMTA, Streetsblog	1
activist emails	1
actively searching Planning website and reviewing PC agendas	1
at work, SFMTA	1
by accident	1
carmen chu sf board of supervisors district 4 e-news	1
email from agency involved	1
mainly word of mouth by neighbors	1
newsletters- aia, hac, etc..	1
participation in topic area where staff inform participants	1
posted notices on the property	1
posted signs	1
professional networks	1
public news sources (paper, radio)	1
school community yahoo group	1

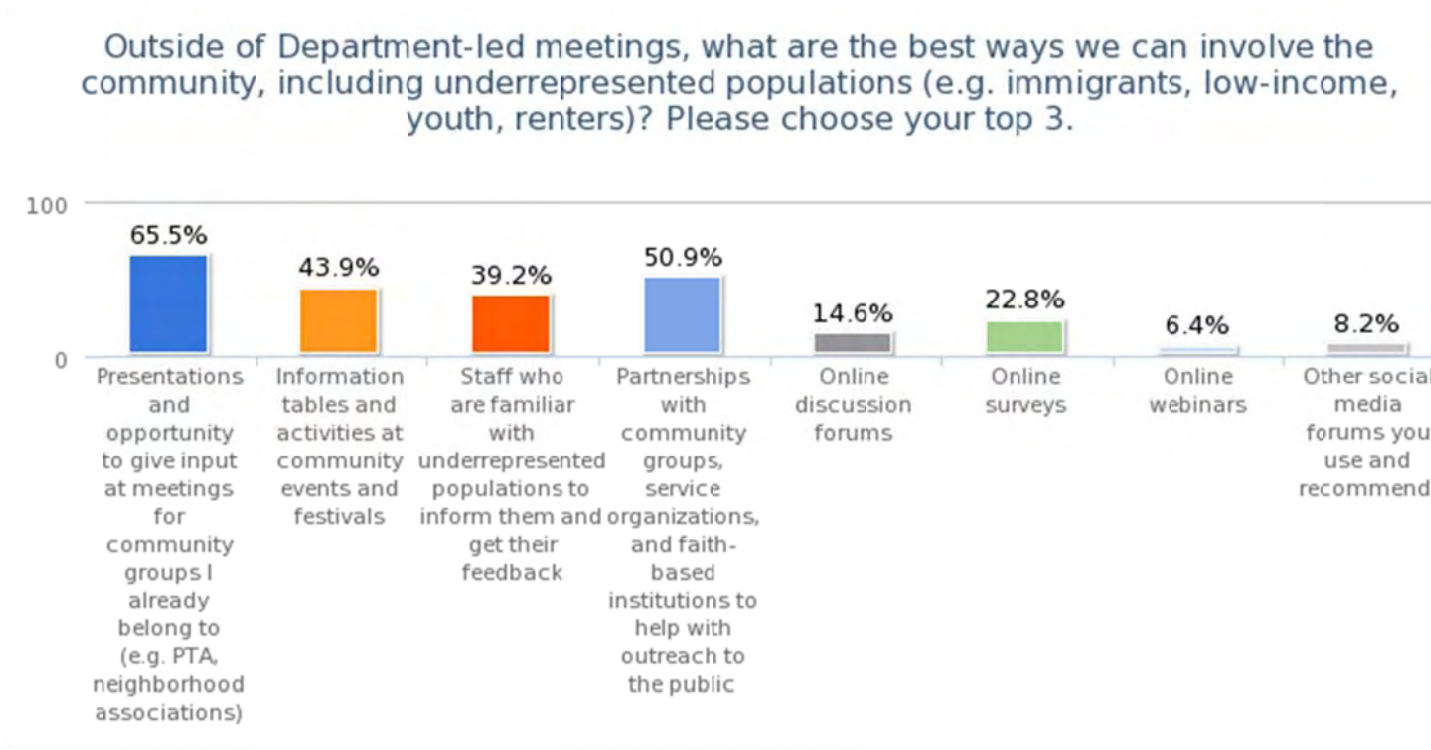
Open-Text Response Breakdown for "Other:"		Count
searching on line for other projects		1
supervisor's office		1
I subscribe to SFBC newsletter and make sure they are not pushing to close streets that are important to me and my family and friends		1
am often told to look it up on the internet, lazy of the department. How do I know what I'm looking for. Just look for what's there?		1
Can't recall ever hearing about a local planning project other than stumbling into it in an on-line blog or organization that has a concern.		1
No one can hope to keep up with city government - it is simply too vast an enterprise for ordinary residents to exercise any meaningful oversight or participation.		1

7. Generally, how do you prefer to participate? Also, if you have previously participated in our activities, please tell us how. Select all that apply.

	I prefer participating in this way	I have participated in this way	Responses
Planning Department informational meeting to learn about a project	66.7% 84	65.9% 83	126
Planning Department public meeting to give input on a project	65.6% 86	65.6% 86	131
design workshop or "charrette"	69.8% 67	59.4% 57	96
focus group (small group interview to give input)	85.3% 81	31.6% 30	95
public hearing to give comments at the Planning Commission, Historic Preservation Commission, or during an environmental review (EIR) process	45.1% 46	74.5% 76	102
Citizen's Advisory Committee (CAC) or a Project Area Committee (PAC) to advise a project long-term	66.2% 45	55.9% 38	68
pre-application meeting held by a project sponsor or Planning Dept. staff (for construction of a proposed building)	71.6% 58	53.1% 43	81
environmental review (CEQA/EIR) process to give input on proposed project or plan	54.7% 47	66.3% 57	86

survey	70.1% 75	43.0% 46	107
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8. Outside of Department-led meetings, what are the best ways we can involve the community, including underrepresented populations (e.g. immigrants, low-income, youth, renters)? Please choose your top 3.



Value	Count	Percent %
Presentations and opportunity to give input at meetings for community groups I already belong to (e.g. PTA, neighborhood associations)	112	65.5%
Information tables and activities at community events and festivals	75	43.9%
Staff who are familiar with underrepresented populations to inform them and get their feedback	67	39.2%
Partnerships with community groups, service organizations, and faith-based institutions to help with outreach to the public	87	50.9%
Online discussion forums	25	14.6%

Online surveys	39	22.8%
Online webinars	11	6.4%
Other social media forums you use and recommend:	14	8.2%

Statistics	
Total Responses	171

Open-Text Response Breakdown for "Other social media forums you use and recommend:"	Count
<i>Left Blank</i>	2
Any blog interface	1
Facebook	1
Facebook!	1
Facebook, with translated posts	1
I see social media as anti social	1
Mises.org	1
Monthly PAC meetings	1
SPUR, SF Streets Blog	1
Twitter, etc.	1
facebook, twitter	1
none	1
I find the department doesn't listen to the people who use the streets. We are shut out of the process completely. No one cares.	1

Your Ideas:

Count	Response
1	Adequately notice and conduct outreach. Very poor job at present
1	Also send info to homes since some residence do not have Internet access at home.
1	An e-mail "suggestion box".
1	Better advertising and communications of projects
1	ENGAGING COMMUNITY PARTICIPATION
1	Mail notification, mail notification, mail notification w/drawings.
1	Note - not a big fan of social media

Count	Response
1	Put Left Turn pockets on San Jose Guerrero ASAP. Get opinions of drivers who use the street.
1	Stop telling people what they can and cannot do with their own property.
1	Using the press to get the word out.
1	definitely number one above is the key -- working with groups that I already belong to
1	radio.newspapers,
1	use community groups to help you get the word out.
1	use facebook and twitter
1	staff follow up is poor. participation in major hearings is a huge waste of time since the department does not listen. make it worth people's time to participate by not having your mind made up in advance and having useless theater in public hearings.
1	Podcasts, youtube type videos. Teachers might be able to introduce these kinds of things during a civics lesson for high schooler as part of a teaching unit on civic participation and process.
1	I am not a part of an underrepresented community, but do work in communities that are underserved. Even in my more affluent neighborhood outreach efforts that seek to engage me are more likely to succede. The key is informing the public about opportunities. That said my history in never having heard of a planning department meeting may be the result of living in an area where development projects rarely happen whereas neighborhoods like Bayview with a the redevelopment effort are more likely to hear about your meetings. That said, I am interested in the City's development and potentially would participate in some of your meetings.
1	Planning must be communicated in a more transparent manner related to costs, impacts, and future benefits.
1	I think you guys try hard but you can never reach everyone. Snoozers wake up at the last minute and cry foul, it's inevitable. Good luck though.
1	My challenge has always been that it seems SFPD listens only to in-person testimony at hours long nighttime meetings. As a citizen I can't weigh in without spending \$100 on babysitters, and that's not fair. The scheduling of public meetings where the agenda should keep that in mind.
1	Do a better job of getting community input on proposed projects. Letting project sponsors run these shows is insufficient and inadequate.
1	Hold meetings BEFORE you finalize your plans. Otherwise, people feel you just hold public meetings to meet legal obligations and don't care about or respect the opinions of those most directly impacted.
1	drop the out-of-control public input already! be reasonable! Complaint-driven processes are ALWAYS unfair- and it is wrong. my neighbor held me up for way too long because he loves to hear himself talk at a captive audience (hearings, et al)
1	I think a booth a local neighborhood events (listed above) would be the best way, especially in the mission.
1	Spend the money and send mailers out to everyone in the project area. You would not believe how may people tell me all the time that they never got noticed on projects that will impact them. Expand notification area for Large Projects to 1000- 1500 feet, in proportion to their overall size.
1	This city does not have an under-represented population because your department has spent 40 years over-representing a tiny percentage of the populace who wants to control everyone's everything. You have created the opposite of democracy - a city in which a loud but tiny minority overwhelms project sponsors, owners, and the majority of neighbors
1	Friends -- we work full time and commute. It is so distressing to not be able to participate because we simply do not have time to become informed. Could you be respectful of that by issuing something very compact, with links, that might be maybe "your saturday City or Neighborhood news update" via email? 20 minutes every other Saturday for staying up to date, or something? Also, each link could have a key word summary

Count**Response**

- that would be "may be of special interest to people interested in recreation, outdoor space, transportation" or some such.....
- 1 Provide robust, online, moderated community discussions where there are opportunities for both planning staff and community members to delve into basic, repetitive background information, explore reasoning behind project proposals, and establish a rigorous approach to vetting project proposals. With leadership this kind of forum could serve as an educational tool to help guide forward thinking approaches to planning while allowing more diversity to the voices than the typical opponents who tend to dominate the discussion.
- 1 Having online webinars won't work because they are time-specific like the meetings at City Hall and people don't have time to personally participate or are physically not able to. You have to allow 24-hour access to info (presentation slides used in the meetings and previous public comments available) so people can respond on their own time and be able to ask questions via telephone, mail, email or discussion forum.
- 1 My experience at meetings and with particular issues has shown me that certain interests of powerful people come before the public interest.
- 1 i find it difficult to make it to the evening public meetings. it would be great to have it video conferenced and allow online folks to submit questions online and also submit summary feedback online afterwards.
- 1 Temporary Facebook Group or Google Circle around a specific planning project for input; Many people may not be able to attend a mtg. even if they really care about the issue. Using online tools so that people can provide input whenever they want using a channel they already use is a step in the right direction. Twitter is good for broad message outreach to unknown networks (think retweets) whereas Facebook is great for interacting with a community who already knows and supports you. Or what does it look like to have a blog around planning projects across the city where you can post updates, ask for comments, post live tweets from a planning mtg., etc. Sometimes I'll run across a sign on a telephone post talking about a planning mtg that I missed that I would have gone to if I had known and think "i read streetsblog every day and follow X Y and Z on Twitter and no one is talking about these things"
- 1 I find the much of the city's planning process to be driven by "squeakiest wheel gets the grease." That is, those few who show up to occasional meetings or Board committee hearings completely determine outcomes. There's nothing democratic about it, except that in theory everyone has access to the process. But daytime meetings, etc., are not very accessible to the bulk of citizens. Instead, there ought to be far better ways for neighborhood VOTES. Seriously, a plebescite mechanism -- even if it's just on the Planning Com website and only to those who register. The barrier to that is much lower than writing a letter or making a meeting. I know the majority opinion is often trampled on in favor of a vocal minority here in SF -- and that's largely due to the Planning Commission's PROCESS, which favors attendance and rarely seeks plebiscite. CHANGE THIS, for god's sakes. Question #9 (next) illustrates the bias towards physical attendance. Why, why, why -- if you care about opinions -- do you insist on in-presence so much?
- 1 making sure that every developer engages in public outreach, with planner checking to make sure it happens.
- 1 for major projects, planning dept should figure out a way to get comprehensive feedback from neighbors. nyc has experimented with electronic kiosks in neighborhoods to get direct response from neighbors, don't know how that is going
- 1 Ensure tenants are notified of proposals and meetings in their neighborhoods - not just property owners. It would be a simple matter to send something to "resident" of each unit. Also, easier access to multi-lingual materials.
- 1 You need to institute monthly PAC meeting attended by all the heads of dept. (Planning, Historical, Environmental, Design Review, ETC.)
- 1 More outreach to different groups and emphasizing the ideological over the practical. Families are NEVER well represented at Planning Dept meetings. Middle class families have no voice in San Francisco Planning decisions. The system is designed to favor the input of the radical, vocal, minority.
- 1 Definitely need multiple information channels as community events and festivals aren't weekly or monthly activities. Signage at location with information on how to get additional information, even at the proposal stage.

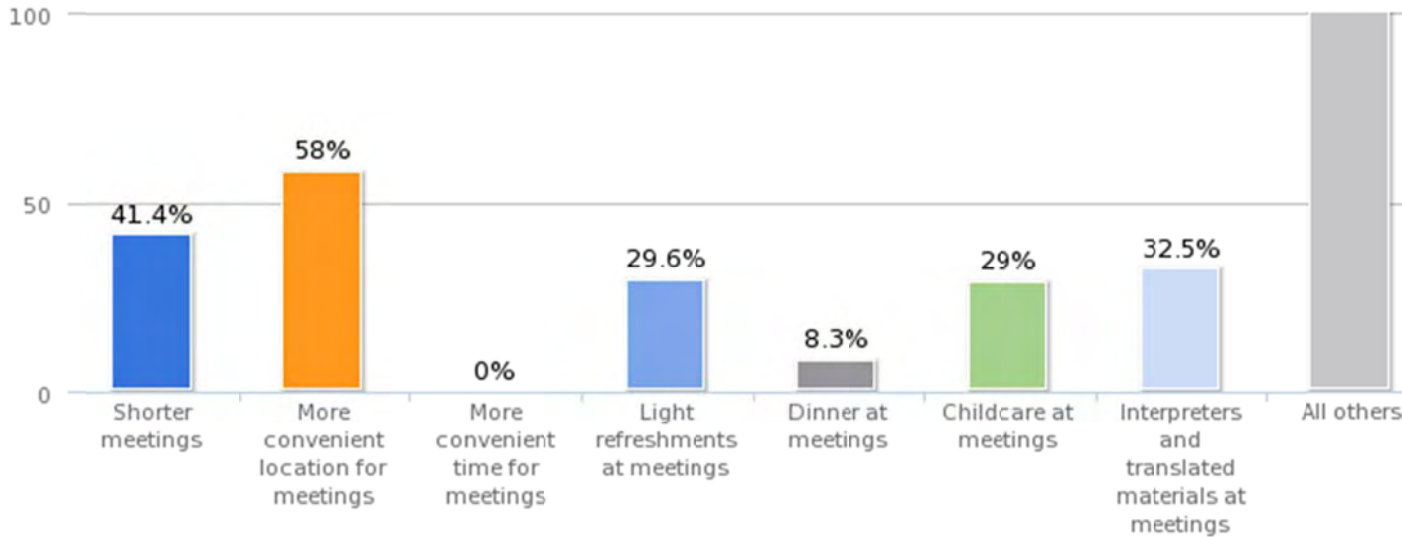
Count**Response**

- 1) We don't have any "Nature Sculptures" per say. We have many modern art sculptures which are fine but I love the Whale Sculptures and other nature based sculptures. I support this kind of sculpture. These are very widely enjoyed. 2) I object the the electric billboards posted on market street. Pretty soon we'll have diaphers and personal hygiene adds on electric billboards and banners. We need limits. 3) I support the banners for City related functions only. 4) More parking needed for family tourists or a shuttle system for them to park somewhere and bring thier families in. I feel sorry for families who drive here and then cannot park and don't know what to do then. I think it's tragic that selfish people don't look out for families. We can have a win-win so both sides can have a place. 5) I work as a Nurse and I'm aware of how few people are healthy enough to ride a bike or walk far. Some have a disease that is no fault of thier own such as MS, ALS, Cancer, etc and these people cannot bike and are too tired to advocate for themselves. I bike and I have friends who bike (bicycle) but I also advocate for those who cannot. I see/hear many selfish bikers who are very hoity toity and snobby. They don't care about the weak or disabled. I support more parking under buildings being required. 6) I own a 50 lb Border Collie-dog. I keep her on a leash for the protection of nature. I have no problem walking her with a leash. If I didn't want to walk with her then I should get a smaller dog. Many people want a big dog and then they're too tired to run with it. Then the dog runs into nature areas (not the dogs fault) and ruins the natural environment. These people stand and talk on their cell phones and completely forget they have a dog. These people make it bad for the rest of us. I support lease laws. 7) I support parks that are for vegetable gardeners. Particularly in areas that have low economic levels. 8) I support areas where young people can use a skate board or other recreation for young people. 9) I support an Aquarium at the Old Exploratorium site. A perfect place for an Aquarium, Monterey Bay Aquarium size. We could do it. We could just put a wall of glass and allow nature to take care of it's self. Perhaps some additional lighting. Some props to attract larger fish such as feeding stations. That way the bay would take care of itself naturally. Lighting could be solar. Just a thought. 10) I support community gathering spots to be required in all apartment buildings so people have some place to gather as a community for birthdays, etc. To increase the quality of life. Right now everyone is so isolated due to studio living. That is unethical.
- 1 Identify liaison's within the department to work with neighborhood associations - someone who is familiar with the district and concerns. Early notice of proposed developments and projects Facilitate meetings between project sponsors and neighbors
- 1 where's the outreach????? Why does the Planning Dept stay mainly in their offices....or only come out when s_____ is about or has hit the fan???
- 1 Being sure to involve the residents impacted by what is proposed and not those with special ideological or financial interests who who do not actually live in San Francisco.
- 1 More fliers up. Bold fliers in windows of many businesses, on bulletin boards, etc. not just on telephone poles, where most people ignore them.
- 1 Advertise the SF planning web site in newspapers, especially SF Examiner as it is delivered free to much of San Fran. Newsletters at libraries pointing to website.
- 1 Treat the south of market area such as 2nd and Folsom as a neighborhood and not an industrial zone. We're paying way more taxes than corporations and developers and city employees pensions yet we're treated as second class citizens and developers get anything they want from staff at our expense.
- 1 I work for another City agency. Please stop mailing multiple CEQA notices to our department through the US mail. The mailing lists are rarely updated, and the notices go to people who don't know what they are. This wastes time and money. Please notify us by email. The names of the people to be notified should be updated on a regular basis. Perhaps there should be one point of contact for each city department who can notify you when people change positions.
- 1 The locations selected should also be made available to the elderly. Some of my neighbors who live in SFR are in their 80's. Meetings held at night and in places that are considered "not safe" are bad. Planners should vary times and locations of meetings. Not everyone is on a 8 - 5 schedule. Not everyone views the planners schedule as being more important than the rest of the community.
- 1 Community based outreach with language and culturally sensitivity, and work with local groups who have relationship and trust from local residents, folks.
- 1 Less is better. Most who attend are not well informed enough to give intelligent feed back. Your opening up a can of worms by inviting the world.

Count	Response
1	Develop relationships with Home Owner Associations and/or their management companies so that they have access to information that will impact their neighborhoods.
1	Host monthly or quarterly "workshops" throughout the city to inform residents of on-going or upcoming projects.
1	I do not believe there is a neighborhood association in the Sunset. I've been interested in finding one. This district is large and diverse enough to have several kinds of groups.
1	Planning staff should inform and work with established neighborhood organizations on projects and get their input on issues before projects are scheduled for public hearing/before 311 or 312 notices go out.
1	you are not going to reach underserved populations on-line. People don't participate because they don't feel it's worth the time, not because of lack of opportunities.
1	Consider much more broad-based egovernment input through electronic data. Stop the Planning Department from filtering input. DO NOT use general ideas -- like sustainability -- to make blanket recommendations about a neighborhood. San Francisco needs a better plan and does not need to absorb 90K more housing units without the infrastructure that we don't have. We lack so much and in lieu money is not the answer: Sewers in Eastern SoMa? Transportation to the SW corner of the City?
1	Please see my comments in the previous comment field. La Playa Park is an ongoing community rooted developement please contact me Steve Ward seaward94133@yahoo.com 415 681 4337 and see our website at laplayapark.info
1	Market St. discussion on line worked nicely EIR discs with better indexing and not as pdfs to make it easier to comment. Charettes are good becasue they allow every to be heard without any taking up every ones time.
1	I prefer to participate in ways other than in-person meetings, but that wasn't an option in ques. 7.

9. As far as in-person meetings, please select the top 5 accommodations and strategies you think are most helpful in allowing people to attend, including underrepresented populations?

As far as in-person meetings, please select the top 5 accommodations and strategies you think are most helpful in allowing people to attend, including underrepresented populations?



Value	Count	Percent %
Shorter meetings	70	41.4%
More convenient location for meetings	98	58%
More convenient time for meetings	0	0%
Light refreshments at meetings	50	29.6%
Dinner at meetings	14	8.3%
Childcare at meetings	49	29%
Interpreters and translated materials at meetings	55	32.5%
Combined agency meetings so I hear about multiple issues happening in my neighborhood	75	44.4%
Less technical meetings and explanation of technical concepts in simpler and relevant terms	48	28.4%
Smaller meetings for specific groups, e.g. youth, immigrant communities	39	23.1%
New and innovative exercises during meetings that are fun and engaging	22	13%
More convenient days or times for meetings. Do you prefer weekends or weekdays? Afternoons or evenings?	93	55%

Statistics	
Total Responses	169
Sum	24.0
Average	24.0

Open-Text Response Breakdown for "More convenient days or times for meetings. Do you prefer weekends or weekdays? Afternoons or evenings?" Count

Your Ideas:

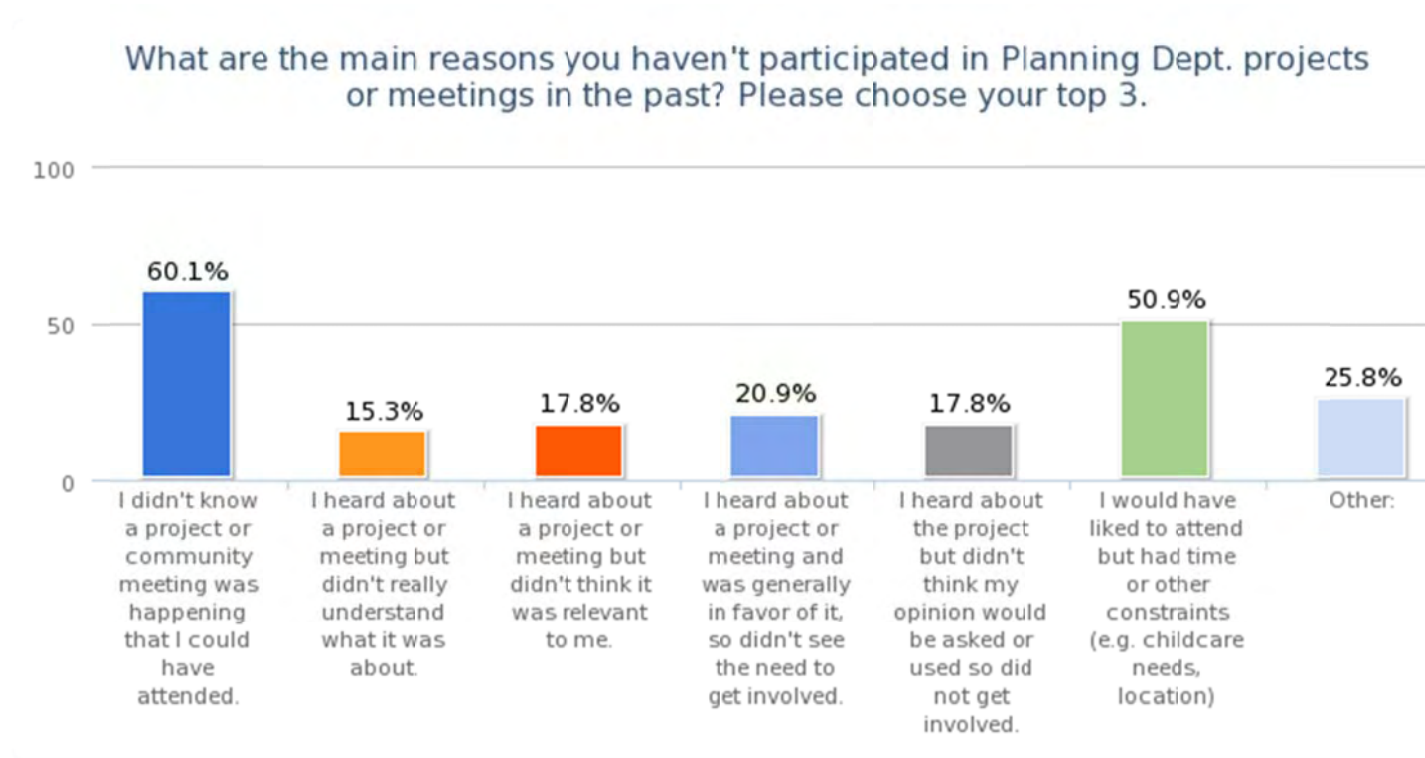
Count	Response
1	Always with Neighborhood Organizations. Involvement with MTA & MUNI.
1	Could the presentations be made available online either in real time or after the fact?
1	I think what the Planning Dept has been doing is just about right.
1	Link to presentation on YouTube.
1	Unclear what meetings are you referring to. These don't occur in our neighborhood.
1	Use key community activity centers for meetings
1	Very difficult to attend evening meetings. Day-time options are better.
1	don't do it.....read last comment
1	in my experience, meetings with small groups and interactive activities work best.
1	meet the people where they are at....
1	meet us where we are
1	meetings with follow up on decisions and input received
1	near major public transit hubs and/or well lit heavily used pedestrian areas
1	skip the "new and innovative exercises."
1	i sat for 5 hours and waited to be called at my frivolous DR hearing, and paid my project manager to be there as well- why couldn't we get a one hour time window appointment? Insult to injury.
1	the other option is to give people multiple ways to give input. This should include an online option where they could either watch a recording of the presentation or a write up and give comments online.
1	I could be wrong, but most of the times that I hear about community input meetings for large projects that I would like to give feedback for (Park Merced for example) the notice is not given soon enough and the meeting is taking place in the middle of the day on a weekday. That is a little frustrating for me, as a working person. It seems that the best way to get feedback from the groups that are affected the most would be to not have the meetings during normal office hours.
1	There should be significantly fewer meetings and less road-blocks put in place by the Planning Department. At this point the only groups able to afford to build anything in San Francisco are the wealthy or huge corporations because the permitting process for a simple remodel is now nearly 1 year just for Planning approval, assuming one of the few overly empowered neighbors don't apply for DR or any number of other blocking maneuvers adding another 6 months to years of delay.
1	I have found most meetings to be inefficient and ineffective: a lot of process, expensive use of City

Count**Response**

- resources, and an outcome that ignores the input anyway. Online/phone surveys or email requests for comments should be the primary source of input.
- 1 commission needs to clarify its role. too much time at meetings is spent at DR hearings or whining neighbor battles. this needs to be resolved by staff and free up commission for the big picture items. and commission needs to back up staff decisions.
- 1 Many meeting/presentations are during the day when people are at work. Online/you tube presentations to inform residents or making them more convenient to attend.
- 1 Vote to approve every single project that comes before you, if the people backing the project have legitimate use of the site
- 1 Well advertised charrettes in affected neighborhoods will help along with good facilitators who actually record input. You may to explained why the ideas with the most local support are actually not feasible.
- 1 The choices above seem like they have been created by a single mindset that meetings are inconvenient. It would be appropriate to communicate the meetings are taking place to neighbors and businesses in the area of a proposed project or plan outside of the 311 or 312 notifications.
- 1 Meet with people individually at your office at a convenient time and listen to them and incorporate their suggestions. The town-hall meetings are controlled and coopted by bike activists. Everyone else is politely told they are not welcome.
- 1 Is the goal to really just get more warm bodies in a room or is it to get more feedback? I would say having some sort of user-friendly transcript or blog post recapping the meeting would be a great start to get feedback from those who aren't able to attend the mtgs for whatever reason.
- 1 I don't think combined agency meeting are good. I would only want to go to meetings for selected topics. But maybe topical meeting such as parks and urban greening. I would want to get an update on all mission parks at one meeting.
- 1 "Meetings" is a very general term. The appropriate solutions are very dependent on the type of meeting. For neighborhood or area planning meetings, duplicationg meetings in differetn time windows is needed - e.g. both morning and evening, or weekday and weekend, on the same topic - otherwise many people are locked out because of work obligations, etc
- 1 All meetings should be tailored for the audience. A youth meeting will have a different style and focus than a families/parents meeting. Families meeting will need childcare but not youth meetings. Best to focus on presenting info to a specific language group, all meeting in that language so that you are also addressing cultural differences. If its all in English, with that type of cultural style, even the translation won't be as effective. It should be all in Spanish or all in Cantonese, for example. This makes it easier for the message itself to actually reach the constituents.
- 1 I don't really want to eat dinner at meetings, but I checked it because it is certainly true that it is difficult to motivate to go out again once you have come home. So, I suppose the most convenient time would be right after work, on the way home.
- 1 Planning Commission attracts people who have nothing better to do in the daytime. How about online participation?
- 1 Online participation, livewebinars you can dial into from home when your kid is asleep Preventing rants from extremist neighbors is important too, this is why I avoid these things usually
- 1 i think it is more the lack of time that keeps the community from attending, rather than the accommodations. offering online video conferencing to view during/after would be most helpful and allow those online folks to offer feedback online.
- 1 Having recently participated in MTC's One Bay Area meeting about projected growth in the City, I would add that new and innovative exercises only work if time is allotted so that they can work. In the MTC meeting much time was spent "explaining" the agency's perspectives and on "voting" and "listening" to disgruntled people rant, then when the time for small group input ocured we were told to rush as we only had 5-10 minutes for each exercise. I left feeling very unsatisfied, as if my input wasn't really desired at all.

Count	Response
1	Limit speakers to ONLY those Directly involved in issues. IE, photo .proof of neighborhood residence
1	Timed agenda so people don't need to sit through lengthy periods of time on issues they are not concerned about
1	All input doesn't have to support or favor approved city policies. Why are we NEVER given a description of "transit first" and never given a choice as to how that is implemented. Also, why should anyone participate if the Board of Supervisors is just going to overrule anything they don't like and, failing that, put land use issues on the ballot. The whole thing seems pointless. Its made all the more so because the community is never included in the final product and it is never brought back to the community once complete.
1	I agree that many parents would not be able to attend a week night evening meeting. Although I wouldn't attend a meeting held on a weekend, they most likely would, in the morning. Perhaps you have to hold two meetings, one for each demographic.
1	Outreach is all. I'm extremely interested in local and civic issues, a good participator, and an active neighbor. In 18 years at my address, have never heard by posted announcement or newspaper of a meeting relevant to a local issue.
1	nothing works like seeing it for yourself.....the "La Playa Park Transit Theme Corner" Allow me to give you a walk through on site at a mutually arranged convenient time....Steve Ward 415 681 4337
1	You will get more people attending your workshops and presentations if they feel that they are being listed to. As it is, many many people feel that the Planning Department is simply giving lip service to the community and holding meeting to fulfill requirements, and that the net result has nothing to do with community needs of desires.
1	meetings seem to be a waste of time, since people with particular interests and agendas control both the way the meeting will go and Planning staff seems to deal better with those people that they know and have developed the meetings with.
1	Better graphics, a way to make sure that the public meeting input made a difference to the planning commission
1	Hold more weekend and evening meetings so that people can attend AFTER work. AND invite them to bring their kids. Also, realize that people need dinner first. Use existing organization meetings because they are already bringing in those who are impacted and interested. They can help with attendance and scheduling. Try WORKING WITH communities of interest instead of imposing your schedules and ideas on them. Stop using project names and DESCRIBE what will be discussed.
1	If the meeting is about a specific project such as Sunset Rec Center, library, etc. where multiple meetings are planned then input and feedback needs to happen at subsequent meetings. Stern Grove was a good example.
1	When there is a change to the project, have a new meeting so input can be addressed for the changes. the old meeting is no longer valid. 800 presidio project example, no meetings after serious changes in project bulk and height and design.
1	Assess who isn't attending and go to them. Sometimes you've just got to show them they are stakeholders in these decisions. I understand this can be very time-consuming and may not conform to your current budget, but I feel that is what it takes. For example, if you are considering uplifting a certain corridor, go to each resident/merchant and speak to them because a lot of them won't know or can't attend public hearings. This may also save you time in the long run of having complaint after complaint when they say, "this came out of nowhere."
1	Get people there and then LISTEN to them. The Community Outreach Program has designed meeting for Western SoMa and Japantown. Here, the focus is on listening to what people say -- they write it; they discuss it; they see each other's ideas. If Planning is talking over 40% of the time, why meet with citizens? Spend your time listening to questions, reactions, concerns, and input.
1	Make sure your lists are up to date so everyone is advised. Do repeated mailings or notices, not just one.
1	Meetings where input from the community is measured, recorded and implemented in to action plans.

10. What are the main reasons you haven't participated in Planning Dept. projects or meetings in the past? Please choose your top 3.



Value	Count	Percent %
I didn't know a project or community meeting was happening that I could have attended.	98	60.1%
I heard about a project or meeting but didn't really understand what it was about.	25	15.3%
I heard about a project or meeting but didn't think it was relevant to me.	29	17.8%
I heard about a project or meeting and was generally in favor of it, so didn't see the need to get involved.	34	20.9%
I heard about the project but didn't think my opinion would be asked or used so did not get involved.	29	17.8%
I would have liked to attend but had time or other constraints (e.g. childcare needs, location)	83	50.9%
Other:	42	25.8%

Statistics

Total Responses

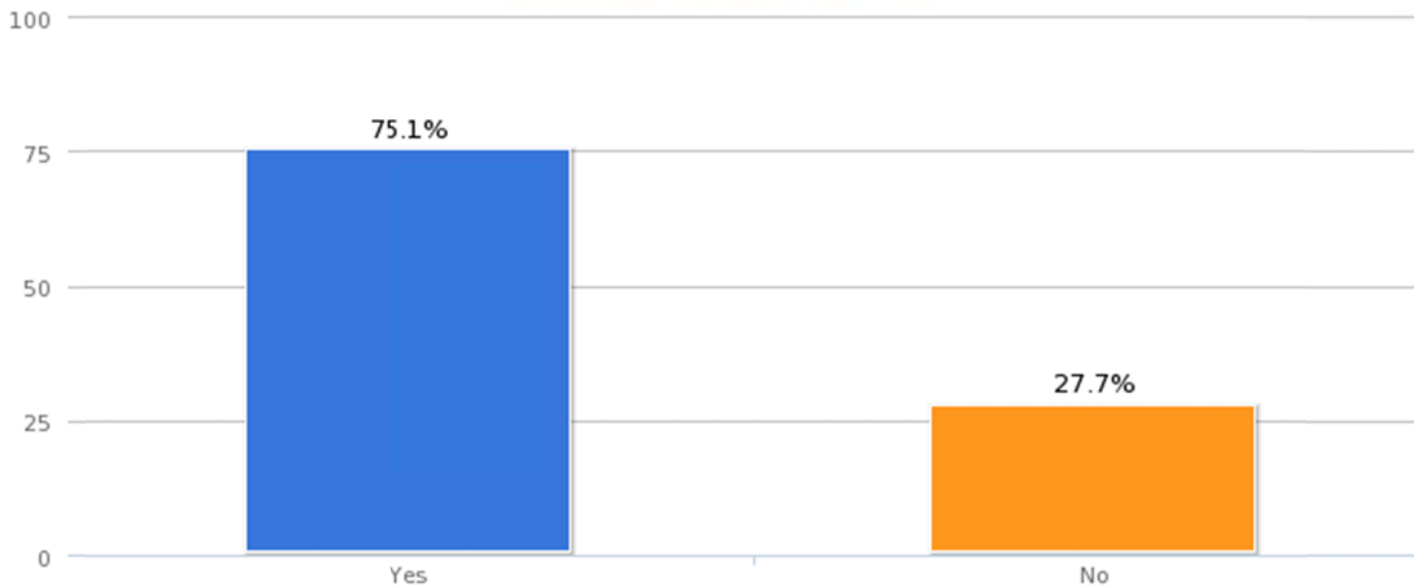
163

Open-Text Response Breakdown for "Other:"	Count
A forum that held the dept. accountable was not available	1
CHILDCARE!!!	1
Conflict with other Planning related event at same time: Don't cross schedule w/in the Dept.	1
Heard about event after the fact.....poor communication and outreach	1
I ATTEND COMMUNITY AND PLANNING MEETINGS	1
I didn't hear about a project.	1
I have to focus inorder to accomplish my goals.	1
I knew about a project but I knew it would be approved even if I objected.	1
I tried but found it a waste of time, since the agenda and outcome was already set.	1
Input is ignored.	1
Mainly, time and location constraints	1
Meetings are too long.	1
Not enough notice and meetings get cancelled at last minute	1
Notification, notification, notification -- public postings are important	1
Only learned about the meeting after the fact.	1
PD doesn't respond to e-mails etc., so input is pointless.	1
Sometimes the fix is in.	1
The meeting was held at a time I could not attend.	1
Too crowded - no room	1
just can't motivate to attend on some nights	1
meeting coinsided with Port meetings or BOS committee hearings	1
no time. both of us work over 10-14 hrs everyday and have young children.	1
perception that major decisions are made before meetings happen.	1
physically painful to sit for long hours waiting for item at Planning Comm.	1
physically tired in the evening	1
the timing of meetings has clashed with working day	1
to long and to many blow hards that just want to sound off.	1
too busy with too many meetings	1
too many jerks attend these mtgs and are allowed too much time	1
working	1
you make it clear that you are on your own agenda and are not interested in listening	1
The few meetings I've been too have been too ugly -- some neighbors are mean! I don't need to get involved	1

Open-Text Response Breakdown for "Other:"	Count
in vitriolic neighborhood politics	
Planning staff is condensending about community input if it goes against "urbanist" thinking. No real opporortunity for input.	1
I do participate, but less and less because there are so many meetings and nothing ever gets done that is suggested.	1
Participated, but frustrated as Planning Department did not listen to the community input and only seemed to want to press their Agenda. Got the impression that they were only going through the motions as it was required and did not care what the community wanted.	1
I have attended several meetings and it seems the Planning Dept does not ignores suggestions from neighborhood groups.	1
Nobody who isn't professionally involved, personally affected, or a NIMBY/busybody who doesn't have a life, has time to deal with this &*(^*&(^	1
Lengthly meetings where everyone, informed or not, gets their 3 minutes. Too many items on Planning Commission agnedas.	1
It is not so much that I haven't wanted to participate it is just that what is missing is public meeting as is done at DBI.	1
The meeting conflicted with work and there was not enough of an early notice for me to take time off in order to participate.	1
when planners like Paul Lord are using their involvement in city wide planning for their own private business resumes. it is very diffcult to think that the Planning Department is not in the pocket of the developers, so why waste time attending meetings?	1
Because project sponsors give up on their dreams once they realize how long, expensive, and completely unpredictable Planning review is	1

11. Outside of the Planning Dept's efforts, have you been involved in city planning and development projects?

Outside of the Planning Dept's efforts, have you been involved in city planning and development projects?

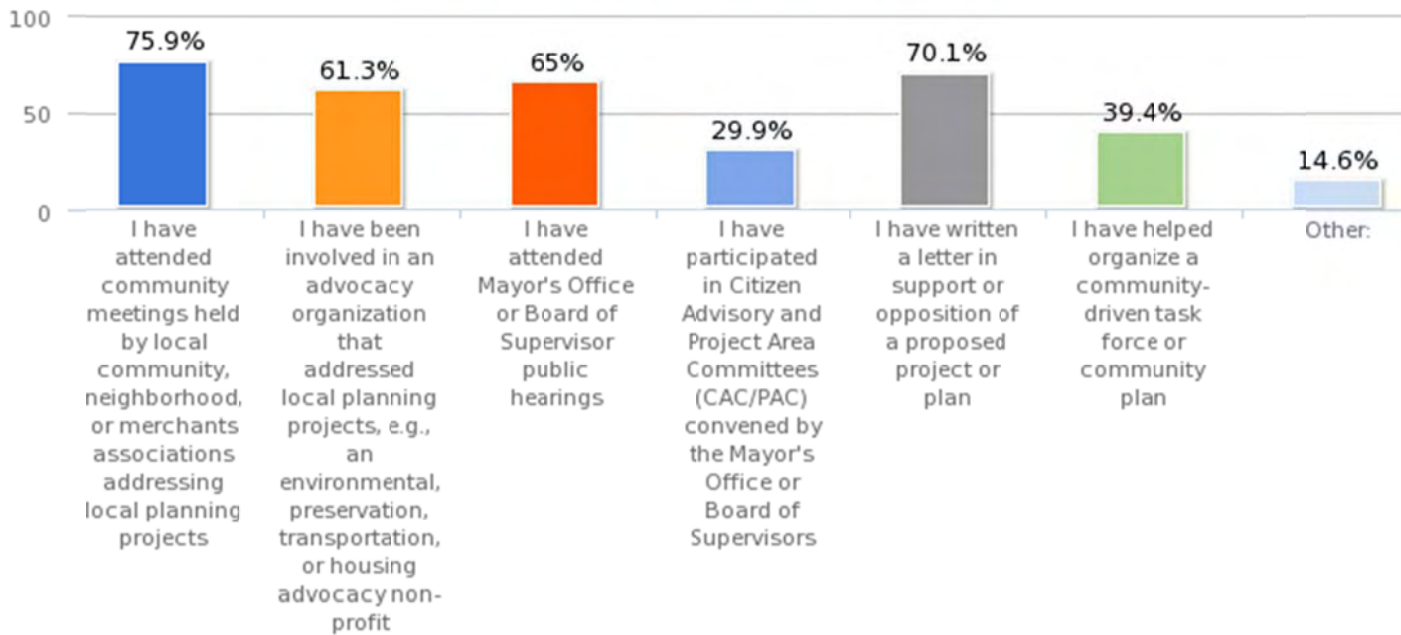


Value	Count	Percent %
Yes	130	75.1%
No	48	27.7%

Statistics	
Total Responses	173

If yes, please select all that apply:

If yes, please select all that apply:



Value	Count	Percent %
I have attended community meetings held by local community, neighborhood, or merchants associations addressing local planning projects	104	75.9%
I have been involved in an advocacy organization that addressed local planning projects, e.g., an environmental, preservation, transportation, or housing advocacy non-profit	84	61.3%
I have attended Mayor's Office or Board of Supervisor public hearings	89	65%
I have participated in Citizen Advisory and Project Area Committees (CAC/PAC) convened by the Mayor's Office or Board of Supervisors	41	29.9%
I have written a letter in support or opposition of a proposed project or plan	96	70.1%
I have helped organize a community-driven task force or community plan	54	39.4%
Other:	20	14.6%

Statistics	
Total Responses	137

Open-Text Response Breakdown for "Other:"	Count
Left Blank	2
Built art structure	1
I am an outreach consultant and work with developers and architects	1
I have advocated against a community plan for lack of notification to neighbors.	1

Open-Text Response Breakdown for "Other:"	Count
I have been involved as staff from a municipal agency.	1
I have worked on projects required to hold community outreach meetings	1
I helped orgainze both the SFLNC and CMAC	1
Legislative tracking	1
Major Pedestrian and Traffic Safety Projects, State and Regional CACs	1
President of the Sunnyside Neighborhood Associaiton	1
SF Port CAC	1
Spear headed the La Playa Park project	1
Was instrumental in an action network around environmental issues..	1
community garden, street greening	1
legislation, historic surveys, organizing neighborhood planning meetings	1
I have called, written, E-mailed my district 4 supervisor about stuff. The big one for the past 8 to 10 years Is The "L" Traraval retorfit which has been put off time and time again!	1
I had to appear to justify my project before Planning Commission due to Request for Discretionary Review by neighbor on a meritless claim	1
i've had to go door to door for community support for my own basement interior remodel due to a jerk neighbor	1
I have at various times been advocates on behalf of SF residents who are significantly impacted by Planning Dept decisions...	1

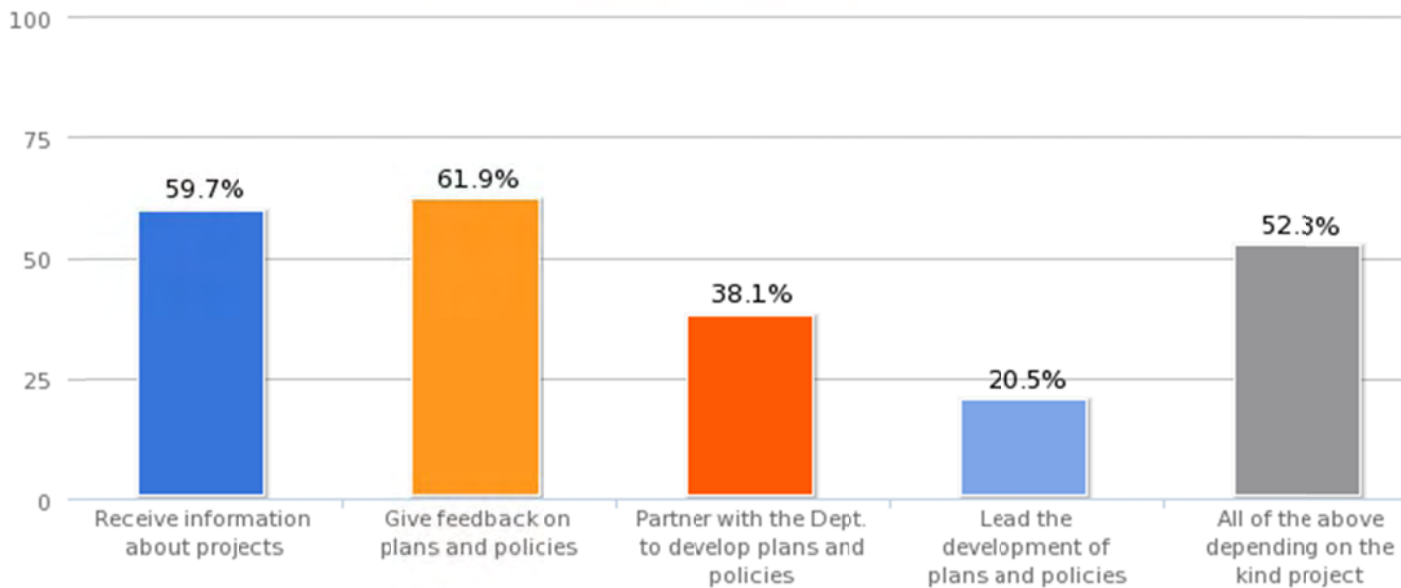
Additional Comments:

Count	Response
1	I have discovered that speaking at a Planning Commission hearing is useless. I prefer to write.
1	I learn about these issues from special interest groups; faithbased community, local news papers, friends
1	Maybe the City should set up Community Boards similar to New York's Community Boards, fully run by residents where residents take over and bring it to City Council/BOS. So everyone gets a chance to attend since its in their community and in the same place every month.
1	The Planning Department attended a workshop to learn how to get citizen input. The biggest turnoff -- going to one of your meetings and then not being listened to. Why go?
1	DON't limit our responses to three or five or fewer. All that apply should always be used in these surveys. You might learn more.
1	it has gotten more and more difficult to work with individual planners during the past several years. EIR's have gotten more and more biased. Notice of projects happening in our neighborhood is not effective or too late. Planners are non-responsive to neighborhood concerns.
1	I have been continually disappointed in the outcomes of the Planning Dept. which ignore the needs of residents and cater to the development community or other special interest "communities" whose primary membership is non-resident (bicycle coalition, SPUR etc.). I have been to Planning Commission meetings

Count	Response
	where the residents in attendance were put at the end of the agenda - after midnight - because we weren't being paid to attend the meeting!
1	EIRs prepared by the Planning Department's consultants often ignore impacts and the need for mitigation and say there is no significant impact when there really is significant impact.
1	Travel costs and Gasoline have limited continued regional and state wide involvement, as well as multiple agency discrimination in hiring practices of senior experienced external job candidates-----involvement burn-out from lack of appreciation and recognition of personal time and financial sacrifice.
1	Include some questions about general planning philosophy in this survey, such as "Who should have the final say in how a piece of property is developed: A. The owner or his/her designee(s) B. The Planning Commission C. Politicians (mayor/Board of Supervisors) D. Planning bureaucrats E. Whoever raises the biggest stink F. Whoever kicks in the most money G. Whoever happens to live nearby the property
1	Nearly every Planning Department program I have encountered has added to the cost, timeline, and outcome of a project in a decidedly negative way. Nearly every Planning Department program defeats its purpose and in fact causes the opposite reaction. If the goals of the Planning Department are to help keep the costs of residence down why add a year of planning review and overly empower the minority to dictate style/taste? If the Planning Department was sued for not forcing EEA's for older buildings why push that responsibility on to the property owner adding several months of delay with large fees? If a DR application needs, by Planning Code, to show the proposed project poses 'exceptional and extraordinary circumstances' why does the Planning Department not review and dismiss the vast majority of applications which ultimately prove to be frivolous BEFORE forcing a project sponsor to spend tens of thousands of dollars and months of time defending a project that meets Planning Code?
1	The Planning Process which involves the Planning Commission makes it difficult for property owners to move its project due to the Commission's too broad powers to change a project design even though the basis for Discretionary Review has no merit. Efforts by project sponsors to accept recommendation for design changes by staff and advisory committees should foreclose Discretionary Review applications except for egregious violations of Planning Design Guidelines.
1	How do you get the DPT, SFPD, Muni, PG&E, Calbe, Telephone CO., and or any project department to work in unison?
1	Planning dept forgot to notify a BBN holder on my project- I paid the price. He got to cry victim. requested a DR. Requested a Jurisdiction Request. Held us up everywhere including Building, electrical, DPW, Historic (all abated of course). Planning dept notified the BBN holder on our property when they SHOULD NOT HAVE for a re-roof permit, causing more friction with a bad neighbor. Mistakes were made throughout all our process (and not just w planning, but w BID also).

12. In general, how do you think the community should be involved in the Dept's planning projects?

In general, how do you think the community should be involved in the Dept's planning projects?



Value	Count	Percent %
Receive information about projects	105	59.7%
Give feedback on plans and policies	109	61.9%
Partner with the Dept. to develop plans and policies	67	38.1%
Lead the development of plans and policies	36	20.5%
All of the above depending on the kind project	92	52.3%

Statistics
Total Responses
176

Please Explain:

Count	Response
1	Although in some cases partnering may be appropriate.
1	Aren't you paying attention? Ah...business as usual.
1	I trust professional planning staff. There is too much community involvement.
1	Less time in bed with city politicians and more with residents!

Count	Response
1	Neighborhood input is crucial to any project.
1	Please contact
1	The Planning Department is a taxpayer funded entity that should be working with the community
1	department must lead and represent city and regional interests
1	see charrettes above
1	the community should always be notified and informed. enable ease in feedback and suggestions.
1	Residents should be able to provide feedback and voice their concerns on the changes and impacts that may occur to their neighborhood and city.
1	Would prefer to hear about a project/policy BEFORE it gets to Planning Commission if it affects my neighborhood or a subject I'm particularly concerned about, like open space or transportation.
1	Try to get community involved in making proactive, enforceable plans rather than just in reacting to plans brought forward by private developers.
1	Sometimes the community knows best about its own needs, but we also need your expertise and feedback about how best to get it done. And we need to know what's going on and get involved so there isn't a public backlash.
1	In general, I think city planners are trying to do their best to balance many competing interests including community preferences and meeting policy goals. I think community meetings often devolve into bitch sessions where people complain about their pet issues--this is why I don't often attend. But, I think getting community buy-in from the beginning can make the process stronger.
1	People should be involved in planning their neighborhood BEFORE projects are proposed so developers know the community's feelings towards certain types of development, whether or not allowed by the planning code
1	You have to get the input of people who use the streets, not just the bike committee that wants everything to be a bike lane, and the neighbors who want every street to be a park.
1	My experience is that "the community" is not sufficiently objective to LEAD development of plans and policies, but they certainly should be partners with the Planning Department.
1	As it is and as I mentioned previously, the community is last on the list of stakeholders, first come the developers, then the corrupt city planners, then the community based organizations who get the developer mitigation fees, then maybe the community gets to have say on some insultingly tiny public open space in some uninviting location.
1	The community shouldn't be involved with government planning, because planning shouldn't be done this way. People should be free to make their own plans, without government control.
1	Planning dept should explain goals and strategic initiatives where the project fits in. Community should explain what they need/want and why. Then you discuss priorities and seek agreement with what's going to (and not going to) happen. The biggest thing is that the neighborhood voice needs to be more than just the neighborhood bully. We have one of those (Gillian Gillett) and anyone who doesn't agree with her "just doesn't understand". She didn't even notify all the neighbors about that park on San Jose. Some of the elderly non-email neighbors were mad that they weren't consulted and lost their parking. And that basketball hoop - what a terrible idea. Let's chase after a ball on San Jose Ave during rush hour...that won't be dangerous! Or better yet, how about a pick up game at 1am. I'm sure the neighbors won't mind...
1	to the extent that communities are willing and able to participate and lead that should be an option (ie green of streets).
1	The "community" should not decide and lead development of plans and policies. That's the responsibility of the Planning Dept leadership. Too many projects get nixed by small, yet vocal interest groups or projects incur significant delays or cost overruns and none of this is for the benefit of the majority of the population.

Count	Response
1	Involve community from the beginning- they will be able to tell you the specific venues and means of getting greater input and support in each different community
1	THE PLANNING DEPT. HAS BEEN QUITE INSTRUMENTAL IN EDUCATING OMMRA AND THE NEIGHBORHOOD ABOUT UPCOMING EVENTS AND PROJECTS
1	Even if the larger community wants something, if most of the existing residents object, it should not be forced upon the residents because of some political back-door maneuver tho it's done all the time with Planning Dept.
1	Participate in training to learn about science of City planning before jumping in and opposing good projects. For example, MTA is horrible at explaining projects in terms that people understand, causing opposition where there shouldn't have been any.
1	In my experience the Planning staff is just trying to cram housing into every foot of available land. Community driven plans consider existing resident and business needs rather than just developers bottom line.
1	In general, I have a difficult time taking a hard stance on projects that have complex issues. So, while I have listened to presentations, I have rarely involved myself beyond receiving information.
1	The Community should not have veto power or the power to unnecessarily delay a worthy project simply because they have the opportunity to do so.
1	Community input is good, but a fine line between having individual highjacking of projects/agendas.
1	PLanning should especially appreciate input from outside city residents who frequent the proposed project areas and neighborhoods they may work, shop, and entertai besides local neighborhood residents and merchants. Youth and families need to be heard!
1	Neighborhood groups like the Dolores Heights Improvement Group have no "rights", we can only provide "guidence". We need more power and/or the City needs to take our opinions more seriously.
1	Too much for this survey to recommend. Many other countries have great process and procedure in place. SF lacks.
1	Overall public input is an excellent way to create spaces that will be used/appreciated by the community. When processes are in early phases, not too technical , public guidance would be beneficial.
1	The community (in this case I mean the residents of the area affected) live with the outcomes of the Planning Department. The community that profits from those outcomes usually live elsewhere. Resident input/benefit needs to be the primary outcome in all Planning Dept. actions.
1	The Planning Dept not only is tasked to uphold standards, rules, the law, regulations, but do so in an equitable way that treats all affected parties fairly. Too often I see a `digging in' and garrison mentality take place because they really do not respect or care for the needs, interests, or perspectives of the very parties affected by their decisions. They need to remember they are a peoples institution and not an adversarial state institution pitted against civil society...
1	You have the sequence of #12 in reverse. Expect citizens to lead the development of plans and policies and partner with Planning. When you have already "baked in" your own ideas, it's a real turn-off because you aren't listening. If you've already made up your minds, then just email it to me.
1	Too often, we hear about "stuff" when it is late in the process. And sometimes your staff forget about existing agreements, policies, and notifications.
1	Whatever process is used should be well facilitated and provide space for some kind of actual public participation, rather than passive listening. That said, if it feels too gimmicky and not genuine spaces for public participation may create more resentment than good will.
1	The Planning Dept should stay the leader but follow the vote of the people and follow a agreed upon bigger plan.
1	The interaction with the community is complex - but in general the experts (planners) need to do a much

Count**Response**

better job of listening to the community concerns, and helping the community understand and resolve internal conflicts, etc. Merely listening to community members speak, and then going away, and some time later gifting the community with a detailed proposal, usually misses a lot of opportunities, and, because there is not a deal discussion, fails to resolve community concerns.

- 1 Lopsided input and top-down planning generally results in urban decay and problems that never go away. Vibrancy in urban settings depend on many forms of solution -- some of the best are arrived at locally. Most progressive trends in planning now recognize this -- adaptive reuse and preservation versus eradication and imposed-design, for example. Hopefully, with better thinking, we can avoid the really fateful trends that have created so many dead zones in failed american cities. Cities need mixes on all levels, older housing as well as newer, expensive and inexpensive retail and business real estate, places for "starter" businesses as well as chains. Only the residents of a live community can tell you what is working, what is not, what is valuable.
- 1 Often large projects are presented carrying quasi-planning support and approval. Often large projects don't provide more than a site plan and perspective drawing, no plans. Are almost a done deal!
- 1 It's important to get community input and involvement. The dept still needs to lead and utilize their expertise.
- 1 So many times the Planning Dept doesn't "get" a neighborhood's needs, but also some NIMBY groups try and kill beneficial projects.
- 1 don't let the inmates run the asylum- we're not all hippy freelove we want to hear everyone's CRAZY perspective- it's 2011!
- 1 Community is the expert on what they need and want, but, hopefully, the Dept. has the expertise to plan and implement.
- 1 2 areas of concern: 1. Historic preservation--planning dept interpretation of federal guidelines should be reviewed. 2. Formula retail legislation--planning dept interpretation of the law should be reviewed, tho the Planning Commission has asked for legislative clarification, it is obvious that the Planning Dept has gone beyond its function in interpreting a specific law that limits formula retail in certain neighborhoods.
- 1 The Planning Dept should have the expertise (skills, knowledge & ability) to develop coherent urban plans and policies and lead the community so that SF can become the most livable and enjoyable city in the world. The community should participate and be heard but the Planning Dept should lead.
- 1 The larger the scale of the project, the more the community should be involved and lead or at least give feedback on the development plans and policies. More opportunity needs to be given for the public to give input on large scale projects very early on, instead of being sold on glorious images of computer renderings and the advocacy of "experts" that are really just at the will of the wealth developers. Instead, the designers produce designs that are then criticized a little but not enough to make any difference. Anything over 5 stories consumes massive amounts of material resources, takes more infrastructure and energy to run (which costs the poor also as their PUC rates increase to support it), and places a heavier burden on roadways and the public transit system. The tower proposed and being built over the Transbay Station and Park Merced (both by SOM) come to mind. These projects are being touted as sustainable and that density is a good thing, when really they are very unsustainable and are not creating the right level or type of density to support community (carpooling) networks or energy and material resource conservation. The Transbay tower should have been a mix of residential and office (live/work- instead I believe it is all office that the people working there will not take public transit because elitists (I call them suits) drive everywhere and have to own cars). The tower should be half as tall or shorter and the Park Merced development is fine the way it is now with towers broken by housing. If Park Merced is built as proposed, then I fear that nobody will use the MUNI metro from Castro going inbound to work in the morning because they won't be able to board a train at rush hour- and then what? They won't all ride bikes and some may even move, causing property values in the Castro to decrease unfairly.
- 1 The general public who have a good ideas and some good bases for in put is needed. NOt the blow hards, but those with some sersonable knowledge.
- 1 I believe that the opinions & needs of the people in the area should be as important if not more important than the City's Agenda and at least should be "considered".
- 1 The problem with "community" is that there is no real interest in listening to people who make up the real

Count	Response
	community. Meetings are dominated by developers, attorneys, big property interests, and their consultants.
1	I liked reviewing the proposed park designs for 17th and Folsom. I absolutely do not support more required meetings around building planning and permits
1	It would be ideal to partner with the Dept to develop all plans but families just don't have the time and energy to pull that off. Nor does the City. Perhaps focus on partner with the Dept only regionally.
1	What constitutes "the community" changes from project to project, so all methods are needed, depending on the circumstances.
1	Most important is being educated by the department, so public input isn't limited to a self-referential point of view.
1	The SF planning dept guidelines and rules should be applied as appropriate for the local area, as judged by local residents. Currently, rules are applied regardless of whether
1	There are certainly circumstances where the community should lead the development of of Planning Department Plans and Policies. However, there need to be limits to the controls the loud few have over the rest of us. Currently a single loud voice has more power over the future of a project than does the owner, architect, developer, or even the Planning Department. The Planning Department's ability to adapt is nearly non-existent, it's Code is one of the worst messes of illogical interpretation ever written, it's 'Residential Design Guidelines' were written to support the worst travesty of architectural style in our lifetime - Post Modernism - and encourage cartoonish imitations of the Victorian Style. Planning Department forced Spanglo-torian, Anglo-torian, Contempa-torian, and the like do not advance the beauty of the city but rather insult the glory of the Victorian era. Neighborhood groups block large projects that would provide useful services to the majority. Individuals block projects that would allow a family to stay in their home. And all of these entitled people, through the voice of the Planning Department, force the cost of living higher and higher by adding to the cost of building through carrying costs, professional fees, legal fees, etc. Overall the quality of architecture in San Francisco is far below so many other metropolitan areas with significantly more history to protect because no one can ever gain permit for anything that doesn't in some way imitate a Victorian. While the city celebrates diversity the Planning Department bans it.

13. Please rate your experiences with the Planning Department using the scale below.

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion	Responses
The activities I have participated in have given me the opportunity to sufficiently understand a project?	10.4% 12	8.7% 10	54.8% 63	22.6% 26	3.5% 4	115
Staff listened and took note of a concern or idea I raised at a public meeting.	17.4% 20	17.4% 20	37.4% 43	17.4% 20	10.4% 12	115
I understood how my concern or idea was addressed or considered in the final project outcome.	24.6% 28	25.4% 29	27.2% 31	11.4% 13	11.4% 13	114
The Planning Department	21.4%	33.9%	23.2%	10.7%	10.7%	112

communicates openly with the public and explains how public input is used in the planning process.	24	38	26	12	12	
The Planning Department follows through on involving the public.	25.9% 29	23.2% 26	29.5% 33	10.7% 12	10.7% 12	112
The Planning Department seeks to develop a strong, collaborative relationship with the community.	25.7% 29	17.7% 20	31.9% 36	15.9% 18	8.8% 10	113
Overall, I am satisfied with my experiences participating in Planning Dept. projects.	25.0% 28	25.0% 28	30.4% 34	9.8% 11	9.8% 11	112

Please elaborate on your answers above:

Count	Response
1	I feel that neighborhood concerns about the bike lanes on Phelan Avenue were not listened to.
1	My answers are not representative; most relate to my experiences as a commissioner.
1	Planning dept is solid, but when good work reaches the politicians, it gets derailed.
1	The Market Octavia meetings went well with some food and lots of listening.
1	The dept does a good job of engaging the public
1	if anything, the planning dept/sfgov pander to NIMBYs too much!
1	planning should lead with citywide view
1	see comments above
1	stated previously
1	what else can I say.....
1	why the planning depart will not make sure the planning code is followed
1	The outcomes of the Planning Dept. seem to continually ignore the requests from residents. Planning staff hold meetings, send out materials, listen and receive input from residents/neighborhood associations and then ignores it in the final outcome.
1	There should be a criteria for community groups who in many cases do not really represent the community at large.
1	These answers are related to CPMC. Japantown under Paul Lord has been much more participatory and collaborative.
1	We feel that the planning dept. has purposely separated themselves from the public as it relates to their inner workings. There seems to be no leadership or direction. The department staff has let outside interests (politicians, neighborhood groups) effect the process. Most staff gas very little understanding of how the development process works in a real sence, therefore are incapable of making dicisions in tandum with the stake holders. We think that most staff only puts the time that they think that they should and that moral in

Count**Response**

gereral is extremely low.

- 1 SF Planning Department is focused on increasing the tax base for the city, and with the goal of pushing all projects through, whether or not they are appropriate.
- 1 Depending on the staff and the project, it sometimes seems that community input is just something they have to go through to check the box. Planning can seem developer friendly, especially those developers who make political contributions.
- 1 My experience with the Planning Department has been tainted by recent interactions over our remodel. Our planner is a jerk, and several other planners at the info center have been rude. At public hearings, this hasn't been an issue. But on a private residential level, the Planning Department can be completely hit or miss--we happened to have a horrible planner who takes his sweet time and is incredibly antagonistic, but another SF resident we know has a great planner who is doing his job and pushing through her plans and answering her questions without any attitude.
- 1 All of these are both agree and disagree , depending on project. Staff can be arrogant about their power/authority, not very service-minded. I have felt heard, and ignored, at public meetings. Some projects, like Market-Octavia, have been outstanding.
- 1 It's never really clear when the public is asked for because it's valued, or if it's a token gesture to meet process requirements. There are also a lot of loud, outspoken community members that get a lot of attention at meetings, but whose opinions don't represent everyone in a neighborhood. It feels like they have more an impact than they should because they have time to show up and be loud.
- 1 Some Planners are effective. Others (multiple) seem to be extremely biased to the Project Sponsor. I have had Planners speak (multiple) mis-truths in supporting a project and being obviously against real community input.
- 1 see comment for question 12 -- ditto. I have not taken a hard stance, so there have been no expectations of having been "listened to".
- 1 In the Glen Park plan, although a high percentage of the people at the meetings wanted more parking and did not want the BART parking lot to be changed into high rise apartments without any parking what so ever for their new residence, the Planning Department whould not even consider puting high rise parking lot in that space so that the community need for parking could be addressed. They prefered to push their "transit first" - really if they had their way it would be "Transit Only" policy and exaspirate the situation. I feel their next step would be to put meters & permits in areas that do not have them just so they could wring more payment from people who own cars.
- 1 I have a strong feeling that Planning with City Hall support hope to exclude public notification and participation more and more as time goes by.
- 1 who is the public? this needs to be difined to detrmine how to answer these questions. my personal interactions with the staff have not been very satisfying- with the exception of the Director who deserves a medal for patience. One of the big problems is the very young staff who seem to wish they could be architects and redesign projects- without a clue about design or building codes.
- 1 My experiences with the Planning Dept. have been very limited so I can't really comment a lot on the above.
- 1 I feel there is this attitude with the Planning Dept. that they are the boss and they do want they want regardless of resident input. The community meetings are just perfunctory.
- 1 Planning staff's decision impact traffic, accidents, pedestrian deaths etc Caving in to developers pressure has real consequences to the taxpayers who live in the South of Market area which has more pedestrian fatalities than any other district. Again homeowners pay more taxes than developers and the pensions of city workers yet developers are given preferential treatment even those who cost the state money.
- 1 3367-3369 21ST sTREET dr jr cOFa when no other neighbors doing work paid for one... VARiance w too much random public input
- 1 The department staff placates the public and some make a mockery of those who question notification of meetings. I am one who is more involved in the planning dept and commission hearings on a variety of

Count**Response**

- projects and a couple of plans. Neighbors in affected areas constantly say they were not notified when I ask for support for a project and in some cases ask people to oppose a project. In my own neighborhood, we have created a block long organization years ago which meets 2 - 4 times per year (a pot luck meeting different houses). When topics of planning come up which affect the area I and perhaps 2 or 3 others of 40+ people have even heard of them. It is very pathetic. I would get into more topics, but prefer not to now.
- 1 Planning department does not consider the economic impact of imposing historic preservation status on property owners. The planners without critical reasoning, basis or precedent will impose restrictions on the the physical development of a property that make it economically impossible to develop. They would prefer to let a property stay vacant and undeveloped.
- 1 Outreach seemed obligatory and minimal, and uninterested. Also, I just watched the planning commission discussion of the variance for 197 Laidley and was disappointed that specific information requests from Commissioner Sugaiya were ignored by the planning dept.
- 1 Remember the Divisadero Corridor project? Strong neighborhood input and interest, lots of nice words, little consideration given on the outcome. A good example.
- 1 THE PLANNING DEPARTMENT HAS BEEN GREAT BUT I STILL, OR OMMRA STILL DOES NOT RECEIVE THE 311 OR 312 NOTICES. I HAVE CALL JANICE SHAMBRAY AND SHE WILL NOT RETURN PHONE CALLS.
- 1 Coopted by loud neighbors and SFBC, told that my ideas should not be included and planners should not listen to me.
- 1 I like the DPW. The DPW does a really good job maintaining the city and I appreciate their hard work in the Mission. but as a homeowner, I think the building permit and planning is dept is overboard. It is overly burdensome and restrictive.
- 1 The Planning Dept's interpretation on federal standards for historic preservation must be addressed to show how current interpretations are hampering the preservation of the remaining stock of historic structures. The definition of "false historicism" should be reviewed. The planning department's interpretation of the formula retail law where it is clearly states the definition of retail, including financial services, must be challenged to respect the wishes of the neighborhoods and the voters of SF who are to be protected from large formula retailers invading small neighborhoods.
- 1 It often feels that Planning staff has an agenda and if community comments don't fit that agenda then the "input" is ignored.
- 1 It takes a great deal of following up to get information, and you have to know what you're looking for. Web site is getting better, but some things are still hard to find.
- 1 Again, I state that the Discretionary Review Process with the Planning Commission is greatly flawed in that it gives a complaining neighbor too much power to delay a project- even when there is no merit to the objection. The process gives the neighbors to state his/her concerns at the beginning of the process with pre-application community meetings. When changes in design are made following the meeting with staff support, the neighbor can still file an application for Discretionary Review. Even when the Planning Commission finds no merit to the neighbor's objection, it can still require more changes to the design. It is frustrating since the Planning Commission can require changes to the design that has been recommended by staff and followed by Project Sponsor. This is unduly time consuming and expensive.
- 1 Politics play too much of a role in approval of development projects and policy documents and EIRs, etc.
- 1 The planning dept does not take an active role in neighborhood concerns. Neighbors are on their own in meeting with owners to work out a solution.
- 1 It is as if the Planning Department has decided this city is a museum and must not change except in neighborhoods that have been selected for redevelopment. In those neighborhoods only massive firms and developers are able to participate. In all other neighborhoods an imaginary old-timey world seems to be the goal. While the Planning Department states that it's goals include supporting local small business the facts are the small local businesses cannot afford the long delays and taste policing supported by the Planning Department. In this city, unless you want exactly the same cookie-cutter faux-victorian, only the wealthy are

Count**Response**

- able to build as they wish. In this city the only real architecture happens on Federal property outside the Planning Department's authority or in the park where no victorian 'context' can be imposed.
- 1 The Planning Department decides what it wants to approve and creates a process or non-process to achieve its goals. There is no objective, third-party analysis or process.
- 1 I've been involved with planning charettes and went to check the website for the results and next steps on Planning Dept.'s end and did not see that information. I think the feedback to the community is lacking.
- 1 the planning department is a mess. the walk-up counter is fine, but beyond that things fall apart.
- 1 the planning meeting i attended had all the project decisions makers attending to answer questions from the district locals. whether their answers were acceptable or not, it was huge message that they were serious in involving the locals.
- 1 Too many special interest. Landmark has too much influence when new and improved benefits the community.
- 1 It depends on the project. With the Eastern Neighborhood Process, it seemed like the fix was in and they were steering us towards the answer they had decided was best beforehand. On the other hand, the West SoMa Task Force has been a joy to work on & Paul Lord goes to great lengths to help us.
- 1 I don't have much to elaborate on, other than I'd like to understand more, be more involved, and I'd like to see the wider community (especially those that don't have lots of money or own property) be more involved.
- 1 You have one planner who listens and works with the community to teach them the issues and how to provide input. PAUL LORD is EXCEPTIONAL.
- 1 Comments during public comment at the planning commission never seem to get any follow-up. The public is shut out of CEQA other than at the legally mandated public hearings. This means major issues are poorly addressed, and the public confidence is low. There is very little effort to find ways of resolving conflict, because planning shuns any role that approaches mediation. Staff just take input and come to decisions in private. This is especially so in CU hearings. Way to much of a "We are the Experts - You are not" approach in addressing problems.
- 1 I haven't observed sufficiently regular and ongoing Department involvement with umbrella interest groups that may provide input on current issue and problems for residential and business interest through out the City
- 1 Currently, the Planning Department is only interested in hearing from people who will support the Planning Department's agenda. Anyone who has a different idea is ignored. PD staff do not respond to e-mails and refuse to set up meeting with neighborhood groups. By the time PD holds a public meeting, the plans are pretty much set and input is meaningless. PD staff give misleading or evasive answers to tough questions.
- 1 Never know if the public meeting was just to satisfy some requirement, then the PD does what it wants. Planning commission is often out of touch. Same for historic preservation commission.
- 1 the sf planning dept. should be looking out for the long-term health of our city and the environment rather than being so/way too cozy with developers. In so many cases planners go back and forth between public and private jobs with the developers--its all too convenient for the developers. We planning to have long-term foresight--we need planning leaders to stand up for our city and what is best for it. The current meetings seem to be for show--so planning can say you held a public meeting. Then the community input is shoved in a drawer, all the decisions are made privately with the developer and no one is held accountable for representing the public good.
- 1 I think the PD is well-meaning and intentioned but its implementation of community input is poor. You listen but you do not act.
- 1 In my "disagree" answers, it's because they are trying to do that, but they have not been 100% successful. In my assessment, they are maybe 70% successful.
- 1 SF planning dept has elaborate almost indecipherable cookie cutter rules that discourage innovative design improvements to San Francisco. Keeping things the same or permitting just incremental progress is an

Count	Response
	impediment to improving our neighborhoods. Let's make decisions based on quality of design on a case by case basis.
1	It is obvious that staff caters to corporate interests....if you are big/rich enough you don't have to follow the rules
1	There are two issues that need improvement at the Planning Dept. 1)DR reform to limit frivolous DR's 2)Delays in project review and approvals. Improvement in both of these areas could be a major boost to the economic recovery. The process is still too arduous and time consuming. Projects that meet the code should be streamlined to quick approval and limited DR threat.
1	Our organization has not always had the best experience in getting projects reviewed and approved in a timely manner.
1	The process moves way too slowly and stops gradual improvement implimentation like the needed paving re-hab of Van Ness for an overly long BRT planning, review, EIR, ----this creates involvement burn-out
1	planning is on the wrong course and is now more the enemy than the public protector...what a disgrace

14. How would you like to see us improve our efforts to inform and involve the community? What are our strengths and weaknesses?

Count	Response
1	A FB page/group for my community could be great!
1	A newsletter on the planning website.
1	Current means are adequate.
1	Don't assume that, just because you have degrees in Planning, that you know what's best for us.
1	Follow up with people in a honesty way once you say you are going to do something.
1	Give us a sign that you heard us, not ignored us.
1	Listen to the neighbors, not just the project sponsor.
1	Maybe more signs in other languages. Most signs I have seen have been English.
1	Monthly PAC style meeting
1	Notification of development projects to community groups is very poor - a joke!
1	Please weed out the lazy and rude planners.
1	Put a URL in all your notices. A URL that lets people participate.
1	SEE ABOVE
1	See comments above.

Count	Response
1	Strengths--let planners plan weaknesses--when that doesn't happen.
1	Too much detail; too little attention to community needs.
1	Truly be independent professionals, not developer-driven.
1	Weaknesses: You are too snowed by Housing First, Sustainability, and developer money and jobs.
1	eliminate political games. promote as of right property rights planning,
1	go beyond the specific project areas. some projects have far-reaching effects.
1	more community outreach.
1	multiple avenues to get involved that would better serve people who can't make meetings.
2	see above
1	your weakness in not listening and imposing your ideas on others
1	Follow up is a major flaw. When you have these neighborhood meetings there doesn't seem to be any follow up. Things get "dropped" and then the whole process is started from scratch. Waste of time, energy, resources on both sides.
1	Be a stronger advocate for smart growth. Focus on planning issues like density, zoning envelope and land use, and stay out of fuzzy issues like neighborhood character and aesthetics.
1	Would be nice to receive targeted email updates for my neighborhood and interests; and similarly view a refined list of projects/meeting schedules online
1	Planning staff should inform and work with established neighborhood organizations early in the process and listen to valid input on issues and project before 311 or 312 notices go out and well before projects are scheduled for public hearing or are otherwise approved.
1	Historic Preservation has all but disappeared as a consideration. The staff minimizes or conceals information that should be taken into consideration when evaluating the appropriate treatment of an historical resource, treating it as an inconvenience to their overall goal of approving massive renovations to the city's small historical homes that provide the character that attract tourists that seek when they travel here.
1	Use more technology, social media, advertising to involve the community. These meetings only attract the same people--professionals involved, the same residents who always talk, etc.
1	Weakness: Where was the Planning Department when Haight Street was upset about crowded sidewalks? Where was the Planning Department every time MTA blocked a narrow sidewalk with another gargantuan bus shelter? Where was the Planning Department when Polk Street Neighbors wanted to make sidewalks more pedestrian-friendly? Oh yes, they were busy e-mailing porn.
1	Inform and involve but stop overly empowering the grouchy few. teach democracy and stop allowing the grouchy few to override the majority. Start informing the public that while their first amendment rights to freedom of speech will be honored the project sponsor's first amendment rights to freedom of expression will be honored as well.
1	get local and informative vs. technical, long meetings that are not set-up to allow residents to understand and comment productively.
1	Seems like the efforts include holding long meetings at night. We need an easily accessible website that you can search for by neighborhood or address, and have information about the project in non-technical terms. Then the resident can provide comments there, at a time that works for the resident.
1	Most annoying is when new staff comes in with their "blank slate" thinking and community people have to repeat information they have been dealing with and going to meetings about for years. Also -- planning that doesn't consider existing uses, existing building, existing people etc is just a waste of time. This happens regularly.

Count	Response
1	Allow on-line testimony. Stop applause and hissing at Commission meetings (not always done as effectively as has been in the past).
1	The internal design review process is broken. It needs to be reformed to allow closer collaboration with project sponsors.
1	Follow up! Including all and not forgetting certain members/communities!!!! this happened in the Cesar Chavez improvements -- they did not do appropriate outreach at Flynn Elementary. They held meetings there but not really worked hard to make sure families gave input.
1	You asked this question earlier. Email information is great for me. I don't know about others. Also lots of notice ahead of time.
1	Better people at the top. Weaknesses: too much political favoritism, process takes too long and is expensive. Inspector, planner takes a vacation, project gets put on hold.
1	Be honest about the impact of projects; Care about all stakeholders not just politically correct ones.
1	Make a plan, notify people, stick to it, do not bend over too far to accommodate special interests.
1	gatekeepers to weed out the input from the 'frequent flyers' and crazies that waste everyone's time & resources, the Dept, the HPC the Planning Comm for DR, etc
1	My experience is that there are no simple cheat sheet to let individuals looking to remodel get a sense of the timeline, likelihood of successful outcome, costs associated. The process of going through the planning department feels daunting, individual planner driven, thus making it too uncertain.
1	Use the press and media more, and also do more community outreach for residents that are being affected. If citywide issue, it should be brought up even more in the press and public town hall meetings.
1	Strength - 95% of the people who have helped me at your planning information counter are fabulous. It's great to have a dependably sane interaction at DBI.
1	Educate the public about the multiple competing interests planning must serve: best interests of the public in the present and future, preserving that which is important of the past, limiting fiscal impact on property owners.
1	Weekend meetings, brief, before dinner (so not cutting out prime hours of the day). Engage commuters. We never get home before 7 pm, so 7 pm meetings are really a hardship.
1	Contract with (disinterested) third party bulk mail companies to do the actual mailings to help ensure that various community members are not selectively and illegally removed from mailing lists.
1	More information on the web site - more frequent updates (some information seriously out of date). Better contact from the Department when I've expressed interest in an issue.
1	Have fewer meetings! There are so many meetings. I used to go, but I got meeting fatigue because it was always the same people talking about the same stuff for years.
1	Public notices in public and private places. Strengths: Weaknesses: Planners do not live in the areas which they "plan."
1	I would wish that the Department staff not be intimidated by political types and do what is right in terms of their planning expertise.
1	many people feel like they can't testify on a project when the votes are stacked in one direction on an item- this culture of fear is a big problem and has good people not bothering to participate for fear of retribution when an issue they are passionate about is raised
1	the planning department seems to have a private agenda. For example, OKing garage conversions into family living spaces in single family structures & neighbors, then ignoring the illegal units, multi-family congested housing. Of course there's no code-enforcement & street parking disappears, but who cares, SF Planning is going to shove density housing down all of our throats & ignore the fallout. Strengths? Willing to consider some new ideas.

Count	Response
1	periodic staff attendance at SF Neigh.Coalition and Neighbor hood business Coalition, SF Chamber of Commerce etc. may be beneficial
1	Take the community seriously. Eliminate Planners who are biased against the communities from having roles directly involving the community. Have a process where mis-truths from Staff are seriously and quickly dealt with (before they effect the outcome of projects).
1	Developing better community relations would be a start. But, that takes a policy from the top. Maybe with a new mayor we can expect better relations with neighborhoods.
1	be involved in community outreach so that planners get first-hand knowledge on community's feelings and can help inform them that certain uses are ENCOURAGED by the Pl. Dept.
1	Time meetings so working families can attend. Publicise your website, put detailed information there, with a layman's language summary so we can understand the essential points quickly!
1	You guys have your work cut out for you. It's hard to get people to participate sometimes, but man, they always have an opinion afterwards right!? Maybe a slogan like "have a say before it's okayed" to remind them that planning is where they have input. It's too late to comment when you're already breaking ground.
1	The Dept. is underfunded, understaffed, and inherently political, although individuals are intelligent, educated, and often truly interested in community participation.
1	- outreach - meeting with affected people prior to decisions being made - practice greater discretion (e.g.; 30 day Notices are jokes...to follow what needs to be done does not really provide adequate time to responsibly respond)....30 day notices can be extended to 45 days or whatever especially if impacted residents show cause and responsibility to adhering to proper protocols....Notices are a joke - Practice problem-solving and not partisanship and understand laws are up to interpretation and not closed unwavering readings
1	Neighborhood groups need more "authority" in what happens and how decisions made by the planning dept. affects them.
1	Greatest weakness seems to be outreach. If i don't look for information on projects on website I probably wouldn't find out about them.
1	Too many hoops, meetings, and hurdles to pass through before seeing any results implemented in a timely manner. Huge project implementation instead of yearly implemented phased in construction and implementation giving the public the taste of the future.
1	Take a consumer perspective! Be my advocate! I'm a resident. Drop the pure adherence to ivory tower, urbanist, Liveable Cities policies and consider the people who live here. Eliminate the Historic Preservation Commission - totally biased and redundant. In fact, much of Planning Dept efforts seem to focus on preserving the looks of things instead of acknowledging that cities change and that's one of our strengths. It's nothing but a waste of money to preserve and renovate the clubhouse at my neighborhood park because its historic relevance when there's no money for staff, the existing programs are a joke and not one kid from the neighborhood actually uses the building except to go to the bathroom.
1	I think input needs to be sought early and often to avoid conflict down the road. The planning department should be as transparent as possible regarding the decisions it makes.
1	The department needs total independance from developers influence and needs to remember at all times that taxpayers who live in the districts are affected by their decision
1	More outreach to different neighborhoods to understand area-specific concerns. Biggest weaknesses are that staff does not actively participate in discussions with the community (as a general rule), and does not reach out to update interested parties. Staff holds hearings - but that is different than engaging in a discussion.
1	Outside of word of mouth, there has been nothing about the planning dept. So, communication would be the weakness and there are no strengths.
1	Improve your credibility with the residents - is this a democracy or a developer/political aristocracy when it comes to whose input gets into the final plan and whose doesn't? It feels like the latter after 20 years of

Count	Response
	trying to preserve the quality of life in my neighborhood.
1	Emphasize to community groups that their project is part of a larger city fabric to which you are responsible. Many folks only focus on their particular neighborhood and don't see the larger picture. I think that is a great opportunity for the Planning Department and would help neighbors connect from different parts of the city.
1	Planning Dept's strength is word-smithing. Weaknesses include approval of projects even if not legal despite community outrage. Why not just tell the community that no matter what the community and neighbors say, you are going to do xyz instead of dragging out the process as if anything will change the results?
1	offer more flexibility in weekday evening meetings...or during work hours during the day. online video conferencing would be a huge step.
1	If you had a strong framework of zoning and aesthetics, you wouldn't need to involve the public as often. Also, @ the counter, some project sponsors or contractors know how to get bad projects passed.
1	The department's website is a useful source of information. I like the new Property Information Map in that it pools the information, although incomplete or not updated for some properties, about properties from several city agencies in one place. One suggested improvement for the future: allow search of properties by block and lot numbers because search by address may not work sometimes.
1	Terrific director and immediate staff. There could be improvement in the review and approval process for building and capital improvement projects.
1	Strengths are that you do have meetings and ask opinions - weaknessess is that you have a set Agenda and do not want to consider the needs of the community that you should be serving. I understand that there are "city wide" concerns also, but the people of Glen Park live with the consequences every day of what you do and their needs should also be important.
1	You should make the application process more streamlined and you should emphasize more community input in the front end of the application process and curtail the extra layer of public hearings before the Commission on meritless complaints or concerns that have been addressed in the front end of the process.
1	Make sure that you are listening to the wishes of the community on these 2 issues. Clearly, the planning dept is not listening to the wishes of the voters on historic preservation and the formula retail law.

15. Please share any other comments you may have with us about our efforts to reach out to and involve the community:

Count	Response
1	Appreciate your hard work!
1	For the 17th & Folsom project, communication to me personally (via email) has been great.
1	Good luck!
1	Heavy on insiders, light on common sense approaches
1	I have spoke with Planning Staff and representatives/aides of the Board of Supervisors.
1	In the case of 800 Presidio, you just rubber stamped the project sponsor's application.

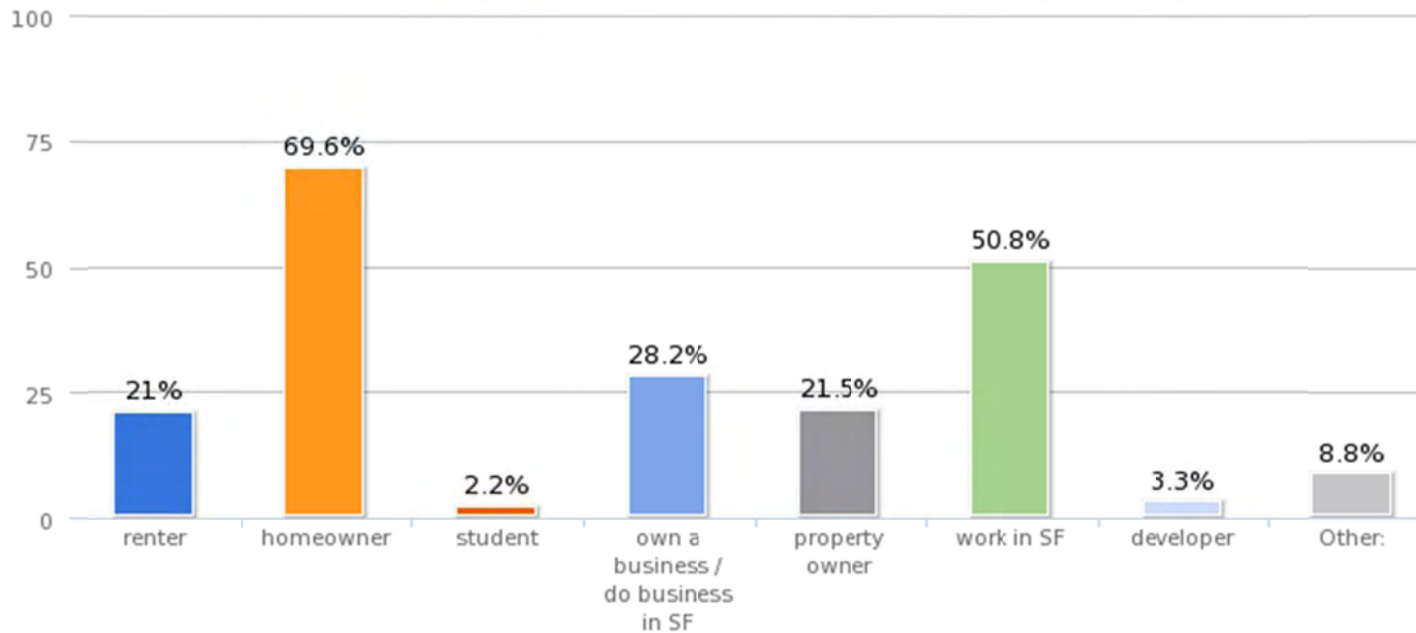
Count	Response
1	More field work
1	Outreach is extremely important.
1	SEE ABOVE
1	See above.
1	See comments above.
1	Use neighborhood papers and public radio for announcements and information.
1	see above
1	the test should simply be common sense and reasonableness.
1	Clean things up from both the top/ down and bottom/ up. The Planning Commission needs to swear in all parties who will be speaking at the beginning of each hearing so that there can be some accountability held to the speakers who perjure themselves. As it is, many public speakers, and the project representatives, tell lies to promote their projects, from attorneys such as those from Rubin and Julius saying a property was vacant when it fact it had thriving business in it, to members of the Dogpatch neighborhood group saying they "live close (or next to)" projects that are 1 1/2 miles from their homes and places of work, to give them extra perceived credibility and weight to their opinions.
1	In my experience Planning staff listen but do not act on community ideas. Also, there is a lack of coordination between different agencies and adjacent projects and community people have to go back-and-forth between all the different meetings to stay on top of information. Staff needs to have more comprehensive thinking (transit, planning buildings, planning recreation, etc).
1	Share some of the training you have on topics such as pedestrian-friendly sidewalks, traffic calming, high-density residential housing to improve mid-Market, etc.
1	I was chairman of the Dolores Heights Design Review comment for many years. When chairmanship changed to another individual, I continued to get all the correspondance even though I called the planning dept and asked to be removed from the mailing list. It has been about 5 years now and I still get the mailings. I now return the mailing to sender which remains the issues are no longer being received and addressed in a timely manner.
1	It's gets confusing trying to follow which projects go forward, which get delayed, and which get canned.
1	in the case of the MCD being located in the sunset, you did not listen to the majority of the neighbors and went in the DR hearing already having made your decision. this really turned me off.
1	Do an annual public presentation of how all of the city local neighborhood plans fit into the 5, 10, and 20 year master plan and impact to improving citywide and regional transportation movement, planning processes to create a safer and better quality SF urban experience connected seamlessly to other regional and state cities and communities.
1	You listed renters as a under-served community, but there are so many renters in this town and the renter advocacy groups in this city that have a lot of political pull. So first, you need to figure out who you are trying to reach. We're a middle class family, which wouldn't usually be considered under-served, except that we are leaving San Francisco in droves, which means that the services in this town are not meeting our needs.
1	Block and neighborhood associations can only bring good to this community. Street fairs and food fairs, beach-cleanups, etc are all good ideas for the Sunset.
1	It seems like a large percentage of the community/neighborhood (Taraval corridor) doesn't really care to be involved, or is concerned about the issues that I am, i.e. cleanliness and street appeal, maintenance of business facilities, connecting with neighbors.
1	Department attempts to "reform" DR should be abandoned. The department should exercise more control over developer's consultants during the environmental review process.

Count	Response
1	Notification of upcoming projects, large and small, with good lead time. Neighborhood organizations meeting once a month, if often. Some meet quarterly. 30 day notices are not good enough.
1	It's easy for developers and their cronies to get involved. Same fir Nimbys and their minions. Harder to activate normal people. That is key.
1	Involve students. Help them understand how they can shape their own community. Get them passionate about this!
1	It seems that Planning makes big decisions about complicated things then posts them on an indecipherable website. Those who know how to "work the system" get what they want. Everybody else might be listened to in the 8th hour of a "hearing" but it's not a known. It would be nice to work together in creating, and even editing, Planning codes and regulations.
1	This survey gives me hope that the Planning Dept will not stay an exclusive, isolated tower of workers where there is no openness or clarity about what is going on. When there is exclusive, isolated decisions, it gives the impression of something sinister going on.
1	many elderly participants don't want any city change.but city has to prepare for the future.can we organize the new young citizens of sf to participate?
1	Be sincere and serious. Don't be biased against the community (as is the case continuously w/ some Planners - unfortunately). Provide a senior level person in the role of support for community members who feel they are not being fairly dealt with.
1	work with other departments like SFPD and SFMTA and act fast (no plan that require 10 years to implement) e.g. Traffic at 2nd and Folsom is terrible during rush hours and baseball games. Highest fatalities in SF. Solution: stop approving the building of offices in the neighborhood which increases traffic and deaths. Work with SFPD and SMTA to have officers at the intersection every day and issue tickets. Don't bring up 10 year plans to put cameras etc...or pass the buck to the other agency. Work together. I am sorry that I cannot be more positive but I feel you need candid answers.
1	I was disappointed in the outcome of the Cesar Chavez east planning... the community meetings were all very positive and in favor of making the street safer. Then we read through the news that the Mayor and trucking interests have scuttled the plan.
1	outreach efforts actually feel very one-sided and not really an opportunity to open the doors to conversation--this is likley due to the seemingly naive perspective of many of the young members of the department--they clearly have a perspective and are determined to see it implemented--whether others think it is a good idea or not
1	Respond to ALL email questions. I had a question about a permit for a project around the corner from me. The planner to whom I was directed didn't return my email.
1	Families, families, families. Poor, middle and wealthy. Please, please, please think of us and please find ways to involve us. The gadflies with excess time are shaping your decisions in ways that are driving us out of town. It's depressing. Why should I live here if the needs of my family and my kids come second to someone's preference for looking at an old recreation clubhouse instead of a modern, useable feature.
1	Maybe showing people the real life potential impact of changes would be helpful too. Something along the lines of "if we make the sidewalks larger and take out the empty median, delivery trucks will have to double park which could cause traffic delays and unsafe conditions for drivers and bikers, but provides benefits for merchants and pedestrians". Or "if we don't create affordable housing and improve the housing stock in SF, you may end up living in Daly City".
1	I am not sure how I missed this, but I did not have a voice in all of the ATT boxes that are going up in the neighborhoods. How is this????
1	Applicants for conditional use permits now receive cost recovery bills which we think are unjust. These bills can easily be driven up by neighborhood activists.
1	Again, communication. And please keep in mind that there are residents who care about the city and do their part in trying to maintain it. There are too many residents who don't, as well as city departments such as the

Count	Response
	DPW. I feel many of us have grown tired of the mess we see the city in and a city government that doesn't seem to care about the average resident. So before you appeal to the immigrant population, the homeless, the disenfranchised, start where you will get positive results and continue on from there. Everything else will fall into place.
1	Reaching out is futile to all concerned when the outcome ignores the involvement of residents. Don't use the word community to include special interests and groups who do not live in San Francisco. Planning for San Francisco should be by San Franciscans!!
1	You don't. What else is there to say! Public meetings are not just to meet your legal obligations. They are so that you can HEAR concerns and make appropriate changes. You don't respect our neighborhoods. You are all about increasing density. You are not about improving our neighborhoods or maintaining their integrity. You are supportive of all developers without discretion. That is NOT PUBLIC SERVICE!
1	Out in West Golden Gate Park, the Soccer Field and Water Treatment project: I recieved your notice of Preparation of Env. Impact Report. Great! But most people in West SF say they haven't heard of the plans at all. And the Water Treatment project: You never mentioned it us at all, seems. I found out from others, not SFPD.
1	I am very pleased with the work that is being done on McCoppin. It has been a contentious group but I am very much in support of the way the Planning Department is leading the meetings and I look forward to seeing the projects executed.
1	You are on the right track! I especially like that you are conducting this survey (online and off), have a dept in charge of it, and the two staffers are Latinas! :)
1	Please start informing the public that if a project meets Planning Code use, height, bulk, etc, the project should be promptly approved. Please start informing the public that projects should not be delayed just because some people do not want to see the neighborhood change. A city is a living growing thing, we need to stop treating San Francisco like a museum before it becomes just that - an overly expensive museum that drives the middle class out to Sprawl.
1	People have just been turned off by the Planning Department because they figure their voices will go unheard. It has happened one too many times so people do not trust the Department. The Planning Department does not treat the neighbors and the developers on an even playing field. Planning Dept. is usually in favor of the developers even if the developer's plans violate the Department's own Planning Code.
1	The Planning Department has a very narrow definition of whose ideas matter in the planning process. So it just reaches out to activists not to everyone who is involved or affected. In particular, the planning department seems to treat drivers as the enemy, not as legitimate stakeholders.
1	Glad to see you're trying to improve what is a poor communication link. Let's not try to become Manhattan just to get those property tax dollars.
1	Involve community in making real plans, then just stick to them (within a reasonable revision cycle)!

Please check all of the following that apply. In San Francisco, are you a:

Please check all of the following that apply. In San Francisco, are you a:



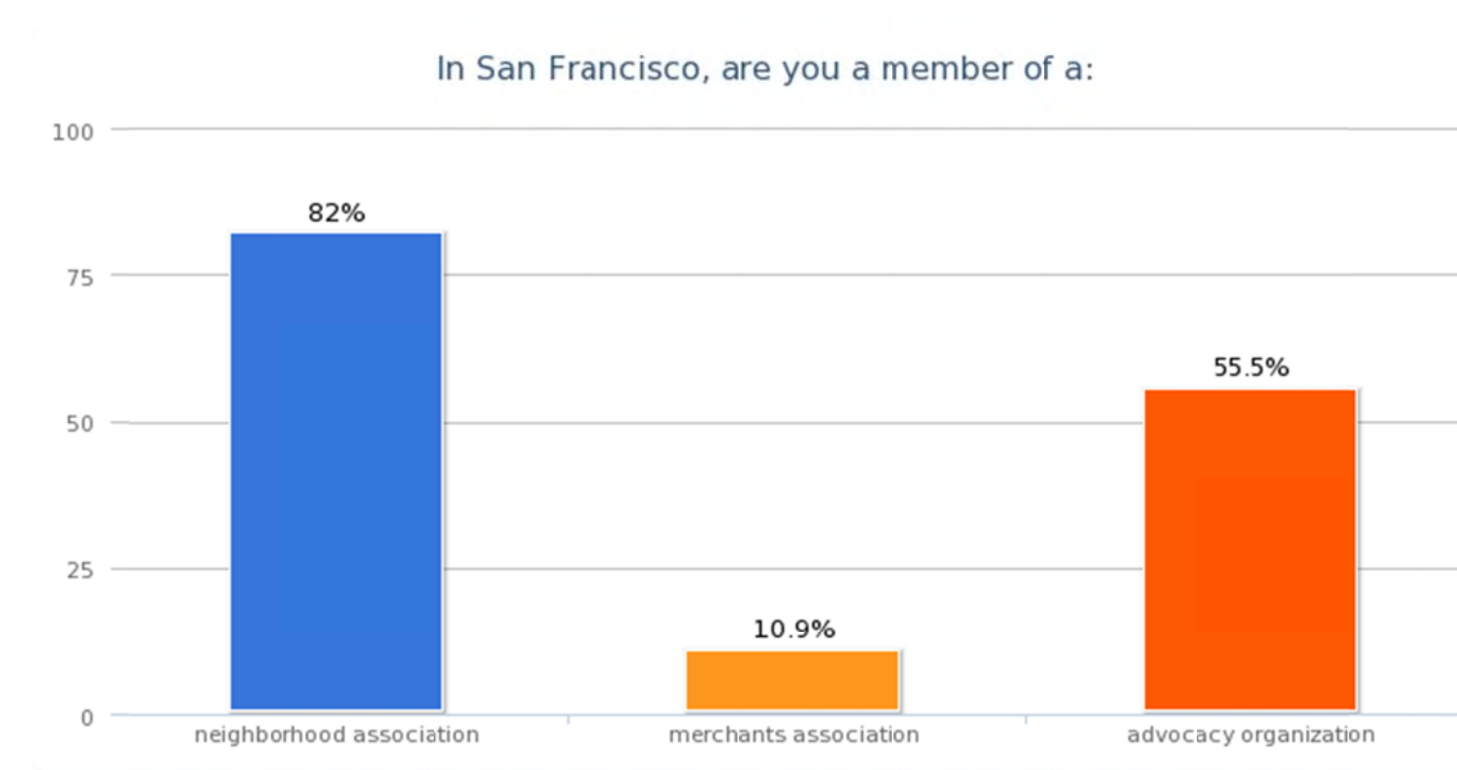
Value	Count	Percent %
renter	38	21%
homeowner	126	69.6%
student	4	2.2%
own a business / do business in SF	51	28.2%
property owner	39	21.5%
work in SF	92	50.8%
developer	6	3.3%
Other:	16	8.8%

Statistics	
Total Responses	181

Open-Text Response Breakdown for "Other:"		Count
Architect		2
CCSF employee		1
Industrial Designer/Transportation		1
Life long resident		1
city employee		1

Open-Text Response Breakdown for "Other:"		Count
community volunteer		1
intern/volunteer/former and future resident		1
outreach consultant		1
own duplex; landlord, too		1
parent		1
retired		3
retired worker		1
urban designer		1

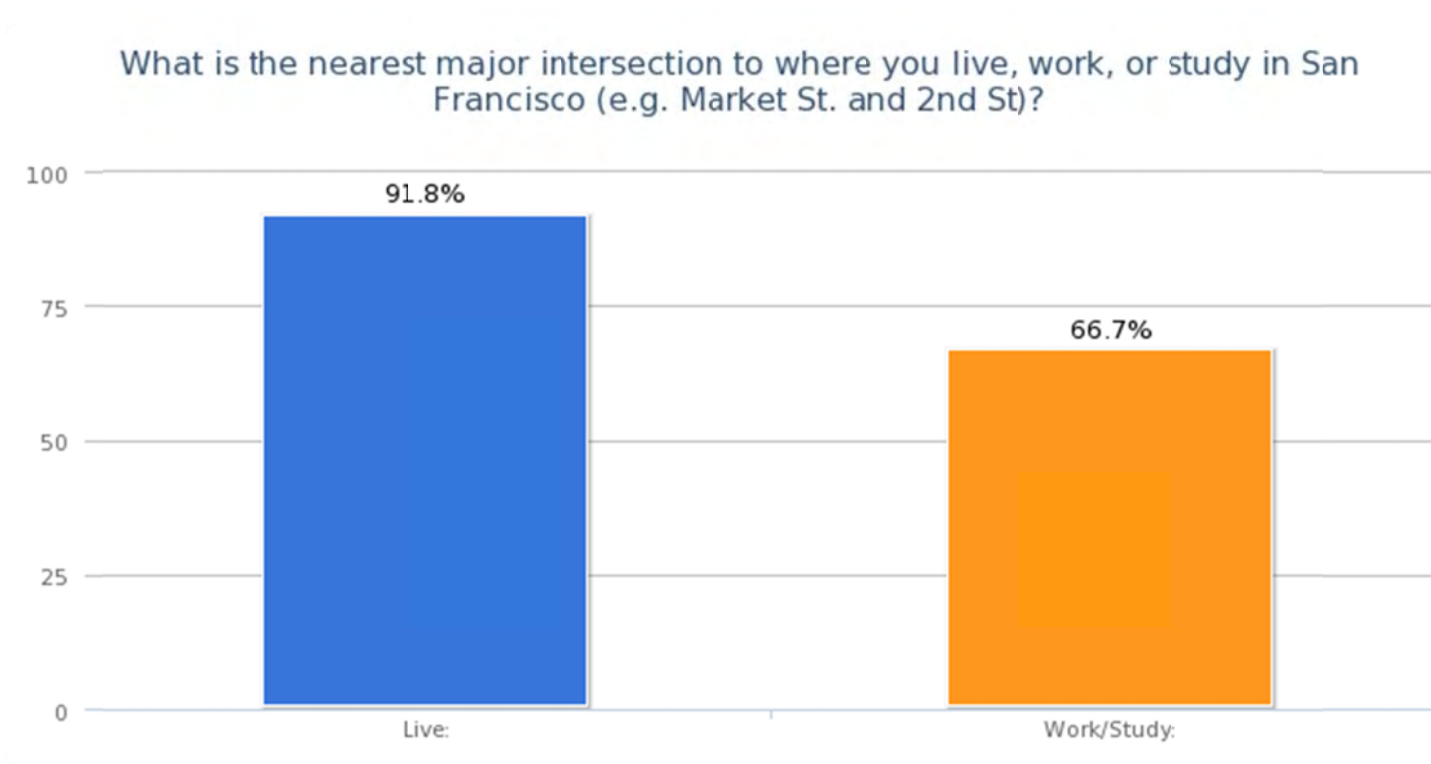
In San Francisco, are you a member of a:



Value	Count	Percent %
neighborhood association	105	82%
merchants association	14	10.9%
advocacy organization	71	55.5%

Statistics		
Total Responses		128

What is the nearest major intersection to where you live, work, or study in San Francisco (e.g. Market St. and 2nd St)?



Value	Count	Percent %
Live:	157	91.8%
Work/Study:	114	66.7%

Statistics		
Total Responses		171
Sum		2,780.0
Average		42.1
StdDev		193.61

Max

1,600.0

Open-Text Response Breakdown for "Live:"

Count

<i>Left Blank</i>	2
4th and Berry	1
14th & Church	1
14th Ave. and Taraval St.	1
15th St / South Van Ness	1
16th & Mission	1
18th Ave & California	1
18th and Dolores	1
18th/Connecticut	1
19th & Holloway	1
19th and texas	1
19th ave/santiago	1
20th St and Florida ST	1
20th and Folsom	1
20th/Vermont	1
22nd Ave & Taraval	1
22nd and Noe	1
23/florida	1
24th & Mission	1
24th and Harrison	1
24th and church	1
25TH AND LINCOLN	1
25th & Indiana	1
25th Ave and Balboa	1
27th ave/Rivera	1
28th Ave	1
29th and Mission	1
2nd St. & Folsom	1
2nd St/South Park	1
2nd and Folsom	2
30th & Church	1
30th and Noe	1

Open-Text Response Breakdown for "Live:"**Count**

30th/Church	1
31st ave and noriega	1
32nd & Moraga	1
35th and Santiago	1
36th & pacheco	1
3rd and 22nd streets	1
3rd and Brannan	1
40th Ave & Irving	1
41st Street and Lawton	1
42nd Ave/Taraval	1
45th ave/quintara	1
46th & Judah St.	1
4th & Channel	1
5th and Berry	1
5th and Folsom	1
7th /Brannan	1
7th St. and Minna St.	1
Between Portola and Monterey	1
Brannan	1
C CHAVEZ&MISSION	1
Capp and 18th St	1
Castro & Market	1
Castro and Market	2
Cesar Chavez and Folsom	1
Cesar Chavez and Folsom	1
Cesar Chavez/Bryant	1
Clay/Divisadero	1
Clayton Street @ Carl	1
Cole/Frederick	1
Columbus and Union	1
Cortland and Mission	1
Cumberland/Sanchez	1
Dewy Blvd, Taraval St, Claremont Blvd, Montalvo Ave, & Kensington Way	1
Diamond& 29th st	1

Open-Text Response Breakdown for "Live:"**Count**

Divisadero and Oak	1
Divisadero and California	1
Dolores and 30th Streets	1
Fell and Masonic	1
Fillmore and Geary	1
Fillmore/California	1
Francisco and Taylor	1
GENEVA/MISSIOLN	1
Garfield and Bright Sts	1
Geary	1
Geary & 22nd Avenue	1
Geary and Laguna	1
Glen Park	1
Great highway/ Ortega	1
Guerrero @ 20th	1
Guerrero and 19th	1
Guerrero and Chavez	1
Haight & Fillmore	1
Haight/Masonic	1
Hayes street	1
Hill/Sanchez Sts	1
Innes and Hunters Point Blvd	1
Irving and 16th Ave	1
Jackson St. and Polk St.	1
Jones/Green	1
Judah / 46th Ave	1
Judah/23rd. Ave	1
Judah/Sunset	1
Judson and Edna	1
Kansas and 20th	1
Lawton and 38th Ave.	1
Leavenworth	1
Lobos Street	1
Lombard & Taylor	1

Open-Text Response Breakdown for "Live:"**Count**

Main and Harrison	1
Marina Blvd and Cervantes	1
Market St.	1
Mission St. & College Ave.	1
Mission Street	1
Mission and San Jose Ave.	1
Mission st/ 9th st	1
Monterey Boulevard	1
Noe St. & Valley St.	1
Noriega and 41st Ave	1
Oak/Stanyan	1
Octavia and Broadway	1
Outer Mission	1
Polk and California	1
Portola & Santa Clara	1
Potrero	1
Rhode Island and 22nd St	1
Roosevelt and Museum	1
Sansome and Filbert	1
Sansome/Filbert	1
Sloat Blvd & 19th Ave	1
Stanyan	1
Sunset	2
Sunset and Vincente	1
Taraval	1
Terisita and Bella Vista	1
Turk & Masonic; I'm 1 block from Masonic & you didn't inform me about Masonic Street re-do	1
Valencia and 21st	1
Vermont and Ceasar Chavez	1
Vicente and Sunset	1
Waller and Belvedere	1
West Portal & 14th	1
brannan and embarcadero	1
cesar chavez and alabama	1

Open-Text Response Breakdown for "Live:"**Count**

church and market	1
district 4	1
dolores park	1
fairmount and laidley	1
fillmore/haight	1
fillmore/marina blvd.	1
fulton/masonic	1
hayes/buchanan	1
irvingst.	1
lombard/jones	1
mission & 18th	1
mission and ocean ave	1
ocean and junipero serra	1
ocean plymouth	1
scott and hayes	1
silver/mission	1
stanyan - frederick	1
steiner and hermann	1
ulloa & 31st ave	1

Open-Text Response Breakdown for "Work/Study:"**Count**

11th/howard	1
14th & Church	1
1600 Holloway/19th Ave....16th St/Mission	1
16TH AND POTRERO	1
16th/Folsom	1
19th Holloway	1
19th and Holloway	1
19th/valencia	1
1st & Mission	1
1st St. and Howard St.	1
24th & Castro	1
24th st/Sanchez	1
2nd & mission	1
2nd and harrison	1

Open-Text Response Breakdown for "Work/Study:"**Count**

2nd street and Bryant st	1
3rd St & 20th St	1
3rd St and Carroll	1
5th and Berry	1
6th and Market	1
Broadway and Embarcadero	1
Bryant and 4th	1
Bush Montgomery	1
Bush at Polk	1
CCSF	1
California St. and Davis St.	1
California and Maple	1
California and Montgomery	1
Chinatown	1
City Hall	1
Clay and Kearny	1
Columbus and Green	1
Columbus and Union	1
Cortland and Andover	1
Dogpatch	1
Downtown	1
Fillmore/California	1
Folsom / 6th	1
Franklin Street @ McAllister	1
Franklin/Sutter	1
Geary	1
Geary and Avenues	1
Green & Grant	1
Guerrero and Chavez	1
HOME	1
Howard and 6th	1
Hyde & Eddy	1
Jackson & Van Ness	1
Jackson and Hyde	1

Open-Text Response Breakdown for "Work/Study:"**Count**

Judah / 46th Ave	1
Judah/La Playa	1
King & 4th Streets	1
Lawton and 41st Street	1
MARKET/CASTRO	1
Main and Howard	1
Market	2
Market St. & Van Ness Ave.	1
Market St. and 8th St.	1
Market and Octavia	1
Market and Second	1
Market st and Van Ness Ave	1
Market/2nd	1
Market/Van Ness	1
Mission & Van Ness	1
Mission @ Duboce	1
Mission District	1
Mission and Downtown	1
Missouri and Cesar Chavez	1
North Beach	1
Octavia and Broadway	1
Octavia and Grove	1
POTRERO/ 15th St	1
Post & Market	1
Potrero and 22nd St	1
Roosevelt and Museum	1
SOMA	1
South Van Ness Ave. and Market St.	1
South Van Ness/ Market	1
Tunnel & Lathrop	1
USF	1
Union Square & near SFSU	1
Van Ness & Market	2
Van Ness & Post	1

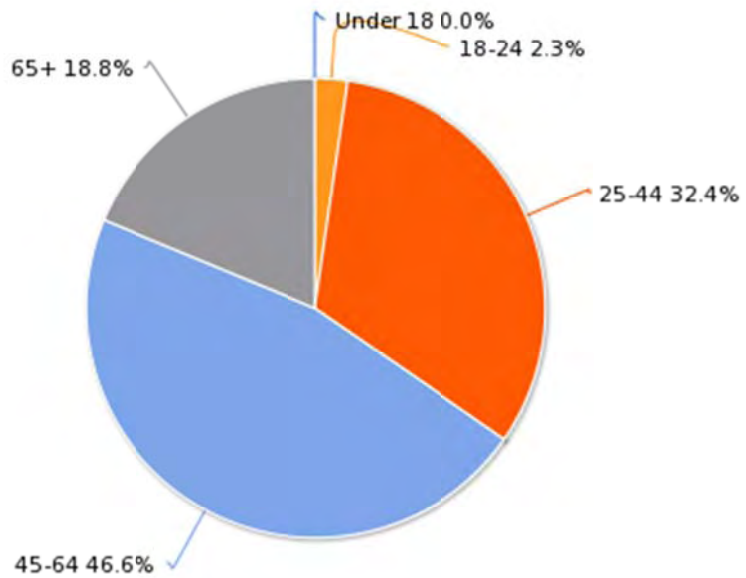
Open-Text Response Breakdown for "Work/Study:"**Count**

Van Ness and Ellis St.	1
Van Ness and Fell	1
Van Ness and Market	1
Van Ness and Market St	1
Van Ness/Market	1
buchanon and lombard	1
bush st and kearny	1
california and front	1
california/sansome	1
chenery/randall	1
downtown	1
golden gate and larkin	1
great highway	1
lombard/fillmore	1
market /montgomery	1
market and 1s St	1
market and montgomery	1
market/front	1
mission and 10th	1
montgomery and market	1
oakland	1
ocean ave. and phelan	1
same	4
van ness and market	1
volunteer all over	1
west portal & 14th ave	1
zoe - welsh	1

What is your age?

100%

What is your age?



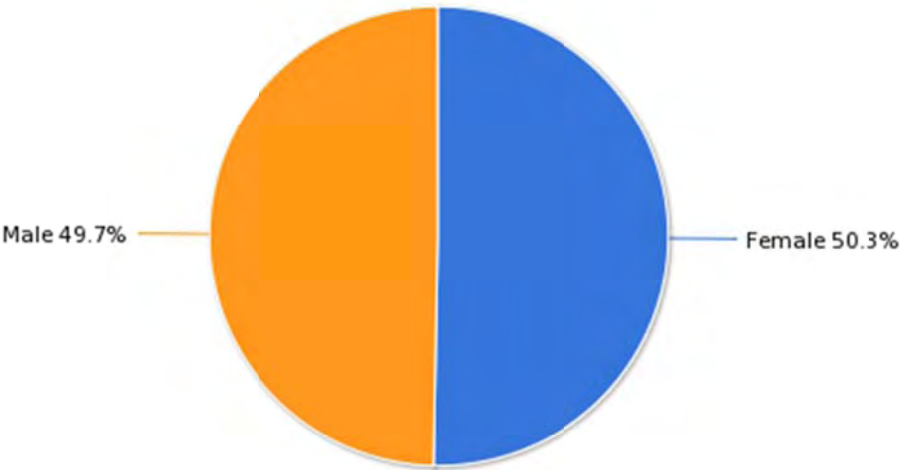
100%

Value	Count	Percent %
Under 18	0	0%
18-24	4	2.3%
25-44	57	32.4%
45-64	82	46.6%
65+	33	18.8%

Statistics		
Total Responses		176
Sum		7,332.0
Average		41.7
StdDev		14.49
Max		65.0

Are you:

Are you:

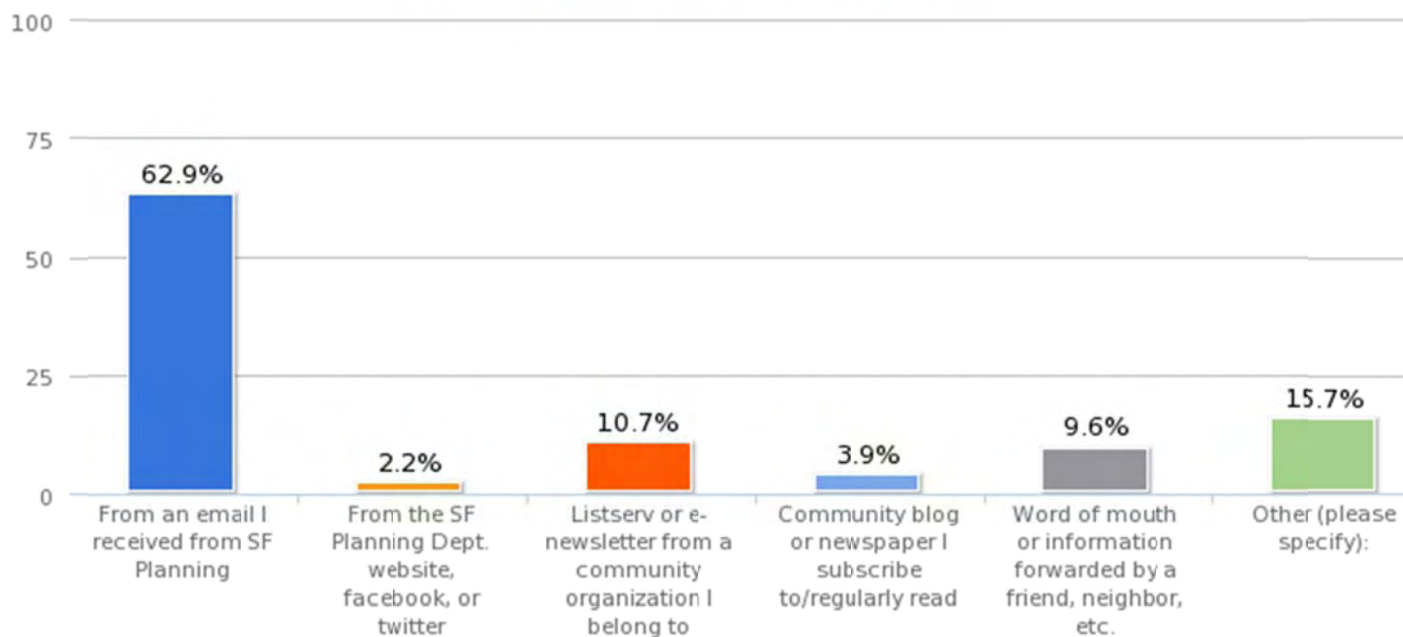


Value	Count	Percent %
Female	88	50.3%
Male	87	49.7%

Statistics	
Total Responses	175

How did you hear about this survey?

How did you hear about this survey?



Value	Count	Percent %
From an email I received from SF Planning	112	62.9%
From the SF Planning Dept. website, facebook, or twitter	4	2.2%
Listserv or e-newsletter from a community organization I belong to	19	10.7%
Community blog or newspaper I subscribe to/regularly read	7	3.9%
Word of mouth or information forwarded by a friend, neighbor, etc.	17	9.6%
Other (please specify):	28	15.7%

Statistics

Total Responses 178

Open-Text Response Breakdown for "Other (please specify):"

	Count
AIA	1
AIA newsletter	1
Carme Chus' Office	1
Carmen Chu	2
Carmen Chu newsletter	1
Carmen Chu's newsletter	1
Friend	1

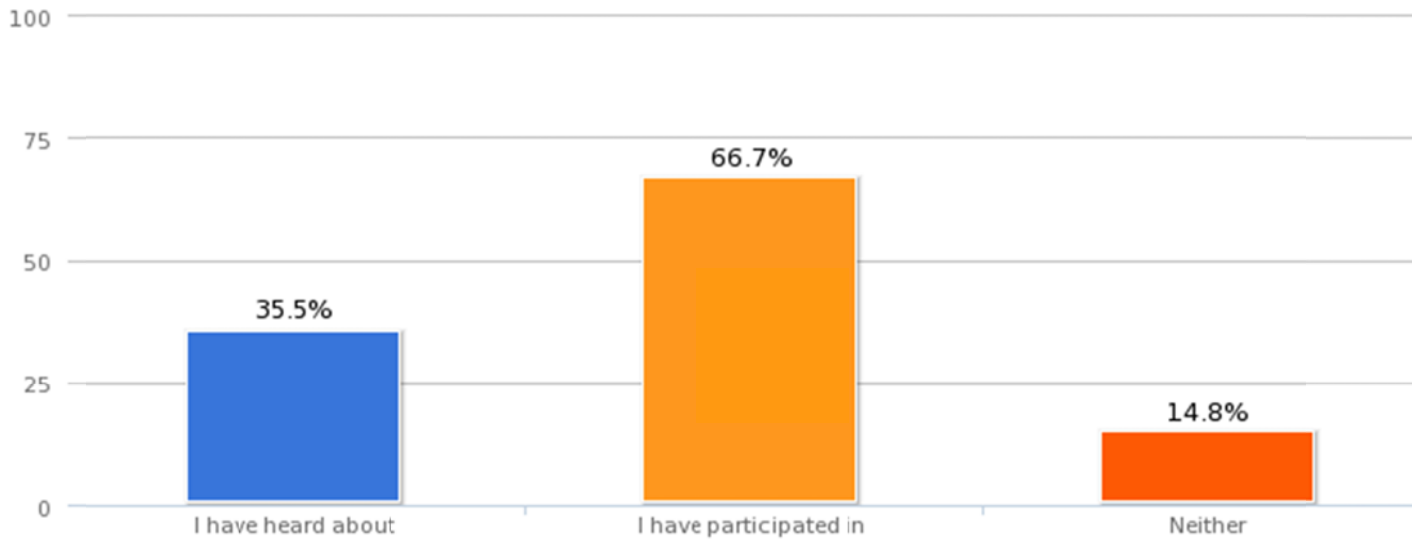
Open-Text Response Breakdown for "Other (please specify):"	Count
From Carmen Chu	1
Letter with link forwarded to me	1
Mayor's Office newsletter	1
Mayor's Office of Neighborhood Services newsletter	1
Neighborhood Association email	1
Steven Cismoski, RPD	1
Supervisor	1
Supervisor Chu	1
Supervisor Chu's newsletter	1
Supervisor chu's newsletter	1
Work	1
camen chu monthly e-news	1
carmen chu's newsletter	1
carmenchu	1
district supervisor newsletter	1
forwarded by RPD Park Supervisor	1
manager	1
supervisor Chu newsletter	1
supervisor e-mail	1
work, SFMTA	1

URL Variable: crc

URL Variable: id

1. Have you heard about or participated in any SF Planning Dept. projects, activities, or resources? You can glance at the list in the next question to remind you of what we do.

Have you heard about or participated in any SF Planning Dept. projects, activities, or resources? You can glance at the list in the next question to remind you of what we do.



Value	Count	Percent %
I have heard about	65	35.5%
I have participated in	122	66.7%
Neither	27	14.8%

Statistics	
Total Responses	183

2. If you answered "neither" in question 1, skip this question. If you have heard about or participated in any of the below, please select which ones.

	I heard about	I participated in or used	Responses
1. The Planning Information Center (PIC) at 1660 Mission Street (our drop-in customer service center to apply for	43.0% 46	64.5% 69	107

permits, ask questions about the Planning Code, and more)			
2. Community Plans, Area Plans or General Plan Updates (e.g. the Housing Element, Japantown Better Neighborhoods Plan, or Better Streets Plan)	44.5% 57	64.8% 83	128
3. Historic Preservation (e.g. historic or cultural resource survey or meeting in your neighborhood, historic status of a property, or making changes to a historic property)	57.1% 64	48.2% 54	112
4. Environmental Planning (e.g. public scoping meeting or public hearing to assess the environmental impact of a proposed project)	49.6% 61	59.3% 73	123
5. Public or private development projects (new buildings or changes to existing residential or commercial buildings, e.g. Parkmerced project, library improvements)	44.4% 60	65.9% 89	135
6. Changes to the San Francisco Planning Code; drafting new Planning legislation (e.g., Urban Agriculture ordinance, Health Care Services Master Plan)	58.8% 60	47.1% 48	102
7. Planning Department Action Plan effort (e.g. Discretionary Review (DR) reform, Universal Planning Notification, Preliminary Project Assessment)	47.3% 44	60.2% 56	93
8. General information & San Francisco Reports (e.g. downloading SF Census and housing reports)	57.8% 59	47.1% 48	102

What specific projects have you participated in, if any?

Count	Response
1	# 5
1	17th and Folsom park - community involvement
1	197 Laidley discretionary review request
1	2 home remodels in San Francisco
1	800 Presidio, the Booker T. Washington Community Center Project
1	900 Folsom Street, 345 6th Street, SRO @ 5th and Clara
1	Attended presentation at SPUR on Copenhagen-style sidewalks.
1	Balboa Park Station Area Plan, Urban Agriculture ordinance, Transbay Terminal, others
1	Better Streets Plan WalkFirst

Count	Response
1	Better Streets Plan advisory council member and Cesar Chavez St. improvements plan, among others.
1	Birds legislation, market/Octavia,
1	Buildings and planning issues that effect Upper Market and Castro area
1	Buildout of 780 valencia
1	Central Corridor Project
1	Cesar Chavez East Streetscape Project
1	Cesar Chavez plan
1	Changes to the Planning Code about development impact fees.
1	Community Plans, Area Plans, private development projects
1	DR REFORM
1	DR Reform
1	Dolores Heights Design Review Board
1	EN planning. Have also applied for permits as a general contractor.
1	Eastern Neighborhood Planning, including special Open Space planning ROSE
1	Eastern Neighborhoods rezoning and Western Soma Citizens Planning Task force
1	Environmental review and trying to site a wind power project.
1	GENERAL PLAN, TRANSIT ORIENTED HOUSING PLAN, MISSION STREET TRANSIT HOUSING PLAN
1	GG Park
1	Geary SF Muni public transit improvement Transbay Terminal High Speed Rail
1	Glen Park DEIR, BSP, ENTrips, WalkFirst
1	Harding Theater, Zillman house, Burke's School, Octavia-Market...others
1	Hearing for new Ortega Library
1	Historic Preservation
1	Home, income property, Chinatown YMCA, Chinese Hospital
1	I got records related to a house I was in the process of purchasing in the Mission.
1	Input on various neighborhood plans (Masonic, Duboce, Golden Gate Park).
1	Japantown
1	Large projects and EIRs with too much parking. TI Park Merced etc
1	Lots, but the big one is the Western SoMa Citizens' Planning Task Force.
1	Many environmental planning reviews
1	Market-Octavia East SOMA south of Market-Octavia area Upper Market

Count	Response
1	Market/Octavia. Housing Element. Health Care Services Master Plan. 55 Laguna
1	McCoppin Street Improvements Past: Octavia Street Plan
1	Mission Streetscape Improvement Project Showplace Square Streetscape Improvement Project
1	Mission Streetscape, Market Octavia, Whole Foods on Market, Better Streets Plan
1	Mission Streetscapes, Cesar Chavez, Mission Street Heights; South Mission Historic Survey.
1	None.
1	Northeast Waterfront
1	Northeast Waterfront Study, Eastern Neighborhoods Plan, Pier 70 Planning, Waterfront Plan
1	Numerous projects over 30 yrs
1	Octavia - Market sts. project
1	Open Space Element revision
1	Park and Presidio Branch Library Improvements.
1	Parkmerced, Better Market, Market/Octavia, Octavia Blvd, 1800 Market, 55 Laguna,
1	Parkmerced, Masonic Ave, TEP EIR
1	Passage of legislation entitled the Music and Culture Sustainability policy
1	Pedestrian and cyclists counts for Better Market Street.
1	Planning Information Center
1	Proposed high-rise at 2nd and Howard
1	Residential house remodel.
1	San Jose Guerrero, Cesar Chavez
1	Several
1	Stern Grove master plan, Park Merced, Downtown Plan update report
1	Sunset District Parkmerced Diasterous Proposal
1	The Glen Park Plan
1	The renovation of my parents' former home on Potrero Hill.
1	Too many to list.
1	Too numerous to mention.
1	conditional use permit applications, variance hearings,
1	eastern neighborhoods
1	green building legislation; bird safe buildings, treasure island and parkmerced hearings
1	marijuana dispensary location objection

Count	Response
1	market octavia plan, project reviews in community, historic preservation issues
1	none
1	none- mostly heard about a project after the fact through community group reports
1	parks related projects - professionally and as a resident & community member
1	problems with 888 Seventh Street Showplace Square Open Space
1	remodel of single family home
1	renovation of west sunset playground
1	residential improvement project
1	transit speed and delay data collection for Better Market Streets
1	walk first, public and private development projects, better streets
1	Better Neighborhoods (all), many project reviews/entitlements, testimony on cope changes etc. for over 30 years
1	proposed rezoning in the Mission, redesign of the Mini Park on 24th Street, redesign of the Potrero del Sol Park
1	Japantown Plan, CPMC related activities (scoping DEIR, etc), multiple CEQA related activities, various DRs, CU related to Formula Retail and NCDs, Variance requests, 311 process, DR Reform, UPN process
1	Balboa Park BART Neighborhood plan Glen Park Master Plan Housing on the Kragen Auto site on Ocean Avenue
1	Eastern Neighborhoods Rezoning--Plan Potrero/Plan Dogpatch meetings Better Streets/Green Streets meetings Mission Bay CAC meetings and project review for UCSF Mission Bay and Mariposa Park Dogpatch planning and review of various large development projects on our block Seawall Lot 337 community charette and proposal review meetings
1	I've attended meetings on the Eastern Neighborhood Plan, the Central Corridor planning study, the Northeastern Waterfront plan, the America's Cup scoping meetings, the Blue-Greenway Plan, and have attended numerous SPUR panels on planning activities like the Better Streets Plan, the Treasure Island, Bayview-Hunters Point and Lake Merced projects, etc.
1	We have been beautifying our unique portion of San Francisco going on eight years now billing it with a new identity for our neighborhood called La Playa Park. The nexus of this metamorphosis is at Judah and La Playa streets. I have written to two of your board members recently about a new endeavour, the "La Playa Park Transit Theme Coner" and are hoping for your engagement in the near future. Please contact me Steve Ward at seaward94133@yahoo. com 415 681 4337 and see our website at laplayapark.info
1	I got permits for a renovation. I went to a meeting about a proposed cannabis club in my neighborhood
1	Upper Market Charrette, 2001 Market St Whole Foods planning process and Board's Planning Committee submission
1	Besides following other SF friends dealings with Planning Dept folk---Noe Valley, Bernal Heights, North Beach--we, meaning at least ten homeowner households are dealing with a problem in the Sunset in which the Planning Dept has basically decided a priori what is in the best interest of the neighborhood without taking account of the neighbors most immediately affected. My experience is that the Planning Dept is fickle, sometimes right on, sometime stubborn, and it is like dealing with a teenager,...makes me wonder how many members of the Planning Dept are actually SF natives or residents the way they seem to arbitrarily make decisions--of course, always within the letter of the law. The question is whether the rules established actually serve the residents, environment, or interests of those actually impacted....
1	I've looked at the plans for bike lanes on Cesar Chavez (which I fear will be a traffic disaster), Parkmerced

Count**Response**

- redevelopment (yeah!) and proposals for Hunter's Point Shipyard (could be better). Wish I had paid closer attention so I could have protested the Valencia street changes that took out the empty median that was perfect for delivery trucks and for drop offs/pick ups. Now folks just double park in the bike lane - again unsafe for bicyclists and frustrating for drivers. Last year my neighborhood worked with the Friends of the Urban Forest as well as the watershed project to green our street. Really great project that brought the neighbors together and has made the street beautiful.
- 1 DEIR for Natural Areas Program, Housing Element, Residential Design Guidelines, Glen Park Community Plan, private development projects, historic preservation, bikeway plan
- 1 Attended Transit Center District open forums, two of which were held at Golden Gate University. Also have attended Transbay Terminal meetings.
- 1 Trying to get you to maintain public stairs and trying to get you to stop giving public land to individual citizens denying the rest of us access to historic public rights-of-way and making the City less pedestrian friendly.
- 1 None but I would like to help out in some way through my participation. Please let me know if there is a project that requires assistance and input from local residence. My email is vhuynhsfsu@yahoo.com and my name is Vi Huynh.
- 1 The Edwardian Hotel Conversion Pet Food Express taking over the Block Buster old store Marina Tidal Water Protection Dog Walking Plans Sharp Park Plan GGNRA planning Golden Gater Park Planning Presidio Planning Embarcadero Planning (old freeway removal) Parking in SF Japan Town to stay Japan Town Zoo Expansion (many years ago) Old "Play Land" property to be sold privately or purchased by San Francisco. These kinds of grass roots participation for San Francisco through the years.
- 1 Several for better and worse. The community plans are horrible and do not take into account the views of many as most people in most communities do not participate for a variety of reasons. Some of those important reasons are controlled by the individual planners; such as location, time, and date.
- 1 south east waterfront, mission bay, fishermans wharf, presidio, crissy field,civic center, ybc, tenderloin, embarcadero landscape, pier 30 32, better market st, shadow ord., port of sf, to name a few
- 1 Eastern Neighborhoods Plan, other neighborhood plans. I've also used the online reports to gather information on which to base demographic projections.
- 1 420 29th Ave, San Francisco 94121 new construction development and all related permitting/planning
- 1 Western SoMa Citizen's Planning Task Force -- led group of 12 that facilitated 3 town halls. Japantown Better Neighborhood plan -- led group of 12 that facilitated 3 town halls. San Francisco Tennis Club -- saved last indoor tennis courts (recreation) from condo development ROSE town halls Booker T. Washington center Golden Gate Tennis Club -- vs. Simon Snellgrove development Need I go on?
- 1 Daggett Triangle, Showplace Square, Streets to Parks, Eastern Neighborhoods, Individual 311 notices.
- 1 AT&T park, East SoMa plan, Waterfront plan, South Beach plan, Rincon Hill plan, West SoMa plan, Mission Bay, Muni 4th street extension, Pier 30-32, Seawall lot 332,337,
- 1 Japantown Improvement Plan, Octavia Street Project/Central Freeway, Van Ness BRT, Geary BRT, Central Subway, Transbay Tower, California High Speed Rail Project, SF Pedestrian Safety Projects, Bike Commute Lane Projects, Muni TCP, Richmond Library Improvements, MTC Transportation 2035, Bart Expansion Projects, Embarcadero Waterfront Improvements, America's Cup Advocacy, Third Street Light Rail Project...
- 1 Landmarking 900 Innes Avenue; Better Streets meetings; Survey Area C; several DRs in India Basin area.
- 1 I have participated in over 60 projects in the past twelve years ranging from residential, commercial retail and food service, and corporate
- 1 multiple complaints against us by a crazy neighbor to MANY city depts and agencies due to ridiculous city process that are complaint driven; a frivolous DR against us (unanimously lost), Certificate of Appropriateness hearing, Variance rear yard, neighborhood group involvement in community issues like

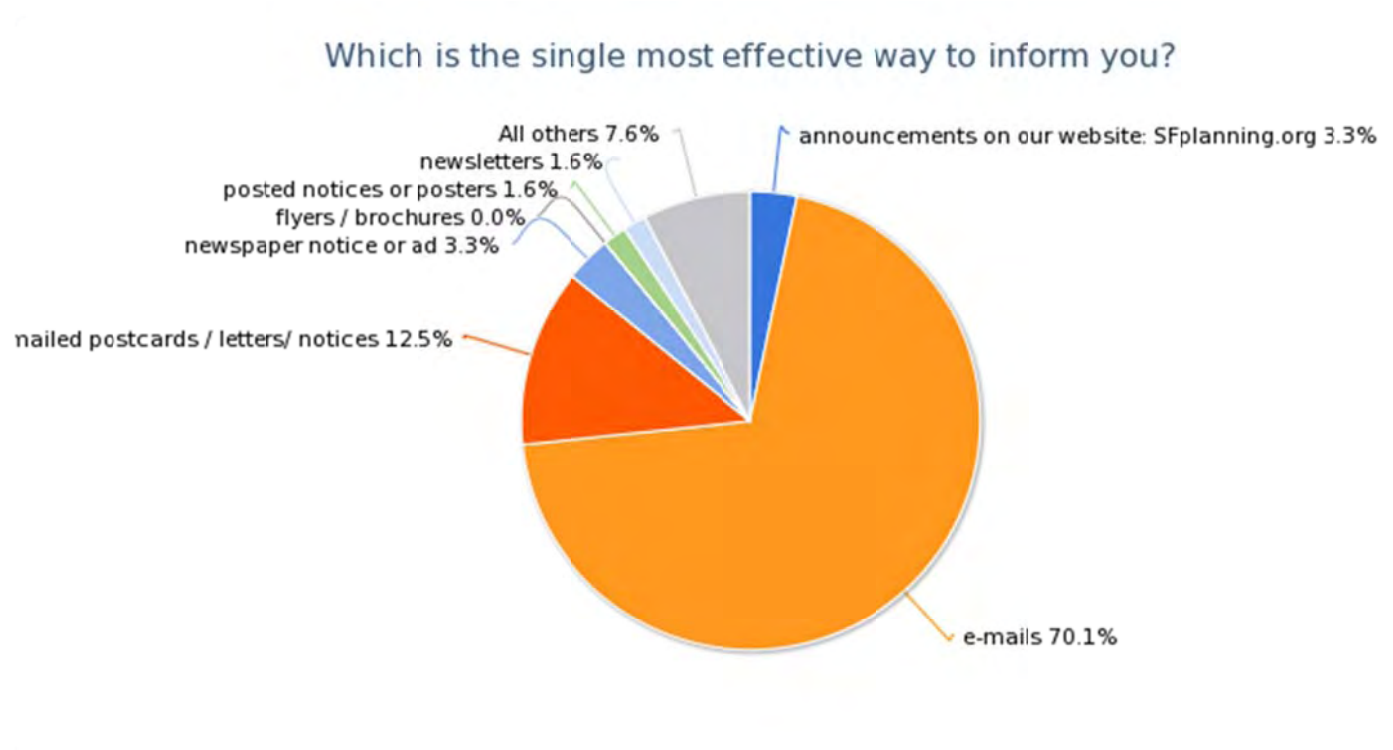
Count	Response
	1050 Valencia, guerrero greening, etc; Dolores park planning mtgs
1	NE Embarcadero Planning, Eastern Neighborhoods, Better Streets, individual project review (including EIRs) including Transbay Terminal, 4th & King, California High Speed Rail, Cesar Chavez East, Showplace Square Open Space, "Beauty contest" for Mission Bay office projects, AC34 DEIR, etc. Mostly along SF waterfront, Eastern Neighborhoods (Showplace Square, Central Waterfront), Mission Bay. Have casually reviewed draft ROSE but not commented.
1	Specifically, a new construction next to my house. Your staff and commission did NOT respect the info about changes on the asbuilts and we now have an ILLEGAL two unit house next door! We participated in discretionary review. The developer scammed your dept and you supported him. Anything to build new regardless of how it impacts the neighborhood, I guess. So, I don't have a good taste left in my mouth.
1	Specific neighborhood and Citywide development projects. Area Plans such as Japantown. General Plan updates such as Housing Element. Projects that affect residential neighborhoods, especially near single-family homes, projects that are not wanted by neighborhood residents but Planning decides is good for the neighborhood. Discretionary Review Action Plan.
1	Housing Element; Commission process for 55 Laguna and The Palms on 4th St. A couple of DR's on small projects

3. Following are ways the Planning Dept. gets the word out about projects and opportunities to get involved. How do you prefer to be informed? If you have heard from us about a project, please tell us how. Select all that apply.

	I prefer to be informed in these ways:	I have heard from the Department in these ways:	Responses
announcements on our website: SFplanning.org	67.4% 64	57.9% 55	95
e-mails	88.2% 135	40.5% 62	153
mailed postcards / letters / notices	58.3% 67	66.1% 76	115
newspaper notice or ad	48.3% 14	65.5% 19	29
flyers / brochures	44.4% 24	77.8% 42	54
posted notices or posters	43.2% 38	75.0% 66	88

newsletters	73.5% 36	32.7% 16	49
Social media, i.e. Facebook, Twitter	78.1% 25	28.1% 9	32
phone calls from staff	70.4% 38	59.3% 32	54
one-on-one meetings with Dept. staff	75.4% 52	55.1% 38	69
presentations / announcements by Department staff at a community organization's or neighborhood meeting	72.8% 75	55.3% 57	103
Planning Information Center (our drop-in center to ask staff questions about the Planning Code, permit process and other general questions)	54.8% 23	69.0% 29	42

4. Which is the single most effective way to inform you?



Value	Count	Percent %
announcements on our website: SFplanning.org	6	3.3%
e-mails	129	70.1%
mailed postcards / letters/ notices	23	12.5%
newspaper notice or ad	6	3.3%
flyers / brochures	0	0%
posted notices or posters	3	1.6%
newsletters	3	1.6%
Social media, i.e. Facebook, Twitter	3	1.6%
phone calls from staff	6	3.3%
one-on-one meetings with Department staff	2	1.1%
presentations at my local organization's meetings	2	1.1%
Planning Information Center	1	0.5%

Statistics	
Total Responses	184

What local newspapers or other local news sources do you use (including online)?

Count	Response
1	Bay Area Citizen, Mission Local
1	Bay Area Newspaper Group papers, San Francisco Bay Guardian
1	Bay Area Reporter
1	Bay Citizen, SFGate
1	Blogs: SFist; Mission Mission; Haigheration;
1	CHRONICLE
1	CHRONICLE, SF EXAMINER
1	Castro Courier, DTNA newsletter, SF Appeal (online)
1	Chron, SFBG
3	Chronicle
1	Chronicle & Examiner

Count	Response
1	Chronicle, Bay Guardian
1	Chronicle, Bay Citizen, StreetsblogSF, SFist, HuffingtonpostSF, Usual Suspects
1	Chronicle, Business Times, SPUR Urbanist, SF Steets Blog
3	Chronicle, Examiner
1	Chronicle, Examiner, BayGuardian, Potrero View
1	Chronicle, Examiner, Guardian, SF Weekly, NY Times Bay Area
1	Chronicle, Examiner, Guardian, SF Weekly, SF Business Times, Usual Suspects
1	Chronicle, Examiner, Potero View, local blogs
1	Chronicle, Gaurdian, Business Times, SF Weekly
1	Chronicle, KQED
1	Chronicle, KQED and KALW radio stations, neighborhood assn newsletters
1	Chronicle, SF Business Times
1	Chronicle, SFGATE
1	Chronicle- Bay area reporter
1	English and Spanish.
1	Exam, Scocket site, Usual suspects, direct email from planning commision
2	Examiner
1	Examiner, Chronicle
1	Examiner, MissionLocal, BeyondChron, Streetsblog
1	Examiner, New Fillmore, Richmond Review, Sunset Beacon, ethnic online enewspapers
1	Examiner, Sunset Beacon, Carmen Chu's Newsletter
1	FreedomsPhoenix.com, http://www.youtube.com/watch?v=LO2eh6f5Go0
1	Guardian, SFGate.com, Bay Citizen
1	KPFA
1	KQED radio, SF Examiner, SfGate, streetsblog
1	Local News Papers, Local Radio KGO. Local,TV, KGO,KRON,KTVU.
1	Many - but none daily
1	NPR
2	None
1	Nytimes.com, sfgate.com, neighborhood blogs like missionmission and bernalwood
1	Potreo Hill paper

Count	Response
1	SF Chron
1	SF Chron - SF Examiner - Sunset Beacon`
8	SF Chronicle
1	SF Chronicle (online), SF Examiner (online) sf.streetsblog.com
1	SF Chronicle and SF Examiner
1	SF Chronicle to Parkside Neighborhood newsletter (forgot specific name)
1	SF Chronicle, Examiner,SF Weekly, Bay Guardian
1	SF Chronicle, KPFA radio station, Bernal Journal
1	SF Chronicle, SF Gate, The Examiner, East Bay Express
1	SF Chronicle, SF Weekly
1	SF Chronicle; NPR
1	SF Chronicle; socketsite; curbedSF
1	SF Examiner
1	SF GATE
3	SF Gate
1	SF Gate (Chronicle)
1	SF Gate, Internet Variety of sources
1	SF Gate, SF Examiner, Mission Loc@l, SF Streetsblog
1	SFGATE, SF APPEAL SF WEEKLY
1	SFGATE.COM; YAHOO.COM LOCAL NEWS
1	SFGATE.com
4	SFGate
1	SFGate SFFist Curbed
1	SFGate, The Examiner
1	SFGate.com, KQED-FM, KNBR-AM
1	SFGate.com, SF Examiner
1	SFGate.com, SFAppeal.com, missionmission.org
1	San Francisco Business Times, San Francisco Chronicle
3	San Francisco Chronicle
1	San Francisco Chronicle, SF Examiner
1	San Francisco Chronicle, San Francisco Business Times, SPUR Newsletter

Count	Response
1	Sf Chronicle
1	Sfgate
1	Sfgate,bay guardian,citireport, bay news
1	Sfgate.com
1	SingTao, SF Chronicle, SF Examiner
1	Singtao Daily News, World Journal, China Press, KTSF Channel 26
1	Sunday Chronicle, Bay Guardian, SF Weekly
1	Sunset beacon, west portal paper
1	The Chronicle and SF Gate
1	The Chronicle newspaper
1	The Chronicle, SPUR, SF Bay Guardian, Mercury News, etc
1	The Potrero View
1	Usual suspects, Huffington Post SF, SF Gate, Noe Valley Voice, SF Examiner
1	World Journal
1	all of them except the Bay Guardian because it's biased.
1	bay Citizen, Sfgate, guardian, sf public press
1	bay citizen, mission local
1	bay guardian, bay citizen, examiner, sfgate
1	chron
1	chron, examiner, sfist, sfappeal
1	chron.
4	chronicle
1	chronicle & examiner
1	chronicle, examiner
1	chronicle, examiner BAR, Guardian Business Times and Weely
1	chronicle, examiner, sunset beacon
1	chronicle, yahoo
1	curbed sf, blog. Supervisor's newsletter
1	examiner
1	examiner, sfgate.com
1	ktvu news, nbc bayarea new and singtao chinese news paper

Count	Response
1	none
1	none-internet only user
1	potrero view, local blogs:SFist, SFAppeal, SocketSite, CurbedSF
1	s f chronicle newspaper
1	san francisco examiner
1	sf chron, NPC website, listservs
3	sf chronicle
1	sf chronicle, hac newsletter, aia newsletter
1	sf chronicle, sf gate, twitter
1	sf gate
1	sfappeal.com, livesoma.com, sfgate.com, sfexaminer.com
3	sfgate
1	sfgate Potrero View
1	sfgate, KALW, KQED
1	sfgate, Mission Mission blog, SF Chronicle, socketsite.com,
1	sfgate, sf chronicle; neighborhood newspapers; your website
1	sfgate, sfcitizen.com
1	sfgate, sfweekly, mission-mission
1	sfgate, yahoo, nytimes
3	sfgate.com
1	sfgate.com, kqed, sfexaminer.com
1	sfgate.com, sf streetsblog, Yahoo neighborhood listservs (Bernalparents, Missionparents)
1	sfgate/chronicle
1	sfist.com
1	streetsblog, beyondchron, sfgate
1	streetsblog, guardian, SFBC biker bulletin
1	yahoo news, google news
1	I go to sfgate.com but I normally don't dig deep, which means I'm not likely to see your notices.
1	Streetsblog, SF Chron (online), Examiner (pick up if avail), SF Ist (blog), Bay Guardian (online and in print), SF Weekly

What additional strategies do you recommend we use to inform people of projects and opportunities to participate?

Count	Response
1	Access Facebook.
1	Add more details about pros and cons of project, in plain english.
1	All
1	Any way shape or form
1	Appearances at schools and churches
1	Art
1	Ask Streetsblog to Tweet or mention the information on their social media streams
1	Attend Neighborhood Group meetings
1	Bill boards on Market Street.
1	Bus and Transit PSA Advertising
1	Canvassing neighborhoods with flyers.
1	Community News
1	Contact Neighborhood Associations.
1	Email bulletins
1	Email updates; articles in local newspapers; local news features
1	Facebook
1	Facebook, Twitter, Email
1	Flier door to door.
1	Fliers handed out for parents at schools
1	I think you have it covered.
1	Mailings to homes and businesses.
1	Meetings in neighborhoods.
1	Monthly emailed newsletters
1	NEIGHBORHOOD ORGANIZATIONS SUCH AS THE OUTER MISSION MERCHANTS AND RESIDENTS ASSOCIATION
1	Neighborhood listservs
1	Neighborhood newsletters plus social media

Count	Response
1	Neighborhood newspapers
1	Online Billboard (with a "date added" color system) linking to the project website.
1	Post on line on your web-site.
1	Post the site, and email would be great.
1	Press conference, news reports, social media
1	Public Notices in the neighborhood
1	Public Service Announcements on TV and Internet.
1	Should have an email list and provide information directly to the public.
1	Tables at farmers markets
1	The department's notice efforts are notoriously poor. Use all of the above and ahead of time.
1	Update neighborhood contact lists
1	Utility bill insert
1	bus stop ads?
1	capture video of good presentations and post on website
1	incentive individuals to spread the word to their circles.
1	listservs of educational institutions
1	mail
1	neighborhood canvassing, flyers posted at site, mailers.
1	neighborhood networks
2	none
1	none needed
1	notices, community group notification, email to interested parties
1	posters are actually pretty good, but they need to have a realistic lead-time.
1	twitter
1	twitter
1	use local community based email pools.
1	Update your database. I was on the Dolores Height Design review board many years ago. I resigned from the board about 8 years ago and still get notices. Please stop sending me these notices! Contacting Janice Chambray to stop the mailing has been unsuccessful.
1	Mailings to Neighborhood organizations Notices to be posted at libraries (if not already done) Mailings to senior centers
1	Schedule important meetings at times when the general public can attend and have enough room for all to be in the same room. Eliminate 1 minute comment periods - keep at 3.
1	have a blog so we know the planning dept's point of view on planning related topics. that way, there can also

Count**Response**

- be some general level of dialogue/feedback. these are 21st century tools, and they are at your disposal - use them. don't rely on arcane methods that are inefficient
- 1 Timely presentations and announcements to neighborhood associations, like the South Beach|Rincon|Mission Bay NA and the South Park Improvement Association.
- 1 Stand up, go over to your window, lean out, and yell, "I'm sick and tired of participating in an elitist, anti-freedom planning process and I'm not going to do it anymore! Come up to my office and I'll tell you how this rotten mess REALLY works and where the skeletons are buried!"
- 1 Neighborhood meetings with local neighborhood organizations. Most neighborhoods have small organizations with interested parties. Our area also has the District 11 Council that brings many of those smaller groups together at one time. We don't like hearing AFTER the fact. People get cranky when it's a done deal and shoved at them. Most public meetings bring final proposals and ignore community input. This is bad government.
- 1 Participate in local events with a presentation, mini-charette, survey opportunity to get input on projects in particular neighborhoods. Ask others to promote projects via their email newsletters and other networks.
- 1 Comply with the city's language access ordinance. While the demographic of the city becomes more ethnically diverse with immigrant and people of color, the department is still English centric, and without the language and means, a huge trunk of the city is still being left out.
- 1 Make navigating your website more intuitive; it's too hard to find/search for information such as projects coming up for review, a simple calendar of hearings, etc. Unfriendly to users, even if you are in the industry and have a better than average understanding of industry terminology.
- 1 Local radio stations, esp. NPR; Local neighborhood newspapers when appropriate; announcements on the City Government station
- 1 Do not be hands-off.....go to the people most effected. The forms of exchange, whether telephone or e-mail, are sterile, overly formalized, cold..... The Planning Dept deals with natives and residents who are attached, committed and rooted in San Francisco, and sometimes I feel like I am talking to an off-shore out-of-city administrator who really does not appreciate what is at stake. More often rather than being roll up your sleeves problem solvers, the Planning Dept operates like rigid bureaucrats that find adherence to narrow readings of rules and regulations are more important than resident interests. Rather than approach each situation and circumstance with an open mind and willingness to exercise discretion, my experience has been rigid, orthodox, cannot be bothered bureaucrats that see us residents and homeowners as a bother and adversary rather than the very people they are suppose to be responsive to.....
- 1 postings on mass transit, stations, local businesses with high traffic (walgreens, starbucks, banks, etc...)
- 1 I would recommend tabeling at appropriate events. For example, I participated in the bike/ped counts for the Better Market Street project. And for that project in particular, it would have been convenient to learn about the project from an SFBC or WalkSF event. Basically, more face-to-face contact towards appropriate crowds.
- 1 notifying neighborhood organizations as soon as permit applications come in so there is adequate time for the organization to meet with the project sponsor and to work with the planner to improve controversial projects before they are approved by the Department or scheduled for HPC, PC or Board of Supervisors hearings.
- 1 KEEP (OR BEGIN) TO SEND OUT EMAILS/TWITTERS WHEN THERE HAS BEEN AN UPDATE TO THE WEBSITE, ie NEW NEWS, NEW PROGRAMS, NEW INTERPRETATIONS, ETC.
- 1 Restaurants/Food stores/coffee houses in neighborhood of project proposal, bus shelter and vehicle ads, library, community centers, post offices, neighborhood papers.
- 1 I've been trying for *years* (since 2004) to get on the emailing list for the Commission agenda. I'll get one or two, then stop receiving them. Actually putting people on lists when they request it would be the single best strategy I can think of.
- 1 Not sure, but I recommend that you get confirmation that people have been notified. It irks me to no end

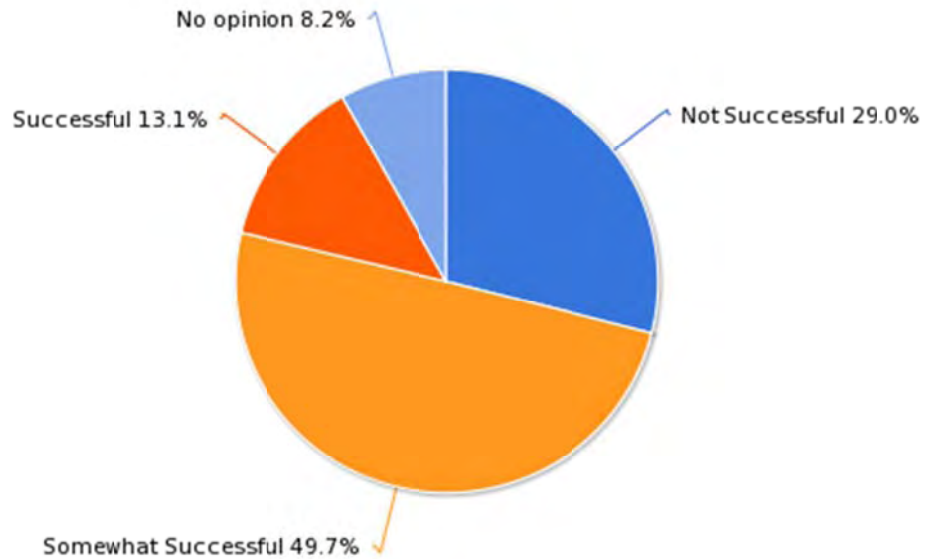
Count**Response**

- when people try to stop projects at the last minute claiming there wasn't proper notice!
- 1 Please avoid relying on neighborhood groups such as the Dogpatch Neighborhood group and the Potrero Boosters: they hand pick who they notify in order to get the kinds of votes they want for specific projects. Watch out for Joe Boss--- unregistered lobbyist who is making deals with his developer clients to bring in the votes, all while his wife Janet Carpinelli has a shell 501c3 that is in line to reap the developer mitigation fees.
- 1 I like email, but not everyone uses it or has access. Post notices in local businesses and locations where people linger like cafes, laundramats and bus stops.
- 1 I think it is a good idea to send mailers to people living in a two block radius of an area that undergoes major work. But other than that, I think the Planning Department's outreach is very successful to date.
- 1 Make more of an effort to do outreach to neighborhood residential groups and merchant groups. So many projects are not properly noticed and so little outreach done.
- 1 I think neighborhood-based community meetings are a good idea and not only when there is a major controversy. I think many residents are interested in the future of the City beyond more narrow personal business interests.
- 1 update your very very very outdated contact list!! We all attend meetings & sign in & OK releasing our names for your contact lists.
- 1 Word of mouth, local neighborhood based postering/flyering, hosted events with refreshments, targeting blogs like Mission Local etc.
- 1 Improve notification to me about work the planning dept is doing in my neighborhood. The mailed neighborhood notifications I used to get about proposed construction in Miraloma Park and adjoining areas have stopped - please resume or send email instead. Residents should have opportunity to comment on planning proposals by email in lieu of attending a meeting. Notification should be broadened, for example what happens in Glen Park, West Portal, Sunnyside affects residents in Miraloma Park.
- 1 Find some way of letting people know about the part of your site that lets people know about active permits in their area. I've been trying to get information on a private development project for months and this survey is the first thing that led me to the part of your site with that information.
- 1 Posting in community meeting areas such as coffee shops, telephone pole meeting announcements to reach the many elderly residents of this district who, surprisingly to some, are not computer users. Flyers in mailboxes for issues that effect planning, impact and life quality (development, ie -- utility boxes, etc.)
- 1 More should be done in public media to inform what the DFepartment's yearly work plan is with and key objectives and planned deliverables. How Department is fubnded and key sources of revenues and limitations.
- 1 community newsletters (which you may already be using; I am a city staff person that does not live in the city, so I wouldnt' know.)
- 1 Posted Notices in relevant areas would have a broader reach than press releases or website updates without being intrusive like mail/email/social networking might be
- 1 I like e-mailed meeting Agendas, ie. Planning Commission, Eastern Neighborhood CAC, etc. 311 notices, Large project notices with drawings and meeting schedules.
- 1 More public posting in public and private locations. Several neighbors state they have not received notices from the planning department despite the assertions of particular planners.
- 1 I'm not sure if you already do this, but participating in blogs, especially Streetsblog. It's an online go-to informational place for issues relating to the issues I'm interested in.
- 1 I think the city should maintain a government-wide opt-in email list where one could sign up for their police captains email, planning-related items, MTA stuff, etc. in one place. We are bombarded with information so its hard to cut through. Physical mail is one that you should consider more of.
- 1 You have to come up with a viable way to communicate with drivers who rely on streets to commute. You

Count	Response
	spend too much time reaching out to the SFBC and other groups and do nothing to tell the drivers who depend on streets every day that you plan on closing off large sections of streets and diverting them to other uses. You put up a lot of signs after projects have been started which congratulate yourselves on the projects, but never use similar signs before hand to let drivers know that the routes they depend upon will soon be closed or diverted.
1	Human billboard https://secure.wikimedia.org/wikipedia/en/wiki/Human_billboard Sandwich Board Men https://secure.wikimedia.org/wikipedia/en/wiki/Sandwich_board
1	TV, radio, news outlets. MOst people do not attend meetings and/opr look at your website- use the media outlets that peop[le already know about.
1	Posted notices and mailing are probably most effective to reach residents. Or since planning affects homeovers, append news info with a link from property tax statement.
1	If Planning Department has a community meeting, you need to have them more widely distributed re attendance. Also, you do not listen, you have your own pre-conceived ideas, your questions are too binary and narrow, and you do not truly get citizen input before making up your mind.
1	ACTIVE outreach to neighborhood associations, and improve the way Neighborhood Associations can define their are a of interest. Planning's current neighborhood boundaries ignores the actual communities of interest as they are now, and in many cases the historic (30+ year old) neighborhood organization boundaries.
1	Improve the public notice process - posting in the Examiner may meet legal requirements but fails to communicate. Develop a flexible sign up process to register for noitces Improve notice process for hearings that have city-wide impact. Right now, if a planning action or hearing changes a citywide code, there is NO effective notice to interested parties.
1	the problem for planning dept. is that those who attend hearings are not the great "middle" of people who care about the city but not enough to spend hours waiting to testify at a hearing. so who does planning hear from? the gadfly's who attend every hearing or the whining neighbors..planning dept. needs to figure out a way to have the voices of this great 'middle' represented at hearings.
1	Most of people watch local news in the evening. Local TV stations are the best media to reach out to the public.
1	Main SF Gov website, continued penetration into social media networks, signs and notices on local rec centers, notices at all public buildings, build an email distribution of active members of the public, engage with community organizations, target property owners in areas, etc.
1	Set up a booth at the local annual festivals and Sunday Streets to talk to local residents about the effects of good/bad/non-existent and developer-beholden planning in SF

5. Overall, how successful do you feel the Planning Dept. is at informing the San Francisco community about projects, activities, and services?

Overall, how successful do you feel the Planning Dept. is at informing the San Francisco community about projects, activities, and services?

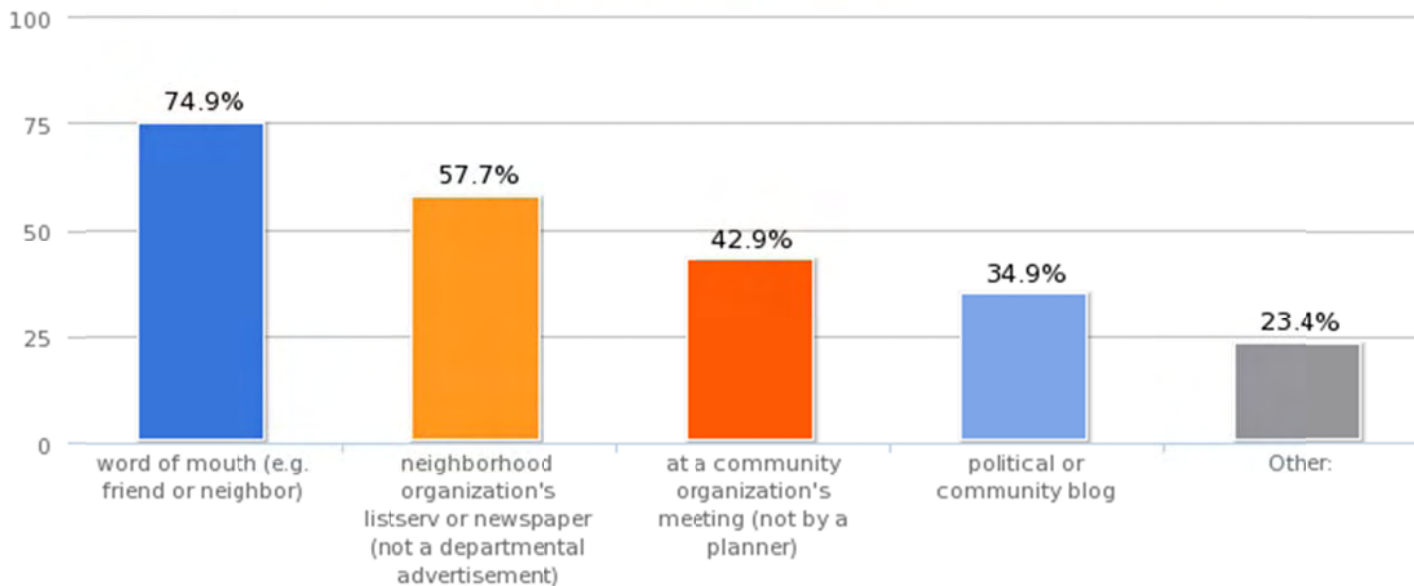


Value	Count	Percent %
Not Successful	53	29%
Somewhat Successful	91	49.7%
Successful	24	13.1%
No opinion	15	8.2%

Statistics	
Total Responses	183

6. How else do you hear about local planning projects, other than directly from us? Select all that apply.

How else do you hear about local planning projects, other than directly from us? Select all that apply.



Value	Count	Percent %
word of mouth (e.g. friend or neighbor)	131	74.9%
neighborhood organization's listserv or newspaper (not a departmental advertisement)	101	57.7%
at a community organization's meeting (not by a planner)	75	42.9%
political or community blog	61	34.9%
Other:	41	23.4%

Statistics	
Total Responses	175

7. Generally, how do you prefer to participate? Also, if you have previously participated in our activities, please tell us how. Select all that apply.

I prefer participating in this way	I have participated in this way	Responses

Planning Department informational meeting to learn about a project	66.7% 84	65.9% 83	126
Planning Department public meeting to give input on a project	65.6% 86	65.6% 86	131
design workshop or "charrette"	69.8% 67	59.4% 57	96
focus group (small group interview to give input)	85.3% 81	31.6% 30	95
public hearing to give comments at the Planning Commission, Historic Preservation Commission, or during an environmental review (EIR) process	45.1% 46	74.5% 76	102
Citizen's Advisory Committee (CAC) or a Project Area Committee (PAC) to advise a project long-term	66.2% 45	55.9% 38	68
pre-application meeting held by a project sponsor or Planning Dept. staff (for construction of a proposed building)	71.6% 58	53.1% 43	81
environmental review (CEQA/EIR) process to give input on proposed project or plan	54.7% 47	66.3% 57	86
survey	70.1% 75	43.0% 46	107

8. Outside of Department-led meetings, what are the best ways we can involve the community, including underrepresented populations (e.g. immigrants, low-income, youth, renters)? Please choose your top 3.

Outside of Department-led meetings, what are the best ways we can involve the community, including underrepresented populations (e.g. immigrants, low-income, youth, renters)? Please choose your top 3.



Value	Count	Percent %
Presentations and opportunity to give input at meetings for community groups I already belong to (e.g. PTA, neighborhood associations)	112	65.5%
Information tables and activities at community events and festivals	75	43.9%
Staff who are familiar with underrepresented populations to inform them and get their feedback	67	39.2%
Partnerships with community groups, service organizations, and faith-based institutions to help with outreach to the public	87	50.9%
Online discussion forums	25	14.6%
Online surveys	39	22.8%
Online webinars	11	6.4%
Other social media forums you use and recommend:	14	8.2%

Statistics	
Total Responses	171

Your Ideas:

Count	Response
1	Adequately notice and conduct outreach. Very poor job at present
1	Also send info to homes since some residence do not have Internet access at home.
1	An e-mail "suggestion box".
1	Better advertising and communications of projects
1	ENGAGING COMMUNITY PARTICIPATION
1	Mail notification, mail notification, mail notification w/drawings.
1	Note - not a big fan of social media
1	Put Left Turn pockets on San Jose Guerrero ASAP. Get opinions of drivers who use the street.
1	Stop telling people what they can and cannot do with their own property.
1	Using the press to get the word out.
1	definitely number one above is the key -- working with groups that I already belong to
1	radio.newspapers,
1	use community groups to help you get the word out.
1	use facebook and twitter
1	staff follow up is poor. participation in major hearings is a huge waste of time since the department does not listen. make it worth people's time to participate by not having your mind made up in advance and having useless theater in public hearings.
1	Podcasts, youtube type videos. Teachers might be able to introduce these kinds of things during a civics lesson for high schooler as part of a teaching unit on civic participation and process.
1	I am not a part of an underrepresented community, but do work in communities that are underserved. Even in my more affluent neighborhood outreach efforts that seek to engage me are more likely to succede. The key is informing the public about opportunities. That said my history in never having heard of a planning department meeting may be the result of living in an area where development projects rarely happen whereas neighborhoods like Bayview with a the redevelopment effort are more likely to hear about your meetings. That said, I am interested in the City's development and potentially would participate in some of your meetings.
1	Planning must be communicated in a more transparent manner related to costs, impacts, and future benifits.
1	I think you guys try hard but you can never reach everyone. Snoozers wake up at the last minute and cry foul, it's inevitable. Good luck though.
1	My challenge has always been that it seems SFPD listens only to in-person testimony at hours long nighttime meetings. As a citizen I can't weigh in without spending \$100 on babysitters, and that's not fair. The scheduling of public meetings where the agenda should keep that in mind.
1	Do a better job of getting community input on proposed projects. Letting project sponsors run these shows is insufficient and inadequate.
1	Hold meetings BEFORE you finalize your plans. Otherwise, people feel you just hold public meetings to meet legal obligations and don't care about or respect the opinions of those most directly impacted.
1	drop the out-of-control public input already! be reasonable! Complaint-driven processes are ALWAYS unfair- and it is wrong. my neighbor held me up for way too long because he loves to hear himself talk at a captive audience (hearings, et al)
1	I think a booth a local neighborhood events (listed above) would be the best way, especially in the mission.

Count	Response
1	Spend the money and send mailers out to everyone in the project area. You would not believe how many people tell me all the time that they never got noticed on projects that will impact them. Expand notification area for Large Projects to 1000- 1500 feet, in proportion to their overall size.
1	This city does not have an under-represented population because your department has spent 40 years over-representing a tiny percentage of the populace who wants to control everyone's everything. You have created the opposite of democracy - a city in which a loud but tiny minority overwhelms project sponsors, owners, and the majority of neighbors
1	Friends -- we work full time and commute. It is so distressing to not be able to participate because we simply do not have time to become informed. Could you be respectful of that by issuing something very compact, with links, that might be maybe "your saturday City or Neighborhood news update" via email? 20 minutes every other Saturday for staying up to date, or something? Also, each link could have a key word summary that would be "may be of special interest to people interested in recreation, outdoor space, transportation" or some such.....
1	Provide robust, online, moderated community discussions where there are opportunities for both planning staff and community members to delve into basic, repetitive background information, explore reasoning behind project proposals, and establish a rigorous approach to vetting project proposals. With leadership this kind of forum could serve as an educational tool to help guide forward thinking approaches to planning while allowing more diversity to the voices than the typical opponents who tend to dominate the discussion.
1	Having online webinars won't work because they are time-specific like the meetings at City Hall and people don't have time to personally participate or are physically not able to. You have to allow 24-hour access to info (presentation slides used in the meetings and previous public comments available) so people can respond on their own time and be able to ask questions via telephone, mail, email or discussion forum.
1	My experience at meetings and with particular issues has shown me that certain interests of powerful people come before the public interest.
1	i find it difficult to make it to the evening public meetings. it would be great to have it video conferenced and allow online folks to submit questions online and also submit summary feedback online afterwards.
1	Temporary Facebook Group or Google Circle around a specific planning project for input; Many people may not be able to attend a mtg. even if they really care about the issue. Using online tools so that people can provide input whenever they want using a channel they already use is a step in the right direction. Twitter is good for broad message outreach to unknown networks (think retweets) whereas Facebook is great for interacting with a community who already knows and supports you. Or what does it look like to have a blog around planning projects across the city where you can post updates, ask for comments, post live tweets from a planning mtg., etc. Sometimes I'll run across a sign on a telephone post talking about a planning mtg that I missed that I would have gone to if I had known and think "i read streetsblog every day and follow X Y and Z on Twitter and no one is talking about these things"
1	I find the much of the city's planning process to be driven by "squeakiest wheel gets the grease." That is, those few who show up to occasional meetings or Board committee hearings completely determine outcomes. There's nothing democratic about it, except that in theory everyone has access to the process. But daytime meetings, etc., are not very accessible to the bulk of citizens. Instead, there ought to be far better ways for neighborhood VOTES. Seriously, a plebiscite mechanism -- even if it's just on the Planning Com website and only to those who register. The barrier to that is much lower than writing a letter or making a meeting. I know the majority opinion is often trampled on in favor of a vocal minority here in SF -- and that's largely due to the Planning Commission's PROCESS, which favors attendance and rarely seeks plebiscite. CHANGE THIS, for god's sakes. Question #9 (next) illustrates the bias towards physical attendance. Why, why, why -- if you care about opinions -- do you insist on in-presence so much?
1	making sure that every developer engages in public outreach, with planner checking to make sure it happens.
1	for major projects, planning dept should figure out a way to get comprehensive feedback from neighbors. nyc has experimented with electronic kiosks in neighborhoods to get direct response from neighbors, don't know how that is going
1	Ensure tenants are notified of proposals and meetings in their neighborhoods - not just property owners. It

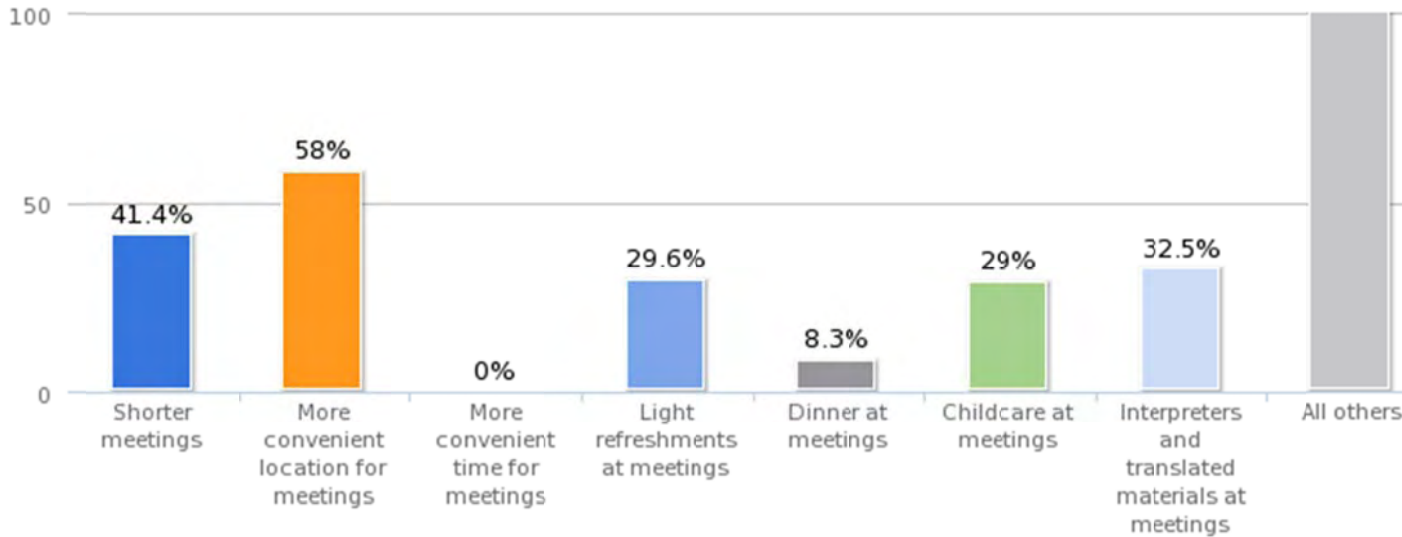
Count**Response**

- would be a simple matter to send something to "resident" of each unit. Also, easier access to multi-lingual materials.
- 1 You need to institute monthly PAC meeting attended by all the heads of dept. (Planning, Historical, Environmental, Design Review, ETC.)
- 1 More outreach to different groups and emphasizing the ideological over the practical. Families are NEVER well represented at Planning Dept meetings. Middle class families have no voice in San Francisco Planning decisions. The system is designed to favor the input of the radical, vocal, minority.
- 1 Definitely need multiple information channels as community events and festivals aren't weekly or monthly activities. Signage at location with information on how to get additional information, even at the proposal stage.
- 1 1) We don't have any "Nature Sculptures" per say. We have many modern art sculptures which are fine but I love the Whale Sculptures and other nature based sculptures. I support this kind of sculpture. These are very widely enjoyed. 2) I object the the electric billboards posted on market street. Pretty soon we'll have diaphers and personal hygiene adds on electric billboards and banners. We need limits. 3) I support the banners for City related functions only. 4) More parking needed for family tourists or a shuttle system for them to park somewhere and bring thier families in. I feel sorry for families who drive here and then cannot park and don't know what to do then. I think it's tragic that selfish people don't look out for families. We can have a win-win so both sides can have a place. 5) I work as a Nurse and I'm aware of how few people are healthy enough to ride a bike or walk far. Some have a disease that is no fault of thier own such as MS, ALS, Cancer, etc and these people cannot bike and are too tired to advocate for themselves. I bike and I have friends who bike (bicycle) but I also advocate for those who cannot. I see/hear many selfish bikers who are very hoity toity and snobby. They don't care about the weak or disabled. I support more parking under buildings being required. 6) I own a 50 lb Border Collie-dog. I keep her on a leash for the protection of nature. I have no problem walking her with a leash. If I didn't want to walk with her then I should get a smaller dog. Many people want a big dog and then they're too tired to run with it. Then the dog runs into nature areas (not the dogs fault) and ruins the natural environment. These people stand and talk on their cell phones and completely forget they have a dog. These people make it bad for the rest of us. I support lease laws. 7) I support parks that are for vegetable gardeners. Particularly in areas that have low economic levels. 8) I support areas where young people can use a skate board or other recreation for young people. 9) I support an Aquarium at the Old Exploratorium site. A perfect place for an Aquarium, Monterey Bay Aquarium size. We could do it. We could just put a wall of glass and allow nature to take care of it's self. Perhaps some additional lighting. Some props to attract larger fish such as feeding stations. That way the bay would take care of itself naturally. Lighting could be solar. Just a thought. 10) I support community gathering spots to be required in all apartment buildings so people have some place to gather as a community for birthdays,etc. To increase the quality of life. Right now everyone is so isolated due to studio living. That is unethical.
- 1 Identify liaison's within the department to work with neighborhood associations - someone who is familiar with the district and concerns. Early notice of proposed developments and projects Facilitate meetings between project sponsors and neighbors
- 1 where's the outreach????? Why does the Planning Dept stay mainly in their offices....or only come out when s_____ is about or has hit the fan???
- 1 Being sure to involve the residents impacted by what is proposed and not those with special ideological or financial interests who who do not actually live in San Francisco.
- 1 More fliers up. Bold fliers in windows of many businesses, on bulletin boards, etc. not just on telephone poles, where most people ignore them.
- 1 Advertise the SF planning web site in newspapers, especially SF Examiner as it is delivered free to much of San Fran. Newsletters at libraries pointing to website.
- 1 Treat the south of market area such as 2nd and Folsom as a neighborhood and not an industrial zone. We're paying way more taxes than corporations and developers and city employees pensions yet we're treated as second class citizens and developers get anything they want from staff at our expense.
- 1 I work for another City agency. Please stop mailing multiple CEQA notices to our department through the US mail. The mailing lists are rarely updated, and the notices go to people who don't know what they are. This

Count	Response
	wastes time and money. Please notify us by email. The names of the people to be notified should be updated on a regular basis. Perhaps there should be one point of contact for each city department who can notify you when people change positions.
1	The locations selected should also be made available to the elderly. Some of my neighbors who live in SFR are in their 80's. Meetings held at night and in places that are considered "not safe" are bad. Planners should vary times and locations of meetings. Not everyone is on a 8 - 5 schedule. Not everyone views the planners schedule as being more important than the rest of the community.
1	Community based outreach with language and culturally sensitivity, and work with local groups who have relationship and trust from local residents, folks.
1	Less is better. Most who attend are not well informed enough to give intelligent feed back. Your opening up a can of worms by inviting the world.
1	Develop relationships with Home Owner Associations and/or their management companies so that they have access to information that will impact their neighborhoods.
1	Host monthly or quarterly "workshops" throughout the city to inform residents of on-going or upcoming projects.
1	I do not believe there is a neighborhood association in the Sunset. I've been interested in finding one. This district is large and diverse enough to have several kinds of groups.
1	Planning staff should inform and work with established neighborhood organizations on projects and get their input on issues before projects are scheduled for public hearing/before 311 or 312 notices go out.
1	you are not going to reach underserved populations on-line. People don't participate because they don't feel it's worth the time, not because of lack of opportunities.
1	Consider much more broad-based egovernment input through electronic data. Stop the Planning Department from filtering input. DO NOT use general ideas -- like sustainability -- to make blanket recommendations about a neighborhood. San Francisco needs a better plan and does not need to absorb 90K more housing units without the infrastructure that we don't have. We lack so much and in lieu money is not the answer: Sewers in Eastern SoMa? Transportation to the SW corner of the City?
1	Please see my comments in the previous comment field. La Playa Park is an ongoing community rooted developement please contact me Steve Ward seaward94133@yahoo.com 415 681 4337 and see our website at laplayapark.info
1	Market St. discussion on line worked nicely EIR discs with better indexing and not as pdfs to make it easier to comment. Charettes are good becasue they allow every to be heard without any taking up every ones time.
1	I prefer to participate in ways other than in-person meetings, but that wasn't an option in ques. 7.

9. As far as in-person meetings, please select the top 5 accommodations and strategies you think are most helpful in allowing people to attend, including underrepresented populations?

As far as in-person meetings, please select the top 5 accommodations and strategies you think are most helpful in allowing people to attend, including underrepresented populations?



Value	Count	Percent %
Shorter meetings	70	41.4%
More convenient location for meetings	98	58%
More convenient time for meetings	0	0%
Light refreshments at meetings	50	29.6%
Dinner at meetings	14	8.3%
Childcare at meetings	49	29%
Interpreters and translated materials at meetings	55	32.5%
Combined agency meetings so I hear about multiple issues happening in my neighborhood	75	44.4%
Less technical meetings and explanation of technical concepts in simpler and relevant terms	48	28.4%
Smaller meetings for specific groups, e.g. youth, immigrant communities	39	23.1%
New and innovative exercises during meetings that are fun and engaging	22	13%
More convenient days or times for meetings. Do you prefer weekends or weekdays? Afternoons or evenings?	93	55%

Statistics	
Total Responses	169
Sum	24.0
Average	24.0

Your Ideas:

Count	Response
1	Always with Neighborhood Organizations. Involvement with MTA & MUNI.
1	Could the presentations be made available online either in real time or after the fact?
1	I think what the Planning Dept has been doing is just about right.
1	Link to presentation on YouTube.
1	Unclear what meetings are you referring to. These don't occur in our neighborhood.
1	Use key community activity centers for meetings
1	Very difficult to attend evening meetings. Day-time options are better.
1	don't do it.....read last comment
1	in my experience, meetings with small groups and interactive activities work best.
1	meet the people where they are at....
1	meet us where we are
1	meetings with follow up on decisions and input received
1	near major public transit hubs and/or well lit heavily used pedestrian areas
1	skip the "new and innovative exercises."
1	i sat for 5 hours and waited to be called at my frivolous DR hearing, and paid my project manager to be there as well- why couldn't we get a one hour time window appointment? Insult to injury.
1	the other option is to give people multiple ways to give input. This should include an online option where they could either watch a recording of the presentation or a write up and give comments online.
1	I could be wrong, but most of the times that I hear about community input meetings for large projects that I would like to give feedback for (Park Merced for example) the notice is not given soon enough and the meeting is taking place in the middle of the day on a weekday. That is a little frustrating for me, as a working person. It seems that the best way to get feedback from the groups that are affected the most would be to not have the meetings during normal office hours.
1	There should be significantly fewer meetings and less road-blocks put in place by the Planning Department. At this point the only groups able to afford to build anything in San Francisco are the wealthy or huge corporations because the permitting process for a simple remodel is now nearly 1 year just for Planning approval, assuming one of the few overly empowered neighbors don't apply for DR or any number of other blocking maneuvers adding another 6 months to years of delay.
1	I have found most meetings to be inefficient and ineffective: a lot of process, expensive use of City resources, and an outcome that ignores the input anyway. Online/phone surveys or email requests for comments should be the primary source of input.
1	commission needs to clarify its role. too much time at meetings is spent at DR hearings or whining neighbor

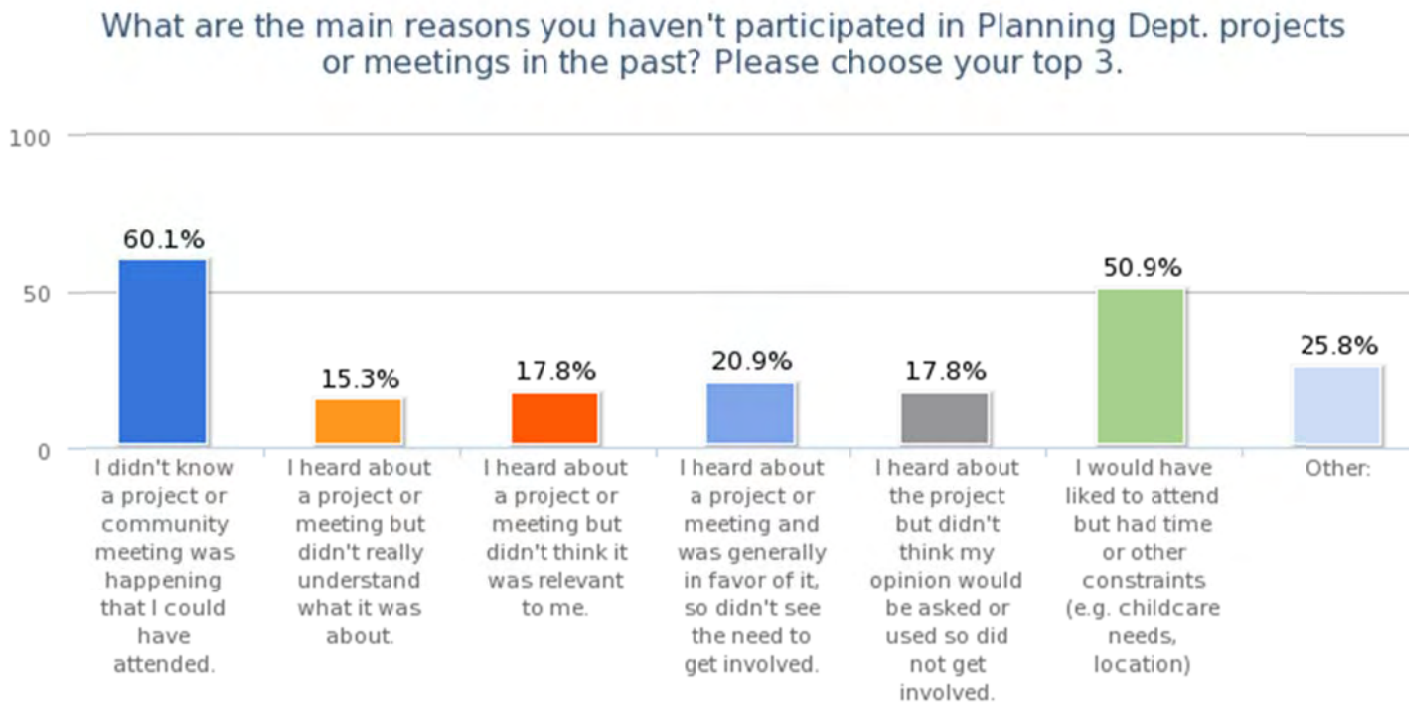
Count	Response
	battles. this needs to be resolved by staff and free up commission for the big picture items. and commission needs to back up staff decisions.
1	Many meeting/presentations are during the day when people are at work. Online/you tube presentations to inform residents or making them more convenient to attend.
1	Vote to approve every single project that comes before you, if the people backing the project have legitimate use of the site
1	Well advertised charrettes in affected neighborhoods will help along with good facilitators who actually record input. You may to explained why the ideas with the most local support are actually not feasible.
1	The choices above seem like they have been created by a single mindset that meetings are inconvenient. It would be appropriate to communicate the meetings are taking place to neighbors and businesses in the area of a proposed project or plan outside of the 311 or 312 notifications.
1	Meet with people individually at your office at a convenient time and listen to them and incorporate their suggestions. The town-hall meetings are controlled and coopted by bike activists. Everyone else is politely told they are not welcome.
1	Is the goal to really just get more warm bodies in a room or is it to get more feedback? I would say having some sort of user-friendly transcript or blog post recapping the meeting would be a great start to get feedback from those who aren't able to attend the mtgs for whatever reason.
1	I don't think combined agency meeting are good. I would only want to go to meetings for selected topics. But maybe topical meeting such as parks and urban greening. I would want to get an update on all mission parks at one meeting.
1	"Meetings" is a very general term. The appropriate solutions are very dependent on the type of meeting. For neighborhood or area planning meetings, duplicationg meetings in differetrn time windows is needed - e.g. both morning and evening, or weekday and weekend, on the same topic - otherwise many people are locked out because of work obligations, etc
1	All meetings should be tailored for the audience. A youth meeting will have a different style and focus than a families/parents meeting. Families meeting will need childcare but not youth meetings. Best to focus on presenting info to a specific language group, all meeting in that language so that you are also addressing cultural differences. If its all in English, with that type of cultural style, even the translation won't be as effective. It should be all in Spanish or all in Cantonese, for example. This makes it easier for the message itself to actually reach the constituents.
1	I don't really want to eat dinner at meetings, but I checked it because it is certainly true that it is difficult to motivate to go out again once you have come home. So, I suppose the most convenient time would be right after work, on the way home.
1	Planning Commission attracts people who have nothing better to do in the daytime. How about online participation?
1	Online participation, livewebinars you can dial into from home when your kid is asleep Preventing rants from extremist neighbors is important too, this is why I avoid these things usually
1	i think it is more the lack of time that keeps the community from attending, rather than the accommodations. offering online video conferencing to view during/after would be most helpful and allow those online folks to offer feedback online.
1	Having recently participated in MTC's One Bay Area meeting about projected growth in the City, I would add that new and innovative exercises only work if time is allotted so that they can work. In the MTC meeting much time was spent "explaining" the agency's perspectives and on "voting" and "listening" to disgruntled people rant, then when the time for small group input ocured we were told to rush as we only had 5-10 minutes for each exercise. I left feeling very unsatisfied, as if my input wasn't really desired at all.
1	Limit speakers to ONLY those Directly involved in issues. IE, photo .proof of neighborhood residence
1	Timed agenda so people don't need to sit through lengthy periods of time on issues they are not concerned

Count**Response**

about

- 1 All input doesn't have to support or favor approved city policies. Why are we NEVER given a description of "transit first" and never given a choice as to how that is implemented. Also, why should anyone participate if the Board of Supervisors is just going to overrule anything they don't like and, failing that, put land use issues on the ballot. The whole thing seems pointless. Its made all the more so because the community is never included in the final product and it is never brought back to the community once complete.
- 1 I agree that many parents would not be able to attend a week night evening meeting. Although I wouldn't attend a meeting held on a weekend, they most likely would, in the morning. Perhaps you have to hold two meetings, one for each demographic.
- 1 Outreach is all. I'm extremely interested in local and civic issues, a good participator, and an active neighbor. In 18 years at my address, have never heard by posted announcement or newspaper of a meeting relevant to a local issue.
- 1 nothing works like seeing it for yourself.....the "La Playa Park Transit Theme Corner" Allow me to give you a walk through on site at a mutually arranged convenient time....Steve Ward 415 681 4337
- 1 You will get more people attending your workshops and presentations if they feel that they are being listened to. As it is, many many people feel that the Planning Department is simply giving lip service to the community and holding meeting to fulfill requirements, and that the net result has nothing to do with community needs or desires.
- 1 meetings seem to be a waste of time, since people with particular interests and agendas control both the way the meeting will go and Planning staff seems to deal better with those people that they know and have developed the meetings with.
- 1 Better graphics, a way to make sure that the public meeting input made a difference to the planning commission
- 1 Hold more weekend and evening meetings so that people can attend AFTER work. AND invite them to bring their kids. Also, realize that people need dinner first. Use existing organization meetings because they are already bringing in those who are impacted and interested. They can help with attendance and scheduling. Try WORKING WITH communities of interest instead of imposing your schedules and ideas on them. Stop using project names and DESCRIBE what will be discussed.
- 1 If the meeting is about a specific project such as Sunset Rec Center, library, etc. where multiple meetings are planned then input and feedback needs to happen at subsequent meetings. Stern Grove was a good example.
- 1 When there is a change to the project, have a new meeting so input can be addressed for the changes. the old meeting is no longer valid. 800 presidio project example, no meetings after serious changes in project bulk and height and design.
- 1 Assess who isn't attending and go to them. Sometimes you've just got to show them they are stakeholders in these decisions. I understand this can be very time-consuming and may not conform to your current budget, but I feel that is what it takes. For example, if you are considering uplifting a certain corridor, go to each resident/merchant and speak to them because a lot of them won't know or can't attend public hearings. This may also save you time in the long run of having complaint after complaint when they say, "this came out of nowhere."
- 1 Get people there and then LISTEN to them. The Community Outreach Program has designed meeting for Western SoMa and Japantown. Here, the focus is on listening to what people say -- they write it; they discuss it; they see each other's ideas. If Planning is talking over 40% of the time, why meet with citizens? Spend your time listening to questions, reactions, concerns, and input.
- 1 Make sure your lists are up to date so everyone is advised. Do repeated mailings or notices, not just one.
- 1 Meetings where input from the community is measured, recorded and implemented in to action plans.

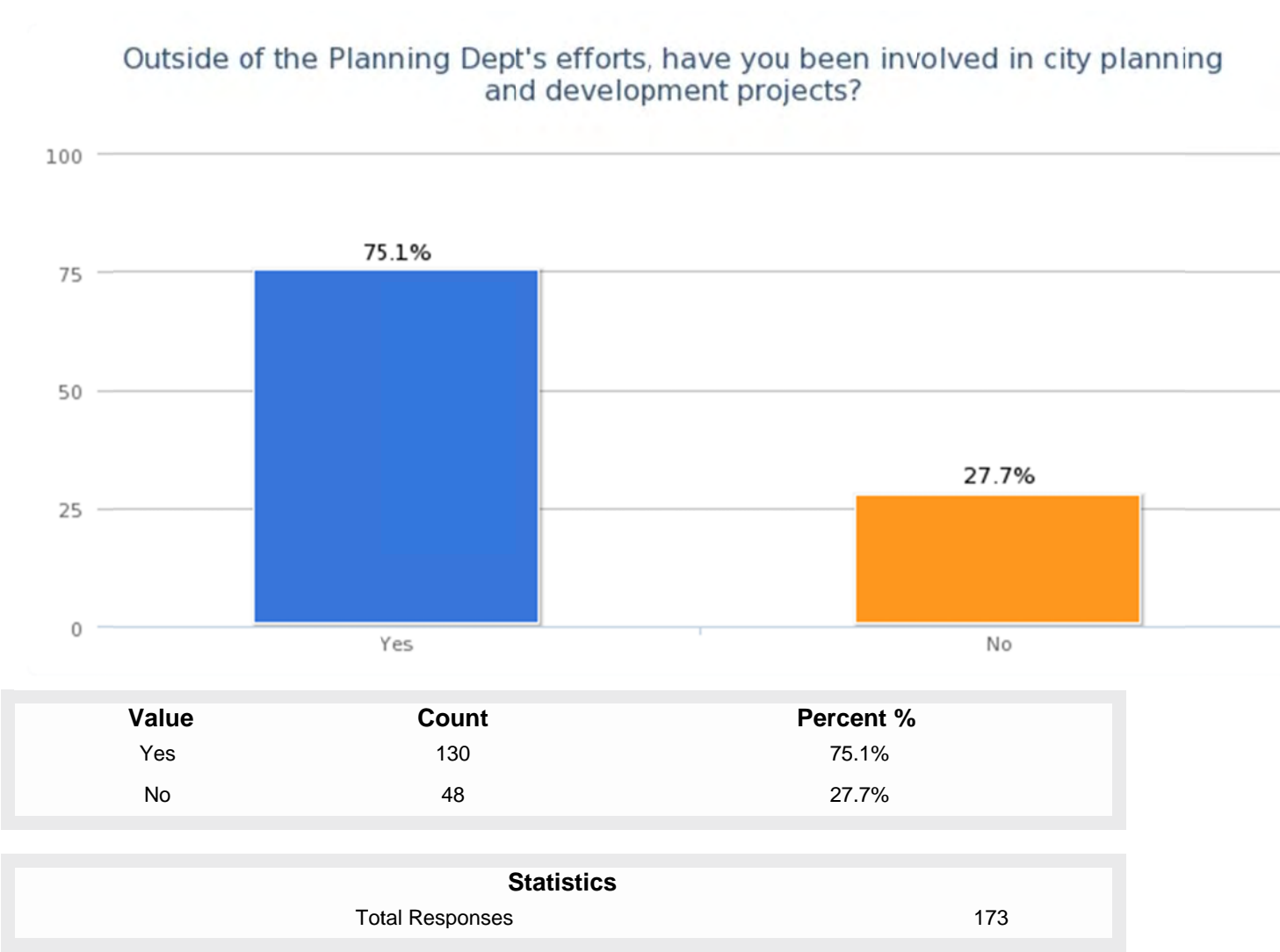
10. What are the main reasons you haven't participated in Planning Dept. projects or meetings in the past? Please choose your top 3.



Value	Count	Percent %
I didn't know a project or community meeting was happening that I could have attended.	98	60.1%
I heard about a project or meeting but didn't really understand what it was about.	25	15.3%
I heard about a project or meeting but didn't think it was relevant to me.	29	17.8%
I heard about a project or meeting and was generally in favor of it, so didn't see the need to get involved.	34	20.9%
I heard about the project but didn't think my opinion would be asked or used so did not get involved.	29	17.8%
I would have liked to attend but had time or other constraints (e.g. childcare needs, location)	83	50.9%
Other:	42	25.8%

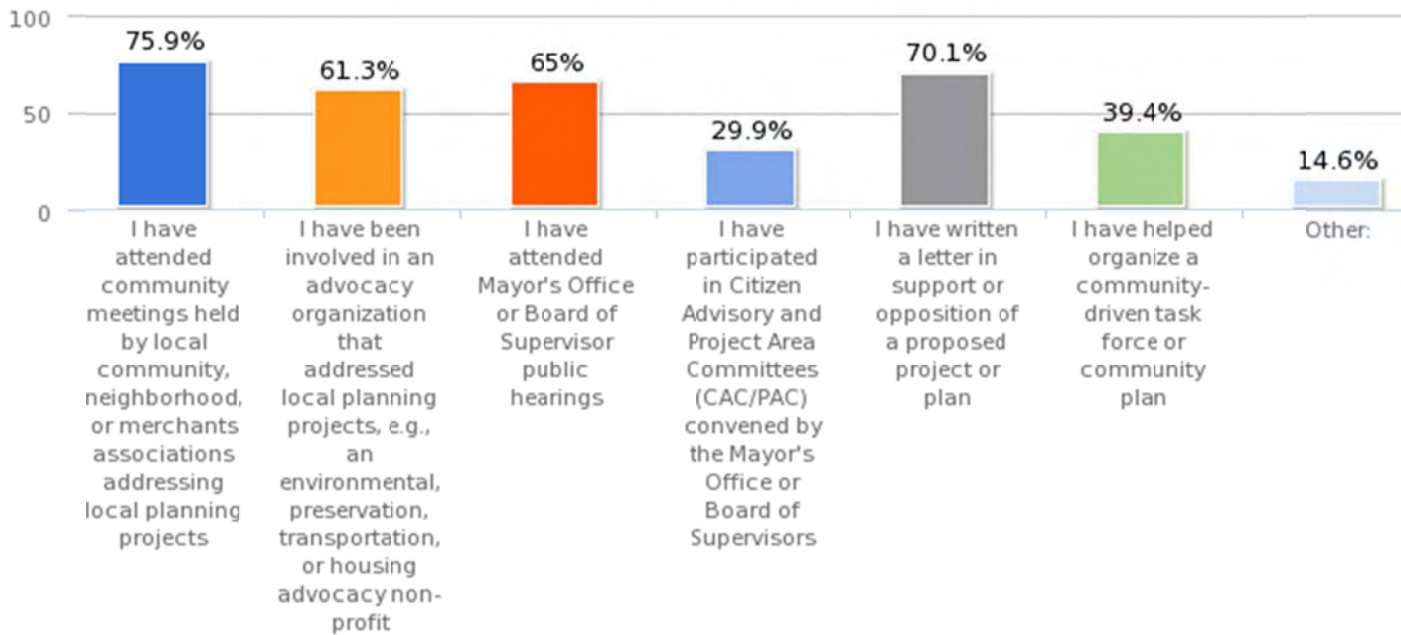
Statistics	
Total Responses	163

11. Outside of the Planning Dept's efforts, have you been involved in city planning and development projects?



If yes, please select all that apply:

If yes, please select all that apply:



Value	Count	Percent %
I have attended community meetings held by local community, neighborhood, or merchants associations addressing local planning projects	104	75.9%
I have been involved in an advocacy organization that addressed local planning projects, e.g., an environmental, preservation, transportation, or housing advocacy non-profit	84	61.3%
I have attended Mayor's Office or Board of Supervisor public hearings	89	65%
I have participated in Citizen Advisory and Project Area Committees (CAC/PAC) convened by the Mayor's Office or Board of Supervisors	41	29.9%
I have written a letter in support or opposition of a proposed project or plan	96	70.1%
I have helped organize a community-driven task force or community plan	54	39.4%
Other:	20	14.6%

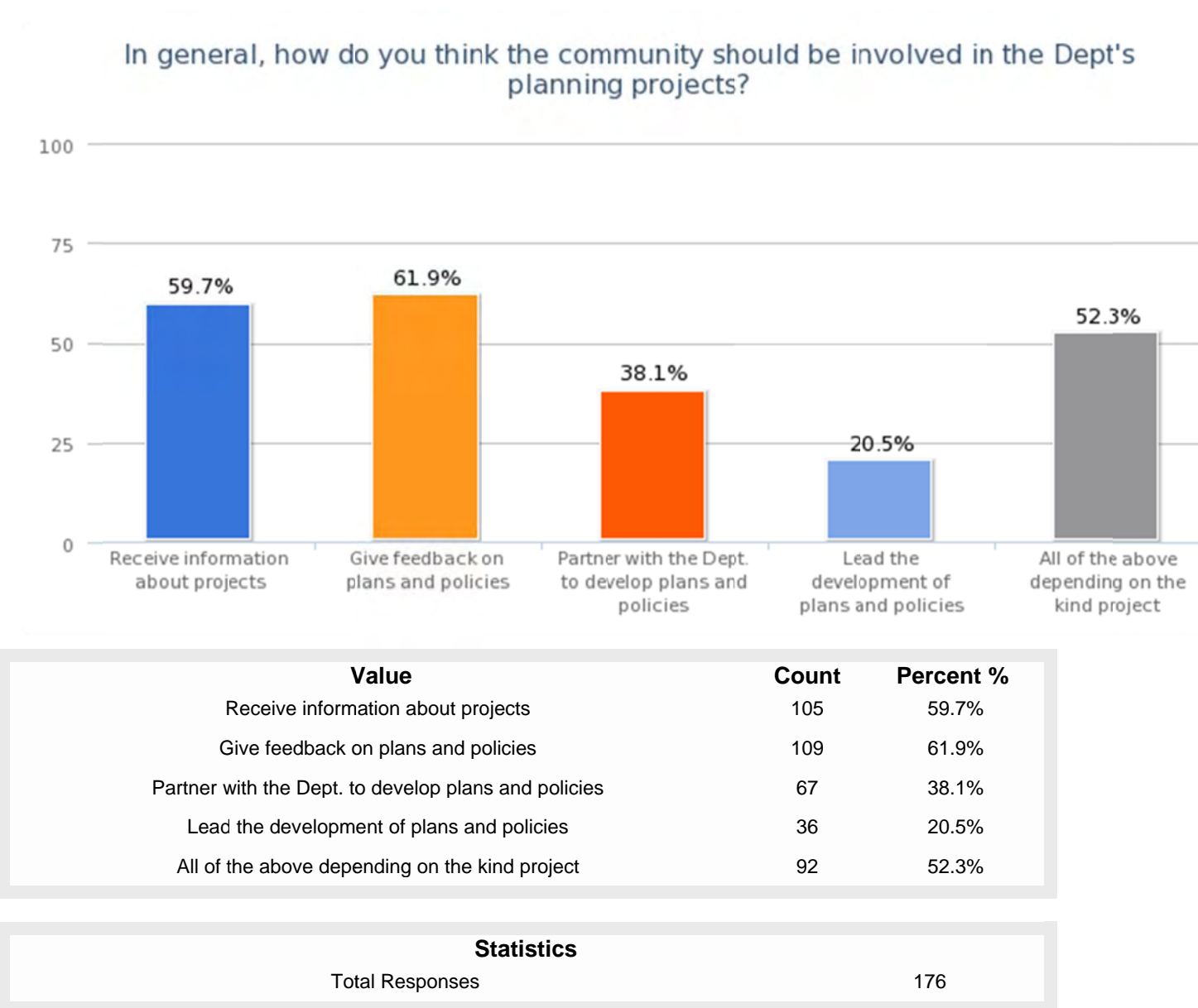
Statistics	
Total Responses	137

Additional Comments:

Count	Response
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Count	Response
1	I have discovered that speaking at a Planning Commission hearing is useless. I prefer to write.
1	I learn about these issues from special interest groups; faithbased community, local news papers, friends
1	Maybe the City should set up Community Boards similar to New York's Community Boards, fully run by residents where residents take over and bring it to City Council/BOS. So everyone gets a chance to attend since its in their community and in the same place every month.
1	The Planning Department attended a workshop to learn how to get citizen input. The biggest turnoff -- going to one of your meetings and then not being listened to. Why go?
1	DON't limit our responses to three or five or fewer. All that apply should always be used in these surveys. You might learn more.
1	it has gotten more and more difficult to work with individual planners during the past several years. EIR's have gotten more and more biased. Notice of projects happening in our neighborhood is not effective or too late. Planners are non-responsive to neighborhood concerns.
1	I have been continually disappointed in the outcomes of the Planning Dept. which ignore the needs of residents and cater to the development community or other special interest "communities" whose primary membership is non-resident (bicycle coalition, SPUR etc.). I have been to Planning Commission meetings where the residents in attendance were put at the end of the agenda - after midnight - because we weren't being paid to attend the meeting!
1	EIRs prepared by the Planning Department's consultants often ignore impacts and the need for mitigation and say there is no significant impact when there really is significant impact.
1	Travel costs and Gasoline have limited continued regional and state wide involvement, as well as multiple agency discrimination in hiring practices of senior experienced external job candidates-----involvement burn-out from lack of appreciation and recognition of personal time and financial sacrifice.
1	Include some questions about general planning philosophy in this survey, such as "Who should have the final say in how a piece of property is developed: A. The owner or his/her designee(s) B. The Planning Commission C. Politicians (mayor/Board of Supervisors) D. Planning bureaucrats E. Whoever raises the biggest stink F. Whoever kicks in the most money G. Whoever happens to live nearby the property
1	Nearly every Planning Department program I have encountered has added to the cost, timeline, and outcome of a project in a decidedly negative way. Nearly every Planning Department program defeats its purpose and in fact causes the opposite reaction. If the goals of the Planning Department are to help keep the costs of residence down why add a year of planning review and overly empower the minority to dictate style/taste? If the Planning Department was sued for not forcing EEA's for older buildings why push that responsibility on to the property owner adding several months of delay with large fees? If a DR application needs, by Planning Code, to show the proposed project poses 'exceptional and extraordinary circumstances' why does the Planning Department not review and dismiss the vast majority of applications which ultimately prove to be frivolous BEFORE forcing a project sponsor to spend tens of thousands of dollars and months of time defending a project that meets Planning Code?
1	The Planning Process which involves the Planning Commission makes it difficult for property owners to move its project due to the Commission's too broad powers to change a project design even though the basis for Discretionary Review has no merit. Efforts by project sponsors to accept recommendation for design changes by staff and advisory committees should foreclose Discretionary Review applications except for egregious violations of Planning Design Guidelines.
1	How do you get the DPT, SFPD, Muni, PG&E, Calbe, Telephone CO., and or any project department to work in unison?
1	Planning dept forgot to notify a BBN holder on my project- I paid the price. He got to cry victim. requested a DR. Requested a Jurisdiction Request. Held us up everywhere including Building, electrical, DPW, Historic (all abated of course). Planning dept notified the BBN holder on our property when they SHOULD NOT HAVE for a re-roof permit, causing more friction with a bad neighbor. Mistakes were made throughout all our process (and not just w planning, but w BID also).

12. In general, how do you think the community should be involved in the Dept's planning projects?



Please Explain:

Count	Response
1	Although in some cases partnering may be appropriate.
1	Aren't you paying attention? Ah...business as usual.
1	I trust professional planning staff. There is too much community involvement.
1	Less time in bed with city politicians and more with residents!
1	Neighborhood input is crucial to any project.
1	Please contact
1	The Planning Department is a taxpayer funded entity that should be working with the community
1	department must lead and represent city and regional interests
1	see charrettes above
1	the community should always be notified and informed. enable ease in feedback and suggestions.
1	Residents should be able to provide feedback and voice their concerns on the changes and impacts that may occur to their neighborhood and city.
1	Would prefer to hear about a project/policy BEFORE it gets to Planning Commission if it affects my neighborhood or a subject I'm particularly concerned about, like open space or transportation.
1	Try to get community involved in making proactive, enforceable plans rather than just in reacting to plans brought forward by private developers.
1	Sometimes the community knows best about its own needs, but we also need your expertise and feedback about how best to get it done. And we need to know what's going on and get involved so there isn't a public backlash.
1	In general, I think city planners are trying to do their best to balance many competing interests including community preferences and meeting policy goals. I think community meetings often devolve into bitch sessions where people complain about their pet issues--this is why I don't often attend. But, I think getting community buy-in from the beginning can make the process stronger.
1	People should be involved in planning their neighborhood BEFORE projects are proposed so developers know the community's feelings towards certain types of development, whether or not allowed by the planning code
1	You have to get the input of people who use the streets, not just the bike committee that wants everything to be a bike lane, and the neighbors who want every street to be a park.
1	My experience is that "the community" is not sufficiently objective to LEAD development of plans and policies, but they certainly should be partners with the Planning Department.
1	As it is and as I mentioned previously, the community is last on the list of stakeholders, first come the developers, then the corrupt city planners, then the community based organizations who get the developer mitigation fees, then maybe the community gets to have say on some insultingly tiny public open space in some uninviting location.
1	The community shouldn't be involved with government planning, because planning shouldn't be done this way. People should be free to make their own plans, without government control.
1	Planning dept should explain goals and strategic initiatives where the project fits in. Community should explain what they need/want and why. Then you discuss priorities and seek agreement with what's going to (and not going to) happen. The biggest thing is that the neighborhood voice needs to be more than just the neighborhood bully. We have one of those (Gillian Gillett) and anyone who doesn't agree with her "just doesn't understand". She didn't even notify all the neighbors about that park on San Jose. Some of the elderly non-email neighbors were mad that they weren't consulted and lost their parking. And that basketball hoop - what a terrible idea. Let's chase after a ball on San Jose Ave during rush hour...that won't be

Count	Response
	dangerous! Or better yet, how about a pick up game at 1am. I'm sure the neighbors won't mind...
1	to the extent that communities are willing and able to participate and lead that should be an option (ie green of streets).
1	The "community" should not decide and lead development of plans and policies. That's the responsibility of the Planning Dept leadership. Too many projects get nixed by small, yet vocal interest groups or projects incur significant delays or cost overruns and none of this is for the benefit of the majority of the population.
1	Involve community from the beginning- they will be able to tell you the specific venues and means of getting greater input and support in each different community
1	THE PLANNING DEPT. HAS BEEN QUITE INSTRUMENTAL IN EDUCATING OMMRA AND THE NEIGHBORHOOD ABOUT UPCOMING EVENTS AND PROJECTS
1	Even if the larger community wants something, if most of the existing residents object, it should not be forced upon the residents because of some political back-door maneuver tho it's done all the time with Planning Dept.
1	Participate in training to learn about science of City planning before jumping in and opposing good projects. For example, MTA is horrible at explaining projects in terms that people understand, causing opposition where there shouldn't have been any.
1	In my experience the Planning staff is just trying to cram housing into every foot of available land. Community driven plans consider existing resident and business needs rather than just developers bottom line.
1	In general, I have a difficult time taking a hard stance on projects that have complex issues. So, while I have listened to presentations, I have rarely involved myself beyond receiving information.
1	The Community should not have veto power or the power to unnecessarily delay a worthy project simply because they have the opportunity to do so.
1	Community input is good, but a fine line between having individual highjacking of projects/agendas.
1	PLanning should especially appreciate input from outside city residents who frequent the proposed project areas and neighborhoods they may work, shop, and entertai besides local neighborhood residents and merchants. Youth and families need to be heard!
1	Neighborhood groups like the Dolores Heights Improvement Group have no "rights", we can only provide "guidence". We need more power and/or the City needs to take our opinions more seriously.
1	Too much for this survey to recommend. Many other countries have great process and procedure in place. SF lacks.
1	Overall public input is an excellent way to create spaces that will be used/appreciated by the community. When processes are in early phases, not too technical , public guidance would be beneficial.
1	The community (in this case I mean the residents of the area affected) live with the outcomes of the Planning Department. The community that profits from those outcomes usually live elsewhere. Resident input/benefit needs to be the primary outcome in all Planning Dept. actions.
1	The Planning Dept not only is tasked to uphold standards, rules, the law, regulations, but do so in an equitable way that treats all affected parties fairly. Too often I see a `digging in' and garrison mentality take place because they really do not respect or care for the needs, interests, or perspectives of the very parties affected by their decisions. They need to remember they are a peoples institution and not an adversarial state institution pitted against civil society...
1	You have the sequence of #12 in reverse. Expect citizens to lead the development of plans and policies and partner with Planning. When you have already "baked in" your own ideas, it's a real turn-off because you aren't listening. If you've already made up your minds, then just email it to me.
1	Too often, we hear about "stuff" when it is late in the process. And sometimes your staff forget about existing agreements, policies, and notifications.

Count	Response
1	Whatever process is used should be well facilitated and provide space for some kind of actual public participation, rather than passive listening. That said, if it feels too gimmicky and not genuine spaces for public participation may create more resentment than good will.
1	The Planning Dept should stay the leader but follow the vote of the people and follow a agreed upon bigger plan.
1	The interaction with the community is complex - but in general the experts (planners) need to do a much better job of listening to the community concerns, and helping the community understand and resolve internal conflicts, etc. Merely listening to community members speak, and then going away, and some time later gifting the community with a detailed proposal, usually misses a lot of opportunities, and, because there is not a deal discussion, fails to resolve community concerns.
1	Lopsided input and top-down planning generally results in urban decay and problems that never go away. Vibrancy in urban settings depend on many forms of solution -- some of the best are arrived at locally. Most progressive trends in planning now recognize this -- adaptive reuse and preservation versus eradication and imposed-design, for example. Hopefully, with better thinking, we can avoid the really fateful trends that have created so many dead zones in failed american cities. Cities need mixes on all levels, older housing as well as newer, expensive and inexpensive retail and business real estate, places for "starter" businesses as well as chains. Only the residents of a live community can tell you what is working, what is not, what is valuable.
1	Often large projects are presented carrying quasi-planning support and approval. Often large projects don't provide more than a site plan and perspective drawing, no plans. Are almost a done deal!
1	It's important to get community input and involvement. The dept still needs to lead and utilize their expertise.
1	So many times the Planning Dept doesn't "get" a neighborhood's needs, but also some NIMBY groups try and kill beneficial projects.
1	don't let the inmates run the asylum- we're not all hippy freelove we want to hear everyone's CRAZY perspective- it's 2011!
1	Community is the expert on what they need and want, but, hopefully, the Dept. has the expertise to plan and implement.
1	2 areas of concern: 1. Historic preservation--planning dept interpretation of federal guidelines should be reviewed. 2. Formula retail legislation--planning dept interpretation of the law should be reviewed, tho the Planning Commission has asked for legislative clarification, it is obvious that the Planning Dept has gone beyond its function in interpreting a specific law that limits formula retail in certain neighborhoods.
1	The Planning Dept should have the expertise (skills, knowledge & ability) to develop coherent urban plans and policies and lead the community so that SF can become the most livable and enjoyable city in the world. The community should participate and be heard but the Planning Dept should lead.
1	The larger the scale of the project, the more the community should be involved and lead or at least give feedback on the development plans and policies. More opportunity needs to be given for the public to give input on large scale projects very early on, instead of being sold on glorious images of computer renderings and the advocacy of "experts" that are really just at the will of the wealth developers. Instead, the designers produce designs that are then criticized a little but not enough to make any difference. Anything over 5 stories consumes massive amounts of material resources, takes more infrastructure and energy to run (which costs the poor also as their PUC rates increase to support it), and places a heavier burden on roadways and the public transit system. The tower proposed and being built over the Transbay Station and Park Merced (both by SOM) come to mind. These projects are being touted as sustainable and that density is a good thing, when really they are very unsustainable and are not creating the right level or type of density to support community (carpooling) networks or energy and material resource conservation. The Transbay tower should have been a mix of residential and office (live/work- instead I believe it is all office that the people working there will not take public transit because elitists (I call them suits) drive everywhere and have to own cars). The tower should be half as tall or shorter and the Park Merced development is fine the way it is now with towers broken by housing. If Park Merced is built as proposed, then I fear that nobody will use the MUNI metro from Castro going inbound to work in the morning because they won't be able to board a train at rush hour- and then what? They won't all ride bikes and some may even move, causing property values in the Castro to decrease unfairly.

Count	Response
1	The general public who have a good ideas and some good bases for in put is needed. NOt the blow hards, but those with some sersonable knowledge.
1	I believe that the opinions & needs of the people in the area should be as important if not more important than the City's Agenda and at least should be "considered".
1	The problem with "community" is that there is no real interest in listening to people who make up the real community. Meetings are dominated by developers, attorneys, big property interests, and their consultants.
1	I liked reviewing the proposed park designs for 17th and Folsom. I absolutely do not support more required meetings around building planning and permits
1	It would be ideal to partner with the Dept to develop all plans but families just don't have the time and energy to pull that off. Nor does the City. Perhaps focus on partner with the Dept only regionally.
1	What constitutes "the community" changes from project to project, so all methods are needed, depending on the circumstances.
1	Most important is being educated by the department, so public input isn't limited to a self-referential point of view.
1	The SF planning dept guidelines and rules should be applied as appropriate for the local area, as judged by local residents. Currently, rules are applied regardless of whether
1	There are certainly circumstances where the community should lead the development of of Planning Department Plans and Policies. However, there need to be limits to the controls the loud few have over the rest of us. Currently a single loud voice has more power over the future of a project than does the owner, architect, developer, or even the Planning Department. The Planning Department's ability to adapt is nearly non-existant, it's Code is one of the worst messes of illogical interpretation ever written, it's 'Residential Design Guidelines' were written to support the worst travesty of architectural style in our lifetime - Post Modernism - and encourage cartoonish imitations of the Victorian Style. Planning Department forced Spanglo-torian, Anglo-torian, Contempa-torian, and the like do not advance the beauty of the city but rather insult the glory of the Victorian era. Neighborhood groups block large projects that would provide useful services to the majority. Individuals block projects that would allow a family to stay in their home. And all of these entitled people, through the voice of the Planning Department, force the cost of living higher and higher by adding to the cost of building through carrying costs, professional fees, legal fees, etc. Overall the quality of architecture in San Francisco is far below so many other metropolitan areas with significantly more history to protect because no one can ever gain permit for anything that doesn't in some way imitate a Victorian. While the city celebrates diversity the Planning Department bans it.

13. Please rate your experiences with the Planning Department using the scale below.

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion	Responses
The activities I have participated in have given me the opportunity to sufficiently understand a project?	10.4% 12	8.7% 10	54.8% 63	22.6% 26	3.5% 4	115
Staff listened and took note of a concern or idea I raised at a public meeting.	17.4% 20	17.4% 20	37.4% 43	17.4% 20	10.4% 12	115

I understood how my concern or idea was addressed or considered in the final project outcome.	24.6% 28	25.4% 29	27.2% 31	11.4% 13	11.4% 13	114
The Planning Department communicates openly with the public and explains how public input is used in the planning process.	21.4% 24	33.9% 38	23.2% 26	10.7% 12	10.7% 12	112
The Planning Department follows through on involving the public.	25.9% 29	23.2% 26	29.5% 33	10.7% 12	10.7% 12	112
The Planning Department seeks to develop a strong, collaborative relationship with the community.	25.7% 29	17.7% 20	31.9% 36	15.9% 18	8.8% 10	113
Overall, I am satisfied with my experiences participating in Planning Dept. projects.	25.0% 28	25.0% 28	30.4% 34	9.8% 11	9.8% 11	112

Please elaborate on your answers above:

Count	Response
1	I feel that neighborhood concerns about the bike lanes on Phelan Avenue were not listened to.
1	My answers are not representative; most relate to my experiences as a commissioner.
1	Planning dept is solid, but when good work reaches the politicians, it gets derailed.
1	The Market Octavia meetings went well with some food and lots of listening.
1	The dept does a good job of engaging the public
1	if anything, the planning dept/sfgov pander to NIMBYs too much!
1	planning should lead with citywide view
1	see comments above
1	stated previously
1	what else can I say.....
1	why the planning depart will not make sure the planning code is followed
1	The outcomes of the Planning Dept. seem to continually ignore the requests from residents. Planning staff hold meetings, send out materials, listen and receive input from residents/neighborhood associations and then ignores it in the final outcome.
1	There should be a criteria for community groups who in many cases do not really represent the community at large.
1	These answers are related to CPMC. Japantown under Paul Lord has been much more participatory and collaborative.

Count**Response**

- 1 We feel that the planning dept. has purposely separated themselves from the public as it relates to their inner workings. There seems to be no leadership or direction. The department staff has let outside interests (politicians, neighborhood groups) effect the process. Most staff gas very little understanding of how the development process works in a real sence, therefore are incapable of making dicisions in tandum with the stake holders. We think that most staff only puts the time that they think that they should and that moral in general is extremely low.
- 1 SF Planning Department is focused on increasing the tax base for the city, and with the goal of pushing all projects through, whether or not they are appropriate.
- 1 Depending on the staff and the project, it sometimes seems that community input is just something they have to go through to check the box. Planning can seem developer friendly, especially those developers who make political contributions.
- 1 My experience with the Planning Department has been tainted by recent interactions over our remodel. Our planner is a jerk, and several other planners at the info center have been rude. At public hearings, this hasn't been an issue. But on a private residential level, the Planning Department can be completely hit or miss--we happened to have a horrible planner who takes his sweet time and is incredibly antagonistic, but another SF resident we know has a great planner who is doing his job and pushing through her plans and answering her questions without any attitude.
- 1 All of these are both agree and disagree , depending on project. Staff can be arrogant about their power/authority, not very service-minded. I have felt heard, and ignored, at public meetings. Some projects, like Market-Octavia, have been outstanding.
- 1 It's never really clear when the public is asked for because it's valued, or if it's a token gesture to meet process requirements. There are also a lot of loud, outspoken community members that get a lot of attention at meetings, but whose opinions don't represent everyone in a neighborhood. It feels like they have more an impact than they should because they have time to show up and be loud.
- 1 Some Planners are effective. Others (multiple) seem to be extremely biased to the Project Sponsor. I have had Planners speak (multiple) mis-truths in supporting a project and being obviously against real community input.
- 1 see comment for question 12 -- ditto. I have not taken a hard stance, so there have been no expectations of having been "listened to".
- 1 In the Glen Park plan, although a high percentage of the people at the meetings wanted more parking and did not want the BART parking lot to be changed into high rise apartments without any parking what so ever for their new residence, the Planning Department whould not even consider puting high rise parking lot in that space so that the community need for parking could be addressed. They prefered to push their "transit first" - really if they had their way it would be "Transit Only" policy and exaspirate the situation. I feel their next step would be to put meters & permits in areas that do not have them just so they could wring more payment from people who own cars.
- 1 I have a strong feeling that Planning with City Hall support hope to exclude public notification and participation more and more as time goes by.
- 1 who is the public? this needs to be difined to detrmine how to answer these questions. my personal interactions with the staff have not been very satisfying- with the exception of the Director who deserves a medal for patience. One of the big problems is the very young staff who seem to wish they could be architects and redesign projects- without a clue about design or building codes.
- 1 My experiences with the Planning Dept. have been very limited so I can't really comment a lot on the above.
- 1 I feel there is this attitude with the Planning Dept. that they are the boss and they do want they want regardless of resident input. The community meetings are just perfunctory.
- 1 Planning staff's decision impact traffic, accidents, pedestrian deaths etc Caving in to developers pressure has real consequences to the taxpayers who live in the South of Market area which has more pedestrian fatalities than any other district. Again homeowners pay more taxes than developers and the pensions of city workers yet developers are given preferential treatment even those who cost the state money.

Count	Response
1	3367-3369 21ST sTREET dr jr cOFa when no other neighbors doing work paid for one... VARiance w too much random public input
1	The department staff placates the public and some make a mockery of those who question notification of meetings. I am one who is more involved in the planning dept and commission hearings on a variety of projects and a couple of plans. Neighbors in affected areas constantly say they were not notified when I ask for support for a project and in some cases ask people to oppose a project. In my own neighborhood, we have created a block long organization years ago which meets 2 - 4 times per year (a pot luck meeting different houses). When topics of planning come up which affect the area I and perhaps 2 or 3 others of 40+ people have even heard of them. It is very pathetic. I would get into more topics, but prefer not to now.
1	Planning department does not consider the economic impact of imposing historic preservation status on property owners. The planners without critical reasoning, basis or precedent will impose restrictions on the the physical development of a property that make it economically impossible to develop. They would prefer to let a property stay vacant and undeveloped.
1	Outreach seemed obligatory and minimal, and uninterested. Also, I just watched the planning commission discussion of the variance for 197 Laidley and was disappointed that specific information requests from Commissioner Sugaiya were ignored by the planning dept.
1	Remember the Divisadero Corridor project? Strong neighborhood input and interest, lots of nice words, little consideration given on the outcome. A good example.
1	THE PLANNING DEPARTMENT HAS BEEN GREAT BUT I STILL, OR OMMRA STILL DOES NOT RECEIVE THE 311 OR 312 NOTICES. I HAVE CALL JANICE SHAMBRAY AND SHE WILL NOT RETURN PHONE CALLS.
1	Coopted by loud neighbors and SFBC, told that my ideas should not be included and planners should not listen to me.
1	I like the DPW. The DPW does a really good job maintaining the city and I appreciate their hard work in the Mission. but as a homeowner, I think the building permit and planning is dept is overboard. It is overly burdensome and restrictive.
1	The Planning Dept's interpretation on federal standards for historic preservation must be addressed to show how current interpretations are hampering the preservation of the remaining stock of historic structures. The definition of "false historicism" should be reviewed. The planning department's interpretation of the formula retail law where it is clearly states the definition of retail, including financial services, must be challenged to respect the wishes of the neighborhoods and the voters of SF who are to be protected from large formula retailers invading small neighborhoods.
1	It often feels that Planning staff has an agenda and if community comments don't fit that agenda then the "input" is ignored.
1	It takes a great deal of following up to get information, and you have to know what you're looking for. Web site is getting better, but some things are still hard to find.
1	Again, I state that the Discretionary Review Process with the Planning Commission is greatly flawed in that it gives a complaining neighbor too much power to delay a project- even when there is no merit to the objection. The process gives the neighbors to state his/her concerns at the beginning of the process with pre-application community meetings. When changes in design are made following the meeting with staff support, the neighbor can still file an application for Discretionary Review. Even when the Planning Commission finds no merit to the neighbor's objection, it can still require more changes to the design. It is frustrating since the Planning Commission can require changes to the design that has been recommended by staff and followed by Project Sponsor. This is unduly time consuming and expensive.
1	Politics play too much of a role in approval of development projects and policy documents and EIRs, etc.
1	The planning dept does not take an active role in neighborhood concerns. Neighbors are on their own in meeting with owners to work out a solution.
1	It is as if the Planning Department has decided this city is a museum and must not change except in neighborhoods that have been selected for redevelopment. In those neighborhoods only massive firms and

Count**Response**

- developers are able to participate. In all other neighborhoods an imaginary old-timey world seems to be the goal. While the Planning Department states that it's goals include supporting local small business the facts are the small local businesses cannot afford the long delays and taste policing supported by the Planning Department. In this city, unless you want exactly the same cookie-cutter faux-victorian, only the wealthy are able to build as they wish. In this city the only real architecture happens on Federal property outside the Planning Department's authority or in the park where no victorian 'context' can be imposed.
- 1 The Planning Department decides what it wants to approve and creates a process or non-process to achieve its goals. There is no objective, third-party analysis or process.
- 1 I've been involved with planning charettes and went to check the website for the results and next steps on Planning Dept.'s end and did not see that information. I think the feedback to the community is lacking.
- 1 the planning department is a mess. the walk-up counter is fine, but beyond that things fall apart.
- 1 the planning meeting i attended had all the project decisions makers attending to answer questions from the district locals. whether their answers were acceptable or not, it was huge message that they were serious in involving the locals.
- 1 Too many special interest. Landmark has too much influence when new and improved benefits the community.
- 1 It depends on the project. With the Eastern Neighborhood Process, it seemed like the fix was in and they were steering us towards the answer they had decided was best beforehand. On the other hand, the West SoMa Task Force has been a joy to work on & Paul Lord goes to great lengths to help us.
- 1 I don't have much to elaborate on, other than I'd like to understand more, be more involved, and I'd like to see the wider community (especially those that don't have lots of money or own property) be more involved.
- 1 You have one planner who listens and works with the community to teach them the issues and how to provide input. PAUL LORD is EXCEPTIONAL.
- 1 Comments during public comment at the planning commission never seem to get any follow-up. The public is shut out of CEQA other than at the legally mandated public hearings. This means major issues are poorly addressed, and the public confidence is low. There is very little effort to find ways of resolving conflict, because planning shuns any role that approaches mediation. Staff just take input and come to decisions in private. This is especially so in CU hearings. Way to much of a "We are the Experts - You are not" approach in addressing problems.
- 1 I haven't observed sufficiently regular and ongoing Department involvement with umbrella interest groups that may provide inout on current issue anend problems for residential and business interest through out the City
- 1 Currently, the Planning Department is only interested in hearing from people who will support the Planning Department's agenda. Anyone who has a different idea is ignored. PD staff do not respond to e-mails and refuse to set up meeting with neighborhood groups. By the time PD holds a public meeting, the plans are pretty much set and input is meaningless. PD staff give misleading or evasive answers to tough questions.
- 1 Never know if the public meeting was just to satisfy some requirement, then the PD does what it wants. Planning commission is often out of touch. Same for historic preservation commission.
- 1 the sf planning dept. should be looking out for the long-term health of our city and the environment rather than being so/way too cozy with developers. In so many cases planners go back and forth between public and private jobs with the developers--its all too convenient for the developers. We planning to have long-term foresight--we need planning leaders to stand up for our city and what is best for it. The current meetings seem to be for show--so planning can say you held a public meeting. TThen the community input is shoved in a drawer, all the decisions are made privately with the developer and no one is held accountable for representing the public good.
- 1 I think the PD is well-meaning and intentioned but its implementation of community input is poor. You listen but you do not act.
- 1 In my "disagree" answers, it's because they are trying to do that, but they have not been 100% successful. In

Count	Response
	my assessment, they are maybe 70% successful.
1	SF planning dept has elaborate almost indecipherable cookie cutter rules that discourage innovative design improvements to San Francisco. Keeping things the same or permitting just incremental progress is an impediment to improving our neighborhoods. Let's make decisions based on quality of design on a case by case basis.
1	It is obvious that staff caters to corporate interests....if you are big/rich enough you don't have to follow the rules
1	There are two issues that need improvement at the Planning Dept. 1)DR reform to limit frivolous DR's 2)Delays in project review and approvals. Improvement in both of these areas could be a major boost to the economic recovery. The process is still too arduous and time consuming. Projects that meet the code should be streamlined to quick approval and limited DR threat.
1	Our organization has not always had the best experience in getting projects reviewed and approved in a timely manner.
1	The process moves way too slowly and stops gradual improvement implimentation like the needed paving re-hab of Van Ness for an overly long BRT planning, review, EIR, ----this creates involvement burn-out
1	planning is on the wrong course and is now more the enemy than the public protector...what a disgrace

14. How would you like to see us improve our efforts to inform and involve the community? What are our strengths and weaknesses?

Count	Response
1	A FB page/group for my community could be great!
1	A newsletter on the planning website.
1	Current means are adequate.
1	Don't assume that, just because you have degrees in Planning, that you know what's best for us.
1	Follow up with people in a honesty way once you say you are going to do something.
1	Give us a sign that you heard us, not ignored us.
1	Listen to the neighbors, not just the project sponsor.
1	Maybe more signs in other languages. Most signs I have seen have been English.
1	Monthly PAC style meeting
1	Notification of development projects to community groups is very poor - a joke!
1	Please weed out the lazy and rude planners.
1	Put a URL in all your notices. A URL that lets people participate.

Count	Response
1	SEE ABOVE
1	See comments above.
1	Strengths--let planners plan weaknesses--when that doesn't happen.
1	Too much detail; to little attention to community needs.
1	Truly be independent professionals, not developer-driven.
1	Weaknesses: You are too snowed by Housing First, Sustainability, and developer money and jobs.
1	eliminate political games.promote as of right property rights planning,
1	go beyond the specific project areas. some projects have far-reaching effects.
1	more community outreach.
1	multiple avenues to get involved that would better serve people who can't make meetings.
2	see above
1	your weakness in not listening and imposing your ideas on others
1	Follow up is a major flaw. When you have these neighborhood meetings there doesn't seem to be any follow up. Things get "dropped" and then the whole process is started from scratch. Waste of time, energy, resources on both sides.
1	Be a stronger advocate for smart growth. Focus on planning issues like density, zoning envelope and land use, and stay out of fuzzy issues like neighborhood character and aesthetics.
1	Would be nice to receive targeted email updates for my neighborhood and interests; and similarly view a refined list of projects/meeting schedules online
1	Planning staff should inform and work with established neighborhood organizations early in the process and listen to valid input on issues and project before 311 or 312 notices go out and well before projects are scheduled for public hearing or are otherwise approved.
1	Historic Preservation has all but disappeared as a consideration. The staff minimizes or conceals information that should be taken into consideration when evaluating the appropriate treatment of an historical resource, treating it as an inconvenience to their overall goal of approving massive renovations to the city's small historical homes that provide the character that attract tourists that seek when they travel here.
1	Use more technology, social media, advertising to involve the community. These meetings only attract the same people--professionals involved, the same residents who always talk, etc.
1	Weakness: Where was the Planning Department when Haight Street was upset about crowded sidewalks? Where was the Planning Department every time MTA blocked a narrow sidewalk with another gargantuan bus shelter? Where was the Planning Department when Polk Street Neighbors wanted to make sidewalks more pedestrian-friendly? Oh yes, they were busy e-mailing porn.
1	Inform and involve but stop overly empowering the grouchy few. teach democracy and stop allowing the grouchy few to override the majority. Start informing the public that while their first amendment rights to freedom of speech will be honored the project sponsor's first amendment rights to freedom of expression will be honored as well.
1	get local and informative vs. technical, long meetings that are not set-up to allow residents to understand and comment productively.
1	Seems like the efforts include holding long meetings at night. We need an easily accessible website that you can search for by neighborhood or address, and have information about the project in non-technical terms. Then the resident can provide comments there, at a time that works for the resident.

Count	Response
1	Most annoying is when new staff comes in with their "blank slate" thinking and community people have to repeat information they have been dealing with and going to meetings about for years. Also -- planning that doesn't consider existing uses, existing building, existing people etc is just a waste of time. This happens regularly.
1	Allow on-line testimony. Stop applause and hissing at Commission meetings (not always done as effectively as has been in the past).
1	The internal design review process is broken. It needs to be reformed to allow closer collaboration with project sponsors.
1	Follow up! Including all and not forgetting certain members/communities!!!! this happened in the Cesar Chavez improvements -- they did not do appropriate outreach at Flynn Elementary. They held meetings there but not really worked hard to make sure families gave input.
1	You asked this question earlier. Email information is great for me. I don't know about others. Also lots of notice ahead of time.
1	Better people at the top. Weaknesses: too much political favoritism, process takes too long and is expensive. Inspector, planner takes a vacation, project gets put on hold.
1	Be honest about the impact of projects; Care about all stakeholders not just politically correct ones.
1	Make a plan, notify people, stick to it, do not bend over too far to accommodate special interests.
1	gatekeepers to weed out the input from the 'frequent flyers' and crazies that waste everyone's time & resources, the Dept, the HPC the Planning Comm for DR, etc
1	My experience is that there are no simple cheat sheet to let individuals looking to remodel get a sense of the timeline, likelihood of successful outcome, costs associated. The process of going through the planning department feels daunting, individual planner driven, thus making it too uncertain.
1	Use the press and media more, and also do more community outreach for residents that are being affected. If citywide issue, it should be brought up even more in the press and public town hall meetings.
1	Strength - 95% of the people who have helped me at your planning information counter are fabulous. It's great to have a dependably sane interaction at DBI.
1	Educate the public about the multiple competing interests planning must serve: best interests of the public in the present and future, preserving that which is important of the past, limiting fiscal impact on property owners.
1	Weekend meetings, brief, before dinner (so not cutting out prime hours of the day). Engage commuters. We never get home before 7 pm, so 7 pm meetings are really a hardship.
1	Contract with (disinterested) third party bulk mail companies to do the actual mailings to help ensure that various community members are not selectively and illegally removed from mailing lists.
1	More information on the web site - more frequent updates (some information seriously out of date). Better contact from the Department when I've expressed interest in an issue.
1	Have fewer meetings! There are so many meetings. I used to go, but I got meeting fatigue because it was always the same people talking about the same stuff for years.
1	Public notices in public and private places. Strengths: Weaknesses: Planners do not live in the areas which they "plan."
1	I would wish that the Department staff not be intimidated by political types and do what is right in terms of their planning expertise.
1	many people feel like they can't testify on a project when the votes are stacked in one direction on an item- this culture of fear is a big problem and has good people not bothering to participate for fear of retribution when an issue they are passionate about is raised

Count**Response**

- 1 the planning department seems to have a private agenda. For example, OKing garage conversions into family living spaces in single family structures & neighbors, then ignoring the illegal units, multi-family congested housing. Of course there's no code-enforcement & street parking disappears, but who cares, SF Planning is going to shove density housing down all of our throats & ignore the fallout. Strengths? Willing to consider some new ideas.
- 1 periodic staff attendance at SF Neigh.Coalition and Neighbor hood business Coalition, SF Chamber of Commerce etc. may be beneficial
- 1 Take the community seriously. Eliminate Planners who are biased against the communities from having roles directly involving the community. Have a process where mis-truths from Staff are seriously and quickly dealt with (before they effect the outcome of projects).
- 1 Developing better community relations would be a start. But, that takes a policy from the top. Maybe with a new mayor we can expect better relations with neighborhoods.
- 1 be involved in community outreach so that planners get first-hand knowledge on community's feelings and can help inform them that certain uses are ENCOURAGED by the Pl. Dept.
- 1 Time meetings so working families can attend. Publicise your website, put detailed information there, with a layman's language summary so we can understand the essential points quickly!
- 1 You guys have your work cut out for you. It's hard to get people to participate sometimes, but man, they always have an opinion afterwards right!? Maybe a slogan like "have a say before it's okayed" to remind them that planning is where they have input. It's too late to comment when you're already breaking ground.
- 1 The Dept. is underfunded, understaffed, and inherently political, although individuals are intelligent, educated, and often truly interested in community participation.
- 1 - outreach - meeting with affected people prior to decisions being made - practice greater discretion (e.g.; 30 day Notices are jokes...to follow what needs to be done does not really provide adequate time to responsibly respond)....30 day notices can be extended to 45 days or whatever especially if impacted residents show cause and responsibility to adhering to proper protocols....Notices are a joke - Practice problem-solving and not partisanship and understand laws are up to interpretation and not closed unwavering readings
- 1 Neighborhood groups need more "authority" in what happens and how decisions made by the planning dept. affects them.
- 1 Greatest weakness seems to be outreach. If i don't look for information on projects on website I probably wouldn't find out about them.
- 1 Too many hoops, meetings, and hurdles to pass through before seeing any results implemented in a timely manner. Huge project implementation instead of yearly implemented phased in construction and implementation giving the public the taste of the future.
- 1 Take a consumer perspective! Be my advocate! I'm a resident. Drop the pure adherence to ivory tower, urbanist, Liveable Cities policies and consider the people who live here. Eliminate the Historic Preservation Commission - totally biased and redundant. In fact, much of Planning Dept efforts seem to focus on preserving the looks of things instead of acknowledging that cities change and that's one of our strengths. It's nothing but a waste of money to preserve and renovate the clubhouse at my neighborhood park because its historic relevance when there's no money for staff, the existing programs are a joke and not one kid from the neighborhood actually uses the building except to go to the bathroom.
- 1 I think input needs to be sought early and often to avoid conflict down the road. The planning department should be as transparent as possible regarding the decisions it makes.
- 1 The department needs total independance from developers influence and needs to remember at all times that taxpayers who live in the districts are affected by their decision
- 1 More outreach to different neighborhoods to understand area-specific concerns. Biggest weaknesses are that staff does not actively participate in discussions with the community (as a general rule), and does not reach out to update interested parties. Staff holds hearings - but that is different than engaging in a discussion.

Count	Response
1	Outside of word of mouth, there has been nothing about the planning dept. So, communication would be the weakness and there are no strengths.
1	Improve your credibility with the residents - is this a democracy or a developer/political aristocracy when it comes to whose input gets into the final plan and whose doesn't? It feels like the latter after 20 years of trying to preserve the quality of life in my neighborhood.
1	Emphasize to community groups that their project is part of a larger city fabric to which you are responsible. Many folks only focus on their particular neighborhood and don't see the larger picture. I think that is a great opportunity for the Planning Department and would help neighbors connect from different parts of the city.
1	Planning Dept's strength is word-smithing. Weaknesses include approval of projects even if not legal despite community outrage. Why not just tell the community that no matter what the community and neighbors say, you are going to do xyz instead of dragging out the process as if anything will change the results?
1	offer more flexibility in weekday evening meetings...or during work hours during the day. online video conferencing would be a huge step.
1	If you had a strong framework of zoning and aesthetics, you wouldn't need to involve the public as often. Also, @ the counter, some project sponsors or contractors know how to get bad projects passed.
1	The department's website is a useful source of information. I like the new Property Information Map in that it pools the information, although incomplete or not updated for some properties, about properties from several city agencies in one place. One suggested improvement for the future: allow search of properties by block and lot numbers because search by address may not work sometimes.
1	Terrific director and immediate staff. There could be improvement in the review and approval process for building and capital improvement projects.
1	Strengths are that you do have meetings and ask opinions - weaknesses is that you have a set Agenda and do not want to consider the needs of the community that you should be serving. I understand that there are "city wide" concerns also, but the people of Glen Park live with the consequences every day of what you do and their needs should also be important.
1	You should make the application process more streamlined and you should emphasize more community input in the front end of the application process and curtail the extra layer of public hearings before the Commission on meritless complaints or concerns that have been addressed in the front end of the process.
1	Make sure that you are listening to the wishes of the community on these 2 issues. Clearly, the planning dept is not listening to the wishes of the voters on historic preservation and the formula retail law.

15. Please share any other comments you may have with us about our efforts to reach out to and involve the community:

Count	Response
1	Appreciate your hard work!
1	For the 17th & Folsom project, communication to me personally (via email) has been great.
1	Good luck!
1	Heavy on insiders, light on common sense approaches

Count	Response
1	I have spoke with Planning Staff and representatives/aides of the Board of Supervisors.
1	In the case of 800 Presidio, you just rubber stamped the project sponsor's application.
1	More field work
1	Outreach is extremely important.
1	SEE ABOVE
1	See above.
1	See comments above.
1	Use neighborhood papers and public radio for announcements and information.
1	see above
1	the test should simply be common sense and reasonableness.
1	Clean things up from both the top/ down and bottom/ up. The Planning Commission needs to swear in all parties who will be speaking at the beginning of each hearing so that there can be some accountability held to the speakers who perjure themselves. As it is, many public speakers, and the project representatives, tell lies to promote their projects, from attorneys such as those from Rubin and Julius saying a property was vacant when it fact it had thriving business in it, to members of the Dogpatch neighborhood group saying they "live close (or next to)" projects that are 1 1/2 miles from their homes and places of work, to give them extra perceived credibility and weight to their opinions.
1	In my experience Planning staff listen but do not act on community ideas. Also, there is a lack of coordination between different agencies and adjacent projects and community people have to go back-and-forth between all the different meetings to stay on top of information. Staff needs to have more comprehensive thinking (transit, planning buildings, planning recreation, etc).
1	Share some of the training you have on topics such as pedestrian-friendly sidewalks, traffic calming, high-density residential housing to improve mid-Market, etc.
1	I was chairman of the Dolores Heights Design Review comment for many years. When chairmanship changed to another individual, I continued to get all the correspondance even though I called the planning dept and asked to be removed from the mailing list. It has been about 5 years now and I still get the mailings. I now return the mailing to sender which remains the issues are no longer being received and addressed in a timely manner.
1	It's gets confusing trying to follow which projects go forward, which get delayed, and which get canned.
1	in the case of the MCD being located in the sunset, you did not listen to the majority of the neighbors and went in the DR hearing already having made your decision. this really turned me off.
1	Do an annual public presentation of how all of the city local neighborhood plans fit into the 5, 10, and 20 year master plan and impact to improving citywide and regional transportation movement, planning processes to create a safer and better quality SF urban experience connected seamlessly to other regional and state cities and communities.
1	You listed renters as a under-served community, but there are so many renters in this town and the renter advocacy groups in this city that have a lot of political pull. So first, you need to figure out who you are trying to reach. We're a middle class family, which wouldn't usually be considered under-served, except that we are leaving San Francisco in droves, which means that the services in this town are not meeting our needs.
1	Block and neighborhood associations can only bring good to this community. Street fairs and food fairs, beach-cleanups, etc are all good ideas for the Sunset.
1	It seems like a large percentage of the community/neighborhood (Taraval corridor) doesn't really care to be involved, or is concerned about the issues that I am, i.e. cleanliness and street appeal, maintenance of

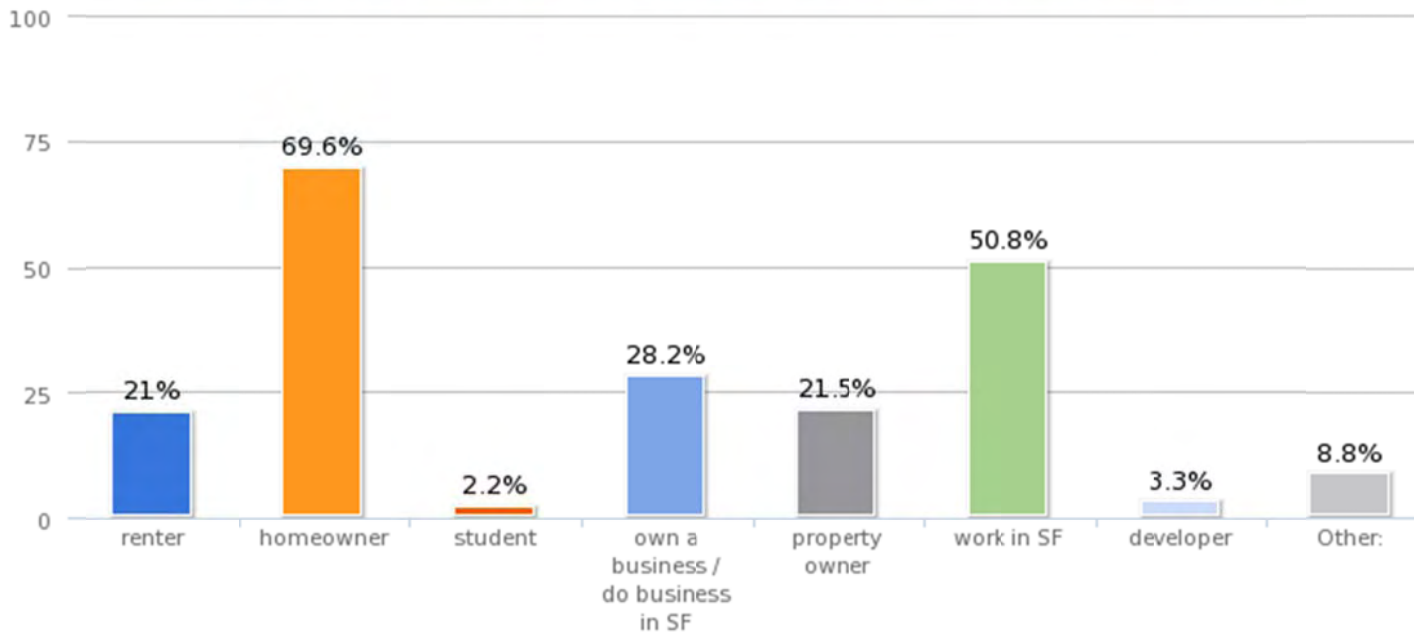
Count**Response**

- business facilities, connecting with neighbors.
- 1 Department attempts to "reform" DR should be abandoned. The department should exercise more control over developer's consultants during the environmental review process.
- 1 Notification of upcoming projects, large and small, with good lead time. Neighborhood organizations meeting once a month, if often. Some meet quarterly. 30 day notices are not good enough.
- 1 It's easy for developers and their cronies to get involved. Same fir Nimbys and their minions. Harder to activate normal people. That is key.
- 1 Involve students. Help them understand how they can shape their own community. Get them passionate about this!
- 1 It seems that Planning makes big decisions about complicated things then posts them on an indecipherable website. Those who know how to "work the system" get what they want. Everybody else might be listened to in the 8th hour of a "hearing" but it's not a known. It would be nice to work together in creating, and even editing, Planning codes and regulations.
- 1 This survey gives me hope that the Planning Dept will not stay an exclusive, isolated tower of workers where there is no openness or clarity about what is going on. When there is exclusive, isolated decisions, it gives the impression of something sinister going on.
- 1 many elderly participants don't want any city change.but city has to prepare for the future.can we organize the new young citizens of sf to participate?
- 1 Be sincere and serious. Don't be biased against the community (as is the case continuously w/ some Planners - unfortunately). Provide a senior level person in the role of support for community members who feel they are not being fairly dealt with.
- 1 work with other departments like SFPD and SFMTA and act fast (no plan that require 10 years to implement) e.g. Traffic at 2nd and Folsom is terrible during rush hours and baseball games. Highest fatalities in SF. Solution: stop approving the building of offices in the neighborhood which increases traffic and deaths. Work with SFPD and SMTA to have officers at the intersection every day and issue tickets. Don't bring up 10 year plans to put cameras etc...or pass the buck to the other agency. Work together. I am sorry that I cannot be more positive but I feel you need candid answers.
- 1 I was disappointed in the outcome of the Cesar Chavez east planning... the community meetings were all very positive and in favor of making the street safer. Then we read through the news that the Mayor and trucking interests have scuttled the plan.
- 1 outreach efforts actually feel very one-sided and not really an opportunity to open the doors to conversation--this is likley due to the seemingly naive perspective of many of the young members of the department--they clearly have a perspective and are determined to see it implemented--whether others think it is a good idea or not
- 1 Respond to ALL email questions. I had a question about a permit for a project around the corner from me. The planner to whom I was directed didn't return my email.
- 1 Families, families, families. Poor, middle and wealthy. Please, please, please think of us and please find ways to involve us. The gadflies with excess time are shaping your decisions in ways that are driving us out of town. It's depressing. Why should I live here if the needs of my family and my kids come second to someone's preference for looking at an old recreation clubhouse instead of a modern, useable feature.
- 1 Maybe showing people the real life potential impact of changes would be helpful too. Something along the lines of "if we make the sidewalks larger and take out the empty median, delivery trucks will have to double park which could cause traffic delays and unsafe conditions for drivers and bikers, but provides benefits for merchants and pedestrians". Or "if we don't create affordable housing and improve the housing stock in SF, you may end up living in Daly City".
- 1 I am not sure how I missed this, but I did not have a voice in all of the ATT boxes that are going up in the neighborhoods. How is this????

Count	Response
1	Applicants for conditional use permits now receive cost recovery bills which we think are unjust. These bills can easily be driven up by neighborhood activists.
1	Again, communication. And please keep in mind that there are residents who care about the city and do their part in trying to maintain it. There are too many residents who don't, as well as city departments such as the DPW. I feel many of us have grown tired of the mess we see the city in and a city government that doesn't seem to care about the average resident. So before you appeal to the immigrant population, the homeless, the disenfranchised, start where you will get positive results and continue on from there. Everything else will fall into place.
1	Reaching out is futile to all concerned when the outcome ignores the involvement of residents. Don't use the word community to include special interests and groups who do not live in San Francisco. Planning for San Francisco should be by San Franciscans!!
1	You don't. What else is there to say! Public meetings are not just to meet your legal obligations. They are so that you can HEAR concerns and make appropriate changes. You don't respect our neighborhoods. You are all about increasing density. You are not about improving our neighborhoods or maintaining their integrity. You are supportive of all developers without discretion. That is NOT PUBLIC SERVICE!
1	Out in West Golden Gate Park, the Soccer Field and Water Treatment project: I recieved your notice of Preparation of Env. Impact Report. Great! But most people in West SF say they haven't heard of the plans at all. And the Water Treatment project: You never mentioned it us at all, seems. I found out from others, not SFPD.
1	I am very pleased with the work that is being done on McCoppin. It has been a contentious group but I am very much in support of the way the Planning Department is leading the meetings and I look forward to seeing the projects executed.
1	You are on the right track! I especially like that you are conducting this survey (online and off), have a dept in charge of it, and the two staffers are Latinas! :)
1	Please start informing the public that if a project meets Planning Code use, height, bulk, etc, the project should be promptly approved. Please start informing the public that projects should not be delayed just because some people do not want to see the neighborhood change. A city is a living growing thing, we need to stop treating San Francisco like a museum before it becomes just that - an overly expensive museum that drives the middle class out to Sprawl.
1	People have just been turned off by the Planning Department because they figure their voices will go unheard. It has happened one too many times so people do not trust the Department. The Planning Department does not treat the neighbors and the developers on an even playing field. Planning Dept. is usually in favor of the developers even if the developer's plans violate the Department's own Planning Code.
1	The Planning Department has a very narrow definition of whose ideas matter in the planning process. So it just reaches out to activists not to everyone who is involved or affected. In particular, the planning department seems to treat drivers as the enemy, not as legitimate stakeholders.
1	Glad to see you're trying to improve what is a poor communication link. Let's not try to become Manhattan just to get those property tax dollars.
1	Involve community in making real plans, then just stick to them (within a reasonable revision cycle)!

Please check all of the following that apply. In San Francisco, are you a:

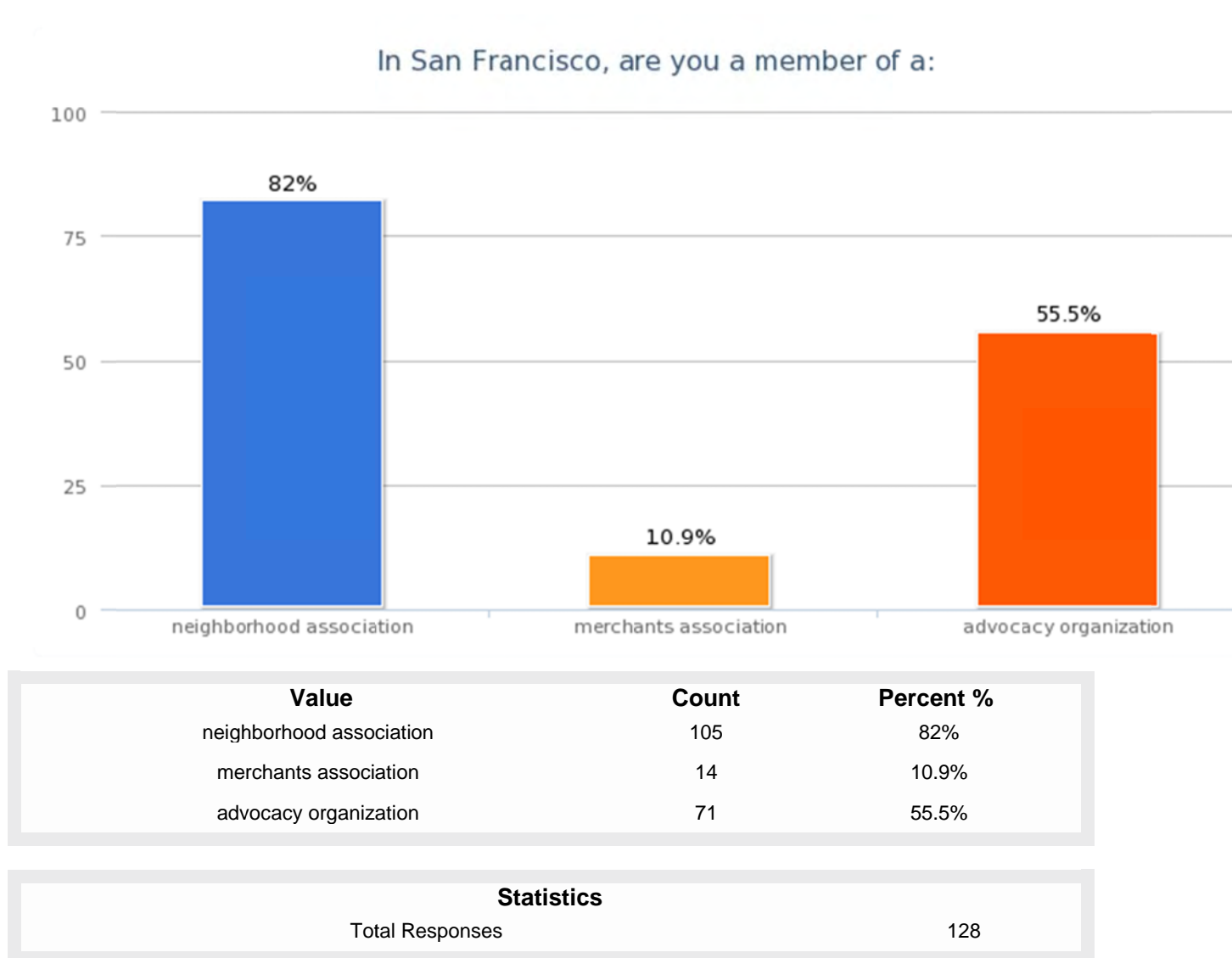
Please check all of the following that apply. In San Francisco, are you a:



Value	Count	Percent %
renter	38	21%
homeowner	126	69.6%
student	4	2.2%
own a business / do business in SF	51	28.2%
property owner	39	21.5%
work in SF	92	50.8%
developer	6	3.3%
Other:	16	8.8%

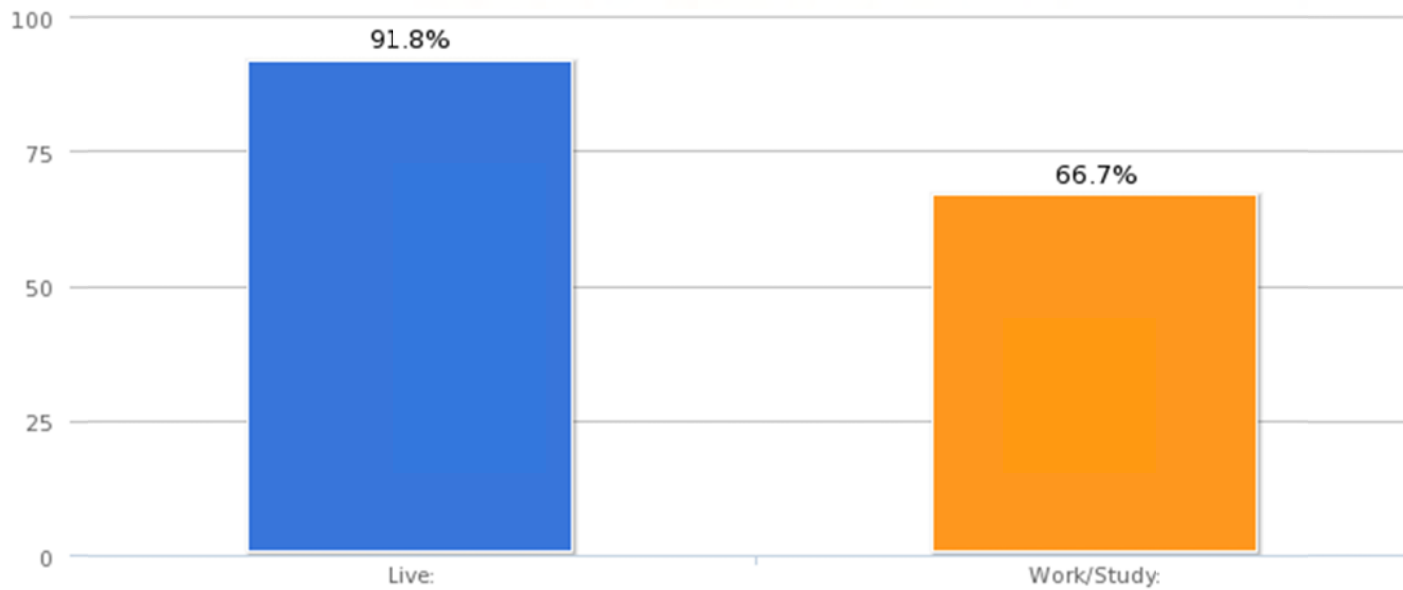
Statistics	
Total Responses	181

In San Francisco, are you a member of a:



What is the nearest major intersection to where you live, work, or study in San Francisco (e.g. Market St. and 2nd St)?

What is the nearest major intersection to where you live, work, or study in San Francisco (e.g. Market St. and 2nd St)?



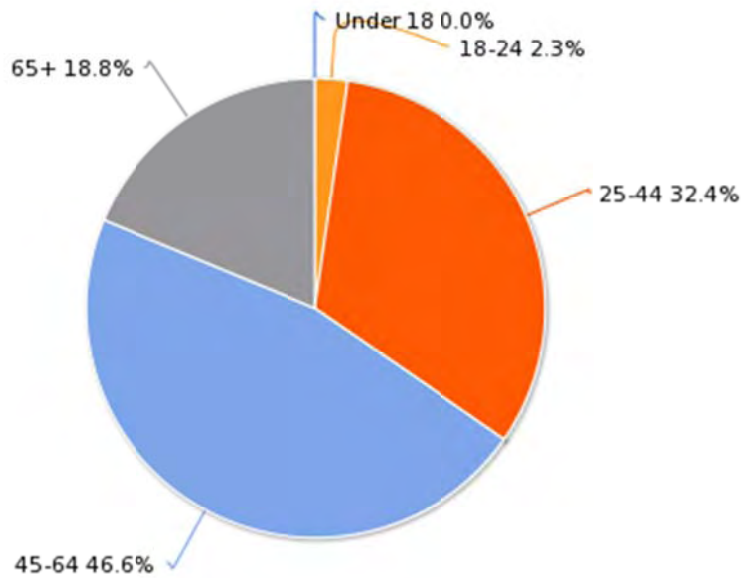
Value	Count	Percent %
Live:	157	91.8%
Work/Study:	114	66.7%

Statistics	
Total Responses	171
Sum	2,780.0
Average	42.1
StdDev	193.61
Max	1,600.0

What is your age?

100%

What is your age?



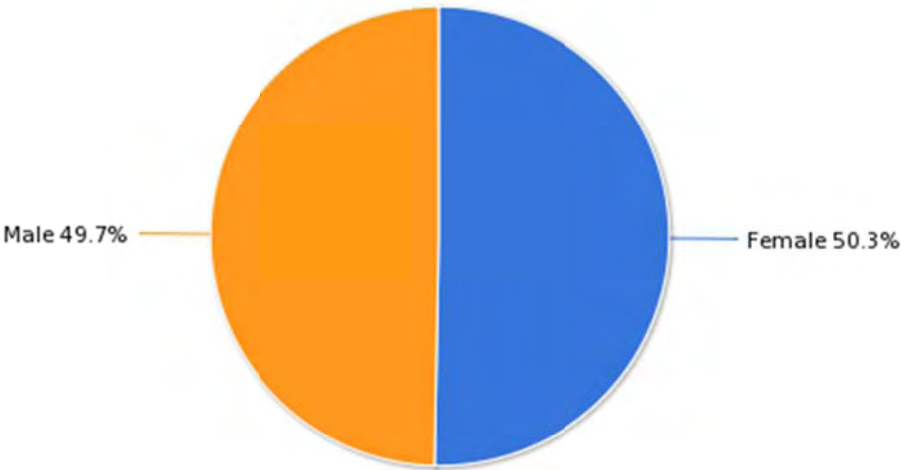
100%

Value	Count	Percent %
Under 18	0	0%
18-24	4	2.3%
25-44	57	32.4%
45-64	82	46.6%
65+	33	18.8%

Statistics		
Total Responses		176
Sum		7,332.0
Average		41.7
StdDev		14.49
Max		65.0

Are you:

Are you:

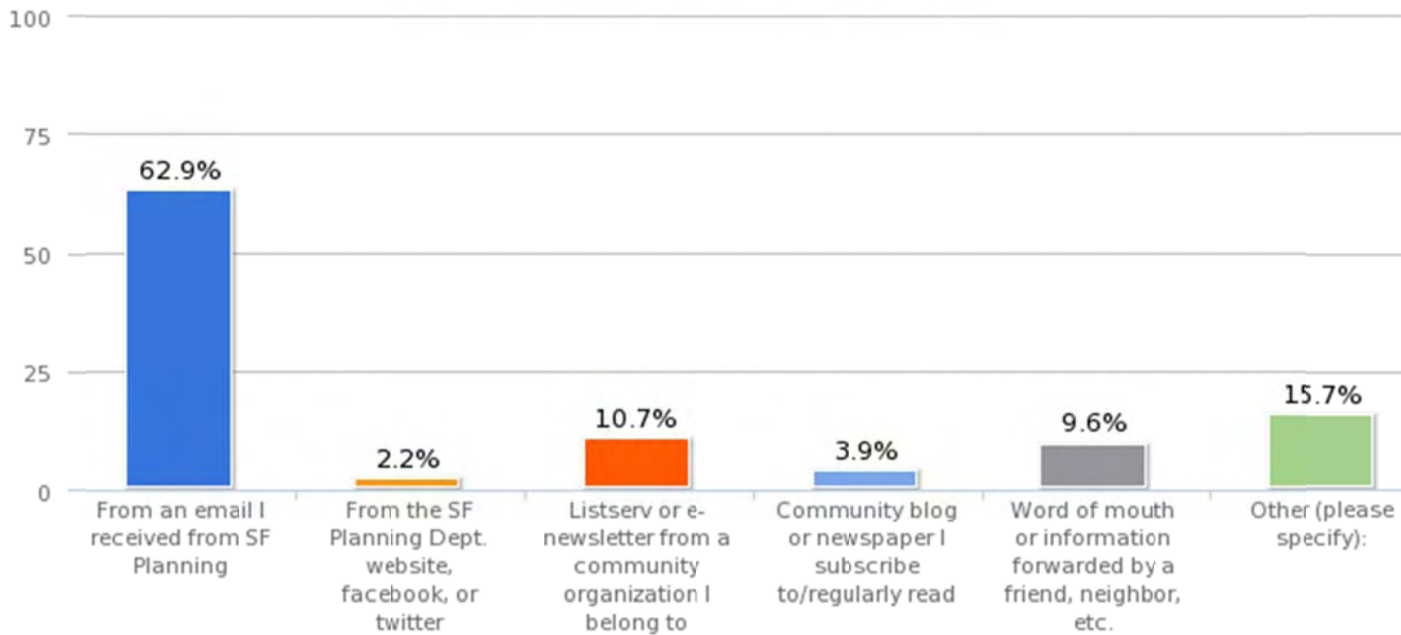


Value	Count	Percent %
Female	88	50.3%
Male	87	49.7%

Statistics	
Total Responses	175

How did you hear about this survey?

How did you hear about this survey?



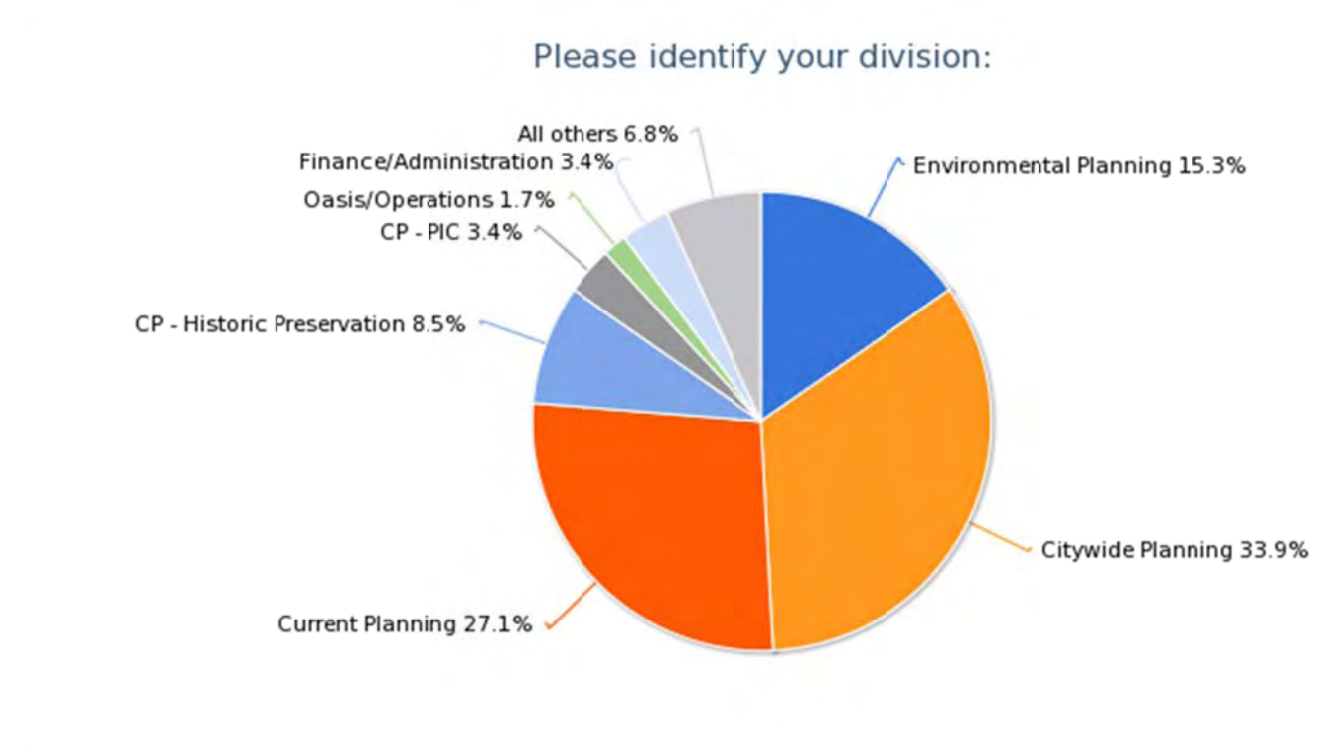
Value	Count	Percent %
From an email I received from SF Planning	112	62.9%
From the SF Planning Dept. website, facebook, or twitter	4	2.2%
Listserv or e-newsletter from a community organization I belong to	19	10.7%
Community blog or newspaper I subscribe to/regularly read	7	3.9%
Word of mouth or information forwarded by a friend, neighbor, etc.	17	9.6%
Other (please specify):	28	15.7%

Statistics	
Total Responses	178

Full Report- May 24, 2012

Survey: Staff Survey for the Public Outreach and Engagement (POE) Improvement Project

Please identify your division:



Value	Count	Percent %
Environmental Planning	9	15.3%
Citywide Planning	20	33.9%
Current Planning	16	27.1%
CP - Historic Preservation	5	8.5%
CP - PIC	2	3.4%
Oasis/Operations	1	1.7%
Finance/Administration	2	3.4%

ZA's Office	1	1.7%
Commissions Staff	0	0%
Legislative Affairs	1	1.7%
Other:	2	3.4%

Statistics		
Total Responses		59

Open-Text Response Breakdown for "Other:"		Count
Director's Office		1
Zoning And Compliance		1

1. How do you inform the general public and organized interests of new projects, events, legislation, etc?

	How do you inform the general public and organized interests?	Please choose the top 5 strategies you find most effective at informing people	Responses
Planning Information Center	88.9% 32	50.0% 18	36
During project intake (e.g. info about fees, legislation)	92.9% 13	35.7% 5	14
Announcement on our website	78.7% 37	76.6% 36	47
E-mail blast	83.9% 26	77.4% 24	31
Social media, i.e. Facebook, Twitter	40.0% 6	86.7% 13	15
Printed newspaper notice or ad	97.2% 35	27.8% 10	36
Non-printed media (radio, online news, sfgov calendar)	58.3% 7	41.7% 5	12
Announcements to alternative info sources (e.g. community e-	75.0% 18	75.0% 18	24

newsletters, blogs)			
Mailed postcards/ letters/notices	91.1% 41	57.8% 26	45
Flyers / brochures	88.9% 16	38.9% 7	18
Posted notices or posters	91.4% 32	45.7% 16	35
Newsletters	40.0% 4	60.0% 6	10
Phone calls	89.3% 25	57.1% 16	28
Presentations / announcements at a community organization's or neighborhood meeting	75.0% 21	82.1% 23	28
Through other Departments (e.g. MONS, Sup Aides)	90.0% 18	50.0% 10	20

2. Which hard-to-reach populations and organized interests do you target in your outreach efforts, if any? Which do you believe are most important to reach out to (regardless of whether you currently do)?

	Hard-to-reach populations or groups you typically reach out to	Populations or groups you believe are MOST IMPORTANT to reach out to	Responses
- Renters	60.0% 18	70.0% 21	30
- Low-income	56.0% 14	84.0% 21	25
- Non-English speaking immigrants	63.6% 21	75.8% 25	33
- People of Color	50.0% 12	87.5% 21	24
- Youth	52.9% 9	76.5% 13	17
- Seniors	50.0%	70.0%	20

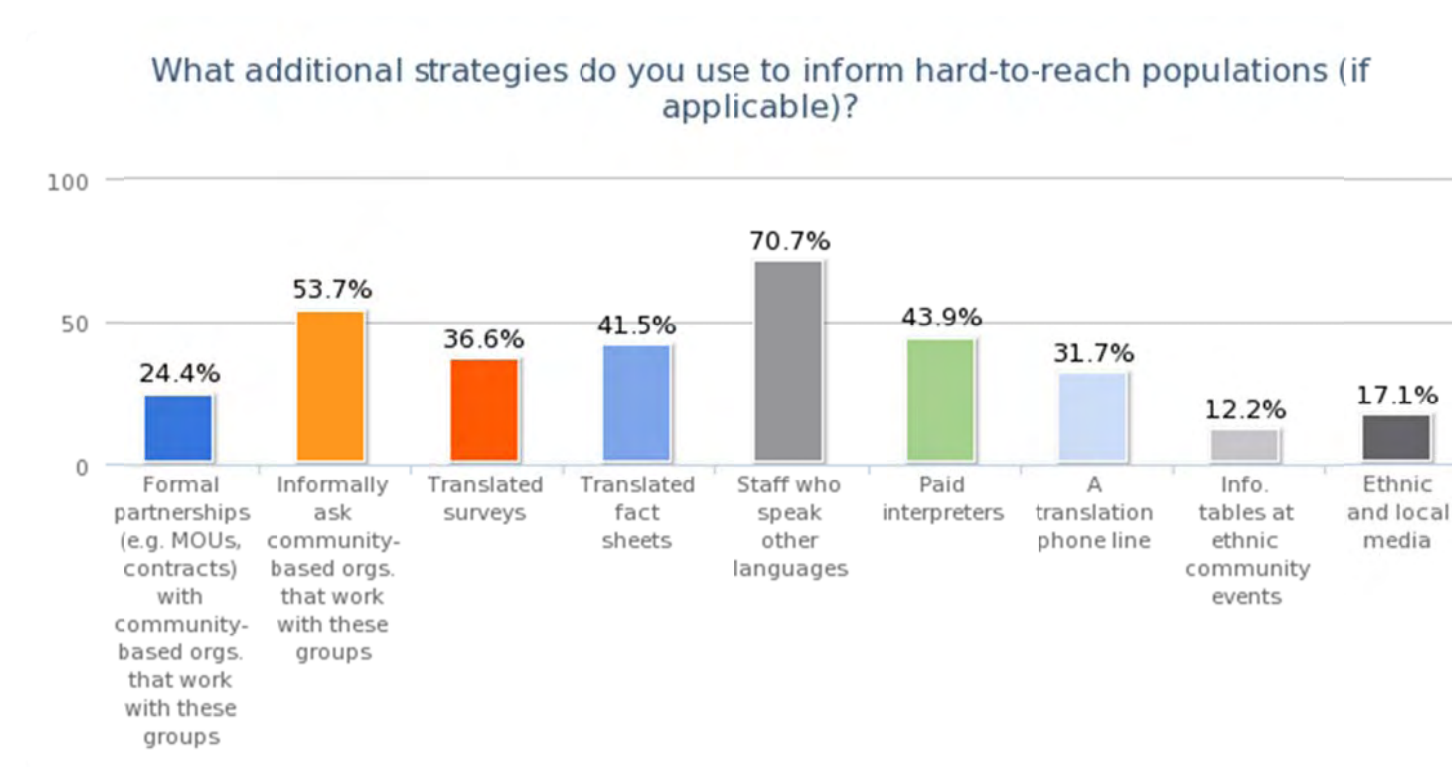
	10	14	
- People with Disabilities	50.0% 8	50.0% 8	16
- Business owners	67.9% 19	67.9% 19	28
- Commuters	25.0% 2	87.5% 7	8
- Business/merchants associations	64.7% 22	64.7% 22	34
- Issue-based Advocacy Non-profits (e.g. youth nonprofits, homeless advocates, faith-based organizations)	72.0% 18	80.0% 20	25

Other populations or types of groups not included above:

Count	Response
1	Children, Private Sector Planning Agencies and other Public Agencies are not above included.
1	Property owners, neighborhood community groups.
1	Property owners...we take complaints regardless of population group.
1	if the event is happening in a school we include it the meeting information in the children's package for parents
1	workers/employees! (You call them "commuters" but that implies that they don't live in SF) The hardest population to reach are workers, hands-down. They have no organizations, no way to reach them, and you can't rely on company management/business owners to help, if you can even get to them. Also, worker interests are not necessarily well-represented by business owners/merchants.
1	We have statutory and legislated requirements for Noticing. The noticing is by geographic area for the most part - although it is a challenge to notice for environmental review of City-wide projects. We also shodul be doing more to explore email/electronic noticing.
1	Our public outreach is conducted to comply with the requirements promulgated in the CEQA Guidelines. We notice typically notice owners and occupants of contiguous properties and owners within a 300 foot radius of the project site. Sometimes renters are unhappily excluded becuase only the landlord was noticed and we hear about this at public meetings.
1	othe rpublic agencies, homeowners, children and tourists are not in the list above. However, I believe the audience for each project should not be the same for all projects. Audiences should be part of the otreach discussion before launching a project.
1	While it would be great to reach out directly to low-income, people of color, youth etc individuals, I don't expect to have much success in getting these individuals to participate in abstract legislation. Therefore, I rely on non-profit advocacy groups and city-run commissions (youth commission, doe commission, business commission etc) to involve their active members.

Count	Response
1	Under the Planning Code, much of our outreach is legally required to be based on geography rather than any other factor.
1	EP has legal requirements on who and how to notify. These questions don't really apply. Neighborhood groups notify us if they want to receive notices of environmental review. Then follow up contact is to whoever requested to remain informed.

3. What additional strategies do you use to inform hard-to-reach populations (if applicable)?



Value	Count	Percent %
Formal partnerships (e.g. MOUs, contracts) with community-based orgs. that work with these groups	10	24.4%
Informally ask community-based orgs. that work with these groups	22	53.7%
Translated surveys	15	36.6%
Translated fact sheets	17	41.5%
Staff who speak other languages	29	70.7%

Paid interpreters	18	43.9%
A translation phone line	13	31.7%
Info. tables at ethnic community events	5	12.2%
Ethnic and local media	7	17.1%

Statistics	
Total Responses	41

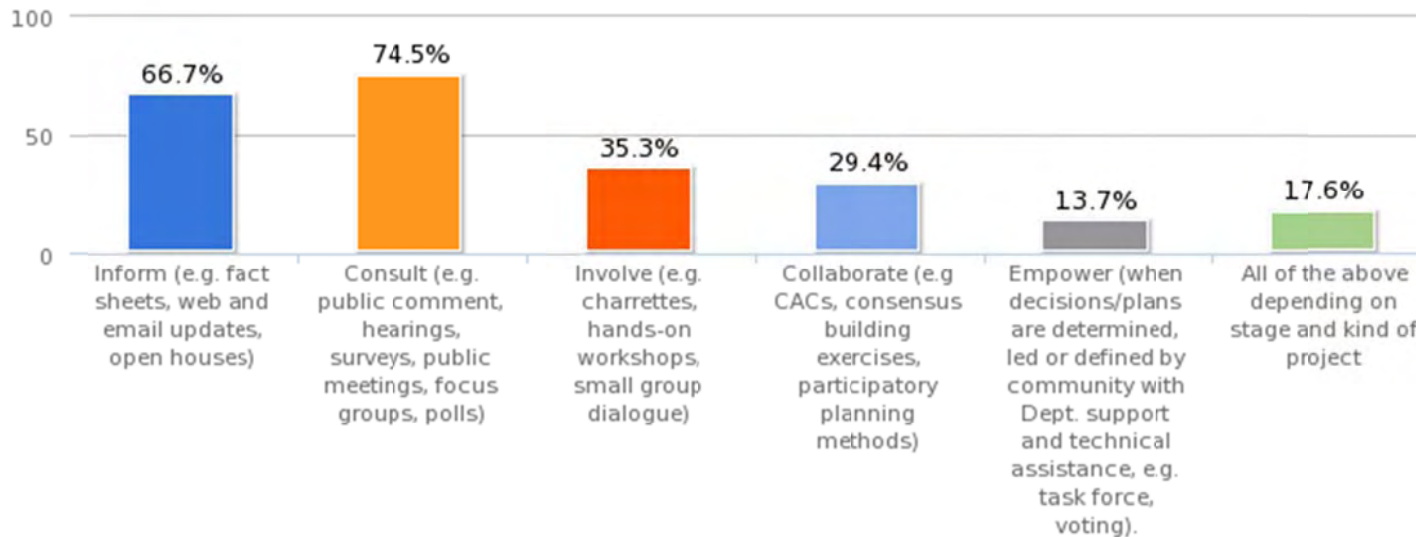
4. Please provide examples of your outreach strategies for different projects (including any strategies not listed above). How do strategies vary based on the type of project?

Count	Response
1	All personal outreach strategies are covered above.
1	For Mission surveys, notices placed in El Tecolote (local bilingual newspaper).
1	n/a
1	send it to univision and kqed
1	Added small blurb on poster -- in Spanish, Tagalog, & Chinese -- that for more information to call the phone number of Teresa, Claudia & Irene (who had agreed to answer the phone). Given the nature of the mailing, I didn't expect many requests (and no one called), but the whole process was cumbersome & less than ideal. If any of these women were on vacation, for example, I would have been out of luck. Also, all of above have other job responsibilities & are professionals -- it felt awkward and somewhat inappropriate to ask for their help on this.
1	As stated environmental review has very prescribed requirements - both in the State CEQA Guidelines as well as the SF Administrative Code Chapter 31. We publish an ad in the newspaper, post on our Web site, post at the PIC, post the site iwth actual posters, mail to neighborhood groups in hte Departments neighborhood organizations list who are within the neighborhood or nearby neighborhoods, mail/deliver to applicable goveernment agencies/departments and the State Clearinghouse, mail to individuals who have requested notice, and to all owners and occupants within 300 feet of the project site, and provide copies to public libraries. Strategies are usually the same for all projects except that we do not mail to all people in the City for Citywide projects.
1	Used a community based organization (Urban Ecology) to help engage communities in the Eastern Neighborhoods for EN TRIPS. This provided a way for non-City group to try reaching out to folks. Also, have leveraged Neighborhood and Merchants Associations to engage their membership and connections in bringing people in to participate in planning meetings. Of course, mailings, emails, and lists created at meetings.
1	For the purposes of current planning, most outreach is done via public notices requiried by the Planning Code. All public hearings require notice, Sec 311/312 requirie notice of residential proejects and certain changes of use in NC Districts etc. As a reference you should obtain the summary table of all requiried

Count	Response
	noticing produced by Scott Sanchez as a part of the UPN project.
1	Using printed media was a method to reach out the Latino community in the Mission and the African American in the Bayview when the EN began back in 1999. Printed media (article about the project) was an effective way to reach out massively and find a reporter who could follow up with the project throughout the process.
1	I do like the "Ask A Planner" nights, and outreach that shows us "out" in the community. I think we need a more formal presence in the community and be actively (rather than passively) engaging with them.
1	Our outreach strategy is typically to send a postcard (that most people ignore). We're hoping to more-and-more to leverage existing organizations and their connections and credibility.
1	I would say outreach in EP is limited to legal noticing requirements of the CEQA Guidelines and Administrative Code Chapter 31. We typically send paper notices to property owners within 300 feet of a project site and any organization listed on the neighborhood organization list.
1	work with CCDC to hold Chinese language meetings; translation of noticing materials; youth walking tour; piggy-back on Senior Action Network regular meetings
1	For most of our legislation, we are reacting to proposals from elected officials. The officials manage outreach, our department's primary task to analyze and present to the Commission within the legislated timeline.
1	Citywide projects require a more creative approach, and unfortunately rely on existing organizations, due to the scale of projects. neighborhood based projects can reasonably include a more targeted outreach strategy including mailings to individual residents and property owners which results in participation of community members that are not necessarily otherwise engaged in existing organizations.
1	I've only been here for a few months and thus have limited experience with this. For the Ingleside Library project, we left an informational display at the library for a week so library visitors could vote for features they would like to see in the proposed park and leave comments
1	Outreach strategies do vary according to project, but in general, people of colors and low income people are the least important people we care to reach as a Department, in contrast with the Public Health Department, which does make a point reaching out those people.
1	Your strategies above are solely focussed on how to reach non-English speaking populations. I think we have that pretty well in control and the methods to reach people are fairly well known. What we don't have are ways to outreach to workers of all kinds, regardless of income/skill level/language.
1	Our outreach strategies are pretty standard, what makes it vary is sometimes whether people have resources and consultants for a more intense phase but it all gets disseminated pretty similarly (email, etc). One difference is that if we are in a community that has a large non-English population we go to ethnic/local media, CBOs, and translated flyers to get the word out.
1	Outreach strategies differ depending on demographics of area I'm doing the project in. If there are high populations of low-income or non-english speaking persons, these people need added outreach because there are more obstacles for them to engage in the public process.

5. How do you typically engage community stakeholders (both organized interests and the general public) in the majority of your planning projects? Check all that apply.

How do you typically engage community stakeholders (both organized interests and the general public) in the majority of your planning projects? Check all that apply.



Value	Count	Percent %
Inform (e.g. fact sheets, web and email updates, open houses)	34	66.7%
Consult (e.g. public comment, hearings, surveys, public meetings, focus groups, polls)	38	74.5%
Involve (e.g. charrettes, hands-on workshops, small group dialogue)	18	35.3%
Collaborate (e.g. CACs, consensus building exercises, participatory planning methods)	15	29.4%
Empower (when decisions/plans are determined, led or defined by community with Dept. support and technical assistance, e.g. task force, voting).	7	13.7%
All of the above depending on stage and kind of project	9	17.6%

Statistics	
Total Responses	51

Please give examples, including how the level of involvement varies based on the type or phase of a project:

Count	Response
1	CEQA (state law) determines when to notify and when to hold a public hearing.
1	Less notice for projects that don't require a public hearing, more for those that do.
1	See narrative answer to no 4.
1	coordinate with supervisor liason to get their database of interested parties and stakeholders
1	current planning depends on mailed, printed and posted notices exclusively.
1	n/a
1	The phases of the project dictate the level of involvement, beginning with information via fact sheets/presentations and culminating in interactive workshop. We have specifically avoided voting.
1	The survey has a Community Planning viewpoint. There are other words that would better relate to current planning and enforcement such as Inform, Listen, Mediate, Consult, Negotiate, Coerce, Compromise, Placate etc.
1	We are required to inform and consult. Once people are aware of projects undergoing environmental review they are welcome to review background studies, etc, or suggest that we analyze some aspect of the project. We investigate as appropriate.
1	For most projects we typically do the inform-consult-involve thing. We don't as much do the collaboration. Of course the level of involvement varies within each project - there are times when input/involvement is critical, and times when it's just about informing folks what's going on.
1	From a Current Planning perspective, the level of involvement is typically consulting unless there is a larger policy-based project that requires community meetings etc.
1	Public comment helps scope environmental documents during the first phase of environmental review when neighborhood notices are sent out. Public comment is taken, considered and responded to during the Draft EIR public comment period.
1	Of course the access to hearings, computers, and literacy are factors in the process. Not everyone in the public has the same access and understanding of planning language in order to keep up with notices and updates.
1	Yes, the level of involvement we want depends on the project. However, generally, we plan the outreach before we do it, and not with stakeholders as allies.
1	Some projects have specific CACs, others community workshops, with presentations, interactive workshops, etc. Most projects have some level of 'inform'. Have also done surveys about project alternatives or neighborhood preferences
1	Projects generally seem to start with an informing phase, move to an involvement phase, and conclude with a consultation phase. In areas that have strong neighborhood or community-based groups, collaboration occurs. Generally have not worked on empowerment-focused projects during my time here.
1	Attending community workshops, working the public information counter, being involved with projects.
1	scale or project, need to balance empowered residents' opinions with overall project and City policy objectives
1	The Planning Dept has historically avoided creating CACs during a planning process (though we now have a couple CACs related to Plan implementation). CACs are problematic in that you empower a very small number of people to "speak" for the community and create public policy, as well as the problem of legitimizing and giving a City-sanctioned venue for people with sometimes extreme positions. CACs can become very political. It takes a lot of time to manage a CAC. They can be practical for certain kinds of efforts, and best if they are not granted any sort of decision-making authority but are mostly a sounding board.
1	The Department has not tested the empower model as much except perhaps in Western Soma partly

Count**Response**

because we haven't had guidelines and a comprehensive step-back look at our POE. But all other projects (I have witnessed or been involved in - Cesar Chavez projects, Mission St Heights, Schlage/Visitation Valley, Executive Park) have an inform phase and then different levels of participation depending on: the staff, the project type (contentious non contentious), the project scale (neighborhood vs citywide) and resources.

6. What meeting formats and other venues have you used to engage and encourage participation from community members?

	Which formats/venues have you used?	Please choose your top 5 formats/venues you find most effective at engaging the community	Responses
Public meeting to inform and get input from public on a project (e.g. EIR scoping meetings, open houses, town halls)	93.3% 42	60.0% 27	45
Public meeting using break-out groups, small group dialogue, and report backs	67.9% 19	85.7% 24	28
Design workshop or "charrette"	81.0% 17	81.0% 17	21
Guest presentation and input at a meeting hosted by a neighborhood or merchant association or nonprofit group	85.7% 24	57.1% 16	28
Focus group	72.7% 8	90.9% 10	11
Public hearing to get comments (at Planning Commission, Historic Preservation Commission, or for an EIR)	97.8% 44	48.9% 22	45
Citizen's Advisory Committee (CAC) or a Project Area Committee (PAC) to advise a project long-term	81.0% 17	52.4% 11	21
PPA, Project Review, and Pre-Application meeting held by a Planning Dept. staff (for construction of a proposed	89.3% 25	42.9% 12	28

building)			
Community survey	86.7% 13	40.0% 6	15
Opportunities for public to submit written comments (for CEQA)	92.9% 26	39.3% 11	28
Formally or informally work with community-based organizations to reach out to and engage the community	84.0% 21	72.0% 18	25
One-on-one phone or in-person conversations with community members, i.e. to clarify something or get their comments	100.0% 42	59.5% 25	42

Online venues & platforms (please describe):

Count	Response
1	EP posts environmental documents on the Department's website
1	Environmental documents are available for download or viewing online.
1	Flickr
1	Formal billing letters sent out to project sponsors
1	Google Maps
1	Occasional use of facebook, use of department website.
1	Project website, community based org websites
1	We are just beginning to use it so nothing really used on my end other than surveys.
1	n/a
1	our website is mostly an info-dissemination tool, not good for collecting info.
1	pic email, dcp webpage, sfgov webpage, phone
1	project specific department webpage
1	twitter and one very successful youtube video
2	website, flickr
1	pop up Planning Dept. office in study neighborhood - this has been used downtown and may be helpful as it gets planners into the neighborhood and people can drop in during open hours.
1	For historic preservation work, we have had recent success with offering walking tours of a certain

Count	Response
	neighborhood. As part of the Duboce Park Historic District work we are staffing "planners on duty" sessions during the evenings at local cafes.

Additional venues or formats not listed above:

Count	Response
1	Emails to Neighborhood groups
1	Facebook, Twitter etc, web based planning tools should be folded into our process
1	Internet/Social Media forums
1	Neighborhood 'academy' to teach about basic planning concepts, empower people to inform others
1	commissions & nonprofit advocacy groups
1	n/a
1	radio interviews
1	Neighborhood "office hours" where we make ourselves available for unstructured time and community members can come and speak specifically with a planner about their specific issue or any issue
1	door-to-door flyering gets the word out. In near future we will host "Ask a Planner Night" at a local cafe to see if that encourages participation.

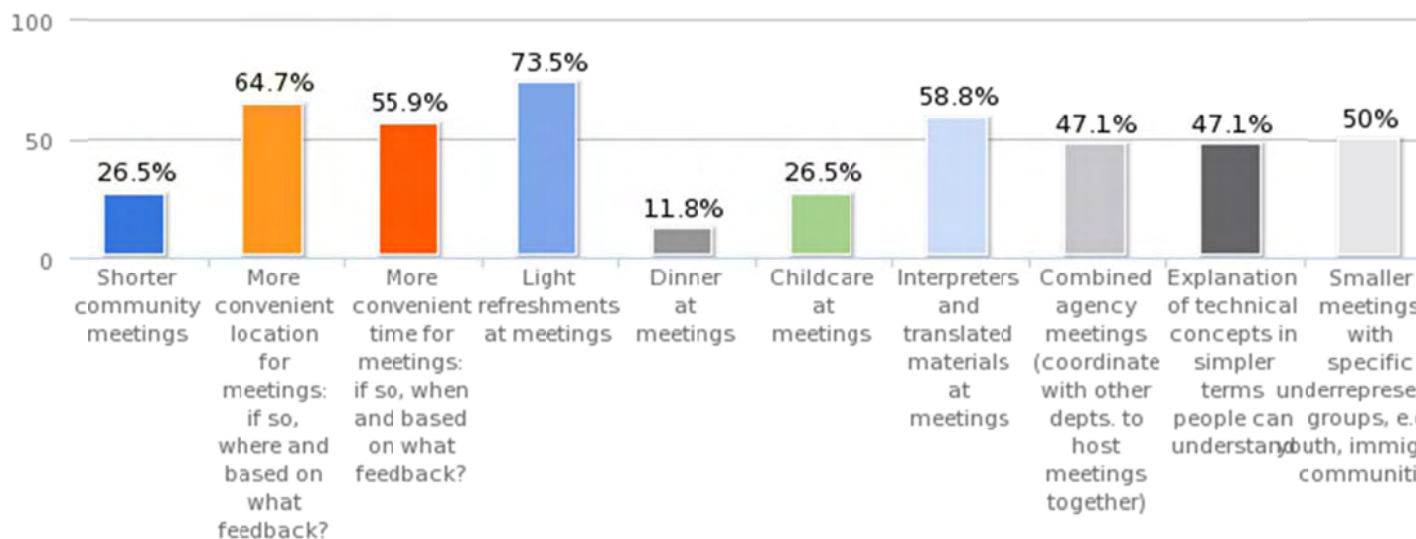
Please give examples, including how the meeting format or venue varies based on the type or phase of a project:

Count	Response
1	n/a
1	people with more access and knowledge about development issues and with more personal relationships with staff of course get heard the most because they find many ways to be heard.
1	This really depends on what the vibe is with the audience. If more hostile, they will not want to be broken into smaller groups and seem to prefer larger discussion. When project documents are released it seems written/emailed comments are appropriate. Really unique to project and timing.
1	Attending a public meeting following up on an invite from an organization. These are great opportunities to share and inform about the Planning Department.
1	of course, all projects have a typical arc. The very start is to inform about the process. Then soon thereafter

Count	Response
	there are meetings designed to gain input - whether community meetings with small groups or charrettes or meeting with individual interest groups. As the project starts gelling there are more public meetings and finally the formal hearing process in front of the decisionmakers.
1	Only certain types of project require public scoping meetings for environmental review scoping. Projects need to be of area-wide significance or meet certain size criteria.
1	The beginning tends to be more in a break out fashion and later becomes more of an open house/town hall format to inform of decisions/conclusions we arrived at through the process. I do wish we had more time for smaller focus groups and I think improving our outreach will allow us to improve our engagement. Most projects (Eastern Neighborhoods, Schlage, others I mentioned above), with a few exceptions, tend to default to the public workshop with break out groups or town hall style. Projects with more time and resources (housing element perhaps?, Better Streets) sometimes are able to do a variety of sources.
1	I have found that availing myself to members of the public directly outside the meeting room (City Council Chambers/Planning Commission Hearing Room/Scoping Session venue) allows members of the public to ask their questions about the environmental document directly and privately and get direct and personalized answers, which are satisfying to them. Also, if they cannot understand the initial answer, we can engage in a dialouge for clarification.
1	On occasion at open houses / public meetings, some attendees have indicated little interest in breakout groups. This can result in an individual attendee or group of attendees to hold a meeting hostage.
1	Outreach needs to be diverse and targeting all audiences if possible, so there is a need to use more formats and venues as tehre is always someone without access to infomation deposite the information era we live in.
1	Charrettes are good for design-related projects. Meetings with break-out groups are good for area plans and design-related projects once options have been developed. Focus groups and smaller meetings are good to do targeted vetting once a draft concept has been developed.
1	Extensive, proactive outreach for an effort like the Duboce Park HD. As stated above, other "outreach" for current planning projects consists of required noticing. Also of note is the required "Pre-App process for residential addition projects.
1	EIRs have to have public hearings. Neg decs and exemptions do not, unless the determination gets appealed. Again, this is in compliance with CEQA state law.

7. For meetings in the community: do you provide any of the following incentives or accommodations to help encourage greater and more diverse attendance? Please select all that you use.

For meetings in the community: do you provide any of the following incentives or accommodations to help encourage greater and more diverse attendance? Please select all that you use.



Value	Count	Percent %
Shorter community meetings	9	26.5%
More convenient location for meetings: if so, where and based on what feedback?	22	64.7%
More convenient time for meetings: if so, when and based on what feedback?	19	55.9%
Light refreshments at meetings	25	73.5%
Dinner at meetings	4	11.8%
Childcare at meetings	9	26.5%
Interpreters and translated materials at meetings	20	58.8%
Combined agency meetings (coordinate with other depts. to host meetings together)	16	47.1%
Explanation of technical concepts in simpler terms people can understand	16	47.1%
Smaller meetings with specific underrepresented groups, e.g. youth, immigrant communities	17	50%

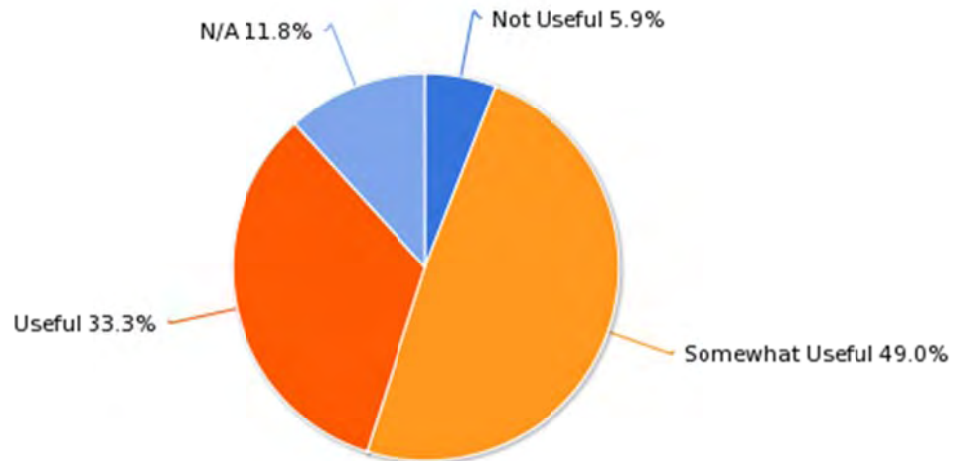
Statistics	
Total Responses	34

Additional Strategies:

Count	Response
1	Extended open house style meetings, so people can come in and out as their schedule allows.
1	close to the project, in the neighborhood; evenings.
1	make sure there is sound amplification so people can hear.
1	n/a
1	storefront space in neighborhood staffed by Planning staff
1	Convenient locations: we tried to do it in the community where the project happens, sometimes the actual venue is based on availability but schools are natural community hubs for us as well as cultural and community centers. Time: we try to do evenings/after work (but we should ask that as part of our eval of meetings!)
1	I like the idea of a Town Hall meeting with multiple agencies and community initiatives who are all making related changes in a particular area
1	Some of the strategies listed above work better than others depending on the project. Sometimes we spend too much in food and childcare, and no one shows up.
1	Hosted a kick-off neighborhood history walking tour, which was extremely well attended (50+ people). We've heavily promoted the latest round meetings. Emailed flyers to key stakeholder groups, door-to-door flyering of tenants and property owners, frequent website updates (and much verbal promotion of the website at the meetings).
1	Convenient meeting locations are based on proximity to the project site and times are scheduled after typical working hours (6-8 pm).
1	community events in which planners are more present in the neighborhood are missing, or they are not that many! and they are great to gain mutual trust. Planning Department staff booths at farmers markets for example would be interesting.....Planners going to schools.....churches.....in a more regular basis.....?
1	Usually, we are not the lead for public participation. This is typically the legislative sponsors responsibility.
1	I do believe that some spanish speaking announcements or outreach should be done on sunday mass for the spanish speaking community members because they may not otherwise hear of community meetings in the area

8. In general, how useful is stakeholder input in informing project plans and proposals? For example, how coherent and relevant? How well does it reflect an understanding of the complexity of an issue?

In general, how useful is stakeholder input in informing project plans and proposals? For example, how coherent and relevant? How well does it reflect an understanding of the complexity of an issue?



Value	Count	Percent %
Not Useful	3	5.9%
Somewhat Useful	25	49%
Useful	17	33.3%
N/A	6	11.8%

Statistics		
Total Responses		51

Which projects, POE strategies, or other factors have produced more or less useful input?

Count	Response
1	Having organized community groups or activists involved can at times yield useful design input.
1	Mailed notices
1	N/A for CEQA
1	Sometimes the input shapes or pushes a project, politically and it is hard to draw a line.

Count	Response
1	haven't gotten there yet.
1	n/a
1	none
1	prioritization of objectives prioritization of implementation measures
1	Significant Natural Resource Area Management Plan Notice of Preparation of EIR recieved useful public input.
1	Generally, most comments are those of the individual speakers and do not reflect the community at large.
1	haven't been here long enough to say. I think we rely too much on community meetings where there aren't really relevant decision points for the community to decide on
1	Charrettes and simple workshop exercises that help people understand the complexity of a planning/design problem help facilitate better dialogue down the road and allow different interests to see each other's point of views. Surveys are helpful to get an accurate read of how much community support exists for a proposal, which is crucial to getting political support/approval/funding, etc.
1	Current planning does not do much organized community outreach other than mailings, posted notices etc. There is no pro-active programme for explaining zoning, permit processes and enforcement.
1	Projects: more concrete ones (eg 17th and Folsom project) have more useful input, more abstract (zoning), highly technical and contentious ones sometimes less useful (generalizing here though it depends on the skill of the facilitator too - so training is important!). Strategies - break out groups tend to produce better feedback.
1	Having the environmental documents posted on the website in a format that's easy for reviewers to access.
1	My favorite is recognizing that staff has expertise in certain areas (like context, access to data, time) and the community has expertise in certain areas (like local knowledge and history, and that the most successful input occurs when we can leverage these individual expertises.
1	the more directed the questions, the higher quality the responses. In general, it's easier to get people to respond to proposals than to provide suggestions. Mapping exercises where people put game pieces or draw directly on maps generally provides the most useful input. Also, focus groups provide useful comments. General public workshops are less useful except to inform the public.
1	Workshops and Charrettes have been helpful. Planning Commission meetings primarily occur at the end of the process, or series of processes when the project is approaching approval.
1	engagement is which processes are transparent and in which everyone feels tehy have something to collaborate with, and planners are technical mediators not drivers.
1	smaller group formats get more useful info; surveys seem pretty informative, from a more statistical sample lens.
1	varies based on the project and the definition of useful. Sometimes community participation drives the general direction of a project, other times community members contribute more specific policies or design ideas.

9. What do you see as the public's main motivations for getting involved in your division's projects?

Count	Response
1	Interest in neighborhood and concern about potential impact (or benefit).
1	Members of the public often use the CEQA process to slow down or stop a project they don't like.
1	Public get excited about concrete participation and guaranteed follow up!
1	To Stop development of any kind except parks
1	To make sure we don't completely fuck up their neighborhood.
1	To oppose development projects
1	To stop a project
1	Typically to try to stop or scale back development which they feel may affect them in some way.
1	direct impact and opposition
1	fear of change
1	n/a
1	property rights, value of property
1	property values
1	protection / enhancement of property value;
1	to scale them back or to stop them outright
1	To protect their own interests, to shape the future of their neighborhood, or to participate in a larger policy discussion.
1	concern about how their neighborhood changes over time; advocate for positive change in their community
1	-Concern for property values and views in more affluent areas -Concern for equity issues/impacts and displacement in low-income areas. -A few groups are clear "lobby" types - SPUR
1	To express their position on the project and participate in the review and decision making process.
1	People want to understand the planning departments vision for their area. The motivation for the public is to contribute to their communities development. However, I don't believe outreach is done fairly with non-english speakers. With that said non-english speakers don't get to contribute their vision or communicate their motives to this department.
1	Depends, often non-representative individuals/organizations can overpower the public dialog in pursit of their own self-interest over the public good. This is the number one problem with "community involvement" in SF.
1	Concern about how the project might limit property owner ability to develop/alter their property -- Wanting to know more about the proposal -- Advocates interested in getting the proposal passed
1	To protect individual property values, views or other self-motivated reasons, NIMBYism, desire for or opposition to Gentrification.
1	Concerns about specific project (construction, altered building envelope affecting them as a neighbor), or changes to rules (more time and cost, limits on what they can do) regarding their property.
1	depends on the project but most people that comment have a strong aversion for change/development.
1	In the USA, people participate only if the or their property is affected directly. I have not seen much of a solidarity type of participation, although it is present and important sometimes.
1	Needing to pay a bill so they don't have bad credit if the case gets referred to the Bureau of Delinquent

Count	Response
	Revenue.
1	Support of the CEQA process may be used by groups wanting to see a process proceed smoothly or have complete information provided to decision-makers. However, most often public comments in CEQA or CEQA challenges are directed to issues to change a project or stop it - instead of actual environmental issues.
1	People get involved for various reasons. Some are involved to block a project from moving forward because it might affect them in an undesirable way (block view, remove their parking, increase traffic around their home). Others want to shape the design of the project in a way they believe is a truly better/safer/more desirable design for themselves and their surrounding community. Some people have personal or financial interests they are protecting.
1	concern for how issues affect them (i.e. parking, new development, etc), concern for neighborhood and property values, interest in getting infrastructure improvements
1	Genuine interest in the future of the City, their neighborhood, street, etc. and a desire to have an impact on change that may occur (both to guide change, and in some cases to stop change.)
1	They're freaked out about something we're trying to do and want to stop it. OR they're an advocate/super planning geek who comes to comment and is often drowned out by the shrieks of a recalcitrant mob
1	personally invested, ie a property owner, or a concerned neighbor worried about impacts of a project
1	some have a genuine interest in promoting the public welfare, others have self interests that include power, greed, and promoting their self importance. some are straight up poverty pimps.
1	I find that persons typically get involved if they find that a project will directly impact them and/or their property (e.g. regarding concerns of light, view, noise).

10. Are there any departmental guidelines or best practice resources you use to help you plan and conduct POE? Please describe::Self-created templates:

Count	Response
1	No
1	experience
1	power point presentations on different planning topics
1	sometimes
2	yes
1	yes, excel spreadsheet i created; some preliminary worksheets.
1	These consist of letters to project sponsors requesting technical study preparation or procedural information

10. Are there any departmental guidelines or best practice resources you use to help you plan and conduct POE? Please describe::Templates created by a colleague(s):

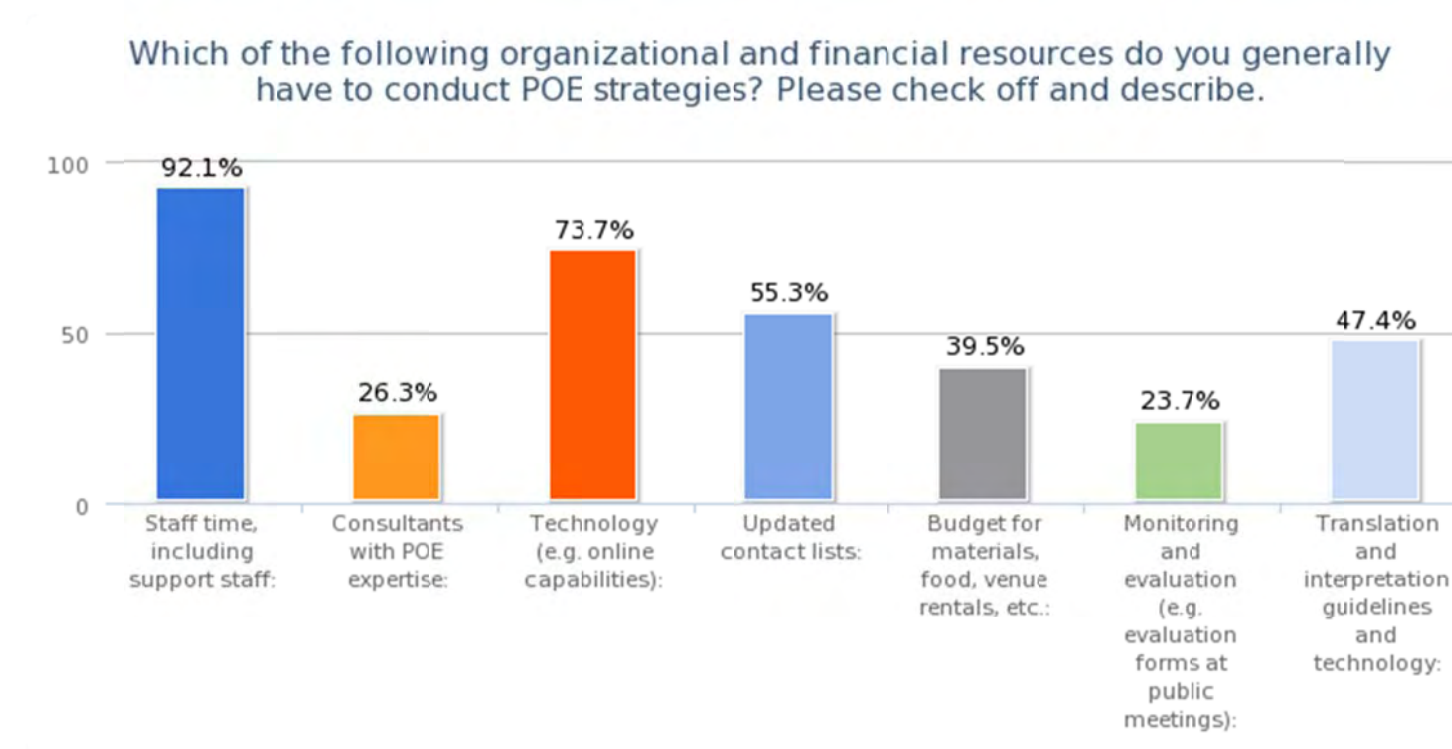
Count	Response
1	EP has many templates, carefully written and reviewed by legal counsel.
1	I look to what others in Dept. have done well (ie workshop format & project design for website)
1	I think we have a few versions of workshop materials and checklists
1	Most of EP's correspondence has been created by the Forms and Templates group
1	No
1	Often the same template is used for neighborhood planning projects
1	Somewhat the work Claudia has done. Looking forward to it being polished up.
1	graphic post cards
1	no
1	same as above
1	yes
1	try and build on existing as much as possible for consistency in process, but tailored to meet local area needs and target audience.
1	We have templates for materiasl used at public scoping meetings; we have Department templates for our documents and notices.

10. Are there any departmental guidelines or best practice resources you use to help you plan and conduct POE? Please describe::Outside resources:

Count	Response
1	Davenport training concepts, IDEO brainstorming concepts.
1	No
1	Sponsors use power point and other boards to convey the elements of the project.
1	State Clearinghouse has an NOD template we use

Count	Response
1	access to online information, when making presentations.
1	i have used google in my search to better plan workshops
1	yes
1	Planning facilitators have been used occasionally. Developing these resources in-house may be a better way to go.

11. Which of the following organizational and financial resources do you generally have to conduct POE strategies? Please check off and describe.



Value	Count	Percent %
Staff time, including support staff:	35	92.1%
Consultants with POE expertise:	10	26.3%
Technology (e.g. online capabilities):	28	73.7%
Updated contact lists:	21	55.3%

Budget for materials, food, venue rentals, etc.:	15	39.5%
Monitoring and evaluation (e.g. evaluation forms at public meetings):	9	23.7%
Translation and interpretation guidelines and technology:	18	47.4%

Statistics	
Total Responses	38

Open-Text Response Breakdown for "Staff time, including support staff:"	Count
<i>Left Blank</i>	16
For required noticing, this is paid for by permit fees. Duboce Park HD work is grant funded.	1
Maria and other staff make themselves available to help prep workshop materials	1
Preparing notices	1
Public Notice; Powerpoint Presentations	1
Staff prepares notices	1
The entire nature of CEQA is public notification of proposed projects -- that's what we all do.	1
To mail notices	1
admin staff to organize meetings/equipment	1
multiple staff	1
my time	1
not much support staff time though	1
some volunteers (training is needed), support staff for logistics	1
support staff	1
team work including support staff	1
we're always well supported in this area.	1
zerio	1
staff needed to attend a particular meeting in order to make presentations or provide information.	1
Creating mailed and online materials is an important part of my projects, uses a lot of staff time. Support staff is extremely important in getting out mailed material	1
EP Planners review and approve all notices, environmental documents, calendar language and ads ahead of publication	1

Open-Text Response Breakdown for "Consultants with POE expertise:"	Count
<i>Left Blank</i>	2
COP meeting facilitators	1
Consultant prepared and disseminated notices	1
Sometimes prepare visual aids to present a project or the results of analysis.	1
This depends on funding available for each project.	1

Open-Text Response Breakdown for "Consultants with POE expertise:"		Count
We have teams of qualified consultants. See http://www.sf-planning.org/index.aspx?page=1886		1
zero		1
have used outreach consultant to develop outreach strategy and organize meetings and feedback opportunities		1
Sometimes consultants available if specific work completed by them or are charged with running outreach.		1
Open-Text Response Breakdown for "Technology (e.g. online capabilities):"		Count
<i>Left Blank</i>		5
Google Maps		1
Monica and Gary are available to help us best utilize the web		1
Notices on website.		1
Project specific websites and email blasts		1
We have designated staff to post to the Web site and develop templates.		1
We need to have more free and easy use of Facebook, Twitter, etc to provide outreach.		1
We post the documents for review		1
Website to post documents and outline CEQA requirements		1
Website, email		1
access to technology to facilitate presentations and information		1
department website, twitter		1
information on our website		1
make sure that equipment is working		1
more and more using our website. not much else.		1
post agendas		1
some basic - web updates and now facebook but haven't used it personally		1
survey, website, mailing list		1
we put a lot of material on-line, not sure it gets to people not already involved in the project		1
website for DR reform effort		1
website updates getting easier		1
website, email blasts		1
the web now offers RSS feeds & I check the page hits often to get a sense of how effective the page might be.		1
Putting information on-line allows people to follow plan, comment, and decide whether and when to attend any public meetings		1
Open-Text Response Breakdown for "Updated contact lists:"		Count
<i>Left Blank</i>		9
DR reform contact list -- ended up being inaccurate		1

Open-Text Response Breakdown for "Updated contact lists:"**Count**

This has been a frustrating process so far due to our email system	1
This is an area that needs work. Lists are frequently out of date.	1
access, excel, self-maintained	1
both inhouse and in the community	1
contacts lists maintained for each project.	1
department lists (unregulated list currently provides disproportional representation)	1
i coordinate this effort with planners ans well as supv. liasons	1
we have to generate new lists for each project	1
with mail chimp	1
We rely on the neighborhood groups mailing list that others in the Planning Dept. develop. Sometimes I get returned mail (when organizations/individuals move), and I don't know who to notify to update the mailing list.	1
Based on response from neighborhood notice mailings. Out Dept. is not good at updating the master mailing list.ng	1

Open-Text Response Breakdown for "Budget for materials, food, venue rentals, etc.:"**Count**

<i>Left Blank</i>	3
Budget depends on project funding. Not always available.	1
FOCP of direct project budget allocations	1
budget for these things is usually included in the scope of projects I work on	1
coordinate with accounting	1
doesn't need to be significant	1
limited	1
snacks and materials	1
some it varies by project	1
very small and always coming out of personal pocket for reimbursement	1
very small budget -- less than \$50 for food.	1
zero	1
For large projects, before we prepare the draft EIR we hold a scoping meeting. I've never been to one, so I don't know if we provide food and whether we rent venues.	1

Open-Text Response Breakdown for "Monitoring and evaluation (e.g. evaluation forms at public meetings):"**Count**

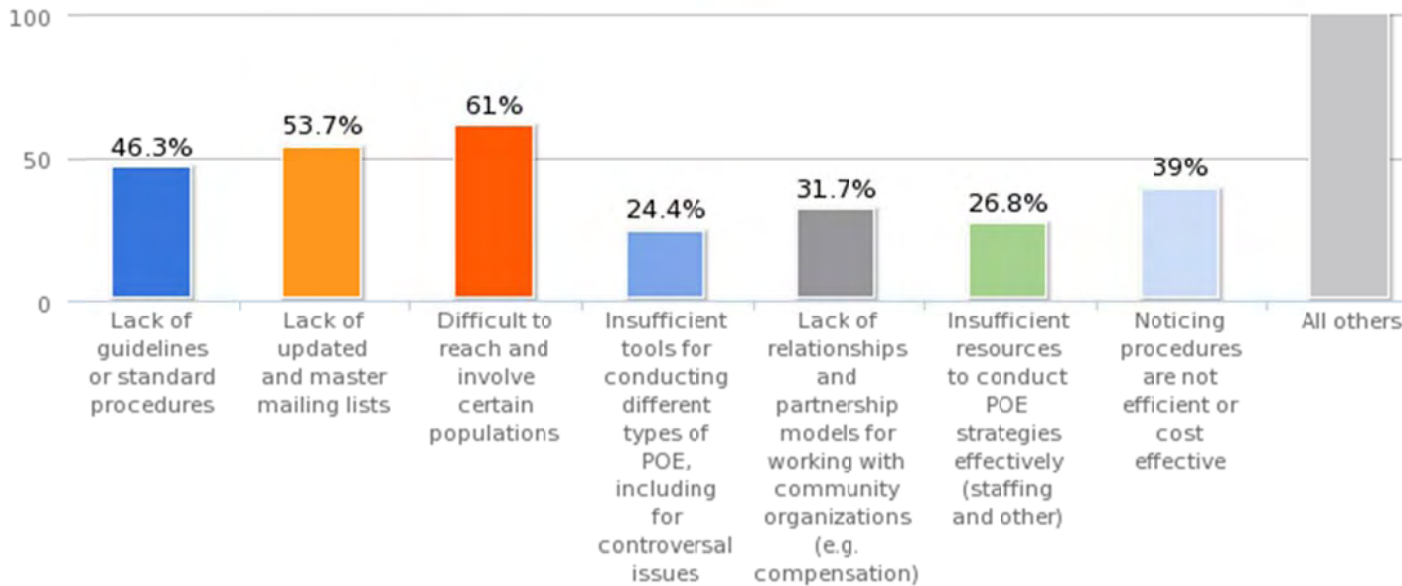
<i>Left Blank</i>	4
We hire a court stenographer to take minutes at the public hearing on the draft EIR.	1
as given by planners	1
exit interviews on how to improve the next meeting - always	1
this is not taken seriously	1

Open-Text Response Breakdown for "Monitoring and evaluation (e.g. evaluation forms at public meetings):"	Count
zero	1

Open-Text Response Breakdown for "Translation and interpretation guidelines and technology:"	Count
<i>Left Blank</i>	5
Available. Apparently sometimes there are problems with technology.	1
as necessary	1
at public hearings	1
depending on the project/neighborhood	1
i often work on translating of material but will often book translators	1
limited need but every effort to provide on an as needed basis	1
translators are usually budgeted when needed	1
use of interpreter	1
we do have a pool of translators to call and hire. This process is better each day.	1
often have translators there but no need for translation. more important is getting people with language barriers to the meeting in the first place	1
For soem projects we make an effort to have translation services available at hearings, but it isn't standard practice and may be provided only when specifically requested.	1
Please don't give the public the idea that they can request that EIRs get translated. It would cost much time and money, and our process is slow enough! I worked on the EIR for a previous controversial project that had to be translated into Spanish, and it was quite a lot of work.	1
Mostly just info on materials directing folks to call specific numbers if need translation or more info	1

12. What major challenges and frustrations do you face when doing POE for your projects?

What major challenges and frustrations do you face when doing POE for your projects?



Value	Count	Percent %
Lack of guidelines or standard procedures	19	46.3%
Lack of updated and master mailing lists	22	53.7%
Difficult to reach and involve certain populations	25	61%
Insufficient tools for conducting different types of POE, including for controversial issues	10	24.4%
Lack of relationships and partnership models for working with community organizations (e.g. compensation)	13	31.7%
Insufficient resources to conduct POE strategies effectively (staffing and other)	11	26.8%
Noticing procedures are not efficient or cost effective	16	39%
Need technology upgrades and understanding of how to utilize social media and innovative online tools	14	34.1%
Lack of clear goals, objectives, and monitoring and evaluation for POE	13	31.7%
Insufficient staff training and capacity building for POE	10	24.4%
Lack of resources or established protocol for translation	13	31.7%
Other:	16	39%

Statistics

Total Responses 41

Open-Text Response Breakdown for "Other:"

Count

Open-Text Response Breakdown for "Other:"	Count
All of the above may be issues on individual projects and plans	1
Getting special populations to participate.	1
Inefficient/questionable translation of materials	1
Intra-Department lack of coordination between major sections	1
Lack of work programme and resources for Current Planning and Enforcement outreach.	1
No more budget for food at meetings	1
Process for process's sake	1
frustrated public.	1
lack of funds to pay for newspaper adds not just english but spanish and chinese newspapers	1
lack of respect from the public	1
lack of staffing	1
non-democratic participation	1
not applicable	1
over reliance on the usual suspects to frame and explore policy issues	1
strategic outreach is not taken that seriously as a very important part of a project success	1
the Department's heistory of meaningless perfunctory POE	1

Please explain:

Count	Response
1	We've all learned how to conduct POE through trial by fire, with the scars to prove it. We need a toolkit of best practices. We also need strategies and resources to engage important but unheard voices in the community. Which is basically everyone but the interests of money, some property owners, and a few savvy special interest groups.
1	If we would value outreach from the start of a project, the outcome would may differ as project differ. However, we always finish with a plan that does not have money to the EIR, or has too many comments to respond, or it is appealed.
1	I feel we should think more critically about how and why we chose to involve the public in our decision making process. It seems like we give too much power to people who are opposed to our projects. In doing so we abdicate our professional expertise and exclude low-income and other hard to reach populations from the discourse.
1	All of the above! - monitoring is big, translation is always a problem, mailing lists too. Staff have their own (often highly succesful but not across the board) guidelines and procedures. Difficult to engage the average person and traditionally under-represented groups. I think we have some baseline level of resources we just need to have the knowledge of what is there and how to deploy what we have effectively and wrap it up (evaluate and assess if things are not working so we are nimble with changing strategies).
1	Loud self-interest parties dominating the dialog. Normal people can't engage as effectively as those who dedicate their life to swaying public action.

Count	Response
1	Biggest issue (for certain areas) is translation services. Also, we have terrible master lists of community organizations.
1	Meetings are typically a platform for people to speak out against the department and many times can become personal attacks on staff. How do you run a meeting with irate public?
1	Environmental planners are in a different role than others in the Department in that our review is supposed to provide information about potential impacts and not to support or critique a project. We have specific requirements about how the information is provided.
1	I have considered many times additional outreach to publicize our code enforcement role. The reality, though, is that additional publicity would result in additional cases which we cannot handle with current resources.
1	There is not a set procedure for engaging the public. It would help if there was a forum to share strategy.

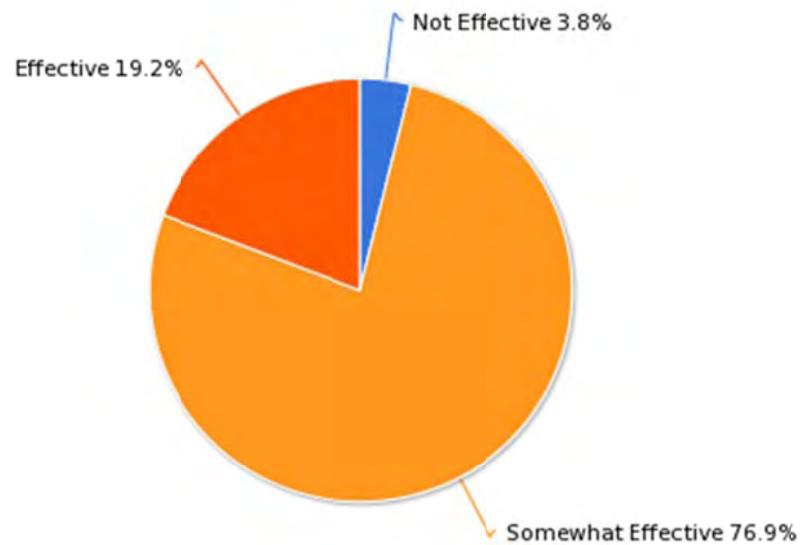
13. How are resources and budgets for POE determined within the scope of your projects?

Count	Response
1	-
1	Depends on what is allotted for the work
1	Do not exist.
1	Don't know.
1	Estimated by past experience
1	I generally have not worked on drafting scopes.
1	Need and budget.
1	They are built into the environmental document cost
1	This is a top down decision.
1	Typically project sponsors are billed for time associated with any public outreach for a project.
1	determined at outset, particularly when seeking grants.
1	generally budget at the beginning with standard amount
1	included in application charges, time and material.
1	n/a
1	no budget
1	planners and accounting
1	supervisor

Count	Response
1	we don't have any resources or a budget.
1	For fully scoped project POE budgets are determined by key project milestones when outreach will be needed. For some ongoing Dept projects it is not clear what the budget is or if \$\$ is available for special outreach tasks.
1	They are incorporated as part of the environmental review fee or charged to project sponsor as additional time and materials if staff time exceeds fee.
1	As stated above, for required noticing, POE is paid for by permit fees. Duboce Park HD work is grant funded.
1	Translators are guaranteed. Community meetings are determined to be necessary by staff, senior staff, and Planning Commission.
1	There is no consistent approach for this I am aware of. It would be helpful to establish protocols, and this may vary by type of project / plan, and levels of funding available for POE.
1	In my projects it has not been completely clear (others esp grant funded or State mandated ones such as the Housing Element which we do every 3-4 years, it is more clear), we know we have some pool of \$ we can use, we don't know exactly how much. We know we can rely on staff/volunteers for meetings as needed and similar for other components but thinking of POE as its own thing will help get a better sense of what we have.
1	I am usually the PM and feel it is my responsibility to secure funding for this part of the planning process.
1	Certain neighborhood notices are mailed by staff in the Department, but a number of others are handled by a consultant at the expense of the project sponsor. The newspaper ads we are required to run are expensive. I do not know what the budget is for that but we have no choice about complying with the requirement.
1	Not relevant for Current Planning Projects; More applicable towards mandatory requirements as related to Environment Planning work. This is a question more geared towards Long Range.
1	They really aren't. We've only focused on free venues. The latest directive from management re: translation is to ask Cathy Thai to translate. Would feel more comfortable if there was an approved vendor contractor that we could contact for translation services.

14. Overall, how effective do you believe the Dept. is at informing and engaging the public?

Overall, how effective do you believe the Dept. is at informing and engaging the public?



Value	Count	Percent %
Not Effective	2	3.8%
Somewhat Effective	40	76.9%
Effective	10	19.2%

Statistics		
Total Responses		52

Why? Please explain:

Count	Response
1	I think that the public wants a more robust code enforcement staff.
1	Not well coordinated
1	People engage better in person, but this takes significantly more staff time and expertise.
1	We do the best we can, we will never be able to please the public, there will always be criticism
1	Word gets out, but not to all.
1	I think in general that people who want to have input are involved. In the age of the internet it's hard for

Count**Response**

anyone to not find information they're looking for. I also think that the populations we typically think of as marginalized communities (e.g. low income, non-English speaking) tend to have community organizations that can provide outreach. I think we don't engage the broad silent majority of people out there who generally support what we do and our policies. I think we also have not found good ways to engage workers, shoppers, visitors (who may or may not live in that neighborhood or the City)

1

Materials are available at libraries, the PIC, the department, online. Materials are disseminated both electronically and hard copy and the planner's name is always on the notice.

1

We're not totally pathetic. But we need to hear from the right people, and we need to be better at creating constructive venues for dialogue.

1

Generally we engage the community. We and other agencies are prone to relying on existing community organization and the usual suspects, which results in politically palatable projects and policies that might not best meet the broader communities interests or preferences. Ultimately input from community members that do not participate in the approval process are often muted or lost when projects are adopted. One potential improvement to our existing practices: find more concrete ways to represent the breath of community comments received through out the process to decision makers (CPC and Board) to provide them grounds to make decisions that are more representative of all input.

1

We always deal with the same players with the same agendas. It would be nice and worthwhile and indeed, quite refreshing, to get input from those on the outside.

1

relative to other planning departments, this department sends out notices and requires pre-application meetings in excess of most other departments. it offers a number of opportunities for the public to involve themselves in particular projects

1

We do go, but not great. To do great involves exponentially higher levels of effort and funding, without a clear understanding that the higher effort and funding will actually produce a better informed public.

1

We engage the public that is already involved with city politics well, but not the majority of the renters or owners throughout the City.

1

I think we have dedicated staff who do their best with the knowledge and resources we have but there is a lot of room for improvement - in training facilitators/staff, in thinking more deliberately about the POE process (resources, why we do it, how we do it, how we evaluate and wrap it up).

1

There has never been a more entitled, informed public as San Francisco. Everyone bends over backward and does triple flips to make sure everyone in the world could be informed about everything the department does. When that doesn't work, staff leaks information to their sources in the public.

1

I have heard from some engaged members of the public that the Department does a good job of outreaching via phone conversations, notices and meetings.

1

Planners thinking they know how to do the planning and do not feel that the time consuming and sometimes frustrating development of meaningful partnerships with community stakeholders provides much value added to the planning process.

1

We do engage the publi often but typically in a reactionary manner (from the current Planning perspective). We could benefit from having a forum to discuss different methodologies.

1

I think it is challenging to involve all the potential stakeholders in our projects. This is a big city and some people are just more interested in our projects than others even if they know about them. Also, I believe some people's life situations allow them to participate while maybe more hard to reach populations have different priorities. This does not mean it's not necessary to provide outreach to certain populations, it just means it can be challenging for this and other reasons. I believe our standard large public workshop format is not always the best solution but it seems the easiest to manage and prepare for given the different constraints staffing and otherwise for projects. I believe we could do more smaller and targeted outreach that could be more effective.

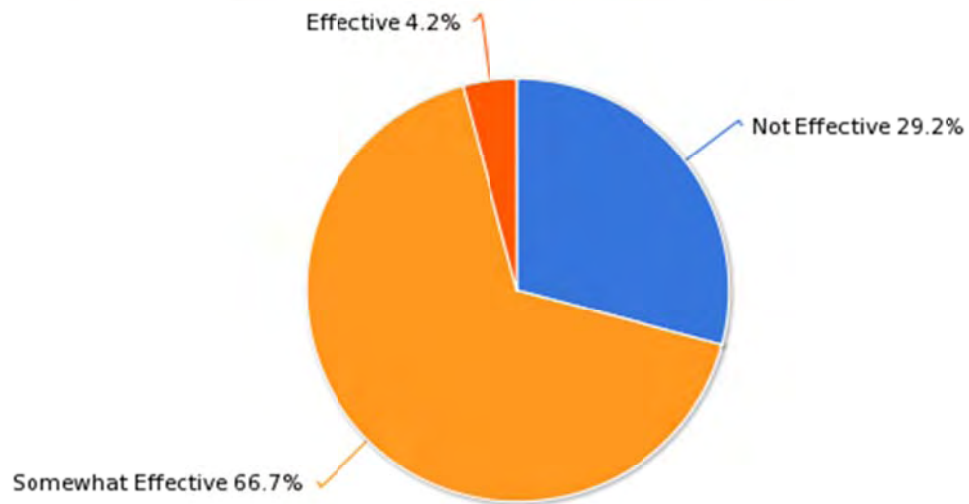
1

At poorly attended workshops, it's hard to evaluate whether attendance is low due to poor outreach methods, or general lack of interest amongst the public. Often times people don't become involved until something they are opposed to is on the verge of approval. It's difficult to get people who are "just fine" with a project

Count	Response
	but not strongly opposed or in support to make their voices heard using most of our current time-intensive meeting/workshop/hearing POE methods.
1	People often turn up at Commission hearings (or late in the environmental review process) and claim to be unaware of a project or to not have had sufficient notice. It is unclear if they were not responsible or if we didn't reach the right people. We always get a lot of returned mail from environmental mailings.
1	the constant changes to our regulations, resources and guidelines are overwhelming to the members of the public, not to mention the staff.
1	Long Range Planning holds workshops and charrettes; however, Current Planning does not. Current Planning should invest in providing focused Neighborhood based meetings re: the Code and Design Guidelines.
1	We are very thorough because the public uses the CEQA process to slow down or stop projects they don't like. If they don't agree with the CEQA decision, they will appeal. If they don't agree with the appeal, they will sue. Our reports just keep getting longer and longer. We're too effective.
1	This department does a substantial amount of outreach and communication with the public. This has evolved and expanded over the years and is pretty complex. Granted not everyone in the public is satisfied with our efforts, however I think this department does an excellent job of informing the public about projects, meetings, etc.
1	On balance, my observation is that people who care about specific project do in general find out about them and participate. In my experience deficiencies in outreach are mostly technical glitches which are a problem because they are used by NIMBY forces to derail projects.
1	I think we need to try harder. The Communications & Outreach person will be extremely helpful, but we need to be more active overall.
1	think we could do a better job at reaching people who don't usually get engaged in planning issues, particularly hard-to-reach populations
1	Inconsistent guidance and information provided to project sponsors regarding billing and initial fee requirements, which leads to more billing questions at the conclusion of a project.
1	Loud, self-interest parties dominate the dialog. Normal people can't engage as effectively as those who dedicate their life to swaying public action.
1	Well, the Planning Department is definitely getting better, but it should not reinvent the wheel in this matter. There are plenty of organizations that know outreach and how can outreach strategies and venues should be used for specific purposes and with techniques that can be properly evaluated.

15. How do you think the communities you work with perceive your efforts at informing and engaging the public?

How do you think the communities you work with perceive your efforts at informing and engaging the public?

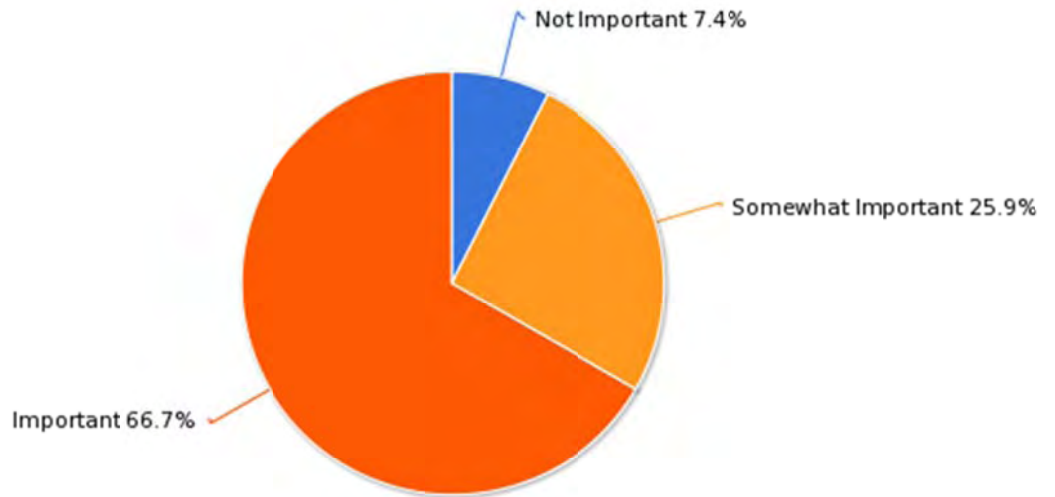


Value	Count	Percent %
Not Effective	14	29.2%
Somewhat Effective	32	66.7%
Effective	2	4.2%

Statistics	
Total Responses	48

16. How important do you think it is to assess and improve the Dept's public outreach and engagement strategies and our relationship with the community?

How important do you think it is to assess and improve the Dept's public outreach and engagement strategies and our relationship with the community?



Value	Count	Percent %
Not Important	4	7.4%
Somewhat Important	14	25.9%
Important	36	66.7%

Statistics		
Total Responses		54

Why? Please explain:

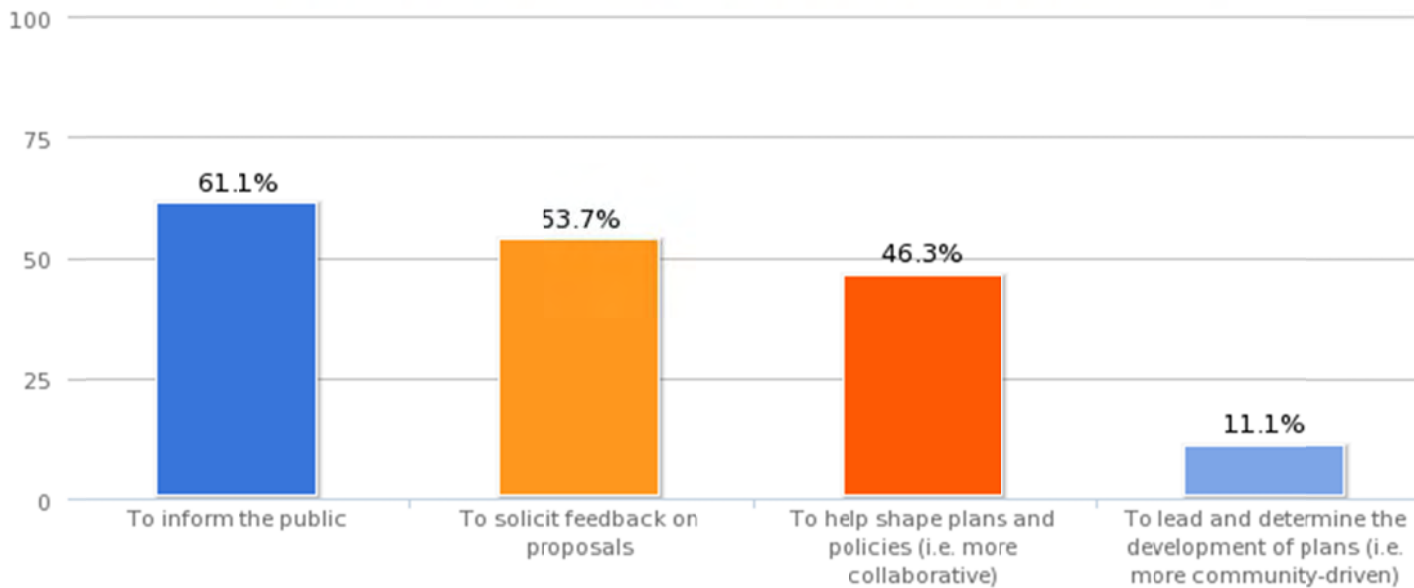
Count	Response
1	Always telling folks after the fact is never good
1	I think we over-rely on established neighborhood organizations
1	Primary importance is translation.
1	Public perception that they have been left out is always adverse.
1	We engage too much. We have to set limits.
1	We need a standard list of names and addresses of people who get noticed of every project!

Count	Response
1	staffing realities
1	would like to broaden the dialogue beyond the usual suspects.
1	Often with Building Permit Applications or entitlement applications (e.g. Conditional Use or Variance), the mailed notice will be the only notification a neighbor will receive. It's important that they are aware of the changes that may be made and be given adequate time to respond, should they have concerns.
1	There is a deep long history of mistrust of the Department by the Public. It manifests in the mistreatment of staff by the public through verbal abuse, accusations of unethical behavior and creates an underlying atmosphere of conflict or fear of conflict when approaching a public meeting. Serving the public interest is a difficult job as we need to balance the needs of the community, small and large businesses, the City itself as a world city and tourist destination, and the uniqueness of SF environment. The better we can explain our role and the complexity of the work we do may foster a better understanding from the community which may help mitigate some of the existing hostility. For that to happen we need to speak as one Department, not three Divisions giving different information.
1	The public gets everything they ask for and it is never enough. There isn't staff time to do everything the public thinks should be done.
1	We're not smart enough to impose our decisions. Making the right choice means being informed, which means hearing perspectives and insights from a lot of different people. Good planning is hard enough when you have the facts - in a vacuum it's impossible.
1	hard to make a general statement. different types of projects can use "community" input at different stages. also the process can get side tracked due to too much involvement. helpful to brainstorm when in the process the "community" feedback is the most helpful and when the technical expertise of staff should be used.
1	The perception of the Department's involvement with the community directly relates to the perceived goals of the Department. Lack of outreach leads to the idea that some sort of conspiracy exists. More outreach could lead to more trust between the public and the Department and the belief that the Department is acting on behalf of the public's interest.
1	work needs to be done with respect to the long range plans as those plan set the development parameters for current planning to implement. if a large number of permits are appealed/contested it is because the development parameters are set too loosely for the public's taste
1	It would be helpful to be able to get a broad spectrum of Residents and others out to public meetings and hearings so that Staff can receive a more complete view of public concerns. Sometimes meetings are attended poorly and/or attract individuals with a single or set of concerns that do not adequately reflect a broader scope of issues.
1	Better relationships with the community will pay off in long run. In my opinion, most people first interact with us in a negative way- being told they can't do what they want to do with their property, or that processing their application will be expensive and take a long time. We need to inform them of who we are, what our goals are, and what we do to benefit the community before they have these other experiences.
1	Because both staff and the public need to have a good, positive and worthwhile experience knowing that their input matters (and how and when and how it is used and what are the phases) and for staff that our work is effective, impactful and not a high-burnout experience.
1	It is important to reach everyone in the community including those non english speakers. Everyone should have an opportunity to communicate their concerns or comments on area plans or any other planning effort.
1	As "community planners" this is critical to ensure all people can have the opportunity to participate if they are interested.
1	I don't see our current POE as problematic, but as a matter of being good at our jobs I think it is prudent to invest time and energy into ongoing education for staff, keep our tools modern (social media and videos), and institutionalizing best practices.
1	We must work in partnership and take the time to bring stakeholders into the planning processes in

Count	Response
	meaningful ways. Lest we end up in contentious finger pointing or unproductive process that waste scarce planning resources and being politically trivialized or subject to legislative end runs.
1	the improvement in our public understanding and engagement is essential in order to serve the members of the public in San Francisco effectively.
1	Because the public will probably never be satisfied with our efforts there will always be a need for improvement. Also as technology changes and communication tools evolve there is the need to constantly change and hopefully improve.
1	We want all people to feel that access to information about development in the City is convenient for them. They have to take the steps to be engaged, but there shouldn't be barriers to getting the relevant information. Also, we want people to inform us when they have information to be investigated for environmental review, but if they do not know about a project, they cannot address us in a timeframe that benefits the project's environmental review.
1	"I wasn't informed" is one of the most effective weapons in the NIMBY arsenal, and NIMBYism is the biggest hinderance to effective planning in this city
1	There seems to be a general mistrust towards the Department that can perhaps be mitigated with better public outreach...not necessarily more.

17. What do you think is typically the MOST important purpose of public engagement regarding plans and projects that your division works on?

What do you think is typically the MOST important purpose of public engagement regarding plans and projects that your division works on?



Value	Count	Percent %
To inform the public	33	61.1%
To solicit feedback on proposals	29	53.7%
To help shape plans and policies (i.e. more collaborative)	25	46.3%
To lead and determine the development of plans (i.e. more community-driven)	6	11.1%

Statistics
Total Responses
54

Please Explain:

Count	Response
1	EP doesn't develop community-based plans as part of our work.
1	Informing the public is necessary for feedback and collaboration
1	To achieve consensus and a sense of participation as well as education.
1	Use the Davenport model!
1	We do not go out to inform, but to learn.

Count	Response
1	all of the above on 17
1	same as previous answer
1	to comply with the law
1	Current Planning helps the public understand proposals that are applied for by property owners etc. Current Planning does not proposed any long-term planning efforts but serves more as an informative tool for the public
1	The last checkpoint is of particular interest so that the Dept. can incorporate community concerns and ideas at the beginning of a planning process. However, it is sometimes difficult to engage people without providing some concepts and/or ideas to get discussion started.
1	The planning process in order to be effective and successful has to come from the community and include the public's investment and involvement.
1	I think the most effective meetings I've been to are those where the public gets to weigh in and help develop a series of proposals crafted by the City.
1	I think sometimes community-driven is appropriate but a good middle way is collaboration. We need to and have something to learn from each other.
1	We need to balance community needs with City policy so there is a collaborative process that is often required.
1	People need to be informed about proposals so that they can provide input into the analysis being completed for environmental review - to understand potential physical effects. The results of the analysis can drive project modifications to benefit the community.
1	Also important is the perception of informing the public. I think that people throw away their mail -- need complementary modes of outreach so at the very least people can not reasonably state that they were not informed.
1	we have a lot to learn from the communities we work in, and a responsibility to inform them of potential changes. however, i do believe that we have a technical expertise and that engaging the community does not necessarily mean we have to do everything that the community suggests. we have a larger responsibility to the population (existing and future) as a whole, which is not necessarily represented by those who come to meetings, etc.
1	The concept of "community-driven" plans is OK only as long as the community has the broader public interest and public policy in mind. There are a lot of NIMBYs and other extreme positions out there who advocate for either unrealistic/unworkable objectives or for objectives that are counter to good public policy and the broader public well-being. I think making sure plans are collaborative and making sure that planning efforts can demonstrate that they have heard people's concerns and desires is more important than having the community actually develop the plans.
1	In current planning, we deal mostly with private development projects. The goal should not be to have the community design or dictate a private development, but rather seek their feedback, analyse it, and determine whether the recommendation could result in an improved project.
1	As I said, we're all experts. I wouldn't want to shut out the community - but I wouldn't want them in charge either, because there is context and perspective that we provide.
1	Informing the public is a requirement that we have to fulfill under CEQA. Personally, if the project sponsor is amenable, we will try to allow the community input to shape the project so that there is more buy in from the community and a better overall acceptance of the project.

18. What is your vision for the Dept's future POE efforts and what needs to happen to get there, including the main barriers and opportunities for innovation for your division? Specifically, if your division's outreach/engagement is limited by standard legal notices and formats, what room is there for more creative and productive POE that can compliment minimum requirements?

Count	Response
1	Adopt modes of communication that are accessible to general public
1	Amend noticing requirements to reflect current and more effective means of communication.
1	Appoint one person who's responsibility is to improve the Department's POE efforts.
1	Good question for EP. I'm really not sure! I'll have to ask my section.
1	I haven't worked here long enough to answer this question
1	Not sure... our legal notices are standard and offer us and the project sponsor protection.
1	Put a spycam in every office and cubicle.
1	current planning does more than other departments. i think the level of engagement is sufficient
1	see previous comments
1	Current Planning needs more streamlined consistent noticing. There is no need for more creative outreach for projects. Current Planning could conduct outreach to neighborhood groups as guest speakers to explain permit process and zoning and enforcement information.
1	more use of technology/internet to provide more in-depth information and opinion gathering, including video, photo, etc. more use of social media for one-way outreach/noticing automated and better centralized mailing lists, rather than having to re-invent the lists for every project.
1	Place all permits and applications online to the public is aware off all projects when they are submitted.
1	My vision is a world where I have a handle on the best practices in the field, and I can apply the right tools to get the best policy results. I'm able to efficiently and effectively receive input from a wide range of people, be it in person or through media. We need more resources to access difficult-to-reach populations We need better tools to engage a wider range of people
1	Translation. Methods for the public to sign-up to receive spot email notification of projects proposed within certain areas. Possibly host more "Ask a Planner nights" in other areas of the City.
1	electronic message boards with the newest development and changes at the public information center, as such.
1	We really need a way to keep lists updated, to provide information on social media and to consider how to provide documents electronically - may be quite difficult given that there isn't a directory of email addresses.
1	(1) Universal Notification should move forward, with standard notice format and times for every type of

Count**Response**

- project; (2) It would be helpful to have a database of people who have expressed interest in certain types of projects or planning efforts. This should be an automated database that can be filtered by the persons's expressed interest; (3) We should have a very standart outreach meeting protocol that the community can become accustomed to - this would include the same type of sing-in process, feedback flyers, protocol for how the meeting is conducted, time to speak, etc. This would help to control the conversation and prevent the meeting from going down hill.
- 1 also about building trust with the public, so the public feels their voice or opion is part of the process/project, maybe without even bring directly involved. doing more media/press release/and other efforts to highlight dept work will also make our dept more transparent, and build trust.
- 1 Not much room for administrative and financial communication. We can do a better job as a department clearly communication financial information and requirements about billing and fees to project sponsors.
- 1 The UPN project was an attempt to condense, update and simplify our current public noticing procedures (30+ different ones?), many of which are required by the Code. The project was put on hold because after doing some public outreach we found that the members of the public who were aware of theproject wanted MORE, longer public notice and were not willing to see any simplification achieved. This project should be brought back to life with better outreach and messaging to decision-makers.
- 1 Proactive neighborhood based informational workshops to provide information neighborhoods can use today on plans and policies that were adopted yesterday.
- 1 My vision is this process :) - and getting everyone on the same page and on board with the importance, appropriate guidelines and the effective delivery and evaluation of POE. I'd definitely like to see higher trust and collaboration. I think staff training (culture shifting) and some standard principles and guidelines will help get more than half of the way there - the remaining will be having tools (evaluation forms) and a clear way of maintaining and supporting the work (POET).
- 1 I do think we need to accent our "required" notices, which will help shape a more positive image of our department and our work and decision-making.
- 1 Walking tours and preparing images and videos (recently done for Cesar Chavez) can help to make issues visible to individuals who may benefit (or not) from a particular plan or project.
- 1 it would be important to budget for outreach (ads, twitter, facebook,community papers,church flyers).
- 1 New code changes, procedure changes, and recent legislation could all be topics for outreach. current Planning does not ytpically proactively perform outreach.
- 1 The internet can be the most equalizing tool to for participatory engagement. However using Social Media sites, although hip and "in" disturbs, as these sites have their own ability to inappropriately manipulate information to serve their own agendas. Ie. they are driven by corporate interests as well, which do not necessarily serve the public good.
- 1 One of the difficulties with having a legal requirement to notify the public. This makes it more difficult to go above and beyond the legal requirements because, the additional effort which is done as a courtesy, will eventually become part of the legally required process.
- 1 Easy ways to subscribe to e-mail notifications for projects / geographic / topics of interest. Easy intuitive ways to check in on on-line map regarding status of proposed projects, plans and programs.
- 1 I think support of staff dedicated to outreach for various projects would allow for more creative solutions to be tried. Often the project planners have so many things on their plates that it is hard to manage content and carry out a robust outreach strategy.
- 1 More web-based participation - sometimes only people who think they'll be negatively effected by a project (ie: parking removal) think they can stop a project that would benefit the larger neighborhood or City, and POE empowers them while those who would benefit from the project don't get involved because it's not as immediate of a concern. Web-based POE might help those people have their voices heard without having to invest much time in attending meetings and workshops.

19. What are possible performance measures to be able to evaluate our efforts and their success (e.g. meeting evaluations filled out by participants and staff)?

Count	Response
1	A decrease in the amount of returned mail.
1	Facebook comments!
1	Haven't really thought about it.
1	Not sure. # of participants, demographics?
1	Positive feedback and recognition at public hearings
1	evaluations filled out by participants, senior staff involvement
1	post-project surveys to populations to find out if they really understood what happened
1	public trust
1	Meeting evaluations/questionnaires are good. To the extent feasible, it would also be good to identify an increase in participation by non-"regulars", i.e. participation by ordinary citizens rather than planning 'enthusiasts'.
1	The Department, through the PIC and our website, should have an ongoing survey available to collect feedback from the public. Someone in-house should track the comments we get.
1	broadening participation, recording input in meaningful ways that are communicated to all stakeholders and decision makers.
1	Hmmm, it feels so qualitative. I think the number of people engaged relative to the size of the project area.
1	Agreed. We need to make sure that we understand what we are doing good and what we need to improve.
1	Meeting evaluations may be difficult. Hard to differentiate the information presented by staff and the performance of any one or set of outreach methods. Perhaps look out turnout at public events. Not sure how to measure this effort.
1	# of new invitees. this tends to happen only for controversial items. it would be good to get people engaged and educated about general planning issues.
1	-definitely meeting evals, always!! For us to arrive at a good "service or process" satisfaction but also effectiveness metrics -staff tools to self-evaluate -a strong POET with tools to help both staff through the process (planning, implementation, evaluation)
1	High attendance, engaged public, meeting evaluations indicating that the meeting was useful to attendees, high levels of participation by special populations.
1	The finance office has a set of performance measures we track internally to inform how well our doing on our billing and other financial and administrative processes. I'd be happy to share that set of measures with you. Also, the department will very soon be looking into revising our entire set of publicly-reported performance measures. Once you have the results of this question in your survey, can you please contact Keith DeMartini (Finance Manager) as I will be coordinating this effort and would very much like the information you gather in this service to inform this department-wide process? Thank you very much!

Count**Response**

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| 1 | outreach needs to be taken seriously before anything else. Then, outreach would be at the start of a project with goals and objectives set working together with other agencies and the community. Finally, a plan with evaluation tools would be part of the launching of the project and the most clear expectations possible and proper budget already sorted from the start! |
| 1 | Having evaluations in as many places as possible for people to have access too for example libraries etc. |
| 1 | public workshop attendance/# comments received per \$ spent on outreach Paper mailings for long-range planning efforts are extremely cost inefficient. |
| 1 | It'd be interesting if we could find a way to see how closely the demographics of those who partake in our POE reflect that demographics of the census tract the project is in, and for projects of city-wide importance, the demographics of the City as a whole. |
| 1 | Perhaps having an exit interview with staff and the public on projects and how effective the notification was. |