

ATTACHMENT 1
PORT OF SAN FRANCISCO
2015 Tenant Transportation Survey

Thank you for your interest in assisting the City and Port of San Francisco in understanding the transportation needs and challenges faced by tenants along the waterfront. All responses to this survey will be kept strictly anonymous and confidential. The survey should take approximately 15 minutes to complete and should be filled out by the business owner, manager or their designee, as we are trying to reach the person who has the best knowledge about your business operations, employees, customers, clients and deliveries.

Your Business

1. Identify the type of facility you are leasing from the Port. Please check all that apply:

- Office
- Storage Shed/Warehouse
- Retail
- Restaurant
- Light Industrial Processes
- Fishing Industry
- Maritime (water-based)
- Entertainment Destination
- Parking
- Other uses, or further details on use(s) identified above (please describe):

2. What is your location along the waterfront?

- Fisherman's Wharf (Aquatic Park to Pier 39)
- Northeast Waterfront (Pier 35 to Pier 9)
- Ferry Building Area (Pier 5 to Pier 22 ½ Fireboat House)
- South Beach (Pier 24 to Pier 40)

3. For how long have you been a Port tenant at this location?

- Less than 2 years
- 2-4 years
- 5-10 years
- More than 10 years

4. Please define your role at the business:

- Owner
- Business Manager
- Employee

Other (please specify) _____

5. Which are your most important business days?

- Weekdays (Monday through Friday)
- Weekends (Saturdays and Sundays)
- Holidays

6. What are your primary hours of operation (check top two)?

- Weekdays (8 a.m. -6 p.m.)
- Weekdays (6 p.m. - Midnight)
- Weekdays (Midnight -8 a.m.)
- Weekends (8 a.m. -6 p.m.)
- Weekends (6 p.m. - Midnight)
- Holidays
- Other (please specify) _____

7. How many employees work at this specific location?

- 0-5
- 6-10
- 11-25
- 26-50
- 51-100
- 100+

8. Does your business offer transportation-related benefits to employees and/or customers/clients (check all that apply)?

- No
- Yes, free or discounted transit to employees
- Yes, free or discounted transit to customers/clients
- Yes, bicycle amenities such as racks or shower/changing facilities to employees
- Yes, bicycle amenities such as racks or shower/changing facilities to customers/clients
- Yes, free or discounted parking to employees
- Yes, free or discounted parking to customers/clients
- Yes, other: _____

Your Employees Getting to Work

9. To the best of your knowledge, please estimate the percentage of your employees that come from each geographical area to your place of business:

| | |
|-------------------|-------|
| San Francisco (%) | _____ |
| Peninsula (%) | _____ |
| North Bay (%) | _____ |
| East Bay (%) | _____ |
| South Bay (%) | _____ |
| Other (%) | _____ |

If you answered "Other" please specify below _____

10. To the best of your knowledge, please estimate what percentage of your employees uses each of the following to get to and from work:

| | |
|---------------------------|-------|
| Muni (%) | _____ |
| BART (%) | _____ |
| Caltrain (%) | _____ |
| Ferry (%) | _____ |
| Driving (%) | _____ |
| Walking (%) | _____ |
| Biking (%) | _____ |
| Ride-booking services (%) | _____ |
| Other (%) | _____ |

If you answered "Other" please specify below _____

11. To the best of your knowledge, how well do the transportation service categories listed in the table below currently meet the needs of your employees?

| | Excellent | Good | Fair | Poor |
|------------------------|------------------|-------------|-------------|-------------|
| MUNI | | | | |
| BART | | | | |
| Caltrain | | | | |
| Ferry | | | | |
| Access roads | | | | |
| Parking | | | | |
| Bike Facilities | | | | |
| Sidewalks | | | | |
| Street Lighting | | | | |

Please provide additional comments if needed: _____

12. Have any of your employees communicated to you, or have you observed, their having difficulty getting to work because of transportation and/or parking issues?

No

Yes (please explain) _____

Your Customers/Clients Getting to Your Business

13. To the best of your knowledge, please estimate the percentage of your customers/clients that come from each geographical area to your place of business:

| | |
|-------------------|-------|
| San Francisco (%) | _____ |
| Peninsula (%) | _____ |
| North Bay (%) | _____ |
| East Bay (%) | _____ |
| South Bay (%) | _____ |
| Other (%) | _____ |

If you answered "Other" please specify below _____

14. To the best of your knowledge, please estimate what percentage of your employees uses each of the following to get to and from work:

| | |
|---------------------------|-------|
| Muni (%) | _____ |
| BART (%) | _____ |
| Caltrain (%) | _____ |
| Ferry (%) | _____ |
| Driving (%) | _____ |
| Walking (%) | _____ |
| Biking (%) | _____ |
| Ride-booking services (%) | _____ |
| Other (%) | _____ |

If you answered "Other" please specify below _____

15. To the best of your knowledge, how well do the transportation service categories listed in the table below currently meet the needs of your employees?

| | Excellent | Good | Fair | Poor |
|------------------------|-----------|------|------|------|
| MUNI | | | | |
| BART | | | | |
| Caltrain | | | | |
| Ferry | | | | |
| Access roads | | | | |
| Parking | | | | |
| Bike Facilities | | | | |
| Sidewalks | | | | |
| Street Lighting | | | | |

Please provide additional comments if needed: _____

16. Have any of your employees communicated to you, or have you observed, their having difficulty getting to work because of transportation and/or parking issues?

No

Yes (please explain) _____

Your Deliveries

17. How many deliveries does your business receive each week?

- 1-3
- 4-7
- 8-15
- 16-25
- More than 25

18. When are the majority of your deliveries made?

- Midnight-6 a.m.
- 6 a.m. -9 a.m.
- 9 a.m. - Noon
- Noon - 5 p.m.
- 5 p.m. - 8 p.m.
- 8 p.m. – Midnight

19. What delivery access needs does your business require? (Check all that apply)

- Curb-loading
- Parking
- Large truck access
- Other (please specify) _____

20. Have any of your delivery drivers told you about, or have you observed, difficulty finding a convenient and legal place to load and unload?

- No
- Yes (please explain) _____

Your Impacts, Concerns and Suggestions

21. Below is a list of previously identified transportation-related issues in and around the Port. Please indicate if each item "Greatly impacts, Impacts, Somewhat Impacts or Does Not Impact" your business.

| | Greatly Impacts | Impacts | Somewhat Impacts | Does Not Impact |
|--|-----------------|---------|------------------|-----------------|
| Vehicle congestion | | | | |
| Event-related closures/back-ups on Embarcadero | | | | |
| Backups/conflicts from cruise ships | | | | |
| Backups during AT&T Park events | | | | |
| Regional bottlenecks from Golden Gate Bridge and Bay Bridge traffic | | | | |
| Transit connectivity | | | | |
| Crowding on E/F MUNI lines | | | | |
| Pedestrian safety | | | | |
| Bicycle safety | | | | |
| Delivery access | | | | |
| Parking availability | | | | |
| Construction | | | | |
| Timeliness of employees | | | | |
| Other (please specify below) | | | | |

If you selected "Other" please specify below: _____

22. When an event is taking place at the Port, Embarcadero or a nearby venue, what is the impact on your business? (Please check all that apply) [Due to an oversight, the ability to select multiple options was not enabled for this question in the survey.]

- Increased business
- Decreased business

- Employees struggle to get to work
- Customers/clients struggle to get here
- Deliveries are delayed or cannot occur
- None
- Other (please specify) _____

23. Generally speaking, how satisfied are you with the advance notice you receive when an event that could potentially impact your business is taking place in or around the Port?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very Dissatisfied

24. Consider the following transportation improvements and order them from 1 to 11 in order of importance to your business, with 1 being "**least important**" and 11 being "**most important**".

| | |
|--|--|
| | Increased MUNI lines providing direct service |
| | Increased MUNI service on weekends, early morning and late night |
| | Increased ferry or water taxi service |
| | Increased awareness about availability of nearby parking |
| | Improved bicycle facilities, such as protected bikes lanes |
| | Improved bicycle and pedestrian crossings of the Embarcadero |
| | Increased traffic signage and/or better signalization |
| | Increased traffic enforcement/direction |
| | Enhanced sidewalks/ Increased street lighting |
| | Improved advance traffic alert communications for special events |



As Implemented in Survey Tool

25. What additional transportation and/or access improvements would you suggest for the area in and around the Port and/or your business? Please provide specific locations if warranted.

26. Are there any other issues that you would like to share with us in more detail?

If you would like to be contacted to provide additional comments in person, please provide your contact information below. All of your answers to the survey will be kept strictly anonymous and confidential.

Name _____

Company _____

Email Address _____

Phone Number _____

Are there additional key staff at your business that may like to share their feedback about transportation issues? Please provide their contact information.

Name _____

Company _____

Email Address _____

Phone Number _____

Attachment 2: Port of San Francisco Northern Waterfront Transportation Survey

Summary of Responses to date (as of December 28, 2015)

The Port Northern Waterfront Transportation Survey (Port Transportation Survey) was undertaken to gather important information from a broad array of Port tenants about the nature of their businesses and associated transportation needs, transportation observations, impacts and feedback to help inform Port and City transportation improvements efforts. The survey will also benefit the Embarcadero Enhancement Project, an SFMTA project to create a safer and improved bikeway along The Embarcadero and to improve pedestrian safety on the Embarcadero Promenade.

Survey Background and Distribution

The survey was developed with input from Port staff and key stakeholders, including the Fisherman's Wharf Community Benefit District. It was introduced and distributed through a series of emails and follow up communications from D&A Communications, and targeted interviews of businesses identified by Port staff, over the months of September and October 2015.

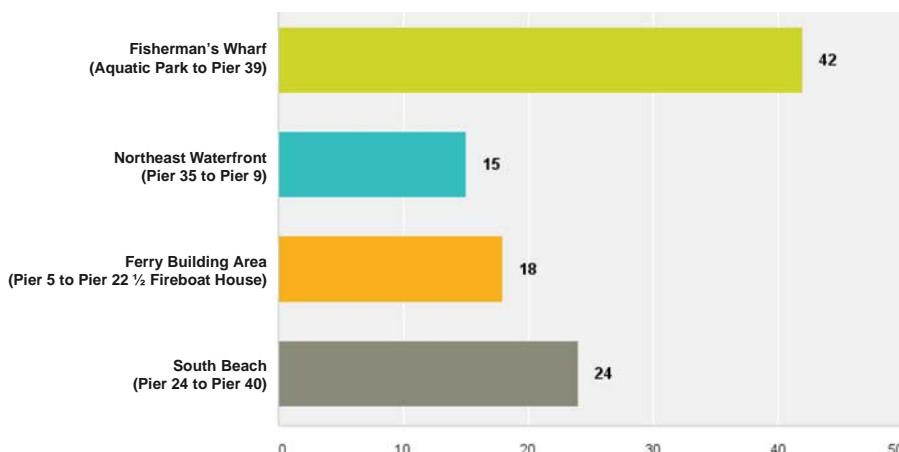
The survey was sent to 266 Port tenant contacts and key groups located in the northern waterfront area from AT&T Park to Fisherman's Wharf. Survey recipients were asked to share the survey with other interested parties along the northern waterfront, and some responses came from organizations located to the south of AT&T Park in the vicinity of Mission Rock and Pier 70.

Initial Survey Responses

The survey received 113 responses – over a 40% response rate— including responses from at least 10 of the 16 priority tenants identified by the Port.¹ Any additional responses received from these tenants will be added to the survey responses, and thus the initial survey results presented in this Executive Summary may be further updated.

The focus of this survey was to provide an opportunity for input, guidance regarding key issues of concern and recommendations for improvements. Although the survey had a high response rate, it is not necessarily a representative sampling. For example, some areas had a higher response rate than others, not all respondents responded to every question in the survey, and multiple people from an organization could contribute to the survey. Due to the small number of respondents within certain categories, such as location or business type, the survey results may not be directly representative of all businesses in that category, or the numbers of employees/customers affected.

Figure 1
Response by Location



¹ Five were interviewed, and five indicated they completed the online survey. The remainder did not respond either way, and Port staff and D&A Communications are continuing to follow up with those who have not yet responded: Levi's Plaza Property Management, James R. Herman Cruise Terminal, Prologis, Autodesk, Standard Parking (Central Parking), and Fog City Diner.

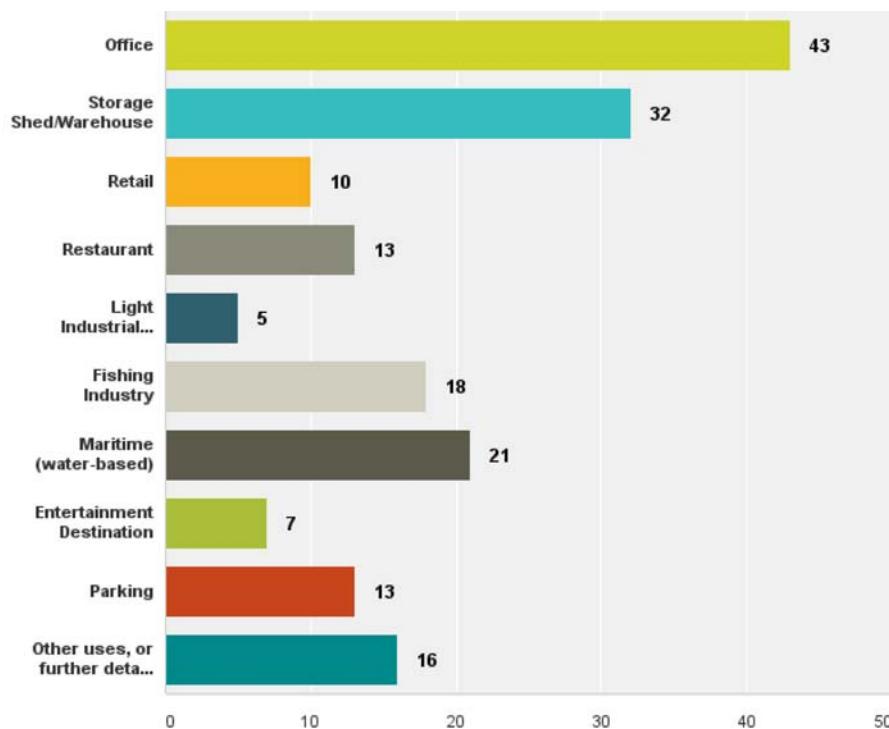
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Based on the Port Tenant contact list used for the survey, Fisherman's Wharf was overrepresented in responses relative to the tenant base, and the Ferry Building area was underrepresented. The analysis adjusts for relative survey response rates by area, when appropriate. In addition, some responses came from areas beyond the northern waterfront area, with 14 responses that left location blank, many of which are believed to be located south of South Beach based on their comments.

The survey included a varied mix of tenant business use types, as shown in Figure 2. Respondents were allowed to select all that applied, with many selecting multiple uses. (For example, these responses reflect typical Port facility types that contain a mix of office, storage, shed and/or warehouse uses.)

Figure 2
Tenant Usage Types



The largest group of responses were from small businesses with 0-5 employees (46%) and the next largest from tenants with 100+ employees (20%). Over 70% of responses were from tenants of 10 years or longer, indicating that many long-term tenants are very interested in providing input on transportation conditions and issues of concern. Twenty-nine of all respondents (25%) indicated their willingness to be contacted in the future and provided their contact information.

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Summary of Responses to date (as of December 28, 2015)

Transportation Issues and Impacts on Tenants

The survey findings generally validated many of the transportation-related issues of concern that have already been communicated to Port and City staff. The survey also provided a direct means of communication from tenants, which tenants greatly appreciated, as well as the opportunity for more-nuanced insights into issues and suggestions for improvements.

Respondents were asked to rate how much thirteen different transportation issues impacted their business. The top three impact areas identified by respondents are shown below in **bold**, and those issues shown in *italics* were identified by more than 50% of the respondents.

- **Vehicle congestion (71%)**
- **Event-related closures/back-ups on Embarcadero (69%)**
- Backups/conflicts from cruise ships
- *Backups during AT&T Park events (52%)*
- Regional bottlenecks from Golden Gate Bridge and Bay Bridge traffic
- Transit connectivity
- Crowding on E/F Muni lines
- Pedestrian safety
- Bicycle safety
- *Delivery access (57%)*
- **Parking availability (67%)**
- *Construction (57%)*
- Timeliness of employees

Vehicle congestion and event-related closures/backups on the Embarcadero had the greatest impact on the Fisherman's Wharf and South Beach areas by a significant margin, when adjusted for survey participation rates. Parking availability was the third most important impact identified by all respondents, but further analysis indicates that the nature of the parking challenges varied by area and type of business, with some responses focused on shortages of BART parking outside of the waterfront. (Parking challenges including loaded/unloading, easy access for customers, high cost of parking in some locations, and lack of available parking at BART parking lots.)

Sixty-six percent of tenants said their employees had transportation issues getting to work, and 63 percent said transportation issues impacted customers as well. According to tenants, more than two-thirds of employees in Fisherman's Wharf and South Beach areas drive to work, although most commute from within San Francisco. Ferry Building had highest employee usage of public transit.

Nearly half of public transit options were rated "Good" or "Excellent" at serving employee needs for those who use them. Public transit issues affecting employee commutes include:

- Overcrowding on BART/Muni
- Crowding, delays and petty theft on the F Muni line (One tenant indicated that while employees are able to use the F to get to work, it is too crowded for the evening commute to make reliable transit connections.)
- Lack of available BART parking
- No overnight public transit

Tenants report that most of their deliveries arrive before noon, and 44% of respondents indicated that they experience challenges with deliveries, particularly in Fisherman's Wharf. Overall, those receiving the most deliveries (16+ per week) are more likely to need curb-loading and large truck access.

Attachment 2: Port of San Francisco Northern Waterfront Transportation Survey

Summary of Responses to date (as of December 28, 2015)

Top Priority Transportation Improvements

Tenants were asked to rank the importance of 10 previously identified transportation improvements on a scale from 1 to 10, with 10 being “most important.” All ten improvements were found to have about equal importance to all respondents, as all were ranked between 5 and 6. However, respondents from different geographic areas indicated that some improvements were more important than others as compared to all respondents, as shown below. *Items in italics were rated significantly more important by this area than all respondents.*

Fisherman’s Wharf

- *Improved bicycle/pedestrian crossings of the Embarcadero*
- Improved advance traffic alert communications for special events
- Increased traffic enforcement/direction < Unique top item to this group

Northeast Waterfront

- *Increased MUNI service on weekends, early AM and late PM*
- Improved advance traffic alert communications for special events

Ferry Building Area

- *Increased traffic signage and/or better signalization*
- *Improved bicycle and pedestrian crossings of the Embarcadero*
- Improved advance traffic alert communications for special events

South Beach

- *Improved advance traffic alert communications for special events*
- Increased traffic signage and/or better signalization

“No Location” (primarily south of South Beach)

- *Increased MUNI lines providing direct service < Unique top item to this group*
- *Increased awareness about availability of nearby parking < Unique top item to this group*
- *Increased MUNI service on weekends, early AM and late PM*

Qualitative Feedback

All the verbatim comments have been compiled for Port staff use, but a few concerns are highlighted below to provide a flavor of the responses:

- Pier 45 tenants indicated delivery/customer/parking access issues
- Traffic pinch point at Fisherman’s Wharf and nearby intersections; requests for more traffic control officers
- Requests NOT to prioritize a bike lane over traffic lanes
- Worker-friendly transit needed from Ferry Building to the north, especially to accommodate evening office hours commutes
- Requests for better lighting around Pier 48 and Pier 70

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

Background

Comments were provided by survey respondents at a number of points during the survey, both as added explanations to questions and as responses to open-ended questions. They were edited only for spelling/grammar.

The sections of comments are in the order in which the questions were asked in the survey, and are provided with context about the question.

To provide additional context, the respondent Location and Usage is provided after each comment. Abbreviations used for Locations and Usage Types are below.

Locations

FW: Fisherman's Wharf
NE: Northeast Waterfront
FB: Ferry Building Area
SB: South Beach
NL: No Location

Usage Types

- Office
- Storage – Storage Shed/Warehouse
- Retail
- Restaurant
- Light Industrial – Light Industrial Processes
- Fishing – Fishing Industry
- Maritime – Maritime (water-based)
- Ent Dest – Entertainment Destination
- Parking
- “Other”

Comments have been grouped by location when the volume of responses warranted.

Verbatim Comments: Transportation For Employees and Customers/Clients

Question 8: Does your business offer transportation-related benefits to employees and/or customers/clients? (Check all that apply)

- No
- Yes, free or discounted transit to employees
- Yes, free or discounted transit to customers/clients
- Yes, bicycle amenities such as racks or shower/changing facilities to employees
- Yes, bicycle amenities such as racks or shower/changing facilities to customers/clients
- Yes, free or discounted parking to employees
- Yes, free or discounted parking to customers/clients
- Yes, other.

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Q8. "Other" explanations

- Multiple comments about use of commuter benefit program, including:
 - We are participants in the City's program where they can take tax free money out of their paychecks to use for transportation. Not many employees participate though. Maybe it's a little too confusing or they like to get as much money out of their paychecks. (Fisherman's Wharf (FW) / Restaurant)
 - Pre-tax "commuter checks" (NE / Office)
 - Commuter benefit program. (NL / Maritime, Ent Dest, Parking)
- We sponsor parking for senior management (FW / Retail, Aquarium)
- Commercial fishing needs a truck. (FW / Fishing, Storage Shed/Warehouse, Parking)
- About half of our employees bike to work or public transportation. The other half drive and when the trucks pull out the crew pulls their car into the truck yard. (SB / Storage, Parking)

Question 10: To the best of your knowledge, please estimate what percentage of your employees uses each of the following to get to and from work:

- Muni
- BART
- Caltrain
- Ferry
- Driving
- Walking
- Biking
- Ride-booking services
- Other

Q10. "Other" explanations/comments on how employees get to work

- Most all walk from the Ferry Bldg or Embarcadero BART or Muni or bus terminal to Pier 9. Some use multiple modes, i.e., Caltrain to BART. (NE / Office)
- Motor or sail on the water to dock (SB / Maritime)
- Two drive company vehicles. (FW / Fishing, Storage)
- Golden Gate Transit (FW / Storage)
- Remaining employees carpool together (NL / Office)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

Question 11: To the best of your knowledge, how well do the transportation service categories listed in the table below currently meet the needs of your employees?

- Muni
- BART
- Caltrain
- Ferry
- Access roads
- Parking
- Bike facilities
- Sidewalks
- Street lighting

Please provide additional comments if needed

- Must park truck to unload and load heavy fishing equipment (FW / Fishing, Storage, Parking)
- There are no bike racks. We requested a bike rack by our office and were told that all bikes are expected to be housed in our office, which is difficult and counter to any green initiatives. (NE / Office)
- Bikes on sidewalks are a problem, at least for pedestrians. Bikes not stopping at red lights are also a problem for pedestrians. Tourists are not generally the problem except that if they are in a pack of bicyclists that go through red lights they think it's okay. It's by no means all bicyclists but it is a safety challenge. SF should make sure the law is known by all (e.g., handouts to anybody renting a bike) and enforce it with officers on bikes. (NE / Office)
- There is not enough street lighting around Pier 48. (SB / Office, Storage)
- Traffic congestion and parking unavailable particularly during AT&T Park events and employees of UC Hospital (SB / Maritime)
- Too many road closures and traffic hassles due to baseball. Seriously impacts activities on south piers all the way through pier 60. (SB / Maritime, Storage)

Question 12: Have any of your employees communicated to you, or have you observed, their having difficulty getting to work because of transportation and/or parking issues?

If yes, please explain

Fisherman's Wharf (FW)

- Absolutely. The tricky part is down near Pier 39. Public transportation is not as easy to use. People that commute via ferry or BART have issues getting there. The F line works in the morning, but in the evening it's not convenient because of high tourist use. There are really not a lot of options other than the F line, so I'd say lack of options is the biggest issue. For folks who do drive the traffic on the Embarcadero has gotten worse over the last few years. It can easily take 45 to an hour to get to the Bay Bridge. Transportation is definitely one of the largest issues we hear about from employees. (FW / Office)
- Sometimes transit lines are not working, buses don't come in a timely manner, traffic is too congested, etc. (FW / Ent Dest)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

- Hours of work don't necessarily work with hours of available transportation (FW / Storage)
- Recently, the bridge work has affected BART and the cost of parking has increased. (FW / Office, Storage, Retail, Ent Dest)
- The F-Line does not have enough capacity to meet demand during peak periods. Employees are often forced to walk to/from BART from the Wharf because trains are full or are running way behind. MUNI should increase capacity by using regular MUNI Streetcars interspersed with historic streetcars. (FW / Ent Dest)
- BART is too late (FW / Fishing)
- BART and MUNI are very unreliable. Parking garages and meters are too expensive for most of our employees (FW / Office)
- Weekend events and tourist related stuff make transportation nearly impossible for fishermen (FW / Storage, Maritime, Fishing, Parking)
- Intimidating & violent passengers (FW / Ent Dest)
- Chapel area permit parking not enforced (FW / Storage Shed/Warehouse, Fishing, Maritime)
- There aren't enough spaces at Fisherman's Wharf. If you have a parking permit many times the spaces are unavailable. (FW / Storage, Fishing, Parking)
- It's a continual issue but for different reasons, for different days and for different times of the year (FW / Restaurant)
- Most all of them? (FW / Storage, Retail, Restaurant, Light Industrial)
- During fishing seasons there are not enough parking at Hyde Street Harbor for fishermen (FW / Fishing)
- Parking issues (FW / Office, Storage, Fishing, Maritime, Parking)
- We need to move off of Fisherman's Wharf to Pier 48, all fishing companies. Too many folks walking the streets (which is good for business) when large trucks are entering and exiting the Pier 45. We have out grown the area. Large fishing seasons greatly conflict with tourists which one day could result in a major accident. Too much congestion! Parking is a mess, there are folks parking in Building D that have nothing to do with the fishing industry. Now having said that, since the parking is contracted through an independent company, perhaps everyone is allowed to park in B-D. A reason a lot of us (fishing people) are forced to park in B-A. (FW / Storage, Fishing)
- Driving is becoming difficult due to the number of bike lanes being added to the streets causing congestion. (FW / Restaurant)
- All the time Fisherman's Wharf area is a joke (FW / Storage)
- There is little to no "free" parking overnights here any more & the parking expense adds up. Even with paying for parking there is insufficient parking in the B sheds (FW / Storage)
- Events in the Fisherman's Wharf area create very difficult problems for employees to get to work by vehicle, walking and biking (FW / Office, Storage, Restaurant)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

- Difficult to transit from Fisherman's Wharf to southern waterfront (FW / Storage, Fishing)
- Typical commuter traffic - accidents slow down the flow, etc. (FW / Storage, Maritime, Parking)
- There is no reliable time estimate for the commute due to the random events that occur in traffic. Too many 'adverse events' in the way drivers operate their cars. (FW / Office, Retail, Maritime, Ent Dest)
- Excessive traffic on Taylor between Bay and Jefferson (FW / Storage)

Northeast Waterfront (NE)

- BART delays often cause problems. BART cars often cannot accommodate bikes. Traffic issues south of Market and/or Games day traffic often causes delays in bus service. (NE / Restaurant)
- We start at 1-2am public transportation doesn't run. The port doesn't have enough parking (NE / Storage, Fishing, Parking)
- No facilities convenient to the needs of bay view boat club (SB / Maritime)
- BART, Muni, Caltrain breakdowns & back-ups. Ferry from Vallejo full, having to wait for next one. Parking is not an issue for any of us. (NE / Office)
- Muni is sporadically on time, F Line is difficult during heavy tourist times, and runs inconsistently and requires long waiting times. Access Roads are difficult during commute hours. Bay and southbound Embarcadero gets ugly and backs up causing delays to Kearny and Francisco Street parking garages. (NE / Office)
- Overcrowded Embarcadero on cruise ship days. Overcrowded BART and MUNI facilities. (NE / Maritime, Parking, Special Events)
- The F line is absolutely terrible for our commuters. Many have had to walk the 1.5 miles from Market to their offices since the F is too full or horrifically late (20+ minute wait). The F line is overcrowded, and two of our interns in the past year have been pick-pocketed on the line. It has been a major issue for our office. (NE / Office)
- Not enough parking available (NE / Fishing)
- Embarcadero and surface street traffic is bad and getting worse (NE / Office)

Ferry Building Area (FB)

- Late bus service, interrupted BART service, changes in ferry schedules, no parking available, too expensive (FB / Office, Storage, Retail, Restaurant, Parking)
- Major complaints about BART being delayed or over crowded. Also that parking is too far away - and across busy streets (FB / Office, Retail)
- F line trains jammed with tourists get on & fill up train so it does not stop at additional stops along the Embarcadero to pick up any other people. Often two or three other train cars will go by before one has a little room to take additional riders waiting at the various stops along the Embarcadero! (FB / Office)
- Difficult to get to work when BART or Muni is delayed. (FB / Office, Retail)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

- BART station parking lots are full oftentimes (FB / Office)
- Everyone complains about BART - quality of ride, crowded cars, etc. Also parking complaints - too expensive. (FB / Retail)
- BART parking areas are problematic, many times they get there and the lots are full. (FB / Office)
- Unreliable service in the mornings of Muni and BART (FB / Office)
- Mainly traffic and bus issues. (FB / Maritime)
- Parking is extremely expensive and the options are limited. It would be beneficial to have some kind of discounted parking for Port tenants (FB / Office)
- No or limited expensive parking (FB / Maritime)

South Beach (SB)

- Mostly on Sundays with MUNI. Their Sunday morning schedule is too late starting in the morning. Of course, the baseball traffic is congested. When the Warrior stadium comes on line, it will be even more difficult to park our trucks. (SB / Office, Parking)
- BART and Muni not running on time. (SB / Storage)
- Bicycling and scooter/motorcycles have trouble with the old rail tracks on Illinois St. from 16th south to Cesar Chavez. Very dangerous. Easy to get caught in, especially when a car is double parked in the bike lane. (SB / Office, Light Industrial)
- There is both bad traffic congestion and no available parking. See previous (SB / Maritime)
- Member volunteers cannot find parking due to congestion of UC Hospital, traffic congestion from AT&T Park, special events, limited spaces, etc. (SB / Maritime)
- Parking is full 6 am (SB / Storage)
- Too many road closures and traffic routing anomalies due to baseball games. (SB / Storage, Maritime)
- Too much traffic on special event days and too many neighborhood area closures for special events. (SB / Office)
- Frequently difficult for employees and trucks to get in or out do to runs or other athletic events that seem to not need to notify tenants before hand. (SB / Storage, Special Events)

No Location (NL)

- Parking (NL / Art studio)
- Traffic has steadily increased over the past few years. Commute times have increased 50%. (NL / Maritime)
- One of the biggest complaints expressed from employees is the difficulty in commuting - congestion on highways, unpredictable traffic in SF city streets, particularly along The Embarcadero, crowding on BART and Muni. (NL / Office, Maritime, Ent Dest, Parking)

Attachment 3: SF Port Northern Waterfront Transportation Survey

Verbatim Comments (as of 12/28/15)

- Increased gridlock (due to double parked vehicles, crazy people roaming into traffic, and poor drivers) excessive construction delays, parking challenges, and bad roads (NL / Office)
- If come on duty in middle of the night, they must drive. Muni may not operate service then. (NL / Transportation)

Question 13: To the best of your knowledge, please estimate the percentage of your customers/clients that come from each geographical area to your place of business:

- San Francisco
- Peninsula
- North Bay
- East Bay
- South Bay
- Other – please specify

Numerous “no clients visit the location” responses:

- We are a distribution center. We have no walk-in customers (SB / Storage)
- No retail customers, service and maintenance provider for city and county of SF (SB / Storage)
- None. It's all delivery. (NE / Fishing)
- Sales to retailers throughout US & Canada (FB / Parking, Office)
- We have very few clients come to our office, not statistically meaningful. However, we travel to client sites regularly. Generally, within SF we walk or use taxi, Uber or public transit. For clients outside of SF we use Zipcar. (NE / Office)
- Numerous “tourists” or out-of-state locations:
 - Visitors to the bay area. (FW / Restaurant)
 - So California (FW / Office, Storage, Restaurant)
 - Mostly the tourist trade, out of town, out of state, and many from out of country (FW / Storage, Maritime, Parking)
 - National and International travel (FW / Restaurant)
 - Our customers come from every direction, from Reno to Los Angeles and in between. (FW / Fishing, Storage)
 - Tourists (FW / Retail, Fishing)
 - Out of State, Sacramento, Santa Cruz, Los Angeles (NE / Office)
 - Out of bay area (NE / Office)
 - Tourists from outside the bay area (FB / Office, Storage, Retail, Restaurant, Parking)
 - Merchant seamen off ships in the Anchorage and coming from airports (NL / Maritime)
 - Out of state. (NL / Office, Maritime, Entertainment, Parking)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

- Clients fly to SFO, meet with us and return to place of origin (NL / Office)
- The customers come from all over in equal proportions (FW / Fishing)
- My fish buyer/broker would be better able to answer this (FW / Storage, Fishing, Parking)
- Sailors arrive by boat to participate in regular season racing and Regattas (SB / Maritime)
- Sailors come from all over to participate in racing season and special Regattas on the water. (SB / Maritime)
- I have visitors from all above. (SB / Office)

Question 14: To the best of your knowledge, please estimate the percentage of your customers/clients that use each of the following to get to and from your place of business:

- Muni
- BART
- Caltrain
- Ferry
- Driving
- Walking
- Biking
- Ride-booking services

Other – please specify

- Don't know - we never ask our visitors this question (FW / Storage, Maritime, Parking)
- Flights/SFO (NE / Office)
- We drive to our customers' home. Rarely do customers come to our office. (SB / Office, Parking)
- By boat (SB / Maritime)
- Taxi or Uber (NL / Storage)
- Hired shuttles (NL / Office, Maritime, Ent Dest, Parking)
- Rental car, taxi or privately hired vehicle (NL / Office)

Question 15: To the best of your knowledge, how well do the transportation service categories listed in the table below currently meet the needs of your customers/clients?

- Muni
- BART
- Caltrain
- Ferry
- Access road
- Parking
- Bike facilities

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

- Sidewalks
- Street lighting

Please provide additional comments if needed

- During gridlock there is no access road. (FW / Storage)
- We drive to our customers and move the home. They rarely come to us. (SB / Office, Parking)
- Visitors, not arriving by boat, have boating gear requiring driving and find inadequate parking (SB / Maritime)
- The sidewalks are poor due to the excessive stench of urine, vomit and sometimes feces. The comment I hear most frequently from visitors (my clients) is how dirty the city is and how aggressive our street bums are. (NL / Office)

Question 16: Have any of your customers/clients communicated to you, or have you observed, their having difficulty getting to your business because of transportation and/or parking issues? –

Yes (please explain)

Fisherman's Wharf (FW)

- We do surveys each year and have found that traffic over the past few years has ramped up considerably, especially on a Saturday or Sunday. It gets gridlocked where the Embarcadero goes down in lanes. From an office perspective, a lot them will take taxis. Not a lot options for public transportation. (FW / Office)
- F-Line is overcrowded and inaccessible at times. Driving to/from the Wharf has become increasingly difficult. (FW / Ent Dest)
- Not with parking, except the expense. There are quite a few garages for customers to use. Many use public transportation. The F line is over crowded. The addition of the E line on the weekend has been good, but we'll have a better measurement once the Giants start playing again. With the E line, it's a simple straight shot. With the F line there's a little bit of transfer. Adding the E line is a help and I hope they make it a seven day a week program. (FW / Restaurant)
- Driving can be difficult due to the number of lanes being eliminated causing gridlock. (FW / Restaurant)
- Too much traffic (FW / Restaurant)
- Customers have to wait to too long in traffic coming from the embarcadero. Lights are not timed. (FW / Restaurant)
- Mostly people not observing traffic rules. Its much better when traffic SFPD help at the intersections. (FW / Storage)
- Only due to bad traffic issues (FW / Office)
- Daily, congestion, too many cars, too many trucks no where to park, daily complaints. This is the 21st century, turn Pier 45 into Hotel, shops, fishing history etc. etc. etc. You would make your money back ten fold. Move us to Pier 48, closer to the bridge, closer to major freeway access, closer to the airport, better parking rid all the daily problems with parking, tourist, trucks etc. It's the only way to solve port issues. (FW / Storage, Fishing)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

- The traffic on the Embarcadero impedes their access to the wharf when they are coming from both the East Bay and Pacifica especially when a ship is in dock. Customers do not like the lack of parking. (FW / Fishing)
- Over crowding of parking at pier45 (FW / Storage, Fishing, Maritime, Parking)
- There is very limited parking. Some of my vendors won't come to pier45 because of the parking/traffic mess (FW / Storage, Fishing, Parking)
- Occasionally we get feedback through social media that parking is too expensive, which makes a visit to Pier 39 very expensive for families visiting. (FW / Ent Dest)
- Cost of parking and parking availability (FW / Office, Storage, Retail, Ent Dest)
- Fisherman's wharf area (FW / Storage)
- There is little room for customer trucks to load, etc.. (FW / Storage)
- Occasionally parking is a problem (FW / Office, Storage, Restaurant)

Northeast Waterfront (NE)

- They are often late to meetings at our office, or cannot get on the F line for at least 2-3 trains as they do not stop since they're too full. (NE / Office)
- The lights on the Embarcadero need to be timed to facilitate traffic flow. Particularly between 2am and 6am. THERE IS NO CROSS TRAFFIC BUT VEHICLES ARE FORCED TO WAIT FOR LONG PERIODS (NE / Fishing)
- Getting anywhere on The Embarcadero during uncoordinated events is extremely difficult. (NE / Office)
- Traffic getting through the city and parking is limited and expensive (NE / Office)
- Not enough parking (NE / Storage, Fishing, Parking)
- We rarely have clients come to our offices but generally the comments are either (1) finding street parking or (2) walking on the Embarcadero. Generally, not an overwhelming problem. (NE / Office)
- Our clients know that our area is difficult to travel to during heavy tourist times. (NE / Office)

Ferry Building Area (FB)

- Embarcadero is most always stopped up with traffic, and parking lots are full by 9am...so they have a lot of difficulty finding parking. (FB / Office)
- Parking is very expensive for our clients. This makes in-office meetings a challenge (FB / Office)
- No parking, expensive parking, inconvenient, mass trans too crowded (FB / Office, Storage, Retail, Restaurant, Parking)
- We get parking complaints all the times - that its too far away - that it makes shopping here inconvenient. (FB / Office, Retail)
- F line overcrowding problems as enumerated in previous question (FB / Office)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

- Too expensive meters (FB / Maritime)
- BART & lack of close by parking major complaints (FB / Retail)
- Traffic on Embarcadero (FB / Maritime)

South Beach (SB)

- Mucho congestion on 3rd St (SB / Office)
- Limited access for boaters at Bay View Boat Club (SB / Maritime)
- Traffic congestion, unavailable parking (SB / Maritime)
- Boaters who hope to get out on the water first deal with heavy traffic congestion and extremely costly or unavailable parking. (SB / Maritime)
- They all have trouble getting around San Francisco in general. (SB / Office)
- Parking occupied (SB / Storage)
- BART and Muni not running on time. (SB / Storage)

No Location (NL)

- No street signs to get to pier 70, Noonan building (NL / Art Studio)
- Parking temporary during events (NL / Art creation)
- Mainly Parking (NL / Storage)
- Traffic has increased greatly over the past few years. Traffic jams caused by SF Giants games wreak havoc on traffic in our area. (NL / Maritime)
- With events, we OFTEN have people calling saying they are running late - often due to bridge, city and The Embarcadero traffic. (NL / Office, Maritime, Ent Dest, Parking)
- The comments they make are primarily related to the entire city, not just my office. They are very surprised at how long it takes to travel across and through the city. (NL / Office)

Verbatim Comments: Deliveries

Question 19: What delivery access needs does your business require? (Check all that apply)

- Curb-loading
- Parking
- Large truck access
- ***Other (please specify)***
 - All the above, which creates congestion. (FW / Storage, Fishing)
 - Water access (FW / Fishing)
 - On-Trac, FedEX, UPS, messenger - nothing big (NE / Office)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

- Unloading of 40' and 60' new buses for testing & acceptance (NL / Transportation)

Question 20: Have any of your delivery drivers told you about, or have you observed, difficulty finding a convenient and legal place to load and unload? - Yes (please explain)

Fisherman's Wharf (FW)

- Constantly, Jefferson Street between Taylor and Jones is a mess and a constant area of contention. Something seriously needs to be done (FW / Office, Storage, Restaurant)
- Deliveries are also one of the major pain points. There aren't a lot of places for them to stop. One of the unique things about where Pier 39 is on the Embarcadero is where the lane crunches down, crosses the F line, and the F line shares the road for a block or two. Delivery drivers can't block the F Line track. They end up double parking until 11 a.m. until the SFMTA comes along and tickets them. (FW / Office)
- The time restrictions of driving onto Pier 39 make it difficult for drivers to unload. (FW / Ent Dest)
- Loading until 11am only here (FW / Retail, Fishing)
- Difficulty with the time frame demands on being able to deliver. Every time there appears to be a change in the rules of delivery. Drivers are extremely frustrated (FW / Fishing)
- Alley becomes overcrowded with big rigs and employee parking (FW / Storage, Fishing, Maritime, Parking)
- Difficult to access Coast Marine and Pier 45 shed access (FW / Storage, Fishing)
- Wharf parking (FW / Fishing)
- Access to pier45 is very problematic. It can be a real mess at times (FW / Storage, Fishing, Parking)
- DAILY, DAILY, DAILY, DAILY NOWHERE TO PARK. WE NEED TO MOVE OFF PIER 45 AND RELOCATE TO PIER 48, SIMPLY MAKES MORE SENSE THEN NOT. (FW / Storage, Fishing)
- Limited (FW / Office, Fishing, Maritime)
- Congestion from the tour buses causes a back up. (FW / Office, Storage, Retail, Ent Dest)
- Again getting in and out of area (FW / Storage)
- Same story, it's damn near impossible to get trucks in & out of this pier (FW / Storage)
- There are no yellow zones on our block (FW / Restaurant)
- Delivery drivers whine constantly about making a path through all the tourists to do their job. (FW / Office, Retail, Maritime, Ent Dest)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

Northeast Waterfront (NE)

- Need more commercial parking on Embarcadero. Why are smaller delivery trucks (4 wheels instead of 6) being punished for efficiency when using commercial parking spaces? We get at least 2 tickets a week for not using big trucks. (NE / Fishing)
- They often cannot find a place to stop near Pier 33 and 35 (NE / Office)
- Not enough parking (NE / Storage, Fishing, Parking)

Ferry Building Area (FB)

- Can pull behind the Ferry Bldg but often there are back ups. No delivery available on Saturday. Security is terrible dealing with delivery. (FB / Office, Storage, Retail, Restaurant, Parking)
- We have a limit on delivery times - so drivers complain all the time that they need more than 30 minutes to make the deliveries. We also can only allow so many trucks at once in our delivery area - so that means if it is packed in delivery area the drivers have to circle the Embarcadero (FB / Office, Retail)
- Loading zone full always (FB / Maritime)
- There are limited legal parking areas in front of the property for loading and unloading. (FB / Office, Retail)
- Need a white zone (FB / Maritime)
- When receiving large equipment- two of our deliveries were ticketed while loading in front of the building. Due to the weight and size of the delivery- this simply had to be delivered in front. This caused a problem with our partners that were making the delivery (FB / Office)

South Beach (SB)

- No, just inability to get across The Embarcadero at times. (SB / Storage, Special Events)
- No loading zone (SB / Maritime)
- The nearest area is a fire lane (SB / Maritime)
- There is no nearby loading (SB / Maritime)
- No elevators (SB / Art studio)
- No parking available on our street (SB / Storage)

No Location (NL)

- We have truck loading/unloading facilities. (NL / Maritime)
- I think most delivery drivers just accept that they will have to double park to unload. (NL / Office)
- Bollards on Tulare St. prevent access to 1399 Marin St. warehouse. (NL / Transportation)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

Verbatim Comments: Transportation Improvements, Concerns and Issues

Question 21: Below is a list of previously identified transportation-related issues in and around the Port. Please indicate if each item “Greatly impacts, Impacts, Somewhat Impacts or Does Not Impact” your business.

- Vehicle congestion
- Event-related closures/back-ups on Embarcadero
- Backups/conflicts from cruise ships
- Backups during AT&T Park events
- Regional bottlenecks from Golden Gate Bridge and Bay Bridge traffic
- Transit connectivity
- Crowding on E/F Muni lines
- Pedestrian safety
- Bicycle safety
- Delivery access
- Parking availability
- Timeliness of employees
- ***Other (please specify below)***
 - Permit parking not enforced. (FW / Storage, Fishing, Maritime)
 - Bicycles and motorized scooter (with one foot on and one foot off) along the Embarcadero walkways are need speed limits and enforcements. (FB / Office, Parking)
 - Traffic and parking greatly limits access to bay and boaters (SB / Maritime)
 - Pier 70 events causing disruption of access to rental space (NL / Art creation)
 - Bicyclists and pedestrians blatantly disregard traffic signals and laws increasing congestion and the hazards of driving. (NL / Maritime)

Question 22: When an event is taking place at the Port, Embarcadero or a nearby venue, what is the impact on your business? (Please check all that apply)

- Increased business
- Decreased business
- Employees struggle to get to work
- Customers/clients struggle to get here
- Deliveries are delayed or cannot occur
- None
- ***Other (please specify)***

Fisherman's Wharf (FW)

- No parking (FW / Fishing)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

- Survey says check all that apply but refuses to take the answers - customers/clients struggle to get here, deliveries are delayed or cannot occur, decreased business (FW / Fishing)
- Increased Business AND Employees struggle to get to work AND Customers struggle to get here (survey only allowed ONE choice, not multiple choices). (FW / Ent Dest)
- This page only allows one item to be checked. Events cause decreased business and impact accessibility to the location. (FW / Restaurant)
- It would not let me check all that apply... employees struggle, customers/clients struggle & deliveries are delayed (FW / Storage)
- Employees struggle, customers struggle, deliveries cannot, decreases business because of the blocking of streets/closure (FW / Office, Storage, Restaurant)
- 1. depends where the venue is 2. same as 1. 3.same as 1. 4. same same (FW / Storage)

Northeast Waterfront (NE)

- Primary impact is crowding on public transit - Muni & BART - employees cannot get to work or get home, so leave early. (NE / Office)
- We expect special events to gum up the system. (NE / Office)

Ferry Building Area (FB)

- This did not allow me to check all that apply. To answer this really depends on event - if there is a road detour because of a cruise ship than that clogs up the Embarcadero - making it hard for people to get here from north bound embarcadero. If there is a blue angels event - then business increases. (FB / Office, Retail)

South Beach (SB)

- Deliveries and employees unable to cross the Embarcadero during runs and races. (SB / Storage, Special Events)
- We usually can work around several events (baseball games, races and special events) that take place several weekends each year on Terry Francois Blvd. (SB / Office, Parking)
- I want to check "decreased business", and "customer/client struggles" and "deliveries delayed" - all due to AT&T Park, but I cannot select multiple answers on this question for some reason. (SB / Storage, Maritime)

No Location (NL)

- Only able to check one, but two apply: 1) employees struggle to get to work 2) deliveries are delayed or cannot occur (NL / Office)
- Employees struggle to get here; Customers/clients struggle to get here; Deliveries are delayed or cannot occur (the poll will not allow more than one choice) (NL / Maritime)
- Question is not allowing multiple selections: should be increased biz, emp struggle to get to work, customers struggle to get here; deliveries are delayed. (NL / Office, Maritime, Ent Dest, Parking)
- We plan ahead and navigate around the impasse...most of the time. (NL / Office)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

Question 26: What additional transportation and/or access improvements would you suggest for the area in and around the Port and/or your business? Please provide specific locations if warranted.

Fisherman's Wharf (FW)

- Additional muni service. F line not useable going back to the Financial District from a commuter perspective. Something as simple as another Muni line to go to the Financial District and back. Please do not take lanes of traffic and convert them to bike lanes. We do our own traffic surveys and have found such a small proportion of people that come to Pier 39 via bikes. The detriment impacting traffic is pretty significant. I know it's a big part of the Port working group that is going on now. They need to find something that is safe for bikes but does not impede traffic. The timing of lights tends to be rather frustrating. Especially in the afternoons in the evening, the timing appears to be the same as the morning and it shouldn't be. (FW / Office)
- The Wharf has needed high capacity streetcar service practically since the F-Line was opened. Headways improved slightly when the E-Line began but much improvement is needed if the service hopes to meet visitor and employee expectations and needs. (FW / Ent Dest)
- Traffic officers between Bay and the Embarcadero (FW / Ent Dest)
- Make sure you have traffic officers on the weekends on the wharf. This is imperative because it keeps the traffic flowing. (FW / Restaurant)
- The traffic control officers are so few and unorganized and don't have a plan in place to really improve the movement of traffic. At AT&T Park they have 42,000 people and have traffic control officers everywhere and they override the traffic lights. They make sure everyone stops or moves. At the wharf they don't control the lights, they aren't in control, they don't have a plan. At AT&T Park it's well orchestrated. During Fleet Week, the biggest story on the news was the nightmare of getting people through Fisherman's Wharf. During holidays and busy weekends, they need a plan to control that problem. Make Bay Street a one way, get people out of there as easy as you get them in. They need to override traffic lights. (FW / Restaurant)
- We would benefit from a new Transbay terminal located in the Fisherman's Wharf area. (FW / Office, Retail, Maritime, Ent Dest.)
- Traffic control between Taylor and Jones on Jefferson Street needs some serious attention (FW / Office, Storage, Restaurant)
- City government & planners are more concerned about the Bicycle Coalition than they are about true transportation needs. They will give special consideration to the SF Giants and other events when in fact Fisherman's Wharf draws far greater people year round. (FW / Restaurant)
- Parking, parking, parking. No tour buses allowed on the Embarcadero (FW / Storage, Fishing, Parking)
- A MOVE TO PIER 48 WOULD SOLVE ALL PROBLEMS FOR ALL FISHING COMPANIES. (FW / Storage, Fishing)

Northeast Waterfront (NE)

- There needs to be more F/E lines, or a rapid bus from the Ferry Building to Pier 39 or the Alcatraz terminal. Bikes also do not observe the traffic signals on the Embarcadero, and more

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

than once I've narrowly missed being hit by a bike while having the right of way at the cross walk.
(NE / Office)

- More commercial parking near pier33 (NE / Maritime)

Ferry Building Area (FB)

- Short term parking nearby for clients and tenants of Ferry Building, at a discounted rate. Enough to provide for a meeting. This is very important and would be incredibly beneficial (FB / Office)
- Speeding enforcement of bicycles. (FB / Office, Parking)
- Improved business signage on street side. (FB / Maritime)
- A much needed and promised parking garage for inexpensive customer parking at the Ferry Building (FB / Office, Storage, Retail, Restaurant, Parking)
- Look to other city examples & practices. We need to enforce bike stopping at red lights at cross walks, the green bike lane is so dangerous - it should be separate from the cars somehow. Also Bikes & pedi-cabs should not be on the Embarcadero sidewalk - they also hot people everyday. Deliveries are a part of the way the real estate along the embarcadero works - need to make sure that BCDC & Port understand the real practicalities of operating the buildings along the waterfront. (FB / Office, Retail)

South Beach (SB)

- Please remove, or at least asphalt over, the old rail tracks on Illinois St. between 16th St. and Cesar Chavez. These are very dangerous for bicycles, motorcycles, and scooters. With all the new building, there are more double parkers in the bike lanes with drop-offs at apts. and deliveries. Too easy to get caught in the tracks and then possibly hit by vehicles coming from behind. (SB / Office, Light Industrial)
- Allow tenants at the Pier 50 Admin. Building (410 Terry Francois) to park in the large AT&T parking lot when our lot is overflowing (SB / Office)
- Some events are required to plan (ISCOTT) and notify local business, the sporting events seem to be immune from such requirements. Getting to Pier 30-32 is extremely difficult at times. Moving anywhere around AT&T Park and pier 48 requires advance planning, and while the baseball schedule is published, the special event schedule seems to be a big secret. (SB / Storage, Special Events)
- More lighting and security cameras in the ballpark area. More police patrols in the ballpark area. (SB / Office, Parking)
- Need loading zone, parking (SB / Maritime)
- We are good as things are. (SB / Storage)
- Allow customers and workers to park in Port of SF parking areas outside of Port business hours. (SB / Storage, Maritime)
- Cheaper rents (SB / Storage)
- Quotation 25 is flawed on this survey. My actual response is "1" least important for all. (SB / Storage, Pedicab)

Attachment 3: SF Port Northern Waterfront Transportation Survey Verbatim Comments (as of 12/28/15)

- As events increase along the waterfront traffic and parking will become more challenging. The arena planned at 16th Street is going to cause many problems. The waterfront can only handle so much development. (SB / Office)
- Better coordination of special events so that they don't bunch up. (SB / Office)

No Location (NL)

- Have a survey done of 1399 Marin St. to determine the legal boundaries of SWL 354, Tulare St., Indiana St., Tennessee St., and make it available to the SFMTA. Thank you. (NL / Transportation)
- Improve traffic flow after SF Giants games. It takes one hour to go one mile from Pier 50 to get on the Bay Bridge after a Giants game. Increase enforcement of pedestrian crossings of street corners (they ignore flashing red signals and hold up turning traffic). Increase enforcement of bicyclists who ignore stop signs, red lights, traffic direction, and ride on sidewalks. (NL / Maritime)
- Better signage around pier 70. (NL / Art Studio)
- Lighting, signage (NL / Art creation)

Question 27: Are there any other issues that you would like to share with us in more detail?

Fisherman's Wharf (FW)

- The biggest problem with getting to the wharf is the traffic and confusion by Pier 39. The lane shifting around Bay and Beach streets is very confusing and the stop lights are extremely long in that area. It's a bottleneck. Even when the Embarcadero is busy on the weekend, it flows well and then it bottlenecks horribly around Pier 39. And then you toss a cruise ship in there. The frustrating part is driving in the Pier 39 area. People just want to kill themselves its so frustrating. (FW / Restaurant)
- Make sure Traffic Control Officers are at Fisherman's Wharf on busy days and institute a program to train them sufficiently. (FW / Restaurant)
- Blocking of streets during special events and the attitude of the control personnel dealing with business trying to get goods to their businesses and working with employees of these businesses (FW / Office, Storage, Restaurant)
- New parking subcontractors pier 45 are unprofessional (FW / Storage, Fishing, Maritime)
- Pier 39 is a unique challenge because of where the roadways all converge. Events like 4th of July and Fleet Week also one of the most traffic headaches. They draw huge crowds. Dreamforce or those type of events tend to price traditional consumers out. Sunday Streets is very detrimental. It clogs up the traffic for some of the guests coming to Pier 39. It displaces our normal visitor. We don't see a significant increase in guests. (FW / Office)
- The homeless sleeping in front of Pier 45 is getting bad. There are several mentally ill visitors some of which threaten my employees lives A direct quote from more than one of them is " I'm going to kill you ". I have worked with the public all my life. This situation is not uncommon but it can rule out some employees I would like to hire. (FW / Ent Dest)

Attachment 3: SF Port Northern Waterfront Transportation Survey

Verbatim Comments (as of 12/28/15)

- Get rid of all the homeless bums. Their behavior is disgusting and an embarrassment to our beautiful city and my beloved Fisherman's Wharf (FW / Storage, Fishing, Parking)
- HOMELESS ISSUES (FW / Office, Fishing, Maritime)
- Most important business days--again depending on season it could be every day but this option was not given (FW / Fishing)
- MOVE TO PIER 48. GET US OFF PIER 45, TOO MANY PEOPLE, TOO MANY HOMELESS, TOO MANY CARS, TRUCKS ETC. CRAB SEASON IS A TOTAL CLUSTER MESS (FOR BETTER WORDING). LARGE FISH SEASON SUCH AS CRAB, SALMON HERRING ETC. CREATE CONGESTION AND IT IS TIME TO MOVE. (FW / Storage, Fishing)

Ferry Building Area (FB)

- Time for an over all traffic & transit study with how the entire waterfront works now. (FB / Office, Retail)
- Barriers and speed signs need to be put up for bicycles and other moving things. (FB / Office, Parking)
- Ability to be more flexible on signage on the street. (FB / Maritime)
- We really need to deal with the homeless problem...it is getting worse. Theft is a big problem. The FB is ground central because of the water, bathrooms, tourists to panhandle, etc.. We need to find a solution to helping these people stay off streets. (FB / Office, Storage, Retail, Restaurant, Parking)

South Beach (SB)

- Thank you for asking for our input. It is appreciated. (SB / Storage, Maritime)
- The current northbound side of Embarcadero should only be opened to human-powered vehicles and pedestrians. Emergency vehicles could easily gain access when necessary and delivery trucks could access during designated hours. Meanwhile, the current southbound side could accommodate four lanes of auto traffic with arrows/lighting that may change based on demand. (e.g. four lanes one-way southbound on Saturday/Sunday 4pm-8pm). Additionally, the bike coalition could get their protected bikeway in next to the F Market line. Thank you for the consideration. Always open to discuss more! :) Oskar Mosco pedicab operator (SB / Storage, Pedicab)
- We provide an excellent moving service for the last 32 years in San Francisco. Moving households is an essential service especially with all of the new apartment complexes being built today! We are very good tenants of the Port of San Francisco for over ten years. We will need to relocate where we park our trucks. Our present truck yard will become a park/green area and Anchor Steam Brewery will take over Pier 48, Shed B. Not only will we need parking for our trucks, we also need a warehouse to store storage for our customers. We would like to move to possibly move to Pier 70 when renovations are completed or out on Evans St. area. We would like to start this process sooner than later as we are told by the Port we have approximately 1 to 2 years at our present location. We are reaching out and hope we will get assistance from the Port. Sincerely, Fred Wallace President & Founder One Big Man & One Big Truck Moving Co., Inc. (SB / Office, Parking)

Attachment 3: SF Port Northern Waterfront Transportation Survey

Verbatim Comments (as of 12/28/15)

- Better tenant notification, in advance, of street closures for any purpose. Events must make provisions for business to cross the Embarcadero to get to locations such as Pier 26-28, Pier 30-32. A 5 to 10 minute wait with notice is acceptable. An hour wait because the traffic officer is having a bad day is not. (SB / Storage, Special Events)
- Traffic in area during games, events, etc.!!! (SB / Artist studio)
- Rent too high (SB / Storage)

No Location (NL)

- Better lighting around the Noonan building for safety - please and thank you! (NL / Art studio)
- Traffic in our area will be a disaster if the Warriors relocate down the street, particularly on days when there will be events in both the ballpark and the stadium. (NL / Maritime)
- Increased space for a small business owned business for stone storage. (NL / Storage) Rose M Garcia, ASN Natural Stone, Inc.
- A newsletter announcing all events at pier 70 including activities at Noonan building open to the public and the SomArts space. We see pier 70 as a focal point of creativity where the art disciplines of music, dance, painters, poets, art students, arts professionals and the general public gathered together sharing inspiration (NL / Art creation)