

**Resident Meeting - Vision Plan Update  
Q & A Portion  
May 9, 2016**

**Summary of Presentation and Q&A from May 9, 2016**

The following is a summary of resident questions, comments and suggestions noted during the May 9 Resident Meeting. The meeting was held at the St. Thomas More Catholic School, Gymnasium, 50 Thomas More Way in San Francisco exclusively for Parkmerced Residents.

Since early 2007, Parkmerced has held over 650 meetings with residents and neighbors to discuss implementation Vision Plan and how to enhance or improve the resident experience at Parkmerced for current and future residents.

The meeting was opened by Bert Polacci. The opening consisted of an overview of the meeting's intent and agenda. Sara Doran presented project history, an overview of the Vision Plan, and presented the new buildings and community improvements being implemented as part of Development Subphases 1A and 1B. Jim Coyle presented an overview of expectations during construction. This included a schedule of Subphase 1A and 1B construction, a block-by-block analysis of construction areas, construction-related mitigation measures, and communications.

Rogelio Foronda, Jr. presented the step-by-step process of the Tenant Relocation Plan as prescribed in Exhibit R of the Parkmerced Development Agreement and key takeaways from the 2016 Parkmerced Transportation Survey.

Seth Mallen presented an overview of parking relocation, concessions and mitigations, and a step-by-step process of the Parking Relocation Plan.

The following questions and responses were discussed during the Q&A portion of the meeting:

**Parking**

- **How are you calculating the parking rent reduction?**  
Residents who currently lease a space at Arballo Circle, Felix Garage, Galindo Garage and Galindo Lot F will be subject to a reduction of their parking rent. The rent reduction will be calculated based on the distance from a resident's home to the new parking space less the distance from their home to their current parking space to compensate them for the increased travel distance.
- **If I don't pay for my parking space, will I receive a rent reduction?**  
Yes. To determine the parking rent for residents at Arballo Circle, Felix Garage, Galindo Garage and Galindo Lot F who do not pay for their parking space, we have collected information on historical parking rates that correspond with the year the parking/apartment lease was signed and factored in year-over-year increases to today's date based on San Francisco Rent Board annual increases to determine what the value of their parking space would be today. The same discount methodology applied to those who pay for parking will be applied to the assessed parking space value for residents that currently do not pay for parking. However, the discounted amount will be deducted from the resident's base apartment rent.
- **Will there be any Reasonable Accommodations made for residents affected by the Parking Relocation?**  
Yes, but space is limited. We understand that a relocation to Higuera Garage may pose additional burden to some and Parkmerced will work with residents on a case-by-case

basis to find a replacement parking space in a carport closer to their existing parking spaces or apartment, as spaces may be available. The Reasonable Accommodations Requests Form will be distributed prior to or with the official 60-day relocation notices. Reasonable Accommodations forms are not being accepted at this time and priority assignments will not be evaluated until the forms are distributed and received.

- **Will residents who relocate to Higuera Garage be guaranteed a parking space in the new garages once they are complete?**

A limited number of parking spaces will be reserved within the new garages at 1208-1218 Junipero Serra Boulevard and 95-99 Chumasero Drive for residents affected by the Parking Relocation Plan to Higuera Garage. This option will be made available to residents who require Reasonable Accommodations. The Reasonable Accommodations Requests Form will be distributed prior to construction completion of the new garages. Reasonable Accommodations forms are not being accepted at this time and priority assignments will not be evaluated until the forms are distributed and received. Expansion of this option is currently being explored.

- **As part of the Parking Relocation Plan, are there any improvements that will be made to Higuera Garage?**

To improve the resident experience in Higuera Garage, the following upgrades to the facility will be made:

- Installation of bicycle racks on each floor of the garage
- Launch of a Bike Share System. In addition to a Bike Share station at Higuera Garage, additional stations will be located at the Leasing Center and near 125 Cambon Drive and possibly near one of the Chumasero Towers.
- New directional signage, floor identification, improved paint and lighting and a thorough cleaning.

- **Is it possible to delay the removal of one of the garages while a new garage is being constructed?**

In response to comments received regarding the timing of the Felix and Galindo Garage removals the parking relocation from these two garages have been staggered by approximately 6-months (timeline subject to change). The Development Phase 1 Application has been approved and implementing approvals for the removal of Felix and Galindo garages and for the construction of the residential buildings being constructed in their place are underway. Delaying the removal of one of the garages would also prolong the construction period and its impacts around 125 Cambon, 100/150 Font, and 50/55 Chumasero.

- **Are there enough parking spaces to accommodate the parking relocation to Higuera Garage?**

Yes. A parking audit of Higuera Garage is conducted weekly to ensure that all residents affected by the parking relocation are guaranteed a parking space in Higuera Garage.

- **The proposed concessions being made by management are not enough to mitigate the impact of the Parking Relocation. What else is being done?**

We are meeting with residents and considering alternatives and will amend the Parking Relocation Plan if the proposed changes are feasible and within the guidelines of the Development Agreement and the rules and regulations of the San Francisco Rent Board.

- **Does the Vision Plan have any provisions regarding on-street parking when the project is completed?**

The total number of on-street parking spaces at the end of the 20-25 year build out will be the roughly the same as it is today. On-street parking is regulated by SFMTA through SFMTA's Residential Parking Permit program. In addition to on-street parking, the Vision

Plan permits up to one off-street parking space (located within parking garages) per residence at Parkmerced and that parking space may not be adjacent or near the residence.

- **Who will qualify for a Reasonable Accommodation request?**

Priority for a Reasonable Accommodation will be given to residents with disabilities. Federal laws define a person with a disability as "Any person who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such an impairment. In general, a physical or mental impairment includes hearing, mobility and visual impairments, chronic alcoholism, chronic mental illness, AIDS, AIDS Related Complex, and mental retardation that substantially limits one or more major life activities. Major life activities include walking, talking, hearing, seeing, breathing, learning, performing manual tasks, and caring for oneself."<sup>1</sup> Additional considerations will be made for elderly/senior residents or residents in unique situations (work commitments or familial obligations). Reasonable Accommodations will be determined on a case-by case basis and as space is available to accommodate the needs. The Reasonable Accommodations Requests Form will be distributed prior to or with the official 60-day relocation notices. Reasonable Accommodations forms are not being accepted at this time and priority assignments will not be evaluated until the forms are distributed and received.

- **Why do Felix and Galindo Garages need to be removed first?**

The first buildings to be constructed are adjacent to 310/350 Arballo and 405 Serrano/810 Gonzalez; construction of these buildings do not require the demolition of any existing apartment or garage structures. In an effort to preserve the existing housing to construct new, the locations of Felix and Galindo Garages were identified as the next development sites because they also would not require demolition of existing apartments.

- **Will residents have to sign a new lease for their parking space in Higuera Garage?**

Residents who have to relocate their parking space will receive an advanced 60-day notice prior to relocation. Upon relocation, residents will be asked to sign a parking or apartment lease addendum that reflects the new parking space number and reduced parking rate.

- **Will there be additional meetings specific to each affected tower or garage?**

Prior to parking relocation, additional outreach will be made to each affected tower. The outreach may come in the form of a resident meeting, tabling within the tower lobbies, individual meetings, or holding open office hours at the Leasing Center. Information will be provided at a later date.

## Transportation

- **What are the Operating Hours of the Shuttle?**

5AM-12AM(Midnight) Monday through Friday and 7AM-10PM Saturday and Sunday.

- **What will I do during the hours the shuttle is not running?**

We are exploring different options to provide free late night on-call transportation service during the non-shuttle operating hours. This service will be made available to residents who require reasonable accommodations.

- **Will residents have to pay to use the Shuttle?**

No. The Shuttle will be free to all Parkmerced residents.

- **Will the Shuttles be ADA accessible?**

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<sup>1</sup> US Department of Housing and Urban Development, "Disability Rights in Housing." Accessed May 10, 2016: [http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/fair\\_housing\\_equal\\_opp/disabilities/inhousing](http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/disabilities/inhousing)

All shuttle vehicles will be fully ADA compliant and furnished with wheelchair ramps. Drivers will be trained to operate the wheelchair ramp and assist with onboarding passengers as necessary.

- **Will the Shuttles be electric?**

The shuttles will be fuel-efficient, low emission vehicles as defined by the California EPA Air Resources Board. Electric shuttles are being explored as an option, but no decision has been made at this time.

- **Are you considering running the shuttle in both directions or adding any more stops near the towers along Cambon Dr, Font Boulevard, and Chumasero Dr?**

Yes. The final shuttle route and stops have not been finalized and we are considering placing stops in front of 50 Chumasero, 100 Font and 125 Cambon. The final shuttle route and stops will incorporate feedback we receive from the community.

- **How will the MTA's 57-Parkmerced route be affected?**

57-Parkmerced stops located along Font Blvd (between Cambon Dr and Chumasero Dr), Chumasero Dr (between Font Blvd and Brotherhood Way), and Brotherhood Way (between Junipero Serra and Vista Mar Dr) will be impacted by construction. We will work with the MTA to identify temporary stop relocations that will be effective through the duration of construction and residents will be notified appropriately. Upon the completion of street improvements along Font Blvd, Chumasero Dr, and Brotherhood Way, new permanent 57-Parkmerced will have been installed at or close to their stops today.

- **Will residents have the ability to view real-time arrival/departure for the shuttle?**

Ideally, yes. We have not selected the shuttle operator yet and do not have confirmation of those capabilities, but Parkmerced will work to find shuttle operators with vehicles that are equipped to provide real-time arrival and departure information, if possible. We will also work with the shuttle operators on determining how the information may be conveyed, but it may include being available on the tower lobby TV screens, Parkmerced website, resident portal, and/or through a mobile application.

## **Street Improvements**

- **What improvements will be made to the streets and pedestrian experience as part of the Vision Plan?**

The Parkmerced Design Standards and Guidelines which were adopted as part of the Vision Plan was prepared in the spirit of the San Francisco Better Streets Plan. The Design Standards and Guidelines creates a unified set of standards, guidelines, and implementation strategies to govern how Parkmerced designs, builds, and maintains its pedestrian environment. The Vision Plan will improve the streetscape and pedestrian environment for all residents and their visitors and will promote a balance between all functions of a street and put people and quality of place first. Streets will be narrowed to shorten crossing distances and slow down traffic. The streets will also be landscaped, tree lined, and will also have shared and dedicated bicycle lanes. Sidewalks in many cases will be widened to up to 12'.

## **Replacement Apartments**

- **Who will qualify for a replacement apartment?**

All residents who live in a garden townhome will be offered a replacement home, at the same rent-controlled rate, at some point over the duration of the project. Replacement Apartments will be equivalent in size, include at least the same number of bedrooms and bathrooms, meet accessibility requirements, and have all new appliances and fixtures (including dishwasher and washer/dryer).

- **What qualifies a resident as a Long-Term Existing Tenant?**

A Long-Term Existing Tenant is any resident of an existing Parkmerced townhome whose lease for their current apartment was originally signed prior to July 9, 2001. If a resident qualifies as a Long-Term Existing Tenant they would have received a Long-Term Existing Tenant Notice in August 2011. If you did not receive the Long-Term Existing Tenant Notice and believe you qualify please send a request to [info@parkmercedvision.com](mailto:info@parkmercedvision.com).

## **Construction**

- **What efforts will be made with regards to air quality during construction?**

The San Francisco Planning Department, the Department of Building Inspection, and the Bay Area Air Quality Management District have established guidelines to maintain proper air quality at and near construction project sites. Measures in place to reduce construction related to emissions include: making sure that equipment and trucks are regularly serviced to minimize exhaust emissions; requiring construction contractors to shut down engines when they are not in use; strategic placement of signage for construction workers at all access points for efficient travel into and around Parkmerced; and use of equipment with engines that meet emission reduction standards. Also, because certain phases of the construction process generate dust, measures to minimize dust, both during and after work hours will be in place. Dust control measures may involve watering or covering exposed soils and installing sediment traps throughout the construction sites. Beyond current requirements, Contractors will also provide wash down stations for construction vehicles and equipment. As required by the Project's Environmental Impact Report (EIR), Parkmerced will have the air quality in and around construction sites monitored regularly.

- **Is there asbestos in the existing garages? How will this be handled during deconstruction?**

Yes, however, prior to deconstruction, any hazardous materials will be thoroughly abated under the strict requirements outlined by OSHA and BAAQMD and appropriately removed from the property. Most abatement work is done in a full plastic containment with negative air machines, called "Scrubbers", to clean the air. Before the plastic containments are removed, an environmental engineer will sample the air to confirm it is safe for removal.

- **What efforts will be made with regards to construction noise?**

The San Francisco Police Code sets noise restrictions and guidelines that all construction projects in San Francisco must follow. Consistent with these requirements, our construction hours will be restricted to 7:00 AM to 8:00 PM. However, it is anticipated that our construction hours will be 7:00 AM to 4:30 PM on Monday through Friday, except for major holidays. Specific measures for reducing noise levels during construction will include practices such as:

- requiring that stationary equipment, such as generators and augers, to be modified to reduce noise;
- installing barriers around particularly noisy activities that are designed to minimize noise;
- using equipment with lower noise emission ratings whenever possible;
- locating stationary equipment, material stockpiles, and vehicle staging areas as far from existing residents' homes where feasible; and/or
- requiring construction-related vehicles and equipment to use designated truck routes to access project sites. This includes minimizing construction-related traffic between Subphases 1A and 1B sites.

In addition to meeting these noise requirements, Parkmerced will also have a Noise

Disturbance Coordinator that residents will be able to contact throughout the duration of construction. The contact information of this coordinator will be included in a future newsletter and will be posted at or near the entrances of each construction site. Additionally, you can always contact a project representative on the Vision Information line at 415.405.4666.

- **Where will construction workers be parking?**

The construction workforce will not be authorized to park their personal vehicles in Parkmerced-owned lots. They will also be strongly discouraged to park in City-owned streets within Parkmerced. Off-site parking lots have been identified where the construction workforce will park and they will be transported via a shuttle (separate from the Resident Shuttle) to their respective job sites.

- **What will be the impact to on-street parking during construction?**

Parkmerced has developed a Construction Traffic and Parking Management Plan to ensure that traffic and parking management best practices are used during construction. A cohesive plan for maintaining traffic operations during all times of the day and periods of construction are included with the plan. Where possible, Parkmerced will work to mitigate added traffic and parking impacts from construction.

## Operations

- **What is Parkmerced doing to address safety in and around the neighborhood? Specifically, vehicles that are parked within garages are getting broken in to. Will Parkmerced be increasing Courtesy Patrol or other type of security in response to the increase in vehicle break-ins?**

The increase in vehicle break-ins is not unique to Parkmerced; both the City and the State have seen increases in the past few years of this specific inconvenience. Parkmerced is working more closely than ever with the San Francisco Police Department, Taraval Station, and the SFSU Police Department. Parkmerced is also in the planning stages of investing in new measures including cameras and bringing in an experienced partner, Planned Companies, to oversee Community Patrol (formerly Courtesy Patrol) at Parkmerced.

- **How much will rent be in the new apartments (non-replacement apartments)?**

The monthly rent for the new apartments, not including replacement apartments, has not been determined. More information will be available as construction of new buildings is completed, but the apartments will be market rate.

- **Will there be any renovations to the existing towers?**

Renovations are currently underway at 350 Arballo Dr and 50 Chumasero Dr. The renovations include the lobbies, fitness centers, laundry rooms, fitness centers, and hallways. Exterior renovations at this time is limited to painting. The remaining towers may also undergo similar renovations in the near future.

- **Can additional loading zones be added in front of towers? Will there be better enforcement on time limits?**

Opportunities for adding additional loading zones in front of existing towers are currently being evaluated. Additionally, carshare spaces may be added in front of existing towers to make this an additional option convenient for residents. Parkmerced will be working with Community Patrol to create a work plan for stricter enforcement of the time limits of loading spaces.

- **During construction, what will be done in the towers and all existing units in response to potential infestation of pests and rodents?**

The health and safety of Parkmerced residents is a top priority during construction. Any impacts to the existing towers from construction will be addressed appropriately and expeditiously.