

From: [Juliet C. ROTHMAN](#)
To: [Major, Erica \(BOS\)](#)
Cc: [Cathy deLuca](#); jennifer.fiebor@sfgov.org; [Smeallie, Kyle \(BOS\)](#); [Hepner, Lee \(BOS\)](#); [Peskin, Aaron \(BOS\)](#); [MelgarStaff \(BOS\)](#); [Preston, Dean \(BOS\)](#)
Subject: Comment for 12/13 hearing on Sidewalk Repair and Maintenance
Date: Monday, December 13, 2021 1:42:56 PM

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Dear Chair Melgar, Supervisor Peskin, and Supervisor Preston,

I'm a District 3 resident. I have a disability and will turn 80 next month. I joined the Sidewalk Search Party because of my great concern with the condition of our sidewalks. I want to share a few experiences that made me join the Search Party as well as my experiences with working on this problem, which affects everyone living in the city - from mothers pushing baby carriages to toddlers trying to walk, to people in wheelchairs, people who don't have the physical agility to maneuver the crooked, broken sidewalks of our city, people walking with canes or walkers, people with low vision - the list can go on and on!!

I have tripped and fallen multiple times on uneven, angled, broken sidewalks, injuring legs, elbows, and once, even my head. I have had periods of being in a wheelchair, and felt as though my personal independence was limited because of the condition of the sidewalks, which necessitated someone else maneuvering and lifting and pushing my wheelchair. I have been that "someone" when my husband was in a wheelchair for several months, feeling the difficulty and the weight of trying to maneuver him along the street to doctors' offices. The Sidewalk Search Party has been working on sidewalk safety and has initiated several programs to address this issue. When I joined the group, I learned that broken, uneven, cracked sidewalks could be reported to 311. I filed several of these reports. Not only was the sidewalk not repaired - I wasn't even able to get any feedback on my report, although the website says that this is the procedure. I've grown increasingly frustrated and, at this point, find myself checking every sidewalk I encounter daily.

Today, for example, I went to my art class at Aquatic Park Senior Center. I noticed cracked sidewalks right on the street in front of the Center!! Surely, senior centers are places of increased risk for citizens!!

Safe, accessible, smooth sidewalks are necessary to the residents of our beautiful city! Please help us to address this problem and make the city usable, and enjoyable, for all!

Thanks you

Juliet Rothman

From: [Jennifer Walsh](#)
To: [Major, Erica \(BOS\)](#)
Subject: Comment for 12/13 hearing on Sidewalk Repair and Maintenance
Date: Thursday, December 9, 2021 5:26:01 PM

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Dear Chair Melgar, Supervisor Preston, and Supervisor Peskin:

I'm writing on behalf of the Sidewalk Search Party, a project of Community Living Campaign, a nonprofit that works with older adults and adults with disabilities.

The SF Sidewalk Search Party has spent several years searching for safe and accessible sidewalks, engaging residents to advocate for safe sidewalks, and learning how the City maintains and repairs sidewalks. (You can check out our recent project, the Sidewalk Search Party Newscast, [here](#).)

Here's what we have learned about sidewalks in San Francisco:

- **Many seniors and people with disabilities are negatively impacted by broken and inaccessible sidewalks.** Many have fallen. Others have gotten injured navigating through pathways at construction sites.
- **311 is an inadequate system for residents to report sidewalk problems.** Many people we work with have submitted complaints to 311 but have either never heard back or notice on their own that nothing has been done to fix their sidewalk.
- **A complaint-based system puts the onus on those who are most disadvantaged by dangerous sidewalks.**
- **It is confusing to residents (and even to us advocates!) who we should talk to at the City to get things fixed.** When complaints go into the 311 blackhole, residents don't know who to contact to find out what happened. SFMTA has sidewalk inspectors and Public Works has sidewalk inspectors; residents are responsible for some sidewalks, the City is responsible for others; the Bureau of Urban Forestry will fix sidewalks that are damaged by trees; the City has proactive sidewalk repair programs and reactive sidewalk repair programs. It is a maze that we cannot comprehend.

We thank you for calling this hearing so we can 1) better understand these processes, and 2) determine what can be modified to make it easier for residents to engage with their government to ensure that our sidewalks are safe.

Thank you,
Jennifer

Jennifer Walsh CTRS
Community Connector
Community Living Campaign