

What We Heard from the Community — And What Mercy Housing Is Doing


Mercy Housing is working closely with the City and County of San Francisco, community groups, and construction teams to respond to resident concerns in the Sunnydale neighborhood.

Here's a summary of what we've heard and how we're responding:

Public Transportation (MUNI Buses)

Problem: Bus drivers on the 9 and 9R are not stopping at the temporary stop near Geneva and Brookdale.

What Mercy Is Doing: We met with the San Francisco Municipal Transportation Agency (SFMTA). They agreed to remind drivers about the correct stops.

 **What You Can Do:** If a bus doesn't stop, report it by calling **311** or using the **SF 311 app**. Include the **bus number** and **time** of the missed stop. See *page 4* for additional information on 311.



Problem: Community members asked for more bus stops.

What Mercy Is Doing: We asked SFMTA for more stops on Brookdale. Additional 9/9R stops at **Brookdale and Blythdale** effective as of April 15th – see location of new stops:

Problem: Need for a stop sign at the top of Blythdale and Brookdale.

What Mercy Is Doing: SFMTA has confirmed a stop sign will be installed at the top of Blythdale.

Shuttle Services for Seniors and Residents with Mobility Needs

Problem: Not enough transportation for seniors and others who have trouble getting around.

What Mercy Is Doing: We're working with our partners at the Mayor's Office of Housing and Community Development (MOHCD) and SFMTA to try to improve transportation in the neighborhood:

- Paratransit: Available now! Mercy services can assist residents to sign up.
 - Other Options: Mercy, MOHCD and SFMTA are exploring other options such as shuttle services, though no commitment has been made by the City yet.
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Parking

Problem: It's hard to find parking in both the old and new Sunnydale areas.

- **Legacy Sunnydale:** Bell Property Management, SFPD, and SFMTA are partnering to address abandoned cars and free up more parking spots.
 - **Construction Areas:** Mercy is currently exploring possible options for **temporary parking** to help address the impact of construction on neighborhood street parking.
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Walking Paths Through Construction Areas

Problem: Hard to walk through the neighborhood due to blocked paths near Santos/Sunnydale Ave.

What Mercy Is Doing: We are working with engineers and builders to create new walkways through the construction zone. New walkways will take time to permit and build.

- Sunnydale → Hahn (existing pathway)

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- Blythdale → Sunrise → Velasco (additionally proposed pathway)

Problem: Needing more lights along the Sunnydale Ave walkway.

What Mercy Is Doing: Mercy and contractors installed temporary lights along the Sunnydale Ave walkway to enhance safety at night. Please reach out to us with any specific concerns on lighting by emailing SunnydaleConstruction@mercyhousing.org or stopping by the Sunnydale Resource Center (1525 Sunnydale Ave).

Reopening Roads for Cars

Problem: Road closures (Santos and Sunnydale Ave) make it difficult to drive around.

What Mercy Is Doing: Mercy is working with the City and construction teams to expedite reopening vehicle road as quickly as possible on Sunnydale Ave.

Other Community Concerns

Trash Pickup:

Due to road closures, trash pickup has been inconsistent.

- Mercy is working with a private vendor to remove trash and illegal dumping.
- To report an issue, **email:** SunnydaleConstruction@mercyhousing.org or stop by the **Sunnydale Resource Center (1525 Sunnydale Ave).**

Rodents:

- Mercy is working with SFHA and Bell Property Management to address pest issues.
 - The construction team will also be implementing mitigation measures for future demolition work.
 - Report rodent issues by emailing SunnydaleConstruction@mercyhousing.org or stopping by the Sunnydale Resource Center (1525 Sunnydale Ave).
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Relocation Help

Problem: Families near the construction zone (Santos/Sunnydale Ave) are facing challenges.

What Mercy Is Doing: Mercy is meeting with households on Santos and Sunnydale Ave in

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the upcoming demolition zone to discuss relocation options and assistance. Households may relocate to **Amani or Nia** buildings.

Reach out to **Nakema Dogan** at Mercy Housing for support.

415-808-5731 or Nakema.dogan@mercyhousing.org



Contact Us – Share Feedback or Get Help

Email: SunnydaleConstruction@mercyhousing.org

Phone: 415-805-9448

In Person: Sunnydale Resource Center (1525 Sunnydale Ave)

Open Monday–Friday, 9am–5pm. Ask for **Joc Wilson** or any front desk team member or call at 628-899-0323 to schedule an appointment.



How to Use SF 311

To Report Issues (like MUNI problems, potholes, etc.):

iPhone (iOS):

1. Open the App Store
2. Search for "**SF 311**"
3. Tap **Download**
4. Open the app to report problems

Android:

1. Open Google Play Store
2. Search for "**SF 311**"
3. Tap **Install**
4. Open the app to report problems

No smartphone? Call 311 (or 415-701-2311 from outside SF). Service is available **24/7 in over 160 languages**.