

April 11, 2003

Phil Bolduc
Walgreens
Real Estate Department MS#2200
200 Wilmot Road
Deerfield, IL 60015

Bill Hose
Walgreen Company
151 East Third Avenue
San Mateo, CA 94401

Re: Walgreens at Stanyan and Parnassus in San Francisco

Gentlemen:

Thank you for meeting with the CVIA board and with concerned residents of Cole Valley. We appreciated your willingness to field questions and respond to complaints for nearly two hours. There are three main issues of concern to neighbors about Walgreens moving into the Stanyan and Parnassus location: added automobile traffic, exterior design, and hours of operation.

Added automobile traffic

Stanyan Street is a two-lane, fairly busy street that is a main artery connection for traffic between the Castro via 17th Street and Cole Valley, Haight Ashbury, and Sunset neighborhoods. About 100 feet south of the proposed location there is a fire station that responds to about 8 calls per day with either a fire truck or larger hook-and-ladder engine.

Parnassus Avenue is a transit corridor for three Muni bus lines. The 43-line has 10-minute headway (scheduled time between busses) during the day, the 6-line has 12-minute headway, and the 66-line, which turns on Stanyan, has a 20-minute headway. There is significant traffic traveling the route to and from UCSF Medical Center that tends to jam up west of Stanyan.

The current parking lot, which is 60 feet wide, has 11 spaces including one handicapped space and is striped for angled parking. If the lot is full, cars do not have room to turn around; they must exit from the lot by backing up onto Stanyan Street.

We understand that Walgreens plans to make deliveries up to three times a week using mid-size trucks in the parking lot. Other small delivery trucks will use the yellow zone on Parnassus. There are no current plans to reconfigure the parking lot.

Bill Hose estimates that there will be about 400 customers in the store each day. This means that a lot more people will be on that corner since the previous store had few customers. Even if a small percentage of these customers drive, the Stanyan/Parnassus intersection will be impacted. Autos backing out onto Stanyan Street, delivery trucks maneuvering in and out of the parking lot, and double-parkers will adversely impact the fire engines leaving the fire station on Stanyan Street, and the Muni busses on Parnassus.

Some of the questions that neighbors raised are:

- ◆ How does Walgreens plan to manage the parking lot traffic to accommodate the delivery trucks – will cars be trapped in the parking lot when trucks are making deliveries while waiting cars line up on Stanyan?
- ◆ Are the delivery trucks small enough to maneuver in that space?
- ◆ If the trucks have to back out of the lot, will it impede traffic for long?
- ◆ What will happen if a fire engine needs to get by?
- ◆ What will Walgreens do to discourage double-parking by Walgreens' customers and delivery trucks?

Representing The Greater Haight Ashbury Community

We request that Walgreens consider these changes to discourage car traffic and better manage the added traffic:

- ◆ Accommodate bicycle parking.
- ◆ Offer delivery service including deliveries to UCSF.
- ◆ Give a discount to those neighbors who present a valid Muni transfer or Muni Fast Pass.
- ◆ Sell Muni Fast Passes and tokens.
- ◆ Reconfigure the parking lot to accommodate better flow, if possible, so that cars do not have to back out onto Stanyan Street to exit.
- ◆ Install a "Right Turn Only" sign at the exit of the parking lot.
- ◆ Request that the city make the area a "double parking/double fine" zone.

Exterior Design

The area of the proposed store location is atypical for Walgreens. It is a residential neighborhood whereas most Walgreens in San Francisco are typically found in business districts. Mt. Sutro Fine Foods had painted wall signs illuminated with 64' of fluorescent lighting fixtures on the Parnassus side and over 28' on the Stanyan side. These tube lights were 3' off the building and faced backward to light the painted-on wall signs up high on the building. An awning with printed advertisement surrounded the building. There are two display windows on either side of the door. The store as a whole had a small neighborhood feel – there were neither big signs nor bright lights. It's very quiet after 7 p.m. although there is still foot traffic.

We understand that Walgreens plans to retain the building as it is and not add any additional windows. There will be three signs: two 28" high "Walgreens" signs and one 12" high "Pharmacy" which will be illuminated (but dimmed down) during business hours and turned off outside of business hours. The fluorescent lighting will be removed. The awning will stay without any writing on it. The exterior color will be similar to the current color. The only other exterior change will be stone-colored tile up to 3' along the bottom edge. The interior, exterior, sidewalk, and parking lot will be kept clean and free of debris. A satellite dish for inventory control will be installed on the roof.

What size satellite dish will be installed and will neighbors experience any interference with their reception because of it?

We request that Walgreens consider these changes suggested by the neighbors so that the store is better integrated with our residential district:

- ◆ Keep the exterior design consistent with neighboring commercial buildings. Consider a painted Walgreens sign instead of the plastic illuminated sign normally used. Big corporations, like McDonalds, change their signage in European cities to blend in with the character of city – so why not Walgreens changing for Cole Valley?
- ◆ Limit signage in size and illumination and limit exterior lighting at night so that there will be minimal impact on nearby residential housing.

Hours of Operation

Mt. Sutro Fine Food's hours were 9 a.m. to 10 p.m. and other stores in the area close between 8:30 and midnight.

We understand that Walgreens' hours will be 8 a.m. to 10 p.m. These hours may change, shorter or longer, if the local shopping patterns warrant.

If the store is opened longer it may adversely effect the quality of life of the nearby residents, so we request that before changing hours, Walgreens hold a neighborhood meeting to get input.

We look forward to your response to our questions and concerns in this letter, and to further discussion with the hope that Cole Valley residents and Walgreens can come to an understanding that will insure both the acceptance by the neighborhood and the success of the store.

Sincerely,

Joan Downey, President.

Copy: Supervisor Matt Gonzalez

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