



SFMTA Route 66 Quintara Connectivity Study

FINAL

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SFMTA
Municipal
Transportation
Agency



With Civic Edge Consulting

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1 INTRODUCTION

The 66 Quintara, one of 10 connector routes in the San Francisco Municipal Transportation Agency (SFMTA) network, serves the western San Francisco neighborhoods of Sunset and Parkside. In addition to providing local neighborhood service to schools and commercial areas, the route links riders to the larger Muni bus and Metro network. Ridership on the line is low, indicative of potential opportunity to better meet the local community's needs. The objective of this study is to identify better ways to meet the west-side neighborhoods' transit access and connectivity needs while optimizing use of resources.

This report details the current ridership and productivity patterns on the 66 Quintara, as well as the demographic profile of the surrounding area. The overall community profile generated by this analysis will paint a picture that will inform future phases of this study as the team explores opportunities to re-imagine the 66 Quintara. It will be used in conjunction with community outreach meetings and in-person and online survey efforts.

RELEVANT STUDIES

The SFMTA continues to dedicate much technical and outreach efforts to create a better transit system. Below are a few highlights from key documents that are relevant to help us frame where we are and where we might want to go with the 66 Quintara.

Strategic Analysis Report; Improving West Side Transit Access (2016)

This report included maps and recommendations for the study area of this project. One of the major findings was the impetus for this study, which was to improve transit routing and maximize performance of poorly performing routes. The study cited the 66 Quintara as a route that was one of the least utilized and one that lacked connections to major destinations or transit hubs.

Other major findings include:

- Downtown is the second most common commute destination among West Side workers at 18%, with the South Bay being the top destination at 21% of workers.
- Most West Side residents live within walking distance of a transit route that will take them directly to West Portal Station or downtown (without a transfer).
- Reliability is an issue with Muni Metro and the 29-Sunset.
- Shorter travel time, and better reliability and multimodal access at West Portal Station was a priority for survey respondents.

Short Range Transit Plan (Fiscal Year 2015 – 2030)

The SFMTA Muni Forward program aims to make traveling by transit in San Francisco safer and more reliable. To that end, it prioritizes the allocation of resources for route changes and service improvements with the following objectives:

- Implement rapid and transit priority networks to the core routes that serve almost 70% of riders
- Update the transit fleet, and make safety and accessibility projects better accommodate the needs of families, seniors, and the disabled
- Use technology more effectively

Muni service is broken down into categories:

- Muni Metro and Rapid Bus: 10 minute or better service frequency, with skip stop service
- Frequent Local: 10 minutes or better service frequency
- Grid: 12 – 30 minute service frequency
- Connector: 30-minute service frequency
- Historic: Historic streetcars and cable cars
- Specialized: routes that augment existing services during specific times, frequencies based on demand

The Sunset District Blueprint (2014)

Developed by the office of Supervisor Katy Tang in 2014, the Sunset District Blueprint calls for a set of multimodal transportation improvements related to:

- Transit service reliability, safety and accessibility
- Traffic calming and pedestrian infrastructure improvements to improve safety
- Traffic regulations enforcement
- Bicycle infrastructure improvements and educational opportunities
- Availability and accessibility of taxis for Sunset residents

With respect to transit, the Blueprint calls for coordination with the SFMTA to ensure implementation of Muni Forward initiatives in the Sunset; improve reliability of Muni light rail and bus service; improve early morning and evening service in the Sunset; and identify most utilized transit stop and connections and improve service at those locations for commuters.

2 COMMUNITY PROFILE AND DEMOGRAPHIC OVERVIEW

STUDY AREA

The 66 Quintara Connectivity Study area includes portions of the Sunset and Parkside neighborhoods of San Francisco. Areas to the south of the current 66 Quintara alignment are included in order to keep in mind the potential opportunities to connect or reimagine nearby Muni routes. Figure 1 shows the Study Area and highlights the 66 Quintara, commercial corridors, major destinations such as schools, and nearby Muni routes.

The City of San Francisco is home to 870,887 people.¹ The Sunset neighborhood, sometimes described as Inner Sunset (east of 19th Avenue) and Outer Sunset (west of 19th Avenue), is located on the western border of the city just south of Golden Gate Park. The Parkside neighborhood is located south of the Sunset District (south of Quintara Street).

Supervisorial District 4 is made up of the Sunset and Parkside neighborhoods. In the analysis below, references will be made to District-level and Census tract or block group analysis, as appropriate, and as data is available.

Major Destinations

Major destinations in the study area include:

- San Francisco State University
- UCSF Hospital (Parnassus campus)
- Lincoln High School
- Taraval Street commercial corridor
- Judah and Irving Street commercial corridor
- Golden Gate Park
- Ocean Beach

Major transfer hubs connect people to destinations outside the Sunset and Parkside neighborhoods.

- West Portal Station (L Taraval, K Ingleside, and M Ocean View Muni Metro lines)
- 9th & Judah (N Judah Muni Metro line)

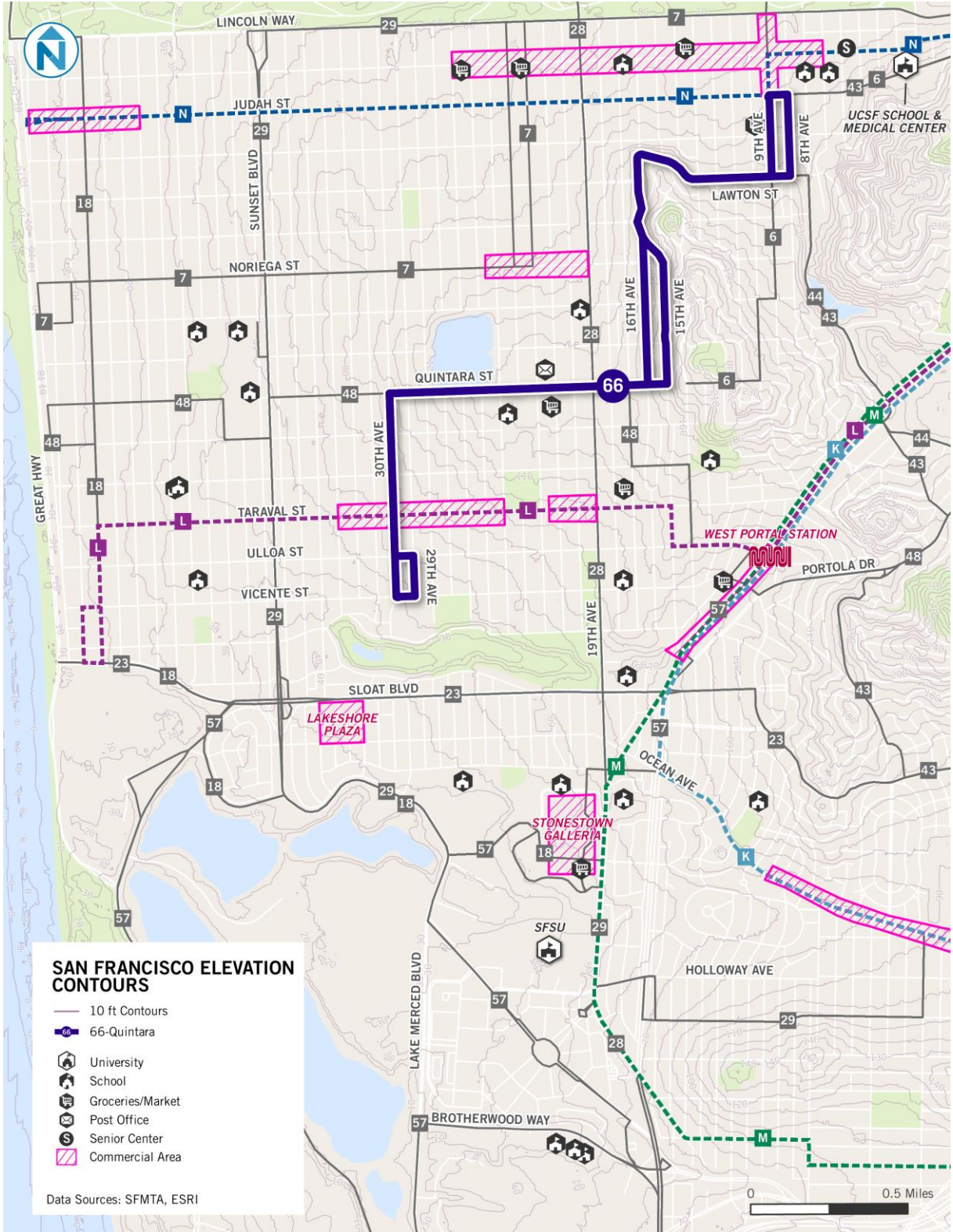
¹ Population estimates, July 1, 2016, US Census

Topography

The Sunset neighborhood and the wider study area is composed mostly of a minimal slope from east to west toward absolute sea level at Ocean Beach. Contours are shown in Figure 1. Blocks between Sunset Boulevard and the Great Highway experience about three to four feet of incline moving east. East of Sunset Boulevard, some blocks experience 10 feet or so of incline moving toward 19th Avenue. East of 19th Avenue, the study area becomes quite steep, with no vehicle access and only stairs in some places, such as between 15th Avenue and 14th Avenue at Quintara, Pacheco, and Ortega streets. Elevation in the study area ranges from sea level to about 650 feet above sea level in the farthest points east. Topography in the study area has implications for stop placement and bus operations, which will be considered throughout this study.

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Figure 1 66 Quintara Route and Study Area



DEMOGRAPHIC ANALYSIS

Public transportation is most efficient when it connects people to important destinations within an easy walk from bus stops. Bus transit riders are most likely to use the service when it is within a quarter-mile of their origin or destination (depending on the built environment), or a 10-minute walk, and thus the size of the travel market is directly related to the density of population and employment in that area.

The following section highlights demographic data that can help inform decisions regarding existing or future transportation services. The evaluation is based on data from the SFMTA, the 2010 US Census, 2015 American Community Survey (ACS), and the 2013 Policy Analysis Report from the City and County of San Francisco Board of Supervisors.

Language and Nativity

In 2010, about 30% of residents of District 4 spoke only English at home, which was the second lowest district in the City. Nearly 47% of residents were born outside the United States.

Age

As of the 2010 US Census, approximately 16% of District 4 residents were under the age of 18. This is higher than the citywide average of 13%. Seniors age 65 and older made up 16% of the District 4 population, which is also higher than the citywide average of nearly 14%. The median age in District 4 is approximately 43 years old, slightly older than the median age in the city (40). College-age youth (age 18-24) make up 25% of the population in the study area, which includes San Francisco State University; this is compared to 21% citywide.

Youth and seniors are traditionally important transit demographics. Furthermore, many older youth (age 16-24) are eschewing car ownership and focusing on transportation choices facilitated by technology (e.g., real-time transit information, shared ride companies). Thus, the above average presence of these age groups compared to San Francisco averages is promising. Median household age throughout the study area is shown spatially in Figure 2.

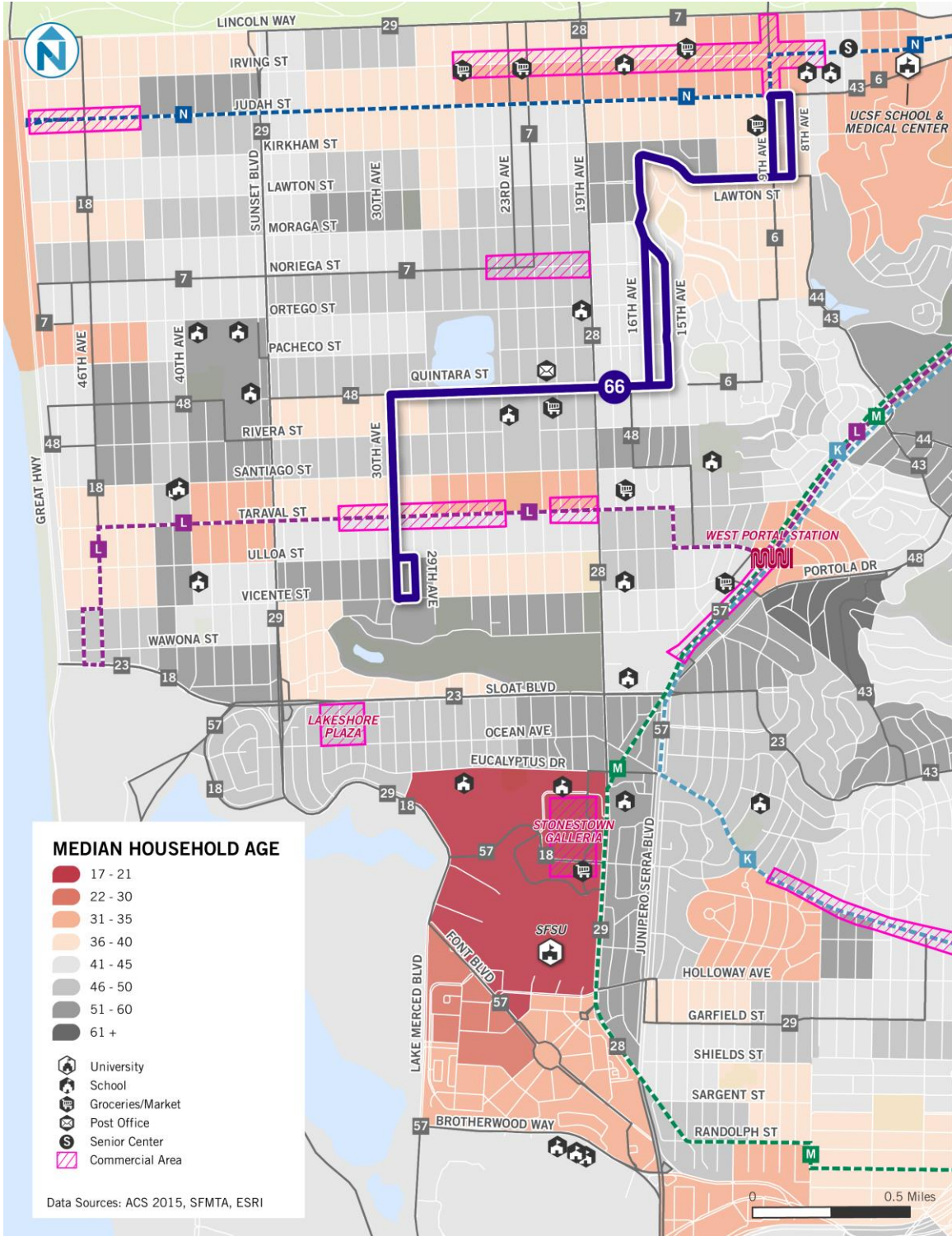
Household Income

Although the cost of living has increased since the 2010 US Census, District 4 ranked above the city average of \$71,416 with a median household income of \$77,376. About 29% of District 4 households had an annual income of less than \$50,000, lower than the citywide average of 34%. The eastern edge of the study area has the highest incomes and the areas near SFSU, where there is a high student population has the lowest incomes per household, as shown in Figure 3.

The percent of the population in poverty in District 4 is the second lowest in the City, at 7% in 2010. The citywide average was 12% at that time.

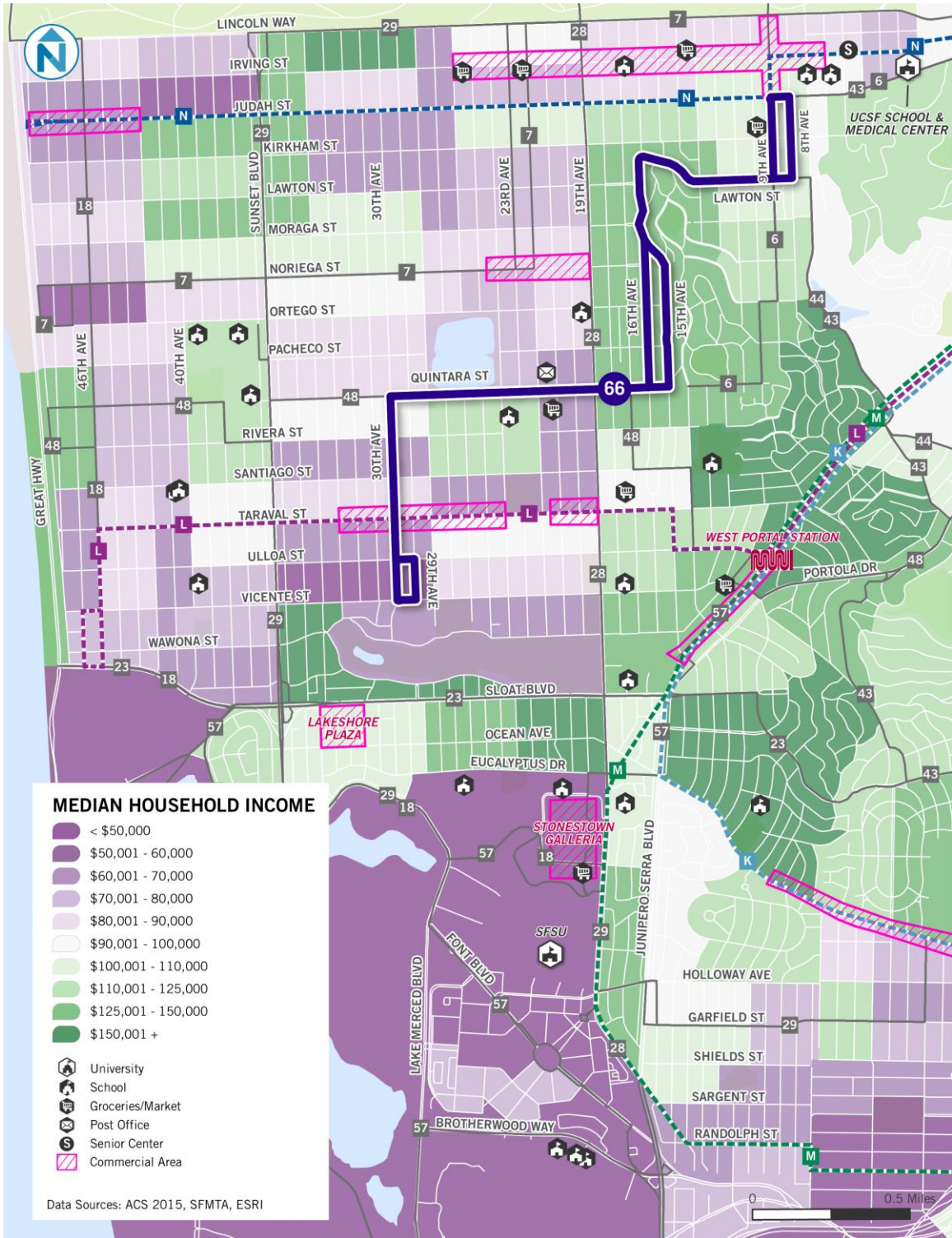
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Figure 2 Median Household Age



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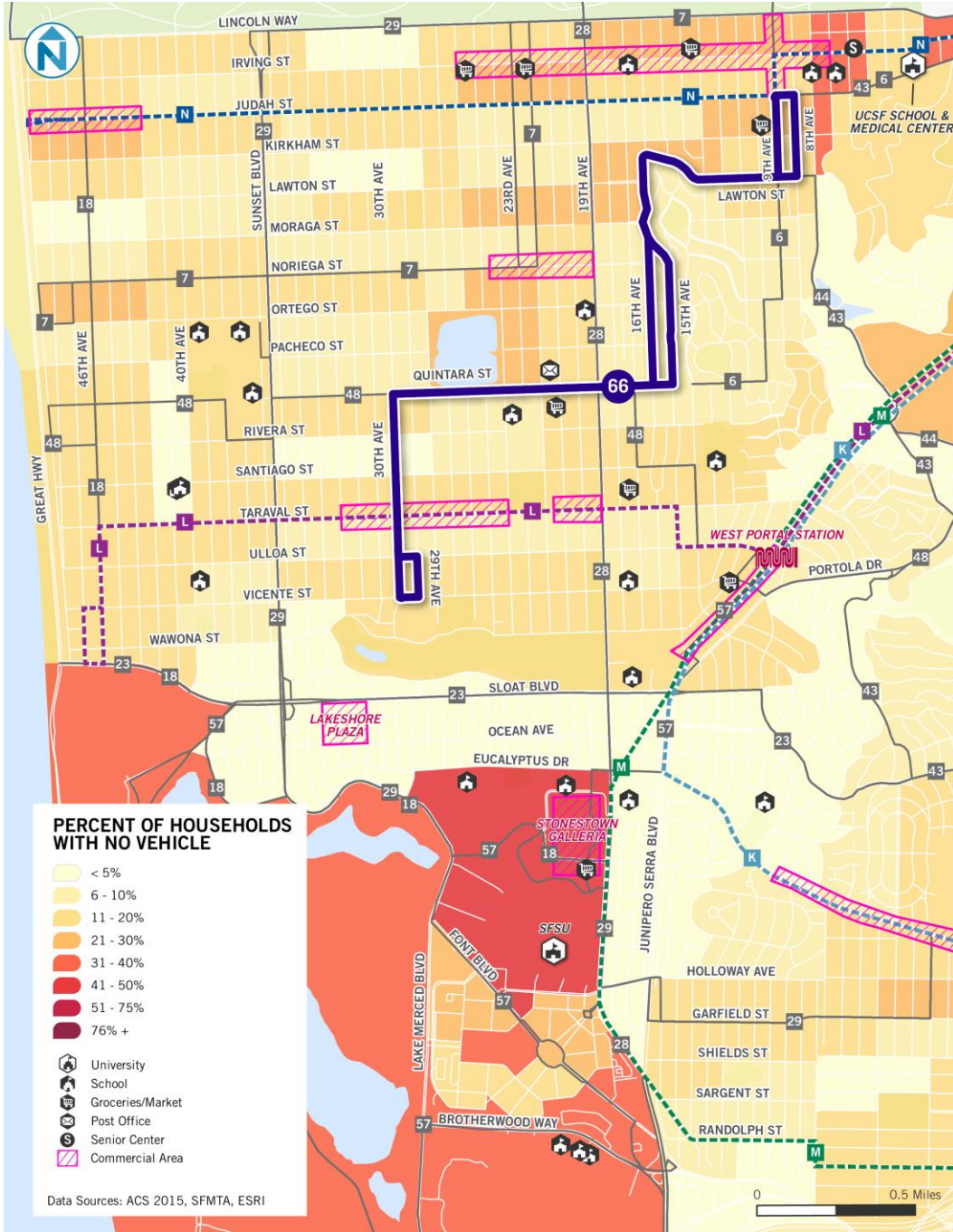
Figure 3 Median Household Income



Vehicle Ownership and Access

The percentage of households with no car is highest south of Sloat Boulevard near San Francisco State University and Park Merced, and near the northernmost portion of the study area, where there are many transit connections and the land use is denser, as shown in Figure 4. Overall, more households have access to a car in the study area compared to the rest of the city. In District 4, 13% of households do not have access to a vehicle, compared to 30% without car access citywide.

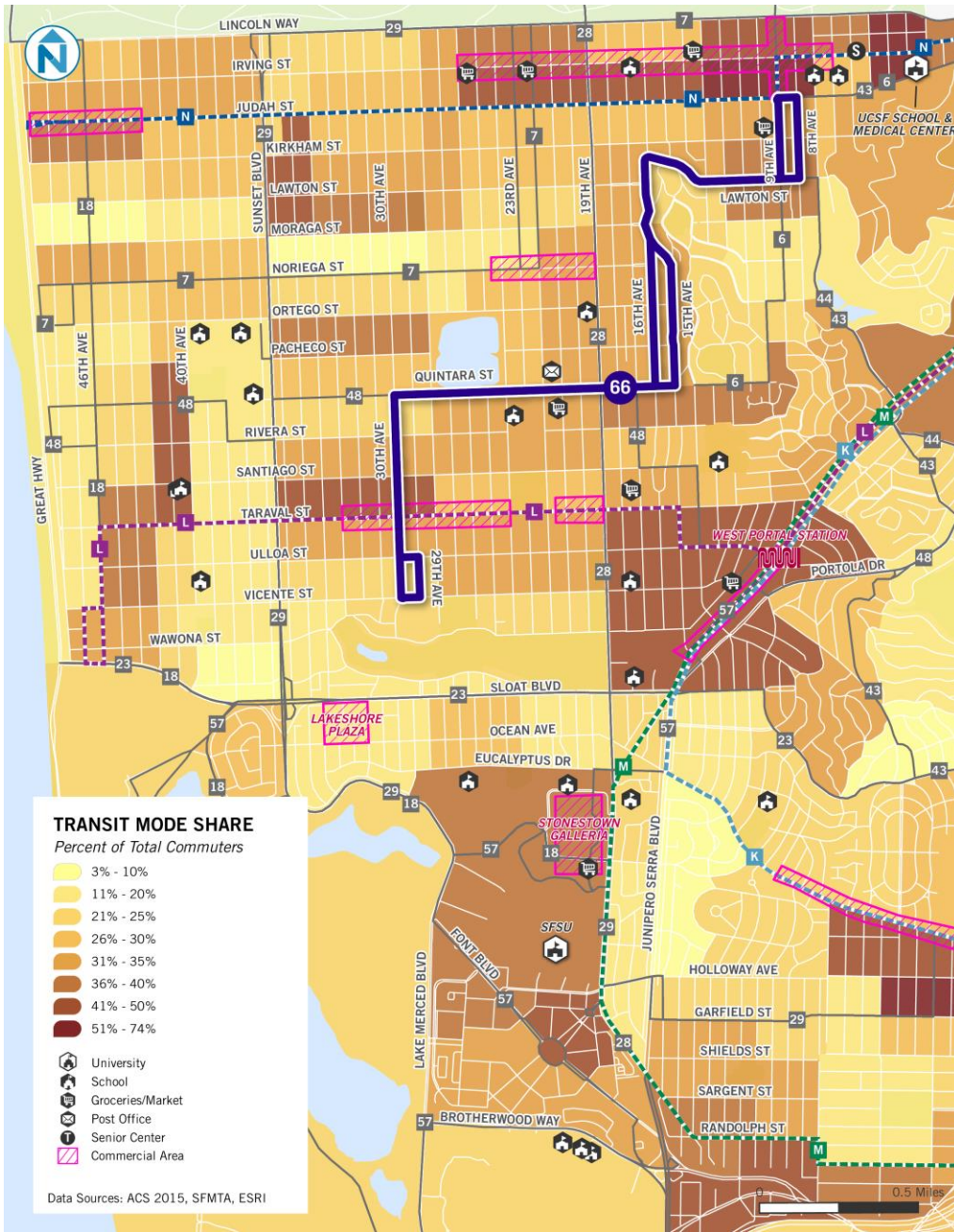
Figure 4 Percent of Households with No Vehicle



Transit Commute Patterns

Approximately 29% of commuters who live in the study area took transit to work, compared to an average citywide usage of 33%. Clusters or blocks of higher transit mode share are located throughout the study area, as shown in Figure 5. Some portions of higher commute transit mode share are located adjacent to higher capacity transit like the N Judah and the Muni Metro lines at West Portal station. Other clusters are located in more internal areas of the Sunset neighborhood, not particularly close to transit, such a cluster adjacent to Sunset Boulevard and Lawton Street.

Figure 5 Transit Mode Share – Percentage of Commuters Using Transit



3 EXISTING MUNI SERVICE ANALYSIS

The District 4 neighborhoods are served by two Muni Metro rail lines and nine bus routes with a frequency of 10 minutes or better on weekdays. They are shown in the Figure 6 Muni map and detailed in Figure 7 below. The Muni map illustrates the frequency of routes based on line width and color.

Figure 6 Muni Service Map of Study Area (2017)

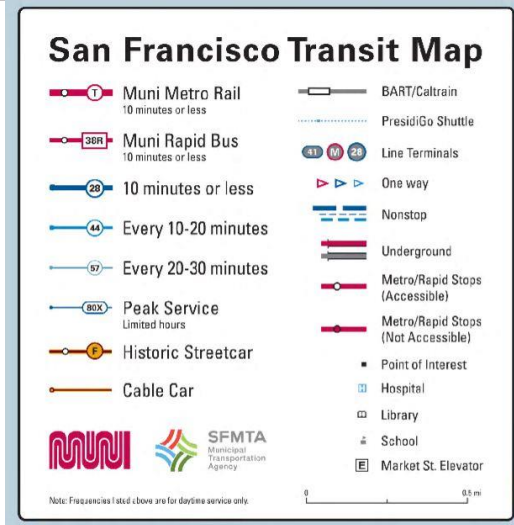
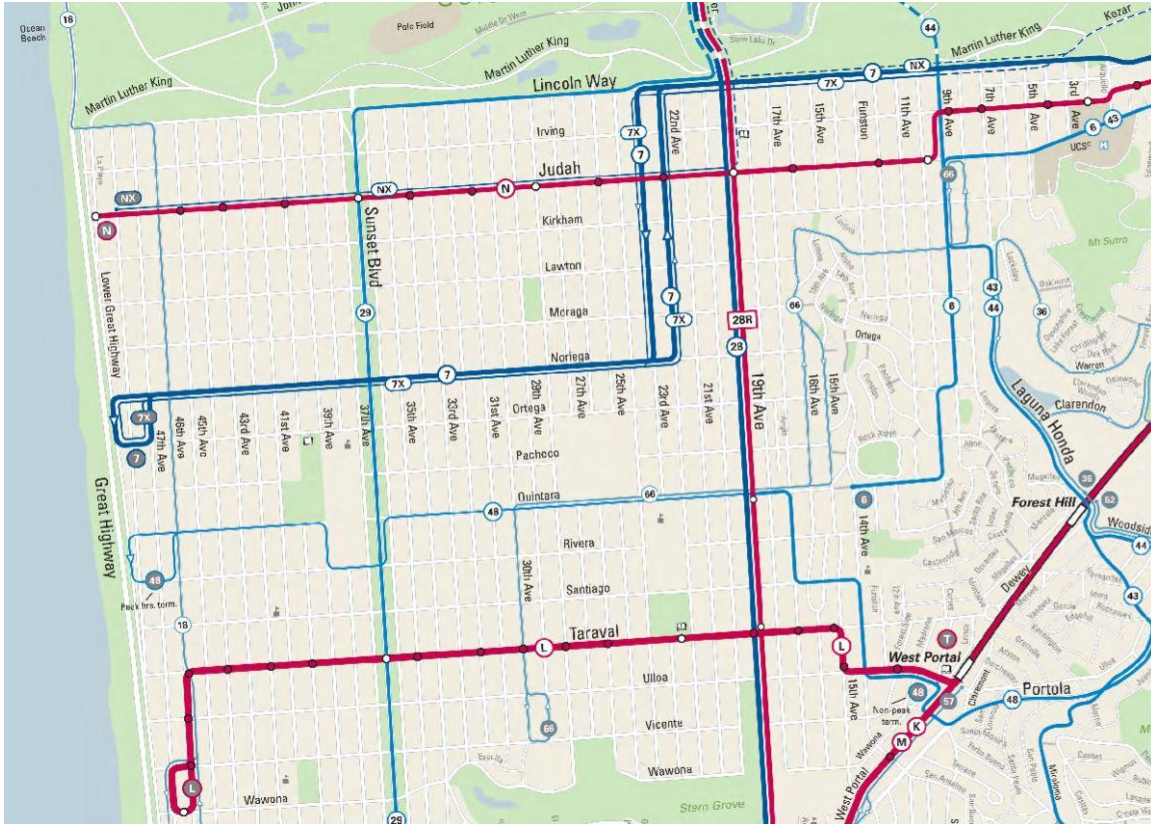


Figure 7 High Frequency Routes in Study Area

Route	Weekday Peak Frequency (min)	Weekday Span	AM Peak West Side Ridership	Weekend Frequency (min)	Weekend Span
L Taraval	9	24 hours	1,986	12	24 hours
N Judah	7	24 hours	2,220	12	24 hours
6 Haight/Parnassus	10	6:20 a.m. – 12:20 a.m.	1,157	12	6:20 a.m. – 12:20 a.m.
7 Haight/Noriega	10	6:15 a.m. – 12:10 a.m.	332	12	6:20 a.m. – Midnight
7X Haight/Noriega Express	8	Peak hours only*			
28 19th Avenue	10	5:20 a.m. – 12:20 a.m.	977	12	5:20 a.m. – 12:20 a.m.
28R 19 th Avenue Rapid	10	Peak hours only			
29 Sunset	10	5:40 a.m. – 12:10 a.m.	803	15	5:50 a.m. – 12:10 a.m.
43 Masonic	9	5:15 a.m. – 12:30 a.m.	NA	15	5:40 a.m. – 12:30 a.m.
44 O'Shaughnessy	10	6:00 a.m. - 1:00 a.m.	NA	15	6:00 a.m. – 12:30 a.m.
48 Quintara/ 24th Street	10	Peak hours only	297	-	

Notes: The 7X provides service toward downtown in the AM peak period and from downtown in the PM peak period. The 48 Quintara/24th Street currently terminates at West Portal during non-peak hours and weekends.

The area is also served by lower-frequency lines with lower density, and provide increased coverages to Muni routes that do not serve downtown locations, shown in Figure 8.

Figure 8 Lower Frequency Routes in Study Area

Route	Weekday Frequency (min)	Weekday Span	AM Peak West Side Ridership	Weekend Frequency (min)	Weekend Span
66 Quintara	20	6:00 a.m. – 11:00 p.m.	78	30	8:20 a.m. – 11:00 p.m.
18 46th Avenue	20	5:40 a.m. – Midnight	173	20	5:40 a.m. – Midnight
23 Monterey	20	5:45 a.m. – 11:30 p.m.	113	30	6:10 a.m. – 11:30 p.m.
57 Parkmerced	20	6:00 a.m. – 11:00 p.m.	78	20	7:15 a.m. – 11:00 p.m.
91 Owl	30	1:00 a.m. – 5:00 a.m.	NA	30	1:00 a.m. – 5:00 a.m.

COVERAGE

The 66 Quintara offers the community connections to destinations all over the City, with further connections to BART, Caltrain, and other transit systems. Figure 9 lists major destinations served on routes that are within a half-mile walk of the 66 Quintara. Figure 10 lists the major destinations served by routes in the project study area that are currently outside of a half-mile walkshed.

The north-south and east-west transit connections within a quarter or half-mile walkshed of the 66 Quintara route are shown in Figure 11.

Figure 9 Routes within Half-Mile of 66 Quintara

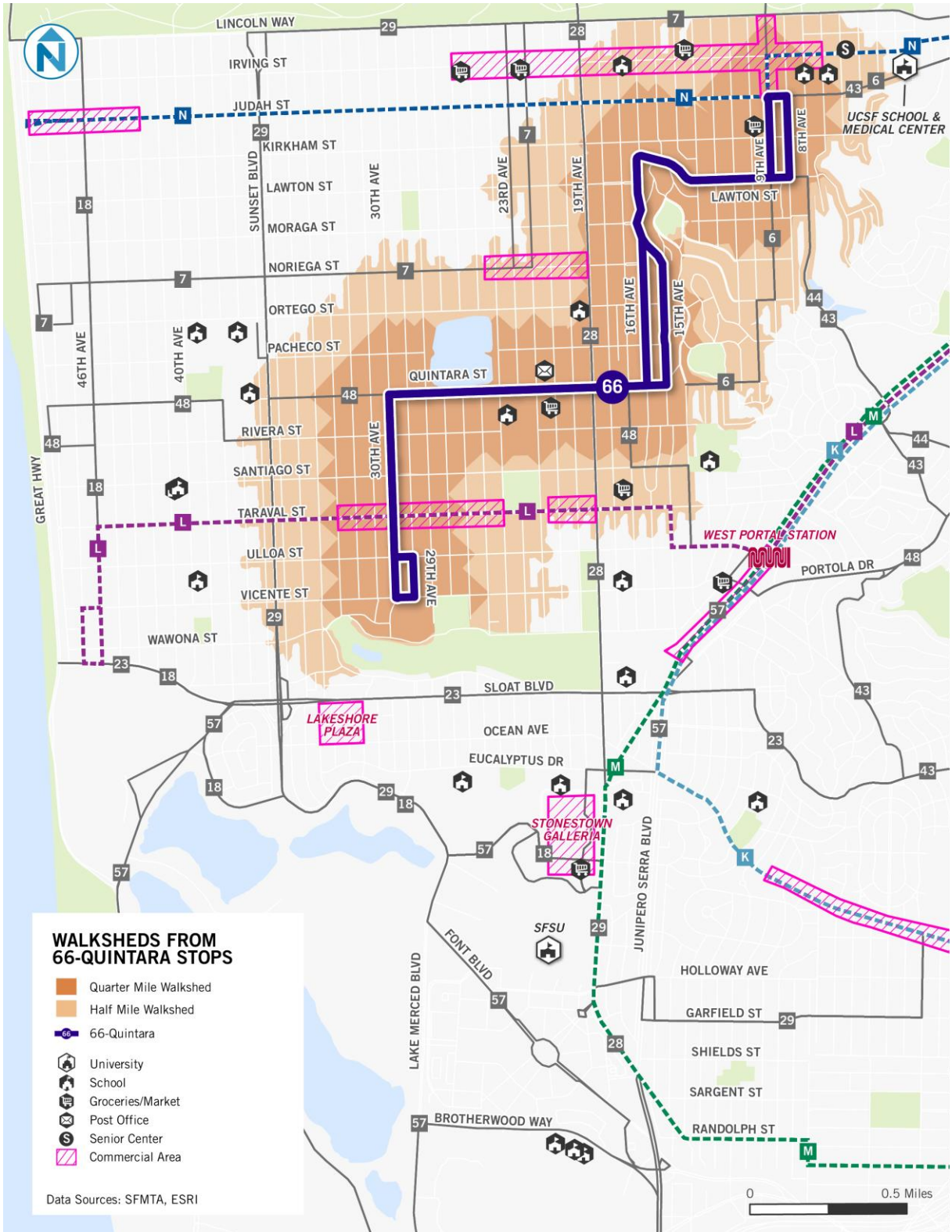
Route	Destinations Served
L Taraval	SF Zoo, Taraval Street commercial corridor, West Portal, Downtown
N Judah	Irving Street commercial corridor, UCSF Medical Center, Davies Medical Center, Ocean Beach, Downtown
6 Haight/ Parnassus	UCSF Medical Center, Buena Vista Park, Downtown
7X Noriega Express	Noriega commercial corridor, Downtown
28 19 th Avenue	Daly City BART, Stonestown Galleria, SF State, Golden Gate Park, Richmond, Presidio/Golden Gate Bridge, Marina, Fisherman's Wharf area
28R 19 th Avenue	Balboa Park BART, Stonestown Galleria, SF State, Golden Gate Park, Richmond
43 Masonic	Excelsior, Balboa Park BART, CCSF, Laguna Honda Hospital, UCSF Medical Center, Haight Street, University of San Francisco, Presidio, Marina, Fort Mason
44 O'Shaughnessy	Richmond, Golden Gate Park, Inner Sunset, Laguna Honda Hospital, Glen Park BART, San Bruno Avenue commercial corridor, USP Post Office Evans Processing Center, Hunters Point
48 Quintara / 24 th Street	St. Ignatius College Preparatory, Robert Louis Stevenson Elementary, Herbert Hoover Middle School, 24 th St. commercial corridor, Zuckerberg SF General Hospital, Potrero Hill, 22 nd St. Caltrain Station, Dogpatch
91 Owl	SF State, Sunset, Richmond, Marina, Fisherman's Wharf, North Beach, Chinatown, Union Square/Downtown, SOMA, Caltrain, Mission Bay, Dogpatch, Potrero Hill, Bayview/3 rd St, Visitacion Valley, Cow Palace, Excelsior, Balboa Park BART, City College of SF, Ocean Avenue commercial corridor, West Portal

Figure 10 Routes in the Study Area outside the Half-Mile Walk Shed from 66 Quintara

Route	Destinations Served
M Ocean View	West Portal Station, Balboa Park BART, SF State, Downtown
K Ingleside	West Portal Station, Balboa Park BART, Ocean Ave commercial corridor, Downtown
7 Haight/Noriega	Noriega & Irving Streets commercial corridor, Golden Gate Park, Buena Vista Park, Downtown
18 46th Avenue	Stonestown Galleria, SFSU, SF Zoo, Ocean Beach, Golden Gate Park, Legion of Honor
23 Monterey	SF Zoo, Lakeshore Plaza, St. Francis Wood, Monterey Heights, proximity of City College of SF, Glen Park BART, Bernal Heights, Bayshore commercial area, CCSF-SE campus, Third Street commercial area, Bayview
29 Sunset	Bret Harte Elementary School, John McLaren Park, Excelsior, Balboa Park BART, City College of SF, Stonestown Galleria, SF State, Sunset, Golden Gate Park, Richmond, Presidio
23 Monterey	SF Zoo, Monterey Heights, Glen Park BART, Bernal Heights, Hunters Point
57 Parkmerced	Lakeshore Plaza, SF Zoo, Lake Merced, Parkmerced, Daly City BART, Stonestown Galleria, SF State, Lakeside Village, West Portal

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Figure 11 Quarter and Half-mile Walksheds from 66 Quintara Stops



RIDERSHIP AND PRODUCTIVITY

66 Quintara

The SFMTA 66 Quintara is among a group of Muni bus routes known as connector routes. Connector routes predominantly circulate through hillside residential neighborhoods that fill in coverage gaps and connect customers to major transit hubs. Ridership on the 66 Quintara is 9th lowest of all 74 routes in the system (about 800 daily boardings in 2014, 2015, and 2016).² Compared to other connector routes, ridership is below the average of 1,498 boardings and 4th lowest out of 10 routes for daily boardings.

All ridership data discussed in this chapter was collected during Fall (October-November) 2015.

Most Popular Stops

The 66 Quintara’s three stops with the most activity in terms of boardings and alightings are shown in Figure 12. On average, 454 riders got on or off at 9th and Judah per day, about 184 riders got on or off at 24th Avenue and Quintara Street (Lincoln High School), and about 138 riders got on or off at 30th Avenue and Taraval Street. The top three stops represent nearly half of daily boarding and alighting activity on the 66 Quintara.

Boardings and alightings across the entire route are shown in Figure 13 and Figure 14. Daily average ridership is higher in the outbound direction at these three most popular stops.

Figure 12 Activity at Major Destinations

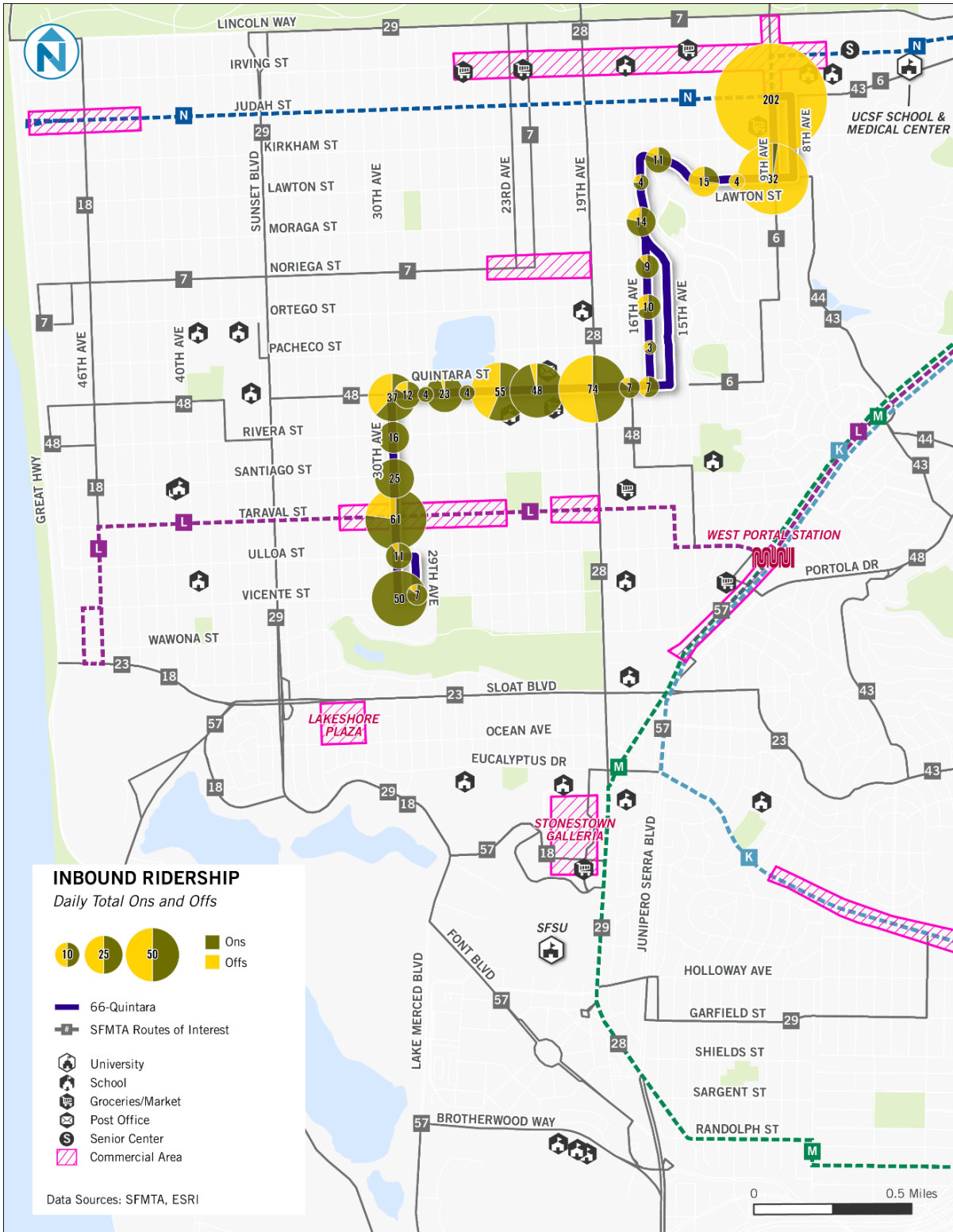
Destination	Average Daily Total Ons and Offs	Nearby Attractions and Connections
9 th Avenue and Judah Street	454	N Judah Muni Metro line, the Inner Sunset commercial district, and nearby Golden Gate Park
24 th Avenue and Quintara Street	184	Lincoln High School
30 th Avenue and Taraval Street	138	L Taraval Muni Metro line and the location of a commercial district

In both inbound and outbound directions of 66 Quintara, the highest ridership stops are on Quintara Street at 30th, 24th, 22nd, and 19th avenues. As shown in Figure 13 and Figure 14, the segment of the route with least ridership activity is the portion on 15th and 16th avenues.

² SFMTA Short Range Transit Plan, Fiscal Year 2015-2030

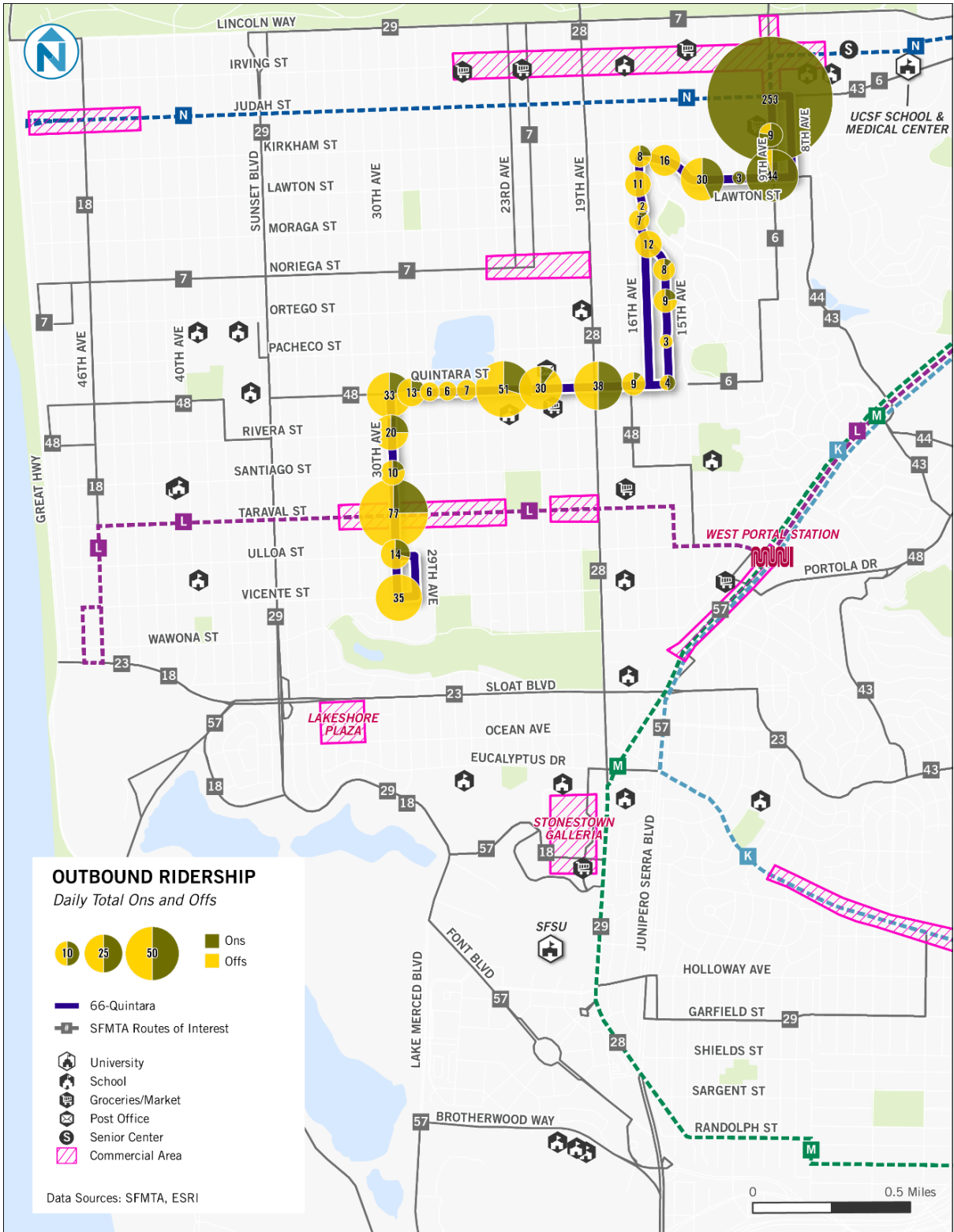
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Figure 13 Inbound Ridership – 66 Quintara



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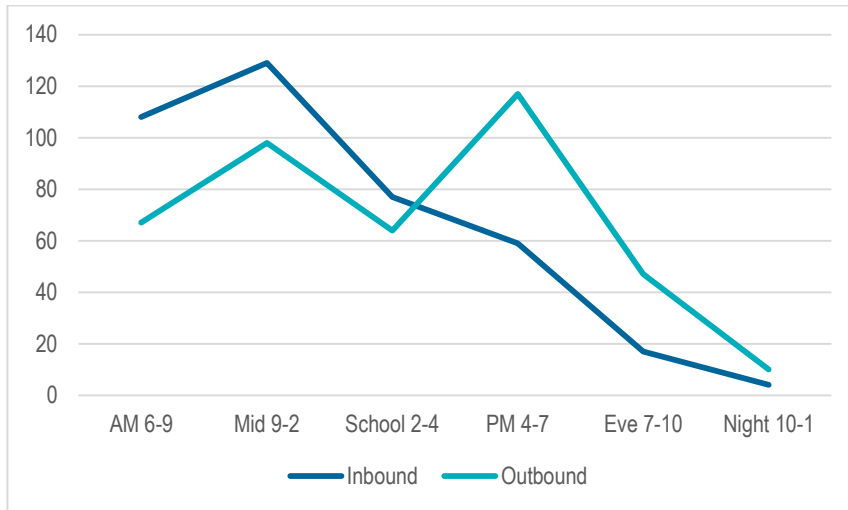
Figure 14 Outbound Ridership – 66 Quintara



Time Patterns

Ridership on the 66 Quintara peaks during the midday period in the inbound direction and in the evening period in the outbound direction, as shown in Figure 15. Ridership on the 66 Quintara declines during the evening period and is minimal after 10 PM.

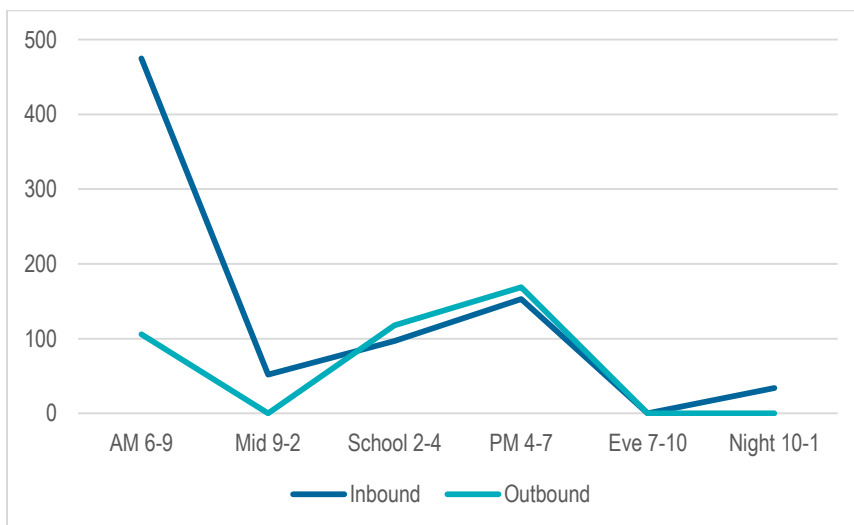
Figure 15 Average 66 Quintara Weekday Total Boardings by Time Period



Source: Oct-Nov 2015 Ridership Data, SFMTA

Outside of peak rush hours, the 48 Quintara/24th Street does not operate west of West Portal Station, which allows the 66 Quintara to provide coverage along Quintara Street directly to a transfer to the north with the N Judah on Irving Street or southbound to the L Taraval without competition. Boardings beyond West Portal on the 48 are shown by time period in Figure 16. Additionally, about 260 riders alight at West Portal Station from the Sunset neighborhood via the 48 route.

Figure 16 Average 48 Quintara/24th Street Weekday Total Boardings at stops west of West Portal Station by Time Period



Source: Oct-Nov 2015 Ridership Data, SFMTA

Productivity

A limited number and type of data points supporting productivity analysis were provided by SFMTA. This section may be updated as additional operational and farebox data is provided.

As shown below in Figure 17, the 66 Quintara experienced 241,400 total boardings in 2016. With the 66 Quintara requiring 9,568 annual revenue hours, this brings the route to an average of 25.2 passengers per revenue hour. Comparing annual boardings and annual operating costs, the cost per passenger for the 66 Quintara and the average for all Muni Connector routes is \$7.39 and \$5.73, respectively.

Figure 17 66 Quintara Productivity

66 Quintara Operational and Performance Metrics	2016 All Days	2016 Weekdays	2016 Saturdays	2016 Sundays	Average - All Muni Connector Routes
Annual Boardings	241,400	202,400	21,600	17,400	514,650
<i>Average Daily Boardings</i>		800	400	300	
Revenue Hours (Annual)	9,568	7,843	832	893	
Operating Costs (Annual)	\$1.78 million				\$2.95 million
Operating Cost per Revenue Hour	\$186				
Operating Cost per Boarding	\$7.39				\$5.73
Passengers per Revenue Hour	25.2	25.8	25.9	19.5	

Note: All data provided by SFMTA. Data used to generate annual boardings on all Connector routes was based on daily average; may not reflect reduced ridership on weekends as demonstrated in 66 Quintara data.

23 Monterey

The SFMTA's 23 Monterey bus route is categorized as a grid route. Grid routes are defined by the SFMTA as citywide routes that arrive every 12-30 minutes and transport customers to their destinations with either a short walk or seamless transfer. The 23 Monterey spans the City from the San Francisco Zoo on the west side to Hunters Point on the east side. The route fills a coverage gap on the southern end of the City and connects customers in these areas to St. Francis Circle and Glen Park BART Station, two major transit hubs toward the southern end of the City.

Ridership on the 23 Monterey is relatively low compared to other grid routes in the system. With an average ridership of 4,289 daily boardings in 2014, the 23 Monterey's ridership is about half that of the average grid route, and the third lowest of the 20 grid routes in the system.³ Among all its stops, the 23 Monterey generates the highest number of boardings and alightings at the Glen Park BART Station (Diamond Street and Bosworth Street), St. Francis Circle (Sloat Boulevard and West Portal Avenue), and Bayview Plaza (Palou Street and 3rd Street), in that order. Boardings and alightings on the 23 Monterey in this study area are shown in Figure 18 and Figure 19.

Average daily loads in this study area are shown in Figure 20 and Figure 21. Average loads on the 23 Monterey are low (fewer than 10 passengers) west of Sunset Boulevard in both directions.

³ SFMTA Short Range Transit Plan, Fiscal Year 2015-2030

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Figure 18 23 Monterey Inbound Ridership (Daily Totals)

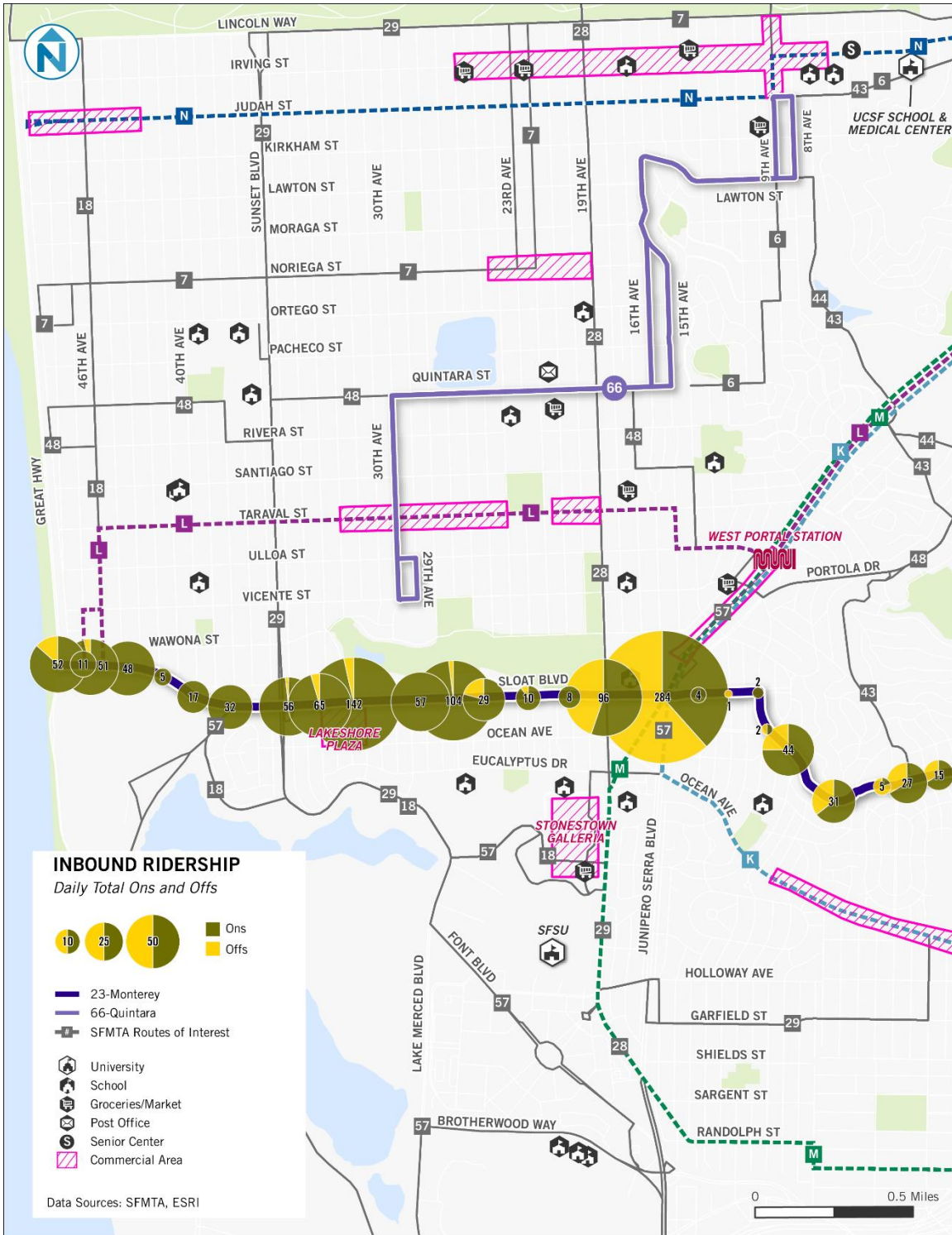
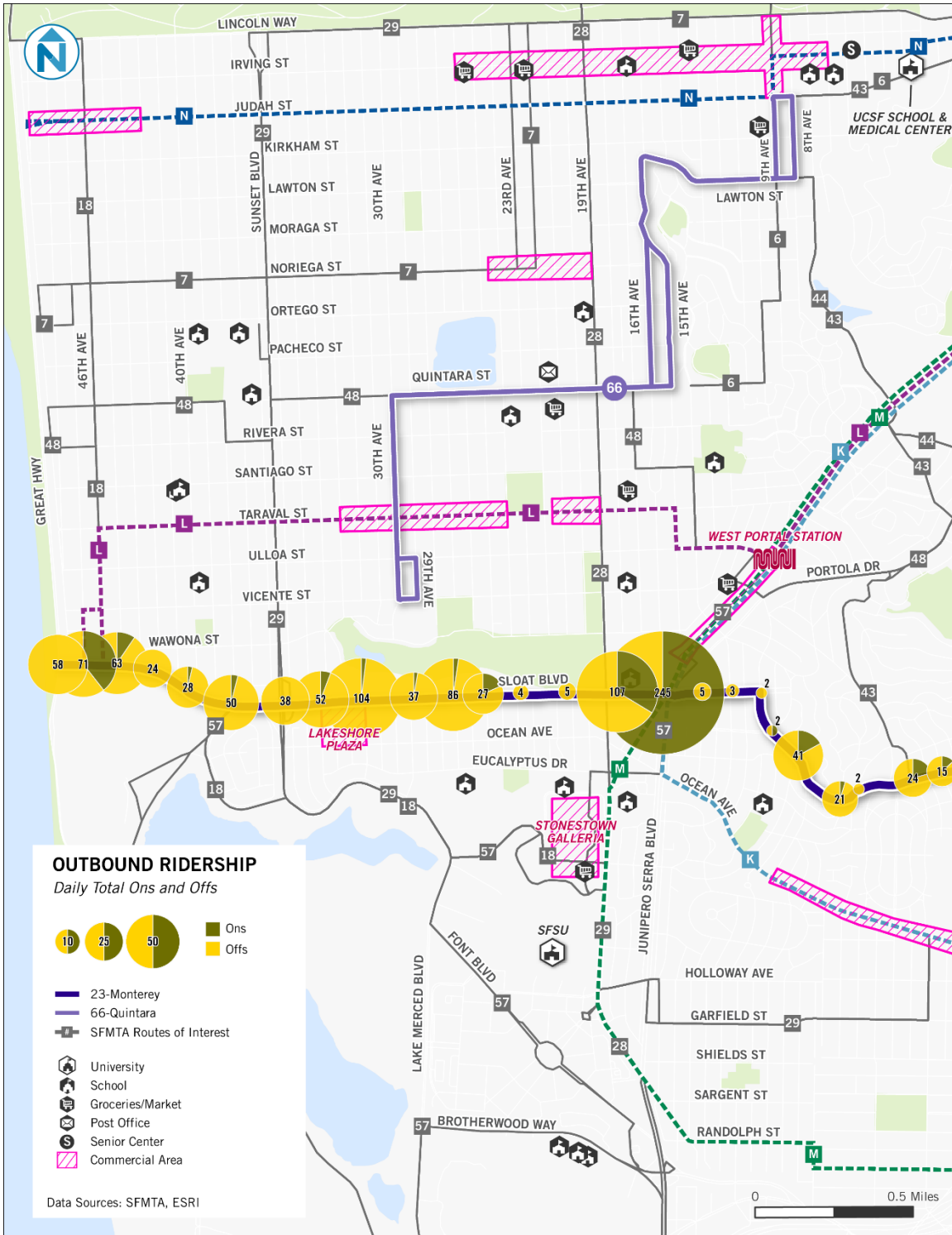


Figure 19 23 Monterey Outbound Ridership (Daily Totals)



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Figure 20 23 Monterey Inbound Average Daily Load

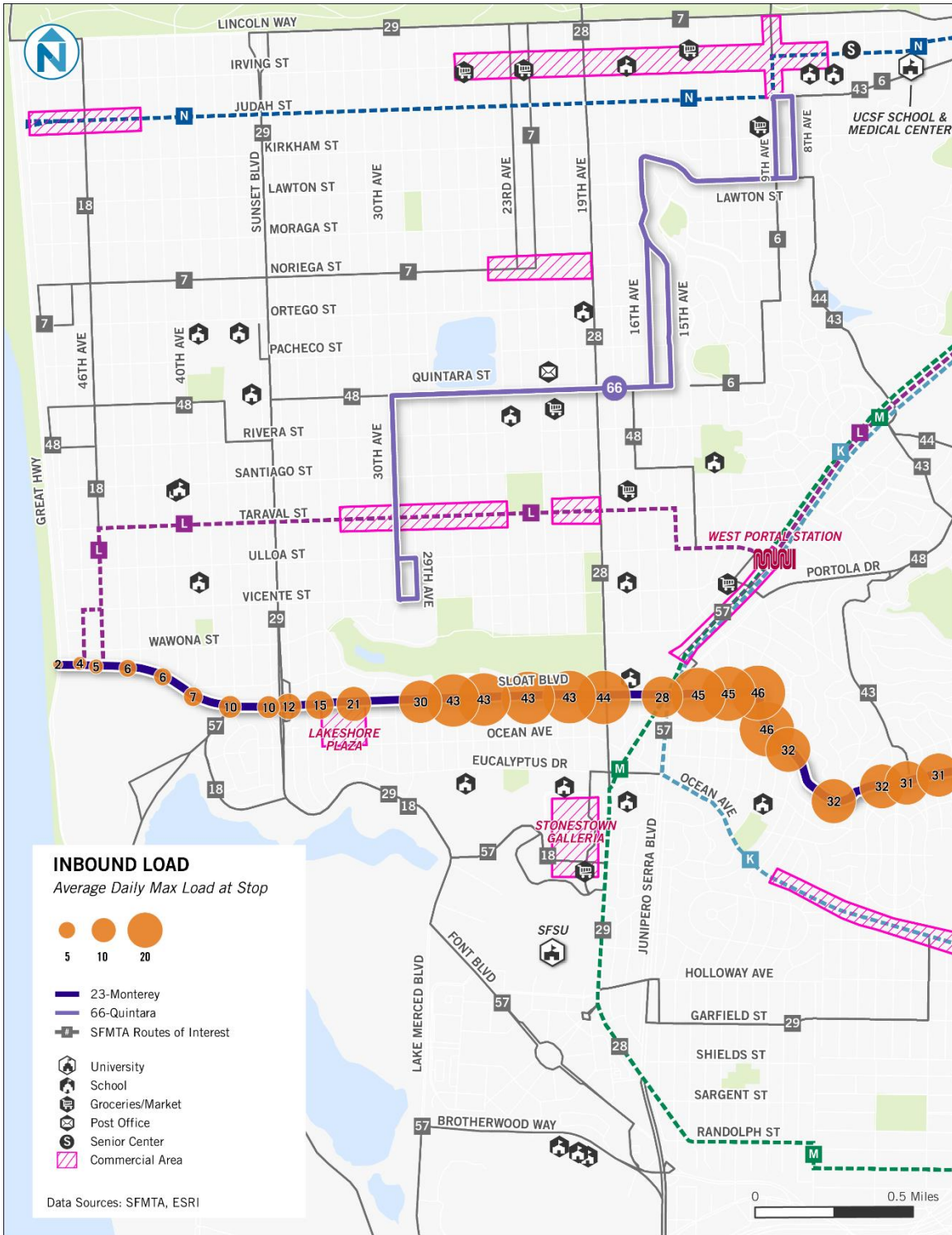
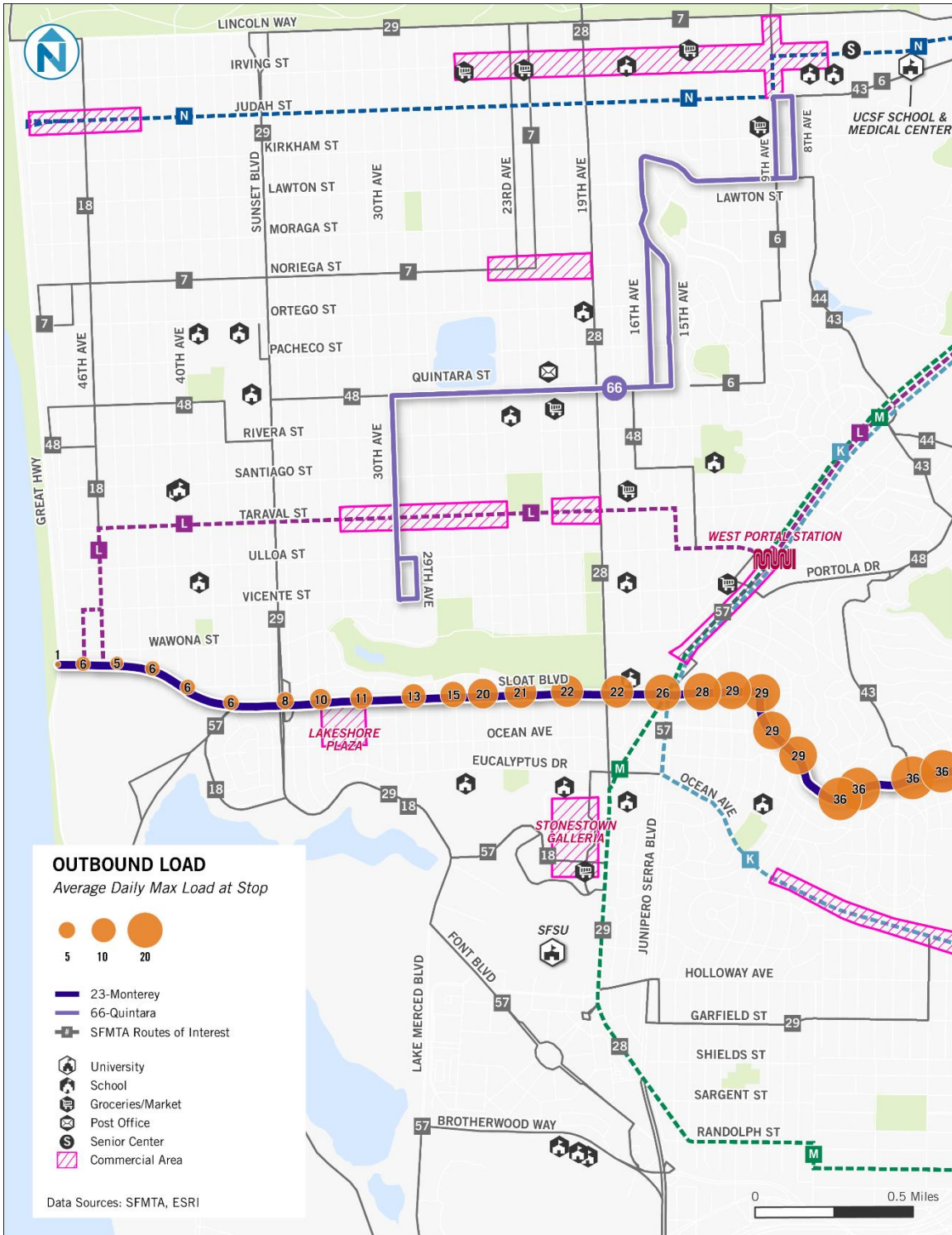


Figure 21 23 Monterey Outbound Daily Average Load



57 Parkmerced

Like the 66 Quintara, the 57 Parkmerced bus route is categorized by the SFMTA as a connector route. The 57 Parkmerced meanders through the southwestern quadrant of the City from Sloat Boulevard and Sunset Boulevard just east of the San Francisco Zoo to West Portal Station via the Daly City BART Station. The route fills a coverage gap in the southwestern quadrant of the City, connecting residents living around Lake Merced, in Parkmerced and other residential complexes to major Muni and BART transfer points.

Ridership on the 57 Parkmerced falls just below the Muni connector route average, with an average of 1,247 daily boardings.⁴ Among all of its stops, the three stops with the highest number of boardings and alightings include West Portal Station (Ulloa Street and West Portal Avenue), Daly City BART Station, and the Stonestown Galleria (20th Avenue and Winston Drive), in that order. Boardings and alightings are shown in Figure 22 and Figure 23.

Average daily loads are shown in Figure 24 and Figure 25. With the low number of destinations along Skyline Blvd and John Muir Way, average daily loads in each direction through this segment of the route are between four and eight passengers.

⁴ SFMTA Short Range Transit Plan, Fiscal Year 2015-2030

Figure 22 57 Parkmerced Inbound Ridership (Average Weekday Totals)

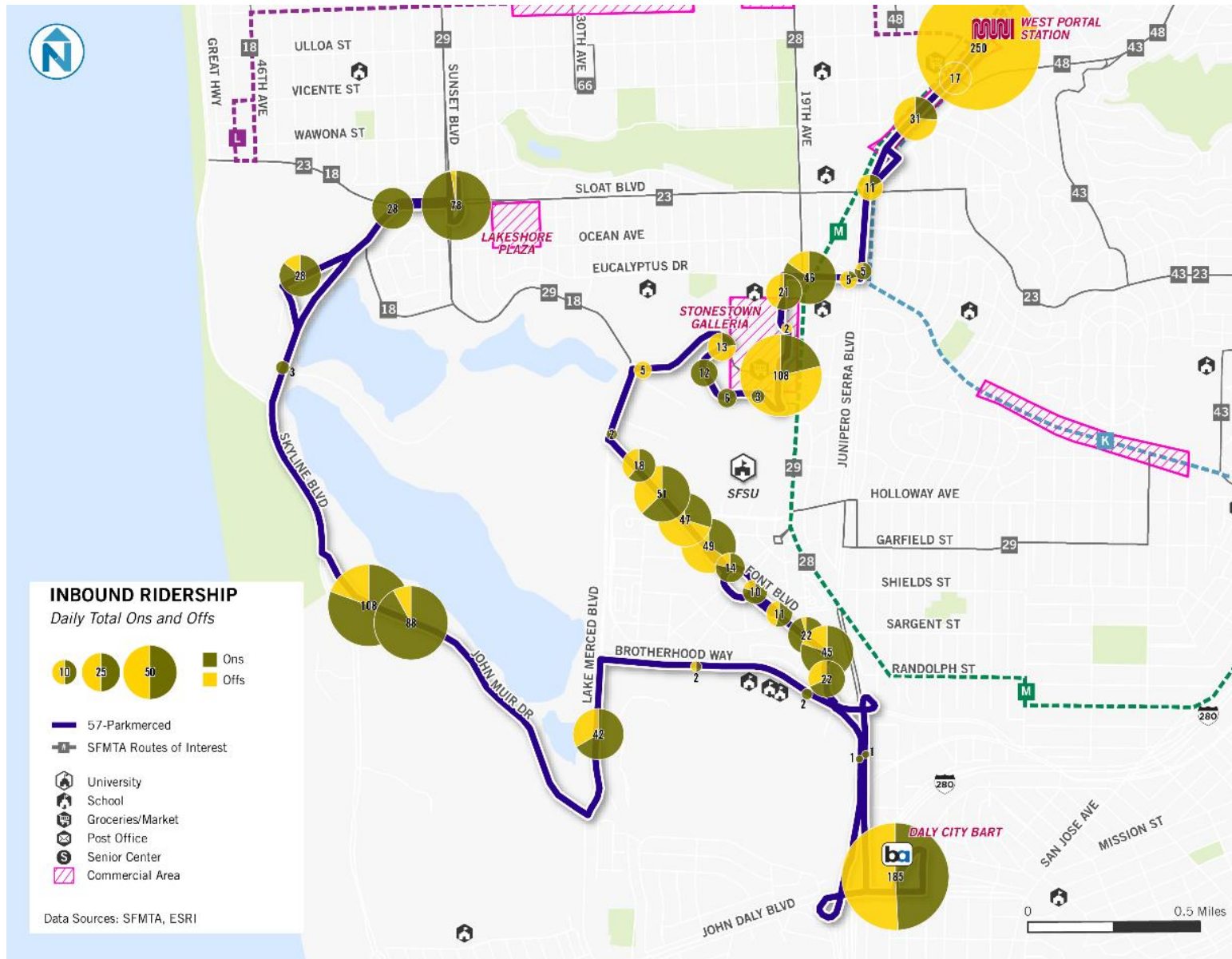


Figure 23 57 Parkmerced Outbound Ridership (Average Weekday Totals)

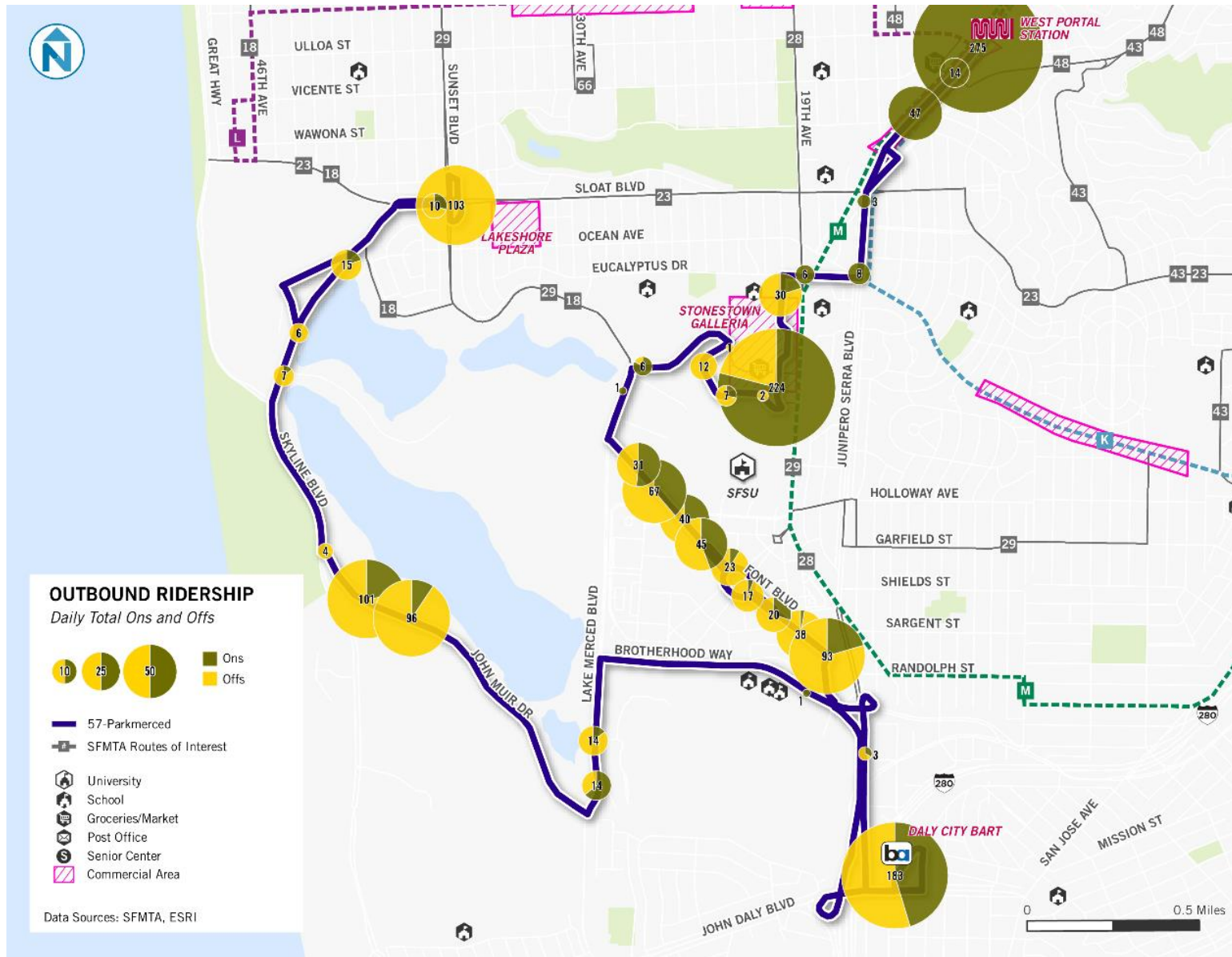


Figure 24 57 Parkmerced Inbound Daily Average Load

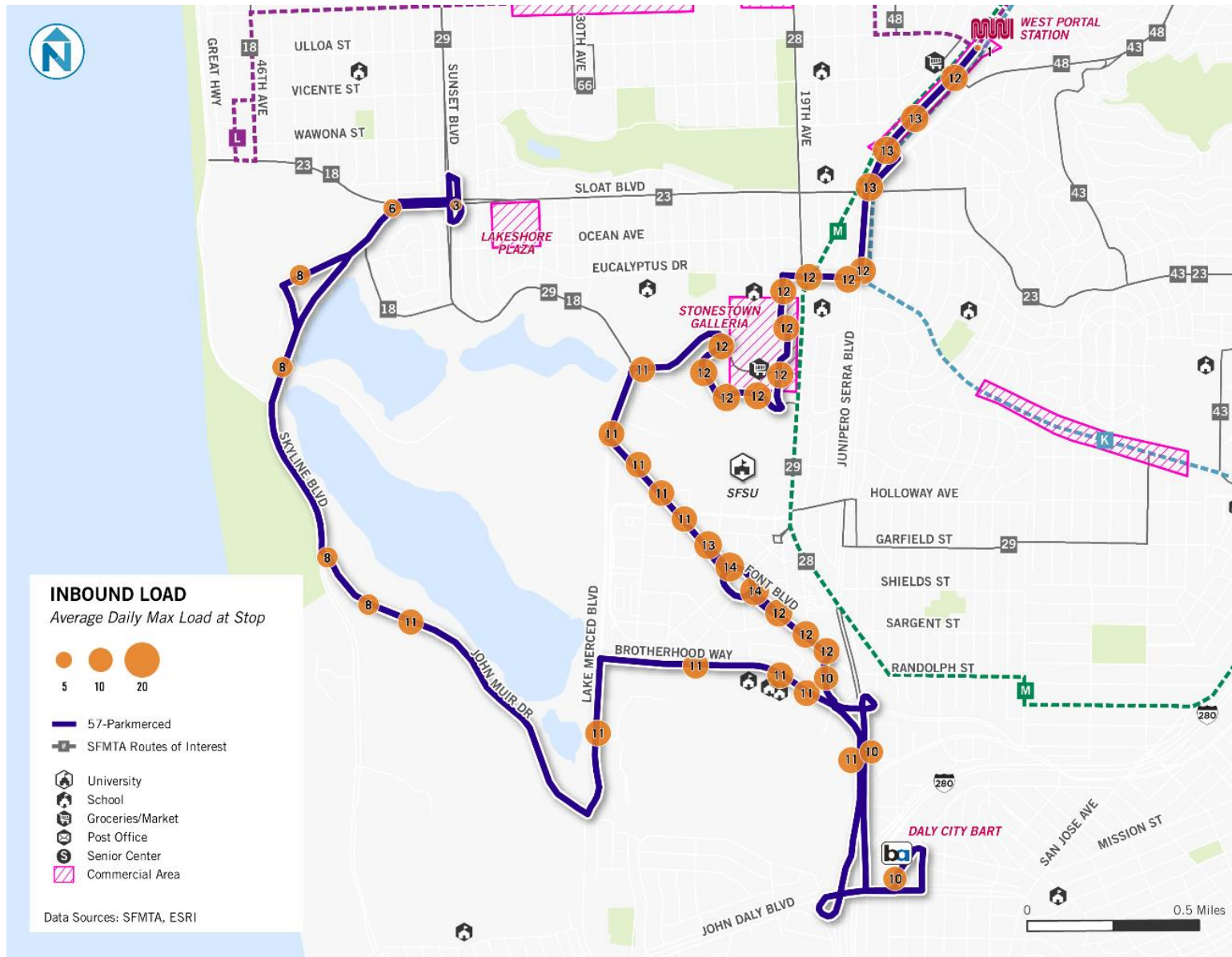
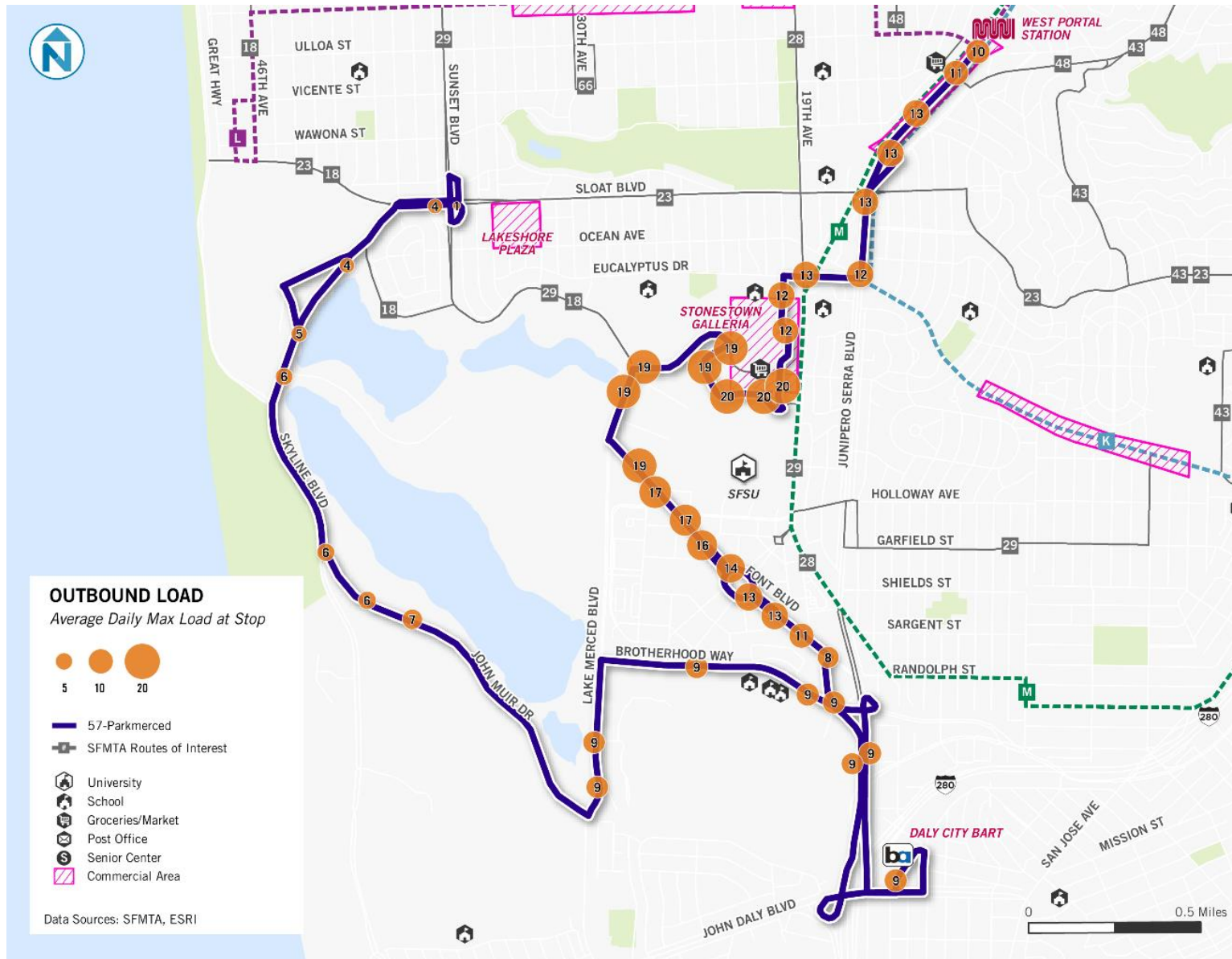


Figure 25 57 Parkmerced Outbound Daily Average Load



4 COMMUNITY TRANSIT NEEDS

The SFMTA and its consultant partners undertook community outreach efforts in order to identify the transit needs of 66 Quintara stakeholders and engage with the community throughout the Study's progress. Community engagement efforts included:

- A community meeting held in the project area on July 10, 2017
- A community survey that reached 845 stakeholders between June and September 2017
- Stakeholder interviews with community organizations and school representatives in August 2017
- A second community meeting held in the project area on November 16, 2017

COMMUNITY SURVEY

The SFMTA launched the 66 Quintara community survey on June 30, 2017. The survey was available in English, Chinese, Spanish and Filipino at www.sfmta.com/66study and garnered 845 survey responses between June 30 and September 20, 2017. The survey methodology, as well as select multiple-choice and open-ended responses are summarized on the following pages.

Methodology

Surveys were collected online, via outreach ambassadors conducting intercept surveys on the 66 Quintara and surrounding areas, and at the July 10 Community Meeting.

The online survey was available on the SFMTA website and was shared in Supervisor Katy Tang's newsletter and on the SFMTA social media accounts. The survey link was included on all posters publicizing the July 10 community meeting. Other community groups or leaders may have also shared the survey link with their members.

Bilingual outreach ambassadors spent 45 hours conducting intercept surveys at the locations listed in Figure 26. The outreach ambassadors approached riders or passerby and asked if they would be interested in taking the survey. After an initial round of outreach, our team readjusted the survey hours and locations based on feedback from the SFMTA and Supervisor Tang in order to further target Chinese community hubs and reach students once schools reopened in the fall.

Figure 26 Intercept Surveying Locations and Time Spent

Survey Location	Hours at Surveying Site
On board 66 Quintara	11
On board 48 Quintara/24 th St	2
19 th Ave & Quintara St intersection	4

Survey Location	Hours at Surveying Site
30 th Ave & Quintara St intersection	3
9 th Ave & Judah St intersection	9
West Portal Station	3
St Francis Circle	2
San Francisco Mandarin Baptist Church	1
San Francisco Chinese Baptist Church	1
St Ignatius Preparatory School	4
Abraham Lincoln High School	4
Total	44

Ambassador Feedback

Below is a summary of feedback from outreach ambassadors. This information is intended to inform any future survey plans.

- On-board surveying on the 48 Quintara was difficult because the bus was very crowded.
- As expected, on-board surveying on the 66 Quintara did not yield a high number of surveys because of limited ridership.
- Reaction from seniors was mixed. One ambassador riding the 66 Quintara found that seniors were resistant to filling out the survey. Another found that seniors shared positive feedback and did not want to see changes.

Topline Findings

- Overall, 66 Quintara riders are protective of the bus route and do not wish to see significant changes.
- 60% of respondents stated they take Muni in this neighborhood “frequently,” with another 32% riding “occasionally.”
- Among individuals who do not ride the 66 Quintara, 68% stated that it “doesn’t go where I am traveling.” These riders are mostly traveling downtown or to other areas of the Sunset not served by the 66 Quintara.
- Shopping was the most commonly cited activity riders used the 66 Quintara to access, followed by traveling to work and visiting friends and family.
- Approximately 56% of respondents who regularly use the 66 Quintara use it to connect to another Muni route.
- The most frequently used Muni routes by 66 Quintara riders are the L Taraval and N Judah. The same is true for respondents that do not ride the 66 Quintara.
- Respondents’ top two concerns about the 66 Quintara are frequency of service and early departures.

Findings: Respondents who Ride the 66 Quintara

“How often do you ride the 66 Quintara?”

Of the 756 respondents who said they ride Muni in the Sunset and Parkside neighborhoods frequently or occasionally, 73% ride the 66 at least once a month and 33% ride the bus two or more days a week.

Figure 27 “How often do you ride the 66 Quintara?”

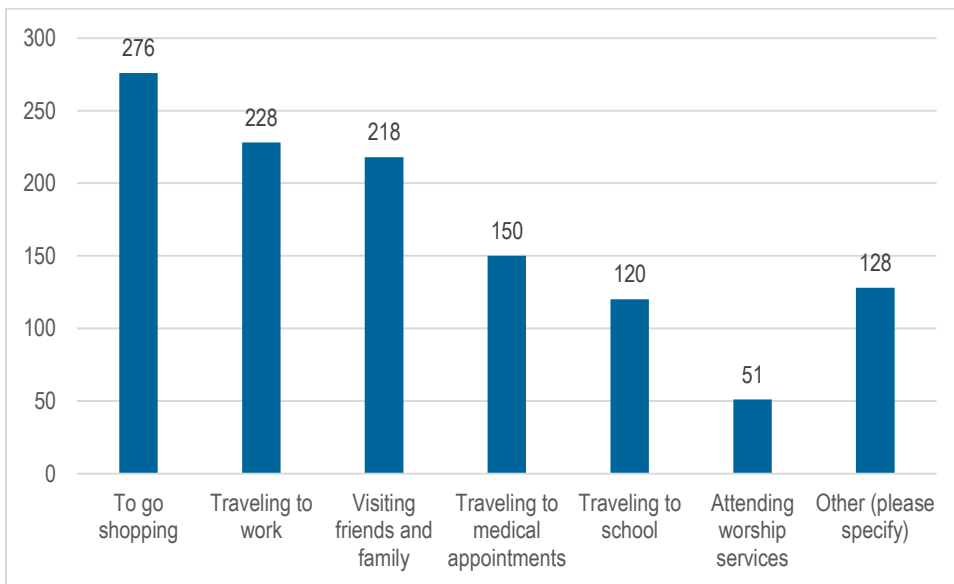
Answer	Number of Responses	Percentage
2 or more days a week	250	33.1%
At least once a week	149	19.7%
At least once a month	154	20.4%
Rarely or never	203	26.9%

“What activities do you use the 66 Quintara to access? Select all that apply.”

Shopping was the top activity for 66 Quintara riders, followed by commuting to work and visiting friends and family. Respondents who added their own activities frequently cited the following:

- Accessing Golden Gate Park
- Traveling to restaurants
- Connecting to other transit routes

Figure 28 Responses: “What activities do you use the 66 Quintara to access?”



“Which of these Muni routes do you use to get around?”

Among respondents who ride the 66 Quintara, the most frequently used other route was the L-Taraval – 350 respondents reported that they use the L Taraval at least monthly and 128 respondents reported that they use the line daily. The second most used route was the N Judah –

320 respondents reported that they use the line at least monthly. The least popular routes were the 23 Monterey on Sloat Boulevard and the 57 Parkmerced.

Figure 29 Responses: Which of these Muni routes do you use to get around?

	Daily	Weekly	Monthly	Total
L Taraval	128	132	90	350
N Judah	74	126	120	320
28 19 th Avenue/28R	45	103	102	250
6 Haight/Parnassus	38	68	89	195
48 24 th /Quintara	42	53	93	188
29 Sunset	25	71	87	183
43 Masonic	48	64	58	170
7 Haight/Noriega	22	53	90	165
M Oceanview	19	72	71	162
K Ingleside	22	65	70	157
44 O'Shaughnessy	37	55	61	153
18 46 th Avenue	12	33	53	98
23 Sloat	7	18	46	71
57 Parkmerced	3	8	35	46

“When making a trip on the 66 Quintara, do you usually connect to/from another route? Which stop and route?”

More than half of the respondents (56%) stated that they connect to a different bus route. Respondents stated they connect most often to the N Judah (31%), followed by the L Taraval (17%).

“Is there anything you think could make the 66 Quintara better?”

The following section summarizes the responses to the question “Is there anything you think could make the 66 Quintara better?” We have identified three general themes: schedule, frequency, and no change. Respondents also identified specific route changes that they believe would improve the line. We have included a list of the commonly suggested changes at the end of this section.

Frequency

The most commonly cited improvement was increased bus frequency. This was mentioned more than 100 times by respondents.

- “Run more frequently.”
- “More buses instead of every half hour.”
- “More frequency on weekends and evenings.”

Schedule

Community meeting attendees mentioned early departures as a primary concern and this concern was also reflected in the survey. Respondents commented that the bus often leaves the first stop ahead of its scheduled departure time.

- “Please ensure drivers drive on schedule. Often it leaves too early and I miss my bus.”
- “The 66 always comes two minutes early and then I always miss it.”
- “Reduce no-shows. Given the low frequency at night, unannounced no-shows are a big problem.”
- “When there is one bus running in the evenings and weekends, the schedule can be unpredictable.”

No Change

We heard from many riders who are happy with the 66 Quintara service and do not want to see any changes to the route, particularly any changes that would reduce existing service.

- “I love the route just the way it is. It’s a beautiful route. The views are amazing. Please don’t change it too much or take it out of service.”
- “Don’t get rid of it! Keep it running!”
- “I am disabled and this is my go-to bus which takes me exactly where I need to go. Keep it the way it is, please.”
- “Please don’t discontinue this route. It connects our neighborhood to the 9th and Judah area.”

Suggested Route Extensions

Respondents offered several route extension suggestions. The top requests are summarized below.

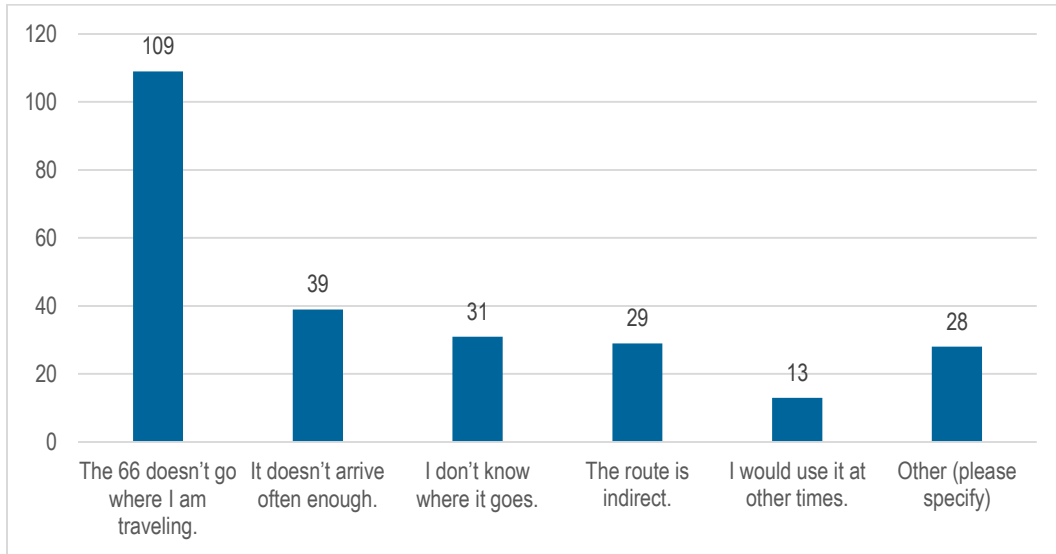
- West Portal (27 requests)
- UCSF (16)
- Downtown San Francisco (16)
- Sunset Boulevard & Sloat Boulevard / Lakeshore Plaza (11)
- Ocean Beach (5)
- Haight/Cole Valley (5)
- BART (station unspecified) (5)
- Stonestown/SFSU (4)
- Golden Gate Park (3)

Findings: Non-66 Quintara Riders

“Why do you not ride the 66 Quintara?”

Among the 161 survey participants who responded to “Why do you not ride the 66 Quintara?” the most commonly cited issue was “the 66 doesn’t go where I am traveling,” followed by “it doesn’t arrive often enough.”

Figure 30 Responses: Why do you not ride the 66 Quintara?



“The 66 doesn’t go where I am traveling.”

Of the 109 respondents who said “the 66 doesn’t go where I am traveling,” 49 respondents were traveling to destinations in the Sunset District (including Noriega, Judah, Taraval, Ortega and Quintara Streets). Thirty-nine respondents were headed to major job centers in Downtown San Francisco (including Downtown, Civic Center, Market Street, and the San Francisco Ferry Building). Twenty respondents cited West Portal Station as their destination. Ten respondents listed Forest Hill Station.

Other destinations mentioned by those who answered “the 66 doesn’t go where I am traveling” include:

- BART stations: Balboa Park (2 responses), Glen Park (3) and Daly City (6)
- Haight Street (6)
- Other major hubs were sparsely mentioned, including Stonestown (5), UCSF (3), and North Beach (2)

Like 66 Quintara riders, the N Judah and L Taraval were the most commonly used lines among the 109 non-riders who said the 66 Quintara “doesn’t go where I am traveling.” The chart below summarizes route usage for those who say the 66 Quintara does not serve their desired destinations.

Figure 31 Bus Lines Used by Survey Respondents Who do Not Use the 66 Quintara

	Daily	Weekly	Monthly	Total
N Judah	30	23	20	73
L Taraval	32	17	23	72
7 Haight/Noriega	15	20	17	52
28 19th Avenue/28R	11	17	24	52
29 Sunset	12	9	23	44

	Daily	Weekly	Monthly	Total
44 O'Shaughnessy	9	11	21	41
43 Masonic	12	9	19	40
48 24 th /Quintara	12	11	17	40
K Ingleside	6	10	20	36
6 Haight/Parnassus	8	8	18	34
M Oceanview	6	10	15	31
18 46 th Avenue	12	6	10	28
23 Sloat	1	4	12	17
57 Parkmerced	0	3	3	6

Figure 32 compares the most commonly used routes among 66 Quintara riders and non-riders whose destinations are not served by the 66 Quintara. Both groups heavily favor the N Judah and L Taraval. Non-riders rely on the 7 Haight/Noriega more than 66 Quintara riders, whereas 66 Quintara riders rely more heavily on the 6 Haight/Parnassus than non-riders.

Figure 32 Most Commonly Used Other Muni Routes by All Survey-takers

Rank	66 Quintara Riders	Non-Riders
1	L Taraval	N Judah
2	N Judah	L Taraval
3	28 19 th Avenue/28R	7 Haight/Noriega
4	6 Haight/Parnassus	28 19 th Avenue/28R
5	48 24 th /Quintara	29 Sunset
6	29 Sunset	44 O'Shaughnessy
7	43 Masonic	43 Masonic
8	7 Haight/Noriega	48 24 th /Quintara
9	M Oceanview	K Ingleside
10	K Ingleside	6 Haight Parnassus
11	44 O'Shaughnessy	M Oceanview
12	18 46 th Avenue	18 46 th Avenue
13	23 Sloat	23 Sloat
14	57 Parkmerced	57 Parkmerced

Chinese Language Speakers

Outreach ambassadors made an active effort to reach the Chinese community during the intercept survey phase. Cantonese-speaking outreach ambassadors conducted surveys and added intercept locations at Chinese churches and community centers. While only 17 Chinese-language surveys

were collected, the team did collect English-language surveys at Chinese churches and community centers. Outreach ambassadors engaged with members of the Chinese community on the 66 Quintara, at transit stops, and throughout the Parkside and Sunset Districts. We did not include demographic questions in our survey so we cannot know the race, ethnicity, or language preference of an English survey respondent.

The section below summarizes the data we received from completed Chinese-language surveys.

- Shopping (7) and traveling to medical appointments (7) were the most popular reasons for using the 66 Quintara.
- The most commonly cited 66 Quintara destinations were 9th and Judah (3) and Golden Gate Park (2).
- Respondents who rode the 66 Quintara most frequently used the L Taraval (7) and N Judah (7), followed by the 7 Haight/Noriega (6), the 6 Haight/Parnassus (5), 28 19th Avenue/28R (5), and 44 O’Shaughnessy (5).
- The least used routes were the K Ingleside (2), 23 Sloat (2), and 57 Parkmerced (1).
- Among respondents who do not ride the 66 Quintara, three people responded “the 66 doesn’t go where I am traveling” and one person responded “I don’t know where it goes.”

Students

Outreach ambassadors collected 36 surveys from students at Abraham Lincoln High School and St. Ignatius College Preparatory. Overall, 118 respondents reported that they use the 66 Quintara to travel to school. Among these respondents, the most commonly requested improvement was increased service (57). Among those who said they use the 66 Quintara to travel to school, the following destinations were most frequently cited:

- West Portal (47 responses)
- 9th Avenue and Judah Street (36)
- 16th Avenue and Vicente Street (14)
- Lincoln High School or associated intersections (14)

Exactly half of these respondents said they use the 66 Quintara to transfer to other Muni routes. The following routes and intersections were most commonly cited:

- 9th Avenue and Judah Street / N Judah (19)
- L Taraval (12)
- 43 Masonic (11)

Figure 33 Muni Routes Used to Access Schools by 66 Quintara Riders

	Daily	Weekly	Monthly	Total
L Taraval	23	26	14	63
N Judah	19	25	19	63
28 19 th Avenue/28R	20	24	14	58
29 Sunset	9	20	16	45
48 24 th /Quintara	12	14	15	41

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	Daily	Weekly	Monthly	Total
43 Masonic	17	13	10	40
6 Haight/Parnassus	6	13	20	39
7 Haight/Noriega	6	11	21	38
44 O'Shaughnessy	9	11	15	35
K Ingleside	7	11	14	32
M Oceanview	7	16	8	31
18 46th Avenue	4	13	7	24
23 Sloat	2	5	11	18
57 Parkmerced	1	3	9	13

Muni usage among 66 Quintara riders traveling to school was similar to 66 Quintara riders overall. Figure 34 below compares the usage rankings between the two groups.

Figure 34 Top Muni Routes Used by All 66 Quintara Riders Compared to Riders Traveling to Schools

Rank	All 66 Quintara Riders	66 Quintara Riders Traveling to School
1	L Taraval	L Taraval
2	N Judah	N Judah
3	28 19 th Avenue/28R	28 19 th Avenue/28R
4	6 Haight/Parnassus	29 Sunset
5	48 24 th /Quintara	48 24 th /Quintara
6	29 Sunset	43 Masonic
7	43 Masonic	6 Haight/Parnassus
8	7 Haight/Noriega	7 Haight/Noriega
9	M Oceanview	44 O'Shaughnessy
10	K Ingleside	K Ingleside
11	44 O'Shaughnessy	M Oceanview
12	18 46 th Avenue	18 46 th Avenue
13	23 Sloat	23 Sloat
14	57 Parkmerced	57 Parkmerced

Origins and Destinations of 66 Quintara Riders and Non-Riders

Survey takers were asked to share their home origin in the form of the nearest intersection, as well as the top three destinations they frequently make trips to. The findings from these two questions are shown on the following maps. Figure 35 displays the clusters of respondent origins by intersection. An array of intersections along the 66 Quintara route are represented, as well as some additional clusters throughout the Sunset neighborhood. Interestingly, a sizeable number of origins were reported at 35th Avenue and Quintara Street, discussed further below.

Frequent destinations reported by survey-takers are shown in Figure 36. Many destinations currently served by the 66 Quintara were identified. Frequent destinations off the existing 66 Quintara route include:

- 9th and Irving/Irving Street commercial corridor
- UCSF Parnassus hospital
- West Portal station and commercial corridor
- Golden Gate Park
- 35th Avenue and Quintara Street intersection
- Downtown SF and Market Street corridor (outside of study area)

Patterns in the Data

When developing the origin-destination maps, Nelson Nygaard found that 35th Avenue and Quintara Street was an unexpectedly common origin and destination. In reviewing the data, Civic Edge found a cluster of 66 Quintara riders citing this intersection as one of their top destinations and starting points. This could be because of Robert Louis Stevenson Elementary School. The school has 464 students who might ride the bus themselves or whose parents ride the bus to pick them up or drop them off.

When reviewing the IP addresses associated with these surveys, we determined that they are not associated with our tablets, but with computers used to input paper surveys. Because the IP addresses do not match the tablets used for intercept outreach, we cannot determine the exact time or location of survey completion. However, based on the start and end points associated with 35th & Quintara survey respondents, we believe these surveys came from 48 Quintara/24th Street riders, and thus may represent a demand already met.

Figure 35 Survey Respondent Origins

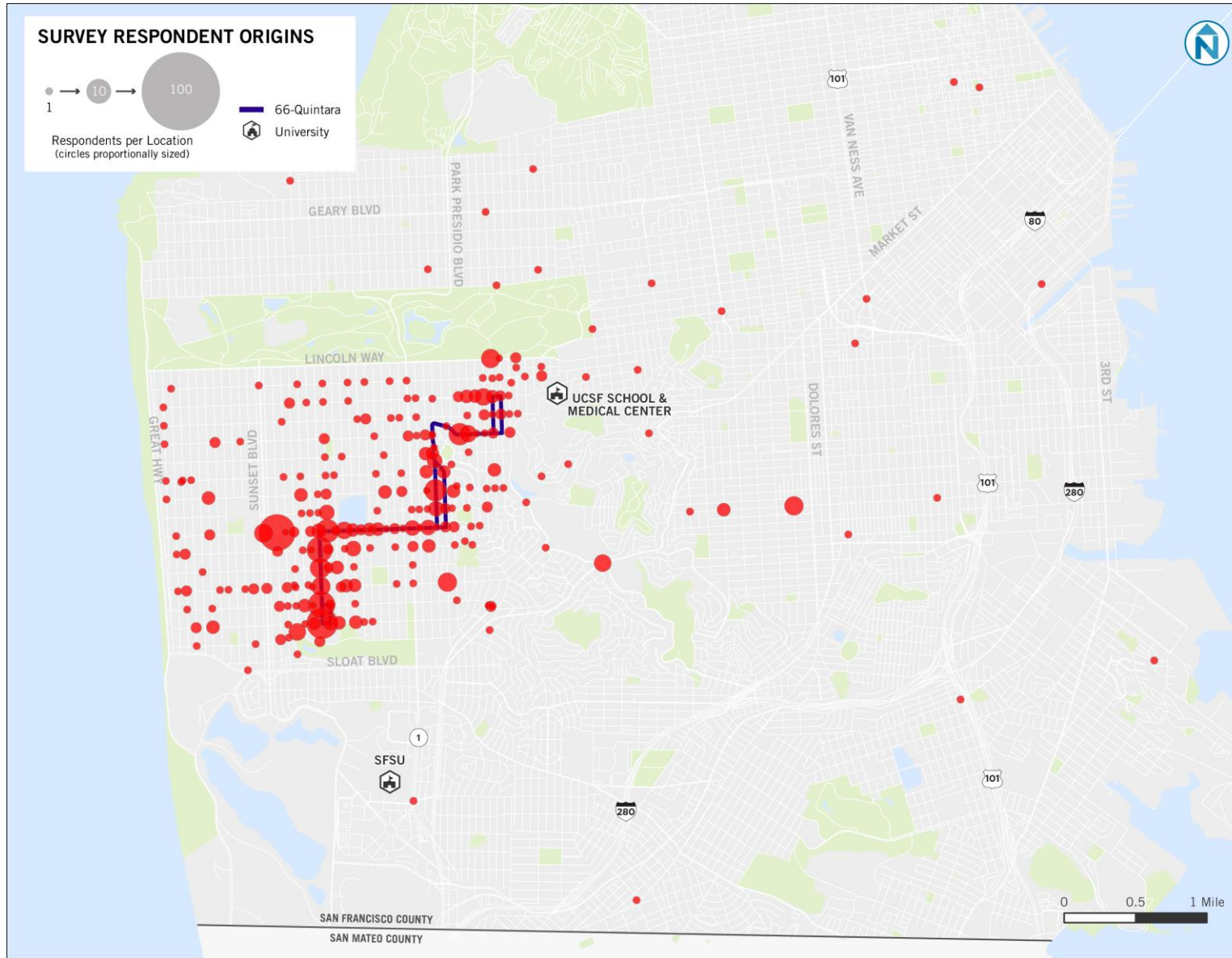
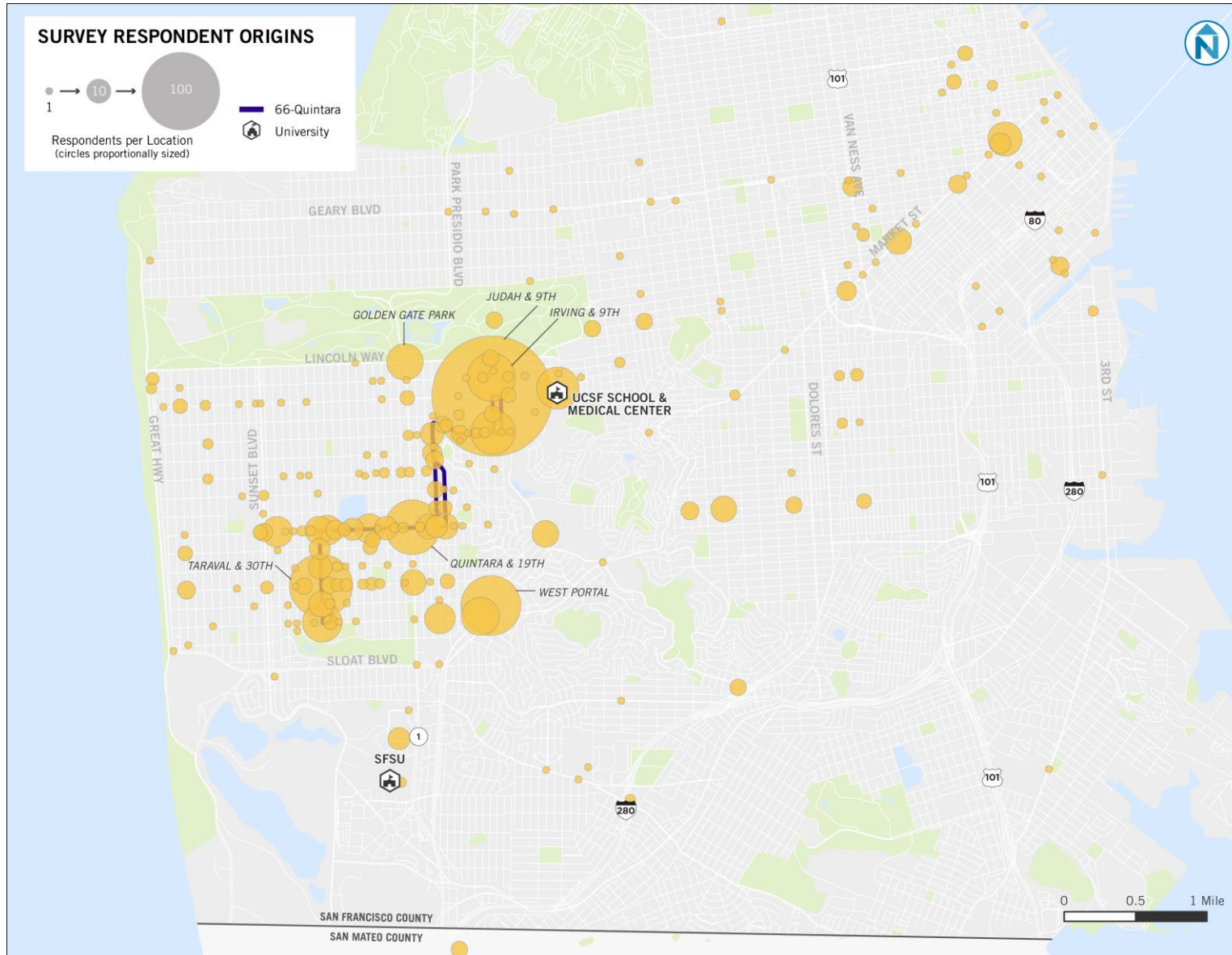


Figure 36 Survey Respondent Destinations



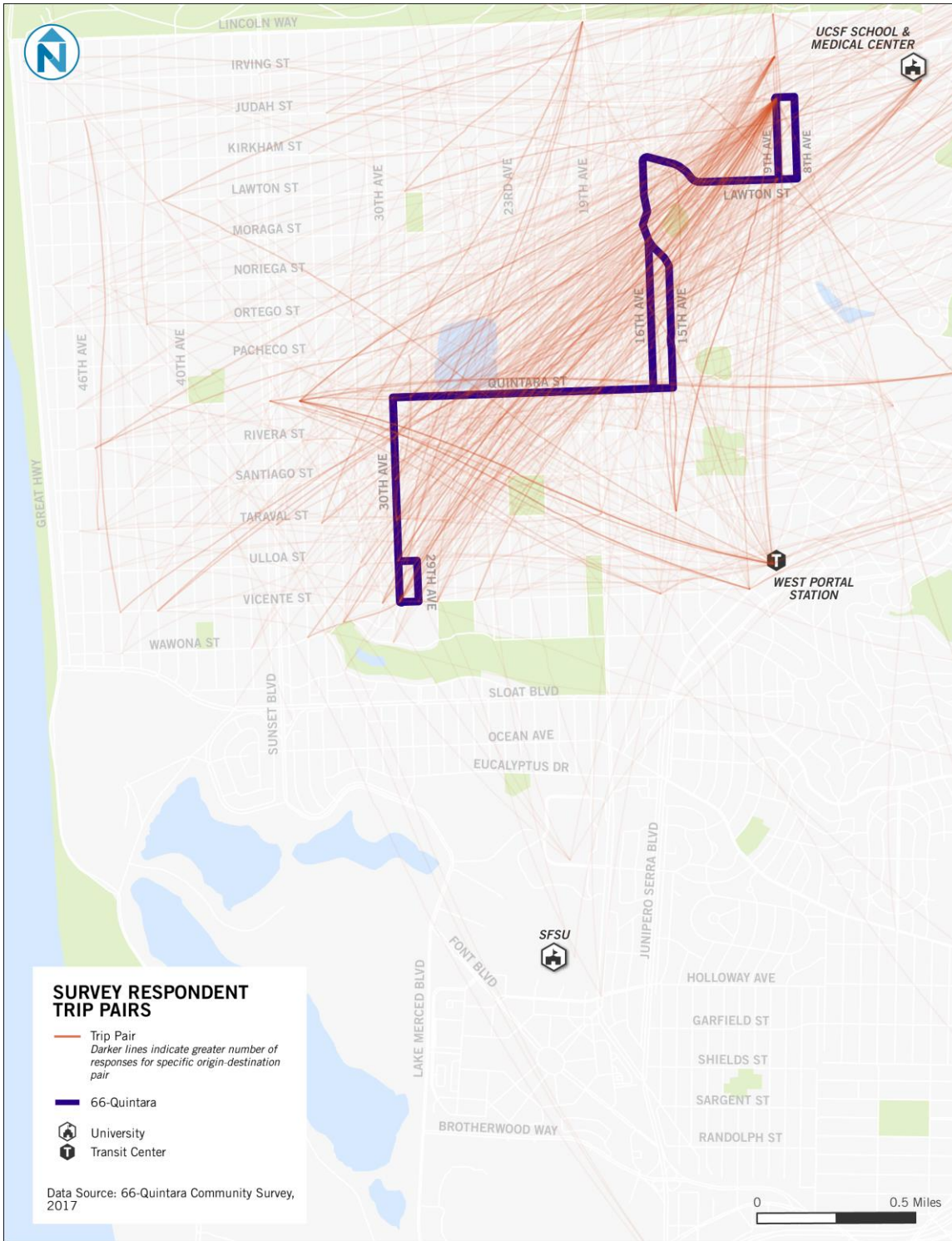
The complete set of origin-destination pairs reported on the survey are shown in Figure 37 below. This reflects a total of 1,046 pairs received from both current riders of the 66 Quintara, as well as potential new riders of Muni service in the Sunset neighborhood. The destination end of the pairs were derived from a question requesting the respondent's three most frequent destinations. Many respondents reported origin-destination pairs currently served well by the 66 Quintara. Notable origin-destination pairs outside of the current route include 34th Avenue and Quintara Street to West Portal and to the Inner Sunset.

Origin and destination pairs reported by participants who stated that either 1) they do not ride Muni or 2) they ride the 66 Quintara rarely or never were isolated and are shown in Figure 38. This figure shows that a significant share of survey participants who do not use Muni or the 66 Quintara are making trips out of the neighborhood, with many pairs heading downtown or to other destinations to the east. A total of 316 origin-destination pairs were provided by non-66 Quintara riders.

Finally, origins reported by respondents who listed West Portal as a destination are shown in Figure 39. Among the 56 pairs shown on this map, origins predominantly include points further west of the 66 Quintara route.

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Figure 37 **Origin-Destination Pairs: All Survey-Takers**



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Figure 38 **Origin-Destination Pairs: Non-66 Quintara Riders**

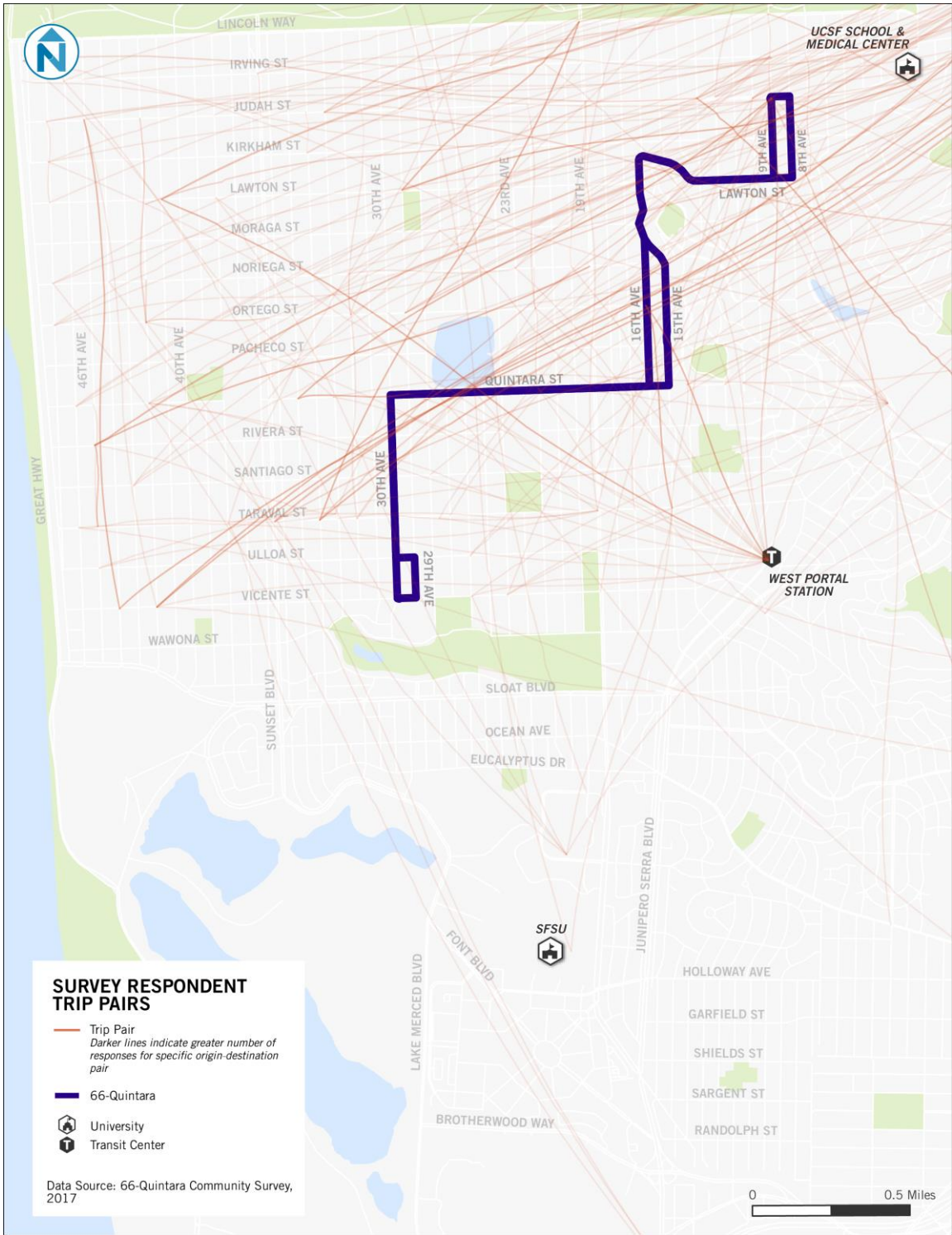
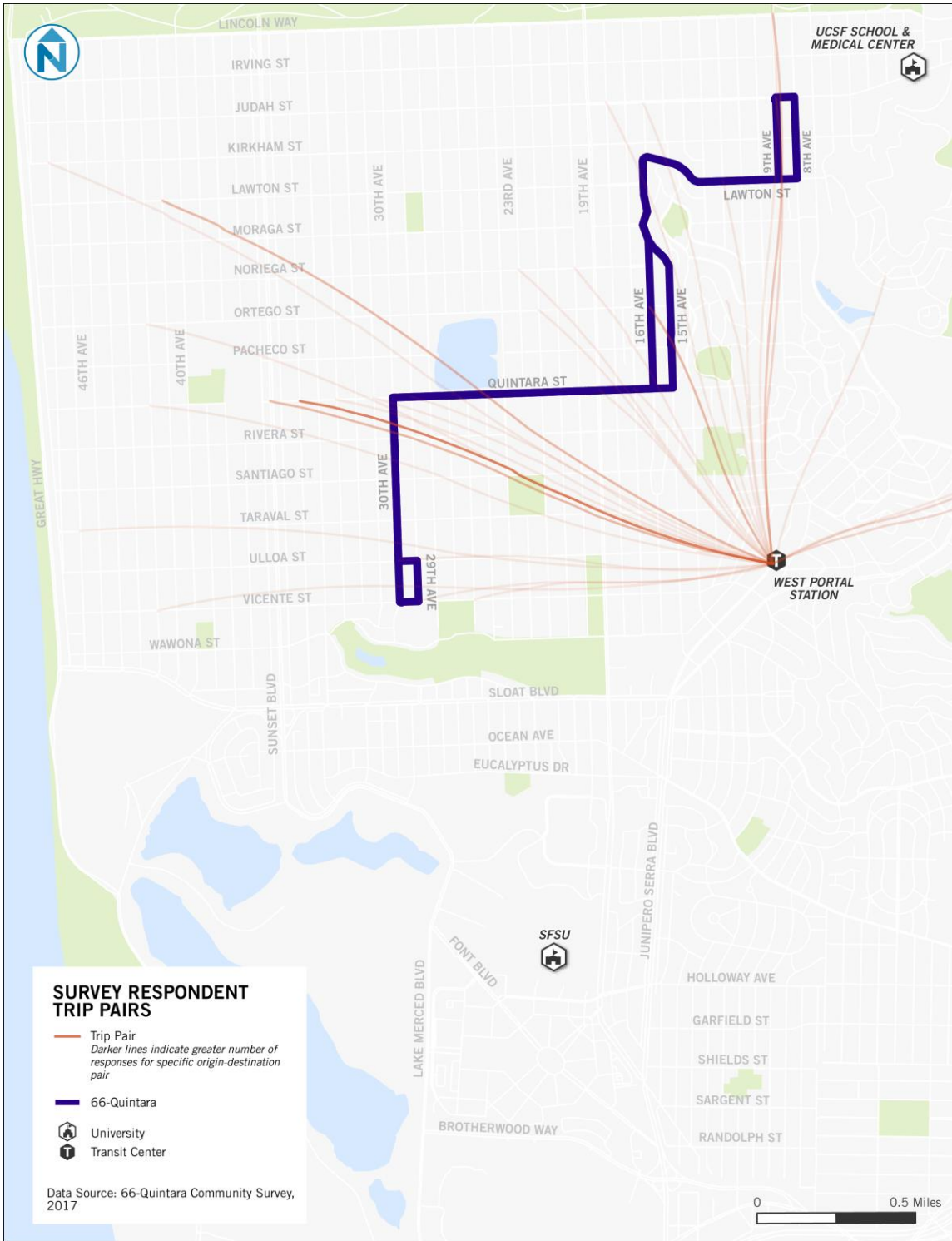


Figure 39 Origin-Destination Pairs Including West Portal Station



STAKEHOLDER INTERVIEWS

Civic Edge Consulting completed stakeholder interviews with representatives from the Outer Sunset Parkside Residents Association (OSPRA) and the Sunset Beacon Neighborhood Center (SBNC), as well as various staff members from Lincoln High School. Below is a summary of the key themes and issues discussed during the stakeholder interviews.

Comments on Current Service

- Representatives from SBNC were generally satisfied with the transit services in their area. They felt that the Sunset and Parkside Districts have good connectivity around the neighborhood and were not aware of gaps in transit service that required changes.
- Susan Pfeifer of OSPRA explained that she prefers driving within the neighborhood because of the distance to a bus stop or the wait for a bus. She does not ride the 66 Quintara. She will drive to the N Judah and L Taraval when traveling downtown to avoid the high cost of parking.

Comments on Parking

- Removal of parking spaces in the neighborhood was a top concern for both organizations.
- Susan Pfeifer of OSPRA cited the removal of parking at 18th Avenue and Taraval Street near the Safeway and 25th Avenue and Noriega Street near the Walgreens as a particular problem for seniors.
- SBNC said the removal of parking is a problem for seniors attending local programming.

School-related Comments

- More teachers at Lincoln High School said they would use the 66 Quintara if it came more often in the morning. The low frequency of the route combined with concerns related to early departure times discourages educators who must get to the school at a particular time.
- The route is extremely crowded in the northbound direction immediately after school.
- A re-route of the 66 Quintara to serve West Portal Station was less preferable than improving service on the 48 Quintara/24th Street route.
- Staff pointed out that currently, the 48 Quintara/24th Street does not operate at the time students are released from school two days of the week because of early release periods. In addition, the 48 Quintara/24th Street does not run during other educational activities such as daytime courses or some after school programs.
- Staff noted that the 48 Quintara/24th Street is very crowded by the time it reaches West Portal Station in the westbound direction in mornings, often filled with students traveling from eastern neighborhoods.

COMMUNITY MEETINGS

First Community Meeting – July 2017

Nearly 40 people attended and shared their feedback and concerns about the route at the July 10 community meeting. SFMTA staff and Supervisor Katy Tang were in attendance. The purpose of this meeting was to introduce the project and receive input on the current 66 Quintara service from community stakeholders. This input was used to refine the framework for the project and subsequent analysis of the 66 Quintara route.

Positive Comments

Many attendees expressed satisfaction with the existing service and did not want to see changes to the route. In addition, several individuals appreciated that the SFMTA was engaging with the community prior to deciding on a direction for possible service changes. Below is a sample of some of the positive comments we heard about the 66 Quintara.

- The 66 Quintara is “a jewel of a line.”
- Very happy with bus connections available at 9th and Judah.
- The drivers on the 66 Quintara are kind.
- The 66 Quintara “route has meaning.”

Bus Schedule and Pick-up

Attendees were concerned about the route being off-schedule and making connections between the 66 Quintara and other MUNI routes, particularly the L Taraval. Below is a sample of the comments we heard about the 66 Quintara’s scheduling.

- Buses frequently depart ahead of schedule, causing riders to miss trips.
- Next Bus real time information is not accurate.
- Sandra discussed deploying more transit supervision and evaluating schedule.
- Previous operators used to look out for an L Taraval train and wait for passengers before continuing on route. I would like this to be standard protocol.
- At 9th and Judah, some operators allow passengers to wait inside the bus before it departs and some do not. What is the standard protocol?

Bus Stops

Many of the meeting’s attendees remembered an effort nearly a decade ago that suggested eliminating or significantly truncating the 66 Quintara route and feared that this new study would beget a similar effort. Specifically, riders expressed concern about eliminating the segment in Sunset Heights because of its steep grades. Many attendees expressed concern about the possible elimination of bus stops. Some attendees suggested creating more stops to better accommodate seniors who cannot walk long distances along hilly streets. Below are examples of comments we heard.

- Do not eliminate any stops.
- Do not eliminate stops on Quintara because the hills are steep between 30th and 24th streets.
- An additional bus shelter is needed at 9th and Judah where the 66 lays over.

- The segment of Sunset Heights is important for seniors, in particular.
- Consider adding a stop at 8th and Judah to let people off before the bus makes two left turns onto 9th and Judah.

New Destinations and Route Connections

Meeting attendees suggested the following new destinations for the 66 Quintara. These suggestions do not necessarily match the survey findings. They included:

- Stonestown Galleria
- West Portal Station
- Lakeshore Plaza
- UCSF Medical Center (Parnassus)
- Golden Gate Park
- Noriega Commercial District
- Cole Valley
- Downtown
- Re-establishing downtown service came up several times. A number of attendees personally used the former direct service.

Attendees requested establishing stronger connections between the 66 Quintara and the following routes:

- Extend to West Portal Station
- Extend to reach UCSF Parnassus
- Extend to Cole Valley and connect to 37
- Create connection to 18 46th Ave., 23 Monterey, and 29 Sunset

Elderly Riders

Many of the meeting attendees were older residents and they expressed particular concern that the SFMTA was not adequately meeting their needs. Some felt that seniors were victimized in the L Taraval process and were very concerned that changes to the 66 Quintara might make traveling throughout a hilly region of the city more difficult. Some of the comments we heard included:

- Removing stops would force seniors to walk farther to bus stops in a very hilly neighborhood. Add more stops to help seniors.
- “Some of the people I see (or waiting for) the 66 Quintara are elderly and rely on the bus. They wait 30+ minutes to go just a couple of blocks south from the L to the end of the route. They often have groceries, probably from Safeway on the L Taraval. It’d be helpful for them if the 66 took them straight to Lucky on Sloat or to another major grocery store.”
- Seniors need a stronger voice in the decision-making process.

Safety

Some attendees shared concern that certain intersections served by the 66 Quintara are unsafe. Multiple attendees mentioned the corner of 8th Avenue and Judah Street as particularly problematic. Comments included:

- The corner at 8th Avenue and Judah Street is unsafe for pedestrians. There have been instances of buses nearly hitting pedestrians.
- 8th and Judah is a dangerous intersection for buses to turn left.
- 8th and Judah needs a four-way stop or signal.

Outreach Process

Attendees expressed two main concerns about the outreach process. First, there was concern that SFMTA was not allowing adequate time for surveying and second, community members were concerned that their feedback would not impact the outcome of the project. Feedback included:

- One month isn't an adequate survey period.
- We're afraid our feedback will be ignored.
- July isn't the best month to survey because people are on vacation, including local schools.
- There should be an article or notice in the Sunset Beacon about the study.
- Attendees would like all documents, presentations and posters posted on NextDoor and the SFMTA website.

L Taraval

It is important to note that many attendees expressed anger over changes to the L Taraval. One attendee called it a “travesty” and others felt that seniors were harmed by changes to the route. Some believed that their feedback would not be considered based on their experience of the L Taraval process and asked for the approved changes to be rolled back.

Second Community Meeting – November 2017

The second 66 Quintara Connectivity Study Community Meeting took place on Thursday, November 16, 2017 at St. Ignatius Preparatory School. 29 people attended the community meeting. Seven of the same community members attended the first meeting held in July.

To notify community members about the meeting, Civic Edge posted flyers at every stop along the 66 Quintara route, as well at stops along the 48 Quintara. Informational flyers were posted at Lincoln High School to redirect any attendees who mistakenly went to the wrong location for the meeting; 11 attendees learned about the meeting in this way.

Additionally, Supervisor Tang included information about the meeting in her monthly newsletter. One attendee reported learning about the meeting from the Supervisor's newsletter.

Feedback Received in Meeting

In general, community members who attended the meeting were pleased with the minor changes that SFMTA and the project team have proposed for the 66 Quintara route. This includes adding midday service on the 48 Quintara route.

Attendees expressed some concerns about service, which included (1) infrequency of service, and (2) access to real-time information.

SFMTA seeks to address attendees' concerns through recommendations discussed in Chapter 7.

Comments shared at the meeting are paraphrased in the following section.



66 Quintara Frequency

- 66 Quintara should run more often.
- Currently, passengers have to wait a long time for a bus to arrive at certain stops; long waits deter residents from taking the route.

66 Quintara Schedule

- Bus drivers are departing before the scheduled time stops, which is leaving passengers behind and have to wait for the next bus to arrive.
- To ensure that buses are departing 9th and Judah on time, rather than too early, attendees suggest that there be an inspector at the stop.
- Night drivers need to be more accountable. “The evening operator disappears.” Meeting attendees recommend that there be an inspector on nights and weekends on the 66 Quintara.

48 Quintara/24th Street

- Local residents would like to see an increase in frequencies. “We need 160 service hours per week.”
- Buses on the 48 Quintara tend to be overcrowded, particularly in the last 45-minutes of the peak commute. Attendees recommend that there be more bus in the 6 p.m. hour. Additionally, the L Taraval is also very crowded at this time.
- Extending the 48 Quintara/24th Street should not compromise service on the 66 Quintara.
- It’s not clear where to board at West Portal; recommendation to change stop location.
- There is no need for the 48 Quintara to go past 6:30 PM as there are other sufficient services outside of the peak. However, other attendees did request extending service. “We need service

later than 7 PM, as riders are coming home from work and it takes time to reach West Portal from downtown.

- SFMTA should add weekend and daytime service to Ocean Beach during L Taraval construction.

West Portal

- West Portal bus stop is chaotic.
- Adding another bus to West Portal (i.e. the 66 Quintara) could increase congestion in the area.
- Do not remove parking near West Portal.

General Comments

- Why does the eastside of the city get more service than the Sunset?
- When will the 66 Quintara get new buses like other routes?
- Elderly people may not have access to online bus tracking.
- Printed time schedules may be more useful.

Feedback Received on Comment Cards

- 66 should have slightly earlier and later trips. 48 to ocean beach weekday daytime makes sense. Sean Kennedy does not return phone calls quickly.
- I enjoy the informative community meetings!
- West portal is a good idea. :)
- Between Lake Merced and Sunset Boulevard, why is this bus stop at the corner when you drive there?
- Please fix route and schedule before doing anything else. Drivers (operators) continue to leave 9th & Judah a few minutes early leaving transfer passengers behind - that are on time. 11 minutes from Judah to Vicente is not enough time. Operators are [illegible] to leave earlier than schedules.
- Understand that 66 to West Portal is too expensive. More frequency on 48 line would encourage more commuters not to drive. Extending service for evening commute would help the most. Adding more position sensors will help prediction accuracy. Thanks.

Feedback Received on Posters

Nelson\Nygaard created boards featuring the proposed solutions to the issues community members raised at the first meeting and via the survey. Meeting attendees were invited to place dots on the posters in order to indicate whether they supported or did not support implementation of each proposed solution. As shown in Figure 40, proposed solutions were supported by all participants.

Figure 40 Summary of Poster Feedback – Support / Do Not Support

What We Heard	Proposed Solutions	I support this change	I do not support this change
Requests for connections from the central Sunset area to more places like West Portal Station, West Portal commercial area, and Ocean Beach. The 48's current service hours do not align with the early release schedule at Lincoln High.	Extend the service span of the 48 Quintara/24 th St. beyond the peak commute hours to include the midday. The proposed service span is 6:30 am to 6:30 pm on weekdays (see Proposed Route below).	8	0
Waiting for the 66 Quintara to make left turn from 8th Avenue onto Judah is frustrating.	New stop on the southwest corner of 8th Avenue and Judah.	6	0
Need to reinstate the stop on 16th Avenue and Noriega northbound.	New northbound stop midblock on 16th Avenue at Noriega.	4	0
Morning delays on Lawton between 9th Avenue and 8th Avenue.	Route realignment to Kirkham between 9th Avenue and 8th Avenue instead of Lawton. No stop changes.	4	0
Inaccurate Nextbus predictions.	The SFMTA will add at least one timepoint to the line.	6	0
66 Quintara operators leave the terminal on 9th Avenue earlier than scheduled.	Increased monitoring of terminal departure times by inspectors.	6	0
Customers transferring to the 66 Quintara from other lines often narrowly miss the connection and must wait until the next trip.	Starting in August, the SFMTA will launch a campaign to encourage operators of Connector lines, like the 66 Quintara, to wait for connecting customers.	6	0

5 ROUTE ASSESSMENT AND IMPROVEMENT CONCEPTS

Based on operational assessment of the route, as well as community input during the initial outreach phase, the following strengths and weaknesses were identified regarding the 66 Quintara route. The same inputs guided staff toward concepts for improving the 66 Quintara through both cost-neutral and added-cost concepts. Concepts related to pedestrian access to the 66 Quintara are also described if discussed during the community outreach process.

See Figure 41 for the full set of improvement concepts generated based on community input and staff operational analysis. Based on the level of interest expressed during community engagement and operational constraints, some concepts were advanced for further study. These are **bolded** in Figure 41 below.

Strengths:

- Serves niche community circulator need in the Sunset neighborhood with frequent stops accessible to those with mobility barriers
- Low service hours required as currently routed/scheduled
- 23.4 passengers per service hour
- Connects to N Judah for connections to downtown SF and other destinations, 28-19th Avenue for connections to BART and points south
- Active community participation regarding 66 Quintara
- Multiple schools on or near 66 Quintara, generating riders
- Contributes to Muni coverage goal, particularly residents in hilly Inner Sunset (15th and 16th Avenues) and in the middle of the Sunset neighborhood

Neutral:

- Cost per passenger \$7.39 (compared to Connector route average of \$5.73)

Weaknesses:

- Nearly reaches some key destinations (e.g., Irving Street commercial corridor) but terminates just short of them
- No scheduled timed transfers
- No connection to fast, frequent service to downtown SF (e.g., West Portal)
- Lack of connections at southern terminus (Vicente Street and 30th Avenue)

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Figure 41 Full Set of Potential Improvement Concepts

Improvement Category	Improvement Idea	Problem/Request Addressed	Cost	Idea Source
Coverage	Consider adding a stop at 8th and Judah.	Add a stop at 8th and Judah to let people off before the bus makes two left turns onto 9th and Judah.	Cost neutral	Community meeting
	Variant 1: Extend northern terminus of route to Music Concourse Way / museums in Golden Gate Park Variant 2: Extent northern terminus of 66 east to UCSF Variant 3: Add loop on northern end of 66 to serve both Golden Gate Park and UCSF (9th Ave to Lincoln Way to Williard to UCSF to 9th/Judah via Judah)	Demand for connections to: 9th/Irving Golden Gate Park UCSF Parnassus	Added cost evening and weekends (+1 bus) Round trip time added: Variant 1: +7.1 min (34.5 min) Variant 2: +6.4 min (33.8 min) Variant 3: +7.3 min (34.7 min)	Community meeting Survey results
	Extend southern terminus of route south to Lakeshore Plaza via Vicente Street and Sunset Blvd to Sloat Blvd	Requests for connection to Lakeshore Plaza	Added cost evening and weekends (+1 bus) +8.7 min (36.1 min)	Community meeting Not supported by results of survey
	Variant 1: Extend route west on Quintara to Sunset Blvd, travel north-south on Sunset Blvd instead of 30 th Avenue. Terminate at Lakeshore Plaza. Variant 2: Same re-routing with termination point at Taraval Street. <i>Trade-off: loss of service for current 66 Quintara riders on 30th Avenue (approximately 325 daily boardings/alightings on this segment)</i>	Demand for 35 th /Quintara as frequent destination (schools)	Added cost evening and weekends (+1 bus) +8.7 min (36.1 min)	Survey Results

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Improvement Category	Improvement Idea	Problem/Request Addressed	Cost	Idea Source
	Extend southern terminus of 66 to West Portal via Vicente and Ulloa streets	Requests for connection to West Portal station	Added cost (+1 bus all times) + 9.6 min (37 min)	Survey Results Community meeting
	Re-route 66 to run north-south on 19 th Avenue instead of 15 th / 16 th Avenues between Lawton and Quintara <i>Trade-off: does not contribute to SFMTA coverage goal, duplicates service on 19th Ave, and would conflict with requests made in community outreach</i>	Low ridership on 15 th /16 th Avenues	Cost neutral	Ridership analysis
		Demand for connection to Noriega commercial district		Community meeting
	Extend the 6 Haight/Parnassus to West Portal station via 14 th Avenue	Requests for connection to West Portal station	Added cost (+1 bus)	Community meeting
Route Access and Stop Infrastructure	Improve seating and other amenities at termini	At 9th and Judah, some operators allow passengers to wait inside the bus before it departs and some do not. What is standard protocol?	Added capital and maintenance costs	Community meeting
		An additional bus shelter is need at 9th and Judah where the 66 lays over		Community meeting
	Explore pedestrian safety measures for 8 th Avenue and Judah Street intersection	The corner of 8 th and Judah is unsafe for pedestrians	Added capital cost	Community meeting
Other Operational Concepts	Run 48 Quintara/24th Street into the Sunset during off-peak/mid-day hours; either full-length of route or terminating at Sunset Blvd.	Requests to extend the service span of the 48 Quintara/24th Street	Added cost	Community meeting

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Improvement Category	Improvement Idea	Problem/Request Addressed	Cost	Idea Source
		Requests for connections to West Portal station from the mid-Sunset area		Community meeting Survey results
	Review departure times and reliability. Potentially revise timetables or have field supervisor check the area periodically, and speak with drivers.	Buses frequently depart ahead of schedule, causing riders to miss trips.	Cost neutral	Community meeting Survey results
		Next Bus real time information is not accurate.		Community meeting
	Explore timed transfer between 66 and L Taraval Or Develop messaging surrounding service standards which warrant a timed transfer	Previous operators used to look out for an L Taraval train and wait for passengers before continuing on route. I would like this to be standard protocol.	Cost neutral	Community meeting
	Explore potential use of smaller (30') buses on 66 Quintara service	Buses are shaking houses along the route	Potentially cost neutral	Community meeting
		Larger buses have difficulty making turns on route, block the streets		Community meeting

6 ROUTE ALTERNATIVES

Following the development of a full set of route improvement concepts shown above in Figure 41, the SFMTA selected three coverage-related concepts to advance to route alternative development. This memo presents the three route alternatives, including routing variants where applicable, as well as a combination alternative. The alternatives include:

- Alternative 1: Midday service on the 48 Quintara/24th Street
- Alternative 2: UCSF- Parnassus Extension
- Alternative 3: West Portal Extension
 - Variant A: Via 30th Avenue
 - Variant B: Via 25th Avenue
 - Variant C: Via 22nd Avenue
- Combination: incorporates Alternative 2 and Alternative 3A

These alternatives were developed using the Remix software and a number of assumptions provided by the SFMTA, outlined below in Figure 42.

Figure 42 Assumptions Used for Alternatives Development

66 Quintara Metrics	Assumed Input
Cycle Time	28.7 min
Average Speed	12.8 mph
Service Hour Cost	\$204
Layover per Trip	10% of cycle time
Vehicles Required	Two buses weekdays; one bus weekends
Frequency	20 min headway weekdays; 30 min headway late evenings and weekends

The trade-offs and key points of each alternative are compared side-by-side in Figure 50 at the end of this chapter.

ALTERNATIVE 1 (PREFERRED): 48 QUINTARA/24TH STREET MIDDAY SERVICE

Objective: Extend service span of the 48 Quintara/24th Street’s service into the Sunset District. This concept would continue the 48 Quintara/24th Street beyond West Portal station during the midday period, providing a mid-day connection to West Portal for the central Sunset area.

Figure 43 Alternative 1 Route Specifications

Route Specifications	Existing 48 Quintara/24 th Street Service	Introduction of Midday 48 Quintara/24 th Street Service
Terminal locations/route endpoints	Same as existing	Same as existing
Route length	19.02 miles (full length of route) 12.98 miles (short route to West Portal)	19.02 miles (full length of route)
Operating costs	\$8.9 million	+ \$1.2 million weekday only service + \$1.9 million weekday + weekend service
Vehicles required	13 vehicles	+ 2 additional vehicles
Weekday Cycle Time / Route Efficiency	Cycle time: 84 min Layover time: 12.3 min	Cycle time: 123.4 min Layover time: 12.3 min
Anticipated infrastructure needs	Same as existing	Same as existing
Added connections to other routes	--	Offers new midday connections to: <ul style="list-style-type: none"> ▪ 18 46th Avenue ▪ 29 Sunset ▪ 66 Quintara ▪ 28 19th Avenue, 28R 19th Avenue Rapid ▪ L Taraval, M Ocean View, KT Ingleside-Third Street ▪ 57 Parkmerced

Advantages and Trade Offs

- Potential ridership decline on 66 Quintara during the midday with competing service on the 48 Quintara/24th Street.
- Any midday and weekend ridership on 48 Quintara/24th Street would be an increase, though this improvement does not improve conditions for commuters in the peak transit period, just midday users.
- Normalizes service span and route of the 48 Quintara/24th Street consistent throughout the day, improving user experience and service legibility.
- Retains 66 Quintara in its current form; no change to route, stops, or service plan.
- Adds midday connection to West Portal Station and nearby routes, one of the most requested destinations in public outreach, for customers adjacent to Quintara Street.
- Significant resource investment required (approximately \$1.5-2.5 million per year).

ALTERNATIVE 2: UCSF-PARNASSUS EXTENSION

Objective: Extend existing 66 Quintara at northern terminus point to serve UCSF Medical Center and the southeast corner of Golden Gate Park. This alternative routes via Judah/Parnassus, Stanyan, Carl, Willard, and Frederick streets.

Figure 44 Alternative 2 – Illustration of UCSF-Parnassus Extension

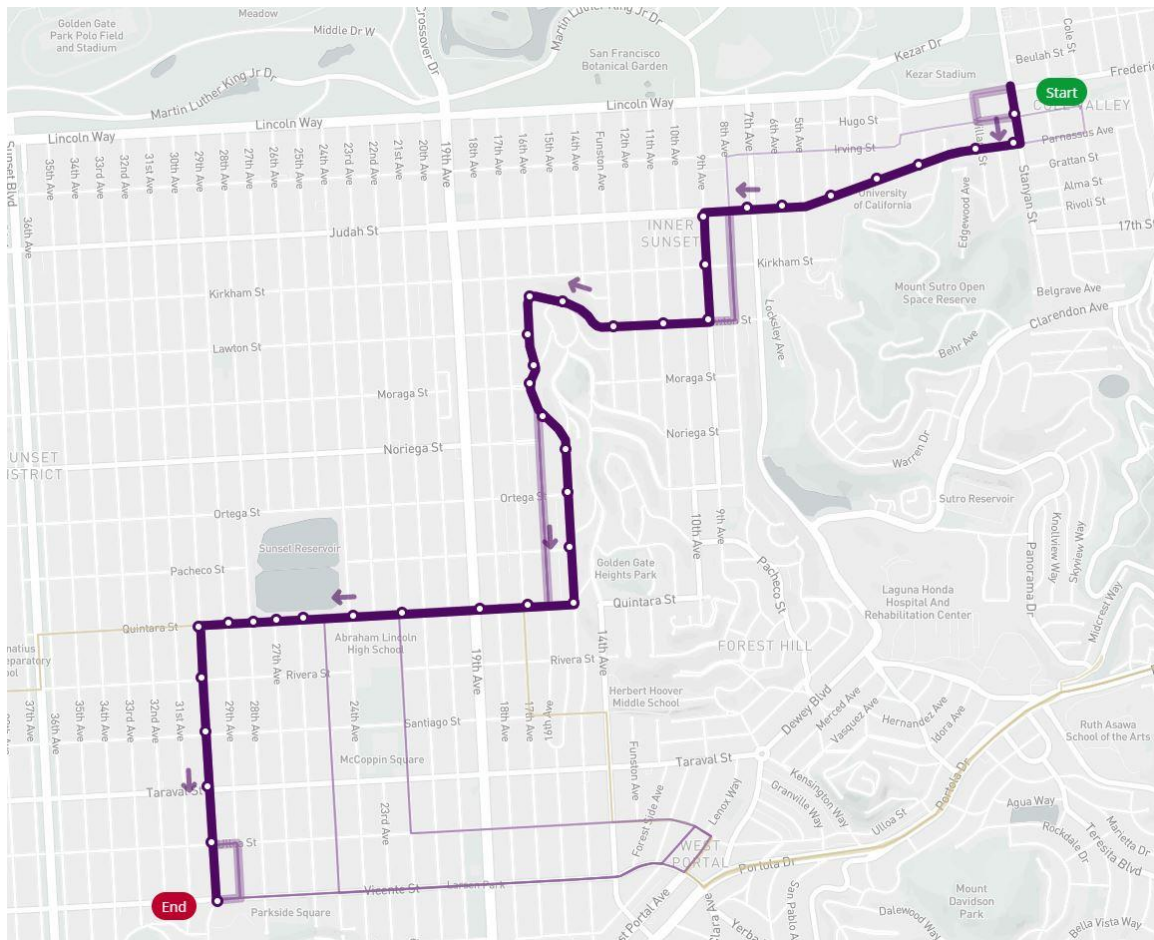


Figure 45 Alternative 2 Route Specifications

Route Specifications	Existing 66 Quintara	Alternative 2: Willard Loop
Terminal locations/route endpoints	9 th Avenue & Judah Street 30 th Avenue & Vicente Street	Frederick & Stanyan Street 30 th Avenue & Vicente Street
Route length	6.12 miles	7.98 miles
Operating costs	\$2.19 million per year	\$3.28 million per year (+ \$1.09 million)
Vehicles required	2 buses weekdays, 1 bus weekends and late evening	3 buses weekdays, 2 buses weekends and late evening
Weekday Cycle Time / Route Efficiency	Cycle time: 28.7 min Layover time: 2.9 min	Cycle time: 37.4 min Layover time: 3.7 min
Anticipated infrastructure needs	--	<ul style="list-style-type: none"> ▪ Potential new bus stop/layover area at or near Frederick & Stanyan ▪ Bus stop pole Carl & Stanyan
Added connections to other routes		Offers new connections to: <ul style="list-style-type: none"> ▪ 7 Haight/Noriega

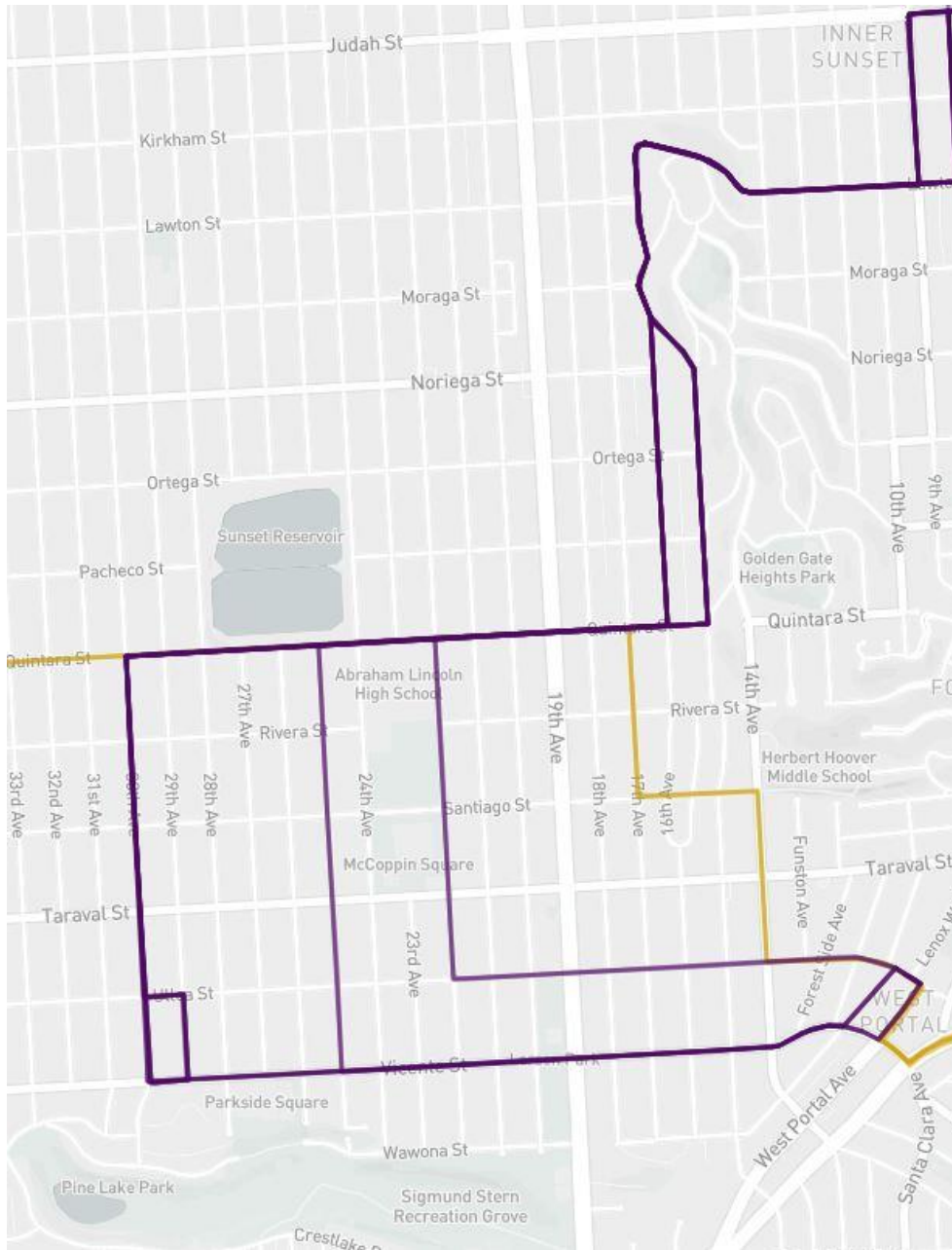
Advantages and Trade Offs

- Retains existing 66 Quintara alignment; does not eliminate any part of the current route or any existing stops.
- Increased ridership potential by adding two regional destinations, the UCSF-Parnassus campus (hospital and university) and Golden Gate Park.
- Increased probability of mode shift to transit by increasing the chance of a one-seat ride to a final destination.
- Significant additional investment required (\$1.09 million per year).
- Removal of parking spaces to accommodate layover space at northern terminus may be required.

ALTERNATIVE 3: WEST PORTAL EXTENSION

Objective: Extend existing 66 Quintara to serve West Portal Station at southern end of route. Three variants are presented – one which simply extends the existing route to West Portal via Vicente Street and two which eliminate portions of the existing route in order to make the connection to West Portal with low- or no-added costs.

Figure 46 Alternative 3 – Illustration of West Portal Extension Concepts



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Figure 47 Alternative 3 – Route Specifications

Route Specifications	Existing 66 Quintara	Variant A: Via 30th Avenue	Variant B: Via 25th Avenue	Variant C: Via 22nd Avenue
Terminal locations/route endpoints	9 th Avenue & Judah Street 30 th Avenue & Vicente Street	9 th Avenue & Judah Street Ulloa Street & West Portal Avenue		
Route length	6.12 miles	8.60 miles	7.34 miles	6.25 miles
Operating costs	\$2.19 million per year	\$3.28 million per year (+ \$1.09 million)	\$2.54 million per year (+ \$350,000)	\$2.19 million per year (cost-neutral)
Vehicles required	2 buses weekdays, 1 bus weekends and late evening	3 buses weekdays, 2 buses weekends and late evening	2 buses weekdays and weekends	1 bus weekdays, 2 buses weekends and evenings
Weekday Cycle Time / Route Efficiency	Cycle time: 28.7 min Layover: 2.9 min	Cycle time: 40.3 min Layover: 4.0 min	Cycle time: 34.4 min Layover: 3.4 min	Cycle time: 29.3 min Layover: 2.9 min
Anticipated infrastructure needs	--	Bus stop poles/shelters in each direction at: <ul style="list-style-type: none"> ▪ 27th & Vicente ▪ 25th & Vicente ▪ 23rd & Vicente ▪ 21st & Vicente ▪ 19th & Vicente ▪ 17th & Vicente ▪ 15th & Vicente ▪ Wawona & Vicente 	Bus stop poles/shelters in each direction at: <ul style="list-style-type: none"> ▪ 25th & Rivera ▪ 25th & Santiago ▪ 25th & Taraval ▪ 25th & Ulloa Street ▪ 25th & Vicente ▪ 27th & Vicente ▪ 25th & Vicente ▪ 23rd & Vicente ▪ 21st & Vicente ▪ 19th & Vicente ▪ 17th & Vicente ▪ 15th & Vicente ▪ Wawona & Vicente 	Bus stop poles/shelters in each direction at: <ul style="list-style-type: none"> ▪ 22nd & Rivera ▪ 22nd & Santiago ▪ 22nd & Taraval ▪ 22nd & Ulloa ▪ 19th & Ulloa ▪ 17th & Ulloa ▪ 15th & Ulloa ▪ Ulloa & Forest Side Ave
Added connections to other routes	--	Offers connections to: <ul style="list-style-type: none"> ▪ 57 Parkmerced ▪ M Ocean View, KT Ingleside-Third Street 		

Advantages and Trade Offs

Variant A: Via 30th Avenue

- Retains full existing 66 Quintara route and stops; no change to current route.
- Adds connection to West Portal Station and nearby routes, one of the most requested destinations in public outreach.
- Adds coverage on Vicente Street between 30th Avenue and 14th Avenue.
- Current ridership is maintained. Small ridership growth potential by adding a major destination at the southern terminus; however, this potential is limited primarily to those in the southern half of the route where it seems least circuitous, and would be competing with the L Taraval which provides access to West Portal and a one-seat ride to Downtown San Francisco.
- Requires significant resource investment (\$1.09 million per year) and displays fairly inefficient use of service hours.

Variant B: Via 25th Avenue

- Adds connection to West Portal Station and nearby routes, one of the most requested destinations in public outreach.
- Adds coverage on Vicente Street between 25th Avenue and 14th Avenue but removes service on 30th Avenue segment of existing route, as well as Quintara west of 25th Avenue – a segment which currently serves about 267 average boardings each weekday.
- Potential loss of riders who currently use the 66 Quintara via a stop on 30th Avenue or Quintara Street west of 25th Ave. Potential for slight increase in ridership among riders who live south of L Taraval, although most people are going to Lincoln High School, 19th Ave or the northern terminus.
- Potential for an increase in car trips with the gap in service between 25th Avenue and Sunset Blvd.
- No transfer to L Taraval at 25th Avenue – nearest is 26th Avenue.
- Requires moderate resource investment (\$350,000 per year) and displays fairly inefficient use of service hours on weekends.

Variant C: Via 22nd Avenue

- Potential cost-neutral solution to add connection to West Portal Station and nearby routes, one of the most requested destinations in public outreach.
- Adds coverage on Vicente Street between 22nd Avenue and 14th Avenue but removes service on 30th Avenue segment of existing route, as well as Quintara Street between 22nd Avenue and 30th Avenue. Overall coverage loss for the central Sunset area.
- Significant loss in ridership likely in the existing southwest portion of the 66 Quintara route, which currently serves about 300 weekday boardings.
- Potential for introduction of additional car trips from loss of service on existing route in central Sunset. Percent of zero vehicle households is 20% or less in census tracts in this area.

COMBINATION ALTERNATIVE: UCSF + WEST PORTAL

Objective: Extend existing 66 Quintara at northern terminus point to serve UCSF Medical Center and the southeast corner of Golden Gate Park via Frederick, Cole, Willard, and Frederick streets. This combination alternative also incorporates the extension to West Portal Station, retaining the full 66 Quintara route as it stands today. These extensions on both end are possible with the same resource requirement as some of the individual improvement alternatives.

Figure 48 Combination Alternative - Illustration

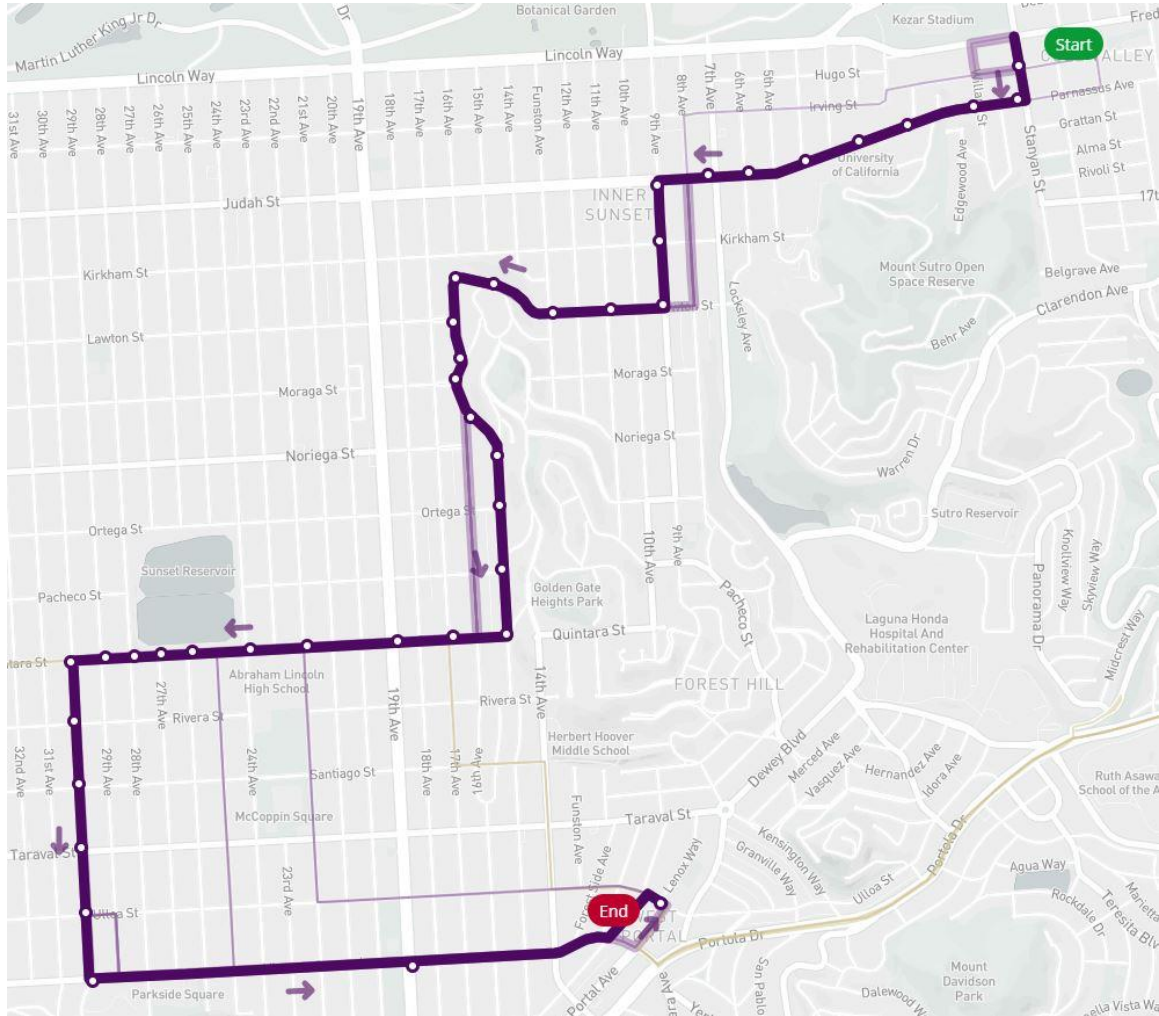


Figure 49 Combination Alternative – Route Specifications

Route Specifications	Existing 66 Quintara	Combination Alternative: UCSF + West Portal
Terminal locations/route endpoints	9 th Avenue & Judah Street 30 th Avenue & Vicente Street	Frederick & Stanyan Street West Portal Avenue & Ulloa Street
Route length	6.12 miles	10.28 miles
Operating costs	\$2.19 million per year	\$3.28 million per year (+ \$1.09 million)
Vehicles required	2 buses weekdays, 1 bus weekends and late evening	3 buses weekdays, 2 buses weekends and late evening
Weekday Cycle Time / Route Efficiency	Cycle time: 28.7 min Layover time: 2.9 min	Cycle time: 48.5 min Layover time: 4.8 min
Anticipated infrastructure needs	--	Potential new bus stop/layover area at or near Frederick & Stanyan Bus stop poles/shelters in each direction at: Carl & Stanyan 27 th & Vicente 25 th & Vicente 23 rd & Vicente 21 st & Vicente 19 th & Vicente 17 th & Vicente 15 th & Vicente Wawona & Vicente
Added connections to other routes	--	Offers connections to: 7 Haight/Noriega 57 Parkmerced M Ocean View, K Ingleside

Advantages and Trade Offs

- Retains full existing 66 Quintara route and stops.
- Adds connection to West Portal Station and nearby routes, as well as the UCSF Parnassus campus, two of the most requested destinations in public outreach.
- Greatest potential to grow ridership. It adds two major destination points at each terminal without disrupting the structure for current riders.
- Significant resource investment required (approximately \$1.09 million per year) – but makes most efficient use of service hours invested.
- Circuitous route without efficient access to destinations.

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Figure 50 Trade-Off Comparison of all Alternatives and Variants

	Retains Existing 66 Quintara Route	Potentially Cost Neutral	Expected Net Ridership through Increased Coverage/Service Span	Potential Loss or Shift in Existing Ridership Due to Service Change	New Stops/Layover Space Required
Alternative 1: Midday Service on 48 Quintara/24th Street	✓		✓	X (Shift to another Muni route)	
Alternative 2: UCSF	✓		✓		X
Alternative 3A: West Portal via 30th Avenue	✓		✓		X
Alternative 3B: West Portal via 25th Avenue				X	X
Alternative 3C: West Portal via 22nd Avenue		✓		X	X
Combination Alternative: 2 and 3A	✓		✓		X

7 RECOMMENDATIONS

Following an extensive outreach effort, the SFMTA is proposing to advance a set of strategies that maintain what riders value about the 66 Quintara today, while seeking to improve the rider experience through minor scheduling and routing modifications meant to improve route reliability. Figure 51 outlines the proposed solutions for the 66 Quintara route, also shown on a map of the route in Figure 52.

In addition, the SFMTA plans to seek funding to extend the service span of the nearby 48 Quintara/24th Street route beyond the peak commute periods to include the midday. This will help address requests for connections from the central Sunset area to West Portal and Ocean Beach, as well as the fact that current service hours do not align with the early release schedule at Lincoln High. The proposed service span is 6:30 a.m. to 6:30 p.m. on weekdays. This proposal is illustrated in Figure 53.

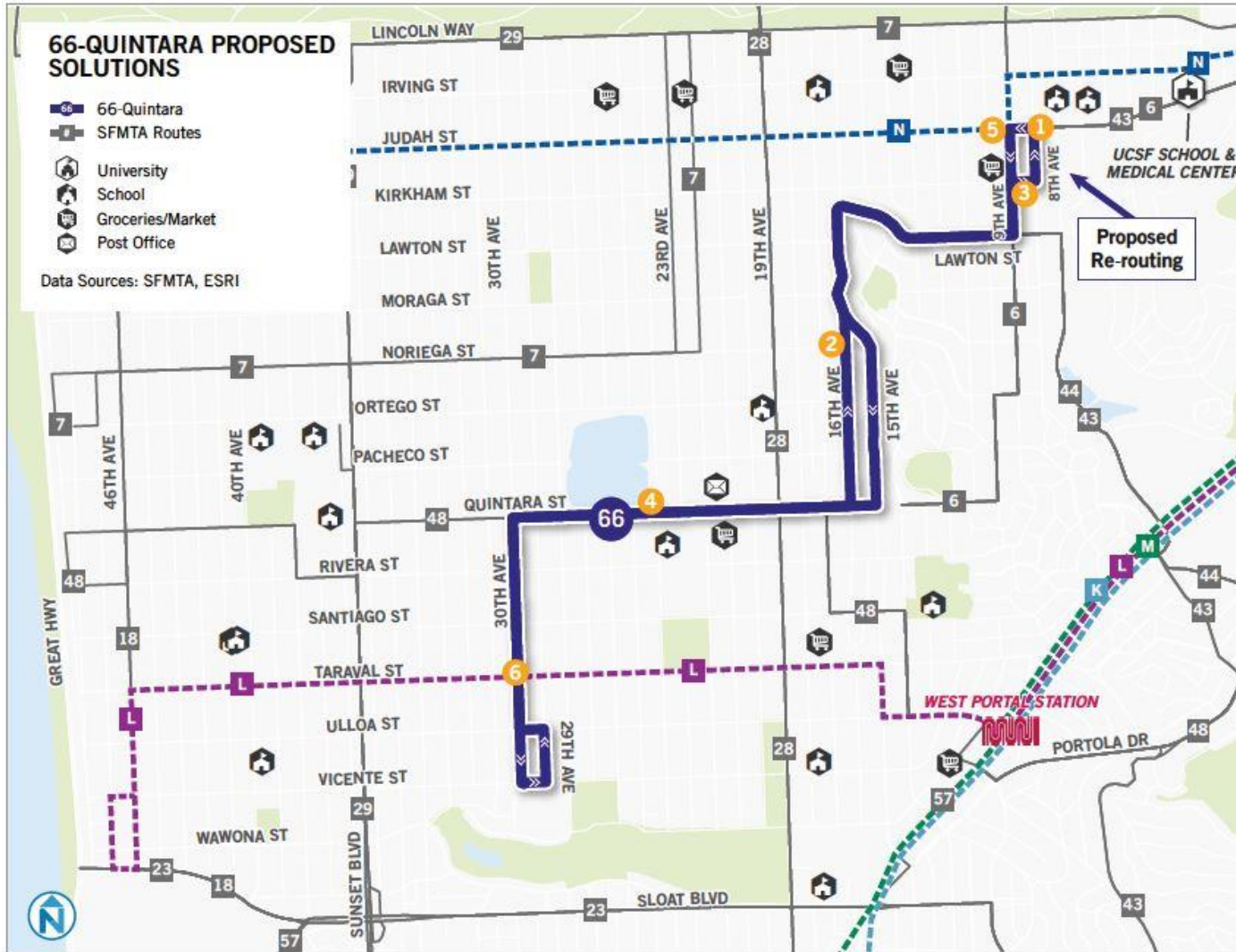
The following recommendations were shared with stakeholders at the second community meeting in November 2017; see Chapter 4 for a summary of the feedback received at that meeting.

Figure 51 Proposed Solutions Matrix – 66 Quintara

On Map	What We Heard	Proposed Solutions
1	Waiting for the 66 Quintara to make left turn from 8th Avenue onto Judah is frustrating.	New stop on the southwest corner of 8th Avenue and Judah.
2	Need to reinstate the stop on 16th Avenue and Noriega northbound.	New northbound stop midblock on 16th Avenue at Noriega.
3	Morning delays on Lawton between 9th Avenue and 8th Avenue.	Route realignment to Kirkham between 9th Avenue and 8th Avenue instead of Lawton. No stop changes.
4	Inaccurate Nextbus predictions.	The SFMTA will add at least one timepoint to the line.
5	66 Quintara operators leave the terminal on 9th Avenue earlier than scheduled.	Increased monitoring of terminal departure times by inspectors.
6	Customers transferring to the 66 Quintara from other lines often narrowly miss the connection and must wait until the next trip.	Starting in August 2018, the SFMTA will launch a campaign to encourage operators of Connector lines, like the 66 Quintara, to wait for connecting customers.

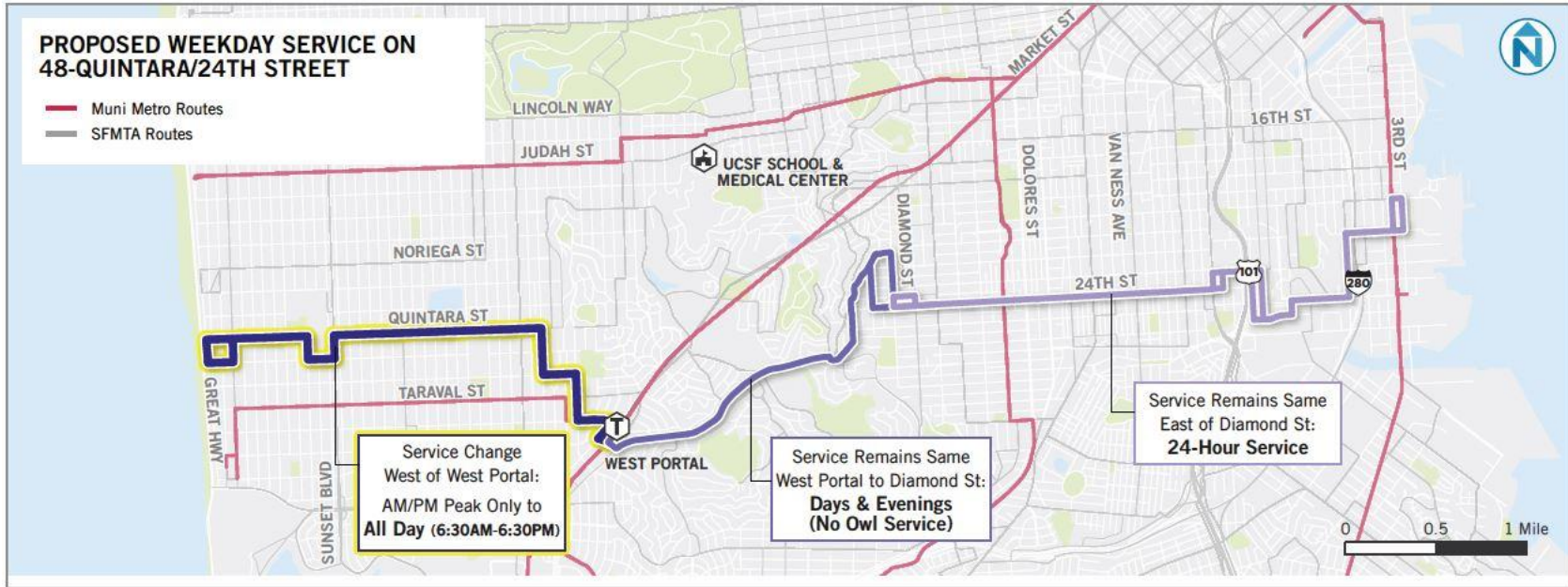
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Figure 52 Proposed Solutions for the 66 Quintara Route



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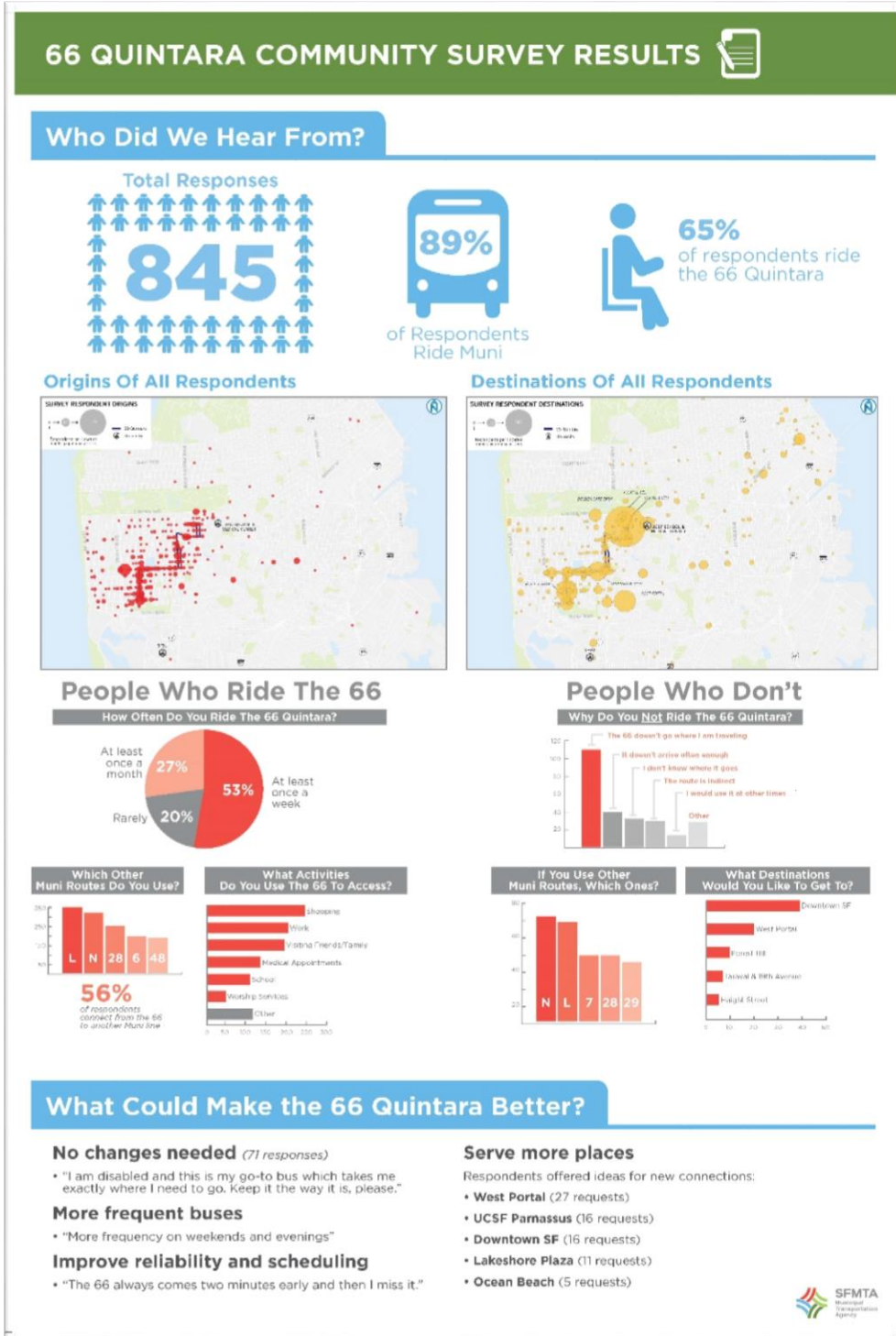
Figure 53 Illustration of Segment of 48-Quintara/24th Street for Proposed Span Increase



NEXT STEPS

The SFMTA will take steps to implement the 66 Quintara improvements outlined in Figure 51 right away. The service span increase to include midday service on the entire 48 Quintara/24th Street route will be recommended to the SFMTA Board for approval in the fiscal year 2019-2020 budget.

Appendix A Second Community Meeting Boards



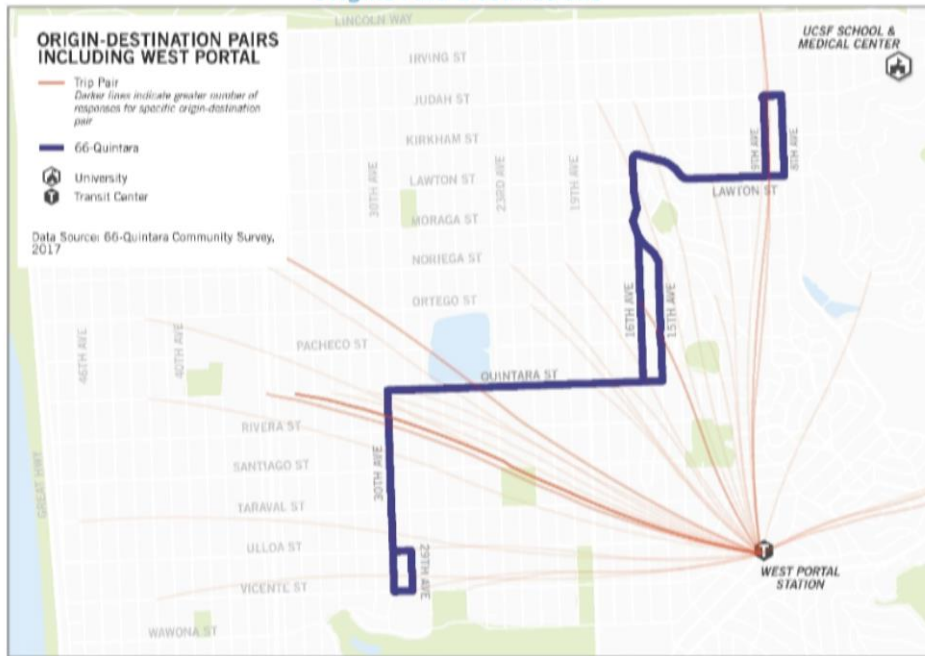
48 QUINTARA/24TH STREET—PROPOSED SOLUTIONS



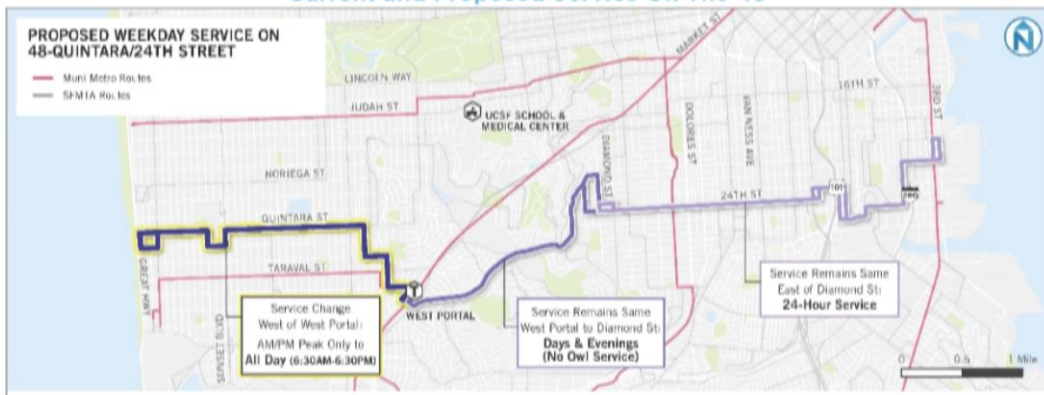
Issues & Solutions

What We Heard	Proposed Solutions	I support this change	I do not support this change
<p>Requests for connections from the central Sunset area to more places, like West Portal Station, West Portal commercial area, and Ocean Beach.</p> <p>The 48's current service hours do not align with the early release schedule at Lincoln High.</p>	<p>Extend the service span of the 48 Quintara/24th St beyond the peak commute hours to include the midday. The proposed service span is 6:30 am to 6:30 pm on weekdays (see Proposed Route below).</p>		

Origins And Destinations



Current and Proposed Service On The 48



What do you think?



66 QUINTARA—PROPOSED SOLUTIONS



Issues & Solutions

What We Heard	Proposed Solutions	I support this change	I do not support this change
1 Waiting for the 66 Quintara to make left turn from 8th Avenue onto Judah is frustrating.	New stop on the south west corner of 8th Avenue and Judah.		
2 Need to reinstate the stop on 16th Avenue and Noriega northbound.	New northbound stop midblock on 16th Avenue at Noriega.		
3 Morning delays on Lawton between 9th Avenue and 8th Avenue.	Route realignment to Kirkham between 9th Avenue and 8th Avenue instead of Lawton. No stop changes.		
4 Inaccurate Nextbus predictions.	The SFMTA will add at least one timepoint to the line.		
5 66 Quintara operators leave the terminal on 9th Avenue earlier than scheduled.	Increased monitoring of terminal departure times by inspectors.		
6 Customers transferring to the 66 Quintara from other lines often narrowly miss the connection and must wait until the next trip.	Starting in August, the SFMTA will launch a campaign to encourage operators of Connector lines, like the 66 Quintara, to wait for connecting customers.		

Proposed Solutions

