



Welcome to the SFMTA 2022 Muni Service Network Virtual Open House

September 18, 2021

How to Participate Today

- To Provide Public Comments:

1. Call: **1-888-363-4734**
2. Enter Code: **7014320#**
3. Press "1" and then "0" to join the queue for public comments.
4. Each participant will have up to 2 minutes to provide public comments.

Email TellMuni@sfmta.com to provide comments and feedback

Complete our survey at: sfmta.com/2022Network

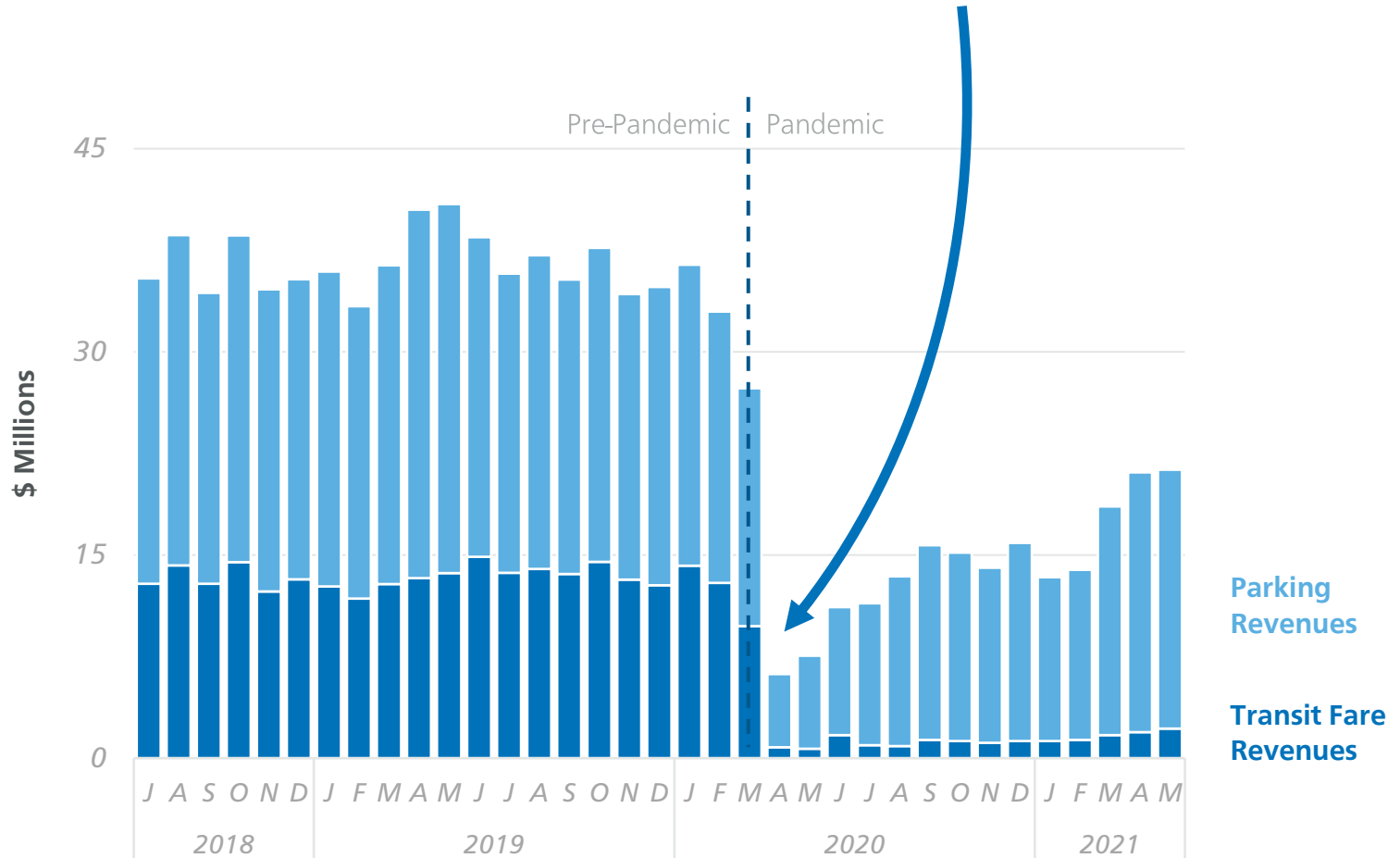


SFMTA

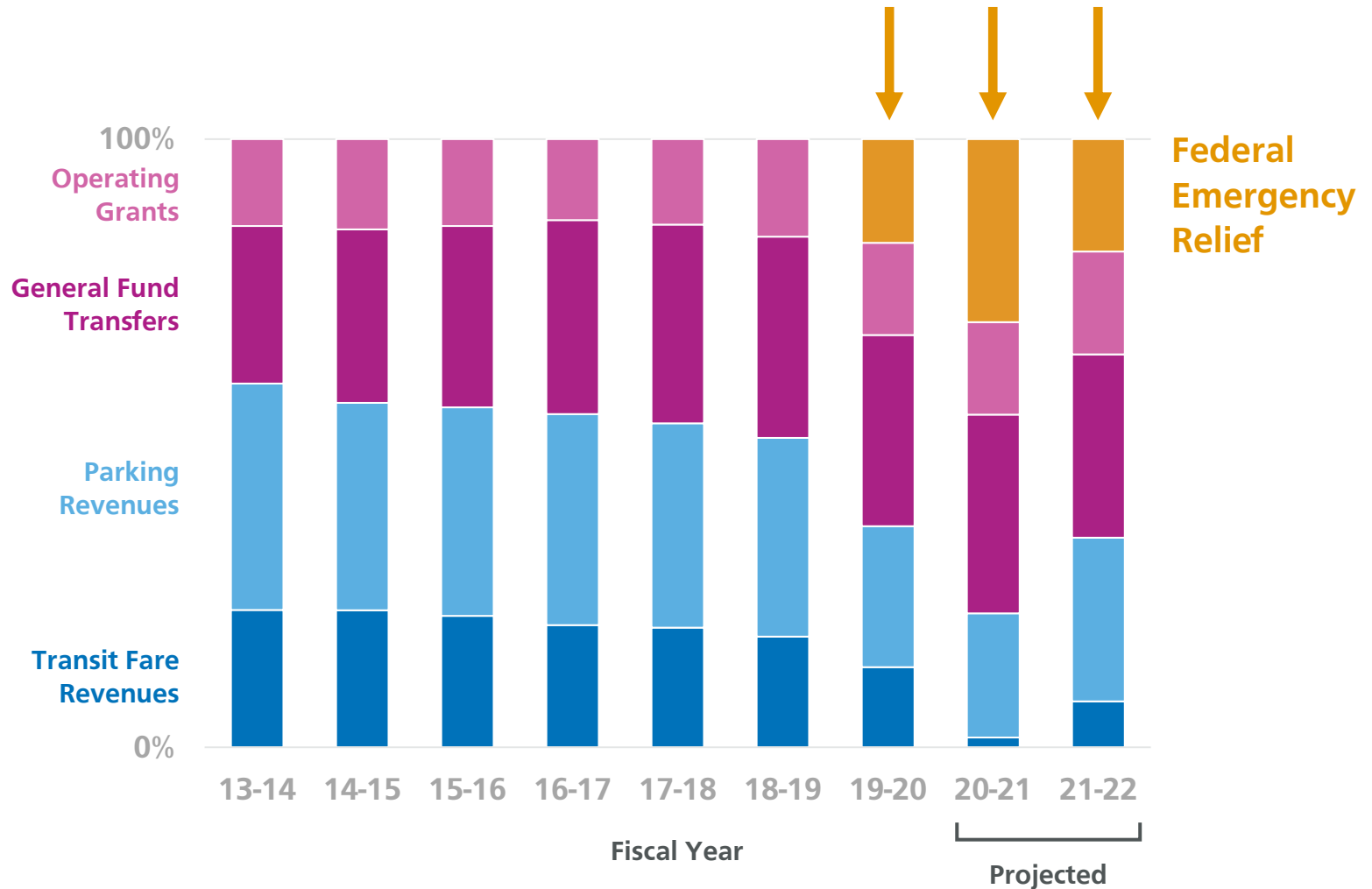
What should Muni service be in Winter 2022?

September 18, 2021

COVID devastated 2 of our 3 biggest revenue sources



Federal relief covers 2 years of losses, but Controller's office expects losses through 2025. We need new revenue



Winter 2022 Network Plan

- Provides three alternatives with same level of resources
- Reallocates resources within corridors/neighborhoods
- Resource-constrained plan for early 2022
- To be followed by expanded plan assuming additional revenue in winter/spring 2022

Today's Muni

- Only 7 all-day lines remain suspended
- Now at ~75% of pre-COVID hours
- Busy hiring & training staff & will engage public on next round of service restoration
- At same time, pursuing long-term funding

Today's Muni

In March 2020, Muni reduced service, creating a Muni Core Service Network. Since then, we...

- Restored Muni service that previously existed
- Added service in busy corridors (e.g., Mission & Potrero)
- Created new Muni lines (e.g., 15 & 58)
- Modified existing lines
- Focused improvements in neighborhoods identified by the Muni Service Equity Strategy



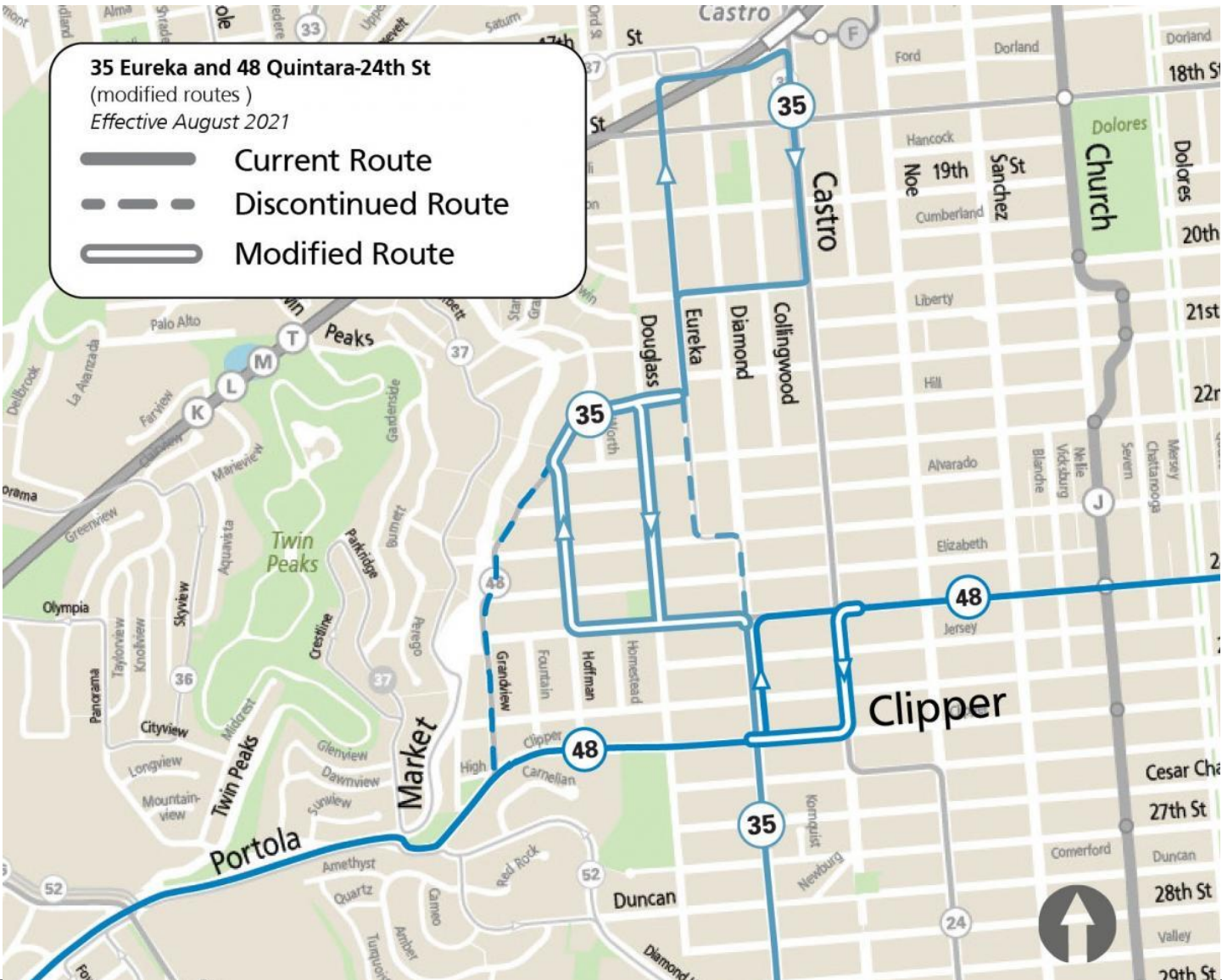
Modified Lines

- During COVID, we made some changes to existing routes:
 - J Church
 - 23 Monterey, 57 Parkmerced
 - 31 Balboa
 - 35 Eureka, 48 Quintara/24th Street
 - 43 Masonic
 - 52 Excelsior, 66 Quintara

23 Monterey, 57 Parkmerced



35 Eureka, 48 Quintara/24th St

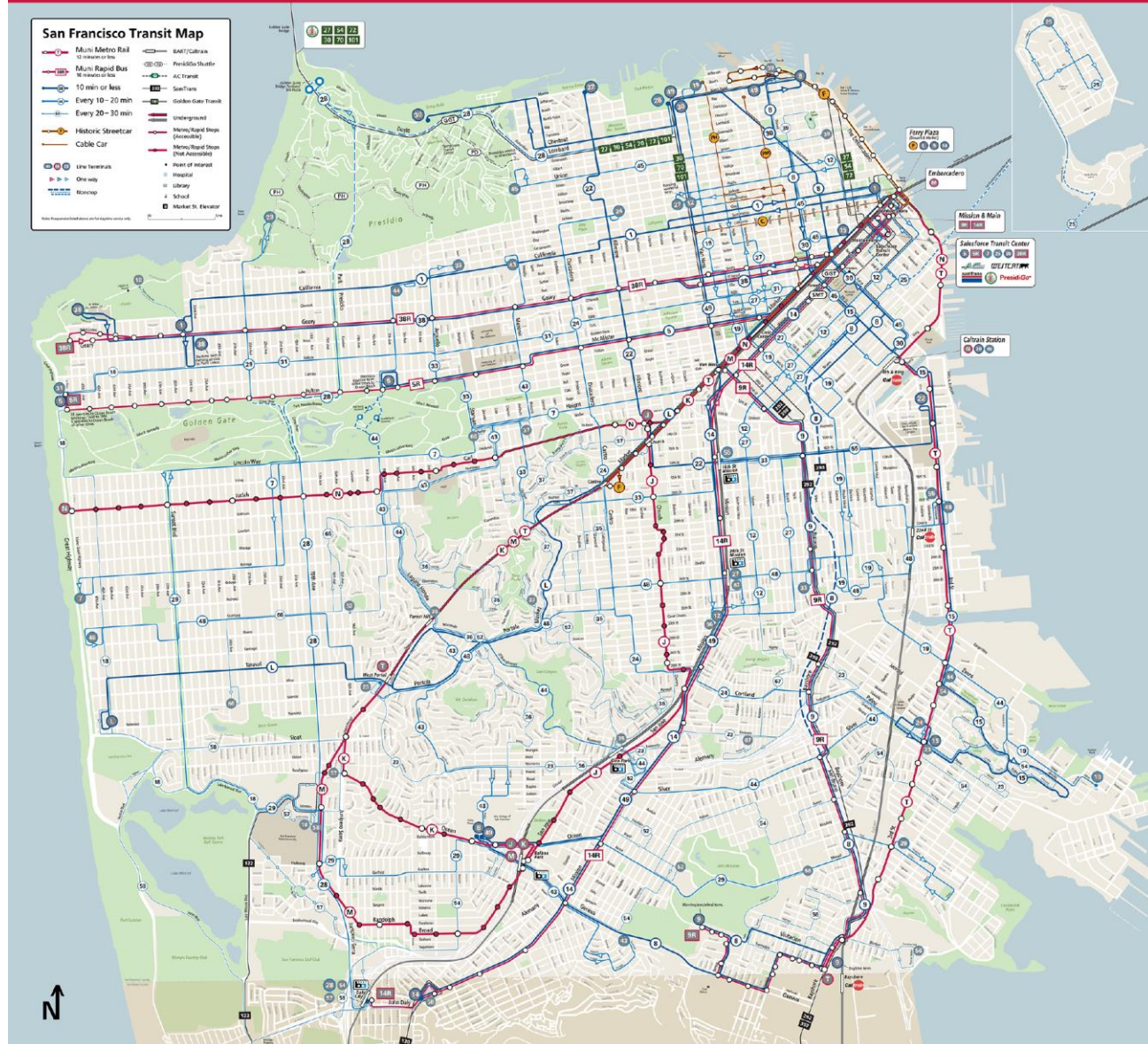


J Church



Muni Service as of August 2021

- Only 7 all-day lines no longer operating
- Now at ~75% of pre-COVID hours
- Busy hiring & training staff & will engage public on next round of service restoration
- At same time, pursuing long-term funding



3 Alternatives for Muni Service

Familiar scenario

All-day pre-pandemic Muni routes restored

Frequent scenario

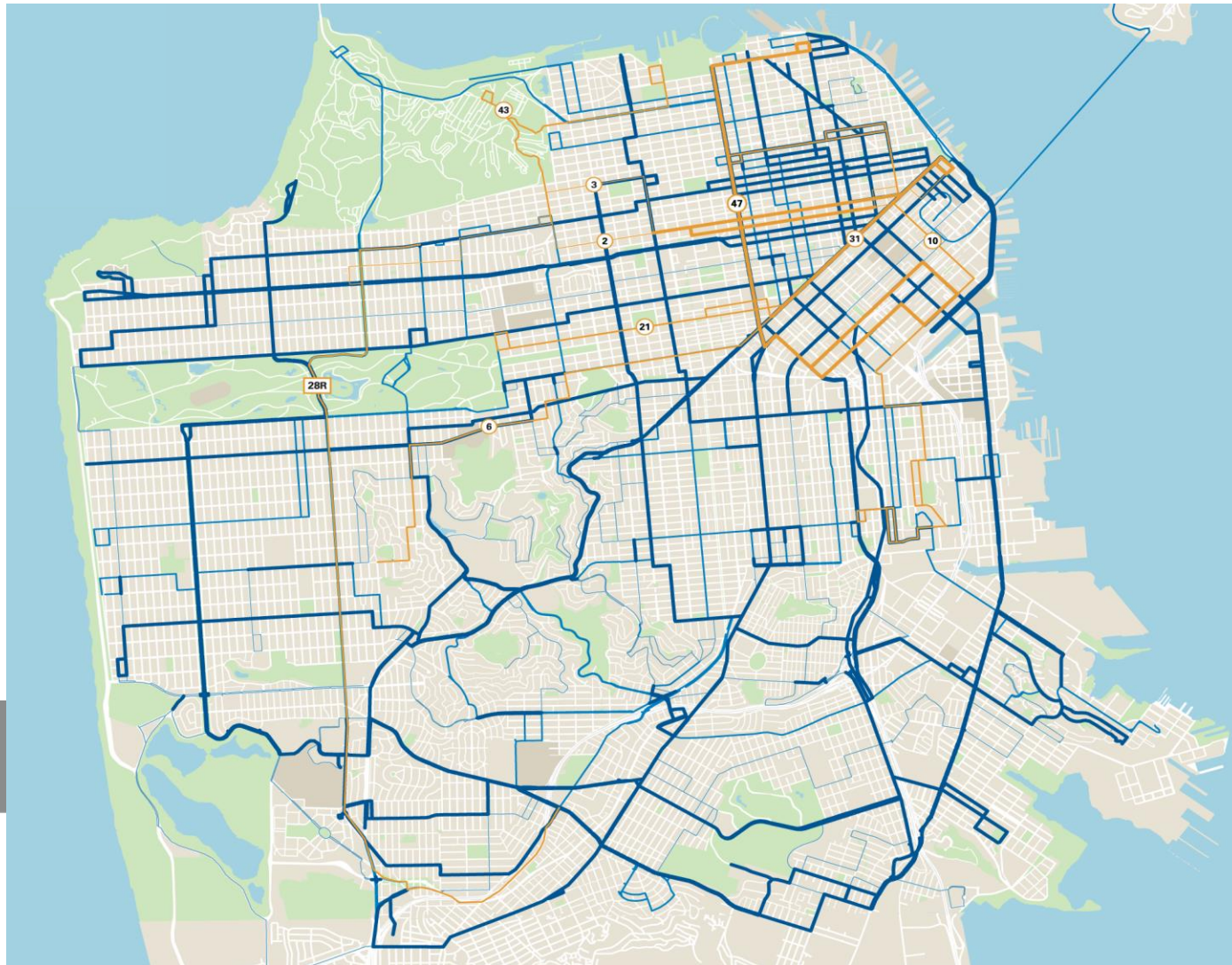
Service increased on high ridership Muni lines, decreasing wait times and crowding, and not restoring five of the seven routes.

Hybrid scenario

Aims to balance the Familiar and Frequent and does not restore two of the seven routes that have not been yet.

All-day bus routes & route segments not yet restored

- Existing network (line width indicates frequency)
- 2019 service not yet restored



2022 Muni Service Network

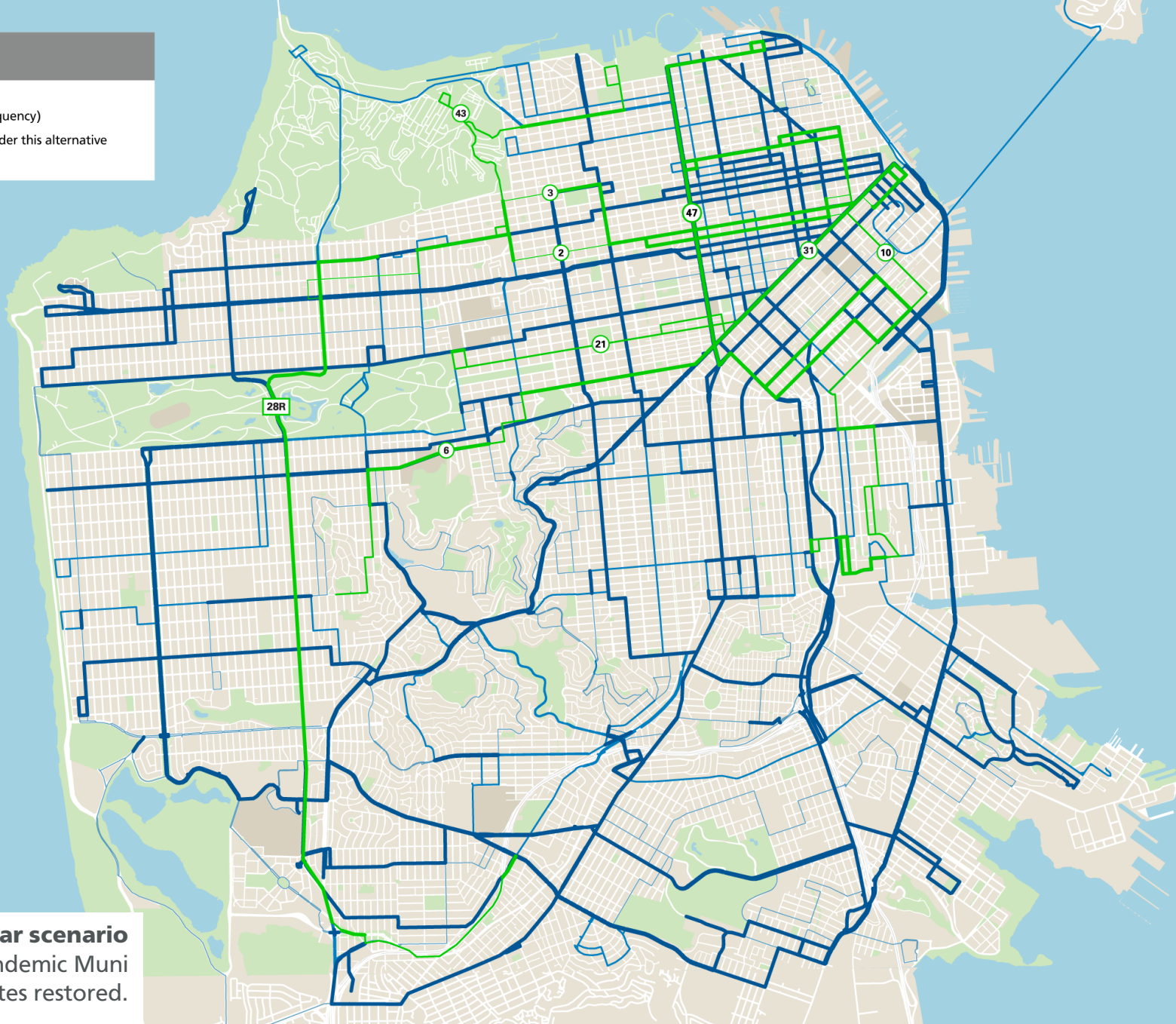
All 3 scenarios will...

- **Retain all-day service within two to three blocks of all Muni stops** that had all-day service before the pandemic.
- Bring back the **28R 19th Avenue Rapid** every 10 minutes.
- **Extend the 43 Masonic** with different options for where it goes.
- **Bring Back the 10 Townsend**, with different options for where it goes downtown.



Familiar Alternative

- Existing network
(line width indicates frequency)
- 2019 service restored under this alternative



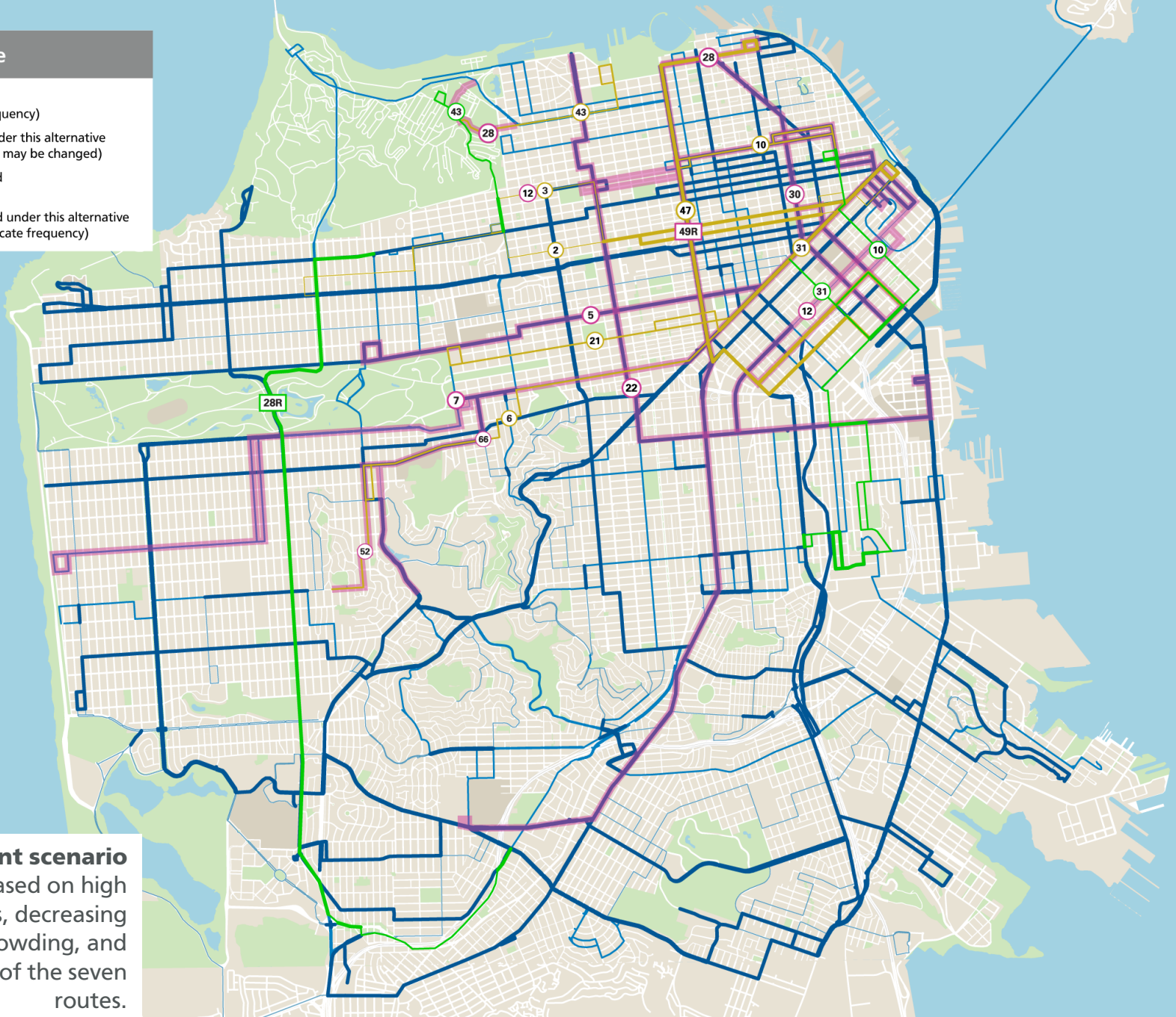
Familiar scenario

All-day pre-pandemic Muni routes restored.



Frequent Alternative

- Existing network
(line width indicates frequency)
- 2019 service restored under this alternative
(route and/or frequency may be changed)
- 2019 service not restored
under this alternative
- Existing service improved under this alternative
(line width does not indicate frequency)



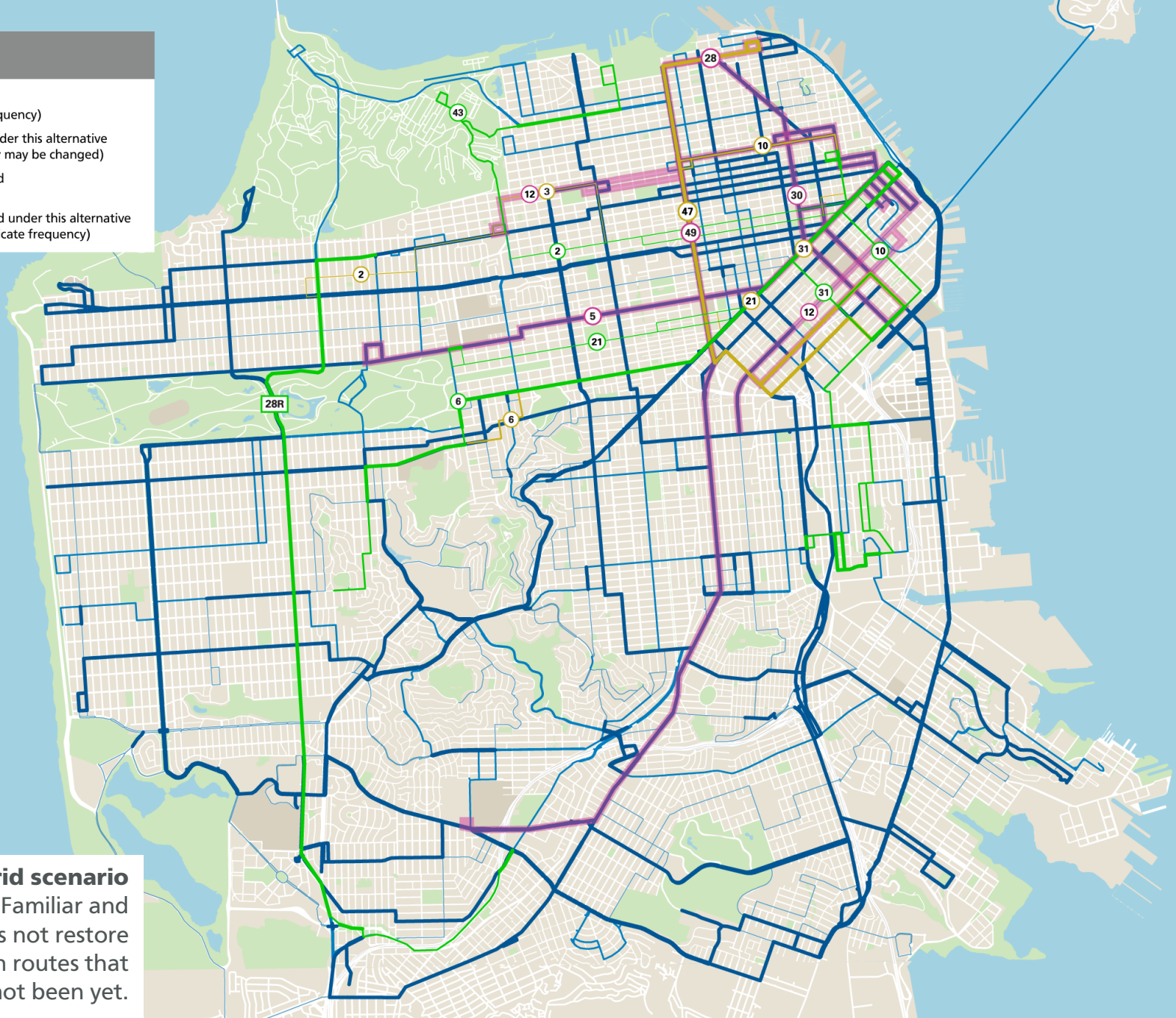
Frequent scenario

Service increased on high ridership Muni lines, decreasing wait times and crowding, and not restoring five of the seven routes.



Hybrid Alternative

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Hybrid scenario

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Why the Winter 2022 Plan Process?

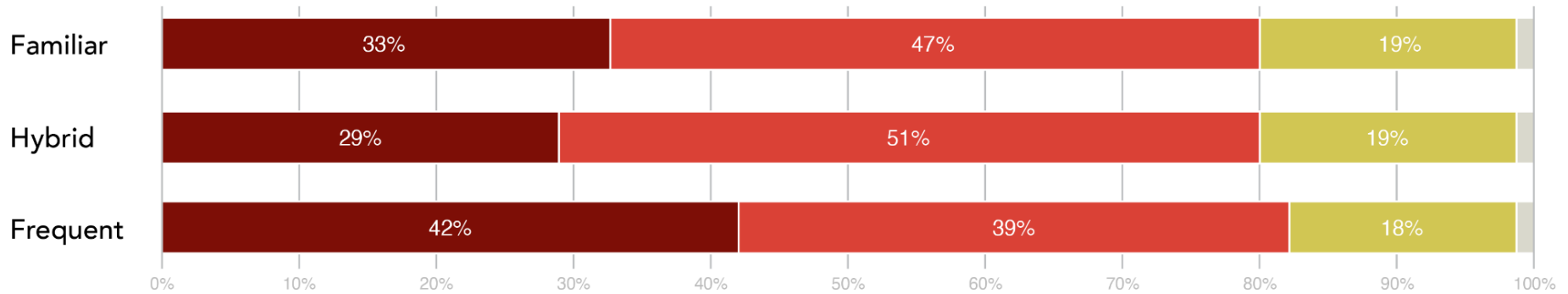
- Riders care most about three things:
 - Reliability of service
 - Frequency
 - Access to destinations
- **Reliability** being addressed through the Muni Forward program, but ...
- This process is designed to identify a Winter 2022 service network focused on **frequency** and **access** to destinations, with constrained resources

Access to Frequent Transit

Residents near Transit

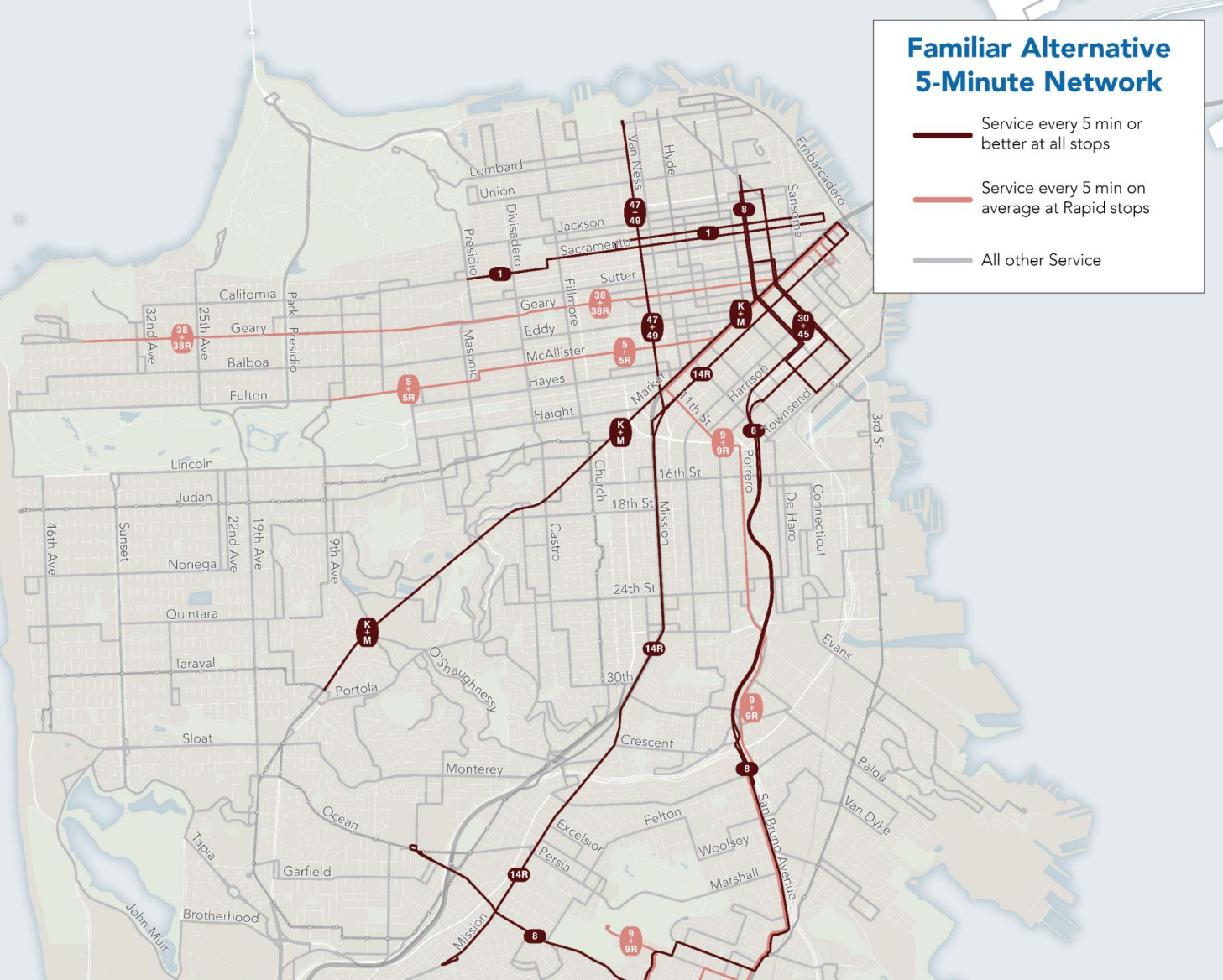
Percentage of residents in San Francisco within 1/4 mi of a bus or rail stop with service every...

5 Minutes or better 6-10 minutes Any Service Not within 1/4 mi of all-day service

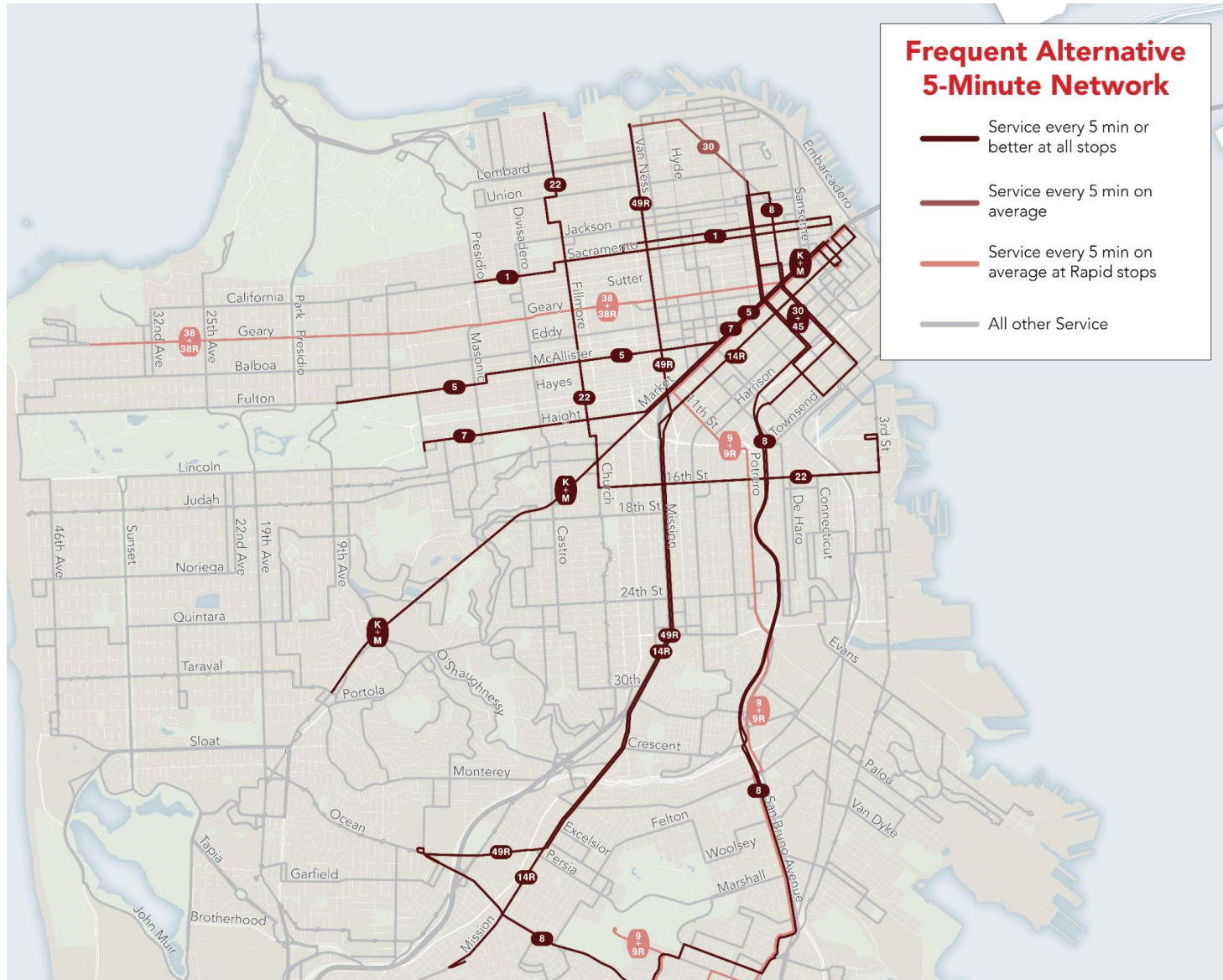


Note: Proximity is measured as being located within 1/4 mile walk of a bus or rail stop.

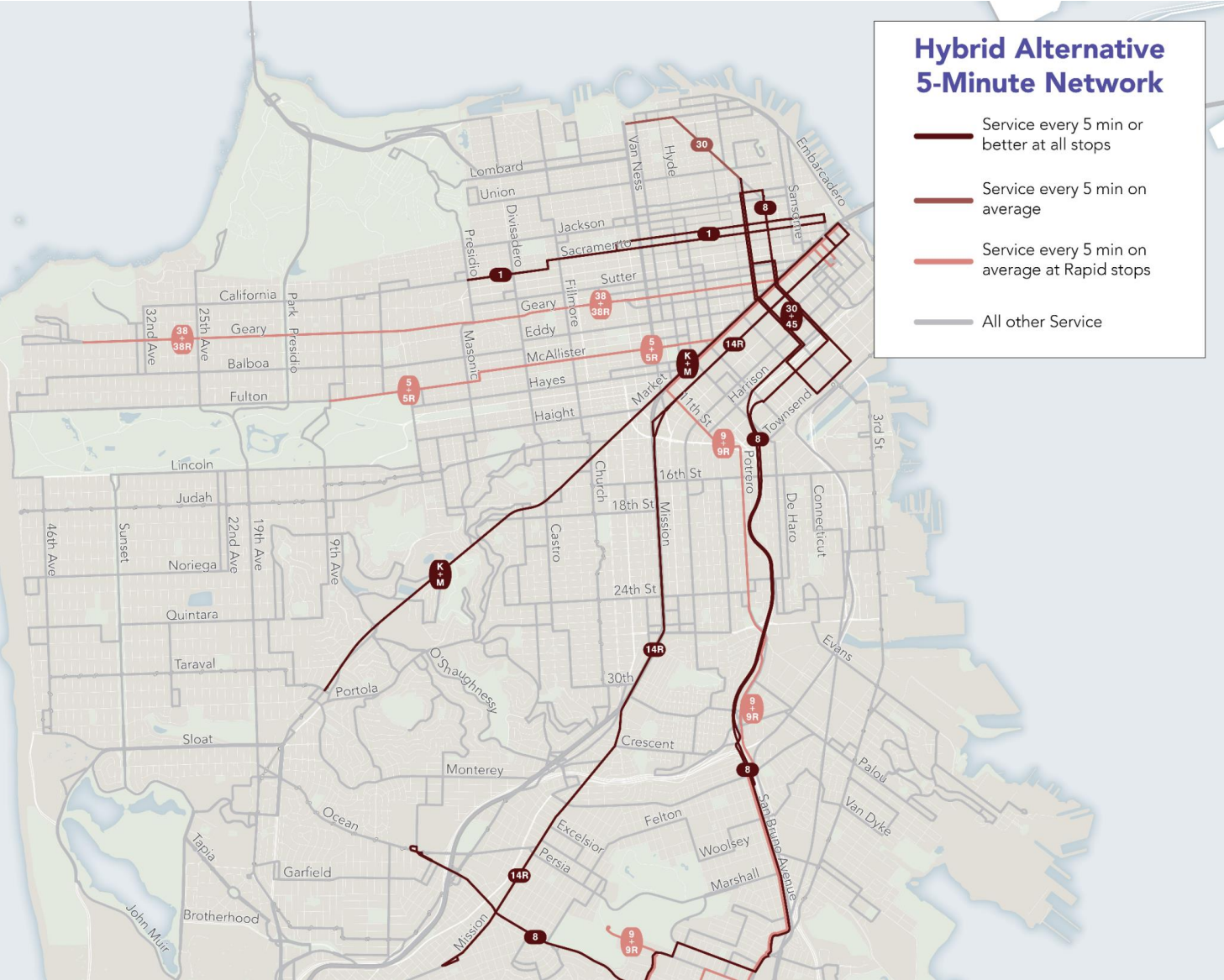
What a 5-Minute Network would look like



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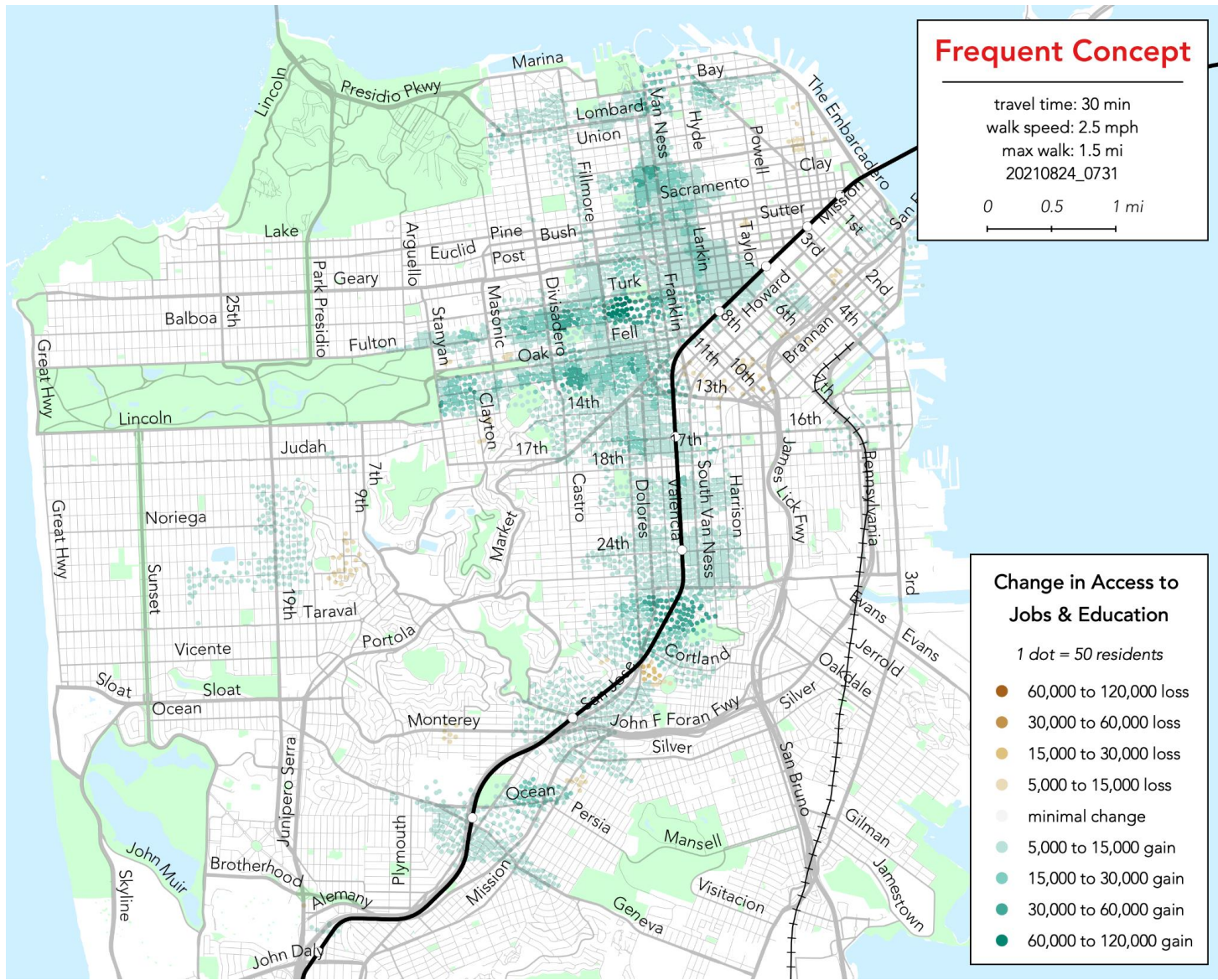


5-Minute Network Vision

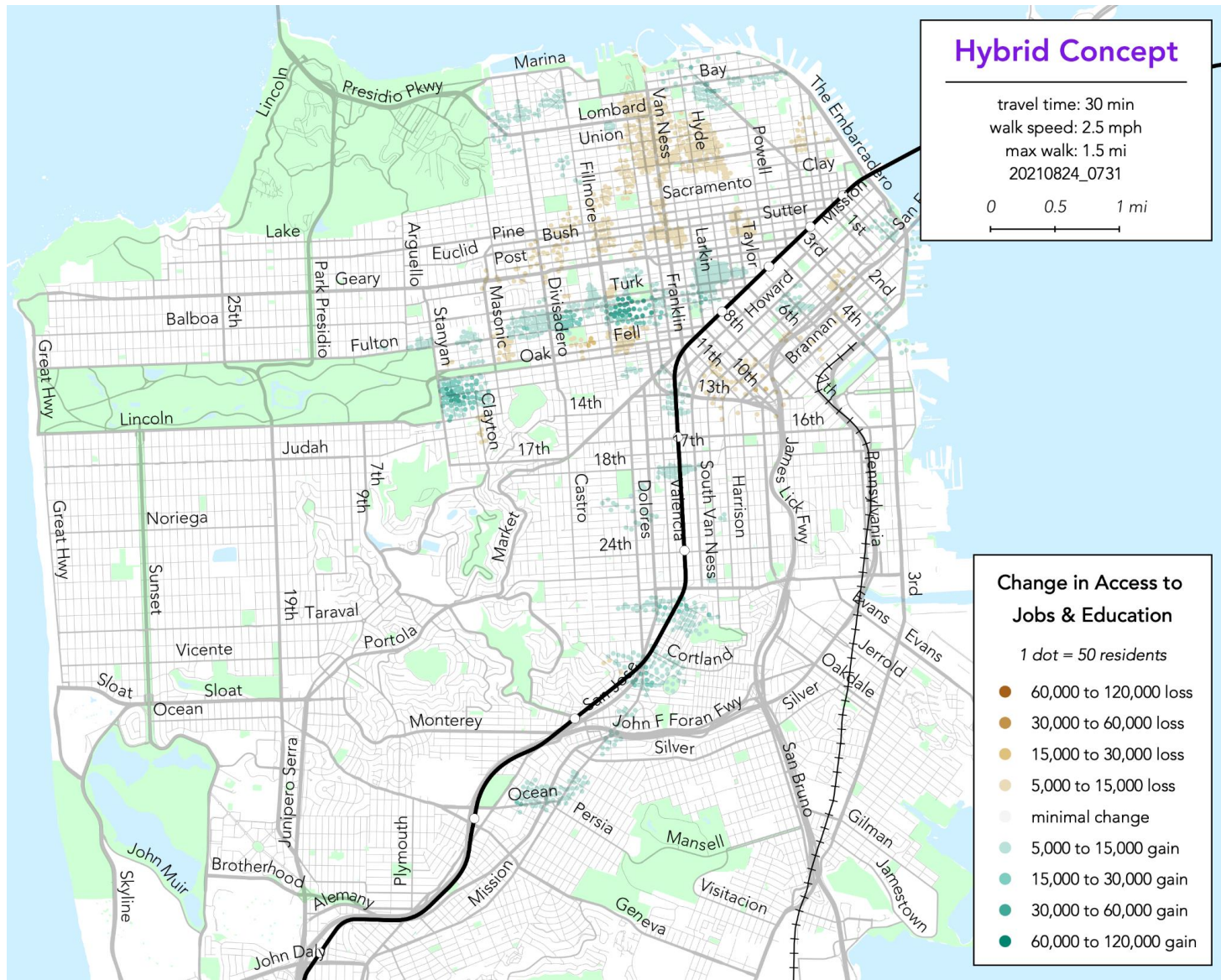
Learn more at
www.ConnectSF.org



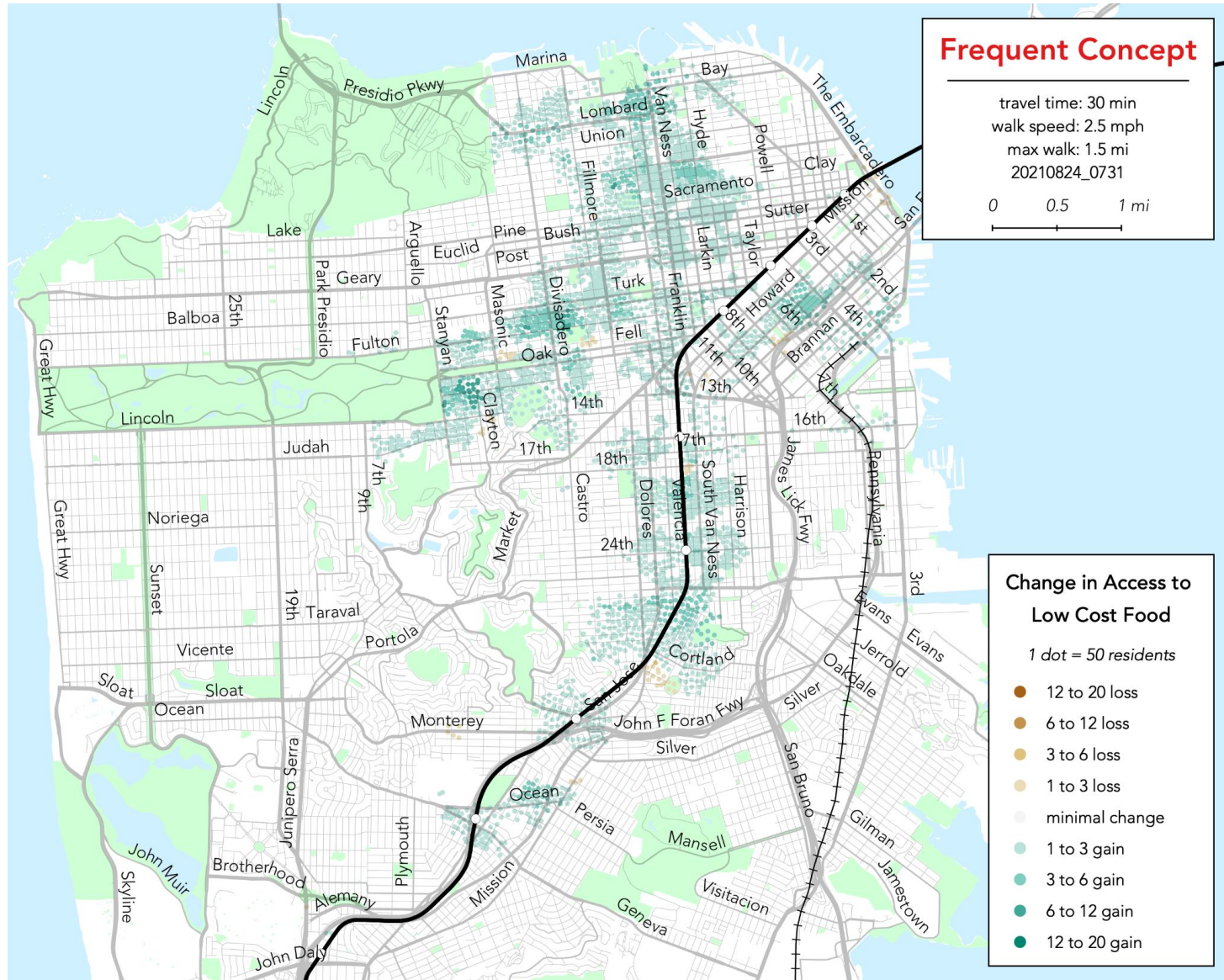
Connections to Jobs and Education



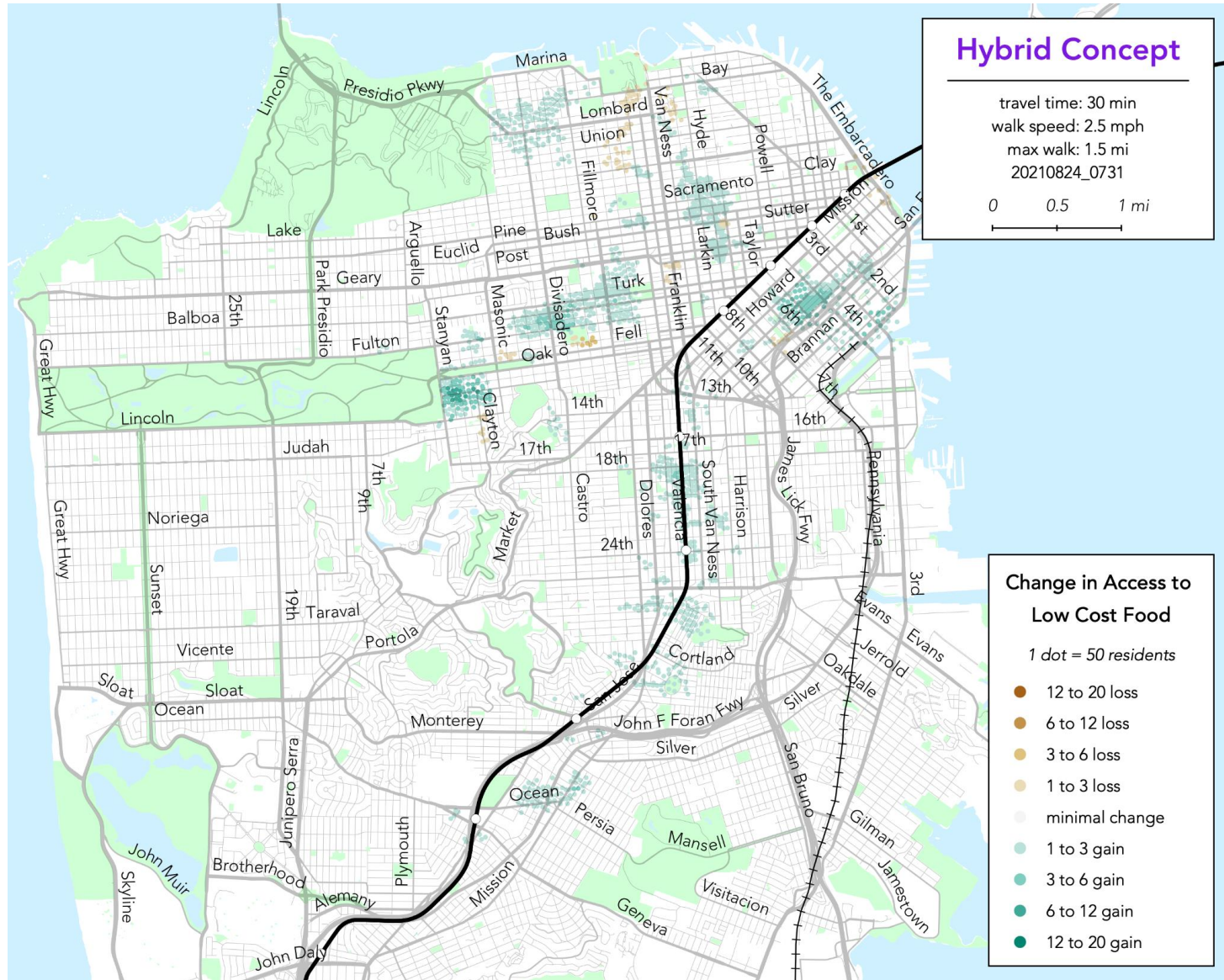
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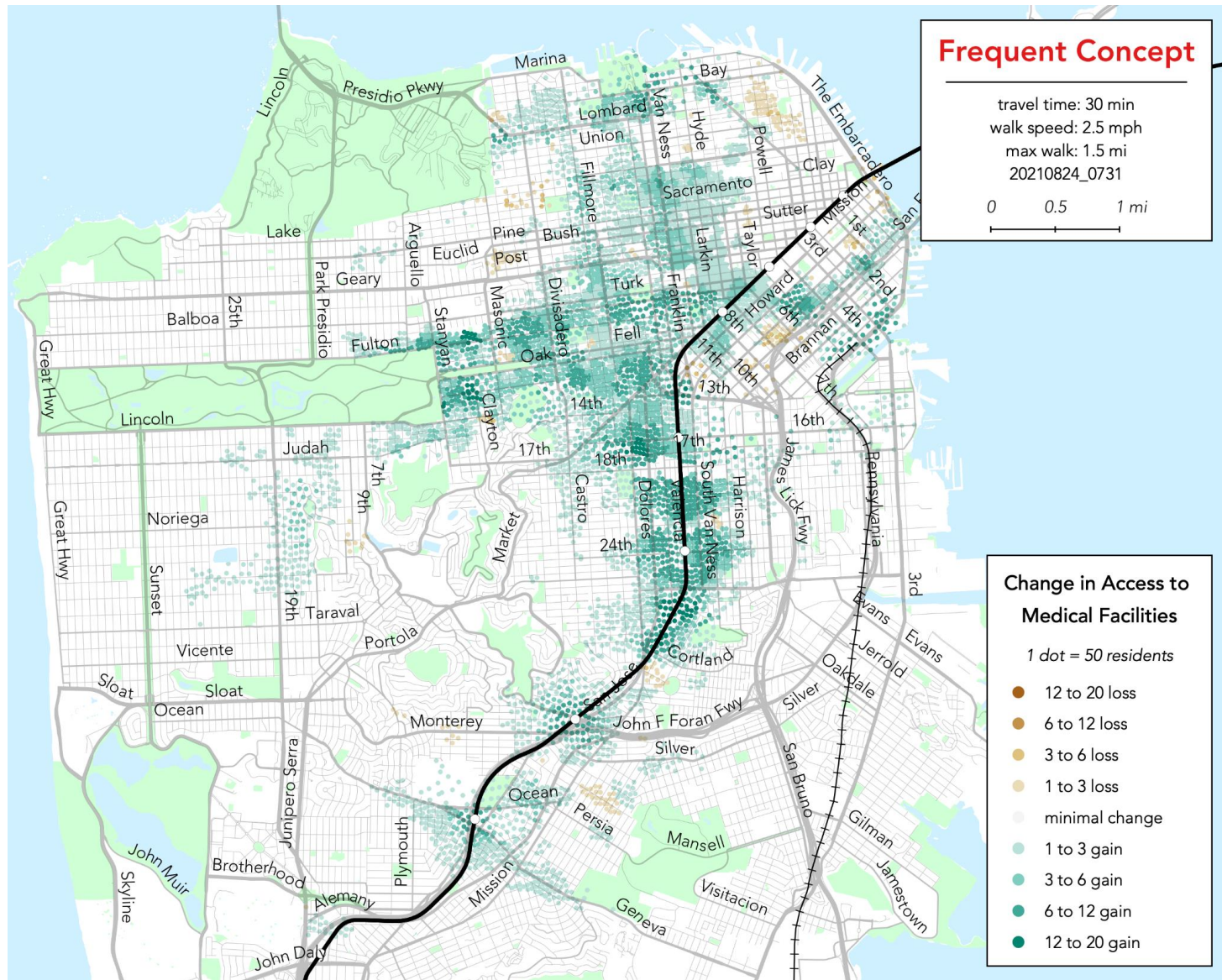
Connections to Low-Cost Food



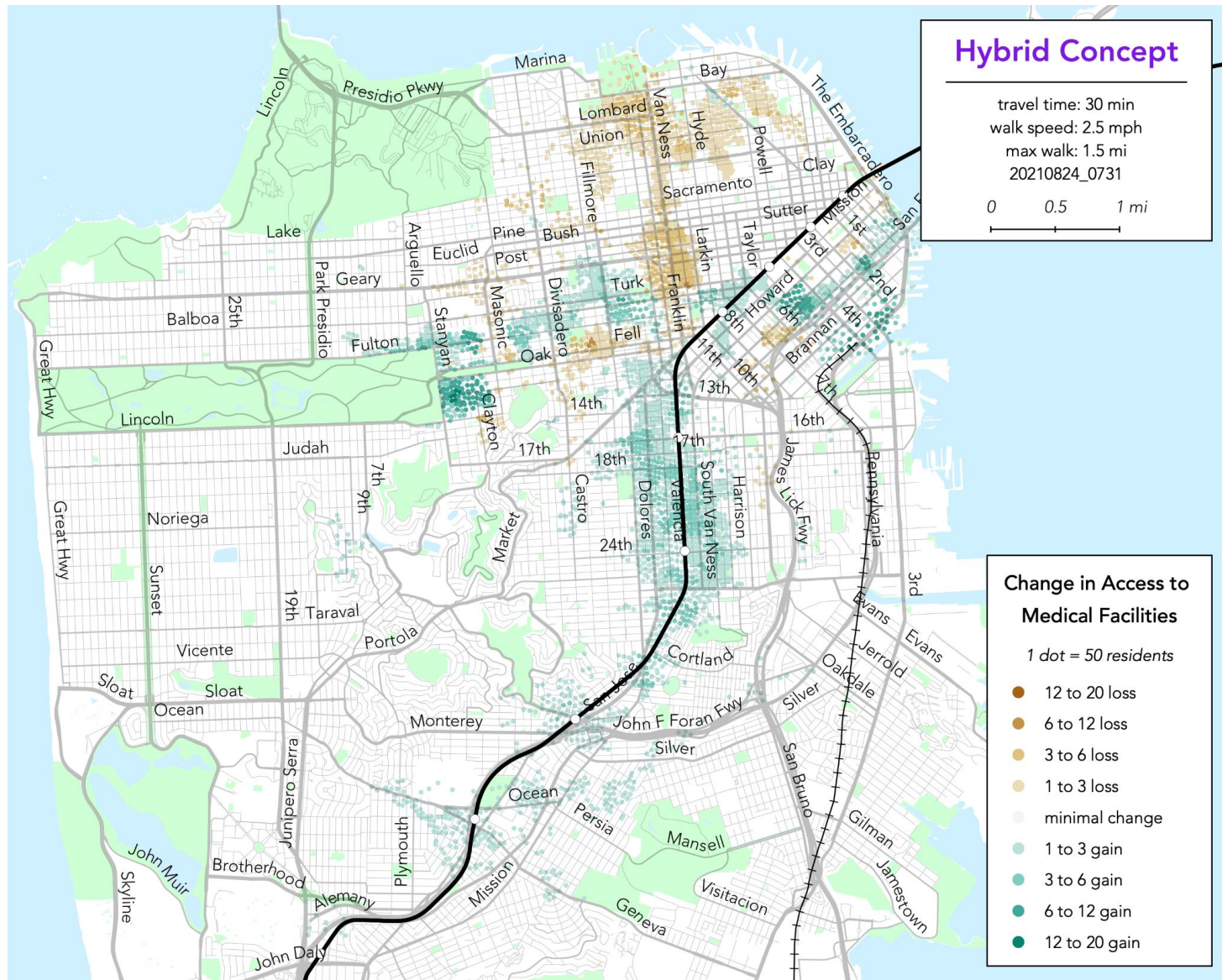
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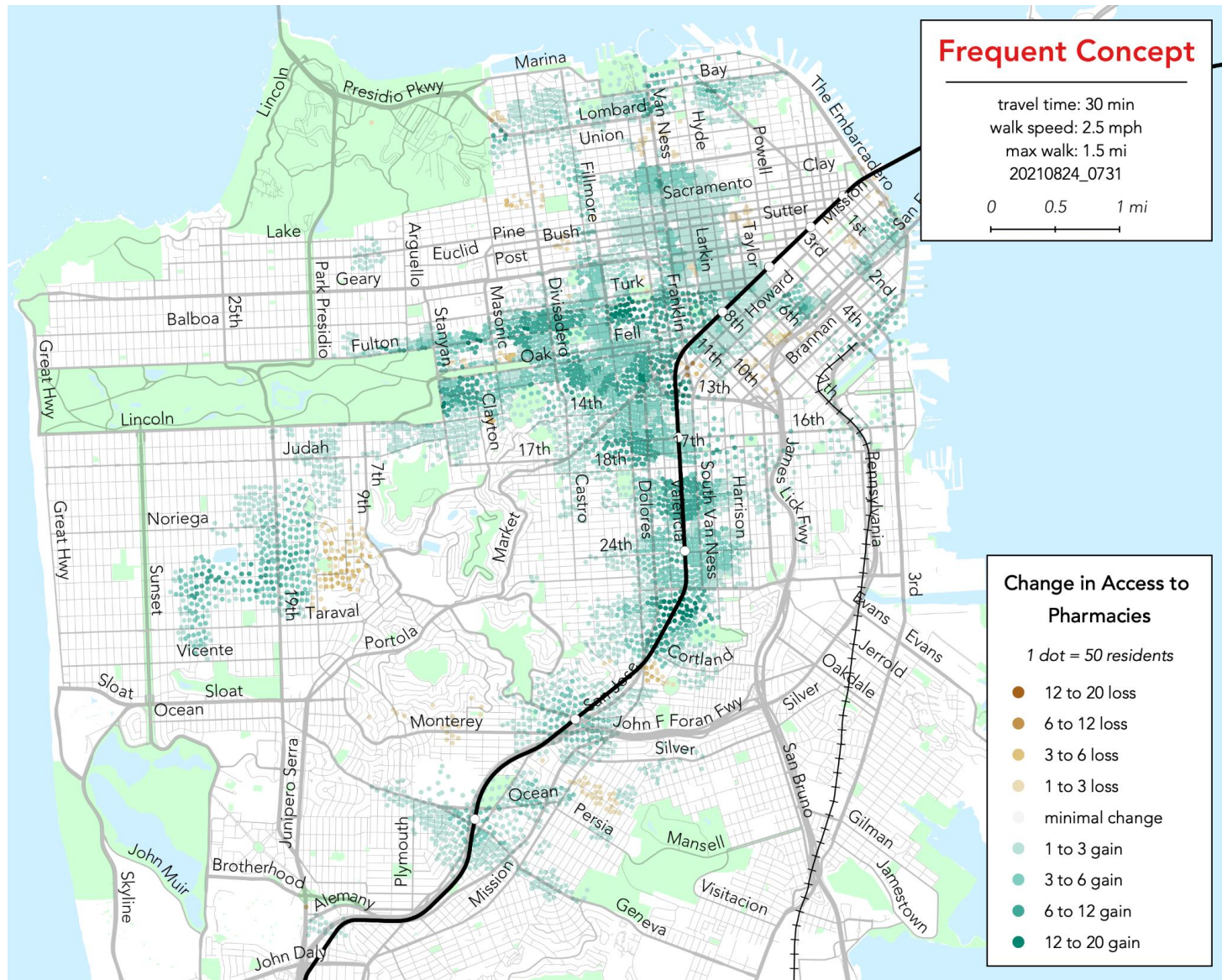
Connections to Medical Facilities



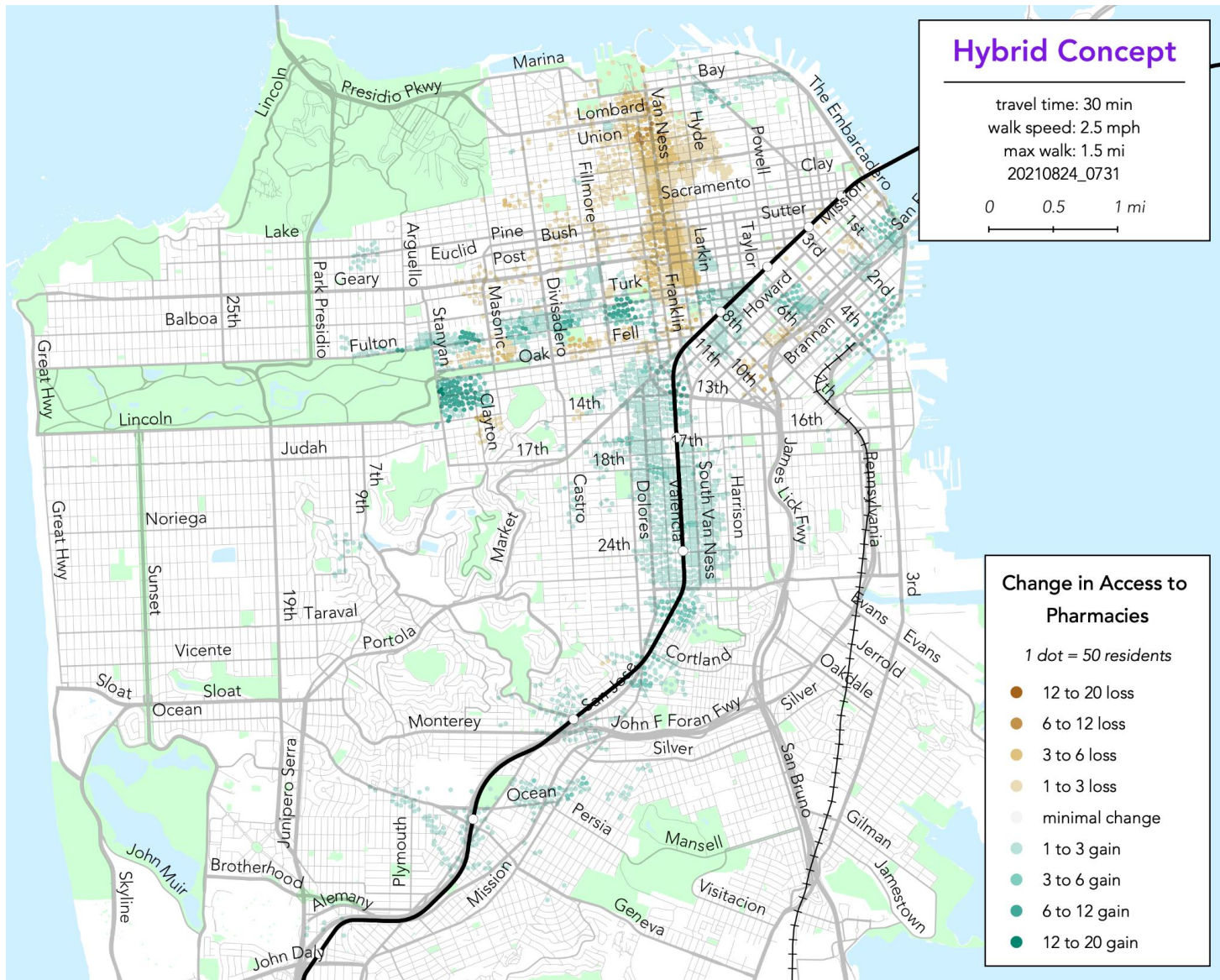
Connections to Medical Facilities



Connections to Pharmacies



Connections to Pharmacies



Community Outreach

- Virtual open house and office hours series in September and October (interpreters available)
- Multilingual online StoryMap, including multichannel survey to collect feedback
- Briefings with key stakeholders, neighborhood associations and community-based organizations
- Multilingual posters at key locations across the city
- Multilingual media outreach
- Emails to stakeholders
- Blog and social media postings



Community Outreach

As of September 15:

- 1,600 responses to survey (launched Sept. 3)
- Over 30 stakeholder meetings anticipated (17 completed)
- 650 posters posted at Muni stops city-wide
- Surveys and info distributed at neighborhood festivals
- Thousands of email and text notices sent

Outreach Timeline

July – August

Initiate Stakeholder Engagement

Three network-wide scenarios are finalized and presented to the public for feedback

Involve stakeholders in identifying challenges and concerns, refine scenarios

September – October

Involve stakeholders to determine which scenario best suits San Francisco's needs

Feedback collected and incorporated

Outreach on specific corridors (as needed)

Feedback gathered, paired with transit data, used to develop proposal for 2022 Muni Service Network

October – November

A proposal for the 2022 Muni Service Network is presented and provides details about how public feedback influenced the proposal

The proposal is refined through consultation with stakeholders

November-December

Proposal presented to SFMTA Board to consider for approval. (With public's input)

Approved schedule finalized and put through service change process

How do I give my feedback to the SFMTA?

- Review the three scenarios for 2022 Muni service at [SFMTA.com/2022Network](https://www.sfmta.com/2022Network)
- Take the 2022 Muni service network survey online or by phone
- Attend one of 3 virtual open houses for a formal presentation plus Q&A (interpretation available upon request with 48-hours notice)
 - September 18, 11 a.m.
 - September 22, 6 p.m.
 - September 23, 11 a.m.
- Have your questions answered by staff at office hours (No formal presentation, interpretation available upon request with 48-hours notice)
 - September 20, 11 a.m.
 - September 23, 6 p.m.
- Email TellMuni@SFMTA.com

Next Steps

- Implement Winter 2022 Service Plan
 - Continue outreach through the Fall
 - Return to SFMTA Board December 7, 2021 for approval action on the Winter 2022 plan
 - Expected implementation in February
 - For more information, see sfmta.com/2022network
- Next phase of service expansion/restoration
 - Conduct outreach and plan
 - Seek additional funding

Questions or Comments?

- To Provide Public Comments:

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More Ways to Comment

We will be ending the meeting soon, but you can continue to share your questions and comments:

- Email TellMuni@SFMTA.com
- Call our 2022 Muni Service Network hotline – 415.646.2005
- Take our survey at SFMTA.com/2022Network

More Ways to Comment

Thank you for attending today!

- Join our next events:

Virtual Open House-Wednesday, September 22 at 6 PM

Virtual Open House-Thursday, September 23 at 11 AM

Office Hours-Monday, September 20 at 11 AM

Office Hours-Thursday, September 23 at 6 PM