



SFMTA

What Muni service should be added in Winter 2022?

Policy and Governance Committee

October 26, 2021

Muni During COVID

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 Bayview Hunters Point & 58 Lake Merced)
- Modified existing lines
- Focused improvements in neighborhoods identified by the Muni Service Equity Strategy



Muni Today

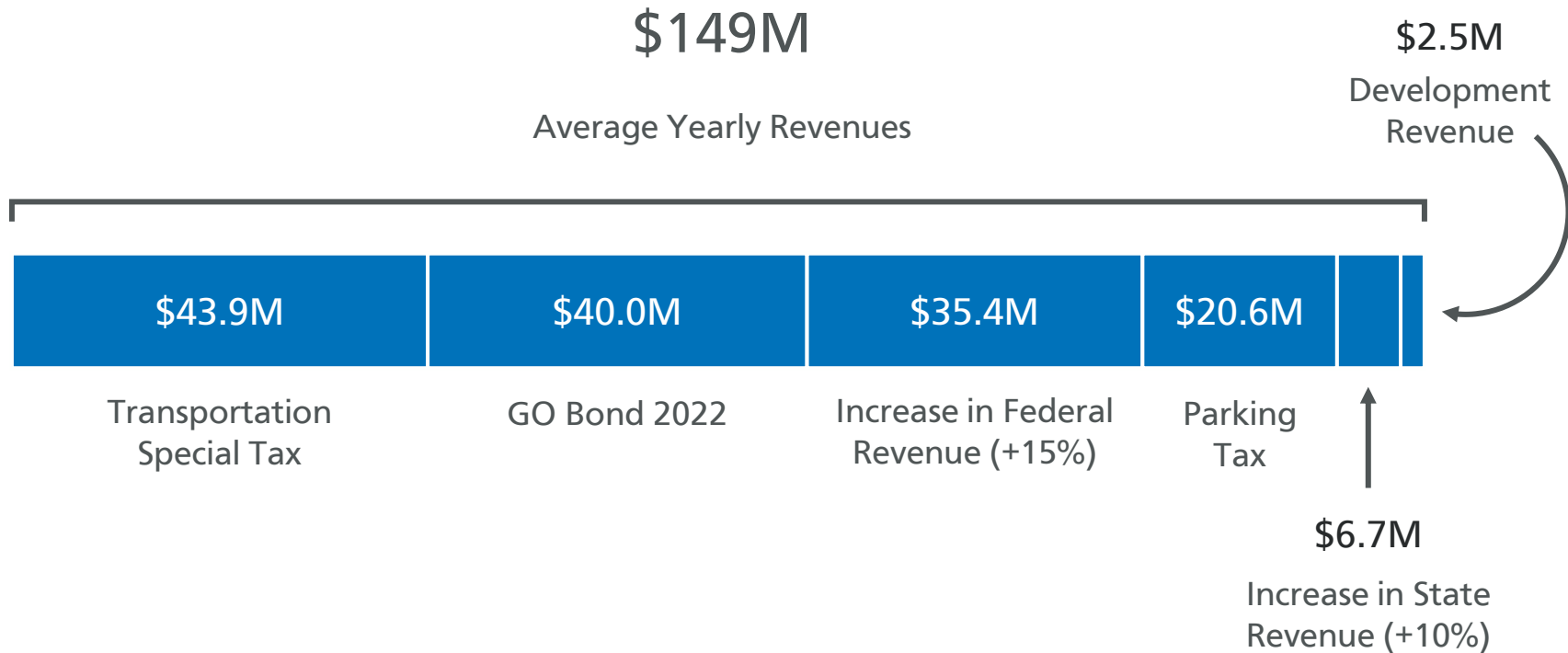
- Only 7 all-day lines no longer operating
- Now at ~75% of pre-pandemic hours, and ~50% of pre-pandemic ridership
- 98% of San Franciscans within 1/4-mile of Muni stop
- Busy hiring & training staff & will engage public on next round of service restoration
- At same time, pursuing long-term funding



Funding a Sustainable and Reliable Transportation Network

- We received \$1 billion in Federal relief, covering our losses through June.
- Spent half of these funds to keep Muni running. Stretching remainder to keep afloat.
- Expecting continued losses in commute fares and parking revenue through 2023, due to slow return-to-office and loss of business and tourist travel.
- Additional revenue needed to continue and sustain service restoration beyond spring.

Potential sustainable long-term revenue sources identified



Learn more at [SFMTA.com/T2050](https://www.sfmta.com/T2050)

Hiring Constraints

- Newly trained Operators and Mechanics critical to enable 2022 Service Restoration.
- Exact timing will depend on pace of workforce vaccinations.
- We have trained 27 Operators in recent months and have another 38 in training now.
- If we can identify likely new revenue sources, we will keep hiring and training quickly and plan major service expansions every ~6 months.
- Training constraints limit our ability to restore service faster.

We Asked for Community Input on ...

Familiar scenario

All-day pre-pandemic Muni routes restored

Frequent scenario

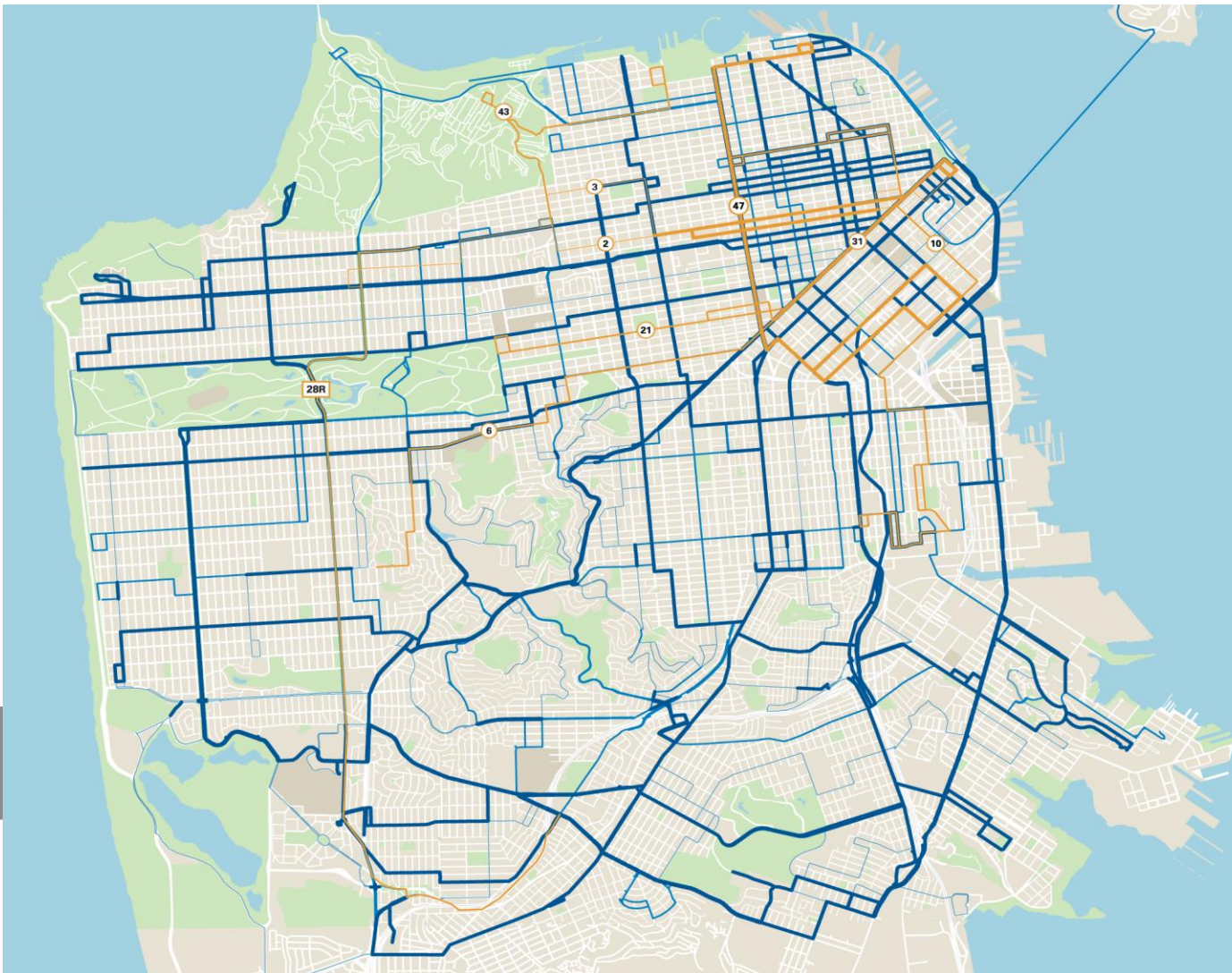
Service increased on high ridership Muni lines, decreasing wait times and crowding, and not restoring five of the seven routes.

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



... and Thousands Responded

- 5 virtual open houses, 2 office hours in September, October (with interpretation)
- Over 40 briefings with key stakeholders, neighborhood associations and community-based organizations
- Multilingual online website, StoryMap
- Multilingual survey to collect feedback (with 4,500 responses)
- Neighborhood festivals and pop ups
- Multilingual posters at 650 locations across the city
- Multilingual media outreach
- Thousands of multilingual emails to stakeholders
- Blog and social media postings

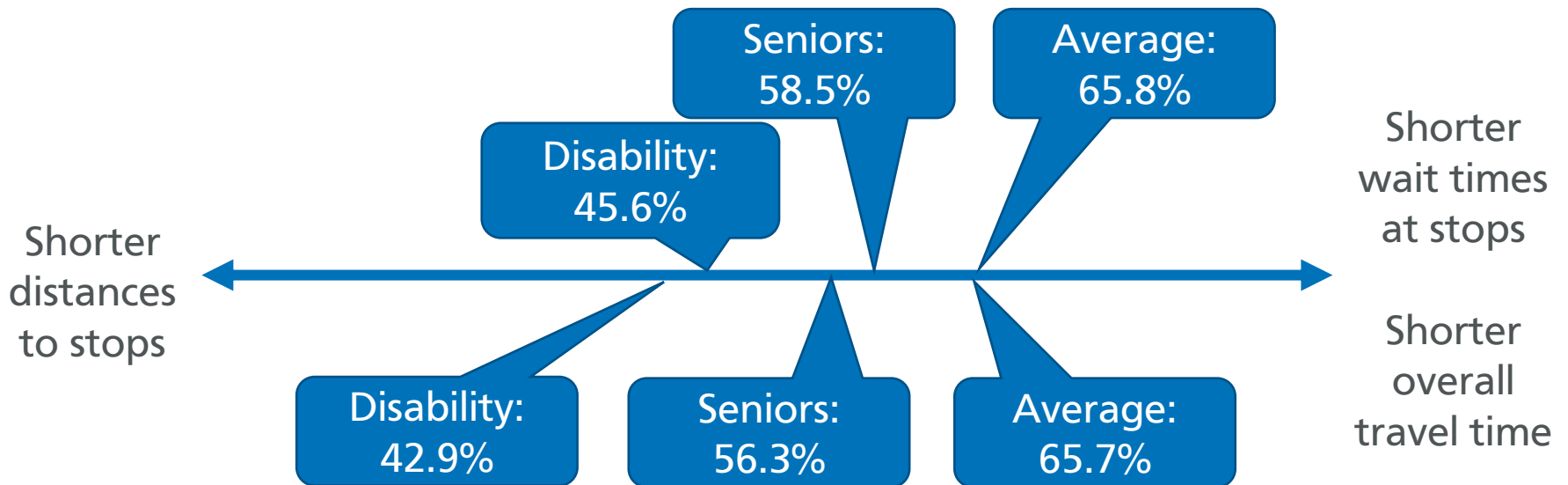


What We Heard

- Restore key pre-pandemic connections
- Preserve or restore Muni access in hilly areas
- Focus on access for people with disabilities and seniors
- Find ways to address frequency and crowding

Survey Tradeoff Exercise

- Overall, most survey respondents preferred shorter wait times and travel times over shorter distances to stops
 - Notable exception was people with disabilities



Draft Recommendations

- Center concerns of persons with disabilities and seniors, and prioritize coverage over frequency
- Will likely result in lower ridership and more crowding than Frequent Alternative

What We Heard & What We're Proposing

- ✓ Restore key pre-pandemic connections
 - For example, direct service to St. Mary's Hospital
- ✓ Preserve or restore Muni access in hilly areas
 - For example, Ashbury Heights
- ✓ Focus on access for people with disabilities and seniors
 - For example, service on Post and Sutter
- ✓ Find ways to address frequency
 - For example, Geary and Stockton

Draft Recommendations

- **Restored in full:** 6 Haight/Parnassus, 28R 19th Avenue Rapid, 43 Masonic to Fort Mason
- **Restored with changes:** 2 Clement, 10 Townsend, 21 Hayes, 31 Balboa
- **Not restored:** 3 Jackson, 47 Van Ness
- **Additional changes (frequency):** 5 Fulton, 12 Folsom/Pacific, 30 Stockton, 38R Geary Rapid, 58 Lake Merced
- **Additional changes (route):** 12 Folsom/Pacific, 23 Monterey, 28 19th Avenue, 49 Van Ness/Mission, 52 Excelsior, 57 Parkmerced, 58 Lake Merced, 66 Quintara
- **Decisions to be made:** J Church, 48 Quintara/24th Street

Draft Recommendations by Area

- **Southwest** (23 Monterey, 28R 19th Avenue Rapid, 57 Parkmerced, 58 Lake Merced)
- **The Mission, Excelsior, City College** (49 Van Ness/Mission)
- **South of Market** (10 Townsend, 12 Folsom/Pacific, 30 Stockton, 31 Balboa, 47 Van Ness, 49 Van Ness/Mission)
- **The Presidio, the Marina, Fisherman's Wharf, Chinatown, North Beach** (12 Folsom/Pacific, 22 Fillmore, 28 19th Avenue, 30 Stockton, 43 Masonic, 47 Van Ness, 49 Van Ness/Mission)
- **The Haight, Parnassus, Golden Gate Heights** (6 Haight/Parnassus, 7 Haight/Noriega, 52 Excelsior, 66 Quintara)
- **Hayes Valley** (5 Fulton, 5R Fulton Rapid, 21 Hayes)
- **Tenderloin, Japantown, The Richmond** (2 Clement, 3 Jackson, 5R Fulton Rapid, 12 Folsom/Pacific, 28R 19th Avenue Rapid, 38R Geary Rapid)
- **Noe Valley** (35 Eureka, 48 Quintara/24th Street)
- **J Church**

Southwest

23 Monterey, 28R 19th Avenue Rapid, 57 Parkmerced, 58 Lake Merced

What We Heard

- Some want access to SF Zoo, Ocean Beach restored along Sloat Boulevard
- Some want access to West Portal on the 57 Parkmerced
- Some want service restored along Brotherhood Way
- Some enjoy the new access to Westlake on the 58 Lake Merced

Planning Considerations

- Restoring the 23 Monterey to Sloat Boulevard and service along Brotherhood Way would preclude service to Westlake



Southwest

23 Monterey, 28R 19th Avenue Rapid, 57 Parkmerced, 58 Lake Merced

- **23 Monterey** restored from Bayview to SF Zoo via Sloat Blvd (20-minute frequency)
- **57 Parkmerced** extended from Junipero Serra to West Portal (20-minute frequency)
- **58 Lake Merced** rerouted from Sloat to Lake Merced Blvd and from Westlake to Brotherhood Way (30-minute frequency)
- **28R 19th Avenue Rapid** restored at 10-minute frequency



Southwest

23 Monterey, 28R 19th Avenue Rapid, 57 Parkmerced, 58 Lake Merced

- Other changes in the Southwest:
 - The **44 O'Shaughnessy**, **48 Quintara/24th Street** and **49 Van Ness/Mission** to City College will operate more frequently



The Mission, Excelsior, City College

49 Van Ness/Mission

What We Heard

- 49R Van Ness Rapid would provide fast service between Van Ness, the Mission and City College, but would skip many stops

Planning Considerations

- Demand on Mission Street and Ocean Avenue remains high



South of Market, Market Street, Financial District

10 Townsend, 12 Folsom/Pacific, 30 Stockton, 31 Balboa, 47 Van Ness, 49 Van Ness/Mission

What We Heard

- The 10 Townsend provides valuable connection between Potrero Hill and Financial District
- Since 27 Bryant was rerouted, no Muni service on 5th Street where low-income seniors living need connections to social services
- Van Ness and Civic Center need connections to Caltrain
- Demand along Pacific Avenue, Stockton Street and Columbus Avenue is high

Planning Considerations

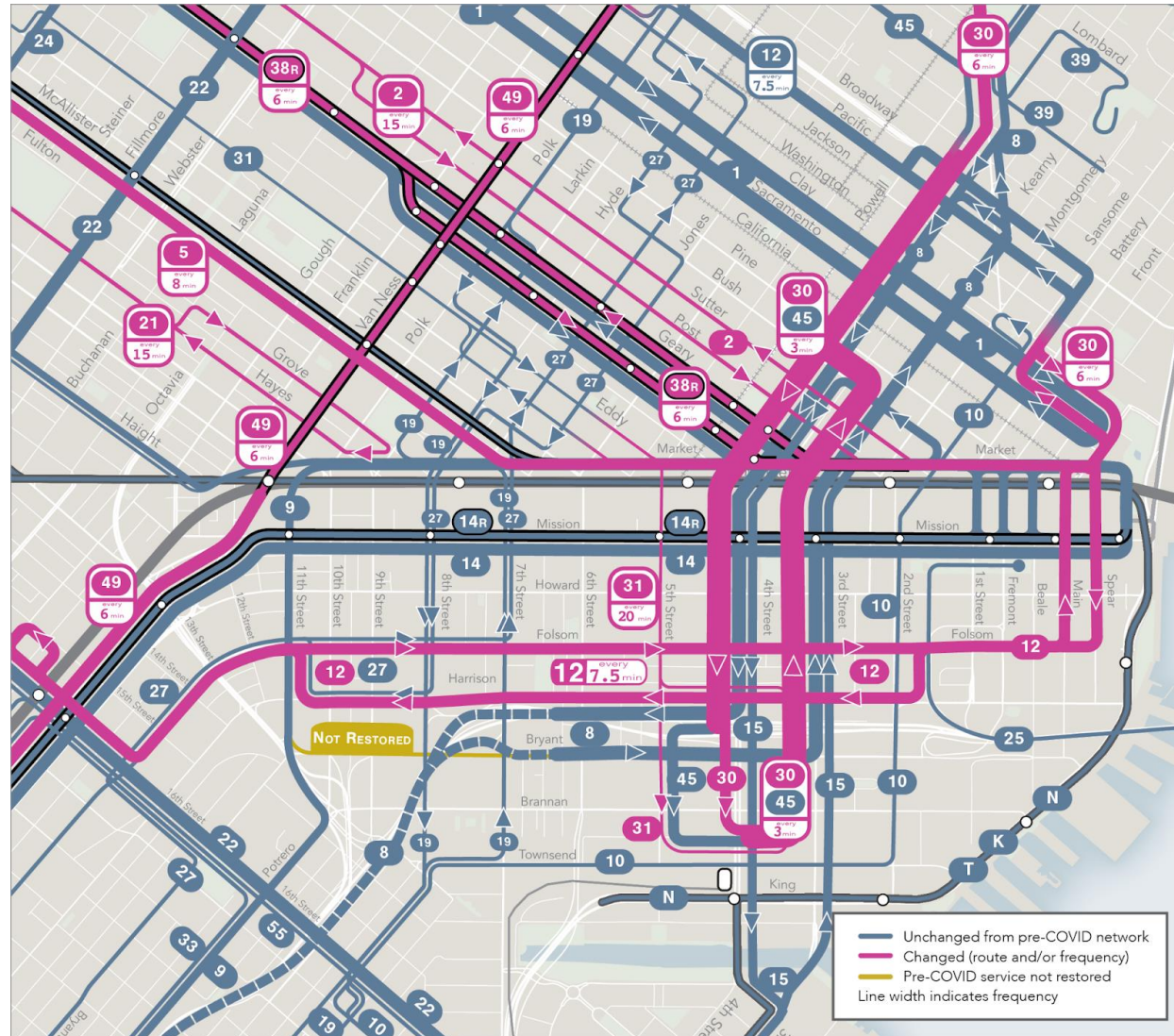
- Frequent 12 Folsom service could serve SoMA from east to west
- SoMA-Chinatown demand remains high
- Downtown demand greatly reduced
- Low-income seniors along 5th Street



South of Market, Market Street, Financial District

10 Townsend & 30 Stockton

- **10 Townsend** restored from SF General Hospital to Transamerica Pyramid (15-minute frequency)
- **30 Stockton** short line improved from every 12 to every 6 minutes to reduce wait times and crowding



The Presidio, the Marina, Fisherman's Wharf, Chinatown, North Beach

12 Folsom/Pacific, 22 Fillmore, 28 19th Avenue, 30 Stockton, 43 Masonic, 47 Van Ness, 49 Van Ness/Mission

What We Heard

- 43 Masonic should return to Presidio and Fort Mason
 - The 28 19th Avenue is not an effective replacement for the 43 Masonic because it doesn't provide access to groceries
- Van Ness and Civic Center need connections to Caltrain, western SoMA

Planning Considerations

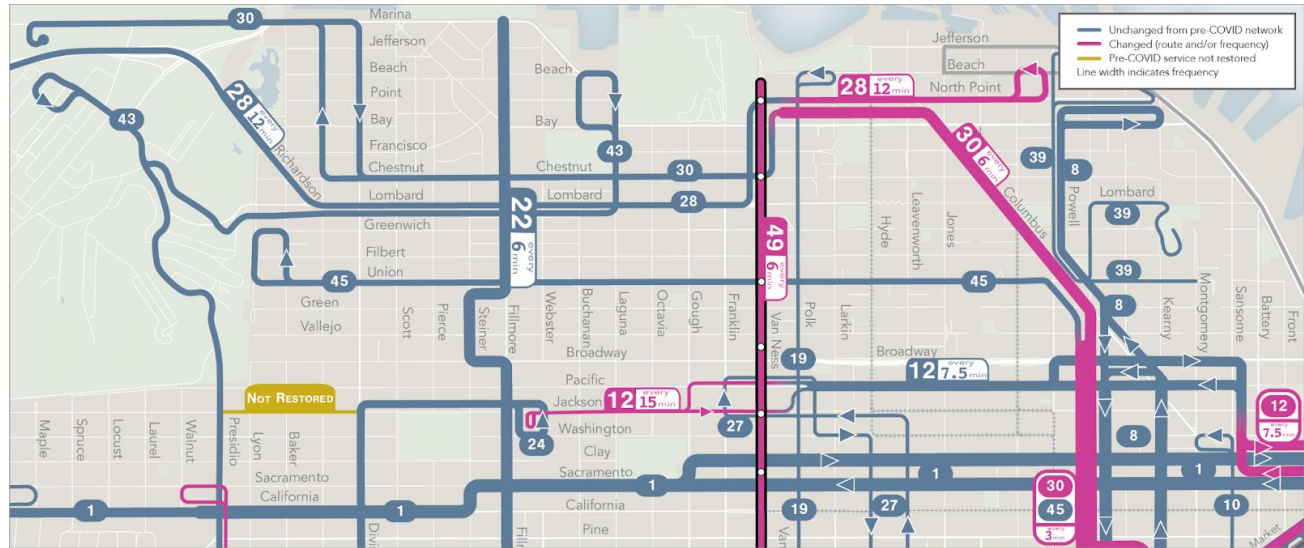
- 43 Masonic is the only route serving Fort Mason
- Other routes can replace various segments of 47 Van Ness (28 19th Avenue, 12 Folsom, 49 Van Ness)



The Presidio, the Marina, Fisherman's Wharf, Chinatown, North Beach

12 Folsom/Pacific

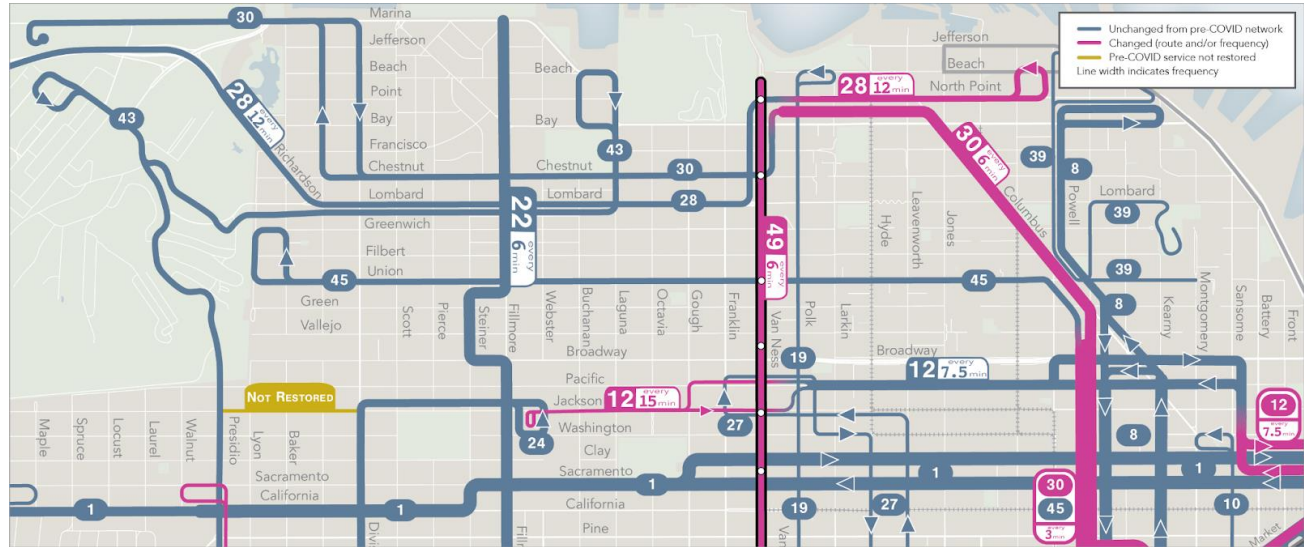
- **12 Folsom/Pacific** long line from Fillmore/Jackson to Cesar Chavez/Valencia (15-minute frequency)
- **12 Folsom/Pacific** short line from Van Ness/Jackson to 16th St/Mission BART (15-minute frequency)



The Presidio, the Marina, Fisherman's Wharf, Chinatown, North Beach

47 Van Ness & 49 Van Ness/Mission

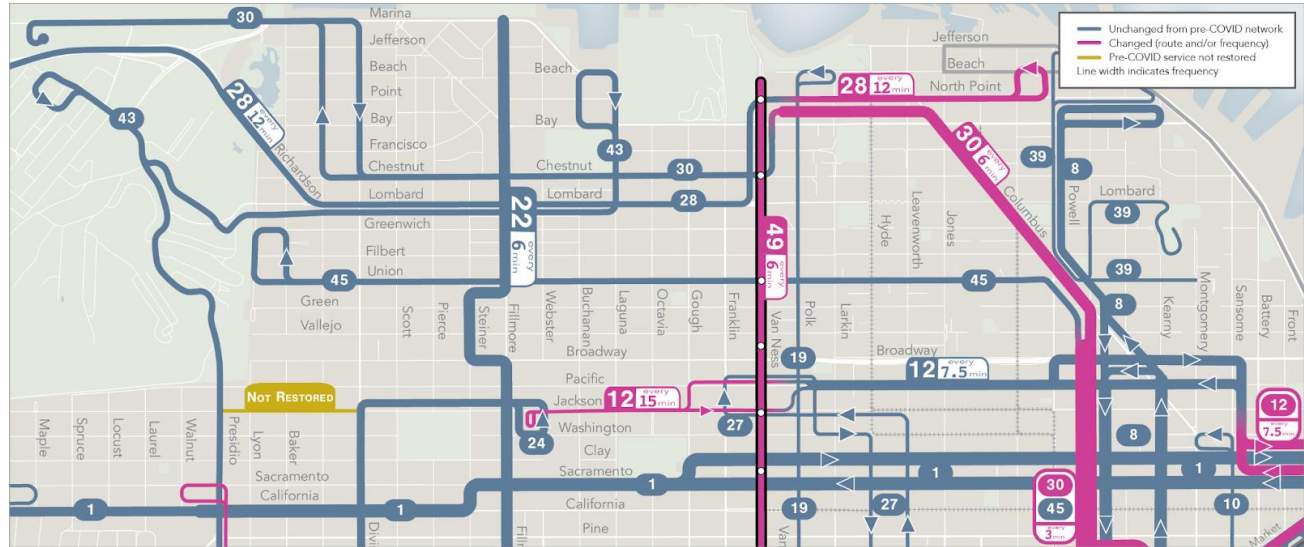
- **47 Van Ness** not yet restored
- **49 Van Ness/Mission** maintained at 6-minute frequency (improved from 8-9 minutes pre-pandemic)



The Presidio, the Marina, Fisherman's Wharf, Chinatown, North Beach

22 Fillmore & 30 Stockton

- **30 Stockton** short line improved from every 12 to every 6 minutes to reduce wait times and crowding
- **22 Fillmore** maintained at 6-minute frequency



The Haight, Parnassus, Golden Gate Heights

6 Haight/Parnassus, 7 Haight/Noriega, 52 Excelsior, 66 Quintara

What We Heard

- Ashbury Heights is a hilly area, difficult to navigate for seniors and people with disabilities
- Some were concerned that the 52 Excelsior is less frequent than the 6 Parnassus
- Some would prefer an electric trolley for less noise
- Some prefer to use the 6 Parnassus to access UCSF

Planning Considerations

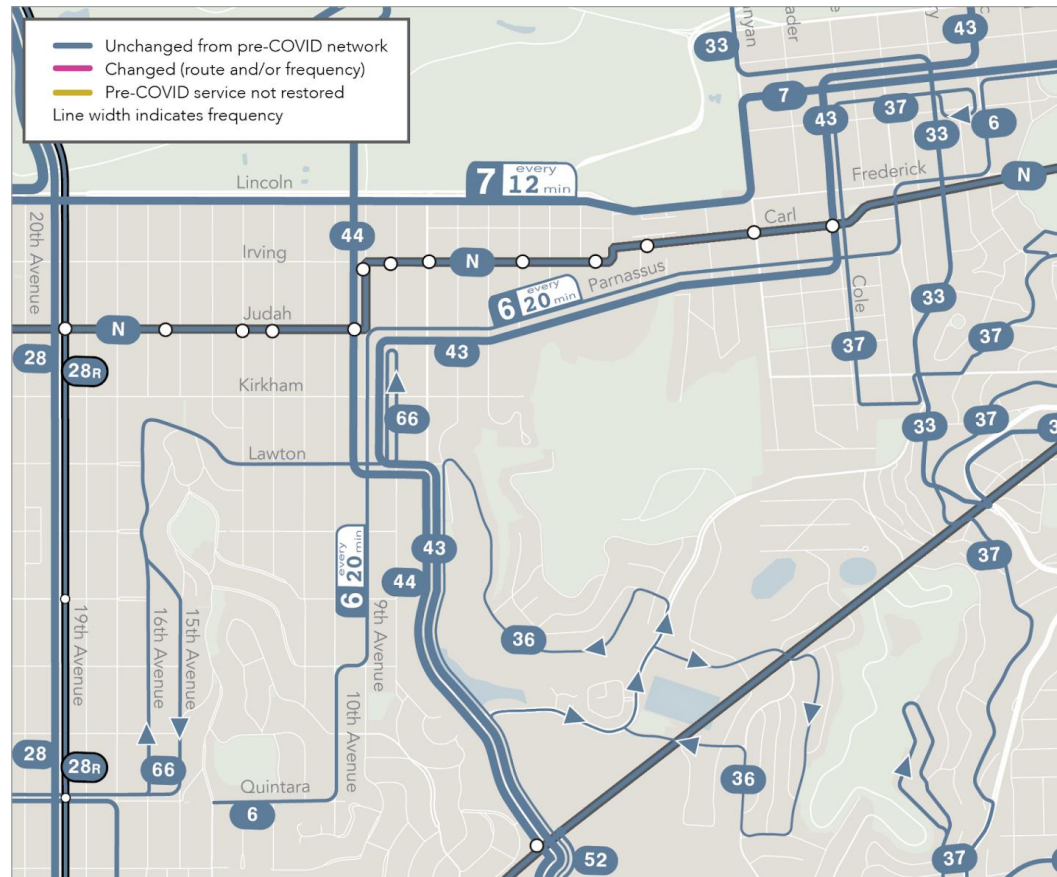
- Pre-pandemic ridership on outer part of 6 was relatively low



The Haight, Parnassus, Golden Gate Heights

6 Haight/Parnassus, 7 Haight/Noriega, 52 Excelsior, 66 Quintara

- **6 Haight/Parnassus** restored from Ferry Building to Quintara/14th Ave (20-minute frequency)
- **7 Haight/Noriega** maintained at 12-minute frequency
- **52 Excelsior** and **66 Quintara** returned to previous alignment and maintained at 20-minute frequency



Hayes Valley and Western Addition

5 Fulton, 5R Fulton Rapid, 21 Hayes

What We Heard

- For people with mobility challenges it is difficult to access bus stops on the 5 Fulton because of the Alamo Square hill
- Seniors and people with mobility challenges need easy access to the senior centers and St. Mary's Hospital

Planning Considerations

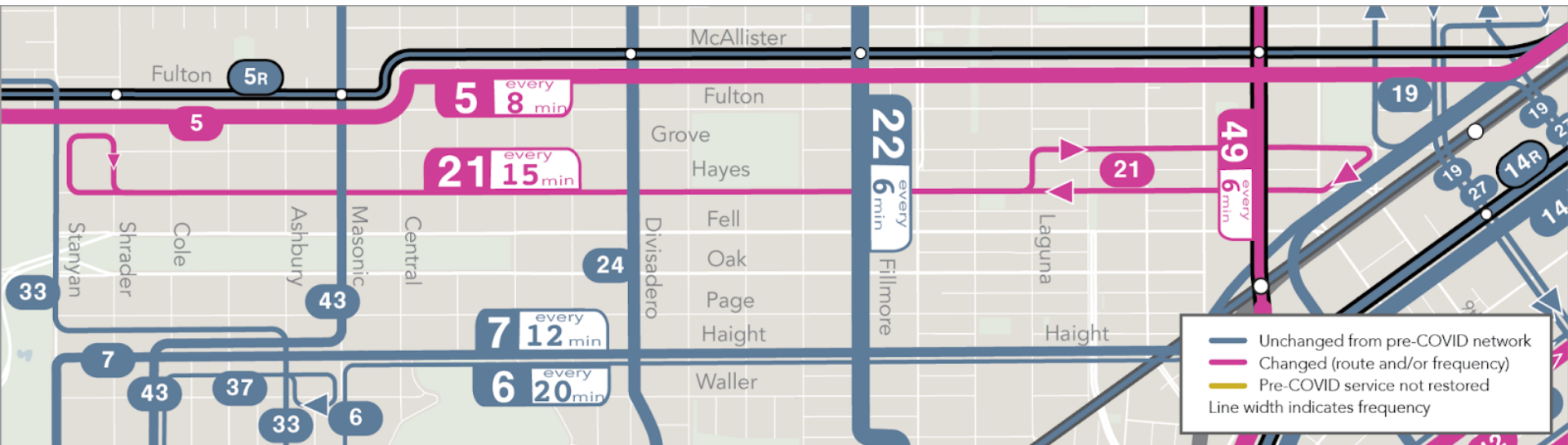
- The 21 Hayes is within 2-3 blocks of more frequent routes (5 Fulton, 5R Fulton Rapid, 7 Haight/Noriega)
- The 21 Hayes provides access to St. Mary's Hospital
- Downtown demand is greatly reduced



Hayes Valley and Western Addition

5 Fulton, 5R Fulton Rapid, 21 Hayes

- **21 Hayes** restored from St. Mary's to Main Library/Civic Center (15-minute frequency)
- **5 Fulton** improved from every 10- to every 8-minute frequency to reduce crowding and wait times (20% increase in capacity)
- **5R Fulton Rapid** articulated buses to address crowding



Tenderloin, Japantown, The Richmond

2 Clement, 3 Jackson, 5R Fulton Rapid, 12 Folsom/Pacific, 28R 19th Avenue Rapid, 38R Geary Rapid

What We Heard

- Seniors, persons with disabilities value closer stops, especially in hill areas
- Seniors rely on connections from Japantown to the Jewish Community Center for meals
- People rely on Muni to shop on Clement Street

Planning Considerations

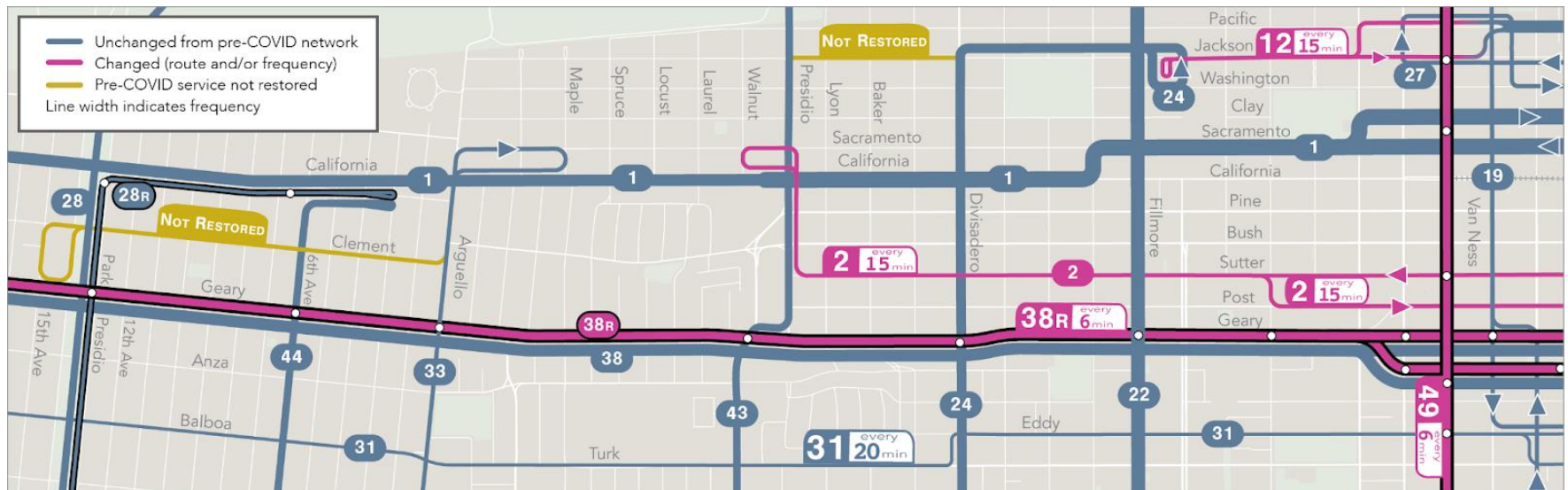
- Most of 2 Clement & 3 Jackson run within 1-2 blocks of more frequent routes (1 California, 38 Geary, 38R Geary Rapid)



Tenderloin, Japantown, The Richmond

2 Clement, 3 Jackson, 5R Fulton Rapid, 12 Folsom/Pacific, 28R 19th Avenue Rapid, 38R Geary Rapid

- **2 Clement** restored from Ferry Building to Jewish Community Center (15-minute frequency)
- **3 Jackson** not yet restored
- **5R Fulton Rapid** articulated buses added to address crowding
- **12 Folsom/Pacific** extended to Fillmore/Jackson
- **28R 19th Avenue Rapid** restored at 10-minute frequency
- **38R Geary Rapid** improved from every 8 to every 6 minutes to reduce wait times and crowding (25% increase in capacity)



Noe Valley

35 Eureka, 48 Quintara/24th Street

What We Heard

- Residents on new segments of 35 Eureka along 21st Street and 48 Quintara along Clipper Street have concerns about impacts of buses
- Some would like better access to businesses along 24th Street

Planning Considerations

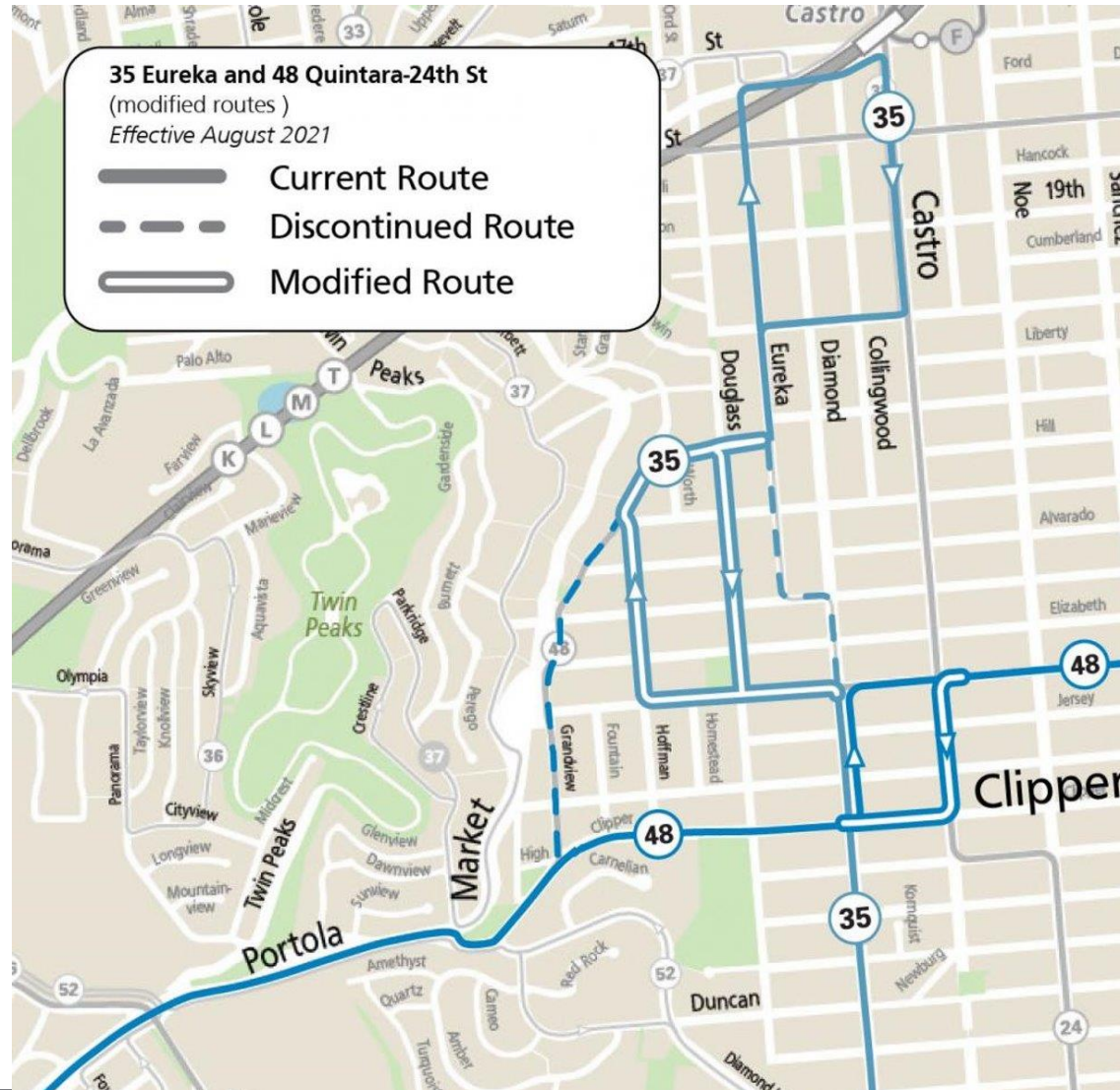
- Rerouting the 48 Quintara has reduced travel times and improved reliability
- Could reroute from Castro Street to Douglass Street, but would have to rebuild intersection at 25th/Douglass



Noe Valley

35 Eureka, 48 Quintara/24th Street

- Recommended:
 - **35 Eureka & 48 Quintara/24th Street** unchanged from current (30-minute and 15-minute frequencies)
- Exploration:
 - **48 Quintara/24th Street** on Douglass (requires intersection reconstruction at 25th)



J Church

What We Heard

- Riders value one-seat ride to downtown
- Transfers can be challenging for those with limited mobility
- Some find transfers unsafe

Planning Considerations

- Removing J Church from subway has improved reliability of all Metro lines inside the subway and reliability on the J Church



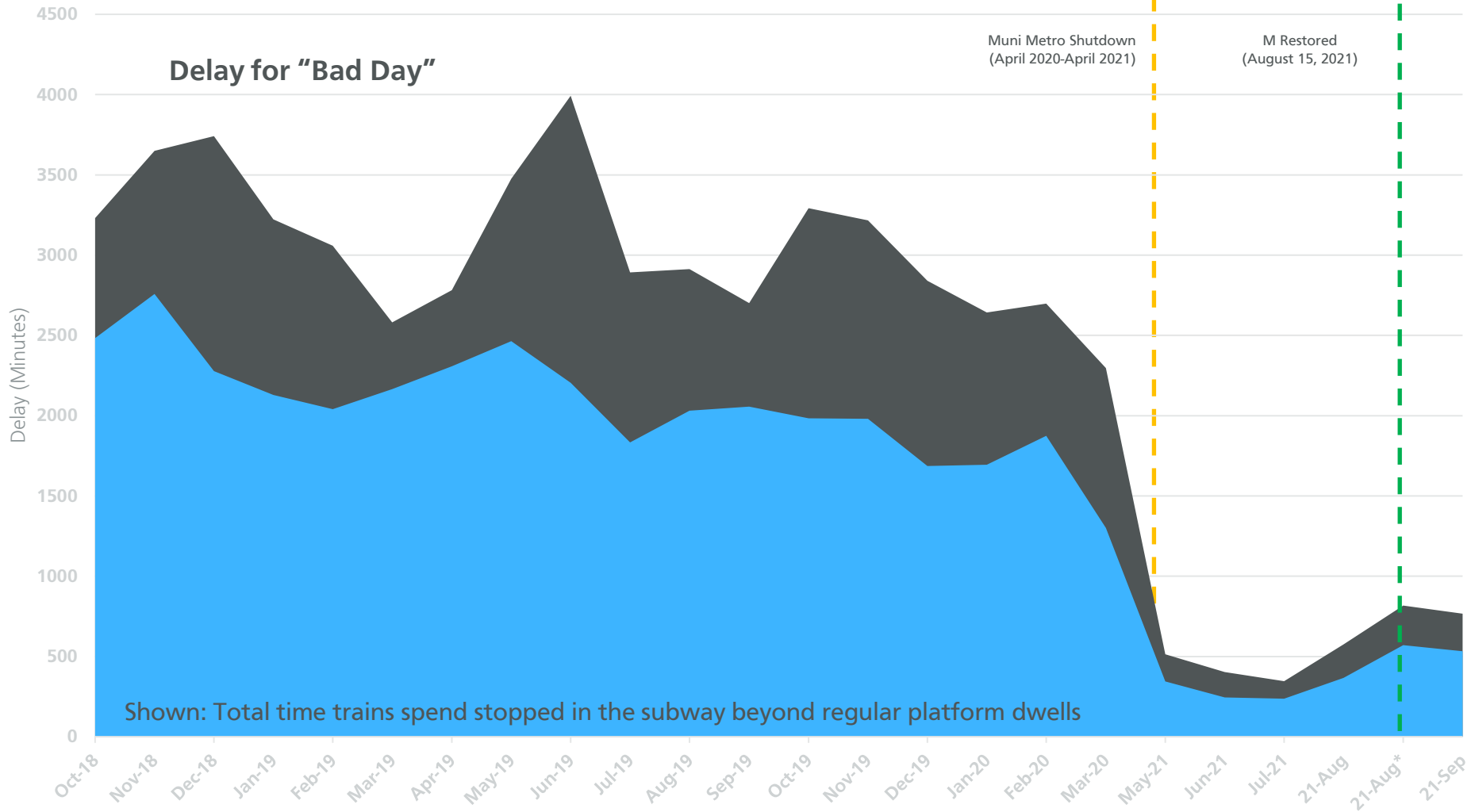
Subway Performance

- Restructuring rail service resulted in dramatic performance improvements for the subway
- Subway delays have been reduced by 75%
- We have eliminated full train passups at Castro and Church stations; this is due to longer trains and better reliability
- Instances where trains are stuck between stations have been virtually eliminated
- Subway riders making the trip between West Portal and Embarcadero are saving 12 minutes per trip. 90% of these trips are now less than 18 minutes



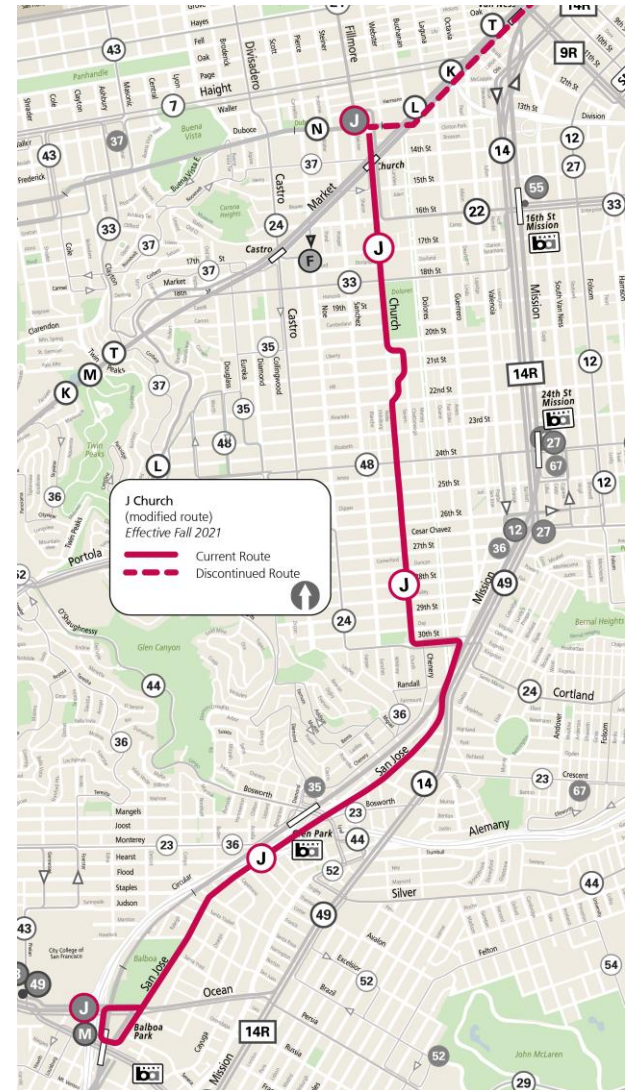
Subway: Total Minutes of Delay

Total delay and variability have declined dramatically



J Church

- Option 1:
 - **J Church** from Balboa Park to Church/Duboce (10-minute frequency) - supported by technical analysis
- Option 2:
 - **J Church** from Balboa Park to Embarcadero (15-minute frequency) – support from J Church riders
- Option 3:
 - **J Church** from Balboa Park to Embarcadero evenings only (10-minute frequency daytime)



Next Steps: Winter 2022

- Winter 2022 Service Plan
 - Continue outreach through the fall
 - Seeking policy guidance from SFMTA Board and San Francisco Board of Supervisors
 - Return to SFMTA Board on December 7, 2021, to propose approval
 - Expected implementation in February or March 2022
- Beyond Winter 2022: Service Expansion
 - Continued community dialogue and planning
 - Seek additional funding for continued service restoration

Next Steps: Expansions

To explore:

- Further frequency improvements to reduce crowding
- Express services, including 8AX/BX Bayshore Expresses and 41 Union
- New Rapid routes, such as 29R Sunset Rapid
- Changes to existing routes, such as 18 46th Avenue to Daly City to strengthen north-south connections
- Downtown express buses
- Access to recreational opportunities (76X Marin Headlands Express)





Thank You!