



SFMTA

# What should Muni service be in Winter 2022?

SFMTA Virtual Open House

October 16, 2021

# Agenda

- Language Access Instructions
- Introductions
- Public Participation Instructions and Ground Rules
- Presentation of What We Heard, What We Are Considering
- Comments, Question and Answer time

You can also **email comments and feedback to [TellMuni@sfmta.com](mailto:TellMuni@sfmta.com)**.

# How to Participate Today

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# Participation Guidelines

We appreciate your participation.

Participants agree to be respectful.

Please direct questions or comments to SFMTA staff only.

Inappropriate behavior will not be tolerated.

# 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



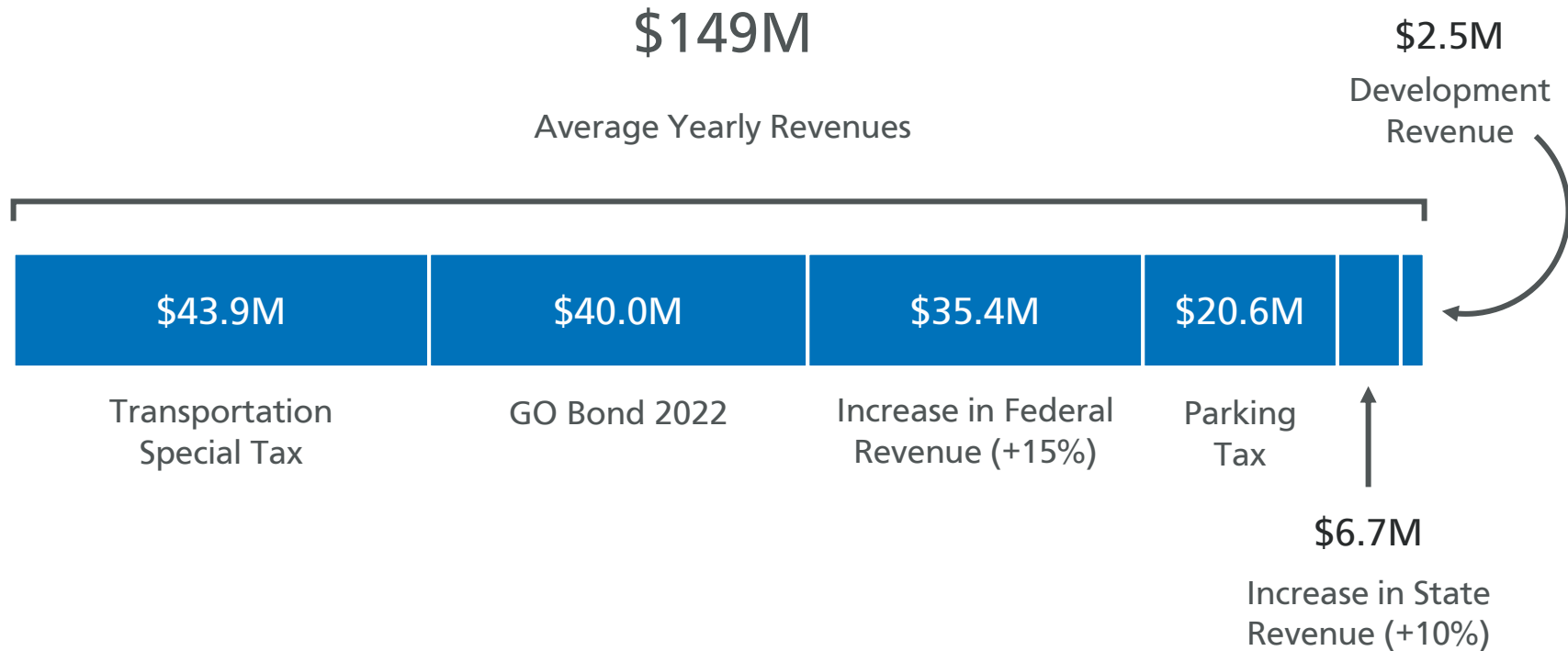
# Vaccination Mandate

- 91% of our employees are now fully vaccinated.
- City mandates that employees show proof of being fully vaccinated against COVID-19 by November 1 as a condition of employment.
- **If hundreds of our employees are still unvaccinated as of November 1 and are put on leave or terminated, it will significantly impact transit operations and parking control in San Francisco.**
- This means unexpected gaps in service and lower-than-scheduled frequencies. We expect these disruptions will increase with the enforcement of the mandate on November 1.
- The NextBus prediction system will likely see disruptions.
- We will update you about our transit contingency plans as soon as we can be more definitive, but it may not be until closer to November 1.

# Funding a Sustainable and Reliable Transportation Network

- We received \$1 billion in relief from the Federal government
- We have used half of these funds to keep Muni running
- Muni must make its remaining one-time funding last until 2024
- Without additional revenue, risk drastic service cuts as soon as 2023

# Potential sustainable long-term revenue sources identified

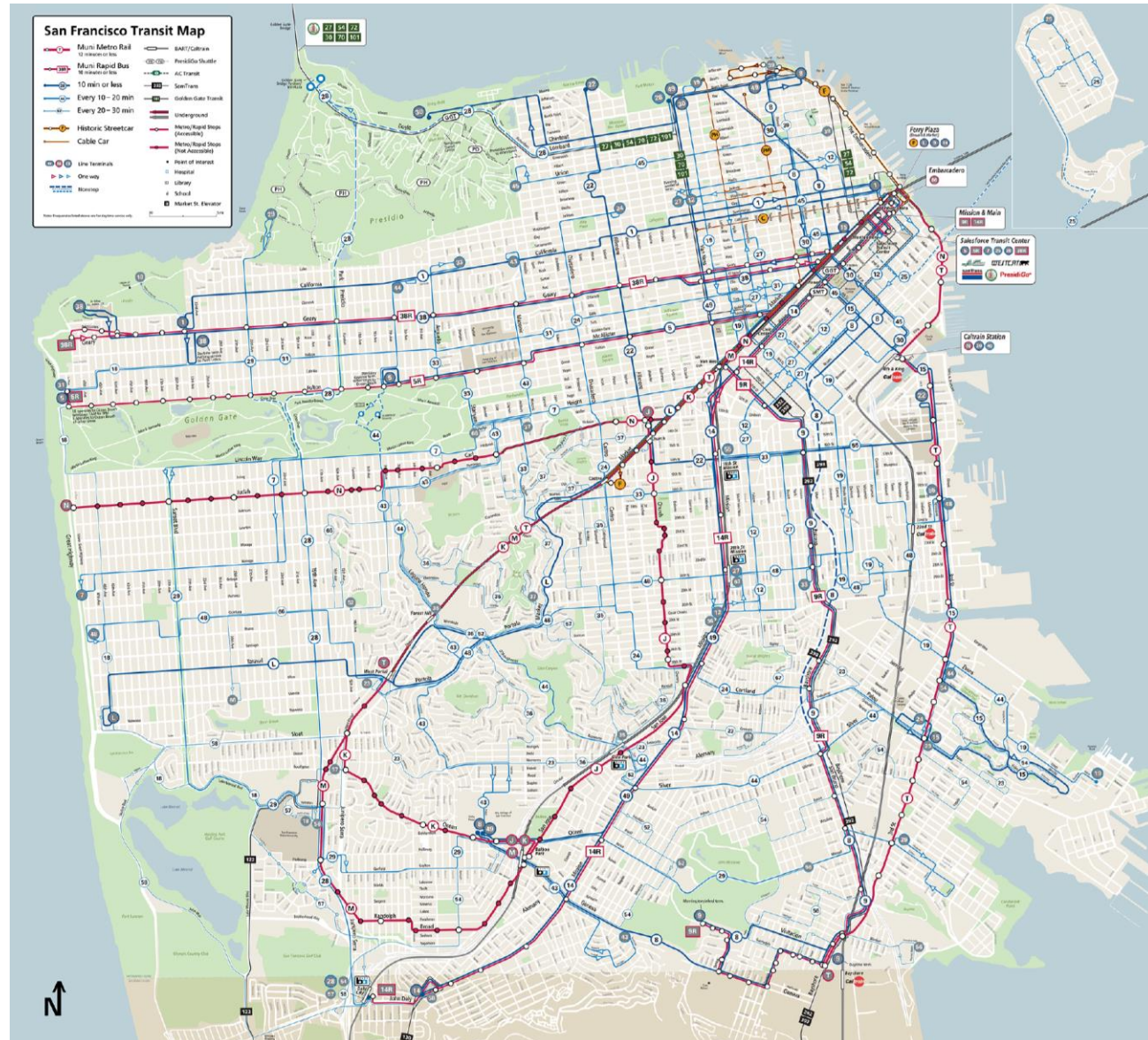


Learn more at [SFMTA.com/T2050](https://www.sfmta.com/T2050)



# Muni Today

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



# Review of Draft Alternatives

## 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

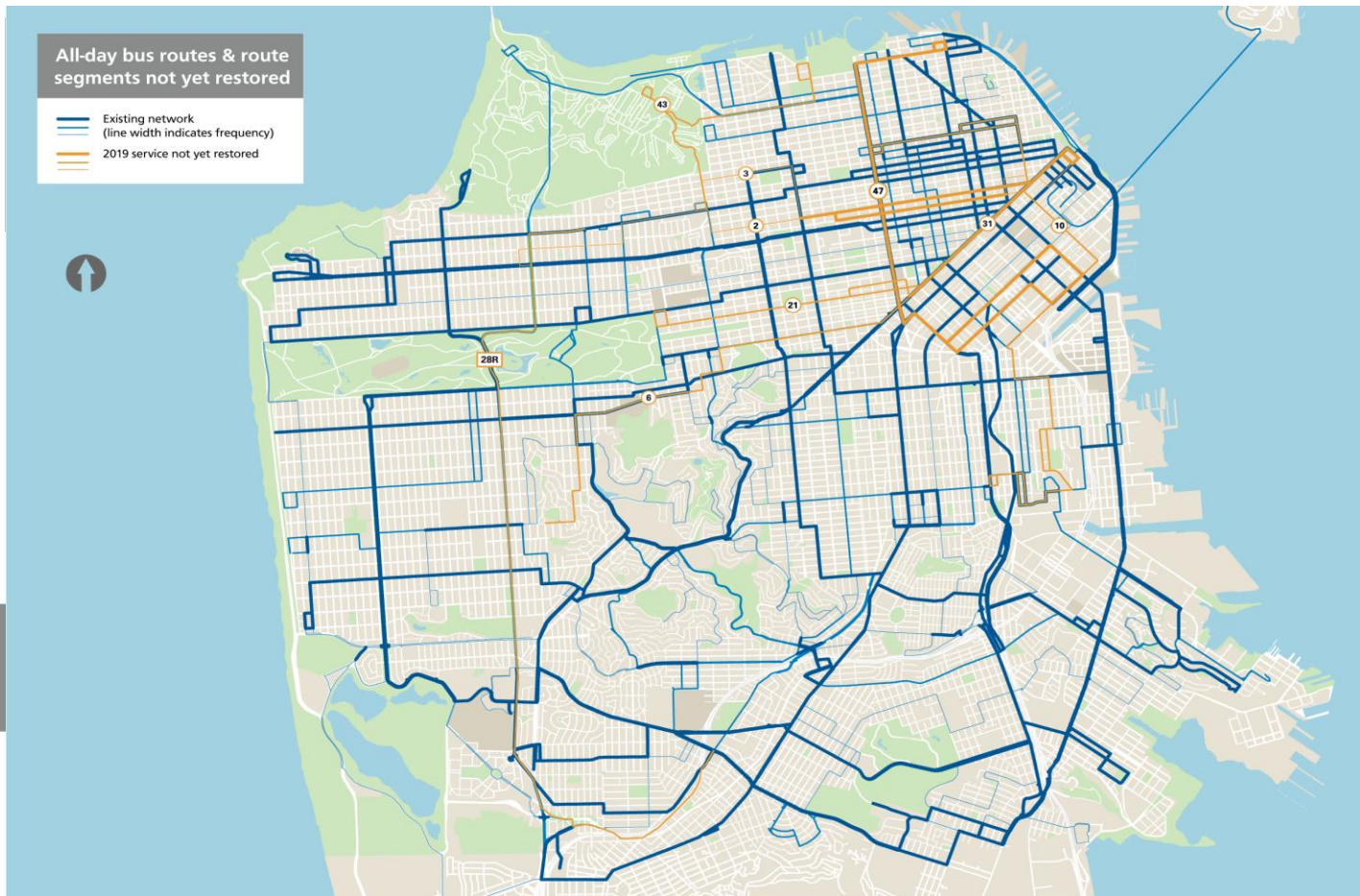
Existing network  
(line width indicates frequency)

2019 service not yet restored

All-day bus routes & route segments not yet restored

Existing network  
(line width indicates frequency)

2019 service not yet restored



# Draft Alternative Similarities

All 3 alternatives would...

- **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
- Balance **access** and **frequency** in different ways



# Community Outreach Plan

- Virtual open houses, 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
- Neighborhood festivals and pop ups
- Multilingual posters at key locations across the city
- Multilingual media outreach
- Thousands of multilingual emails to stakeholders
- Blog and social media postings



# Outreach: What We Asked

We asked the public to balance trade-offs between access and frequency to help us decide how to use limited resources for our next service change.

We wanted to learn if riders prefer

- Restoring pre-pandemic routes (*the Familiar Alternative*)
- Increasing existing network frequency (*the Frequent Alternative*)
- Restoring routes and increasing frequency (*the Hybrid Alternative*)

# 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

# Tenderloin, Japantown, Clement

2 Clement, 3 Jackson, 12 Folsom/Pacific, 22 Fillmore

## 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)



# Hayes Valley and Western Addition

5 Fulton, 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





# 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



# 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
- Low-income seniors living along 5<sup>th</sup> Street need connections to social services
- Van Ness and Civic Center need connections to Caltrain
- Demand along Pacific, Stockton and Columbus 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 5<sup>th</sup> Street



# 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 & Fort Mason
  - The 28 19<sup>th</sup> 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 19<sup>th</sup> Avenue, 12 Folsom, 49 Van Ness)



# 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



# Southwest

23 Monterey, 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



# Noe Valley

35 Eureka, 48 Quintara/24<sup>th</sup> Street

## What We Heard

- Residents on new segments of 35 Eureka along 21<sup>st</sup> Street and 48 Quintara along Clipper Street have concerns about impacts of buses
- Some would like better access to businesses along 24<sup>th</sup> 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 25<sup>th</sup>/Douglass



# 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



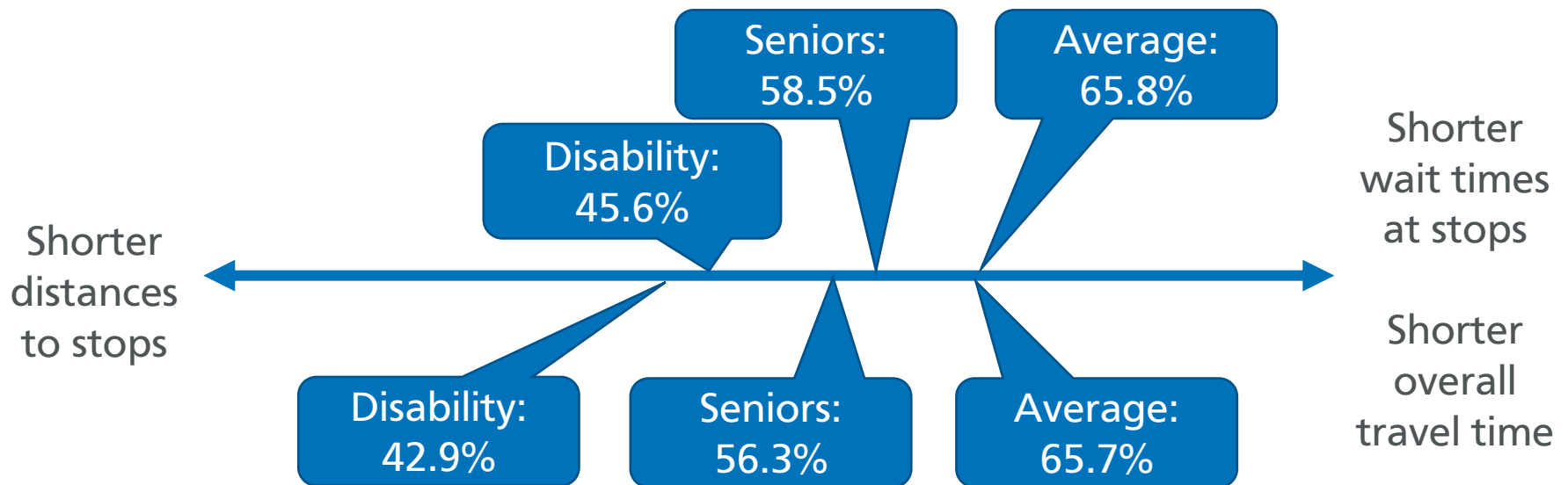
# Survey Findings

- Over 4,500 survey responses since September 3 including over 300 paper surveys
- Of the three possible options we presented, slightly more respondents prefer the **Familiar Network option**
- Among travel preferences, overall respondents prefer **frequent service** and **shorter travel times** over closer stops
- Most respondents who regularly used Muni lines not yet restored prefer restoration



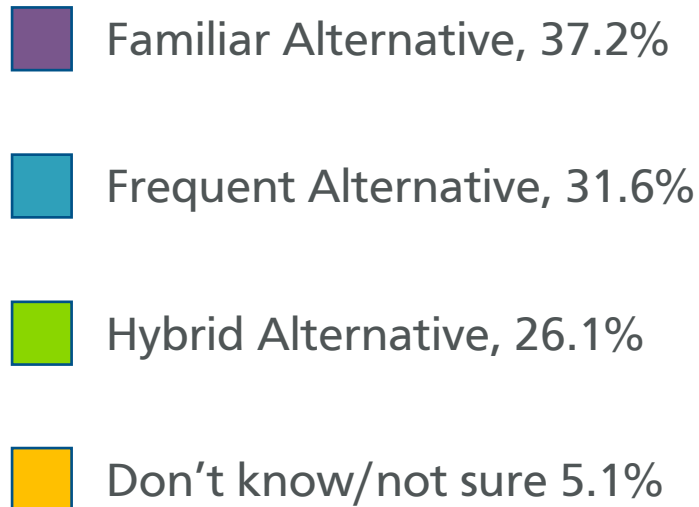
# Takeaways: Distances vs. Frequency

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



# Takeaways: Alternative Preferences

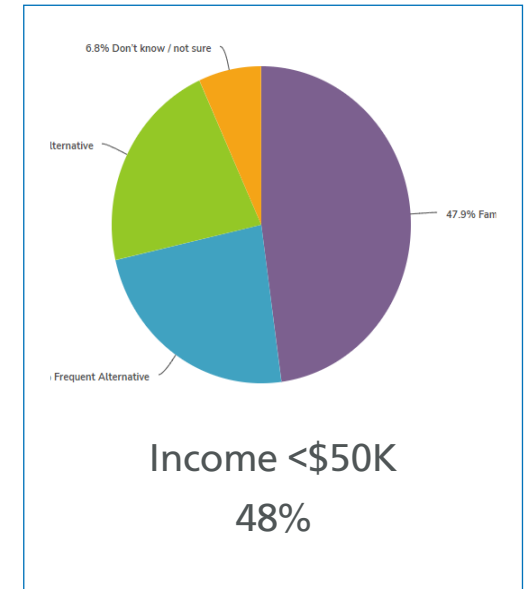
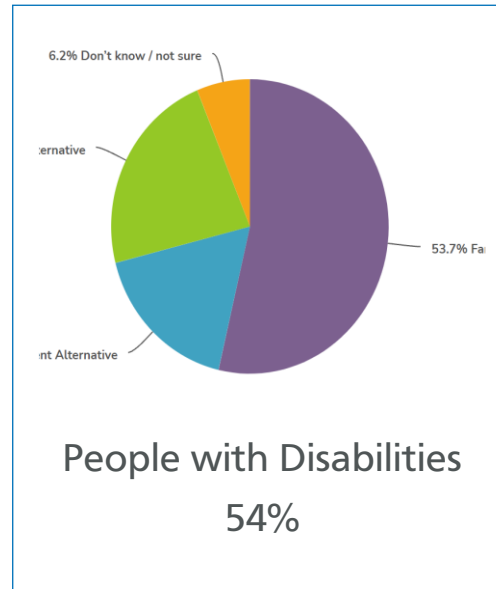
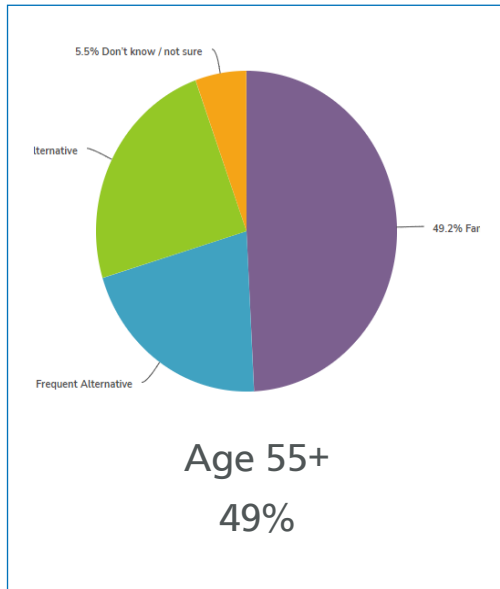
- Yet overall preferences were closely split among the three alternatives, with **Familiar** leading slightly over **Frequent**



- Those who preferred the Frequent Alternative strongly preferred shorter travel times/short waits
- Those who preferred the Familiar Alternative were evenly split between wanting closer stops and shorter wait/travel times
- Those who preferred the Hybrid were moderately to strongly in favor of shorter wait/travel times.

# Main Takeaways

- People age 55+, people with disabilities, and people with income below \$50K prefer the **Familiar** option to restore Muni routes.



# Main Takeaways - Demographics

- Survey respondent demographics compared to San Francisco's census data
- Over-representation by
  - People with disabilities
  - Seniors
- Under representation by
  - Limited-proficiency English speakers
  - Individuals living in low-income households
  - People of color
- We received the most responses from:
  - 94117 – Haight-Ashbury
  - 94109 – Russian Hill, Polk Gulch, Fort Mason, and parts of the Tenderloin, Japantown and Fisherman's Wharf
  - 94122 – Outer Sunset, Inner Sunset
  - 94102 – Hayes Valley, Tenderloin
  - 94116 – Sunset, Inner Parkside, Forest Hill



# From Feedback to Action

- Restore key pre-pandemic connections
- Improve frequency and reduce crowding – with additional resources
- For example: New Rapid routes in corridors such as Haight, Fillmore/16<sup>th</sup> Street and Sunset

# Next Steps

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



Thank You!

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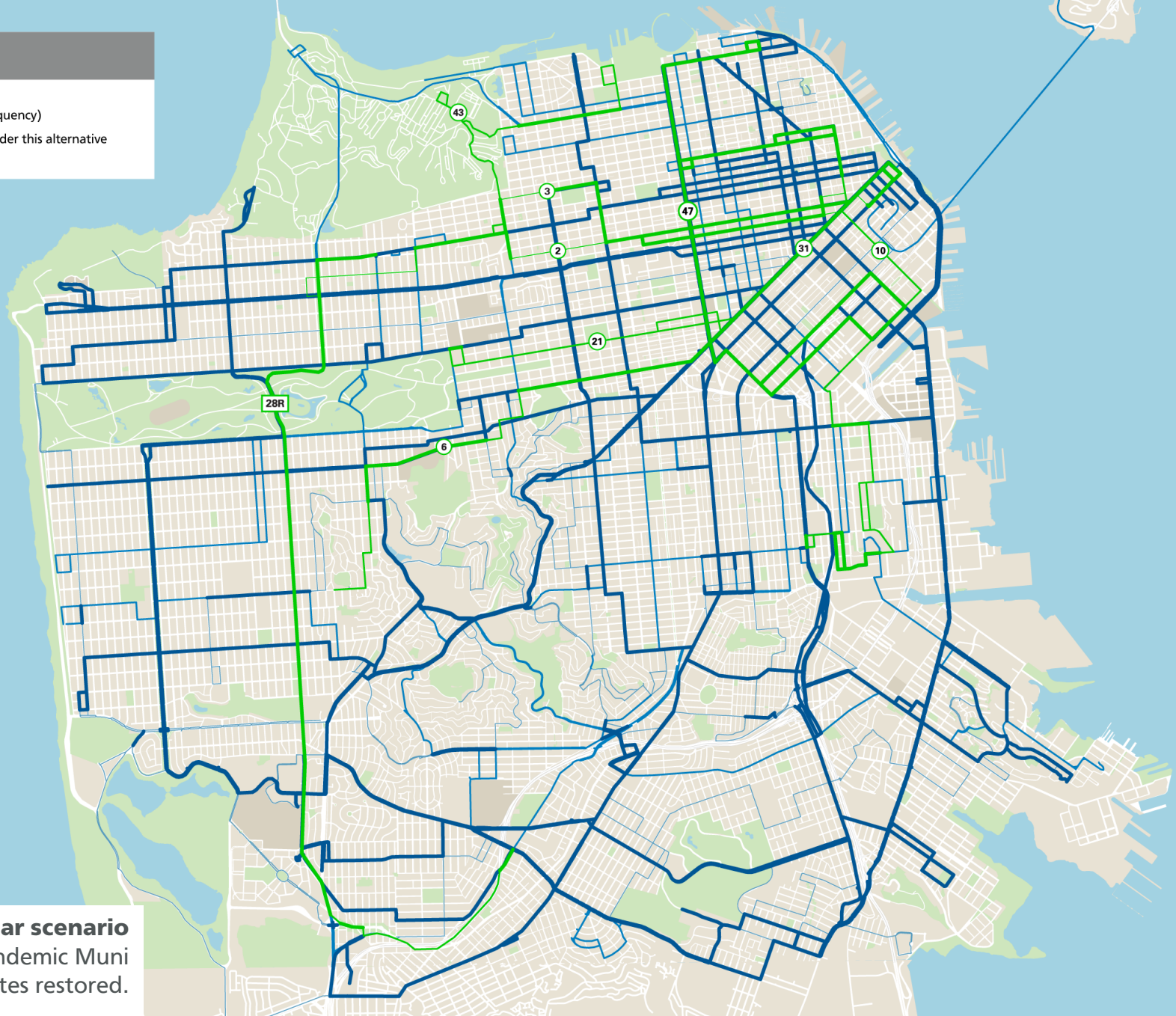
# How do I give feedback?

- Email [TellMuni@SFMTA.com](mailto:TellMuni@SFMTA.com)
- Call the hotline to leave a comment or brief message  
**415.646.2005**
- Attend a virtual public meeting. Visit **SFMTA.com/2022Network** for details on how to participate:
  - Virtual Open House, **October 16, 12 p.m.**
  - Virtual Open House, **October 20, 6 p.m.**
  - Office Hours, **October 21, 6 p.m.**

# Appendix

## Familiar Alternative

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

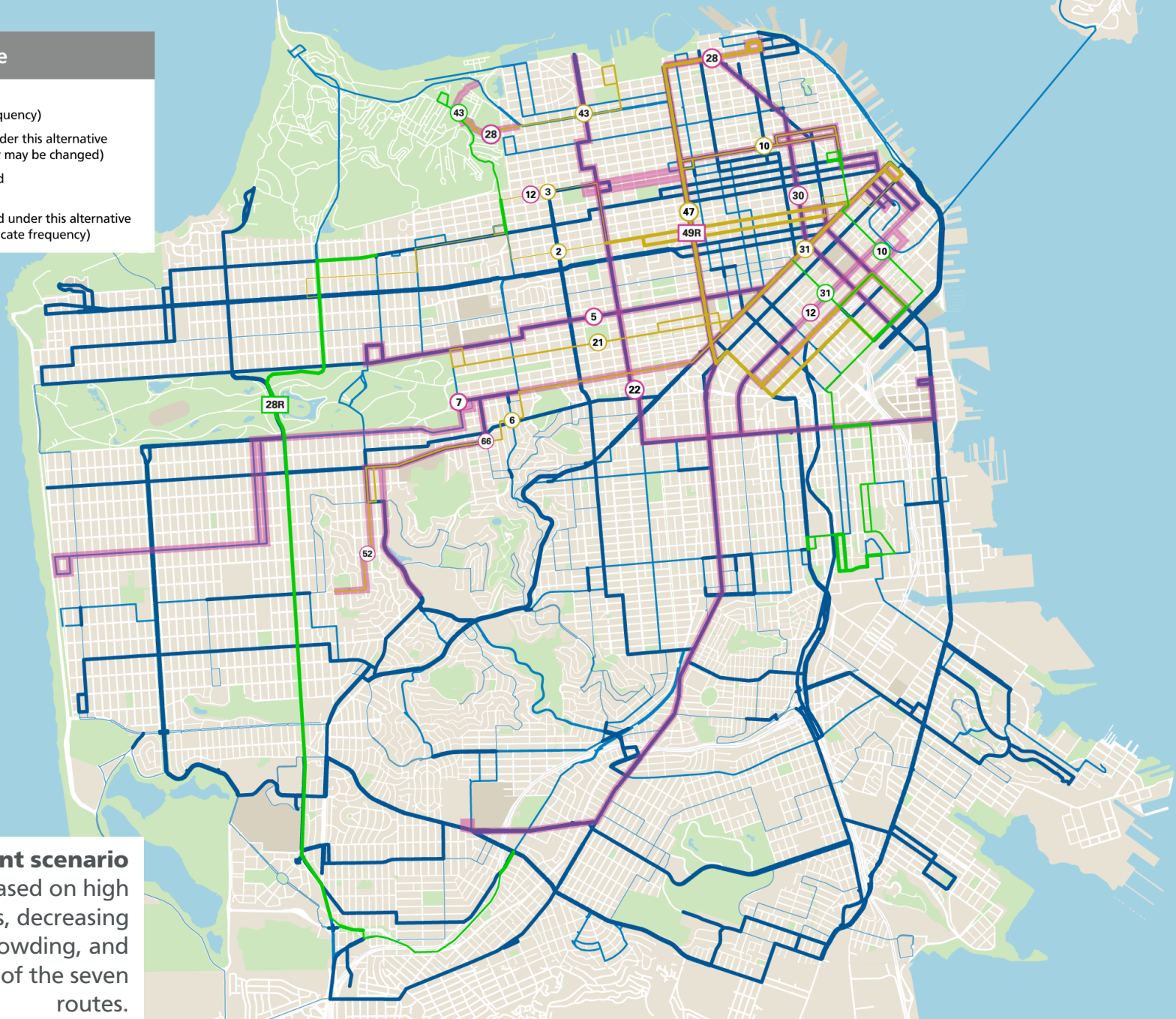


**Familiar scenario**  
All-day pre-pandemic Muni  
routes restored.



## 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)



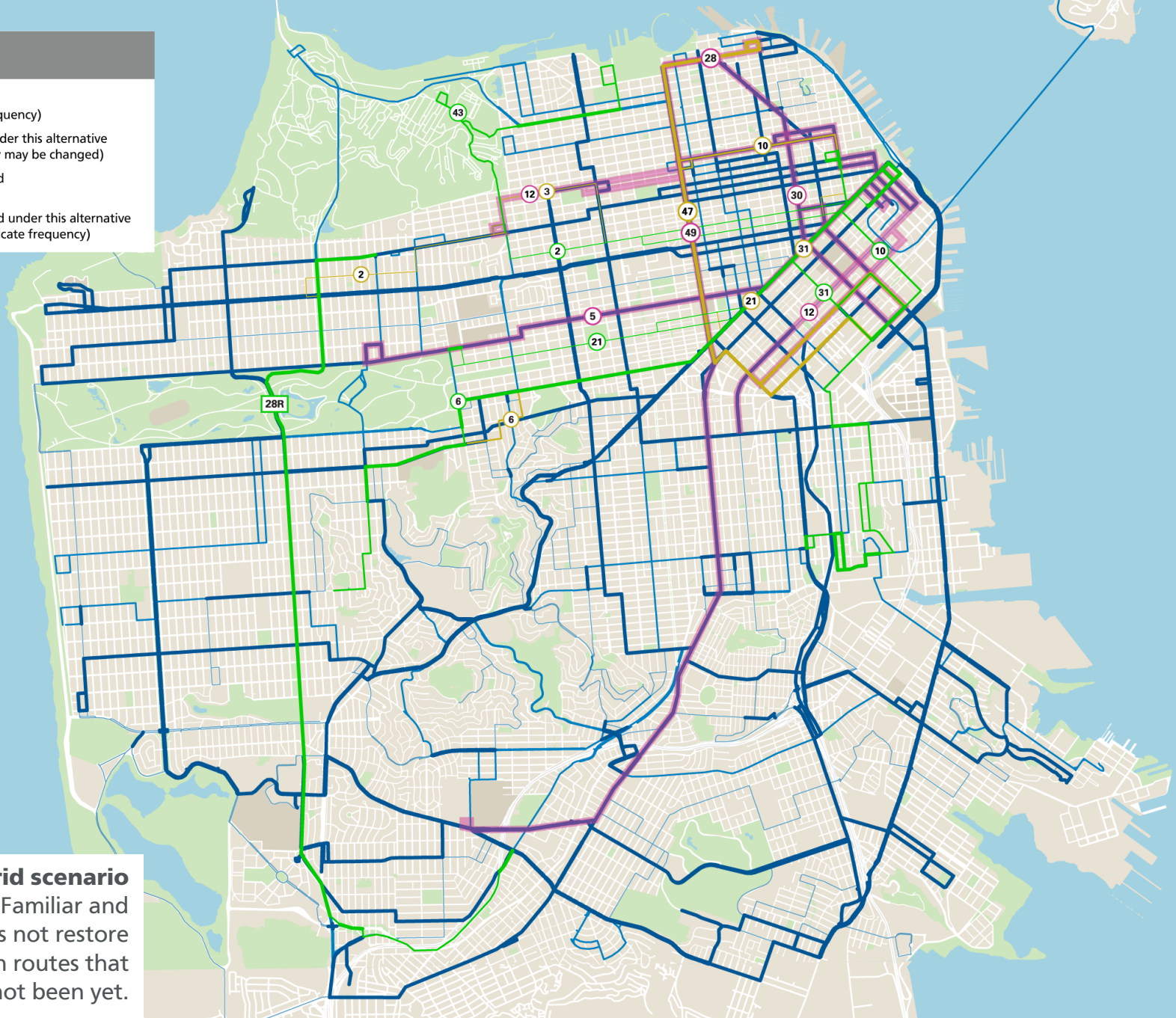
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## Hybrid Alternative

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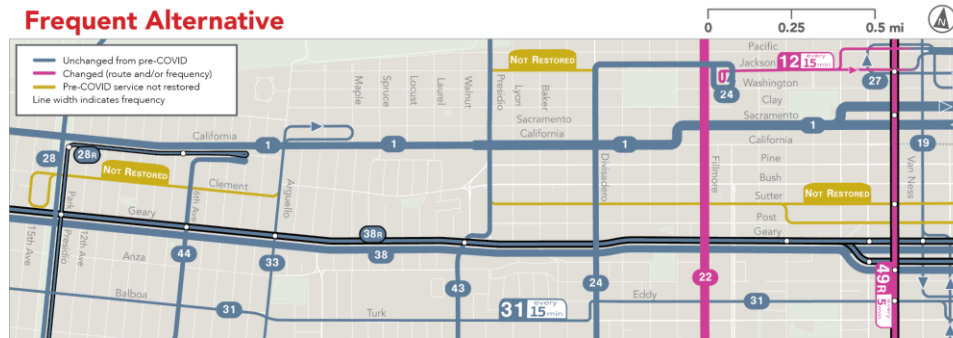
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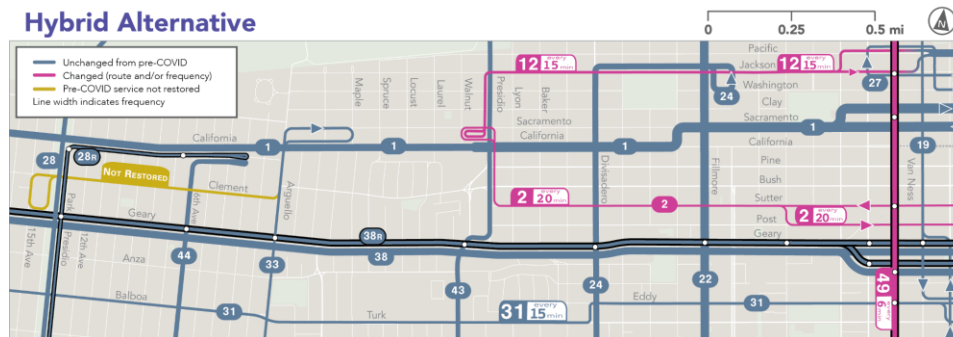
### Familiar Alternative



### Frequent Alternative



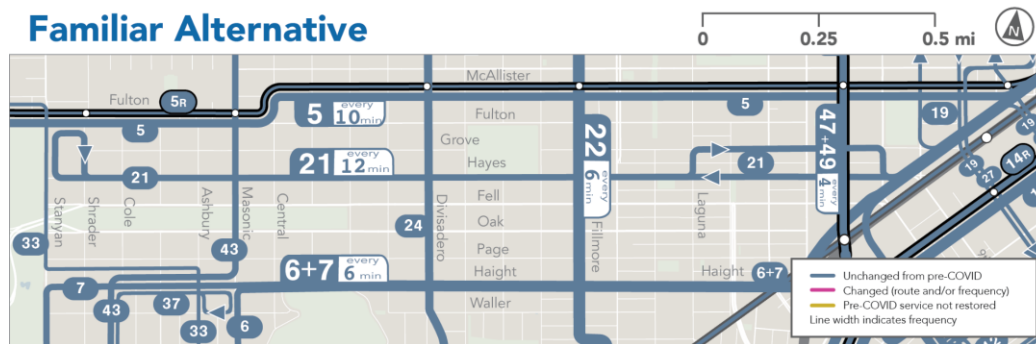
### Hybrid Alternative



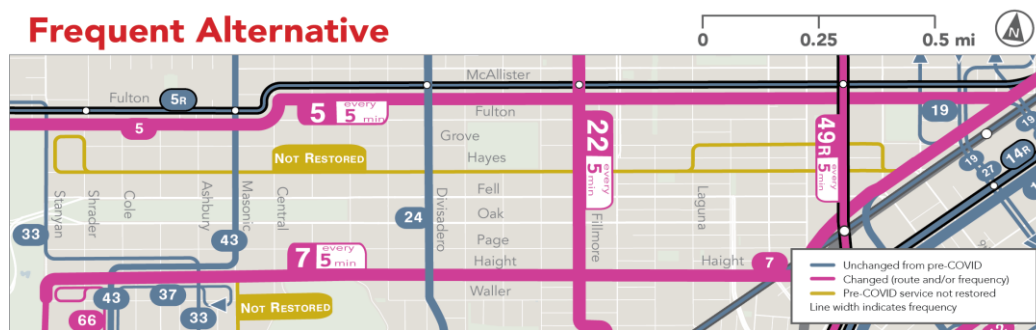
# Alternatives: Hayes Valley and Western Addition

## 5 Fulton, 21 Hayes

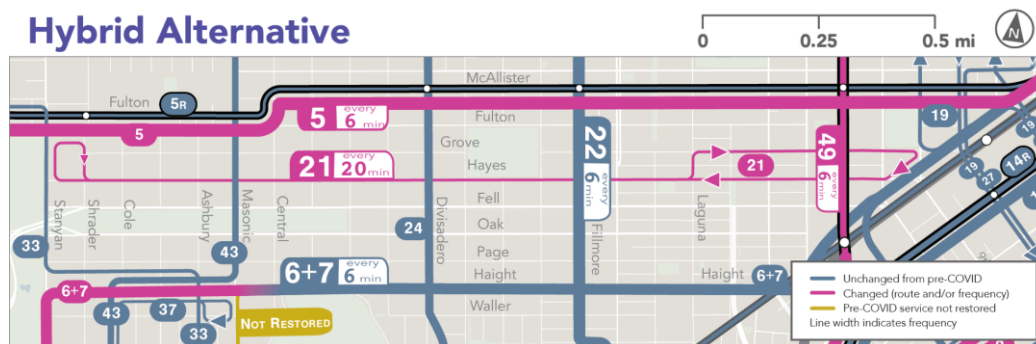
### Familiar Alternative



### Frequent Alternative



### Hybrid Alternative

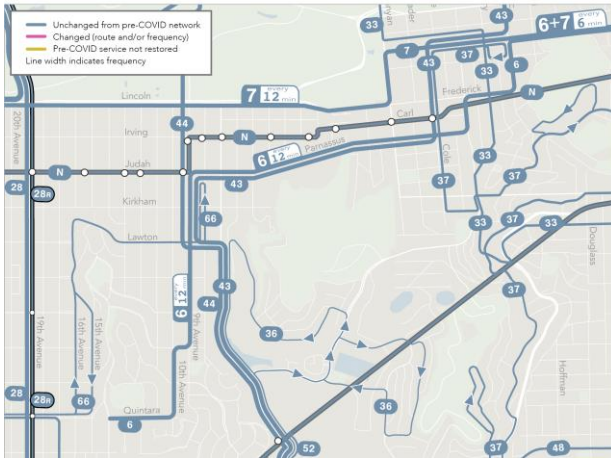




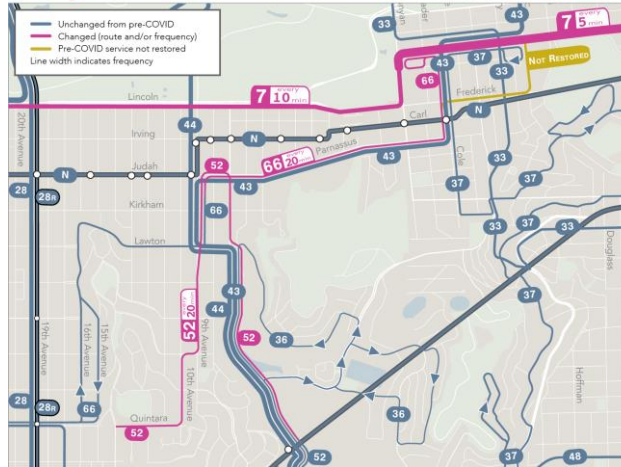
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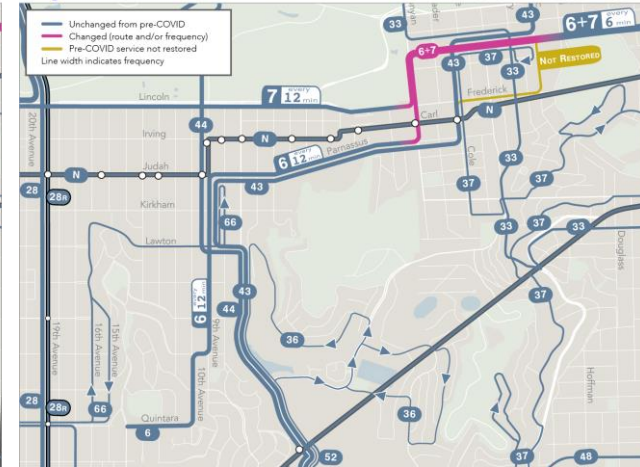
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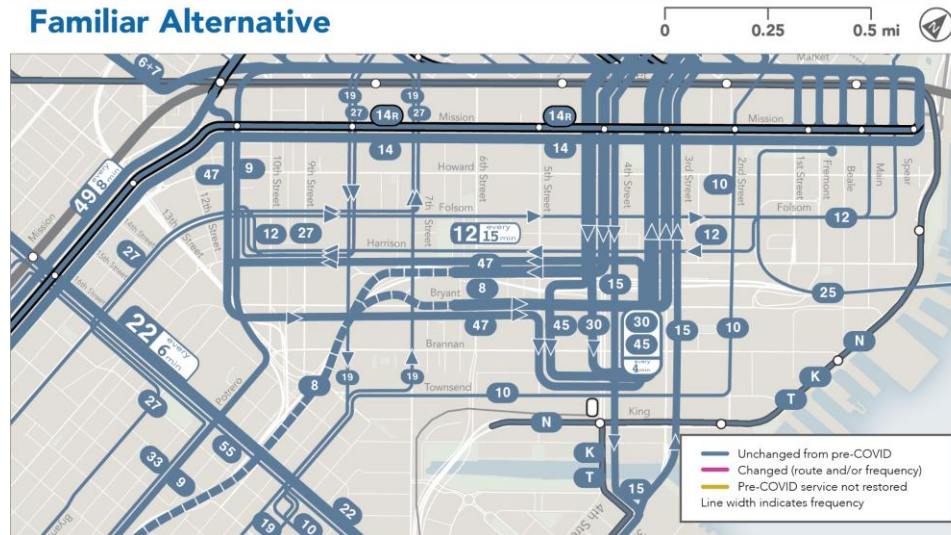
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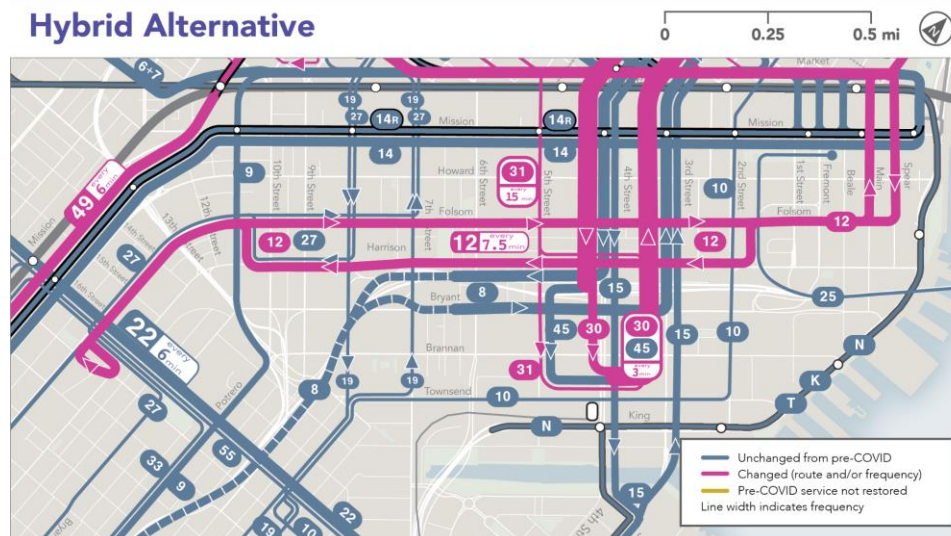
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Familiar Alternative



Hybrid Alternative





# Alternatives: The Mission, Excelsior, City College

## 49 Van Ness/Mission

**Familiar Alternative**



**Frequent Alternative**



**Hybrid Alternative**



**Familiar Alternative**



**Frequent Alternative**

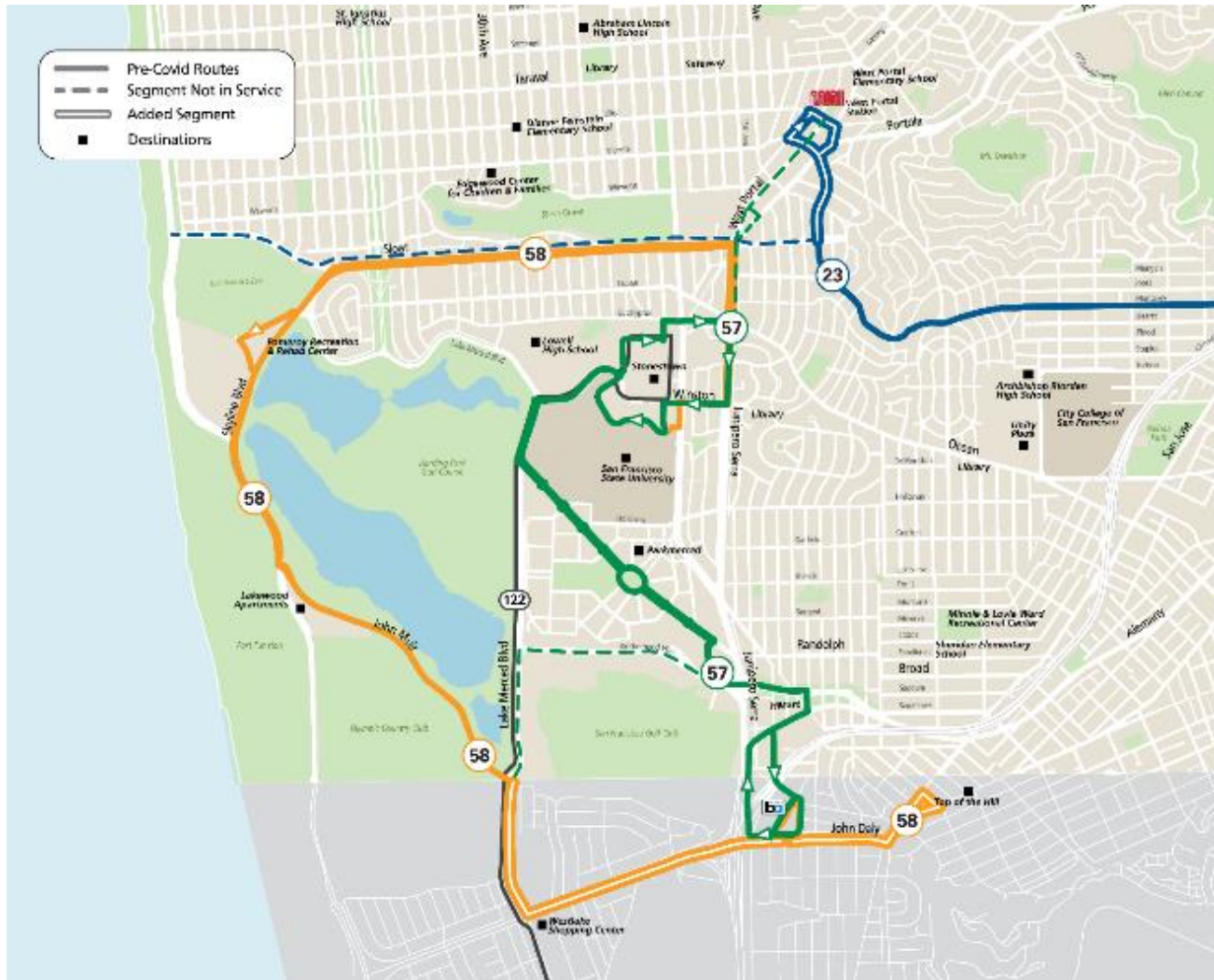


**Hybrid Alternative**



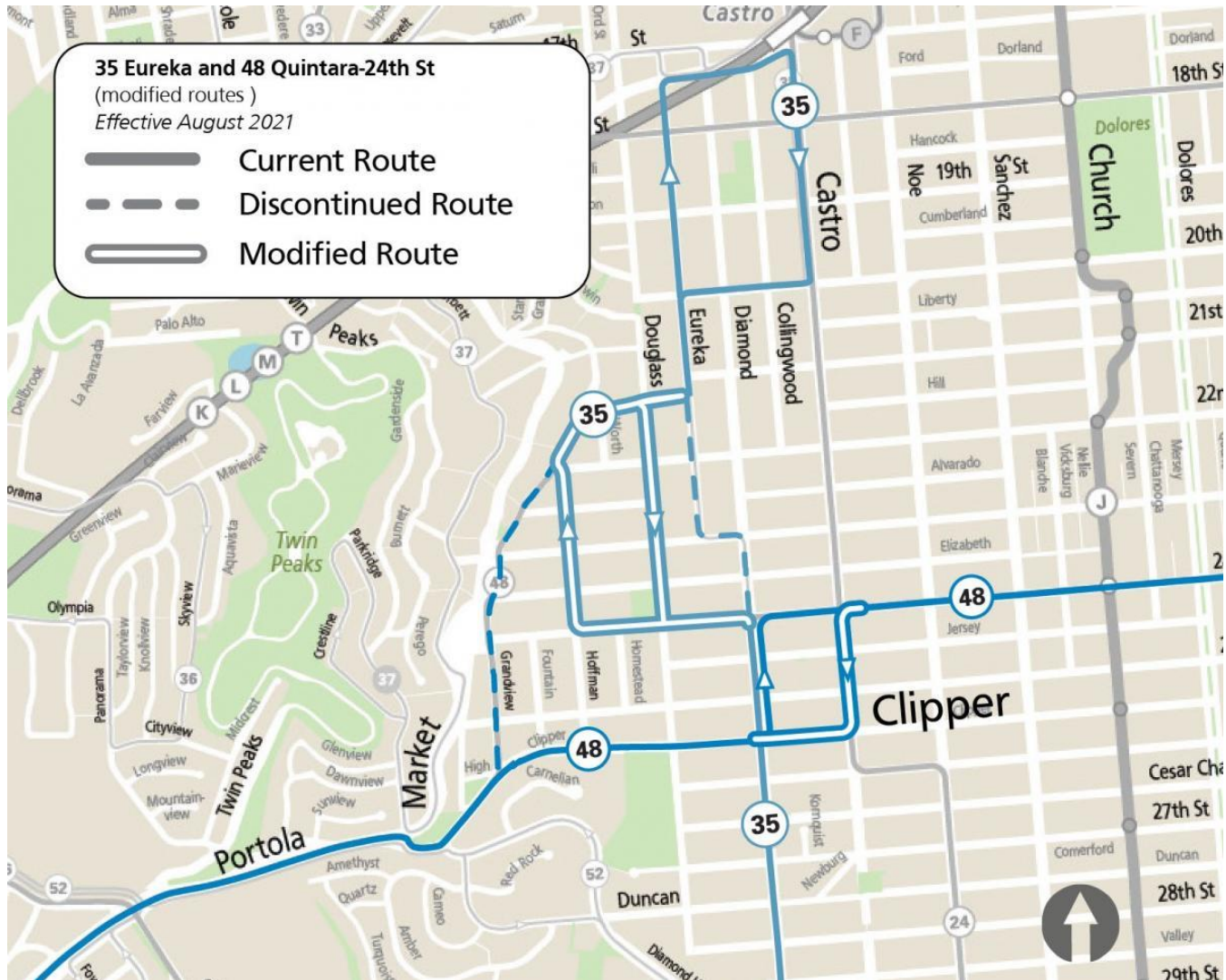
# Map: Southwest

23 Monterey, 57 Parkmerced, 58 Lake Merced



# Map: Noe Valley

## 35 Eureka, 48 Quintara/24<sup>th</sup> Street



# Map: J Church

