



SFMTA

Muni Transit Shelter Update

CAC Meeting

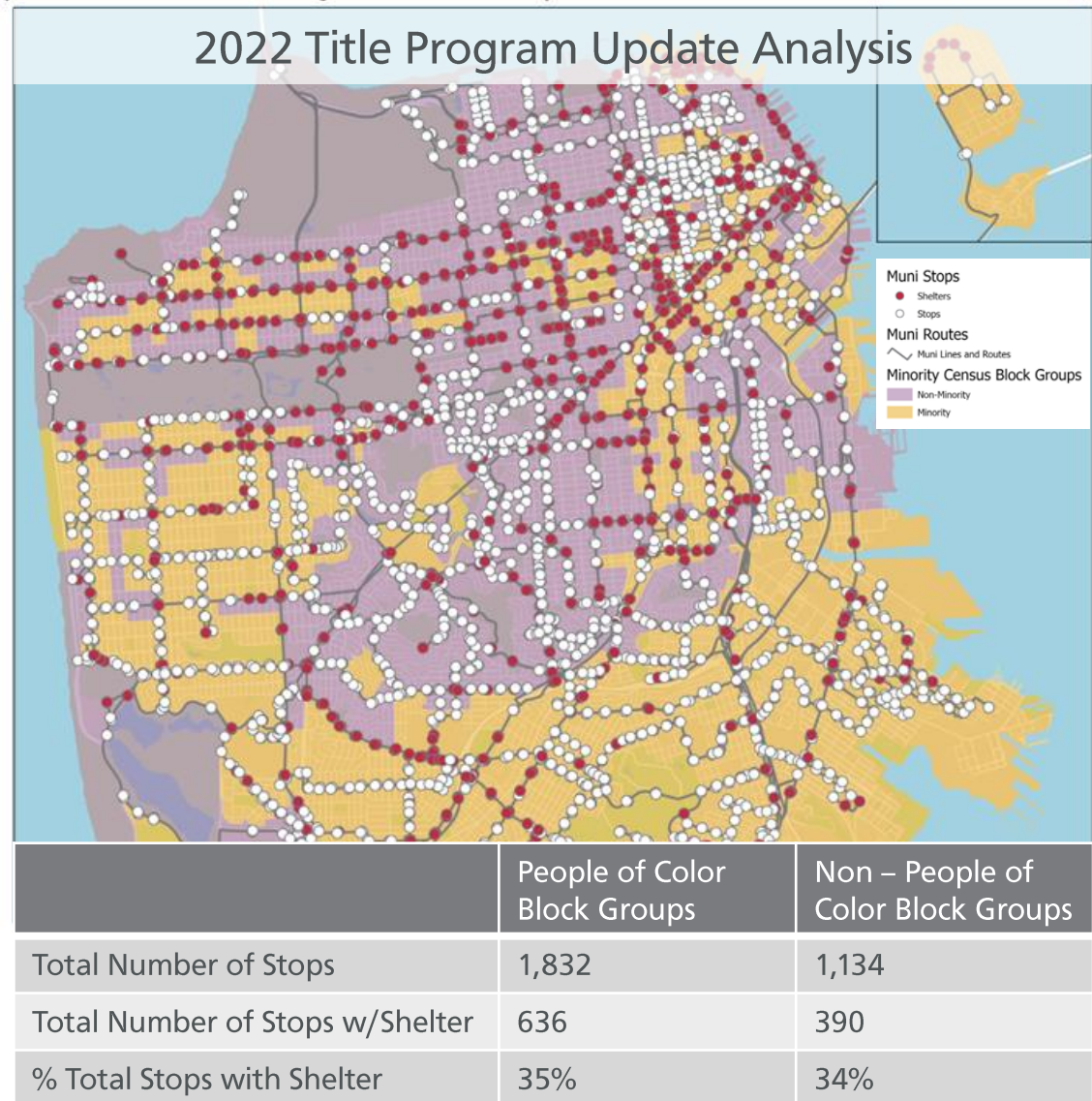
May 2, 2024

Shelter Placement Policy

- **SFMTA's Service Policy for Placement of Shelters**
 - Goal is to install shelters at all stops with 125+ boardings a day
 - Priority is given to stops in areas with high concentrations of people of color and low income households (using FTA's Title VI definitions)
 - Placement is subject to space available on sidewalks determined in partnership with DPW
- **Partnership with DPW**
 - Shelters require DPW permit since they are in the public right of way
 - DPW considers environmental constraints, i.e. street furniture, sidewalk access, sub-sidewalk infrastructure at proposed shelter location
 - Notification is required to all fronting property owners within 100 feet and DPW conducts a Public Hearing

Title VI – Shelter Analysis

- SFMTA’s Title VI Program is updated every 3 years
- Part of the FTA’s Title VI requirements is to monitor shelter distribution
- SFMTA does not have full decision-making authority over the placement of shelters but still conducts analysis to know where there are gaps
- Analysis compares stops with shelters in Title VI defined block groups



Shelter Permanent Removal Policy

- **SFMTA Board approved policy in 2012**
- **The Policy States**
 - *It is the policy of the SFMTA to keep in place all shelters that have been installed and to pursue the placement of transit shelters at bus stops that lack this amenity.*
 - *The SFMTA will only consider the removal of a transit shelter when either a hazardous situation or a disability access issue is identified and cannot be addressed through enforcement or an adjustment at the existing shelter site to improve access.*
- **Identifies the process for removal**
 - Public Hearing must be held by the SFMTA before permanently removing any shelter
 - Director of Transportation will make the final determination as to the removal of any shelter

Note: Temporary removal of shelters do not fall under this process

Customer Benefits



- Identifies a bus stop and recognizable for Muni Service
- Comfortable area to sit
- Protection from the elements
- Lighting at stops
- Wayfinding and Customer Information
- Real Time Information (where power is available) – next bus displays and push to talk
- Provides senior customers and customers with disabilities an area to sit/wait

Shelter Program

- Roughly ~1,250 shelters at any given time – last recorded number was 1,245.
- Shelter Program is a partnership with Clear Channel
- Clear Channel provides the shelters in exchange for revenue sharing
- Surface Platforms on the Metro lines and F line are also maintained under this contract
- Clear Channel is responsible for providing the shelters including maintenance
- Maintenance includes all amenities at stops including lighting, seating and trash cans
- Major Corridors (i.e. Van Ness, Market) are cleaned daily Monday-Friday and all other shelters are cleaned 2x week

Shelters Not Under Clear Channel Contract include Cable Car turnarounds, Special Project Seating – Carl & Cole, Golden Gate Park, Treasure Island.

Types of Shelters



Recent Improvements

- More Frequent and Deep Cleanings
- Seating & Trashcan Replacement on T and F line
- Detering vandalism - Shelter Wraps
- New Customer Information Signs
- Coordination with SFPD, Homeless Outreach Team
- Neighborhood collaboration with residents and business



Challenges

- **Vandalism & Damage**
 - Broken glass
 - Power Theft
 - Auto accidents and Storm damage
- **Security Concerns**
 - People loitering, blocking access, drug use in shelters
- **Public Opposition to Shelters**
 - Receive frequent complaints from residents, police, businesses, etc.
- **Real Time Information Outages**
 - Launching new technology and new equipment

Glass Replacements between Jan-March 2024= 471



Temporary & Emergency Fixes

- **Shelter Modifications**
 - Removing glass and replacing with back bar
 - Removing glass and seating, “Bare Bones”
- **Temporary Removal**
 - As a last resort remove the shelter and replace with a bench
- **Monitoring Impacts of These Changes**
 - Tracking feedback from customers, operators and stakeholders who requested the change
 - Issues are concentrated in specific neighborhoods (i.e. Tenderloin/Civic Center), tracking removals for Title VI



Shelter Program Next Steps

- Modify policy to include interim steps to removal (i.e. removing glass, installing bench)
- Establish framework for reviewing impacts of changes that considers ridership, transfer point, frequency, other street furniture and lighting, etc.
- Define timeframe and process for temporary removal
- Explore alternatives to traditional shelters

Questions?