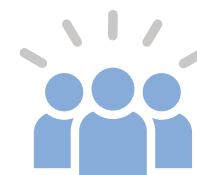


# Welcome!

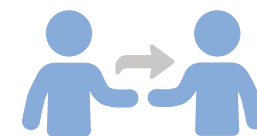
The J Church Improvement Project is focused on making near-term improvements along the J Church to reduce delays and benefit its nearly 17,000 daily customers as soon as possible.

This project is the next step in a larger effort to continue to improve the J Church.

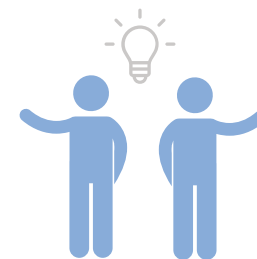


## Get the most out of this event

1. Visit project information stations hosted by project staff who will answer your questions.

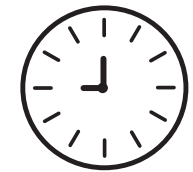


2. Learn about feedback we've heard so far from J Church customers and the community.



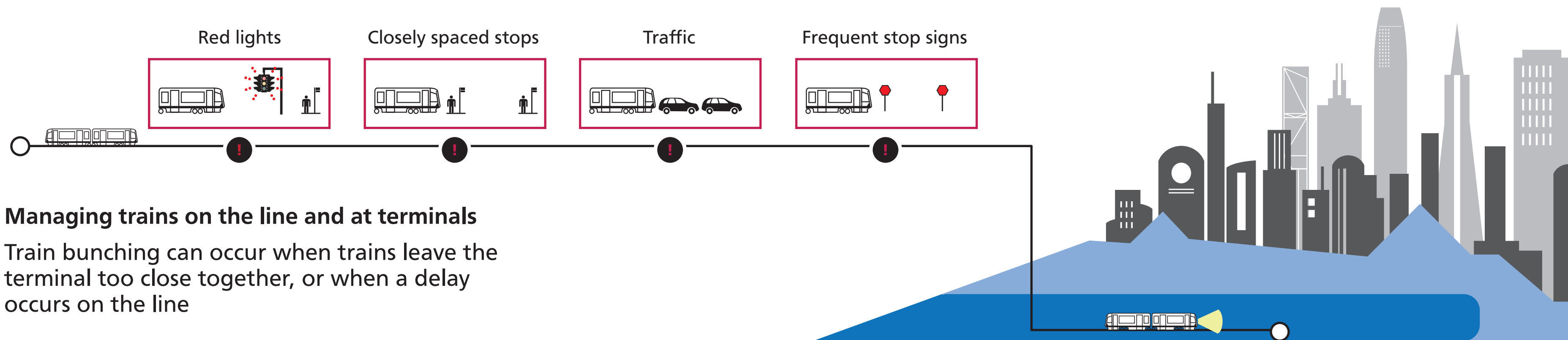
3. Provide feedback on project proposals by sharing directly with staff and leaving a note on the boards.

## Challenges to Improving Reliability



The J Church is scheduled every 9-10 minutes on weekdays and every 12 minutes on weekends (longer at night). 75% of J trains arrive within a few minutes of the schedule, but 25% fall behind by 5 minutes or more.

### Slow Travel on Church Street:



### Managing trains on the line and at terminals

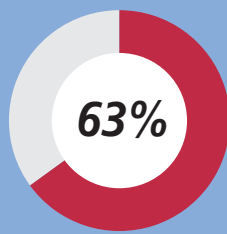
Train bunching can occur when trains leave the terminal too close together, or when a delay occurs on the line

### Related Subway Challenges

- Single incident in subway delays entire system
- Congestion at Embarcadero terminal impacts service reliability

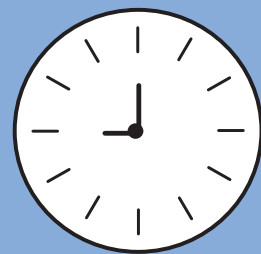
## Community Survey Results

### Gaps in service is the top concern.



Close to two-thirds of respondents said the wait is too long.

### Travel time is also a top concern.

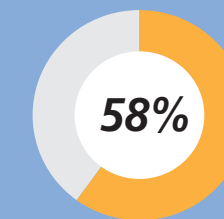


About half of respondents said the train took too long to get to their destination. (48%)

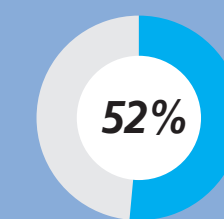
### A faster trip would be worth the walk.



4 out of 5 people would walk farther to a stop for more reliable service, or a shorter trip overall. (78%)

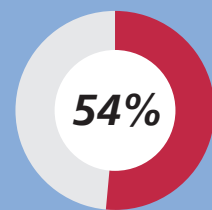


of seniors

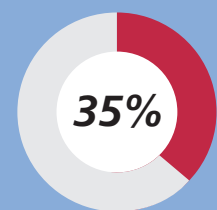


of people with disabilities

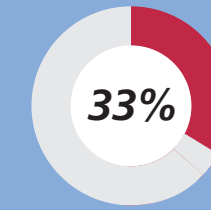
### Shelters and safety could be improved.



of respondents have concerns about stops



Of these, 35% of them list traffic safety as a top concern



And 33% of people list shelters and seating as a top concern

Throughout the summer and fall we received feedback about the J Church, including from 15 community organizations, 135 people at three pop-up events, and 825 survey responses. Thank you to the following organizations who provided their feedback and helped share the survey: 30th Street Senior Center, 3850 18th St Bridge Housing, Castro Merchants, Dolores Heights Improvement Club, Duboce Triangle Neighborhood Association, Eureka Valley Neighborhood Association, Mission Dolores Neighborhood Association, Noe Neighborhood Council, Noe Valley Merchants Association, Upper Noe Neighbors, Saint Francis Lutheran Church Senior Center, Saint Paul's Catholic Church, San Francisco Transit Riders, Senior and Disability Action, SFMTA Citizens Advisory Committee and the District 8 Supervisor Office

# You Speak, We Listen



## What We Heard



## What We're Considering

Stop Signs

*"4-way stops. How can we eliminate them? Investing in a large, high-capacity vehicle on tracks just to have it stop at a stop sign is counterproductive."*

*"The J should not have to go through as many all-way stop signs. These could be converted to 2-way, timed lights."*

**Converting a 4-way stop intersection to a traffic signal** would improve reliability.

Keeping the Light Green for Muni

*"None of the intersections are big traffic ones so why not switch the signal every time a train comes?"*

*"How many stops...have their own transit signal for Muni, like 18th & Church? Maybe have more of those."*

**Adjusting traffic signal timing** to give priority to Muni would reduce delays.

Removing closely spaced stops

*"Makes too many stops that are so close together; people can walk an extra block or two. The frequent stops makes service so slow."*

*"[Eliminating Liberty stop] is a needless burden & degradation of an essential city service. I for one can't be walking up the hill from a Muni stop."*

**Removing a stop in a flat area** would help provide quicker, more predictable travel times.

Pedestrian Safety

*"The outbound J stop at 30th/Dolores Street is very dangerous. The streetcar stops one lane away from the sidewalk and cars pass on the right while passengers get off."*

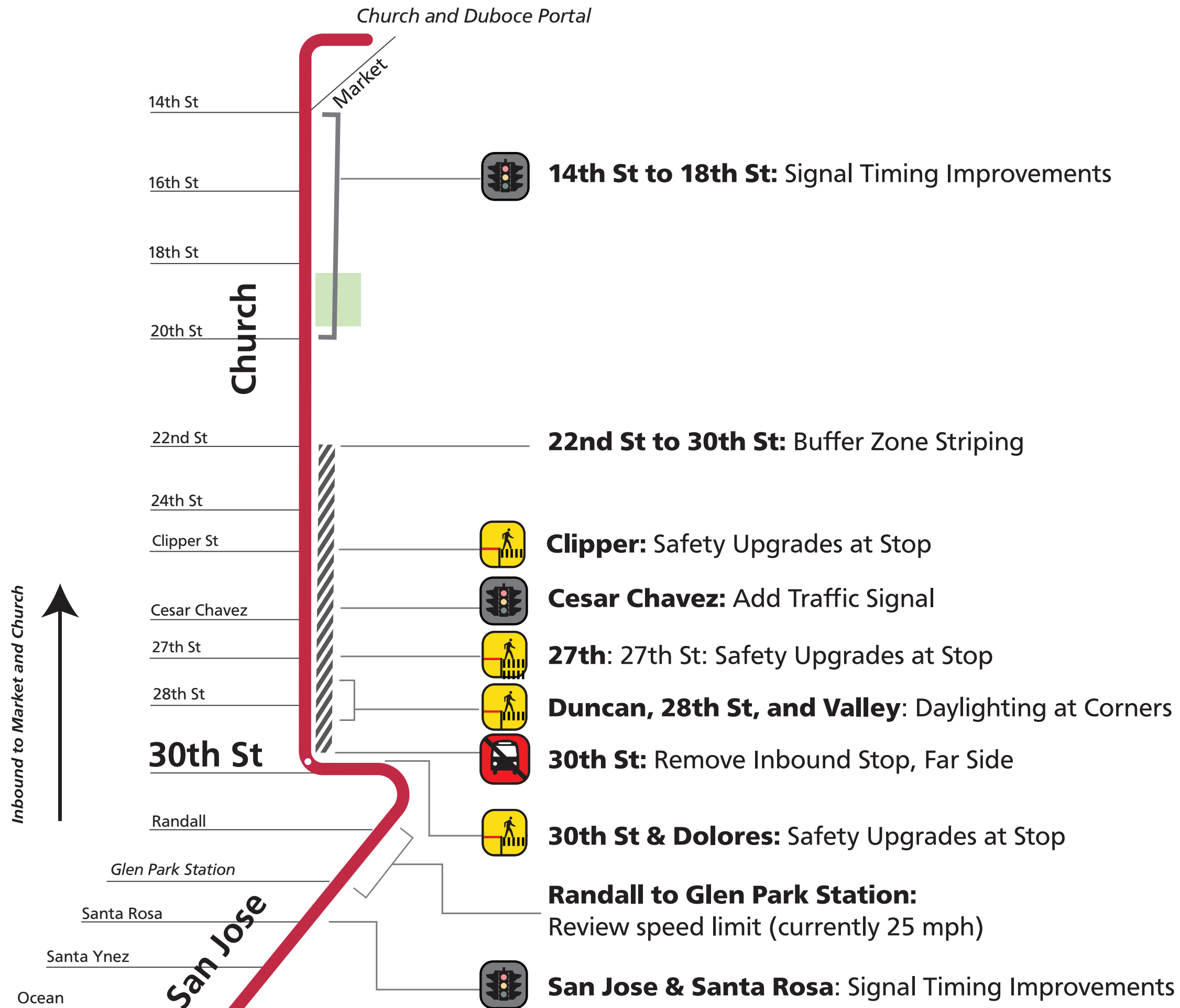
**Adding buffer zone striping, daylighting at corners, and safety upgrades at stops** could increase safety for people walking.

Shelters

*"Can we provide a shelter inbound at 24th? If we can't provide NextMuni at 24th, can we provide J predictions in the 48 shelters? What about solar power?"*

Exploring adding **new shelters and NextMuni signage** where feasible.

# Proposed Near Term Improvements



Buffer Zone striping for traffic safety



Daylighting at corners for higher visibility of people walking



Safety upgrades at stops for safer boarding and exiting train

# Comments

Post your comments about the proposed changes here.

*What else did we hear?*

**Gaps and Bunches should be better managed.**



**What We Heard**

**Line Management**

*“The gaps between J trains are too big. When trains come, there are often three of them going in the same direction all arriving at the same time.”*

**Terminal Management**

*“Catching it at Balboa Park, it is infuriating to see it sitting there and they just don’t leave.”*

*“Trains being turned around at Embarcadero station are not done in an expedient fashion.”*



**What We're Doing**

- **New radio and line management system technology**
- **Gap management tool** for train operators
- **Improving J Church line management** will be a target in Muni’s quarterly Action Plan for spring 2020

- SFMTA, BART and Public Works are coordinating on a **renovated operator restroom** at Embarcadero Station to make operator breaks more efficient
- **Pilot to reduce congestion** by ending J Church service at Embarcadero with surface turn back
- **More active management of trains at Balboa Park**

# Improvements in Progress

What else did we hear?

**Customer experience needs to be improved.**



## What We Heard



## What We're Doing

### NextMuni Predictions

*"Nothing is more infuriating than standing at 16th and see the predicted arrival time creep sooner...and then suddenly get longer."*

- Next Muni 2.0 is coming
- Improved real-time predictions for switchbacks

### Communications

*"When you first enter the tunnel, you're delayed...It would help to have more communication from operators to tell people what the delay is."*

Improving announcements about subway delays

### Wayfinding

*"20th/Church which is a stop in the map doesn't have any signage nearby telling the public the train actually stops there."*

High-visibility signs at J stops coming in 2020

### Service

*"F Line should pick people up if it comes by, late at night/early in the morning. Would increase service and promote business."*

Bulletins have been issued to E and F line operators to serve all J line stops

### New Train Improvements

*"The benches are very uncomfortable... My feet don't touch the ground. And I slide back and forth on the bench. Not enough, well-placed handholds for standing passengers."*

New train interiors will be updated with individual-style rather than bench seating, more forward-facing seats, lower seat heights and multi-length hand straps



## Future Improvements Under Consideration

### Muni Forward Project

A future Muni Forward transit priority project on the entire J Church line from Duboce Avenue to Balboa Park station will look at additional improvements. Priorities could include making boarding faster and safer with wider sidewalks at stops and more locations with accessible boarding. To reduce delay, the project would also work with the community to evaluate improvements such as adding traffic signals timed for Muni or consolidating closely-spaced stops. Improving safety for people walking would also be a priority.

We look forward to starting outreach in the next 1-2 years, pending funding.



### Subway Improvements

Muni is developing a plan to address ongoing issues in the subway. By continuing to add more new trains, upgrade technology and evaluate ways to improve subway congestion, we can reduce subway delays and deliver faster, more reliable service.

#### Three-car shuttles in the subway

With more new train cars, Muni can add three-car shuttles in the subway, allowing trains to carry more passengers. This improvement is scheduled to launch in the next year.

#### Solutions for bottlenecks

SFMTA is studying solutions for subway bottlenecks and congestion, such as delays experienced at the tunnel portal at Duboce Avenue. We anticipate that outreach will start in the next 1-2 years.

#### New train control technology






SFMTA is planning for a new train control system to improve management of trains in the subway and on the surface, reducing subway slowdowns. Pending funding, this would launch in approximately 5 years.



## Feedback on tonight's Open House

Please rate the Open House by placing a dot in the column that best reflects your experience.



					
Project improvements are clearly described					
I learned project information					
My questions were answered					
I provided project feedback					