



SFMTA

# What Muni service should be added in Winter 2022?

Citizens' Advisory Council

November 4, 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

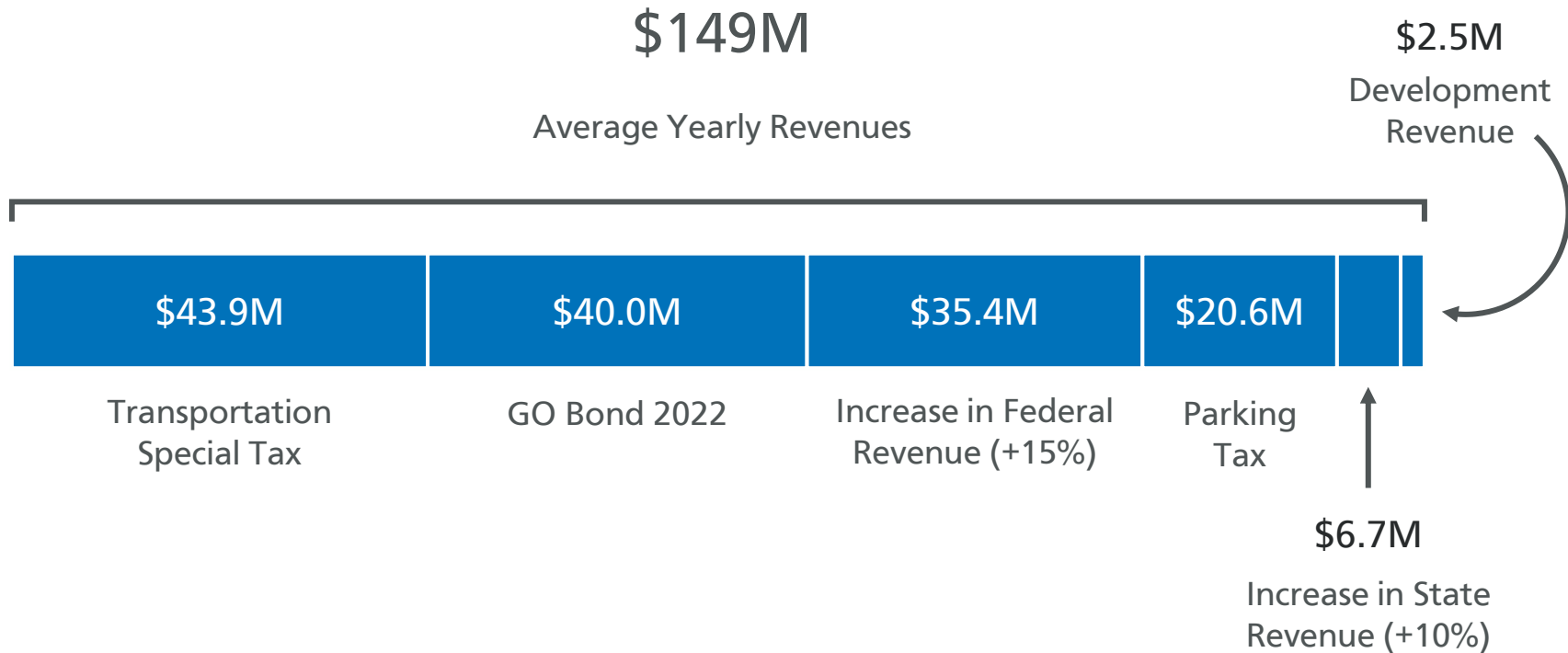


# Funding a Sustainable and Reliable Transportation Network

- 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

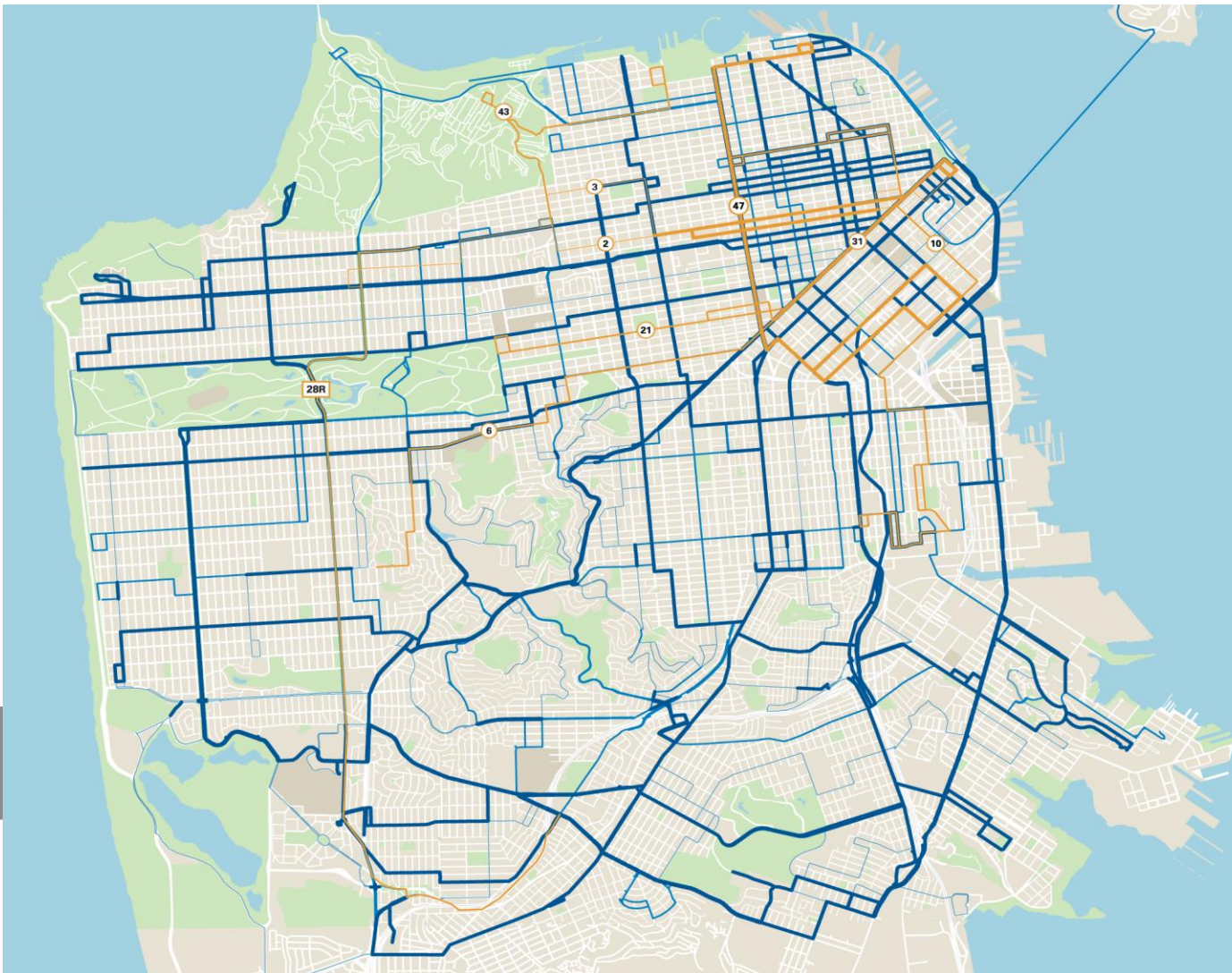
Service increased on high ridership Muni lines, decreasing wait times and crowding, and not restoring five of the seven routes.

## 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



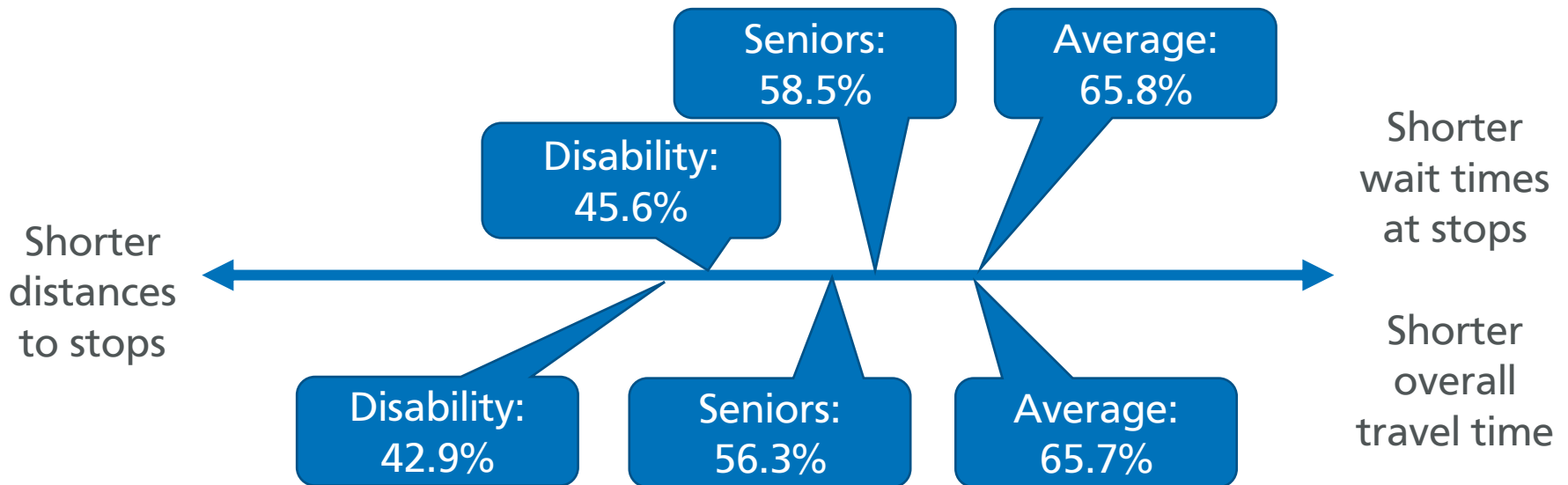


# What We Heard

- 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 19<sup>th</sup> 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 5<sup>th</sup> Street



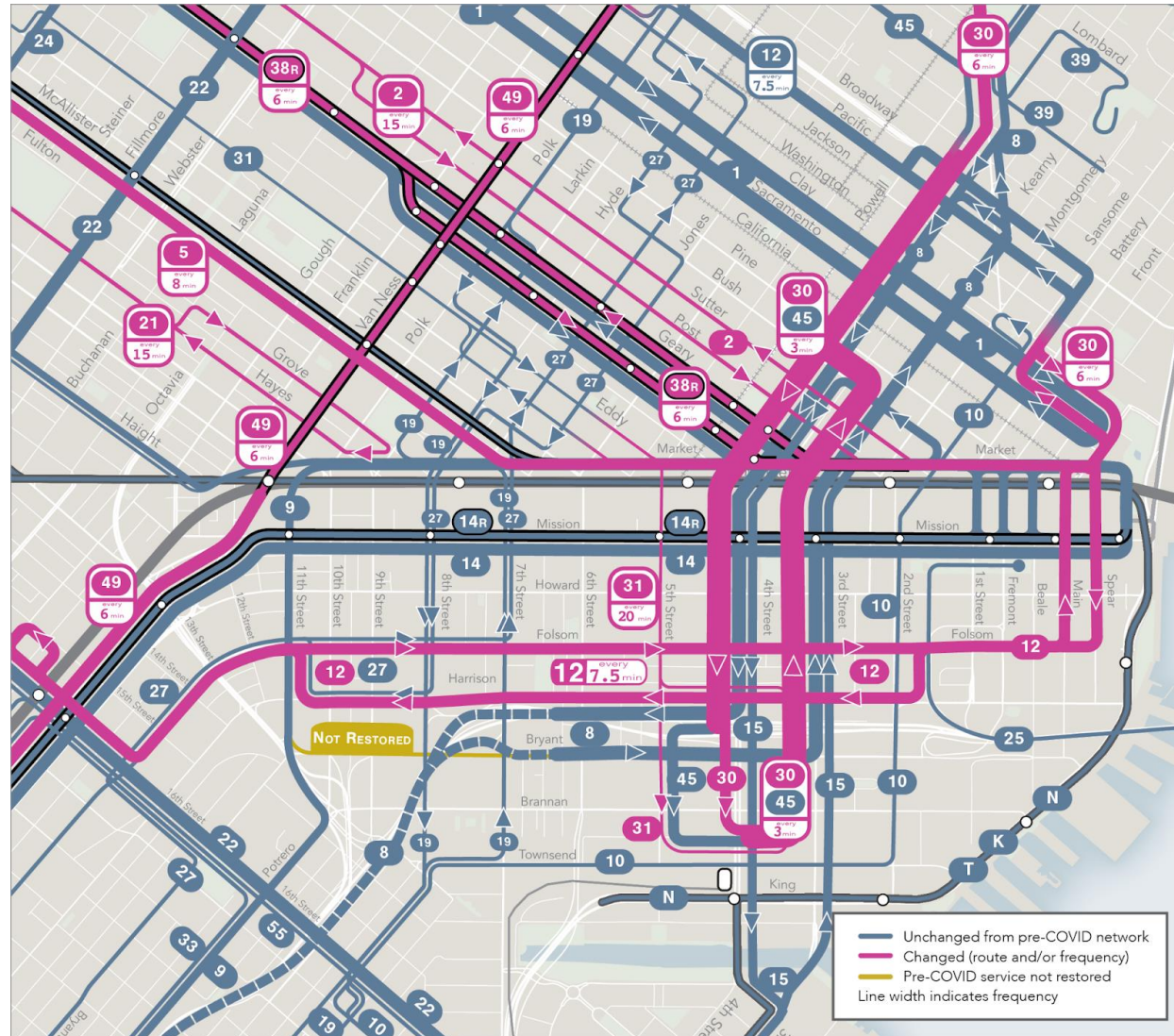




# South of Market, Market Street, Financial District

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 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)





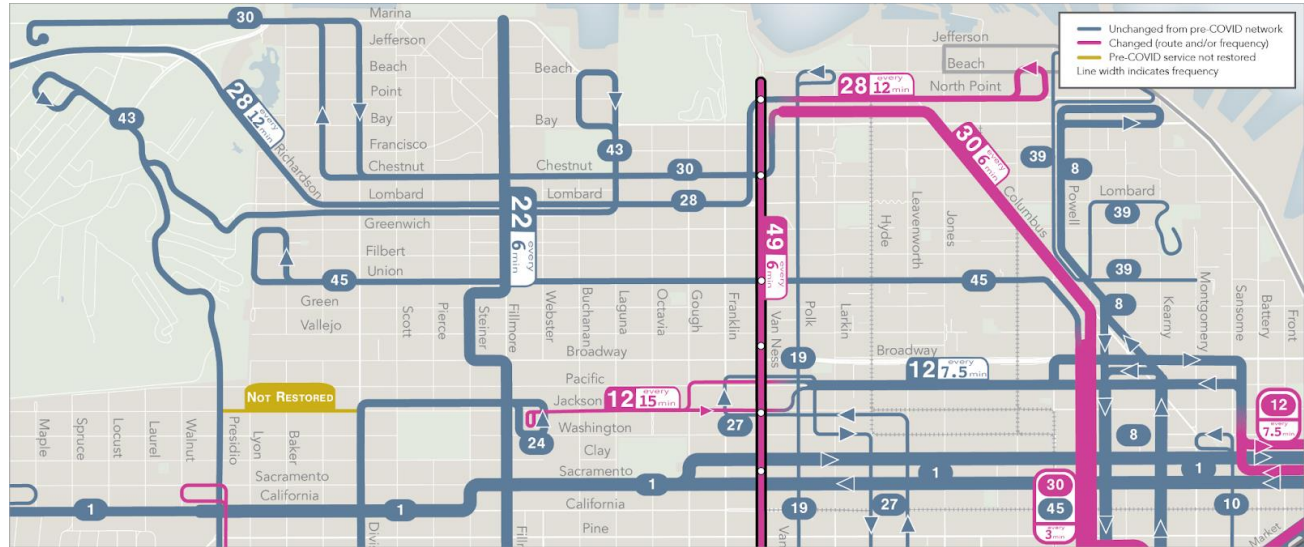




# The Presidio, the Marina, Fisherman's Wharf, Chinatown, North Beach

47 Van Ness & 49 Van Ness/Mission

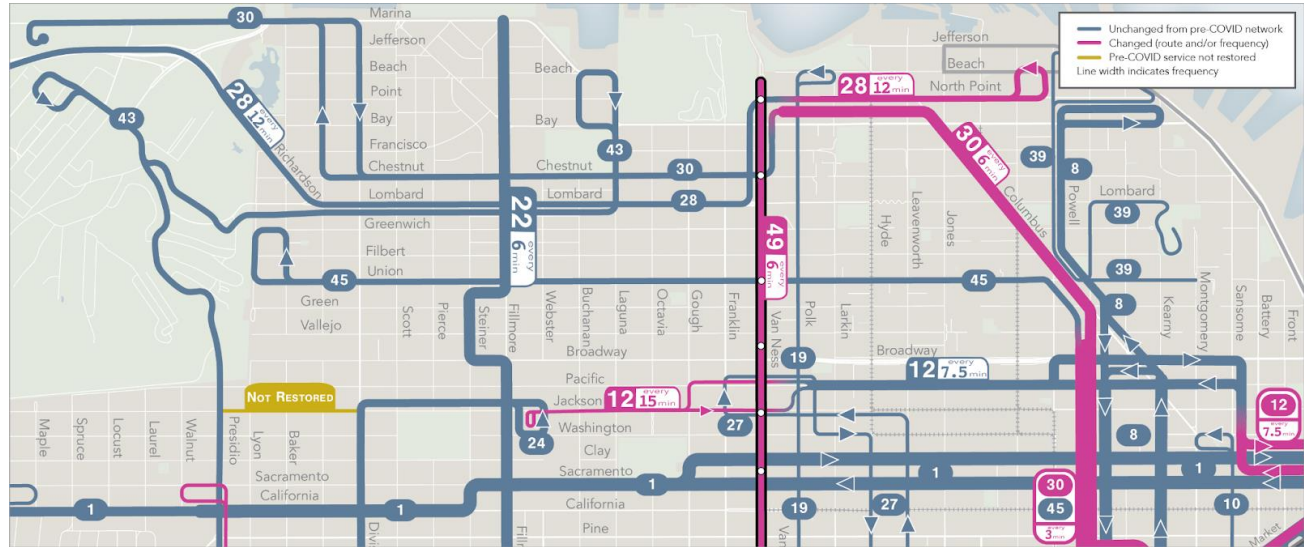
- **47 Van Ness** not yet restored
- **49 Van Ness/Mission** maintained at 6-minute frequency (improved from 8-9 minutes pre-pandemic)



# 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

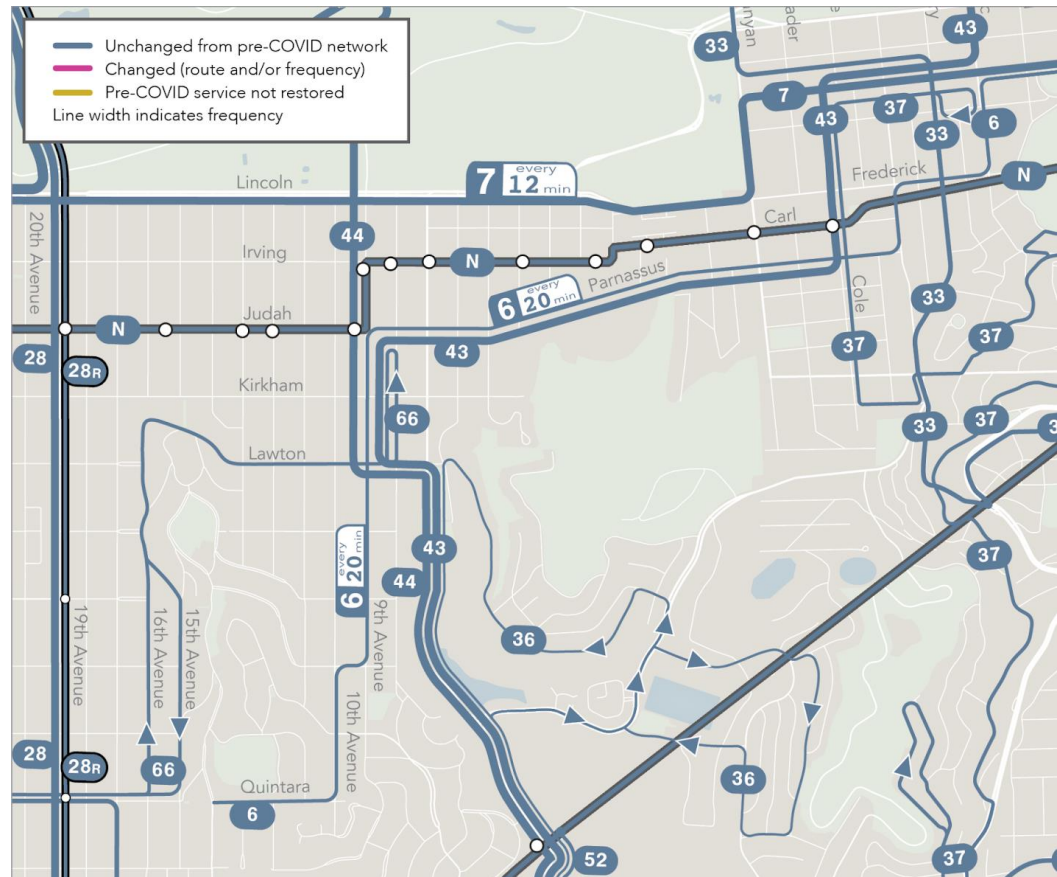




# The Haight, Parnassus, Golden Gate Heights

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

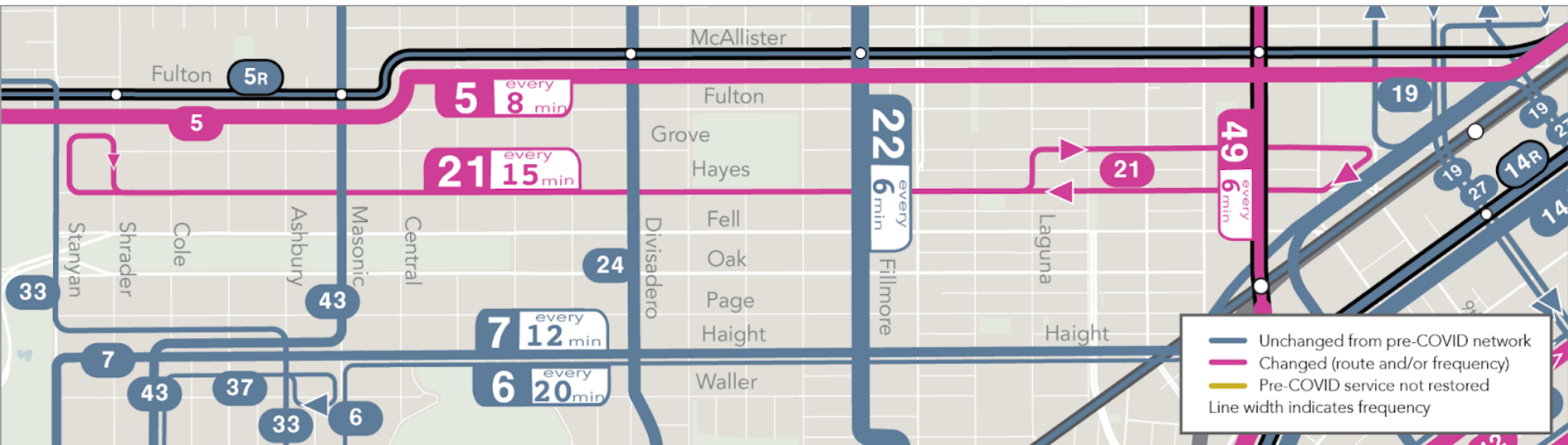
- The 21 Hayes is within 2-3 blocks of more frequent routes (5 Fulton, 5R Fulton Rapid, 7 Haight/Noriega)
- The 21 Hayes provides access to St. Mary's Hospital
- Downtown demand is greatly reduced



# 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 19<sup>th</sup> 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)

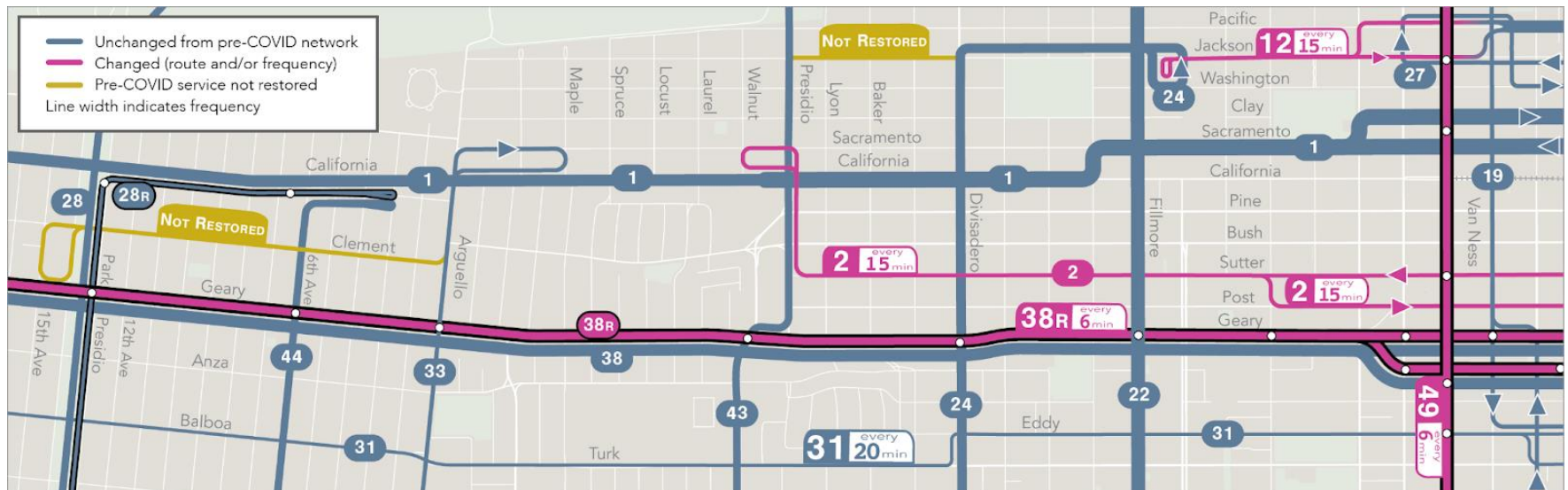




# Tenderloin, Japantown, The Richmond

2 Clement, 3 Jackson, 5R Fulton Rapid, 12 Folsom/Pacific, 28R 19<sup>th</sup> 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 19<sup>th</sup> 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/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



# Noe Valley

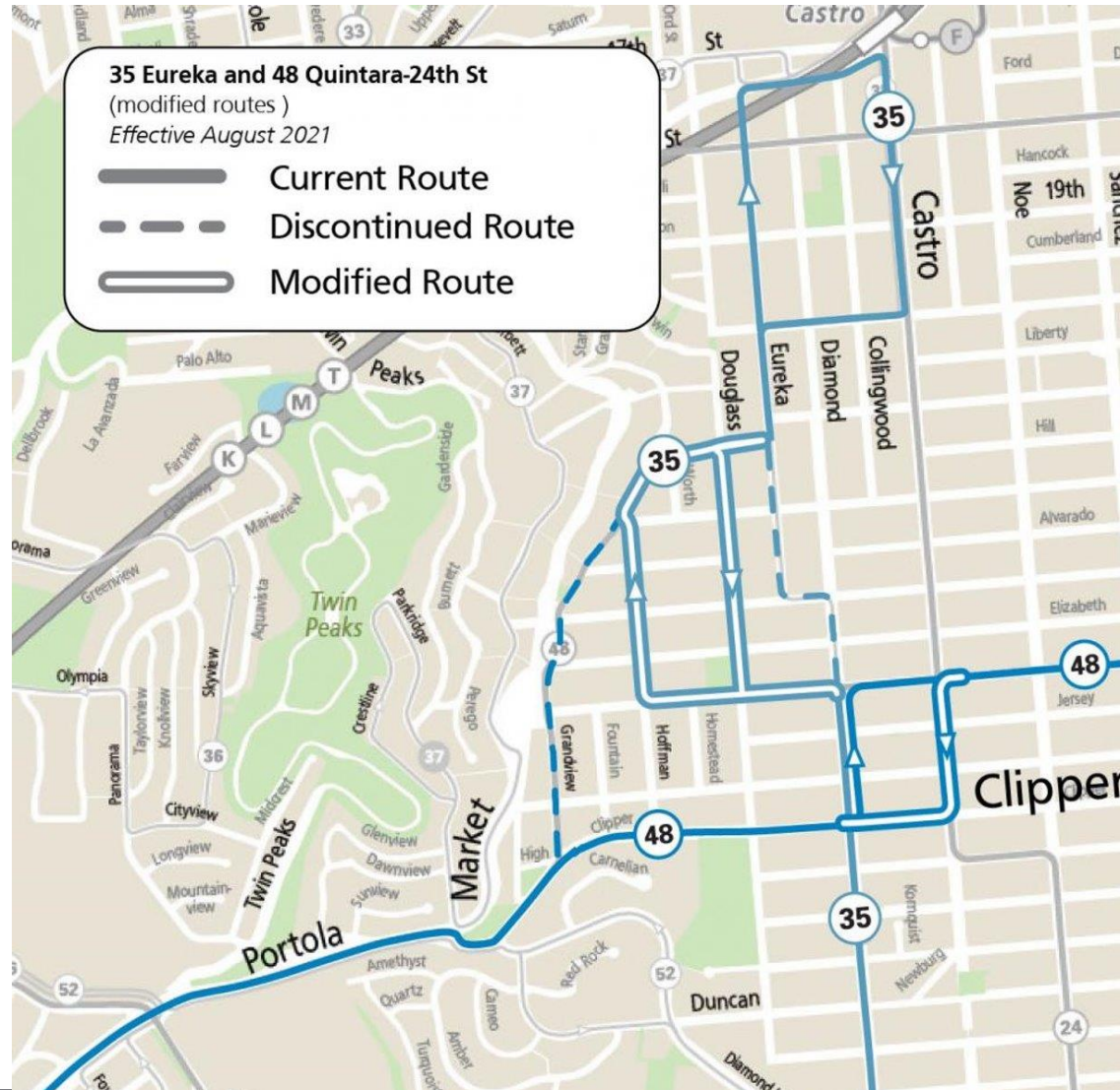
## 35 Eureka, 48 Quintara/24<sup>th</sup> Street

Recommended:

- **35 Eureka & 48 Quintara/24<sup>th</sup> Street** unchanged from current (30-minute and 15-minute frequencies)

Exploration:

- **48 Quintara/24<sup>th</sup> 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





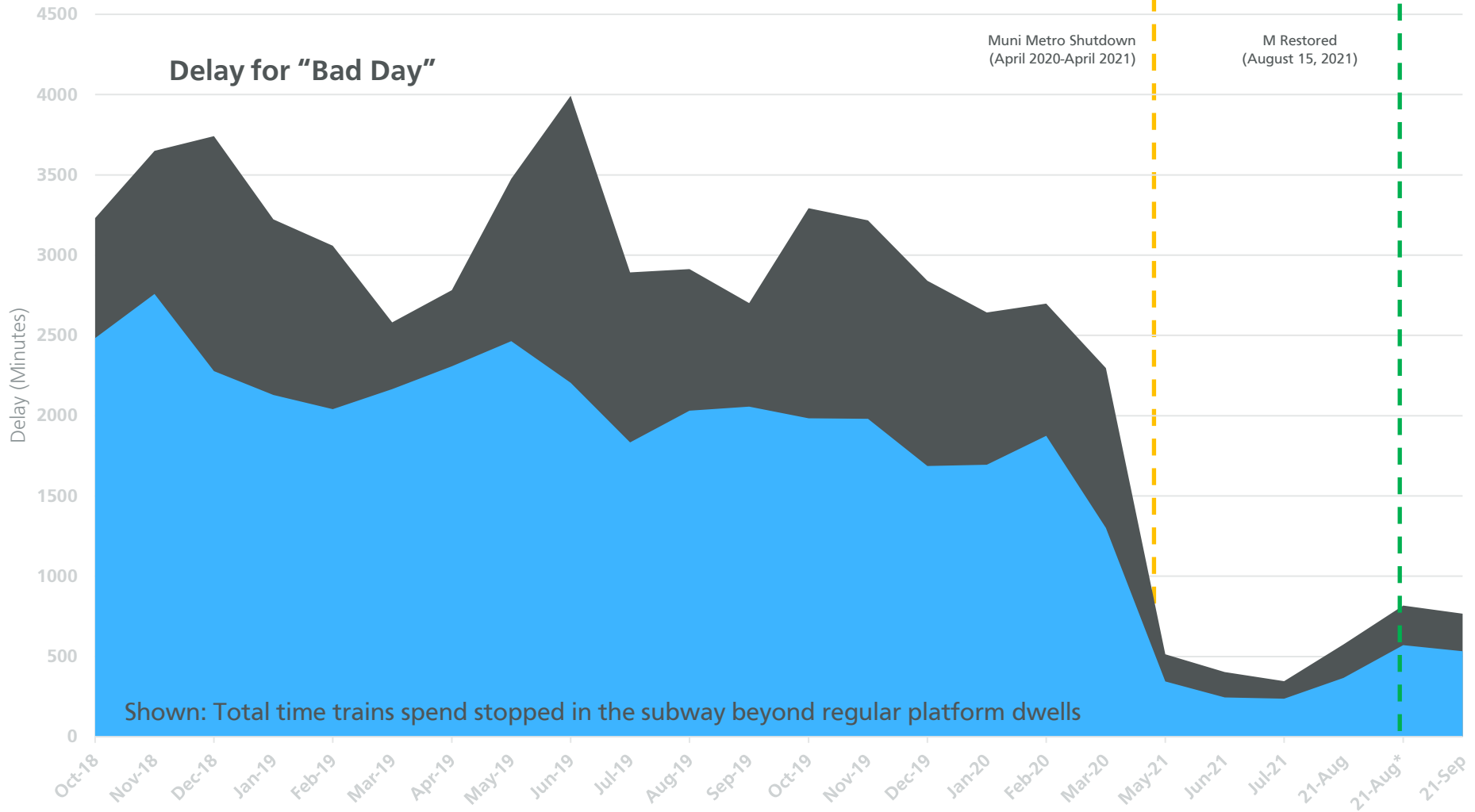
# Subway Performance

- 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



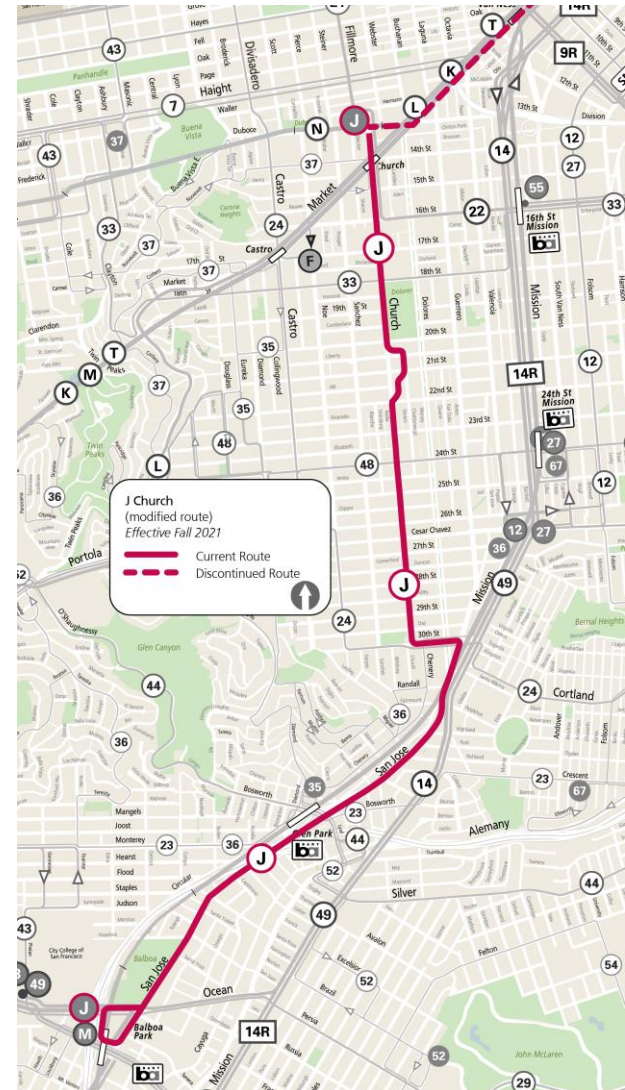
# Subway: Total Minutes of Delay

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!