



SFMTA



Winter 2022 Muni Service
SFMTA Board of Directors
December 7, 2021

Muni Today



75% Pre-Pandemic Service
50% Pre-Pandemic Ridership



98% of San Franciscans within 1/4 mile of a stop

62

Number of pre-pandemic lines that have been restored



Next planned service restoration: Winter 2022

Hiring Constraints



- Winter 2022 service plan is an incremental step based on hiring rate
- Hiring is our biggest constraint to faster service expansion
- We have trained 47 operators this year and have 18 in training now
- If we can identify likely new revenue sources, we will continue hiring and training and plan next major service restoration in fall 2022
- Vaccine requirement compounded other missed service challenges - in fall missed approximately 70-140 shifts/day

We Asked for Community Input on ...

Familiar scenario

All-day pre-pandemic Muni routes restored

Frequent scenario

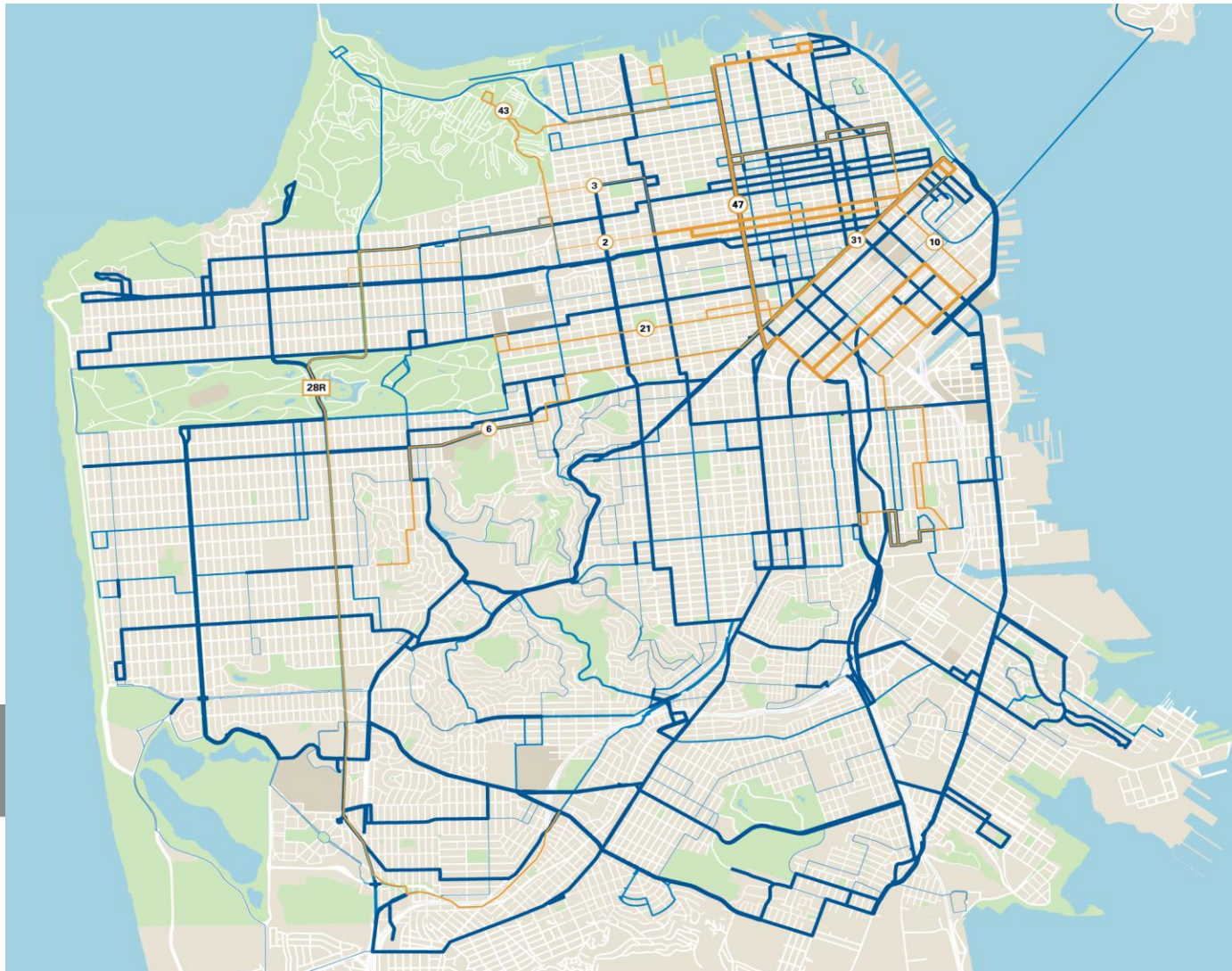
Service increased on high ridership Muni lines and not restoring five of the seven routes.

Hybrid scenario

Aims to balance the Familiar and Frequent and does not restore two of the 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 & What We're Proposing

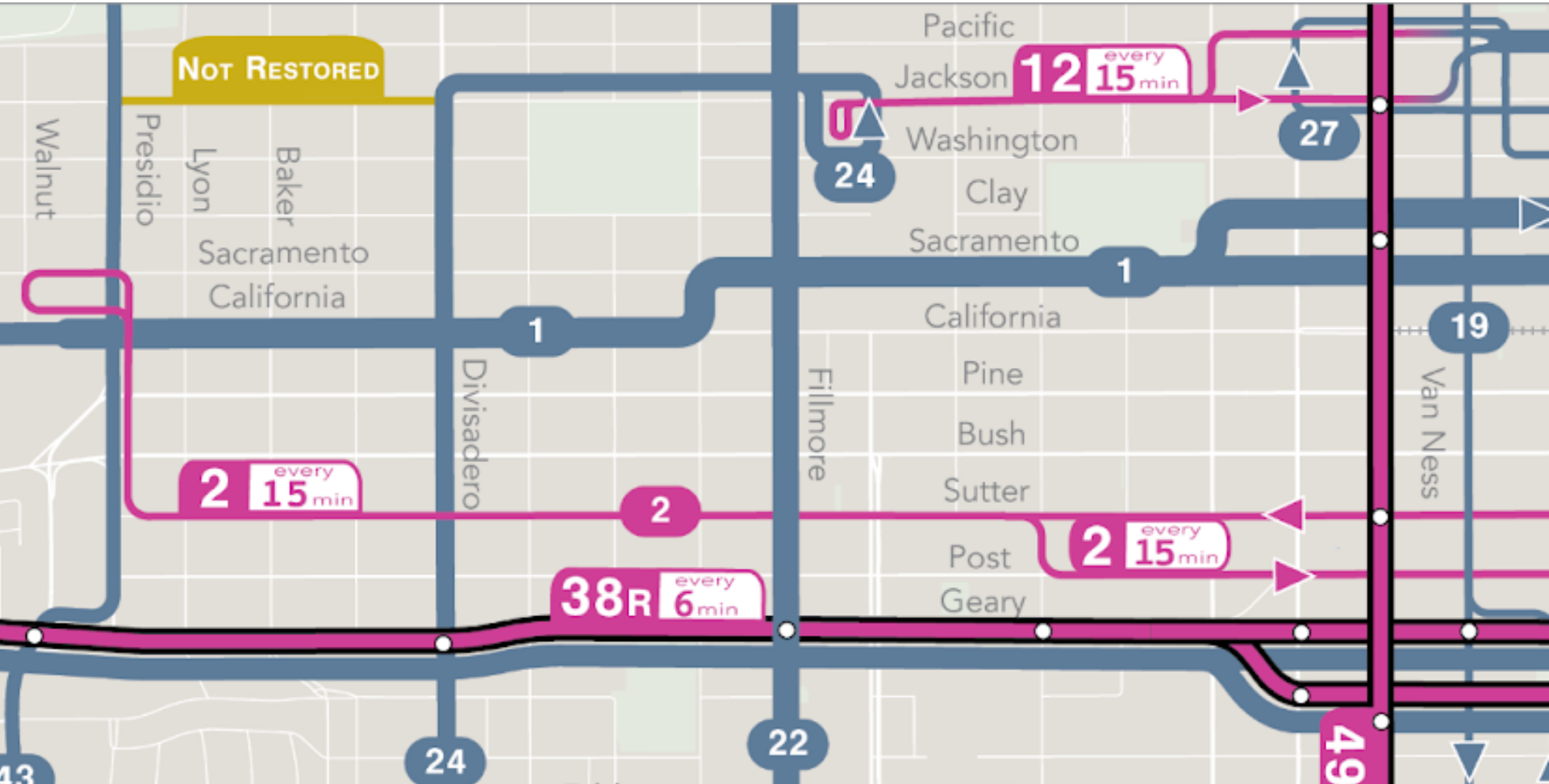
- ✓ Restore key pre-pandemic connections
 - For example, direct service to St. Mary's Hospital
- ✓ Preserve or restore Muni access in hilly areas
 - For example, Tenderloin, Alamo Square, Ashbury Heights
- ✓ Focus on access for people with disabilities and seniors
 - For example, service on Post and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

Service Recommendations

- **Restore in full:** 6 Haight/Parnassus, 8AX/BX Bayshore, 23 Monterey, 28R 19th Avenue Rapid, 43 Masonic
- **Restore with changes:** 2 Clement, 10 Townsend, 21 Hayes, 31 Balboa
- **Do not restore:** 3 Jackson, 47 Van Ness
- **Frequency changes:** 5 Fulton, 12 Folsom/Pacific, 29 Sunset, 30 Stockton, 38R Geary Rapid, 48 Quintara/24th Street, 49 Van Ness/Mission, 58 Lake Merced
- **Other changes:** 5R Fulton Rapid, 12 Folsom/Pacific, 27 Bryant, 28 19th Avenue, 35 Eureka, 52 Excelsior, 57 Parkmerced, 58 Lake Merced, 66 Quintara
- **Decisions to be made:** J Church, 48 Quintara/24th Street

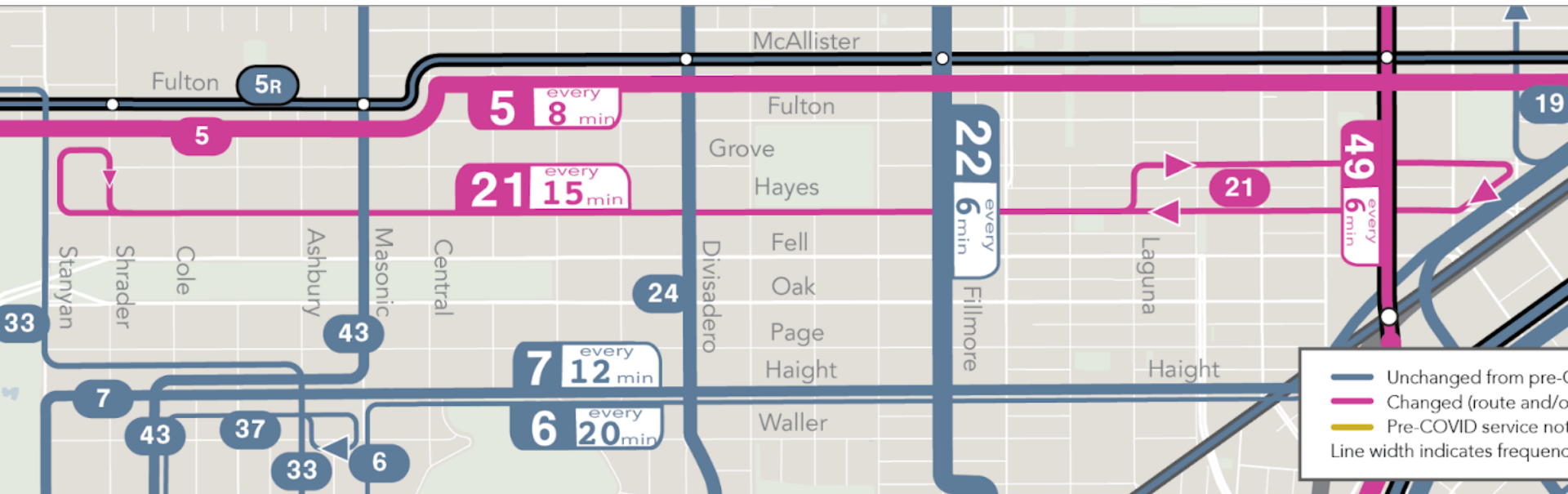
2 Clement

Restore from Ferry Building to Jewish Community Center and increase frequency on 38R



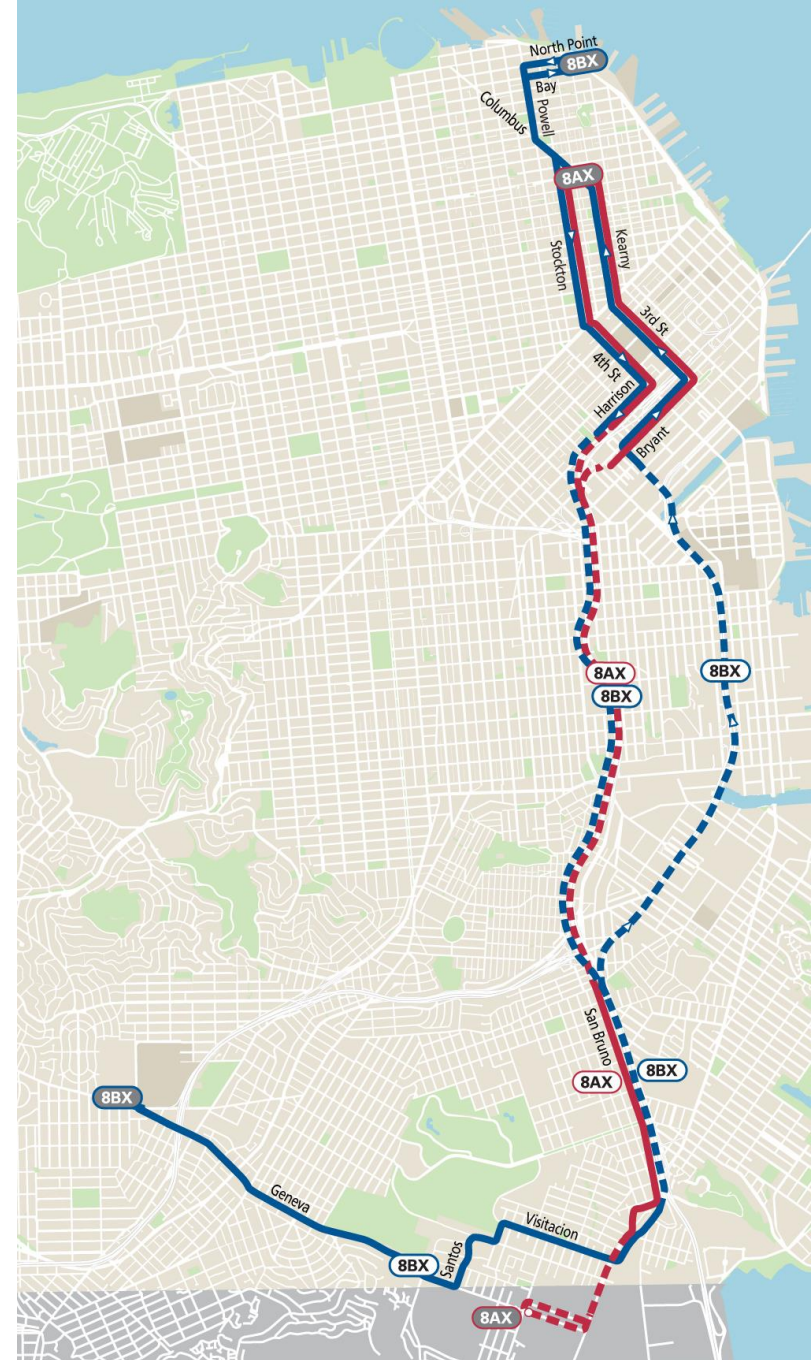
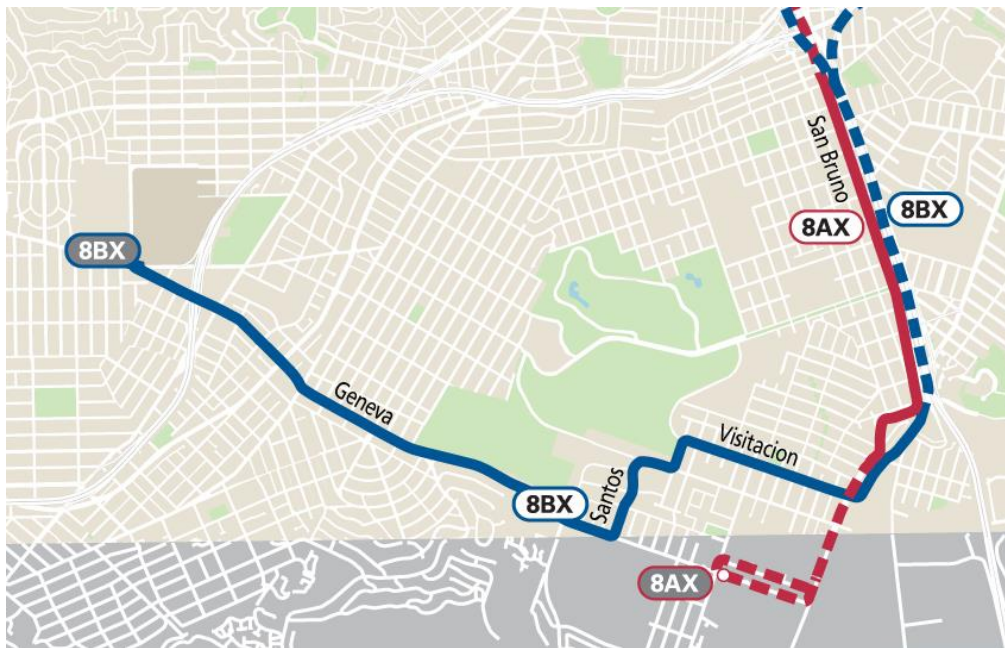
21 Hayes

Restore from Civic Center to Stanyan, increase frequency on 5 Fulton and capacity on 5R Fulton Rapid



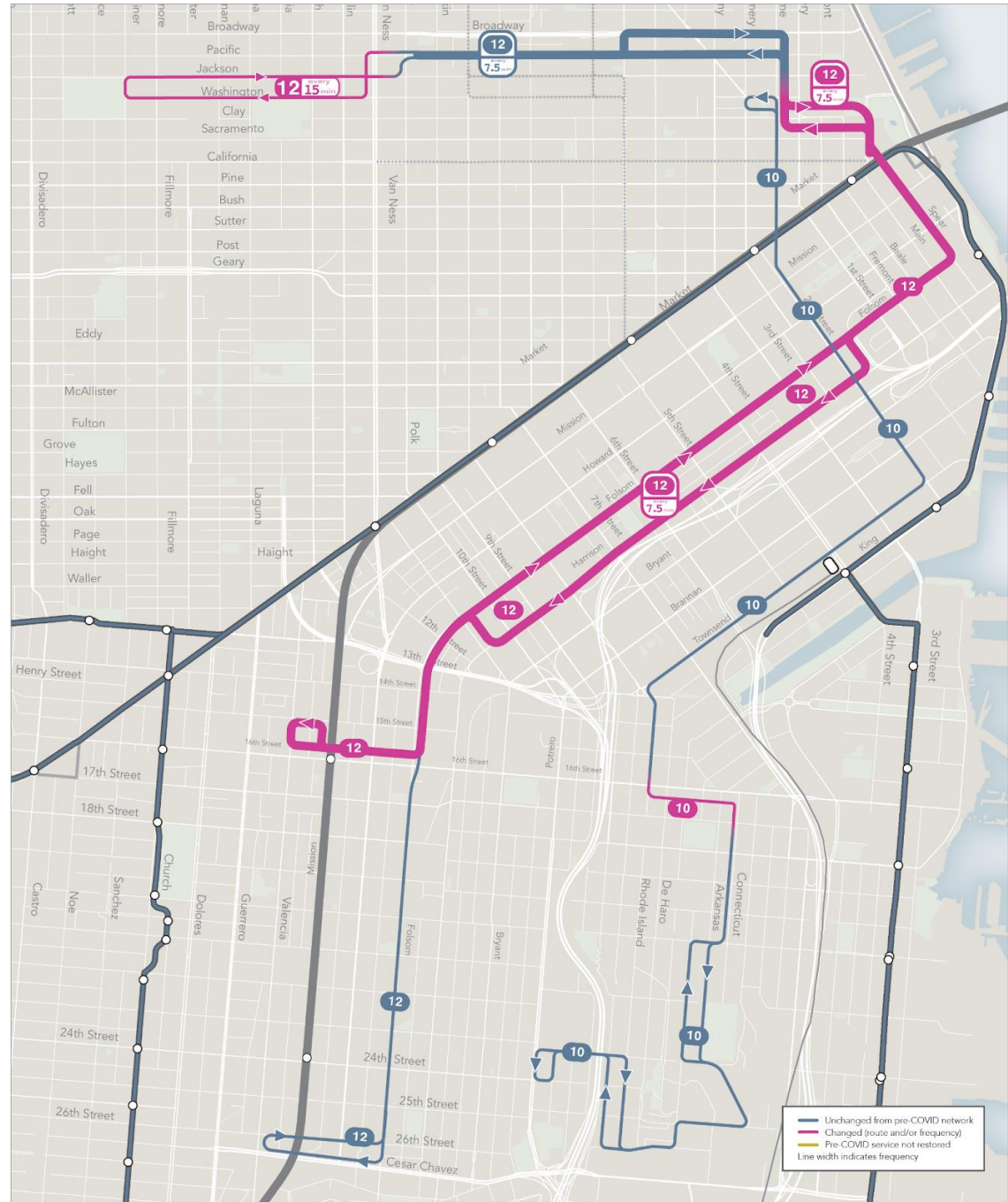
8AX & 8BX Bayshore Express

Restore express services
replacing 8 local in peak
period/peak direction



10 Townsend & 12 Folsom/Pacific

Establish new 12 short between Van Ness and 16th Mission BART (7.5 min frequency in combined segment) and restore 10 between SF General and Financial District



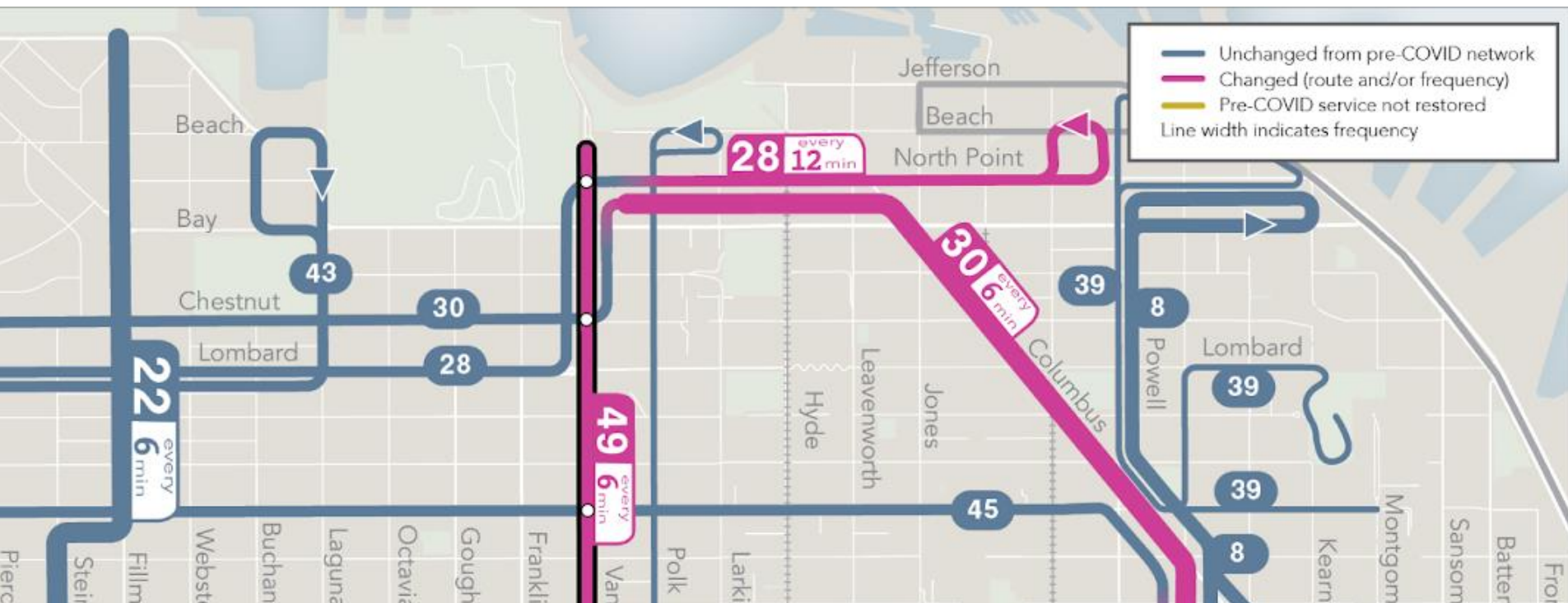
Southwest Neighborhood

Return 23 to Sloat and SF Zoo, extend 57 to West Portal, reroute 58 to serve Brotherhood instead of Westlake and reduce in frequency, restore 28R in full, and increase AM school trips on 29 and 48



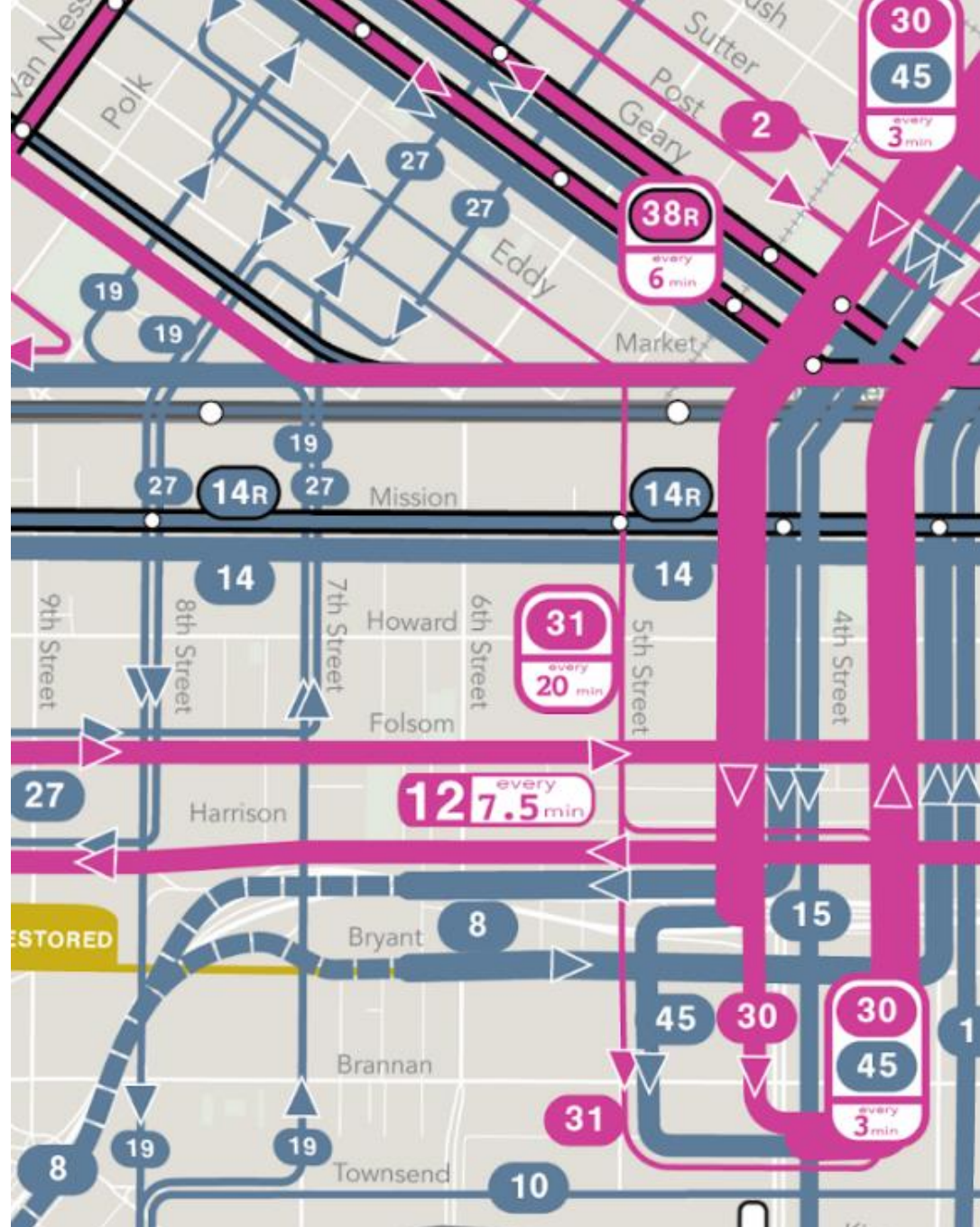
28 19th Avenue & 43 Masonic

Extend 28 to Fisherman's Wharf, and restore 43 to Presidio and Ft. Mason



27 Bryant & 31 Balboa

Keep 27 Bryant in transit priority lanes on 7th and 8th Streets and reroute 31 Balboa to 5th Street and Caltrain



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35 Eureka, 48 Quintara/24th Street

48 rerouted during Shelter in Place onto Clipper

What we heard:

- Residents on new segments of 35 Eureka along 21st Street and 48 Quintara along Clipper Street have significant community opposition due to safety concerns and reduced access to 24th Street and decreased foot traffic to businesses
- Increasing congestion on Clipper that has the highest volume of through traffic in Noe Valley including first responders, trucks and commuters on an especially narrow street adding to safety concerns to an already perceived dangerous street

Staff Rationale for Reroute

- Rerouting the 48 Quintara has reduced travel times and improved reliability



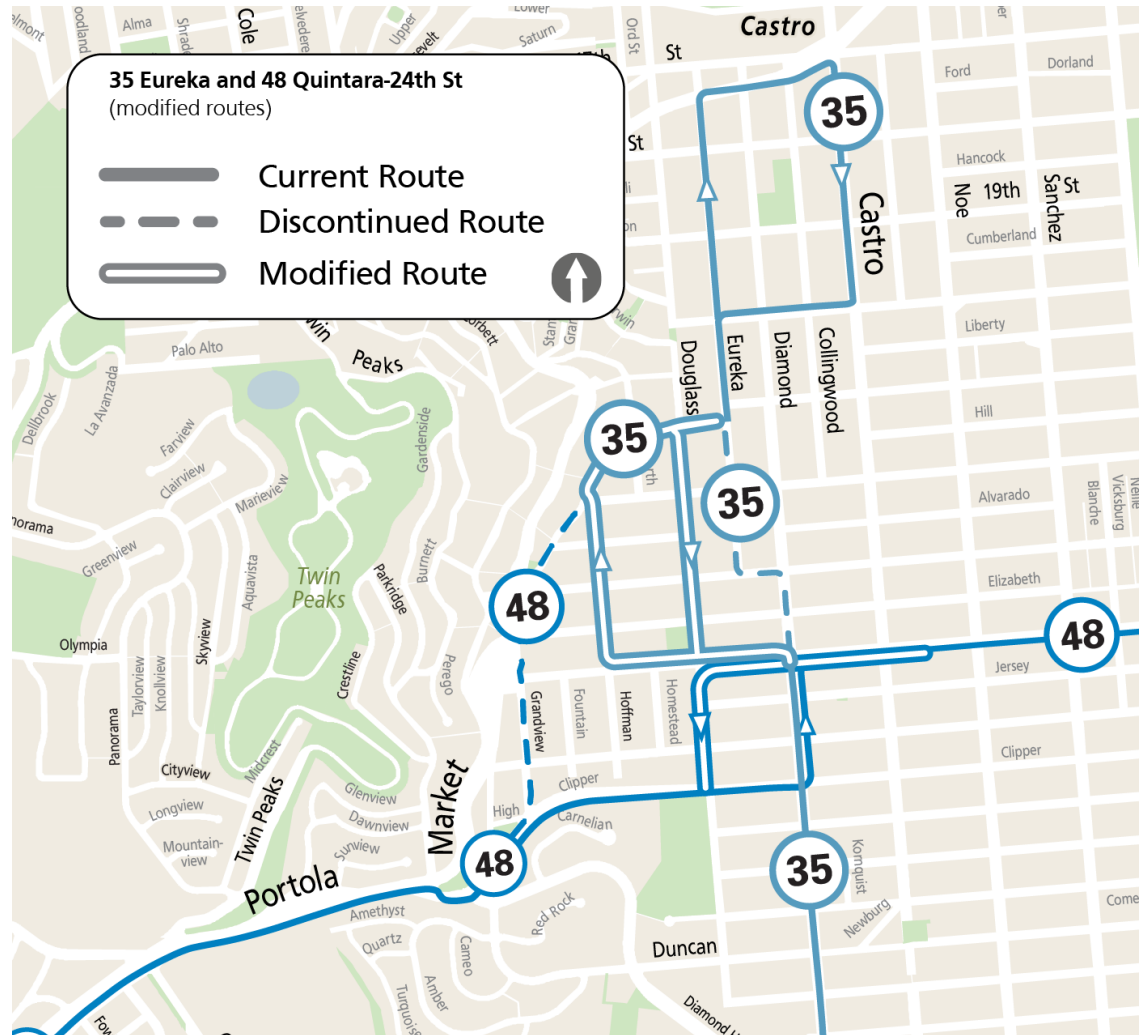
35 Eureka, 48 Quintara/24th Street

3 options for service

Option 1: 35 Eureka & 48 Quintara/24th Street unchanged from Pre-COVID

Option 2: 35 Eureka & 48 Quintara/24th Street unchanged from Shelter in place

Option 3 (recommended): 48 Quintara/24th Street on Douglass (requires intersection regrade at 25th)



Subway Reliability: A Multi-Pronged Solution

Subway reliability was our largest problem pre-COVID, and will require a multi-pronged solution ...

1. Reduce number of routes in the subway

- Requires transfers and streetscape improvements

2. Make transformative improvements to surface segments

- Likely requiring lane restrictions and parking removal

3. Replace the Automatic Train Control System

- Even a modern system would struggle with so many routes

Current Subway Performance

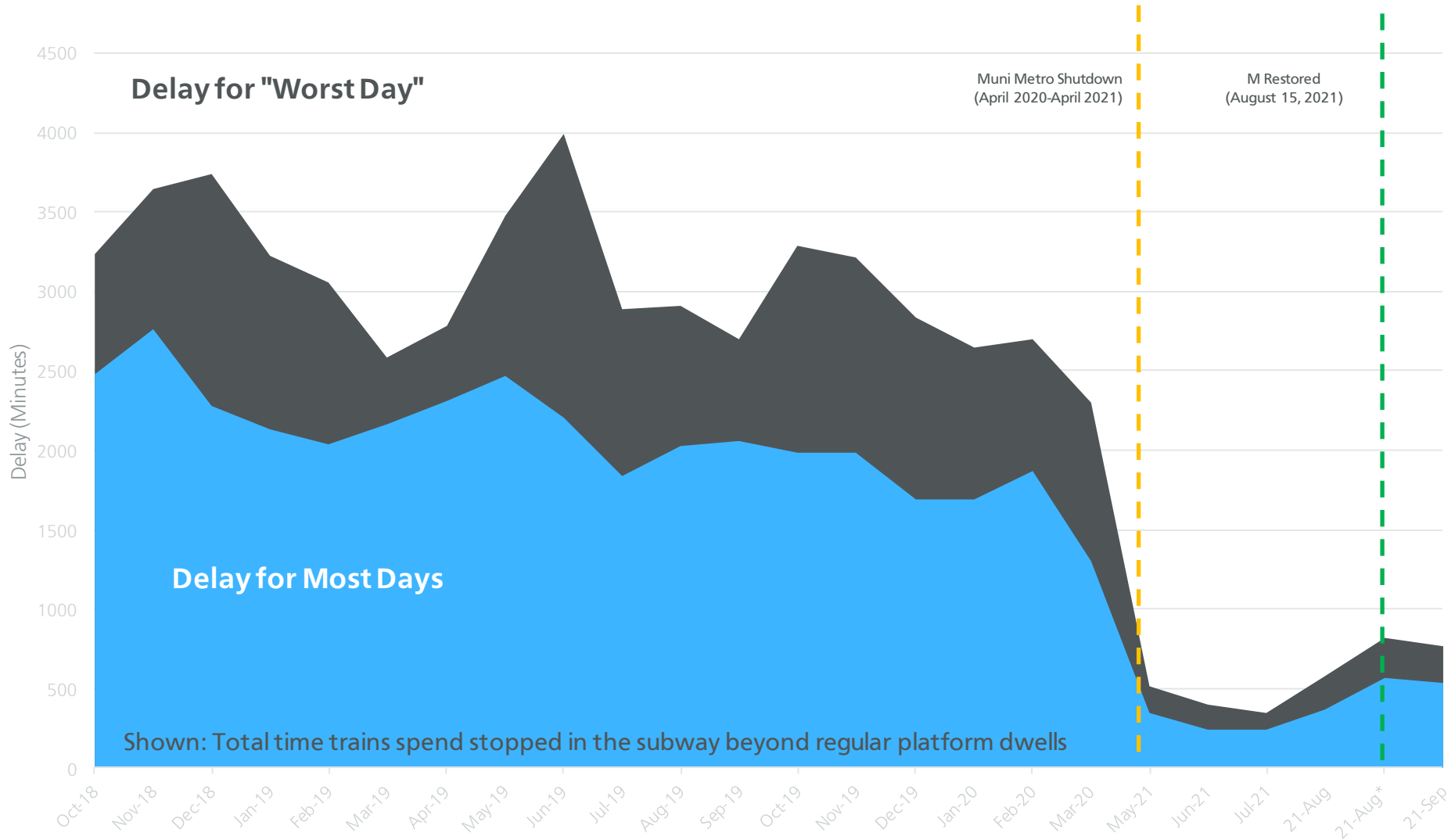
- Removal of two routes (J Church and L Taraval) greatly improving both travel times and variability
- Median subway travel times improved by 7 min, benefits to median end-to-end travel time described below:

AM Peak (6 am to 9 am)	
J-Church	0 minutes (0% faster)
K-Ingleside/T Third	7 minutes (16% faster)
L-Taraval	Not evaluated
M-Ocean View	9 minutes (18% faster)
N-Judah	14 minutes (21% faster)

- Most train delays between stations have been eliminated and travel time variability has significantly improved (~55%)

Reducing Subway Delay

Total delay and variability have declined dramatically



Metro Ridership Trends

Line	Ridership		Ridership Recovery
	October 2019	October 2021	
J Church – including subway-only trips	15,900	-	-
J Church – excluding subway-only trips	12,720	6,700	53%
K Ingleside/T Third	33,300	30,200	91%
M Ocean View	33,100	17,900	54%
N Judah	51,200	26,100	51%
Muni Metro system (total)	167,700	88,300	53%
Muni system	733,100	355,900	49%

J Church Outreach

What We Heard

- Riders value one-seat ride to downtown
- Transfers can be challenging for people with mobility disabilities
- Some feel unsafe waiting at transfer point, especially at night



J Church Findings

Planning Considerations

- Removing J Church from subway has improved reliability on all Metro lines including the J Church
- Despite the transfer, ridership on the J is recovering at a similar rate to Muni system
- About 65% of pre-COVID J Church trips would not require a transfer

Preliminary Pilot

We tracked total travel times between 30th/Church and Embarcadero Station.

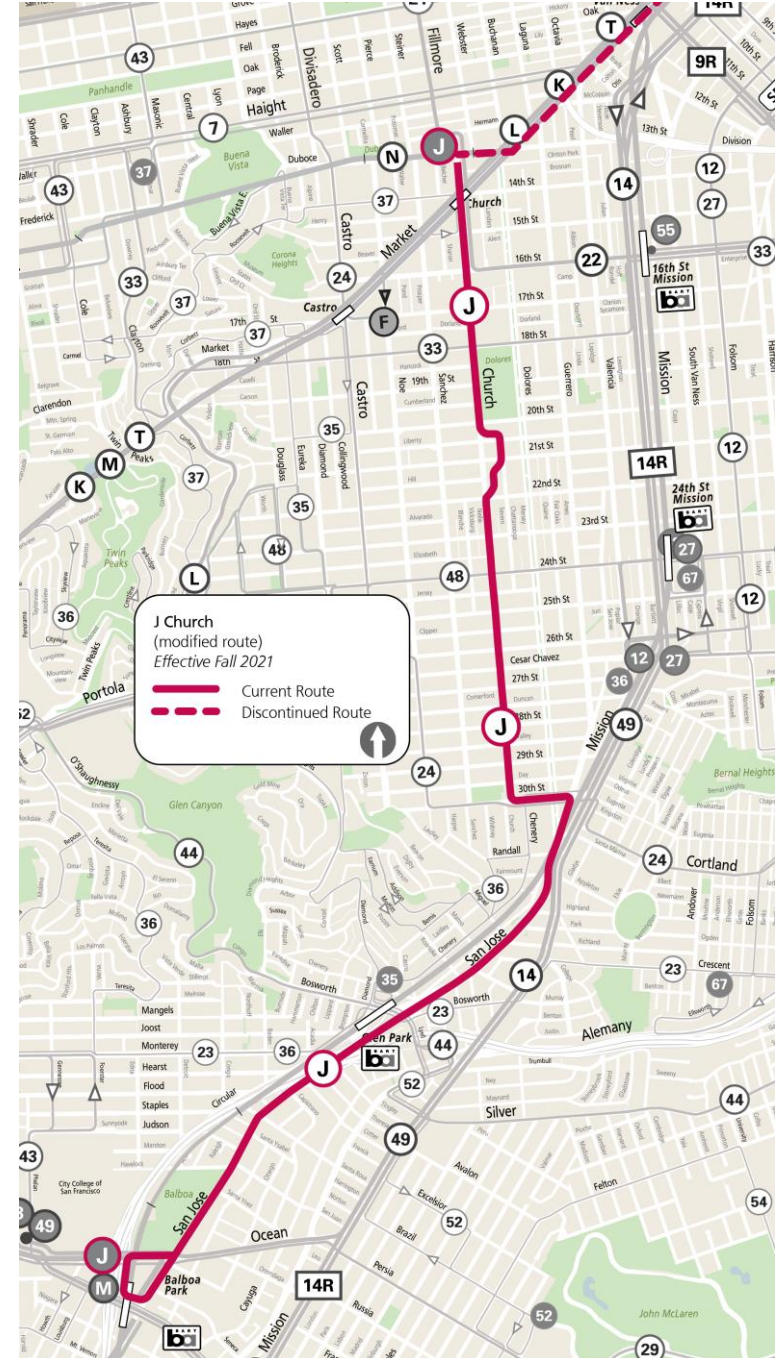
1. Average weekday trips (eastbound and westbound) take about the same amount of travel time today as they did in 2019.
2. There is **less variation** in weekday trip times (comparing July 2021 to July 2019).
3. In Sep/Oct 2021, **73% of weekday trips had wait times of five minutes or less** while transferring at Church Station.
4. **Reliability** improved from 75% to 90% headway adherence

J Church

Option 1: J Church from Balboa Park to Church/Duboce (10-min)

Option 2: J Church from Balboa Park to Embarcadero (15-min)

Option 3 (recommended): To Church/Duboce (12-min) in daytime; to Embarcadero in evening. Add supplemental bus service from Noe Valley to Downtown all day (30-min).



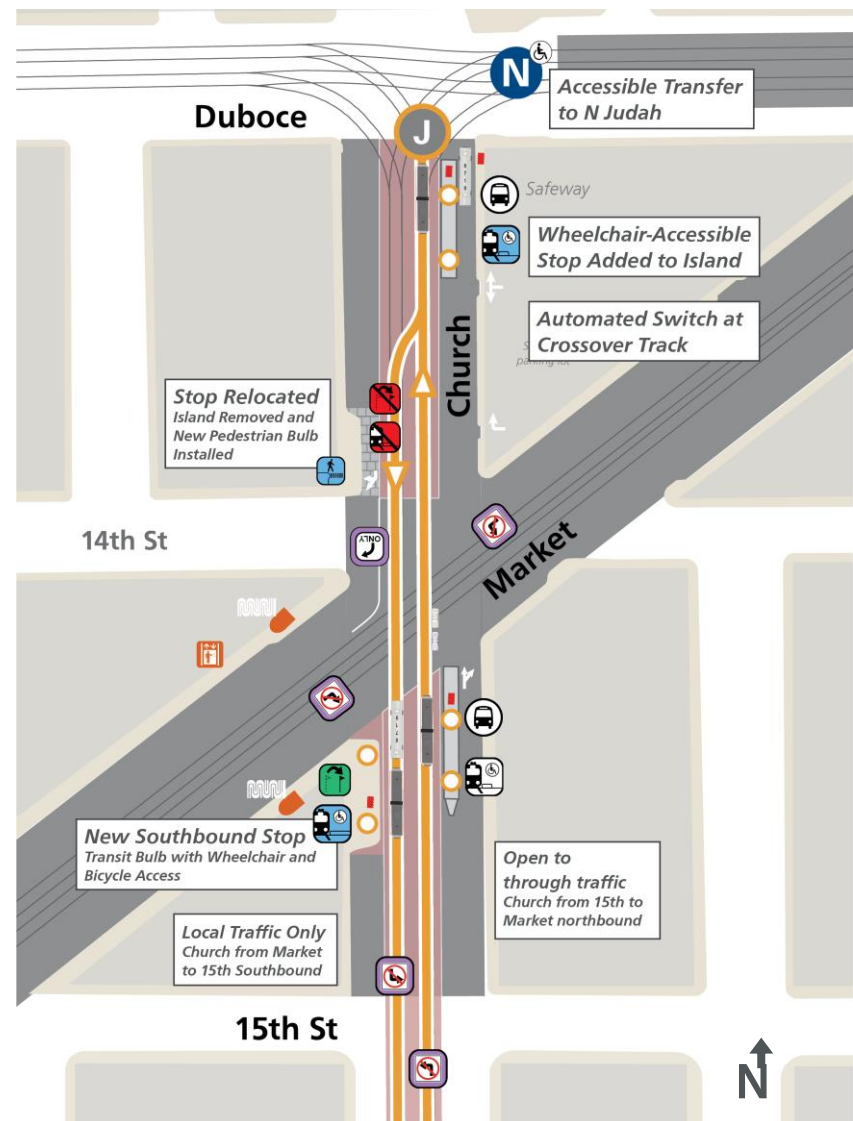
J Transfer Improvements



Towards a Permanent Accessibility Plan

Proposed Concept

- Permanent wheelchair-accessible ramp added at island at Church and Duboce
- New southbound transit bulb with accessible ramp and bicycle access on west side of Church at Market (far side of intersection)
- Southbound island at 14th Street removed and replaced with pedestrian curb extension
- Northbound through traffic and southbound local access permitted
- Automatic track switch installed at existing crossover



Changes Based on Community Feedback

We received feedback from more than 700 Muni customers, residents and merchants along the route

	What We Heard	What We Changed
Church and Duboce stop	Some trains were not picking up passengers at the Church and Duboce stop, an important connection to the N Judah and Safeway	<ul style="list-style-type: none"> Field operations team and rail division staff ensured operators are now serving this stop
Transit signage	Transit customers found it the wayfinding signage confusing when transferring between the J Church and Muni Metro	<ul style="list-style-type: none"> Updated and improved wayfinding signage between the J Church platform and the subway to improve the legibility of the transfer
Northbound traffic on Church Street	Residents and merchants said that northbound traffic is especially important on Church Street between 15 th & Market streets	<ul style="list-style-type: none"> Northbound traffic was restored in July 2021 after the curb lane was no longer in use for outdoor dining
Customer parking	Merchants expressed challenges with customer parking on Church Street to access restaurants and other businesses	<ul style="list-style-type: none"> Added “green zone” short-term parking spaces on Church Street to facilitate pickup from restaurants and other businesses
Roadway signage	Some residents and merchants provided feedback about the roadway signage for the transfer project	<ul style="list-style-type: none"> Updated signage to clearly indicate that local access is permitted Trained parking control officers to ensure residents and customers can access driveways and short-term loading spaces

Improved Access and Streetscape

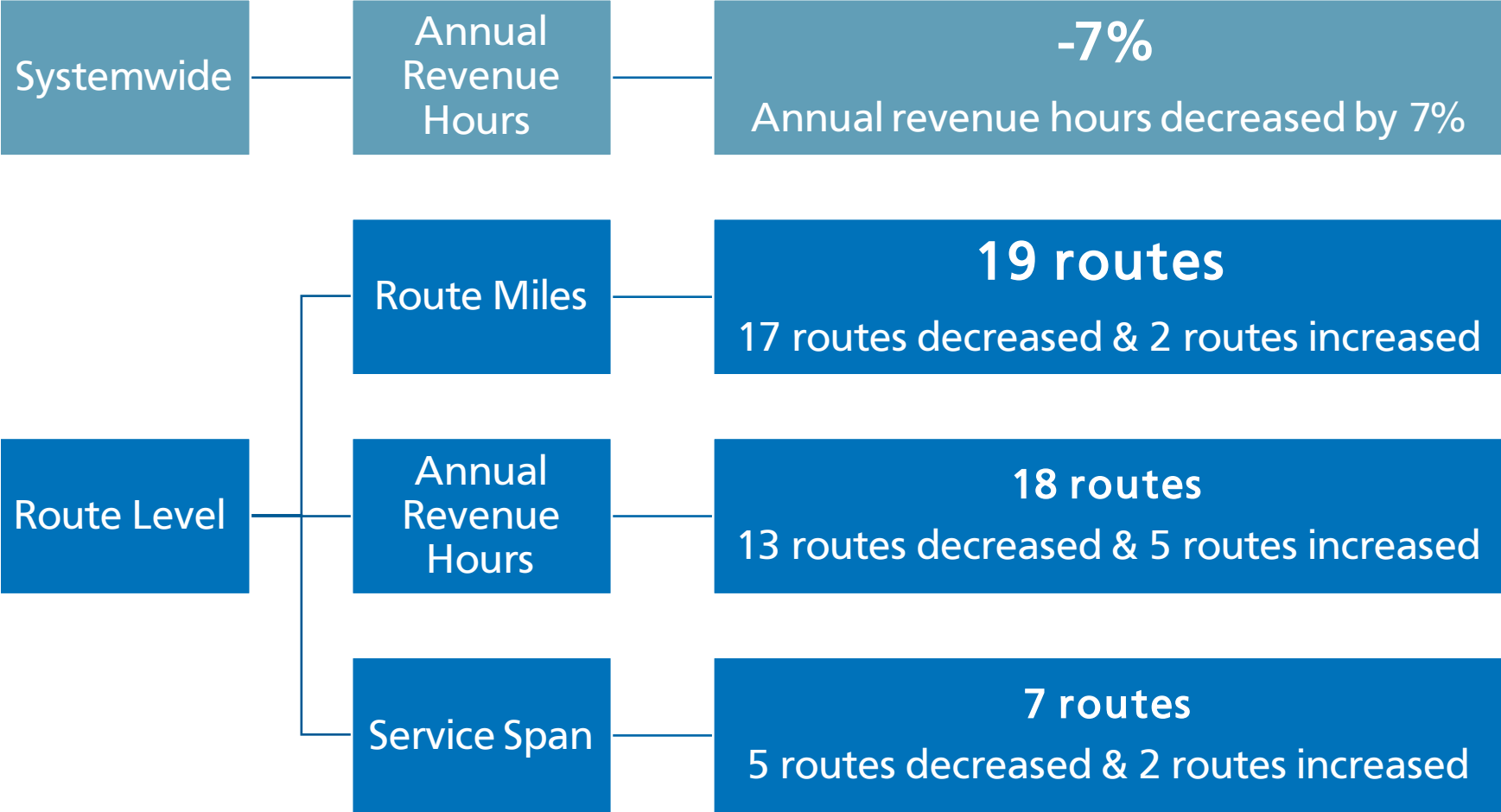


Title VI Analysis

- **Disparate Impact** Title VI-protected populations based on race/ethnicity are more impacted by the changes than non-protected populations
- **Disproportionate Burden** Title VI-protected populations based on household income are more burdened by the changes than non-protected populations

SFMTA Policy:
Disparate impact or disproportionate burden
is found if difference is greater than 8%

Title VI Analysis - Major Service Changes Triggered



Title VI Analysis - Results

Conclusion: Population impacted by service decreases and increases has similar demographic makeup to citywide population, resulting in no disparate impacts or disproportionate burdens

	Service Decreases		Service Increases	
Major Service Change	Disparate Impact?	Disproportionate Burden?	Disparate Impact?	Disproportionate Burden?
Route Miles	No	No	No	No
Revenue Hours	No	No	No	No
Service Span	No	No	No	No

Today's Legislation

- Approve Title VI analysis for Winter 2022 service plan
- Approve associated parking and traffic modifications (e.g., removal of parking at new Route 12 terminal)
- Approve parking and traffic modifications for J Church Transfer Improvements

Next Steps: Winter 2022

Winter 2022 Service Plan

- Expected implementation in March or April 2022

Beyond Winter 2022: Service Expansion

- Continued community dialogue and planning
- Seek additional funding for continued service restoration

J Church Muni Forward

- Design and build permanent transfer improvements at Church & Market
- Outreach beginning in 2022



Beyond Winter 2022

- Continue to evaluate ridership patterns, crowding and coverage
- Evaluate route segments and frequencies not yet fully restored
- Evaluate routes with strong ridership activity (e.g., 22 Fillmore)
- Explore possibilities for stronger north-south connections
- Consider new rapid routes (such as 7R Haight Rapid and 29R Sunset Rapid) and downtown expresses
- Continue offering service we added during the pandemic (e.g., 15X)



Thank You!

