



J Church Transfer Improvements

Question and Answer Session

October 28, 2021

Overview

Background

- Over 14,000 Muni customers got on or off at Church/Market or Church/Duboce daily in 2019
- 5 Muni lines intersect here (plus 3 in the subway)

Temporary improvements

- We made temporary changes in 2020 to support transferring to the shortened J Church route
- Permanent transfer improvements would benefit thousands of riders regardless of whether J Church returns to the subway



J Church Route Challenges

Before the pandemic:

- Too many trains were scheduled in the Muni Metro tunnel
- Delays impacted reliability on the entire Muni Metro system, including the J Church
- 25% of J Church trains were delayed by 5 minutes or more (often much longer)



Timeline of Service Changes

- **March 2020:** Service suspended on all Muni Metro lines
- **August 2020:** J Church returned as shortened bus route
- **Fall 2020:** Temporary transfer improvements installed on Church
- **December 2020:** Rail service returned to shortened J Church
- **May 2021:** Subway reopened with KT and N line
- **August 2021:** M line returned to subway
- **October 2021:** J Church frequency increased to every 10 minutes all day



Project Goals and Scope

Goals of the transfer improvements

- Provide a safe, seamless transfer experience, especially for people with disabilities
- Support reliable service on the J
- Enhance the streetscape environment for transit riders, residents, and visitors to Church and Market

What we're proposing

- Make temporary transit stop, traffic and parking changes permanent
- Upgrade pedestrian and transit stop infrastructure on Church between 15th and Duboce
- Streetscape improvements
- Changes would not preclude the J Church returning to the subway

Current Temporary Improvements

Implemented in 2020:

- Temporary accessible ramp on the island on Church at Duboce near Safeway to provide connection to N Judah for northbound and southbound J Church customers
- Temporary southbound wooden island and ramp on Church south of Market to improve connection to subway for southbound customers
- Traffic restrictions on Church between Market and 15th (southbound) create room for larger Muni boarding area



Temporary Accessibility Improvements



Community Outreach

- **Technical evaluation** of transit impacts
- **Operator survey**
- **Community survey**
 - Promoted using project webpage, posters at transit stops, postcards, and emails
- **Direct outreach to merchants, community organizations, and accessibility community**
- **Email and text message updates**

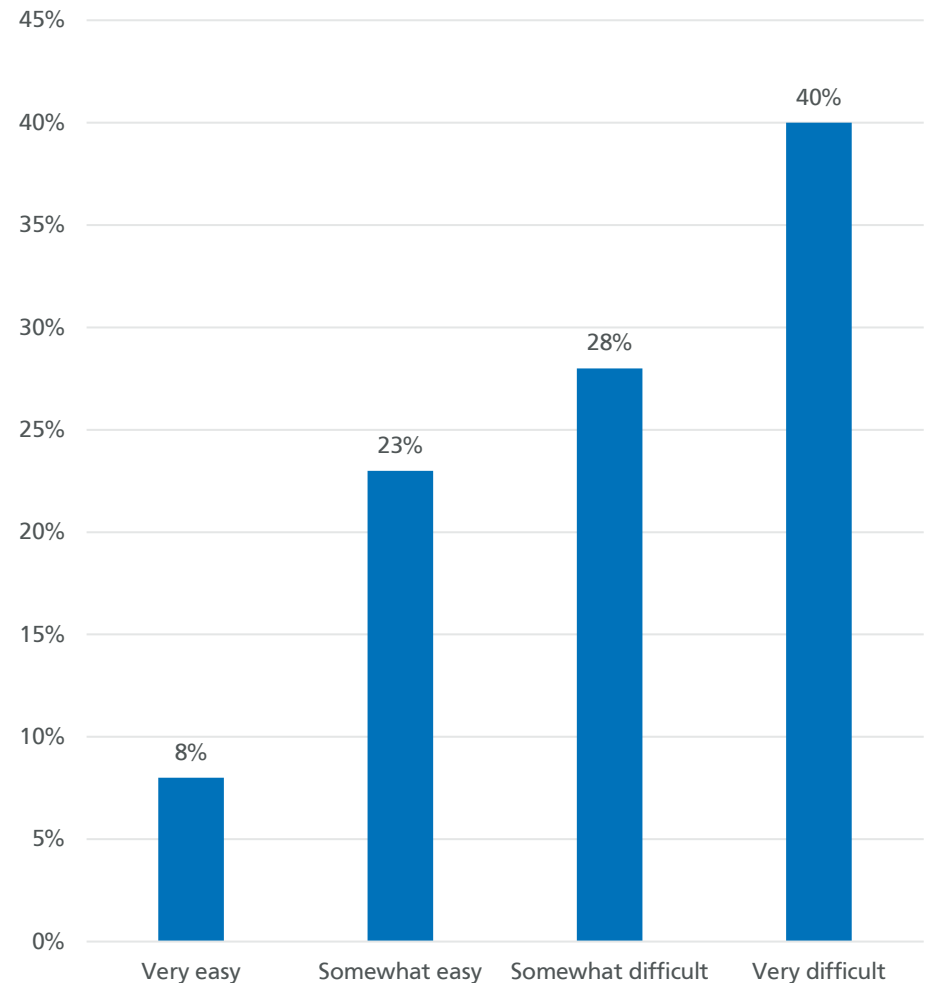


Photo taken before mask requirements

Survey Feedback

- Two thirds of survey respondents found navigating the transfer between the J Church and the subway challenging
- Aside from wait times, respondents mentioned several other key issues with the transfer itself
- We've used this feedback to make immediate adjustments and help determine what long-term improvements could look like

How easy is it to navigate the transfer?



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 and 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 on the block
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



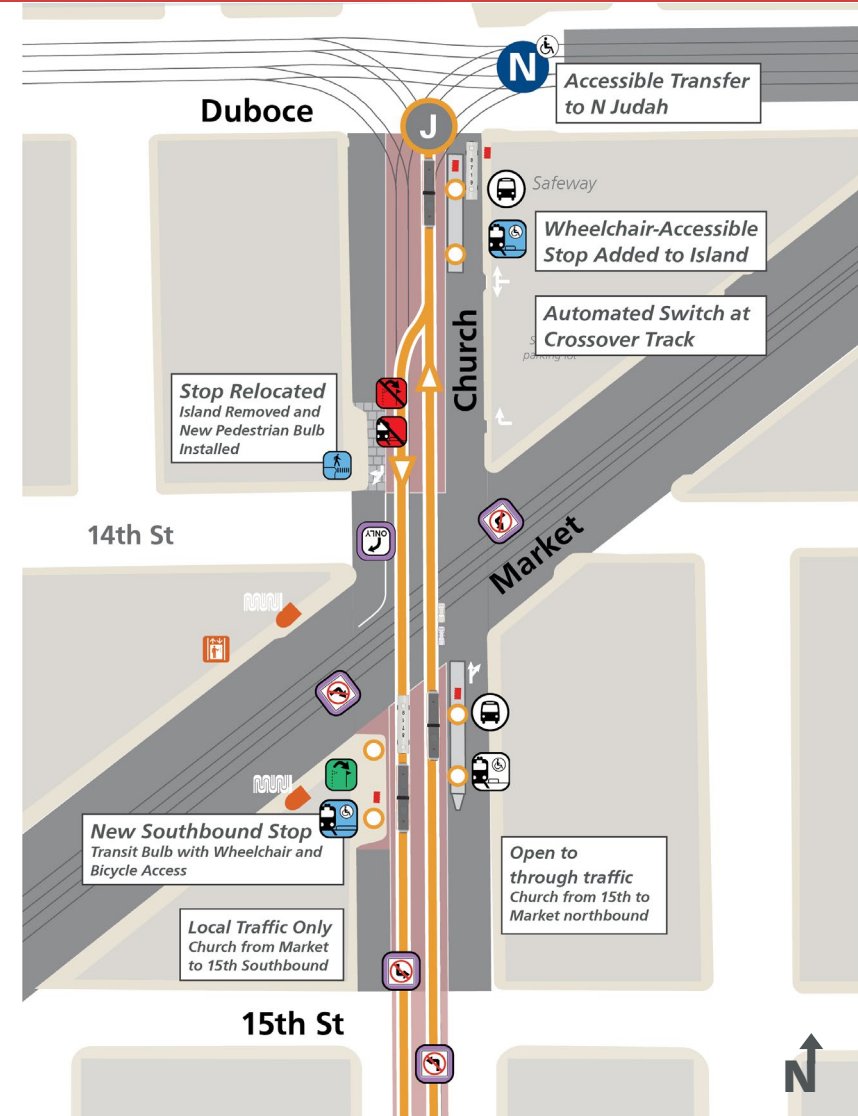
Long Term Vision



Towards a Permanent Accessibility Plan

Proposed Concept

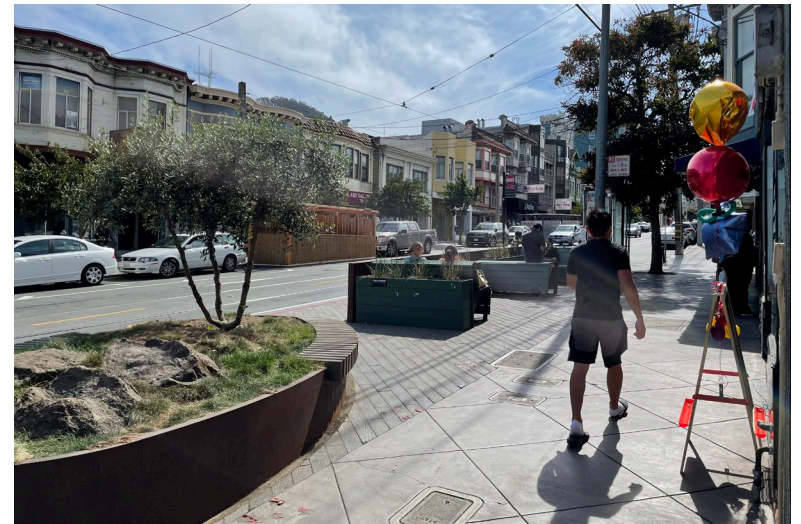
- Permanent wheelchair-accessible ramp added at island at Church and Duboce
- New southbound transit bulb with accessible ramp and bicycle access on west side of Church at Market (far side of intersection)
- Southbound island at 14th Street removed and replaced with pedestrian curb extension
- Northbound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



Improved Access and Safety



Enhanced Streetscape



Proposed Legislation

- Approve traffic and parking changes necessary to maintain the transfer point improvements beyond the end of the emergency order.
- Design and outreach for permanent infrastructure improvements will take place in 2022 as part of the J Church Muni Forward full project.

Next Steps

- **October/November 2021:** Share proposal with the community
- **October 18-29:** Public Hearing to collect community feedback
- **October 28:** Community Q&A session
- **December 7:** Project considered by SFMTA Board with 2022 service changes
- **2022:** Outreach for streetscape design begins as part of J Church Muni Forward project
- **2025:** Capital project implementation (permanent improvements)



Thank you!

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