

# You Speak, We Listen

We received feedback from more than 500 Muni customers and 80 merchants along the route.

	What We Heard	What We're Planning
<b>Bus frequency, delays and reliability</b>	<p>"The 27 is totally unreliable. Often the buses get so backed up that several come right after one another."</p> <p>"My biggest issue with the 27, a lot more than the delays, is the unexplained missing bus runs."</p>	<ul style="list-style-type: none"> <li>• Improve reliability and reduce delays by updating the route to make it more direct</li> <li>• Help reduce gaps in service by addressing shortage of operators with actions such as converting part-time operators to full-time and training larger classes of operators</li> </ul>
<b>Crowding</b>	<p>"Because it's irregular, the bus is often super crowded and cramped. Some days I wait 40 minutes for my bus to show up."</p>	<ul style="list-style-type: none"> <li>• Reduce crowding by eliminating gapping and bunching of buses caused by delays</li> <li>• Widen sidewalks at stops to eliminate delays caused by exiting and entering travel lane</li> <li>• Relocate stops for stop signs and traffic signals so bus doesn't stop twice</li> </ul>
<b>Bus stops</b>	<p>"You could cut down on the number of stops. It seems like it stops on every corner, which really slows things down."</p> <p>"Avoid bus stop removal. You are hurting seniors and people with disabilities."</p>	<ul style="list-style-type: none"> <li>• Consolidate some stops to provide faster, more predictable bus travel times</li> <li>• Maintain 75% of stops (10 bus stop removals) to reduce delays and still keep neighborhood-serving service, particularly on hills</li> </ul>
<b>Pedestrian Safety</b>	<p>"Cars take these turns quickly. They don't see people crossing."</p>	<ul style="list-style-type: none"> <li>• Add high visibility crosswalks to increase visibility of people walking</li> <li>• Add corner sidewalk extensions to reduce time spent crossing the street and slow down turning vehicles</li> <li>• Upgrade signals to give pedestrians a head start and time to cross</li> </ul>



## Thank you to the following organizations and individuals who provided their feedback:

SF Transit Riders, Walk San Francisco, Senior and Disability Action, Chinatown Community Development Center, Golden Gate Block Safety Group, South of Market Community Action Network, La Voz Latina, Glide Memorial Church, District 6 Community Planners Group, Tenderloin Safe Passage (part of Tenderloin Community Benefit District), Tenderloin Neighborhood Development Corporation, Central City SRO Collaborative, Tenderloin Community School, Spring Valley Science School, Tenderloin Sunday Streets, SoMa Sunday Streets, Autumn Moon Festival in Chinatown, and the District 3 and District 6 Supervisor Offices