



2022 Muni Service Network Planning

Introduction

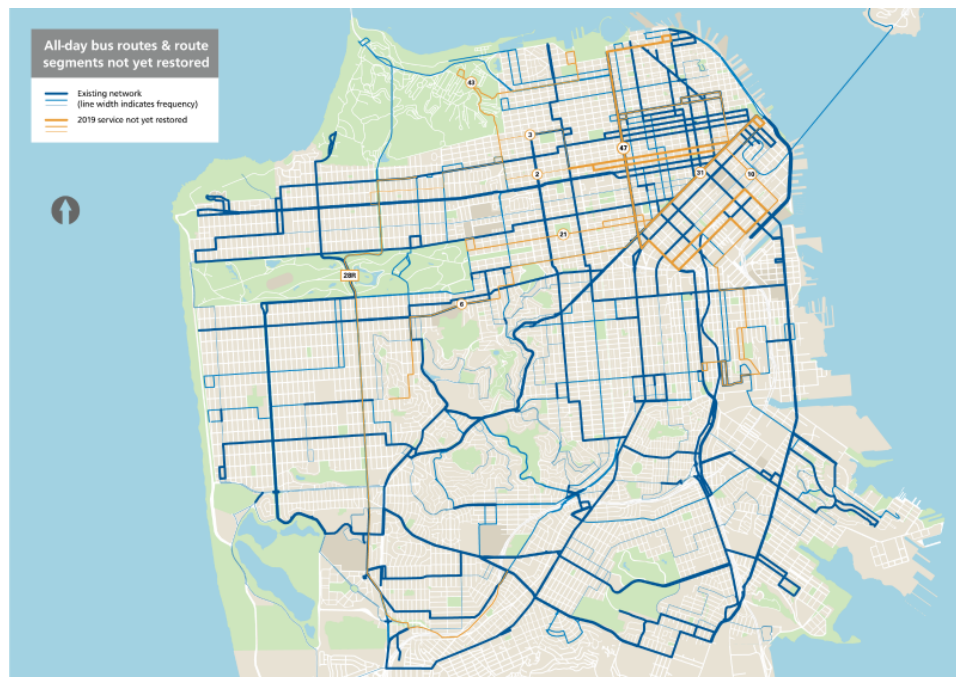
How should Muni service be in 2022?

The SFMTA initially reduced Muni service during the COVID-19 pandemic, creating a Muni Core Service Network. Since April 2020, we have repeatedly increased service: We have restored service that previously existed. We have also added service in busy corridors and created new lines, focusing on improvements in neighborhoods identified by the Muni Service Equity Strategy with higher numbers of low-income residents and people of color.

- We **dramatically increased Muni service in busy corridors** such as Mission and Geary, with buses running as often as every two minutes. We are now operating more

Muni service along a number of corridors including the Mission and Potrero/San Bruno corridors than we did pre-pandemic.

- Muni's new 15 Bayview Hunters Point Express **provides fast connections** between local stops in the Bayview and major destinations along Third Street into the Financial District.
- We rerouted the 22 Fillmore to serve Mission Bay, including the UCSF campus, medical center and Chase Center. We **worked with the community** to determine stops for a new connection to the 16th Street corridor, replacing the 22 Fillmore on Potrero Hill and replacing the 55 16th Street with the new 55 Dogpatch.
- Muni's new 58 Lake Merced replaced the 23 Monterey on Sloat Boulevard and the 57 Parkmerced on the west side of Lake Merced **while providing new connections** to the Westlake District in Daly City. The 23 Monterey now connects to West Portal Station.



Map of all-day muni bus routes and segments not yet restored

At this time, there are 7 all-day Muni routes that we haven't yet restored.

Why revisit the Muni network?

Muni connects communities in San Francisco. As the city recovers from the COVID-19 pandemic, the SFMTA is developing a proposal for how Muni service will be restored in 2022. Over the past several years, and throughout the pandemic, we have seen travel patterns and needs shift. Should we bring back the all-day Muni routes that have yet to be restored? Or should we increase service on high ridership Muni lines, improving reliability and connections to grocery stores, hospitals, schools and diverse workplaces while decreasing wait times and crowding, and not restoring the six all-day pre-pandemic routes that haven't been yet?

We have developed three scenarios for your consideration and now we are asking what Muni service you want in 2022.

2022 Muni Service Network

Before we dive in about what is different about the three scenarios, there are some changes to Muni service that are planned for the 2022 Muni Service Network that will be implemented no matter what.

In 2022, Muni Service will...

- Retain all-day service within two to three blocks of all stops that had all-day service before the pandemic.
- Bring back the 28R 19th Avenue Rapid every 10 minutes.
- Extend the 43 Masonic, with different options for where it goes.
- Bring back the 10 Townsend, with different options for

where it goes.

What are the three alternatives for 2022 Muni service?

These three alternatives focus on all-day service. As recovery continues, more work will happen to plan peak-hour service.

The three alternatives the SFMTA is inviting you to consider for Muni service in 2022 are the:

- **Familiar Alternative:** Brings back the all-day Muni routes that have yet to be restored as they were before the pandemic.
- **Frequent Alternative:** Increases service on high ridership Muni lines, improving reliability and connections to grocery stores, hospitals, schools, and diverse workplaces while decreasing wait times and crowding, while not restoring every all-day pre-pandemic route.
- **Hybrid Alternative:** Aims to balance between the Familiar Alternative and the Frequent Alternative.

In an alternative that doesn't restore pre-pandemic services, we want to make other improvements that benefit the same general area. Paired with transit data, **your feedback on these three alternatives will be used to develop a proposal for the 2022 Muni Service Network.**

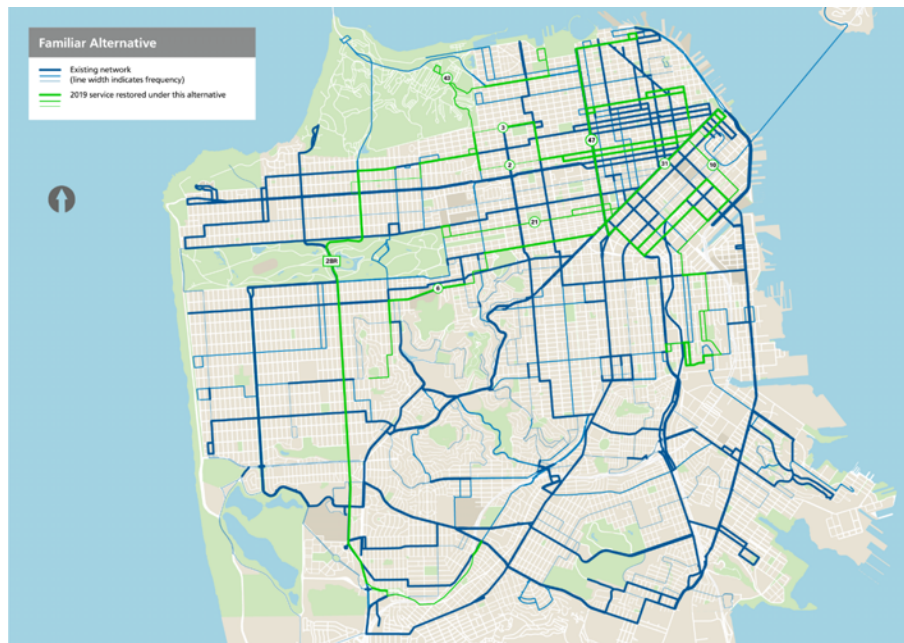
Under each alternative, you'll find a short description of its potential benefits and challenges, as well as a series of maps explaining their impact. There is also a map showing the extent of the 5-Minute Network (the network of Muni lines scheduled to come every 5 minutes, all day, seven days a week) in that alternative.

Familiar Alternative

The Familiar Network brings back the all-day Muni routes that have yet to be restored as they were before the pandemic.

Here are some more features of the **Familiar Alternative**:

- It helps riders who were using Muni before the pandemic to return to their previous patterns of travel.
- It responds to public demands for service restoration that we have been hearing.
- It recognizes the long history of these lines, and the fact that the people have sometimes chosen where to live, or where to locate businesses, based on where they are.
- It requires relatively little effort to implement.



A map depicting the Muni system under the "Familiar" alternative.

Map Legend:

- Line **thickness** indicates service frequency
- **Blue lines** show existing service

- **Green lines** show service restored under this alternative

Go to page 36 to see maps and learn more about this alternative.

Frequent Alternative

The Frequent Alternative increases service on high ridership Muni lines, improving reliability and connections to grocery stores, hospitals, schools, and diverse workplaces while decreasing wait times and crowding, while not restoring every all-day pre-pandemic route. This is the alternative that works best for maximizing ridership, addressing our climate goals and aiding economic recovery by shifting resources from downtown trips to those connecting local neighborhoods.

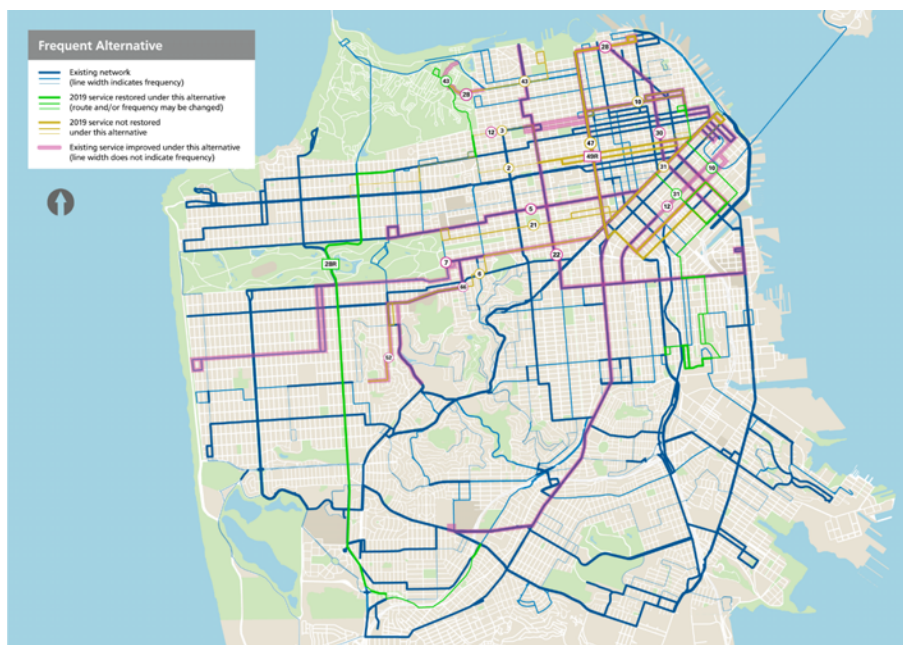
- It reduces travel time for many existing trips, including reducing time spent walking (or rolling) and waiting.
- It increases the number of destinations, like jobs, school, services and shopping that people can reach in a set amount of time.
- The service is more likely to be useful to new riders or people making different trips than they made before.
- This means higher ridership potential, which helps address goals around congestion, climate emissions and livability.

Compared to the Familiar Alternative, with the Frequent Alternative, in a 30-minute travel time, the average San Franciscan can get to about 4,000 more jobs and educational opportunities, and in a 45-minute travel time, 9,000 more jobs and educational opportunities.

While this can mean more life opportunities for many, it would mean removing or truncating some routes that have been part of San Francisco for years, including the 2

Sutter/Clement, 3 Jackson, 6 Haight/Parnassus, 10 Townsend, 21 Hayes, 43 Masonic, and the 47 Van Ness.

The Frequent Alternative aims to provide comparable service to the Familiar Alternative, even if neighborhoods are served by a route that's different from what existed before the pandemic.



A map depicting the Muni system under the "Frequent" alternative.

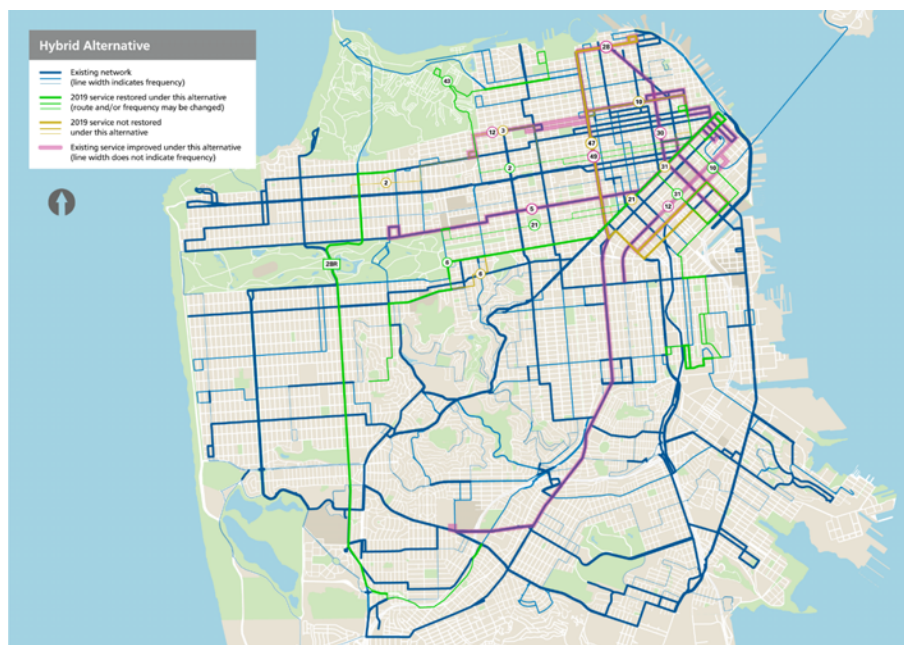
Map Legend:

- Line **thickness** indicates service frequency
- **Blue lines** show existing service
- **Green lines** show service restored under this alternative
- **Gold lines** show service not restored under this alternative
- **Pink highlights** show existing service improved under this alternative

Go to page 38 to see maps and learn more about this alternative.

Hybrid Alternative

The Hybrid Alternative aims to balance the features of the Familiar Alternative and the Frequent Alternative. It accomplishes this by truncating and extending routes and using the freed resources to increase frequencies on Muni's highest ridership routes to decrease wait times and crowding. The Hybrid Alternative aims to provide comparable service to the Familiar Alternative, even if neighborhoods are served by a route that's different from what existed before the pandemic.



A map depicting the Muni system under the "Hybrid" alternative.

Map Legend:

- Line **thickness** indicates service frequency
- **Blue lines** show existing service
- **Green lines** show service restored under this alternative
- **Gold lines** show service not restored under this alternative
- **Pink highlights** show existing service improved under this alternative

Go to page 42 to see maps and learn more about this alternative.

[Alternative](#)) to learn more about this alternative

What do you think about the three alternatives for 2022 Muni service presented here? Share your thoughts by taking our survey.

[Take Our Survey](#)

Keep scrolling to see neighborhood-focused details below.

Neighborhood-focused Details

How will your bus be impacted by each scenario? Take a look at the maps below that show the routes in neighborhoods you're used to with the Familiar Alternative. Then see what would change to improve coverage, frequency, and connections in the Frequent Alternative and Hybrid Alternative.

How to read these maps

- **Pink lines indicate a route with proposed changes (either their route or frequency)**
- **Buses on thick lines are proposed to come more often**
- **Yellow lines shows a proposed discontinued section of a route**

Hayes Valley and Western Addition

5 Fulton, 6 Haight/Parnassus, 7 Haight/Noriega, 21 Hayes

21 Hayes service has not been restored because it is just two or three blocks from more frequent service on both Haight (6 Haight/Parnassus and 7 Haight/Noriega) and McAllister and Fulton streets (5 Fulton).

Should we restore the 21 Hayes as it was? It's an option. What are the tradeoffs here?

- If we reduce or eliminate 21 Hayes, we have more resources to improve the 5 Fulton and 7 Haight/Noriega, helping to reduce waiting time and crowding on those lines.
- If the 21 Hayes is eliminated, and you're in Hayes Street, it's a three to four block walk to the 5 Fulton or 7 Haight/Noriega.
- This walk is usually uphill and may even involve crossing Alamo Hill. That might be one reason not to like the Frequent Alternative here.

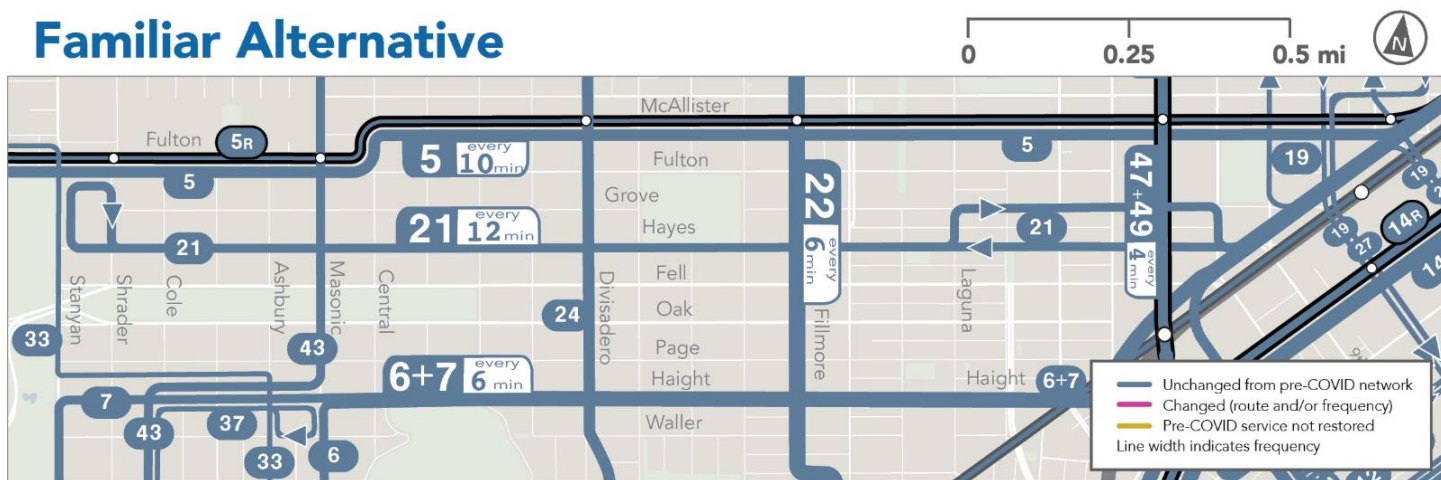


Hayes Valley and Western Addition

5 Fulton, 6 Haight/Parnassus, 7 Haight/Noriega, 21 Hayes

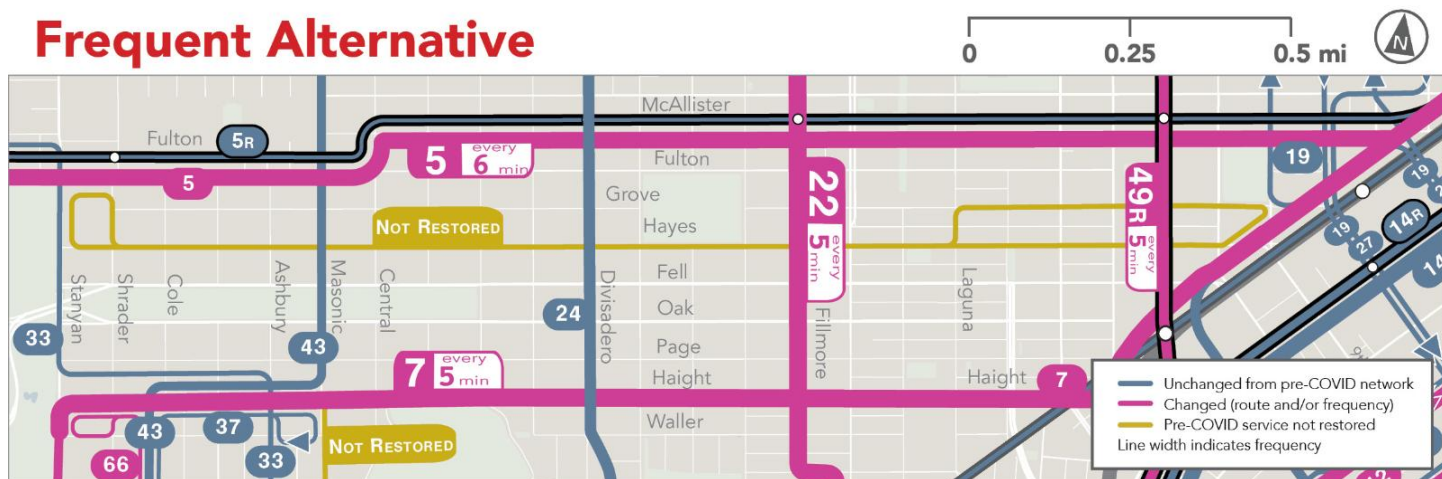
See below for more information about the three network options in these neighborhoods.

Familiar Alternative



Hayes Valley and Western Addition - Familiar Alternative

21 Hayes: Restored as it was, every 12 minutes.



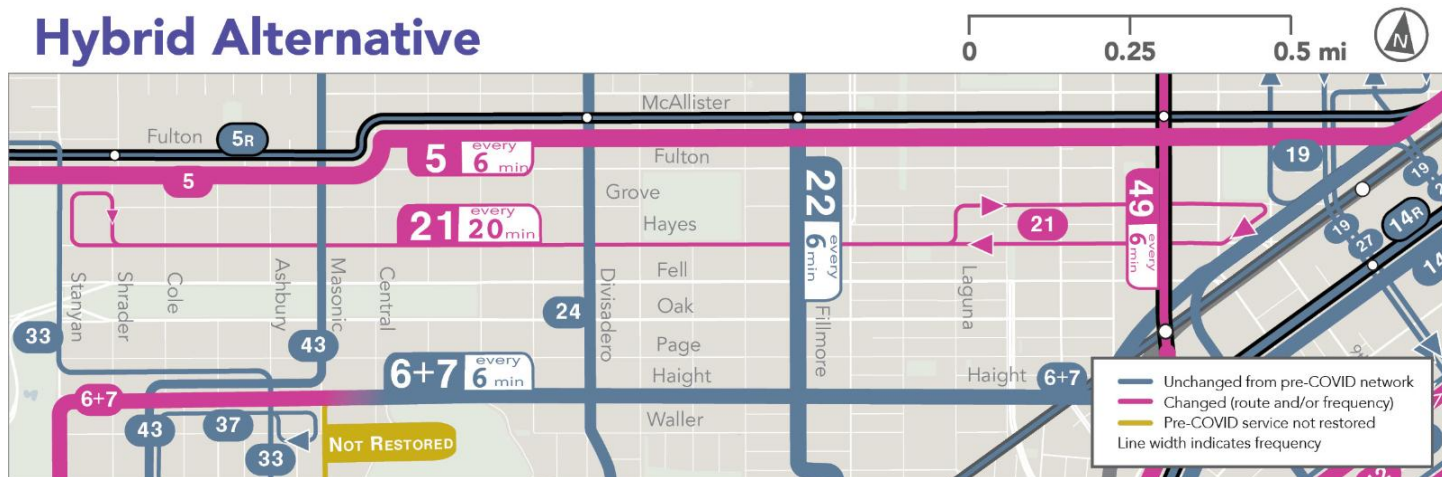
Hayes Valley and Western Addition - Frequent Alternative

21 Hayes: Not restored

5 Fulton: Improved from every 10 minutes to every 5 minutes.

7 Haight/Noriega: Service on all of Haight Street improved to every 5 minutes (**6 Haight/Parnassus** not restored).

22 Fillmore: Service improved from every 6 minutes to every 5 minutes.



Hayes Valley and Western Addition - Hybrid Alternative

21 Hayes: Restored as it was every 15 minutes from Stanyan Street to Civic Center, but does not continue down Market Street beyond Civic Center.

5 Fulton: Improved from every 10 minutes to every 6 minutes, decreasing wait times and crowding.

6 Haight/Parnassus + 7 Haight/Noriega: Service on all of Haight Street improved to every 6 minutes, decreasing wait times and crowding.

The Haight, Parnassus, and Golden Gate Heights

6 Haight/Parnassus, 7 Haight/Noriega, 52 Excelsior, 66 Quintara

The 6 Haight/Parnassus has not yet been restored. Instead, during the pandemic, we replaced service with extensions of

52 Excelsior and 66 Quintara, while keeping the 7 Haight/Noriega to provide service to Haight Street.

The 6 Haight/Parnassus is busy along Haight Street, around UCSF and at 9th and Irving, but ridership has always been lower in Golden Gate Heights in the Inner Sunset and Ashbury Heights, due south of Haight-Ashbury.

Does it make sense to serve the parts of this line differently?

- Demand is very high all along Haight Street, so it's important to have frequent service there, all the way to Stanyan Street. The Upper Haight business district has always had inadequate frequency because half of the Haight Street bus service (the 6 Haight/Parnassus) has always turned off at Masonic Avenue.
- Ashbury Heights, due south of Haight-Ashbury, is also served by the 33 Stanyan with connections to Upper Market and the Mission.
- Portions of 6 Haight/Parnassus that are close to N Judah (Cole Valley and along Parnassus Street) could be encouraged to rely more on the N Judah for travel toward downtown, while still keeping good local service.
- We could continue to cover Golden Gate Heights, in the Inner Sunset, with a local service, such as the current 52 Excelsior that connects to Muni Metro at 9th Avenue and Judah Street and at Forest Hill. However, this would use hybrid-electric buses instead of trolley-electric busses, a change that neighbors have raised concerns about. This change requires transfers but allows connections to two Muni Metro hubs.

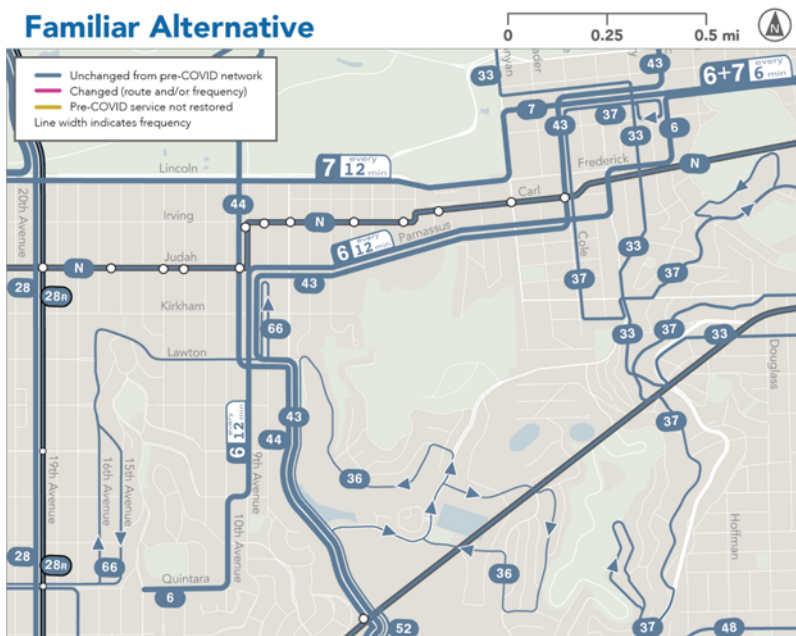
Here are some options to consider.



The Haight, Parnassus, Golden Gate Heights

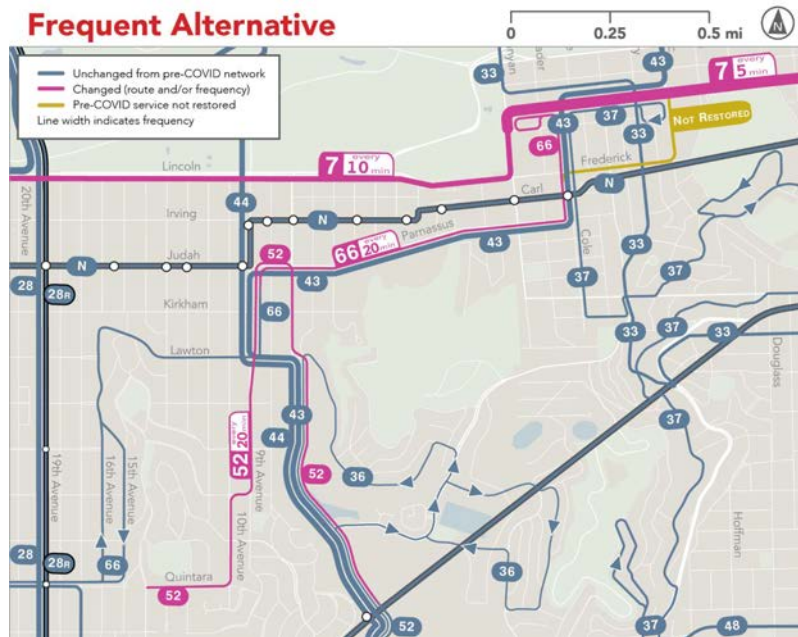
6 Haight/Parnassus, 7 Haight/Noriega, 52 Excelsior, 66 Quintara

See below for more information about the three network options in these neighborhoods.



The Haight, Parnassus, Golden Gate Heights - Familiar Alternative

All routes restored to previous alignments.

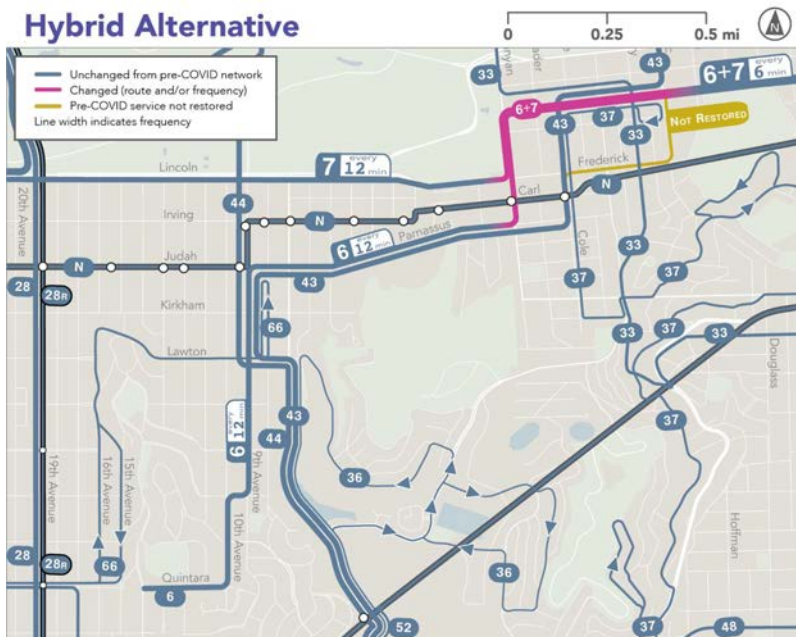


The Haight, Parnassus, Golden Gate Heights - Frequent Alternative

6 Haight/Parnassus + 7 Haight/Noriega: Service along all of Haight Street improved to every 5 minutes, decreasing wait times and crowding, provided solely by 7 Haight/Noriega (an improvement from every 12 minutes west of Ashbury and every 6 minutes east of Ashbury).

52 Excelsior: Stays along new alignment.

66 Quintara: Stays along new alignment.



The Haight, Parnassus, and Golden Gate Heights - Hybrid Alternative

6 Haight/Parnassus + 7 Haight/Noriega: 6 Haight/Parnassus stays on Haight Street west to Stanyan Street, instead of turning off at Ashbury Street, providing improved service every six minutes the entire length of Haight Street, doubling service levels west of Ashbury Street, decreasing wait times and crowding.

52 Excelsior: Restored to previous alignment.

66 Quintara: Restored to previous alignment.

Tell us what you think about the three alternatives by taking the 2022 Muni service survey (or continue reading for more neighborhood-level details).

Take Our Survey

Post, Sutter, Clement, and Jackson Streets

2 Sutter/Clement, 3 Jackson, 12 Folsom/Pacific

In the Richmond District, east-west Muni lines are now spaced every quarter-mile, about two or three blocks, on California Street, Geary Boulevard, Balboa and Fulton streets. Do we also need service on Clement Street, just an eighth-mile from the very frequent service on both California Street and Geary Boulevard, or are there better ways to use this resource? Clement Street is a business district, so it's an important destination. But the whole network is already built on the assumption that an eighth-mile is a very short walk.

Meanwhile, in Pacific Heights, the 3 Jackson along Jackson Street has always had low ridership. Could we serve that segment in a different way?

Finally, how much service does Sutter Street need? It's only two blocks from frequent service on Geary Street, and three and four blocks from frequent service on California Street.

Would it be better to have lines a little further apart so that we can build up frequencies on routes to reduce waiting times and crowding?

Here are some options to consider.



Post, Sutter, Clement, and Jackson Streets

2 Sutter/Clement, 3 Jackson, 12 Folsom/Pacific

See below for more information about the three network options in these neighborhoods.



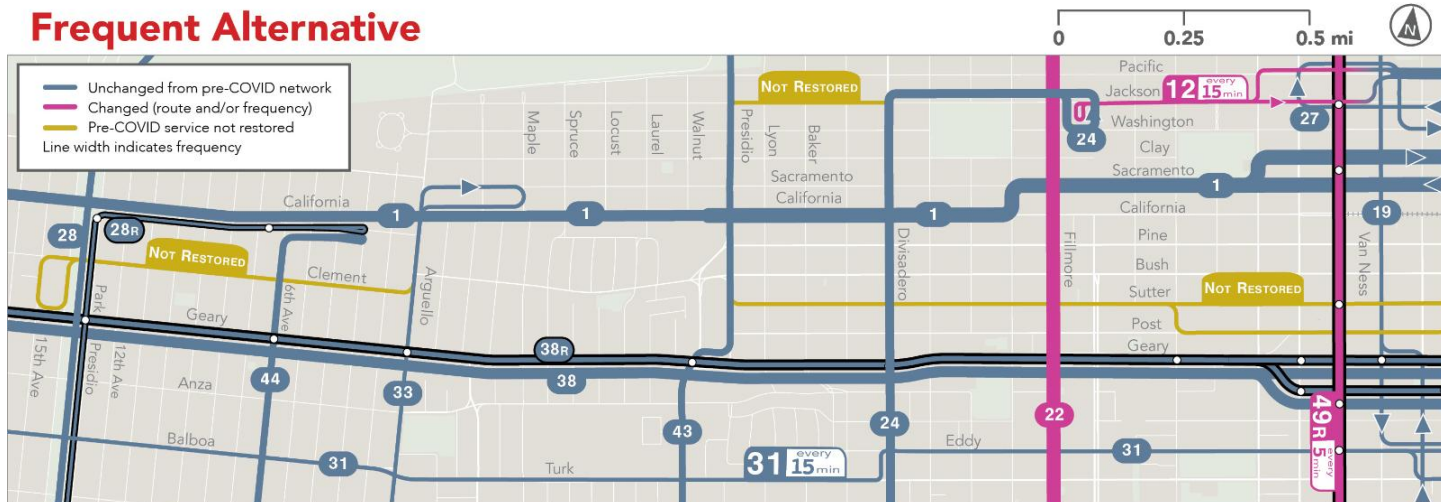
Post, Sutter, Clement, and Jackson Streets -

Familiar Alternative

2 Sutter/Clement + 3 Jackson: Restored to previous alignments every 20 minutes (combined every 10 minutes west of Fillmore).

12 Folsom/Pacific: No service west of Van Ness.

Frequent Alternative

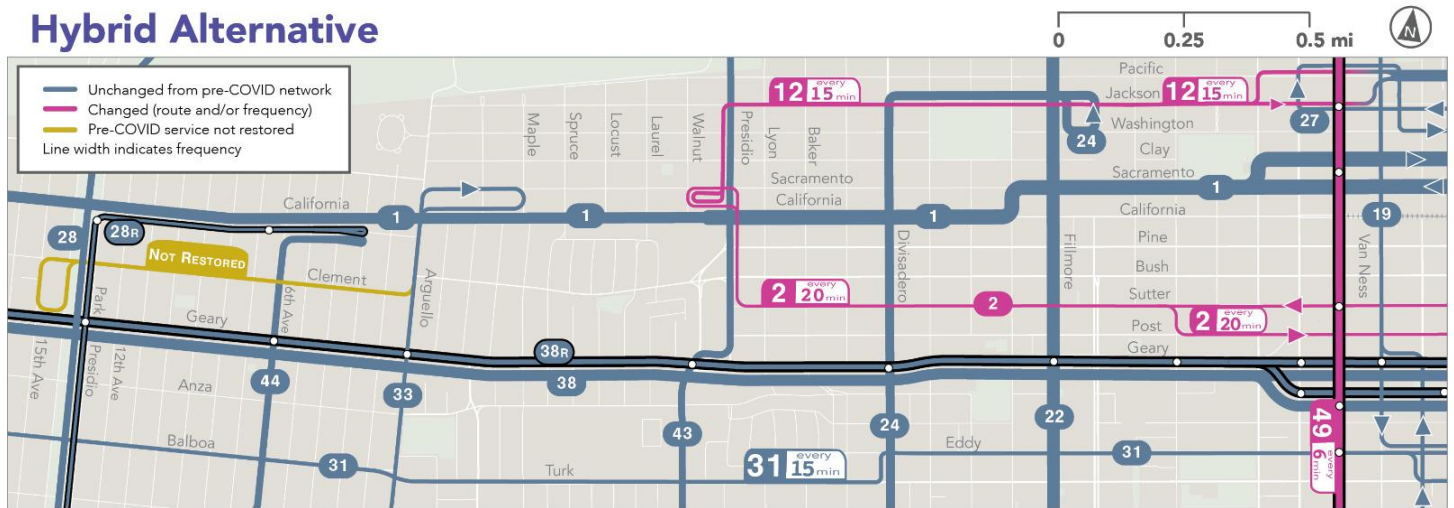


Post, Sutter, Clement, and Jackson Streets - Frequent Alternative

2 Sutter/Clement + 3 Jackson: Not restored.

12 Folsom/Pacific: Extended west to Fillmore and Jackson, providing a new connection, every 15 minutes.

22 Fillmore: Service improved from every 6 minutes to every 5 minutes, decreasing wait times and crowding.



Post, Sutter, Clement, and Jackson Streets - Hybrid Alternative

2 Sutter/Clement: Restored from downtown to Presidio Avenue and California Street.

3 Jackson: Not restored (see 12 Folsom/Pacific).

12 Folsom/Pacific: Extended west from Van Ness Avenue along Pacific and Jackson streets, to end at Presidio Avenue & California Street, providing a new connection, every 15 minutes.

Tell us what you think about the three alternatives by taking the 2022 Muni service survey (or continue reading for more neighborhood-level details).

[Take Our Survey](#)

South of Market, Market Street, and Financial District

10 Townsend, 12 Folsom/Pacific, 30 Stockton, 31 Balboa, 47 Van Ness, 49 Van Ness/Mission

47 Van Ness

Before March 2020, Van Ness Avenue was served by two overlapping lines, 47 Van Ness and 49 Van Ness/Mission. The L-shaped 47 Van Ness provided some direct service from Van Ness into Caltrain and destinations in western SoMA. Buses on the two lines were scheduled to come every 9 minutes, and on Van Ness Avenue, their schedules were offset so that a bus (either 47 Van Ness or 49 Van Ness/Mission) came every four or five minutes.

Should we keep the 47 Van Ness? Maybe. But if we didn't, we could:

- Run the 12 Folsom every 8 minutes the full length of SoMa, from the Financial District to 16th Street, decreasing wait times and crowding.
- Run the 49 Van Ness/Mission more frequently, putting more service into the Mission where the need is high. This would also let us set frequencies on Van Ness Avenue to match demand more exactly, decreasing wait times and crowding.

10 Townsend and 12 Folsom/Pacific

Muni's 10 Townsend, south of Market Street, returns to service in each of the alternatives. Before March 2020, the 10 Townsend and 12 Folsom/Pacific ran together along Pacific Street, through Chinatown and over Russian Hill to Van Ness Avenue. They each ran every 15 minutes, so that along Pacific Street there was service every eight minutes.

But especially if we removed the 47 Van Ness, we'd have plenty of demand for service every eight minutes all the way through SoMA on Folsom and Harrison streets. To provide that, it would make sense for the 12 Folsom, at every 8 minutes, to be the only service on Pacific Street, and for the 10 Townsend to end in downtown.

Where should 31 Balboa go downtown?

Transit demand to the Financial District is lower than it used to be, and nobody knows if or when the demand will increase. So, it's important to ask whether so many local routes need to travel downtown all day.

With so many other routes still going to the Financial District, would it make sense for the 31 Balboa to turn south to provide direct service from Caltrain to the Richmond District, Western Addition, Civic Center, and Tenderloin, replacing a link that the 47 Van Ness provides now? This would also restore service to 5th Street, as the 27 Bryant was moved during the pandemic, based on community feedback, to 7th and 8th Streets.

30 Stockton: More frequency on 3rd and 4th Streets?

Finally, should we restore higher frequency on the 30 Stockton, which serves 3rd and 4th Streets to reduce wait times and crowding? When the Central Subway opens, expected next year, we might need less service here. But right now, we are seeing more crowding on this busy route through Chinatown, and we should add service here, if possible.

Here are the options.

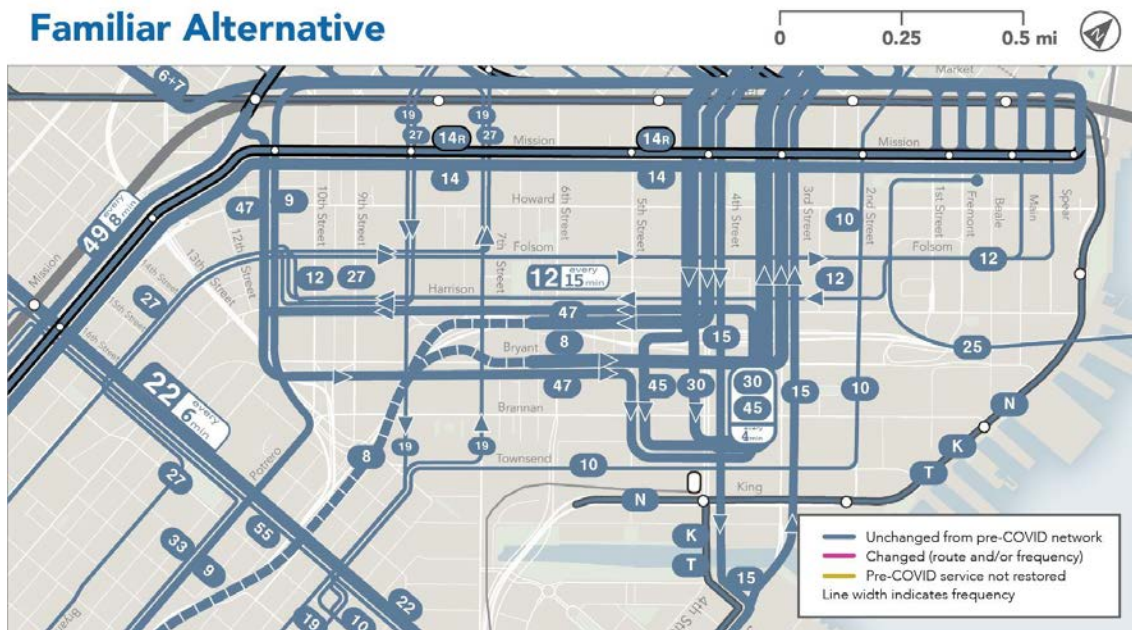


South of Market, Market Street, and Financial District

10 Townsend, 12 Folsom/Pacific, 30 Stockton, 31 Balboa, 47 Van Ness, 49 Van Ness/Mission

See below for more information about the three network options in these neighborhoods.

Familiar Alternative



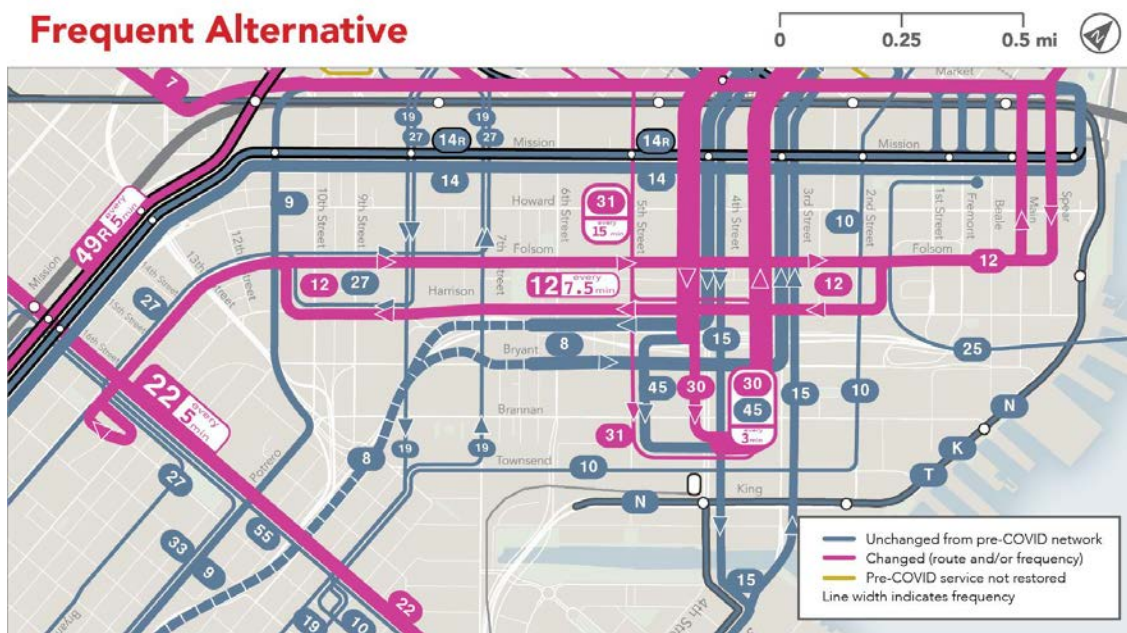
South of Market, Market Street, and Financial District - Familiar Alternative

10 Townsend: Restored with service every 15 minutes. Continues along Pacific Street to Van Ness, forming an 8-minute frequency together with 12 Folsom/Pacific.

31 Balboa: Restored from the Tenderloin to Ferry Building along Market Street.

47 Van Ness: Restored with service every 8 minutes.

49 Van Ness/Mission: Retained with service every 8 minutes, for combined 4-minute frequency along Van Ness Avenue.



South of Market, Market Street, and Financial District - Frequent Alternative

10 Townsend: Restored with service every 15 minutes. Ends downtown, at Sansome & Washington streets.

12 Folsom/Pacific: Restored with service every 8 minutes along Pacific Street, through downtown, and along Folsom and Harrison streets to 16th Street.

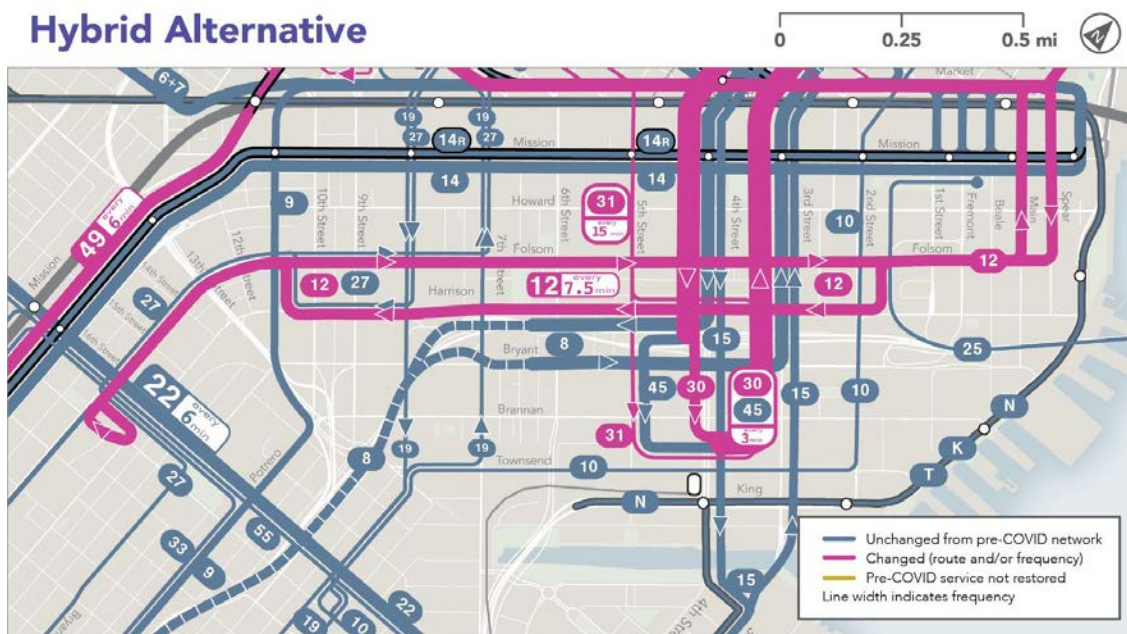
22 Fillmore: Improved to every 5 minutes (from every 6 minutes).

30 Stockton: Service every 3 minutes (30 Stockton and 45 Union/Stockton combined, improved from every 4 minutes).

31 Balboa: Restored to 5th Street to Caltrain every 15 minutes.

47 Van Ness: Not restored.

49 Van Ness/Mission: Replaced by 49R Van Ness Mission Rapid, running every 5 minutes (improved from every 8 minutes), serving the same stops on Van Ness Avenue as the current 49 Van Ness/Mission and, on Mission Street, 14R Mission Rapid stops.



South of Market, Market Street, Financial District - Hybrid Alternative

10 Townsend: Restored with service every 15 minutes. Ends downtown, at Sansome and Washington streets.

12 Folsom/Pacific: Restored with service every 8 minutes along Pacific Street, through downtown, and along Folsom and Harrison streets to 16th Street.

30 Stockton: Service every 3 minutes (30 Stockton and 45 Union/Stockton combined, up from every 4 minutes).

31 Balboa: Restored to 5th Street to Caltrain every 15 minutes.

47 Van Ness: Not restored.

49 Van Ness/Mission: Runs every 6 minutes (improved from every 8 minutes), as the only service on Van Ness Avenue.

[Tell us what you think about the three alternatives by taking the 2022 Muni service survey \(or continue reading for more neighborhood-level details\).](#)

[Take Our Survey](#)

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

12 Folsom/Pacific, 22 Fillmore, 28 19th Avenue, 30 Stockton, 43 Masonic, 47 Van Ness, 49 Van Ness/Mission

At the north end of Van Ness Avenue, the 49 Van Ness/Mission currently turns east to end at Powell and North Point streets at Fisherman's Wharf. Connections to Fisherman's Wharf are important. Rather than the 49 Van Ness/Mission connect to Fisherman's Wharf, the 28 19th Avenue, that currently ends at Van Ness Avenue and North Point Street, could continue to the Wharf, replacing this piece of the 49 Van Ness/Mission. This would provide continuous east-west service along the north

edge of the city, from the Richmond District across the Presidio and Marina to the Wharf.

Meanwhile, the 43 Masonic, which runs north-south across the city, currently ends at California Street. We haven't yet restored the segment continuing north through the Presidio and then east through the Marina to Fort Mason.

Another option would be to run the 28 19th Avenue through the eastern part of the Presidio instead. This would make it easier to get from the Sunset and Richmond districts to the Presidio, and also connect the Presidio to Fisherman's Wharf. In this case, the 43 Masonic would be restored along Presidio Boulevard to the Presidio Transit Center in the Main Post area but would not continue on to the Marina. This would mean no direct Muni service to the front door of Fort Mason or the adjacent Marina Safeway, although those would still be within a quarter mile walk of the 30 Stockton or 22 Fillmore bus stops.

Finally, we are looking at increasing frequency on the 30 Stockton through Chinatown to reduce wait times and crowding. These additional trips would extend from Caltrain to Van Ness Avenue and North Point Street.

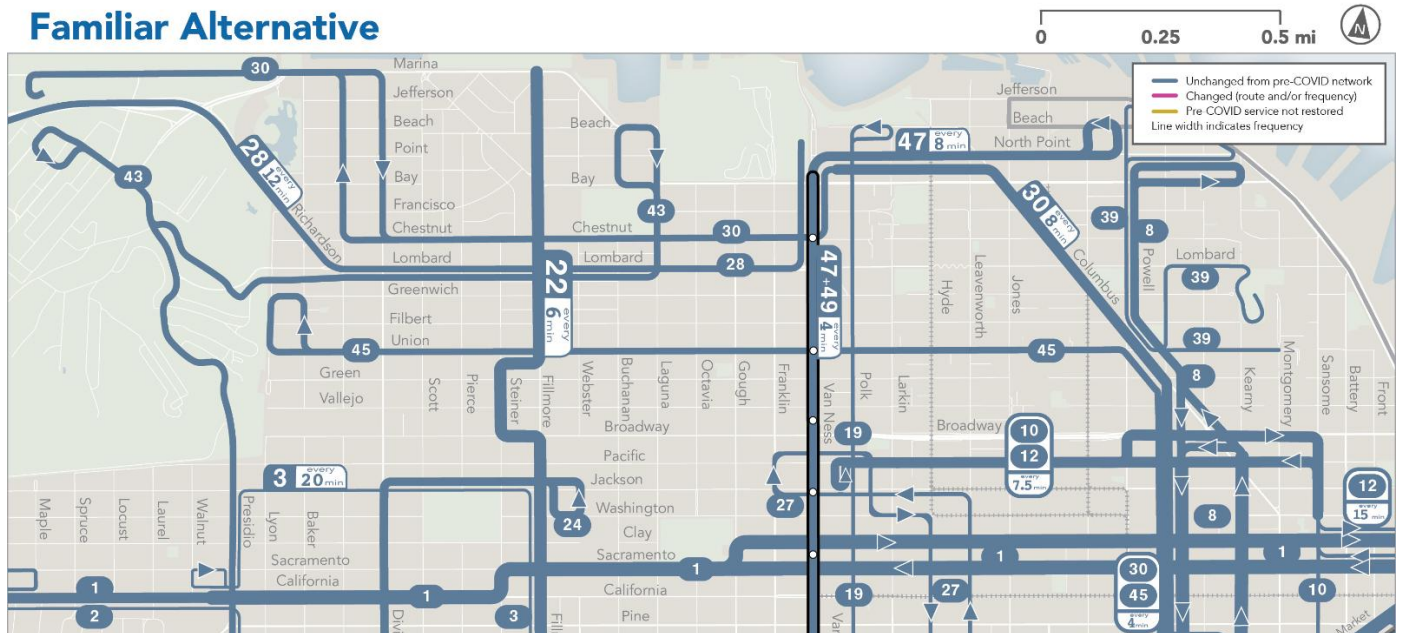
These maps also show some options for the 3 Jackson and 12 Folsom/Pacific in Pacific Heights. See above for "Sutter, Clement, and Jackson Streets" (2 Clement, 3 Jackson, 12 Folsom/Pacific).



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

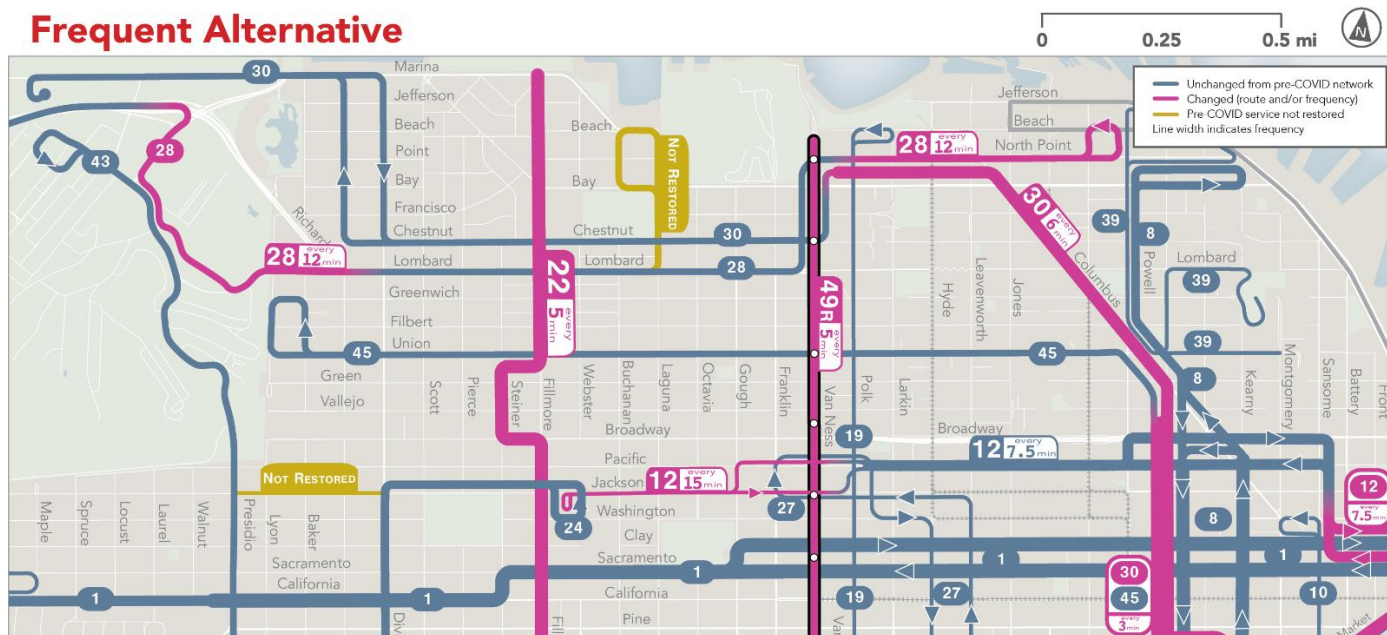
12 Folsom/Pacific, 22 Fillmore, 28 19th Avenue, 30 Stockton, 43 Masonic, 47 Van Ness, 49 Van Ness/Mission

See below for more information about the three network options in these neighborhoods.



The Presidio, the Marina, Fisherman's Wharf, Chinatown, and North Beach - Familiar Alternative

All routes restored to previous alignments.



The Presidio, the Marina, Fisherman's Wharf, Chinatown, and North Beach - Frequent Alternative

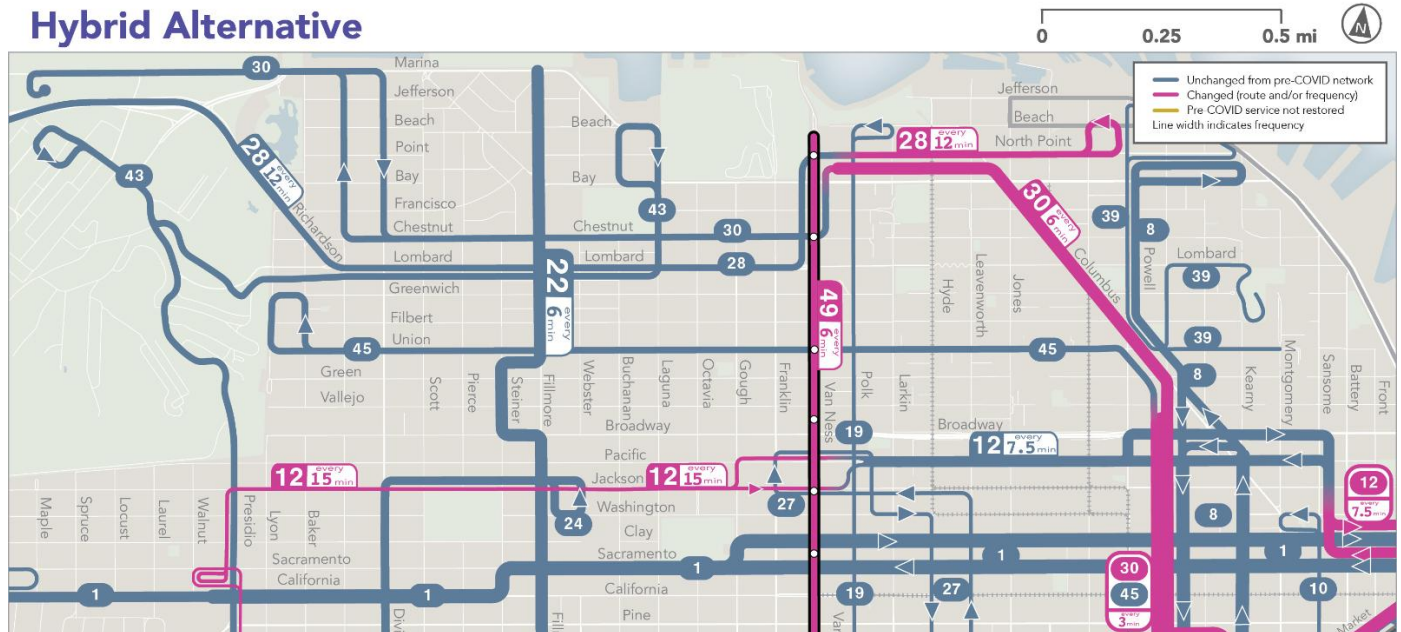
22 Fillmore: Service improved to every 5 minutes.

28 19th Avenue: Extended east via North Point Street to Powell Street in Fisherman’s Wharf, every 12 minutes, replacing this segment of the 47 Van Ness for a complete east-west connection. Also routed to serve the eastern end of the Presidio, with new stops at Letterman Digital Arts Center and near Girard Road and Lincoln Boulevard.

30 Stockton + 45 Union/Stockton: Combined frequency to every 3 minutes through Chinatown and every 3 to 6 minutes along Columbus Avenue to Van Ness Avenue and North Point Street.

43 Masonic: Prior alignment restored only as far as the Presidio Transit Center. Service from there to the Marina and

Fort Mason is provided by 28 19th Avenue, every 12 minutes (see above).



The Presidio, the Marina, Fisherman's Wharf, Chinatown, and North Beach - Hybrid Alternative

28 19th Avenue: Extended east via North Point Street to Powell Street in Fisherman's Wharf, every 12 minutes, replacing this segment of the 47 Van Ness for a complete east-west connection.

30 Stockton + 45 Union/Stockton: Combined frequency improved with new 30 Stockton trips. Service every 3 minutes through Chinatown and every 3 to 6 minutes along Columbus Avenue to Van Ness Avenue & North Point Street.

43 Masonic: Prior alignment restored through the Marina to Fort Mason, every 12 minutes.

Tell us what you think about the three alternatives by taking the 2022 Muni service survey (or continue reading for more neighborhood-level details).

Take Our Survey

The Mission, Excelsior, City College

12 Folsom/Pacific, 22 Fillmore , 49 Van Ness/Mission

In the South of Market section above, we suggested the possibility of removing 47 Van Ness and running all Van Ness Avenue service with the 49 Van Ness/Mission that continues into the Mission and to City College. This would improve connections to an area with very high transit needs and many major destinations of citywide importance.

Here's another consideration: If we remove the 47 Van Ness, we can improve service to every six minutes (instead of every eight minutes) on the 49 Van Ness/Mission. What's more, we could improve service to every five minutes if we replaced the 49 Van Ness/Mission with a 49R Van Ness/Mission Rapid. The 49R Van Ness/Mission Rapid would still make all stops along Van Ness Avenue, at the new BRT stations (planned to open in spring 2022). Along Mission Street, it would stop only at the current 14R Mission Rapid stops, plus at one new stop a block south of Cesar Chavez Street, near where Valencia and Mission streets meet. This creates better connection on average, but your distance to a Rapid stop may be farther.

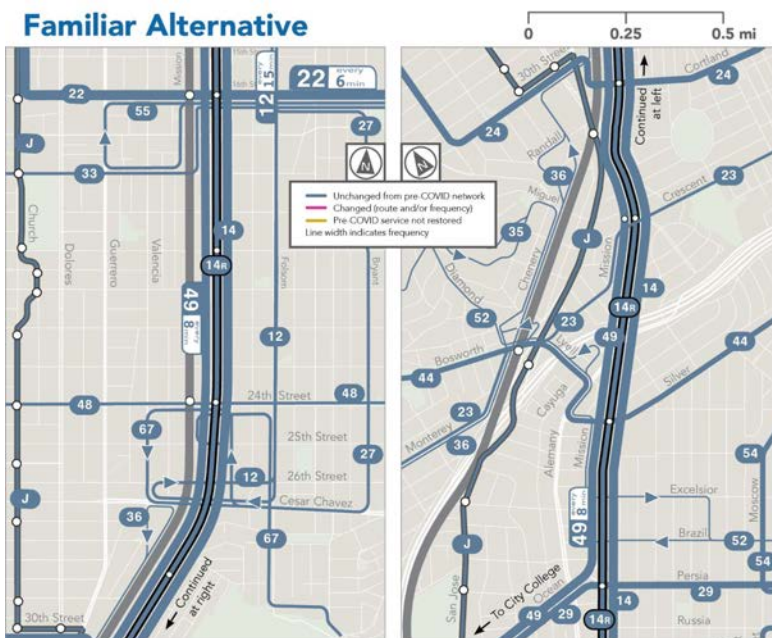
Finally, the Mission would benefit from improved frequency on the 22 Fillmore. The north edge of the Mission would also benefit from improved frequency on 12 Folsom from 16th Street north into SoMA and downtown. These changes are suggested in both Hybrid and Frequent alternatives.



The Mission, Excelsior, and City College

12 Folsom/Pacific, 22 Fillmore , 49 Van Ness/Mission

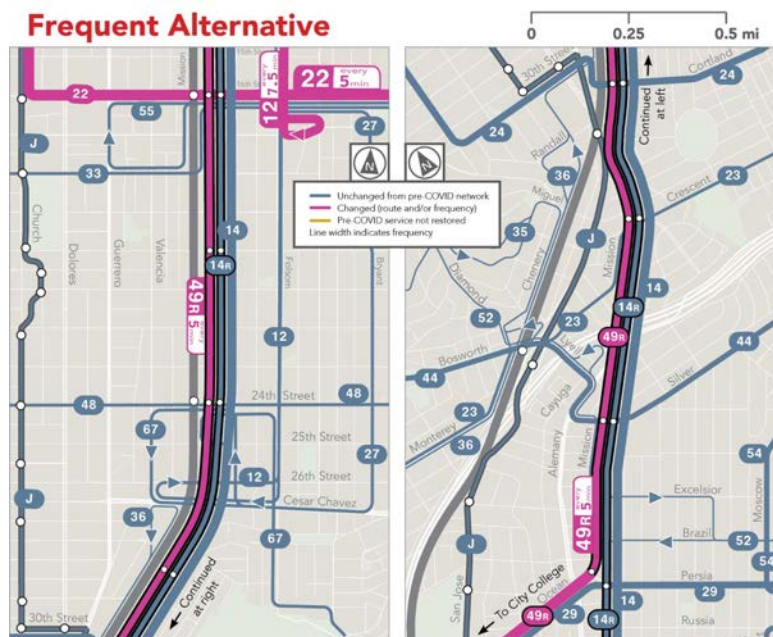
See below for more information about the three network options in these neighborhoods.



The Mission, Excelsior, and City College - Familiar

Alternative

No changes from current service.

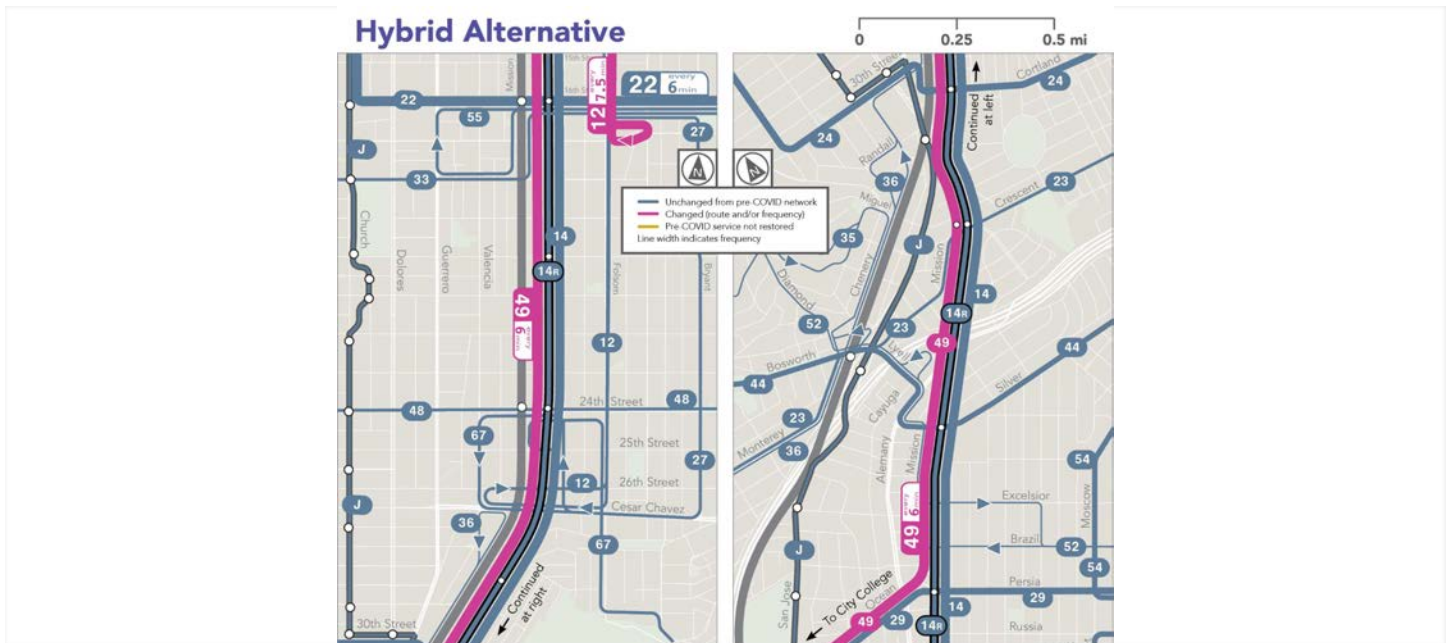


The Mission, Excelsior, and City College - Frequent Alternative

12 Folsom/Pacific: No change south of 16th Street. North of 16th Street the frequency is improved to every 8 minutes, decreasing wait times and crowding.

22 Fillmore: Improved to every 5 minutes (from every 6 minutes), decreasing wait times and crowding.

49 Van Ness/Mission: Replaced by 49R Van Ness Mission Rapid, running every 5 minutes (improved from every 8 minutes), serving the same stops on Van Ness Avenue as the current 49 Van Ness/Mission and, in the Mission, 14R Mission Rapid stops.



The Mission, Excelsior, and City College - Hybrid Alternative

12 Folsom/Pacific: No change south of 16th Street. North of 16th Street the frequency is improved to every 8 minutes, decreasing wait times and crowding.

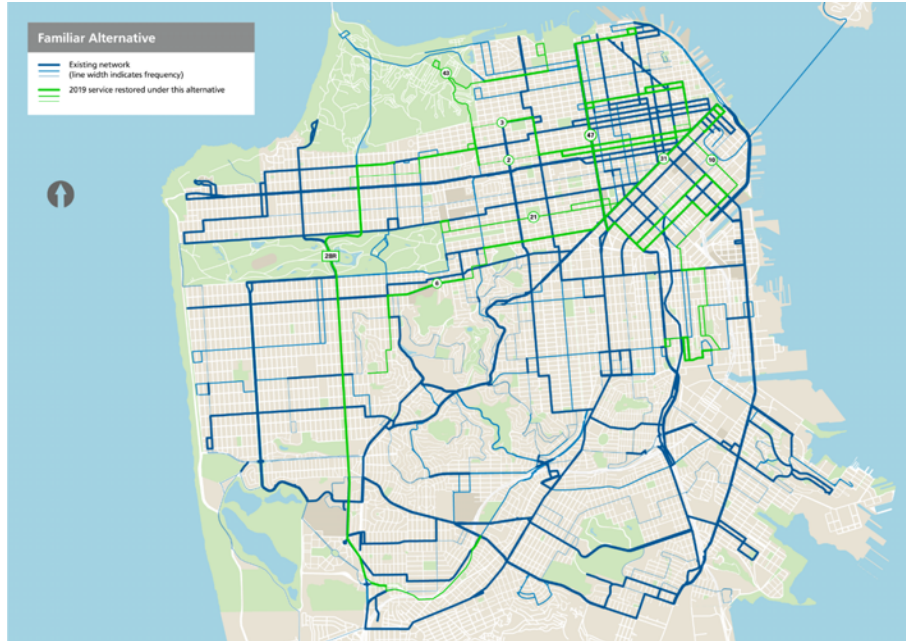
22 Fillmore: No change (every 6 min)

49 Van Ness/Mission: Frequency improved to every 6 minutes, decreasing wait times and crowding.

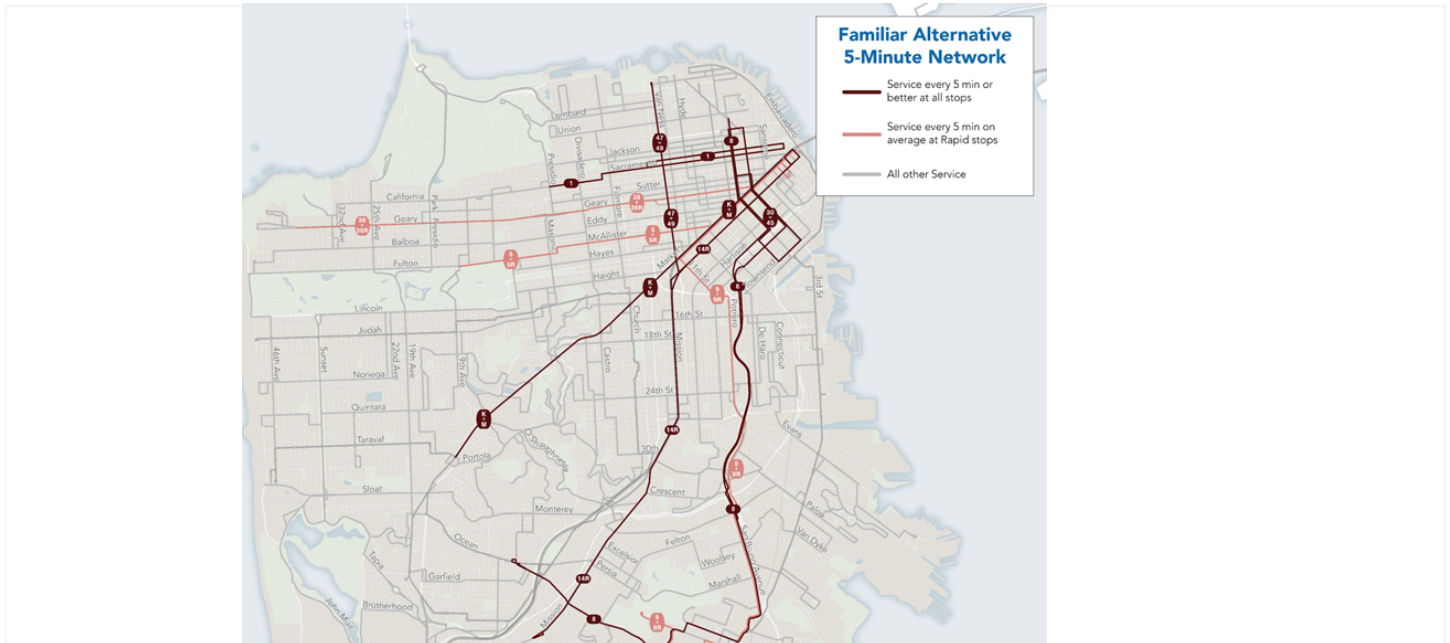
Tell us what you think about the three alternatives by taking the 2022 Muni service survey.

[Take Our Survey](#)

Familiar Alternative



A map depicting the Muni system under the "Familiar" alternative, showing **all routes restored in green.**



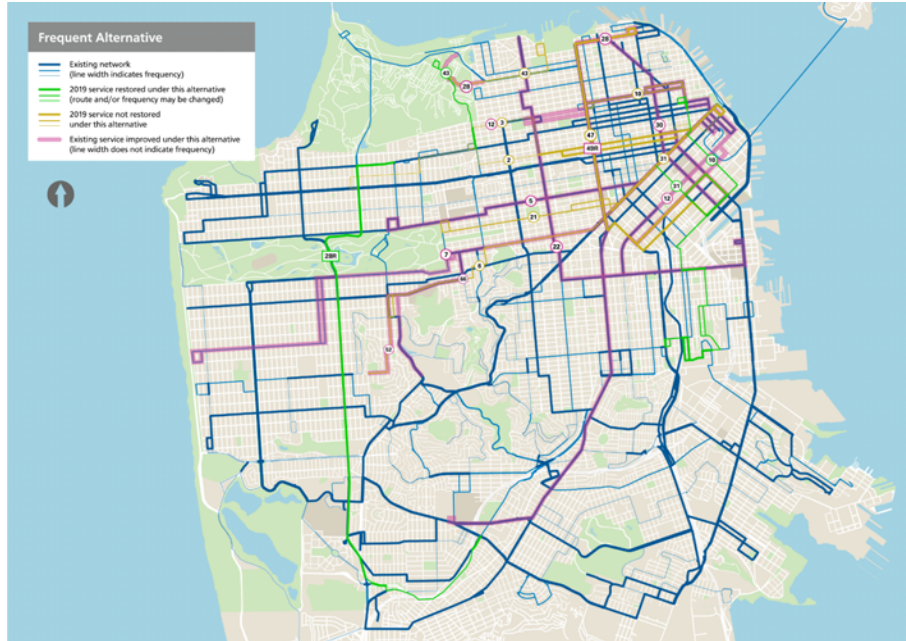
5-Minute Network (in the Familiar Alternative)

This map shows the extent of the **5-Minute Network*** in the

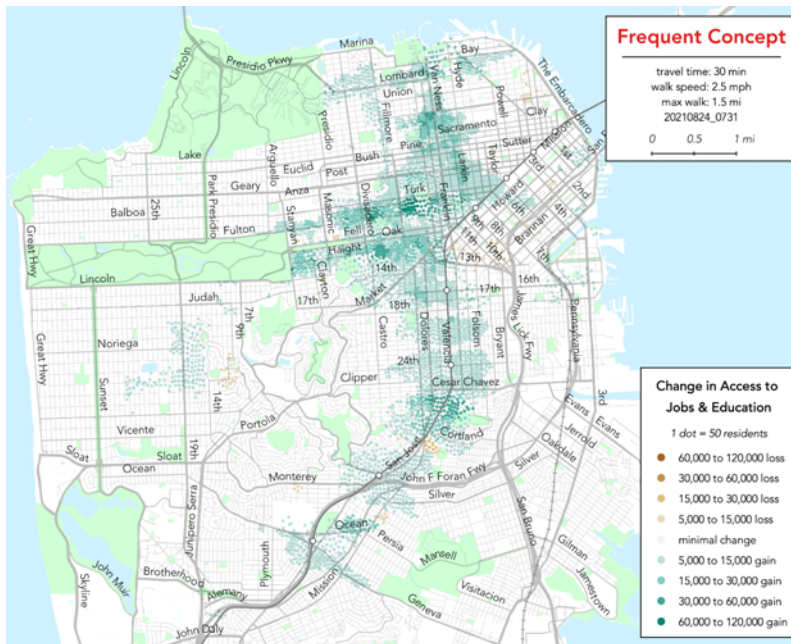
Familiar Alternative.

(*Network of Muni lines scheduled to come every 5 minutes, all day, seven days a week).

Frequent Alternative

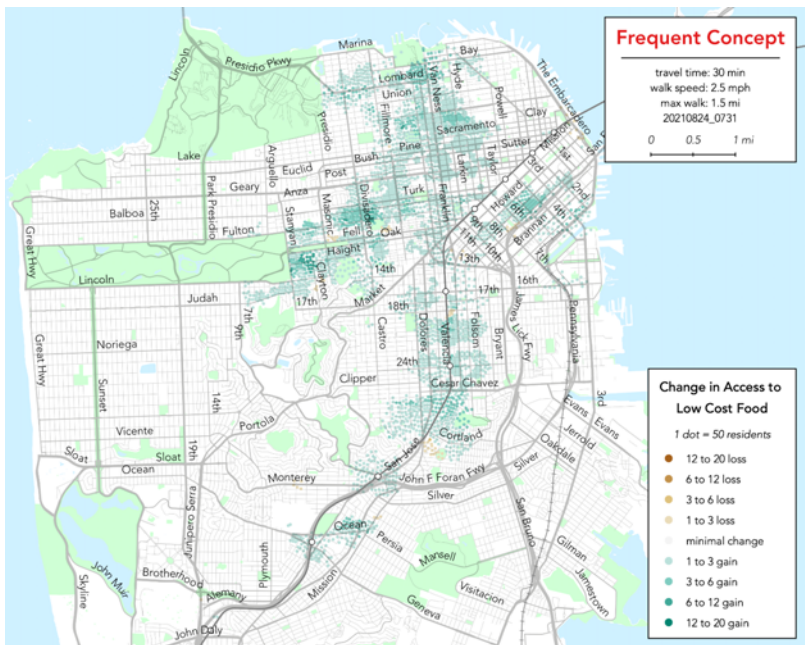


A map depicting the Muni system under the "Frequent" alternative. Restored routes and segments are shown in green, and those not restored shown in pink.



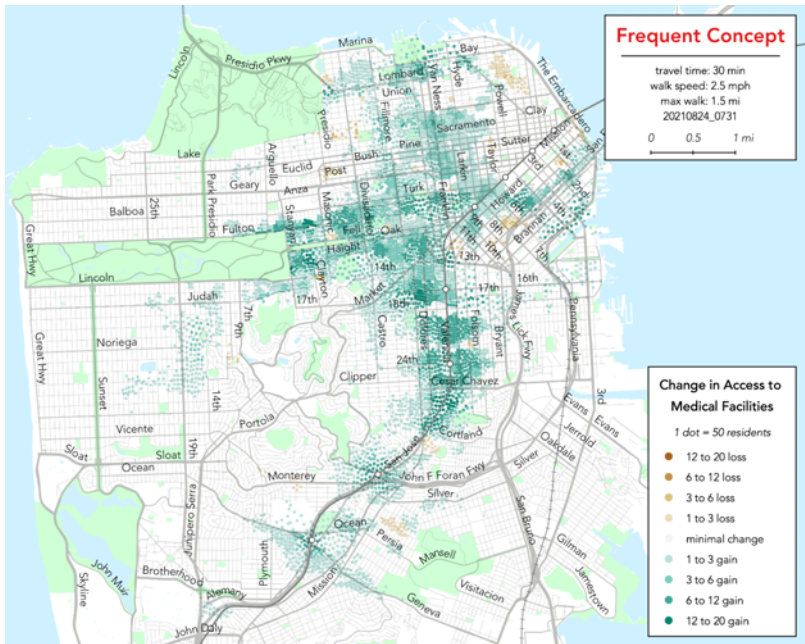
Change in Access to Jobs and Education

The map shows for every point in the city, how access to jobs and education changes in the Frequent alternative (compared to the Familiar alternative).



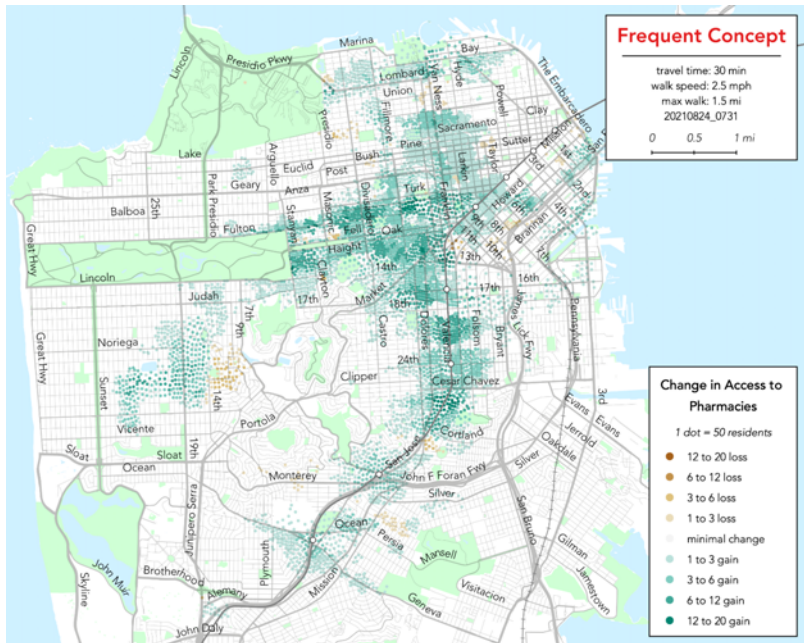
Change in Access to Low Cost Food

The map shows for every point in the city, how access to low cost food changes in the Frequent alternative (compared to the Familiar alternative).



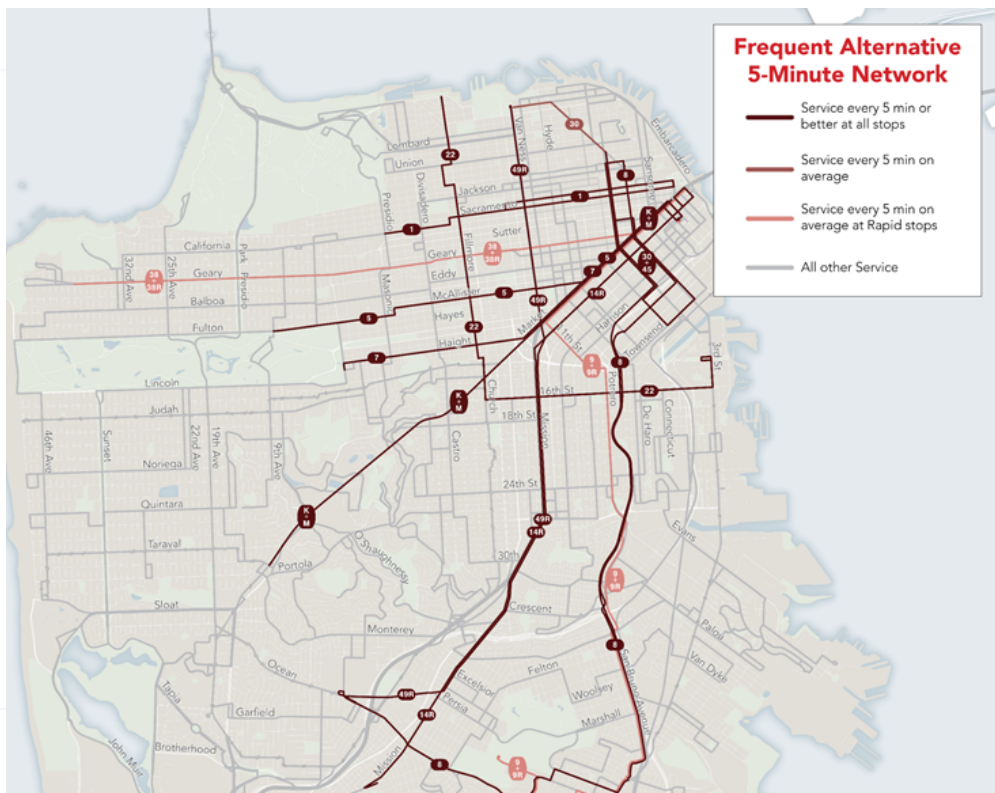
Change in Access to Medical Facilities

The map shows for every point in the city, how access to medical facilities changes in the Frequent alternative (compared to the Familiar alternative).



Change in Access to Pharmacies

The map shows for every point in the city, how access to pharmacies changes in the Frequent alternative (compared to the Familiar alternative).

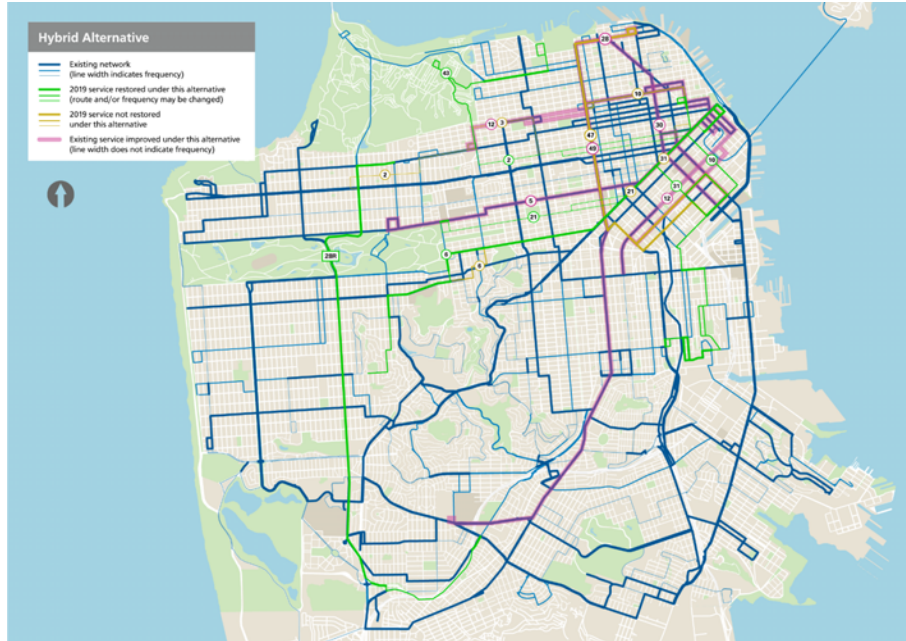


5-Minute Network (in the Frequent Alternative)

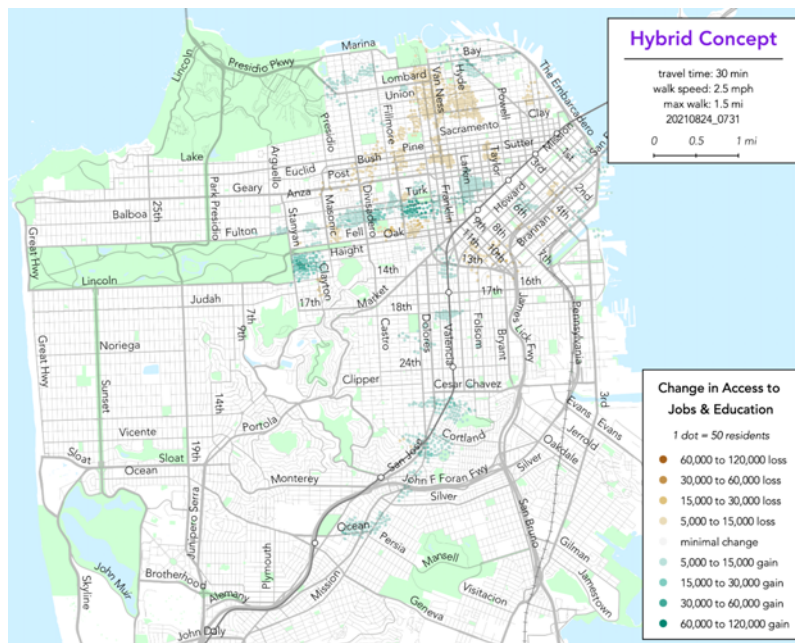
This map shows the extent of the **5-Minute Network*** in the Frequent Alternative.

(*Network of Muni lines scheduled to come every 5 minutes, all day, seven days a week).

Hybrid Alternative

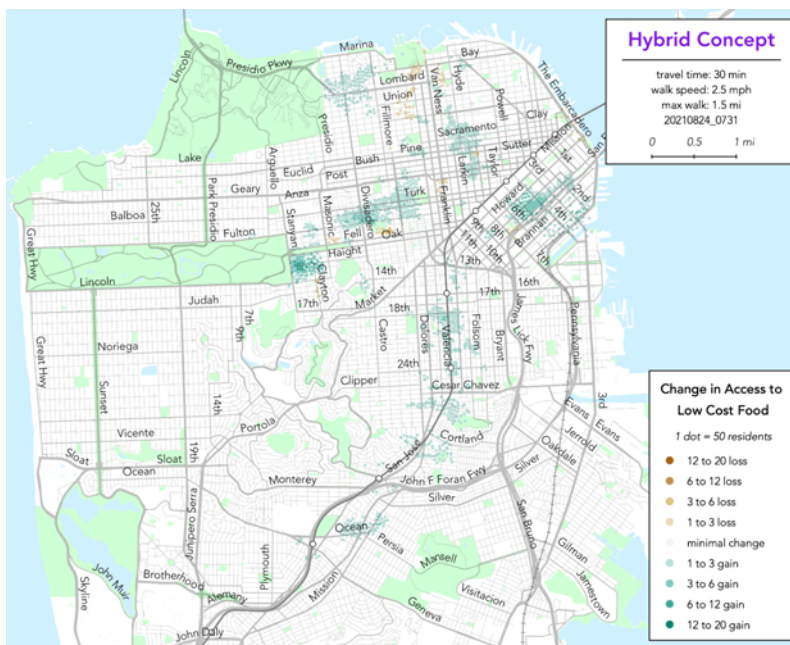


A map depicting the Muni system under the "Hybrid" alternative. Restored routes and segments are shown in green, and those not restored shown in pink.



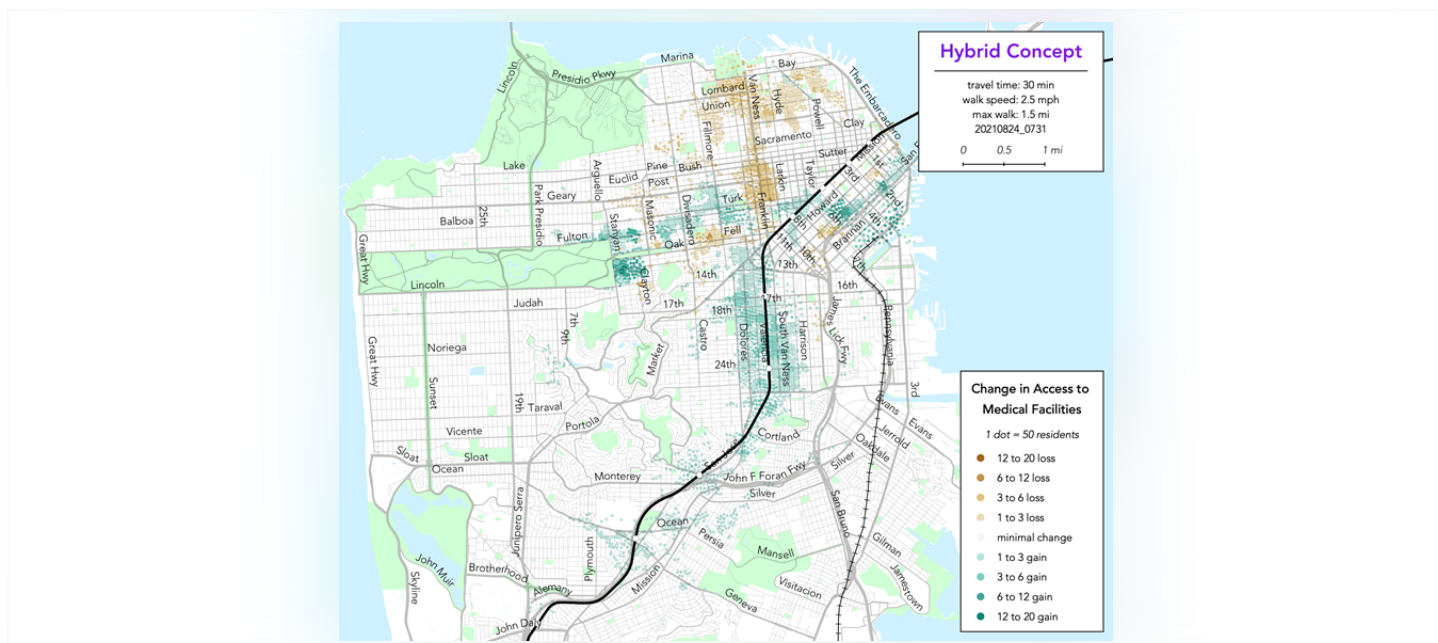
Change in Access to Jobs and Education

The map shows for every point in the city, how access to jobs and education changes in the Hybrid alternative (compared to the Familiar alternative).



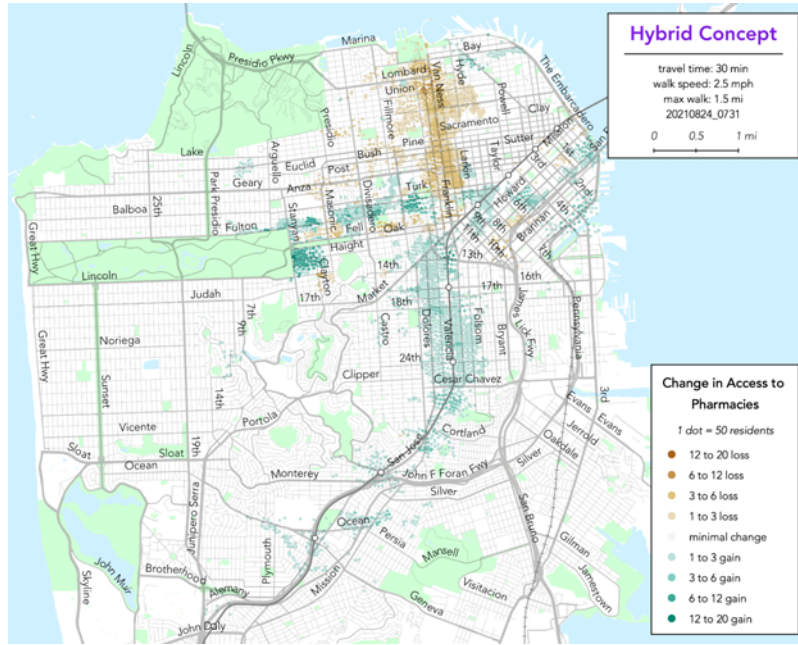
Change in Access to Low Cost Food

The map shows for every point in the city, how access to low cost food changes in the Hybrid alternative (compared to the Familiar alternative).



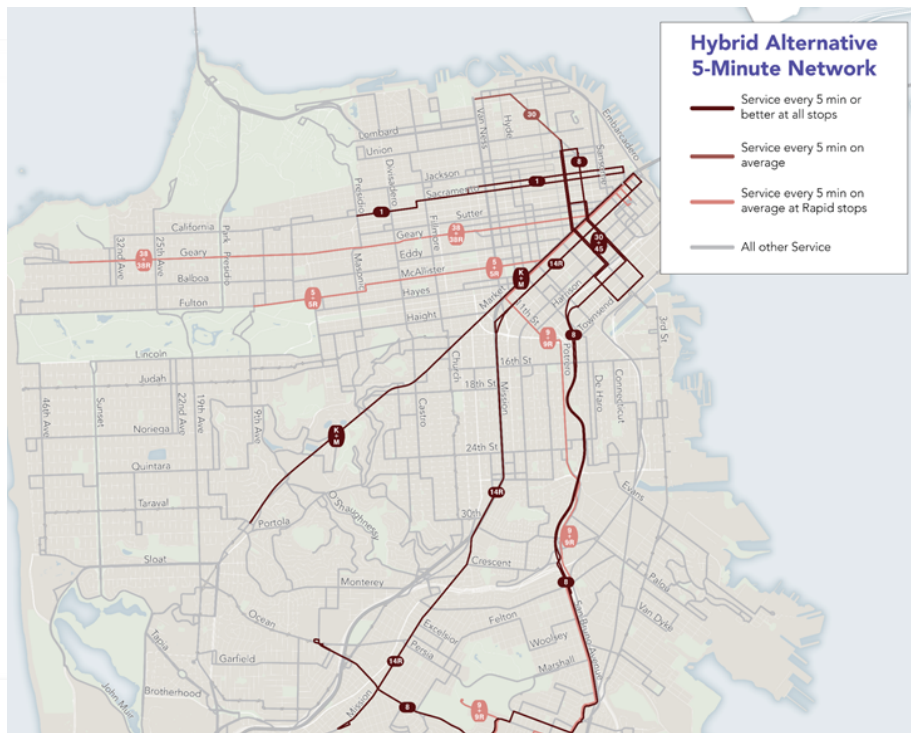
Change in Access to Medical Facilities

The map shows for every point in the city, how access to medical facilities changes in the Hybrid alternative (compared to the Familiar alternative).



Change in Access to Pharmacies

The map shows for every point in the city, how access to pharmacies changes in the Hybrid alternative (compared to the Familiar alternative).



5-Minute Network (in the Hybrid Alternative)

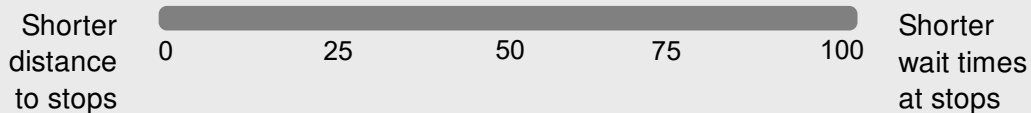
This map shows the extent of the **5-Minute Network*** in the Hybrid Alternative.

(*Network of Muni lines scheduled to come every 5 minutes, all day, seven days a week).

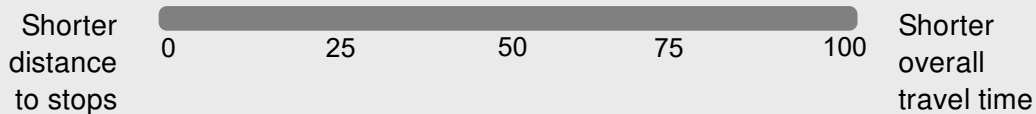
2022 Muni Service Network Survey

Thank you for taking our survey about Muni service. Your answers will be used to inform a proposal for Muni service in 2022 that will be brought to the SFMTA Board for its consideration at the end of 2021 (expected November 2 or December 6). The proposal that reflects your feedback will be shared publicly in October 2021. We will also share information about how your feedback influenced the proposal.

1. What is more important to you? *



2. Thinking about overall travel time, including walking/rolling to a transit stop, waiting and transit travel time, what is more important to you? *



SFMTA has shared three alternatives for Muni service in 2022 (see details at [SFMTA.com/2022Network](https://www.sfmta.com/2022Network)):

- The **Familiar** alternative brings back all-day Muni routes at pre-pandemic frequencies.
- The **Frequent** alternative increases service on high-ridership Muni routes, improving reliability and connections to food, medical, educational and professional destinations while decreasing wait times and crowding. It does not restore five of seven pre-pandemic Muni bus routes: 2 Clement, 3 Jackson, 6 Haight/Parnassus, 21 Hayes and 47 Van Ness.
- The **Hybrid** alternative aims to balance the Familiar and the Frequent alternatives and doesn't restore two routes: 3 Jackson and 47 Van Ness.

3. Thinking about the three alternatives, which of the three do you prefer the **most?** *

- Familiar Alternative
- Frequent Alternative
- Hybrid Alternative
- Don't know / not sure

4. Thinking about the three alternatives, which of the three do you prefer the **least?** *

- Familiar Alternative
- Frequent Alternative
- Hybrid Alternative
- Don't know / not sure

5. **Before** the COVID-19 shelter-in-place orders went into effect, how often did you ride Muni? *

- Every day
- A few times per week
- A few times per month
- A few times per year or less
- Don't know / not sure

6. **Since** the COVID-19 shelter-in-place orders went into effect, how often do you ride Muni? *

- Every day
- A few times per week
- A few times per month
- A few times per year or less
- Not at all
- Don't know / not sure

7. Which Muni routes do you use most often now and/or did you use most often pre-pandemic? Check all that apply. *

None of the below (I don't ride Muni)

2 Clement

3 Jackson

5 Fulton

6 Haight/Parnassus

7 Haight/Noriega

10 Townsend

12 Folsom/Pacific

21 Hayes

22 Fillmore

28 19th Avenue

30 Stockton

31 Balboa

43 Masonic

47 Van Ness

49 Van Ness/Mission

52 Excelsior

66 Quintara

Other [Enter]

Don't know / not sure

8. Would you like to receive emails or text message updates about the 2022 Muni Service Network?

- Yes, sign me up for emails.
- Yes, sign me up for text messages.
- No, thanks.
- Don't know / not sure

9. What email address would you like subscribed to project update emails?

10. What phone number would you like subscribed to project update texts?

11. What is your zip code? *

- 94102
- 94103
- 94104
- 94105
- 94107
- 94108
- 94109
- 94110
- 94111
- 94112

94114

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94139

94143

94151

94158

94159

94177

94188

Other

Don't know / not sure

Now we have some questions about you! They are meant to help us better understand the diverse communities SFMTA projects serve. If you don't feel like answering a question, please move on to the next one.

12. What is your age?

- 18 or under
- 19-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 or over
- Don't know / not sure
- Prefer not to answer

13. How do you describe your gender identity? (Select all that apply)

- Female
- Male
- Gender queer/Gender non-binary
- Trans Female
- Trans Male
- Not listed. Please specify:
- Don't know / not sure
- Prefer not to answer

14. With what race and/or ethnicity do you identify? (Select all that apply)

- Asian and/or Pacific Islander
- Black and/or African American
- Hispanic and/or Latinx
- Middle Eastern and/or North African
- Native American
- White
- Another race or ethnicity. Please specify:
- Don't know / not sure
- Prefer not to answer

15. Please select all languages that you speak at home. (Select all that apply)

- English
- Cantonese
- Mandarin
- Spanish
- Filipino and/or Tagalog
- Russian
- Vietnamese
- Another language (please specify):
- Don't know / not sure
- Prefer not to answer

16. How well do you speak English?

- Very well
- Well
- Not well
- Not at all
- Don't know / not sure
- Prefer not to answer

17. Do any of the following disabilities currently affect your daily life? (Select all that apply)

- Blindness or vision impairment
- Hearing impairment
- Mobility disability (example: difficulty walking or climbing stairs)
- Cognitive or mental impairment
- Another disability or disabling health condition (please specify):

- None
- Don't know / not sure
- Prefer not to answer

18. What is the total annual income (before taxes) of everyone in your household?

- Less than \$10,000
- \$10,000 to \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$124,999
- \$125,000 to \$149,999
- \$150,000 to \$174,999
- \$175,000 to \$199,999
- \$200,000 or more
- Don't know / not sure
- Prefer not to answer

19. How many people are in your household?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 or more
- Don't know / not sure
- Prefer not to answer

20. Have you experienced job loss or a reduction in income due to changes related to the pandemic?

- Yes
- No
- Don't know / not sure
- Prefer not to answer

21. Do you or someone in your household own a car that is used for transportation in San Francisco?

- Yes
- No
- Not applicable / Don't know / not sure
- Prefer not to answer

Thank You!

Thank you for taking the time to share your feedback.