



OUTREACH SUMMARY FOR SERVICE AND ROUTE CHANGES (JANUARY- MARCH 2014) – APPENDIX D

JANUARY 2014 – MARCH 2014



SFMTA
Municipal
Transportation
Agency

OUTREACH SUMMARY FOR SERVICE AND ROUTE CHANGES (JANUARY-MARCH 2014) – APPENDIX D

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OVERVIEW

The Transit Effectiveness Project (TEP) is a multi-year initiative that represents the first top-to-bottom comprehensive review of San Francisco's public transit system in over 30 years. One component of the TEP is the service and route change proposals that are recommended to make Muni service more reliable, quicker and more frequent. As part of a recent outreach effort that has been ongoing since January 2014, these service and route change proposals have been communicated through extensive, multilingual outreach campaigns and modified based on thousands of comments received over multiple years and various phases of the project. In addition, the TEP proposes to implement Travel Time Improvement Proposals (TTRP)s, for which additional outreach efforts will be conducted at a later time prior to approval from the SFMTA Board. Based on the feedback collected on the service change proposals, customers and members of the public expressed general support for the TEP and the changes proposed. However, many outreach participants expressed a number of concerns including: access to transit in topographically challenged neighborhoods, seniors and persons with disabilities; transferring as a result of proposals; changes to stop location; more difficult travel to key destinations.

In response to these concerns and other considerations, the SFMTA revised service improvement proposals for the following routes 3 Jackson, 6 Parnassus, 8X Bayshore Express, 11 Downtown Connector, 12 Folsom, 17 Parkmerced, 28/28L, 35 Eureka. Also based on recently-received public feedback, we will not be pursuing the initially-proposed service and route change for the following routes: 27-Bryant, 32-Roosevelt, 36-Teresita, 37-Corbett, and 56-Rutland. In addition, proposals for the 19 Polk, the 48 Quintara, the 58 24th Street, the 23 Monterey, the 54 Felton and the 90/91A/91B Owl have been put on hold, and will not be submitted for SFMTA Board approval until more outreach is conducted for these routes.

In 2008, SFMTA first presented proposals to the communities for changing routes, increasing

and decreasing service, changing hours of service operation, and eliminating and adding routes. These proposals were vetted at 11 public workshops and over 100 community meetings. Comments were gathered through the TEP Citizen Advisory Committee and the Policy Advisory Group (PAG), which includes representatives from the Mayor's office, Board of Supervisors, transit unions, TEP Citizen Advisory Committee, SFMTA Citizens Advisory Council, San Francisco County Transportation Authority, and the Metropolitan Transportation Commission. Multilingual public information documents were distributed as part of the process and translation assistance was available at community meetings and workshops as requested. The proposals were revised based on the feedback received, and then presented at an additional round of Town Hall meetings, which resulted in additional modifications based on public comment. The resulting proposals underwent Environmental Review and received further public vetting as part of the Draft EIR and public comment process. Hundreds of comments about numerous proposals were received and evaluated to help shape the existing proposals.

Proposals for the travel time reduction projects (TTRP) were developed in 2011 and outreach was conducted in the spring of 2012 with over 20 community briefings and 15 public workshops. Public feedback included recommended changes to stop consolidation proposals and concerns about parking removal, which will be considered as the SFMTA determines which of the alternatives or variants evaluated in the EIR will move forward towards implementation. Outreach has been conducted on a continual basis to receive feedback on the TTRP corridors, including attending multiple Board of Supervisors-hosted workshops, workshops with schools and advocacy groups, Community Based Organization (CBO) and neighborhood-based meetings, CAC and MAAC presentations.

To provide the public with additional means to engage and share their comments, the MTA recently conducted an additional round of extensive

multilingual outreach across the city to share the proposals that have been modified as a result of the feedback received prior to Board consideration. This outreach effort focused on the proposed service improvements, as well as the fast-track TTRPs that are being coordinated with ongoing re-paving efforts. This multilingual campaign began in January 2014 and included widely noticed neighborhood meetings, an online tool for submitting comments, meetings with members of the Board of Supervisors and their staff, and citywide meetings to share potential revisions to the proposed changes staff is considering.

Throughout the project, groups and individuals were provided with the opportunity to provide the project team with direction and input, including residents, transit customers, commuters and other city and regional agencies. Both the 2006-2008 Planning Phase and more recent 2012 and 2014 outreach meetings were advertised through a multilingual outreach campaign that included signage on the vehicles, information on sfmta.com and the TEP project website, published advertisement in local papers and ethnic media, direct phone calls and eblasts to an over 6000 person emailing list. The planning phase of the project had a multilingual

brochure and direct mailer. In 2012, SFMTA added a social media component to the project and has approximately 400 Twitter followers. Additional outreach measures include briefing CBOs and asking them to distribute project information to their members and reaching out to citywide community associations to explain the project. Staff also coordinates with other city agencies such as Public Works and the Planning Department to coordinate on outreach, as well as the Office of Economic and Workforce Development and the Office of Civic Engagement and Immigrant Affairs, utilizing their extensive contacts and relationships throughout the community.

In March 2014, the SFMTA Board of Directors (MTAB) will consider the majority of the proposed service and route changes from the TEP as well as TTRP components that will be implemented as part of con-current projects. At the meeting, SFMTA staff will provide an overview of the comments received during the most recent outreach campaign and present recommendations for improving the proposed service changes in response to the detailed comments received. The overall outreach program and a summary of the input received are included in this report.

PUBLIC OUTREACH ACTIVITIES

In January 2014, the project team launched an extensive, multilingual community engagement campaign to gather input on proposals aimed to improve service and the customer experience through a variety of service changes throughout the entire Muni network. The goals of this phase of outreach included:

1. Ensure riders are aware of the service change proposals
2. Gather input on proposed changes to inform Board approval
3. Convey how these changes will provide better service for the entire city while minimizing rider disruption for specific routes
4. Provide information on complementary services

In order to inform stakeholders of the opportunities about the public meetings and ways to provide input, a number of notification methods were employed:

- 5 eblasts (6,000 person database)
- Website Updates
- Social Media Posts (13 Facebook and over 100 Twitter)
- Shelter/Stop Notices (approximately 670)
- Vehicle Notices (1600 distributed)
- Media notices
- Stakeholder and CBO Outreach
- Coordination with the Board of Supervisors
- Flyers at stops on affected routes (1999 distributed)
- Multiple methods were used to solicit comments:
- Twelve District-level Community Meetings (700 attendees)
- Two Citywide Meetings (130 attendees)
- Online Comment Tool – Tellmuni.com (over 950 comments)
- Coordination with Eleven District Supervisors
- In-reach with Muni Staff
- Phone Hotline, Email and 311

Multiple methods were used to solicit comments:

- 5 eblasts (6,000 person database)
- Website Updates
- Social Media Posts (13 Facebook and over 100 Twitter)
- Shelter/Stop Notices (approximately 670)
- Vehicle Notices (1600 distributed)

More detail on these activities and the feedback received is included below. MTA staff has considered all of the comments gathered and will present a summary of what was heard along with the final proposals, some of which include changes based on this final round of outreach, to the Board for consideration and approval in March 2014.

NOTIFICATION AND PUBLICITY OF SERVICE CHANGE OUTREACH

The TEP and proposed service changes impact a large portion of Muni ridership, and raising awareness of the TEP proposals throughout the various phases of the project via appropriate noticing is a critical component of the success of the outreach program. For the most recent outreach campaign begun in January 2014, the MTA undertook another multilingual, citywide notification program to ensure customers were aware of the changes and were able to provide their comments. Due to the diverse nature of San Francisco and Muni's ridership, the TEP outreach included information in a variety of languages and leveraged the reach of CBOs and other organizations to assist with outreach. In addition, a variety of noticing and publicity efforts were used.

Media Serving Diverse Communities

Outreach to ethnic media was conducted through SFMTA distribution of a media advisory with all meeting information to Sing Tao, El Mensajero and Kstati newspapers and Sing Tao Radio, Channel 26, and World Journal. Meeting advertisements were posted in the Examiner, Sing Tao (Chinese language), El Mensajero (Spanish language) and Kstati (Russian language):

| | SF Examiner | Sing Tao Daily | El Mensajero | Kstati |
|-------------|-------------|----------------|--------------|---------|
| Round One | January 30 | January 31 | February 2 | |
| Round Two | February 13 | February 14 | February 16 | |
| Round Three | March 13 | March 13 | March 8 | March 7 |

Eblast

Email notification was provided for all public outreach events. Community members were encouraged to sign-up for updates at SFMTA.com and easily share their thoughts through tellmuni.com.

- Emails noticing meeting times and locations were sent to the TEP list serve (over 6,000 subscribers) on the following dates: 2/5/2014, 2/12/2014, 2/27/2014, 3/3/2014 and 3/10/2014

Website Updates

The SFMTA website was updated to reflect ongoing meeting announcements, provide links to meeting materials, and post information about the TEP for those interested in learning all the details of the proposals and proposal updates.

- Information on the project and meeting notices were translated into Chinese, Spanish, Tagalog, Russian, Vietnamese, Korean, Thai, Japanese and French and included on SFMTA's website. Customers were directed in these languages to 311, the City's multilingual, 24/7 Telephone Customer Service Center, for further information and to register comments.

Social Media

SFMTA's social media sites (Twitter and Facebook) were used to expand the reach of noticing and provide a simple way for information to be shared from user to user. Posts announced the community meetings and directed users to TellMuni.com and SFMTA.com for more information. Between February 4 and March 10, MTA staff made 13 Facebook posts and sent out over 100 tweets.

Shelter/Stop Notices

Multilingual (English, Spanish, and Chinese) notices were posted at or near stops where service is proposed to be discontinued (no other route would be serving the stop) or otherwise changed. The routes are noted below and an overview map shows the locations and routes. We posted notices on approximately 350 stop locations on the segments noted in the map below:

- 2
- 6
- 8X
- 10
- 12
- 17
- 18
- 22
- 27
- 28L
- 29
- 33
- 35
- 36
- 43
- 47
- 48
- 56
- Balboa Park BART station for 28L/4

Vehicle Notices

Multilingual “car cards” or notices were provided on transit vehicles to inform customers of outreach activities and multilingual “take-one” cards noting the meeting dates and where to register comments and get further information were provided to drivers and posted in vehicles for passengers to take.

Media

Prior to the first meeting, a media advisory with all meeting dates was distributed through SFMTA channels on February 11.

Outreach to neighborhood publications and blogs (Castro Biscuit, Mission Local, El Tecolote, Richmond Blog, Haighteration, Uppercasing, and SF Streets Blog) occurred in late February and early March to publicize the meetings.



Outreach to Stakeholders and CBOs

Over 200 neighborhood groups were contacted during the most recent outreach campaign, many of whom serve limited-English populations throughout San Francisco, to inform them and their membership of the meeting dates, times and locations and where to register feedback and seek further information. The methods used to communicate with these organizations included phone calls, emails and delivering or posting flyers at some locations. Multilingual meeting information was provided, as appropriate. Organizations contacted included Chinatown Community Development Center, Mission Neighborhood Center, Cameron House, Vietnamese Community Center, Russian-American Community Services, Bayanihan Community Center and the Southeast Asian Community Center. A full list of groups contacted is below.

| | |
|------------|--|
| District 1 | <ul style="list-style-type: none"> • Richmond District Neighborhood Center • Richmond Village Beacon • Russian American Community Services (RACS) • Greater Geary Merchants and Property Owners Association • Clement Street Merchants Association • Planning Association for the Richmond (PAR) • Richmond District Democratic Club • Richmond Senior Center • FDR Democratic Club • Alamo Elementary School PTA • St Monica's School PTO • Mother Goose School • Kittredge School • Saint John of San Francisco Orthodox Academy • Presidio Middle School PTSA • Roosevelt Middle School PTSA • Frank McCoppin Elementary School Parents • Burke School Katherine Delmar • Argonne Elementary PTO • George Washington High School PTSA • Star of the Sea (School) |
| District 2 | <ul style="list-style-type: none"> • Marina Civic Improvement & Property Owners • Union Street Association • Cow Hollow Association • Marina/Cow Hollow Neighbors & Merchants • Golden Gate Valley Neighborhood Association • Aquatic Park Neighbors • Pacific Heights Residents Association • Temescal Terrace Association • Presidio Heights Association of Neighbors • Fillmore Merchants & Improvement Association • Lincoln Park Homeowners Association • Marina Merchants Association • Marina Community Association • Fillmore/Lower Fillmore Merchants • Russian Hill Neighbors • Jordan Park Improvement Association |

| | |
|------------|--|
| District 3 | <ul style="list-style-type: none"> • Self-Help for the Elderly • Telegraph Hill Dwellers - Planning & Zoning Committee • Chinese Newcomers Service Center • SoTel Neighbors • North Beach Business Association • Telegraph Hill Survival Association • Aquatic Park Neighbors • Telegraph Hill Dwellers • North East Medical Services • Pacific Avenue Neighborhood Association (PANA) • Cathedral Hill Neighbors Association • Russian Hill Community Association • SOMA Leadership Council • Middle Polk Neighborhood Association • Lower Polk Neighbors • Lombard Hill Improvement Association • Pacific Avenue Neighborhood Association (PANA) • Friends of Appleton-Wolfard Libraries • Chinatown Community Development Center (CCDC) • Telegraph Hill Neighborhood Center • North Beach Neighbors • Asian Neighborhood Design • Polk District Merchants Association • Nob Hill Association • Chinatown Merchants Association • Fisherman's Wharf Merchants Association |
| District 4 | <ul style="list-style-type: none"> • Greater West Portal Neighborhood Assn. • Mid-Sunset Neighborhood Association • Self-Help for the Elderly • Clarendon Elementary School • Giannini, A. P. Middle School • Independence High School • Jefferson Elementary School • Francis Scott Key Elementary School • Lawton • Abraham Lincoln High School • Noriega Early Education School • Robert Louis Stevenson Elementary School • Sunset Elementary School • Alice Fong Yu • Tenderloin Neighborhood Development Corporation • SPEAK (Sunset-Parkside Education and Action Committee) • Judah Street/Ocean Beach Merchants and Professional Association • Sunset District Neighborhood Coalition • La Playa/Great Highway Neighborhood Watch • Outer Sunset Merchant & Professional Association • Inner Sunset Neighborhood Association • Inner Sunset Merchants Association |

| | |
|------------|--|
| District 5 | <ul style="list-style-type: none"> • Castro Upper Market Community Benefit District • Haight Ashbury Neighborhood Council • Mt. Olympus Neighbors Association • Cole Valley Improvement Association • Temescal Terrace Association • Nihonmachi Little Friends • Anza Vista Civic Improvement Club • Alamo Square Neighborhood Association • Western Addition Neighborhood Association • Market/Octavia Community Advisory Comm. • Lower Haight Merchant & Neighbors Association • North of Panhandle Neighborhood Association (NOPNA) • Duboce Triangle Neighborhood Association • Noe Street Neighbors • Temescal Terrace Association • Hayes Valley Merchants Association • Fillmore Merchants & Improvement Association • Hayes Valley Neighborhood Association • Greater West Portal Neighborhood Assn. • Self-Help for the Elderly • Sunset Heights Association of Responsible People (SHARP) • Mt. Sutro Woods Owners Association Inc. • Ninth Avenue Neighbors • Golden Gate Heights Neighborhood Association • Edgewood Neighborhood Association • Forest Knolls Neighborhood Organization • Inner Sunset Neighborhood Association • Inner Sunset Merchants Association |
| District 6 | <ul style="list-style-type: none"> • Market Street Association • Mission Creek Harbor Association • Hallam Street Homeowners Association • Dogpatch Neighborhood Association • Market/Octavia Community Advisory Comm. • SOMA Leadership Council • South Beach/Rincon/ Mission Bay Neighborhood Association • LMNOP Neighbors • American Friends Service Committee • Alliance for a Better District 6 • Rincon Hill Residents Association • Potrero Hill Neighbors/Save the Hill • TODCO Impact Group • Lower Polk Neighbors • Civic Center Stakeholder Group • Cathedral Hill Neighbors Association • Alliance for a Better District 6 • Tenderloin Housing Clinic • Tenderloin Futures Collaborative • South of Market Community Action Network (SOMCAN) • Tenderloin Neighborhood Development Corporation • Potrero-Dogpatch Merchants Association • Dogpatch Neighborhood Association |

| | |
|------------|--|
| District 7 | <ul style="list-style-type: none"> • Greater West Portal Neighborhood Assn. • Sunset Heights Association of Responsible People (SHARP) • Mt. Sutro Woods Owners Association Inc. • Golden Gate Heights Neighborhood Association • Edgewood Neighborhood Association • Forest Knolls Neighborhood Organization • Lakeside Property Owners Association • Lakeshore Acres Improvement Club • Neighbors of Ardenwood • Westwood Highlands Association • Forest Hill Association • Corbett Heights Neighbors • St. Francis Homes Association • Monterey Heights Homeowners Association • Ingleside Terraces Homes Association • West of Twin Peaks Central Council • Ingleside Terraces Homes Association • Balboa Terrace Homes Association • Golden Gate Heights Neighborhood Association • Merced Extension Triangle Neighborhood Association (METNA) • New Mission Terrace Improvement Association (NMTIA) • OMI Neighbors in Action • Friends of Balboa Playground • Inner Sunset Neighborhood Association • Inner Sunset Merchants Association |
| District 8 | <ul style="list-style-type: none"> • Castro Area Planning + Action • Duboce Triangle Neighborhood Association • Noe Street Neighbors • Castro/Eureka Valley Neighborhood Association • Castro Upper Market Community Benefit District • Sharon Street Neighborhood Association • Eureka Valley Trails/Art Network • Mt. Olympus Neighbors Association • Heart of the Triangle • Eureka/17th Street Neighbors • Market/Octavia Community Advisory Comm. • Greater West Portal Neighborhood Assn. • Upper Noe Neighbors • Eureka Heights Neighborhood Association • Glen Park Association • Glen Park Merchants Association • Coleridge St. Neighbors • Corbett Heights Neighbors • Dolores Heights Improvement Club-DRC • Midtown Terrace Homeowners Association • Market/Octavia Community Advisory Comm. • Liberty Hill Neighborhood Association • New Mission Terrace Improvement Association (NMTIA) • West of Twin Peaks Central Council • Diamond Heights Community Association • New Life Chinese Lutheran Church • Harvey Milk LGBT Democratic Club • Alice B. Toklas Democratic Club • Twin Peaks Improvement Association |

| | |
|------------|---|
| District 9 | <ul style="list-style-type: none"> • Bernal Heights Preservation • Bernal Heights NDRB • Wild Equity Institute • Coleridge St. Neighbors • Bernal Heights South Slope Organization • North West Bernal Alliance • North East Mission Business Association (NEMBA) • People Organizing to Demand Environmental and Economic Rights (PODER) • Dolores United • Calle 24 Merchants and Neighbors Association • Market/Octavia Community Advisory Comm. • SOMA Leadership Council • Liberty Hill Resident Association • East Mission Improvement Association (EMIA) • Mission Dolores Neighborhood Association • Mission Economic Development Association • Alliance for a Better District 6 • Dolores Heights Improvement Club-DRC • Noe Street Neighbors • Valencia Corridor Merchant Association • Potrero Boosters Neighborhood Association • Central 26th Street Neighborhood Coalition • New Mission Terrace Improvement Association (NMTIA) • Bernal Heights Neighborhood Center • Bernal Business Alliance • Excelsior Planning Collaborative • College Hill Neighborhood Association • PODER • Portola Neighborhood Association • APA Family Support Services • Mission Merchants Association • North Mission Neighbors • Mission Community Council • Tenderloin Neighborhood Development Corporation • Potrero-Dogpatch Merchants Association • Liberty Hill Neighborhood Association • City College Mission Campus • Dolores Street Community Services • The Women's Building • La Raza Resource Center • San Francisco Public Library - Mission Branch |
|------------|---|

| | |
|-------------|--|
| District 10 | <ul style="list-style-type: none"> • Bayview Hill Neighborhood Association • SF Bay View Newspaper • Shafter Avenue Community Club • India Basin Neighborhood Association • Exeter Street Bayview Triangle • Eureka Valley Trails/Art Network • St. Paul of the Shipwreck Church • POWER • Mission Creek Harbor Association • Dogpatch Neighborhood Association • Vermont St. Neighborhood Association • Potrero Hill Neighbors/Save the Hill • Sunnydale Tenant Association • Exeter Street Bayview Triangle • Little Hollywood Neighborhood Information Exchange • Visitacion Valley Connections • BRITE • Bayview Merchants Association • Bayview Hill Neighborhood Association • Bayview Hunters Point Rotary Club • Bayview Hunters Point Coordinating Council • Visitacion Valley Planning Alliance • Visitacion Valley Business Opportunities and Outreach to Merchants (VVBOOM) • Portola Place Homeowners Association • Bayview Branch Library • Bayview YMCA • Visitacion Valley Library • Visitacion Valley Elementary School |
| District 11 | <ul style="list-style-type: none"> • People Organizing to Demand Environmental and Economic Rights (PODER) • Outer Mission Residents Association • Excelsior Action Group • Cayuga Improvement Association • Outer Mission Residents Association • Sunnyside Neighborhood Association • District 11 Council of Neighborhood Groups • OMI Neighbors in Action (Oceanview, Merced Heights, Ingleside) • Sunnydale Tenant Association • Exeter Street Bayview Triangle • Little Hollywood Neighborhood Information Exchange • Visitacion Valley Connections • New Mission Terrace Improvement Association (NMTIA) • Excelsior District Improvement Association • Friends and Advocates of Crocker Amazon and the Excelsior • Miraloma Park Improvement Club • Outer Mission Merchants & Residents Association • North West Bernal Alliance • OMI-CAO (Community Action Organization) • Ocean Avenue Association • Ingleside Terraces Homes Assoc. • Mission Economic Development Association |

Coordination with the Board Supervisors

The team coordinated with Supervisors' offices in advance of community meetings. In addition, Supervisors' offices distributed TEP outreach information, including meeting announcements.

Canvassing/Flyer Distribution

Project team members distributed multilingual flyers at key stops where changes to service are being proposed. These flyers included information on meeting dates and locations. Details are provided below.

| TEP Service Changes Community Meeting Canvass Report | | | | |
|---|---------------------|----------------------------|---|---|
| Date | Project Name | Total # Distributed | Time & Duration of Canvass (i.e. from 7:00AM - 9:00AM) | Description of Area Canvassed (i.e. at the corner of 4th & Irving, 5th & Irving) |
| 2/5/2014 & 2/7/2014 | D1 | 60 | Late afternoon & morning | Dropped off flyers to Richmond District Neighborhood Center, Richmond Community Coalition, Richmond Senior Center, and with Greater Geary Merchants and Property Owners Association President David Heller's store - Beauty Network |
| 2/20/2014 | D9 | 70 | 7:00-9:00am | Stops: Along Bryant from 16th - Caesar Chavez |
| 2/20/2014 | D6 | 40 | 7:00 - 9:00am | Stops: Bryant between 5th -11th |
| 2/20/2014 | D6 | 40 | 7:00 - 9:00am | Stops: Bryant between 5th -11th |
| 2/20/2014 | D6 | 15 | 7:00 - 9:00am | Stops:11th between Market and Bryant |
| 2/20/2014 | D9 | 60 | 4:30-6:00pm | 16th BART station |
| 2/20/2014 | D9 | 100 | 4:00-6:00pm | Dropping off flyers to community D9 & D10 community centers |
| 2/20/2014 | D9 | 60 | 4:30-6:00pm | Stops: Bryant between 11th and 16th |
| 2/21/2014 | D9 | 50 | 7:00-9:00am | 16th St. BART |
| 2/21/2014 | D9 | 60 | 7:00-9:00am | Stops: Bryant between 11th and 16th |
| 2/21/2014 | D6 | 55 | 4:00-6:00pm | Caltrain |
| 2/21/2014 | D6 | 16 | 4:00-6:00pm | Stops behind Costco |
| 2/21/2014 | D10 | 100 | 4:00-6:00pm | Stops: Executive Park & Blanken (Inbound & Outbound), Wilde & Girard (Inbound) & Bayshore & Blanken (Outbound) |
| 2/21/2014 | D10 | 125 | 4:00-6:00pm | Stops: Hahn & Sunnydale (Outbound) & Leland and Bayshore (Inbound), Raymond & Sawyer (Inbound), Visitacion Valley Middle School (Outbound) Sawyer & Visitacion (Inbound) |
| 2/24/2014 | D11 (43, 29) | 75 | 7:30 - 8:30am | Balboa Park Bart Station |

| Date | Project Name | Total # Distributed | Time & Duration of Canvass (i.e. from 7:00AM - 9:00AM) | Description of Area Canvassed (i.e. at the corner of 4th & Irving, 5th & Irving) |
|-------------|---------------------|----------------------------|---|--|
| 2/24/2014 | D3 | 105 | 7:00-10:00am | Stops: North point st & hyde st sw-ns/bz, North point st & polk st nw-fs/bz, North point st & hyde st sw-ns/bz, North point st & hyde st sw-ns/bz, North point st & larkin st ne-ns/bz |
| 2/25/2014 | D3 | 55 | 3:00-5:00pm | Stops: Columbus ave & union st ne-fs/bz, Jackson and Sacramento, between Van Ness and Hyde, Powell st & bay st se-ns/ps |
| 2/26/2014 | D3 | 60 | 3:00-5:00pm | Stops: Columbus ave & green st e-ns/bz, Columbus ave & union st nw-ns/bz, Powell st & francisco st nw-ns/bz |
| 2/25/2014 | D2 (47) | 25 | 7:00 - 9:00am | Stops: Powell & beach, northpoint & jones |
| 2/26/2014 | D3 | 25 | 5:00 - 7:00pm | Stops: North point st & mason st nw-fs/bz (inbound), North point st & jones st nw-fs/bz (outbound),ww North point st & mason st se-fs/bz (outbound) |
| 2/26/2014 | D2(3) | 28 | 4:00 - 6:00pm | Stops: California & Presidio, Presidio & Jackson |
| 2/26/2014 | D8 (35) | 150 | 5:00 - 6:00pm | Stops: Bemis Street/Moffitt Street, Farnum Street/Diamond, Digby Street/Addison Street, Digby Street/Farnum Street, Digby St/Diamond Hieghts Blvd |
| 2/26/2014 | D11 (43, 29) | 65 | 6:00 - 7:00pm | Balboa Park Bart Station |
| 2/25/2014 | D2 (47) | 20 | 7:00 - 9:00am | Stops: North point & mason, northpoint & jones |
| 2/27/2014 | D2 (3) | 40 | 7:00 - 10:00 am | Stops: Jackson & Steiner, Jackson & Fillmore, Fillmore & Sacramento |
| 2/27/2014 | D2 (3) | 20 | 7:00 - 10:00 am | Stops: Jackson & Baker, Jackson & Divisadero, Fillmore merhcants |
| 2/28/2014 | D8 (35) | 58 | 7:00 - 10:00 am | Stops: Castro & Market, Castro & 18th, merchants |
| 2/28/2014 | D8 (35) | 35 | 7:00 - 9:00 am | Stops:23rd/Diamond, 24th/Diamond |
| 2/28/2014 | D8 (48) | 12 | 4:00 - 6:30 pm | Grandview/22nd, Grandview/23rd, Grandview/24th in and outbound |
| 2/28/2014 | D8 (48) | 15 | 4:00 - 6:30 pm | Stops: Grandview Avenue/ Clipper Street, Fountain Street/24th Street, Grand View Avenue/ 24th Street, Grand View Avenue/25th Street |
| 2/28/2014 | D2 (43) | 25 | 4:00 - 6:00 pm, 7:00 - 9:00 am | Stops: Fillmore/Chestnut, Lombard/ Divisadero, Lyon/Lombard, Richardson/ Lombard (Former) Letterman Hospital |
| 3/3/2014 | D2 (43) | 50 | 7:00 - 9:00 am | Stops: Fillmore/Chestnut, Lombard/ Divisadero, Lyon/Lombard, Richardson/ Lombar (Former) Letterman Hospital |

| Date | Project Name | Total # Distributed | Time & Duration of Canvass (i.e. from 7:00AM - 9:00AM) | Description of Area Canvassed (i.e. at the corner of 4th & Irving, 5th & Irving) |
|----------|---------------------|---------------------|--|---|
| 3/5/2014 | D2 (43, 3, 28, 28L) | 20 | 7:00 - 9:00 am | Stops: California/Presidio, Presidio/Jackson |
| 3/6/2014 | D10 (22 & 33) | 75 | 7:00 - 9:00 am | Stops: 16th and Potrero to Connecticut, 17th and Kansas to Connecticut (one side of street) |
| 3/5/2014 | D10 (22 & 33) | 75 | 7:00 - 9:00 am | Stops: 16th and Potrero to Connecticut, 17th and Kansas to Connecticut (the other side of street) |
| 3/6/2014 | D10 (22 & 33) | 75 | 4:00 - 6:00 pm | 16th Bart Street station area |
| 3/7/2014 | D10 (22 & 33) | 80 | 7:00 - 9:00 am | 16th Bart Street station area |

Methods for Gathering Input

MTA provided a variety of methods for community members to learn more about the proposed changes and provide detailed comments. These methods are explained below. As of March 16, MTA received over 2000 comments during the latest round of outreach (February-March 2014) from the following sources:

- Community Meetings – 1033
- Email – 170
- Voicemail – 14
- TellMuni.com – 951

Community Meetings

For the service changes outreach, SFMTA hosted 15 public meetings between February and March – one in each Supervisorial district (with a second by request in District 10), as well as two citywide meetings at SFMTA headquarters. Meetings

provided both an open house format for more direct engagement between staff and community members, and a presentation with question and answer period. During both the open house and Q & A, staff documented comments on flip charts and individuals were encouraged to write their own comments on cards provided. Interpreters were provided at a number of district meetings and both of the citywide events, including Spanish, Chinese, Vietnamese and Russian interpreters. In addition to automatically providing interpreters at specific meetings, all meeting notifications included a phone number and email to request special accommodations, including free language assistance.

More details on these community meetings are provided below, and a summary of the comments received at the meetings is provided in the Appendix.

| District | Date | Routes, Key Issues | Venue | # of Attendees |
|-------------|-----------|---|--|--|
| District 1 | 2/12/2014 | 38L, 28/28L/43 (stops north of the Park) | Richmond Police Station 461 6th Ave | Stops: California/ Presidio, Presidio/Jackson |
| District 5 | 2/18/2014 | 6/71 (re-route of the 6) | The Park Branch Library, 1833 Page St. | 90 |
| District 4 | 2/19/2014 | 28/28L/43 (stops south of the Park) | Scottish Rite Temple, 2850 19th Ave. | 25 |
| District 10 | 2/22/2014 | 56 (reroute of service to Executive Park), 22/33/10 (reroute of service to Mission Bay), 8X (north of Broadway) | Visitation Valley Elementary School, 55 Schwerin St. | 50 |
| District 9 | 2/24/2014 | 12/27 (removing service on Bryant), 22/33/10 | Mission Rec Center, 2450 Harrison St. | 70 |
| District 7 | 2/25/2014 | 17/18 (reroute of service on Lake Merced Boulevard), 36 (removal of service off of Warren Drive), 28/28L/43 (stops south of park) | SFSU Seven Hills Conference Center, 800 Font Blvd. | 50 |

| District | Date | Routes, Key Issues | Venue | # of Attendees |
|-------------------------------------|-----------|---|--|----------------|
| District 6 | 2/26/2014 | 22/33/10, 12/27 (off Bryant to Harrison/Folsom) | Bayanihan Community Center, 1010 Mission St. | 20 |
| Potrero Boosters | 2/27/2014 | 22/33/10 | Potrero Hill Neighborhood House | 40 |
| District 11 | 2/27/2014 | 28/28L/43 (southern extension and terminal) | Ingleside Police Station, 1 Sgt. John V. Young Ln. | 25 |
| District 3 | 3/1/2014 | 8X (north of Broadway), 47 (not on North Point), 11, 76, 27 (Vallejo) | Telegraph Hill Neighborhood Center, 660 Lombard St. | 70 |
| District 8 | 3/3/2014 | 35/48 (removing service on Bemis loop) | LGBT Center, 1800 Market St. | 65 |
| District 2 | 3/5/2014 | 28/28L/43 (43 terminal), 3 | Calvary Presbyterian Church Calvin Hall, 2515 Fillmore St. | 165 |
| Citywide | 3/6/2014 | Citywide | SFMTA Atrium/Auditorium, 2nd Floor, One S. Van Ness Ave. | 60 |
| Citywide | 3/8/2014 | Citywide | SFMTA Atrium/Auditorium, 2nd Floor, One S. Van Ness Ave. | 75 |
| District 10 (by Supervisor request) | 3/12/2014 | 56 (reroute of service to Executive Park), 22/33/10 (reroute of service to Mission Bay), 8X (north of Broadway) | St. Gregory of Nyssa Episcopal Church, 500 De Haro St | 25 |
| Total | | | | 830 |

Online Tools – TellMuni.com

An online engagement tool was developed to allow the public to provide comments at any time. TellMuni.com provides a way for the public to provide direct feedback on specific proposals, and currently over 950 comments have been received, organized and evaluated through this tool. A summary of the comments gathered from TellMuni.com is provided in the Appendix.

Coordination with District Supervisors

As part of the service change outreach, MTA staff met with District Supervisors and/or their staff to provide an update on the project and discuss the timeline for community meetings and the decision-making process. Supervisors provided input on venues for meetings as well as date/time for the events and were encouraged to attend the meetings to hear community comments in person.

In-Reach with Muni Staff

Internal SFMTA staff, specifically Muni drivers and operations staff, were informed about the TEP service change outreach and provided opportunities to discuss and provide input directly to the project team. Presentations on the route changes being proposed for routes assigned to each specific division were made at each of the seven Muni operating divisions during monthly safety meetings. For example, at Kirkland Division, the proposal to change the 2 Clement to a trolley coach was discussed. Handouts on the changes as well as a comment box were then left in the divisional break room for a month to allow operators to make comments on the proposals.

Additional Resources and Methods for Input

In addition to the tools and techniques listed above for gathering input, MTA heard from community members via the project email (tep@sfmta.com), emails to staff, the project hotline (701-4599), and multilingual assistance at 311 and 701-2311.

Overall Public Feedback, Input and Concerns

The extensive input gathered from the public through the various sources noted above is summarized in the Appendix. Each community meeting summary documents the information gathered by route and includes other key themes raised. The TellMuni.com summary documents general feedback as well as key themes raised by route.

NEXT STEPS

At the March 14, 2014 Board meeting, staff will present a summary of the outreach activities and the input received from the public. Based on this information, staff will recommend some revisions to proposals to achieve the optimal balance between technical considerations and community interests. The Board will take all this information under consideration and hear any additional public comment provided.

On March 28, 2014, the Board intends to adopt the service proposals identified in the TEP with any revisions deemed appropriate and necessary to reflect the input from staff and the community at large. This adoption action will not involve proposals for the 19 Polk, the 48 Quintara (east of Potrero), the new 58 route, the 23 Monterey, or the 54 Felton. The TEP service change proposals for those routes will be going through a separate outreach process and legislation at a later time. Based on the components and features of the TEP service changes that are approved by the Board, and the alignment of both the operating budget and resource availability (i.e. drivers and buses available for expansion of service), service changes could begin as soon as summer 2014 and are anticipated to be fully implemented by summer 2016.

APPENDIX

Notification Materials

MUNI NEEDS YOUR INPUT! MUNI公車局需要您的意見! ¡MUNI NECESITA SUS OPINIONES!

ATTEND UPCOMING MEETINGS ON PROPOSED SERVICE CHANGES

Muni is considering proposed service and route changes as part of the Transit Effectiveness Project (TEP). Developed with extensive analysis and community input, the TEP proposals will improve Muni for its 700,000 daily passengers. To provide input or learn more, attend a community meeting. Visit www.TellMuni.com to give feedback and sign up for updates. On March 14, the SFMTA Board will hold a public hearing on the proposed service changes and all community input received.

- WEDNESDAY, FEBRUARY 12, 6-8PM:**
Richmond Police Station Community Room
461 6th Ave.
ROUTES: 23 25 28 35
- TUESDAY, FEBRUARY 18, 6-8PM:**
Park Branch Library Meeting Room, 1833 Page St.
ROUTES: 37 47
- WEDNESDAY, FEBRUARY 19, 6-8PM:**
Scottish Rite Temple, 2850 19th Ave.
ROUTES: 23 28
- SATURDAY, FEBRUARY 22, 11AM-1PM:**
Visitation Valley Elementary School, 55 Schwerin St.
ROUTES: 13 11 22 23 35
- MONDAY, FEBRUARY 24, 6-8PM:**
Mission Rec Center, 2450 Harrison St.
ROUTES: 10 12 22 27 33
- TUESDAY, FEBRUARY 25, 6-8PM:**
San Francisco State University, Seven Hills Conference Center, 800 Font Blvd.
ROUTES: 17 13 23 25 33 35
- WEDNESDAY, FEBRUARY 26, 6-8PM:**
Bayanihan Community Center
1010 Mission St.
ROUTES: 10 12 22 27 33
- THURSDAY, FEBRUARY 27, 6-8PM:**
Ingleside Police Station
1 Sgt. John V Young Ln.
ROUTES: 23 25 28 35
- SATURDAY, MARCH 1, 1-3PM:**
Telegraph Hill Neighborhood Center
660 Lombard St.
ROUTES: 13 11 22 27 33
- MONDAY, MARCH 3, 6-8PM:**
LGBT Community Center
1800 Market St.
ROUTES: 33 35
- WEDNESDAY, MARCH 5, 6-8PM:**
Calvary Presbyterian Church, 2515 Fillmore St.
ROUTES: 13 23 25 33
- THURSDAY, MARCH 6, 6-8PM:**
SFMTA Atrium, 2nd Floor
One South Van Ness Ave.
ROUTES: CITYWIDE
- SATURDAY, MARCH 8, 10AM – NOON:**
SFMTA Atrium, 2nd Floor
One South Van Ness Ave.
ROUTES: CITYWIDE



TellMuni.com

For information on meetings in your district or neighborhood, visit sfmta.com/tepinput, call (415) 701-4599, or email tep@sfmta.com. For language assistance, call 311 or (415) 701-2311. Information on all proposed service changes will be available at all meetings and can be viewed at the Main Library reference desk. Contact: Sean Kennedy, TEP Planning Manager, (415) 701-4599, email tep@sfmta.com

311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Бесплатная помощь переводчиков / Trợ giúp Thông dịch Miễn phí / Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 / Libreng tulong para sa wikang Tagalog / תמיכה ללא עלות בשירותי תרגום / 無料の言語支援 / 免費語言協助



For assistance in American Sign Language Interpretation or translation in other languages, please notify staff at 415.701.2311 or TTY 415.701.2323 at least 48 hours prior to the meeting. 如果需要手語協助, 或其它語言翻譯, 請於開會前48小時與我們電話聯絡, 號碼是415.701.2311 或TTY電話415.701.2323. Para asistencia o intérpretes de lenguaje de señas americano o en otros idiomas, por favor notifique personal al 415.701.2311 o TTY 701.2323 al menos 48 horas antes de la reunión.

歡迎出席即將舉行的有關服務改變提議的會議

Muni 正考慮服務及路線改變提議來作為公共交通效率專案 (TEP) 的一部分。公共交通效率專案 (TEP) 的提議是基於全面分析和社區意見而制定, 其將改善 Muni 每日對 700,000 乘客的服務。想提出意見或了解更多, 請參加一次社區會議。請上網站 www.TellMuni.com 給予反饋意見以及註冊獲得更新資訊。在3月14日, 三藩市交通局 (SFMTA) 董事會將對服務改變提議和收到的全部社區意見舉行一個公眾聽證會。

- 星期三, 2月12日, 晚上6點至8點:**
Richmond 警察局社區活動室, 461 6th Avenue
路線: 23 25 28 35
- 星期二, 2月18日, 晚上6點至8點:**
Park 圖書分館會議室, 1833 Page Street
路線: 13 11
- 星期三, 2月19日, 晚上6點至8點:**
Scottish Rite 聖殿, 2850 19th Ave.
路線: 23 28
- 星期六, 2月22日, 上午11點至下午1點:**
Visitation Valley 小學, 55 Schwerin St.
路線: 13 11 22 23 35
- 星期一, 2月24日, 晚上6點至8點:**
Mission 活動中心, 2450 Harrison St.
路線: 10 12 22 27 33
- 星期二, 2月25日, 晚上6點至8點:**
三藩市州立大學, Seven Hills 會議中心, 800 Font Blvd.
路線: 17 13 23 25 33 35
- 星期三, 2月26日, 晚上6點至8點:**
Bayanihan 社區活動中心, 1010 Mission St.
路線: 10 12 22 27 33
- 星期四, 2月27日, 晚上6點至8點:**
Ingleside 警察局, 1 Sgt. John V Young Ln.
路線: 23 25 28 35
- 星期六, 3月1日, 下午1點至3點:**
Telegraph Hill 社區活動中心, 660 Lombard St.
路線: 13 11 22 27 33
- 星期一, 3月3日, 晚上6點至8點:**
LGBT 社區活動中心, 1800 Market St.
路線: 33 35
- 星期三, 3月5日, 晚上6點至8點:**
Calvary Presbyterian 教堂, 2515 Fillmore St.
路線: 13 23 25 33
- 星期四, 3月6日, 晚上6點至8點:**
三藩市交通局 (SFMTA) 中庭, 2樓
One South Van Ness Ave.
路線: 全市會議
- 星期六, 3月8日, 上午10點至中午:**
三藩市交通局 (SFMTA) 中庭, 2樓
One South Van Ness Ave.
路線: 全市會議

如當您在區域或社區的會議資訊, 請上網站 www.sfmta.com/tepinput 致電 311 或 (415)701-2311, 或電郵 tep@sfmta.com。所有服務改變提議的資訊在所有會議上都有提供, 並且可以在主要圖書館參考諮詢台查閱。
聯繫人: Sean Kennedy, 公共交通效率專案 (TEP) 規劃經理, (415) 701-4599, 電郵 tep@sfmta.com

ASISTA A LAS PRÓXIMAS REUNIONES SOBRE LAS PROPUESTAS DE CAMBIOS EN EL SERVICIO

Muni está considerando propuestas de cambios en el servicio y las rutas como parte del Proyecto de Efectividad del Transporte (TEP). Desarrolladas con un extenso análisis y comentarios de la comunidad, las propuestas de TEP mejorarán el Muni para sus 700,000 pasajeros diarios. Para dar su opinión u obtener más información, asista a una reunión comunitaria. Visite www.tellmuni.com para dar su opinión y registrarse para recibir actualizaciones. El 14 de marzo, el Consejo de SFMTA llevará a cabo una audiencia pública sobre las propuestas de cambios en el servicio y todos los comentarios recibidos de la comunidad.

- MIÉRCOLES, 12 DE FEBRERO, 6-8PM:**
Richmond Police Station Community Room
461 6th Avenue
RUTAS: 23 25 28 35
- MARTES, 18 DE FEBRERO, 6-8PM:**
Park Branch Library Meeting Room, 1833 Page Street
RUTAS: 13 11
- MIÉRCOLES, 19 DE FEBRERO, 6-8PM:**
Scottish Rite Temple, 2850 19th Ave.
RUTAS: 23 28
- SÁBADO, 22 DE FEBRERO, 11AM-1PM:**
Visitation Valley Elementary School, 55 Schwerin St.
RUTAS: 13 11 22 23 35
- LUNES, 24 DE FEBRERO, 6-8PM:**
Mission Rec Center, 2450 Harrison St.
RUTAS: 10 12 22 27 33
- MARTES, 25 DE FEBRERO, 6-8PM:**
San Francisco State University, Seven Hills Conference Center, 800 Font Blvd.
RUTAS: 17 13 23 25 33 35
- MIÉRCOLES, 26 DE FEBRERO, 6-8PM:**
Bayanihan Community Center
1010 Mission St.
RUTAS: 10 12 22 27 33
- JUEVES, 27 DE FEBRERO, 6-8PM:**
Ingleside Police Station
1 Sgt. John V Young Ln.
RUTAS: 23 25 28 35
- SÁBADO, 1 DE MARZO, 1-3PM:**
Telegraph Hill Neighborhood Center
660 Lombard St.
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- LUNES, 3 DE MARZO, 6-8PM:**
LGBT Community Center
1800 Market St.
RUTAS: 33 35
- MIÉRCOLES, 5 DE MARZO, 6-8PM:**
Calvary Presbyterian Church, 2515 Fillmore St.
RUTAS: 13 23 25 33
- JUEVES, 6 DE MARZO, 6-8PM:**
SFMTA Atrium, 2º piso
One South Van Ness Ave.
RUTAS: REUNIÓN DE TODA LA CIUDAD
- SATURDAY, MARCH 8, 10AM – NOON:**
SFMTA Atrium, 2nd Floor
One South Van Ness Ave.
RUTAS: REUNIÓN DE TODA LA CIUDAD

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Contacto: Sean Kennedy, Gerente de Planificación del TEP, (415) 701-4599, correo electrónico tep@sfmta.com

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- TUESDAY, FEBRUARY 25, 6-8PM:**
 San Francisco State University, Seven Hills Conference Center, 800 Font Blvd.
 ROUTES: 17 18 23 25 33 43
- WEDNESDAY, FEBRUARY 26, 6-8PM:**
 Bayanihan Community Center, 1010 Mission St.
 ROUTES: 10 12 22 27 33
- THURSDAY, FEBRUARY 27, 6-8PM:**
 Ingleside Police Station
 1 Sgt. John V Young Ln.
 ROUTES: 23 25 43
- SATURDAY, MARCH 1, 1-3PM:**
 Telegraph Hill Neighborhood Center
 660 Lombard St.
 ROUTES: 9 11 27 37 43
- MONDAY, MARCH 3, 6-8PM:**
 LGBT Community Center, 1800 Market St.
 ROUTES: 43 45
- WEDNESDAY, MARCH 5, 6-8PM:**
 Calvary Presbyterian Church, 2515 Fillmore St.
 ROUTES: 9 23 25 43
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 SFMTA Atrium, 2nd Floor
 One South Van Ness Ave.
 ROUTES: CITYWIDE
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 SFMTA Atrium, 2nd Floor
 One South Van Ness Ave.
 ROUTES: CITYWIDE
- WEDNESDAY, MARCH 12, 5:30 – 7PM:**
 St. Gregory's of Nyssa Episcopal Church
 500 DeHaro Street, San Francisco
 ROUTES: 10 22 33



TellMuni.com

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 Bayanihan 社區活動中心, 1010 Mission St.
 路線: 10 12 22 27 33
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 Ingleside 警察局, 1 Sgt. John V Young Ln.
 路線: 23 25 43
- 星期六, 3月1日, 下午1點至3點:**
 Telegraph Hill 社區活動中心, 660 Lombard St.
 路線: 9 11 27 37 43
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 LGBT 社區活動中心, 1800 Market St.
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 Calvary Presbyterian 教堂, 2515 Fillmore St.
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 三藩市交通局 (SFMTA) 中庭, 2樓
 One South Van Ness Ave.
 路線: 全市會議
- 星期六, 3月8日, 上午10點至中午:**
 三藩市交通局 (SFMTA) 中庭, 2樓
 One South Van Ness Ave.
 路線: 全市會議
- 3月 12日星期三下午 5點30分至7點:**
 St. Gregory's of Nyssa Episcopal Church
 500 DeHaro Street, San Francisco
 路線: 10 22 33

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聯繫人: Sean Kennedy, 公共交通效率專案 (TEP) 規劃經理, (415) 701-4599, 電郵 tep@sfmta.com

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- MARTES, 25 DE FEBRERO, 6-8PM:**
 San Francisco State University, Seven Hills Conference Center, 800 Font Blvd.
 RUTAS: 17 18 23 25 33 43
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 Bayanihan Community Center
 1010 Mission St.
 RUTAS: 10 12 22 27 33
- JUEVES, 27 DE FEBRERO, 6-8PM:**
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- SÁBADO, 1 DE MARZO, 1-3PM:**
 Telegraph Hill Neighborhood Center
 660 Lombard St.
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- LUNES, 3 DE MARZO, 6-8PM:**
 LGBT Community Center
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- MIÉRCOLES, 5 DE MARZO, 6-8PM:**
 Calvary Presbyterian Church, 2515 Fillmore St.
 RUTAS: 9 23 25 43
- JUEVES, 6 DE MARZO, 6-8PM:**
 SFMTA Atrium, 2º piso
 One South Van Ness Ave.
 RUTAS: REUNIÓN DE TODA LA CIUDAD
- SÁBADO, 8 DE MARZO, 10AM – NOON:**
 SFMTA Atrium, 2nd Floor
 One South Van Ness Ave.
 RUTAS: REUNIÓN DE TODA LA CIUDAD
- MIÉRCOLES, 12 DE MARZO, 5:30 – 7:00 PM:**
 St. Gregory's of Nyssa Episcopal Church
 500 DeHaro Street, San Francisco
 RUTAS: 10 22 33

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Contacto: Sean Kennedy, Gerente de Planificación del TEP, (415) 701-4599, correo electrónico tep@sfmta.com

www.TellMuni.com

MUNI NEEDS YOUR INPUT!

GIVE US FEEDBACK ON PROPOSED SERVICE CHANGES AT UPCOMING MEETINGS.



Muni is considering proposed service and route changes as part of the Transit Effectiveness Project (TEP). Developed with extensive analysis and community input, the TEP proposals will modernize Muni for its 700,000 daily passengers. To provide input or learn more, attend a community meeting. Visit

www.TellMuni.com to give feedback and sign up for updates. In March, the SFMTA Board will hold a public hearing on the proposed service changes and all community input received. District-level meetings are being scheduled; citywide meetings noted below.

- **THURSDAY, MARCH 6, 6-8PM**
SFMTA Atrium, 2nd Floor, One South Van Ness Avenue
- **SATURDAY, MARCH 8, 10AM – NOON**
SFMTA Atrium, 2nd Floor, One South Van Ness Avenue

Additional meetings are being planned. For a current list of meetings, visit www.sfmta.com/tep, call (415) 701-4599, or email tep@sfmta.com. For language assistance, call 311 or (415) 701-2311. Information on all proposed service changes will be available at all meetings and can be viewed at the Main Library reference desk.

Contact: Sean Kennedy, TEP Planning Manager, (415) 701-4599, email tep@sfmta.com

¡MUNI NECESITA SUS OPINIONES!

DÉ SU OPINIÓN SOBRE LAS PROPUESTAS DE CAMBIOS DE SERVICIO EN LAS PRÓXIMAS REUNIONES.



Muni está considerando propuestas de cambios en el servicio y las rutas como parte del Proyecto de Efectividad del Transporte (TEP). Desarrolladas con un extenso análisis y comentarios de la comunidad, las propuestas de TEP modernizarán el Muni para sus 700,000 pasajeros diarios. Para dar su opinión u obtener más información, asista a una

reunión comunitaria. Visite www.TellMuni.com para dar su opinión y registrarse para recibir actualizaciones. En marzo, el Consejo de SFMTA llevará a cabo una audiencia pública sobre las propuestas de cambios en el servicio y todos los comentarios recibidos de la comunidad. Se están programando reuniones a nivel distrito; se indican abajo las reuniones de toda la ciudad.

- **JUEVES, 6 DE MARZO, 6-8PM**
SFMTA Atrium, 2º piso, One South Van Ness Avenue
- **SÁBADO, 8 DE MARZO, 10AM – MEDIODÍA**
SFMTA Atrium, 2º piso, One South Van Ness Avenue

Se están planeando reuniones adicionales. Para ver una lista actualizada de las reuniones, visite www.sfmta.com/tep, llame al 311 o (415) 701-2311, o envíe un correo electrónico a tep@sfmta.com. La información sobre todas las propuestas de cambios en el servicio estará disponible en todas las reuniones y se puede consultar en el mostrador de referencia de la Biblioteca Principal.

Contacto: Sean Kennedy, Gerente de Planificación del TEP, (415) 701-4599, correo electrónico tep@sfmta.com

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在即將舉行的會議上對服務改變提議給予反饋意見



Muni正考慮服務及路線改變提議來作為公共交通系統效率專案 (TEP) 的一部分。公共交通效率專案 (TEP) 提議是基於全面分析和社區意見而制定, 它將使每日服務 700,000 乘客的Muni現代化。想提出意見或了解更多, 請參加一次社區會議。請上網站,

www.TellMuni.com 給予反饋意見以及註冊獲得更新資訊。在3月份, 三藩

市交通局 (SFMTA) 董事會將對服務改變提議和收到的全部社區意見舉行一個公眾聽證會。區級會議正在安排中; 全市會議如下所述。

- **星期四, 3月6日, 晚上6點至8點**
三藩市交通局 (SFMTA) 中庭, 2樓
One South Van Ness Avenue
- **星期六, 3月8日, 上午10點至中午**
三藩市交通局 (SFMTA) 中庭, 2樓
One South Van Ness Avenue

額外會議正在計劃中。想獲得目前的會議名單, 請上網站 www.sfmta.com/tep, 致電(415) 701-2311, 或電郵 tep@sfmta.com。所有服務改變提議的資訊在所有會議上都有提供, 並且可以在主要圖書館參考諮詢台查閱。

聯繫人: Sean Kennedy, 公共交通效率專案 (TEP) 規劃經理, (415) 701-4599, 電郵 tep@sfmta.com

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For assistance in American Sign Language Interpretation or translation in other languages, please notify staff at 415.701.2311 or TTY 415.701.2323 at least 72 hours prior to the meeting. 如果需手語協助, 或其它語言翻譯, 請於開會前72小時與我們電話聯絡。號碼是415.701.2311 或TTY電話415.701.2323。Para asistencia o intérpretes de lenguaje de señas americano o en otros idiomas, por favor notifique personal al 415.701.2311 o TTY 701.2323 al menos 72 horas antes de la reunión.



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SERVICE CHANGES MEETING SUMMARY – DISTRICT 1

Date: 2/12/2014

Meeting Location: Richmond Police Station Community Room, 461 6th Ave.

Affected Routes: 2, 28, 28L, 32, 38L

Signed-In Attendees: 35

Meeting Summary:

2: Attendees of the meeting were most interested in discussing this route. Attendees were largely opposed to the proposed route change as a result of electrification, requesting instead that service be extended to 33rd Ave. Attendees recommended the line not turn onto 15th and Geary due to traffic impact. Others agreed that it was acceptable to move the bus to California St. Attendees also had concerns about inadequate access for the disabled. To a lesser extent, attendees were concerned about frequency changes west of Presidio Ave., the walking distance to California St., interest in moving the line back to Euclid, and establishing a connection to the 38. There were both positive and negative opinions regarding electrifying buses. There were also concerns of slowness and requests to increase frequency during the Geary BRT construction. Questions arose about frequency and cost/savings.

28 and 28L: There is a small but present opposition to eliminating stops at 19th Ave. & Park Presidio Ave. There were also concerns about traffic light outages that would block traffic and affect the 28. Traffic congestion was a general theme and customers believe the 28L is necessary for weekday commute times, but not weekends. The 28L is well liked and there was also a request to create a new stop at Arch and Alemany to service the Oceanview Village area.

38 and 38L: There is a small but present opposition to eliminating stops at 19th Ave. & Park Presidio Ave. There were also concerns about traffic light outages that would block traffic and affect the 28. Traffic congestion was a general theme and customers believe the 28L is necessary for weekday commute times, but not weekends. The 28L is well liked and there was also a request to create a new stop at Arch and Alemany to service the Oceanview Village area.

Other Routes: Customers are currently pleased with the 5L and improvements to the 44. There are concerns about the 31, 1 EB (crowded), and the reroute of the 27 & 47 which go to Bed Bath & Beyond and popular shopping destinations.

Seniors & Riders with Limited Mobility: Older and limited mobility passengers prefer buses with less passengers because there are typically more seats and they are perceived as more accessible. Step-ups are harder to board/deboard, such as zero-emission buses.

Comments and Questions: Most prominent were concerns about Muni improvements being affected by the SFMTA Master Plan to remove lanes. There were also concerns about inaccuracy of NextBus. Customers felt the meeting was well promoted, but bus routes to attend were not in service during those hours or did not reach the location. There were questions regarding the implementation of the changes, as well as the timing.

SERVICE CHANGES MEETING SUMMARY – DISTRICT 2

Date: 3/5/2014

Meeting Location: Calvary Presbyterian Church, 2515 Fillmore, San Francisco

Affected Routes: 3, 28, 28L, 43

Signed-In Attendees: 159

Meeting Summary:

3: Many attendees came to the meeting to support keeping the 3-Jackson as is. Additionally, customers of the 3 requested an increase in frequency and better reliability. There were concerns about hardships for the elderly and those with disabilities should the line be eliminated or decreased. Customers felt that the 3 is safer to ride than alternate routes (such as the 38) for seniors and those with disabilities, as well as for people who live close to the line and walk home in the dark. There were also suggestions to run buses more frequently but with smaller buses during off-peak hours. Though pleased with a potential compromise, attendees pointed out that ridership is down, but expressed that this was as a result of repeated cuts in service. Customers requested that the 3 be improved and promoted to the public so that more people will ride it.

28/28L: The only comment was made by an attendee who was concerned that the Brotherhood/Alemany stretch was not accessible to Muni and needed stops in the Sunset.

43: There were concerns with proposed changes to the 43, mostly due to the impact on the elderly who live or travel to the senior center on Lombard and Lyon. Attendees felt the additional walk of 2-3 blocks would pose a severe hardship on seniors. There were also opinions both in favor and opposition to continuing service through the Presidio. Opponents were concerned that the Presidio routes favor Presidio employees and take long, inconvenient, one-directional paths that increase ride time for everyone else, especially if connecting to/from the Marina or Cow Hollow.

Other Routes: Comments about other routes included concerns that between the 22 and 24 there is not enough crosstown service, as well as a request to extend the 24 to Fillmore and Bay. There were also requests to extend the 14L to Daly City. There were requests to combine the 10 & 3 routes, as well as connect the 3 & 22 routes.

Comments and Questions: General comments included an overall theme that a citywide network is more important than individual routes, and that more money needs to be invested in service improvements to current routes, not just new ones. There were also concerns about PCO enforcement on Bush (between Montgomery and Sansome), as well as a lack of line inspectors who should be reducing bunching. There was a request for direct service between the Embarcadero Ferry and Nob Hill. There was one negative comment about back-boarding and fare evasion. A hearing-impaired attendee also left a comment card stating that meeting format was difficult for her to engage in but suggested that all bus stops had trash receptacles nearby.

SERVICE CHANGES MEETING SUMMARY – DISTRICT 3

Date: 3/1/2014

Meeting Location: Telegraph Hill Neighborhood Center, 660 Lombard St., San Francisco

Affected Routes: 8x, 11, 27, 47, 76

Signed-In Attendees: 65

Meeting Summary:

8x: There was a lot of concern surrounding cuts to the 8x, especially among seniors in Chinatown. There are elderly and low-income residents living near Francisco/Kearny stops and the I Hotel who use the line to get to the wharf, library and other services. Attendees felt the cuts to the 8x would divide a community in half and that the required transfers would be inconvenient or unsafe for seniors or people with disabilities.

11: There was some confusion as to why the number 11 is assigned to this route as it reminded attendees of the 15. There were also suggestions to take the 11 further into the financial district. Under proposed changes, North Beach residents would be forced to take the new 11 or \$6 F-line but extending the 11 would make it better.

27: Many residents of Vallejo St. are very concerned with the expansion of the 27 because of safety, noise, nearby routes and pollution. Many Vallejo St. residents feel strongly that the expansion would be dangerous to children (there are 2 day cares) and eliminate already scarce parking. There were also supporters of the extension who believe the neighborhood would be better served by transit than more cars and that the line would not be a challenge to residential integrity.

47: Concerns about the 47 are primarily due to the need to transfer to many of the destinations serviced by the line currently. North Point residents would have to transfer 3 times in order to go west of Van Ness. The proposed route may affect shoppers and tourists on North Point. There is also concern that the proposed route does not service the Hall of Justice.

Other Routes: Attendees were extremely displeased with the idea of raising the F-line fare. There were also positive thoughts on the changes to the 19. There was a suggestion to eliminate the 2-Clement and increase service on the 1 and 38 to simplify the network and enhance safety for bicyclist on Sutter and Post.

Comments and Questions: Attendees thought TEP proposals for increased service and frequency were good but were opposed to decreased service in any area, especially for the transit-dependent, low-income, or elderly population. There were also general safety concerns and resentment towards cars who park in bus lanes without being ticketed.

SERVICE CHANGES MEETING SUMMARY – DISTRICT 4

Date: 2/19/2014

Meeting Location: Scottish Rite Masonic Center, 2850 19th Ave., San Francisco, CA

Affected Routes: 14L, 28, 28L, 29, 48

Signed-In Attendees: 19

Meeting Summary:

14L: Meeting attendees suggested the 14L line should serve Daly City Bart more frequently. Currently the first bus arriving to Daly City BART is 7:36 AM which is not early enough for many working commuters or students. There was also a request for increased frequency and service hours which would help at the top of the hill where the 28L does not run.

28/28L: Overwhelmingly, customers are concerned with the removal of stops on Quintara, Sloat and Lincoln and Kirkham for the limited line. Most of these concerns are in relation to schools and some for park access. There were also requests to reinstate the stops at Eucalyptus. Customers would like new stops at Arch and Alemany to provide service to the Oceanview Village area. There is strong support to add 28L stops at Noriega. There were minimal requests to keep Taraval and Vicente as local stops. Some customers do not want any stops to change at all. There is confusion about the express line serving Balboa Park because it doesn't serve new communities if it doesn't reach Daly City BART. There is a lot of concern about traffic congestion on 19th Ave. and attendees were largely in support of measures to decrease traffic, including bulbouts. Bulbouts are considered a positive aspect overall with requests to build transit shelters further away from the curb for safety, to not build bulbouts on far said, and to only create partial bulbouts in certain areas.

29: The only comment was that the 29 services more than school children and needs more frequency.

48: Customers of the 48 expressed that the buses need to be 60 ft. long and are very crowded during peak morning hours. The 48 services many students but also transports many other people and requires an increase in frequency.

Comments and Questions: A few attendees asked about why Eucalyptus stops had been eliminated? Many also had a question about how the TEP projects will be funded.

SERVICE CHANGES MEETING SUMMARY – DISTRICT 5

Date: 2/18/2014

Meeting Location: Park Branch Library Meeting Room, 1833 Page St., San Francisco, CA

Affected Routes: 6, 71

Signed-In Attendees: 83

Meeting Summary:

6: Almost all the attendees came to speak about the 6 – Parnassus. The tone of the meeting was fairly strained and there was overwhelming support to keep the 6 as is. The number one concern to the proposed changes was that the hills are too steep for the elderly, people with physical limitations, and anyone carrying bags or groceries. Without the current route up the hill, many Haight-Ashbury customers feel they would not have enough transit service and feel they would be underserved. Staff proposed alternative routing for the 37 Corbett that would cover many of the existing 6 Parnassus stops; however while many attendees were open to the solution, most did not agree with proposal. The attendees consider the 6 an important neighborhood service to downtown and they do not want it to change. Attendees felt rerouting the line to Haight St. favored tourists over tax-paying residents and that it would be inefficient and dangerous to customers in the Haight-Ashbury neighborhood. Stanyan is considered a dangerous street that customers do not want to wait at, especially at night and especially for children who use the bus for school. The attendees did not feel that the 33 was a solution, as it was called unreliable and requires riders to transfer, which is especially difficult for school children and seniors. Additional concerns were the cost of making the proposed changes in light of the recent rewiring, and the number of people it will actually benefit on 4 blocks of Haight St. Staff responded that over 1,000 customers would benefit from the re-routing. There was also concern that customers would be forced to use cars and other forms of transportation even though they preferred Muni and that did not assist the City in its goal to be more “car-less”.

71: A small number of people came to speak about the 71 route. The most common concern was that it needed increased frequency and that there is a need for a 71 local and express. A number of attendees felt the 71 was not a safe bus. There were additional requests that the 71 continue to stop at the senior center and that the SFMTA invest in larger buses to decrease crowding.

Other Routes: There was a suggestion to reinstate the 7 as a solution to rerouting the 6. Attendees felt that the 33 and 37 were unreliable and wished the 7, 66 and 15 routes would return. There were also opinions about the 5; some were that the local and 5L were complimentary, while some riders requested to improve the consistency and communication of 5 so it doesn't have 4 different route patterns.

Comments & Questions: Attendees were concerned about operators and their effect on the service; many noted that operators needed to improve performance and that bus fares should not be increased when service is being decreased. They also felt that it was better to invest in operational maintenance and efficiency than rerouting the routes. There was dissatisfaction that private buses use Muni stops and that Muni provides poor service. They also wanted more drivers, buses made in the USA, and for Muni to cut costs in management instead of restructuring service. Muni also needs to consider the aging population in San Francisco. They also wanted to know how to stop the TEP proposals and thought the notification for the meeting was too late.

SERVICE CHANGES MEETING SUMMARY – DISTRICT 6

Date: 2/26/2014

Meeting Location: Bayanihan Community Center, 1010 Mission St., San Francisco

Affected Routes: 10, 12, 22, 27, 33

Signed-In Attendees: 16

Meeting Summary:

10: There was a suggestion to have the line go to Powell instead of Montgomery.

12: At the meeting, the 12-Folsom is an important route for attendees, who wished that it would be continued and extended. Rincon Hill residents would like the 12 extended to Main/Spear to serve the current and new residents, as well as decrease car-use and air pollution. The 12 is also popular because it currently offers a direct route to the northeast Mission area. There is concern about the aging population that is served by the 12 at the senior center on 4th/Folsom, as well as seniors who use that line to get to Chinatown.

27: There are concerns that removing service on Bryant will be a hardship to disabled persons having to walk farther to stops. Additionally, attendees believe the 27-Byrant needs to service the Safeway and shopping center at Bryant which is used by many seniors in the Tenderloin and Mission. There was a suggestion to extend the line to Russian Hill, preferably with service to Powell instead of Montgomery. One suggestion was to put the 27 on the new 11 route to Van Ness/Northpoint.

33: Concerns about changes to the 33 line are largely in response to cutting out General Hospital. Elimination of the stops at Potrero would force ill patients to transfer, which is seen as unnecessary and could pose additional health risks. There is also concern that forced transfers would cause seriously ill patients to board crowded buses, putting themselves and others at risk.

Other Routes: Other routes of concern include the 19, 47 and proposed 11, T and E lines. There was one comment to keep the 19 as is. There was concern that the 47 will have to transfer to reach the Wharf/Pier 39 and would confuse tourists. Many attendees suggested routes for the new 11, including: service to Rincon Hill, extension to Transbay Terminal, Folsom between 5th and 2nd (to serve senior center), run down Main Street, and go to Powell instead of Montgomery. There were also suggestions to keep two streetcar lines serving Caltrain & Ferry Building when the T-line opens, in addition to the E-line.

South Beach/Rincon/Mission Bay Neighborhood Association: This neighborhood group is concerned with the growing population of new residents in their district and the limited transit options. They have compiled a list of effected areas with suggestions. Please see attached.

Comments and Questions: There were many concerns with the air pollution in SOMA, increase in residents, safety of seniors and cyclists' safety/experience on Folsom. There were also a number of comments in support of a 2-way street solution on Folsom.

SERVICE CHANGES MEETING SUMMARY – DISTRICT 7

Date: 2/25/2014

Meeting Location: SFSU, Seven Hills Conference Center, 800 Font Blvd., San Francisco

Affected Routes: 17, 18, 28, 28L, 36, 43

Signed-In Attendees: 42

Meeting Summary:

17: The riders of the 17 line are very concerned with maintaining current service and expanding it. There is opposition to cutting any stops and the line appears to be heavily relied upon by the elderly community. Many residents of Park Merced and Forest Hills are seniors and depend on the 17 for shopping and getting up and down the hills. Many riders are in favor of the line running to Westlake and Daly City BART. Riders also felt that the 17 serves as a relief to the M which often is unreliable. There were many requests to keep all the present stops, especially the one on Warren Dr., which is especially steep.

18: There were multiple suggestions to have the 18 stop at the Cliff House because it is a steep walk from other routes and serves as a popular destination for tourists and locals. There is also concern for the physically impaired who use the Rec Center located at a stop proposed for elimination.

28/28L: Attendees applaud an increase in service but wish to keep most of the stops proposed for elimination on the 28/28L. There were multiple suggestions to include a 28L stop at Arch and Alemany to service Oceanview Shopping Center via the 54 Felton. There were also suggestions to add 28L stops at Irving and Noriega. There was much concern about the physical distances between stops, especially for the elderly and disabled.

36: The 36 line is popular among attendees and residents of Forest Knolls area feel this route is a lifeline for seniors and children. The 36 Teresita is the only public transit that serves the Forest Knolls neighborhood and proponents of the line are willing to compromise on reduced frequency in order to maintain the line. Should passengers lose this line, it will cause many to drive and be a significant amount of steep walking for seniors and children. Additionally, taxicabs are hard to find and rarely accept fares that are too short, despite the walking distance from the Forest Hill Station being too hard and steep for riders.

Comments and Questions: There are many concerns about traffic congestion on the various routes. There were suggestions for peak hour tow-away signs on the west side of Woodside and Portola, as well as eliminating parking on both sides of Mariposa (from Teresita to Myra) outside of the school. There were also requests to make service to BART begin when BART trains start and end in the morning and evening. Safety concerns included a request for a pedestrian crosswalk at Teresita and Portola, as well as an immediate request for a bus shelter on Lake Merced Blvd. at Lake Merced Hill because there is no sidewalk, no streetlights and no pedestrian signal at the light.

SERVICE CHANGES MEETING SUMMARY – DISTRICT 8

Date: 3/3/2014

Meeting Location: LGBT Community Center, 1800 Market Street, San Francisco

Affected Routes: 35, 48

Signed-In Attendees: 60

Meeting Summary:

35: The most popular comments were in regard to hours of service and frequency. Riders requested that service hours be extended in the morning and evening for work commutes as well as an increase in overall frequency. Many residents of Addison attended the meeting to show their support and desire to keep the 35 on that street. There were also Miguel St. residents in opposition to rerouting the line there. There were suggestions to reroute the line to Moffett or Roanoke as an alternative. Riders are not fond of moving the line to Grandview. There were also concerns about safety and congestion on 21st St.

48: There is both support and opposition to the proposed plans for the 48. While few attendees agreed the current route is slow and congested, there were far more people interested in keeping the current route. People were especially concerned with keeping the 48 on Grandview because of the steepness of hills and the impact to the elderly and those with physical impairments. Alternatively, they were opposed to rerouting to Miguel because the hill is too steep. There is also concern that moving the route to Clipper wouldn't be helpful because less people live there, and that Diamond is too narrow. Attendees requested that the 48 continue crosstown service to Caltrain as well as the Hoffman loop.

Comments and Questions: In addition to the opinions regarding route changes, there were also concerns that Wilder needs loading zones for delivery trucks to avoid delays to buses. There was also support for a connection to Glen Park BART. Safety concerns include Clipper St. because it is not pedestrian friendly and needs a sidewalk, as well as a request for a stop sign at 21st and Eureka, which was previously declined by the SFMTA regardless of the fatality that occurred.

SERVICE CHANGES MEETING SUMMARY – DISTRICT 9

Date: 2/24/2014

Meeting Location: Mission Rec Center, 2450 Harrison St., San Francisco, CA

Affected Routes: 10, 12, 22, 27, 33

Signed-In Attendees: 64

Meeting Summary:

12: Meeting attendees feel the 12 is slow and/or unreliable and that would make transferring even less convenient. Some preferred the old 12 line. There is concern from seniors who currently use the 12 to go to Chinatown, Nob Hill and downtown and believe the 27 would not fit their needs.

27: There are opinions both in favor and opposition to the 27-Bryant line as it is today, though there is consensus to keep the line and improve it in the future. Many meeting attendees rely on this line for transportation to and from NE Bernal Heights and the growing tech neighborhoods near 5th & Townsend. Concerns for the reroute to Harrison include the impact to businesses on Bryant, access to shopping and services, and walking distances for seniors, students and the physically impaired. In addition to distance, there are also concerns about safety when walking to Folsom at night.

33: The Majority of concerns with the rerouting of the 33-Stanyan have to do with access to SF General Hospital. Attendees prefer the direct route down Potrero and fear the required transfer to the 9 will cut off access to SFGH from the Castro region. Rerouting to Valencia brought up concerns that there would be a conflict with bike lanes. There are also concerns that rerouting off of Potrero will force children and students who travel to Everett and Mission High School to walk through dangerous gang areas.

Other Routes: In addition to the impacted routes, there were also comments in regards to the 9/9L & 48 routes, as well as a request to reinstate the 26. The 9/9L drew many concerns about unreliability, slowness, crowding and safety. There were also concerns that the 48 is crowded and doesn't start early enough.

Comments and Questions: Meeting attendees were largely concerned with the coverage of Muni stops, crosstown service, safety and equity. There are many concerns among seniors, primarily about walking distance and also about new lower buses that are difficult to board. There were many questions about peak commute times and ridership, and how these routes will deal with growth in the future. Many of the safety concerns revolve around the Potrero and Bryant areas due to lack of lighting and dangerous corridors. There were also concerns that the meeting was not publicized enough.

SERVICE CHANGES MEETING SUMMARY – DISTRICT 10

Date: 2/22/2014

Meeting Location: Visitacion Valley Elementary School, 55 Schwerwin, San Francisco, CA

Affected Routes: 8x, 10, 22, 33, 56

Signed-In Attendees: 42

Meeting Summary:

8x: Biggest concern expressed by attendees was that the 8x/8Ax does not come on time and often bunches. There were a number of suggestions to reroute the 8x/8Ax onto Bayshore and back to the old 9x route. There were also concerns of crowding at peak hours and suggested the 11 could be helpful to alleviate it in the evening in addition to overall increased frequency. There were also issues with safety concerning missing plastic straps to hold on to, and that the straps were too high for many seniors.

8Ax: Concerns about this route include crowding and bunching. Attendees would like to see the 8Ax reroute to Bayshore between Bacon and Silver. One comment card also described a scene in which pedestrians are unsafe by running across San Bruno to catch buses and crowding has led to multiple accidents where people were hurt because of the number of people getting on the bus at once.

8Bx: One suggestion that the 8Bx should use San Bruno instead of Bayshore.

33: Connecticut Street is steep.

56: There was support to keep the Little Hollywood and El Dorado School stops for the 56. There were opinions on both sides about eliminating stops at Executive Park, but more attendees felt that stop could only be accessed via the 56 and cutting the stop would impact businesses and customers negatively. There is some support to eliminate service up to Visitacion Valley School because the stop is unsafe and students can use Raymond/Sawyer stop instead.

Other Routes: There was a suggestion that the 9L should board at the terminals. It was also suggested that the T extension should help get to Chinatown and help reduce crowding.

Comments and Questions: There were many questions and concerns regarding rising fares, transfer times and ticketing in this area. There were also overall concerns about frequency, real time displays and transit benches that do not protect from the elements. There are many questions as to why there are so many fare inspectors ticketing people for expired Muni tickets, even when the tickets were given without enough time for transit/transfer or they were stuck on a bus due to traffic and then ticket after. There is a general opposition to any future fare increases, especially among seniors on a fixed income.

SERVICE CHANGES MEETING SUMMARY – DISTRICT 11

Date: 2/27/2014

Meeting Location: Ingleside Police Station, 1 Sgnt. John V Young Ln., San Francisco, CA

Affected Routes: 28, 28L, 43

Signed-In Attendees: 18

Meeting Summary:

28/28L: Attendees believe extending the route to Balboa Park is a good idea. They also support the idea of a link from the district to the Richmond. Attendees are in support of a fast route from Balboa BART to SFSU, but were not sure that Daly City BART should be left out.

Other Routes:

29: Customers are concerned about losing the 29 service from the Excelsior to the Mission St. corridor and worries that it would hurt merchants. It was suggested that if the 29 goes along Ocean, it should reroute the 54 down Silver, along Mission to Geneva, then to Balboa Park station and beyond. There is also concern about congestion and bicycle safety on Ocean. One suggestion was to close one or both highway ramps on Ocean to speed up the 29 if rerouted.

52: Attendees were supportive of the 52 extending to City College, but were concerned that residents up the hill and by the park would be abandoned. There was a suggestion to have the 52 turn up Brazil or Excelsior to Munich, over to Brazil and back to Naples.

54: There was one suggestion to continue the 54 on Moscow to serve the hilly portion of the neighborhood.

Comments and Questions: Some customers would like to keep the existing Balboa Park “kiss and ride” on Geneva. There was also a suggestion to use the northbound 280 on-ramp for the “kiss and ride” stop. There are safety concerns in Balboa Park and a request for an independent police force, improvements to the pedestrian realm, and a coordination of all City agencies. There are also concerns about coverage towards the end of routes. Customers would also like a better connection from the Mission St. corridor to the 3rd St. light rail.

SERVICE CHANGES MEETING SUMMARY – POTRERO BOOSTERS (NEIGHBORHOOD ASSOCIATION)

Date: 2/27/2014

Meeting Location: Potrero Hill Neighborhood House, 953 DeHaro Street

Affected Routes: 10, 22, 33

Signed-In Attendees: 40

Meeting Summary:

10: Attendees were generally supportive of increasing frequency on 10 Townsend; many noted that the route is currently very crowded and unreliable; many commented that the service span on the route should be increased; A few of the attendees expressed concerns about the route re-routing from 18th Street into Mission Bay and needing to transfer in order to access the downtown area; others noted that they would like the additional access to neighborhood commercial centers in the Mission Bay, which is currently not offered in the residential area around 18th Street.

22: The greatest concerns expressed by attendees were related to the changes proposed to the 22 and 33; most attendees were concerned about the less frequent, and unreliable service that would result in the Potrero Hill area. A few noted that the 22 was an important connection to the T-line because of the hilly topography as well as to other destinations at Church and Market and the Kaiser Medical Center. A number of attendees were concerned about the interim motor coach shuttle proposal and the need to transfer at 16th and Mission due to personal safety concerns; many suggested that coordination with the UCSF shuttle could minimize need for proposed Muni shuttle. Some of the attendees suggested that the 22 continue on its current route and turn onto Mission Bay after reaching T-line. Staff noted that this proposal would be too circuitous.

33: A number of attendees expressed concerns about losing 33 off Potrero and overall unreliability on the 9;

Other Routes:

T Line: Many noted that the T-line needed to be improved as it was it was crowded and unreliable.

19: Staff Communicated that the 19 Polk Proposal would not be presented to the SFMTA Board for approval, and was on hold pending further outreach to take place in the Summer/Fall of 2014.

Other Comments: The community generally expressed support for transit service improvements to Mission Bay; However the community is generally concerned about transit service Potrero Hill – many noted that there is not enough service, particularly since the elimination of 53 and the restructuring of 48 in 2008; Thus, overall the community is supportive of service expansion to Mission Bay but not at expense of Potrero Hill existing services.

TEP OUTREACH: CITYWIDE SERVICE CHANGES MEETING SUMMARY

Date: 3/6/2014

Meeting Location: SFMTA Atrium, 2nd Floor, One South Van Ness, San Francisco

Signed-In Attendees: 60

Meeting Summary:

2: There were suggestions to change the name of the short line, as it will no longer travel on Clement, and make trolley bus overhead wire passing areas, so trolleys can pass each other.

3: There were requests to increase frequency and to better attend to the needs of the elderly.

6: There were many comments to keep the 6- Parnassus due to extremely steep hills that create a hardship for seniors and people carrying groceries. Concerns about the impact to businesses, lack of routes running in Cole Valley (if the 43 is rerouted) and impact to traffic on both Stanyan and Haight. Riders want a direct line downtown, without transfer. There are safety concerns about rerouting to the end of Haight St. There is strong opposition to diesel buses.

8X: There is support to keep the 8X as is. There is concern about seniors who take the line from Visitation Valley to Bay Street, as well as concern for seniors who live on Kearny and rely on service there. There were suggestions to add a stop at General Hospital, and to make stops larger elsewhere to accommodate multiple buses. There were additional concerns about safety at the Broadway stop, transfer times to the 30 & 45 in Chinatown, and service to North Point.

9/9L: There are concerns about missed runs, bunching and unreliable service. Southeast neighborhoods feel underserved.

10: There is concern that rerouting in SOMA will remove connections to Chinatown and the Financial District. There is support if the proposal still serves 4th & King. Riders do not want fare increases or to have to transfer. Suggestions to increase evening service and use 3rd St. instead of 2nd to avoid bridge traffic.

11: There was one comment that supports the extension of the 11 onto Mission St.

12: There were requests to keep the line as is, increase service, and install bus shelter at Beach & Powell. One comment was that the map is hard to read and confusing. There is interest in helping the Folsom community since less people live south of Harrison.

14: There were suggestions to include a bus stop at Cesar Chavez & Mission (to make connections to the 11 and 27), and to reroute the 14L to Van Ness.

17: Riders think Westlake service is the most important piece of the plan for those who are disabled and/or have limited income. There is support for the proposal, especially among SFSU students. However there is opposition to rerouting of service on Arballo because of the long walk to Font, especially for seniors. There is a desire for Clipper Card use and a fare agreement with SamTrans. There is also concern about 40 ft buses making the turn inside Parkmerced and a general request for more frequent service.

18: There was a request for the line to serve the disabled center, and not to cut service to John Muir Drive where there are a lot of students. There is support for speeding up the line.

27: There is opposition to rerouting the line onto Vallejo, as it is already served by nearby bus line.

28/28L: There was a request to extend 28 to Mission & Geneva and extend the 28L to Golden Gate Bridge Plaza.

29: Some riders would like to keep the 29 on Mission and Geneva, while others would like the line to move to Ocean. There were also suggestions to provide more short line service during school hours, and to add spaces for taxis to pick up/drop off at BART stations. There is opposition to adding diesel buses on Ocean.

33: There are concerns about the reroute off of Potrero because the line services the hospital as well as students traveling to Mission High School. There is some support for the current proposal and reroute to Valencia to avoid Mission traffic.

35: There was one comment that alternative route 2 is a great idea.

36: The biggest complaint is that they have been insufficient service change notifications. There is opposition to cutting service on the steep Warren Drive. Riders feel retaining service in the Forest Knolls community is more important than an increase in frequency.

37: There was a suggestion to make a timed transfer for the J.

43: There is some support for proposed changes and going to Fort Mason and Presidio Transit Center. There is also opposition to changing the current route, especially the stop at the senior center on Lyon & Lombard. There was a suggestion to have the PresidioGo bus connect to the 43 at Letterman instead of the Transit Center.

47: There is some support for the proposal but concerns include riders feeling unsafe on the walk to Division at night, worries that BRT will cause gridlock and that the stops are too far away, and that they were unclear if the route was a replacement for the service on Townsend. There were also suggestions to route the line to Townsend & 7th (not 5th) and maintain the green space in the median on Van Ness.

48: There are concerns that reduced access from Grandview to 24th would affect students and that the streets are too steep for kids to walk.

52: There were requests to avoid Naples and use La Grande instead to get to Geneva, and to extend service hours.

56: There were suggestions that the line use smaller buses and to change the route name to the 56-Leland.

83X: There was one suggestion to eliminate due to low ridership.

F: There were concerns about increased fares and maintaining local ridership.

Other: There were suggestions to increase Owl routes, add taxi cabs stands near transit hubs, move forward with stop consolidation and provide free rides for seniors. There was also a request to move only one line (30 or 45) back to Stockton when the Central Subway is completed. There was a complaint regarding the format of the meeting, as attendees would have preferred a presentation with Q&A.

TEP OUTREACH: CITYWIDE SERVICE CHANGES MEETING SUMMARY

Date: 3/8/2014

Meeting Location: SFMTA Atrium, 2nd Floor, One South Van Ness, San Francisco

Signed-In Attendees: 75

Meeting Summary:

2: There were requests to extend service to George Washing and Presidio Middle School and to run the line down Clement between Presidio and Arguello. There was concern that the blocks on Clement are longer than average and that cutting stops would be make walking distances too long. Suggestions included going to the VA, compromising by serving only key transfer points, and working with merchant groups during the process.

5: There were suggestions to remove the stop at Lyon and a request for a bus shelter at 43rd and Fulton.

6: There were comments to keep the 6- Parnassus in Ashbury Height because it's too hilly to walk, though one 74 year old woman said she was fine and capable. There were concerns about duplicating service on Haight. There is support for the 43 becoming the new direct line to UCSF.

8X: There is concern for North Point residents who travel to Chinatown to buy groceries. Attendees are supportive of increased frequency but concerned that operators will not have enough time to travel their routes. There are suggestions to use alternate routes to service North Point, extend to Van Ness and remove or consolidate the 8A or 8B.

9/9L: There are concerns about crowding and unreliable service. There was a suggestion to add a stop at 20th and Potrero.

10: There is opposition to rerouting the line at all and there are concerns from those who need the line for work and seniors who do not want to walk to 4th St. There are requests to keep 7th St. and 8th St. stops.

17: There is opposition to the rerouting of service away from Arballo and requests to keep stops at Garces and Bucarelli. There is also support to service Westlake Shopping Center. There were suggestions to keep the 17 as local service in Parkmerced, service Herbst Rd., and place both 17 & 18 outbound terminals at West Portal.

27: There is strong support for the revised proposal overall, with the reroute to Vallejo remaining contentious. There were also concerns that Stockton has too many buses, there is a need for bigger buses and that bike lanes and buses should be on separate streets.

28/28L: There was a request to install stops at Arch & Alemany to service the shopping center.

29: There were suggestions to make a 29L to increase frequency, to have the 29 and 54 take different routes between CCSF and Persia, and to have longer buses.

33: There are many concerns about safety on the 9/9L and riders prefer to take the 33. Many riders commented that moving the line would require several transfers to get to work. There were also

suggestions to reroute to Guerrero instead of Valencia because of bike lanes, to run to 24th BART, and to implement transit only lanes on Potrero.

35: There is opposition to the reroute to Hoffman because the walk from Eureka is extremely steep. There was also a comment that the line serves the reverse commute to BART, as most people work downtown. There was a suggestion to continue service to Balboa via San Jose to serve wheelchairs.

36: There were complaints that there have been insufficient service change notifications and that the language around evaluating the public's concern were confusing and not transparent. There is opposition to cutting service on Warren Drive because it is steep and difficult to walk and/or carry groceries up the hill. Some questioned cutting Myra as an alternative. Riders suggested maintaining current frequency without making cuts to Warren Dr.

37: There was a comment that many factors of the proposed changes were not visible on the map. There were complaints that the line is unreliable and comes less frequently than the 43. There was a question as to why the shelter on Frederick & Downey was removed.

38: There was a suggestion to have the line go all the way to Ocean Beach.

43: There is opposition to changing the current route, especially the stop at the senior center between Lyon & Richardson. Riders commented that the proposal only benefits the Presidio, not Cow Hollow residents. There were complaints that the notices/flyers did not include the changes to the Presidio segment and that there were no local Marina/Cow Hollow meetings.

47: There are many concerns about the stops on Division. There is also a need for connections from SOMA to North Point and Van Ness. There are request for service to the 9th & Bryant shopping areas, ARC facilities on 11th and Bay/Mason, and the Hall of Justice. There was a suggestion to build BRT as quickly as possible.

48: There is both support and opposition for the proposal. Some riders felt the reroute was only beneficial to half of the affected area. There were complaints that the stop at 24th & Noe is too crowded. There was a suggestion to run the line to the Great Highway all day, seven days a week.

58: There was a suggestion to have the line loop at Fountain.

J: There are concerns that elimination of stops decreases access and safety to riders.

Comments and Questions: The meeting was well received and attendees commented that it was well run and the speakers were thoughtful and very knowledgeable. There are requests for Muni police on buses. Other comments included that the meeting was all talk no action, that seniors should have to pay the fare, and that doors close too quickly on the buses. There was also a complaint that 311 operators are rude.

SUMMARY OF COMMENTS FROM TELLMUNI.COM

This is a summary of comments received through March 11, 2014.

Of the more than 750 comments received, these are the high-level themes that emerged. This is not intended to be a complete list of all comments received.

There were many comments that spanned across all routes, including:

- Buses need to be more frequent (73 comments)
- Buses need to be more reliable (55 comments)
- Support the TTRP changes overall (21 comments)
- All light rail trains should have 2 or more cars (11 comments)
- Against fare increases (4 comments)
- Fare inspections need to be increased (3 comments)
- Make changes based on analysis, not public opinion (2 comments)
- Need for better passenger education (2 comments)
- Need more driver training and better driver on-time performance (2 comments)
- NextBus is a great tool (2 comments)
- NextBus is often inaccurate (2 comments)
- Buses need to be safer (1 comment)
- Buses should all have heat (1 comment)
- Clipper machines often don't work (1 comment)
- Do not like new shelters (1 comment)
- Like electric buses (1 comment)
- Need more information on proposals (1 comment)
- New buses hard to use for disabled/seniors (1 comment)
- Reduce parking to make more room for buses (1 comment)
- Stations need to be cleaner (1 comment)
- Enforce traffic laws to prevent people blocking buses (1 comment)

Comments on specific routes included:

1 California:

- Support the TTRP changes (7 comments)

1AX/1BX California Express:

- Against addition of stop at Van Ness (8 comments)
- Support addition of stop at Van Ness (4 comments)

2 Clement:

- Against route variation that truncates line at 8th Avenue (7 comments)

3 Jackson:

- Against line elimination (17 comments)
- Support line elimination (4 comments)

5L Fulton Limited:

- Love the new 5L line (5 comments)
- Extend hours of operation (3 comments)
- Support the TTRP changes (1 comment)
- Retain stop at St. Mary's hospital (1 comment)

6 Parnassus:

- Against route change that removes section in Ashbury Heights (88 comments)
- Support route change that removes section in Ashbury Heights (4 comments)
- Support route change that augments service in Ashbury Heights with 43 line (1 comment)
- Eliminate stop at 5th Ave (1 comment)

8X Bayshore Express:

- Safety concerns on San Bruno (2 comments)
- Against proposed route changes (9 comments)
- Support proposed route changes (2 comments)

9L San Bruno Limited:

- Needs more stops on line (2 comments)

10 Townsend:

- Against proposed route changes (11 comments)

- For proposed route changes (1 comment)
 - Extend hours of operation later in the evening (10 comments)
- 11 Downtown Connector:**
- Love this new proposed route (3 comments)
 - Route should go to Rincon Hill (1 comment)
- 12 Folsom/Pacific:**
- Against line elimination (23 comments)
- 14 Mission:**
- Support the TTRP changes (3 comments)
- 14L Mission Limited:**
- Love this line (1 comment)
 - Should run all day (1 comment)
- 16X Noriega Express:**
- Support route variant (1 comment)
- 17 Parkmerced:**
- Against proposed route changes (2 comments)
- 18 46th Avenue:**
- Against proposed route changes (1 comment)
- 19 Polk:**
- Against proposed route changes (1 comment)
- 21 Hayes:**
- Support the TTRP changes (1 comment)
 - Need electronic NextBus signs at stops (1 comment)
- 22 Fillmore:**
- Against proposed route changes (10 comments)
 - Support the TTRP changes (4 comments)
- 27 Bryant:**
- Against route change that removes bus from Bryant (45 comments)
 - Support route change that removes bus from Bryant (3 comments)
 - Against route change that brings bus to Vallejo (10 comments)
 - Support route change that brings bus to Vallejo (1 comment)
- 28 19th Avenue:**
- Support the TTRP changes (3 comments)
 - Against the TTRP changes (1 comment)
 - Support proposed route changes (2 comments)
 - Route change should go to Fisherman's Wharf (1 comment)
- 28L 19th Avenue Limited:**
- Against proposed route changes (3 comments)
 - Against the TTRP changes (3 comments)
 - Support the TTRP changes (1 comment)
 - Support service extension (1 comment)
- 30 Stockton:**
- Support the TTRP changes (2 comments)
- 31AX/31BX Balboa Express:**
- Against addition of stop at Van Ness (5 comments)
- 32 Roosevelt:**
- Against proposed new line (1 comment)
- 33 Stanyan:**
- Against proposed route changes (12 comments)
- 35 Eureka:**
- Against all proposed route changes (1 comment)
 - Against route change that moves bus to Diamond (4 comments)
 - Support line extension to Glen Park BART (10 comments)
 - Support modified proposal that leaves bus on Addison/Moffit (4 comments)
- 36 Teresita:**
- Against proposed route changes (51 comments)
 - Support proposed route changes (1 comment)
 - Support removing bus from Myra instead of Warren (4 comments)
- 37 Corbett:**
- Against proposed route changes (9 comments)
 - Support proposed route changes (1 comment)

38AX/38BX Geary Express:

- Against addition of stop at Van Ness (3 comments)
- Support addition of stop at Van Ness (1 comment)

38L Geary Limited:

- Against proposed BRT (2 comments)
- Support proposed BRT (2 comments)
- Support service on Sundays (1 comment)

41 Union:

- Bring back weekend service (1 comment)

43 Masonic:

- Against proposed route changes (1 comment)
- Remove stop at 5th Ave (1 comment)

47 Van Ness:

- Against proposed route changes (5 comments)
- Support proposed route changes (1 comment)

48 Quintara/24th:

- Against proposed routes changes (16 comments)
- Support proposed route changes (5 comments)
- Support proposed service increases (3 comments)

49 Van Ness/Mission:

- Support new line (2 comments)
- Should stop at Balboa Park BART (1 comment)

52 Excelsior:

- Should service Mission Terrace (1 comment)
- Should service Moscow (1 comment)

54 Felton:

- Against proposed route changes (1 comment)

56 Rutland:

- Against proposed route changes (5 comments)
- Route should go to Caltrain (2 comments)

58 24th Street:

- Route should serve Cesar Chavez (2 comments)
- Route should serve Grand View (1 comment)

71L:

- Against elimination of 71 line (4 comment)
- Support the elimination of the 71 line (3 comments)
- Support the TTRP changes (3 comments)
- Against the TTRP changes (2 comments)
- Support the route variant (1 comment)

76X Marin Headlands:

- Need stop sign at bridge entrance (1 comment)

E Embarcadero:

- Love this new line (2 comments)
- Should service Fort Mason (1 comment)

F Market/Wharves:

- Against proposed fare increase (17 comments)
- Support proposed fare increase (1 comment)

J Church:

- Support the TTRP changes (3 comments)
- Against the TTRP changes (1 comment)
- Should run later in the evening (1 comment)

L Taraval:

- Support the TTRP changes (6 comments)
- Against the TTRP changes (2 comments)
- Love the shuttle service (1 comment)

N Judah:

- Support the TTRP changes (5 comments)
- Against the TTRP changes (3 comments)

NX Judah Express:

- Remove this line (1 comment)

SUMMARY OF COMMENTS FROM MUNI OPERATORS

This is a summary of comments received from Muni operators.

There were various comments that spanned across all routes, including:

- The TEP has too many changes that are happening all at once (Woods Division)
- Need to consider the disabled more when making plans and changes (Woods Division)
- Overall, the proposals are good and changes are good (Woods and Kirkland Divisions)
- Creating more need for transfers is difficult for tourists and seniors (Flynn Division)

Comments on specific routes included:

J Church (Green Division):

- Too much service on J during PM service. Suggest using a short line service to 30th/ Church every other trip during PM.
- Needs additional running time.

KT Ingleside Third Street (Green Division):

- KT needs additional running time.

1BX California B Express (Flynn Division):

- 1BX needs more service.

2 Clement (Presidio Division):

- Keeping existing 2 route is better route than using old 4 terminal loop – wire the 2 line and extend it to Park Presidio
- People will like the trolley
- There is a real restroom on California at the 44 Terminal near 7th Ave. Consequently, it would be best if the 6th Ave terminal layover is nearside California rather than farside Clement, because closer to the restroom. The 1BX staging area will need to be moved.
- Making a short turn at Steiner doesn't work well

- If turn at Presidio, using the 3 and 1 short terminal loop, then need to add more time to schedule, because need to leave 2 to 2.5 minutes early because of the long three phase signal
- Makes more sense to have the 2 Short turn back at 6th Ave. It would serve Laurel Shopping Center, hospital, and the elderly people who take the 2 and 4 routes.
- Problem with both the 3 and 2 short using the Kearny, Bush, Sansome, Sutter loop. Significant congestion in PM peak.
- Problem with 1 Short, 2 Short and 3 routes all using the Calif/ Walnut/ Sacramento/ Presidio loop, plus the OB 43 stop at California.
- In the morning, including after 9AM when the California 1AX and 1BX stop running, the inbound 1 bus has a standing load by 6th Avenue. Either the 1 Short or 2 running on California to 6th or 8th Avenue could help the 1 long.
- Need the 2 Line to help west of Presidio, since only the 38 and 1 running. 1 bus is packed. The 2 serves the new Chinatown on Clement. Need the two to go to Park Presidio. Many seniors on the 1 California west of Presidio.

3 Jackson (Presidio Division):

- If 3 is eliminated, extend 10 line to Presidio & California.
- Don't remove the 3 Jackson – it's one of the oldest continuous bus routes in the city, will affect residents and seniors, and has a lot of opposition (lots of complaints about plan to drivers).
- Makes sense to start service at 6am.

5/5L Fulton (Presidio Division):

- Most operators liked making the 5L/5 permanent.

6 Parnassus (Potrero Division):

- Most like the reroute on Stanyan and Haight because it is simpler and avoids turns.
- Concern about riders losing service in Ashbury Heights.
- Concerned that heavy traffic on Stanyan in PM will delay buses.

8X Bayshore Express (Cable Car and Flynn Divisions):

- Should not change route because it affects people who need 8X to travel to work.
- There are residents along North Bay Street between Kearny & Powell, a lot of seniors, need a bus service to access shopping and other things.
- Tourists want to go to Pier 39/Fishermans Wharf, which the 8X accesses at Kearny/North Point.
- Francisco Middle School students need a bus line to get to/from school.
- Stops along Geneva and Visitacion need to be reassessed, they are too close.

10 Townsend (Kirkland Division):

- Like the Proposed Mission Bay Reroute, have concerns about plan to bypass Caltrain at peak periods.

22 Fillmore (Potrero Division):

- Like the 22/33 plan – 22 route would be cleaner with fewer turns.
- Concern about 22 Caltrain crossing – how do overhead wires interfere with trains?
- Concern about bus stalling on Caltrain tracks – how would train stop?
- Concern about congestion on 3rd Street during Giants games.
- Like the plan to remove the route from 17th Street.

23 Monterey (Woods Division):

- Not enough running time on route.
- Like proposed changes.

27 Bryant (Woods Division):

- Like all changes proposed.

28 19th Avenue (Kirkland Division):

- Existing bus stop spacing along 19th Avenue is too close. Some of these stops only serve one passenger a trip.

29 Sunset (Woods Division):

- Needs a limited bus.
- Route is too long.
- Like changes that are proposed.

30 Stockton (Presidio Division):

- Concern about adding 60 ft buses for short line going to North Point & Van Ness. Routes work better when operators are from same division. There is no unity with between the operators – it did not work well in the past. They do not know when to help each other, or know when to pass when the bus the leader is full.
- Artics often do not pick people up and let long line carry full loads
- 40' buses are doing okay ... no need for artics.
- Need more 30 long line buses
- 30 Stockton and tourists going to GG Bridge – 30 short line dumps them and get complaining and frustrated tourists if 30 long line bus missing or late or too crowded to board. However, problem solved by extension of 28/28L to North Point/Van Ness.
- Need more capacity on the 30.

30 Stockton and 45 Union Stockton – South of Market St (Presidio Division):

- 4th Street is always a traffic jam. Current 5th Street alignment works better. 60' trolleys will not make a difference.

31AX Balboa A Express (Kirkland Division):

- During PM peak, need more running time on Pine Street because of all the traffic.

33 Stanyan (Potrero Division):

- Getting the 33 off of Potrero Ave will improve reliability
- 33 reroute is a problem because the route carries wheelchairs and other people from 16th St BART to SF General Hospital.

36 Teresita (Woods Division):

- No rider demand on Warren Drive.

37 Corbett (Woods Division):

- No parking on Upper Terrace.

43 Masonic (Kirkland Division):

- More layover time needed on the 43 line during daytime. Run 733 is impossible. More buses needed.
- Need more recovery time at Chesnut and Fillmore" IB in morning. Senior customers need more time to get on and off.

48 Quintara 24th Street (Woods Division):

- Keep service to Caltrain
- Does not need to always go to the beach – there is no demand for this and route segment is covered by the 66.
- Proposed changes at Hoffman are good.

54 Felton (Woods Division):

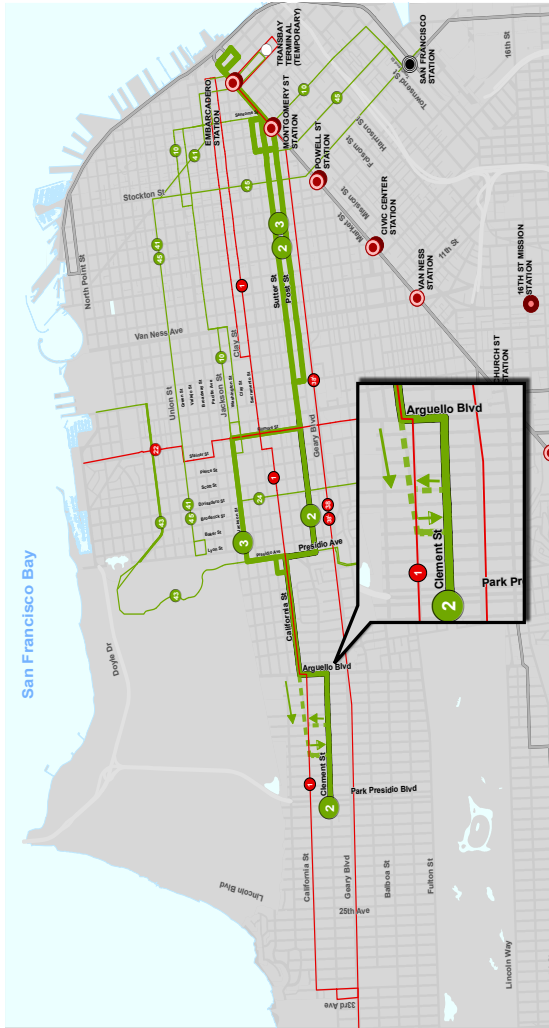
- Like all changes proposed.
- Should be one-way only on Topeka.
- Change on Ocean is good.

91 A/B Owl (Woods Division):

- Need to know what the layover point will be for both routes.

PROPOSALS REVISED BASED ON COMMUNITY FEEDBACK

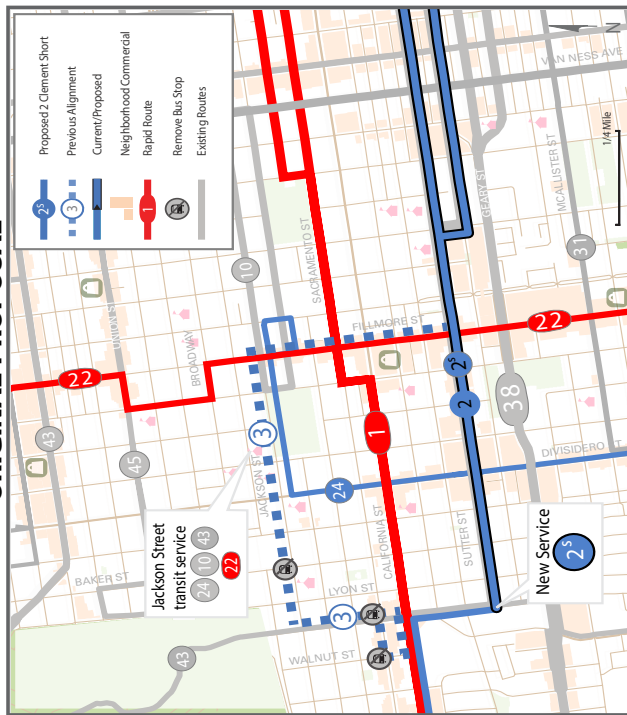
2 Clement



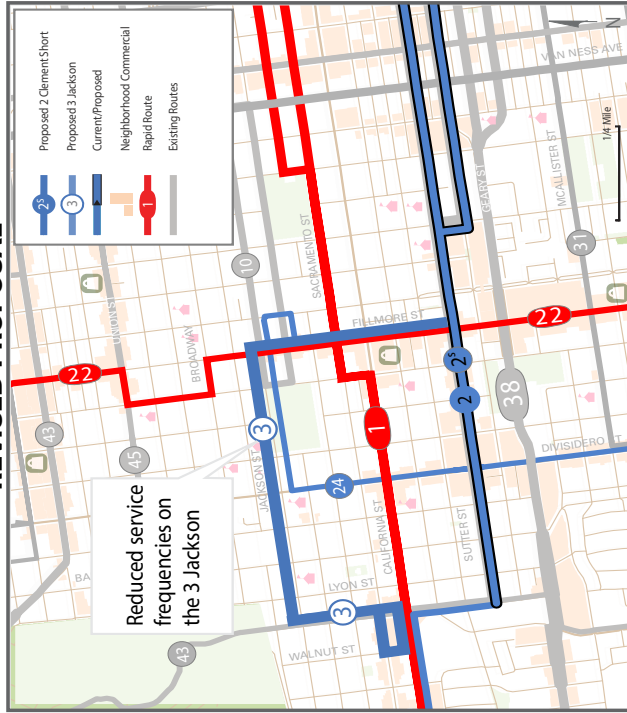
| KEY ISSUES / CONCERNS | RESPONSE |
|---|---|
| Seniors and people with disabilities need local access along Clement St | Under proposal, access would be provided on Clement St between 6th and 8th Avenues |
| 2 Clement should be extended to 33rd Avenue / Clement St | This segment of the route was discontinued due to low ridership. The 1 California and the 38 Geary are one block away in either direction. SFMTA is not considering a route extension at this time. |
| Don't want more buses at 14th Ave terminal | Proposal is to turn around at 8th Ave and no longer serve Clement St between 8th and Park Presidio. |

3 Jackson

ORIGINAL PROPOSAL



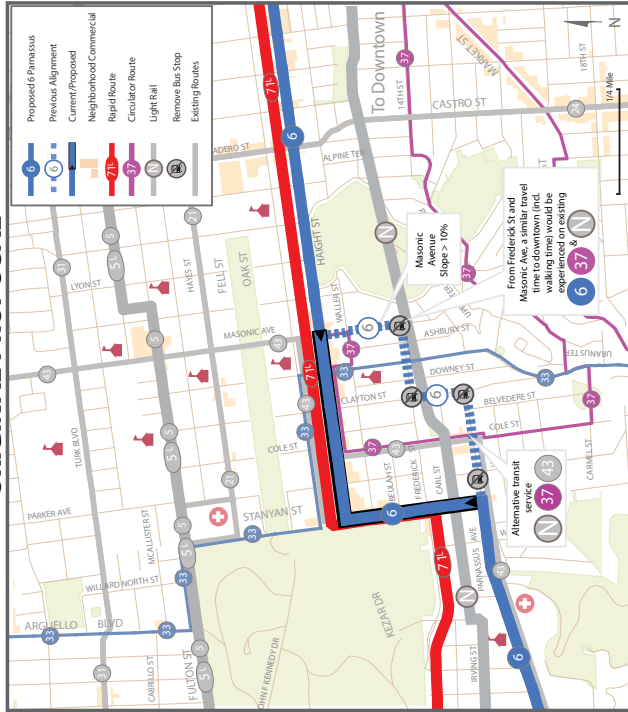
REVISED PROPOSAL



| KEY ISSUES / CONCERNS | RESPONSE |
|--|---|
| Seniors, people with disabilities, and children need local access along Jackson St | Proposal Revised: 3 Jackson will be retained, but at reduced frequency |
| Residents heading downtown need local access along Jackson St | Proposal Revised: 3 Jackson will be retained at reduced frequency |

6 Parnassus

ORIGINAL PROPOSAL



REVISED PROPOSAL



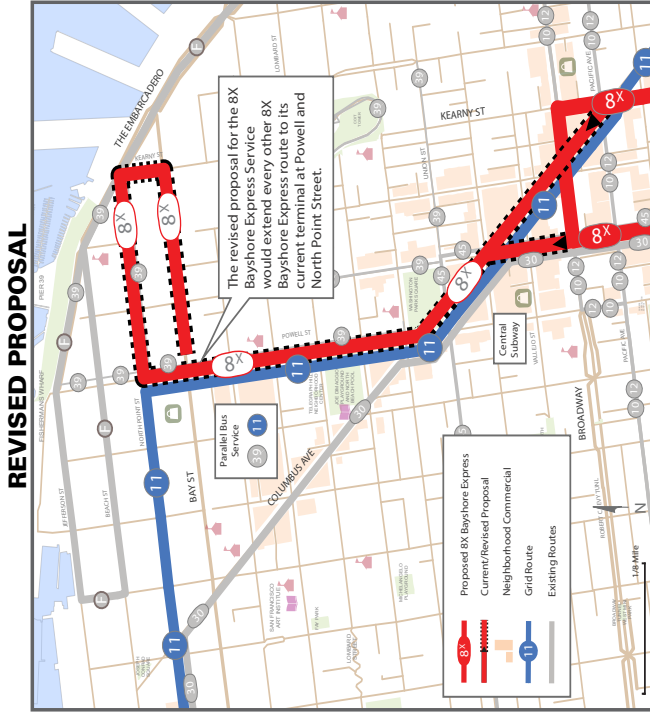
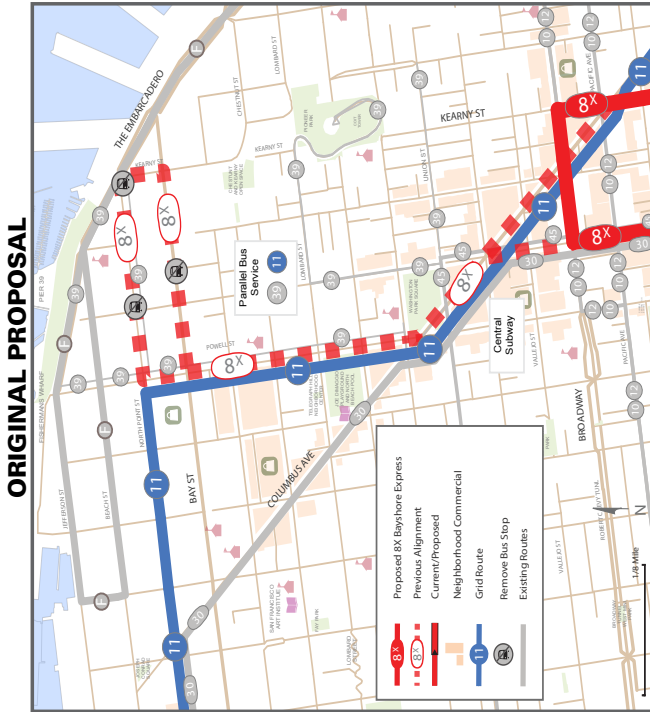
KEY ISSUES / CONCERNS

- Some residents concerned about having to walk up and down hills.
- N Judah and 71 Haight-Noriega do not work as alternatives.
- Need connection to medical facilities
- Personal safety concerns on Haight St and while waiting to transfer.
- Would like an increase in service on the 71 Haight-Noriega.

RESPONSE

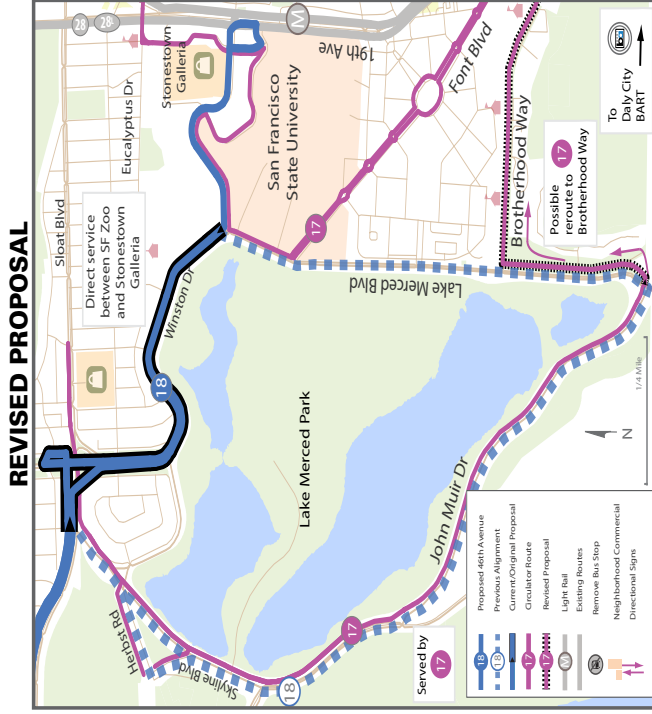
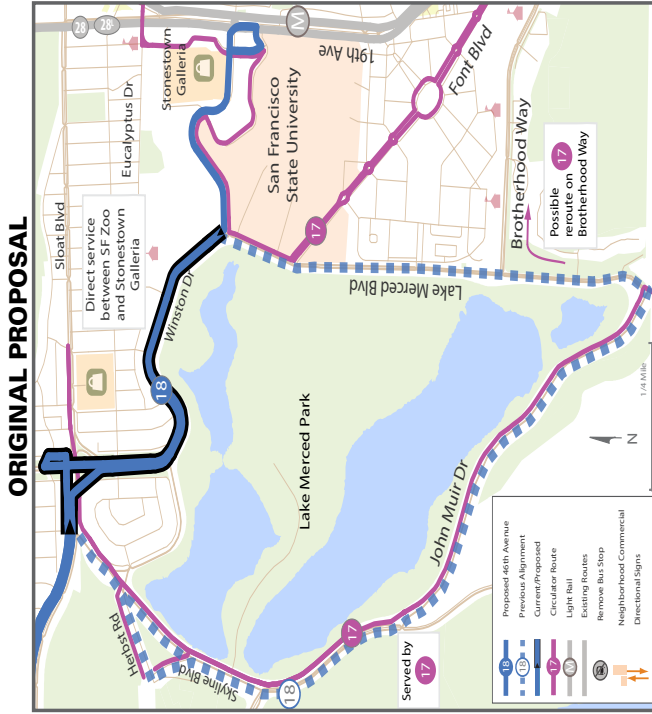
- Proposal Revised:** Either the 37 Corbett or 43 Masonic would be rerouted to cover Ashbury Heights along the original 6 Parnassus alignment. Riders can take the 37 Corbett or 43 Masonic to Haight Street and transfer to the 6/71L, or take the 43 Masonic to the Forest Hill Muni Metro Station.
- Proposal Revised:** See Above
- Proposal Revised:** 37 Corbett would take over the 6 Parnassus route through Ashbury Heights, and provide connections to the 6 Parnassus, N Judah or the 43 Masonic for those unable to walk directly to these lines. 43 Masonic would provide one-seat ride to UCSF.
- MTA is working with other agencies to address safety and security issues along this corridor. Safety remains a top priority for SFMTA.
- The TEP proposes increasing service on the 71L.

8x Bayshore Express



| KEY ISSUES / CONCERNS | RESPONSE |
|--|--|
| Keep North Point segment. | Proposal Revised: Service to North Point will be retained. Vehicles will arrive more frequently during the peak periods; during the mid-day and evening, every other bus will be continue to North Point. |
| Safety concerns for passengers waiting at stops. | MTA is working with other agencies to address safety and security issues along this corridor. Safety remains a top priority for SFMTA. |
| Dissatisfied with reliability/service. | MTA is proposing a number of transit priority investments that will improve reliability on the 8x. community discussions about these proposals will take place over the next 6-10 months. |

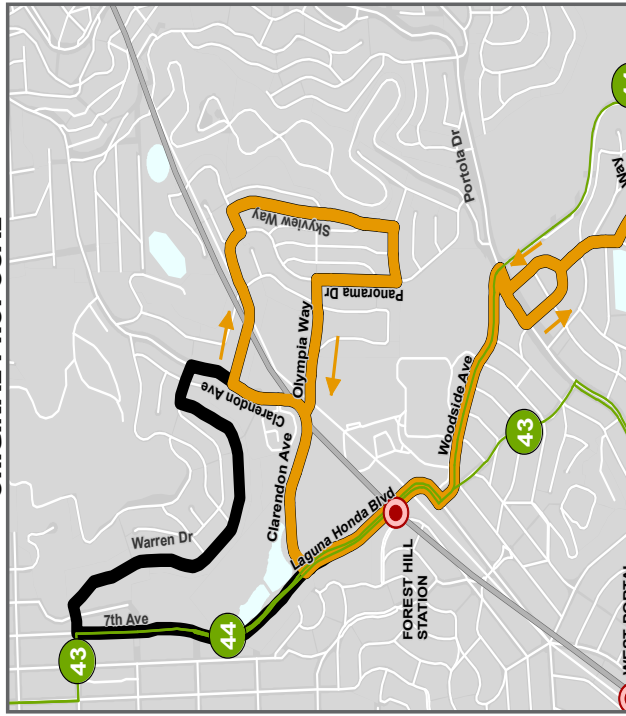
17 Parkmerced



| KEY ISSUES / CONCERNS | RESPONSE |
|---|--|
| Need connection to Westlake Shopping Center | Proposal Revised: Based on community feedback, maintaining service coverage on Lake Merced Blvd was a priority over serving Westlake Shopping Center. Consequently, the updated proposal will no longer serve Westlake Shopping Center and will travel instead on Lake Merced Blvd and Brotherhood Way. |
| Need connection to Park Merced | All proposals for the 17 Parkmerced maintain access to Park Merced on Font Blvd |
| Seniors, people with disabilities, and children need local access | Proposal concentrates service on Font Blvd, which operates through the heart of Park Merced neighborhood and is expected to improve travel time and reliability of the service. |
| Need connection to BART | Proposal maintains connection to BART. |

36 Teresita

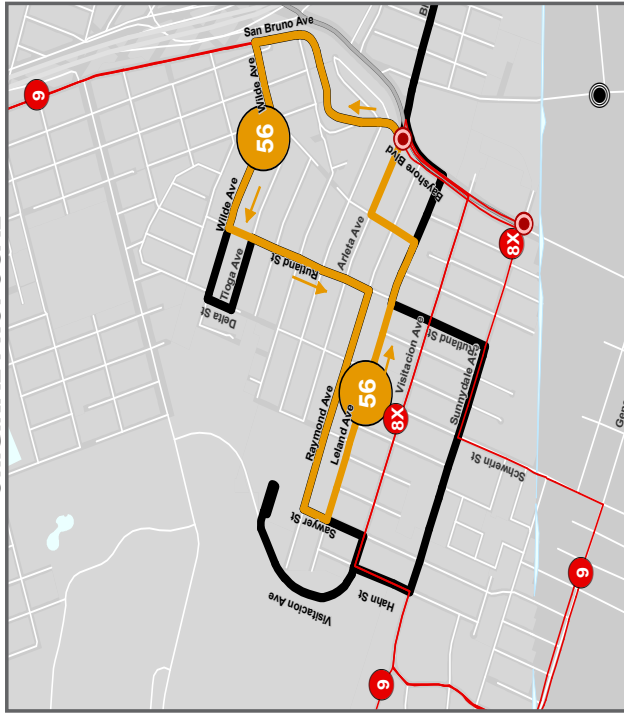
ORIGINAL PROPOSAL



| KEY ISSUES / CONCERNS | RESPONSE |
|---|--|
| Need to provide a connection to the Forest Knolls neighborhood. | Proposal no longer being pursued. |
| The steep hill/topography in Forest Knolls makes transit a necessity. | Proposal no longer being pursued. |
| Seniors and people with disabilities need local access through hilly area | Proposal no longer being pursued. |
| Children heading to/from school will have poorer quality service | Proposal no longer being pursued. |

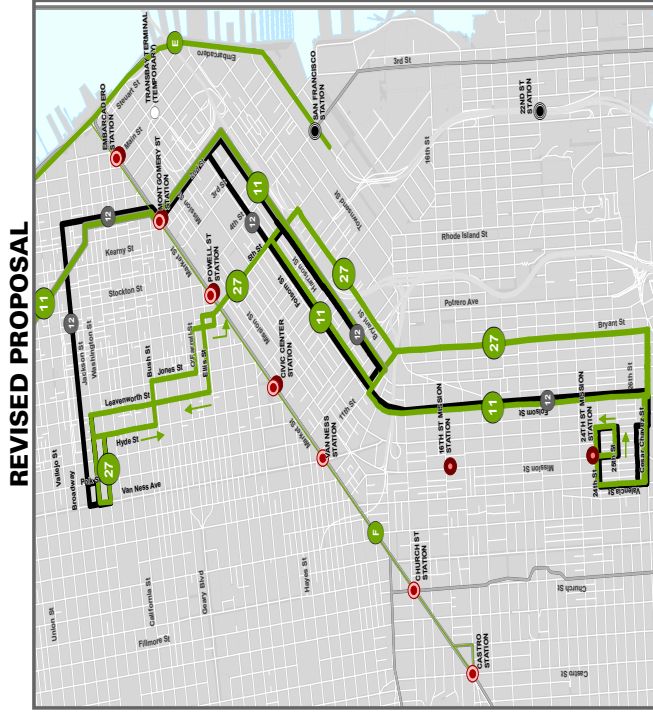
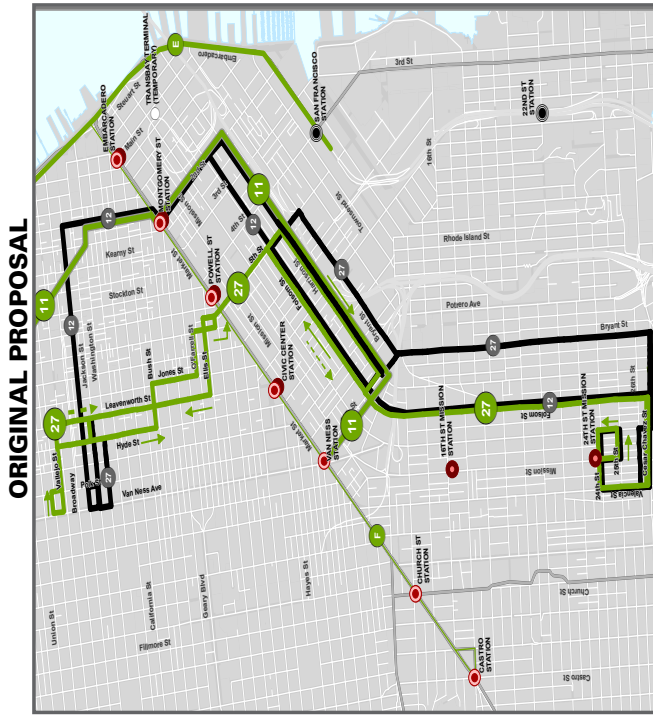
56 Rutland

ORIGINAL PROPOSAL



| KEY ISSUES / CONCERNS | RESPONSE |
|--|-----------------------------------|
| Loss of stop at school/Wilde & Delta | Proposal no longer being pursued. |
| Eliminating service to Executive Park right as it is starting to redevelop | Proposal no longer being pursued. |
| Loss of service in Little Hollywood, and these residents have no other service easily available to them. | Proposal no longer being pursued. |
| Concern about long blocks without bus service. | Proposal no longer being pursued. |

12 Folsom 27 Bryant



KEY ISSUES / CONCERNS

12 and 27 are needed for connectivity to downtown and beyond for many people, and coverage of service for the Mission

The 12 and 27 serve many trip purposes, including school, work, shopping, and entertainment; do not eliminate because they are both a key link for the Mission.

The 12 and 27 are essential for seniors, persons with disabilities, and students who cannot access other routes easily or safely.

BART or the 9/9L is not an alternative to service on Bryant or Folsom; the 9/9L is too crowded and not safe while walking to BART or the 9/9L is too far for seniors and unsafe in our neighborhood

Extension of service to Vallejo Street poses safety and quality of life concerns.

RESPONSE

Proposal Revised: the 27 Bryant service is maintained at 20 minute peak period headways and service on Folsom St will be provided by the new 11 Downtown Connector route that will connect the Mission, SoMa, Financial District, and North Beach neighborhoods. 11 Downtown Connector would continue along Folsom Street to 24th Street BART.

Proposal Revised: see above

Proposal Revised: see above

To address crowding on the 9/9L, service levels are proposed to be increased. MTA is working with other agencies to address safety and security issues along this corridor. Safety remains a top priority of SFMTA.

Proposal Revised: the 27 Bryant will not be extended to Vallejo Street

52 Excelsior

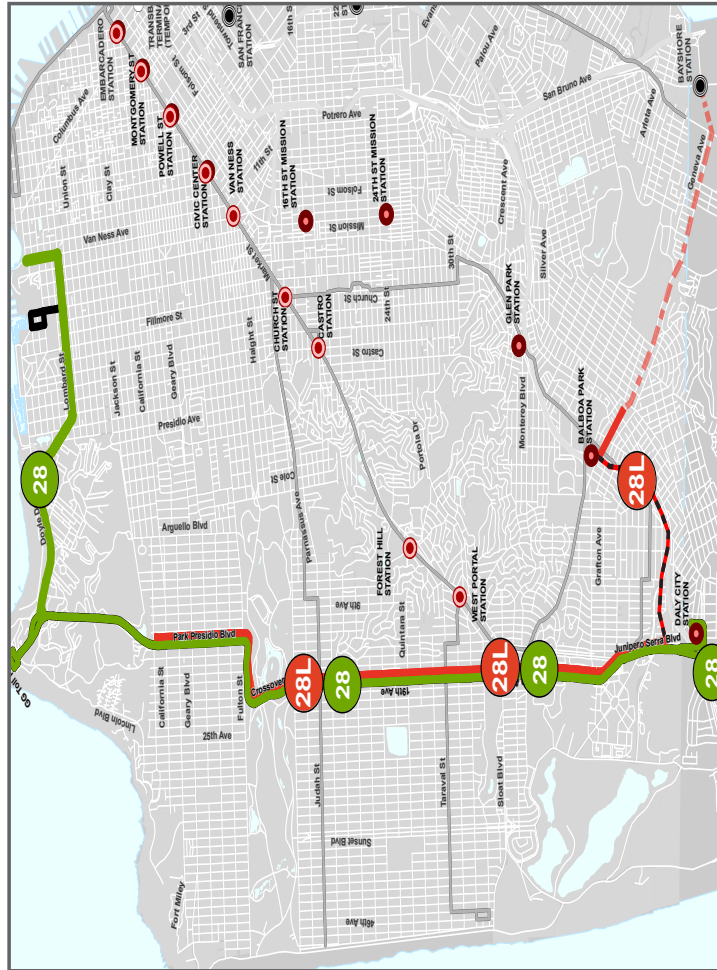
ORIGINAL PROPOSAL



| KEY ISSUES / CONCERNS | RESPONSE |
|--|--|
| Proposal does not serve east of Naples | Service east of Naples is available on the 54 and 29 lines |

28 28L 19th Avenue

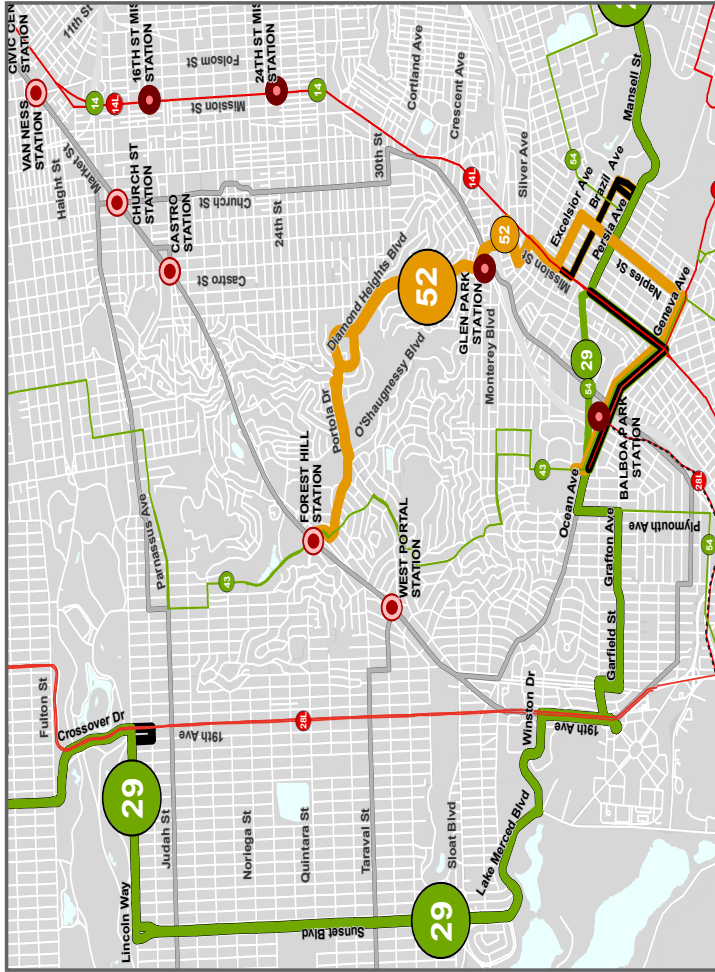
ORIGINAL PROPOSAL



| KEY ISSUES / CONCERNS | RESPONSE |
|---|--|
| <p>Concerns over stop placement for the limited and local service, especially in relation to school children and senior/disabled mobility and access issues</p> | <p>SFMTA will be coming back to the public over the next 6-10 months to address stop location and other capital proposals to improve the reliability of the service.</p> |

29 Sunset

ORIGINAL PROPOSAL



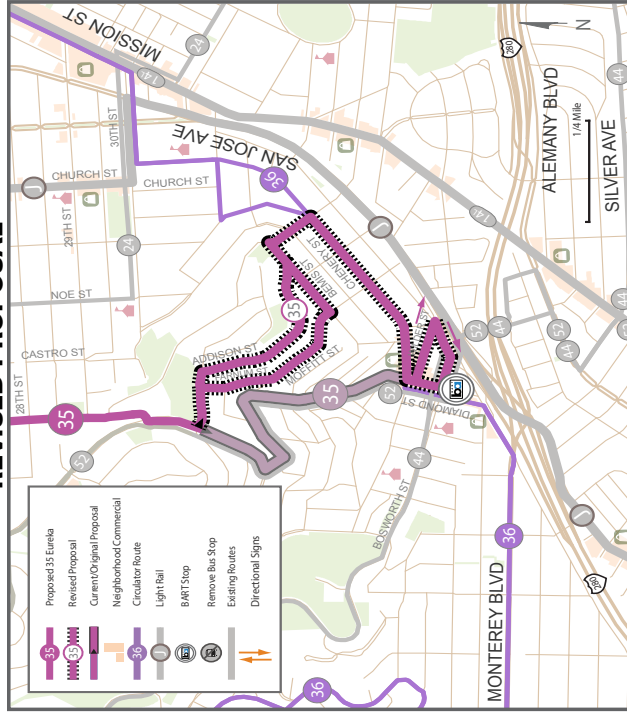
| KEY ISSUES / CONCERNS | RESPONSE |
|--|--|
| <p>Proposal provides no connection on Mission St between Geneva Ave and Persia Ave, where a lot of shopping takes place.</p> | <p>Customers will need to transfer to the 14/14L.</p> |
| <p>Traffic on Ocean is already congested and adding a bus will make it worse.</p> | <p>SFMTA believes a route via Ocean will improve service reliability as the 29 Sunset currently travels on Mission and Geneva, very congested corridors.</p> |

35 Eureka

ORIGINAL PROPOSAL

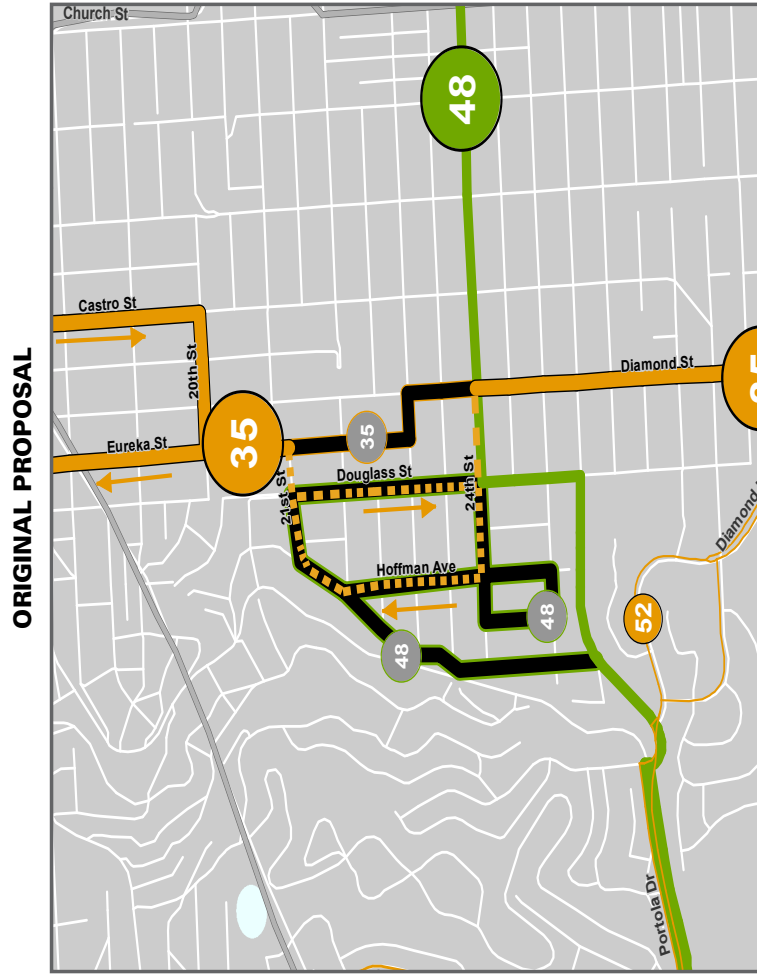


REVISED PROPOSAL



| KEY ISSUES / CONCERNS | RESPONSE |
|---|---|
| <p>Proposal means a loss of service on the Moffitt and Addison loop, where senior and low income housing are located.</p> | <p>Proposal Revised: Service will continue on Moffitt and Addison loop. New route will continue to Miguel, make a right on Chenery, left on Diamond, left on Bosworth, left on Arlington, left on Wilder, and back on Chenery.</p> |
| <p>Concerns on adding bus service on Wilder due to traffic congestion and loading/double parking issues.</p> | <p>Wilder is a commercial street. SFMTA will work with the businesses to reduce the likelihood of delivery vehicles delaying the bus, and will reevaluate effects on operations after service is in place.</p> |
| <p>Residents on Diamond concerned that the proposal will add additional bus service on a narrow, congested street.</p> | <p>Proposal Revised: Service will continue on Moffitt and Addison loop. New route will continue to Miguel, make a right on Chenery, left on Diamond, left on Bosworth, left on Arlington, left on Wilder, and back on Chenery.</p> |

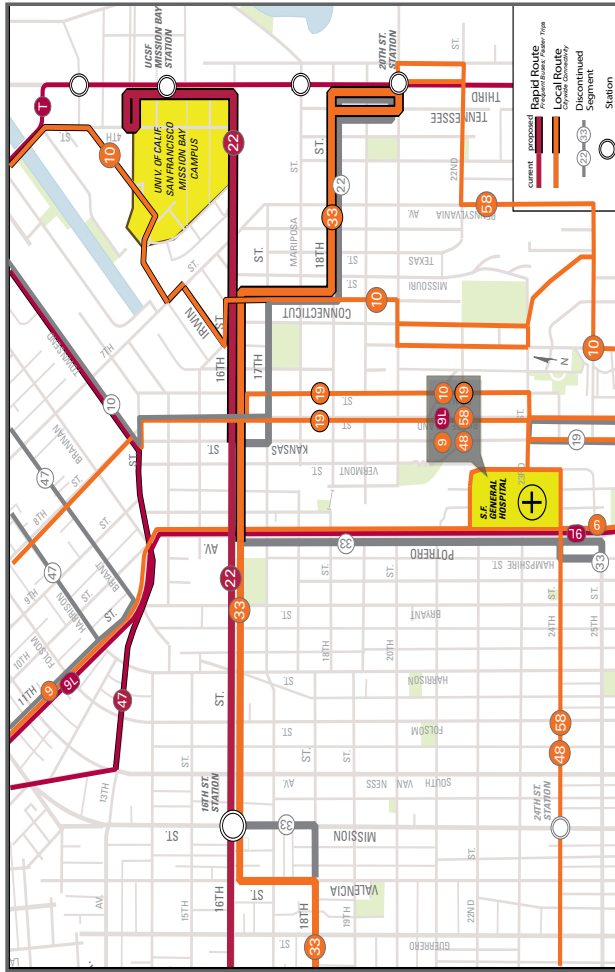
48 Quintara



| KEY ISSUES / CONCERNS | RESPONSE |
|--|---|
| Grandview, Hoffman, Douglass loop on steep grade, and proposal would reduce access to transit. | Implementation will be coordinated with the 58 24th Street route implementation |
| Proposal would reduce transit access for those on Grandview to the 24th Street corridor. | Implementation will be coordinated with the 58 24th Street route implementation |

22 33 10 9 9L

ORIGINAL PROPOSAL

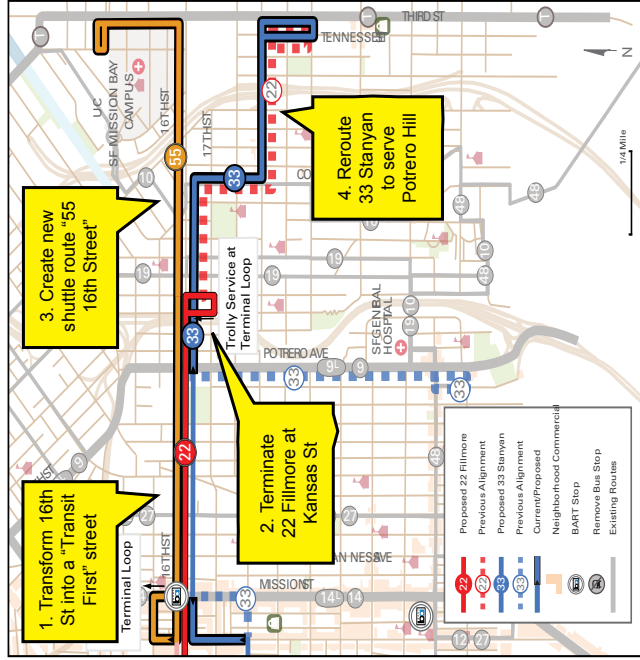


| KEY ISSUES / CONCERNS | RESPONSE |
|---|--|
| <p>The 33 Stanyan is not an acceptable alternative to the 22 Fillmore through Potrero Hill.</p> | <p>The 33 Stanyan will be rerouted to directly serve 18th St, providing new connections to the rest of the city that did not exist before. Service on the 10 Townsend will more than double. The 22 Fillmore will still be accessible via 16th Street.</p> |
| <p>Reduced access to the SF General Hospital from the 33 Stanyan</p> | <p>Service will be expanded on the 9/9L lines to make up for the loss of 33 Stanyan service on Potrero Avenue. 33 Stanyan customers will need to transfer at 16th Street and Potrero to the 9/9L.</p> |

Near-term and long-term plans for the 16th Street Corridor

22 Fillmore

Near-Term Plans for the 22 Fillmore / 16th Street Corridor



1. Transform 16th Street into a Transit First street:

- create dedicated transit lanes
- optimize bus stop spacing
- add median boarding islands and bus bulb outs
- restrict left turns
- add new signals
- improve pedestrian environment

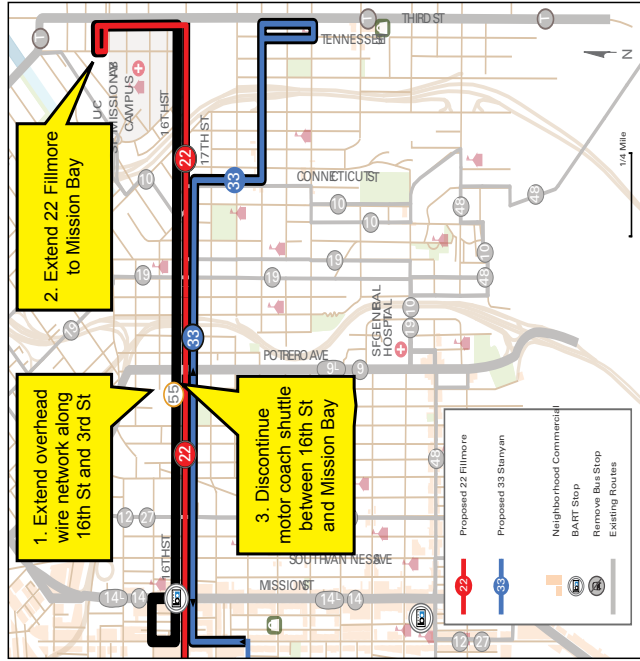
2. Terminate 22 Fillmore at Kansas St

3. Create temporary shuttle route "55 16th Street"

- motor coach would operate between 16th St BART and Mission Bay

4. Reroute 33 Stanyan to serve Potrero Hill

Long-Term Plans for the 22 Fillmore / 16th Street Corridor



1. Extend overhead wire network along 16th St and 3rd St to Mission Bay terminal

2. Extend 22 Fillmore to new terminus at Mission Bay along overhead wires

3. Discontinue 55 16th Street motor coach service between 16th St and Mission Bay