



What should Muni service be in Winter 2022?

SFMTA Virtual Open House

October 20, 2021

Agenda

- Language Access Instructions
- Introductions
- Public Participation Instructions and Ground Rules
- Presentation of What We Heard, What We Are Considering
- Comments, Question and Answer time

You can also **email comments and feedback to**
TellMuni@sfmta.com

How to Participate Today

To Provide Public Comments:

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Participation Guidelines

We appreciate your participation.

Please direct questions or comments to SFMTA staff only.

Participants agree to be respectful. Please refrain from demeaning comments.

Inappropriate behavior will not be tolerated.

Muni During the Pandemic

In March 2020, Muni reduced service, creating a Muni Core Service Network. Since then, we...

- Restored Muni service that previously existed
- Added service in busy corridors (e.g., Mission & Potrero)
- Created new Muni lines (e.g., 15 Bayview Hunters Point & 58 Lake Merced)
- Modified existing lines
- Focused improvements in neighborhoods identified by the Muni Service Equity Strategy



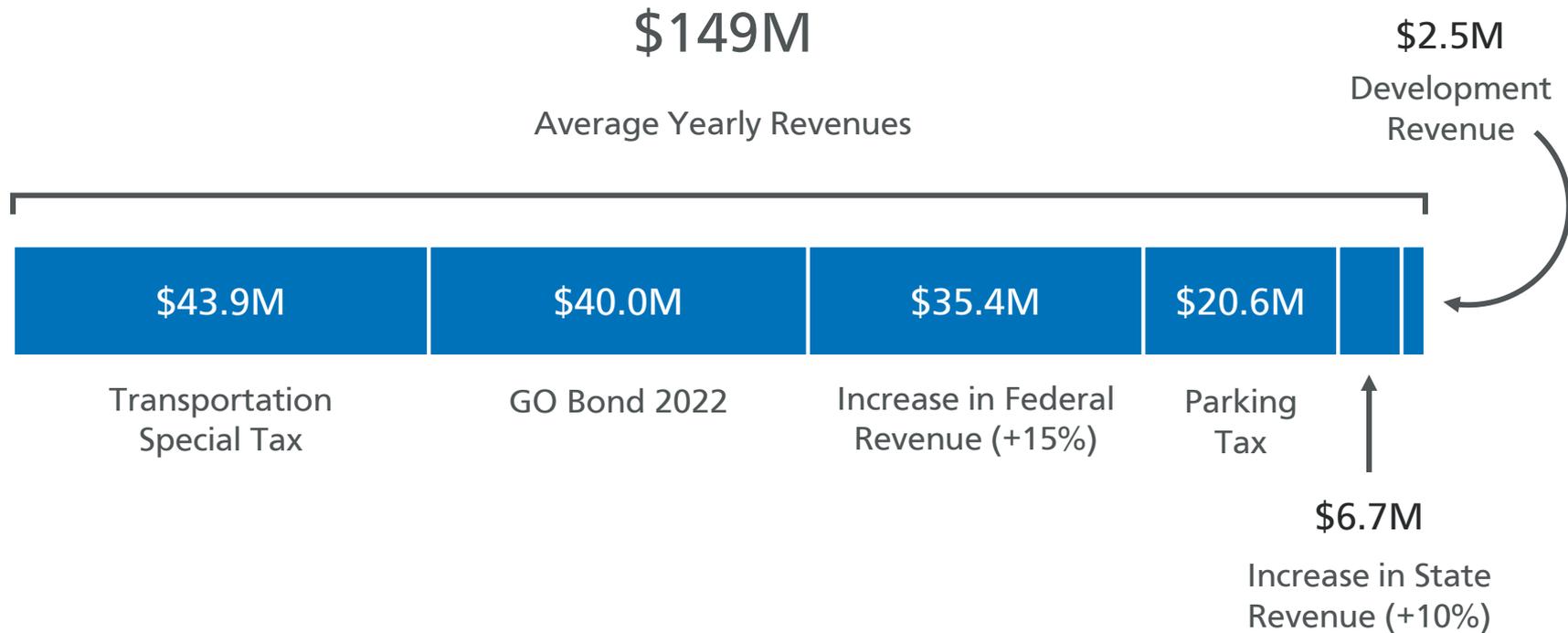
Vaccination Mandate

- 91% of our employees are now fully vaccinated.
- City mandates that employees show proof of being fully vaccinated against COVID-19 by November 1 as a condition of employment.
- **If hundreds of our employees are still unvaccinated as of November 1 and are put on leave or terminated, it will significantly impact transit operations and parking control in San Francisco.**
- This means unexpected gaps in service and lower-than-scheduled frequencies. We expect these disruptions will increase with the enforcement of the mandate on November 1.
- The NextBus prediction system will likely see disruptions.
- We will update you about our transit contingency plans as soon as we can be more definitive, but it may not be until closer to November 1.

Funding a Sustainable and Reliable Transportation Network

- We received \$1 billion in relief from the Federal government
- We have used half of these funds to keep Muni running
- Muni must make its remaining one-time funding last until 2024
- Without additional revenue, risk drastic service cuts as soon as 2023

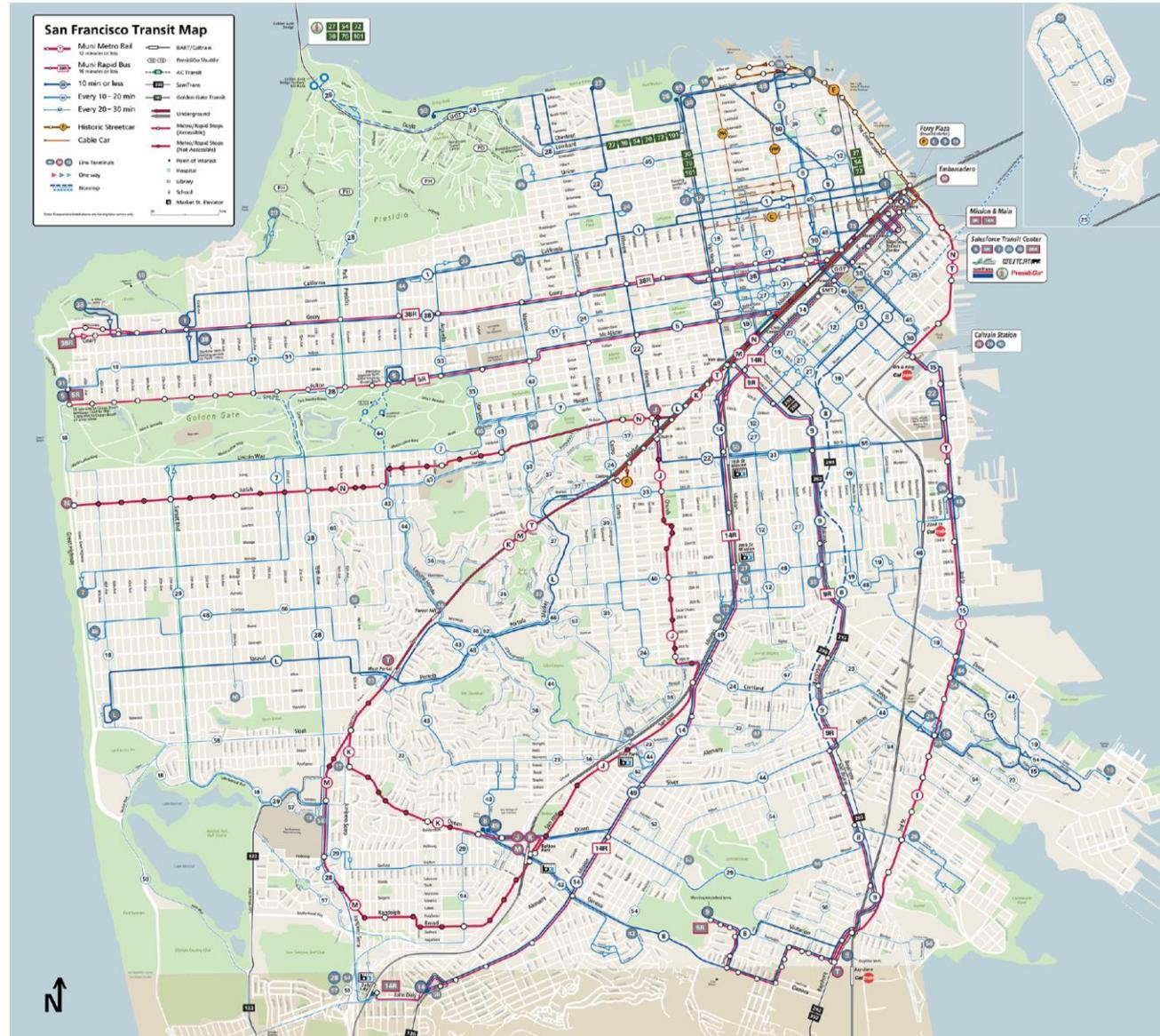
Potential sustainable long-term revenue sources identified



Learn more at [SFMTA.com/T2050](https://www.sfmta.com/T2050)

Muni Today

- Only 7 all-day lines no longer operating
- Now at ~75% of pre-pandemic hours
- Busy hiring & training staff & will engage public on next round of service restoration
 - At same time, pursuing long-term funding



Review of Draft Alternatives

Familiar scenario

All-day pre-pandemic Muni routes restored

Frequent scenario

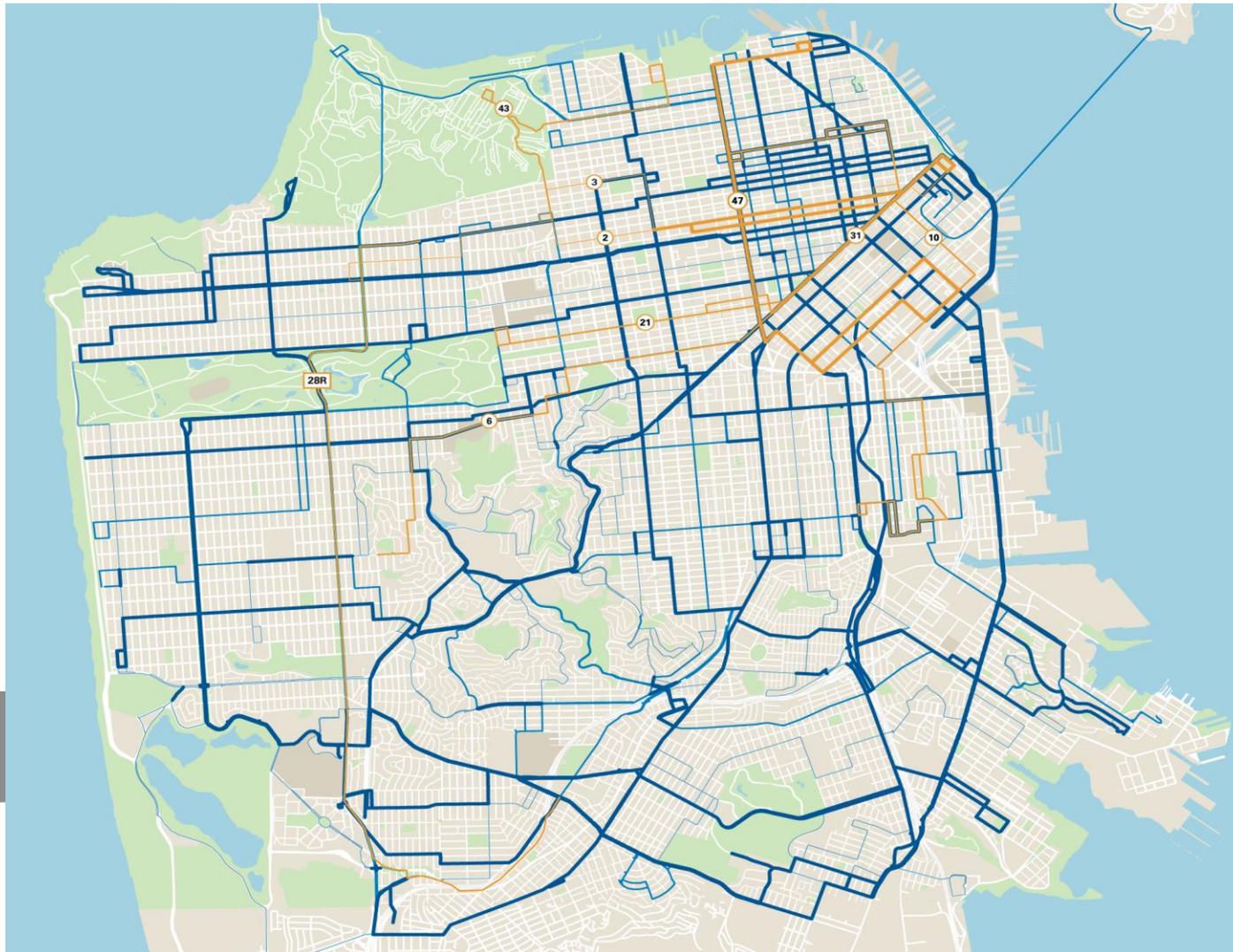
Service increased on high ridership Muni lines, decreasing wait times and crowding, and not restoring five of the seven routes.

Hybrid scenario

Aims to balance the Familiar and Frequent and does not restore two of the seven routes that have not been yet.

All-day bus routes & route segments not yet restored

- Existing network
(line width indicates frequency)
- 2019 service not yet restored



Review of Draft Alternatives

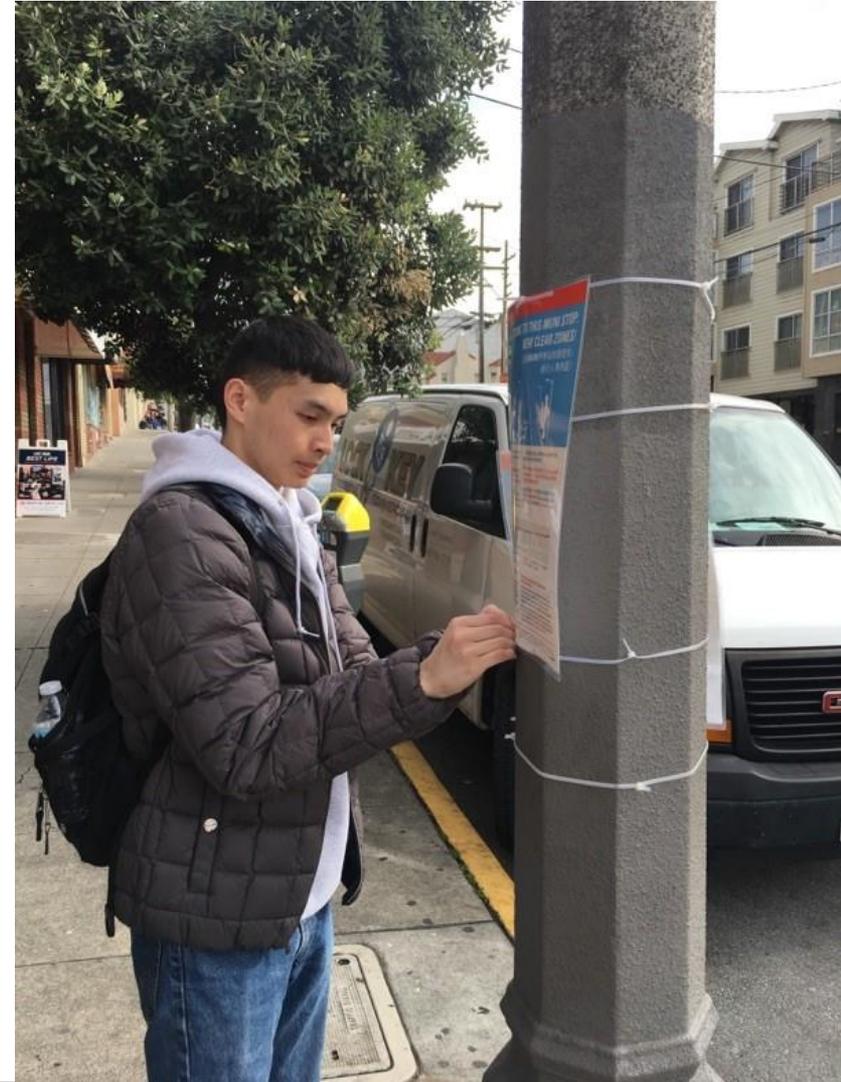
All 3 alternatives would...

- **Retain all-day service within two to three blocks of all Muni stops** that had all-day service before the pandemic
- Bring back the **28R 19th Avenue Rapid** every 10 minutes
- **Extend the 43 Masonic** with different options for where it goes
- **Bring Back the 10 Townsend**, with different options for where it goes downtown
- Balance **access** and **frequency** in different ways



Community Outreach Plan

- Virtual open houses, office hours in September, October (with interpretation)
- Over 40 briefings with key stakeholders, neighborhood associations and community-based organizations
- Multilingual online website, StoryMap
- Multilingual survey to collect feedback
- Neighborhood festivals and pop ups
- Multilingual posters at key locations across the city
- Multilingual media outreach
- Thousands of multilingual emails to stakeholders
- Blog and social media postings



Community Outreach

We asked the public to balance trade-offs between access and frequency to help us decide how to use limited resources for our next service change.

We wanted to learn if riders prefer

- **Restoring pre-pandemic routes** (*the Familiar Alternative*)
- **Increasing existing network frequency** (*the Frequent Alternative*)
- **Restoring routes and increasing frequency** (*the Hybrid Alternative*)

Community Outreach: What We Heard

- Restore key pre-pandemic connections
- Preserve or restore Muni access in hilly areas
- Focus on access for people with disabilities and seniors
- Find ways to address frequency

Tenderloin, Japantown, Clement

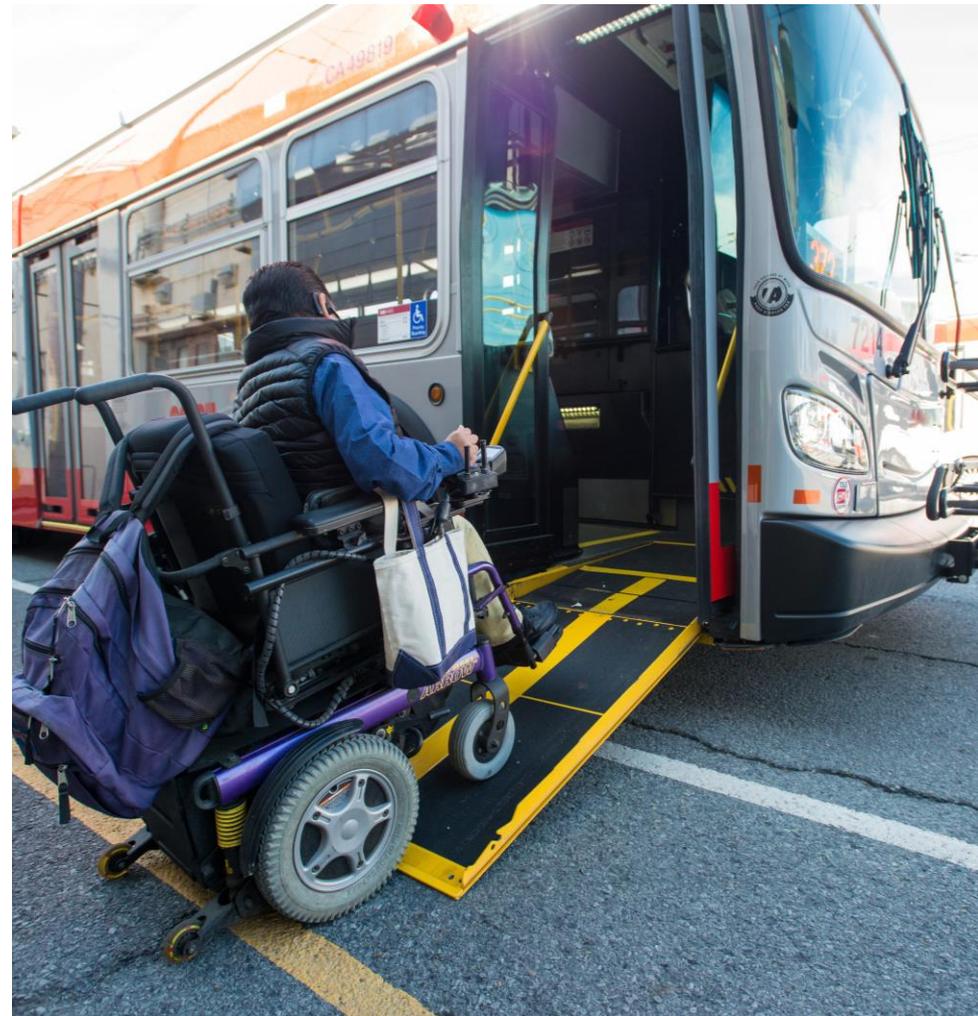
2 Clement, 3 Jackson, 12 Folsom/Pacific, 22 Fillmore

What We Heard

- Seniors, persons with disabilities value closer stops, especially in hill areas
- Seniors rely on connections from Japantown to the Jewish Community Center for meals
- People rely on Muni to shop on Clement Street

Planning Considerations

- Most of 2 Clement & 3 Jackson run within 1-2 blocks of more frequent routes (1 California, 38 Geary, 38R Geary Rapid)



Hayes Valley and Western Addition

5 Fulton, 21 Hayes

What We Heard

- For people with mobility challenges it is difficult to access bus stops on the 5 Fulton because of Alamo Square hill
- Seniors and people with mobility challenges need easy access to the senior centers and St. Mary's Hospital

Planning Considerations

- The 21 Hayes is within 2-3 blocks of more frequent routes (5 Fulton, 5R Fulton Rapid, 7 Haight/Noriega)
- The 21 Hayes provides access to St. Mary's Hospital
- Downtown demand is greatly reduced



Haight, Parnassus, Golden Gate Heights

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

What We Heard

- Ashbury Heights is a hilly area, difficult to navigate for seniors and people with disabilities
- Some were concerned that the 52 Excelsior is less frequent than the 6 Parnassus
- Some would prefer an electric trolley for less noise
- Some prefer to use the 6 Parnassus to access UCSF

Planning Considerations

- Pre-pandemic ridership on outer part of 6 was relatively low



South of Market, Market Street, Financial District

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

What We Heard

- The 10 Townsend provides valuable connection between Potrero Hill and Financial District
- Low-income seniors need connections to social services
 - Since 27 Bryant was rerouted, no Muni on 5th Street
- Van Ness and Civic Center need connections to Caltrain
- Demand along Pacific, Stockton, Columbus is high

Planning Considerations

- Frequent 12 Folsom service could serve SoMa east to west
- SoMa-Chinatown demand still high
- Downtown demand greatly reduced
- Low-income seniors along 5th Street



Presidio, Marina, Fisherman's Wharf, Chinatown, North Beach

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

What We Heard

- 43 Masonic should return to Presidio & Fort Mason, provides access to senior centers and groceries
 - 28 19th Avenue is not an effective replacement for the 43 Masonic because it doesn't provide grocery access
- Van Ness and Civic Center need connections to Caltrain, western SoMa

Planning Considerations

- 43 Masonic is the only route serving Fort Mason
- Other routes can replace segments of 47 Van Ness (28 19th Avenue, 12 Folsom, 49 Van Ness)



The Mission, Excelsior, City College

49 Van Ness/Mission

What We Heard

- 49R Van Ness Rapid would provide fast service between Van Ness, the Mission and City College, but would skip many stops

Planning Considerations

- Demand on Mission Street and Ocean Avenue remains high



Southwest

23 Monterey, 57 Parkmerced, 58 Lake Merced

What We Heard

- Some want access to SF Zoo, Ocean Beach restored along Sloat Boulevard
- Some want access to West Portal on the 57 Parkmerced
- Some want service restored along Brotherhood Way
- Some enjoy the new access to Westlake on the 58 Lake Merced

Planning Considerations

- Restoring the 23 Monterey to Sloat Boulevard and service along Brotherhood Way would preclude service to Westlake



Noe Valley

35 Eureka, 48 Quintara/24th Street

What We Heard

- Residents on new segments of 35 Eureka along 21st Street and 48 Quintara along Clipper Street have concerns about impacts of buses
- Some would like better access to businesses along 24th Street

Planning Considerations

- Rerouting the 48 Quintara has reduced travel times and improved reliability
- Could reroute from Castro Street to Douglass Street, but would have to rebuild intersection at 25th/Douglass



J Church

What We Heard

- Riders value one-seat ride downtown
- Transfers can be challenging for limited mobility riders
- Some find transfers unsafe

Planning Considerations

- Removing J Church from subway has improved reliability inside tunnels, and on the J Church



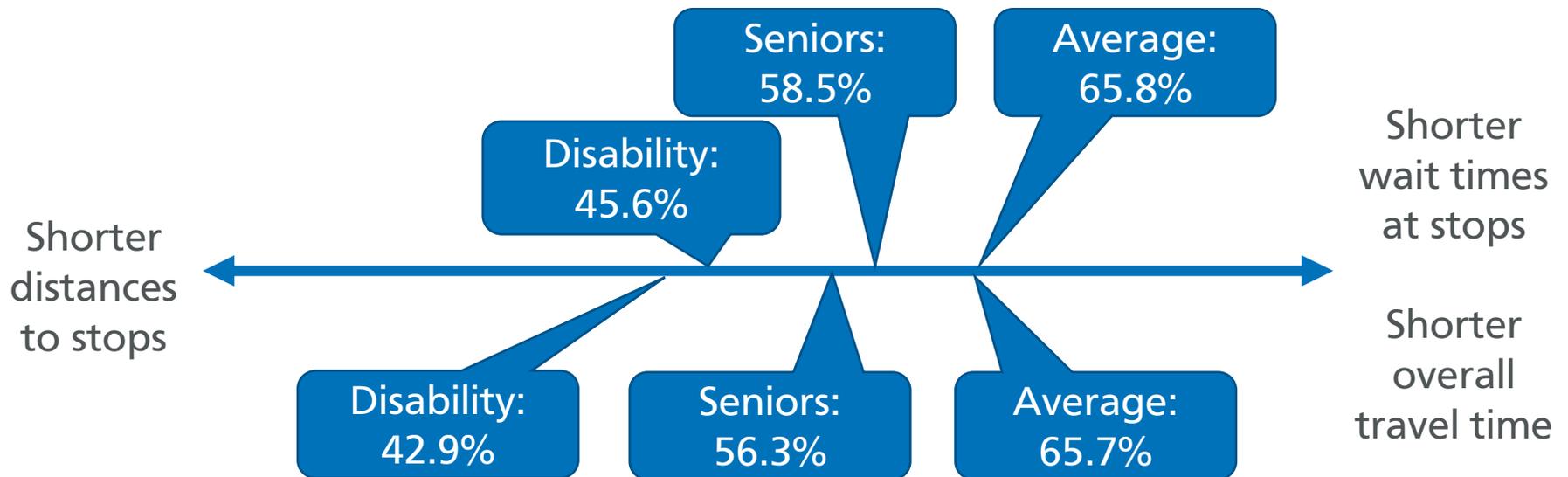
Survey Findings

- Over 4,500 survey responses since September 3 including over 300 paper surveys
- Of the three possible options we presented, **slightly more respondents prefer the Familiar Network option**
- Among travel preferences overall, **respondents prefer shorter wait/travel times over closer stops**
- Most respondents who regularly used Muni lines that are not yet restored prefer restoration

Main Takeaways: Distances vs. Frequency

Overall, most survey respondents preferred **shorter wait times and travel times** over shorter distances to stops.

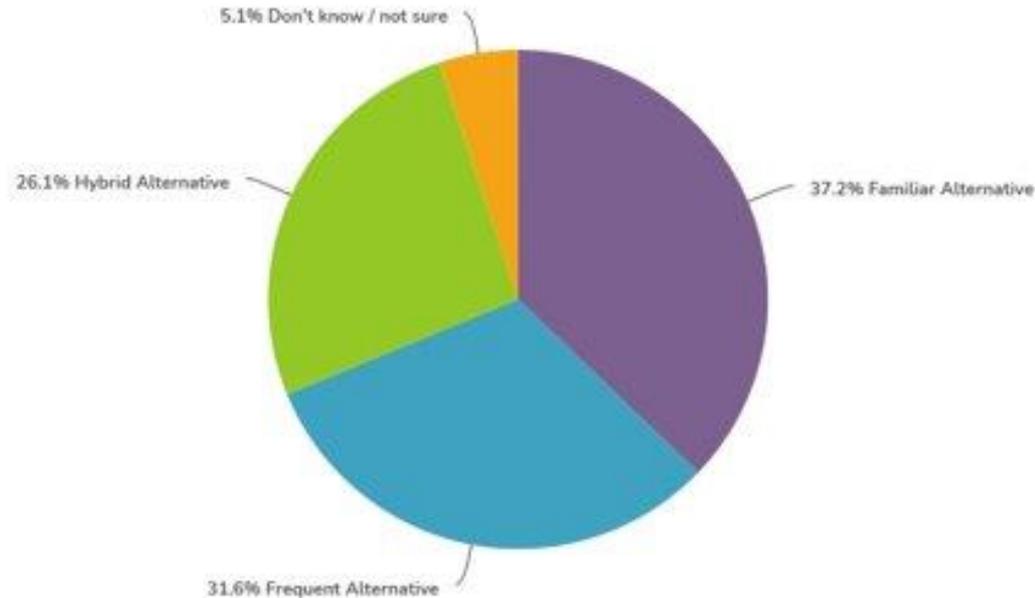
Notable exception were people with disabilities



Main Takeaways: Service Options

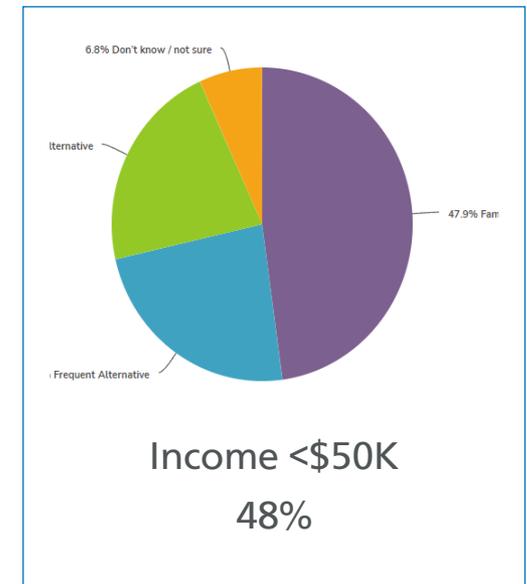
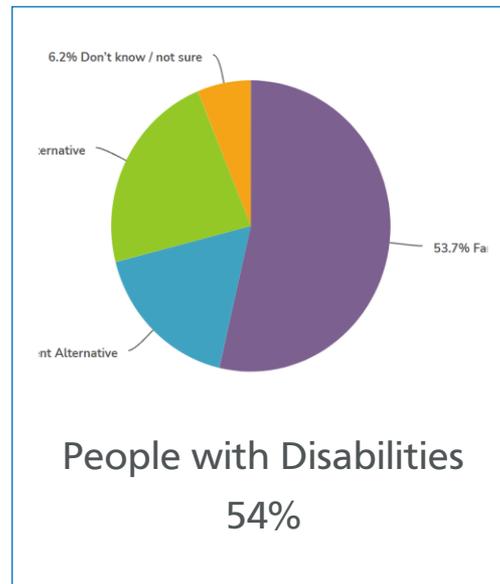
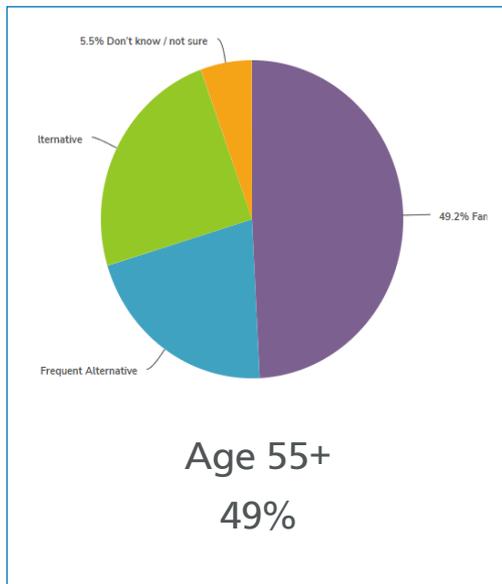
Yet overall preferences were closely split among the three alternatives, with **Familiar** leading slightly over **Frequent**

-  Familiar Alternative, 37.2%
-  Frequent Alternative, 31.6%
-  Hybrid Alternative, 26.1%
-  Don't know/not sure 5.1%



Main Takeaways: Service Options

People age 55+, people with disabilities, and people with income >\$50K prefer **Familiar** option to restore Muni routes.



Main Takeaways: Demographics

- Survey respondent demographics compared to San Francisco's census data
- Over-representation by
 - People with disabilities
 - Seniors
- Under representation by
 - Limited-proficiency English speakers
 - Individuals living in low-income households
 - People of color
- We received the most responses from:
 - 94117 – Haight-Ashbury
 - 94109 – Russian Hill, Polk Gulch, Fort Mason, and parts of the Tenderloin, Japantown and Fisherman's Wharf
 - 94122 – Outer Sunset, Inner Sunset
 - 94102 – Hayes Valley, Tenderloin
 - 94116 – Sunset, Inner Parkside, Forest Hill



From Feedback to Action

- Restore key pre-pandemic connections
- Improve frequency and reduce crowding – with additional resources
- For example: New Rapid routes in corridors such as Haight, Fillmore/16th Street and Sunset
- J Church survey in development

Next Steps

Winter 2022 Service Plan

- Develop plan details, continue outreach through fall
- Seek policy guidance from SFMTA Board and San Francisco Board of Directors
- Return to SFMTA Board on December 7, 2021, for plan approval
- Expected implementation in February 2022

Beyond Winter 2022: Summer Service Expansion

- Continue community dialogue and planning
- Seek additional funding



Thank You!

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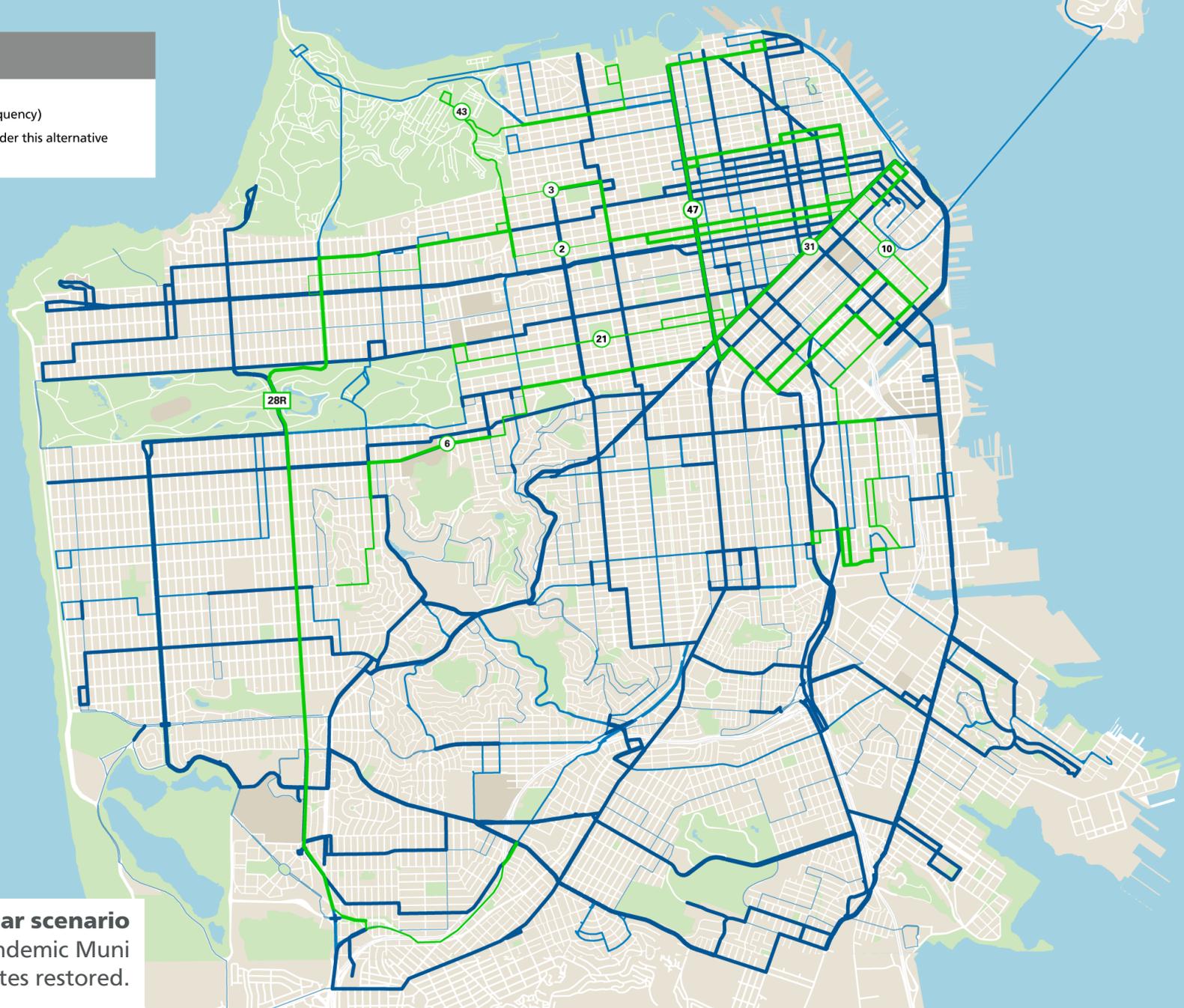
How do I give feedback?

- Email TellMuni@SFMTA.com
- Call the hotline to leave a comment or brief message
415.646.2005
- Attend a virtual public meeting. Visit **SFMTA.com/2022Network** for details on how to participate:
 - Virtual Open House, **October 16, 12 p.m.**
 - Virtual Open House, **October 20, 6 p.m.**
 - Office Hours, **October 21, 6 p.m.**

Appendix

Familiar Alternative

- Existing network
(line width indicates frequency)
- 2019 service restored under this alternative

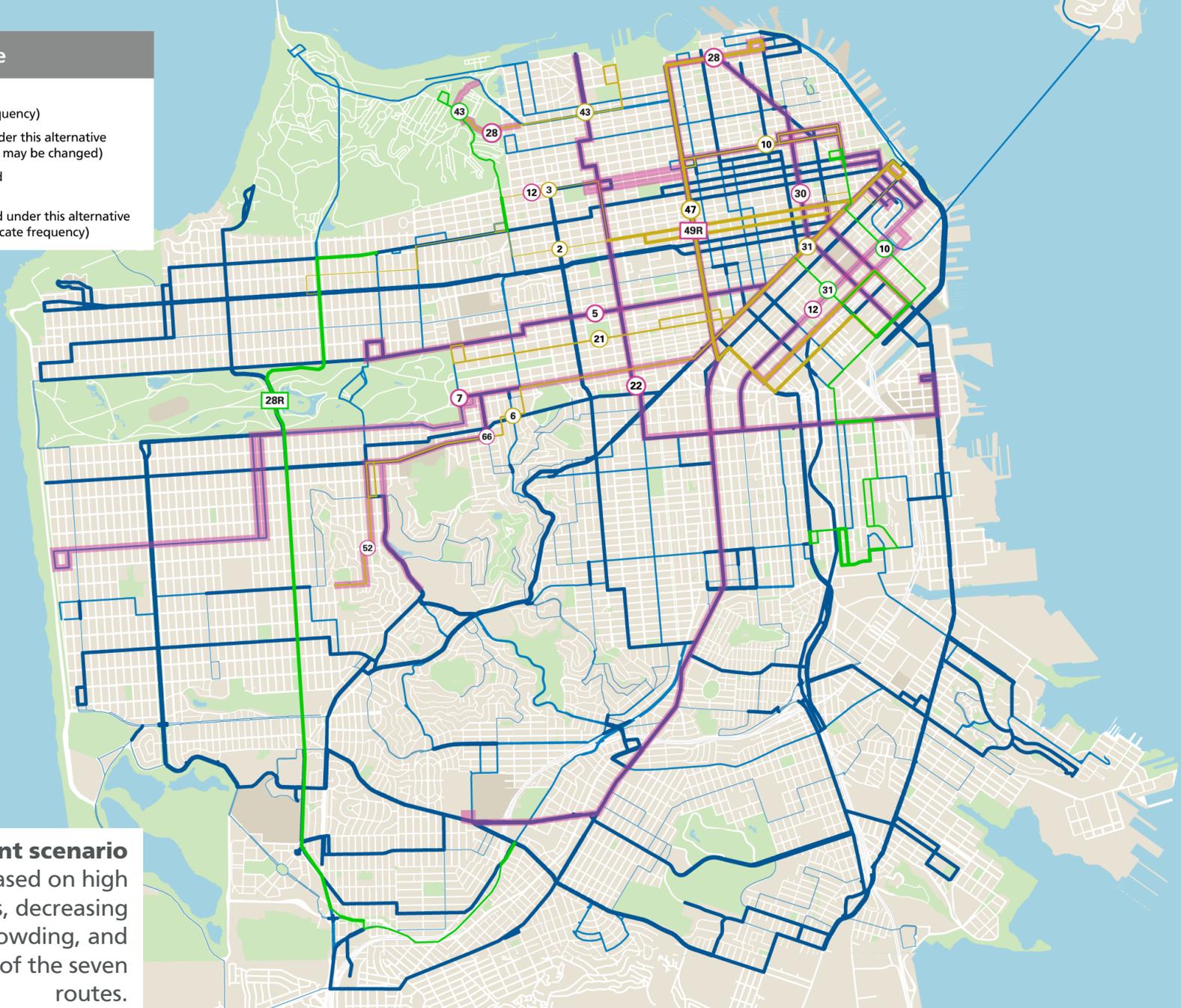


Familiar scenario
All-day pre-pandemic Muni
routes restored.



Frequent Alternative

- Existing network
(line width indicates frequency)
- 2019 service restored under this alternative
(route and/or frequency may be changed)
- 2019 service not restored
under this alternative
- Existing service improved under this alternative
(line width does not indicate frequency)



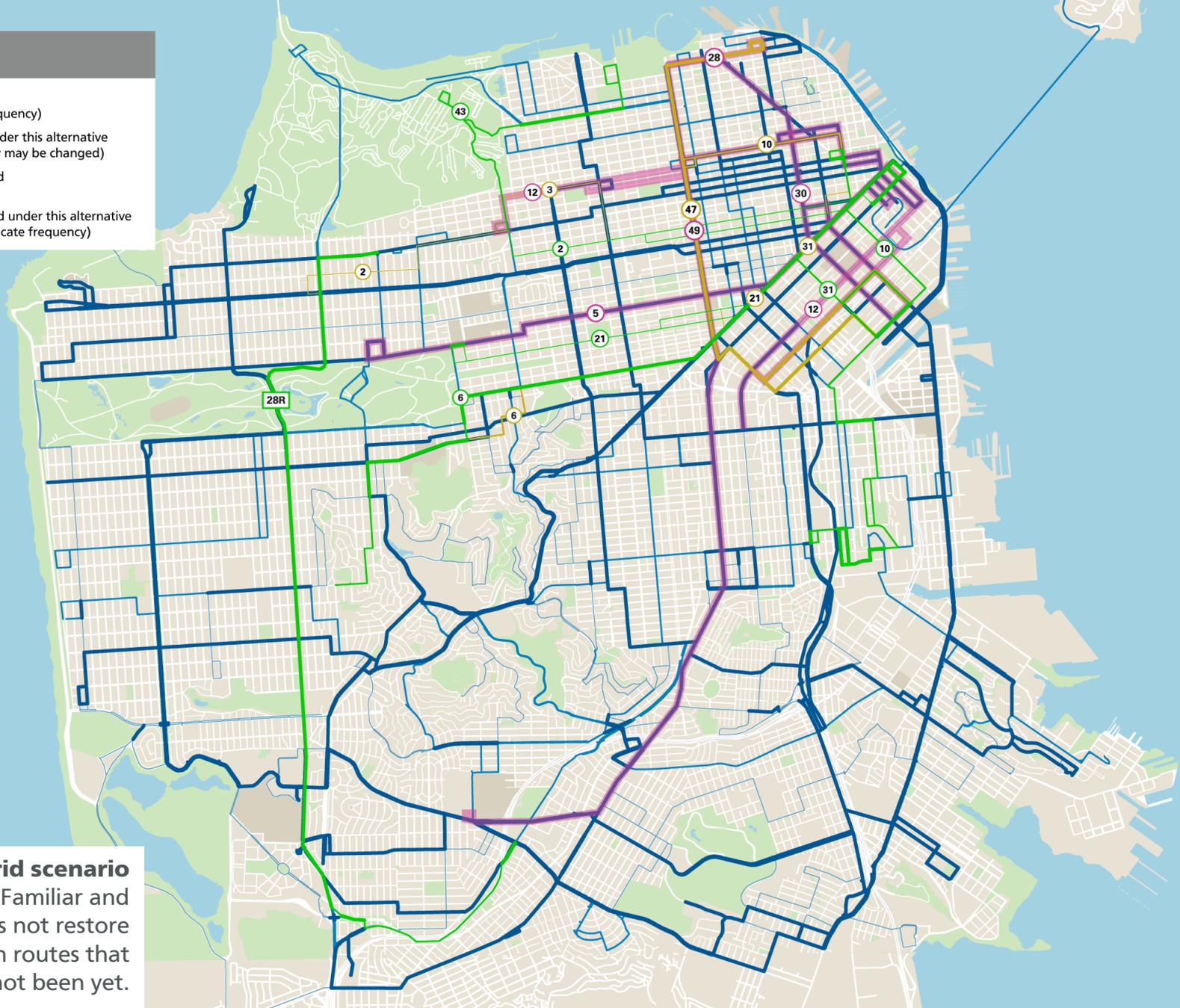
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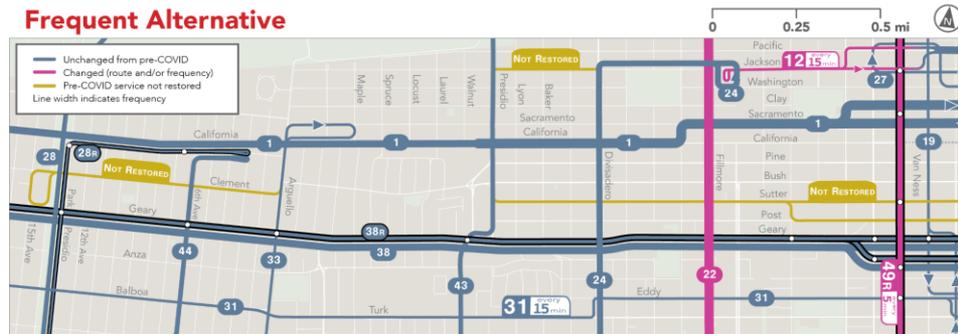
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Familiar Alternative



Frequent Alternative



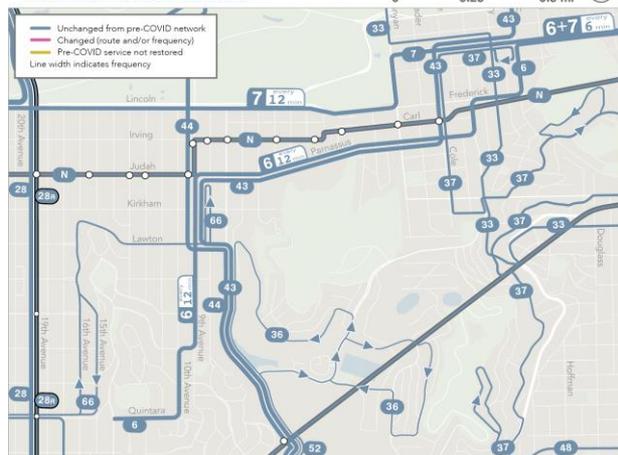
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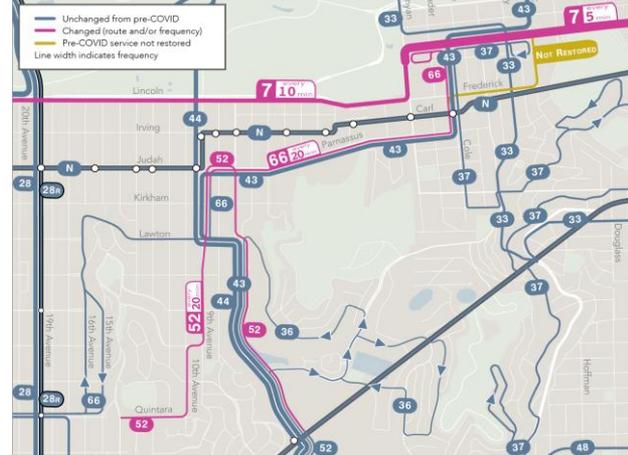
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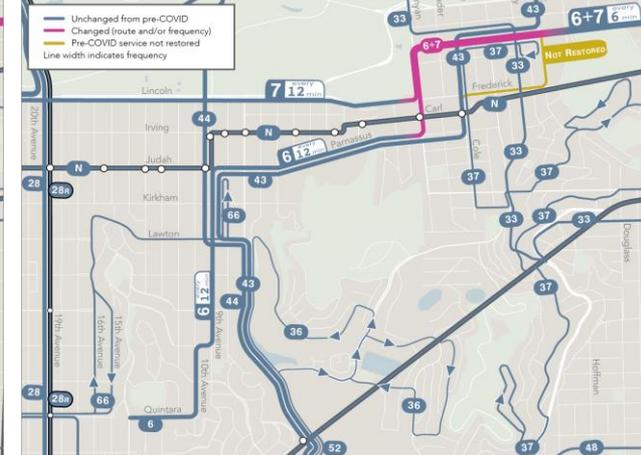
Familiar Alternative



Frequent Alternative



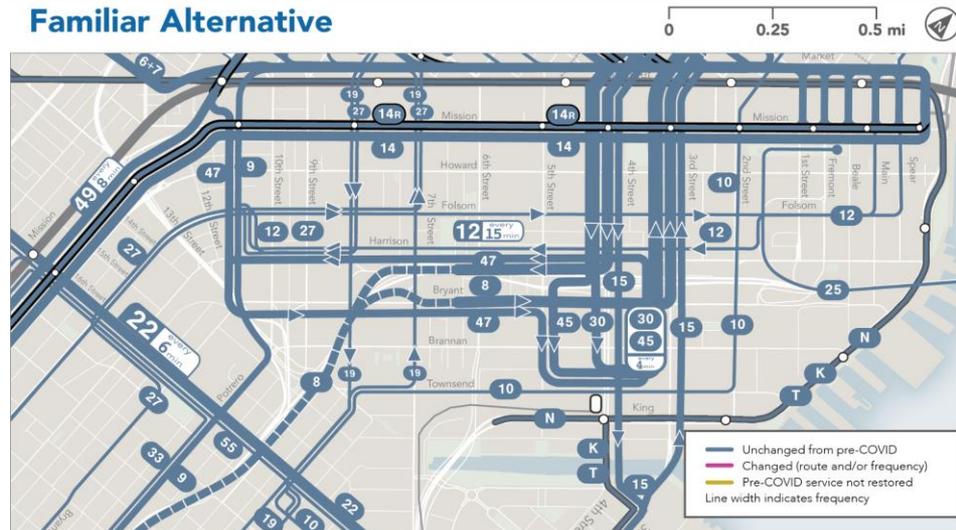
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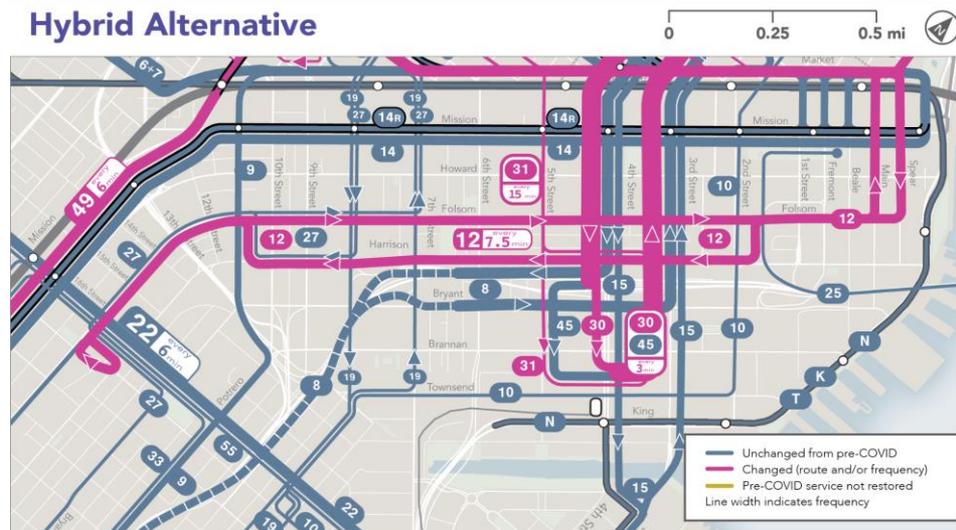
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Familiar Alternative



Frequent Alternative



Frequent Alternative



Hybrid Alternative



Hybrid Alternative



Hybrid Alternative



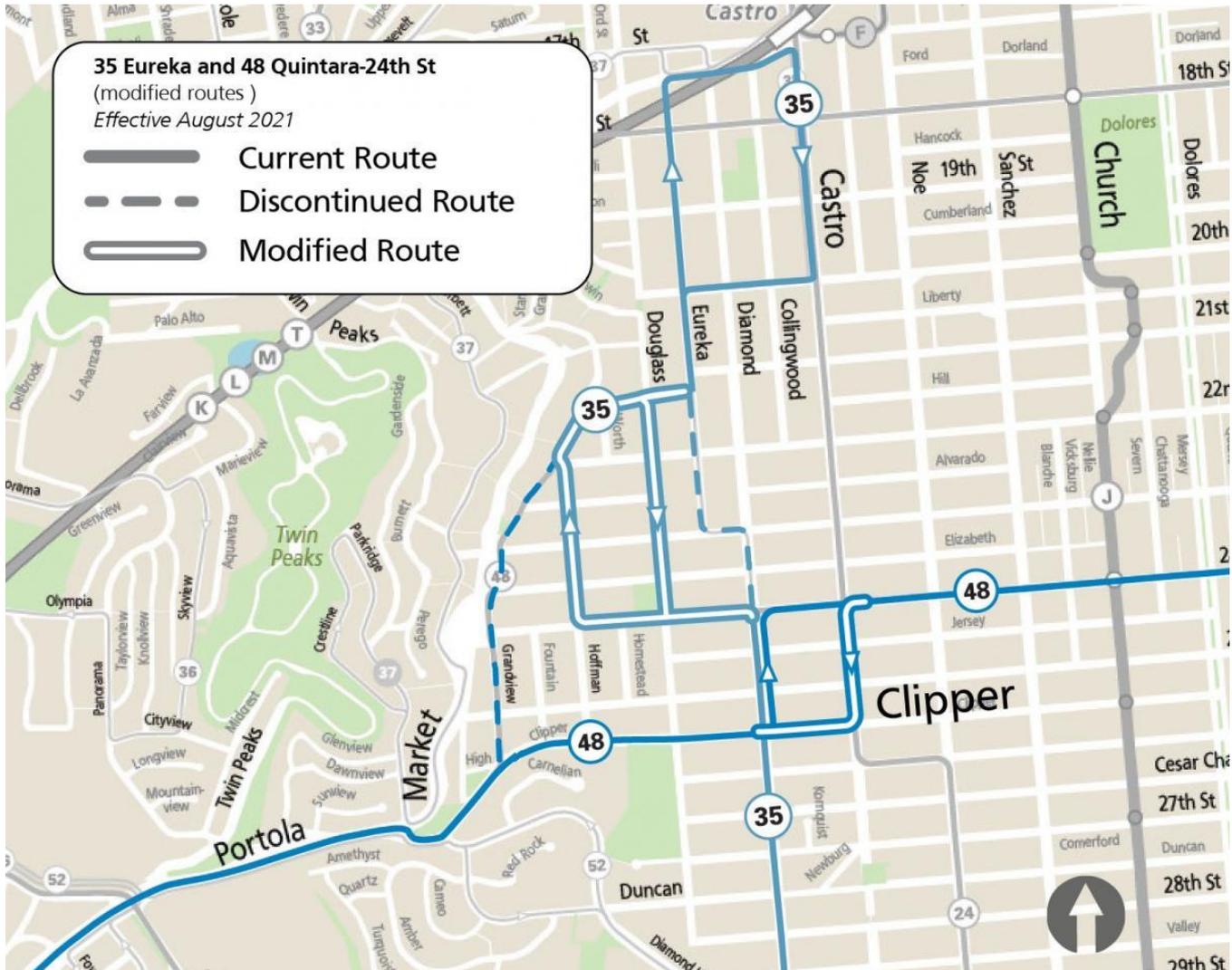
Map: Southwest

23 Monterey, 57 Parkmerced, 58 Lake Merced



Map: Noe Valley

35 Eureka, 48 Quintara/24th Street



Map: J Church

