66 QUINTARA COMMUNITY SURVEY RESULTS

Who Did We Hear From?

Total Responses

845

65% of respondents ride the 66 Quintara

Origins Of All Respondents

People Who Ride The 66

How Often Do You Ride The 66 Quintara?

- At least once a month: 53%
- At least once a week: 27%
- Rarely: 20%

What Activities Do You Use The 66 To Access?

- Shopping
- Work
- Visiting Friends/Family
- School
- Medical Appointments
- Worship Services
- Other

56% of respondents connect from the 66 to another Muni line

No changes needed (71 responses)
- “I am disabled and this is my go-to bus which takes me exactly where I need to go. Keep it the way it is, please.”

More frequent buses
- “More frequency on weekends and evenings”

Improve reliability and scheduling
- “The 66 always comes two minutes early and then I miss it.”

Serve more places
Respondents offered ideas for new connections:
- West Portal (27 requests)
- UCSF Parnassus (16 requests)
- Downtown SF (16 requests)
- Lakeshore Plaza (11 requests)
- Ocean Beach (5 requests)

Destinations Of All Respondents

People Who Don’t

Why Do You Not Ride The 66 Quintara?

- It doesn’t arrive often enough
- I don’t know where it goes
- The route is indirect
- I would use it at other times
- Other

Survey Respondent Origins

Respondents per Location (circles proportionally sized)

Survey Respondent Destinations

Respondents per Location (circles proportionally sized)
### Issues & Solutions

<table>
<thead>
<tr>
<th>What We Heard</th>
<th>Proposed Solutions</th>
<th>I support this change</th>
<th>I do not support this change</th>
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<td>Requests for connections from the central Sunset area to more places, like West Portal Station, West Portal commercial area, and Ocean Beach. The 48’s current service hours do not align with the early release schedule at Lincoln High.</td>
<td>Extend the service span of the 48 Quintara/24th St beyond the peak commute hours to include the midday. The proposed service span is 6:30 am to 6:30 pm on weekdays (see Proposed Route below).</td>
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### Current Service On The 48

**CURRENT WEEKDAY SERVICE ON 48-QUINTARA/24TH STREET**
- Muni Metro Routes
- SFMTA Routes

### Proposed Service On the 48

**PROPOSED WEEKDAY SERVICE ON 48-QUINTARA/24TH STREET**
- Muni Metro Routes
- SFMTA Routes

### Origins & Destinations

**ORIGIN-DESTINATION PAIRS INCLUDING WEST PORTAL**
- Trip Pair
- Origin-Destination pairs include greater numbers of responses for specific origin-destination pairs
- 48-Quintara
- University
- Transit Center

Data Source: 66-Quintara Community Survey, 2017

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**What do you think?**

- I support this change
- I do not support this change
## Issues & Solutions

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<td>Waiting for the 66 Quintara to make left turn from 8th Avenue onto Judah is frustrating.</td>
<td>New stop on the south west corner of 8th Avenue and Judah.</td>
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<td>Need to reinstate the stop on 16th Avenue and Noriega northbound.</td>
<td>New northbound stop midblock on 16th Avenue at Noriega.</td>
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<td>Morning delays on Lawton between 9th Avenue and 8th Avenue.</td>
<td>Route realignment to Kirkham between 9th Avenue and 8th Avenue instead of Lawton. No stop changes.</td>
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<td>Inaccurate Nextbus predictions.</td>
<td>The SFMTA will add at least one timepoint to the line.</td>
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<td>66 Quintara operators leave the terminal on 9th Avenue earlier than scheduled.</td>
<td>Increased monitoring of terminal departure times by inspectors.</td>
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<td>Customers transferring to the 66 Quintara from other lines often narrowly miss the connection and must wait until the next trip.</td>
<td>Starting in August, the SFMTA will launch a campaign to encourage operators of Connector lines, like the 66 Quintara, to wait for connecting customers.</td>
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## Proposed Solutions

![66-Quintara Proposed Solutions Map](map_url)