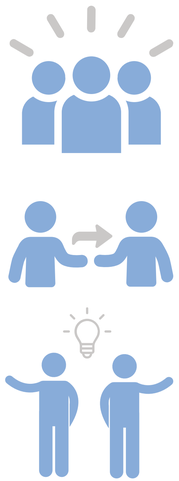
# Welcome!

Thank you for participating in this 27 Bryant Transit Reliability Project open house. Please share your thoughts on Muni, safety for people walking and curb management along the 27 Bryant route in the Tenderloin and Nob Hill.

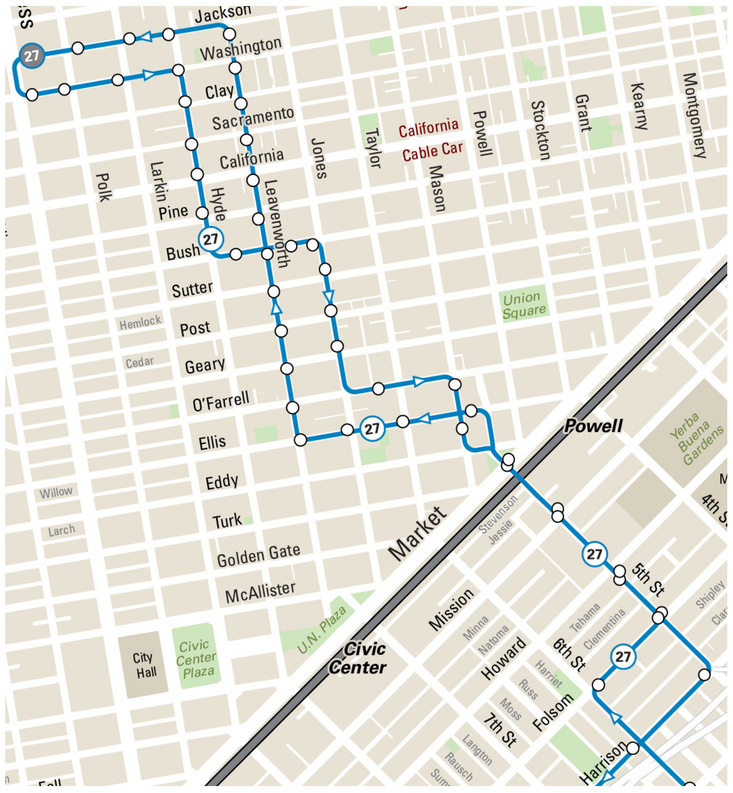
Share your feedback directly to staff, leave a note on the boards or fill out a comment card.



**Goals of the Workshop**

1. Learn from community members about how they get from one destination to another and their observations about the 27 Bryant route.
2. Share feedback we've heard so far from Muni customers and options we are considering to improve Muni reliability and traffic safety for people walking.
3. Collect input that will directly shape proposal development.

# Prioritizing the 27 Bryant




## PROJECT GOALS

The 27 Bryant Transit Reliability Project aims to improve the reliability of the 27 Bryant and to enhance the traffic safety for people walking along its route.

## COMMUNITY

The 27 Bryant serves the community, bringing riders directly to the services and amenities they need, such as hospitals, community centers and schools. Many diverse populations live in the neighborhoods where the 27 Bryant travels including seniors, people with disabilities, lower income households and cultural and ethnic communities.

## SCOPE

The scope of 27 Bryant Transit Reliability Project focuses on the route north of Market where the 27 Bryant experiences the most delay and slowest travel times.

## SUPPORT FOR WALKING AND BIKING

The 27 Bryant goes through the Tenderloin and South of Market (SoMa) areas along streets that have a history of collisions involving pedestrians. The project is also coordinating with the 5th Street Improvement Project, designing bike facilities on 5th Street to accommodate the 27 Bryant transit stops between Market and Harrison.

## EQUITY

The 27 Bryant project is a part of the Muni Service Equity Strategy, a neighborhood-based approach to improving the transit routes most critical to households with low incomes, people of color, seniors and people with disabilities.

## KEY FACTS

- 6,700 daily riders take the 27 Bryant
- Average travel speed of the 27 Bryant is 4 to 5.5 miles per hour in the morning going from Van Ness to Market.
- Three-quarters of the 27 Bryant route north of Market is a high-injury corridor for people walking.
- In the Tenderloin, 42% of residents are foreign born and 58% are in low income households.

## PROJECT TIMELINE *(subject to change)*

**2017**

**Preliminary Data Analysis and Research**
April - September 2017

**2018**

September 2017 - October 2018
**Public Outreach & Engagement**

October 2018 - January 2019
**Proposal Development & Environmental Review**

**2019**

**SFMTA Board of Directors Review**
January - February 2019

March - June 2019
**Early Implementation**
- Implement service and parking changes prior to construction

**Detailed Design Development**
March 2019 - June 2020

**2020**

June 2020 - October 2021
**Construction**

**2021**

IN SUPPORT OF VISION ZERO SF

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# Community Feedback

**Feedback we've heard:**

- Reliable bus service is a top priority
- Reduce excess wait times and crowding
- Address traffic safety for people walking
- Increase visibility of bus stops and crosswalks, signage and access to information
- Have more enforcement on buses

*Do you have ideas that would improve the 27 Bryant? Post them here!*

## Recent Outreach Activities


Community Walk and Ride Audit

Sunday Streets in the Tenderloin

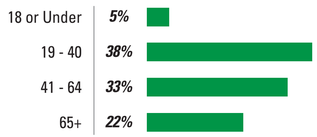
Bus Stop Pop-Up Open House

# On Board Customer Survey

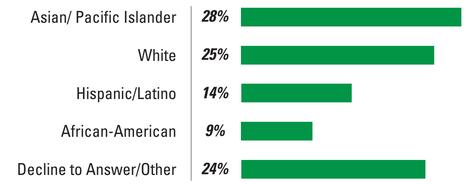
More than 200 27 Bryant customers shared information about their experiences on Muni and travel behavior. This is what we heard.

## Over 200 27 Bryant customers weighed in

*Age*




*Race*

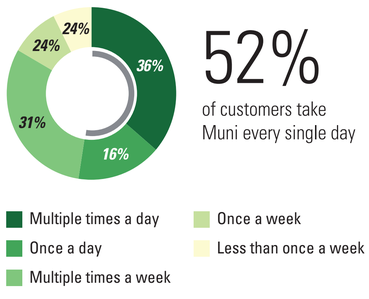



*Income Group*


*Language*

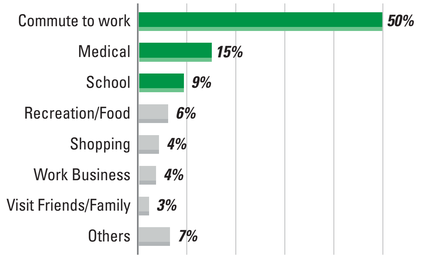

## Many customers take Muni daily

*Frequency of riding Muni*



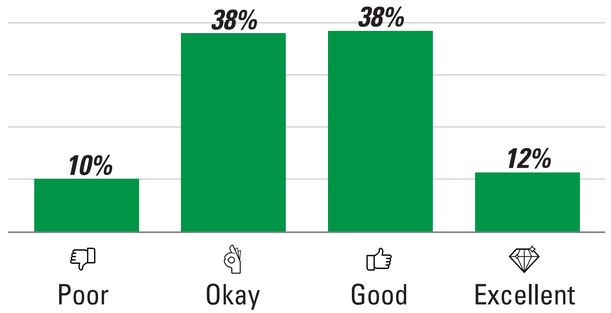

52%
of customers take Muni every single day

*Purpose of riding Muni*

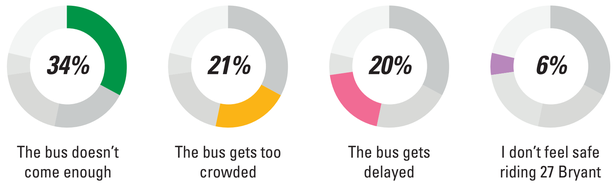



## Room for improvement

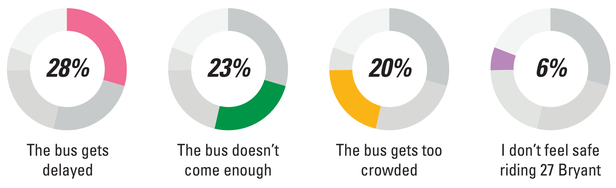
*Rate the 27 Bryant service*




*What challenge do you most often experience on the 27?*

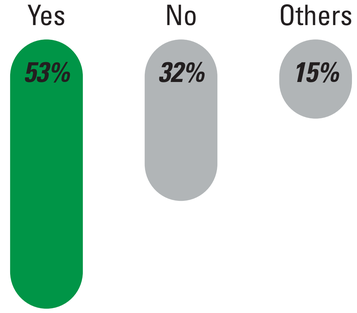



*What is the second challenge?*




## 53%

would consider a longer walking distance to a Muni stop if they knew that it would reduce overall travel time.




*What Customers Say...*

- Sometimes the bus I get on is too slow, so I get off and walk.
- It gets delayed going through downtown near Powell and arrival times can be inaccurate because of this slowdown.
- Que fuera mas seguro y mas frecuentos *(Wish it is safer and more frequent.)*
- Very satisfied and grateful for wonderful system.
- Waits can be very long, 45 minutes to 1 hour.
- Some drivers are upbeat and positive, more drivers need to be like that.

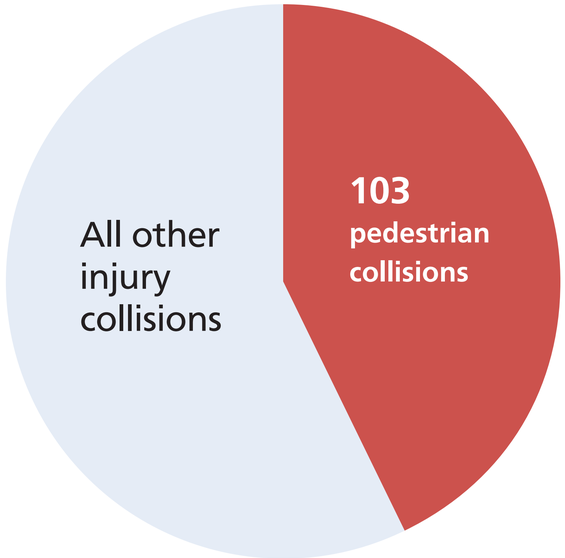
*Take our survey and give your feedback.*

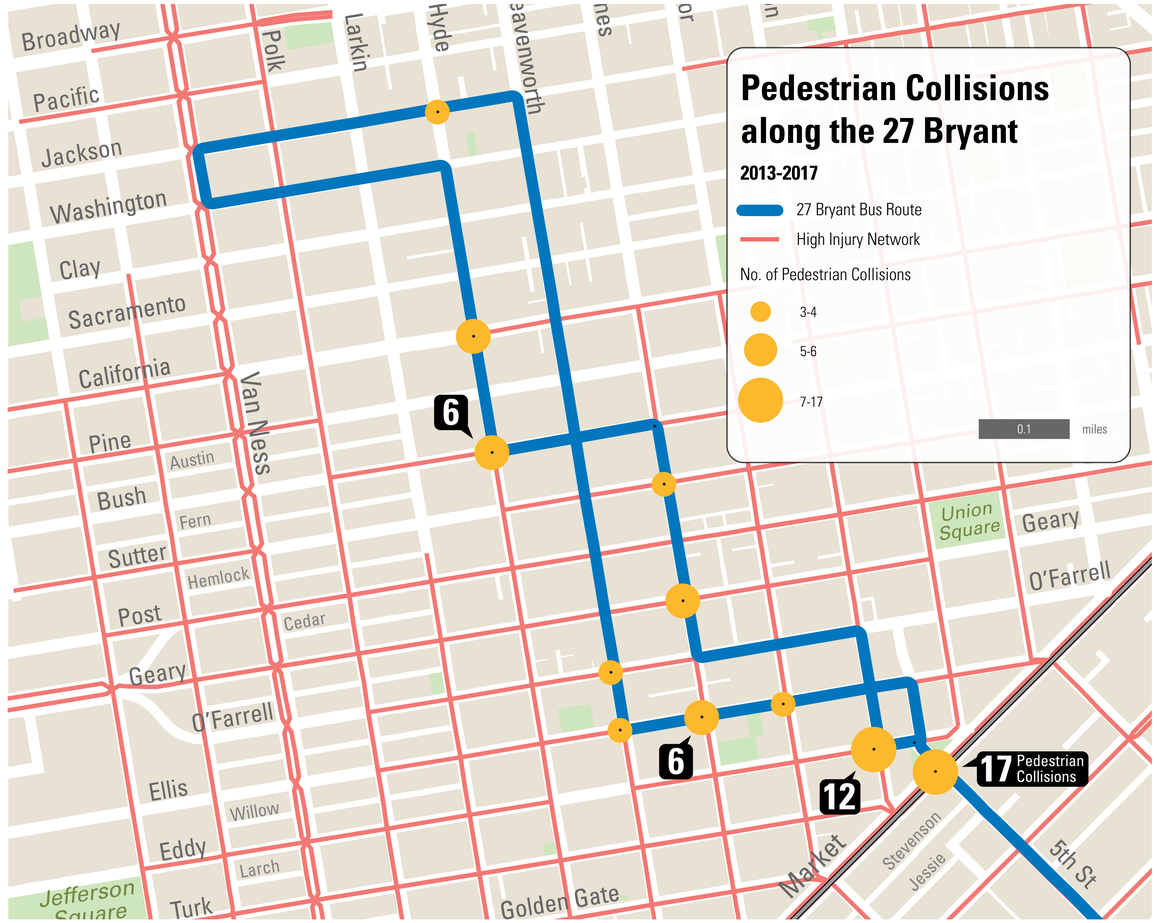
**SFMTA.com/27Project**

# Traveling on high-injury streets

A majority of the 27 Bryant route is on streets where most of the city's serious traffic-related injuries and fatalities occur, called the High-Injury Network.

- From 2013-2017, there were a total of 241 reported injury collisions. 103 of these collisions involved a pedestrian.
- The most common crash pattern involved cars turning left colliding with people walking.




**The 27 Byrant Project prioritizes traffic safety for people walking. Most Muni customers walk to and from bus stops.**

On the 27 Bryant route, the intersection of Cyril Magnin, 5th and Market streets has the most collisions. Due to the complexity of the intersection, the 27 Bryant Project is coordinating with the Better Market Street Project and 5th Street Improvement Project to address safety concerns. The 27 Bryant Project will focus on safety improvements for other intersections within the project area, prioritizing the next three intersections with the most collisions involving people walking.

The top four intersections with the most pedestrian collisions:

1. Cyril Magnin (5th Street) at Market
2. Mason at Eddy
3. Ellis at Jones
4. Hyde at Bush

# More Reliable Service to your Destination


*We are considering a route adjustment to the 27 Bryant to make the bus more reliable. Place a dot on the route you prefer.*

**Proposed Route Adjustment**

**Existing Route**

**Potential Benefits of a Route Adjustment**

- Reduces the number of turns the bus has to make going towards Market, saving travel time
- Reduces need for bus to merge across lanes
- Brings people closer to Boeddeker Park, Tenderloin Police Station and affordable housing

**Potential Tradeoffs**

- Removes stop on O'Farrell and stop on Mason

# Possible Improvements

*Place a dot on the improvements that you would like to prioritize on the 27 Bryant.*

EXISTING CONDITIONS

## Closely spaced stops


## Delays at bus stops


## Lower visibility of people walking

## Collisions involving people walking

POSSIBLE IMPROVEMENT

## Bus stop changes


**Benefits**

- Consolidating stops provides faster, more predictable bus travel time
- Creates curb space for other street uses

**Tradeoffs**

- Longer walking distances for some customers

## Transit bulbs (sidewalk extension)


**Benefits**

- Eliminates need for buses to exit and re-enter the travel lane, saving travel time
- Easier and safer boarding for seniors and persons with disabilities
- More space for transit shelter, landscaping and other amenities

**Tradeoffs**

- Bus blocks travel lane during boarding

## Pedestrian bulbs (corner sidewalk extension)


**Benefits**

- Increases the visibility of pedestrians waiting to cross the street and shortens crossing distances
- Slows down turning vehicles
- Adds accessible curb ramps

**Tradeoffs**

- May remove parking spaces

## Pedestrian signal and crosswalk upgrades

**Benefits**

- Provides pedestrians with 3 - 7 second head start in advance of cars turning
- Increases visibility of pedestrians in crosswalk

**Tradeoffs**

- Potentially shorter green light time for drivers and buses