# MUNI SERVICE EQUITY STRATEGY

**San Francisco Municipal Transportation Agency**
Fiscal Year 2018-19 and 2019-20

**March 2018**

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# 1 Introduction

In May 2014, the San Francisco Municipal Transportation Agency (SFMTA) Board of Directors adopted the Muni Service Equity Policy (included as Appendix A), a first of its kind policy to establish a proactive process for the SFMTA to identify and correct transit performance disparities. The policy was crafted in partnership with advocates representing public transportation, seniors, people with disabilities, affordable housing, equity/social justice, and public health (the Equity Working Group). Full text of the Equity Policy can be found in Appendix A.

The Equity Policy calls for the SFMTA to:
  o Select neighborhoods based on percentage of low income households, private vehicle availability, race/ethnicity demographics, and disability status.
  o Analyze transit performance metrics for Muni routes serving these neighborhoods compared to peer Muni route performance including: on-time performance, service gaps, crowding, capacity utilization, travel times to key destinations, and customer satisfaction information. In addition, although the policy does not specify 311 complaints related to accessibility, we have tracked these as well.
  o Establish a performance baseline for Muni routes serving each neighborhood
  o Outline the top two-to-three Muni challenges and strategies to improve service performance.
  o Conduct outreach to community stakeholders to confirm key Muni service issues.
  o Prioritize resources to implement strategies as needed in conjunction with a two year budget cycle.
  o Implement identified strategies.
  o Repeat these steps over the course of a two-year cycle linked to the biannual budget process, updating the neighborhoods, performance baseline, challenges and strategies to improve service performance.

For the first Equity Strategy process in 2016, we rooted our recommendations in data analysis and in collaboration with the Equity Working Group. Needs and strategies were identified based on an analysis of key performance metrics for Equity Strategy Neighborhoods and for routes heavily used by seniors and people with disabilities (see Appendix B). Identified strategies were funded as a part of the SFMTA's biennial budget for fiscal years 2017 and 2018, and implementation is complete or underway on most of these strategies.

This year's update to the Equity Strategy includes a much more extensive community outreach component. While continuing to benefit from the guidance of

the Equity Working Group and the SFMTA's data analysis, this report documents the SFMTA's work over the past two years to reach out to riders in Equity Strategy neighborhoods, identify recommendations to address key service needs, and fulfill the Equity Strategy Policy. The report is organized into the following chapters:

Chapter 1: Introduction, introduces this work, summarizes the Equity Strategy Policy, and explains the organization of the report.

Chapter 2: Approach, details the methodology that was followed, including public and stakeholder involvement, identification of Equity Strategy neighborhoods and transit routes heavily used by seniors and people with disabilities, as well as the data analysis approach that was used to identify key transit needs.

Chapter 3: Outreach and Engagement, summarizes the extensive public outreach process undertaken to produce the current Muni Service Equity Strategy.

Chapter 4: Findings and Recommendations, presents the results of the community-based and data-driven approach to identifying key transit rider needs. It then describes strategies underway or recently implemented, as well as new strategies that were identified to address the key needs for each Equity Strategy neighborhood and on routes heavily used by seniors and people with disabilities.

Chapter 5: Strategy Summary, summarizes the new strategies identified as a result of the findings.

Chapter 6: Next Steps, explains how the SFMTA will build upon this work in the coming months and years.

# 2 Approach

This section lays out the approach we followed to craft the Equity Strategy.

- Conducting outreach and stakeholder involvement to guide us in identifying key needs and vetting recommended solutions

- Defining Equity Strategy Neighborhoods and routes

- Conducting data analysis to further investigate transit needs in Equity Strategy Neighborhoods

- Determining key transit needs and recommending responsive strategies

## Outreach and Stakeholder Involvement

During the first Equity Strategy process in 2016, the SFMTA worked primarily with the Equity Working Group for stakeholder input. For the 2018 update to the Equity Strategy, the SFMTA secured a Caltrans Planning Grant to fund more extensive community-based outreach to seek further input on key needs across all Equity Strategy neighborhoods. While this level of outreach is not explicitly required by the policy, this presented an opportunity to further vet how well our data analysis reveals key needs and identify any gaps. This extensive outreach process is described in the following chapter and formed the backbone of this update to the Equity Strategy.

In summary, our approach to stakeholder engagement followed this timeline:

- Pre-outreach to key Equity Neighborhood stakeholders about transit challenges for their constituents.

- Round 1 outreach: Direct outreach to community-based organizations (CBOs) and surveys targeting riders in Equity Strategy Neighborhoods to identify the top issues they face with transit service. This round also included focus groups with Muni operators who live and work in Equity Neighborhoods.

- Draft recommendations: Based on the feedback we received in round 1 of outreach, SFMTA reviewed transit performance data for these routes and identified 2-3 key needs and responsive strategies per neighborhood that could be addressed in the next 1-2 years.

- Round 2 outreach: Community workshops to share and vet these responsive strategies and ensure they meet the needs of riders. With this final round of outreach, SFMTA refined the strategies before finalizing them for proposed inclusion in the next two-year operating and capital budgets.

- Going forward, we will build on the relationships with the CBOs that were developed during this outreach process to continue gathering input that will help inform our service and capital planning processes.

## Equity Strategy Neighborhood and Key Routes Selection

We identified neighborhoods to focus on using the following criteria. These criteria included those identified in the Equity Policy as well as others determined in consultation with the Equity Working Group.

- Concentration of households with low-income
- Concentration of residents who identify with a race other than white
- Private vehicle ownership
- Concentration of affordable and public housing developments
- Muni routes heavily used by persons of color and low-income transit riders

A full description of the methodology used in selecting the neighborhoods and routes is included in the 2016 Equity Strategy report. Based on additional input from the Equity Working Group, the outreach and analysis performed for this update to the Equity Strategy included one additional neighborhood, Oceanview/Ingleside. The eight Equity Strategy Neighborhoods are shown in the map below.
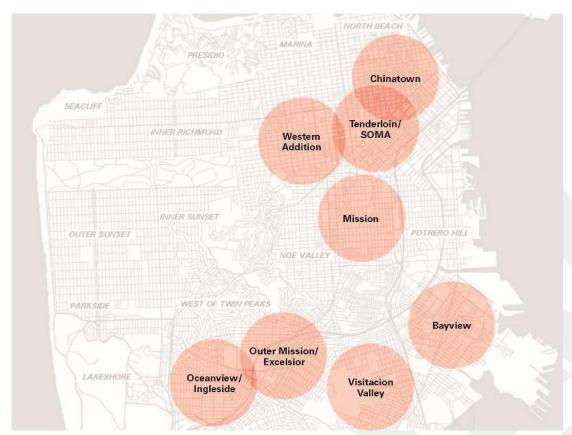
**Figure 1. 2018 Equity Strategy Report Neighborhoods.**

Table 1. Routes Focus by Neighborhood.

| Citywide Accessibility | Bayview | Chinatown | Excelsior-Outer Mission | Inner Mission | Oceanview-Ingleside | SoMa-Tenderloin | Visitacion Valley | Western Addition |
|---|---|---|---|---|---|---|---|---|
| 8/8AX/8X Bayshore | T Third | 1 California | 8/8AX/BX Bayshore | 9/9R San Bruno | K Ingleside | 10 Townsend | T Third | 5/5R Fulton |
| 9/9R San Bruno | 19 Polk | 8/8AX/8BX Bayshore | 14/14R/14X Mission | 10 Townsend | M Ocean View | 12 Folsom | 8/8AX/8X Bayshore | 6 Haight-Parnassus |
| 14/14R Mission | 23 Monterey | 10 Townsend | 29 Sunset | 12 Folsom | 29 Sunset | 14/14R Mission | 9/9R San Bruno | 7 Haight/Noriega |
| 30 Stockton | 24 Divisadero | 12 Folsom | 43 Masonic | 14/14R Mission | 54 Felton | 19 Polk | 29 Sunset | 21 Hayes |
| 31 Balboa | 29 Sunset | 30 Stockton | 44 O'Shaughnessy | 22 Fillmore | | 27 Bryant | 56 Rutland | 22 Fillmore |
| 38/38R Geary | 44 O'Shaughnessy | 45 Union-Stockton | 49 Van Ness-Mission | 24 Divisadero | | 31 Balboa | 90 Owl | 24 Divisadero |
| 49 Van Ness-Mission | 54 Felton | 91 Owl | 52 Excelsior | 27 Bryant | | 38/38R Geary | 91 Owl | 31 Balboa |
| | 56 Rutland | | 54 Felton | 33 Ashbury-18th | | 47 Van Ness | | |
| | 91 Owl | | 91 Owl | 48 Quintara/24th | | 49 Van Ness-Mission | | |
| | | | | 49 Van Ness-Mission | | | | |

## Transit Performance Analysis

During stakeholder outreach, we received extensive feedback on the top issues facing riders on Equity Strategy routes. With this stakeholder feedback as our guide, we analyzed performance data to identify the root causes of these issues. For instance, if riders indicated concerns about crowding on a particular route, we evaluated ridership levels at different times of day and days of the week. In some cases, we concluded that crowding was due to high ridership demand compared to the amount of service provided. In other cases, we determined that crowding was due to reliability issues, i.e. gaps and bunching of buses, which can lead to very crowded buses followed by nearly empty buses arriving shortly after. Depending on the root cause, we developed recommendations tailored to the problem.

## Key Needs and Recommendations

We identified two to three key needs for each neighborhood and for routes heavily used by seniors and people with disabilities. We were not looking to develop strategies that could address every single challenge for transit performance in the neighborhoods, but rather focus on a few actionable strategies that could be implemented quickly and are expected to make a significant difference in the reliability and quality of service. In many cases, we identified needs that were already going to be addressed through work SFMTA had underway, particularly

through the recommendations of the last Equity Strategy update and through Muni Forward, as well as through Muni's overhaul of its bus and light rail fleet.

# 3 Outreach and Engagement

*Our outreach approach has been to meet riders where they are.*

## Outreach and Stakeholder Involvement Overview

The following section provides a summary of our outreach approach for the 2018 update to the Equity Strategy. Outreach was comprised of three major phases. These phases are briefly summarized below, with a more detailed description in the following pages.

### Pre-Outreach

Beginning in spring 2017, we began reaching out to community members in the eight Equity Strategy Neighborhoods. In advance of broader community outreach, the team interviewed key community stakeholders to get a sense of what transit needs were most directly affecting their community's ability to get around San Francisco. The team also attended numerous community events, including Sunday Streets, backpack giveaways, and other existing events to share information about the Equity Strategy.

### Outreach Round One

The first round of outreach focused on collecting input from a wide range of riders and operators within the Equity Neighborhoods and targeting key community groups. With the support of a Caltrans Planning Grant, SFMTA brought on Civic Edge Consulting and Katz & Associates to support outreach in this phase and the next phase of the project. The team surveyed riders at transit stops and on Muni buses on targeted routes within the Equity Neighborhoods and through an online survey. The first round of outreach also included community conversations held at CBOs throughout the city, providing more qualitative feedback to complement the quantitative survey data. This also included gathering input from a wide range of transit operators through operator

focus groups.

## Outreach Round Two

The second round of outreach focused on sharing and vetting recommended strategies to address key needs identified through the first round of outreach. This round of outreach included compiling community input through open house workshops, engagement with CBOs, and online feedback.

**Figure 2.** **Outreach Snapshot.**



## Outreach Round One

The first round of outreach for the Equity Strategy was focused on collecting input from a wide range of riders and transit operators, as well as engaging with CBOs within the Equity Neighborhoods. There were several outreach tools used to accomplish this, including conducting surveys (online and paper) in multiple languages to reach riders and discuss the challenges they face on particular Muni

*Through our Facebook ad campaign targeting Equity Strategy Neighborhoods, we reached over 33,600 people in English, 15,600 in Spanish, and 6,000 in Chinese with information about the Equity Strategy.*

routes. Over 3,000 survey responses were gathered and helped SFMTA make rider-informed recommendations on how to improve transit lines in Equity Neighborhoods.

Another tool included hosting focus groups for transit operators from six bus and rail divisions who serve routes that traverse the Equity Neighborhoods to gather input. The feedback collected in these sessions was used to help make improvements to the Equity Strategy transit lines. The team also participated in a number community conversations across the Equity Neighborhoods, which included providing presentations, facilitating discussions to gather feedback and better understand the Muni challenges in the respective neighborhoods. These conversations were hosted in English, Cantonese and Spanish to ensure the team could reach a broader audience.

CBOs played an essential role in conducting outreach throughout this process. Using the team's direct experience and existing relationships, a list of over 500 organizations was compiled to guide the outreach (see Appendix C).

During fall 2017, the team unveiled a text and call-in (Textizen) survey campaign at bus stops within the Equity Strategy neighborhoods. A total of 1,161 responses were received, with 69 percent of survey respondents between the ages of 18 and 49 responding and 30 percent of respondents with a household income of $75,000 or less. The results are summarized in Appendix F.

## Rider Surveys

We conducted extensive outreach on-board transit vehicles and at transit stops to collect input from riders across Equity Neighborhoods. Outreach was performed in multiple languages and at various times of day to reach a diversity of riders. The outreach process was carefully designed to facilitate a culturally nuanced and multilingual intercept process that reaches riders on the segment of the bus routes located in Equity Neighborhoods, and identified

*Our team spent over 50 hours surveying riders at bus stops and on the buses along the identified routes with two-to three-minute surveys.*
- *General Survey*
- *Youth Survey*
- *Seniors and people with disabilities Survey*

which languages will most likely be encountered in those same neighborhoods.

SFMTA hired InterEthnica to conduct bilingual outreach engagement to ensure Limited English Proficiency riders were well served. Team members actively engaged with riders and CBOs that serve members who may be affected by changes to routes. The goals were to:

- Gather constructive, meaningful input from a diverse pool of Muni riders, CBOs, and multilingual and key stakeholders.

- Engage diverse audiences, including low-income and underserved populations living or traveling through Equity Neighborhoods.

- Build relationships with key community organizations to foster ongoing community involvement.

- Increase community awareness of the Equity Strategy.

**Survey methodology**

The team conducted survey outreach using multiple platforms across the city, targeting specific demographic audiences. This led to the creation of the surveys described in Table 2.

**Table 2.  Surveys.**

| Surveys | Audience | Distribution Approach |
|---|---|---|
| **General Survey (Intercept)** | General transit riders | At stops and on vehicles on select Equity Strategy lines |
| **General Survey (Online and Paper)** | Riders on key routes servicing Equity Neighborhoods and other stakeholders | Distributed through multilingual social media and newspaper ads, via email to CBOs and administered to riders at community centers, and as part of community conversations |
| **Youth Survey (Intercept)** | Youth | At stops and on vehicles on select Equity Strategy lines |
| **Seniors and People with Disabilities Survey (Online)** | Seniors and people with disabilities | Administered online, at community centers, as part of senior and people with disabilities focused conversations through CBOs |
| **Youth Survey (Online)** | Public middle and high school-aged youth | Administered online, outside of public schools, on transit and as part of youth focused community conversations through CBOs |

Survey outreach focused on 16 routes that are most relevant to riders in the Equity Neighborhoods that do not already have major projects underway. Specifically,

priority was given to routes that do not already have planned improvements on the way, such as Muni Forward, Bus Rapid Transit, or Central Subway enhancements.

Based on the criteria above, the routes surveyed and the top challenges from riders are shown in the table below:

**Table 3. Survey Results Summary – Top Challenge.**

| Muni Equity Transit Line | Top Challenge Identified by Riders |
|---|---|
| 23 Monterey | It doesn't come often enough |
| 44 O'Shaughnessy | It doesn't come often enough |
| 54 Felton | It doesn't come often enough |
| 29 Sunset | It doesn't come often enough/ It is too crowded |
| 24 Divisadero | It gets delayed |
| 19 Polk | It doesn't come often enough |
| 56 Rutland | It is too crowded |
| 10 Townsend | It gets delayed/ It is too crowded |
| 52 Excelsior | It doesn't come often enough |
| 43 Masonic | It is too crowded |
| 48 Quintara-24th St | It doesn't come often enough |
| K Ingleside | It doesn't come often enough |
| M Ocean View | It doesn't come often enough |
| 31 Balboa | It doesn't come often enough |
| 9 San Bruno | It is too crowded |
| 21 Hayes | It gets delayed |

**Avenues of survey distribution and promotion:**

- Muni Equity webpage
- Emails to over 600 recipients on the Muni Equity Listserv
- Social media posts and ads on Facebook
- Emails to over 500 organizations across Equity Neighborhoods
- Via Equity Neighborhood Supervisor offices
- Posters in Spanish, Cantonese, and Filipino shared with CBOs

Due to the extensive volume of surveys completed – over 3,000, we focused on these top-level challenges to help identify key needs. Additional survey results are featured in Appendix F. We are continuing to analyze the detailed survey results from each of the surveys and the Textizen survey to help inform our planning efforts in Equity Neighborhoods in the coming months and years.

## Community Conversations



Within the Equity Neighborhoods, the team reached out to key CBOs, schools, community centers that serve seniors and persons with disabilities, and other neighborhood stakeholders for a round of community conversations. Conversations were hosted in English, Cantonese and Spanish, and included a facilitated conversation where we sought to understand the challenges faced by riders in the respective neighborhoods.

Conversations reached organizations that serve youth, families, seniors, people with disabilities, and late-night workers.

### Recruitment

To recruit individuals to attend the community conversations, CBOs were contacted via email and phone to request time to meet with community members. Once dates and times were confirmed, CBOs recruited participants to participate.

### Schedule, Location and Participants

The 12 community conversations occurred from December 13, 2017 to February 6, 2018. Community conversations were 20 minutes in length when the conversation was included on an existing agenda, or 45 minutes in length when the sole purpose of the meeting was to discuss the Equity Strategy. Below is a list of each community conversation.

**Table 4. Community Conversations.**

| CBO | Audience | Date | Participants |
|---|---|---|---|
| The Village for Vis Valley | Senior | 12/13/2017 | 20 |
| Portola Family Connections | Cantonese | 1/9/2018 | 6 |
| OMI Family Resource Center | Spanish | 1/10/2018 | 5 |
| Portola Family Connections | Spanish | 1/10/2018 | 5 |
| OMI Family Resource Center | Cantonese | 1/11/2018 | 25 |
| Central City SRO Clinic | Low income | 1/11/2018 | 25 |
| Visitacion Valley Asian Pacific American Community Center | Senior Cantonese | 1/24/2018 | 66 |
| I.T. Bookman Community Center | Senior | 1/26/2018 | 58 |
| Visitacion Valley Sunnydale Tenants Association | Senior Youth Cantonese | 1/27/2018 | 50 |
| Visitacion Valley Family Center | Seniors, Cantonese Spanish | 1/30/2018 | 30 |
| Coleman Advocates | Youth | 1/31/2018 | 8 |
| Chinatown Community Development Center | Cantonese | 2/6/2018 | 20 |

## Community Conversation Format

All sessions were professionally facilitated to ensure community conversation objectives were met during the allotted period of time. Each session began with introductions, followed by a brief presentation to provide an overview of the Equity Strategy. The full Community Conversation Facilitator's Guide is included in Appendix D. Below is an overview of the community conversation format:

- Presentation: Overview of Muni Equity Strategy Project

- Part I: What challenges do routes in the equity neighborhood experience?

- Part II: Are there trips you need or want to make that Muni can't adequately provide?

- Part III: Is there a Muni route in the neighborhood that you think is doing a really good job?

- Conclusion and collect surveys

Following each community conversation, detailed notes were transcribed. The feedback collected from the community conversations was used to help develop proposed improvements to the Equity Strategy transit lines.

## Operator Focus Groups

A critical piece of the first round of outreach involved gathering input from transit operators from six bus and rail divisions who serve routes that traverse the Equity Neighborhoods. Muni operators are experts on the routes they serve and, in many cases, live in or grew up in Equity Strategy Neighborhoods. To help select a diverse group of operators to participate in these focus groups, we reached out to each division and identified operators while working directly with the superintendents.



**Figure 3.** **Focus Group Poster.**



### Recruiting

To help select a diverse group of transit operators to participate in these focus groups, outreach flyers and posters were developed and distributed in operators' paddles and division break rooms. Five posters were displayed in each division break room and over 2,000 flyers were printed and distributed to operators. The division transit planners also assisted with recruitment efforts by helping to identify a diverse group of operators to participate in the focus groups by working directly with the superintendents.

### Schedule, Location and Participants

The six operator focus groups occurred between February 2 and 9, 2018. The focus groups were hosted at each of the six divisions, lasting one hour.

Each focus group session was well attended by operators. Below is a list of each division, the date of the focus group and the number of participants.

**Table 5.** **Focus Group Details.**

| Division | Date | Number of Participants |
|----------|------|------------------------|
| Flynn | 2/7/2018 | 21 |
| Green | 2/8/2018 | 9 |
| Kirkland | 2/9/2018 | 20 |
| Potrero | 2/5/2018 | 11 |
| Presidio | 2/2/2018 | 15 |
| Woods | 2/6/2018 | 21 |

**Session Format**

All sessions were led by an experienced facilitator to ensure the focus group objectives were met during the allotted period of time. A Facilitator's Guide was developed to ensure consistency between the six focus groups (included in Appendix E). Each session began with introductions, followed by a brief overview of the Equity Strategy. Next, the facilitator explained the workshop question and the type of feedback that was being requested from operators.



Following each focus group, detailed notes were transcribed. The feedback collected from the operator focus groups was used to help make improvements to the Equity Strategy transit lines. Where feedback could not be addressed through this update to the Equity Strategy, it has been shared with SFMTA's transit planning team to inform future planning efforts. In most cases, the division planner also attended the focus group and heard this feedback from operators directly.

## Outreach Round Two

## Community Workshops

In an effort to provide opportunities for stakeholders to review the proposed recommendations developed through the outreach efforts during round one

outreach, five public Community Workshops in the Equity Neighborhoods were planned and executed to review the proposed recommendations and gather additional input. A comprehensive Community Workshop Guide was developed to ensure consistency between the workshops. Additionally, an Equity Strategy Overview flyer was developed and translated into Spanish and Chinese to advertise these workshops.

**Recruitment**

Once dates and locations were secured, the team began community outreach to advertise the workshops. This included poster distribution, email blasts to CBOs in the Equity Neighborhood and social media outreach. Additionally, the team reached out to the respective district Supervisors and their staff and asked them to promote the workshops within their networks.

Each venue location had a poster advertising the meeting before the community workshop date. Posters were also dropped off with CBOs in each Equity Neighborhood. Posters were displayed at Muni bus stops in each Neighborhood.

**Schedule, Location and Participants**
The five community workshops, listed below, were held in February 2018. The community workshops were hosted in meeting rooms at CBOs or other community venues in the Equity Neighborhoods. Each community workshop was one hour in length. When needed, the workshops utilized Spanish and Chinese translators.

**Table 6. Community Workshop Details.**

| Equity Neighborhood & Location | Date | Number of Participants |
|---|---|---|
| Inner Mission: City College San Francisco Mission Campus | 2/10/2018 | 17 |
| Western Addition: Buchanan YMCA | 2/15/2018 | 6 |
| Excelsior/Outer Mission and Oceanview/Ingleside: City College San Francisco Ocean Campus | 2/20/2018 | 16 |
| Bayview and Visitacion Valley: Visitacion Valley Community Center | 2/22/2018 | 35 |
| Chinatown and Tenderloin/SoMa: Bayanihan Community Center | 2/22/2018 | 10 |

## Community Workshop Open House Format

Open house style meetings were held, which allowed residents to engage with staff at poster stations. During the workshops, community members were able to ask questions and were also able to provide feedback on the recommendations.

## Feedback

In addition to capturing feedback from the participants from the sticky dot and Post-It exercise, staff also took detailed notes during each community workshop which were included in the workshop summaries.
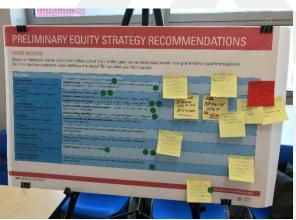


A community survey was also developed to ensure interested stakeholders who were unable to attend the neighborhood workshops had an opportunity to weigh in on the preliminary recommendations for planned improvements in each Equity Neighborhood. The link to the survey was shared as part of the correspondence as an email list update following each workshop, reaching over 600 people who have signed up for the list during the outreach process.

Our team received valuable feedback during this second round of outreach and community workshops, but it also reaffirmed that reaching riders where they are – on buses and at existing community events – is a more effective means of reaching riders than standalone public open houses. In general, CBO-hosted events were better attended than standalone SFMTA-hosted meeting, while our email and phone database reached the greatest number of riders (over 600 emails and 100 text message subscribers). Going forward, future outreach to Equity Neighborhoods will focus on building a contact list of riders on Equity Neighborhood routes, attending existing community events and CBO meetings, and relying on on-board outreach.

# 4 Findings and Recommendations

This section presents the findings from the surveys, focus groups and community conversations and the recommendations developed using the feedback from the community and SFMTA's data analysis to address key needs for each Equity Neighborhood and for routes heavily used by seniors and people with disabilities.

To address identified needs, we considered a suite of possible recommendations. Strategies could include service changes (e.g. increasing service frequency or changing hours of operation), capital projects (e.g. transit signal priority, bus bulbs) and/or line management (e.g. inspector support at terminals). In some cases, the key needs were known, and work was already underway to address them, particularly through the implementation of the Muni Forward program and 2016 Equity Strategy recommendations. In other cases, this year's Equity Strategy work was able to uncover needs and responsive strategies that were not captured through Muni Forward investments, indicating the complementary way these two efforts have identified transit improvements.

Through this outreach, we hoped to learn where our data-based findings were confirmed by lived experiences (as well as any departures) so future Equity Strategy needs identification can respond accordingly.

## Recommendations by Neighborhood

Based on the surveys, focus groups and community conversations and data analysis we identified the following key needs and recommendations by Equity Neighborhood.

**Table 7. Bayview: Key Needs and Recommendations.**

| Key Need | Improvements Underway or Completed | New Recommendations |
|---|---|---|
| **T Third** Improve reliability and address crowding on the T Third | Central Subway project to improve reliability and enable use of 2-car trains to reduce crowding<br><br>Third Street and Embarcadero signal timing improvements and redesign of train interlock at 4th and King underway to improve travel time and reliability | Increase service on the T Third to reduce crowding |
| **19 Polk** Address frequent gaps in service | Travel time and reliability improvements on Polk Street and 7th/8th streets | Pending the effectiveness of improvements underway, no additional recommendations |

| Key Need | Improvements Underway or Completed | New Recommendations |
|---|---|---|
| **23 Monterey** <br> Address delays that impact reliability and cause service gaps | | Explore possibility of running the 23 on Industrial and Palou instead of deviating to Produce Market; reinvest travel time to improve on-time performance |
| **24 Divisadero** <br> Improve travel time and address occasional gaps in service that lead to longer wait times | | Long term, explore opportunities for travel time reduction projects on the 24 |
| **29 Sunset** <br> Improve service reliability and frequency and reduce crowding to improve connections to City College, SF State, the Sunset and the Richmond | Increased midday frequency from 15 minutes to 12 minutes | Increase service all-day to reduce crowding and provide more frequent service <br><br> Long term, explore opportunities for reliability improvement projects on the 29 |
| **44 O'Shaughnessy** <br> Address crowding and occasional gaps in service | | Increase service all-day on the 44 to address crowding <br><br> Long term, explore opportunities for travel time reduction projects on the 44 to address gaps in service |
| **54 Felton** <br> Address gaps in service due to reliability issues, improving connections between Daly City BART, Ingleside, Oceanview, Balboa Park BART, the Excelsior, Portola District, and the Bayview | | Long term, explore potential alignments adjustments to improve reliability on the entire 54 line pending further outreach |

**Table 8.  Chinatown: Key Needs and Recommendations.**

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| **1 California** <br> Address travel time and crowding issues | Upgraded existing transit-only lanes with red coloration on parts of Clay Street downtown to address congestion delay | Long term, explore Muni Forward improvements on the entire route to improve reliability and address crowding |

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| | Increased service frequency in 2016 to reduce crowding | |
| **8/8AX/8BX Bayshore** Address crowding and occasional service gaps to improve connection to Chinatown and northeast parts of the city | Muni Forward project on San Bruno Avenue to improve reliability. | Increase service frequency to reduce crowding<br><br>Explore transit reliability improvements on the rest of the 8 line (e.g. Visitacion Valley and 3rd Street in SoMa)<br><br>Explore adding NextMuni to more stops to provide real-time arrival information |
| **10 Townsend** Address service gaps that lead to crowding | Increased service frequency in 2016 to reduce crowding<br><br>Sansome Street "contraflow lane" implemented to improve reliability<br><br>Townsend Corridor Improvement Project to reduce travel time and delays<br><br>New low-floor buses to improve ease of loading | Focus on active line management to address gaps in service in peak periods |
| **12 Folsom** Address service gaps and occasional crowding | Increased service frequency in 2016 to reduce crowding<br><br>Sansome Street "contraflow lane" implemented to improve reliability | Increase service to reduce gaps<br><br>Vet a more direct route to 24th Street BART Station<br><br>Explore transit-only lanes on Folsom Street in SoMa to improve reliability<br><br>New low-floor buses to improve ease of loading |
| **30 Stockton and 45 Union/Stockton** Reduce crowding and improve travel time | Muni Forward projects on Chestnut Street and at North Point/Polk to improve travel time and reliability on the 30 Stockton, including bus stop improvements and wider stop spacing on Chestnut and North Point | Switch all buses on the 30 Stockton from 40' to 60' to increase capacity<br><br>Explore further travel time and reliability improvements along the 30 and 45 in SoMa (3rd Street) |

**Table 9. Excelsior-Outer Mission: Key Needs and Recommendations.**

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| **8/8AX/BX Bayshore** Address crowding and occasional service gaps to improve connection to Chinatown and northeast parts of the city | Muni Forward project on San Bruno Avenue to improve reliability | Increase service frequency to reduce crowding<br><br>Explore transit reliability improvements on the rest of the 8 line (e.g. Visitacion Valley and 3rd Street in SoMa)<br><br>Explore adding NextMuni to more stops to provide real-time arrival information |
| **14/14R/14X Mission** Reduce crowding and address gaps in peak period service | Muni Forward project in the Inner Mission to improve reliability with new transit-only lanes, bus stop enhancements, and other transit priority features | Explore transit reliability improvements on the rest of the 14/14R line (e.g. downtown and the Excelsior)<br><br>Explore adding NextMuni to more stops to provide real-time arrival information |
| **29 Sunset** Improve service reliability and frequency and reduce crowding to improve connections to City College, SF State, the Sunset and the Richmond | Increased midday frequency from 15 minutes to 12 minutes | Increase service all-day to reduce crowding and provide more frequent service<br><br>Long term, explore opportunities for reliability improvement projects on the 29 |
| **43 Masonic** Improve travel time on the 43 Masonic to improve connections to the Haight, North of Panhandle, and Northern Waterfront | Increased frequency in peak periods | Long term, explore opportunities for travel time reduction projects on the 43 |
| **49 Mission/Van Ness** Improve reliability on the 49 Van Ness-Mission | Muni Forward project in the Inner Mission and Bus Rapid Transit on Van Ness Avenue to improve reliability with new transit-only lanes, bus stop enhancements, and other transit priority features | Pending the effectiveness of improvements underway and completed, no additional recommendations |
| **54 Felton** Address gaps in service due to reliability issues, | | Long term, explore potential alignments adjustments to improve reliability on the entire 54 line pending additional outreach |

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| improving connections between Daly City BART, Ingleside, Oceanview, Balboa Park BART, the Excelsior, Portola District, and the Bayview | | |

**Table 10.** **Oceanview-Ingleside: Key Needs and Recommendations.**

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| **K Ingleside** Address frequency of service and crowding to improve connections from Ocean Avenue and Balboa Park BART area to downtown | Separate K and T to improve reliability as part of Central Subway project<br><br>Twin Peaks Tunnel Improvements to improve reliability | Increase service on the K Ingleside to reduce crowding and provide more frequency<br><br>Explore solutions to train congestion at West Portal to address delays that affect the entire K line's reliability |
| **M Ocean View** Address delays and reduce to improve connections from Ocean View to SF State, West Portal, and downtown | Twin Peaks Tunnel Improvements to improve travel time and reliability | Increase service on the M Ocean View to reduce crowding<br><br>Explore solutions to train congestion at West Portal to address delays that affect the entire M line's reliability |
| **29 Sunset** Improve service reliability and frequency and reduce crowding to improve connections to City College, SF State, the Sunset and the Richmond | Increased midday frequency from 15 minutes to 12 minutes | Increase service all-day to reduce crowding and provide more frequent service<br><br>Long term, explore opportunities for reliability improvement projects on the 29 |
| **54 Felton** Address gaps in service due to reliability issues, improving connections between Daly City BART, Ingleside, Oceanview, Balboa Park BART, the Excelsior, Portola District, and the Bayview | | Long term, explore potential alignments adjustments to improve reliability on the entire 54 line pending additional outreach |

**Table 11. Inner Mission: Key Needs and Recommendations.**

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| **9/9R San Bruno** Reduce crowding and improve security | Muni Forward projects on 11th Street, Potrero Avenue, Bayshore Boulevard, San Bruno Avenue to improve reliability | Upgrade buses on 9 local from 40-foot to 60-foot buses to reduce crowding and reduce passengers conflicts on overcrowded buses |
| **12 Folsom** Address service gaps and occasional crowding | Increased service frequency in 2016 to reduce crowding<br><br>Sansome Street "contraflow lane" implemented to improve reliability | Increase service to reduce gaps<br><br>Explore a more direct route to 24th Street BART Station to improve reliability<br><br>Explore transit-only lanes on Folsom Street in SoMa to improve reliability |
| **14/14R Mission** Reduce crowding and address gaps in peak period service | Muni Forward project in the Inner Mission to improve reliability | Explore transit reliability improvements on the rest of the 14/14R line (e.g. downtown and the Excelsior)<br><br>Explore adding NextMuni to more stops to provide real-time arrival information |
| **22 Fillmore** Improve travel time and reliability | Increased service in 2015<br><br>22 Fillmore Transit Priority Project to improve travel time and reliability | Continue to evaluate service improvements pending effectiveness of improvements underway |
| **27 Bryant** Improve reliability and travel time | Implement travel time and reliability toolkit north of Market Street where travel time is slowest | Pending the effectiveness of improvements underway and completed, no additional recommendations |
| **33 Ashbury-18th St** Address gaps in service | Muni Forward projects on Haight Street, Mission Street, 16th Street, Potrero Avenue to improve reliability | Pending the effectiveness of improvements underway and completed, no additional recommendations |
| **48 Quintara-24th** Close gap in service from the Mission to the Sunset in the midday | | Extend service to the Beach in midday |
| **49 Van Ness-Mission** Improve reliability | Muni Forward project in the Inner Mission and Bus Rapid Transit on Van Ness Avenue to improve reliability | Pending the effectiveness of improvements underway and completed, no additional recommendations |

**Table 12.** **SoMa-Tenderloin: Key Needs and Recommendations.**

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| **12 Folsom** Address service gaps and occasional crowding | Increased service frequency in 2016 to reduce crowding<br><br>Sansome Street "contraflow lane" implemented to improve reliability | Increase service to reduce gaps<br><br>Vet a more direct route to 24th Street BART Station<br><br>Explore transit-only lanes on Folsom Street in SoMa to improve reliability |
| **14/14R Mission** Reduce crowding and address gaps in peak period service | Muni Forward project in the Inner Mission to improve reliability with new transit-only lanes, bus stop enhancements, and other transit priority features | Explore transit reliability improvements downtown to improve overall line reliability<br><br>Explore adding NextMuni to more stops to provide real-time arrival information |
| **19 Polk** Address frequent gaps in service | Travel time and reliability improvements on Polk Street and 7th/8th streets | Pending the effectiveness of improvements underway, no additional recommendations |
| **27 Bryant** Improve reliability and travel time | Implement travel time and reliability toolkit north of Market Street travel time is slowest | Pending the effectiveness of improvements underway and completed, no additional recommendations |
| **31 Balboa** Address delays and reliability issues | Added bus bulbs in Tenderloin to improve travel time and accessibility | Explore opportunities for quick and effective travel time improvements throughout the line to improve overall reliability<br><br>Long term, continue to pursue additional bulbs to speed loading for wheelchairs and strollers |
| **38/38R Geary** Reduce travel time and improve reliability | Geary Rapid project to improve travel time and reliability | Pending the effectiveness of Geary Rapid project, no additional recommendations |
| **47 Van Ness** Reduce travel time and improve | Bus Rapid Transit on Van Ness Avenue to improve reliability | Explore possibility of routing adjustments in SoMa to improve travel time and reliability |
| **49 Van Ness/Mission** Improve reliability | Muni Forward project in the Inner Mission and Bus Rapid Transit on Van Ness Avenue to improve reliability with new transit-only lanes, bus stop enhancements, and other transit priority features | Pending the effectiveness of improvements underway and completed, no additional recommendations |

**Table 13.** **Visitacion Valley: Key Needs and Recommendations.**

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| **8/8AX/8X Bayshore** Address crowding and occasional service gaps to improve connection to Chinatown and northeast parts of the city | Muni Forward project on San Bruno Avenue to improve reliability | Increase service frequency to reduce crowding<br><br>Explore transit reliability improvements on the rest of the 8 line (e.g. Visitacion Valley and 3rd Street in SoMa)<br><br>Explore adding NextMuni to more stops to provide real-time arrival information |
| **9/9R San Bruno** Reduce crowding and improve security | Muni Forward projects on 11th Street, Potrero Avenue, Bayshore Boulevard, San Bruno Avenue and Better Market Street project to improve reliability with new transit-only lanes, bus stop enhancements, and other transit priority features | Upgrade buses on 9R from 40-foot to 60-foot buses to reduce crowding and reduce passengers conflicts on overcrowded buses |
| **56 Rutland** Address on-time performance issues and occasional service gaps on the 56 Rutland | | Implement schedule enhancements to improve reliability (adds one bus to route) |
| **T Third** Improve reliability and address crowding | Central Subway project to improve reliability and enable use of 2-car trains to reduce crowding<br><br>Third Street and Embarcadero signal timing improvements and redesign of train interlock at 4th and King underway to improve travel time and reliability | Increase service on the T Third to reduce crowding |

**Table 14.** **Western Addition: Key Needs and Recommendations.**

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| **5/5R Fulton** Address occasional gaps in service that lead to crowding | Muni Forward projects on Fulton and McAllister streets to improve reliability with transit bulbs, new traffic signals, and traffic circles that replace stop signs<br><br>Switched to larger 60-foot buses all day to reduce crowding | Implement Muni Forward improvements on Fulton from Arguello to 25th Avenue to further improve reliability and address gaps in service that lead to crowding |

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| **6 Haight-Parnassus** Address crowding due to occasional gaps in service on the 6 Haight-Parnassus | Muni Forward project on Haight Street to improve reliability and reduce crowding due to gaps in service by adding new transit bulbs and traffic signals that replace stop signs | Pending the effectiveness of improvements underway and completed, no additional recommendations |
| **7 Haight/Noriega** Address frequent gaps in service on the 7 Haight-Noriega | Muni Forward project on Haight Street and Better Market Street project to improve reliability and reduce crowding due to gaps in service by adding new transit bulbs and traffic signals that replace stop signs | Switch to 60-foot buses 7 days per week to reduce crowding |
| **21 Hayes** Address occasional gaps in service due to delays on Market Street | Better Market Street project to improve travel time and reliability | Pending the effectiveness of improvements underway, no additional recommendations |
| **22 Fillmore** Improve travel time and reliability | Increased service in 2015

22 Fillmore Transit Priority Project on 16th Street to improve travel time and reliability with new transit-only lanes, bus stop enhancements, and other transit priority features | Continue to evaluate service improvements pending effectiveness of improvements underway |
| **24 Divisadero** Improve travel time and address occasional gaps in service that lead to longer wait times | | Long term, explore opportunities for travel time reduction projects on the 24 |
| **31 Balboa** Address delays and reliability issues | Added bus bulbs in Tenderloin to improve travel time and accessibility | Explore opportunities for quick and effective travel time improvements to improve overall reliability |

**Table 15.** **Routes Heavily Used by Seniors and People with Disabilities: Key Needs and Recommendations.**

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| **8/8AX/8X Bayshore** Address crowding, which can lead to pass-ups and lack of available | Muni Forward project on San Bruno Avenue to improve reliability and stop accessibility | Increase service frequency to reduce crowding and improve seating availability and reduce pass-ups |

| Key Need | Improvements Underway or Completed | New Preliminary Recommendations |
|---|---|---|
| seats for seniors and people with disabilities | | Explore transit reliability improvements on the rest of the 8 line (e.g. Visitacion Valley and 3rd Street in SoMa)<br><br>Explore adding NextMuni to more stops to provide real-time arrival information |
| **9/9R San Bruno**<br>Reduce crowding, which can lead to pass-ups and lack of available seats for seniors and people with disabilities | Muni Forward projects on 11th Street, Potrero Avenue, Bayshore Boulevard, San Bruno Avenue and Better Market Street project to improve reliability and accessibility | Upgrade buses on 9 local from 40-foot to 60-foot buses to reduce crowding, improve seating availability, and reduce potential for pass-ups |
| **14/14R Mission**<br>Reduce crowding and address gaps in peak period service on the 14/14R Mission | Muni Forward project in the Inner Mission to improve reliability with new transit-only lanes, bus stop enhancements, and other transit priority features | Explore transit reliability improvements downtown to improve overall line reliability, which will reduce crowding and reduce pass-ups<br><br>Explore adding NextMuni to more stops to provide real-time arrival information |
| **30 Stockton**<br>Reduce crowding that can lead to crowding and lack of seating availability for seniors and people with disabilities | Muni Forward projects on Chestnut Street and at North Point/Polk to improve travel time and reliability on the entire line, including bus stop improvements and wider stop spacing on Chestnut and North Point | Switch all buses on the 30 Stockton from 40' to 60' to increase capacity<br><br>Explore further travel time and reliability improvements along the 30 and 45 in SoMa |
| **38/38R Geary**<br>Reduce travel time and improve reliability | Geary Rapid project to improve travel time and reliability | Pending the effectiveness of Geary Rapid project, no additional recommendations |
| **49 Van Ness/Mission**<br>Improve reliability | Muni Forward project in the Inner Mission and Bus Rapid Transit on Van Ness Avenue to improve reliability with accessibility improvements and transit priority features | Pending the effectiveness of improvements underway and completed, no additional recommendations |
| **31 Balboa**<br>Address delays and reliability issues | Added bus bulbs in Tenderloin to improve travel time and accessibility | Explore opportunities for quick and effective travel time improvements throughout the line to improve overall reliability<br><br>Long term, continue to pursue additional bulbs to improve accessible loading |

# 5 Strategy Summary

In the previous chapter, we identified key needs in each Equity Neighborhood and strategies to address those needs. The strategies include both work already underway and new strategies that are recommended to advance going forward. This chapter specifically summarizes new strategies that will be incorporated into the SFMTA Fiscal Year 2018/19 and 2019/20 budget.

## New Capital Improvements

In addition to the capital investments already underway, the Equity Strategy identified new capital projects that benefit one or more Equity Strategy neighborhood and/or routes heavily used by seniors and people with disabilities. Specific project details are described in Chapter 4 of this report. SFMTA will seek to advance these projects, which are all now included in the CIP and the Agency's two-year budget. In some cases, SFMTA will begin outreach and preliminary engineering during the next two year budget cycle, but will need to seek construction funding in the future. Table 16 provides a detailed list of these capital improvements.

**Table 16.  Incremental Capital Improvement Projects for FY 2019-2020.**

| Neighborhood / Target | Route | Project Description |
| --- | --- | --- |
| Ocean View-Ingleside | K Ingleside and M Ocean View | Explore solutions to train congestion at West Portal |
| Western Addition | 5/5R Fulton | Implement Muni Forward improvements on Fulton from Arguello to 25th Avenue |
| Accessibility, Chinatown, Excelsior-Outer Mission, Visitacion Valley | 8/8AX/8BX Bayshore | Explore transit reliability improvements in Visitacion Valley and in SoMa (3rd Street)<br><br>Explore adding NextMuni to more stops |
| Chinatown, Inner Mission, SoMa-Tenderloin | 12 Folsom | Explore transit-only lanes on Folsom Street in SoMa to improve reliability |
| Accessibility, Excelsior-Outer Mission, Inner Mission, SoMa-Tenderloin | 14/14R Mission | Explore transit reliability improvements on downtown Mission and in the Excelsior<br><br>Explore adding NextMuni to more stops |
| Accessibility, Chinatown | 30 Stockton and 45 Union Stockton | Explore travel time and reliability improvements in SoMa (e.g. 3rd Street) |
| Accessibility, SoMa-Tenderloin, Western Addition | 31 Balboa | Explore opportunities for quick and effective travel time improvements throughout the line |

## Service Strategies

In addition to capital improvements, we recommend targeted service improvements to address key needs identified in the Equity Strategy, such as increasing peak frequencies, implementing running time adjustments, and restructuring routes to increase reliability and access.

Overall, the Equity Strategy service improvements for FY18/19 and FY19/20 are expected to be cost neutral. The strategies will be offset by efficiency investments such as travel time savings from Muni Forward and the identification and elimination of unproductive routes or route segments.

Table 17 provides a detailed list of service-related projects recommended as a result of Equity Strategy work that will be implemented in the next two years and that will further help increase on-time reliability and access for the target neighborhoods. Some of these improvements will be implemented once a separate capital project is complete, as noted within the specific improvement description below.

**Table 17.  Service Improvement Projects for FY 2019-2020.**

| Neighborhood / Target | Route | Project Description | Proposed Funding Timeline |
|---|---|---|---|
| Ocean View-Ingleside | K Ingleside | Increase service frequency | FY2019-20 operating budget |
| Ocean View-Ingleside | M Ocean View | Increase service frequency | FY2019-20 operating budget |
| Bayview, Visitacion Valley | T Third | Increase service frequency | FY2019-20 operating budget |
| Western Addition | 7 Haight-Noriega | Switch to 60' buses 7 days per week | TBD |
| Chinatown, Excelsior-Outer Mission, Visitacion Valley | 8/8AX/8BX Bayshore | Increase service frequency | FY2019-20 operating budget |
| Inner Mission, Visitacion Valley | 9/9R San Bruno | Upgrade buses on 9R from 40' to 60' | FY2019-20 operating budget |
| Chinatown | 10 Townsend | Focus on active line management to address gaps in service in peak periods | Neutral – use existing resources |
| Chinatown, Inner Mission, SoMa-Tenderloin | 12 Folsom | Increase service frequency

Vet a more direct route to 24th Street BART Station | FY2019-20 operating budget

Potential cost savings |

| Neighborhood / Target | Route | Project Description | Proposed Funding Timeline |
|---|---|---|---|
| Bayview | 23 Monterey | Exploring possibility of running on Industrial and Palou instead of deviating to Produce Market | Neutral |
| Excelsior-Outer Mission, Ocean View-Ingleside | 29 Sunset | Increase service frequency all-day | FY2019-20 operating budget |
| Chinatown | 30 Stockton | Switch all buses to 60' | FY2019-20 operating budget |
| Bayview | 44 O'Shaughnessy | Increase service frequency all-day | FY2019-20 operating budget |
| SoMa-Tenderloin | 47 Van Ness | Explore possibility of routing adjustments in SoMa | Neutral |
| Inner Mission | 48 Quintara-24th St | Extend service to the Beach in midday | FY2019-20 operating budget |
| Visitacion Valley | 56 Rutland | Implement schedule enhancements to improve reliability (one additional bus) | FY2019-20 operating budget |
| Service efficiencies | | Network wide to be determined | FY2019-20 operating budget |
| **TOTAL** | | | **COST NEUTRAL** |

# 6 Next Steps

This report is our second update to the Equity Strategy, and the first to include a robust community outreach component. Feedback from this outreach effort will continue to inform planning decisions going forward. We will also be looking for ways to gather this type of feedback from riders and CBOs on an ongoing basis. Based on what we've learned from this process, we will do the following:

## Implement Recommended Strategies

Some route change strategies recommended here may require Title VI Analysis before implementation. In these cases, staff will bring any relevant major services changes to the SFMTA Board with an accompanying analysis for approval.

## Continue and Expand Rider Involvement in the Planning Process

This year, we conducted extensive outreach to riders, CBOs and Muni operators to seek input on key needs across all Equity Neighborhoods. From this outreach, we learned where our data-based findings are confirmed by lived experiences and where there were gaps. In the future, we will maintain ongoing relationships with CBOs and continuously monitor rider feedback on Equity Strategy routes to ensure our data analysis is rounded out by input from riders. Equity Strategy principles will also be integrated into our process for prioritizing capital improvements, along with traditional factors such as ridership and cost effectiveness.

Additional potential strategies in the future may include:
- Having staff attend existing CBO meetings on a regular basis even when there is not specific project proposed
- Working with CBOs to co-lead outreach for route changes when possible
- Institutional outreach to community centers, schools, universities, hospitals, etc., to learn about challenges their constituents face with the transit system
- Working with the San Francisco Unified School District on an annual or biannual basis to conduct a youth rider survey

## Update Recommendations Every Two Years – A Continuous Approach

With each subsequent two-year budget process, we will report back to the SFMTA Board with updated transit performance data and new responsive strategies. As described above, we are moving towards a continuous approach to Equity Strategy implementation, instead of a standalone process every two years. We will continue to report back to the SFMTA Board of Directors with updated transit performance data and new responsive strategies. Over time, we hope to see that transit performance in Equity Strategy Neighborhoods and for seniors and people with disabilities meets or exceeds our system average, which we also expect to improve year over year.

# Acknowledgements

The Muni Service Equity Strategy has been a truly collaborative effort. The SFMTA would like to thank:

# Appendices

# Appendix A

**Muni Service Equity Policy**

Pursuant to SFMTA's core value of social equity and access, the SFMTA shall adopt a Service Equity Strategy every two years on the same cycle as SFMTA's biannual budget to assess Muni service performance in select low income and minority neighborhoods, identify major Muni transit-related challenges impacting selected neighborhoods with community stakeholder outreach, and develop strategies to address the major challenges. The Service Equity Strategy will complement, but will not replace, the annual service monitoring program that SFMTA conducts as part of the SFMTA Title VI program.

SFMTA shall develop performance targets for each strategy based on peer Muni route performance and track progress compared to baseline conditions, performance targets, and year-over-year progress. Performance metrics will include:

- On-Time Performance
- Service Gaps
- Crowding (also serves as a proxy for pass-ups)
- Capacity Utilization
- Travel Times to/from key destinations such as the nearest grocery store, nearest medical facility, City College, downtown, and nearest major park
- Customer satisfaction information

Metrics will include data by time of day (including midday and late evening). Where available, data will be evaluated for conditions within the neighborhood, as well as the route as a whole.

The Service Equity Strategy shall be presented to the SFMTA Board of Directors before the two-year budget request and the two-year budget request shall include, if needed, budget allocation requests to implement the Service Equity Strategy to the extend resources are available.[1] In difficult financial times, the Service Equity Strategy may not recommend increased funding levels, but will focus on more effectively using available resources. If service reductions need to be considered, the Equity Strategy will also guide how to consider the needs of low-income and minority neighborhoods. The Service Equity Strategy shall also be adopted by the SFMTA Board of Directors and presented for input to the San Francisco County Transportation Authority (SFCTA). The performance of routes and impacts of the strategies on performance included in the Service Equity Strategy shall be reported annually to the SFMTA Board of Directors and the SFCTA Board.

Beginning in spring 2014, staff will select neighborhoods based on percentage of low income households, private vehicle availability, race/ethnicity demographics, and disability status and

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[1] In addition to equity needs, it is anticipated that other service objectives will also inform the budget development including ridership growth, overall system performance and conditions on the Rapid network.

establish a performance baseline. Subsequently, the Service Equity Strategy Policy requires the following steps as part of the Two Year Budget Cycle:

- Re-evaluate census data to determine if demographic changes warrant additional or fewer neighborhoods be evaluated. Summer/Fall Year 1

- Analyze performance data for key transit routes in each focus neighborhood and outline the top two-to-three Muni challenges and strategies to improve service performance. Document year-over-year progress against the baseline. Summer/Fall Year 1

- Conduct outreach to community stakeholders to confirm key Muni service issues in each neighborhood and adjust as needed.  This may include community groups, community based organizations, stakeholder interviews, and community meetings. Fall Year 1

- Refine key issues on community input and finalize Service Equity Strategy.  Winter Year 1

- SFMTA Board of Directors reviews and approves Service Equity Strategy.  Winter Year 1

- SFMTA prioritizes resources to implement strategies as needed in conjunction with two year budget cycle.  Spring Year 1

- Implement Service Equity Strategy and track results compared to baseline conditions and performance targets.  Summer Year 1

- Adjust strategies as needed to meet goal.  Summer Year 1 – Summer Year 2

- Report back to the SFMTA Board and SFCTA Board on results Fall/Winter Year 2

- Start process again in Summer/Fall Year 3

# Appendix B

# Appendix B: Dashboards

To support the analysis of key transit needs discussed in Findings and Recommendations, transit performance "dashboards" were created for each Equity Strategy neighborhood as well as for routes heavily used by seniors and people with disabilities. The dashboards, contained in this appendix, use color coding to simplify comparison between populations of interest and system-wide categories as well as comparisons between 2016 baseline and 2017 data, e.g. metrics are flagged as red (worse), green (better), or neutral (same). This section also includes a Glossary that defines all terms used and explains how to interpret the charts.

*Reported results are subject to change as data quality improves or new data becomes available. Travel time estimates are still being updated and data from the 2016 Equity Strategy Report is displayed in the tables below.*

## Symbology

### On-Time Performance Summary
*Comparison between System OTP and Neighborhood OTP*

| | |
|---|---|
| Better Performance | More than 10% above |
| Worse Performance | More than 10% below |
| No Significant Difference | Within 10% |

### Service Gap Summary
*Comparison between System Service Gaps and Neighborhood Service Gaps*

| | |
|---|---|
| Less Service Gaps | More than 5% below |
| More Service Gaps | More than 5% above |
| No Significant Difference | Within 5% |

### Peak Period Crowding
*Comparison between System and Neighborhood Percent of Peak Trips with Crowding*

| | |
|---|---|
| Percentage of Trips | More than 5% above |

### 2016-2017 On-Time Performance Summary
*Neighborhood OTP Changes between 2016-2017*

| | |
|---|---|
| Better Performance | More than 5% increase |
| Worse Performance | More than 5% decrease |
| No Significant Difference | Within 5% |

### 2016-2017 Service Gap Summary
*Neighborhood Service Gaps Changes between 2016-2017*

| | |
|---|---|
| Less Service Gaps | More than 5% decrease |
| More Service Gaps | More than 5% increase |
| No Significant Difference | Within 5% |

### Time Travel
*Compares time travel to key destinations by Muni versus driving*

| | |
|---|---|
| Less Time | Ratio less than 1.0 |
| More Time | Ratio more than 2.0 |

## Glossary

### Definition of Terms

| | |
|---|---|
| Service Category | As part of Muni Forward, SFMTA adopted a new framework that reorganizes Muni service into transit categories. These include: Metro/Rapid (10 mins headways or less & skip stop service), Frequent Local (10 mins or less service), Grid (15 - 30 mins service), Connector (Over 30 min service), Historic, and Specialized.  Each neighborhood route was compared to the systemwide performance of its respective service category. |
| Route | Route number, name, and direction of route that runs through the Equity Strategy Neighborhood |
| Neighborhood Stops | Stops along that route that are located in the Equity Strategy Neighborhood |
| AM Peak | 6AM-9AM |
| Midday | 9AM-2PM |
| School | 2PM-4PM |
| PM Peak | 4PM-7PM |
| Evening | 7PM-10PM |
| Late Night | 10PM-1AM |
| Owl | 1AM-6AM |
| All Day | Average of all time periods |

# Bayview Neighborhood

## Inbound
### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 55.6% | 38.7% | 45.6% | 28.0% | 22.9% | 41.5% | 62.3% |
| Rapid & Frequent | 64.1% | 60.8% | 60.5% | 59.1% | 57.3% | 61.5% | 65.9% |
| Grid | 58.9% | 55.6% | 57.0% | 53.6% | 56.8% | 59.3% | 58.8% |
| Specialized | 66.0% | 48.8% |  | 65.3% | 51.4% |  | 87.6% |
| Connector | 56.7% | 56.9% | 55.5% | 51.7% | 56.6% | 55.6% | 58.8% |
| Owl |  |  |  |  |  |  | 59.9% |

### Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 52.1% | 28.0% | 37.2% | 15.9% | 15.0% | 33.2% | 51.2% |
|  |  | 3rd St&Paul Ave SW-FS/SI | 46.8% | 16.7% | 32.0% | 10.8% | 6.8% | 21.5% | 48.2% |
|  |  | 3rd St&Oakdale/Palou N-NS SI | 45.6% | 17.9% | 34.3% | 11.0% | 6.8% | 23.7% | 56.7% |
| Grid | 19-Polk | Full route | 53.8% | 48.7% | 44.2% | 42.9% | 42.2% | 49.1% | 48.6% |
|  |  | Evans Ave&USPO NE-MB/BZ | 56.5% | 65.3% | 61.2% | 61.8% | 54.0% | 65.8% | 43.6% |
|  | 23-Monterey | Full route | 51.3% | 43.4% | 52.7% | 27.2% | 59.0% | 66.7% | 44.9% |
|  |  | Palou Ave&3rd St E-NS/BZ | 32.3% | 30.8% | 41.6% | 17.0% | 42.3% | 59.7% | 34.6% |
|  |  | Palou Ave&3rd St S-FS/BZ | 40.2% | 33.2% | 39.0% | 16.4% | 46.8% | 65.9% | 28.1% |
|  | 24-Divisadero | Full route | 56.7% | 55.9% | 59.1% | 56.3% | 53.4% | 61.9% | 53.8% |
|  |  | Cortland Ave&Hilton St NW-FS/BZ | 76.2% | 72.5% | 68.4% | 66.1% | 58.4% | 67.5% | 61.3% |
|  |  | Cortland Ave&Bayshore Blvd SW-NS/BZ |  |  |  |  |  |  | 59.3% |
|  | 29-Sunset | Full route | 53.5% | 49.0% | 44.8% | 45.1% | 47.2% | 56.9% | 61.6% |
|  |  | Mansell St&San Bruno Ave W-FS/BZ | 59.2% | 59.7% | 46.5% | 59.8% | 44.5% | 49.6% | 10.4% |
|  | 44-O'Shaughnessy | Full route | 51.2% | 53.9% | 57.6% | 52.9% | 59.1% | 67.6% | 72.1% |
|  |  | Palou Ave&3rd St E-NS/BZ | 65.9% | 65.4% | 65.7% | 67.3% | 81.0% | 81.1% | 76.2% |
|  | 54-Felton | Full route | 60.2% | 55.5% | 55.0% | 55.4% | 57.0% | 67.3% | 66.8% |
|  |  | Williams Ave&3rd St W-NS | 46.6% | 50.6% | 53.9% | 44.8% | 48.7% | 62.8% |  |
| Owl | 91-Owl | Full route | 0.0% |  |  |  |  | 65.5% | 56.3% |
|  |  | US Post Office E-FS/SB |  |  |  |  |  | 53.3% | 62.1% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

## Outbound
### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 41.7% | 26.5% | 29.9% | 17.7% | 15.7% | 33.1% | 52.3% |
| Rapid & Frequent | 66.0% | 59.7% | 59.9% | 54.7% | 57.0% | 57.3% | 64.0% |
| Grid | 60.7% | 56.7% | 57.3% | 50.9% | 57.9% | 61.0% | 56.2% |
| Specialized | 59.1% | 40.0% | 65.3% | 54.1% | 47.4% |  | 64.4% |
| Connector | 64.3% | 64.2% | 63.9% | 61.5% | 62.6% | 61.6% | 72.0% |
| Owl |  |  |  |  |  |  | 54.1% |

### Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 49.0% | 32.6% | 33.0% | 13.2% | 13.8% | 28.4% | 58.2% |
|  |  | 3rd St&Gilman Ave NE-FS/SI | 72.3% | 54.9% | 58.4% | 22.1% | 16.3% | 38.9% | 60.9% |
|  |  | 3rd St&Oakdale/Palou N-FS/SI | 72.2% | 49.7% | 54.8% | 18.5% | 15.6% | 38.3% | 53.6% |
| Grid | 19-Polk | Full route | 52.6% | 46.8% | 49.1% | 37.9% | 48.0% | 48.5% | 32.7% |
|  |  | US Post Office S-FS/BZ | 48.6% | 38.3% | 34.6% | 26.6% | 34.1% | 41.8% | 14.5% |
|  | 23-Monterey | Full route | 46.0% | 45.5% | 63.1% | 47.3% | 64.4% | 72.9% | 59.9% |
|  |  | Palou Ave&3rd St E-NS/BZ | 63.1% | 52.6% | 77.6% | 59.2% | 70.5% | 85.4% | 43.4% |
|  | 24-Divisadero | Full route | 67.2% | 60.5% | 61.0% | 59.9% | 65.1% | 66.6% | 67.9% |
|  |  | Cortland Ave&Bayshore Blvd SW-NS/BZ | 63.9% | 49.2% | 48.5% | 45.0% | 53.5% | 54.9% | 58.0% |
|  | 29-Sunset | Full route | 58.7% | 53.4% | 44.5% | 41.6% | 46.4% | 58.3% | 80.3% |
|  |  | Mansell St&San Bruno Ave S-NS/PS | 50.7% | 38.4% | 33.1% | 27.9% | 39.6% | 44.3% | 0.0% |
|  | 44-O'Shaughnessy | Full route | 55.3% | 53.6% | 51.1% | 46.9% | 57.0% | 59.6% | 40.0% |
|  |  | Palou Ave&3rd St S-FS/BZ | 52.5% | 47.4% | 39.8% | 35.8% | 49.0% | 42.6% | 12.1% |
|  | 54-Felton | Full route | 58.4% | 53.1% | 54.6% | 49.1% | 50.0% | 67.9% | 81.0% |
|  |  | Williams Ave&3rd St N-FS | 61.8% | 55.0% | 58.3% | 59.3% | 53.0% | 70.3% | 87.5% |
| Owl | 91-Owl | Full route | 35.1% |  |  |  |  | 74.4% | 52.3% |
|  |  | US Post Office N-NS/SB | 61.7% |  |  |  |  | 0.0% | 59.8% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

# Bayview Neighborhood

*September – November 2017*

## Inbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| **Rail (Metro)** | 18.0% | 22.6% | 24.1% | 26.2% | 37.1% | 34.7% | 19.7% |
| **Rapid & Frequent** | 11.3% | 11.4% | 11.7% | 13.3% | 16.0% | 13.1% | 11.2% |
| **Grid** | 16.1% | 15.8% | 17.4% | 21.9% | 19.6% | 16.0% | 14.1% |
| **Specialized** | 11.2% | 15.1% | | 9.3% | 12.0% | | |
| **Connector** | 12.2% | 11.9% | 13.5% | 16.3% | 14.1% | 12.6% | 7.6% |
| **Owl** | | | | | | | 15.3% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 20.8% | 24.1% | 28.2% | 30.1% | 40.5% | 43.6% | 20.8% |
| | | 3rd St&Paul Ave SW-FS/SI | 19.9% | 27.0% | 29.7% | 30.8% | 38.5% | 40.4% | 24.7% |
| | | 3rd St&Oakdale/Palou N-NS SI | 19.4% | 25.7% | 27.3% | 31.3% | 39.4% | 40.6% | 22.3% |
| Grid | 19-Polk | Full route | 22.7% | 18.9% | 21.9% | 29.7% | 27.9% | 20.2% | 33.3% |
| | | Evans Ave&USPO NE-MB/BZ | 13.1% | 12.0% | 13.8% | 23.5% | 21.4% | 13.4% | 18.0% |
| | 23-Monterey | Full route | 18.1% | 24.9% | 25.0% | 36.1% | 20.0% | 10.4% | 25.3% |
| | | Palou Ave&3rd St E-NS/BZ | 25.3% | 25.7% | 28.4% | 40.8% | 26.4% | 16.7% | 21.1% |
| | | Palou Ave&3rd St S-FS/BZ | 24.2% | 25.5% | 30.3% | 37.9% | 23.6% | 13.1% | 71.4% |
| | 24-Divisadero | Full route | 10.2% | 11.2% | 14.5% | 16.5% | 14.1% | 9.1% | 8.3% |
| | | Cortland Ave&Hilton St NW-FS/BZ | 5.4% | 5.5% | 8.5% | 11.1% | 9.3% | 6.1% | 9.0% |
| | | Cortland Ave&Bayshore Blvd SW-NS/BZ | | | | | | | 12.1% |
| | 29-Sunset | Full route | 16.0% | 16.0% | 18.4% | 19.1% | 16.9% | 17.5% | 20.1% |
| | | Mansell St&San Bruno Ave W-FS/BZ | 10.5% | 7.6% | 9.5% | 10.5% | 10.1% | 10.7% | |
| | 44-O'Shaughnessy | Full route | 20.1% | 20.5% | 18.1% | 19.8% | 20.9% | 14.7% | 13.4% |
| | | Palou Ave&3rd St E-NS/BZ | 14.2% | 14.8% | 11.1% | 13.5% | 13.6% | 9.0% | 14.5% |
| | 54-Felton | Full route | 17.2% | 17.6% | 21.3% | 27.9% | 22.4% | 17.5% | 16.4% |
| | | Williams Ave&3rd St W-NS | 21.0% | 19.7% | 21.2% | 31.0% | 23.0% | 18.2% | |
| Owl | 91-Owl | Full route | 100.0% | | | | | 12.5% | 17.4% |
| | | US Post Office E-FS/SB | | | | | | | 15.2% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

## Outbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| **Rail (Metro)** | 19.9% | 23.8% | 25.1% | 26.9% | 36.2% | 35.1% | 19.5% |
| **Rapid & Frequent** | 12.1% | 12.7% | 11.9% | 14.4% | 15.8% | 14.3% | 13.1% |
| **Grid** | 16.3% | 16.9% | 18.2% | 21.5% | 19.0% | 14.4% | 14.6% |
| **Specialized** | 9.1% | 21.1% | 10.3% | 16.0% | 19.8% | | 1.9% |
| **Connector** | 14.2% | 10.5% | 11.8% | 14.8% | 12.4% | 8.9% | 3.9% |
| **Owl** | | | | | | | 18.9% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 18.8% | 24.4% | 27.0% | 31.2% | 39.0% | 39.1% | 15.3% |
| | | 3rd St&Gilman Ave NE-FS/SI | 15.0% | 22.5% | 26.9% | 31.1% | 37.7% | 34.8% | 17.4% |
| | | 3rd St&Oakdale/Palou N-FS/SI | 15.7% | 21.9% | 27.9% | 30.7% | 36.2% | 34.7% | 20.1% |
| Grid | 19-Polk | Full route | 28.5% | 23.0% | 23.3% | 32.4% | 24.2% | 18.1% | 11.4% |
| | | US Post Office S-FS/BZ | 30.9% | 28.4% | 32.1% | 39.1% | 28.3% | 21.8% | 15.0% |
| | 23-Monterey | Full route | 21.4% | 24.2% | 23.0% | 36.9% | 17.1% | 10.0% | 15.7% |
| | | Palou Ave&3rd St E-NS/BZ | 18.4% | 20.5% | 23.4% | 31.3% | 19.7% | 24.1% | 18.3% |
| | 24-Divisadero | Full route | 10.2% | 11.8% | 13.0% | 14.9% | 14.0% | 8.3% | 9.1% |
| | | Cortland Ave&Bayshore Blvd SW-NS/BZ | 13.3% | 16.6% | 23.6% | 22.5% | 19.1% | 9.7% | 9.3% |
| | 29-Sunset | Full route | 14.1% | 17.8% | 24.4% | 19.6% | 18.4% | 18.8% | 13.3% |
| | | Mansell St&San Bruno Ave S-NS/PS | 18.3% | 24.7% | 28.7% | 25.5% | 24.8% | 23.5% | 25.0% |
| | 44-O'Shaughnessy | Full route | 15.1% | 14.8% | 15.0% | 15.1% | 14.8% | 16.3% | 14.6% |
| | | Palou Ave&3rd St S-FS/BZ | 16.8% | 17.7% | 21.6% | 18.0% | 18.1% | 25.7% | 11.5% |
| | 54-Felton | Full route | 17.5% | 19.1% | 21.7% | 31.0% | 31.0% | 19.2% | 60.0% |
| | | Williams Ave&3rd St N-FS | 11.7% | 16.4% | 19.1% | 30.3% | 27.6% | 18.8% | |
| Owl | 91-Owl | Full route | 22.2% | | | | | | 16.7% |
| | | US Post Office N-NS/SB | 13.3% | | | | | | 19.3% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

# Bayview Neighborhood

## Peak Period Crowding

| Difference | 5% |
|---|---|

| Route | % of Peak Period Trips Over Capacity* |
|---|---|
| T Third | N/A** |
| 19 Polk | 4% |
| 23 Monterey | 1% |
| 24 Divisadero | 5%*** |
| 29 Sunset | 28% |
| 44 O'Shaughnessy | 31% |
| 54 Felton | 6% |
| System | 13% |

*Note: SFMTA's methodology for measuring vehicle capacity and crowding was updated in early 2018. Year-over-year comparisons to previous years are not yet available.

**Crowding data for Muni Metro rail lines is not yet available. Updated data will be available with the arrival of new LRVs equipped with new automatic passenger counters.

***Crowding data for the 24 Divisadero is from December 2017 and January 2018.

# Bayview Neighborhood

## 2016-2017 On-Time Performance Comparison

### Inbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 52.1% | 28.0% | 37.2% | 15.9% | 15.0% | 33.2% | 51.2% |
| | | 3rd St&Paul Ave SW-FS/SI | 46.8% | 16.7% | 32.0% | 10.8% | 6.8% | 21.5% | 48.2% |
| | | 3rd St&Oakdale/Palou N-NS SI | 45.6% | 17.9% | 34.3% | 11.0% | 6.8% | 23.7% | 56.7% |
| Grid | 19-Polk | Full route | 53.8% | 48.7% | 44.2% | 42.9% | 42.2% | 49.1% | 48.6% |
| | | Evans Ave&USPO NE-MB/BZ | 56.5% | 65.3% | 61.2% | 61.8% | 54.0% | 65.8% | 43.6% |
| | 23-Monterey | Full route | 51.3% | 43.4% | 52.7% | 27.2% | 59.0% | 66.7% | 44.9% |
| | | Palou Ave&3rd St E-NS/BZ | 32.3% | 30.8% | 41.6% | 17.0% | 42.3% | 59.7% | 34.6% |
| | | Palou Ave&3rd St S-FS/BZ | 40.2% | 33.2% | 39.0% | 16.4% | 46.8% | 65.9% | 28.1% |
| | 24-Divisadero | Full route | 56.7% | 55.9% | 59.1% | 56.3% | 53.4% | 61.9% | 53.8% |
| | | Cortland Ave&Hilton St NW-FS/BZ | 76.2% | 72.5% | 68.4% | 66.1% | 58.4% | 67.5% | 61.3% |
| | | Cortland Ave&Bayshore Blvd SW-NS/BZ | | | | | | | 59.3% |
| | 29-Sunset | Full route | 53.5% | 49.0% | 44.8% | 45.1% | 47.2% | 56.9% | 61.6% |
| | | Mansell St&San Bruno Ave W-FS/BZ | 59.2% | 59.7% | 46.5% | 59.8% | 44.5% | 49.6% | 10.4% |
| | 44-O'Shaughnessy | Full route | 51.2% | 53.9% | 57.6% | 52.9% | 59.1% | 67.6% | 72.1% |
| | | Palou Ave&3rd St E-NS/BZ | 65.9% | 65.4% | 65.7% | 67.3% | 81.0% | 81.1% | 76.2% |
| | 54-Felton | Full route | 60.2% | 55.5% | 55.0% | 55.4% | 57.0% | 67.3% | 66.8% |
| | | Williams Ave&3rd St W-NS | 46.6% | 50.6% | 53.9% | 44.8% | 48.7% | 62.8% | |
| Owl | 91-Owl | Full route | 0.0% | | | | | 65.5% | 56.3% |
| | | US Post Office E-FS/SB | | | | | | 53.3% | 62.1% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 49.0% | 32.6% | 33.0% | 13.2% | 13.8% | 28.4% | 58.2% |
| | | 3rd St&Gilman Ave NE-FS/SI | 72.3% | 54.9% | 58.4% | 22.1% | 16.3% | 38.9% | 60.9% |
| | | 3rd St&Oakdale/Palou N-FS/SI | 72.2% | 49.7% | 54.8% | 18.5% | 15.6% | 38.3% | 53.6% |
| Grid | 19-Polk | Full route | 52.6% | 46.8% | 49.1% | 37.9% | 48.0% | 48.5% | 32.7% |
| | | US Post Office S-FS/BZ | 48.6% | 38.3% | 34.6% | 26.6% | 34.1% | 41.8% | 14.5% |
| | 23-Monterey | Full route | 46.0% | 45.5% | 63.1% | 47.3% | 64.4% | 72.9% | 59.9% |
| | | Palou Ave&3rd St E-NS/BZ | 63.1% | 52.6% | 77.6% | 59.2% | 70.5% | 85.4% | 43.4% |
| | 24-Divisadero | Full route | 67.2% | 60.5% | 61.0% | 59.9% | 65.1% | 66.6% | 67.9% |
| | | Cortland Ave&Bayshore Blvd SW-NS/BZ | 63.9% | 49.2% | 48.5% | 45.0% | 53.5% | 54.9% | 58.0% |
| | 29-Sunset | Full route | 58.7% | 53.4% | 44.5% | 41.6% | 46.4% | 58.3% | 80.3% |
| | | Mansell St&San Bruno Ave S-NS/PS | 50.7% | 38.4% | 33.1% | 27.9% | 39.6% | 44.3% | 0.0% |
| | 44-O'Shaughnessy | Full route | 55.3% | 53.6% | 51.1% | 46.9% | 57.0% | 59.6% | 40.0% |
| | | Palou Ave&3rd St S-FS/BZ | 52.5% | 47.4% | 39.8% | 35.8% | 49.0% | 42.6% | 12.1% |
| | 54-Felton | Full route | 58.4% | 53.1% | 54.6% | 49.1% | 50.0% | 67.9% | 81.0% |
| | | Williams Ave&3rd St N-FS | 61.8% | 55.0% | 58.3% | 59.3% | 53.0% | 70.3% | 87.5% |
| Owl | 91-Owl | Full route | 35.1% | | | | | 74.4% | 52.3% |
| | | US Post Office N-NS/SB | 61.7% | | | | | 0.0% | 59.8% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Bayview Neighborhood

## 2016-2017 Service Gaps Comparison

### Inbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 20.8% | 24.1% | 28.2% | 30.1% | 40.5% | 43.6% | 20.8% |
| | | 3rd St&Paul Ave SW-FS/SI | 19.9% | 27.0% | 29.7% | 30.8% | 38.5% | 40.4% | 24.7% |
| | | 3rd St&Oakdale/Palou N-NS SI | 19.4% | 25.7% | 27.3% | 31.3% | 39.4% | 40.6% | 22.3% |
| Grid | 19-Polk | Full route | 22.7% | 18.9% | 21.9% | 29.7% | 27.9% | 20.2% | 33.3% |
| | | Evans Ave&USPO NE-MB/BZ | 13.1% | 12.0% | 13.8% | 23.5% | 21.4% | 13.4% | 18.0% |
| | 23-Monterey | Full route | 18.1% | 24.9% | 25.0% | 36.1% | 20.0% | 10.4% | 25.3% |
| | | Palou Ave&3rd St E-NS/BZ | 25.3% | 25.7% | 28.4% | 40.8% | 26.4% | 16.7% | 21.1% |
| | | Palou Ave&3rd St S-FS/BZ | 24.2% | 25.5% | 30.3% | 37.9% | 23.6% | 13.1% | 71.4% |
| | 24-Divisadero | Full route | 10.2% | 11.2% | 14.5% | 16.5% | 14.1% | 9.1% | 8.3% |
| | | Cortland Ave&Hilton St NW-FS/BZ | 5.4% | 5.5% | 8.5% | 11.1% | 9.3% | 6.1% | 9.0% |
| | | Cortland Ave&Bayshore Blvd SW-NS/BZ | | | | | | | 12.1% |
| | 29-Sunset | Full route | 16.0% | 16.0% | 18.4% | 19.1% | 16.9% | 17.5% | 20.1% |
| | | Mansell St&San Bruno Ave W-FS/BZ | 10.5% | 7.6% | 9.5% | 10.5% | 10.1% | 10.7% | |
| | 44-O'Shaughnessy | Full route | 20.1% | 20.5% | 18.1% | 19.8% | 20.9% | 14.7% | 13.4% |
| | | Palou Ave&3rd St E-NS/BZ | 14.2% | 14.8% | 11.1% | 13.5% | 13.6% | 9.0% | 14.5% |
| | 54-Felton | Full route | 17.2% | 17.6% | 21.3% | 27.9% | 22.4% | 17.5% | 16.4% |
| | | Williams Ave&3rd St W-NS | 21.0% | 19.7% | 21.2% | 31.0% | 23.0% | 18.2% | |
| Owl | 91-Owl | Full route | 100.0% | | | | | 12.5% | 17.4% |
| | | US Post Office E-FS/SB | | | | | | | 15.2% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 18.8% | 24.4% | 27.0% | 31.2% | 39.0% | 39.1% | 15.3% |
| | | 3rd St&Gilman Ave NE-FS/SI | 15.0% | 22.5% | 26.9% | 31.1% | 37.7% | 34.8% | 17.4% |
| | | 3rd St&Oakdale/Palou N-FS/SI | 15.7% | 21.9% | 27.9% | 30.7% | 36.2% | 34.7% | 20.1% |
| Grid | 19-Polk | Full route | 28.5% | 23.0% | 23.3% | 32.4% | 24.2% | 18.1% | 11.4% |
| | | US Post Office S-FS/BZ | 30.9% | 28.4% | 32.1% | 39.1% | 28.3% | 21.8% | 15.0% |
| | 23-Monterey | Full route | 21.4% | 24.2% | 23.0% | 36.9% | 17.1% | 10.0% | 15.7% |
| | | Palou Ave&3rd St E-NS/BZ | 18.4% | 20.5% | 23.4% | 31.3% | 19.7% | 24.1% | 18.3% |
| | 24-Divisadero | Full route | 10.2% | 11.8% | 13.0% | 14.9% | 14.0% | 8.3% | 9.1% |
| | | Cortland Ave&Bayshore Blvd SW-NS/BZ | 13.3% | 16.6% | 23.6% | 22.5% | 19.1% | 9.7% | 9.3% |
| | 29-Sunset | Full route | 14.1% | 17.8% | 24.4% | 19.6% | 18.4% | 18.8% | 13.3% |
| | | Mansell St&San Bruno Ave S-NS/PS | 18.3% | 24.7% | 28.7% | 25.5% | 24.8% | 23.5% | 25.0% |
| | 44-O'Shaughnessy | Full route | 15.1% | 14.8% | 15.0% | 15.1% | 14.8% | 16.3% | 14.6% |
| | | Palou Ave&3rd St S-FS/BZ | 16.8% | 17.7% | 21.6% | 18.0% | 18.1% | 25.7% | 11.5% |
| | 54-Felton | Full route | 17.5% | 19.1% | 21.7% | 31.0% | 31.0% | 19.2% | 60.0% |
| | | Williams Ave&3rd St N-FS | 11.7% | 16.4% | 19.1% | 30.3% | 27.6% | 18.8% | |
| Owl | 91-Owl | Full route | 22.2% | | | | | | 16.7% |
| | | US Post Office N-NS/SB | 13.3% | | | | | | 19.3% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Bayview Neighborhood

Travel Time to Key Destinations

## AM Peak Arrive at 9 am
*Starting Location: Third & Palou*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 44, 9R | 26 | 1 | 12 | 17 | 1.5 |
| Downtown / Montgomery & Market | KT | 31 | 0 | 29 | 34 | 0.9 |
| Nearest Large Park - McLaren | KT, 29 | 26 | 1 | 13 | 18 | 1.4 |
| City College 50 Phelan | 23, 43 | 35 | 1 | 15 | 20 | 1.8 |
| Grocery Store, Grocery Outlet @ Bayshore | KT | 12 | 0 | 10 | 15 | 0.8 |

## Midday Arrive at 12 noon
*Starting Location: Third & Palou*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 44, 9R | 24 | 1 | 11 | 16 | 1.5 |
| Downtown / Montgomery & Market | KT | 30 | 0 | 27 | 32 | 0.9 |
| Nearest Large Park - McLaren | KT, 29 | 27 | 1 | 12 | 17 | 1.6 |
| City College 50 Phelan | 23, 43 | 31 | 1 | 14 | 19 | 1.6 |
| Grocery Store, Grocery Outlet @ Bayshore | KT | 12 | 0 | 10 | 15 | 0.8 |

## PM Peak Arrive at 5 pm
*Starting Location: Third & Palou*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 23, 9R | 24 | 1 | 13 | 18 | 1.3 |
| Downtown / Montgomery & Market | KT | 33 | 0 | 42 | 47 | 0.7 |
| Nearest Large Park - McLaren | KT, 29 | 23 | 1 | 13 | 18 | 1.3 |
| City College 50 Phelan | KT, 8BX | 33 | 1 | 17 | 22 | 1.5 |
| Grocery Store, Grocery Outlet @ Bayshore | KT | 12 | 0 | 11 | 16 | 0.8 |

## Night Leave at 8 pm
*Starting Location: Third & Palou*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 24, 9 | 31 | 1 | 10 | 15 | 2.1 |
| Downtown / Montgomery & Market | KT | 29 | 0 | 25 | 30 | 1.0 |
| Nearest Large Park - McLaren | KT, 29 | 32 | 1 | 12 | 17 | 1.9 |
| City College 50 Phelan | 44, 49 | 27 | 1 | 12 | 17 | 1.6 |
| Grocery Store, Grocery Outlet @ Bayshore | KT | 12 | 0 | 10 | 15 | 0.8 |

# Chinatown Neighborhood

*September – November 2017*

## Inbound
System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 55.6% | 38.7% | 45.6% | 28.0% | 22.9% | 41.5% | 62.3% |
| Rapid & Frequent | 64.1% | 60.8% | 60.5% | 59.1% | 57.3% | 61.5% | 65.9% |
| Grid | 58.9% | 55.6% | 57.0% | 53.6% | 56.8% | 59.3% | 58.8% |
| Specialized | 66.0% | 48.8% | | 65.3% | 51.4% | | 87.6% |
| Connector | 56.7% | 56.9% | 55.5% | 51.7% | 56.6% | 55.6% | 58.8% |
| Owl | | | | | | | 59.9% |

Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 1-California | Full route | 59.7% | 58.0% | 60.4% | 64.9% | 54.2% | 64.2% | 76.4% |
| | | Clay St&Powell St SW-NS/BZ | 56.9% | 51.9% | 57.0% | 64.5% | 52.5% | 63.4% | 80.0% |
| | 8-Bayshore | Full route | 61.9% | 63.3% | 53.0% | 55.4% | 60.6% | 65.2% | 73.2% |
| | | Columbus Ave&Union St NE-FS/BZ | 46.2% | 42.4% | 36.2% | 31.8% | 33.7% | 47.6% | 78.7% |
| | | Kearny St&Sutter St SE-NS/BZ | | | | | | | |
| | 30-Stockton | Full route | 71.3% | 64.4% | 64.9% | 56.3% | 64.6% | 69.3% | 74.2% |
| | | Columbus Ave&Union St NW-NS/BZ | 65.0% | 61.9% | 65.2% | 53.7% | 57.8% | 66.5% | 51.5% |
| | | Stockton St&Sutter St NW-NS/BB | 57.2% | 55.4% | 58.1% | 47.7% | 55.0% | 65.1% | 59.7% |
| Grid | 10-Townsend | Full route | 59.8% | 55.9% | 49.3% | 42.4% | 51.2% | 52.5% | 57.2% |
| | | Pacific Ave&Powell St NE-NS/BZ | 50.4% | 40.1% | 38.2% | 25.4% | 39.3% | 38.9% | 8.6% |
| | 12-Folsom/Pacific | Full route | 48.9% | 46.4% | 48.6% | 47.4% | 56.2% | 48.9% | 64.3% |
| | | Pacific Ave&Powell St NE-NS/BZ | 41.9% | 34.5% | 36.0% | 28.7% | 41.8% | 35.5% | 9.4% |
| | 45-Union/Stockton | Full route | 52.6% | 64.4% | 58.4% | 50.0% | 57.6% | 67.5% | 61.5% |
| | | Stockton St&Sutter St NW-NS/BB | 44.3% | 52.3% | 40.0% | 46.3% | 61.0% | 68.2% | |
| Specialized | 8AX-Bayshore A Express | Full route | 53.9% | 40.0% | | | | | |
| | | Kearny St&Sutter St SE-NS/BZ | 46.1% | 24.7% | | | | | |
| | 8BX-Bayshore B Express | Full route | 61.1% | 40.0% | | | | | |
| | | Columbus Ave&Union St NE-FS/BZ | 36.5% | 25.6% | | | | | |
| | | Kearny St&Sutter St SE-NS/BZ | | | | | | | |
| Owl | 91-Owl | Full route | 0.0% | | | | | 65.5% | 56.3% |
| | | Columbus Ave&Union St NE-FS/BB | | | | | | | 52.0% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

## Outbound
System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 41.7% | 26.5% | 29.9% | 17.7% | 15.7% | 33.1% | 52.3% |
| Rapid & Frequent | 66.0% | 59.7% | 59.9% | 54.7% | 57.0% | 57.3% | 64.0% |
| Grid | 60.7% | 56.7% | 57.3% | 50.9% | 57.9% | 61.0% | 56.2% |
| Specialized | 59.1% | 40.0% | 65.3% | 54.1% | 47.4% | | 64.4% |
| Connector | 64.3% | 64.2% | 63.9% | 61.5% | 62.6% | 61.6% | 72.0% |
| Owl | | | | | | | 54.1% |

Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 1-California | Full route | 72.5% | 65.2% | 65.8% | 66.4% | 60.4% | 49.1% | 62.8% |
| | | Sacramento St&Powell St NE-NS/BZ | 71.1% | 65.2% | 70.0% | 68.5% | 65.3% | 50.1% | 75.0% |
| | 8-Bayshore | Full route | 59.4% | 52.1% | 47.4% | 43.2% | 59.3% | 56.8% | 46.6% |
| | | Columbus Ave&Union St NW-NS/BZ | 65.5% | 58.0% | 56.6% | 71.4% | 68.2% | 59.6% | 45.5% |
| | 30-Stockton | Full route | 68.6% | 61.0% | 55.2% | 47.6% | 59.5% | 61.1% | 58.6% |
| | | Stockton St&Sutter St NE-FS/BB | 72.0% | 70.5% | 51.9% | 46.6% | 62.6% | 57.3% | 64.4% |
| | | Union St&Columbus Ave NE-NS/BZ | | | | | | | |
| Grid | 10-Townsend | Full route | 64.8% | 62.0% | 57.1% | 44.3% | 40.1% | 48.7% | 100.0% |
| | | Pacific Ave&Powell St SW-NS/PS | 64.0% | 67.7% | 60.2% | 52.1% | 45.2% | 52.2% | |
| | 12-Folsom/Pacific | Full route | 54.1% | 45.1% | 53.2% | 50.9% | 57.5% | 60.4% | |
| | | Pacific Ave&Powell St SW-NS/PS | 66.3% | 52.3% | 64.4% | 66.8% | 83.1% | 78.3% | |
| | 45-Union/Stockton | Full route | 63.5% | 57.7% | 52.7% | 38.7% | 47.3% | 61.1% | 18.8% |
| | | Stockton St&Sutter St NE-FS/BB | 61.8% | 61.5% | 44.0% | 35.0% | 42.4% | 56.0% | |
| | | Union St&Columbus Ave NE-NS/BZ | 65.4% | 51.3% | 55.6% | 38.1% | 46.9% | 60.0% | 0.0% |
| Specialized | 8AX-Bayshore A Expre.. | Full route | | | | 56.2% | 36.3% | 18.1% | |
| | 8BX-Bayshore B Express | Full route | | | | 73.4% | 50.6% | 42.5% | |
| | | Columbus Ave&Union St NW-NS/BZ | | | | | | | |
| Owl | 91-Owl | Full route | 35.1% | | | | | 74.4% | 52.3% |
| | | Columbus Ave&Union St NW-NS/BZ | | | | | | | 30.9% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

# Chinatown Neighborhood

*September – November 2017*

## Inbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 18.0% | 22.6% | 24.1% | 26.2% | 37.1% | 34.7% | 19.7% |
| Rapid & Frequent | 11.3% | 11.4% | 11.7% | 13.3% | 16.0% | 13.1% | 11.2% |
| Grid | 16.1% | 15.8% | 17.4% | 21.9% | 19.6% | 16.0% | 14.1% |
| Specialized | 11.2% | 15.1% | | 9.3% | 12.0% | | |
| Connector | 12.2% | 11.9% | 13.5% | 16.3% | 14.1% | 12.6% | 7.6% |
| Owl | | | | | | | 15.3% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 1-California | Full route | 6.9% | 7.3% | 10.0% | 8.6% | 18.0% | 12.8% | 8.6% |
| | | Clay St&Powell St SW-NS/BZ | 6.6% | 9.6% | 12.4% | 8.6% | 18.4% | 12.3% | 3.9% |
| | 8-Bayshore | Full route | 17.4% | 10.8% | 12.0% | 12.6% | 12.6% | 11.2% | 9.9% |
| | | Columbus Ave&Union St NE-FS/BZ | 24.0% | 18.4% | 21.3% | 18.9% | 22.5% | 23.8% | 22.2% |
| | | Kearny St&Sutter St SE-NS/BZ | | | | | | | |
| | 30-Stockton | Full route | 6.5% | 8.5% | 8.4% | 10.0% | 13.5% | 9.4% | 4.1% |
| | | Columbus Ave&Union St NW-NS/BZ | 7.5% | 8.1% | 6.0% | 9.2% | 14.1% | 7.1% | 3.0% |
| | | Stockton St&Sutter St NW-NS/BB | 9.1% | 9.5% | 8.4% | 9.9% | 13.7% | 9.2% | 2.9% |
| Grid | 10-Townsend | Full route | 20.2% | 15.2% | 14.5% | 26.8% | 27.4% | 18.4% | 3.6% |
| | | Pacific Ave&Powell St NE-NS/BZ | 21.0% | 21.8% | 17.4% | 32.2% | 30.1% | 16.7% | |
| | 12-Folsom/Pacific | Full route | 20.2% | 20.7% | 18.1% | 19.1% | 15.2% | 7.5% | 0.0% |
| | | Pacific Ave&Powell St NE-NS/BZ | 22.8% | 26.5% | 23.9% | 21.6% | 23.6% | 10.1% | |
| | 45-Union/Stockton | Full route | 4.6% | 12.8% | 18.4% | 24.0% | 19.7% | 7.7% | 0.0% |
| | | Stockton St&Sutter St NW-NS/BB | 1.7% | 13.6% | 16.0% | 22.0% | 17.1% | 5.0% | |
| Specialized | 8AX-Bayshore A Express | Full route | 11.7% | 13.9% | | | | | |
| | | Kearny St&Sutter St SE-NS/BZ | 14.8% | 17.0% | | | | | |
| | 8BX-Bayshore B Express | Full route | 18.2% | 15.9% | | | | | |
| | | Columbus Ave&Union St NE-FS/BZ | 25.7% | 19.2% | | | | | |
| | | Kearny St&Sutter St SE-NS/BZ | | | | | | | |
| Owl | 91-Owl | Full route | 100.0% | | | | | 12.5% | 17.4% |
| | | Columbus Ave&Union St NE-FS/BB | | | | | | | 20.9% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

## Outbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 19.9% | 23.8% | 25.1% | 26.9% | 36.2% | 35.1% | 19.5% |
| Rapid & Frequent | 12.1% | 12.7% | 11.9% | 14.4% | 15.8% | 14.3% | 13.1% |
| Grid | 16.3% | 16.9% | 18.2% | 21.5% | 19.0% | 14.4% | 14.6% |
| Specialized | 9.1% | 21.1% | 10.3% | 16.0% | 19.8% | | 1.9% |
| Connector | 14.2% | 10.5% | 11.8% | 14.8% | 12.4% | 8.9% | 3.9% |
| Owl | | | | | | | 18.9% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 1-California | Full route | 7.8% | 6.2% | 7.7% | 6.6% | 12.3% | 15.5% | 20.9% |
| | | Sacramento St&Powell St NE-NS/BZ | 2.7% | 4.6% | 4.8% | 3.8% | 10.2% | 15.4% | 10.0% |
| | 8-Bayshore | Full route | 14.0% | 12.5% | 9.2% | 14.9% | 12.0% | 10.3% | 11.0% |
| | | Columbus Ave&Union St NW-NS/BZ | 9.6% | 9.0% | 4.8% | | 8.9% | 4.2% | 0.0% |
| | 30-Stockton | Full route | 9.5% | 8.9% | 7.7% | 10.3% | 13.8% | 8.5% | 10.7% |
| | | Stockton St&Sutter St NE-FS/BB | 5.3% | 6.8% | 6.5% | 9.4% | 12.7% | 5.4% | 6.8% |
| | | Union St&Columbus Ave NE-NS/BZ | | | | | | | |
| Grid | 10-Townsend | Full route | 19.3% | 12.5% | 15.9% | 23.6% | 27.0% | 20.2% | |
| | | Pacific Ave&Powell St SW-NS/PS | 14.6% | 9.1% | 11.7% | 19.8% | 19.4% | 18.5% | |
| | 12-Folsom/Pacific | Full route | 19.7% | 25.1% | 16.2% | 17.3% | 13.8% | 5.7% | |
| | | Pacific Ave&Powell St SW-NS/PS | 10.1% | 19.6% | 9.3% | 11.0% | 9.0% | 1.5% | |
| | 45-Union/Stockton | Full route | 10.6% | 15.6% | 19.0% | 17.4% | 27.3% | 5.5% | 30.8% |
| | | Stockton St&Sutter St NE-FS/BB | 5.8% | 15.4% | 20.0% | 15.0% | 27.3% | 0.0% | |
| | | Union St&Columbus Ave NE-NS/BZ | 12.2% | 15.4% | 25.9% | 21.4% | 31.3% | 4.3% | 0.0% |
| Specialized | 8AX-Bayshore A Express | Full route | | | | 10.6% | 15.3% | 32.3% | |
| | 8BX-Bayshore B Express | Full route | | | | 9.9% | 12.1% | 20.0% | |
| | | Columbus Ave&Union St NW-NS/BZ | | | | | | | |
| Owl | 91-Owl | Full route | 22.2% | | | | | | 16.7% |
| | | Columbus Ave&Union St NW-NS/BZ | | | | | | | 7.9% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

# Chinatown Neighborhood

Peak Period Crowding

| | Difference | 5% |
|---|---|---|

| Route | % of Peak Period Trips Over Capacity* |
|---|---|
| 1 California | 21% |
| 8 Bayshore | 27% |
| 8AX Bayshore Exp. | 18% |
| 8BX Bayshore Exp. | 12% |
| 10 Townsend | 28% |
| 12 Folsom | 7% |
| 30 Stockton | 3% |
| 45 Union/Stockton | 8% |
| System | 13% |

*Note: SFMTA's methodology for measuring vehicle capacity and crowding was updated in early 2018. Year-over-year comparisons to previous years are not yet available.

| Route | % of Peak Period Trips Over Capacity* |
|---|---|

# Chinatown Neighborhood

## 2016-2017 On-Time Performance Comparison

### Inbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 1-California | Full route | 59.7% | 58.0% | 60.4% | 64.9% | 54.2% | 64.2% | 76.4% |
| | | Clay St&Powell St SW-NS/BZ | 56.9% | 51.9% | 57.0% | 64.5% | 52.5% | 63.4% | 80.0% |
| | 8-Bayshore | Full route | 61.9% | 63.3% | 53.0% | 55.4% | 60.6% | 65.2% | 73.2% |
| | | Columbus Ave&Union St NE-FS/BZ | 46.2% | 42.4% | 36.2% | 31.8% | 33.7% | 47.6% | 78.7% |
| | | Kearny St&Sutter St SE-NS/BZ | | | | | | | |
| | 30-Stockton | Full route | 71.3% | 64.4% | 64.9% | 56.3% | 64.6% | 69.3% | 74.2% |
| | | Columbus Ave&Union St NW-NS/BZ | 65.0% | 61.9% | 65.2% | 53.7% | 57.8% | 66.5% | 51.5% |
| | | Stockton St&Sutter St NW-NS/BB | 57.2% | 55.4% | 58.1% | 47.7% | 55.0% | 65.1% | 59.7% |
| Grid | 10-Townsend | Full route | 59.8% | 55.9% | 49.3% | 42.4% | 51.2% | 52.5% | 57.2% |
| | | Pacific Ave&Powell St NE-NS/BZ | 50.4% | 40.1% | 38.2% | 25.4% | 39.3% | 38.9% | 8.8% |
| | 12-Folsom/Pacific | Full route | 48.9% | 46.4% | 48.6% | 47.4% | 56.2% | 48.9% | 64.3% |
| | | Pacific Ave&Powell St NE-NS/BZ | 41.9% | 34.5% | 36.0% | 28.7% | 41.8% | 35.5% | 9.4% |
| | 45-Union/Stockton | Full route | 52.6% | 64.4% | 58.4% | 50.0% | 57.6% | 67.5% | 61.5% |
| | | Stockton St&Sutter St NW-NS/BB | 44.3% | 52.3% | 40.0% | 46.3% | 61.0% | 68.2% | |
| Specialized | 8AX-Bayshore A Express | Full route | 53.9% | 40.0% | | | | | |
| | | Kearny St&Sutter St SE-NS/BZ | 46.1% | 24.7% | | | | | |
| | 8BX-Bayshore B Express | Full route | 61.1% | 40.0% | | | | | |
| | | Columbus Ave&Union St NE-FS/BZ | 36.5% | 25.6% | | | | | |
| | | Kearny St&Sutter St SE-NS/BZ | | | | | | | |
| Owl | 91-Owl | Full route | 0.0% | | | | | 65.5% | 56.3% |
| | | Columbus Ave&Union St NE-FS/BB | | | | | | | 52.0% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 1-California | Full route | 72.5% | 65.2% | 65.8% | 66.4% | 60.4% | 49.1% | 62.8% |
| | | Sacramento St&Powell St NE-FS/BZ | 71.1% | 65.2% | 70.0% | 68.5% | 65.3% | 50.1% | 75.0% |
| | 8-Bayshore | Full route | 59.4% | 52.1% | 47.4% | 43.2% | 59.3% | 56.8% | 46.6% |
| | | Columbus Ave&Union St NW-NS/BZ | 65.5% | 58.0% | 56.6% | 71.4% | 68.2% | 59.6% | 45.5% |
| | 30-Stockton | Full route | 68.6% | 61.0% | 55.2% | 47.6% | 59.5% | 61.1% | 58.6% |
| | | Stockton St&Sutter St NE-FS/BB | 72.0% | 70.5% | 51.9% | 46.6% | 62.6% | 57.3% | 64.4% |
| | | Union St&Columbus Ave NE-NS/BZ | | | | | | | |
| Grid | 10-Townsend | Full route | 64.8% | 62.0% | 57.1% | 44.3% | 40.1% | 48.7% | 100.0% |
| | | Pacific Ave&Powell St SW-NS/PS | 64.0% | 67.7% | 60.2% | 52.1% | 45.2% | 52.2% | |
| | 12-Folsom/Pacific | Full route | 54.1% | 45.1% | 53.2% | 50.9% | 57.5% | 60.4% | |
| | | Pacific Ave&Powell St SW-NS/PS | 66.3% | 52.3% | 64.4% | 66.8% | 83.1% | 78.3% | |
| | 45-Union/Stockton | Full route | 63.5% | 57.7% | 52.7% | 38.7% | 47.3% | 61.1% | 18.8% |
| | | Stockton St&Sutter St NE-FS/BB | 61.8% | 61.5% | 44.0% | 35.0% | 42.4% | 56.0% | |
| | | Union St&Columbus Ave NE-NS/BZ | 65.4% | 51.3% | 55.6% | 38.1% | 46.9% | 60.0% | 0.0% |
| Specialized | 8AX-Bayshore A Expre.. | Full route | | | 56.2% | 36.3% | 18.1% | | |
| | 8BX-Bayshore B Express | Full route | | | 73.4% | 50.6% | 42.5% | | |
| | | Columbus Ave&Union St NW-NS/BZ | | | | | | | |
| Owl | 91-Owl | Full route | 35.1% | | | | | 74.4% | 52.3% |
| | | Columbus Ave&Union St NW-NS/BZ | | | | | | | 30.9% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Chinatown Neighborhood

## 2016-2017 Service Gaps Comparison

### Inbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 1-California | Full route | 6.9% | 7.3% | 10.0% | 8.6% | 18.0% | 12.8% | 8.6% |
| | | Clay St&Powell St SW-NS/BZ | 6.6% | 9.6% | 12.4% | 8.6% | 18.4% | 12.3% | 3.9% |
| | 8-Bayshore | Full route | 17.4% | 10.8% | 12.0% | 12.6% | 12.6% | 11.2% | 9.9% |
| | | Columbus Ave&Union St NE-FS/BZ | 24.0% | 18.4% | 21.3% | 18.9% | 22.5% | 23.8% | 22.2% |
| | | Kearny St&Sutter St SE-NS/BZ | | | | | | | |
| | 30-Stockton | Full route | 6.5% | 8.5% | 8.4% | 10.0% | 13.5% | 9.4% | 4.1% |
| | | Columbus Ave&Union St NW-NS/BZ | 7.5% | 8.1% | 6.0% | 9.2% | 14.1% | 7.1% | 3.0% |
| | | Stockton St&Sutter St NW-NS/BB | 9.1% | 9.5% | 8.4% | 9.9% | 13.7% | 9.2% | 2.9% |
| Grid | 10-Townsend | Full route | 20.2% | 15.2% | 14.5% | 26.8% | 27.4% | 18.4% | 3.6% |
| | | Pacific Ave&Powell St NE-NS/BZ | 21.0% | 21.8% | 17.4% | 32.2% | 30.1% | 16.7% | |
| | 12-Folsom/Pacific | Full route | 20.2% | 20.7% | 18.1% | 19.1% | 15.2% | 7.5% | 0.0% |
| | | Pacific Ave&Powell St NE-NS/BZ | 22.8% | 26.5% | 23.9% | 21.6% | 23.6% | 10.1% | |
| | 45-Union/Stockton | Full route | 4.6% | 12.8% | 18.4% | 24.0% | 19.7% | 7.7% | 0.0% |
| | | Stockton St&Sutter St NW-NS/BB | 1.7% | 13.6% | 16.0% | 22.0% | 17.1% | 5.0% | |
| Specialized | 8AX-Bayshore A Express | Full route | 11.7% | 13.9% | | | | | |
| | | Kearny St&Sutter St SE-NS/BZ | 14.8% | 17.0% | | | | | |
| | 8BX-Bayshore B Express | Full route | 18.2% | 15.9% | | | | | |
| | | Columbus Ave&Union St NE-FS/BZ | 25.7% | 19.2% | | | | | |
| | | Kearny St&Sutter St SE-NS/BZ | | | | | | | |
| Owl | 91-Owl | Full route | 100.0% | | | | | 12.5% | 17.4% |
| | | Columbus Ave&Union St NE-FS/BB | | | | | | | 20.9% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 1-California | Full route | 7.8% | 6.2% | 7.7% | 6.6% | 12.3% | 15.5% | 20.9% |
| | | Sacramento St&Powell St NE-NS/BZ | 2.7% | 4.6% | 4.8% | 3.8% | 10.2% | 15.4% | 10.0% |
| | 8-Bayshore | Full route | 14.0% | 12.5% | 9.2% | 14.9% | 12.0% | 10.3% | 11.0% |
| | | Columbus Ave&Union St NW-NS/BZ | 9.6% | 9.0% | 4.8% | | 8.9% | 4.2% | 0.0% |
| | 30-Stockton | Full route | 9.5% | 8.9% | 7.7% | 10.3% | 13.8% | 8.5% | 10.7% |
| | | Stockton St&Sutter St NE-FS/BB | 5.3% | 6.8% | 6.5% | 9.4% | 12.7% | 5.4% | 6.8% |
| | | Union St&Columbus Ave NE-NS/BZ | | | | | | | |
| Grid | 10-Townsend | Full route | 19.3% | 12.5% | 15.9% | 23.6% | 27.0% | 20.2% | |
| | | Pacific Ave&Powell St SW-NS/PS | 14.6% | 9.1% | 11.7% | 19.8% | 19.4% | 18.5% | |
| | 12-Folsom/Pacific | Full route | 19.7% | 25.1% | 16.2% | 17.3% | 13.8% | 5.7% | |
| | | Pacific Ave&Powell St SW-NS/PS | 10.1% | 19.6% | 9.3% | 11.0% | 9.0% | 1.5% | |
| | 45-Union/Stockton | Full route | 10.6% | 15.6% | 19.0% | 17.4% | 27.3% | 5.5% | 30.8% |
| | | Stockton St&Sutter St NE-FS/BB | 5.8% | 15.4% | 20.0% | 15.0% | 27.3% | 0.0% | |
| | | Union St&Columbus Ave NE-NS/BZ | 12.2% | 15.4% | 25.9% | 21.4% | 31.3% | 4.3% | 0.0% |
| Specialized | 8AX-Bayshore A Express | Full route | | | | 10.6% | 15.3% | 32.3% | |
| | 8BX-Bayshore B Express | Full route | | | | 9.9% | 12.1% | 20.0% | |
| | | Columbus Ave&Union St NW-NS/BZ | | | | | | | |
| Owl | 91-Owl | Full route | 22.2% | | | | | | 16.7% |
| | | Columbus Ave&Union St NW-NS/BZ | | | | | | | 7.9% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Chinatown Neighborhood

Travel Time to Key Destinations

### AM Peak Arrive at 9 am
*Starting Location: Stockton & Pacific*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 8, 27 | 42 | 1 | 26 | 31 | 1.4 |
| Downtown / Montgomery & Market | 10 or 12 | 16 | 0 | 10 | 15 | 1.1 |
| Nearest Large Park - The Presidio | 45 | 21 | 0 | 13 | 18 | 1.2 |
| City College 50 Phelan | 8, KT | 52 | 1 | 32 | 37 | 1.4 |
| Grocery Store, Safeway @ North Point | 45 | 25 | 0 | 12 | 17 | 1.5 |

### Midday Arrive at 12 noon
*Starting Location: Stockton & Pacific*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 8, 9R | 40 | 1 | 27 | 32 | 1.3 |
| Downtown / Montgomery & Market | 10 or 12 | 15 | 0 | 11 | 16 | 0.9 |
| The Presidio | 45 | 22 | 0 | 13 | 18 | 1.2 |
| City College 50 Phelan | 30, KT | 54 | 1 | 29 | 34 | 1.6 |
| Grocery Store, Safeway @ North Point | 45 | 25 | 0 | 11 | 16 | 1.6 |

### PM Peak Arrive at 5 pm
*Starting Location: Stockton & Pacific*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 8BX, 9R | 42 | 1 | 33 | 38 | 1.1 |
| Downtown / Montgomery & Market | 10 or 12 | 16 | 0 | 13 | 18 | 0.9 |
| Nearest Large Park - The Presidio | 45 | 25 | 0 | 13 | 18 | 1.4 |
| City College 50 Phelan | 30, KT, 43 | 57 | 2 | 42 | 47 | 1.2 |
| Grocery Store, Safeway @ North Point | 30 | 26 | 0 | 12 | 17 | 1.5 |

### Night Leave at 8 pm
*Starting Location: Stockton & Pacific*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 10 | 37 | 0 | 26 | 31 | 1.2 |
| Downtown / Montgomery & Market | 10 or 12 | 14 | 0 | 11 | 16 | 0.9 |
| Nearest Large Park - The Presidio | 45 | 20 | 0 | 13 | 18 | 1.1 |
| City College 50 Phelan | 8 | 55 | 0 | 26 | 31 | 1.8 |
| Grocery Store, Safeway @ North Point | 30 | 22 | 0 | 11 | 16 | 1.4 |

# Excelsior-Outer Mission Neighborhood

*September – November 2017*

## Inbound

### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 55.6% | 38.7% | 45.6% | 28.0% | 22.9% | 41.5% | 62.3% |
| Rapid & Frequent | 64.1% | 60.8% | 60.5% | 59.1% | 57.3% | 61.5% | 65.9% |
| Grid | 58.9% | 55.6% | 57.0% | 53.6% | 56.8% | 59.3% | 58.8% |
| Specialized | 66.0% | 48.8% | | 65.3% | 51.4% | | 87.6% |
| Connector | 56.7% | 56.9% | 55.5% | 51.7% | 56.6% | 55.6% | 58.8% |
| Owl | | | | | | | 59.9% |

### Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 61.9% | 63.3% | 53.0% | 55.4% | 60.6% | 65.2% | 73.2% |
| | | Geneva Ave & Mission St E-FS/BZ | 75.4% | 77.0% | 66.5% | 71.7% | 79.9% | 80.1% | 75.6% |
| | | City College Terminal (Phelan Loop) NW-NS/.. | 84.5% | 79.6% | 78.3% | 81.8% | 76.1% | 80.7% | 83.1% |
| | 14-Mission | Full route | 64.4% | 59.2% | 61.9% | 65.7% | 60.1% | 62.9% | 58.5% |
| | | Mission St&Geneva Ave E-FS/BZ | 74.8% | 72.0% | 78.2% | 77.4% | 69.9% | 74.5% | 62.5% |
| | 14R-Mission Rapid | Full route | 61.8% | 66.8% | 65.7% | 64.4% | 23.8% | | 75.0% |
| | | Mission St&Geneva Ave E-FS/BZ | 68.9% | 72.9% | 72.1% | 76.2% | | | |
| | 49-Van Ness/Mission | Full route | 63.2% | 59.0% | 60.4% | 58.0% | 55.6% | 63.8% | 64.4% |
| | | Mission St&Silver Ave S-NS/BZ | 60.3% | 75.6% | 78.8% | 77.1% | 64.1% | 83.2% | 75.8% |
| Grid | 29-Sunset | Full route | 53.5% | 49.0% | 44.8% | 45.1% | 47.2% | 56.9% | 61.6% |
| | | Balboa Park BART Station NE-MB/BZ | 51.6% | 44.0% | 45.6% | 34.9% | 32.7% | 66.0% | 76.9% |
| | 43-Masonic | Full route | 54.1% | 55.6% | 65.3% | 59.9% | 56.9% | 44.2% | 50.7% |
| | | Geneva Ave & Mission St E-NS/BZ | 57.9% | 58.1% | 70.8% | 74.3% | 69.2% | 58.3% | 53.8% |
| Connector | 52-Excelsior | Full route | 49.2% | 60.5% | 58.5% | 62.1% | 74.5% | 75.2% | |
| | | Mission St&Excelsior Ave E-FS/BZ | 51.9% | 57.7% | 68.7% | 67.0% | 83.0% | 83.6% | |
| Specialized | 8BX-Bayshore B Express | Full route | 61.1% | 40.0% | | | | | |
| | | Geneva Ave & Mission St E-FS/BZ | | | | | | | |
| | | City College Terminal (Phelan Loop) NW-NS/.. | 83.9% | 68.4% | | | | | |
| | 14X-Mission Express | Full route | 63.4% | 55.3% | | | | | |
| | | Mission St&Geneva Ave E-FS/BZ | 74.0% | 66.8% | | | | | |
| Owl | 91-Owl | Full route | 0.0% | | | | | 65.5% | 56.3% |
| | | Geneva Ave & Mission St E-FS/BZ | | | | | | 62.7% | 71.4% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

## Outbound

### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 41.7% | 26.5% | 29.9% | 17.7% | 15.7% | 33.1% | 52.3% |
| Rapid & Frequent | 66.0% | 59.7% | 59.9% | 54.7% | 57.0% | 57.3% | 64.0% |
| Grid | 60.7% | 56.7% | 57.3% | 50.9% | 57.9% | 61.0% | 56.2% |
| Specialized | 59.1% | 40.0% | 65.3% | 54.1% | 47.4% | | 64.4% |
| Connector | 64.3% | 64.2% | 63.9% | 61.5% | 62.6% | 61.6% | 72.0% |
| Owl | | | | | | | 54.1% |

### Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 59.4% | 52.1% | 47.4% | 43.2% | 59.3% | 56.8% | 46.6% |
| | | Geneva Ave & Mission St E-NS/BZ | 39.0% | 35.0% | 36.8% | 35.6% | 35.0% | 39.3% | 51.9% |
| | 14-Mission | Full route | 62.8% | 55.1% | 60.4% | 55.4% | 51.9% | 55.9% | 54.4% |
| | | Mission St&Geneva Ave W-FS/BZ | 60.9% | 48.8% | 49.8% | 47.1% | 43.4% | 48.8% | 47.8% |
| | 14R-Mission Rapid | Full route | 64.8% | 59.2% | 57.6% | 54.6% | 55.3% | | 100.0% |
| | | Mission St&Geneva Ave W-FS/BZ | 66.6% | 53.3% | 53.3% | 45.4% | 50.8% | | |
| | 49-Van Ness/Mission | Full route | 67.1% | 59.8% | 62.1% | 54.8% | 68.2% | 56.1% | 92.6% |
| | | Ocean Ave&Mission St NW-FS/PS | 57.2% | 46.3% | 47.7% | 42.7% | 54.8% | 40.7% | |
| Grid | 29-Sunset | Full route | 58.7% | 53.4% | 44.5% | 41.6% | 46.4% | 58.3% | 80.3% |
| | | Balboa Park BART Station SW-MB/BZ | 44.9% | 41.8% | 37.6% | 33.4% | 39.5% | 52.8% | |
| | 43-Masonic | Full route | 62.3% | 57.5% | 58.3% | 52.0% | 57.7% | 45.9% | 59.6% |
| | | Geneva Ave & Mission St E-FS/BZ | 46.4% | 48.7% | 49.5% | 33.6% | 46.1% | 38.2% | 28.2% |
| Connector | 52-Excelsior | Full route | 68.9% | 66.9% | 74.1% | 75.6% | 85.6% | 87.7% | |
| | | Excelsior Ave&Mission St S-FS/BZ | 50.9% | 76.4% | 69.3% | 66.1% | 82.8% | 79.9% | |
| Specialized | 8BX-Bayshore B Express | Full route | | | 73.4% | 50.6% | 42.5% | | |
| | | Geneva Ave & Mission St E-NS/BZ | | | | 37.7% | 44.7% | | |
| | 14X-Mission Express | Full route | | | 69.7% | 48.9% | 21.4% | | |
| | | Mission St&Geneva Ave W-FS/BZ | | | 61.5% | 47.2% | 25.0% | | |
| Owl | 91-Owl | Full route | 35.1% | | | | | 74.4% | 52.3% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

# Excelsior-Outer Mission Neighborhood

*September – November 2017*

## Inbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 18.0% | 22.6% | 24.1% | 26.2% | 37.1% | 34.7% | 19.7% |
| Rapid & Frequent | 11.3% | 11.4% | 11.7% | 13.3% | 16.0% | 13.1% | 11.2% |
| Grid | 16.1% | 15.8% | 17.4% | 21.9% | 19.6% | 16.0% | 14.1% |
| Specialized | 11.2% | 15.1% | | 9.3% | 12.0% | | |
| Connector | 12.2% | 11.9% | 13.5% | 16.3% | 14.1% | 12.6% | 7.6% |
| Owl | | | | | | | 15.3% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 17.4% | 10.8% | 12.0% | 12.6% | 12.6% | 11.2% | 9.9% |
| | | Geneva Ave & Mission St E-FS/BZ | 8.9% | 6.9% | 7.6% | 8.5% | 7.7% | 5.6% | 5.2% |
| | | City College Terminal (Phelan Loop) NW-... | 29.4% | 6.0% | 6.5% | 8.6% | 7.2% | 6.7% | 43.9% |
| | 14-Mission | Full route | 10.2% | 9.5% | 13.9% | 11.4% | 16.3% | 17.7% | 15.4% |
| | | Mission St&Geneva Ave E-FS/BZ | 5.5% | 6.9% | 10.5% | 7.9% | 11.6% | 12.1% | 8.9% |
| | 14R-Mission Rapid | Full route | 10.2% | 10.1% | 10.9% | 13.0% | 60.0% | | |
| | | Mission St&Geneva Ave E-FS/BZ | 5.7% | 7.7% | 8.0% | 9.6% | | | |
| | 49-Van Ness/Mission | Full route | 13.6% | 9.4% | 10.4% | 12.4% | 10.3% | 7.3% | 4.7% |
| | | Mission St&Silver Ave S-NS/BZ | 6.1% | 7.0% | 10.2% | 9.2% | 8.3% | 5.3% | 2.1% |
| Grid | 29-Sunset | Full route | 16.0% | 16.0% | 18.4% | 19.1% | 16.9% | 17.5% | 20.1% |
| | | Balboa Park BART Station NE-MB/BZ | 11.6% | 13.2% | 10.1% | 14.7% | 9.2% | 13.6% | 32.1% |
| | 43-Masonic | Full route | 21.9% | 12.1% | 11.1% | 17.0% | 20.2% | 25.3% | 18.2% |
| | | Geneva Ave & Mission St E-NS/BZ | 10.5% | 5.6% | 4.7% | 12.0% | 16.9% | 26.2% | 12.3% |
| Connector | 52-Excelsior | Full route | 14.6% | 9.8% | 7.3% | 15.2% | 8.4% | 8.8% | |
| | | Mission St&Excelsior Ave E-FS/BZ | 13.7% | 7.0% | 4.2% | 13.7% | 5.5% | 4.0% | |
| Specialized | 8BX-Bayshore B Express | Full route | 18.2% | 15.9% | | | | | |
| | | Geneva Ave & Mission St E-FS/BZ | | | | | | | |
| | | City College Terminal (Phelan Loop) NW-... | 18.4% | 8.6% | | | | | |
| | 14X-Mission Express | Full route | 12.3% | 15.5% | | | | | |
| | | Mission St&Geneva Ave E-FS/BZ | 8.7% | 9.3% | | | | | |
| Owl | 91-Owl | Full route | 100.0% | | | | | 12.5% | 17.4% |
| | | Geneva Ave & Mission St E-FS/BZ | | | | | | 0.0% | 12.2% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

## Outbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 19.9% | 23.8% | 25.1% | 26.9% | 36.2% | 35.1% | 19.5% |
| Rapid & Frequent | 12.1% | 12.7% | 11.9% | 14.4% | 15.8% | 14.3% | 13.1% |
| Grid | 16.3% | 16.9% | 18.2% | 21.5% | 19.0% | 14.4% | 14.6% |
| Specialized | 9.1% | 21.1% | 10.3% | 16.0% | 19.8% | | 1.9% |
| Connector | 14.2% | 10.5% | 11.8% | 14.8% | 12.4% | 8.9% | 3.9% |
| Owl | | | | | | | 18.9% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 14.0% | 12.5% | 9.2% | 14.9% | 12.0% | 10.3% | 11.0% |
| | | Geneva Ave & Mission St E-NS/BZ | 23.3% | 18.3% | 16.2% | 13.4% | 22.5% | 22.8% | 40.0% |
| | 14-Mission | Full route | 12.4% | 16.1% | 16.7% | 15.7% | 18.1% | 19.2% | 15.9% |
| | | Mission St&Geneva Ave W-FS/BZ | 13.3% | 19.2% | 20.7% | 18.1% | 20.9% | 22.1% | 13.3% |
| | 14R-Mission Rapid | Full route | 11.5% | 12.2% | 11.8% | 13.8% | 16.8% | | |
| | | Mission St&Geneva Ave W-FS/BZ | 10.6% | 13.4% | 16.3% | 16.8% | 16.2% | | |
| | 49-Van Ness/Mission | Full route | 10.0% | 11.2% | 12.9% | 15.1% | 10.3% | 6.1% | 1.1% |
| | | Ocean Ave&Mission St NW-FS/PS | 12.4% | 15.4% | 15.9% | 17.4% | 16.9% | 8.6% | |
| Grid | 29-Sunset | Full route | 14.1% | 17.8% | 24.4% | 19.6% | 18.4% | 18.8% | 13.3% |
| | | Balboa Park BART Station SW-MB/BZ | 15.7% | 22.3% | 26.3% | 22.8% | 20.8% | 17.6% | |
| | 43-Masonic | Full route | 13.8% | 13.8% | 14.6% | 18.3% | 18.9% | 22.5% | 25.3% |
| | | Geneva Ave & Mission St E-FS/BZ | 17.7% | 19.1% | 20.0% | 25.8% | 21.7% | 21.7% | 36.8% |
| Connector | 52-Excelsior | Full route | 15.4% | 3.5% | 6.9% | 9.0% | 2.8% | 3.1% | |
| | | Excelsior Ave&Mission St S-FS/BZ | 15.2% | 6.3% | 8.5% | 8.8% | 5.2% | 4.1% | |
| Specialized | 8BX-Bayshore B Express | Full route | | | 9.9% | 12.1% | 20.0% | | |
| | | Geneva Ave & Mission St E-NS/BZ | | | | 17.6% | 17.2% | | |
| | 14X-Mission Express | Full route | | | 11.8% | 16.6% | 13.3% | | |
| | | Mission St&Geneva Ave W-FS/BZ | | | 16.5% | 18.4% | 11.8% | | |
| Owl | 91-Owl | Full route | | 22.2% | | | | | 16.7% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

# Excelsior-Outer Mission Neighborhood

*September -- October 2017*

Peak Period Crowding

| Difference | 5% |
|---|---|

| Route | % of Peak Period Trips Over Capacity* |
|---|---|
| 8 Bayshore | 27% |
| 8AX Bayshore Exp. | 18% |
| 8BX Bayshore Exp. | 12% |
| 14 Mission | 1% |
| 14R Mission Rapid | 23% |
| 14X Mission Exp. | 4% |
| 29 Sunset | 28% |
| 43 Masonic | 26% |
| 49 Mission/Van Ness | 11% |
| 52 Excelsior | 1% |
| System | 13% |

*Note: SFMTA's methodology for measuring vehicle capacity and crowding was updated in early 2018. Year-over-year comparisons to previous years are not yet available.

# Excelsior-Outer Mission Neighborhood

## 2016-2017 On-Time Performance Comparison

### Inbound
#### Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 61.9% | 63.3% | 53.0% | 55.4% | 60.6% | 65.2% | 73.2% |
| | | Geneva Ave & Mission St E-FS/BZ | 75.4% | 77.0% | 66.5% | 71.7% | 79.9% | 80.1% | 75.6% |
| | | City College Terminal (Phelan Loop) NW-NS/.. | 84.5% | 79.6% | 78.3% | 81.8% | 76.1% | 80.7% | 83.1% |
| | 14-Mission | Full route | 64.4% | 59.2% | 61.9% | 65.7% | 60.1% | 62.9% | 58.5% |
| | | Mission St&Geneva Ave E-FS/BZ | 74.8% | 72.0% | 78.2% | 77.4% | 69.9% | 74.5% | 62.5% |
| | 14R-Mission Rapid | Full route | 61.8% | 66.8% | 65.7% | 64.4% | 23.8% | | 75.0% |
| | | Mission St&Geneva Ave E-FS/BZ | 68.9% | 72.9% | 72.1% | 76.2% | | | |
| | 49-Van Ness/Mission | Full route | 63.2% | 59.0% | 60.4% | 58.0% | 55.6% | 63.8% | 64.4% |
| | | Mission St&Silver Ave S-NS/BZ | 60.3% | 75.6% | 78.8% | 77.1% | 64.1% | 83.2% | 75.8% |
| Grid | 29-Sunset | Full route | 53.5% | 49.0% | 44.8% | 45.1% | 47.2% | 56.9% | 61.6% |
| | | Balboa Park BART Station NE-MB/BZ | 51.6% | 44.0% | 45.6% | 34.9% | 32.7% | 66.0% | 76.9% |
| | 43-Masonic | Full route | 54.1% | 55.6% | 65.3% | 59.9% | 56.9% | 44.2% | 50.7% |
| | | Geneva Ave & Mission St E-NS/BZ | 57.9% | 58.1% | 70.8% | 74.3% | 69.2% | 58.3% | 53.8% |
| Connector | 52-Excelsior | Full route | 49.2% | 60.5% | 58.5% | 62.1% | 74.5% | 75.2% | |
| | | Mission St&Excelsior Ave E-FS/BZ | 51.9% | 57.7% | 68.7% | 67.0% | 83.0% | 83.6% | |
| Specialized | 8BX-Bayshore B Express | Full route | 61.1% | 40.0% | | | | | |
| | | Geneva Ave & Mission St E-FS/BZ | | | | | | | |
| | | City College Terminal (Phelan Loop) NW-NS/.. | 83.9% | 68.4% | | | | | |
| | 14X-Mission Express | Full route | 63.4% | 55.3% | | | | | |
| | | Mission St&Geneva Ave E-FS/BZ | 74.0% | 66.8% | | | | | |
| Owl | 91-Owl | Full route | 0.0% | | | | | 65.5% | 56.3% |
| | | Geneva Ave & Mission St E-FS/BZ | | | | | | 62.7% | 71.4% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
#### Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 59.4% | 52.1% | 47.4% | 43.2% | 59.3% | 56.8% | 46.6% |
| | | Geneva Ave & Mission St E-NS/BZ | 39.0% | 35.0% | 36.8% | 35.6% | 35.0% | 39.3% | 51.9% |
| | 14-Mission | Full route | 62.8% | 55.1% | 60.4% | 55.4% | 51.9% | 55.9% | 54.4% |
| | | Mission St&Geneva Ave W-FS/BZ | 60.9% | 48.8% | 49.8% | 47.1% | 43.4% | 48.8% | 47.8% |
| | 14R-Mission Rapid | Full route | 64.8% | 59.2% | 57.6% | 54.6% | 55.3% | | 100.0% |
| | | Mission St&Geneva Ave W-FS/BZ | 66.6% | 53.3% | 53.3% | 45.4% | 50.8% | | |
| | 49-Van Ness/Mission | Full route | 67.1% | 59.8% | 62.1% | 54.8% | 68.2% | 56.1% | 92.6% |
| | | Ocean Ave&Mission St NW-FS/PS | 57.2% | 46.3% | 47.7% | 42.7% | 54.8% | 40.7% | |
| Grid | 29-Sunset | Full route | 58.7% | 53.4% | 44.5% | 41.6% | 46.4% | 58.3% | 80.3% |
| | | Balboa Park BART Station SW-MB/BZ | 44.9% | 41.8% | 37.6% | 33.4% | 39.5% | 52.8% | |
| | 43-Masonic | Full route | 62.3% | 57.5% | 58.3% | 52.0% | 57.7% | 45.9% | 59.6% |
| | | Geneva Ave & Mission St E-FS/BZ | 46.4% | 48.7% | 49.5% | 33.6% | 46.1% | 38.2% | 28.2% |
| Connector | 52-Excelsior | Full route | 68.9% | 66.9% | 74.1% | 75.6% | 85.6% | 87.7% | |
| | | Excelsior Ave&Mission St S-FS/BZ | 50.9% | 76.4% | 69.3% | 66.1% | 82.8% | 79.9% | |
| Specialized | 8BX-Bayshore B Express | Full route | | | 73.4% | 50.6% | 42.5% | | |
| | | Geneva Ave & Mission St E-NS/BZ | | | | 37.7% | 44.7% | | |
| | 14X-Mission Express | Full route | | | 69.7% | 48.9% | 21.4% | | |
| | | Mission St&Geneva Ave W-FS/BZ | | | 61.5% | 47.2% | 25.0% | | |
| Owl | 91-Owl | Full route | 35.1% | | | | | 74.4% | 52.3% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Excelsior-Outer Mission Neighborhood

## 2016-2017 Service Gaps Comparison

### Inbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 17.4% | 10.8% | 12.0% | 12.6% | 12.6% | 11.2% | 9.9% |
|  |  | Geneva Ave & Mission St E-FS/BZ | 8.9% | 6.9% | 7.6% | 8.5% | 7.7% | 5.6% | 5.2% |
|  |  | City College Terminal (Phelan Loop) NW-... | 29.4% | 6.0% | 6.5% | 8.6% | 7.2% | 6.7% | 43.9% |
|  | 14-Mission | Full route | 10.2% | 9.5% | 13.9% | 11.4% | 16.3% | 17.7% | 15.4% |
|  |  | Mission St&Geneva Ave E-FS/BZ | 5.5% | 6.9% | 10.5% | 7.9% | 11.6% | 12.1% | 8.9% |
|  | 14R-Mission Rapid | Full route | 10.2% | 10.1% | 10.9% | 13.0% | 60.0% |  |  |
|  |  | Mission St&Geneva Ave E-FS/BZ | 5.7% | 7.7% | 8.0% | 9.6% |  |  |  |
|  | 49-Van Ness/Mission | Full route | 13.6% | 9.4% | 10.4% | 12.4% | 10.3% | 7.3% | 4.7% |
|  |  | Mission St&Silver Ave S-NS/BZ | 6.1% | 7.0% | 10.2% | 9.2% | 8.3% | 5.3% | 2.1% |
| Grid | 29-Sunset | Full route | 16.0% | 16.0% | 18.4% | 19.1% | 16.9% | 17.5% | 20.1% |
|  |  | Balboa Park BART Station NE-MB/BZ | 11.6% | 13.2% | 10.1% | 14.7% | 9.2% | 13.6% | 32.1% |
|  | 43-Masonic | Full route | 21.9% | 12.1% | 11.1% | 17.0% | 20.2% | 25.3% | 18.2% |
|  |  | Geneva Ave & Mission St E-NS/BZ | 10.5% | 5.6% | 4.7% | 12.0% | 16.9% | 26.2% | 12.3% |
| Connector | 52-Excelsior | Full route | 14.6% | 9.8% | 7.3% | 15.2% | 8.4% | 8.8% |  |
|  |  | Mission St&Excelsior Ave E-FS/BZ | 13.7% | 7.0% | 4.2% | 13.7% | 5.5% | 4.0% |  |
| Specialized | 8BX-Bayshore B Express | Full route | 18.2% | 15.9% |  |  |  |  |  |
|  |  | Geneva Ave & Mission St E-FS/BZ |  |  |  |  |  |  |  |
|  |  | City College Terminal (Phelan Loop) NW-... | 18.4% | 8.6% |  |  |  |  |  |
|  | 14X-Mission Express | Full route | 12.3% | 15.5% |  |  |  |  |  |
|  |  | Mission St&Geneva Ave E-FS/BZ | 8.7% | 9.3% |  |  |  |  |  |
| Owl | 91-Owl | Full route | 100.0% |  |  |  |  | 12.5% | 17.4% |
|  |  | Geneva Ave & Mission St E-FS/BZ |  |  |  |  |  | 0.0% | 12.2% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 14.0% | 12.5% | 9.2% | 14.9% | 12.0% | 10.3% | 11.0% |
|  |  | Geneva Ave & Mission St E-NS/BZ | 23.3% | 18.3% | 16.2% | 13.4% | 22.5% | 22.8% | 40.0% |
|  | 14-Mission | Full route | 12.4% | 16.1% | 16.7% | 15.7% | 18.1% | 19.2% | 15.9% |
|  |  | Mission St&Geneva Ave W-FS/BZ | 13.3% | 19.2% | 20.7% | 18.1% | 20.9% | 22.1% | 13.3% |
|  | 14R-Mission Rapid | Full route | 11.5% | 12.2% | 11.8% | 13.8% | 16.8% |  |  |
|  |  | Mission St&Geneva Ave W-FS/BZ | 10.6% | 13.4% | 16.3% | 16.8% | 16.2% |  |  |
|  | 49-Van Ness/Mission | Full route | 10.0% | 11.2% | 12.9% | 15.1% | 10.3% | 6.1% | 1.1% |
|  |  | Ocean Ave&Mission St NW-FS/PS | 12.4% | 15.4% | 15.9% | 17.4% | 16.9% | 8.6% |  |
| Grid | 29-Sunset | Full route | 14.1% | 17.8% | 24.4% | 19.6% | 18.4% | 18.8% | 13.3% |
|  |  | Balboa Park BART Station SW-MB/BZ | 15.7% | 22.3% | 26.3% | 22.8% | 20.8% | 17.6% |  |
|  | 43-Masonic | Full route | 13.8% | 13.8% | 14.6% | 18.3% | 18.9% | 22.5% | 25.3% |
|  |  | Geneva Ave & Mission St E-FS/BZ | 17.7% | 19.1% | 20.0% | 25.8% | 21.7% | 21.7% | 36.8% |
| Connector | 52-Excelsior | Full route | 15.4% | 3.5% | 6.9% | 9.0% | 2.8% | 3.1% |  |
|  |  | Excelsior Ave&Mission St S-FS/BZ | 15.2% | 6.3% | 8.5% | 8.8% | 5.2% | 4.1% |  |
| Specialized | 8BX-Bayshore B Express | Full route |  |  | 9.9% | 12.1% | 20.0% |  |  |
|  |  | Geneva Ave & Mission St E-NS/BZ |  |  |  | 17.6% | 17.2% |  |  |
|  | 14X-Mission Express | Full route |  |  | 11.8% | 16.6% | 13.3% |  |  |
|  |  | Mission St&Geneva Ave W-FS/BZ |  |  |  | 16.5% | 18.4% | 11.8% |  |
| Owl | 91-Owl | Full route | 22.2% |  |  |  |  |  | 16.7% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Excelsior-Outer Mission Neighborhood

Travel Time to Key Destinations

AM Peak Arrive at 9 am
*Starting Location: Mission & Geneva*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 14R, 48 | 31 | 1 | 20 | 25 | 1.2 |
| Downtown / Montgomery & Market | 14R | 37 | 0 | 34 | 39 | 0.9 |
| Nearest Large Park - John McLaren Park | 54 | 18 | 0 | 9 | 14 | 1.3 |
| City College 50 Phelan | 8 | 7 | 0 | 11 | 16 | 0.4 |
| Grocery Store, Safeway (Mission & France) | 14 | 3 | 0 | 2 | 7 | 0.4 |

Midday Arrive at 12 noon
*Starting Location: Mission & Geneva*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 14R, 48 | 28 | 1 | 14 | 19 | 1.5 |
| Downtown / Montgomery & Market | 14R | 39 | 0 | 26 | 31 | 1.3 |
| Nearest Large Park - John McLaren Park | 54 | 17 | 0 | 9 | 14 | 1.2 |
| City College 50 Phelan | 8 | 6 | 0 | 8 | 13 | 0.5 |
| Grocery Store, Safeway (Mission & France) | 14 | 3 | 0 | 2 | 7 | 0.4 |

PM Peak Arrive at 5 pm
*Starting Location: Mission & Geneva*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 14R, 48 | 32 | 1 | 15 | 20 | 1.6 |
| Downtown / Montgomery & Market | 14R | 40 | 0 | 33 | 38 | 1.1 |
| Nearest Large Park - John McLaren Park | 54 | 19 | 0 | 10 | 15 | 1.3 |
| City College 50 Phelan | 8BX | 6 | 0 | 9 | 14 | 0.4 |
| Grocery Store, Safeway (Mission & France) | 14 | 3 | 0 | 2 | 7 | 0.4 |

Night Leave at 8 pm
*Starting Location: Mission & Geneva*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 14, 48 | 33 | 1 | 13 | 18 | 1.8 |
| Downtown / Montgomery & Market | 8 | 40 | 0 | 20 | 25 | 1.6 |
| Nearest Large Park - John McLaren Park | 54 | 17 | 0 | 9 | 14 | 1.2 |
| City College 50 Phelan | 8 | 5 | 0 | 6 | 11 | 0.5 |
| Grocery Store, Safeway (Mission & France) | 14 | 2 | 0 | 2 | 7 | 0.3 |

# Inner Mission Neighborhood

## Inbound
### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 55.6% | 38.7% | 45.6% | 28.0% | 22.9% | 41.5% | 62.3% |
| Rapid & Frequent | 64.1% | 60.8% | 60.5% | 59.1% | 57.3% | 61.5% | 65.9% |
| Grid | 58.9% | 55.6% | 57.0% | 53.6% | 56.8% | 59.3% | 58.8% |
| Specialized | 66.0% | 48.8% | | 65.3% | 51.4% | | 87.6% |
| Connector | 56.7% | 56.9% | 55.5% | 51.7% | 56.6% | 55.6% | 58.8% |
| Owl | | | | | | | 59.9% |

### Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 9-San Bruno | Full route | 57.5% | 60.4% | 58.8% | 55.6% | 55.1% | 63.1% | 62.5% |
| | | Potrero Ave&24th St NE-FS/BZ | 52.7% | 62.6% | 62.1% | 54.0% | 59.9% | 55.7% | 61.3% |
| | 9R-San Bruno Rapid | Full route | 61.0% | 59.8% | 61.3% | 58.4% | 12.0% | | |
| | | Potrero Ave&24th St NE-FS/BZ | 53.1% | 49.4% | 51.2% | 58.2% | 0.0% | | |
| | 14-Mission | Full route | 64.4% | 59.2% | 61.9% | 65.7% | 60.1% | 62.9% | 58.5% |
| | | Mission St&16th St NE-FS/BZ | 61.0% | 46.7% | 45.5% | 53.4% | 48.8% | 56.6% | 57.8% |
| | 14R-Mission Rapid | Full route | 61.8% | 66.8% | 65.7% | 64.4% | 23.8% | | 75.0% |
| | | Mission St&16th St NE-FS/BZ | 50.4% | 59.9% | 60.4% | 60.9% | 0.0% | | |
| | 22-Fillmore | Full route | 67.0% | 59.1% | 53.3% | 53.8% | 59.2% | 68.8% | 75.0% |
| | | 16th St&Mission NE-NS/BZ | 69.7% | 60.9% | 55.0% | 56.9% | 72.5% | 73.9% | 79.5% |
| | 49-Van Ness/Mission | Full route | 63.2% | 59.0% | 60.4% | 58.0% | 55.6% | 63.8% | 64.4% |
| | | Mission St&16th St NE-FS/BZ | 62.8% | 49.1% | 46.8% | 46.5% | 48.9% | 62.0% | 81.3% |
| Grid | 12-Folsom/Pacific | Full route | 48.9% | 46.4% | 48.6% | 47.4% | 56.2% | 48.9% | 64.3% |
| | | 24th St&Mission NE-NS/BZ | 63.7% | 72.9% | 76.4% | 84.1% | 78.1% | 70.3% | 52.4% |
| | 27-Bryant | Full route | 59.1% | 50.3% | 57.0% | 50.3% | 56.1% | 72.5% | 55.5% |
| | | Bryant St&16th St SE-NS/BZ | 57.6% | 53.2% | 64.6% | 58.6% | 61.7% | 84.3% | 52.3% |
| | 33-Ashbury/18th | Full route | 56.1% | 50.7% | 57.5% | 54.3% | 51.2% | 59.5% | 64.9% |
| | | 16th St&Bryant St N-MB/BZ | 61.0% | 59.1% | 65.9% | 69.8% | 61.9% | 78.8% | |
| | 48-Quintara/24th Street | Full route | 51.6% | 56.2% | 54.9% | 44.4% | 53.1% | 61.4% | 37.1% |
| | | 24th St&Mission St SW-NS/BZ | 51.5% | 57.9% | 55.5% | 42.7% | 50.0% | 76.6% | 88.9% |
| | 55-16th Street | Full route | 67.7% | 68.6% | 55.8% | 56.6% | 54.4% | 48.3% | 80.0% |
| | | 16th St&Bryant St SE-FS/BZ | 63.4% | 68.4% | 50.5% | 51.8% | 42.9% | 29.0% | |
| Owl | 90-San Bruno Owl | Full route | | | | | | 88.3% | 65.0% |
| | | Potrero Ave&16th St NE-FS/BZ | | | | | | 84.1% | 68.6% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

## Outbound
### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 41.7% | 26.5% | 29.9% | 17.7% | 15.7% | 33.1% | 52.3% |
| Rapid & Frequent | 66.0% | 59.7% | 59.9% | 54.7% | 57.0% | 57.3% | 64.0% |
| Grid | 60.7% | 56.7% | 57.3% | 50.9% | 57.9% | 61.0% | 56.2% |
| Specialized | 59.1% | 40.0% | 65.3% | 54.1% | 47.4% | | 64.4% |
| Connector | 64.3% | 64.2% | 63.9% | 61.5% | 62.6% | 61.6% | 72.0% |
| Owl | | | | | | | 54.1% |

### Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 9-San Bruno | Full route | 60.6% | 59.5% | 55.7% | 51.5% | 51.2% | 64.4% | 68.9% |
| | | Potrero Ave&24th St SW-FS/BZ | 57.6% | 49.4% | 49.7% | 46.3% | 43.5% | 69.9% | 69.2% |
| | 9R-San Bruno Rapid | Full route | 64.4% | 59.7% | 62.8% | 53.0% | 49.4% | | |
| | | Potrero Ave&24th St SW-FS/BZ | 66.8% | 57.0% | 61.1% | 51.7% | 56.4% | | |
| | 14-Mission | Full route | 62.8% | 55.1% | 60.4% | 55.4% | 51.9% | 55.9% | 54.4% |
| | | Mission St&16th St SW-FS/BB | 60.1% | 54.7% | 61.3% | 51.7% | 51.8% | 55.3% | 56.9% |
| | 14R-Mission Rapid | Full route | 64.8% | 59.2% | 57.6% | 54.6% | 55.3% | | 100.0% |
| | | Mission St&16th St SW-FS/BB | 67.5% | 61.3% | 54.4% | 58.4% | 68.1% | | |
| | 22-Fillmore | Full route | 70.0% | 59.0% | 60.4% | 55.5% | 49.9% | 52.5% | 72.8% |
| | | 16th St&Mission St SW-NS/BZ | 64.5% | 52.3% | 53.4% | 48.2% | 44.7% | 47.9% | 79.7% |
| | 49-Van Ness/Mission | Full route | 67.1% | 59.8% | 62.1% | 54.8% | 68.2% | 56.1% | 92.6% |
| | | Mission St&16th St SW-FS/BB | 58.9% | 52.5% | 57.2% | 46.7% | 65.7% | 53.6% | 0.0% |
| Grid | 12-Folsom/Pacific | Full route | 54.1% | 45.1% | 53.2% | 50.9% | 57.5% | 60.4% | |
| | | 24th St&Mission St NE-NS/BZ | 48.8% | 35.1% | 42.7% | 35.3% | 41.0% | 31.3% | |
| | 27-Bryant | Full route | 62.0% | 50.8% | 60.5% | 49.6% | 57.0% | 65.4% | 48.1% |
| | | Bryant St&16th St SW-FS/BZ | 53.6% | 37.8% | 46.5% | 37.8% | 54.0% | 53.5% | 39.4% |
| | 33-Ashbury/18th | Full route | 57.9% | 57.7% | 54.3% | 52.4% | 58.7% | 61.2% | 58.5% |
| | | 16th St&Bryant St SE-FS/BZ | 41.6% | 40.8% | 39.1% | 36.0% | 46.1% | 47.8% | 64.2% |
| | 48-Quintara/24th Street | Full route | 51.6% | 61.1% | 57.2% | 45.6% | 48.5% | 64.8% | 66.0% |
| | | 24th St&Mission St NE-NS/BZ | 60.5% | 63.8% | 53.8% | 51.7% | 51.4% | 64.5% | 52.0% |
| | 55-16th Street | Full route | 69.8% | 56.0% | 48.3% | 41.6% | 49.5% | 31.0% | 75.0% |
| | | 16th St&Bryant St SE-FS/BZ | 72.4% | 61.4% | 47.7% | 42.2% | 51.7% | 38.2% | 0.0% |
| Owl | 90-San Bruno Owl | Full route | 0.0% | | | | | | 57.9% |
| | | Potrero Ave&16th St SW-FS/BZ | | | | | | | 61.5% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

# Inner Mission Neighborhood

*September – November 2017*

## Inbound

### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 18.0% | 22.6% | 24.1% | 26.2% | 37.1% | 34.7% | 19.7% |
| Rapid & Frequent | 11.3% | 11.4% | 11.7% | 13.3% | 16.0% | 13.1% | 11.2% |
| Grid | 16.1% | 15.8% | 17.4% | 21.9% | 19.6% | 16.0% | 14.1% |
| Specialized | 11.2% | 15.1% | | 9.3% | 12.0% | | |
| Connector | 12.2% | 11.9% | 13.5% | 16.3% | 14.1% | 12.6% | 7.6% |
| Owl | | | | | | | 15.3% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 9-San Bruno | Full route | 20.8% | 18.2% | 18.4% | 26.0% | 24.0% | 16.5% | 9.5% |
| | | Potrero Ave&24th St NE-FS/BZ | 21.0% | 17.1% | 16.7% | 26.7% | 20.0% | 10.4% | 4.5% |
| | 9R-San Bruno Rapid | Full route | 23.8% | 14.6% | 14.8% | 16.4% | 40.2% | | |
| | | Potrero Ave&24th St NE-FS/BZ | 21.0% | 13.4% | 15.1% | 16.7% | 100.0% | | |
| | 14-Mission | Full route | 10.2% | 9.5% | 13.9% | 11.4% | 16.3% | 17.7% | 15.4% |
| | | Mission St&16th St NE-FS/BZ | 11.0% | 9.0% | 14.7% | 10.5% | 15.7% | 18.0% | 12.5% |
| | 14R-Mission Rapid | Full route | 10.2% | 10.1% | 10.9% | 13.0% | 60.0% | | |
| | | Mission St&16th St NE-FS/BZ | 10.4% | 11.4% | 12.2% | 14.4% | 100.0% | | |
| | 22-Fillmore | Full route | 8.0% | 11.9% | 12.1% | 15.5% | 15.7% | 13.5% | 8.0% |
| | | 16th St&Mission St NE-NS/BZ | 6.3% | 9.3% | 12.2% | 13.8% | 12.1% | 12.8% | 8.3% |
| | 49-Van Ness/Mission | Full route | 13.6% | 9.4% | 10.4% | 12.4% | 10.3% | 7.3% | 4.7% |
| | | Mission St&16th St NE-FS/BZ | 11.1% | 10.1% | 10.7% | 14.2% | 10.7% | 8.3% | 0.0% |
| Grid | 12-Folsom/Pacific | Full route | 20.2% | 20.7% | 18.1% | 19.1% | 15.2% | 7.5% | 0.0% |
| | | 24th&Mission St NE-NS/BZ | 31.0% | 10.3% | 7.7% | 14.2% | 5.8% | 4.0% | 0.0% |
| | 27-Bryant | Full route | 18.2% | 16.6% | 19.3% | 20.5% | 21.2% | 7.4% | 7.7% |
| | | Bryant St&16th St SE-NS/BZ | 10.3% | 12.9% | 14.1% | 16.5% | 16.0% | 3.8% | 100.0% |
| | 33-Ashbury/18th | Full route | 12.2% | 14.9% | 19.0% | 18.3% | 22.0% | 14.3% | 9.2% |
| | | 16th St&Bryant St N-MB/BZ | 12.9% | 11.8% | 9.3% | 10.1% | 16.6% | 9.0% | |
| | 48-Quintara/24th Street | Full route | 25.4% | 18.3% | 19.8% | 26.5% | 27.4% | 11.2% | 8.8% |
| | | 24th St&Mission St SW-NS/BZ | 26.0% | 18.4% | 21.1% | 28.2% | 26.2% | 8.3% | 3.4% |
| | 55-16th Street | Full route | 5.4% | 13.6% | 15.5% | 18.6% | 11.4% | 5.0% | |
| | | 16th St&Bryant St SE-FS/BZ | 4.7% | 13.6% | 16.5% | 18.2% | 10.1% | 4.3% | |
| Owl | 90-San Bruno Owl | Full route | | | | | | | 11.9% |
| | | Potrero Ave&16th St NE-FS/BZ | | | | | | | 8.7% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

## Outbound

### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 19.9% | 23.8% | 25.1% | 26.9% | 36.2% | 35.1% | 19.5% |
| Rapid & Frequent | 12.1% | 12.7% | 11.9% | 14.4% | 15.8% | 14.3% | 13.1% |
| Grid | 16.3% | 16.9% | 18.2% | 21.5% | 19.0% | 14.4% | 14.6% |
| Specialized | 9.1% | 21.1% | 10.3% | 16.0% | 19.8% | | 1.9% |
| Connector | 14.2% | 10.5% | 11.8% | 14.8% | 12.4% | 8.9% | 3.9% |
| Owl | | | | | | | 18.9% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 9-San Bruno | Full route | 18.8% | 18.8% | 19.8% | 26.4% | 26.3% | 19.0% | 20.1% |
| | | Potrero Ave&24th St SW-FS/BZ | 16.4% | 20.5% | 20.0% | 25.9% | 28.1% | 14.4% | 13.2% |
| | 9R-San Bruno Rapid | Full route | 21.2% | 18.0% | 14.8% | 19.3% | 29.2% | | |
| | | Potrero Ave&24th St SW-FS/BZ | 16.8% | 20.0% | 14.3% | 19.3% | 23.6% | | |
| | 14-Mission | Full route | 12.4% | 16.1% | 16.7% | 15.7% | 18.1% | 19.2% | 15.9% |
| | | Mission St&16th St SW-FS/BB | 9.8% | 15.6% | 16.6% | 14.3% | 18.2% | 18.9% | 19.5% |
| | 14R-Mission Rapid | Full route | 11.5% | 12.2% | 11.8% | 13.8% | 16.8% | | |
| | | Mission St&16th St SW-FS/BB | 11.4% | 12.0% | 9.0% | 12.3% | 12.1% | | |
| | 22-Fillmore | Full route | 11.4% | 13.8% | 14.5% | 16.7% | 15.1% | 17.5% | 10.0% |
| | | 16th St&Mission St SW-NS/BZ | 13.2% | 16.2% | 18.7% | 19.2% | 16.6% | 16.8% | 11.4% |
| | 49-Van Ness/Mission | Full route | 10.0% | 11.2% | 12.9% | 15.1% | 10.3% | 6.1% | 1.1% |
| | | Mission St&16th St SW-FS/BB | 9.6% | 10.9% | 12.2% | 15.6% | 8.8% | 8.8% | |
| Grid | 12-Folsom/Pacific | Full route | 19.7% | 25.1% | 16.2% | 17.3% | 13.8% | 5.7% | |
| | | 24th St&Mission St NE-NS/BZ | 29.8% | 30.4% | 20.4% | 26.8% | 24.6% | 8.5% | |
| | 27-Bryant | Full route | 10.9% | 17.2% | 17.0% | 22.8% | 16.7% | 7.9% | 5.9% |
| | | Bryant St&16th St SW-FS/BZ | 13.3% | 18.7% | 20.2% | 27.2% | 16.6% | 7.6% | 4.8% |
| | 33-Ashbury/18th | Full route | 18.4% | 16.4% | 18.5% | 17.0% | 17.5% | 11.3% | 12.8% |
| | | 16th St&Bryant St SE-FS/BZ | 32.1% | 22.7% | 24.9% | 22.0% | 21.5% | 15.8% | 12.0% |
| | 48-Quintara/24th Street | Full route | 23.8% | 17.2% | 20.9% | 27.1% | 31.6% | 8.1% | 3.9% |
| | | 24th St&Mission St NE-NS/BZ | 21.0% | 18.2% | 21.0% | 25.9% | 28.5% | 6.4% | 3.2% |
| | 55-16th Street | Full route | 8.7% | 17.5% | 21.3% | 25.1% | 16.2% | 7.2% | |
| | | 16th St&Bryant St SE-FS/BZ | 6.8% | 16.1% | 19.7% | 24.4% | 16.1% | 6.7% | |
| Owl | 90-San Bruno Owl | Full route | 100.0% | | | | | | 23.7% |
| | | Potrero Ave&16th St SW-FS/BZ | | | | | | | 23.5% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

## Peak Period Crowding

| Difference | 5% |
|---|---|

| Route | % of Peak Period Trips Over Capacity* |
|---|---|
| 9 San Bruno | 8% |
| 9R San Bruno Rapid | 25% |
| 12 Folsom | 7% |
| 14 Mission | 1% |
| 14R Mission Rapid | 23% |
| 22 Fillmore | 9% |
| 27 Bryant | 1% |
| 33 Stanyan | 0% |
| 48 Quintara | 16% |
| 49 Mission/Van Ness | 11% |
| 55 16th Street | 0% |
| System | 13% |

*Note: SFMTA's methodology for measuring vehicle capacity and crowding was updated in early 2018. Year-over-year comparisons to previous years are not yet available.

# Inner Mission Neighborhood

## 2016-2017 On-Time Performance Comparison

### Inbound
Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 9-San Bruno | Full route | 57.5% | 60.4% | 58.8% | 55.6% | 55.1% | 63.1% | 62.5% |
| | | Potrero Ave&24th St NE-FS/BZ | 52.7% | 62.6% | 62.1% | 54.0% | 59.9% | 55.7% | 61.3% |
| | 9R-San Bruno Rapid | Full route | 61.0% | 59.8% | 61.3% | 58.4% | 12.0% | | |
| | | Potrero Ave&24th St NE-FS/BZ | 53.1% | 49.4% | 51.2% | 58.2% | 0.0% | | |
| | 14-Mission | Full route | 64.4% | 59.2% | 61.9% | 65.7% | 60.1% | 62.9% | 58.5% |
| | | Mission St&16th St NE-FS/BZ | 61.0% | 46.7% | 45.5% | 53.4% | 48.8% | 56.6% | 57.8% |
| | 14R-Mission Rapid | Full route | 61.8% | 66.8% | 65.7% | 64.4% | 23.8% | | 75.0% |
| | | Mission St&16th St NE-FS/BZ | 50.4% | 59.9% | 60.4% | 60.9% | 0.0% | | |
| | 22-Fillmore | Full route | 67.0% | 59.1% | 53.3% | 53.8% | 59.2% | 68.8% | 75.0% |
| | | 16th St&Mission St NE-NS/BZ | 69.7% | 60.9% | 55.0% | 56.9% | 72.5% | 73.9% | 79.5% |
| | 49-Van Ness/Mission | Full route | 63.2% | 59.0% | 60.4% | 58.0% | 55.6% | 63.8% | 64.4% |
| | | Mission St&16th St NE-FS/BZ | 62.8% | 49.1% | 46.8% | 46.5% | 48.9% | 62.0% | 81.3% |
| Grid | 12-Folsom/Pacific | Full route | 48.9% | 46.4% | 48.6% | 47.4% | 56.2% | 48.9% | 64.3% |
| | | 24th St&Mission St NE-NS/BZ | 63.7% | 72.9% | 76.4% | 84.1% | 78.1% | 70.3% | 52.4% |
| | 27-Bryant | Full route | 59.1% | 50.3% | 57.0% | 50.3% | 56.1% | 72.5% | 55.5% |
| | | Bryant St&16th St SE-NS/BZ | 57.6% | 53.2% | 64.6% | 58.6% | 61.7% | 84.3% | 52.3% |
| | 33-Ashbury/18th | Full route | 56.1% | 50.7% | 57.5% | 54.3% | 51.2% | 59.5% | 64.9% |
| | | 16th St&Bryant St N-MB/BZ | 61.0% | 59.1% | 65.9% | 69.8% | 61.9% | 78.8% | |
| | 48-Quintara/24th Street | Full route | 51.6% | 56.2% | 54.9% | 44.4% | 53.1% | 61.4% | 37.1% |
| | | 24th St&Mission St SW-NS/BZ | 51.5% | 57.9% | 55.5% | 42.7% | 50.0% | 76.6% | 88.9% |
| | 55-16th Street | Full route | 67.7% | 68.6% | 55.8% | 56.6% | 54.4% | 48.3% | 80.0% |
| | | 16th St&Bryant St SE-FS/BZ | 63.4% | 68.4% | 50.5% | 51.8% | 42.9% | 29.0% | |
| Owl | 90-San Bruno Owl | Full route | | | | | | 88.3% | 65.0% |
| | | Potrero Ave&16th St NE-FS/BZ | | | | | | 84.1% | 68.6% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 9-San Bruno | Full route | 60.6% | 59.5% | 55.7% | 51.5% | 51.2% | 64.4% | 68.9% |
| | | Potrero Ave&24th St SW-FS/BZ | 57.6% | 49.4% | 49.7% | 46.3% | 43.5% | 69.9% | 69.2% |
| | 9R-San Bruno Rapid | Full route | 64.4% | 59.7% | 62.8% | 53.0% | 49.4% | | |
| | | Potrero Ave&24th St SW-FS/BZ | 66.8% | 57.0% | 61.1% | 51.7% | 56.4% | | |
| | 14-Mission | Full route | 62.8% | 55.1% | 60.4% | 55.4% | 51.9% | 55.9% | 54.4% |
| | | Mission St&16th St SW-FS/BB | 60.1% | 54.7% | 61.3% | 51.7% | 51.8% | 55.3% | 56.9% |
| | 14R-Mission Rapid | Full route | 64.8% | 59.2% | 57.6% | 54.6% | 55.3% | | 100.0% |
| | | Mission St&16th St SW-FS/BB | 67.5% | 61.3% | 54.4% | 58.4% | 68.1% | | |
| | 22-Fillmore | Full route | 70.0% | 59.0% | 60.4% | 55.5% | 49.9% | 52.5% | 72.8% |
| | | 16th St&Mission St SW-NS/BZ | 64.5% | 52.3% | 53.4% | 48.2% | 44.7% | 47.9% | 79.7% |
| | 49-Van Ness/Mission | Full route | 67.1% | 59.8% | 62.1% | 54.8% | 68.2% | 56.1% | 92.6% |
| | | Mission St&16th St SW-FS/BB | 58.9% | 52.5% | 57.2% | 46.7% | 65.7% | 53.6% | 0.0% |
| Grid | 12-Folsom/Pacific | Full route | 54.1% | 45.1% | 53.2% | 50.9% | 57.5% | 60.4% | |
| | | 24th St&Mission St NE-NS/BZ | 48.8% | 35.1% | 42.7% | 35.3% | 41.0% | 31.3% | |
| | 27-Bryant | Full route | 62.0% | 50.8% | 60.5% | 49.6% | 57.0% | 65.4% | 48.1% |
| | | Bryant St&16th St SW-FS/BZ | 53.6% | 37.8% | 46.5% | 37.8% | 54.0% | 53.5% | 39.4% |
| | 33-Ashbury/18th | Full route | 57.9% | 57.7% | 54.3% | 52.4% | 58.7% | 61.2% | 58.5% |
| | | 16th St&Bryant St SE-FS/BZ | 41.6% | 40.8% | 39.1% | 36.0% | 46.1% | 47.8% | 64.2% |
| | 48-Quintara/24th Street | Full route | 51.6% | 61.1% | 57.2% | 45.6% | 48.5% | 64.8% | 66.0% |
| | | 24th St&Mission St NE-NS/BZ | 60.5% | 63.8% | 53.8% | 51.7% | 51.4% | 64.5% | 52.0% |
| | 55-16th Street | Full route | 69.8% | 56.0% | 48.3% | 41.6% | 49.5% | 31.0% | 75.0% |
| | | 16th St&Bryant St SE-FS/BZ | 72.4% | 61.4% | 47.7% | 42.2% | 51.7% | 38.2% | 0.0% |
| Owl | 90-San Bruno Owl | Full route | 0.0% | | | | | | 57.9% |
| | | Potrero Ave&16th St SW-FS/BZ | | | | | | | 61.5% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Inner Mission Neighborhood

## 2016-2017 Service Gaps Comparison

### Inbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 9-San Bruno | Full route | 20.8% | 18.2% | 18.4% | 26.0% | 24.0% | 16.5% | 9.5% |
| | | Potrero Ave&24th St NE-FS/BZ | 21.0% | 17.1% | 16.7% | 26.7% | 20.0% | 10.4% | 4.5% |
| | 9R-San Bruno Rapid | Full route | 23.8% | 14.6% | 14.8% | 16.4% | 40.2% | | |
| | | Potrero Ave&24th St NE-FS/BZ | 21.0% | 13.4% | 15.1% | 16.7% | 100.0% | | |
| | 14-Mission | Full route | 10.2% | 9.5% | 13.9% | 11.4% | 16.3% | 17.7% | 15.4% |
| | | Mission St&16th St NE-FS/BZ | 11.0% | 9.0% | 14.7% | 10.5% | 15.7% | 18.0% | 12.5% |
| | 14R-Mission Rapid | Full route | 10.2% | 10.1% | 10.9% | 13.0% | 60.0% | | |
| | | Mission St&16th St NE-FS/BZ | 10.4% | 11.4% | 12.2% | 14.4% | 100.0% | | |
| | 22-Fillmore | Full route | 8.0% | 11.9% | 12.1% | 15.5% | 15.7% | 13.5% | 8.0% |
| | | 16th St&Mission St NE-NS/BZ | 6.3% | 9.3% | 12.2% | 13.8% | 12.1% | 12.8% | 8.3% |
| | 49-Van Ness/Mission | Full route | 13.6% | 9.4% | 10.4% | 12.4% | 10.3% | 7.3% | 4.7% |
| | | Mission St&16th St NE-FS/BZ | 11.1% | 10.1% | 10.7% | 14.2% | 10.7% | 8.3% | 0.0% |
| Grid | 12-Folsom/Pacific | Full route | 20.2% | 20.7% | 18.1% | 19.1% | 15.2% | 7.5% | 0.0% |
| | | 24th St&Mission St NE-NS/BZ | 31.0% | 10.3% | 7.7% | 14.2% | 5.8% | 4.0% | 0.0% |
| | 27-Bryant | Full route | 18.2% | 16.6% | 19.3% | 20.5% | 21.2% | 7.4% | 7.7% |
| | | Bryant St&16th St SE-NS/BZ | 10.3% | 12.9% | 14.1% | 16.5% | 16.0% | 3.8% | 100.0% |
| | 33-Ashbury/18th | Full route | 12.2% | 14.9% | 19.0% | 18.3% | 22.0% | 14.3% | 9.2% |
| | | 16th St&Bryant St N-MB/BZ | 12.9% | 11.8% | 9.3% | 10.1% | 16.6% | 9.0% | |
| | 48-Quintara/24th Street | Full route | 25.4% | 18.3% | 19.8% | 26.5% | 27.4% | 11.2% | 8.8% |
| | | 24th St&Mission St SW-NS/BZ | 26.0% | 18.4% | 21.1% | 28.2% | 26.2% | 8.3% | 3.4% |
| | 55-16th Street | Full route | 5.4% | 13.6% | 15.5% | 18.6% | 11.4% | 5.0% | |
| | | 16th St&Bryant St SE-FS/BZ | 4.7% | 13.6% | 16.5% | 18.2% | 10.1% | 4.3% | |
| Owl | 90-San Bruno Owl | Full route | | | | | | | 11.9% |
| | | Potrero Ave&16th St NE-FS/BZ | | | | | | | 8.7% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 9-San Bruno | Full route | 18.8% | 18.8% | 19.8% | 26.4% | 26.3% | 19.0% | 20.1% |
| | | Potrero Ave&24th St SW-FS/BZ | 16.4% | 20.5% | 20.0% | 25.9% | 28.1% | 14.4% | 13.2% |
| | 9R-San Bruno Rapid | Full route | 21.2% | 18.0% | 14.8% | 19.3% | 29.2% | | |
| | | Potrero Ave&24th St SW-FS/BZ | 16.8% | 20.0% | 14.3% | 19.3% | 23.6% | | |
| | 14-Mission | Full route | 12.4% | 16.1% | 16.7% | 15.7% | 18.1% | 19.2% | 15.9% |
| | | Mission St&16th St SW-FS/BB | 9.8% | 15.6% | 16.6% | 14.3% | 18.2% | 18.9% | 19.5% |
| | 14R-Mission Rapid | Full route | 11.5% | 12.2% | 11.8% | 13.8% | 16.8% | | |
| | | Mission St&16th St SW-FS/BB | 11.4% | 12.0% | 9.0% | 12.3% | 12.1% | | |
| | 22-Fillmore | Full route | 11.4% | 13.8% | 14.5% | 16.7% | 15.1% | 17.5% | 10.0% |
| | | 16th St&Mission St SW-NS/BZ | 13.2% | 16.2% | 18.7% | 19.2% | 16.6% | 16.8% | 11.4% |
| | 49-Van Ness/Mission | Full route | 10.0% | 11.2% | 12.9% | 15.1% | 10.3% | 6.1% | 1.1% |
| | | Mission St&16th St SW-FS/BB | 9.6% | 10.9% | 12.2% | 15.6% | 8.8% | 8.8% | |
| Grid | 12-Folsom/Pacific | Full route | 19.7% | 25.1% | 16.2% | 17.3% | 13.8% | 5.7% | |
| | | 24th St&Mission St NE-NS/BZ | 29.8% | 30.4% | 20.4% | 26.8% | 24.6% | 8.5% | |
| | 27-Bryant | Full route | 10.9% | 17.2% | 17.0% | 22.8% | 16.7% | 7.9% | 5.9% |
| | | Bryant St&16th St SW-FS/BZ | 13.3% | 18.7% | 20.2% | 27.2% | 16.6% | 7.6% | 4.8% |
| | 33-Ashbury/18th | Full route | 18.4% | 16.4% | 18.5% | 17.0% | 17.5% | 11.3% | 12.8% |
| | | 16th St&Bryant St SE-FS/BZ | 32.1% | 22.7% | 24.9% | 22.0% | 21.5% | 15.8% | 12.0% |
| | 48-Quintara/24th Street | Full route | 23.8% | 17.2% | 20.9% | 27.1% | 31.6% | 8.1% | 3.9% |
| | | 24th St&Mission St NE-NS/BZ | 21.0% | 18.2% | 21.0% | 25.9% | 28.5% | 6.4% | 3.2% |
| | 55-16th Street | Full route | 8.7% | 17.5% | 21.3% | 25.1% | 16.2% | 7.2% | |
| | | 16th St&Bryant St SE-FS/BZ | 6.8% | 16.1% | 19.7% | 24.4% | 16.1% | 6.7% | |
| Owl | 90-San Bruno Owl | Full route | 100.0% | | | | | | 23.7% |
| | | Potrero Ave&16th St SW-FS/BZ | | | | | | | 23.5% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Inner Mission Neighborhood

Travel Time to Key Destinations

## AM Peak Arrive at 9 am
*Starting Location: 16th & Mission*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 33 | 16 | 0 | 12 | 17 | 0.9 |
| Downtown / Montgomery & Market | 14R | 17 | 0 | 20 | 25 | 0.7 |
| Nearest Large Park - Dolores Park | 33 | 9 | 0 | 5 | 10 | 0.9 |
| City College 50 Phelan | 49 | 31 | 0 | 18 | 23 | 1.3 |
| Grocery Store, Safeway @ Potrero Center | 22 | 6 | 0 | 8 | 13 | 0.5 |

## Midday Arrive at 12 noon
*Starting Location: 16th & Mission*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 33 | 18 | 0 | 11 | 16 | 1.1 |
| Downtown / Montgomery & Market | 14R | 19 | 0 | 18 | 23 | 0.8 |
| Nearest Large Park - Dolores Park | 33 | 9 | 0 | 5 | 10 | 0.9 |
| City College 50 Phelan | 49 | 32 | 0 | 14 | 19 | 1.7 |
| Grocery Store, Safeway @ Potrero Center | 22 | 5 | 0 | 7 | 12 | 0.4 |

## PM Peak Arrive at 5 pm
*Starting Location: 16th & Mission*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 33 | 18 | 0 | 13 | 18 | 1.0 |
| Downtown / Montgomery & Market | 14R | 19 | 0 | 25 | 30 | 0.6 |
| Nearest Large Park - Dolores Park | 33 | 9 | 0 | 5 | 10 | 0.9 |
| City College 50 Phelan | 49 | 34 | 0 | 19 | 24 | 1.4 |
| Grocery Store, Safeway @ Potrero Center | 22 | 5 | 0 | 7 | 12 | 0.4 |

## Night Leave at 8 pm
*Starting Location: 16th & Mission*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 33 | 15 | 0 | 10 | 15 | 1.0 |
| Downtown / Montgomery & Market | 14 | 19 | 0 | 18 | 23 | 0.8 |
| Nearest Large Park - Dolores Park | 33 | 9 | 0 | 5 | 10 | 0.9 |
| City College 50 Phelan | 49 | 27 | 0 | 13 | 18 | 1.5 |
| Grocery Store, Safeway @ Potrero Center | 22 | 5 | 0 | 6 | 11 | 0.5 |

# Oceanview-Ingleside Neighborhood

*September – November 2017*

## Inbound
System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| **Rail (Metro)** | 55.6% | 38.7% | 45.6% | 28.0% | 22.9% | 41.5% | 62.3% |
| **Rapid & Frequent** | 64.1% | 60.8% | 60.5% | 59.1% | 57.3% | 61.5% | 65.9% |
| **Grid** | 58.9% | 55.6% | 57.0% | 53.6% | 56.8% | 59.3% | 58.8% |
| **Specialized** | 66.0% | 48.8% | | 65.3% | 51.4% | | 87.6% |
| **Connector** | 56.7% | 56.9% | 55.5% | 51.7% | 56.6% | 55.6% | 58.8% |
| **Owl** | | | | | | | 59.9% |

Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 52.1% | 28.0% | 37.2% | 15.9% | 15.0% | 33.2% | 51.2% |
| | | Saint Francis Circle NE-FS/SI | 67.8% | 47.0% | 40.3% | 20.7% | 24.1% | 48.0% | 58.4% |
| | M-Ocean View | Full route | 56.1% | 49.2% | 50.2% | 34.1% | 23.4% | 35.7% | 66.4% |
| | | Broad St&Plymouth Ave NE-NS/PS | 72.3% | 56.4% | 57.6% | 42.3% | 24.3% | 44.3% | 74.9% |
| Grid | 29-Sunset | Full route | 53.5% | 49.0% | 44.8% | 45.1% | 47.2% | 56.9% | 61.6% |
| | | Balboa Park BART Station NE-MB/BZ | 51.6% | 44.0% | 45.6% | 34.9% | 32.7% | 66.0% | 76.9% |
| | 54-Felton | Full route | 60.2% | 55.5% | 55.0% | 55.4% | 57.0% | 67.3% | 66.8% |
| | | Alemany Blvd&Arch St SW-NS/BZ | 76.6% | 78.5% | 69.1% | 72.4% | 83.4% | 75.0% | 70.2% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

## Outbound
System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| **Rail (Metro)** | 41.7% | 26.5% | 29.9% | 17.7% | 15.7% | 33.1% | 52.3% |
| **Rapid & Frequent** | 66.0% | 59.7% | 59.9% | 54.7% | 57.0% | 57.3% | 64.0% |
| **Grid** | 60.7% | 56.7% | 57.3% | 50.9% | 57.9% | 61.0% | 56.2% |
| **Specialized** | 59.1% | 40.0% | 65.3% | 54.1% | 47.4% | | 64.4% |
| **Connector** | 64.3% | 64.2% | 63.9% | 61.5% | 62.6% | 61.6% | 72.0% |
| **Owl** | | | | | | | 54.1% |

Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 49.0% | 32.6% | 33.0% | 13.2% | 13.8% | 28.4% | 58.2% |
| | | Saint Francis Circle NW-NS/SI | 37.9% | 19.7% | 13.4% | 6.7% | 12.3% | 20.2% | 37.3% |
| | M-Ocean View | Full route | 36.9% | 25.9% | 32.2% | 17.1% | 14.5% | 28.3% | 50.3% |
| | | Broad St&Plymouth Ave SW-NS/PS | 34.3% | 21.5% | 26.8% | 16.3% | 12.2% | 27.0% | 40.5% |
| Grid | 29-Sunset | Full route | 58.7% | 53.4% | 44.5% | 41.6% | 46.4% | 58.3% | 80.3% |
| | | Balboa Park BART Station SW-MB/BZ | 44.9% | 41.8% | 37.6% | 33.4% | 39.5% | 52.8% | |
| | 54-Felton | Full route | 58.4% | 53.1% | 54.6% | 49.1% | 50.0% | 67.9% | 81.0% |
| | | Alemany Blvd&Arch St NE-NS | 44.2% | 45.1% | 34.3% | 40.7% | 38.3% | 64.6% | 0.0% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

# Oceanview-Ingleside Neighborhood

## Inbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| **Rail (Metro)** | 18.0% | 22.6% | 24.1% | 26.2% | 37.1% | 34.7% | 19.7% |
| **Rapid & Frequent** | 11.3% | 11.4% | 11.7% | 13.3% | 16.0% | 13.1% | 11.2% |
| **Grid** | 16.1% | 15.8% | 17.4% | 21.9% | 19.6% | 16.0% | 14.1% |
| **Specialized** | 11.2% | 15.1% | | 9.3% | 12.0% | | |
| **Connector** | 12.2% | 11.9% | 13.5% | 16.3% | 14.1% | 12.6% | 7.6% |
| **Owl** | | | | | | | 15.3% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 20.8% | 24.1% | 28.2% | 30.1% | 40.5% | 43.6% | 20.8% |
| | | Saint Francis Circle NE-FS/SI | 14.6% | 23.4% | 30.5% | 29.9% | 38.5% | 39.4% | 16.1% |
| | M-Ocean View | Full route | 20.3% | 21.7% | 20.2% | 27.6% | 44.8% | 41.8% | 15.5% |
| | | Broad St&Plymouth Ave NE-NS/PS | 15.5% | 20.0% | 18.8% | 28.2% | 39.7% | 43.4% | 13.0% |
| Grid | 29-Sunset | Full route | 16.0% | 16.0% | 18.4% | 19.1% | 16.9% | 17.5% | 20.1% |
| | | Balboa Park BART Station NE-MB/BZ | 11.6% | 13.2% | 10.1% | 14.7% | 9.2% | 13.6% | 32.1% |
| | 54-Felton | Full route | 17.2% | 17.6% | 21.3% | 27.9% | 22.4% | 17.5% | 16.4% |
| | | Alemany Blvd&Arch St SW-NS/BZ | 9.9% | 11.2% | 17.9% | 25.4% | 13.1% | 12.6% | |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

## Outbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| **Rail (Metro)** | 19.9% | 23.8% | 25.1% | 26.9% | 36.2% | 35.1% | 19.5% |
| **Rapid & Frequent** | 12.1% | 12.7% | 11.9% | 14.4% | 15.8% | 14.3% | 13.1% |
| **Grid** | 16.3% | 16.9% | 18.2% | 21.5% | 19.0% | 14.4% | 14.6% |
| **Specialized** | 9.1% | 21.1% | 10.3% | 16.0% | 19.8% | | 1.9% |
| **Connector** | 14.2% | 10.5% | 11.8% | 14.8% | 12.4% | 8.9% | 3.9% |
| **Owl** | | | | | | | 18.9% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 18.8% | 24.4% | 27.0% | 31.2% | 39.0% | 39.1% | 15.3% |
| | | Saint Francis Circle NW-NS/SI | 23.7% | 24.9% | 32.7% | 31.9% | 40.4% | 45.2% | 26.1% |
| | M-Ocean View | Full route | 22.9% | 23.6% | 23.7% | 28.2% | 44.1% | 43.4% | 24.5% |
| | | Broad St&Plymouth Ave SW-NS/PS | 24.1% | 26.5% | 26.1% | 27.5% | 39.0% | 44.8% | 30.3% |
| Grid | 29-Sunset | Full route | 14.1% | 17.8% | 24.4% | 19.6% | 18.4% | 18.8% | 13.3% |
| | | Balboa Park BART Station SW-MB/BZ | 15.7% | 22.3% | 26.3% | 22.8% | 20.8% | 17.6% | |
| | 54-Felton | Full route | 17.5% | 19.1% | 21.7% | 31.0% | 31.0% | 19.2% | 60.0% |
| | | Alemany Blvd&Arch St NE-NS | 19.1% | 21.7% | 25.9% | 29.4% | 36.3% | 19.7% | 50.0% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

# Oceanview-Ingleside Neighborhood

Peak Period Crowding

| Difference | 5% |
|---|---|

| Route | % of Peak Period Trips Over Capacity* |
|---|---|
| K Ingleside | N/A** |
| M Ocean View | N/A** |
| 29 Sunset | 28% |
| 54 Felton | 6% |
| System | 13% |

*Note: SFMTA's methodology for measuring vehicle capacity and crowding was updated in early 2018. Year-over-year comparisons to previous years are not yet available.

**Crowding data for Muni Metro rail lines is not yet available. Updated data will be available with the arrival of new LRVs equipped with new automatic passenger counters.

# Oceanview-Ingleside Neighborhood

## 2016-2017 On-Time Performance Comparison

### Inbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 52.1% | 28.0% | 37.2% | 15.9% | 15.0% | 33.2% | 51.2% |
| | | Saint Francis Circle NE-FS/SI | 67.8% | 47.0% | 40.3% | 20.7% | 24.1% | 48.0% | 58.4% |
| | M-Ocean View | Full route | 56.1% | 49.2% | 50.2% | 34.1% | 23.4% | 35.7% | 66.4% |
| | | Broad St&Plymouth Ave NE-NS/PS | 72.3% | 56.4% | 57.6% | 42.3% | 24.3% | 44.3% | 74.9% |
| Grid | 29-Sunset | Full route | 53.5% | 49.0% | 44.8% | 45.1% | 47.2% | 56.9% | 61.6% |
| | | Balboa Park BART Station NE-MB/BZ | 51.6% | 44.0% | 45.6% | 34.9% | 32.7% | 66.0% | 76.9% |
| | 54-Felton | Full route | 60.2% | 55.5% | 55.0% | 55.4% | 57.0% | 67.3% | 66.8% |
| | | Alemany Blvd&Arch St SW-NS/BZ | 76.6% | 78.5% | 69.1% | 72.4% | 83.4% | 75.0% | 70.2% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 49.0% | 32.6% | 33.0% | 13.2% | 13.8% | 28.4% | 58.2% |
| | | Saint Francis Circle NW-NS/SI | 37.9% | 19.7% | 13.4% | 6.7% | 12.3% | 20.2% | 37.3% |
| | M-Ocean View | Full route | 36.9% | 25.9% | 32.2% | 17.1% | 14.5% | 28.3% | 50.3% |
| | | Broad St&Plymouth Ave SW-NS/PS | 34.3% | 21.5% | 26.8% | 16.3% | 12.2% | 27.0% | 40.5% |
| Grid | 29-Sunset | Full route | 58.7% | 53.4% | 44.5% | 41.6% | 46.4% | 58.3% | 80.3% |
| | | Balboa Park BART Station SW-MB/BZ | 44.9% | 41.8% | 37.6% | 33.4% | 39.5% | 52.8% | |
| | 54-Felton | Full route | 58.4% | 53.1% | 54.6% | 49.1% | 50.0% | 67.9% | 81.0% |
| | | Alemany Blvd&Arch St NE-NS | 44.2% | 45.1% | 34.3% | 40.7% | 38.3% | 64.6% | 0.0% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Oceanview-Ingleside Neighborhood

## 2016-2017 Service Gaps Comparison

### Inbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 20.8% | 24.1% | 28.2% | 30.1% | 40.5% | 43.6% | 20.8% |
| | | Saint Francis Circle NE-FS/SI | 14.6% | 23.4% | 30.5% | 29.9% | 38.5% | 39.4% | 16.1% |
| | M-Ocean View | Full route | 20.3% | 21.7% | 20.2% | 27.6% | 44.8% | 41.8% | 15.5% |
| | | Broad St&Plymouth Ave NE-NS/PS | 15.5% | 20.0% | 18.8% | 28.2% | 39.7% | 43.4% | 13.0% |
| Grid | 29-Sunset | Full route | 16.0% | 16.0% | 18.4% | 19.1% | 16.9% | 17.5% | 20.1% |
| | | Balboa Park BART Station NE-MB/BZ | 11.6% | 13.2% | 10.1% | 14.7% | 9.2% | 13.6% | 32.1% |
| | 54-Felton | Full route | 17.2% | 17.6% | 21.3% | 27.9% | 22.4% | 17.5% | 16.4% |
| | | Alemany Blvd&Arch St SW-NS/BZ | 9.9% | 11.2% | 17.9% | 25.4% | 13.1% | 12.6% | |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 18.8% | 24.4% | 27.0% | 31.2% | 39.0% | 39.1% | 15.3% |
| | | Saint Francis Circle NW-NS/SI | 23.7% | 24.9% | 32.7% | 31.9% | 40.4% | 45.2% | 26.1% |
| | M-Ocean View | Full route | 22.9% | 23.6% | 23.7% | 28.2% | 44.1% | 43.4% | 24.5% |
| | | Broad St&Plymouth Ave SW-NS/PS | 24.1% | 26.5% | 26.1% | 27.5% | 39.0% | 44.8% | 30.3% |
| Grid | 29-Sunset | Full route | 14.1% | 17.8% | 24.4% | 19.6% | 18.4% | 18.8% | 13.3% |
| | | Balboa Park BART Station SW-MB/BZ | 15.7% | 22.3% | 26.3% | 22.8% | 20.8% | 17.6% | |
| | 54-Felton | Full route | 17.5% | 19.1% | 21.7% | 31.0% | 31.0% | 19.2% | 60.0% |
| | | Alemany Blvd&Arch St NE-NS | 19.1% | 21.7% | 25.9% | 29.4% | 36.3% | 19.7% | 50.0% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Oceanview-Ingleside Neighborhood

Travel Time to Key Destinations

AM Peak Arrive at 9 am
*Starting Location: Broad & Plymouth*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 14R, 48 | 46 | 1 | 27 | 32 | 1.4 |
| Downtown / Montgomery & Market | 14R | 52 | 0 | 38 | 43 | 1.2 |
| Nearest Large Park - McLaren Park | 54 | 28 | 0 | 16 | 21 | 1.3 |
| City College 50 Phelan | 54 | 15 | 0 | 8 | 13 | 1.2 |
| Grocery Store, Safeway (Mission & France) | 14X | 20 | 0 | 8 | 13 | 1.5 |

Midday Arrive at 12 noon
*Starting Location: Broad & Plymouth*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 14R, 48 | 42 | 1 | 13 | 18 | 2.3 |
| Downtown / Montgomery & Market | 14R | 53 | 0 | 23 | 28 | 1.9 |
| Nearest Large Park - McLaren Park | 54 | 28 | 0 | 12 | 17 | 1.6 |
| City College 50 Phelan | 54 | 15 | 0 | 8 | 13 | 1.2 |
| Grocery Store, Safeway (Mission & France) | 54 | 16 | 0 | 7 | 12 | 1.3 |

PM Peak Arrive at 5 pm
*Starting Location: Broad & Plymouth*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 14R, 48 | 46 | 1 | 15 | 20 | 2.3 |
| Downtown / Montgomery & Market | 14R | 54 | 0 | 34 | 39 | 1.4 |
| Nearest Large Park - McLaren Park | 54 | 32 | 0 | 13 | 18 | 1.8 |
| City College 50 Phelan | 54 | 16 | 0 | 8 | 13 | 1.2 |
| Grocery Store, Safeway (Mission & France) | 54 | 18 | 0 | 8 | 13 | 1.4 |

Night Leave at 8 pm
*Starting Location: Broad & Plymouth*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 54, 9 | 46 | 1 | 13 | 18 | 2.6 |
| Downtown / Montgomery & Market | 14 | 57 | 0 | 20 | 25 | 2.3 |
| Nearest Large Park - McLaren Park | 54 | 26 | 0 | 12 | 17 | 1.5 |
| City College 50 Phelan | 54 | 14 | 0 | 7 | 12 | 1.2 |
| Grocery Store, Safeway (Mission & France) | 54 | 14 | 0 | 7 | 12 | 1.2 |

## Inbound

### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 55.6% | 38.7% | 45.6% | 28.0% | 22.9% | 41.5% | 62.3% |
| Rapid & Frequent | 64.1% | 60.8% | 60.5% | 59.1% | 57.3% | 61.5% | 65.9% |
| Grid | 58.9% | 55.6% | 57.0% | 53.6% | 56.8% | 59.3% | 58.8% |
| Specialized | 66.0% | 48.8% | | 65.3% | 51.4% | | 87.6% |
| Connector | 56.7% | 56.9% | 55.5% | 51.7% | 56.6% | 55.6% | 58.8% |
| Owl | | | | | | | 59.9% |

### Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 14-Mission | Full route | 64.4% | 59.2% | 61.9% | 65.7% | 60.1% | 62.9% | 58.5% |
| | | Mission St&5th St S-NS/BZ | 54.0% | 55.1% | 56.8% | 55.1% | 53.6% | 46.2% | 49.1% |
| | 14R-Mission Rapid | Full route | 61.8% | 66.8% | 65.7% | 64.4% | 23.8% | | 75.0% |
| | | Mission St&5th St S-NS/BZ | 46.6% | 57.6% | 56.8% | 48.6% | 0.0% | | |
| | 38-Geary | Full route | 59.5% | 51.4% | 55.5% | 47.4% | 53.1% | 48.3% | 59.5% |
| | | O'Farrell St&Van Ness Ave SW-NS/BZ | 59.0% | 46.4% | 50.7% | 46.9% | 52.1% | 47.0% | 59.0% |
| | 38R-Geary Rapid | Full route | 74.7% | 65.9% | 64.3% | 62.4% | 57.0% | | 80.0% |
| | | O'Farrell St&Van Ness Ave SW-NS/BZ | 70.4% | 59.1% | 57.8% | 59.5% | 53.1% | | |
| | 47-Van Ness | Full route | 70.1% | 57.9% | 52.0% | 47.6% | 62.3% | 66.3% | 27.5% |
| | | Van Ness Ave&Mcallister St SE-NS/BZ | 72.6% | 60.2% | 50.8% | 40.9% | 66.5% | 65.1% | 0.0% |
| | 49-Van Ness/Mission | Full route | 63.2% | 59.0% | 60.4% | 58.0% | 55.6% | 63.8% | 64.4% |
| | | Van Ness Ave&Mcallister St SE-NS/BZ | 63.7% | 59.2% | 49.1% | 48.8% | 58.4% | 67.0% | 89.1% |
| Grid | 19-Polk | Full route | 53.8% | 48.7% | 44.2% | 42.9% | 42.2% | 49.1% | 48.6% |
| | | 7th St&Market St S-NS/SI | 44.7% | 39.5% | 34.8% | 32.3% | 37.2% | 44.7% | 51.2% |
| | 27-Bryant | Full route | 59.1% | 50.3% | 57.0% | 50.3% | 56.1% | 72.5% | 55.5% |
| | | 5th St North&Market St NE-FS/BZ | 55.4% | 42.6% | 50.0% | 42.6% | 54.3% | 72.2% | 96.9% |
| | 31-Balboa | Full route | 67.1% | 59.0% | 55.9% | 60.3% | 61.3% | 53.7% | 65.3% |
| | | Eddy St&Fillmore St SW-NS/BZ | | | | | | | |
| | | Eddy St&Van Ness Ave SE-FS/BZ | 61.1% | 60.5% | 50.4% | 56.0% | 61.1% | 58.5% | 73.1% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

## Outbound

### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 41.7% | 26.5% | 29.9% | 17.7% | 15.7% | 33.1% | 52.3% |
| Rapid & Frequent | 66.0% | 59.7% | 59.9% | 54.7% | 57.0% | 57.3% | 64.0% |
| Grid | 60.7% | 56.7% | 57.3% | 50.9% | 57.9% | 61.0% | 56.2% |
| Specialized | 59.1% | 40.0% | 65.3% | 54.1% | 47.4% | | 64.4% |
| Connector | 64.3% | 64.2% | 63.9% | 61.5% | 62.6% | 61.6% | 72.0% |
| Owl | | | | | | | 54.1% |

### Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 14-Mission | Full route | 62.8% | 55.1% | 60.4% | 55.4% | 51.9% | 55.9% | 54.4% |
| | | Mission St&5th St W-FS/BZ | 63.6% | 58.6% | 77.7% | 65.3% | 69.0% | 64.8% | 68.8% |
| | 14R-Mission Rapid | Full route | 64.8% | 59.2% | 57.6% | 54.6% | 55.3% | | 100.0% |
| | | Mission St&5th St W-FS/BZ | 58.8% | 65.9% | 58.7% | 61.0% | 70.0% | | |
| | 38-Geary | Full route | 56.0% | 54.4% | 55.3% | 46.3% | 59.9% | 57.4% | 69.9% |
| | | Geary Blvd&Powell St NW-FS/BZ | 73.8% | 62.5% | 69.4% | 54.5% | 74.6% | 68.9% | 79.5% |
| | 38R-Geary Rapid | Full route | 68.8% | 61.8% | 66.1% | 55.0% | 57.3% | | |
| | | Geary Blvd&Powell St NW-FS/BZ | 70.0% | 64.6% | 69.7% | 57.7% | 61.1% | | |
| | 47-Van Ness | Full route | 65.9% | 62.3% | 64.4% | 55.6% | 56.6% | 63.8% | 59.7% |
| | | Van Ness Ave&Mcallister St SW-FS/BZ | 47.8% | 46.4% | 46.5% | 42.6% | 50.1% | 54.8% | 26.9% |
| | 49-Van Ness/Mission | Full route | 67.1% | 59.8% | 62.1% | 54.8% | 68.2% | 56.1% | 92.6% |
| | | Van Ness Ave&Mcallister St SW-FS/BZ | 61.5% | 55.6% | 57.1% | 46.4% | 73.4% | 54.3% | 95.5% |
| Grid | 19-Polk | Full route | 52.6% | 46.8% | 49.1% | 37.9% | 48.0% | 48.5% | 32.7% |
| | | 8th St&Mission St S-FS/BZ | 41.9% | 41.8% | 47.4% | 29.4% | 51.2% | 32.9% | 25.3% |
| | 27-Bryant | Full route | 62.0% | 50.8% | 60.5% | 49.6% | 57.0% | 65.4% | 48.1% |
| | | 5th St North&Market St NW-NS/BZ | 72.8% | 45.8% | 57.3% | 41.0% | 58.4% | 58.6% | 47.8% |
| | 31-Balboa | Full route | 66.8% | 58.6% | 57.9% | 52.8% | 59.7% | 63.5% | 57.2% |
| | | Eddy St&Fillmore St NE-NS/BZ | | | | | | | |
| | | Eddy St&Van Ness Ave NE-NS/BZ | 61.2% | 55.1% | 52.2% | 51.1% | 60.1% | 68.3% | 58.0% |
| | | Market St&Powell St N-NS/BZ | 66.8% | 68.5% | 60.6% | 59.4% | 73.4% | 83.2% | 72.6% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

# Tenderloin-SoMa Neighborhood

*September – November 2017*

## Inbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| **Rail (Metro)** | 18.0% | 22.6% | 24.1% | 26.2% | 37.1% | 34.7% | 19.7% |
| **Rapid & Frequent** | 11.3% | 11.4% | 11.7% | 13.3% | 16.0% | 13.1% | 11.2% |
| **Grid** | 16.1% | 15.8% | 17.4% | 21.9% | 19.6% | 16.0% | 14.1% |
| **Specialized** | 11.2% | 15.1% | | 9.3% | 12.0% | | |
| **Connector** | 12.2% | 11.9% | 13.5% | 16.3% | 14.1% | 12.6% | 7.6% |
| **Owl** | | | | | | | 15.3% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 14-Mission | Full route | 10.2% | 9.5% | 13.9% | 11.4% | 16.3% | 17.7% | 15.4% |
| | | Mission St&5th St S-NS/BZ | 15.2% | 14.6% | 17.5% | 16.4% | 18.5% | 22.1% | 15.4% |
| | 14R-Mission Rapid | Full route | 10.2% | 10.1% | 10.9% | 13.0% | 60.0% | | |
| | | Mission St&5th St S-NS/BZ | 13.0% | 12.8% | 15.4% | 17.6% | 100.0% | | |
| | 38-Geary | Full route | 17.3% | 18.5% | 15.8% | 19.5% | 16.2% | 13.6% | 13.7% |
| | | O'Farrell St&Van Ness Ave SW-NS/BZ | 15.0% | 15.5% | 13.0% | 14.7% | 16.4% | 15.7% | 13.5% |
| | 38R-Geary Rapid | Full route | 5.2% | 8.7% | 7.6% | 8.4% | 9.4% | | |
| | | O'Farrell St&Van Ness Ave SW-NS/BZ | 5.5% | 10.2% | 9.8% | 9.7% | 10.7% | | |
| | 47-Van Ness | Full route | 15.1% | 12.7% | 14.7% | 18.6% | 15.3% | 8.7% | 11.5% |
| | | Van Ness Ave&Mcallister St SE-NS/BZ | 11.4% | 13.6% | 15.2% | 18.8% | 13.9% | 6.5% | 100.0% |
| | 49-Van Ness/Mission | Full route | 13.6% | 9.4% | 10.4% | 12.4% | 10.3% | 7.3% | 4.7% |
| | | Van Ness Ave&Mcallister St SE-NS/BZ | 12.5% | 10.7% | 11.1% | 15.9% | 12.3% | 8.7% | 12.0% |
| Grid | 19-Polk | Full route | 22.7% | 18.9% | 21.9% | 29.7% | 27.9% | 20.2% | 33.3% |
| | | 7th St&Market St S-NS/SI | 24.3% | 20.3% | 28.4% | 32.7% | 29.2% | 18.0% | 35.1% |
| | 27-Bryant | Full route | 18.2% | 16.6% | 19.3% | 20.5% | 21.2% | 7.4% | 7.7% |
| | | 5th St North&Market St NE-FS/BZ | 32.0% | 18.7% | 20.6% | 21.5% | 21.2% | 8.6% | 7.5% |
| | 31-Balboa | Full route | 14.2% | 16.6% | 18.1% | 21.8% | 19.4% | 24.4% | 18.3% |
| | | Eddy St&Fillmore St SW-NS/BZ | | | | | | | |
| | | Eddy St&Van Ness Ave SE-FS/BZ | 15.6% | 16.5% | 22.7% | 21.9% | 20.4% | 19.0% | 17.2% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

## Outbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| **Rail (Metro)** | 19.9% | 23.8% | 25.1% | 26.9% | 36.2% | 35.1% | 19.5% |
| **Rapid & Frequent** | 12.1% | 12.7% | 11.9% | 14.4% | 15.8% | 14.3% | 13.1% |
| **Grid** | 16.3% | 16.9% | 18.2% | 21.5% | 19.0% | 14.4% | 14.6% |
| **Specialized** | 9.1% | 21.1% | 10.3% | 16.0% | 19.8% | | 1.9% |
| **Connector** | 14.2% | 10.5% | 11.8% | 14.8% | 12.4% | 8.9% | 3.9% |
| **Owl** | | | | | | | 18.9% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 14-Mission | Full route | 12.4% | 16.1% | 16.7% | 15.7% | 18.1% | 19.2% | 15.9% |
| | | Mission St&5th St W-FS/BZ | 7.3% | 11.7% | 9.4% | 11.2% | 11.7% | 14.2% | 11.5% |
| | 14R-Mission Rapid | Full route | 11.5% | 12.2% | 11.8% | 13.8% | 16.8% | | |
| | | Mission St&5th St W-FS/BZ | 8.6% | 9.5% | 5.3% | 8.4% | 8.1% | | |
| | 38-Geary | Full route | 14.0% | 16.0% | 12.3% | 18.9% | 16.1% | 13.4% | 10.7% |
| | | Geary Blvd&Powell St NW-FS/BZ | 10.6% | 11.3% | 8.6% | 14.3% | 10.5% | 10.6% | 5.7% |
| | 38R-Geary Rapid | Full route | 8.6% | 10.6% | 7.7% | 10.3% | 9.5% | | |
| | | Geary Blvd&Powell St NW-FS/BZ | 8.2% | 9.1% | 5.7% | 9.4% | 7.0% | | |
| | 47-Van Ness | Full route | 11.3% | 12.7% | 13.1% | 16.9% | 21.4% | 12.8% | 5.0% |
| | | Van Ness Ave&Mcallister St SW-FS/BZ | 12.7% | 13.2% | 15.2% | 17.6% | 19.2% | 13.2% | 0.0% |
| | 49-Van Ness/Mission | Full route | 10.0% | 11.2% | 12.9% | 15.1% | 10.3% | 6.1% | 1.1% |
| | | Van Ness Ave&Mcallister St SW-FS/BZ | 8.1% | 9.9% | 11.2% | 14.4% | 7.0% | 3.7% | |
| Grid | 19-Polk | Full route | 28.5% | 23.0% | 23.3% | 32.4% | 24.2% | 18.1% | 11.4% |
| | | 8th St&Mission St S-FS/BZ | 32.0% | 24.5% | 21.0% | 33.2% | 21.8% | 18.0% | 11.1% |
| | 27-Bryant | Full route | 10.9% | 17.2% | 17.0% | 22.8% | 16.7% | 7.9% | 5.9% |
| | | 5th St North&Market St NW-NS/BZ | 10.1% | 18.2% | 15.5% | 23.1% | 14.7% | 8.8% | 4.9% |
| | 31-Balboa | Full route | 17.0% | 17.1% | 19.2% | 22.7% | 22.4% | 18.8% | 15.6% |
| | | Eddy St&Fillmore St NE-NS/BZ | | | | | | | |
| | | Eddy St&Van Ness Ave NE-NS/BZ | 14.8% | 17.9% | 15.9% | 23.3% | 21.9% | 17.6% | 12.2% |
| | | Market St&Powell St N-NS/BZ | 15.0% | 14.1% | 12.5% | 17.9% | 19.7% | 14.2% | 1.6% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

# Tenderloin-SoMa Neighborhood

## Peak Period Crowding

| Difference | 5% |
|---|---|

| Route | % of Peak Period Trips Over Capacity* |
|---|---|
| 12 Folsom | 7% |
| 14 Mission | 1% |
| 14R Mission Rapid | 23% |
| 19 Polk | 4% |
| 27 Bryant | 1% |
| 31 Balboa | 1% |
| 38 Geary | 6% |
| 38R Geary | 27% |
| 47 Van Ness | 8% |
| 49 Van Ness Mission | 11% |
| System | 13% |

*Note: SFMTA's methodology for measuring vehicle capacity and crowding was updated in early 2018. Year-over-year comparisons to previous years are not yet available.

# Tenderloin-SoMa Neighborhood

## 2016-2017 On-Time Performance Comparison

### Inbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 14-Mission | Full route | 64.4% | 59.2% | 61.9% | 65.7% | 60.1% | 62.9% | 58.5% |
| | | Mission St&5th St S-NS/BZ | 54.0% | 55.1% | 56.8% | 55.1% | 53.6% | 46.2% | 49.1% |
| | 14R-Mission Rapid | Full route | 61.8% | 66.8% | 65.7% | 64.4% | 23.8% | | 75.0% |
| | | Mission St&5th St S-NS/BZ | 46.6% | 57.6% | 56.8% | 48.6% | 0.0% | | |
| | 38-Geary | Full route | 59.5% | 51.4% | 55.5% | 47.4% | 53.1% | 48.3% | 59.5% |
| | | O'Farrell St&Van Ness Ave SW-NS/BZ | 59.0% | 46.4% | 50.7% | 46.9% | 52.1% | 47.0% | 59.0% |
| | 38R-Geary Rapid | Full route | 74.7% | 65.9% | 64.3% | 62.4% | 57.0% | | 80.0% |
| | | O'Farrell St&Van Ness Ave SW-NS/BZ | 70.4% | 59.1% | 57.8% | 59.5% | 53.1% | | |
| | 47-Van Ness | Full route | 70.1% | 57.9% | 52.0% | 47.6% | 62.3% | 66.3% | 27.5% |
| | | Van Ness Ave&Mcallister St SE-NS/BZ | 72.6% | 60.2% | 50.8% | 40.9% | 66.5% | 65.1% | 0.0% |
| | 49-Van Ness/Mission | Full route | 63.2% | 59.0% | 60.4% | 58.0% | 55.6% | 63.8% | 64.4% |
| | | Van Ness Ave&Mcallister St SE-NS/BZ | 63.7% | 59.2% | 49.1% | 48.8% | 58.4% | 67.0% | 89.1% |
| Grid | 19-Polk | Full route | 53.8% | 48.7% | 44.2% | 42.9% | 42.2% | 49.1% | 48.6% |
| | | 7th&Market St S-NS/SI | 44.7% | 39.5% | 34.8% | 32.3% | 37.2% | 44.7% | 51.2% |
| | 27-Bryant | Full route | 59.1% | 50.3% | 57.0% | 50.3% | 56.1% | 72.5% | 55.5% |
| | | 5th St North&Market St NE-FS/BZ | 55.4% | 42.6% | 50.0% | 42.6% | 54.3% | 72.2% | 96.9% |
| | 31-Balboa | Full route | 67.1% | 59.0% | 55.9% | 60.3% | 61.3% | 53.7% | 65.3% |
| | | Eddy St&Fillmore St SW-NS/BZ | | | | | | | |
| | | Eddy St&Van Ness Ave SE-FS/BZ | 61.1% | 60.5% | 50.4% | 56.0% | 61.1% | 58.5% | 73.1% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 14-Mission | Full route | 62.8% | 55.1% | 60.4% | 55.4% | 51.9% | 55.9% | 54.4% |
| | | Mission St&5th St W-FS/BZ | 63.6% | 58.6% | 77.7% | 65.3% | 69.0% | 64.8% | 68.8% |
| | 14R-Mission Rapid | Full route | 64.8% | 59.2% | 57.6% | 54.6% | 55.3% | | 100.0% |
| | | Mission St&5th St W-FS/BZ | 58.8% | 65.9% | 58.7% | 61.0% | 70.0% | | |
| | 38-Geary | Full route | 56.0% | 54.4% | 55.3% | 46.3% | 59.9% | 57.4% | 69.9% |
| | | Geary Blvd&Powell St NW-FS/BZ | 73.8% | 62.5% | 69.4% | 54.5% | 74.6% | 68.9% | 79.5% |
| | 38R-Geary Rapid | Full route | 68.8% | 61.8% | 66.1% | 55.0% | 57.3% | | |
| | | Geary Blvd&Powell St NW-FS/BZ | 70.0% | 64.6% | 69.7% | 57.7% | 61.1% | | |
| | 47-Van Ness | Full route | 65.9% | 62.3% | 64.4% | 55.6% | 56.6% | 63.8% | 59.7% |
| | | Van Ness Ave&Mcallister St SW-FS/BZ | 47.8% | 46.4% | 46.5% | 42.6% | 50.1% | 54.8% | 26.9% |
| | 49-Van Ness/Mission | Full route | 67.1% | 59.8% | 62.1% | 54.8% | 68.2% | 56.1% | 92.6% |
| | | Van Ness Ave&Mcallister St SW-FS/BZ | 61.5% | 55.6% | 57.1% | 46.4% | 73.4% | 54.3% | 95.5% |
| Grid | 19-Polk | Full route | 52.6% | 46.8% | 49.1% | 37.9% | 48.0% | 48.5% | 32.7% |
| | | 8th St&Mission St S-FS/BZ | 41.9% | 41.8% | 47.4% | 29.4% | 51.2% | 32.9% | 25.3% |
| | 27-Bryant | Full route | 62.0% | 50.8% | 60.5% | 49.6% | 57.0% | 65.4% | 48.1% |
| | | 5th  St North&Market St NW-NS/BZ | 72.8% | 45.8% | 57.3% | 41.0% | 58.4% | 58.6% | 47.8% |
| | 31-Balboa | Full route | 66.8% | 58.6% | 57.9% | 52.8% | 59.7% | 63.5% | 57.2% |
| | | Eddy St&Fillmore St NE-NS/BZ | | | | | | | |
| | | Eddy St&Van Ness Ave NE-NS/BZ | 61.2% | 55.1% | 52.2% | 51.1% | 60.1% | 68.3% | 58.0% |
| | | Market St&Powell St N-NS/BZ | 66.8% | 68.5% | 60.6% | 59.4% | 73.4% | 83.2% | 72.6% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Tenderloin-SoMa **Neighborhood**

2016-2017 Service Gaps Comparison

## Inbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 14-Mission | Full route | 10.2% | 9.5% | 13.9% | 11.4% | 16.3% | 17.7% | 15.4% |
| | | Mission St&5th St S-NS/BZ | 15.2% | 14.6% | 17.5% | 16.4% | 18.5% | 22.1% | 15.4% |
| | 14R-Mission Rapid | Full route | 10.2% | 10.1% | 10.9% | 13.0% | 60.0% | | |
| | | Mission St&5th St S-NS/BZ | 13.0% | 12.8% | 15.4% | 17.6% | 100.0% | | |
| | 38-Geary | Full route | 17.3% | 18.5% | 15.8% | 19.5% | 16.2% | 13.6% | 13.7% |
| | | O'Farrell St&Van Ness Ave SW-NS/BZ | 15.0% | 15.5% | 13.0% | 14.7% | 16.4% | 15.7% | 13.5% |
| | 38R-Geary Rapid | Full route | 5.2% | 8.7% | 7.6% | 8.4% | 9.4% | | |
| | | O'Farrell St&Van Ness Ave SW-NS/BZ | 5.5% | 10.2% | 9.8% | 9.7% | 10.7% | | |
| | 47-Van Ness | Full route | 15.1% | 12.7% | 14.7% | 18.6% | 15.3% | 8.7% | 11.5% |
| | | Van Ness Ave&Mcallister St SE-NS/BZ | 11.4% | 13.6% | 15.2% | 18.8% | 13.9% | 6.5% | 100.0% |
| | 49-Van Ness/Mission | Full route | 13.6% | 9.4% | 10.4% | 12.4% | 10.3% | 7.3% | 4.7% |
| | | Van Ness Ave&Mcallister St SE-NS/BZ | 12.5% | 10.7% | 11.1% | 15.9% | 12.3% | 8.7% | 12.0% |
| Grid | 19-Polk | Full route | 22.7% | 18.9% | 21.9% | 29.7% | 27.9% | 20.2% | 33.3% |
| | | 7th St&Market St S-NS/SI | 24.3% | 20.3% | 28.4% | 32.7% | 29.2% | 18.0% | 35.1% |
| | 27-Bryant | Full route | 18.2% | 16.6% | 19.3% | 20.5% | 21.2% | 7.4% | 7.7% |
| | | 5th St North&Market St NE-FS/BZ | 32.0% | 18.7% | 20.6% | 21.5% | 21.2% | 8.6% | 7.5% |
| | 31-Balboa | Full route | 14.2% | 16.6% | 18.1% | 21.8% | 19.4% | 24.4% | 18.3% |
| | | Eddy St&Fillmore St SW-NS/BZ | | | | | | | |
| | | Eddy St&Van Ness Ave SE-FS/BZ | 15.6% | 16.5% | 22.7% | 21.9% | 20.4% | 19.0% | 17.2% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

## Outbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 14-Mission | Full route | 12.4% | 16.1% | 16.7% | 15.7% | 18.1% | 19.2% | 15.9% |
| | | Mission St&5th St W-FS/BZ | 7.3% | 11.7% | 9.4% | 11.2% | 11.7% | 14.2% | 11.5% |
| | 14R-Mission Rapid | Full route | 11.5% | 12.2% | 11.8% | 13.8% | 16.8% | | |
| | | Mission St&5th St W-FS/BZ | 8.6% | 9.5% | 5.3% | 8.4% | 8.1% | | |
| | 38-Geary | Full route | 14.0% | 16.0% | 12.3% | 18.9% | 16.1% | 13.4% | 10.7% |
| | | Geary Blvd&Powell St NW-FS/BZ | 10.6% | 11.3% | 8.6% | 14.3% | 10.5% | 10.6% | 5.7% |
| | 38R-Geary Rapid | Full route | 8.6% | 10.6% | 7.7% | 10.3% | 9.5% | | |
| | | Geary Blvd&Powell St NW-FS/BZ | 8.2% | 9.1% | 5.7% | 9.4% | 7.0% | | |
| | 47-Van Ness | Full route | 11.3% | 12.7% | 13.1% | 16.9% | 21.4% | 12.8% | 5.0% |
| | | Van Ness Ave&Mcallister St SW-FS/BZ | 12.7% | 13.2% | 15.2% | 17.6% | 19.2% | 13.2% | 0.0% |
| | 49-Van Ness/Mission | Full route | 10.0% | 11.2% | 12.9% | 15.1% | 10.3% | 6.1% | 1.1% |
| | | Van Ness Ave&Mcallister St SW-FS/BZ | 8.1% | 9.9% | 11.2% | 14.4% | 7.0% | 3.7% | |
| Grid | 19-Polk | Full route | 28.5% | 23.0% | 23.3% | 32.4% | 24.2% | 18.1% | 11.4% |
| | | 8th St&Mission St S-FS/BZ | 32.0% | 24.5% | 21.0% | 33.2% | 21.8% | 18.0% | 11.1% |
| | 27-Bryant | Full route | 10.9% | 17.2% | 17.0% | 22.8% | 16.7% | 7.9% | 5.9% |
| | | 5th St North&Market St NW-NS/BZ | 10.1% | 18.2% | 15.5% | 23.1% | 14.7% | 8.8% | 4.9% |
| | 31-Balboa | Full route | 17.0% | 17.1% | 19.2% | 22.7% | 22.4% | 18.8% | 15.6% |
| | | Eddy St&Fillmore St NE-NS/BZ | | | | | | | |
| | | Eddy St&Van Ness Ave NE-NS/BZ | 14.8% | 17.9% | 15.9% | 23.3% | 21.9% | 17.6% | 12.2% |
| | | Market St&Powell St N-NS/BZ | 15.0% | 14.1% | 12.5% | 17.9% | 19.7% | 14.2% | 1.6% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Tenderloin-SoMa Neighborhood

Travel Time to Key Destinations

AM Peak Arrive at 9 am
*Starting Location: Eddy & Leavenworth*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 9R | 25 | 0 | 18 | 23 | 1.1 |
| Downtown / Montgomery & Market | 7X | 9 | 0 | 10 | 15 | 0.6 |
| Nearest Large Park - Golden Gate Park | 5R | 30 | 0 | 20 | 25 | 1.2 |
| City College 50 Phelan | M, 43 | 40 | 1 | 20 | 25 | 1.6 |
| Grocery Store, Trader Joe's at Hyde/California | 19 | 14 | 0 | 6 | 11 | 1.3 |

Midday Arrive at 12 noon
*Starting Location: Eddy & Leavenworth*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 9R | 26 | 0 | 17 | 22 | 1.2 |
| Downtown / Montgomery & Market | 9R | 11 | 0 | 10 | 15 | 0.7 |
| Nearest Large Park - Golden Gate Park | 5R | 30 | 0 | 19 | 24 | 1.3 |
| City College 50 Phelan | L, 43 | 40 | 1 | 20 | 25 | 1.6 |
| Grocery Store, Trader Joe's at Hyde/California | 19 | 16 | 0 | 5 | 10 | 1.6 |

PM Peak Arrive at 5 pm
*Starting Location: Eddy & Leavenworth*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 9R | 25 | 0 | 24 | 29 | 0.9 |
| Downtown / Montgomery & Market | 38 | 13 | 0 | 13 | 18 | 0.7 |
| Nearest Large Park - Golden Gate Park | 5R | 35 | 0 | 22 | 27 | 1.3 |
| City College 50 Phelan | L, 43 | 42 | 1 | 30 | 35 | 1.2 |
| Grocery Store, Trader Joe's at Hyde/California | 19 | 16 | 0 | 5 | 10 | 1.6 |

Night Leave at 8 pm
*Starting Location: Eddy & Leavenworth*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 19 | 24 | 0 | 16 | 21 | 1.1 |
| Downtown / Montgomery & Market | 38 | 12 | 0 | 10 | 15 | 0.8 |
| Nearest Large Park - Golden Gate Park | 5 | 32 | 0 | 17 | 22 | 1.5 |
| City College 50 Phelan | L, 43 | 36 | 1 | 19 | 24 | 1.5 |
| Grocery Store, Trader Joe's at Hyde/California | 19 | 15 | 0 | 5 | 10 | 1.5 |

# Visitacion Valley Neighborhood

*September – November 2017*

## Inbound
### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 55.6% | 38.7% | 45.6% | 28.0% | 22.9% | 41.5% | 62.3% |
| Rapid & Frequent | 64.1% | 60.8% | 60.5% | 59.1% | 57.3% | 61.5% | 65.9% |
| Grid | 58.9% | 55.6% | 57.0% | 53.6% | 56.8% | 59.3% | 58.8% |
| Specialized | 66.0% | 48.8% | | 65.3% | 51.4% | | 87.6% |
| Connector | 56.7% | 56.9% | 55.5% | 51.7% | 56.6% | 55.6% | 58.8% |
| Owl | | | | | | | 59.9% |

### Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 52.1% | 28.0% | 37.2% | 15.9% | 15.0% | 33.2% | 51.2% |
| | | Bay Shore Blvd&Sunnydale Ave N-NS | 40.0% | 12.9% | 33.3% | 8.2% | 4.8% | 18.4% | 46.3% |
| Rapid & Frequent Local | 8-Bayshore | Full route | 61.9% | 63.3% | 53.0% | 55.4% | 60.6% | 65.2% | 73.2% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 67.9% | 61.0% | 45.8% | 51.5% | 63.9% | 67.6% | 58.2% |
| | | City College Terminal (Phelan Loop) NW-NS/.. | 84.5% | 79.6% | 78.3% | 81.8% | 76.1% | 80.7% | 83.1% |
| | 9-San Bruno | Full route | 57.5% | 60.4% | 58.8% | 55.6% | 55.1% | 63.1% | 62.5% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 82.9% | 83.0% | 81.1% | 72.8% | 67.1% | 74.3% | 82.8% |
| | 9R-San Bruno Rapid | Full route | 61.0% | 59.8% | 61.3% | 58.4% | 12.0% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 68.2% | 67.6% | 68.1% | 67.7% | 0.0% | | |
| Connector | 56-Rutland | Full route | 70.4% | 70.0% | 73.9% | 55.8% | 70.2% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 77.5% | 80.0% | 81.1% | 63.4% | 73.7% | | |
| Specialized | 8AX-Bayshore A Express | Full route | 53.9% | 40.0% | | | | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | | | | |
| | 8BX-Bayshore B Express | Full route | 61.1% | 40.0% | | | | | |
| | | Bayshore Blvd&Blanken Ave SE-NS/BZ | 52.6% | 52.1% | | | | | |
| | | City College Terminal (Phelan Loop) NW-NS/.. | 83.9% | 68.4% | | | | | |
| Owl | 90-San Bruno Owl | Full route | | | | | | 88.3% | 65.0% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | | | 87.2% | 77.6% |
| | 91-Owl | Full route | 0.0% | | | | | 65.5% | 56.3% |
| | | Bayshore Blvd&Blanken Ave SE-NS/BZ | | | | | | 60.0% | 67.2% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

## Outbound
### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 41.7% | 26.5% | 29.9% | 17.7% | 15.7% | 33.1% | 52.3% |
| Rapid & Frequent | 66.0% | 59.7% | 59.9% | 54.7% | 57.0% | 57.3% | 64.0% |
| Grid | 60.7% | 56.7% | 57.3% | 50.9% | 57.9% | 61.0% | 56.2% |
| Specialized | 59.1% | 40.0% | 65.3% | 54.1% | 47.4% | | 64.4% |
| Connector | 64.3% | 64.2% | 63.9% | 61.5% | 62.6% | 61.6% | 72.0% |
| Owl | | | | | | | 54.1% |

### Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 49.0% | 32.6% | 33.0% | 13.2% | 13.8% | 28.4% | 58.2% |
| | | Bay Shore Blvd&Sunnydale Ave. N-FS | 73.4% | 57.3% | 63.1% | 24.4% | 18.6% | 44.4% | 66.5% |
| Rapid & Frequent Local | 8-Bayshore | Full route | 59.4% | 52.1% | 47.4% | 43.2% | 59.3% | 56.8% | 46.6% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | | | | |
| | | City College Terminal (Phelan Loop) NW-NS/.. | 39.0% | 35.0% | 36.8% | 35.6% | 35.0% | 39.3% | 51.9% |
| | 9-San Bruno | Full route | 60.6% | 59.5% | 55.7% | 51.5% | 51.2% | 64.4% | 68.9% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 46.7% | 48.7% | 45.7% | 37.3% | 40.4% | 54.1% | 60.0% |
| | 9R-San Bruno Rapid | Full route | 64.4% | 59.7% | 62.8% | 53.0% | 49.4% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 52.1% | 56.0% | 56.7% | 40.1% | 56.8% | | |
| Connector | 56-Rutland | Full route | 43.8% | 60.6% | 41.0% | 36.2% | 36.3% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | 46.4% | 19.9% | | |
| Specialized | 8AX-Bayshore A Express | Full route | | 56.2% | | 36.3% | 18.1% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | 21.5% | 17.4% | | |
| | 8BX-Bayshore B Express | Full route | | 73.4% | | 50.6% | 42.5% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | | | | |
| | | City College Terminal (Phelan Loop) NW-NS/.. | | | | 37.7% | 44.7% | | |
| Owl | 90-San Bruno Owl | Full route | 0.0% | | | | | | 57.9% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 0.0% | | | | | | 45.1% |
| | 91-Owl | Full route | 35.1% | | | | | 74.4% | 52.3% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 40.4% | | | | | | 50.6% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

# Visitacion Valley Neighborhood

September – November 2017

## Inbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 18.0% | 22.6% | 24.1% | 26.2% | 37.1% | 34.7% | 19.7% |
| Rapid & Frequent | 11.3% | 11.4% | 11.7% | 13.3% | 16.0% | 13.1% | 11.2% |
| Grid | 16.1% | 15.8% | 17.4% | 21.9% | 19.6% | 16.0% | 14.1% |
| Specialized | 11.2% | 15.1% | | 9.3% | 12.0% | | |
| Connector | 12.2% | 11.9% | 13.5% | 16.3% | 14.1% | 12.6% | 7.6% |
| Owl | | | | | | | 15.3% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 20.8% | 24.1% | 28.2% | 30.1% | 40.5% | 43.6% | 20.8% |
| | | Bay Shore Blvd&Sunnydale Ave N-NS | 19.4% | 26.6% | 28.4% | 30.4% | 38.0% | 41.5% | 26.1% |
| Rapid & Frequent Local | 8-Bayshore | Full route | 17.4% | 10.8% | 12.0% | 12.6% | 12.6% | 11.2% | 9.9% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 12.8% | 10.4% | 12.0% | 12.1% | 10.7% | 8.9% | 4.3% |
| | | City College Terminal (Phelan Loop) NW-.. | 29.4% | 6.0% | 6.5% | 8.6% | 7.2% | 6.7% | 43.9% |
| | 9-San Bruno | Full route | 20.8% | 18.2% | 18.4% | 26.0% | 24.0% | 16.5% | 9.5% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 16.4% | 12.7% | 13.4% | 20.8% | 18.3% | 13.5% | 22.9% |
| | 9R-San Bruno Rapid | Full route | 23.8% | 14.6% | 14.8% | 16.4% | 40.2% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 24.1% | 12.8% | 12.6% | 15.7% | 100.0% | | |
| Connector | 56-Rutland | Full route | 5.4% | 4.4% | 6.5% | 6.5% | 6.2% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 5.4% | 4.7% | 1.6% | 7.2% | 5.5% | | |
| Specialized | 8AX-Bayshore A Express | Full route | 11.7% | 13.9% | | | | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | | | | |
| | 8BX-Bayshore B Express | Full route | 18.2% | 15.9% | | | | | |
| | | Bayshore Blvd&Blanken Ave SE-NS/BZ | 13.6% | 13.6% | | | | | |
| | | City College Terminal (Phelan Loop) NW-.. | 18.4% | 8.6% | | | | | |
| Owl | 90-San Bruno Owl | Full route | | | | | | | 11.9% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | | | | 5.0% |
| | 91-Owl | Full route | 100.0% | | | | | 12.5% | 17.4% |
| | | Bayshore Blvd&Blanken Ave SE-NS/BZ | | | | | | | 12.6% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

## Outbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 19.9% | 23.8% | 25.1% | 26.9% | 36.2% | 35.1% | 19.5% |
| Rapid & Frequent | 12.1% | 12.7% | 11.9% | 14.4% | 15.8% | 14.3% | 13.1% |
| Grid | 16.3% | 16.9% | 18.2% | 21.5% | 19.0% | 14.4% | 14.6% |
| Specialized | 9.1% | 21.1% | 10.3% | 16.0% | 19.8% | | 1.9% |
| Connector | 14.2% | 10.5% | 11.8% | 14.8% | 12.4% | 8.9% | 3.9% |
| Owl | | | | | | | 18.9% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 18.8% | 24.4% | 27.0% | 31.2% | 39.0% | 39.1% | 15.3% |
| | | Bay Shore Blvd&Sunnydale Ave. N-FS | 15.2% | 23.3% | 23.0% | 30.7% | 43.4% | 36.7% | 16.4% |
| Rapid & Frequent Local | 8-Bayshore | Full route | 14.0% | 12.5% | 9.2% | 14.9% | 12.0% | 10.3% | 11.0% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | | | | |
| | | City College Terminal (Phelan Loop) NW-.. | 23.3% | 18.3% | 16.2% | 13.4% | 22.5% | 22.8% | 40.0% |
| | 9-San Bruno | Full route | 18.8% | 18.8% | 19.8% | 26.4% | 26.3% | 19.0% | 20.1% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 19.3% | 21.4% | 22.8% | 29.3% | 32.6% | 16.0% | 22.2% |
| | 9R-San Bruno Rapid | Full route | 21.2% | 18.0% | 14.8% | 19.3% | 29.2% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 20.5% | 18.6% | 17.8% | 20.4% | 21.8% | | |
| Connector | 56-Rutland | Full route | 8.6% | 8.0% | 13.3% | 7.3% | 8.5% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | 0.0% | 8.9% | | |
| Specialized | 8AX-Bayshore A Express | Full route | | | 10.6% | 15.3% | 32.3% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | 15.8% | 25.9% | | |
| | 8BX-Bayshore B Express | Full route | | | 9.9% | 12.1% | 20.0% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | | | | |
| | | City College Terminal (Phelan Loop) NW-.. | | | | 17.6% | 17.2% | | |
| Owl | 90-San Bruno Owl | Full route | 100.0% | | | | | | 23.7% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 100.0% | | | | | | 29.0% |
| | 91-Owl | Full route | 22.2% | | | | | | 16.7% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 17.8% | | | | | | 21.2% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

# Visitacion Valley Neighborhood

Peak Period Crowding

| Difference | 5% |
|---|---|

| Route | % of Peak Period Trips Over Capacity* |
|---|---|
| 8 Bayshore | 27% |
| 8AX Bayshore Exp. | 18% |
| 8BX Bayshore Exp. | 12% |
| 9 San Bruno | 8% |
| 9R San Bruno | 25% |
| 56 Rutland | 1% |
| T Third | N/A** |
| System | 13% |

*Note: SFMTA's methodology for measuring vehicle capacity and crowding was updated in early 2018. Year-over-year comparisons to previous years are not yet available.

**Crowding data for Muni Metro rail lines is not yet available. Updated data will be available with the arrival of new LRVs equipped with new automatic passenger counters.

# Visitacion Valley Neighborhood

## 2016-2017 On-Time Performance Comparison

### Inbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 52.1% | 28.0% | 37.2% | 15.9% | 15.0% | 33.2% | 51.2% |
| | | Bay Shore Blvd&Sunnydale Ave N-NS | 40.0% | 12.9% | 33.3% | 8.2% | 4.8% | 18.4% | 46.3% |
| Rapid & Frequent Local | 8-Bayshore | Full route | 61.9% | 63.3% | 53.0% | 55.4% | 60.6% | 65.2% | 73.2% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 67.9% | 61.0% | 45.8% | 51.5% | 63.9% | 67.6% | 58.2% |
| | | City College Terminal (Phelan Loop) NW-NS/.. | 84.5% | 79.6% | 78.3% | 81.8% | 76.1% | 80.7% | 83.1% |
| | 9-San Bruno | Full route | 57.5% | 60.4% | 58.8% | 55.6% | 55.1% | 63.1% | 62.5% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 82.9% | 83.0% | 81.1% | 72.8% | 67.1% | 74.3% | 82.8% |
| | 9R-San Bruno Rapid | Full route | 61.0% | 59.8% | 61.3% | 58.4% | 12.0% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 68.2% | 67.6% | 68.1% | 67.7% | 0.0% | | |
| Connector | 56-Rutland | Full route | 70.4% | 70.0% | 73.9% | 55.8% | 70.2% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 77.5% | 80.0% | 81.1% | 63.4% | 73.7% | | |
| Specialized | 8AX-Bayshore A Express | Full route | 53.9% | 40.0% | | | | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | | | | |
| | 8BX-Bayshore B Express | Full route | 61.1% | 40.0% | | | | | |
| | | Bayshore Blvd&Blanken Ave SE-NS/BZ | 52.6% | 52.1% | | | | | |
| | | City College Terminal (Phelan Loop) NW-NS/.. | 83.9% | 68.4% | | | | | |
| Owl | 90-San Bruno Owl | Full route | | | | | | 88.3% | 65.0% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | | | 87.2% | 77.6% |
| | 91-Owl | Full route | 0.0% | | | | | 65.5% | 56.3% |
| | | Bayshore Blvd&Blanken Ave SE-NS/BZ | | | | | | 60.0% | 67.2% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 49.0% | 32.6% | 33.0% | 13.2% | 13.8% | 28.4% | 58.2% |
| | | Bay Shore Blvd&Sunnydale Ave. N-FS | 73.4% | 57.3% | 63.1% | 24.4% | 18.6% | 44.4% | 66.5% |
| Rapid & Frequent Local | 8-Bayshore | Full route | 59.4% | 52.1% | 47.4% | 43.2% | 59.3% | 56.8% | 46.6% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | | | | |
| | | City College Terminal (Phelan Loop) NW-NS/.. | 39.0% | 35.0% | 36.8% | 35.6% | 35.0% | 39.3% | 51.9% |
| | 9-San Bruno | Full route | 60.6% | 59.5% | 55.7% | 51.5% | 51.2% | 64.4% | 68.9% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 46.7% | 48.7% | 45.7% | 37.3% | 40.4% | 54.1% | 60.0% |
| | 9R-San Bruno Rapid | Full route | 64.4% | 59.7% | 62.8% | 53.0% | 49.4% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 52.1% | 56.0% | 56.7% | 40.1% | 56.8% | | |
| Connector | 56-Rutland | Full route | 43.8% | 60.6% | 41.0% | 36.2% | 36.3% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | 46.4% | 19.9% | | |
| Specialized | 8AX-Bayshore A Express | Full route | | | 56.2% | 36.3% | 18.1% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | 21.5% | 17.4% | | |
| | 8BX-Bayshore B Express | Full route | | | 73.4% | 50.6% | 42.5% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | | | | |
| | | City College Terminal (Phelan Loop) NW-NS/.. | | | | 37.7% | 44.7% | | |
| Owl | 90-San Bruno Owl | Full route | 0.0% | | | | | | 57.9% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 0.0% | | | | | | 45.1% |
| | 91-Owl | Full route | 35.1% | | | | | 74.4% | 52.3% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 40.4% | | | | | | 50.6% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Visitacion Valley Neighborhood

## 2016-2017 Service Gaps Comparison

### Inbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 20.8% | 24.1% | 28.2% | 30.1% | 40.5% | 43.6% | 20.8% |
| | | Bay Shore Blvd&Sunnydale Ave N-NS | 19.4% | 26.6% | 28.4% | 30.4% | 38.0% | 41.5% | 26.1% |
| Rapid & Frequent Local | 8-Bayshore | Full route | 17.4% | 10.8% | 12.0% | 12.6% | 12.6% | 11.2% | 9.9% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 12.8% | 10.4% | 12.0% | 12.1% | 10.7% | 8.9% | 4.3% |
| | | City College Terminal (Phelan Loop) NW-.. | 29.4% | 6.0% | 6.5% | 8.6% | 7.2% | 6.7% | 43.9% |
| | 9-San Bruno | Full route | 20.8% | 18.2% | 18.4% | 26.0% | 24.0% | 16.5% | 9.5% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 16.4% | 12.7% | 13.4% | 20.8% | 18.3% | 13.5% | 22.9% |
| | 9R-San Bruno Rapid | Full route | 23.8% | 14.6% | 14.8% | 16.4% | 40.2% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 24.1% | 12.8% | 12.6% | 15.7% | 100.0% | | |
| Connector | 56-Rutland | Full route | 5.4% | 4.4% | 6.5% | 6.5% | 6.2% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | 5.4% | 4.7% | 1.6% | 7.2% | 5.5% | | |
| Specialized | 8AX-Bayshore A Express | Full route | 11.7% | 13.9% | | | | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | | | | |
| | 8BX-Bayshore B Express | Full route | 18.2% | 15.9% | | | | | |
| | | Bayshore Blvd&Blanken Ave SE-NS/BZ | 13.6% | 13.6% | | | | | |
| | | City College Terminal (Phelan Loop) NW-.. | 18.4% | 8.6% | | | | | |
| Owl | 90-San Bruno Owl | Full route | | | | | | | 11.9% |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | | | | 5.0% |
| | 91-Owl | Full route | 100.0% | | | | | 12.5% | 17.4% |
| | | Bayshore Blvd&Blanken Ave SE-NS/BZ | | | | | | | 12.6% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Muni Metro | KT-Ingleside/Third | Full route | 18.8% | 24.4% | 27.0% | 31.2% | 39.0% | 39.1% | 15.3% |
| | | Bay Shore Blvd&Sunnydale Ave. N-FS | 15.2% | 23.3% | 23.0% | 30.7% | 43.4% | 36.7% | 16.4% |
| Rapid & Frequent Local | 8-Bayshore | Full route | 14.0% | 12.5% | 9.2% | 14.9% | 12.0% | 10.3% | 11.0% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | | | | |
| | | City College Terminal (Phelan Loop) NW-.. | 23.3% | 18.3% | 16.2% | 13.4% | 22.5% | 22.8% | 40.0% |
| | 9-San Bruno | Full route | 18.8% | 18.8% | 19.8% | 26.4% | 26.3% | 19.0% | 20.1% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 19.3% | 21.4% | 22.8% | 29.3% | 32.6% | 16.0% | 22.2% |
| | 9R-San Bruno Rapid | Full route | 21.2% | 18.0% | 14.8% | 19.3% | 29.2% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 20.5% | 18.6% | 17.8% | 20.4% | 21.8% | | |
| Connector | 56-Rutland | Full route | 8.6% | 8.0% | 13.3% | 7.3% | 8.5% | | |
| | | San Bruno Ave&Arleta Ave NE-FS/BZ | | | | 0.0% | 8.9% | | |
| Specialized | 8AX-Bayshore A Express | Full route | | | 10.6% | 15.3% | 32.3% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | 15.8% | 25.9% | | |
| | 8BX-Bayshore B Express | Full route | | | 9.9% | 12.1% | 20.0% | | |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | | | | | | | |
| | | City College Terminal (Phelan Loop) NW-.. | | | | 17.6% | 17.2% | | |
| Owl | 90-San Bruno Owl | Full route | 100.0% | | | | | | 23.7% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 100.0% | | | | | | 29.0% |
| | 91-Owl | Full route | 22.2% | | | | | | 16.7% |
| | | Bayshore Blvd&Arleta Ave W-FS/SB | 17.8% | | | | | | 21.2% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Visitacion Valley Neighborhood

Travel Time to Key Destinations

## AM Peak Arrive at 9 am
*Starting Location: Arleta & San Bruno*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 9R | 26 | 0 | 19 | 24 | 1.1 |
| Downtown / Montgomery & Market | 8BX | 38 | 0 | 36 | 41 | 0.9 |
| Nearest Large Park - McLaren | 8AX, 29 | 28 | 1 | 8 | 13 | 2.2 |
| City College 50 Phelan | 8 | 23 | 0 | 15 | 20 | 1.2 |
| Grocery Store, Grocery Outlet @ Bayshore | 9R | 2 | 0 | 2 | 7 | 0.3 |

## Midday Arrive at 12 noon
*Starting Location: Arleta & San Bruno*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 9R | 21 | 0 | 11 | 16 | 1.3 |
| Downtown / Montgomery & Market | 8 | 31 | 0 | 22 | 27 | 1.1 |
| Nearest Large Park - McLaren | 8, 29 | 26 | 1 | 7 | 12 | 2.2 |
| City College 50 Phelan | 8 | 21 | 0 | 11 | 16 | 1.3 |
| Grocery Store, Grocery Outlet @ Bayshore | 9R | 2 | 0 | 2 | 7 | 0.3 |

## PM Peak Arrive at 5 pm
*Starting Location: Arleta & San Bruno*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 9R | 22 | 0 | 13 | 18 | 1.2 |
| Downtown / Montgomery & Market | 8 | 37 | 0 | 33 | 38 | 1.0 |
| Nearest Large Park - McLaren | 8, 29 | 26 | 1 | 7 | 12 | 2.2 |
| City College 50 Phelan | 8BX | 19 | 0 | 14 | 19 | 1.0 |
| Grocery Store, Grocery Outlet @ Bayshore | 9R | 2 | 0 | 2 | 7 | 0.3 |

## Night Leave at 8 pm
*Starting Location: Arleta & San Bruno*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 9 | 17 | 0 | 11 | 16 | 1.1 |
| Downtown / Montgomery & Market | 8 | 25 | 0 | 21 | 26 | 1.0 |
| Nearest Large Park - McLaren | 8, 29 | 29 | 1 | 7 | 12 | 2.4 |
| City College 50 Phelan | 8 | 18 | 0 | 10 | 15 | 1.2 |
| Grocery Store, Grocery Outlet @ Bayshore | 9 | 2 | 0 | 2 | 7 | 0.3 |

# Western Addition Neighborhood

September – November 2017

## Inbound
### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 55.6% | 38.7% | 45.6% | 28.0% | 22.9% | 41.5% | 62.3% |
| Rapid & Frequent | 64.1% | 60.8% | 60.5% | 59.1% | 57.3% | 61.5% | 65.9% |
| Grid | 58.9% | 55.6% | 57.0% | 53.6% | 56.8% | 59.3% | 58.8% |
| Specialized | 66.0% | 48.8% | | 65.3% | 51.4% | | 87.6% |
| Connector | 56.7% | 56.9% | 55.5% | 51.7% | 56.6% | 55.6% | 58.8% |
| Owl | | | | | | | 59.9% |

### Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 5R-Fulton Rapid | Full route | 61.0% | 67.1% | 67.7% | 65.0% | 47.2% | | |
| | | Mcallister St&Divisadero St SW-NS | 55.5% | 68.6% | 63.4% | 66.4% | 46.9% | | |
| | 7-Haight/Noriega | Full route | 57.3% | 56.0% | 58.1% | 56.6% | 55.1% | 57.9% | 40.5% |
| | | Haight St&Fillmore St SE-FS/BZ | 56.8% | 55.4% | 54.5% | 50.7% | 56.8% | 57.7% | |
| | 7R-Haight/Noriega Rapid | Full route | | | | | | | |
| | | Haight St&Fillmore St SE-FS/BZ | | | | | | | |
| | 22-Fillmore | Full route | 67.0% | 59.1% | 53.3% | 53.8% | 59.2% | 68.8% | 75.0% |
| | | Fillmore St&Mcallister St SE-NS/BZ | 60.5% | 55.4% | 48.5% | 44.8% | 53.6% | 67.6% | 71.5% |
| Grid | 5-Fulton | Full route | 64.1% | 57.3% | 59.4% | 57.5% | 57.5% | 54.9% | 56.3% |
| | | Mcallister St&Divisadero St SW-NS | 55.4% | 70.5% | 72.3% | 54.8% | 62.1% | 55.2% | 39.1% |
| | 6-Haight/Parnassus | Full route | 74.4% | 67.1% | 67.0% | 71.2% | 74.5% | 74.4% | 62.0% |
| | | Haight St&Fillmore St SE-FS/BZ | 73.4% | 65.1% | 65.9% | 68.6% | 74.5% | 73.5% | 20.5% |
| | 21-Hayes | Full route | 68.3% | 62.3% | 67.4% | 63.1% | 71.7% | 76.1% | 74.6% |
| | | Hayes St&Divisadero St SE-FS/BZ | 69.5% | 71.4% | 68.1% | 69.4% | 78.9% | 70.1% | 84.1% |
| | 24-Divisadero | Full route | 56.7% | 55.9% | 59.1% | 56.3% | 53.4% | 61.9% | 53.8% |
| | | Divisadero St&Eddy St SE-NS/BZ | 46.7% | 44.6% | 45.0% | 49.9% | 48.5% | 62.9% | 45.3% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

## Outbound
### System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 41.7% | 26.5% | 29.9% | 17.7% | 15.7% | 33.1% | 52.3% |
| Rapid & Frequent | 66.0% | 59.7% | 59.9% | 54.7% | 57.0% | 57.3% | 64.0% |
| Grid | 60.7% | 56.7% | 57.3% | 50.9% | 57.9% | 61.0% | 56.2% |
| Specialized | 59.1% | 40.0% | 65.3% | 54.1% | 47.4% | | 64.4% |
| Connector | 64.3% | 64.2% | 63.9% | 61.5% | 62.6% | 61.6% | 72.0% |
| Owl | | | | | | | 54.1% |

### Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 5R-Fulton Rapid | Full route | 69.2% | 62.0% | 65.6% | 55.6% | 59.4% | | |
| | | Mcallister St&Divisadero St NE-NS | 70.2% | 60.6% | 66.7% | 50.5% | 59.0% | | |
| | 7-Haight/Noriega | Full route | 64.6% | 53.0% | 52.3% | 41.8% | 53.5% | 59.9% | |
| | | Haight St&Fillmore St NW-FS/BZ | 68.2% | 57.3% | 61.4% | 41.4% | 62.7% | 65.5% | |
| | 7R-Haight/Noriega Rapid | Full route | | | | | | | |
| | | Haight St&Fillmore St NW-FS/BZ | | | | | | | |
| | 22-Fillmore | Full route | 70.0% | 59.0% | 60.4% | 55.5% | 49.9% | 52.5% | 72.8% |
| | | Fillmore St&Mcallister St SW-FS/BZ | 69.4% | 55.9% | 59.2% | 52.9% | 48.9% | 52.7% | 75.9% |
| Grid | 5-Fulton | Full route | 54.3% | 57.4% | 63.1% | 47.0% | 63.0% | 61.3% | 45.8% |
| | | Mcallister St&Divisadero St NE-NS | 43.4% | 52.5% | 58.0% | 42.0% | 52.4% | 59.6% | 56.3% |
| | 6-Haight/Parnassus | Full route | 68.8% | 65.3% | 64.7% | 65.5% | 70.3% | 75.3% | 42.7% |
| | | Haight St&Fillmore St NW-FS/BZ | 67.9% | 58.7% | 61.8% | 56.5% | 72.7% | 78.0% | 55.2% |
| | 21-Hayes | Full route | 74.2% | 68.4% | 66.3% | 58.2% | 65.5% | 81.1% | 88.5% |
| | | Hayes St&Divisadero St NW-FS/BZ | 67.2% | 59.5% | 57.0% | 42.8% | 53.9% | 70.5% | 71.4% |
| | 24-Divisadero | Full route | 67.2% | 60.5% | 61.0% | 59.9% | 65.1% | 66.6% | 67.9% |
| | | Divisadero St&Eddy St SW-FS/BZ | 67.6% | 65.9% | 67.2% | 67.2% | 77.0% | 71.5% | 77.4% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

B-44

# Western Addition Neighborhood

*September – November 2017*

## Inbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 18.0% | 22.6% | 24.1% | 26.2% | 37.1% | 34.7% | 19.7% |
| Rapid & Frequent | 11.3% | 11.4% | 11.7% | 13.3% | 16.0% | 13.1% | 11.2% |
| Grid | 16.1% | 15.8% | 17.4% | 21.9% | 19.6% | 16.0% | 14.1% |
| Specialized | 11.2% | 15.1% | | 9.3% | 12.0% | | |
| Connector | 12.2% | 11.9% | 13.5% | 16.3% | 14.1% | 12.6% | 7.6% |
| Owl | | | | | | | 15.3% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 5R-Fulton Rapid | Full route | 8.6% | 11.1% | 12.9% | 13.0% | 27.3% | | |
| | | Mcallister St&Divisadero St SW-NS | 9.5% | 11.6% | 13.7% | 11.8% | 29.8% | | |
| | 7-Haight/Noriega | Full route | 16.3% | 18.1% | 14.0% | 21.6% | 19.2% | 14.2% | 0.0% |
| | | Haight St&Fillmore St SE-FS/BZ | 11.7% | 21.4% | 17.3% | 23.6% | 18.8% | 15.5% | |
| | 7R-Haight/Noriega Rapid | Full route | | | | | | | |
| | | Haight St&Fillmore St SE-FS/BZ | | | | | | | |
| | 22-Fillmore | Full route | 8.0% | 11.9% | 12.1% | 15.5% | 15.7% | 13.5% | 8.0% |
| | | Fillmore St&Mcallister St SE-NS/BZ | 9.0% | 14.9% | 14.1% | 18.2% | 14.8% | 9.4% | 8.4% |
| Grid | 5-Fulton | Full route | 11.7% | 13.3% | 15.2% | 31.4% | 19.1% | 21.0% | 23.5% |
| | | Mcallister St&Divisadero St SW-NS | 10.6% | 10.9% | 14.5% | 30.3% | 18.9% | 21.8% | 24.7% |
| | 6-Haight/Parnassus | Full route | 10.8% | 10.0% | 10.0% | 13.9% | 11.7% | 11.0% | 4.0% |
| | | Haight St&Fillmore St SE-FS/BZ | 10.1% | 9.8% | 8.2% | 14.1% | 14.5% | 11.1% | 0.0% |
| | 21-Hayes | Full route | 10.9% | 14.5% | 15.8% | 22.0% | 14.9% | 4.7% | 5.1% |
| | | Hayes St&Divisadero St SE-FS/BZ | 7.0% | 12.4% | 10.0% | 19.5% | 10.2% | 3.7% | 4.0% |
| | 24-Divisadero | Full route | 10.2% | 11.2% | 14.5% | 16.5% | 14.1% | 9.1% | 8.3% |
| | | Divisadero St&Eddy St SE-NS/BZ | 13.8% | 13.3% | 19.4% | 19.9% | 16.3% | 8.9% | 9.4% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

## Outbound
### System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 19.9% | 23.8% | 25.1% | 26.9% | 36.2% | 35.1% | 19.5% |
| Rapid & Frequent | 12.1% | 12.7% | 11.9% | 14.4% | 15.8% | 14.3% | 13.1% |
| Grid | 16.3% | 16.9% | 18.2% | 21.5% | 19.0% | 14.4% | 14.6% |
| Specialized | 9.1% | 21.1% | 10.3% | 16.0% | 19.8% | | 1.9% |
| Connector | 14.2% | 10.5% | 11.8% | 14.8% | 12.4% | 8.9% | 3.9% |
| Owl | | | | | | | 18.9% |

### Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 5R-Fulton Rapid | Full route | 11.2% | 13.3% | 11.0% | 15.1% | 14.5% | | |
| | | Mcallister St&Divisadero St NE-NS | 16.9% | 12.5% | 11.6% | 16.4% | 12.4% | | |
| | 7-Haight/Noriega | Full route | 19.4% | 22.0% | 22.3% | 27.0% | 24.6% | 17.2% | |
| | | Haight St&Fillmore St NW-FS/BZ | 18.3% | 20.3% | 20.4% | 24.7% | 20.7% | 13.4% | |
| | 7R-Haight/Noriega Rapid | Full route | | | | | | | |
| | | Haight St&Fillmore St NW-FS/BZ | | | | | | | |
| | 22-Fillmore | Full route | 11.4% | 13.8% | 14.5% | 16.7% | 15.1% | 17.5% | 10.0% |
| | | Fillmore St&Mcallister St SW-FS/BZ | 7.0% | 14.2% | 14.6% | 16.0% | 13.0% | 15.4% | 6.7% |
| Grid | 5-Fulton | Full route | 20.4% | 17.7% | 21.7% | 32.1% | 18.3% | 20.8% | 27.2% |
| | | Mcallister St&Divisadero St NE-NS | 30.4% | 18.9% | 21.9% | 34.5% | 24.5% | 21.4% | 33.7% |
| | 6-Haight/Parnassus | Full route | 18.0% | 14.5% | 14.3% | 16.6% | 12.0% | 7.9% | 13.9% |
| | | Haight St&Fillmore St NW-FS/BZ | 30.0% | 14.6% | 17.8% | 16.2% | 12.2% | 6.7% | 25.0% |
| | 21-Hayes | Full route | 10.9% | 13.8% | 16.3% | 20.5% | 23.5% | 6.8% | 12.0% |
| | | Hayes St&Divisadero St NW-FS/BZ | 14.1% | 16.4% | 19.1% | 24.9% | 25.4% | 9.4% | 100.0% |
| | 24-Divisadero | Full route | 10.2% | 11.8% | 13.0% | 14.9% | 14.0% | 8.3% | 9.1% |
| | | Divisadero St&Eddy St SW-FS/BZ | 5.4% | 9.0% | 8.0% | 8.8% | 9.7% | 6.6% | 7.5% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

# Western Addition Neighborhood

Peak Period Crowding

| Difference | 5% |
|---|---|

| Route | % of Peak Period Trips Over Capacity* |
|---|---|
| 5 Fulton | 14% |
| 5R Fulton Rapid | 22% |
| 6 Parnassus | 22% |
| 7 Haight/ Noriega | 28% |
| 21 Hayes | 8% |
| 22 Fillmore | 9% |
| 24 Divisadero | 5%** |
| 31 Balboa | 1% |
| System | 13% |

*Note: SFMTA's methodology for measuring vehicle capacity and crowding was updated in early 2018. Year-over-year comparisons to previous years are not yet available.

**Crowding data for the 24 Divisadero is from December 2017 and January 2018.

# Western Addition Neighborhood

2016-2017 On-Time Performance Comparison

## Inbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 5R-Fulton Rapid | Full route | 61.0% | 67.1% | 67.7% | 65.0% | 47.2% | | |
| | | Mcallister St&Divisadero St SW-NS | 55.5% | 68.6% | 63.4% | 66.4% | 46.9% | | |
| | 7-Haight/Noriega | Full route | 57.3% | 56.0% | 58.1% | 56.6% | 55.1% | 57.9% | 40.5% |
| | | Haight St&Fillmore St SE-FS/BZ | 56.8% | 55.4% | 54.5% | 50.7% | 56.8% | 57.7% | |
| | 7R-Haight/Noriega Rapid | Full route | | | | | | | |
| | | Haight St&Fillmore St SE-FS/BZ | | | | | | | |
| | 22-Fillmore | Full route | 67.0% | 59.1% | 53.3% | 53.8% | 59.2% | 68.8% | 75.0% |
| | | Fillmore St&Mcallister St SE-NS/BZ | 60.5% | 55.4% | 48.5% | 44.8% | 53.6% | 67.6% | 71.5% |
| Grid | 5-Fulton | Full route | 64.1% | 57.3% | 59.4% | 57.5% | 57.5% | 54.9% | 56.3% |
| | | Mcallister St&Divisadero St SW-NS | 55.4% | 70.5% | 72.3% | 54.8% | 62.1% | 55.2% | 39.1% |
| | 6-Haight/Parnassus | Full route | 74.4% | 67.1% | 67.0% | 71.2% | 74.5% | 74.4% | 62.0% |
| | | Haight St&Fillmore St SE-FS/BZ | 73.4% | 65.1% | 65.9% | 68.6% | 74.5% | 73.5% | 20.5% |
| | 21-Hayes | Full route | 68.3% | 62.3% | 67.4% | 63.1% | 71.7% | 76.1% | 74.6% |
| | | Hayes St&Divisadero St SE-FS/BZ | 69.5% | 71.4% | 68.1% | 69.4% | 78.9% | 70.1% | 84.1% |
| | 24-Divisadero | Full route | 56.7% | 55.9% | 59.1% | 56.3% | 53.4% | 61.9% | 53.8% |
| | | Divisadero St&Eddy St SE-NS/BZ | 46.7% | 44.6% | 45.0% | 49.9% | 48.5% | 62.9% | 45.3% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

## Outbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 5R-Fulton Rapid | Full route | 69.2% | 62.0% | 65.6% | 55.6% | 59.4% | | |
| | | Mcallister St&Divisadero St NE-NS | 70.2% | 60.6% | 66.7% | 50.5% | 59.0% | | |
| | 7-Haight/Noriega | Full route | 64.6% | 53.0% | 52.3% | 41.8% | 53.5% | 59.9% | |
| | | Haight St&Fillmore St NW-FS/BZ | 68.2% | 57.3% | 61.4% | 41.4% | 62.7% | 65.5% | |
| | 7R-Haight/Noriega Rapid | Full route | | | | | | | |
| | | Haight St&Fillmore St NW-FS/BZ | | | | | | | |
| | 22-Fillmore | Full route | 70.0% | 59.0% | 60.4% | 55.5% | 49.9% | 52.5% | 72.8% |
| | | Fillmore St&Mcallister St SW-FS/BZ | 69.4% | 55.9% | 59.2% | 52.9% | 48.9% | 52.7% | 75.9% |
| Grid | 5-Fulton | Full route | 54.3% | 57.4% | 63.1% | 47.0% | 63.0% | 61.3% | 45.8% |
| | | Mcallister St&Divisadero St NE-NS | 43.4% | 52.5% | 58.0% | 42.0% | 52.4% | 59.6% | 56.3% |
| | 6-Haight/Parnassus | Full route | 68.8% | 65.3% | 64.7% | 65.5% | 70.3% | 75.3% | 42.7% |
| | | Haight St&Fillmore St NW-FS/BZ | 67.9% | 58.7% | 61.8% | 56.5% | 72.7% | 78.0% | 55.2% |
| | 21-Hayes | Full route | 74.2% | 68.4% | 66.3% | 58.2% | 65.5% | 81.1% | 88.5% |
| | | Hayes St&Divisadero St NW-FS/BZ | 67.2% | 59.5% | 57.0% | 42.8% | 53.9% | 70.5% | 71.4% |
| | 24-Divisadero | Full route | 67.2% | 60.5% | 61.0% | 59.9% | 65.1% | 66.6% | 67.9% |
| | | Divisadero St&Eddy St SW-FS/BZ | 67.6% | 65.9% | 67.2% | 67.2% | 77.0% | 71.5% | 77.4% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Western Addition Neighborhood

2016-2017 Service Gaps Comparison

## Inbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 5R-Fulton Rapid | Full route | 8.6% | 11.1% | 12.9% | 13.0% | 27.3% | | |
| | | Mcallister St&Divisadero St SW-NS | 9.5% | 11.6% | 13.7% | 11.8% | 29.8% | | |
| | 7-Haight/Noriega | Full route | 16.3% | 18.1% | 14.0% | 21.6% | 19.2% | 14.2% | 0.0% |
| | | Haight St&Fillmore St SE-FS/BZ | 11.7% | 21.4% | 17.3% | 23.6% | 18.8% | 15.5% | |
| | 7R-Haight/Noriega Rapid | Full route | | | | | | | |
| | | Haight St&Fillmore St SE-FS/BZ | | | | | | | |
| | 22-Fillmore | Full route | 8.0% | 11.9% | 12.1% | 15.5% | 15.7% | 13.5% | 8.0% |
| | | Fillmore St&Mcallister St SE-NS/BZ | 9.0% | 14.9% | 14.1% | 18.2% | 14.8% | 9.4% | 8.4% |
| Grid | 5-Fulton | Full route | 11.7% | 13.3% | 15.2% | 31.4% | 19.1% | 21.0% | 23.5% |
| | | Mcallister St&Divisadero St SW-NS | 10.6% | 10.9% | 14.5% | 30.3% | 18.9% | 21.8% | 24.7% |
| | 6-Haight/Parnassus | Full route | 10.8% | 10.0% | 10.0% | 13.9% | 11.7% | 11.0% | 4.0% |
| | | Haight St&Fillmore St SE-FS/BZ | 10.1% | 9.8% | 8.2% | 14.1% | 14.5% | 11.1% | 0.0% |
| | 21-Hayes | Full route | 10.9% | 14.5% | 15.8% | 22.0% | 14.9% | 4.7% | 5.1% |
| | | Hayes St&Divisadero St SE-FS/BZ | 7.0% | 12.4% | 10.0% | 19.5% | 10.2% | 3.7% | 4.0% |
| | 24-Divisadero | Full route | 10.2% | 11.2% | 14.5% | 16.5% | 14.1% | 9.1% | 8.3% |
| | | Divisadero St&Eddy St SE-NS/BZ | 13.8% | 13.3% | 19.4% | 19.9% | 16.3% | 8.9% | 9.4% |

Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.

## Outbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 5R-Fulton Rapid | Full route | 11.2% | 13.3% | 11.0% | 15.1% | 14.5% | | |
| | | Mcallister St&Divisadero St NE-NS | 16.9% | 12.5% | 11.6% | 16.4% | 12.4% | | |
| | 7-Haight/Noriega | Full route | 19.4% | 22.0% | 22.3% | 27.0% | 24.6% | 17.2% | |
| | | Haight St&Fillmore St NW-FS/BZ | 18.3% | 20.3% | 20.4% | 24.7% | 20.7% | 13.4% | |
| | 7R-Haight/Noriega Rapid | Full route | | | | | | | |
| | | Haight St&Fillmore St NW-FS/BZ | | | | | | | |
| | 22-Fillmore | Full route | 11.4% | 13.8% | 14.5% | 16.7% | 15.1% | 17.5% | 10.0% |
| | | Fillmore St&Mcallister St SW-FS/BZ | 7.0% | 14.2% | 14.6% | 16.0% | 13.0% | 15.4% | 6.7% |
| Grid | 5-Fulton | Full route | 20.4% | 17.7% | 21.7% | 32.1% | 18.3% | 20.8% | 27.2% |
| | | Mcallister St&Divisadero St NE-NS | 30.4% | 18.9% | 21.9% | 34.5% | 24.5% | 21.4% | 33.7% |
| | 6-Haight/Parnassus | Full route | 18.0% | 14.5% | 14.3% | 16.6% | 12.0% | 7.9% | 13.9% |
| | | Haight St&Fillmore St NW-FS/BZ | 30.0% | 14.6% | 17.8% | 16.2% | 12.2% | 6.7% | 25.0% |
| | 21-Hayes | Full route | 10.9% | 13.8% | 16.3% | 20.5% | 23.5% | 6.8% | 12.0% |
| | | Hayes St&Divisadero St NW-FS/BZ | 14.1% | 16.4% | 19.1% | 24.9% | 25.4% | 9.4% | 100.0% |
| | 24-Divisadero | Full route | 10.2% | 11.8% | 13.0% | 14.9% | 14.0% | 8.3% | 9.1% |
| | | Divisadero St&Eddy St SW-FS/BZ | 5.4% | 9.0% | 8.0% | 8.8% | 9.7% | 6.6% | 7.5% |

Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.

# Western Addition Neighborhood

Travel Time to Key Destinations

AM Peak Arrive at 9 am
*Starting Location: Fillmore & O'Farrell*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 5R, 9R | 42 | 1 | 26 | 31 | 1.4 |
| Downtown / Montgomery & Market | 38R | 16 | 0 | 20 | 25 | 0.6 |
| Nearest Large Park - Golden Gate Park | 5R | 24 | 0 | 15 | 20 | 1.2 |
| City College 50 Phelan | 31, 43 | 51 | 1 | 30 | 35 | 1.5 |
| Grocery Store, Safeway @ Fillmore and O'Farrell | 38 | 2 | 0 | 2 | 7 | 0.3 |

Midday Arrive at 12 noon
*Starting Location: Fillmore & O'Farrell*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 22, 9R | 42 | 1 | 21 | 26 | 1.6 |
| Downtown / Montgomery & Market | 38R | 17 | 0 | 19 | 24 | 0.7 |
| Nearest Large Park - Golden Gate Park | 5R | 24 | 0 | 14 | 19 | 1.3 |
| City College 50 Phelan | 22, K | 51 | 1 | 26 | 31 | 1.6 |
| Grocery Store, Safeway @ Fillmore and O'Farrell | 38 | 3 | 0 | 3 | 8 | 0.4 |

PM Peak Arrive at 5 pm
*Starting Location: Fillmore & O'Farrell*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 38R, 9R | 43 | 1 | 29 | 34 | 1.3 |
| Downtown / Montgomery & Market | 38R | 17 | 0 | 20 | 25 | 0.7 |
| Nearest Large Park - Golden Gate Park | 5R | 27 | 0 | 16 | 21 | 1.3 |
| City College 50 Phelan | 22, L, 43 | 47 | 2 | 37 | 42 | 1.1 |
| Grocery Store, Safeway @ Fillmore and O'Farrell | 38 | 3 | 0 | 2 | 7 | 0.4 |

Night Leave at 8 pm
*Starting Location: Fillmore & O'Farrell*

| Location | Routes | Transit Travel Time (Minutes) | # of transfers | Auto Travel Time (Minutes) | Auto Travel Time + Parking Time | Transit to Auto Travel Time |
|---|---|---|---|---|---|---|
| General Hospital | 22, 33 | 36 | 1 | 19 | 24 | 1.5 |
| Downtown / Montgomery & Market | 38R | 17 | 0 | 17 | 22 | 0.8 |
| Nearest Large Park - Golden Gate Park | 5 | 23 | 0 | 14 | 19 | 1.2 |
| City College 50 Phelan | 38R, 43 | 47 | 1 | 22 | 27 | 1.7 |
| Grocery Store, Safeway @ Fillmore and O'Farrell | 38 | 3 | 0 | 3 | 8 | 0.4 |

# Routes Heavily Used by Seniors and People with Disabilities

*September – November 2017*

## Inbound
System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 55.6% | 38.7% | 45.6% | 28.0% | 22.9% | 41.5% | 62.3% |
| Rapid & Frequent | 64.1% | 60.8% | 60.5% | 59.1% | 57.3% | 61.5% | 65.9% |
| Grid | 58.9% | 55.6% | 57.0% | 53.6% | 56.8% | 59.3% | 58.8% |
| Specialized | 66.0% | 48.8% | | 65.3% | 51.4% | | 87.6% |
| Connector | 56.7% | 56.9% | 55.5% | 51.7% | 56.6% | 55.6% | 58.8% |
| Owl | | | | | | | 59.9% |

Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 61.9% | 63.3% | 53.0% | 55.4% | 60.6% | 65.2% | 73.2% |
| | 9-San Bruno | Full route | 57.5% | 60.4% | 58.8% | 55.6% | 55.1% | 63.1% | 62.5% |
| | 9R-San Bruno Rapid | Full route | 61.0% | 59.8% | 61.3% | 58.4% | 12.0% | | |
| | 14-Mission | Full route | 64.4% | 59.2% | 61.9% | 65.7% | 60.1% | 62.9% | 58.5% |
| | 14R-Mission Rapid | Full route | 61.8% | 66.8% | 65.7% | 64.4% | 23.8% | | 75.0% |
| | 30-Stockton | Full route | 71.3% | 64.4% | 64.9% | 56.3% | 64.6% | 69.3% | 74.2% |
| | 38-Geary | Full route | 59.5% | 51.4% | 55.5% | 47.4% | 53.1% | 48.3% | 59.5% |
| | 38R-Geary Rapid | Full route | 74.7% | 65.9% | 64.3% | 62.4% | 57.0% | | 80.0% |
| | 49-Van Ness/Mission | Full route | 63.2% | 59.0% | 60.4% | 58.0% | 55.6% | 63.8% | 64.4% |
| Grid | 31-Balboa | Full route | 67.1% | 59.0% | 55.9% | 60.3% | 61.3% | 53.7% | 65.3% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

## Outbound
System On-Time Performance

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| Rail (Metro) | 41.7% | 26.5% | 29.9% | 17.7% | 15.7% | 33.1% | 52.3% |
| Rapid & Frequent | 66.0% | 59.7% | 59.9% | 54.7% | 57.0% | 57.3% | 64.0% |
| Grid | 60.7% | 56.7% | 57.3% | 50.9% | 57.9% | 61.0% | 56.2% |
| Specialized | 59.1% | 40.0% | 65.3% | 54.1% | 47.4% | | 64.4% |
| Connector | 64.3% | 64.2% | 63.9% | 61.5% | 62.6% | 61.6% | 72.0% |
| Owl | | | | | | | 54.1% |

Neighborhood On-Time Performance

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 59.4% | 52.1% | 47.4% | 43.2% | 59.3% | 56.8% | 46.6% |
| | 9-San Bruno | Full route | 60.6% | 59.5% | 55.7% | 51.5% | 51.2% | 64.4% | 68.9% |
| | 9R-San Bruno Rapid | Full route | 64.4% | 59.7% | 62.8% | 53.0% | 49.4% | | |
| | 14-Mission | Full route | 62.8% | 55.1% | 60.4% | 55.4% | 51.9% | 55.9% | 54.4% |
| | 14R-Mission Rapid | Full route | 64.8% | 59.2% | 57.6% | 54.6% | 55.3% | | 100.0% |
| | 30-Stockton | Full route | 68.6% | 61.0% | 55.2% | 47.6% | 59.5% | 61.1% | 58.6% |
| | 38-Geary | Full route | 56.0% | 54.4% | 55.3% | 46.3% | 59.9% | 57.4% | 69.9% |
| | 38R-Geary Rapid | Full route | 68.8% | 61.8% | 66.1% | 55.0% | 57.3% | | |
| | 49-Van Ness/Mission | Full route | 67.1% | 59.8% | 62.1% | 54.8% | 68.2% | 56.1% | 92.6% |
| Grid | 31-Balboa | Full route | 66.8% | 58.6% | 57.9% | 52.8% | 59.7% | 63.5% | 57.2% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 10% and red if neighborhood performance lagged system performance by more than 10%.*

# Routes Heavily Used by Seniors and People with Disabilities

*September – November 2017*

## Inbound
System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| **Rail (Metro)** | 18.0% | 22.6% | 24.1% | 26.2% | 37.1% | 34.7% | 19.7% |
| **Rapid & Frequent** | 11.3% | 11.4% | 11.7% | 13.3% | 16.0% | 13.1% | 11.2% |
| **Grid** | 16.1% | 15.8% | 17.4% | 21.9% | 19.6% | 16.0% | 14.1% |
| **Specialized** | 11.2% | 15.1% | | 9.3% | 12.0% | | |
| **Connector** | 12.2% | 11.9% | 13.5% | 16.3% | 14.1% | 12.6% | 7.6% |
| **Owl** | | | | | | | 15.3% |

Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 17.4% | 10.8% | 12.0% | 12.6% | 12.6% | 11.2% | 9.9% |
| | 9-San Bruno | Full route | 20.8% | 18.2% | 18.4% | 26.0% | 24.0% | 16.5% | 9.5% |
| | 9R-San Bruno Rapid | Full route | 23.8% | 14.6% | 14.8% | 16.4% | 40.2% | | |
| | 14-Mission | Full route | 10.2% | 9.5% | 13.9% | 11.4% | 16.3% | 17.7% | 15.4% |
| | 14R-Mission Rapid | Full route | 10.2% | 10.1% | 10.9% | 13.0% | 60.0% | | |
| | 30-Stockton | Full route | 6.5% | 8.5% | 8.4% | 10.0% | 13.5% | 9.4% | 4.1% |
| | 38-Geary | Full route | 17.3% | 18.5% | 15.8% | 19.5% | 16.2% | 13.6% | 13.7% |
| | 38R-Geary Rapid | Full route | 5.2% | 8.7% | 7.6% | 8.4% | 9.4% | | |
| | 49-Van Ness/Mission | Full route | 13.6% | 9.4% | 10.4% | 12.4% | 10.3% | 7.3% | 4.7% |
| Grid | 31-Balboa | Full route | 14.2% | 16.6% | 18.1% | 21.8% | 19.4% | 24.4% | 18.3% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

## Outbound
System Service Gap

| Service Category | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|
| **Rail (Metro)** | 19.9% | 23.8% | 25.1% | 26.9% | 36.2% | 35.1% | 19.5% |
| **Rapid & Frequent** | 12.1% | 12.7% | 11.9% | 14.4% | 15.8% | 14.3% | 13.1% |
| **Grid** | 16.3% | 16.9% | 18.2% | 21.5% | 19.0% | 14.4% | 14.6% |
| **Specialized** | 9.1% | 21.1% | 10.3% | 16.0% | 19.8% | | 1.9% |
| **Connector** | 14.2% | 10.5% | 11.8% | 14.8% | 12.4% | 8.9% | 3.9% |
| **Owl** | | | | | | | 18.9% |

Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 14.0% | 12.5% | 9.2% | 14.9% | 12.0% | 10.3% | 11.0% |
| | 9-San Bruno | Full route | 18.8% | 18.8% | 19.8% | 26.4% | 26.3% | 19.0% | 20.1% |
| | 9R-San Bruno Rapid | Full route | 21.2% | 18.0% | 14.8% | 19.3% | 29.2% | | |
| | 14-Mission | Full route | 12.4% | 16.1% | 16.7% | 15.7% | 18.1% | 19.2% | 15.9% |
| | 14R-Mission Rapid | Full route | 11.5% | 12.2% | 11.8% | 13.8% | 16.8% | | |
| | 30-Stockton | Full route | 9.5% | 8.9% | 7.7% | 10.3% | 13.8% | 8.5% | 10.7% |
| | 38-Geary | Full route | 14.0% | 16.0% | 12.3% | 18.9% | 16.1% | 13.4% | 10.7% |
| | 38R-Geary Rapid | Full route | 8.6% | 10.6% | 7.7% | 10.3% | 9.5% | | |
| | 49-Van Ness/Mission | Full route | 10.0% | 11.2% | 12.9% | 15.1% | 10.3% | 6.1% | 1.1% |
| Grid | 31-Balboa | Full route | 17.0% | 17.1% | 19.2% | 22.7% | 22.4% | 18.8% | 15.6% |

*Values are shaded green if neighborhood performance exceeded system performance by more than 5% and red if neighborhood performance lagged system performance by more than 5%.*

## Routes Heavily Used by Seniors and People with Disabilities

Peak Period Crowding

| Route | % of Peak Period Trips Over Capacity* |
|---|---|
| 8 Bayshore | 27% |
| 9 San Bruno | 8% |
| 9R San Bruno | 25% |
| 14 Mission | 1% |
| 14R Mission Rapid | 23% |
| 30 Stockton | 3% |
| 31 Balboa | 1% |
| 38 Geary | 6% |
| 38R Geary Rapid | 27% |
| 49 Mission/Van Ness | 11% |
| System | 13% |

| Difference | 5% |
|---|---|

*Note: SFMTA's methodology for measuring vehicle capacity and crowding was updated in early 2018. Year-over-year comparisons to previous years are not yet available.

# Routes Heavily Used by Seniors and People with Disabilities

2016-2017 On-Time Performance Comparison

## Inbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 61.9% | 63.3% | 53.0% | 55.4% | 60.6% | 65.2% | 73.2% |
| | 9-San Bruno | Full route | 57.5% | 60.4% | 58.8% | 55.6% | 55.1% | 63.1% | 62.5% |
| | 9R-San Bruno Rapid | Full route | 61.0% | 59.8% | 61.3% | 58.4% | 12.0% | | |
| | 14-Mission | Full route | 64.4% | 59.2% | 61.9% | 65.7% | 60.1% | 62.9% | 58.5% |
| | 14R-Mission Rapid | Full route | 61.8% | 66.8% | 65.7% | 64.4% | 23.8% | | 75.0% |
| | 30-Stockton | Full route | 71.3% | 64.4% | 64.9% | 56.3% | 64.6% | 69.3% | 74.2% |
| | 38-Geary | Full route | 59.5% | 51.4% | 55.5% | 47.4% | 53.1% | 48.3% | 59.5% |
| | 38R-Geary Rapid | Full route | 74.7% | 65.9% | 64.3% | 62.4% | 57.0% | | 80.0% |
| | 49-Van Ness/Mission | Full route | 63.2% | 59.0% | 60.4% | 58.0% | 55.6% | 63.8% | 64.4% |
| Grid | 31-Balboa | Full route | 67.1% | 59.0% | 55.9% | 60.3% | 61.3% | 53.7% | 65.3% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

## Outbound
Neighborhood On-Time Performance

| Service Cateogry | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 59.4% | 52.1% | 47.4% | 43.2% | 59.3% | 56.8% | 46.6% |
| | 9-San Bruno | Full route | 60.6% | 59.5% | 55.7% | 51.5% | 51.2% | 64.4% | 68.9% |
| | 9R-San Bruno Rapid | Full route | 64.4% | 59.7% | 62.8% | 53.0% | 49.4% | | |
| | 14-Mission | Full route | 62.8% | 55.1% | 60.4% | 55.4% | 51.9% | 55.9% | 54.4% |
| | 14R-Mission Rapid | Full route | 64.8% | 59.2% | 57.6% | 54.6% | 55.3% | | 100.0% |
| | 30-Stockton | Full route | 68.6% | 61.0% | 55.2% | 47.6% | 59.5% | 61.1% | 58.6% |
| | 38-Geary | Full route | 56.0% | 54.4% | 55.3% | 46.3% | 59.9% | 57.4% | 69.9% |
| | 38R-Geary Rapid | Full route | 68.8% | 61.8% | 66.1% | 55.0% | 57.3% | | |
| | 49-Van Ness/Mission | Full route | 67.1% | 59.8% | 62.1% | 54.8% | 68.2% | 56.1% | 92.6% |
| Grid | 31-Balboa | Full route | 66.8% | 58.6% | 57.9% | 52.8% | 59.7% | 63.5% | 57.2% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Routes Heavily Used by Seniors and People with Disabilities

## 2016-2017 Service Gaps Comparison

### Inbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 17.4% | 10.8% | 12.0% | 12.6% | 12.6% | 11.2% | 9.9% |
| | 9-San Bruno | Full route | 20.8% | 18.2% | 18.4% | 26.0% | 24.0% | 16.5% | 9.5% |
| | 9R-San Bruno Rapid | Full route | 23.8% | 14.6% | 14.8% | 16.4% | 40.2% | | |
| | 14-Mission | Full route | 10.2% | 9.5% | 13.9% | 11.4% | 16.3% | 17.7% | 15.4% |
| | 14R-Mission Rapid | Full route | 10.2% | 10.1% | 10.9% | 13.0% | 60.0% | | |
| | 30-Stockton | Full route | 6.5% | 8.5% | 8.4% | 10.0% | 13.5% | 9.4% | 4.1% |
| | 38-Geary | Full route | 17.3% | 18.5% | 15.8% | 19.5% | 16.2% | 13.6% | 13.7% |
| | 38R-Geary Rapid | Full route | 5.2% | 8.7% | 7.6% | 8.4% | 9.4% | | |
| | 49-Van Ness/Mission | Full route | 13.6% | 9.4% | 10.4% | 12.4% | 10.3% | 7.3% | 4.7% |
| Grid | 31-Balboa | Full route | 14.2% | 16.6% | 18.1% | 21.8% | 19.4% | 24.4% | 18.3% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

### Outbound
Neighborhood Service Gap

| Service Category | Route Name | Stop Name | AM Peak | Midday | School | PM Peak | Evening | Late Night | Owl |
|---|---|---|---|---|---|---|---|---|---|
| Rapid & Frequent Local | 8-Bayshore | Full route | 14.0% | 12.5% | 9.2% | 14.9% | 12.0% | 10.3% | 11.0% |
| | 9-San Bruno | Full route | 18.8% | 18.8% | 19.8% | 26.4% | 26.3% | 19.0% | 20.1% |
| | 9R-San Bruno Rapid | Full route | 21.2% | 18.0% | 14.8% | 19.3% | 29.2% | | |
| | 14-Mission | Full route | 12.4% | 16.1% | 16.7% | 15.7% | 18.1% | 19.2% | 15.9% |
| | 14R-Mission Rapid | Full route | 11.5% | 12.2% | 11.8% | 13.8% | 16.8% | | |
| | 30-Stockton | Full route | 9.5% | 8.9% | 7.7% | 10.3% | 13.8% | 8.5% | 10.7% |
| | 38-Geary | Full route | 14.0% | 16.0% | 12.3% | 18.9% | 16.1% | 13.4% | 10.7% |
| | 38R-Geary Rapid | Full route | 8.6% | 10.6% | 7.7% | 10.3% | 9.5% | | |
| | 49-Van Ness/Mission | Full route | 10.0% | 11.2% | 12.9% | 15.1% | 10.3% | 6.1% | 1.1% |
| Grid | 31-Balboa | Full route | 17.0% | 17.1% | 19.2% | 22.7% | 22.4% | 18.8% | 15.6% |

*Values are shaded green if 2017 performance improved from 2016 by more than 5% and red if 2017 performance declined from 2016 by more than 5%.*

# Appendix C

**Organizations Contacted During Muni Equity Outreach 2018**

| | | |
|---|---|---|
| 100% College Prep | Arab Cultural and Community Center | Bayview Hunters Point Opera House |
| A. Philip Randolph Institute San Francisco (APRI) | Argonne Early Education School | Bayview Library |
| Acción Latina | Asian Law Caucus | Bayview Merchants Association |
| Adda Clevenger School | Asian Neighborhood Design | Bayview Residents Improving Their Environment (BRITE) |
| Advent of Christ the King | Asian Pacific American Community Center | Beacon: Mission Beacon Center at Everett Middle School |
| African American Art & Culture Center | B Magic | Beacon: North Beach/Chinatown Beacon Center at Francisco Middle School |
| African American Chamber of Commerce | Balboa Terrace Homes Association | |
| | Balboa Village Merchants Association | Beacon: OMI/Excelsior Beacon Center at James Denman Middle School |
| Afro Solo | Barbary Coast Neighborhood Association | |
| Alamo Elementary School | | Beacon: Richmond Village Beacon |
| Alamo Square Neighborhood Association | Bayanihan Community Center | Beacon: Sunset Neighborhood Beacon Center at A.P. Giannini Middle School |
| Alemany/Bernal Heights | Bayview Community Advisory Committee | |
| Alice B. Toklas Democratic Club | Bayview HEAL Zone Coordinator | Beacon: Visitacion Valley Beacon Center at Visitacion Valley Middle School |
| Alice Griffith | Bayview Hill Neighborhood Association | |
| All Saint's Episcopal Church | Bayview Hunters Point Center for Arts & Technology (BAYCAT) | Beacon: Western Addition Beacon Center at John Muir Elementary School |
| Alsabeel Masjid Noor Al-Islam | | |
| American Friends Service Committee | Bayview Hunters Point Coordinating Council | |
| Anza Public Library | | Bernal Business Alliance |
| Anza Vista Civic Improvement Club | Bayview Hunters Point Foundation for Community Improvement | Bernal Dwellings |
| APA Family Support Services | | Bernal Heights Democratic Club |
| APRI A. Philip Randolph Institute | Bayview Hunters Point Multipurpose Senior Services Inc | Bernal Heights Library |
| Aptos Middle School | | |

**Organizations Contacted During Muni Equity Outreach 2018**

| | | |
|---|---|---|
| Bernal Heights Neighborhood Center | Canon Kip Senior Center | Chinatown Community Development Center (CCDC) |
| Bernal Heights Neighborhood Center: Excelsior Senior Center | Capp Street Senior Center | Chinatown Library |
| Bethel AME Church | Carmichael, Bessie (6-8 Campus) | Chinatown Merchants Association |
| Black Coalition on AIDS/Rafiki Coalition) | Carmichael, Bessie (Pre-K- 5 Campus) | Chine, John Yehall Elementary School |
| Black Young Democrats of San Francisco | Castro Area Planning and Action | Chinese American Citizens Alliance |
| Booker T. Washington Community Service Center | Castro Merchants | Chinese American International School |
| Boys and Girls Club, Excelsior Clubhouse | Castro/Eureka Valley Neighborhood Association | Chinese American Voters Education Committee |
| Brandeis School of San Francisco | Castro/Upper Market CBD | Chinese Chamber of Commerce |
| Brightline Defense Project | Cathedral Hill Neighborhood Association | Chinese Cultural Center |
| Brown Jr., Willie L. Middle School | Cathedral of Saint Mary of the Assumptions | Chinese for Affirmative Action |
| Brownie Mary Democratic Club | Cathedral School for Boys | Chinese Hospital, Excelsior Health Services Clinic |
| Buena Vista Neighborhood Association | Causa Justa :: Just Cause | Chinese Immersion School at De Avila |
| Building Owners & Managers Association (BOMA) | Cayuga Improvement Association | Chinese Newcomers Service Center |
| Burton, Phillip and Sala High School | CCDC: Broadway-Sansome Apartments | Chinese Progressive Association |
| Calle 24 Merchants and Neighbors Association | CCDC: Golden Gate Apartments | Church of St. Vincent de Paul |
| Calvary Armenian Congregational Church | CCDC: Tenderloin Family Housing | City Arts and Tech High School |
| Calvary Presbyterian Church | CCDC: Tower Hotel | City College: Mission Campus |
| Cameron House | Center for Urban Education and Sustainable Agriculture | City Democratic Club |
| | Central City Democrats | City Life Church |
| | Central Market CBD | Clement Street Merchants Association |
| | Centro Latino de SF | |
| | Charity Cultural Services Center | |

**Organizations Contacted During Muni Equity Outreach 2018**

| |
|---|
| Coalition for San Francisco Neighborhoods |
| Coalition on Homelessness |
| Cole Valley Improvement Association |
| College Hill Neighborhood Association |
| Community Grows |
| Community Miracles Center |
| Community Youth Center - Bayview |
| Community Youth Center (CYC) - Bayview |
| Community Youth Center (CYC) - Chinatown |
| Community Youth Center (CYC) - Richmond |
| Congregation Beth Sholom |
| Congregation Emanu El |
| Congregation Magain David Sephardim Orthodox |
| Congregation Ner Tamid |
| Consulado de Mexico en San Francisco |
| Convent of the Sacred Heart |
| Corbett Heights Neighbors |
| Cornerstone Academy |
| Covenant Presbyterian Church |
| Cow Hollow Association |

| |
|---|
| Creative Arts K-8 |
| Cultural Integration Fellowship |
| Curry Senior Center |
| Diamond Heights Community Association |
| District 11 Council |
| District 11 Democratic Club |
| District 3 Democratic Club |
| District 5 Democratic Club |
| Dogpatch Neighborhood Association |
| Dolores Heights Improvement Club |
| Dolores Park Church |
| Dr. George W. Davis Senior Center |
| Dr. George W. Davis Senior Center |
| Drew School |
| Drew, Dr. Charles R Alternative Elementary School |
| Duboce Triangle Neighborhood Association |
| East Mission Improvement Association (EMIA) |
| Eastern Neighborhoods Citizen Advisory Committee |
| Eastern Neighborhoods United Front (ENUF) |
| Ebenezer Lutheran Church Elca |
| El Dorado Elementary School |

| |
|---|
| Elder Care Network |
| Ella Hill Hutch Community Center |
| Embarcadero Center |
| Epiphany Elementary School |
| Eureka Heights Neighborhood Association |
| Eureka Valley Library |
| Excelsior Action Group |
| Excelsior District Improvement Association |
| Excelsior Library |
| Excelsior Senior Center |
| Exeter Street Bayview Triangle |
| FDR Democratic Club of San Francisco |
| Feinstein, Dianne Elementary School |
| Filipino American Chamber of Commerce |
| Filipino American Development Foundation |
| Filipino Community Center |
| Fillmore Magic (Mo' MAGIC) |
| Fillmore Merchants |
| Fillmore/Lower Fillmore Neighborhood Association |
| First Congregational Church of San Francisco |

**Organizations Contacted During Muni Equity Outreach 2018**

| | | |
|---|---|---|
| First Mennonite Church of San Francisco | Golden Gate Spiritualist Church | Holy Innocents Episcopal Church Noe Valley |
| Fisherman's Wharf Merchants Association | Golden Gate Valley Library | Holy Name of Jesus Church |
| Folks for Polk | Golden Gateway Tenants Association | Holy Virgin Cathedral |
| Forest Hill Christian Church | Grace Cathedral | Home Sharers Democratic Club |
| Forest Knolls Neighborhood Organization | Greater Geary Merchants and Property Owners | Hotel Council |
| French American Chamber of Commerce | Greater West Portal Neighborhood Association | Hunters Point East/West |
| French American International School | Green Action | Hunters Point Family |
| Friends and Advocates of Crocker Amazon and the Excelsior | Guadalupe Elementary School | Incarnation Episcopal Church |
| Friends of Balboa Playground | Haight Ashbury Free Clinics (Clayton) | Independence High School |
| Friends of Crocker Amazon and the Excelsior | Haight Ashbury Free Clinics (Mission) | Independent Living Resource Center of San Francisco |
| Friends of Duboce Park | Haight Ashbury Improvement Association | Ingleside Library |
| Friends of McLaren Park | Haight Ashbury Merchants Association (HAMA) | Inner Sunset Merchants Association |
| Friends of Noe Valley | Haight Ashbury Neighborhood Council (HANC) | Inner Sunset Park Neighbors |
| Gateway Middle School | Handful Players | Interfaith Council |
| Geen Mun Senior Center | Harte, Bret Elementary School | Irish American Democratic Club |
| Gene Friend Recreation Center | Hartford Street Zen Center | Islamic Society of San Francisco |
| Glen Park Library | Hayes Valley Merchants Association | IT Bookman Community Center |
| Glide Memorial Church | HealthRIGHT 360 | Jamestown Community Center |
| Golden Gate Business Association | Healthy Corner Store Coalition | Japanese Chamber of Commerce |
| Golden Gate Senior Services Richmond Senior Center | Hispanic Chamber of Commerce | Japanese Community Youth Council (JCYC) |
| | Holly Courts - Bernal | Japanese Cultural and Community Center |
| | | Japantown Merchants |

**Organizations Contacted During Muni Equity Outreach 2018**

| | | |
|---|---|---|
| Japantown Task Force | La Playa/Great Highway Neighborhood Watch | Lower 24th Street Merchants & Neighbors Association/ Calle 24 Merchants Association |
| Japantown Taskforce | La Raza Community Resource Center | |
| Jefferson Elementary School | La Red Latina | Lower Haight Merchant & Neighbor Association (LoHaMNA) |
| Jewish Community Center of San Francisco Montefiore Senior Center | La Scuola International School | |
| | Lafayette Elementary School | Lower Polk Neighbors |
| Jewish Community High School of the Bay | Lake Merced Church of Christ | Lyon-Martin Health Services |
| | Lakeshore Elementary School | Main Library |
| Jewish Family and Children's Services | Lakeside Property Owners Association | Manilatown Senior Center |
| Jordan Park Improvement Association | | Marin Preparatory School |
| | Las Americas Early Education School | Marina Community Association |
| Judah Street/Ocean Beach Merchants and Professional Association | Latinos Unidos Democratic Club | Marina Library |
| | Lau, Gordon J. Elementary School | Marina Middle School |
| June Jordan School for Equity | Leadership Charter High School | Marina/Cow Hollow Neighbors & Merchants |
| Kadampa Meditation Center San Francisco | Lick-Wilmerding High School | |
| | Life Learning Academy Charter School | Marshall Elementary School |
| Katherine Delmar Burke School | | Market Street Association |
| Key, Francis Scott Elementary School | | Market Street Merchants |
| King, Dr. Martin Luther Jr. Middle School | Lighthouse for the Blind | Market Street Railway |
| | Lighthouse for the Blind | Market/Octavia Community Advisory Committee |
| KIPP SF Bay Academy | Lilienthal, Claire (3-8) (Divisadero Campus) | |
| KIPP SF College Prep | | Marshall Elementary School |
| Kittredge School | Lilienthal, Claire (K-2) (Sacramento Campus) | Mayor's Office on Disability |
| Korean American Community Center | | McCoppin, Frank Elementary School |
| Korean Center | Lincoln, Abraham High School | McLaren Park Collaborative |
| Krouzian Zekarian Armenian School | Local 2 - Hospitality Industries | Merced Library |
| | Longfellow Elementary School | Merchants of Upper Market & Castro |
| La Casa de las Madres | Lowell High School | |

**Organizations Contacted During Muni Equity Outreach 2018**

| | | |
|---|---|---|
| Metropolitan Community Church of San Francisco | National Shrine of St. Francis of Assisi | On Lok, Inc. |
| Middle Polk Neighborhood Association | Neighborhood Empowerment Network | Ortega, Jose Elementary School |
| Milk, Harvey Elementary School | New Avenues Democratic Club | Outer Sunset Merchant & Professional Association |
| Miraloma Elementary School | New Traditions Elementary School | Outer Sunset Parkside Residents Association (OSPRA) |
| Miraloma Park Improvement Club | Nihonmachi Little Friends | Pacific Heights Residents Association |
| Mission Cultural Center | Ninth Avenue Neighbors | Park Presidio United Methodist Church |
| Mission Democratic Club | Noe Valley Association (Noe Valley CBD) | Parks, Rosa Elementary School |
| Mission Dolores Neighborhood Association | Noriega Early Education School | People Organizing to Demand Environmental and Economic Rights (PODER) |
| Mission Economic Development Agency (MEDA) | North East Medical Services | |
| Mission Education Center Elementary School | North of Market/Tenderloin CBD | Pine Lake Park Neighborhood Association |
| Mission High School | Northeast Mission Merchants Biz Association | |
| Mission Hiring Hall | Norwegian Seamen's Church | Portola Family Connections |
| Mission Merchant Association | Ocean Avenue Association | Portola Neighborhood Association |
| Mission Neighborhood Centers | Ocean Avenue Presbyterian Church | Portola Place Homeowners Association |
| Mission Neighborhood Centers – Precita Center | O'Connell, John High School | Portreo Terrace/Annex |
| Mission YMCA | Old First Presbyterian Church | Potrero Hill Democratic Club |
| Moscone, George Elementary School | Old Saint Mary's Cathedral + Chinese Mission | Potrero Hill Neighborhood House |
| Most Holy Redeemer Church | OMI Community Action Organization | Potrero-Dogpatch Merchants Association |
| Mother Goose School | OMI Family Resource Center | |
| Muir, John Elementary School | OMI Senior Center (Catholic Charities) | Presidio Heights Neighborhood Association |
| Mujeres Unidas y Activas (MUA) | OMI/Excelsior Beacon | |
| | OMI-Neighbors in Action | |

**Organizations Contacted During Muni Equity Outreach 2018**

| | | |
|---|---|---|
| Presidio Hill School | San Francisco Black Community Matters | San Francisco Meditation Group of Self-Realization Fellowship |
| Presidio Interfaith Chapel | San Francisco Chamber of Commerce | San Francisco NAACP |
| Presidio Middle School | San Francisco Charity Cultural Services Center (SFCCSC) | San Francisco Pacific Academy |
| Promised Land Fellowship | San Francisco Christian School | San Francisco Public Montessori Elementary School |
| Psychic Horizons | San Francisco Community Empowerment Center | San Francisco Shambhala Meditation Center |
| Raoul Wallenberg Jewish Democratic Club | San Francisco Convention and Visitors Bureau | San Francisco Transit Riders |
| Rebuilding Together | San Francisco Council of District Merchants | San Francisco Waldorf School |
| Redding Elementary School | San Francisco Democratic Women in Action | San Francisco Youth Commission |
| Renaissance Entrepreneurship Center | San Francisco Health Improvement Partnership (SFHIP) | San Miguel Early Education School |
| Richmond Area Multi Services (RAMS) | San Francisco Immigrant Legal Education Network | Sanchez Elementary School |
| Richmond District Democratic Club | San Francisco International High School | SEIU 1021 |
| Richmond District Neighborhood Center | San Francisco League of Conservation Voters | SEIU Local 87 |
| Richmond Torah Center- Chabad | San Francisco League of Pissed Off Voters | Self Help for the Elderly |
| Rosa Parks Senior Center | San Francisco Lighthouse Church | Senior and Disability Action |
| Rose Pak Democratic Club | San Francisco Links Incorporated | Serra, Junipero Elementary School |
| Russian American Community Services | | SF Beautiful |
| Russian Center of San Francisco | | SF Bike Coalition |
| Russian Hill Improvement Association | | SF Community Empowerment Center |
| S.F. Zen Center - City Center | | SFSU College Democrats |
| Saint Ignatius Church | | Sharon Street Neighborhood Association |
| Samoan Community Development Ctr. | | Sheridan Elementary School |
| | | Sherman Elementary School |

## Organizations Contacted During Muni Equity Outreach 2018

| | | |
|---|---|---|
| Sierra Club | St Matthews Lutheran Church Elca | The Latin@ Young Democrats of San Francisco |
| Sloat, Commodore Elementary School | St Patricks Church | |
| SoMa Leadership Council | St Peter and Paul Church | The Roman Catholic Archdiocese of San Francisco |
| South Beach Mission Bay Business Association | St. Francis Living Room Foundation | The San Francisco Buddhist Center |
| | Starr King Elementary School | The Village Project |
| South Beach/ District 6 Democratic Club | Sterne School | Third Baptist Church |
| South of Market Business Association | Stevenson, Robert Louis Elementary School | TNDC, Safe Passage |
| South of Market Community Action Network (SOMCAN) | Stonestown Family YMCA | Top of Broadway CBD |
| | Sunnyside Elementary School | Twin Peaks Improvement Association |
| South of Market Cultural Center (SOMARTS) | Sunnyside Neighborhood Association | Ulloa Elementary School |
| South of Market Merchants | Sunset Elementary School | Union Square BID |
| Southern Waterfront Advisory Committee | Sunset Neighborhood Beacon Center | Unite Here Local 2 |
| | Support for Families of Children with Disabilities | University of San Francisco |
| Southwest Community Corporation T. Bookman Community Center | | Upper Noe Neighbors |
| Spring Valley Elementary School | Taylor, E.R. Elementary School | Urban Habitat |
| SPUR | Telegraph Hill Neighborhood Center | Valencia Gardens |
| St Anne of the Sunset Church | Temple United Methodist Church | Vermont St. Neighborhood Association |
| St Dominics Catholic C hurch | Tenderloin Merchants Association | |
| St Dominic's Church-Dominican Friars | Tenderloin Neighborhood Development Corporation | Vietnamese Youth Development Center (VYDC) |
| St Ignatius Church | The Academy - San Francisco @McAteer | Visitacion Valley Beacon |
| St John's Presbyterian Church | The Bike Kitchen | Walk SF |
| St Mary the Virgin Episcopal Church | The Church for the Fellowship of All People | Wallenburg, Raoul High School |
| | | Webster, Daniel Elementary School |
| | | Weill, Raphael Early Education School |

**Organizations Contacted During Muni Equity Outreach 2018**

| |
|---|
| West Portal Elementary School |
| West Portal Lutheran Elementary School |
| West Portal Merchants Association |
| Westbrook |
| Western Addition Beacon Center |
| Western Addition Senior Center |
| Westwood Park Association |
| Wigg Party |
| Wikreate |
| Women Organized to Make Abuse Nonexistent, Inc. (W.O.M.A.N., Inc.) |
| YBike (YMCA) |
| Yellow Bike |
| Yerba Buena CBD |
| Yerba Buena Center for the Arts |
| YMCA Chinatown |
| Young Community Developers |

496 groups were contacted.

# Appendix D

# MEMO

To:     San Francisco Municipal Transportation Agency (SFMTA)
From:   Civic Edge Consulting + Katz & Associates
Date:   December 21, 2017
Subject: Revised Community Conversations Guide

## Overview

Communication and outreach to community-serving organizations will be essential to understanding the transit challenges and needs of those living, working and spending time in the Equity neighborhoods. The questions used to guide the flow of community conversations are detailed below.

We plan to coordinate with up to 18 community organizations to request the following:

1) 15-20 minutes on an existing meeting agenda to share information about the Equity Strategy project, hand out surveys and answer questions
2) The space and time to invite interested meeting participants to stay after the meeting to participate in a deeper conversation (approximately 30 minutes) elaborating on their responses to the survey questions

For organizations that do not have a standing monthly meeting, we propose scheduling a time to meet with a small group of organization members to discuss the Equity Strategy project, hand out surveys and answer questions. We will ask participants to elaborate on challenges they have experienced on Muni routes, or have heard from employees, friends, or family who ride Muni, and allow for time to expand on other related topics.

This guide will be used for both types of meetings – 1.) those where we are included on an existing agenda and are granted permission to stay after the meeting to engage in deeper conversation, and 2.) those groups that allow our team to schedule a meeting for the sole purpose of discussing the SFMTA Equity Project.

After (or during) the conversations, participants will have the opportunity to fill out the survey and sign up via email to receive updates about the Strategy.

Please note that separate presentations will be given by the SFMTA to key stakeholder groups (merchants, CAC's, etc.) to provide an update about the SFMTA's work on the equity strategy with an option to participate in the survey online.

## Conversation Guide
Introduction

- Thank you all very much for joining us today. We are here to discuss making Muni service better in your neighborhoods.

- At this time, [SFMTA staffer name] will provide a short- presentation about the Muni Service Equity Strategy.
    i. The Equity Strategy will benefit eight selected Equity Neighborhoods, plus seniors and people with disabilities citywide.
    ii. The neighborhoods are:
        1. Bayview
        2. Chinatown
        3. Excelsior
        4. Ingleside
        5. Mission
        6. Oceanview
        7. Outer Mission
        8. SOMA
        9. Tenderloin
        10. Visitacion Valley
        11. Western Addition
    iii. The Equity Strategy's focus is to improve transit service (e.g. T Third, 29 Sunset, 27 Bryant) in the eight neighborhoods that rely on transit the most.

- Today's conversation is to help us understand what challenges we should address.

Part I:
Today, we're focusing on the following neighborhood routes: [determined prior to meeting]. Which of these aren't working well right now?

- [Allow group to share different routes]

- [Pivot to whichever route provokes the strongest reaction]

- What challenges is that route facing?
    i. It is too crowded
    ii. It doesn't come often enough
    iii. It gets delayed
    iv. I don't feel safe riding the route
    v. Other?

- It seems like _____ is the most common challenge. Why do you think this challenge exists?

- [Allow for discussion]

- [Pivot to whichever route provokes the second strongest reaction, if applicable]

- It sounds like the _____ is also a challenge right now. What challenges is that route facing?
    i. It is too crowded
    ii. It doesn't come often enough
    iii. It gets delayed
    iv. I don't feel safe riding the route
    v. Other?

- It seems like _____ is the most common complaint. Why do you think this challenge exists?

- [Allow for discussion]

K&A/CEC will write down top responses to Part I on flip board throughout this conversation point.

Part II:
Are there trips you need or want to make that Muni can't adequately provide?

- This can be specific, like "It is hard to get from here to General Hospital or City College,

- [Allow for discussion]

- Of all the responses shared, which do you think is the most important?

- [Allow for a minute or less of discussion, SFMTA chooses route to focus on]

- Let's talk about Muni service to/from _____ more! [Possible questions follow]
    i. Is the route to get there infrequent or unreliable?
    ii. Could stops be placed in better locations?
    iii. Is there a transfer needed to make the trip? Is the transfer reliable?

- [Allow for discussion]

K&A/CEC will write down top responses to Part II on flip board throughout this conversation point.

Part III:
Is there a Muni route in the neighborhood that you think is doing a really good job?

- [Allow for discussion, pivot to whichever route provokes the strongest reaction]

- Why is this router working well? Is it…

- Not too crowded
- Frequent
- Not often delayed
- Safe
- Other

[Keep short if time needed for 54 Felton discussions]

[Specific routes for Excelsior/Outer Mission]

54  Felton
- Currently, the 54 travels north on Naples and Athens and south on Moscow, plus turns along Russian, Prague, and Persia in both directions. [Show map] Is this route confusing to riders?

- [Allow for discussion]

- If service was to be on one of the following streets in both directions, which would you prefer? [Show maps]
  a. Naples
  b. Vienna
  c. Athens
  d. Moscow

[Specific routes for Bayview]

54 Felton
- Currently, the 54 crosses Third Street, travels to Ingalls, travels along Third again, then loops around Hilltop Park. If this route was to be turned into separate routes, but all the same stops were covered, where would you want to split the route? [Show maps]
  e. Third and Van Dyke
  f. Third and Revere
  g. Third and Hudson

- Thank you all very much for your participation! We also have a short survey for you to complete if you would like. We deeply appreciate your time and thoughtful feedback.

K&A/CEC will write down top responses to Part III on flip board throughout this conversation point.

**Preparation and staffing**

Staffing

Each community conversation will include staff from the San Francisco Municipal Transportation Agency, Katz & Associates, and Civic Edge Consulting. In-language facilitators and/or interpreters will also be included as necessary.

| Activity | Team Lead | Time |
|---|---|---|
| Set up room | K&A/CEC | 15 min prior to doors opening |

| Participants settle in | | 5 min prior to start of meeting |
|---|---|---|
| Welcome, introductions, and presentation | SFMTA | 3 min |
| Part I | K&A/CEC | 10 min |
| Part II | K&A/CEC | 10 min |
| Part III | K&A/CEC | 15 min |
| Summary Remarks + Take Survey | SFMTA | 2 min |

Materials

Each community conversation will require the following materials:

- Maps
    - Map showing the selected Muni routes, placed on an easel
    - Include any specific route alterations suggested
    - Smaller Muni route maps for each participant
- Flip chart on easel
- Pens and Sharpies
- Paper surveys
- Muni Equity Service Strategy One-Pager
- Sign in sheet
- Translated materials as needed, including the one-pager
- Nametags

Refreshments

K&A and CEC will provide refreshments at each community conversation, depending on audience, to keep participants engaged during the meetings. Refreshments options will be determined based on morning or afternoon sessions.

Reporting

K&A and CEC will provide a feedback summary following each meeting, including survey responses. Once all of the community conversations have completed, a group summary of key findings will be provided.

Ground Rules

The following rules will help to establish an environment where participants both actively listen and consider others' input in addition to sharing their ideas and opinions.

- Only one person to speak at a time.
- Listen for understanding.
- Keep comments concise and avoid repetition.
- Each member of the group is equal, all comments matter.

# Appendix E

# SFMTA Equity Strategy
## Operator Focus Groups Facilitators Guide
### November 17, 2017

*Project Background*
The Muni Service Equity Policy, adopted by the SFMTA Board of Directors in 2014, requires SFMTA staff to prepare an Equity Strategy to assess Muni service performance in select low-income and minority neighborhoods, identify major Muni transit-related challenges impacting selected neighborhoods, and develop strategies to address those major challenges. The equity neighborhoods identified include Oceanview/Ingleside, Excelsior-Outer Mission, Visitacion Valley, Bayview Hunters Point, Tenderloin-SOMA, Chinatown, Mission and Western Addition.

During the first phase of the strategy, SFMTA relied primarily on input from the Equity Working Group, which was comprised of transit, affordable housing, and social justice advocates. The input collected from this group resulted in the 2016 Muni Equity Strategy Report, which was used to help evaluate transit routes for on-time performance, service gaps, crowding, transit travel time competitiveness (relative to driving), and accessibility-related customer complaints. Needs and strategies were identified based on an analysis of key performance metrics for each neighborhood and for routes heavily used by seniors and people with disabilities. Identified strategies have been funded as a part of SFMTA's biennial budget and will be implemented in the coming years.

*Purpose/Objective of Operator Focus Groups*
SFMTA is now seeking to build on the foundational work conducted for the first round and broaden the input received in order to form the strategy moving forward. As part of this effort, SFMTA will gather input from transit operators from all eight divisions who serve routes that traverse the equity neighborhoods and are also current or former residents of these neighborhoods.

SFMTA must continue to correct transit performance disparities and serve the needs of customers across San Francisco who depend on their service most, including low-income households, those without their own vehicles, seniors, and people with disabilities. These focus groups will help SFMTA to better understand what changes are necessary to improve its system-wide access and livability city-wide.

*Participants*
The goal is to have a diverse group of transit operators participate in these focus groups, including age, gender, ethnicity, years of experience, among others. There will be a minimum of five focus groups, and a maximum of eight. They will consist of operators from all eight divisions (Kirkland, Presidio, Islais Creek, Flynn, Potrero, Woods, Green, Muni Metro East), with the possibility of combining focus groups for certain divisions. Each focus group will have five to eight participants. These participants will consist of operators who serve routes in the equity neighborhoods and may have additional experience as a current or former resident of these neighborhoods. Some specific routes that the selected operators serve include, but are not limited to, the following:

- 10-Townsend (Chinatown, Mission, SOMA)
- 12-Folsom (Chinatown, Mission, SOMA)
- 19-Polk (Bayview, SOMA, Tenderloin)
- 21-Hayes (Western Addition)

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- 23-Monterey (Bayview)
- 24-Divisadero (Bayview, Mission, Western Addition)
- 28R-19th Ave. Rapid (Excelsior, Oceanview)
- 29-Sunset (Bayview, Excelsior, Oceanview, Visitacion Valley)
- 31-Balboa (Tenderloin, Western Addition)
- 43-Masonic (Excelsior, Western Addition)
- 44-O'Shaughnessy (Bayview, Excelsior)
- 48-24th Street/Quintara (Mission)
- 54-Felton (Bayview, Excelsior, Oceanview)
- 56-Rutland (Bayview, Visitacion Valley)

### Schedule and Location

Based on our current timeline, all focus groups will be scheduled by the end of November 2017 and will be conducted in December 2017. The focus groups will be located at up to eight of the following SFMTA Divisions: Kirkland, Presidio, Islais Creek, Flynn, Potrero, Woods, Green, Muni Metro East. We will engage the planner assigned to each division to assist with the logistics for identifying and reserving the breakrooms for the focus groups as well coordinating with the superintendents as needed.

### Recruiting

To help select a diverse group of transit operators to participate in these focus groups, SFMTA and CEC/K&A/JBR will develop outreach materials, including flyers and posters, to invite operators to participate in the focus groups. These materials will be posted and distributed by SFMTA at each division and potentially to each operator as part of their schedule packet. The Division Planners will assist with recruitment efforts by helping to identify a diverse group of operators to participate in the focus groups by working directly with the superintendents. If and when possible, we will try to utilize the early December Operator Safety meetings to remind operators about the focus groups and encourage participation.

### Session Format

All sessions will be professionally facilitated to ensure focus group objectives are met during the allotted period of time. The sessions will begin with introductions followed by a brief PowerPoint presentation describing the project and the type of input being requested as well as examples from the last process if there is time. The presentation will be administered by SFMTA. A Division Planner will be present at each focus group, serving as an observer, rather than an active participant. The session will then merge into a workshop-style facilitated group discussion. The discussion will follow a series of pre-established steps but will also allow for open-ended discussion. These steps will include opportunities for participants to provide both individual and group feedback in written and verbal formats in order to respond to a variety of preferred communication styles. This format is ideal for both identifying issues and concerns and rating those concerns in a short period of time.

**Workshop Question**

- Based on your experience as an operator serving routes in equity neighborhoods and as a current or former resident of an equity neighborhood, what issues or concerns have you observed or do you experience with the transit system? Examples could include delays, crowding, bunching, transfers, safety, etc.

**The discussion will follow the steps outlined below:**

1.  Context (3-5 mins)
    The facilitator will:
    - State the purpose of the workshop.
    - Clarify the workshop question.
    - Outline the discussion process and timing.
2.  Brainstorm (10 mins)
    Participants will be asked to:
    - Individually list answers to the workshop question on a piece paper.
    - Select what they consider to be the most important responses from their list and write each selected response on an individual half-sheet of paper (this step can be done individually or in pairs). The number of responses requested by the facilitator will be dependent on the number of participants in the group.
3.  Cluster (15 – 20 mins)
    - During a series of rounds, participants will be asked to pass up those responses written on half sheets. The number of rounds will be dependent on the number of participants in the group.
    - The facilitator will post the responses on a sticky wall.
    - The facilitator will read each response out loud and provide the group an opportunity to provide additional feedback or clarification on their response.
    - After the first two rounds of response collection, the facilitator will begin to work with the participants to cluster the responses under common themes. The focus is to identify relationships or links between the responses.
    - This step allows for the most common or important responses to rise to the top.
4.  Name (10 mins)
    - The facilitator will walk the group through a discussion exercise to name the clusters focusing specifically on ensuring the name represents all of the insights represented in the cluster's responses.
5.  Rank (5 - 6 mins)
    - The facilitator will lead the group in a discussion to confirm that the clusters reflect the top responses to the workshop question.
    - In addition to clustering responses, participants will have the opportunity to rate specifics responses within each cluster, as well as any outlier responses that may not fit within a cluster.
    - Participants will be provided three stickers and asked to place them on the response they consider a top priority. Participants may choose to distribute their stickers amongst three different responses or place them all on one response.
6.  Solutions (5 – 6 mins)
    - Prior to concluding the workshop, the facilitator will ask participants if they have any ideas for solutions to respond to the issues and concerns identified in the exercise.

| Activity | Facilitator/Staff | Time |
|---|---|---|
| Participants get refreshments and settle in | | 15 Minutes - prior to start of meeting |
| Welcome/Project Team Introductions | SFMTA/ K&A | 2 Minutes |
| Who is in the Room? Participant Introductions | K&A | 3 Minutes |
| Presentation | SFMTA | 10 Minutes |
| Workshop | K&A | 58 Minutes |
| Summary Remarks | SFMTA | 2 Minutes |
| **Total Time** | | **1 Hour 30 mins** |

Feedback will be collected from participants in the following formats:

- Individual brainstorm lists
- Top responses
- Flipchart notes captured throughout the workshop discussion by a note taker

*Materials*
Each focus group will be equipped with the following materials:

- Map showing the selected Muni routes, placed on an easel
- Flip chart on easel
- Sticky dots (1 strip of three dots per participant)
- Smaller Muni route maps for each participant
- Pens and Sharpies for participants
- Sticky wall
- Half sheets of paper
- Brief paper surveys to collect demographic and SFMTA specific information from each participant (ex: Which route(s) do you serve? Which neighborhood do you live in? Number of years with SFMTA? etc.)

Additionally, information about the Equity Strategy will be shared with participants in advance of the focus groups in order to promote a more informed discussion. Participants will also have the opportunity to sign up via email to receive updates about the Strategy.

*Refreshments*
K&A and CEC will provide refreshments at each focus group to keep participants engaged during the meetings. Refreshments options will be determined based on morning or afternoon sessions.

*Reporting*
K&A and CEC will provide a feedback summary of each focus group meeting. Once all focus groups have completed, a final focus group summary of key findings will be provided.

### *Ground Rules*

The following rules will help to establish an environment where participants both actively listen and consider others' input in addition to sharing their ideas and opinions.

- Only one person to speak at a time.
- Listen for understanding.
- Keep comments concise and avoid repetition.
- Each member of the group is equal, all comments matter.

# Appendix F

# Textizen Survey Results for Equity Strategy Routes

**On the Muni routes you ride, what improvements would you like to see?**
(Note: Survey respondents could select multiple categories per line)

| Route | Crowding | Travel time | Gaps | Stop features | Access & Safety | Other |
|---|---|---|---|---|---|---|
| K Ingleside | 44 | 7 | 42 | 19 | 12 | 15 |
| M Oceanview | 33 | 14 | 43 | 10 | 9 | 13 |
| T Third | 17 | 8 | 16 | 7 | 7 | 7 |
| 1 California | 107 | 30 | 49 | 30 | 21 | 29 |
| 5 Fulton | 80 | 28 | 61 | 26 | 19 | 20 |
| 5R Fulton Rapid | 47 | 14 | 22 | 13 | 10 | 9 |
| 6 Haight-Parnassus | 27 | 4 | 24 | 11 | 8 | 10 |
| 7 Haight | 30 | 9 | 27 | 9 | 10 | 12 |
| 8 Bayshore | 42 | 6 | 32 | 13 | 15 | 23 |
| 8AX Bayshore A Express | 7 | | 4 | | 1 | 2 |
| 8BX Bayshore B Express | 3 | | 4 | | 3 | 1 |
| 9 San Bruno | 34 | 3 | 23 | 6 | 9 | 9 |
| 9R San Bruno Rapid | 10 | 1 | 4 | 1 | 2 | 2 |
| 10 Townsend | 36 | 12 | 23 | 14 | 10 | 8 |
| 12 Folsom-Pacific | 44 | 10 | 36 | 13 | 16 | 15 |
| 14 Mission | 104 | 23 | 64 | 33 | 43 | 27 |
| 14R Mission Rapid | 43 | 11 | 24 | 14 | 15 | 14 |
| 14X Mission Express | 14 | | 11 | 3 | 2 | 3 |
| 19 Polk | 27 | 11 | 18 | 14 | 9 | 10 |
| 21 Hayes | 45 | 13 | 38 | 9 | 8 | 12 |
| 22 Fillmore | 80 | 21 | 60 | 23 | 24 | 22 |
| 23 Monterey | 5 | 2 | 7 | 6 | 3 | 1 |
| 24 Divisadero | 67 | 24 | 44 | 17 | 17 | 19 |
| 27 Bryant | 43 | 10 | 43 | 13 | 13 | 12 |
| 29 Sunset | 48 | 7 | 40 | 20 | 8 | 11 |
| 30 Stockton | 48 | 12 | 30 | 13 | 13 | 16 |
| 31 Balboa | 23 | 9 | 27 | 9 | 10 | 10 |
| 33 Ashbury-18th St | 34 | 13 | 29 | 5 | 14 | 16 |
| 38 Geary | 91 | 26 | 62 | 42 | 28 | 23 |
| 38R Geary Rapid | 44 | 9 | 20 | 13 | 11 | 7 |
| 43 Masonic | 33 | 12 | 36 | 16 | 11 | 8 |
| 44 O'Shaughnessy | 23 | 10 | 13 | 12 | 8 | 4 |
| 45 Union-Stockton | 41 | 9 | 28 | 10 | 9 | 13 |
| 47 Van Ness | 37 | 9 | 40 | 21 | 13 | 12 |
| 48 Quintara-24th St | 28 | 6 | 15 | 8 | 7 | 7 |
| 49 Van Ness-Mission | 96 | 26 | 72 | 35 | 32 | 35 |
| 52 Excelsior | 14 | 1 | 11 | 6 | 2 | 6 |
| 54 Felton | 21 | 2 | 24 | 6 | 2 | 8 |
| 56 Rutland | 1 | | 1 | | 1 | |
| 90 Owl | | | 2 | | | |
| 91 Owl | 1 | | 1 | 1 | | 1 |

# Equity Strategy Surveys - Response Summary for Selected Equity Neighborhoods Routes

| Results | 9 San Bruno | 10 Townsend | 19 Polk | 21 Hayes | 23 Monterey | 24 Divisadero | 29 Sunset | 31 Balboa | 43 Masonic | 44 O'Shaughnessy | 48 Quintara- 24th St | 52 Excelsior | 54 Felton | 56 Rutland | K Ingleside | M Ocean View |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **General Muni Equity Survey (Online and Other Non-Intercept Surveys)** | | | | | | | | | | | | | | | | |
| *English language responses* | 67 | 12 | 23 | 17 | 17 | 37 | 37 | 19 | 30 | 67 | 32 | 13 | 19 | 5 | 57 | 54 |
| Primary Challenge | It is too crowded | It doesn't come often enough | It doesn't come often enough | Other | It doesn't come often enough | It doesn't come often enough | It doesn't come often enough | It gets delayed | Other | It is too crowded | It doesn't come often enough | It doesn't come often enough | It doesn't come often enough | It doesn't come often enough | It doesn't come often enough | It gets delayed |
| % | 42 | 58 | 30 | 35 | 65 | 44 | 43 | 26 | 27 | 54 | 53 | 33 | 47 | 50 | 35 | 30 |
| Secondary Challenge | I don't feel safe riding the route | It gets delayed | it doesn't come often enough | It doesn't come often enough | it gets delayed | It gets delayed | It gets delayed | It doesn't come often enough | It gets delayed | It doesn't come often enough | It gets delayed | It gets delayed | It gets delayed | The closest stop is too far from where I live. | It gets delayed | It doesn't come often enough |
| % | 24 | 25 | 35 | 31 | 56 | 26 | 34 | 35 | 23 | 24 | 16 | 33 | 38 | 50 | 33 | 28 |
| *Vietnamese language responses* | 13 | 3 | 5 | 0 | 2 | 0 | 9 | 5 | 0 | 3 | 1 | 0 | 4 | 0 | 1 | 4 |
| Primary Challenge | It is too crowded | It is too crowded | It gets delayed | n/a | It doesn't come often enough | n/a | It gets delayed | It gets delayed | n/a | It gets delayed | It doesn't come often enough | n/a | It doesn't come often enough | n/a | It is too crowded | none |
| % | 53.85 | 50 | 75 | n/a | 100 | n/a | 33.33 | 40 | n/a | 66.67 | 100 | n/a | 75 | n/a | 100 | 50 |
| Secondary Challenge | It gets delayed | It is too crowded | It is too crowded | n/a | It gets delayed | n/a | It doesn't come often enough | It is too crowded | n/a | It doesn't come often enough | It doesn't come often enough | n/a | It gets delayed | n/a | It is too crowded | It is too crowded |
| % | 23.08 | 66.67 | 50 | n/a | 100 | n/a | 25 | 75 | n/a | 100 | 100 | n/a | 50 | n/a | 100 | 50 |
| *Filipino language responses* | 15 | 0 | 1 | 2 | 1 | 9 | 6 | 2 | 5 | 5 | 2 | 1 | 2 | 0 | 2 | 1 |
| Primary Challenge | none | n/a | It gets delayed | It is too crowded | It gets delayed | It gets delayed | It is too crowded | none | It is too crowded | It is too crowded | It doesn't come often enough | none | It gets delayed | n/a | It doesn't come often enough | none |
| % | 26.67 | n/a | 100 | 50 | 100 | 44.44 | 33.33 | 50 | 40 | 40 | 100 | 100 | 50 | n/a | 100 | 100 |
| Secondary Challenge | It doesn't come often enough | n/a | It doesn't come often enough | It gets delayed | It doesn't come often enough | It is too crowded | It is too crowded | Other | It is too crowded | It doesn't come often enough | It is too crowded | none | It doesn't come often enough | n/a | It gets delayed | none |
| % | 33.33 | n/a | 100 | 50 | 100 | 37.5 | 50 | 50 | 40 | 20 | 100 | 100 | 100 | n/a | 50 | 100 |
| *Chinese language responses* | 48 | 4 | 5 | 0 | 0 | 2 | 52 | 2 | 11 | 25 | 0 | 2 | 26 | 4 | 18 | 22 |
| Primary Challenge | It is too crowded | It doesn't come often enough | I do not feel safe riding the bus | n/a | n/a | It doesn't come often enough | It doesn't come often enough | I don't feel safe riding the route | It is too crowded | It doesn't come often enough | n/a | It is too crowded | It doesn't come often enough | It is too crowded | It doesn't come often enough | It doesn't come often enough |
| % | 48.84 | 100 | 75 | n/a | n/a | 50 | 53.19 | 100 | 27.27 | 47.83 | n/a | 50 | 50 | 100 | 35.29 | 50 |
| Secondary Challenge | It doesn't come often enough | It gets delayed | It doesn't come often enough | n/a | n/a | none | It is too crowded | It doesn't come often enough | It gets delayed | It doesn't come often enough | n/a | It is too crowded | It doesn't come often enough | It doesn't come often enough | It doesn't come often enough | It doesn't come often enough |
| % | 29.27 | 50 | 50 | n/a | n/a | 50 | 32.61 | 50 | 50 | 45.45 | n/a | 50 | 40 | 75 | 50 | 50 |
| *Spanish language responses* | 33 | 0 | 3 | 1 | 2 | 17 | 15 | 4 | 11 | 13 | 8 | 10 | 20 | 0 | 7 | 7 |
| Primary Challenge | It is too crowded | n/a | It doesn't come often enough | It gets delayed | It doesn't come often enough | Other | It is too crowded | It doesn't come often enough | It is too crowded | It is too crowded | It is too crowded | It doesn't come often enough | It doesn't come often enough | n/a | It doesn't come often enough | It gets delayed |
| % | 51.52 | n/a | 33.33 | 100 | 50 | 35.29 | 40 | 50 | 30 | 53.85 | 50 | 66.67 | 42.11 | n/a | 33.33 | 57.14 |
| Secondary Challenge | It doesn't come often enough | n/a | It is too crowded | It gets delayed | It gets delayed | It gets delayed | It gets delayed | It doesn't come often enough | It doesn't come often enough | It doesn't come often enough | It is too crowded | It gets delayed | It doesn't come often enough | n/a | It is too crowded | It doesn't come often enough |
| % | 23.33 | n/a | 33.33 | 100 | 50 | 25 | 26.67 | 50 | 37.5 | 33.33 | 37.5 | 37.5 | 42.11 | n/a | 40 | 40 |
| **General Muni Equity Survey (On-Board Intercept Survey)** | | | | | | | | | | | | | | | | |
| *Total responses* | | 34 | 14 | 13 | 24 | | 22 | | 13 | | 10 | 2 | 20 | 27 | 25 | | |
| Primary Challenge | | It doesn't come often enough | It is too crowded | It doesn't come often enough | It is too crowded | | It doesn't come often enough | | It is too crowded | | It is too crowded | It doesn't come often enough | It gets delayed | It doesn't come often enough | It gets delayed | | |
| % | | 38 | 50 | 31 | 29 | | 41 | | 31 | | 60 | 50 | 40 | 30 | 36 | | |
| Secondary Challenge | | None | It doesn't come often enough | It gets delayed | None | | It doesn't come often enough | | It doesn't come often enough / It gets delayed | | It doesn't come often enough | None | None | It is too crowded | It is too crowded | | |
| % | | 35 | 29 | 23 | 29 | | 23 | | 23 | | 20 | 50 | 30 | 30 | 32 | | |
| **Seniors and People With Disabilities Survey (Online)** | | | | | | | | | | | | | | | | |
| *English language responses* | 10 | 5 | 12 | 5 | 7 | 6 | 8 | 5 | 10 | 8 | 6 | 3 | 4 | 0 | 17 | 18 |
| Primary Challenge | It is too crowded | It is too crowded | It doesn't come often enough | It doesn't come often enough | It doesn't come often enough | It is too crowded | It doesn't come often enough | Other | It doesn't come often enough | it is too crowded | It doesn't come often enough | It doesn't come often enough | It doesn't come often enough | n/a | It is too crowded | It is too crowded |
| % | 50 | 40 | 50 | 40 | 57 | 33 | 38 | 50 | 30 | 38 | 33 | 67 | 75 | n/a | 33 | 38 |
| Secondary Challenge | I don't feel safe riding the route | It gets delayed | It gets delayed | It gets delayed | It doesn't come often enough | It gets delayed | it is too crowded | Other | It gets delayed | It gets delayed | It is too crowded | It gets delayed | none | n/a | It gets delayed | It doesn't come often enough |
| % | 50 | 50 | 27 | 40 | 43 | 17 | 25 | 50 | 30 | 25 | 33 | 67 | 100 | n/a | 36 | 46 |
| *Chinese language responses* | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Primary Challenge | n/a | n/a | n/a | It doesn't come often enough | n/a | n/a | n/a | n/a | It is too crowded | n/a | n/a | n/a | n/a | n/a | n/a | none |
| % | n/a | n/a | n/a | 100 | n/a | n/a | n/a | n/a | 100 | n/a | n/a | n/a | n/a | n/a | n/a | 100 |
| Secondary Challenge | n/a | n/a | n/a | none | n/a | n/a | n/a | n/a | none | n/a | n/a | n/a | n/a | n/a | n/a | none |
| % | n/a | n/a | n/a | 100 | n/a | n/a | n/a | n/a | 100 | n/a | n/a | n/a | n/a | n/a | n/a | 100 |
| **Youth Survey (Online)** | | | | | | | | | | | | | | | | |
| *Total responses* | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 3 | 0 | 0 | 0 |
| Primary Challenge | n/a | n/a | n/a | n/a | n/a | n/a | It doesn't come often enough | n/a | It doesn't come often enough | It doesn't come often enough | It does not stop where I want it to | n/a | It doesn't come often enough | n/a | n/a | n/a |
| % | n/a | n/a | n/a | n/a | n/a | n/a | 100 | n/a | n/a | 100 | 100 | n/a | 100 | n/a | n/a | n/a |
| Secondary Challenge | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | It does not stop where i want it to | n/a | n/a | n/a | n/a | n/a | n/a |
| % | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | 100 | n/a | n/a | n/a | n/a | n/a | n/a |
| **Youth Survey (On-Board Intercept Survey)** | | | | | | | | | | | | | | | | |
| *Total responses* | 2 | 1 | 2 | | | | 12 | 1 | 2 | 6 | 1 | | 9 | | 3 | 2 |
| Primary Challenge | It is too crowded | It gets delayed | It is too crowded | | | | It is too crowded | It is too crowded | It is too crowded | It is too crowded | It is too crowded | | It doesn't come often enough | | It gets delayed | It gets delayed |
| % | 50 | 100 | 50 | | | | 58 | 100 | 50 | 67 | 100 | | 56 | | 100 | 50 |

Note: The above summary is focused on selected Equity Neighborhood routes that did not already have Muni Forward, Bus Rapid Transit, or other major capital or service improvements recently completed or on the way as of winter 2018. This is not a comprehensive list of all survey results, of which there were over 3,000 in total.