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.

<p align="center">**Table 1.** **Routes Focus by Neighborhood.**</p>

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.**

Stakeholder interviews and community events across Equity Neighborhoods

Developing recommendations based on community input we've heard

SFMTA Board reviews and potentially adopts 2018 Muni Service Equity Strategy

SPRING **2017** WINTER **2018** SPRING **2018**

Extensive in-person and online outreach in Equity Neighborhoods, as well as Muni operator focus groups

Share preliminary Equity Strategy recommendations and continue collecting community input

Recommendations incorporated in upcoming SFMTA budget

*The Equity Strategy will be presented to the San Francisco Municipal Transportation Agency (SFMTA) Board of Directors before the development of the fiscal years 2019 and 2020 capital and operating budget.

We are working to improve Muni service in this neighborhood.

Want to help by answering some quick questions?

Text YES to 415-985-0333

39+
Community led events & meetings attended

6
Focus groups with Muni operators

65,300+
People reached
through 30 Facebook ads in Equity Neighborhoods with over 200 comments in five languages (i.e. Chinese, English, Filipino, Spanish, and Vietnamese)

500+
Organizations
reached in 8 Equity Neighborhoods, as well as organizations serving youth, seniors, and people with disabilities

4,000+
Survey responses
collected through online surveys and rider outreach along 16 equity lines in five languages

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).

MUNI SERVICE EQUITY

We are working to improve Muni service in this neighborhood.

Want to help by answering some quick questions?

Text YES to 415-985-0328.

311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Бесплатная помощь переводчиков / Trợ giúp Thông dịch Miễn phí / Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 / Libreng tulong para sa wikang Filipino / การช่วยเหลือทาง ด้านภาษาโดยไม่เสียค่าใช้จ่าย / خط المساعدة المجاني على الرقم

SFMTA Municipal Transportation Agency   MUNI   sfmta.com/muniequity

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.
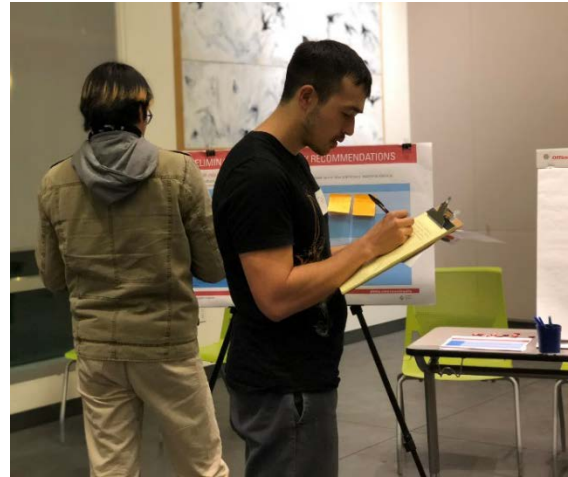
Recruitment

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 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 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 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 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 Long term, explore opportunities for reliability improvement projects on the 29
44 O'Shaughnessy Address crowding and occasional gaps in service		Increase service all-day on the 44 to address crowding Long term, explore opportunities for travel time reduction projects on the 44 to address gaps in service
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 further outreach

Table 8. Chinatown: Key Needs and Recommendations.

Key Need	Improvements Underway or Completed	New Preliminary Recommendations
1 California 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 Explore transit reliability improvements on the rest of the 8 line (e.g. Visitacion Valley and 3rd Street in SoMa) 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 Sansome Street "contraflow lane" implemented to improve reliability Townsend Corridor Improvement Project to reduce travel time and delays 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 Sansome Street "contraflow lane" implemented to improve reliability	Increase service to reduce gaps Vet a more direct route to 24th Street BART Station Explore transit-only lanes on Folsom Street in SoMa to improve reliability 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 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 Explore transit reliability improvements on the rest of the 8 line (e.g. Visitacion Valley and 3rd Street in SoMa) 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) 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 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 Twin Peaks Tunnel Improvements to improve reliability	Increase service on the K Ingleside to reduce crowding and provide more frequency 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 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 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 Sansome Street "contraflow lane" implemented to improve reliability	Increase service to reduce gaps Explore a more direct route to 24th Street BART Station to improve reliability 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) Explore adding NextMuni to more stops to provide real-time arrival information
22 Fillmore Improve travel time and reliability	Increased service in 2015 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 Sansome Street "contraflow lane" implemented to improve reliability	Increase service to reduce gaps Vet a more direct route to 24th Street BART Station 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 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 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 Explore transit reliability improvements on the rest of the 8 line (e.g. Visitacion Valley and 3rd Street in SoMa) 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 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 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) Explore adding NextMuni to more stops to provide real-time arrival information
9/9R San Bruno 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 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 Explore adding NextMuni to more stops to provide real-time arrival information
30 Stockton 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 Explore further travel time and reliability improvements along the 30 and 45 in SoMa
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
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 accessibility improvements and transit priority features	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 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) 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 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.

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Equity Strategy Team Members

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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

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

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.

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

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 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 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	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

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 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 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%.

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%.

Inner Mission Neighborhood

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

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%
		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

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%
		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 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 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

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%.

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
A. Philip Randolph Institute San Francisco (APRI)
Acción Latina
Adda Clevenger School
Advent of Christ the King
African American Art & Culture Center
African American Chamber of Commerce
Afro Solo
Alamo Elementary School
Alamo Square Neighborhood Association
Alemany/Bernal Heights
Alice B. Toklas Democratic Club
Alice Griffith
All Saint's Episcopal Church
Alsabeel Masjid Noor Al-Islam
American Friends Service Committee
Anza Public Library
Anza Vista Civic Improvement Club
APA Family Support Services
APRI A. Philip Randolph Institute
Aptos Middle School

Arab Cultural and Community Center
Argonne Early Education School
Asian Law Caucus
Asian Neighborhood Design
Asian Pacific American Community Center
B Magic
Balboa Terrace Homes Association
Balboa Village Merchants Association
Barbary Coast Neighborhood Association
Bayanihan Community Center
Bayview Community Advisory Committee
Bayview HEAL Zone Coordinator
Bayview Hill Neighborhood Association
Bayview Hunters Point Center for Arts & Technology (BAYCAT)
Bayview Hunters Point Coordinating Council
Bayview Hunters Point Foundation for Community Improvement
Bayview Hunters Point Multipurpose Senior Services Inc

Bayview Hunters Point Opera House
Bayview Library
Bayview Merchants Association
Bayview Residents Improving Their Environment (BRITE)
Beacon: Mission Beacon Center at Everett Middle School
Beacon: North Beach/Chinatown Beacon Center at Francisco Middle School
Beacon: OMI/Excelsior Beacon Center at James Denman Middle School
Beacon: Richmond Village Beacon
Beacon: Sunset Neighborhood Beacon Center at A.P. Giannini Middle School
Beacon: Visitacion Valley Beacon Center at Visitacion Valley Middle School
Beacon: Western Addition Beacon Center at John Muir Elementary School
Bernal Business Alliance
Bernal Dwellings
Bernal Heights Democratic Club
Bernal Heights Library

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	Creative Arts K-8	Elder Care Network
Coalition on Homelessness	Cultural Integration Fellowship	Ella Hill Hutch Community Center
Cole Valley Improvement Association	Curry Senior Center	Embarcadero Center
College Hill Neighborhood Association	Diamond Heights Community Association	Epiphany Elementary School
Community Grows	District 11 Council	Eureka Heights Neighborhood Association
Community Miracles Center	District 11 Democratic Club	Eureka Valley Library
Community Youth Center - Bayview	District 3 Democratic Club	Excelsior Action Group
Community Youth Center (CYC) - Bayview	District 5 Democratic Club	Excelsior District Improvement Association
Community Youth Center (CYC) - Chinatown	Dogpatch Neighborhood Association	Excelsior Library
Community Youth Center (CYC) - Richmond	Dolores Heights Improvement Club	Excelsior Senior Center
Congregation Beth Sholom	Dolores Park Church	Exeter Street Bayview Triangle
Congregation Emanu El	Dr. George W. Davis Senior Center	FDR Democratic Club of San Francisco
Congregation Magain David Sephardim Orthodox	Dr. George W. Davis Senior Center	Feinstein, Dianne Elementary School
Congregation Ner Tamid	Drew School	Filipino American Chamber of Commerce
Consulado de Mexico en San Francisco	Drew, Dr. Charles R Alternative Elementary School	Filipino American Development Foundation
Convent of the Sacred Heart	Duboce Triangle Neighborhood Association	Filipino Community Center
Corbett Heights Neighbors	East Mission Improvement Association (EMIA)	Fillmore Magic (Mo' MAGIC)
Cornerstone Academy	Eastern Neighborhoods Citizen Advisory Committee	Fillmore Merchants
Covenant Presbyterian Church	Eastern Neighborhoods United Front (ENUF)	Fillmore/Lower Fillmore Neighborhood Association
Cow Hollow Association	Ebenezer Lutheran Church Elca	First Congregational Church of San Francisco
	El Dorado Elementary School	

Organizations Contacted During Muni Equity Outreach 2018

First Mennonite Church of San Francisco

Fisherman's Wharf Merchants Association

Folks for Polk

Forest Hill Christian Church

Forest Knolls Neighborhood Organization

French American Chamber of Commerce

French American International School

Friends and Advocates of Crocker Amazon and the Excelsior

Friends of Balboa Playground

Friends of Crocker Amazon and the Excelsior

Friends of Duboce Park

Friends of McLaren Park

Friends of Noe Valley

Gateway Middle School

Geen Mun Senior Center

Gene Friend Recreation Center

Glen Park Library

Glide Memorial Church

Golden Gate Business Association

Golden Gate Senior Services Richmond Senior Center

Golden Gate Spiritualist Church

Golden Gate Valley Library

Golden Gateway Tenants Association

Grace Cathedral

Greater Geary Merchants and Property Owners

Greater West Portal Neighborhood Association

Green Action

Guadalupe Elementary School

Haight Ashbury Free Clinics (Clayton)

Haight Ashbury Free Clinics (Mission)

Haight Ashbury Improvement Association

Haight Ashbury Merchants Association (HAMA)

Haight Ashbury Neighborhood Council (HANC)

Handful Players

Harte, Bret Elementary School

Hartford Street Zen Center

Hayes Valley Merchants Association

HealthRIGHT 360

Healthy Corner Store Coalition

Hispanic Chamber of Commerce

Holly Courts - Bernal

Holy Innocents Episcopal Church Noe Valley

Holy Name of Jesus Church

Holy Virgin Cathedral

Home Sharers Democratic Club

Hotel Council

Hunters Point East/West

Hunters Point Family

Incarnation Episcopal Church

Independence High School

Independent Living Resource Center of San Francisco

Ingleside Library

Inner Sunset Merchants Association

Inner Sunset Park Neighbors

Interfaith Council

Irish American Democratic Club

Islamic Society of San Francisco

IT Bookman Community Center

Jamestown Community Center

Japanese Chamber of Commerce

Japanese Community Youth Council (JCYC)

Japanese Cultural and Community Center

Japantown Merchants

Organizations Contacted During Muni Equity Outreach 2018

Japantown Task Force
Japantown Taskforce
Jefferson Elementary School
Jewish Community Center of San Francisco Montefiore Senior Center
Jewish Community High School of the Bay
Jewish Family and Children's Services
Jordan Park Improvement Association
Judah Street/Ocean Beach Merchants and Professional Association
June Jordan School for Equity
Kadampa Meditation Center San Francisco
Katherine Delmar Burke School
Key, Francis Scott Elementary School
King, Dr. Martin Luther Jr. Middle School
KIPP SF Bay Academy
KIPP SF College Prep
Kittredge School
Korean American Community Center
Korean Center
Krouzian Zekarian Armenian School
La Casa de las Madres

La Playa/Great Highway Neighborhood Watch
La Raza Community Resource Center
La Red Latina
La Scuola International School
Lafayette Elementary School
Lake Merced Church of Christ
Lakeshore Elementary School
Lakeside Property Owners Association
Las Americas Early Education School
Latinos Unidos Democratic Club
Lau, Gordon J. Elementary School
Leadership Charter High School
Lick-Wilmerding High School
Life Learning Academy Charter School
Lighthouse for the Blind
Lighthouse for the Blind
Lilienthal, Claire (3-8) (Divisadero Campus)
Lilienthal, Claire (K-2) (Sacramento Campus)
Lincoln, Abraham High School
Local 2 - Hospitality Industries
Longfellow Elementary School
Lowell High School

Lower 24th Street Merchants & Neighbors Association/ Calle 24 Merchants Association
Lower Haight Merchant & Neighbor Association (LoHaMNA)
Lower Polk Neighbors
Lyon-Martin Health Services
Main Library
Manilatown Senior Center
Marin Preparatory School
Marina Community Association
Marina Library
Marina Middle School
Marina/Cow Hollow Neighbors & Merchants
Market Street Association
Market Street Merchants
Market Street Railway
Market/Octavia Community Advisory Committee
Marshall Elementary School
Mayor's Office on Disability
McCoppin, Frank Elementary School
McLaren Park Collaborative
Merced Library
Merchants of Upper Market & Castro

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	
	Northeast Mission Merchants Biz Association	Pine Lake Park Neighborhood Association
Mission High School	Norwegian Seamen's Church	Portola Family Connections
Mission Hiring Hall	Ocean Avenue Association	Portola Neighborhood Association
Mission Merchant Association	Ocean Avenue Presbyterian Church	Portola Place Homeowners Association
Mission Neighborhood Centers	O'Connell, John High School	
Mission Neighborhood Centers – Precita Center	Old First Presbyterian Church	Portreo Terrace/Annex
Mission YMCA	Old Saint Mary's Cathedral + Chinese Mission	Potrero Hill Democratic Club
Moscone, George Elementary School	OMI Community Action Organization	Potrero Hill Neighborhood House
Most Holy Redeemer Church	OMI Family Resource Center	Potrero-Dogpatch Merchants Association
Mother Goose School	OMI Senior Center (Catholic Charities)	
Muir, John Elementary School	OMI/Excelsior Beacon	Presidio Heights Neighborhood Association
Mujeres Unidas y Activas (MUA)	OMI-Neighbors in Action	

Organizations Contacted During Muni Equity Outreach 2018

Presidio Hill School
Presidio Interfaith Chapel
Presidio Middle School
Promised Land Fellowship
Psychic Horizons
Raoul Wallenberg Jewish Democratic Club
Rebuilding Together
Redding Elementary School
Renaissance Entrepreneurship Center
Richmond Area Multi Services (RAMS)
Richmond District Democratic Club
Richmond District Neighborhood Center
Richmond Torah Center- Chabad
Rosa Parks Senior Center
Rose Pak Democratic Club
Russian American Community Services
Russian Center of San Francisco
Russian Hill Improvement Association
S.F. Zen Center - City Center
Saint Ignatius Church
Samoan Community Development Ctr.

San Francisco Black Community Matters
San Francisco Chamber of Commerce
San Francisco Charity Cultural Services Center (SFCCSC)
San Francisco Christian School
San Francisco Community Empowerment Center
San Francisco Convention and Visitors Bureau
San Francisco Council of District Merchants
San Francisco Democratic Women in Action
San Francisco Health Improvement Partnership (SFHIP)
San Francisco Immigrant Legal Education Network
San Francisco International High School
San Francisco League of Conservation Voters
San Francisco League of Pissed Off Voters
San Francisco Lighthouse Church
San Francisco Links Incorporated

San Francisco Meditation Group of Self-Realization Fellowship
San Francisco NAACP
San Francisco Pacific Academy
San Francisco Public Montessori Elementary School
San Francisco Shambhala Meditation Center
San Francisco Transit Riders
San Francisco Waldorf School
San Francisco Youth Commission
San Miguel Early Education School
Sanchez Elementary School
SEIU 1021
SEIU Local 87
Self Help for the Elderly
Senior and Disability Action
Serra, Junipero Elementary School
SF Beautiful
SF Bike Coalition
SF Community Empowerment Center
SFSU College Democrats
Sharon Street Neighborhood Association
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	The Roman Catholic Archdiocese of San Francisco
SoMa Leadership Council	St Peter and Paul Church	
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)
		Visitacion Valley Beacon
St Ignatius Church	The Academy - San Francisco @McAteer	Walk SF
St John's Presbyterian Church	The Bike Kitchen	Wallenburg, Raoul High School
St Mary the Virgin Episcopal Church	The Church for the Fellowship of All People	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
    - o Map showing the selected Muni routes, placed on an easel
    - o Include any specific route alterations suggested
    - o 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 is too crowded	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.