THIS PRINT COVERS CALENDAR ITEM NO.: 10.4

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY

DIVISION: Transit

BRIEF DESCRIPTION:

Adopting the Muni Service Equity Strategy Report for Fiscal Years 2025 and 2026 that includes an evaluation of transit service for equity routes and equity neighborhoods, and establishes a framework for prioritizing service needs of equity routes in a cost-neutral way for the next two-year budget cycle.

SUMMARY:

- In 2014, the SFMTA Board of Directors adopted a Muni Service Equity Policy requiring the submission of a biennial Service Equity Strategy to assess Muni service in select neighborhoods, identify transit related challenges impacting selected neighborhoods, and develop strategies to address those challenges before the SFMTA's two-year budget request.
- In collaboration with community advocates, SFMTA staff identified nine Service Equity Strategy neighborhoods based on several demographic factors and identified Citywide Accessibility routes based on those heavily used by seniors and people with disabilities.
- The FY25 & FY26 Muni Service Equity Strategy report highlights how SFMTA staff implemented initiatives identified in the previous strategy and used the equity strategy framework and principles in responding to real time service needs.
- Transit data including service delivery, crowding and performance data was analyzed in this report for each equity route. In addition, the Equity Toolkit was expanded to measure transit travel sheds and access to key destinations for each neighborhood.
- No service changes are being proposed as part of the FY25 & FY26 operating budget. Since there will be no increase to the operating budget, this report establishes a process for cost-neutral service planning using the equity strategy framework and principles to ensure service improvements are prioritized in an equitable and impactful way. Additionally, new service management techniques and operational improvements will continue to be prioritized on equity routes to maximize the service levels the operating budget can sustain.
- Next steps will focus on operationalizing the adopted Equity Strategy, incorporating the Equity Strategy into a Systemwide Service Evaluation framework, and collaborating on these works with the newly convened Muni Equity Working Group.

ENCLOSURES:
1. SFMTAB Resolution
2. Muni Service Equity Strategy Report for Fiscal Years 2025 and 2026

APPROVALS:		DATE
DIRECTOR	_(signature)_	April 10, 2024
SECRETARY	_(signature)_	April 9, 2024

ASSIGNED SFMTAB CALENDAR DATE: April 16, 2024

PURPOSE

Adopting the Muni Service Equity Strategy Report for Fiscal Years 2025 and 2026 that includes an evaluation of transit service for equity routes and equity neighborhoods, and establishes a framework for prioritizing service needs of equity routes in a cost-neutral way for the next two-year budget cycle.

STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES

This action supports the following SFMTA Strategic Plan Goals:

Goal 1: Identify and reduce disproportionate outcomes and resolve past harms towards marginalized communities.
Goal 5: Deliver reliable and equitable transportation services.
Goal 7: Build stronger relationships with stakeholders

This action supports the following Transit First Policy Principles:

2. Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.
3. Decisions regarding the use of limited public street and sidewalk space shall encourage the use of public rights of way by pedestrians, bicyclists, and public transit, and shall strive to reduce traffic and improve public health and safety.
4. Transit priority improvements, such as designated transit lanes and streets and improved signalization, shall be made to expedite the movement of public transit vehicles (including taxis and vanpools) and to improve pedestrian safety.
9. The ability of the City and County to reduce traffic congestion depends on the adequacy of regional public transportation. The City and County shall promote the use of regional mass transit and the continued development of an integrated, reliable, regional public transportation system.

DESCRIPTION

In 2014, the SFMTA Board of Directors adopted a Muni Service Equity Policy – a commitment to prioritize equity in Muni service planning, to right historic wrongs, better serve marginalized communities, and ensure the most transit-dependent neighborhoods have reliable transit service. This commitment reflects both the Agency's and City's values and exemplifies proactive, responsive, and conscious planning. The Policy requires the submission of a biennial Service Equity Strategy. The first Service Equity Strategy was adopted by the Board in 2016, identifying equity priority communities, including those with low levels of car ownership and high levels of seniors, people with disabilities, households with low income and people of color, to prioritize the routes that serve them. This strategy has been recognized as a national model. As Steven Higashide, Director of Research for the national foundation TransitCenter and one of the nation's most recognized experts on public transportation, wrote in his 2019 book, Better Buses, Better Cities:

"It is up to localities to seek fairer transit outcomes...Politicians sometimes complain that they don't know what equity means. The SFMTA makes it very clear: Advancing equity means bigger buses on the 9R route in the Mission...and more service on the 44 in Bayview. Getting to this level of clarity is hard for most transit agencies."

Every two years, the SFMTA Board of Directors has adopted an updated Muni Service Equity Strategy that outlines transit service investments as part of the budget process to assess Muni service in select neighborhoods, identify major Muni transit related challenges impacting selected neighborhoods, and develop strategies to address those challenges prior to adoption of the SFMTA's two-year budget.

Neighborhood Selection

The Service Equity Policy directs SFMTA staff to identify "Service Equity Strategy" neighborhoods based on the percentage of low-income households, private vehicle availability, race/ethnicity demographics, and disability status, and to establish a performance baseline. In collaboration with the Muni Service Equity Strategy working group, whose members represented advocacy and community-based organizations, SFMTA staff identified seven Equity Strategy neighborhoods in 2016: Chinatown, Tenderloin/SoMa, Western Addition, Mission, Bayview, Visitacion Valley, and Excelsior/Outer Mission. For the report update in 2018, SFMTA staff and the Muni Service Equity Strategy working group identified one additional neighborhood, Oceanview/Ingleside and in the 2020 report Treasure Island was added. In addition, SFMTA staff also included citywide accessibility routes as part of the strategy for seniors and people with disabilities based on feedback from community stakeholders, operators and other staff.

As Census data is updated, staff will reassess and verify that the neighborhoods above continue to be appropriate to include in the Muni Equity Strategy and any changes will be vetted through the Muni Equity Working Group before being presented as part of the next Equity Strategy Update process.

FY 2025 & FY 2026 Update

The Muni Equity Strategy updates are presented to the SFMTA Board of Directors before the development of the two-year capital and operating budget and inform the budget process to the extent that resources are available. In addition to informing the budget process, each update has focused on a specific area and built upon the previous one in a way that is relevant to that budget cycle. For the FY 25&26 update, the focus is on how the SFMTA plans to use the equity strategy framework and principles to respond to service needs in a cost-neutral way.

As the agency began to plan for post-pandemic conditions, a major city-wide outreach effort was made to get feedback on how the Muni System should be restored and the 2022 Muni Service Network was developed in response. The service improvements in the plan were rolled out in phases starting in early 2022 through fall 2023 based on operator availability. Staff was able to implement in part or fully, 19 initiatives on equity routes that were identified in the previous Equity Strategy,

which also reflected the 2022 Muni Service Network plan. These service improvements included route restorations, service increases, extending service hours and service reliability projects such as installing transit lanes and quick build projects. In addition, staff have also developed new and improved ways of service management and implemented operational improvements that have resulted in the delivery of high-quality service. In fall 2023, the agency's fiscal outlook indicated a need to suspend further service increases. As a result, staff determined that additional service could only be implemented if offset from other transit service. The current budget outlook is directly affecting how the SFMTA is planning service moving forward in that any changes to the system being made in the Fiscal Year 2025 & 2026 budget cycle would have to be done cost-neutrally. With ridership continuing to grow, the SFMTA is going to rely on the equity strategy framework and principles to drive decision making to ensure that in making cost-neutral changes, service reallocated elsewhere is not creating crowding or new service issues on those other routes.

Despite the budget outlook, the equity strategy is still being improved upon. In this update, performance data metrics were re-evaluated to be more meaningful and to better reflect the customer experience. Metrics that were analyzed include service delivery, crowding, performance and travel time access data. Transit service data analyzed showed that systemwide, the quality of service has improved substantially in the past two years and that service on equity routes is similar or in some cases better than non-equity routes, indicating that the SFMTA is prioritizing equity routes in the system. Staff also expanded upon the Equity Toolkit to evaluate transit access for day-to-day destinations from equity neighborhoods.

Later in 2024, the SFMTA plans to integrate the equity strategy data review into a new systemwide evaluation process that evaluates the performance of all routes in the system to identify service needs. This process would then apply the equity strategy framework and principles to prioritize service investments. In addition to a more robust data review, the SFMTA has also established a new Muni Equity Working Group to help review and provide feedback through this process.

The equity strategy by design allows the agency to lead with equity in service expansion, service neutral and service reduction scenarios. If additional resources are realized beyond what has already been budgeted, staff will return to the SFMTA Board with an updated investment plan. Conversely, if actual revenue is less than anticipated, SFMTA will use equity strategy principles to prioritize service reductions.

STAKEHOLDER ENGAGEMENT

Feedback on Muni service is gathered continuously through several channels. This includes 311, social media platforms, District Supervisor offices, ongoing stakeholder engagement, etc. This information is regularly gathered, tracked and evaluated by staff. Additionally, in preparation for every service change a suite of communication tools are used to notify the public of both proposed and upcoming service changes. This begins with presenting proposed service changes at SFMTA Board Meetings, advisory boards and stakeholder meetings as appropriate. Prior to implementation, customers are informed of upcoming changes through the SFMTA website, emails blasts, print and

media ads, signage at stops, announcements on board the vehicles and staff ambassadors at key locations. Moving forward, the SFMTA plans to gather feedback from the Muni Equity Working Group on the agency's communication plan for both proposing and implementing service changes to ensure our methods are the most effective at communicating changes and receiving feedback.

In addition to the channels highlighted above, the Equity Strategy's cost neutral service approach was vetted throughout the budget process at multiple community meetings and briefings. Information was posted on the Muni Service Equity Strategy project page on the SFMTA website. And the following groups received a detailed review of the data findings presented in the final report:
- Youth Transportation Advisory Board (YTAB) – Monday, March 4, 2024
- SFMTA Board Informational Item – Tuesday, March 5, 2024
- Citizens' Advisory Committee (CAC) – Thursday, March 7, 2024
- Multimodal Accessibility Advisory Committee (MAAC) – Thursday, March 21, 2024

ALTERNATIVES CONSIDERED

Since the Muni Service Equity Strategy is a requirement of the Muni Service Equity Policy, no alternatives were considered. In addition, no service changes are being proposed in this year's strategy due to the FY25 & FY26 operating budget. Should additional funding be identified for service increases, proposals with alternatives would be presented to the SFMTA Board at that time.

FUNDING IMPACT

The SFMTA is not proposing any service changes for the FY25 & FY26 operating budget. Any service increases will be balanced with service decreases so service adjustments are cost-neutral.

ENVIRONMENTAL REVIEW

On March 28, 2024, the SFMTA, under authority delegated by the Planning Department, determined that adoption of the Muni Service Equity Strategy Report for Fiscal Years 2025 and 2026 is not defined as a "project" under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b).

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference.

OTHER APPROVALS RECEIVED OR STILL REQUIRED

Only incremental, cost-neutral service changes are being proposed as part of the FY25 & FY26 operating budget. Although no service changes are being proposed as part of the FY25 & FY26 operating budget, a Title VI analysis was conducted and is being brought to the SFMTA Board for approval on April 16, 2024 that evaluates all service changes that have been made in the previous two years. This analysis includes the subset of the Board-approved 2022 Muni Service Network that has been implemented since April 2022 and also other service changes including those that were

implemented to respond to overcrowding and that have been or will be in place for longer than 12 months; the service equity analysis concludes that the service changes since April 2022 do not result in a disparate impact on communities of color or a disproportionate burden on low-income communities under Title VI of the Civil Rights Act of 1964.
The City Attorney's Office has reviewed this calendar item.

RECOMMENDATION

SFMTA staff recommend that the San Francisco Municipal Transportation Agency (SFMTA) Board adopt the Muni Service Equity Strategy Report for Fiscal Years 2025 and 2026 that includes an evaluation of transit service for equity routes and equity neighborhoods, and establishes a framework for prioritizing service needs of equity routes in a cost-neutral way for the next two-year budget cycle.

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No. _____

WHEREAS, In 2014, the SFMTA Board of Directors adopted the Muni Service Equity Policy requiring the submission of a biennial Service Equity Strategy to assess Muni service performance in select neighborhoods, identify major Muni transit related challenges impacting selected neighborhoods, and develop proposed strategies to address the identified major challenges before the SFMTA's two-year budget request; and,

WHEREAS, SFMTA staff have prepared the fifth Service Equity Strategy Report for FY25-26 prior to adoption of the SFMTA's two-year budget; and,

WHEREAS, SFMTA staff evaluated transit service for equity routes and equity neighborhoods through a performance data analysis and established a framework to implement cost-neutral service changes in response to service needs during the next two year budget cycle; and,

WHEREAS, The current Muni Service Equity Strategy does not propose major service changes and approval of the Service Equity Strategy Report does not require a Title VI Service Equity Analysis at this time, and,

WHEREAS, Staff will return with an updated Muni Service Equity Strategy and Title VI analysis for SFMTA Board consideration should additional operating revenues or a reduction in operating resources require a major service change; and,

WHEREAS, On March 28, 2024, the SFMTA, under authority delegated by the Planning Department, determined that adoption of the Muni Service Equity Strategy Report for Fiscal Years 2025 and 2026 is not defined as a "project" under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; and,

WHEREAS, To document the Equity Strategy process, data analysis and recommendations, SFMTA staff prepared a Service Equity Strategy Report; now, therefore, be it

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors adopts the Muni Service Equity Strategy Report for Fiscal Years 2025 and 2026.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of April 16, 2024.

_____
Secretary to the Board of Directors
San Francisco Municipal Transportation Agency

Muni Service Equity Strategy Update

FY25 & FY26

SFMTA

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Executive Summary

In 2014, the San Francisco Municipal Transportation Agency (SFMTA) made a commitment to prioritize equity in Muni service planning – to right historic wrongs, better serve marginalized communities, and ensure the most transit-dependent neighborhoods have access to reliable transit service. This commitment reflects both the Agency's and City's values and exemplifies proactive, responsive, and conscious planning. Beginning in 2018, the SFMTA adopted a Muni Service Equity Strategy identifying equity priority communities, including those with low levels of car ownership and high levels of seniors, people with disabilities, households with low income and people of color, to prioritize the routes that serve them. This strategy has been recognized as a national model. As Steven Higashide, Director of Research for the national foundation TransitCenter and one of the nation's most recognized experts on public transportation, wrote in his 2019 book, Better Buses, Better Cities:

"It is up to localities to seek fairer transit outcomes...Politicians sometimes complain that they don't know what equity means. The SFMTA makes it very clear: Advancing equity means bigger buses on the 9R route in the Mission...and more service on the 44 in Bayview. Getting to this level of clarity is hard for most transit agencies."

Every two years, the Board of Directors adopts an updated Muni Service Equity Strategy that outlines transit service investments as part of the budget process. The strategy seeks to ensure that neighborhoods and routes with equity priority populations are benefitting as much or more from budget decisions as the rest of the city. In periods of decreasing financial resources, the Equity Strategy is especially important to ensure service is prioritized in equity neighborhoods as difficult budget decisions are made. Because the SFMTA's operating budget is not expected to change in the upcoming budget cycle, the Fiscal Year 2025 & 2026 Muni Service Equity Strategy focuses less on identifying service investments and more on how the SFMTA will advance equity-based service planning in a cost-neutral way.

As the Agency emerged from the COVID-19 pandemic shutdown, a major city-wide outreach effort was made to inform how the Muni System should be restored and the 2022 Muni Service Network was developed in response. The service improvements in the plan were rolled out in phases starting in early 2022 through fall 2023 and priority for implementation was based on demand and operator availability. Staff was able to implement in part or fully, 19 initiatives on equity routes that were identified in the previous Equity Strategy, which also reflected the 2022 Muni Service Network plan. These service improvements included route restorations, service increases, extending service hours and service reliability projects such as installing transit lanes and quick build projects. In addition, staff have also developed new and improved ways of service management and implemented operational improvements that have resulted in the delivery of high-quality service. In fall 2023, the agency's fiscal outlook became clear, and it was determined that further service increases could only be implemented if they were offset from existing transit service. This is directly affecting how the SFMTA is planning service moving forward: any changes to the system in the Fiscal Year 2025 & 2026 budget cycle have to be done cost-neutrally. With ridership continuing to grow, the SFMTA is going to rely on the equity

strategy framework and principles to drive decision making to ensure that cost-neutral changes continue to reflect our commitment to equity.

The equity strategy is a national model for delivering high quality service to the communities who rely on it most. Even so, it is an evolving program built on the principle of continual improvement. For example, in this update, performance data metrics were re-evaluated to be more meaningful and to better reflect the customer experience. Staff also expanded upon the Equity Toolkit to evaluate transit access to key destinations from equity neighborhoods. Later in 2024, the SFMTA plans to integrate the equity strategy data review into a new systemwide evaluation process that evaluates the performance of all routes in the system to identify service needs. This process would then apply the equity strategy framework and principles to prioritize service investments. In addition to a more robust data review, the SFMTA has also initiated a new Muni Equity Working Group to help review and provide feedback through this process.

System Ridership Growth

Although overall Muni ridership has not exceeded pre-pandemic levels, certain equity routes have surpassed their pre-pandemic ridership. This highlights the necessity to develop a cost-neutral decision-making process rooted in the Muni Equity Strategy framework and principles to respond to future demand in the most equitable way. Additionally, it emphasizes the importance of prioritizing transit priority projects and service management improvements to maximize the efficiency and quality of service within the current levels of service

The map below illustrates ridership by stop for all SFMTA service relative to Equity Neighborhoods and identified Equity Routes. The table shows average boardings for each service day and the percentage of recovery for all SFMTA service.

Muni Service Equity Strategy FY25 & FY26 **8**

Figure 1   SFMTA Ridership by Stop, September/October 2023
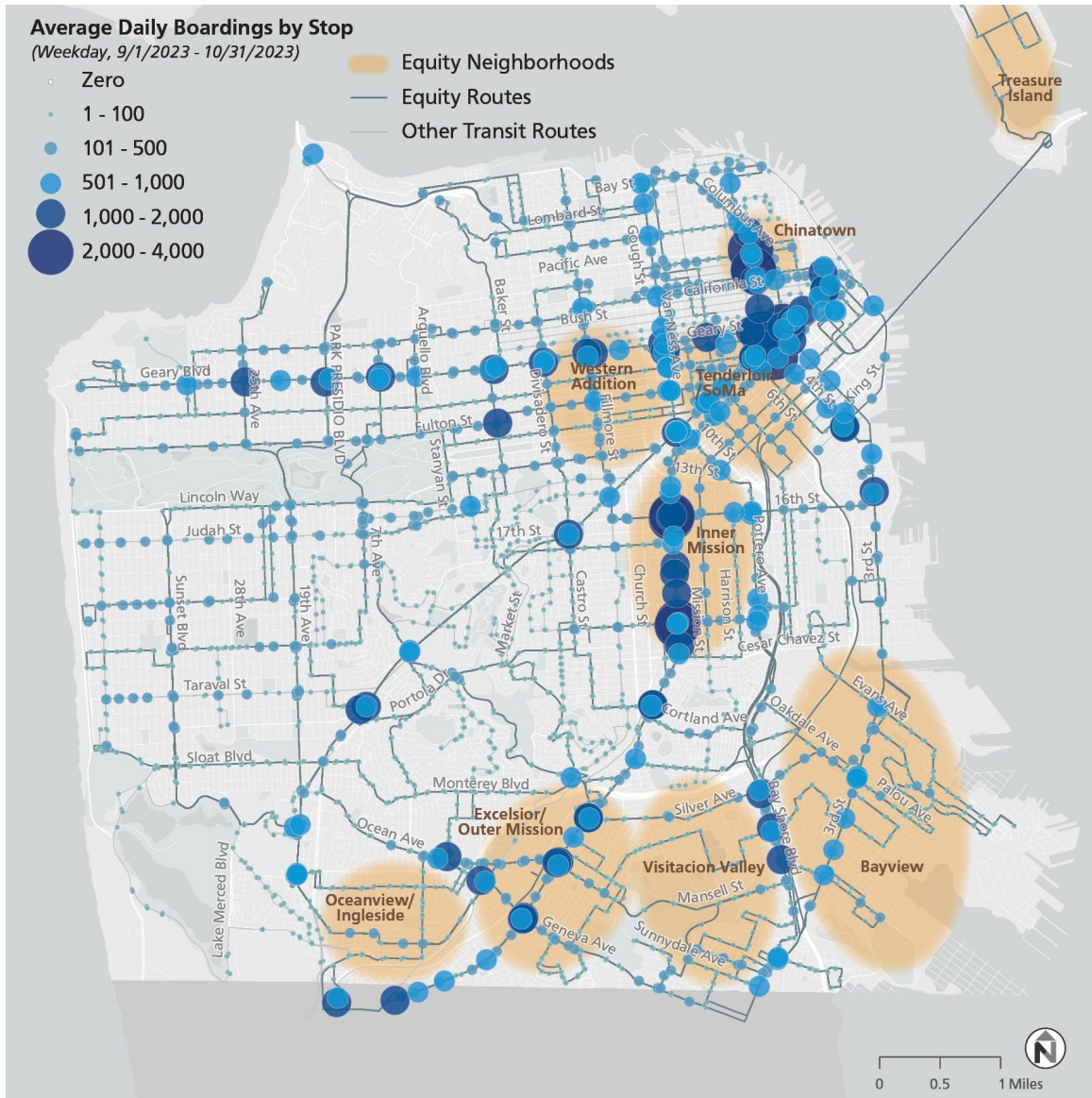
Figure 2   **SFMTA Boardings By Route & Ridership Recovery for October 2019 v. 2023**

Service Category	Route	Equity Route	Avg Weekday Boardings	Weekday % Recovered	Avg Weekend Boardings	Weekend % Recovered
Muni Metro	J Church		6,700	42%	5,100	58%
	K Ingleside	X	13,800	-	9,400	-
	L Taraval		4,700	-	2,500	-
	M Ocean View	X	21,100	64%	14,400	96%
	N Judah		27,000	53%	18,400	78%
	T Third	X	16,500	-	11,800	-
Rapid	**5R Fulton Rapid**	X	7,900	56%	-	-
	9R San Bruno Rapid	X	7,300	59%	-	-
	14R Mission Rapid	X	23,300	**109%**	13,500	**119%**
	28R 19th Ave Rapid		3,700	56%	-	-
	38R Geary Rapid	X	24,000	71%	13,600	**106%**
Frequent	**1 California**	X	17,600	76%	11,000	82%
	7 Haight-Noriega	X	10,300	89%	8,400	87%
	8 Bayshore	X	17,900	78%	19,800	81%
	9 San Bruno	X	10,000	**112%**	9,500	93%
	14 Mission	X	23,100	80%	22,200	95%
	22 Fillmore	X	21,600	**111%**	15,600	**129%**
	24 Divisadero	X	10,800	77%	7,200	97%
	28 19th Ave		11,100	82%	9,600	92%
	30 Stockton	X	16,200	63%	11,700	62%
	38 Geary	X	17,700	81%	13,300	66%
	49 Van Ness-Mission	X	34,000	**132%**	22,200	**135%**
Grid	2 Sutter		2,200	43%	1,600	76%
	5 Fulton	X	7,000	76%	11,300	95%
	6 Haight-Parnassus	X	3,900	44%	2,900	53%
	12 Folsom-Pacific	X	7,200	99%	4,600	**134%**
	15 Bayview Hunters Point Express	X	3,900	-	2,300	-
	18 46th Ave		2,600	79%	2,000	78%
	19 Polk	X	6,400	96%	3,800	89%
	21 Hayes	X	1,200	16%	800	21%
	23 Monterey	X	2,400	71%	1,100	67%
	27 Bryant	X	5,400	90%	3,500	**102%**
	29 Sunset	X	16,600	84%	9,200	98%
	31 Balboa	X	4,800	46%	3,300	52%
	33 Ashbury-18th St	X	5,800	85%	3,800	85%
	43 Masonic	X	9,500	70%	4,900	71%
	44 O'Shaughnessy	X	12,300	75%	7,900	87%
	45 Union-Stockton	X	9,200	84%	6,200	64%
	48 Quintara-24th St	X	8,300	95%	3,700	**123%**
	54 Felton	X	4,500	69%	3,100	81%
Connector	**25 Treasure Island**	X	1,000	42%	600	32%
	35 Eureka		100	8%	200	36%
	36 Teresita		700	35%	400	49%
	37 Corbett		1,100	48%	300	29%
	39 Coit		100	20%	100	22%
	52 Excelsior	X	1,500	68%	600	58%
	55 Dogpatch		1,700	65%	1,100	**106%**
	56 Rutland	X	400	100%	200	67%
	57 Parkmerced		1,800	45%	1,300	45%
	58 Lake Merced		500	-	400	-
	66 Quintara		500	63%	200	47%
	67 Bernal Heights		600	60%	400	32%
Specialized	1X California Express		400	-	-	-
	8AX Bayshore Express	X	3,600	55%	-	-
	8BX Bayshore Express	X	4,100	61%	-	-
Owl	**90 San Bruno Owl**	X	300	100%	300	**138%**
	91 3rd St/19th Ave	X	600	86%	600	**106%**

Note: Routes with blank data were not in service in 2019 or had a different service plan from today so recovery data is not available. Additionally, some routes were also rerouted to cover routes no longer in service so their recovery may be attributed to those changes and not solely ridership growth.

Background

In May 2014, the SFMTA Board of Directors adopted the Muni Service Equity Policy (Equity Policy), a first of its kind policy defining a proactive process for the agency to identify and correct transit performance disparities. The policy was crafted in partnership with advocates focused on seniors, people with disabilities, affordable housing, equity/social justice and public health, collectively known as the Equity Working Group.

Rooted in Muni Service Equity Policy	Build on Title VI Requirements
Neighborhood based approach with dsiability access addressed city-wide	Policy developed in collaboration with transportation equity and affordable housing advocates
Ensures that investment in Muni system benefits people who rely on transit and need it most	Updated every two years and timed to inform the SFMTA's biennial budget

The Muni Service Equity Strategy operationalized the Equity Policy in identifying key neighborhoods to focus on for transit needs and improvements. The neighborhood selection methodology used the following criteria, which is specified in the Equity Policy or was determined in consultation with the Equity Working Group:

- Concentration of low-income households
- 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[1]

Additional neighborhoods including Oceanview/Ingleside and Treasure Island were added based on input from the Equity Working Group and community feedback. As part of the analysis, SFMTA staff also reviewed Clipper data to identify routes heavily used by seniors and people with disabilities, demographics that are not typically closely tied to geography. The current neighborhoods and routes identified by the Muni Equity Strategy are listed and shown below:

Figure 3   Map of Equity Neighborhoods & Routes in Service

- Bayview
- Chinatown
- Excelsior/Outer Mission
- Inner Mission
- Oceanview/Ingleside
- Tenderloin/SoMa
- Treasure Island
- Visitacion Valley
- Western Addition
- Citywide Accessibility

[1] San Francisco Municipal Transportation Agency. April 2016. Muni Service Equity Strategy Report: Fiscal Year 2016-17 and 2017-18. Retrieved from https://www.sfmta.com/sites/default/files/agendaitems/2016/4-5-16 Item 13 Muni Equity Strategy Report_1.pdf

Figure 4   Equity Routes by Neighborhood and Citywide Accessibility Routes

Citywide Accessibility	Bayview	Chinatown	Excelsior-Outer Mission	Inner Mission	Oceanview-Ingleside	Treasure Island	SoMa-Tenderloin	Visitacion Valley	Western Addition
8 Bayshore	T Third	1 California	8 Bayshore	9 San Bruno	K Ingleside	25 Treasure Island	12 Folsom	T Third	5 Fulton
8AX Bayshore Express	19 Polk	8 Bayshore	8AX Bayshore Express	9R San Bruno Rapid	M Ocean View		14 Mission	8 Bayshore	5R Fulton Rapid
8BX Bayshore Express	23 Monterey	8AX Bayshore Express	8BX Bayshore Express	12 Folsom	29 Sunset		14R Mission Rapid	8AX Bayshore Express	6 Haight-Parnassus
9 San Bruno	24 Divisadero	8BX Bayshore Express	14 Mission	14 Mission	54 Felton		19 Polk	8BX Bayshore Express	7 Haight-Noriega
9R San Bruno Rapid	29 Sunset	12 Folsom	14R Mission Rapid	14R Mission Rapid			27 Bryant	9 San Bruno	21 Hayes
14 Mission	44 O'Shaughnessy	30 Stockton	29 Sunset	22 Fillmore			31 Balboa	9R San Bruno Rapid	22 Fillmore
14R Mission Rapid	54 Felton	45 Union-Stockton	43 Masonic	24 Divisadero			38 Geary	29 Sunset	24 Divisadero
30 Stockton	56 Rutland	91 Third St-19th Ave Owl	44 O'Shaughnessy	27 Bryant			38R Geary Rapid	56 Rutland	31 Balboa
31 Balboa	91 Third St-19th Ave Owl		49 Van Ness-Mission	33 Ashbury-18th St			49 Van Ness-Mission	90 San Bruno Owl	
38 Geary	15 Bayview Express		52 Excelsior	48 Quintara-24th St				91 Third St-19th Ave Owl	
38R Geary Rapid			54 Felton	49 Van Ness-Mission					
49 Van Ness-Mission			91 Third St-19th Ave Owl						

Building On Previous Reports

The Muni Equity Strategy updates are presented to the SFMTA Board of Directors before the development of the two-year capital and operating budget and inform the budget process to the extent that resources are available. In addition to informing the budget process, each update has focused on a specific area and built upon the previous one in a way that is relevant to that budget cycle.

The FY17&18 update focused on operationalizing the actual equity policy and established the framework of the strategy, the FY19 &20 update conducted a major outreach effort, the FY 21&22 update identified equity policy guiding principles to be used in all aspects of the agency's transit planning work and the FY 23&24 update incorporated these principles into practice with the implementation of the core service network and subsequent service restorations. For the FY 25&26 update, the focus is on how the SFMTA plans to use the equity strategy framework and principles to respond to service needs in a cost-neutral way.

Figure 5   Focus of Previous Reports

FY17 & FY18	Focus on operationalizing equity policy
FY19 & FY20	Focus on outreach and program awareness
FY21 & FY22	Focus on all aspects of transit planning informed by equity principles
FY23 & FY24	Focus on applying equity strategy principles in Covid service recovery/expansion
FY25 & FY26	Focus on using equity strategy principles to respond to service needs cost-neutrally

Progress on FY 23 & 24 Initiatives & Other Improvements

Figure 6 below summarizes the improvements implemented during the FY 23 and FY 24 equity strategy initiatives. Many of them are improvements identified in the 2022 Muni Service Network, but as service recovered, the SFMTA also responded to real time service needs. This included frequency increases in response to school crowding and route and stop changes to improve access and respond to operational needs. In addition, many transit priority projects and treatments were implemented that improved service reliability. Including the launch of the Flag Stop Improvement project that improved stop access on a number of equity routes.

Figure 6   Progress on FY 23 & FY 24 Equity Strategy Initiatives
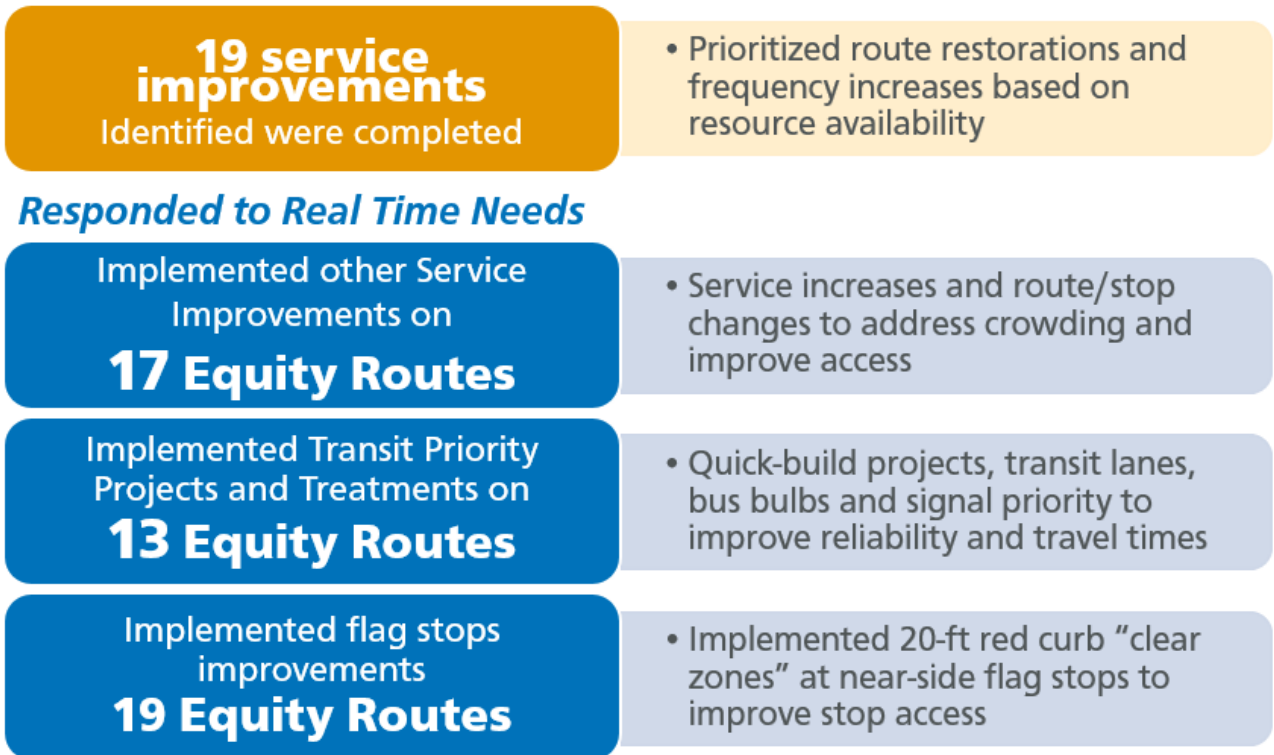
Figure 7 below lists service and transit priority improvements by equity route that have been completed in the last two-year budget cycle. Also highlighted below are examples of the types of service improvements that have been implemented and how they've improved service on equity routes.

Figure 7   FY 23 & FY 24 Service and Transit Priority Improvements Completed

Equity Route	Equity Strategy Neighborhood	Improvements Completed in FY23 & FY24	Improvements Planned for FY25 & FY26
K Ingleside	Oceanview-Ingleside	Rerouted K line to terminate at Embarcadero Station (previously interlined with T line) in January 2023.	K Ingleside Rapid Project (transit reliability/safety upgrades, and 2-car trains on Ocean Ave)
M Ocean View	Oceanview-Ingleside	*No service changes implemented as service levels matched demand*	M Ocean View Transit & Safety Project (transit reliability, safety and accessibility improvements on the M-line from Junipero Serra Blvd. to Balboa Park Station)
T Third	Bayview, Visitacion Valley	Opened Central Subway in January 2023, extending the route to Chinatown from Bayview.	T Third Muni Forward improvements (speed and delay study currently underway)
1 California	Chinatown	Added supplemental service (short line) between Clay & Drumm and California & Pacific on weekdays from 7am to 7pm in June 2023. Implemented instead of increasing service all day and for the full route due to resource constraints.	Transit lanes on two additional blocks of Clay Street in Nob Hill (mid-2024); 1 California Muni Forward: entire route (quick build)
5 Fulton	Western Addition	Extended owl route to 4th & Market St in June 2023. Based on service demand and need to reallocate resources, reduced frequency on weekdays from 5 mins to 6 mins and on weekends from 9 mins to 10 mins in January 2024.	Transit bulbs on Fulton Street in the Inner Richmond
5R Fulton Rapid	Western Addition	Based on service demand and need to reallocate resources, reduced frequency on weekdays from 10 to 12 mins in January 2024.	Transit bulbs on Fulton Street in the Inner Richmond
6 Haight-Parnassus	Western Addition	Restored pre-pandemic route in July 2022. Extended service from 10pm to 12am in January 2023.	*Will monitor service needs and address cost-neutrally if needed.*
7 Haight-Noriega	Western Addition	*No service changes implemented as service levels matched demand*	*Will monitor service needs and address cost-neutrally if needed.*
8 Bayshore	Citywide Accessibility, Chinatown, Excelsior-Outer Mission, Visitacion Valley	Restored express lines in April 2022.	*Will monitor service needs and address cost-neutrally if needed.*

Equity Route	Equity Strategy Neighborhood	Improvements Completed in FY23 & FY24	Improvements Planned for FY25 & FY26
8AX Bayshore Express	Citywide Accessibility, Chinatown, Excelsior-Outer Mission, Visitacion Valley	Restored service in April 2022	*Will monitor service needs and address cost-neutrally if needed.*
8BX Bayshore Express	Citywide Accessibility, Chinatown, Excelsior-Outer Mission, Visitacion Valley	Restored service in April 2022	*Will monitor service needs and address cost-neutrally if needed.*
9 San Bruno	Citywide Accessibility, Inner Mission, Visitacion Valley	Based on service demand and need to reallocate resources, reduced weekday frequency from 10 to 12 mins in January 2024.	*Will monitor service needs and address cost-neutrally if needed.*
9R San Bruno Rapid	Citywide Accessibility, Inner Mission, Visitacion Valley	Based on service demand and need to reallocate resources, reduced weekday frequency from 10 to 12 mins in April 2022.	*Will monitor service needs and address cost-neutrally if needed.*
12 Folsom-Pacific Long	Chinatown, Inner Mission, SoMa-Tenderloin	Implemented Mission terminal change to improve reliability in January 2023.	*Will monitor service needs and address cost-neutrally if needed.*
14 Mission	Citywide Accessibility, Excelsior-Outer Mission, Inner Mission, SoMa-Tenderloin	*No service changes implemented as service levels matched demand*	*Will monitor service needs and address cost-neutrally if needed.*
14R Mission Rapid	Citywide Accessibility, Excelsior-Outer Mission, Inner Mission, SoMa-Tenderloin	Added supplemental service (short line) between Mission & Main to Mission & Lowell on weekdays from 7am to 7pm in July 2022. Shifted peak frequencies during the day to better align with school demand in August 2023.	*Will monitor service needs and address cost-neutrally if needed.*
15 Bayview Hunter Point Express	Bayview	Implemented stop changes at 3rd & Evans to improve access to Bayview Plaza shopping center in June 2023. Added stops to improve connections to Caltrain, the Ballpark and in the Hunters Point based on community and operator feedback in January 2024.	*Will monitor service needs and address cost-neutrally if needed.*

Equity Route	Equity Strategy Neighborhood	Improvements Completed in FY23 & FY24	Improvements Planned for FY25 & FY26
19 Polk	Bayview, SoMa-Tenderloin	In response to operator safety and feedback, relocated the Hunters Point terminal from Galvez & Hill Drive to Donahue & Innes to improve operator conditions in August 2023.	Working to improve restroom access, upgrade from portable restroom, and lighting at original terminal location (Galvez & Hill) to relocate terminal back to this location in response to community feedback.
21 Hayes	Western Addition	Restored modified pre-pandemic route from St. Mary's Hospital to Grove and Hyde streets at 20 mins frequency in July 2022. Extended route to Fulton & 8th (Golden Gate Park) on weekday evenings and weekends in January 2023.	*Will monitor service needs and address cost-neutrally if needed.*
22 Fillmore	Inner Mission, Western Addition	*No service changes implemented as service levels matched demand*	*Will monitor service needs and address cost-neutrally if needed.*
23 Monterey	Bayview	Extended to pre-pandemic route along Sloat Boulevard to the San Francisco Zoo and Great Highway in response to community feedback in July 2022.	*Will monitor service needs and address cost-neutrally if needed.*
24 Divisadero	Bayview, Inner Mission, Western Addition	Added trips during peak school periods to reduce crowding in January 2024.	*Will monitor service needs and address cost-neutrally if needed.*
25 Treasure Island	Treasure Island	Due to construction reroute that added time to the route, weekday headways were decreased from 15 min to 20 min and weekend headways were decreased from 20 min to 25 min in August 2023.	*Will monitor service needs and address cost-neutrally if needed.*
27 Bryant	Inner Mission, SoMa-Tenderloin	Upgraded flag stops to bus zones at 7 stop locations in the Tenderloin and added a stop in the Mission to improve access in June 2023.	*Will monitor service needs and address cost-neutrally if needed.*
29 Sunset	Bayview, Excelsior-Outer Mission, Oceanview-Ingleside, Visitacion Valley	Increased weekday frequency from 10 min to 9 min in July 2022 during peaks and all day in January 2023. Added trips during peak school periods to reduce crowding in January 2024. In response to operator safety and feedback, relocated the nighttime terminal from Baker Beach to 25th	*Will monitor service needs and address cost-neutrally if needed.*

Equity Route	Equity Strategy Neighborhood	Improvements Completed in FY23 & FY24	Improvements Planned for FY25 & FY26
		& California to improve operator conditions at night in August 2023.	
30 Stockton	Citywide Accessibility, Chinatown	Added supplemental service in April 2022 on weekdays from 7am to 4pm and weekends from 8am to 5pm.	*Will monitor service needs and address cost-neutrally if needed.*
31 Balboa	Citywide Accessibility, SoMa-Tenderloin, Western Addition	Extended weekday route to Caltrain to improve transit access on 5th Street and regional connections in August 2023.	*Will monitor service needs and address cost-neutrally if needed.*
33 Ashbury	Inner Mission	Based on service demand and need to reallocate resources, reduced weekday frequency from 15 to 20 mins in January 2024.	*Will monitor service needs and address cost-neutrally if needed.*
38 Geary	Citywide Accessibility, SoMa-Tenderloin	Shifted peak frequencies to start later and run later on weekends to better align with late night demand in August 2023.	*Will monitor service needs and address cost-neutrally if needed.*
38R Geary Rapid	Citywide Accessibility, SoMa-Tenderloin	Increased weekday daytime frequency from 7 mins to 6 mins in June 2023. Added trips during peak school periods to reduce crowding in January 2024.	*Will monitor service needs and address cost-neutrally if needed.*
43 Masonic	Excelsior-Outer Mission	Extended route north of Presidio Avenue at California Street to the Presidio, the Marina and Fort Mason on its pre-pandemic route between Fort Mason and Munich Street at Geneva Avenue in response to community feedback. Extended in July 2022.	*Will monitor service needs and address cost-neutrally if needed.*
44 O'Shaughnessy	Bayview, Excelsior-Outer Mission	Increased weekday daytime frequency from 12 mins to 10 mins in June 2023. Added trips during peak school periods to reduce crowding in January 2024.	*Will monitor service needs and address cost-neutrally if needed.*
45 Union-Stockton	Chinatown	Increased weekday frequency from 12 min to 10 min in July 2022.	*Will monitor service needs and address cost-neutrally if needed.*
48 Quintara-24th St	Inner Mission	In response to operator feedback, rerouted the 48 line through the Dogpatch to improve safety and reliability of the route. Implemented in July 2022 with further route	*Will monitor service needs and address cost-neutrally if needed.*

Equity Route	Equity Strategy Neighborhood	Improvements Completed in FY23 & FY24	Improvements Planned for FY25 & FY26
		modifications in August 2023. Added trips during peak school periods to reduce crowding in January 2024.	
49 Van Ness	Citywide Accessibility, Excelsior-Outer Mission, Inner Mission, SoMa-Tenderloin	As planned in the 2022 Muni Network, shortened its previous route between City College and Van Ness Avenue at North Point Street in July 2022. Added trips during peak school periods to reduce crowding in January 2024.	*Will monitor service needs and address cost-neutrally if needed.*
52 Excelsior	Excelsior-Outer Mission	Restored pre-pandemic routing to Forest Hill Station in July 2022.	*Will monitor service needs and address cost-neutrally if needed.*
54 Felton	Bayview, Excelsior-Outer Mission, Oceanview-Ingleside	*No service changes implemented as service levels matched demand*	*Will monitor service needs and address cost-neutrally if needed.*
56 Rutland	Bayview, Visitacion Valley	Extended the route to Burton High School to improve student access in April 2022.	*Will monitor service needs and address cost-neutrally if needed.*
90 San Bruno Owl	Visitacion Valley	*No service changes implemented as service levels matched demand*	*Will monitor service needs and address cost-neutrally if needed.*
91 3rd St/19th Ave	Bayview, Chinatown, Excelsior-Outer Mission, Visitacion Valley	*No service changes implemented as service levels matched demand*	*Will monitor service needs and address cost-neutrally if needed.*

Service Improvement Highlights

Responding to Real Time Service Needs

The biggest crowding trends have been around school start and release times. In order to reduce crowding the SFMTA has found effective ways to add capacity where it is needed most during these times. A number of routes that serve equity neighborhoods also serve a large number of schools such as the 29 Sunset and 48 Quintara-24th St routes. Both of these routes connect schools and neighborhoods across the city and over the past two years have been prioritized for additional service when the SFMTA has had the resources to do so.

Reduced School Crowding

Improving Reliability and Travel Time on Equity Routes

27 Bryant Reliability Project

The **27 Bryant Transit Reliability Project** is an initiative led by SFMTA to improve the reliability and safety of the 27 Bryant bus route. The objectives of the project were to enhance pedestrian safety and improve route reliability. By focusing on the slowest segments, the project aimed to benefit the entire 27 Bryant service by installing transit bulbs at stops, including in Muni equity neighborhoods that it serves.

The SFMTA is also taking active measures to address traffic congestion in San Francisco

through the **SoMa Mission Street transit Improvements**. The SFMTA introduced emergency transit lanes on segments of the 14 Mission and 14R Mission Rapid routes, which were subsequently made permanent. Despite increased service, these routes have been struggling with overcrowding. By reducing delays caused by congestion, Muni aims to offer a mo**re** frequent service with greater capacity using the same number of buses. On Mission Street in SoMa, a full-time transit lane replaced the previous weekday peak period lanes, benefiting equity routes.

SOMA Mission St Transit Lanes

Improving Stop Access on Equity Routes

The SFMTA Flag Stop Conversion Program highlighted below improved access to bus stops on Equity Routes by creating "clear zones" at bus stops. The Flag Stop Conversion Program upgrades bus stops to improve pedestrian access and transit efficiency.

Service Improvements
Flag Stop Conversion Program

Phase 1: Began March 2023

- Assessed implementation of 20-foot red curb "clear zones" at near-side flag stops
- As of February 2024, implemented red curb at over 200 stops

Phase 2: To Begin in late 2024

- Assess remaining approximately 500 far-side or mid-block flag stops
- Stops may require changes beyond a 20-foot clear zone, which will take more time and include a full public outreach process

74% of flag stops converted on equity routes

Prioritizing High Quality Service

In addition to service changes, transit priority treatments and other service improvement projects, the SFMTA has also focused on delivering high quality transit service. This has been done through new and improved strategies such as headway management, proactive maintenance, fix-it weeks and operational improvements. Teams across the agency are working together to improve the service we have promised to deliver and the results have been noticeable. The SFMTA has achieved historic levels of service reliability and has received its highest rating on the City Survey in 10 years.

Data Review

This section describes the performance metrics and standards used to evaluate Muni service as part of the Muni Service Equity Strategy. The following modified metrics are included in this update:

- **Service Delivery:** Previously service delivery was measured by looking at scheduled operator shifts filled. The SFMTA has made progress in improving service delivery through expedited hiring and training of operators. As of early 2024, the agency has now filled open operator positions and operator availability has become less of a factor to meeting service delivery. The equity strategy evaluates another metric related to service delivery that refers to hours delivered. This metric measures how many shifts were filled but also accounts for the variety of unplanned service disruptions that can occur on any given service day. Adding this metric as a data point better reflects the customer experience and will help pinpoint gaps for further investigating.

- **Crowding:** Previous data analysis of this metric evaluated the percent of trips over capacity by the percent of trips that reached the crowding threshold at any point along the route. Recently the SFMTA has been setting a threshold where a crowded trips is only considered crowded if at least 5% of the stops on that trip carried a crowding load. Analyzing the data this way is more meaningful as it would highlight the routes where the trips are crowded for a segment of the route instead of at just one or two stops.

- **Access to jobs and key destinations:** The Equity Toolkit was established during the pandemic response and measured access to essential jobs from equity neighborhoods at various commute time periods. This tool has been expanded to include not just essential jobs but all jobs. Additionally, the toolkit is now being used to measure access to other key destinations. This includes destinations such as grocery stores, community centers, hospital, etc.

Metrics Evaluated & Performance Standards

Metrics

Data from SFMTA's performance dashboards for September and October 2023 was used to summarize the first three metrics listed in Figure 8. (See Appendix C for additional details.) The accessibility metrics were calculated using SFMTA's Equity Toolkit methodology (see Appendix B for additional details).

Figure 8   Performance and Accessibility Metrics

Service Delivery	**Runs Filled:** % of scheduled operator shifts started. **Hours Delivered:** % of scheduled revenue hours completed.
Crowding	**Crowded trips** with at least 5% of stops over the "crowding capacity" which is based on vehicle size.[2]
	Headway adherence: for routes managed based on **headway** (time between buses arriving in the same direction): % of arrivals that are not evenly spaced. *For example: did the route arrive every 10 mins as scheduled?*

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[2] See SFMTA FY 2019-2030 Short-Range Transit Plan (SRTP), page 41

Headway Adherence and On-Time Performance	**On-time performance**: for routes managed based on scheduled arrivals at timepoints: % of trips arriving more than 1 minute early or 5 or more minutes late. *For example: did the route arrive at 8:01am as scheduled?*	
Access to jobs	**Number of jobs** accessible by transit within 30, 45, 60, or 90 minutes.	
Access to other key destinations	**Number of destinations** accessible by transit within 30, 45, 60, or 90 minutes. Destinations include grocery stores, community resources (e.g., social services), major medical centers, parks & recreation, higher education, and libraries.	

Performance Standards

The table below lists SFMTA's performance standards for each performance related metric used to evaluate service, and how each route is rated relative to the standard.

Figure 9   Performance Standards and Interpretation

Performance Relative to Standard

	Metric	Performance Standard	How is it measured?	Well Below	Below	Meets	Exceeds
Service Delivery							
	Trips Filled	98.5%	% of trips filled (higher is better)	< 98 %	98-98.4%	98.5-99.8%	>= 99.8%
	Hours Delivered	98.5%	% of hours delivered (higher is better)	< 98 %	98-98.4%	98.5-99.8%	>= 99.8%
Crowding							
	Crowding	10%	% of trips exceeding vehicle crowding capacity (lower is better)	> 10%	<= 10%	< 5%	< 3%
Reliability							
	Headway Adherence	87%	% of trips that are evenly spaced (higher is better)	<85%	85-86%	87-89%	<= 90%
	On-Time Performance	85%	% of trips that are on time (higher is better)	< 70%	70-85%	85-89%	>= 90%

The icons below are used to indicate how routes perform relative to the standards.

Well below standards   Below standards   Meets standards   Well above standards

Comparison of Equity Routes to Non-Equity Routes

This section compares the route performance of Muni Equity Routes to non-Muni Equity Routes for the three performance measures evaluated in this report. For comparing equity routes to non-equity routes, performance metrics are analyzed at the service category level (Figure 10) so similar routes are compared to each other. Overall, Equity Route performance is similar to non-Muni Equity Routes and in some cases better, indicating that the SFMTA is prioritizing equity routes in the system.

Figure 10   Muni Service Categories

Service Category	Definition	Typical Weekday Frequency
Metro/Rapid	Heavily used lines form the backbone of the Muni system. Vehicles arriving frequently, delivering speed and reliability.	10 mins or less & skip stop service
Frequent	May overlap with rapid routes but with more stops along the route. Provide premium, frequent service.	10 mins or less
Grid	Combine with Rapid network to form an expansive core system that lets customers get close to their destinations. Typically operates less frequently than the Rapid Network routes.	12-30 mins
Connector	Predominantly circulate through hillside residential neighborhoods, filling in gaps in coverage and connecting customers to major transit hubs.	30 mins

Service Delivery

Service delivery is measured based on the number of runs filled (started) and the number of revenue hours delivered (Figure 11). For both metrics, Muni Equity Route service was filled and delivered similar to non-equity routes in the same service category.

Figure 11   Service Delivery by Service Category

Service Category	% of Weekday Service Filled	% of Weekday Hours Delivered
Metro/Rapid	99.5%	96.3%
Equity Routes	99.5%	96.9%
Non-Equity Routes	99.6%	95.8%
Frequent	99.5%	98.8%
Equity Routes	99.5%	98.3%
Non-Equity Routes	99.9%	99.2%
Grid	99.8%	98.3%
Equity Routes	99.8%	98.7%
Non-Equity Routes	99.8%	98.9%
Connector	99.8%	96.8%
Equity Routes	99.8%	96.6%

Service Category	% of Weekday Service Filled	% of Weekday Hours Delivered
Non-Equity Routes	**99.7%**	**97.1%**

Source: Sept-Oct 2023 weekday service data

Crowding

SFMTA measures crowding based on the percentage of trips where 5% or more of trips exceed the crowding capacity for the vehicle. As shown in Figure 11, Muni Equity route crowding is similar or better to non-equity routes in the same service category.

Figure 12   Crowding by Service Category, (Daytime)

Service Category	Weekday Daytime Average % Trips Over Capacity
Metro/Rapid	**0%**
Equity Routes	0%
Non-Equity Routes	0%
Frequent	**5%**
Equity Routes	5%
Non-Equity Routes	7%
Grid	**3%**
Equity Routes	3%
Non-Equity Routes	2%
Connector	**0%**
Equity Routes	0%
Non-Equity Routes	0%

Source: Sept-Oct 2023 weekday service data, daytime service (6 am – 7 pm)

Reliability

Route reliability is measured using headway adherence and on-time performance, determined on a route-by-route basis. In the later evenings, all routes are managed based on schedules.

Headway Adherence
Many higher frequency routes are managed based on "headway" meaning performance is measured by how well the service was delivered to its scheduled headways, meaning that it arrives at consistent intervals.
For example: did the route arrive every 10 mins as scheduled?

On-Time Performance
Less frequent routes are managed based on a "timed schedule" meaning performance is measured by how well the service was delivered to its timed schedule.
For example: did the route arrive at 8:01am as scheduled?

Figure 12 summarizes performance in terms of either headway gaps or on-time performance.

- For routes managed by headway during daytime hours, Muni Equity Route performance is better or similar to non-equity routes in the same service category.
  Among routes managed by on-time performance during daytime hours, within the Grid service category, on-time performance is lower for Equity Routes compared to non-Equity Routes; this is true for four of five such Equity Routes (21, 23, 31, and 54). Within the Connector service category, on-time performance for the three Equity Routes is higher than the average for the non-Equity Routes in this category.

Figure 13   Reliability by Service Category, (Daytime)

Service Category	Weekday Daytime Average Performance	
	Headway Adherence	On-Time Performance
Metro/Rapid	**91%**	**-**
Equity Routes	91%	-
Non-Equity Routes	90%	-
Frequent	**88%**	**-**
Equity Routes	89%	-
Non-Equity Routes	84%	-
Grid	**86%**	**65%**
Equity Routes	86%	61%
Non-Equity Routes	86%	75%
Connector	**93%**	**61%**
Equity Routes	100%	66%
Non-Equity Routes	93%	59%

Source: Sept-Oct 2023 weekday service data, daytime service (6 am – 7 pm)

Citywide Accessibility Equity Route Performance

This section shows an overview of performance data at the route level for each citywide accessibility route. More detailed performance data can be found in Appendix C.

Figure 14   Citywide Accessibility: Route Performance

Citywide	Well below standards ●	Below standards ●●	Meets standards ●●●	Well above standards ●●●●

Service Category	Route	Composite Score	Service Delivery	Crowding	Reliability
Rapid	9R San Bruno Rapid	●●●◐	●●	●●●●	●●●●
	14R Mission Rapid	●●●	●●	●●●●	●●●
	38R Geary Rapid	●●●◐	●●●	●●●●	●●●
Frequent	8 Bayshore	●●●◐	●●●	●●●●	●●●
	9 San Bruno	●●●	●●●	●●●●	●●
	14 Mission	●●●	●●	●●●●	●●●
	30 Stockton	●●●	●●	●●●●	●●
	38 Geary	●●●	●●●	●●●●	●●
	49 Van Ness-Mission	●●●	●●●	●●●●	●●●
Grid	31 Balboa	●●●	●●●●	●●●●	●
Specialized	8AX Bayshore Express	●●◐	●●●●	●	●●●
	8BX Bayshore Express	●●◐	●●●●	●	●●●

Equity Neighborhood Performance and Access

This section shows an overview of performance data at the route level as well as access and transit travel sheds for each equity neighborhood. More detailed performance data can be found in Appendix B & C.

Bayview

Route Performance Table

Figure 15   Bayview: Route Performance

Service Category	Route	Composite Score	Service Delivery	Crowding	Reliability
Muni Metro	T Third	●●	●●●	●	●●●
Frequent	24 Divisadero	●●●	●●●	●●●●	●●●
Grid	15 Bayview Hunters Point Express	●◖	●●●	●	●●
Grid	19 Polk	●●●	●●●	●●●●	●●
Grid	23 Monterey	●●◖	●●●	●●●●	●
Grid	29 Sunset	●●●	●●●	●●●	●●
Grid	44 O'Shaughnessy	●●●	●●●	●●●●	●●●
Grid	54 Felton	●●●	●●●	●●●●	●●
Connector	56 Rutland	●●●	●●●	●●●●	●
Owl	91 3rd St/19th Ave	●●	●●●●	●	●
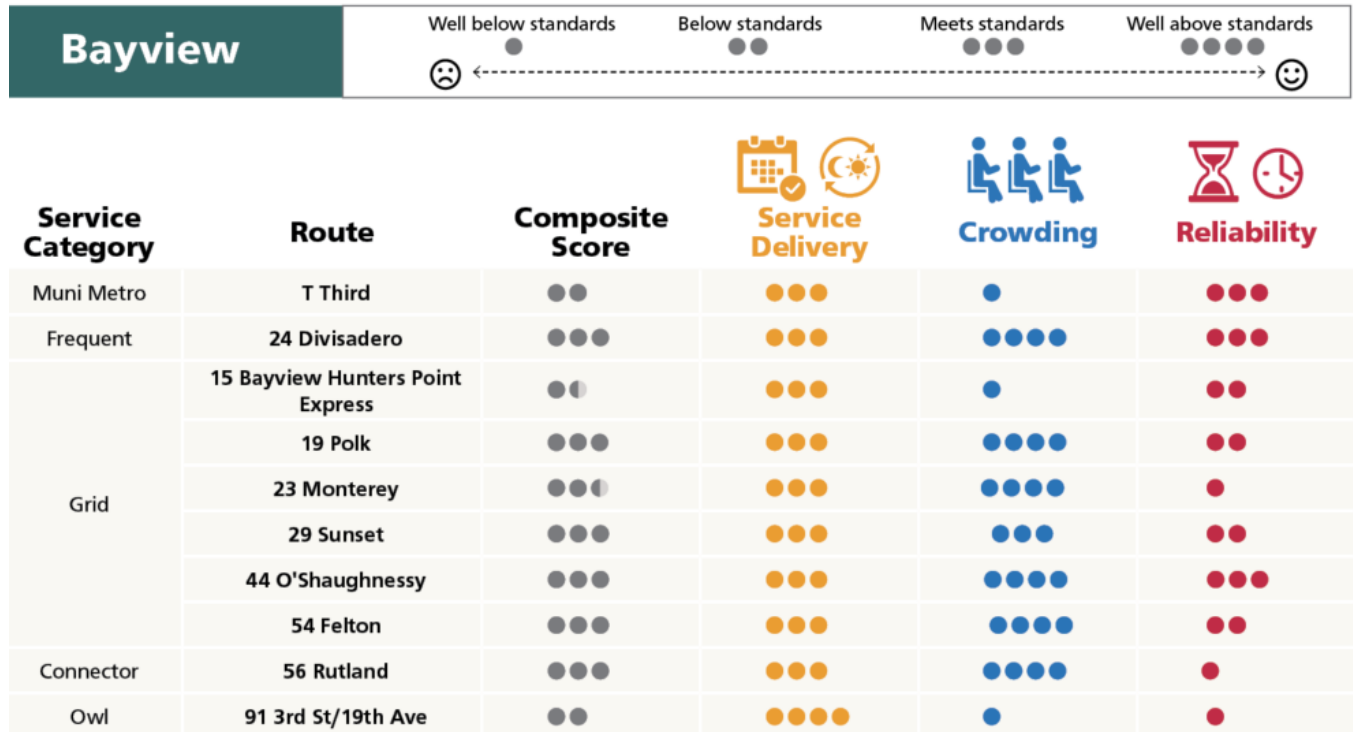
Destination Accessibility & Transit Travel Shed

Figure 16   Bayview: Job and Destination Accessibility

Category	30 min	45 min	60 min	90 min
Jobs	103,000	567,000	775,000	1,071,000
Grocery Stores	13	41	68	72
Community Resources	17	89	121	122
Medical	2	6	14	16
Parks	53	136	200	208
Higher Education	2	18	20	20
Libraries	8	17	28	29

Sources: US Census Bureau LEHD, 2021 (jobs), ESRI Business Analyst, 2023 (Grocery Stores, Community Resources, Medical). DataSF, 2023 (Parks, Libraries), National Center for Education Data System, 2022 (Education).

Figure 17   Bayview: Transit Travel Shed
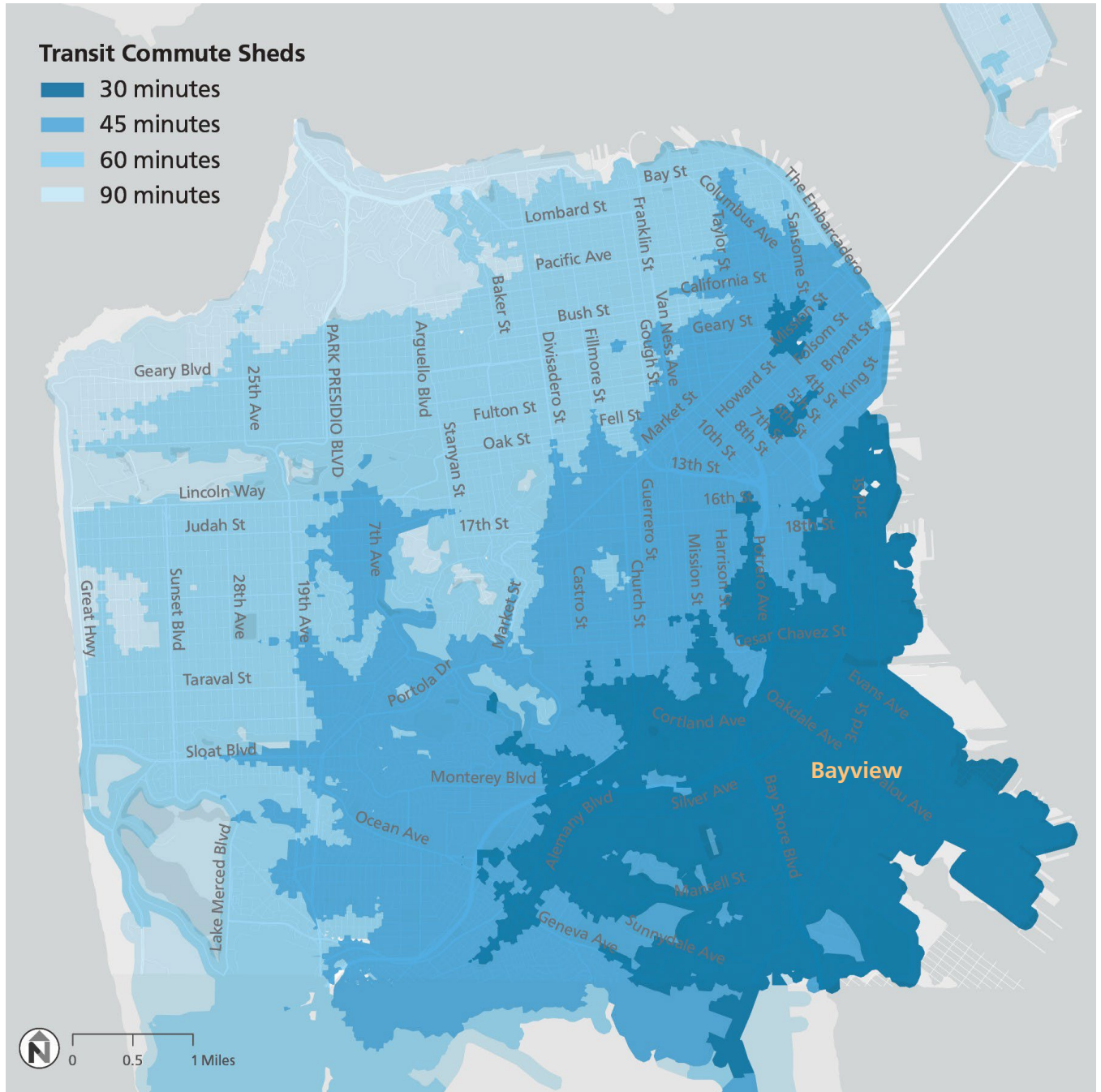
Chinatown

Route Performance Table

Figure 18   Chinatown: Route Performance

Service Category	Route	Composite Score	Service Delivery	Crowding	Reliability
Frequent	1 California	●●●◕	●●●●	●●●	●●●
Frequent	8 Bayshore	●●●◕	●●●	●●●●	●●●
Frequent	30 Stockton	●●●	●●	●●●●	●●
Grid	12 Folsom-Pacific	●●●	●●●	●●●●	●●
Grid	45 Union-Stockton	●●●◕	●●●●	●●●	●●●
Specialized	8AX Bayshore Express	●●◖	●●●●	●	●●●
Specialized	8BX Bayshore Express	●●◖	●●●●	●	●●●
Owl	91 3rd St/19th Ave	●●	●●●●	●	●

Destination Accessibility & Transit Travel Shed

Figure 19   Chinatown: Job and Destination Accessibility

Category	30 min	45 min	60 min	90 min
Jobs	556,000	754,000	944,000	1,117,000
Grocery Stores	26	68	72	72
Community Resources	80	120	121	122
Medical	9	14	15	16
Parks	78	199	207	208
Higher Education	15	20	20	20
Libraries	12	28	29	29

Sources: US Census Bureau LEHD, 2021 (jobs), ESRI Business Analyst, 2023 (Grocery Stores, Community Resources, Medical). DataSF, 2023 (Parks, Libraries), National Center for Education Data System, 2022 (Education).

Figure 20   Chinatown: Transit Travel Shed
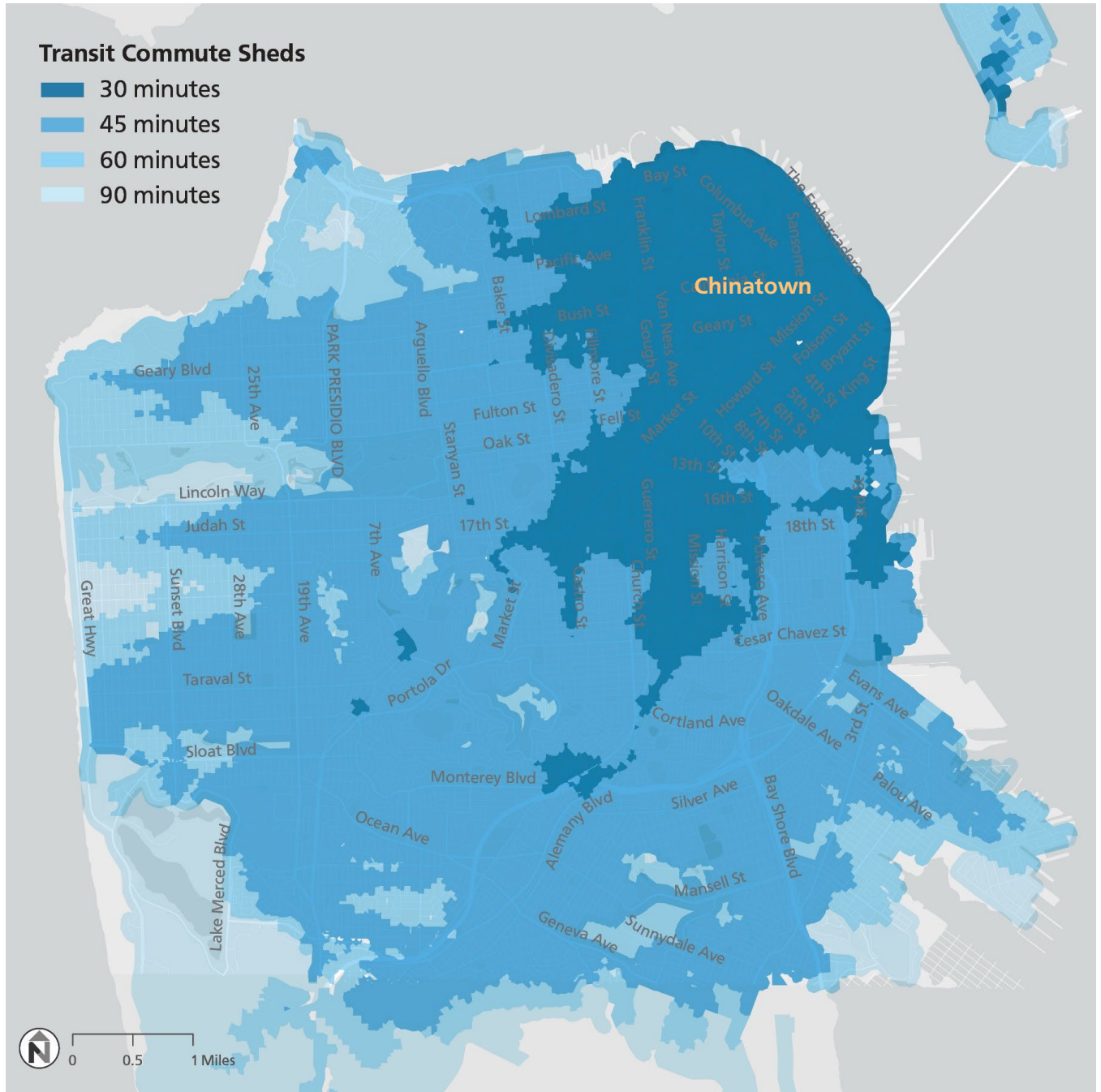
Excelsior-Outer Mission

Route Performance Table

Figure 21   Excelsior-Outer Mission: Route Performance

Destination Accessibility & Transit Travel Shed

Figure 22   Excelsior-Outer Mission: Job and Destination Accessibility

Category	30 min	45 min	60 min	90 min
Jobs	222,000	673,000	862,000	1,099,000
Grocery Stores	25	60	72	72
Community Resources	46	105	121	122
Medical	1	9	14	16
Parks	90	178	206	207
Higher Education	8	18	20	20
Libraries	12	24	29	29

Sources: US Census Bureau LEHD, 2021 (jobs), ESRI Business Analyst, 2023 (Grocery Stores, Community Resources, Medical). DataSF, 2023 (Parks, Libraries), National Center for Education Data System, 2022 (Education).

Figure 23   Excelsior: Transit Travel Shed
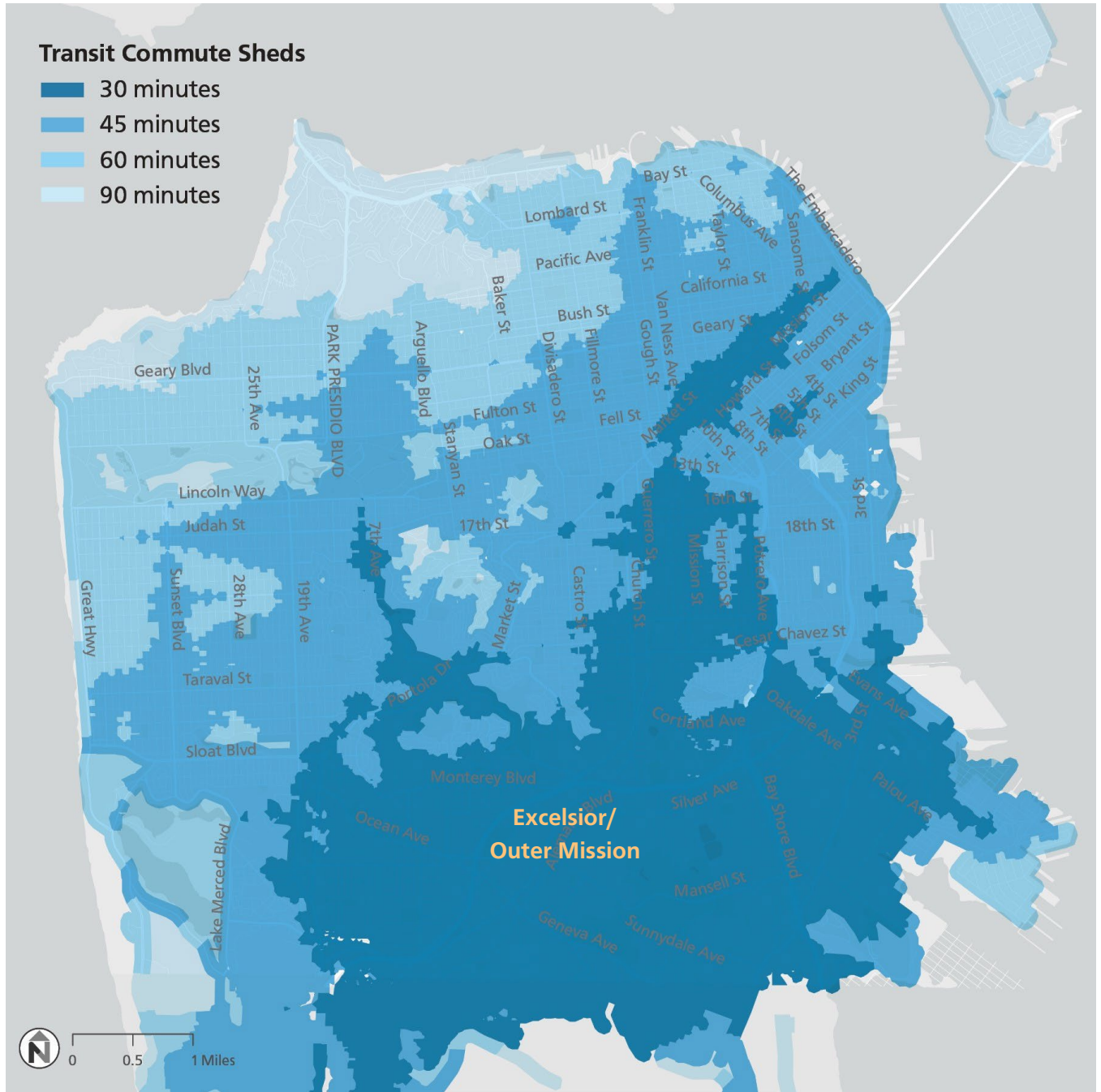
Inner Mission

Route Performance Table

Figure 24   Inner Mission: Route Performance
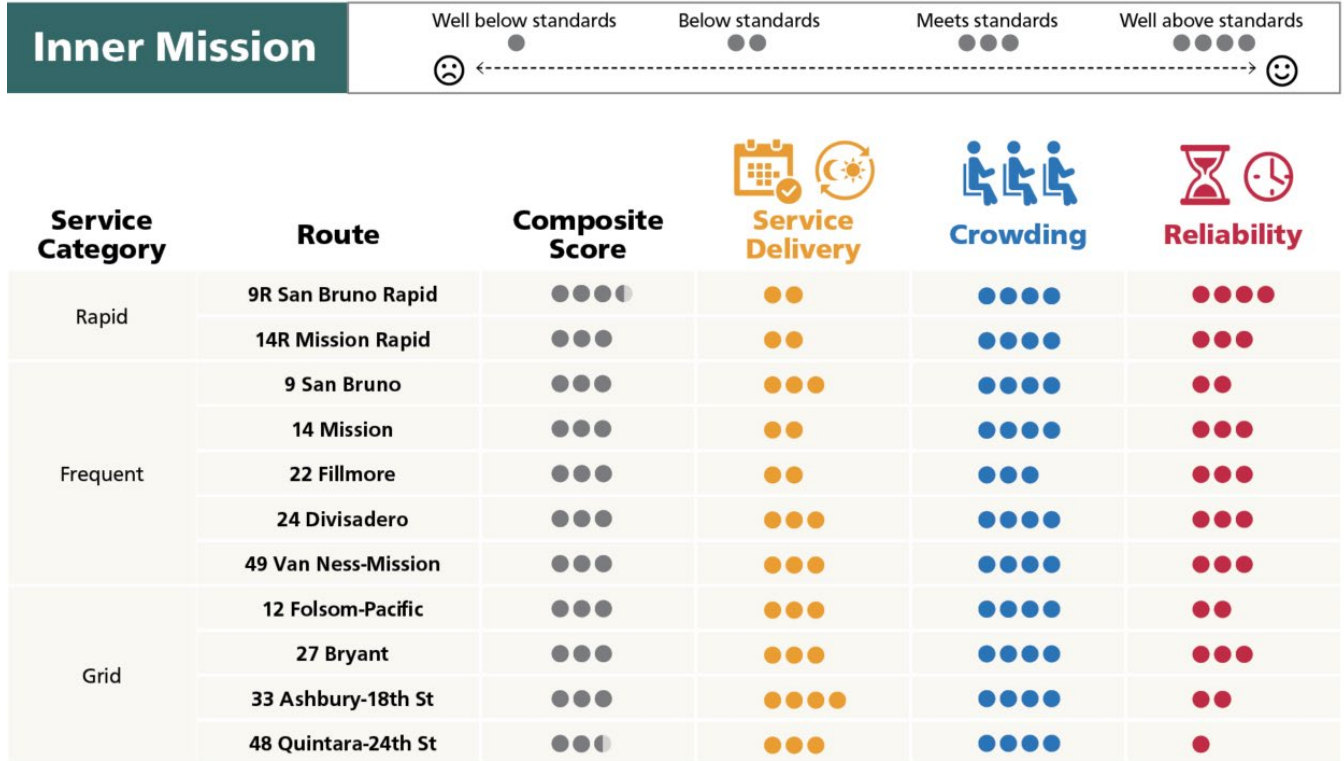
Destination Accessibility & Transit Travel Shed

Figure 25   Inner Mission: Job and Destination Accessibility

Category	30 min	45 min	60 min	90 min
Jobs	632,000	820,000	996,000	1,125,000
Grocery Stores	56	69	72	72
Community Resources	106	122	122	122
Medical	12	14	16	16
Parks	162	200	207	207
Higher Education	18	20	20	20
Libraries	23	28	29	29

Sources: US Census Bureau LEHD, 2021 (jobs), ESRI Business Analyst, 2023 (Grocery Stores, Community Resources, Medical). DataSF, 2023 (Parks, Libraries), National Center for Education Data System, 2022 (Education).

Figure 26   Inner Mission: Transit Travel Shed

Oceanview-Ingleside

Route Performance Table

Figure 27   Oceanview-Ingleside: Route Performance

Destination Accessibility & Transit Travel Shed

Figure 28   Oceanview-Ingleside: Job and Destination Accessibility

Category	30 min	45 min	60 min	90 min
Jobs	32,000	447,000	750,000	1,045,000
Grocery Stores	14	42	72	72
Community Resources	8	80	119	122
Medical	0	4	14	16
Parks	43	134	203	206
Higher Education	1	16	19	20
Libraries	7	18	27	29

Sources: US Census Bureau LEHD, 2021 (jobs), ESRI Business Analyst, 2023 (Grocery Stores, Community Resources, Medical). DataSF, 2023 (Parks, Libraries), National Center for Education Data System, 2022 (Education).

Figure 29   Oceanview-Ingleside: Transit Travel Shed
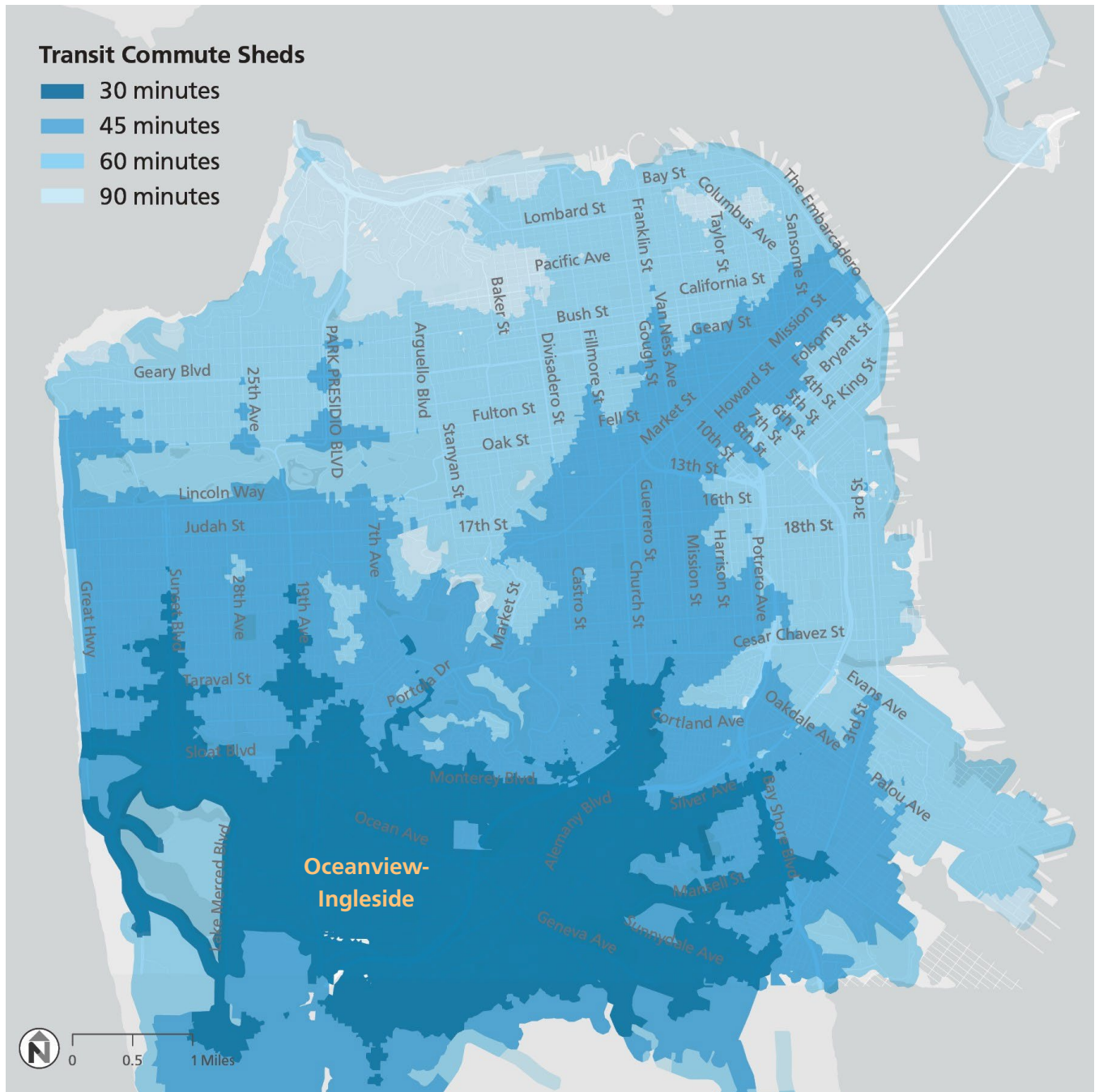
Treasure Island

Route Performance Table

Figure 30   Treasure Island: Route Performance
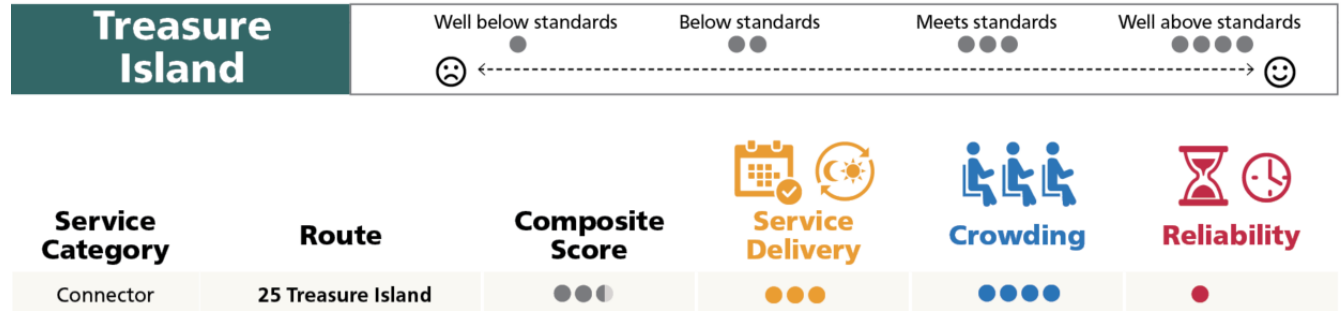
Destination Accessibility & Transit Travel Shed

Figure 31   Treasure Island: Job and Destination Accessibility

Category	30 min	45 min	60 min	90 min
Jobs	6,000	304,000	619,000	992,000
Grocery Stores	0	4	33	72
Community Resources	0	18	83	122
Medical	0	0	9	16
Parks	0	4	94	206
Higher Education	0	6	16	20
Libraries	0	0	13	29

Sources: US Census Bureau LEHD, 2021 (jobs), ESRI Business Analyst, 2023 (Grocery Stores, Community Resources, Medical). DataSF, 2023 (Parks, Libraries), National Center for Education Data System, 2022 (Education).
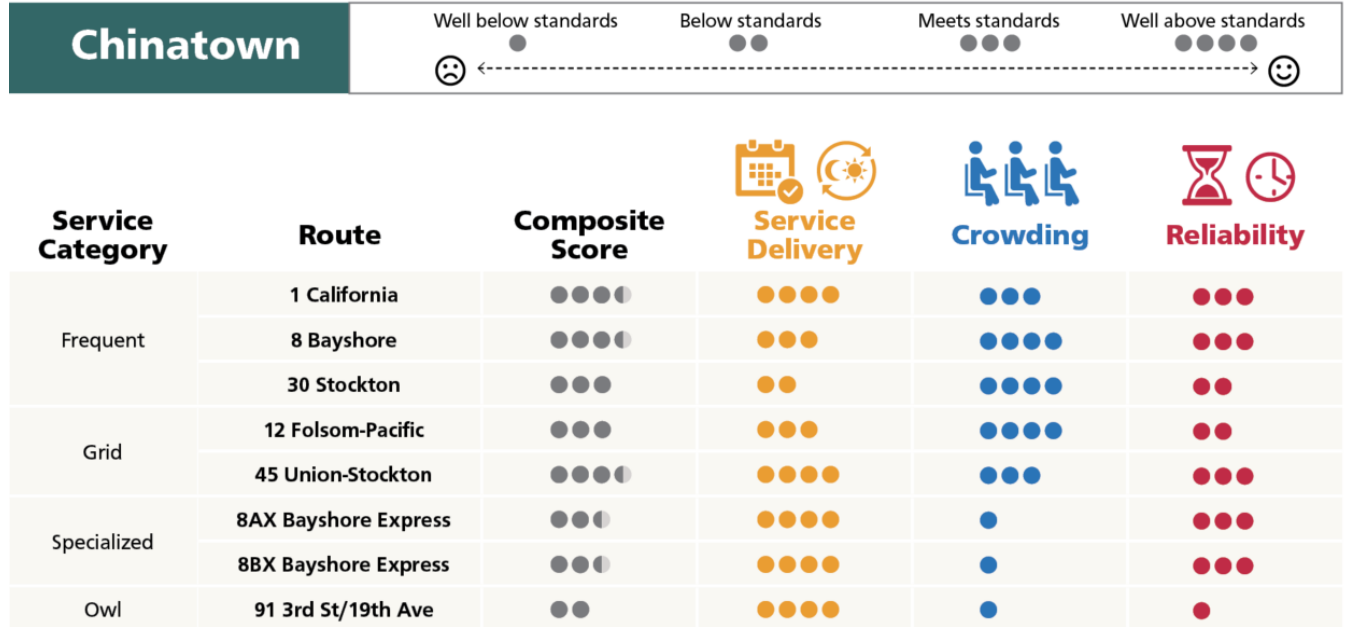
Figure 32   Treasure Island: Transit Travel Shed
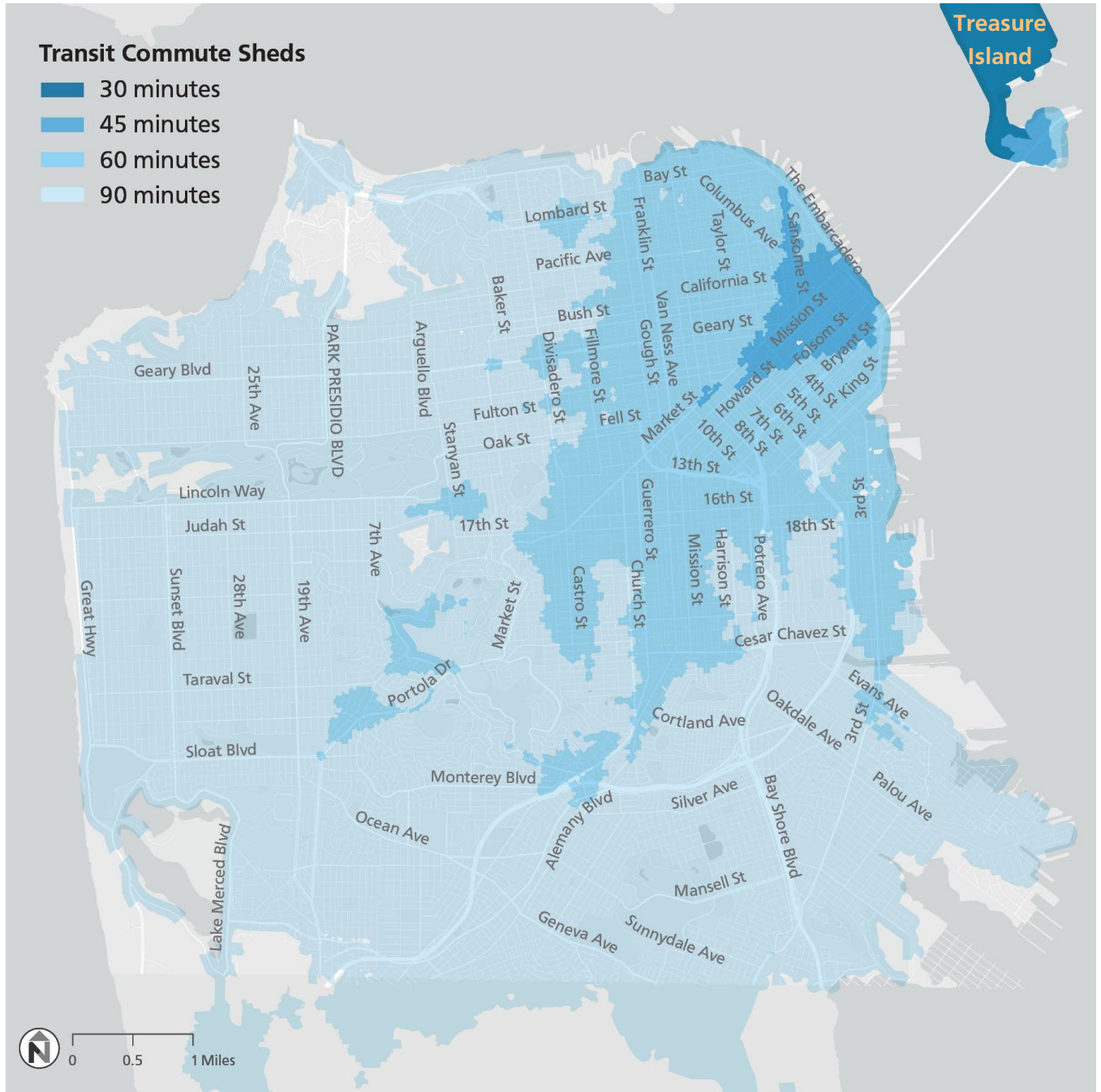
SoMa-Tenderloin

Route Performance Table

Figure 33   SoMa-Tenderloin: Route Performance
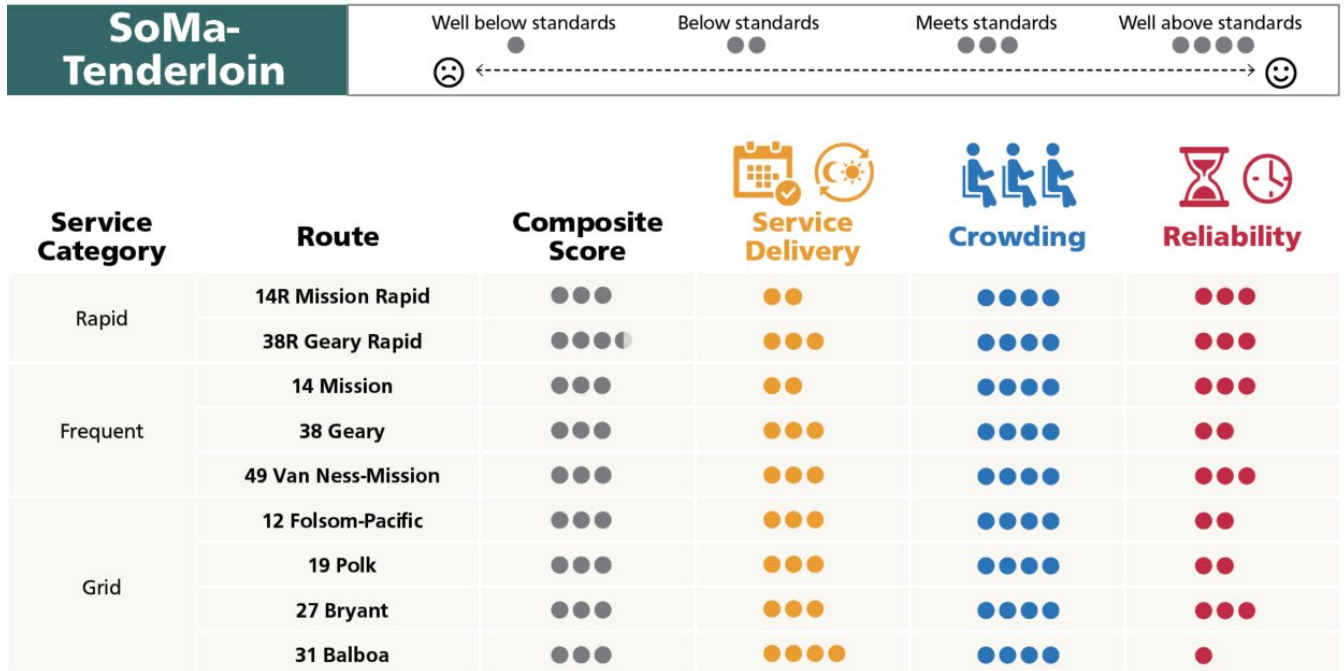
Destination Accessibility & Transit Travel Shed

Figure 34   SoMa-Tenderloin: Job and Destination Accessibility

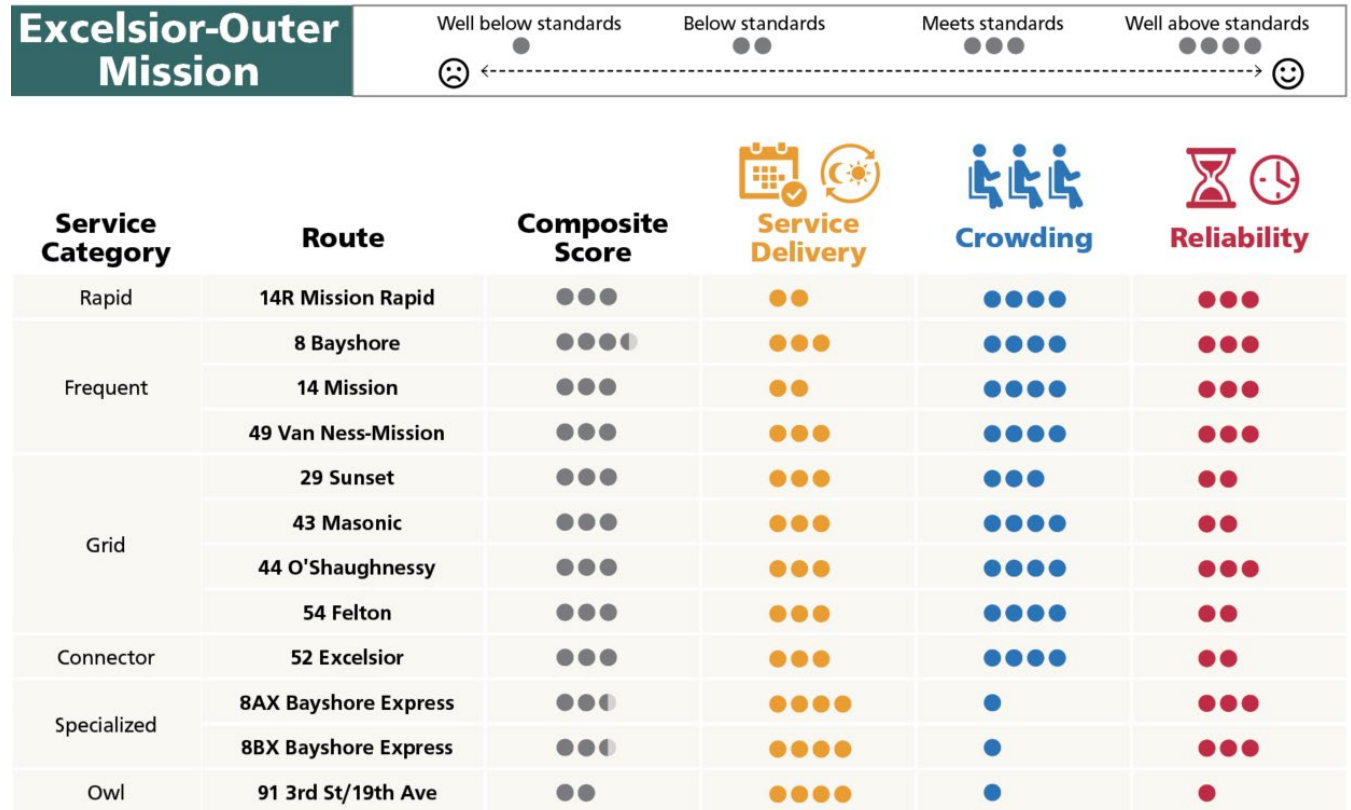| Category	30 min	45 min	60 min	90 min
Jobs	671,000	839,000	998,000	1,128,000
Grocery Stores	59	72	72	72
Community Resources	105	122	122	122
Medical	14	14	16	16
Parks	152	205	206	207
Higher Education	19	20	20	20
Libraries	19	29	29	29

Sources: US Census Bureau LEHD, 2021 (jobs), ESRI Business Analyst, 2023 (Grocery Stores, Community Resources, Medical). DataSF, 2023 (Parks, Libraries), National Center for Education Data System, 2022 (Education).

Figure 35 SoMa-Tenderloin: Transit Travel Shed
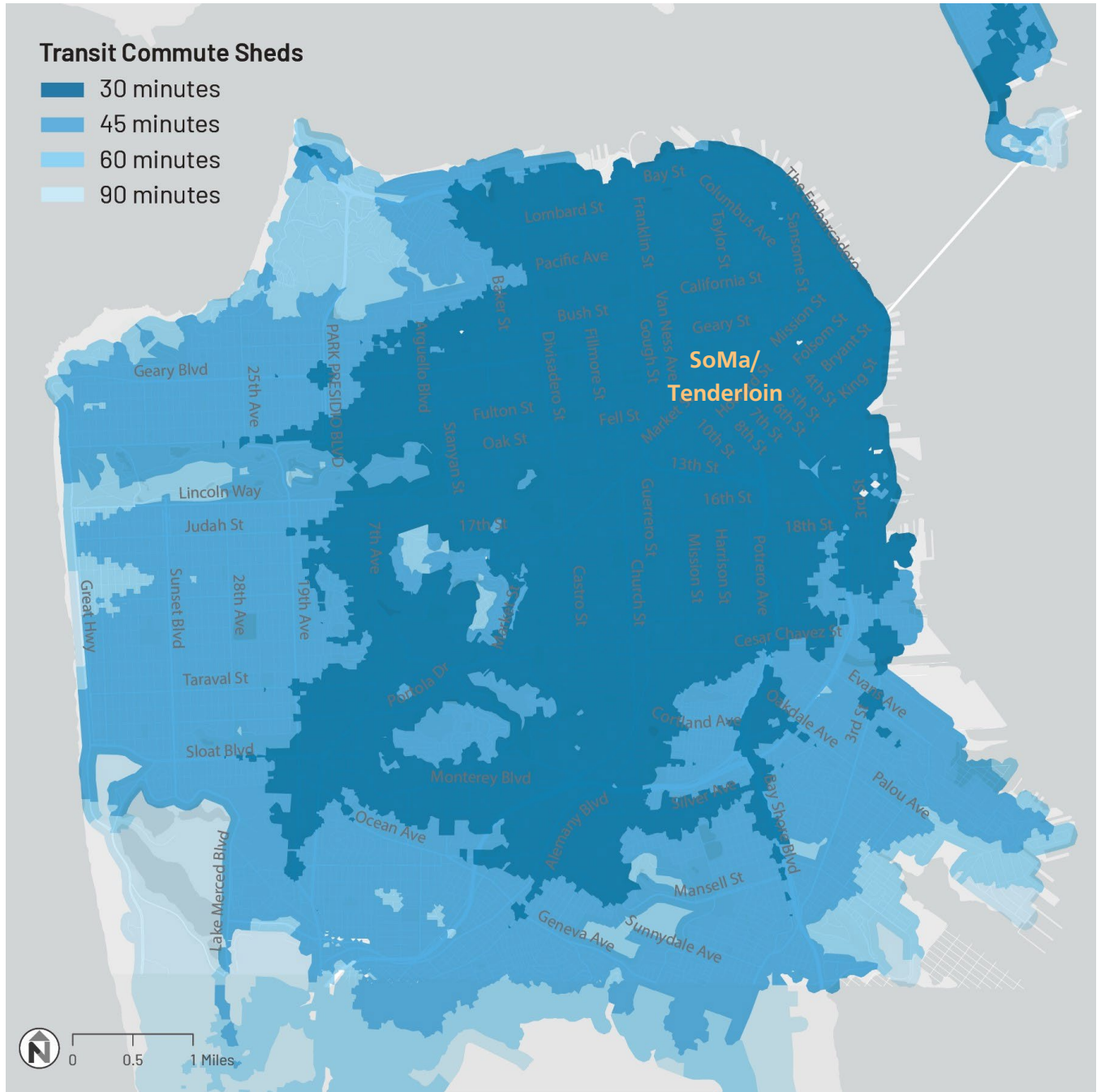
Visitacion Valley

Route Performance Table

Figure 36   Visitacion Valley: Route Performance
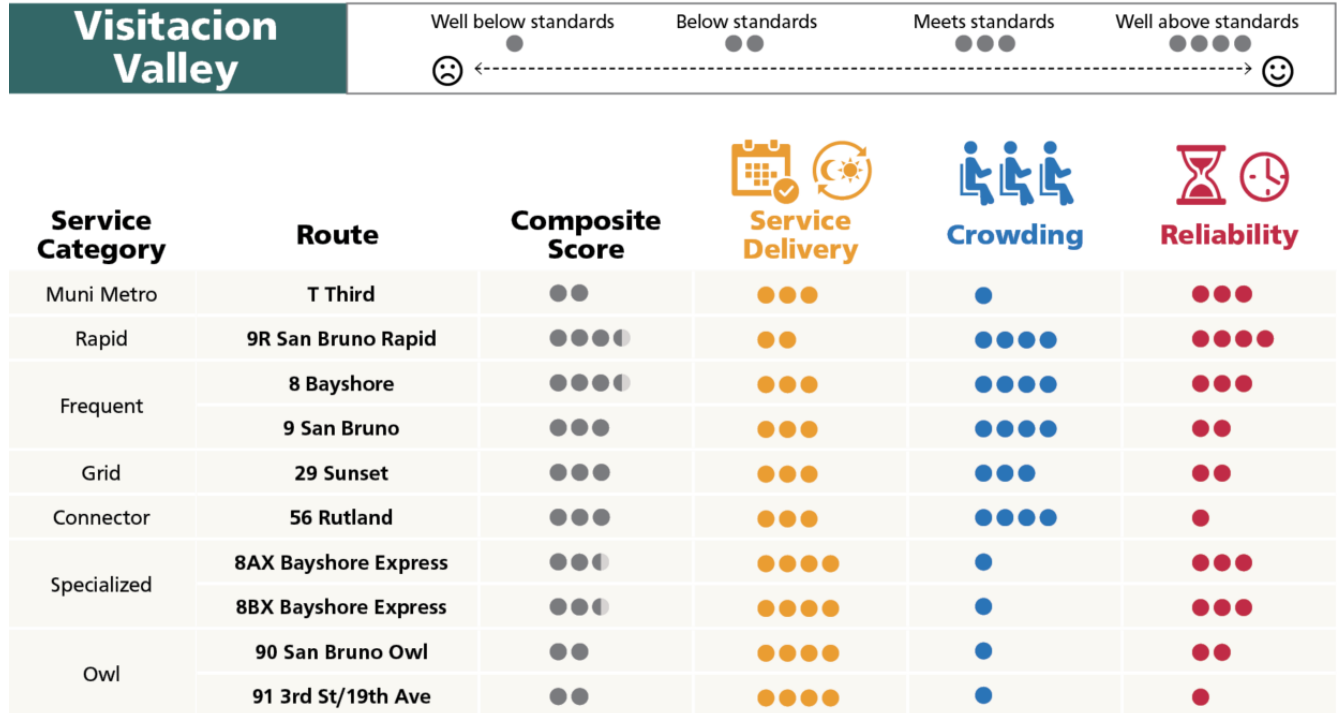
Destination Accessibility & Transit Travel Shed

Figure 37   Visitacion Valley: Job and Destination Accessibility

Category	30 min	45 min	60 min	90 min
Jobs	51,000	534,000	757,000	1,060,000
Grocery Stores	13	41	65	72
Community Resources	11	88	110	122
Medical	1	6	12	16
Parks	41	135	186	207
Higher Education	0	17	19	20
Libraries	7	17	25	29

Sources: US Census Bureau LEHD, 2021 (jobs), ESRI Business Analyst, 2023 (Grocery Stores, Community Resources, Medical). DataSF, 2023 (Parks, Libraries), National Center for Education Data System, 2022 (Education).

Figure 38   Visitacion Valley: Transit Travel Shed
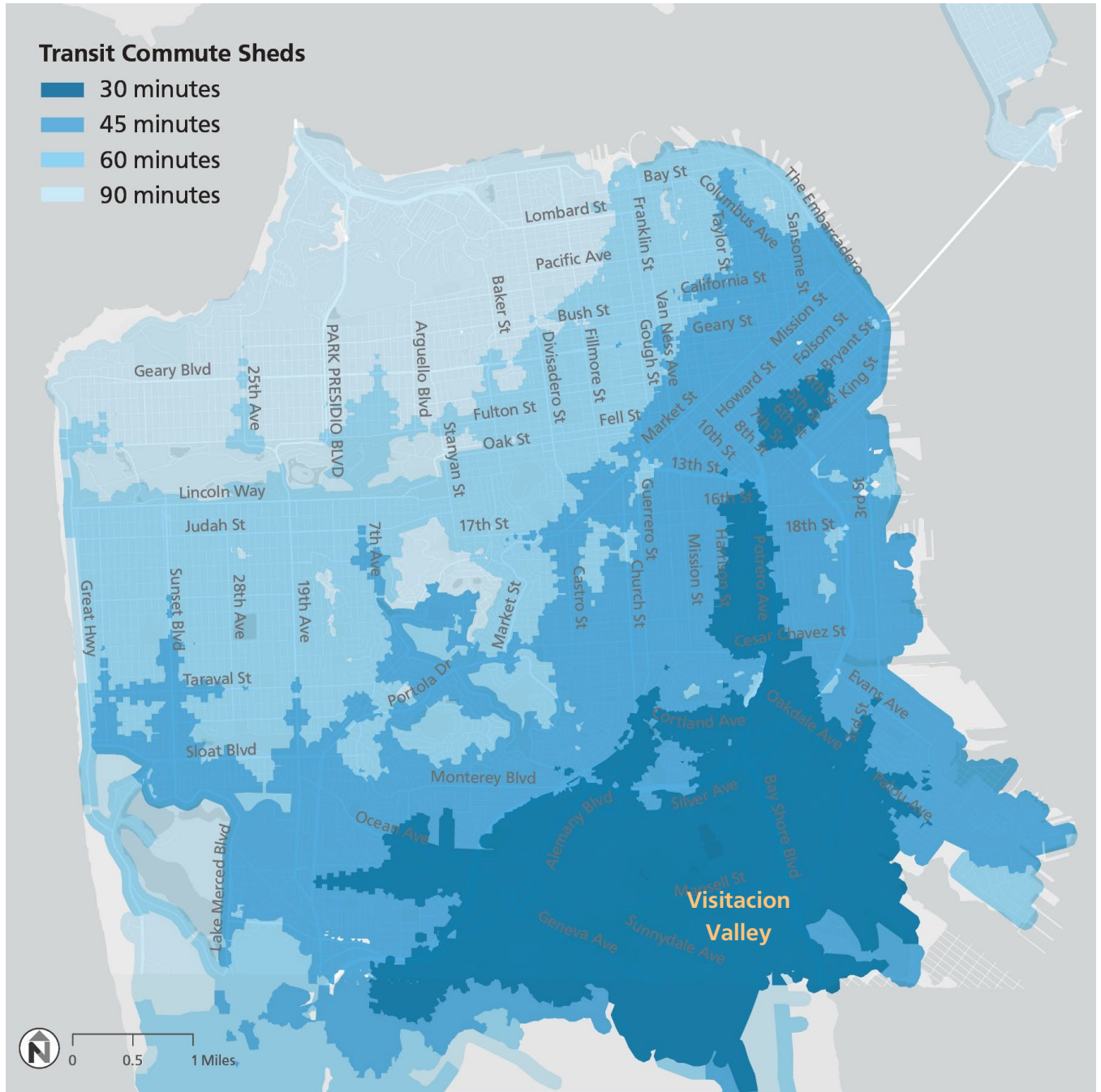
Western Addition

Route Performance Table

Figure 39   Western Addition: Route Performance
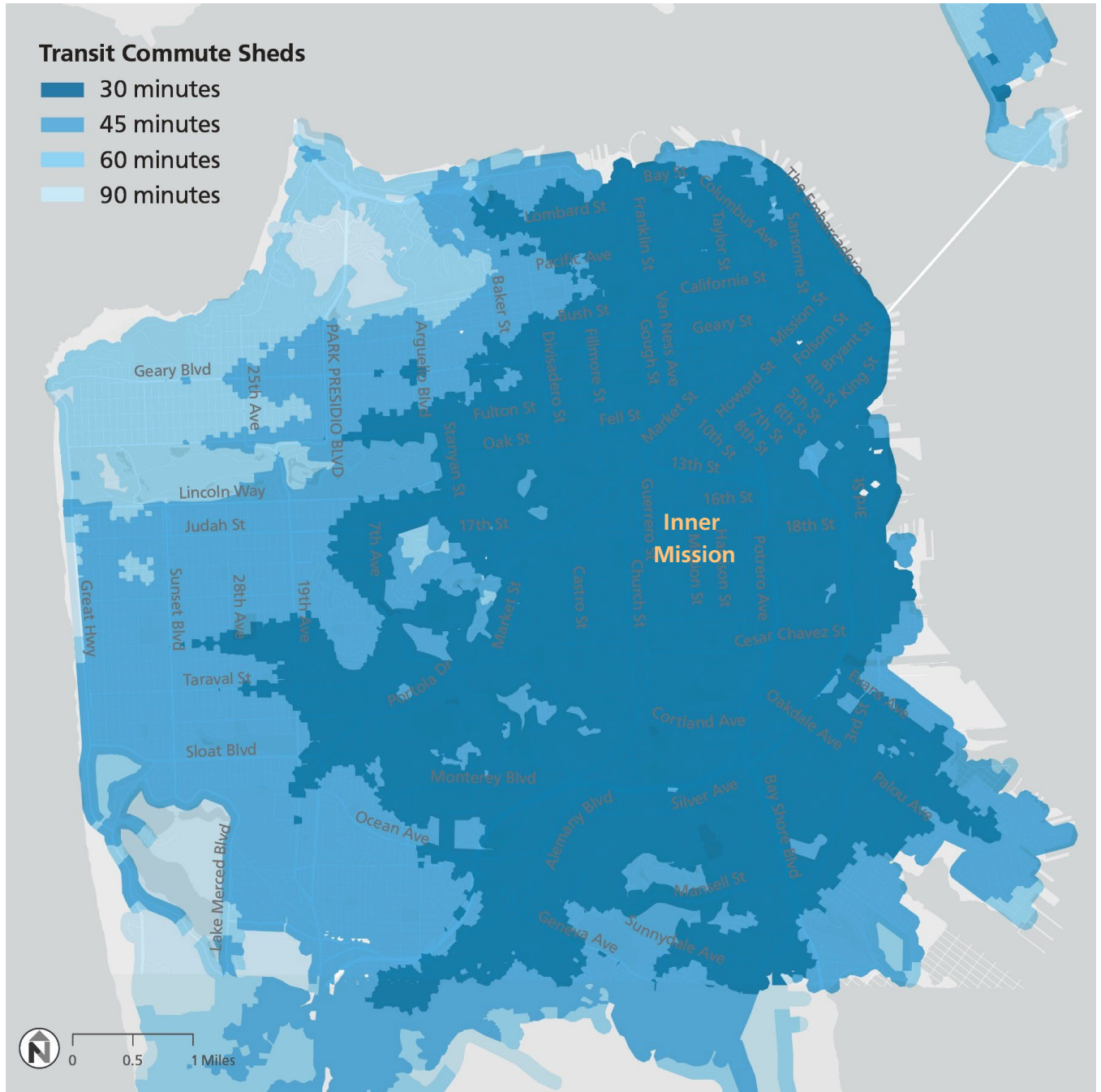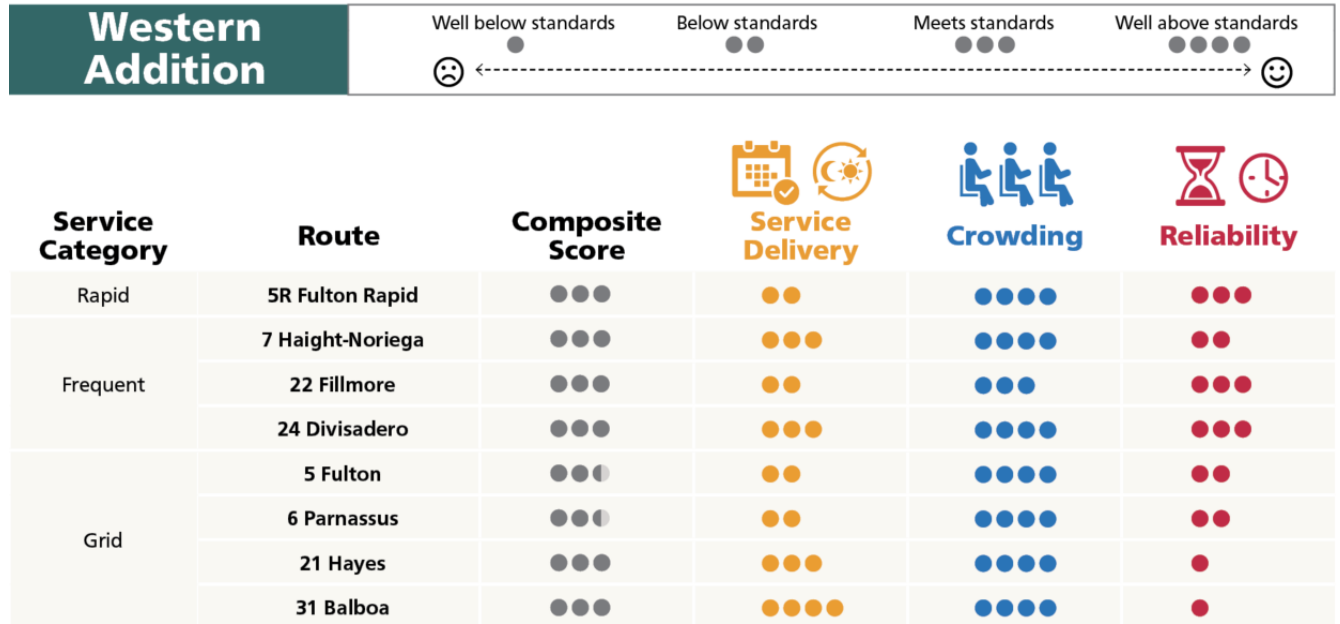

Destination Accessibility & Transit Travel Shed

Figure 40   Western Addition: Job and Destination Accessibility

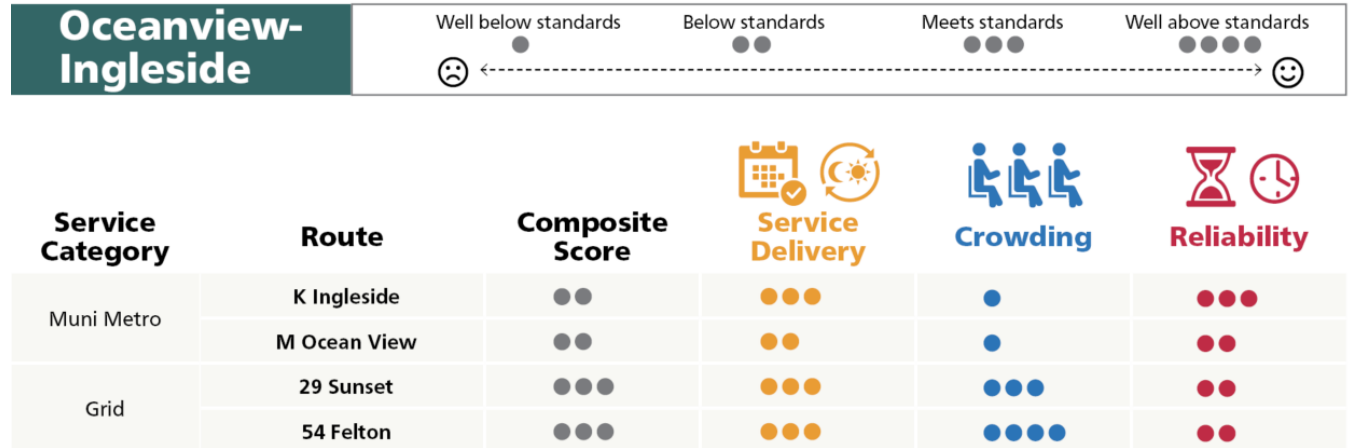| Category	30 min	45 min	60 min	90 min
Jobs	580,000	745,000	914,000	1,114,000
Grocery Stores	53	69	72	72
Community Resources	104	117	122	122
Medical	11	14	16	16
Parks	133	190	206	207
Higher Education	18	19	20	20
Libraries	20	27	29	29

Sources: US Census Bureau LEHD, 2021 (jobs), ESRI Business Analyst, 2023 (Grocery Stores, Community Resources, Medical). DataSF, 2023 (Parks, Libraries), National Center for Education Data System, 2022 (Education).

Figure 41   Western Addition: Transit Travel Shed
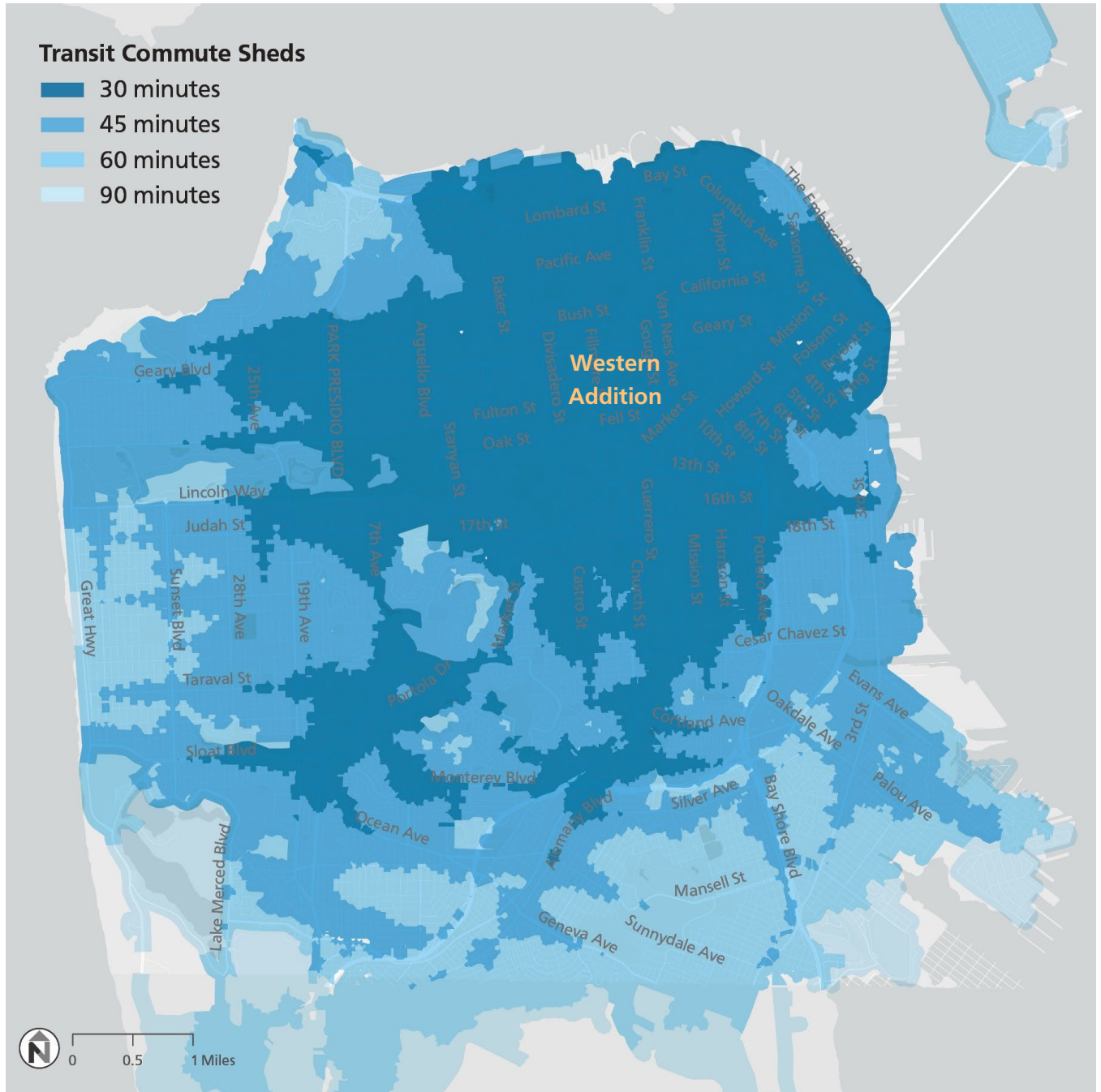
Recommendations

Typically, service improvements are recommended for each equity route as part of an Equity Strategy Update but since the FY 25 & FY 26 operating budget is not expected to change the SFMTA is not able to commit to specific service improvements at this time. Instead, the recommendation for this equity strategy is to focus on the following that improve the decision-making process and maximize the service levels the current operating budget can sustain.

- **Convene Muni Equity Working Group:** The first working group meeting was held in February 2024 and the SFMTA plans to meet with this group at least quarterly. The group is composed of up to 20 seats appointed by SFMTA staff and membership is made up of individuals with either personal or professional experience in Muni Equity Strategy neighborhoods or familiar with the experiences of the transportation system through the perspective of populations prioritized in the equity strategy. The objective of this group is to provide feedback on metrics SFMTA staff use to evaluate service, as well as review and provide feedback on service recommendations.
- **Implement Cost-Neutral Changes and Apply Equity Strategy Principles to Prioritize Service Changes:** No service changes are being proposed for the upcoming budget cycle. Instead SFMTA staff will closely monitor crowding data and look for opportunities to fill service gaps with service efficiencies in a cost-neutral way. In doing so, the SFMTA will use the equity strategy framework and guiding principles in deciding when, how and what service will be prioritized for service improvements. This will be done using performance data and qualitative input shared through the Muni Equity Working Group.
- **Focus Service Management & Operational Improvements on Equity Routes:** The SFMTA has made progress in implementing new and improved strategies that have increased the quality of service delivered. In the next two-year budget cycle, the SFMTA will continue these efforts and prioritize these improvements on equity routes to maximize the service levels the agency is able to sustain at this time.
- **Complete & Prioritize Transit Priority Projects Underway:** There are a number of transit priority projects underway that will improve service on equity routes. Projects aim to improve safety at stops and along routes that not only benefit boarding areas but will make the service more reliable. The SFMTA is committed to completing these projects during this budget cycle.
- **Systemwide Service Evaluation:** The SFMTA plans to continue to expand on the performance metrics that are evaluated as part of the Muni Equity Service Strategy update by incorporating them into a robust systemwide service evaluation that looks at all routes in the system. The goal of this new evaluation would be to identify service needs using performance data and updated demographic data that then uses the equity strategy framework and principles to develop a process that prioritizes service improvements based on the greatest needs. To help with the development of this, the SFMTA plans to work with the Muni Equity Working Group to review and provide feedback on the metrics used to ensure they account for the customer experience and align with the values the Muni Equity neighborhoods and populations they represent hold.

Appendix A. Muni Service Equity Policy

The Muni Service Equity Policy was adopted by the San Francisco Municipal Transportation Agency (SFMTA) Board of Directors in May 2014. The policy is excerpted below.

SFMTA Municipal Transportation Agency

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.

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2

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. Equity Toolkit Supporting Information

Equity Toolkit Methodology

The Equity Toolkit analysis methodology was adapted from the SFMTA Equity Toolkit methodology which was last used to calculate travel sheds for three service changes – March 2020, January 2021, and May 2021 to understand access to essential jobs during the pandemic.[3] This update followed a similar process to update the travel sheds and expanded the types of destinations analyzed.

Data sources

Data	Source
Pedestrian network	SFMTA
Equity neighborhood census tract centroids	SFMTA
Transit data (GTFS) for Muni, BART, AC Transit, SamTrans, GGT and Caltrain	Downloaded from the Transit Feeds site https://transitfeeds.com/ (January 2024)
Job counts	U.S. Census LEHD, all jobs, by census block (2021)
Destination: Grocery stores	Esri Business Analyst (2023/08)
Destination: Community resources	Esri Business Analyst (2023/08): SIC code = 832294 (COMMUNITY CENTERS), 832218 (SOCIAL SERVICE & WELFARE ORGANIZATIONS)
Destination: Medical	Esri Business Analyst (2023/08)
Destination: Parks	Department of Rec & Park Properties (DataSF). Excluded propertyty = 'Library'
Destination: Colleges and Universities	National Center for Education Data System (2022)
Destination: Libraries	San Francisco Facilities - Current (DataSF): Selected jurisdiction = 'Public Library'

Transit Travel Sheds Analysis

The analysis used the methodology developed for the SFMTA Equity Toolkit as a base. The latest data were utilized wherever possible.

1. **Develop Transit and Pedestrian Network**

A transit and pedestrian network was developed using the SFMTA's pedestrian network and the latest GTFS data (January 2024). Walk time was calculated based on the "medium" walk time assumption in the SFTMA's pedestrian network.

2. **Create transit travel sheds**

Transit travel sheds were generated by using the **Run Prepare Time Lapse Polygons tool in** Esri's transit network analysis tool, with the following analysis settings:
- <u>Trip origin</u>: equity neighborhood census tract centroids
- <u>Start time:</u> For every minute from 3:00 pm to 4:00 pm, using Wednesdays as a representative weekday
- <u>Travel duration</u>: 30, 45, 60, and 90 minutes

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[3] https://sfgov.maps.arcgis.com/apps/MapSeries/index.html?appid=0ed0f731fd09458386193b5747e18584#

The output sheds were then dissolved by neighborhood, start time, and travel durations. The resulting polygons were travel sheds for each neighborhood, start time (every minute from 3 pm to 4 pm), four travel durations (30, 45, 60, and 90 minutes).

Job and Destination Analysis

3. Calculate job counts

The transit travel sheds were intersected with the 2021 LEHD data (point data, by census blocks) to calculate the total number of jobs and those in essential industries (all jobs excluding NAICS sector 71 - Arts, Entertainment, and Recreation). The median job counts were then calculated for each neighborhood and the four travel durations (30, 45, 60, and 90 minutes).
For the mapping exercise, the transit sheds that had job counts nearest to the median were chosen as a representative travel shed for each neighborhood.

4. Identify Destinations

The latest destination data was obtained from various sources including SFData, Esri's Business Analyst, and the National Center for Education Statistics. The project team then reviewed the data, removing duplicated records and minor facilities.
The representative transit travel sheds identified in the previous step were intersected with each destination layers in ArcGIS Pro to count the number of destinations for each neighborhood and travel time durations.

Figure B-1 Data Sources and Selection Criteria for Equity Toolkit Destinations

Category	Filtering Criteria	Data Source	Year
Jobs	N/A	US Census Longitudinal Employer-Household Dynamics (LEHD)	2021
Major Grocery Stores	10,000 or more square feet	ESRI Business Analyst	2023
Community Resources	5 or more employees	ESRI Business Analyst	2023
Medical / Healthcare	50 or more employees	ESRI Business Analyst	2023
College / University		National Center for Education Statistics	2022
Library		DataSF	2024
Major Parks / Recreation	Neighborhood Parks and Playgrounds, Regional Parks, Major Facilities (e.g., Zoo)	DataSF	2024

The maps below illustrate the job and destination data analyzed:
- Citywide map of jobs: Figure B-2
- Citywide map of destinations: Figure B-3

Figure B-2 Reference Map: Employment Density, 2021

Employment Density
Jobs per Acre (2021)
by Census Block

- 0.1 - 10
- 10.1 - 25
- 25.1 - 50
- 50.1 - 100
- 100.1 or more
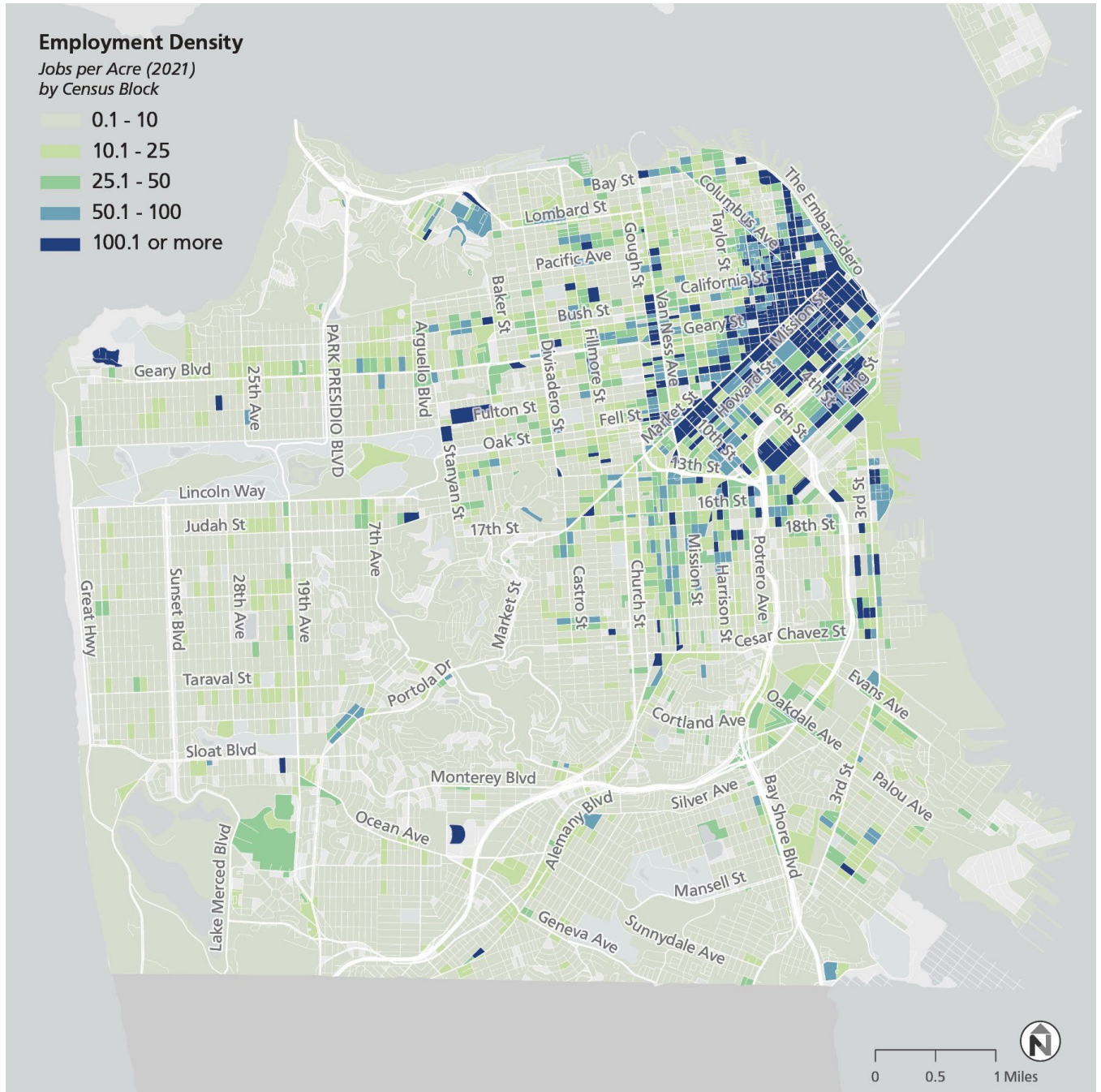
Figure B-3 Reference Map: Activity Centers and Destinations
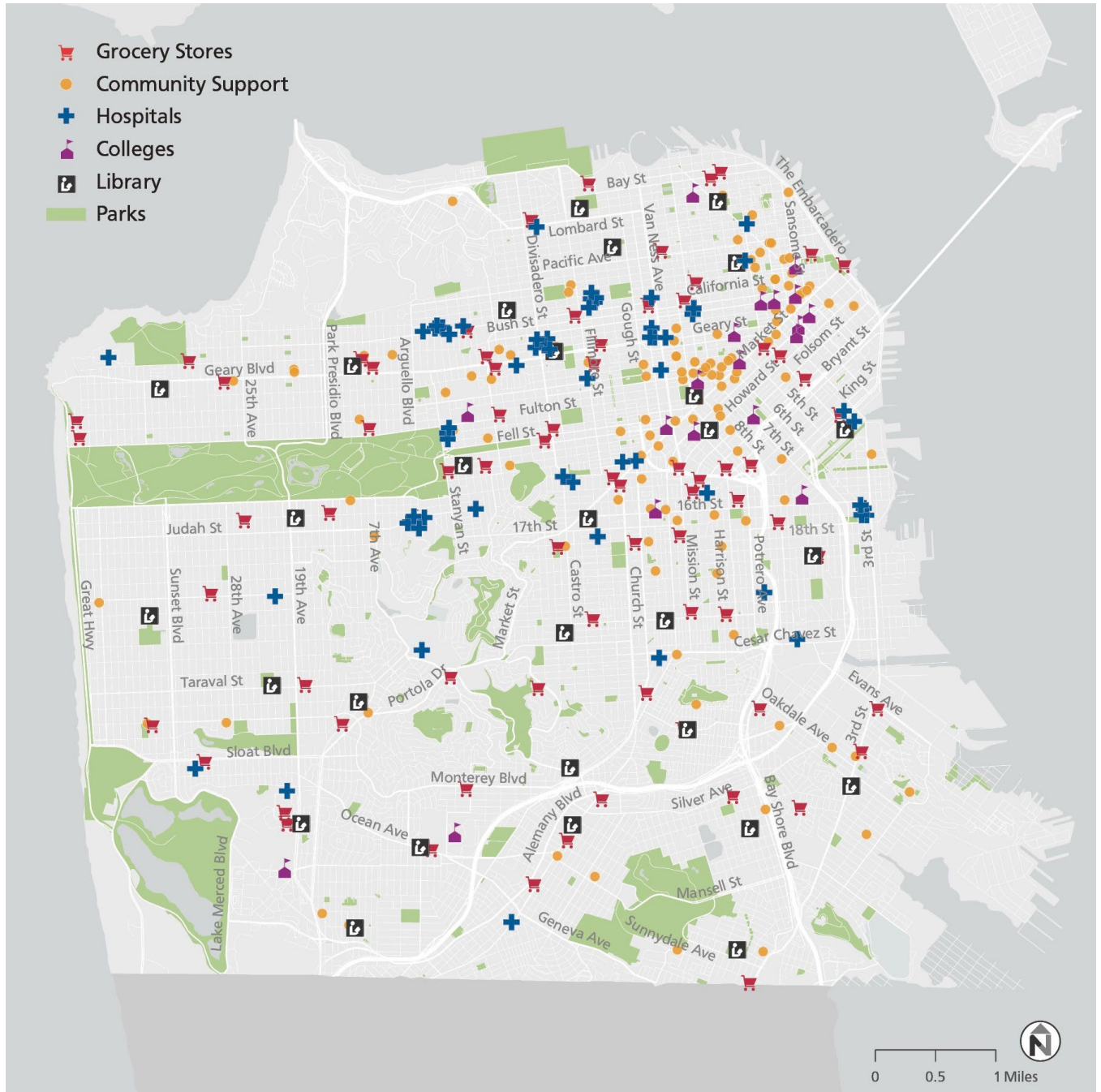
Appendix C. Route Performance Supporting Information

This appendix provides:

- Performance analysis methodology.
- Route reference table.
- Detailed route performance tables.

Performance Analysis Methodology

Data Time Period

- Data for September and October 2023 was used in this analysis.

Time of Day Definition

Data was summarized into the following time periods:

- Day: 6AM – 7PM
- Eve/Night: 7PM – 1AM
- Owl: 1 – 6AM

Metric Definitions

Service Delivery:

- **Service Filled (Trips)**
  - Calculated as scheduled hours delivered divided by the total scheduled hours
- **Service Hours Delivered**
  - Calculated as actual revenue hours divided by scheduled revenue hours.

Crowding

- A stop is considered as "crowded" when the load is greater or equal to the crowding capacity.
- A trip is considered as "crowded" when 5% or more of stops served by the trips are.
- Calculated as the sum of trips at or above the 5% threshold divided by the trip count. (percentage of trips where vehicles are above capacity for 5% or more of the stops)

Reliability: *Reliability there are two ways this is measured depending on if the route is management on a headway or on a timepoint schedule. All routes that are operated on a headway switch to a timepoint schedule after 10pm so both data points in the tables below.*

Headway Adherence (Spacing)

- Spacing standard: A vehicle is evenly spaced if it arrives no more than 5 minutes more than the scheduled headway.
- Calculated the difference between scheduled headway and actual headway.
- Based on Spacing standard, identify "Evenly Spaced" trips
- The percentage of timepoints with evenly spaced headways is calculated as the number of timepoints served with evenly spaced headways divided by the total number of timepoints served.

On-Time-Performance (OTP)

- On-Time Performance standards are:
  - Early: earlier than 1 minute
  - Late: 5 <= time difference < 10

- On-Time: -1 <= time difference < 5 minutes
- Very Late: later 10 minutes or longer
- Calculate the time difference between scheduled and actual departure time at scheduled stops.
- Based on the "On-Time" standard, identify "On-Time" status at scheduled stops.
- Calculate "On-Time" percentage as the sum of all on-time departures divided by total departures by each route, day of week, and time of day.

Travel Time Analysis Methodology

The analysis of travel times used the data queried from Google Map Directions API to measure the travel time between selected destinations in both Equity Neighborhoods and other neighborhoods throughout the city by transit and by auto.

1. Identify sample destinations within neighborhoods

After conducting a comprehensive analysis of the SMFTA Equity report, we systematically proceeded through several steps. In Step 1, we identified 40 distinct neighborhoods and micro-neighborhoods. Afterwards, in Step 2, we mapped out these identified areas. In Step 3.0, we initiated the process of compiling a comprehensive list of query points for each neighborhood. These query points encompassed a wide range of essential facilities, including colleges, hospitals, grocery stores, shopping centers, museums, prominent farmers markets, San Francisco Park and recreation centers, public libraries, and central MUNI and BART stations. In the last refinement step, Step 3.1, we narrowed down the query points based on specific analysis metrics, such as employee numbers and square footage.

2. Estimate the travel time between destinations using the Google Map API with the following assumptions:

Departure Date	2023-03-06, Wednesday, as a representative weekday
Departure Time	15:00:00 US/Pacific time zone
Travel Time Model	**Auto**: best guess model. The result is the best estimation of travel time given what is known about both historical traffic conditions and live traffic. Live traffic is associated with the departure time. Outside of the Google Maps estimate, an additional 5 minutes was assumed for parking/parking access time.
	Transit: fewer transfer model. The estimation is calculated based on a transit trip limiting the number of transfers required between the origin and destination. The estimation includes transfer time.

Travel times were estimated in both directions of travel. An average was calculated across both directions.

Route Reference Table

For each route evaluated in this report, the table below identifies the service category, "management mode" (Headway vs. Timepoint Schedule), "Equity Route" designation, and Equity Neighborhood(s) served. The table only includes routes that were in service as of January 2024.

Figure C-1 Route Reference Table

Service Category	Route Key	Management Mode [1]	Equity Route?	Equity Neighborhood(s) Served
Muni Metro	J Church	Headway		
Muni Metro	K Ingleside	Headway	X	Oceanview
Muni Metro	L Taraval	Headway		
Muni Metro	M Ocean View	Headway	X	Oceanview-Ingleside
Muni Metro	N Judah	Headway		
Muni Metro	T Third	Headway	X	Bayview, Visitacion Valley
Rapid	5R Fulton Rapid	Headway	X	Western Addition
Rapid	9R San Bruno Rapid	Headway	X	Citywide Accessibility, Inner Mission, Visitacion Valley
Rapid	14R Mission Rapid	Headway	X	Citywide Accessibility, Excelsior-Outer Mission, Inner Mission, SoMa-Tenderloin
Rapid	28R 19th Ave Rapid	Headway		
Rapid	38R Geary Rapid	Headway	X	Citywide Accessibility, SoMa-Tenderloin
Frequent	1 California	Headway	X	Chinatown
Frequent	14 Mission	Headway	X	Citywide Accessibility, Excelsior-Outer Mission, Inner Mission, SoMa-Tenderloin
Frequent	22 Fillmore	Headway	X	Inner Mission, Western Addition
Frequent	24 Divisadero	Headway	X	Bayview, Inner Mission, Western Addition
Frequent	28 19th Ave	Headway		
Frequent	30 Stockton	Headway	X	Citywide Accessibility, Chinatown
Frequent	38 Geary	Headway	X	Citywide Accessibility, SoMa-Tenderloin
Frequent	49 Van Ness-Mission	Headway	X	Citywide Accessibility, Excelsior-Outer Mission, Inner Mission, SoMa-Tenderloin
Frequent	7 Haight-Noriega	Headway	X	Western Addition
Frequent	8 Bayshore	Headway	X	Citywide Accessibility, Chinatown, Excelsior-Outer Mission, Visitacion Valley
Frequent	9 San Bruno	Headway	X	Citywide Accessibility, Inner Mission, Visitacion Valley
Grid	12 Folsom-Pacific	Headway	X	Chinatown, Inner Mission, SoMa-Tenderloin
Grid	15 Bayview Hunters Point Express	Headway	X	Bayview
Grid	18 46th Ave	TP Schedule		
Grid	19 Polk	Headway	X	Bayview, SoMa-Tenderloin
Grid	2 Sutter/Clement	TP Schedule		
Grid	21 Hayes	TP Schedule	X	Western Addition
Grid	23 Monterey	TP Schedule	X	Bayview
Grid	27 Bryant	Headway	X	Inner Mission, SoMa-Tenderloin
Grid	29 Sunset	Headway	X	Bayview, Excelsior-Outer Mission, Oceanview-Ingleside, Visitacion Valley

Service Category	Route Key	Management Mode [1]	Equity Route?	Equity Neighborhood(s) Served
Grid	31 Balboa	TP Schedule	X	Citywide Accessibility, SoMa-Tenderloin, Western Addition
Grid	33 Ashbury-18th St	Headway	X	Inner Mission
Grid	43 Masonic	Headway	X	Excelsior-Outer Mission
Grid	44 OShaughnessy	Headway	X	Bayview, Excelsior-Outer Mission
Grid	45 Union-Stockton	Headway	X	Chinatown
Grid	48 Quintara-24th St	Headway	X	Inner Mission
Grid	5 Fulton	Headway	X	Western Addition
Grid	54 Felton	TP Schedule	X	Bayview, Excelsior-Outer Mission, Oceanview-Ingleside
Grid	6 Parnassus	TP Schedule	X	Western Addition
Connector	25 Treasure Island	TP Schedule	X	Treasure Island
Connector	35 Eureka	TP Schedule		
Connector	36 Teresita	TP Schedule		
Connector	37 Corbett	TP Schedule		
Connector	39 Coit	TP Schedule		
Connector	52 Excelsior	TP Schedule	X	Excelsior-Outer Mission
Connector	55 16th St	Headway		
Connector	56 Rutland	TP Schedule	X	Bayview, Visitacion Valley
Connector	57 Parkmerced	TP Schedule		
Connector	58 Lake Merced	TP Schedule		
Connector	66 Quintara	TP Schedule		
Connector	67 Bernal Heights	TP Schedule		
Specialized	1X California Express	TP Schedule		
Specialized	8AX Bayshore Express	Headway	X	Citywide Accessibility, Chinatown, Excelsior-Outer Mission, Visitacion Valley
Specialized	8BX Bayshore Express	Headway	X	Citywide Accessibility, Chinatown, Excelsior-Outer Mission, Visitacion Valley
Owl	25 Treasure Island Owl	TP Schedule		Treasure Island
Owl	14 Mission Owl	Headway		Citywide Accessibility, Excelsior-Outer Mission, Inner Mission, SoMa-Tenderloin
Owl	22 Fillmore Owl	Headway		Inner Mission, Western Addition
Owl	L Taraval Owl	TP Schedule		
Owl	24 Divisadero Owl	Headway		Bayview, Inner Mission, Western Addition
Owl	N Judah Owl	TP Schedule		
Owl	38 Geary Owl	Headway		Citywide Accessibility, SoMa-Tenderloin
Owl	90 San Bruno Owl	TP Schedule	X	Visitacion Valley
Owl	91 3rd St/19th Ave	TP Schedule	X	Bayview, Chinatown, Excelsior-Outer Mission, Visitacion Valley
Owl	44 OShaughnessy Owl	Headway		Bayview, Excelsior-Outer Mission
Owl	48 Quintara Owl	Headway		Inner Mission
Owl	5 Fulton Owl	Headway		Western Addition

Notes: 1. Headway=Managed based on maintaining even spacing between buses, consistent with scheduled headway. TP Schedule=Managed based on On-Time Performance (OTP), or "on-time" arrivals at timepoint stops.

Route Performance

The tables below provide more detailed performance data for each equity route for citywide accessibility routes or neighborhood and time period.

Note: For cells that have a "-", that data point is either not relevant for that time period or not available.

Citywide Accessibility

Service Delivery

Service Category	Route Name	% of Trips Filled		% of Hours Delivered	
		Weekday	Weekend	Weekday	Weekend
Rapid	9R San Bruno Rapid	99.7%	0.0%	98.6%	0.0%
	14R Mission Rapid	99.3%	99.9%	97.7%	98.1%
	38R Geary Rapid	99.6%	99.9%	98.6%	99.2%
Frequent	8 Bayshore	99.6%	99.9%	99.1%	99.2%
	9 San Bruno	99.7%	99.4%	98.7%	98.2%
	14 Mission	98.9%	97.6%	97.4%	97.5%
	30 Stockton	99.2%	98.1%	98.3%	96.3%
	38 Geary	99.6%	99.7%	98.7%	98.2%
	49 Van Ness-Mission	99.4%	99.2%	98.2%	97.8%
Grid	31 Balboa	100%	100%	99.3%	99.7%
Specialized	8AX Bayshore Express	-	-	97.7%	-
	8BX Bayshore Express	-	-	98.2%	-
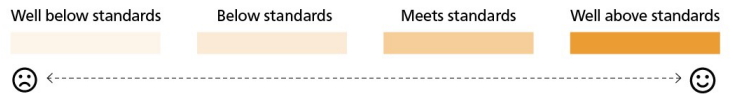
Well below standards   Below standards   Meets standards   Well above standards

Crowding

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	9R San Bruno Rapid	0%	0%	0%	0%	-
	14R Mission Rapid	3%	0%	0%	0%	-
	38R Geary Rapid	5%	0%	2%	1%	-
Frequent	8 Bayshore	2%	0%	3%	0%	-
	9 San Bruno	1%	0%	1%	0%	-
	14 Mission	0%	0%	0%	0%	0%
	30 Stockton	3%	0%	2%	0%	-
	38 Geary	0%	1%	0%	2%	0%
	49 Van Ness-Mission	8%	0%	3%	0%	-
Grid	31 Balboa	1%	0%	0%	1%	-
Specialized	8AX Bayshore Express	5%	0%	0%	0%	-
	8BX Bayshore Express	3%	0%	0%	0%	-

Well below standards   Below standards   Meets standards   Well above standards
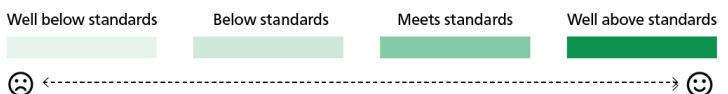
Citywide Accessibility (Continued)

Reliability

Headway Adherence

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Rapid	9R San Bruno Rapid	86%	0%	0%	0%
	14R Mission Rapid	85%	82%	91%	80%
	38R Geary Rapid	88%	84%	88%	82%
Frequent	8 Bayshore	80%	85%	81%	84%
	9 San Bruno	83%	77%	79%	79%
	14 Mission	80%	67%	80%	72%
	30 Stockton	78%	75%	76%	81%
	38 Geary	78%	71%	75%	63%
	49 Van Ness-Mission	80%	80%	86%	81%
Grid	31 Balboa	-	-	-	-
Specialized	8AX Bayshore Express	53%	39%	0%	0%
	8BX Bayshore Express	64%	41%	0%	0%

Well below standards   Below standards   Meets standards   Well above standards

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On-Time Performance

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	9R San Bruno Rapid	-	-	-	-	-
	14R Mission Rapid	-	-	-	-	-
	38R Geary Rapid	-	-	-	-	-
Frequent	8 Bayshore	-	-	-	-	-
	9 San Bruno	-	-	-	-	-
	14 Mission	-	-	-	-	55%
	30 Stockton	-	-	-	-	-
	38 Geary	-	-	-	-	-
	49 Van Ness-Mission	-	-	-	-	-
Grid	31 Balboa	66%	62%	69%	66%	-
Specialized	8AX Bayshore Express	-	-	-	-	-
	8BX Bayshore Express	-	-	-	-	-

Well below standards   Below standards   Meets standards   Well above standards

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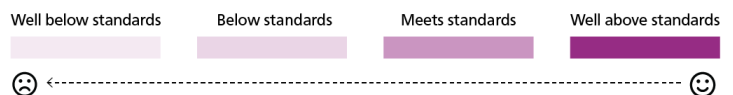
Bayview

Service Delivery

Service Category	Route Name	% of Trips Filled		% of Hours Delivered	
		Weekday	Weekend	Weekday	Weekend
Muni Metro	T Third	99.5%	99.2%	97.0%	98.0%
Frequent	24 Divisadero	99.9%	100%	98.9%	98.5%
Grid	15 Bayview Hunters Point Express	99.7%	99.7%	97.9%	97.3%
Grid	19 Polk	99.9%	99.9%	99.3%	98.3%
Grid	23 Monterey	99.7%	99.4%	97.4%	98.1%
Grid	29 Sunset	99.7%	99.6%	98.7%	98.7%
Grid	44 O'Shaughnessy	99.8%	99.4%	98.9%	98.8%
Grid	54 Felton	99.7%	99.7%	98.8%	99.7%
Connector	56 Rutland	100%	100%	96.2%	98.7%
Owl	91 3rd St/19th Ave	98.8%	99.3%	-	-
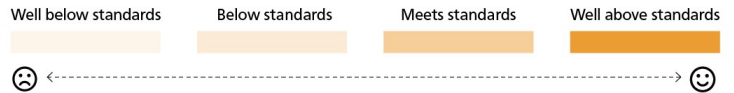
Well below standards   Below standards   Meets standards   Well above standards

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Crowding

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	T Third	0%	0%	0%	0%	-
Frequent	24 Divisadero	5%	0%	0%	0%	0%
Grid	15 Bayview Hunters Point Express	1%	0%	1%	0%	-
Grid	19 Polk	2%	0%	1%	0%	-
Grid	23 Monterey	1%	0%	0%	0%	-
Grid	29 Sunset	11%	0%	1%	0%	-
Grid	44 O'Shaughnessy	9%	0%	0%	0%	0%
Grid	54 Felton	0%	0%	0%	0%	-
Connector	56 Rutland	0%	0%	0%	0%	-
Owl	91 3rd St/19th Ave	-	-	-	-	0%

Well below standards   Below standards   Meets standards   Well above standards

☹ ←--→ ☺
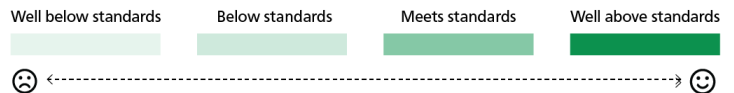
Bayview (Continued)

Reliability

Headway Adherence

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Muni Metro	T Third	88%	67%	88%	77%
Frequent	24 Divisadero	85%	80%	90%	79%
Grid	15 Bayview Hunters Point Express	81%	67%	75%	70%
Grid	19 Polk	83%	81%	80%	79%
Grid	23 Monterey	-	-	-	-
Grid	29 Sunset	74%	78%	80%	83%
Grid	44 O'Shaughnessy	83%	84%	87%	87%
Grid	54 Felton	-	-	-	-
Connector	56 Rutland	-	-	-	-
Owl	91 3rd St/19th Ave	-	-	-	-
Muni Metro	T Third	88%	67%	88%	77%
Frequent	24 Divisadero	85%	80%	90%	79%

Well below standards   Below standards   Meets standards   Well above standards

☹ ‹--› ☺

On-Time Performance

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	T Third	-	-	-	-	-
Frequent	24 Divisadero	-	-	-	-	57%
Grid	15 Bayview Hunters Point Express	-	-	-	-	-
Grid	19 Polk	-	-	-	-	-
Grid	23 Monterey	52%	47%	51%	65%	-
Grid	29 Sunset	-	-	-	-	-
Grid	44 O'Shaughnessy	-	-	-	-	71%
Grid	54 Felton	62%	62%	65%	63%	-
Connector	56 Rutland	72%	50%	49%	56%	-
Owl	91 3rd St/19th Ave	-	-	-	-	39%

Well below standards   Below standards   Meets standards   Well above standards

☹ ‹--› ☺
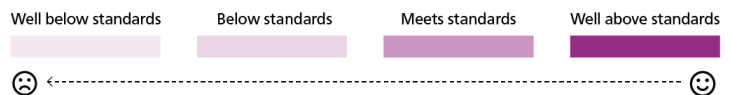
Chinatown

Service Delivery

Service Category	Route Name	% of Trips Filled		% of Hours Delivered	
		Weekday	Weekend	Weekday	Weekend
Frequent	1 California	99.9%	100%	99.1%	98.9%
	8 Bayshore	99.6%	99.9%	99.1%	99.2%
	30 Stockton	99.2%	98.1%	98.3%	96.3%
Grid	12 Folsom-Pacific	100%	100%	98.9%	98.2%
	45 Union-Stockton	100%	100%	98.9%	99.0%
Specialized	8AX Bayshore Express	-	-	97.7%	-
	8BX Bayshore Express	-	-	98.2%	-
Owl	91 3rd St/19th Ave	98.8%	99.3%	-	-

Well below standards	Below standards	Meets standards	Well above standards

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Crowding

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Frequent	1 California	10%	0%	7%	0%	-
	8 Bayshore	2%	0%	3%	0%	-
	30 Stockton	3%	0%	2%	0%	-
Grid	12 Folsom-Pacific	2%	0%	0%	0%	-
	45 Union-Stockton	6%	0%	5%	1%	-
Specialized	8AX Bayshore Express	5%	0%	0%	0%	-
	8BX Bayshore Express	3%	0%	0%	0%	-
Owl	91 3rd St/19th Ave	-	-	-	-	0%

Well below standards	Below standards	Meets standards	Well above standards

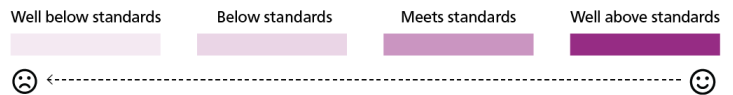☹ ←- → ☺
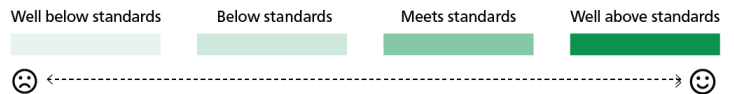
Chinatown (Continued)

Reliability

Headway Adherence

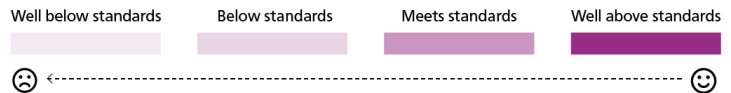| Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Frequent	1 California	83%	82%	89%	84%
	8 Bayshore	80%	85%	81%	84%
	30 Stockton	78%	75%	76%	81%
Grid	12 Folsom-Pacific	73%	72%	72%	72%
	45 Union-Stockton	92%	85%	91%	83%
Specialized	8AX Bayshore Express	53%	39%	0%	0%
	8BX Bayshore Express	64%	41%	0%	0%
Owl	91 3rd St/19th Ave	-	-	-	-

Well below standards   Below standards   Meets standards   Well above standards

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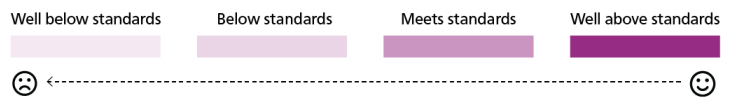
On-Time Performance

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Frequent	1 California	-	-	-	-	-
	8 Bayshore	-	-	-	-	-
	30 Stockton	-	-	-	-	-
Grid	12 Folsom-Pacific	-	-	-	-	-
	45 Union-Stockton	-	-	-	-	-
Specialized	8AX Bayshore Express	-	-	-	-	-
	8BX Bayshore Express	-	-	-	-	-
Owl	91 3rd St/19th Ave	-	-	-	-	39%

Well below standards   Below standards   Meets standards   Well above standards

☹ ←- → ☺
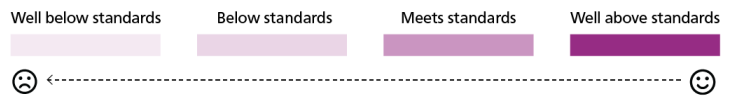
Excelsior-Outer Mission

Service Delivery

Service Category	Route Name	% of Trips Filled		% of Hours Delivered	
		Weekday	Weekend	Weekday	Weekend
Rapid	14R Mission Rapid	99.3%	99.9%	97.7%	98.1%
Frequent	8 Bayshore	99.6%	99.9%	99.1%	99.2%
	14 Mission	98.9%	97.6%	97.4%	97.5%
	49 Van Ness-Mission	99.4%	99.2%	98.2%	97.8%
Grid	29 Sunset	99.7%	99.6%	98.7%	98.7%
	43 Masonic	100%	99.7%	99.4%	99.5%
	44 O'Shaughnessy	99.8%	99.4%	98.9%	98.8%
	54 Felton	99.7%	99.7%	98.8%	99.7%
Connector	52 Excelsior	100%	99.0%	97.4%	96.3%
Specialized	8AX Bayshore Express	-	-	97.7%	-
	8BX Bayshore Express	-	-	98.2%	-
Owl	91 3rd St/19th Ave	98.8%	99.3%	-	-

Well below standards   Below standards   Meets standards   Well above standards

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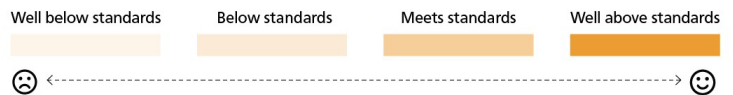
Crowding

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	14R Mission Rapid	3%	0%	0%	0%	-
Frequent	8 Bayshore	2%	0%	3%	0%	-
	14 Mission	0%	0%	0%	0%	0%
	49 Van Ness-Mission	8%	0%	3%	0%	-
Grid	29 Sunset	11%	0%	1%	0%	-
	43 Masonic	2%	0%	3%	0%	-
	44 O'Shaughnessy	9%	0%	0%	0%	0%
	54 Felton	0%	0%	0%	0%	-
Connector	52 Excelsior	0%	0%	0%	0%	-
Specialized	8AX Bayshore Express	5%	0%	0%	0%	-
	8BX Bayshore Express	3%	0%	0%	0%	-
Owl	91 3rd St/19th Ave	-	-	-	-	0%

Well below standards   Below standards   Meets standards   Well above standards

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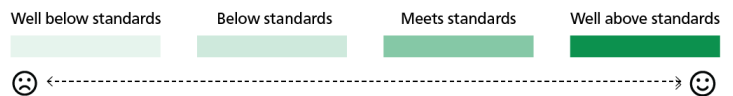
Excelsior-Outer Mission (Continued)

Reliability

Headway Adherence

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Rapid	14R Mission Rapid	85%	82%	91%	80%
Frequent	8 Bayshore	80%	85%	81%	84%
	14 Mission	80%	67%	80%	72%
	49 Van Ness-Mission	80%	80%	86%	81%
Grid	29 Sunset	74%	78%	80%	83%
	43 Masonic	85%	82%	83%	82%
	44 O'Shaughnessy	83%	84%	87%	87%
	54 Felton	-	-	-	-
Connector	52 Excelsior	-	-	-	-
Specialized	8AX Bayshore Express	53%	39%	0%	0%
	8BX Bayshore Express	64%	41%	0%	0%
Owl	91 3rd St/19th Ave	-	-	-	-

Well below standards   Below standards   Meets standards   Well above standards

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On-Time Performance

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	14R Mission Rapid	-	-	-	-	-
Frequent	8 Bayshore	-	-	-	-	-
	14 Mission	-	-	-	-	55%
	49 Van Ness-Mission	-	-	-	-	-
Grid	29 Sunset	-	-	-	-	-
	43 Masonic	-	-	-	-	-
	44 O'Shaughnessy	-	-	-	-	71%
	54 Felton	62%	62%	65%	63%	-
Connector	52 Excelsior	62%	58%	71%	61%	-
Specialized	8AX Bayshore Express	-	-	-	-	-
	8BX Bayshore Express	-	-	-	-	-
Owl	91 3rd St/19th Ave	-	-	-	-	39%

Well below standards   Below standards   Meets standards   Well above standards

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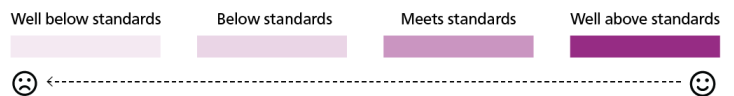
Inner Mission

Service Delivery

Service Category	Route Name	% of Trips Filled		% of Hours Delivered	
		Weekday	Weekend	Weekday	Weekend
Rapid	9R San Bruno Rapid	99.7%	0.0%	98.6%	0.0%
	14R Mission Rapid	99.3%	99.9%	97.7%	98.1%
Frequent	9 San Bruno	99.7%	99.4%	98.7%	98.2%
	14 Mission	98.9%	97.6%	97.4%	97.5%
	22 Fillmore	99.0%	98.2%	96.7%	95.8%
	24 Divisadero	99.9%	100%	98.9%	98.5%
	49 Van Ness-Mission	99.4%	99.2%	98.2%	97.8%
Grid	12 Folsom-Pacific	100%	100%	98.9%	98.2%
	27 Bryant	99.7%	99.3%	97.6%	98.7%
	33 Ashbury-18th St	99.9%	100%	99.2%	98.9%
	48 Quintara-24th St	99.4%	99.2%	97.9%	96.2%
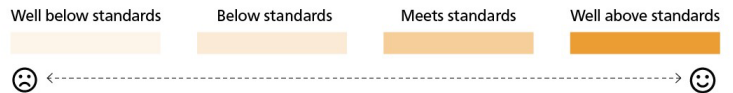
Well below standards / Below standards / Meets standards / Well above standards

Crowding

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	9R San Bruno Rapid	0%	0%	0%	0%	-
	14R Mission Rapid	3%	0%	0%	0%	-
Frequent	9 San Bruno	1%	0%	1%	0%	-
	14 Mission	0%	0%	0%	0%	0%
	22 Fillmore	6%	1%	5%	2%	0%
	24 Divisadero	5%	0%	0%	0%	0%
	49 Van Ness-Mission	8%	0%	3%	0%	-
Grid	12 Folsom-Pacific	2%	0%	0%	0%	-
	27 Bryant	0%	0%	0%	0%	-
	33 Ashbury-18th St	2%	0%	0%	0%	-
	48 Quintara-24th St	9%	0%	0%	0%	0%

Well below standards / Below standards / Meets standards / Well above standards
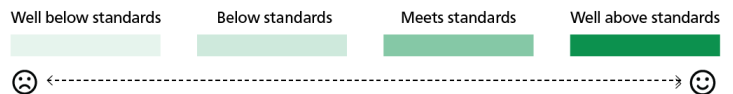
Inner Mission (Continued)

Reliability

Headway Adherence

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Rapid	9R San Bruno Rapid	86%	0%	0%	0%
	14R Mission Rapid	85%	82%	91%	80%
Frequent	9 San Bruno	83%	77%	79%	79%
	14 Mission	80%	67%	80%	72%
	22 Fillmore	75%	73%	78%	80%
	24 Divisadero	85%	80%	90%	79%
	49 Van Ness-Mission	80%	80%	86%	81%
Grid	12 Folsom-Pacific	73%	72%	72%	72%
	27 Bryant	84%	81%	87%	83%
	33 Ashbury-18th St	86%	81%	77%	74%
	48 Quintara-24th St	82%	76%	77%	79%
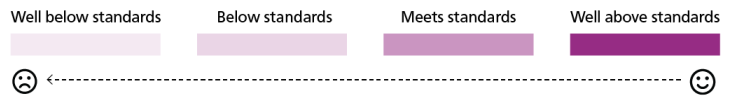
Well below standards   Below standards   Meets standards   Well above standards

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On-Time Performance

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	9R San Bruno Rapid	-	-	-	-	-
	14R Mission Rapid	-	-	-	-	-
Frequent	9 San Bruno	-	-	-	-	-
	14 Mission	-	-	-	-	55%
	22 Fillmore	-	-	-	-	53%
	24 Divisadero	-	-	-	-	57%
	49 Van Ness-Mission	-	-	-	-	-
Grid	12 Folsom-Pacific	-	-	-	-	-
	27 Bryant	-	-	-	-	-
	33 Ashbury-18th St	-	-	-	-	-
	48 Quintara-24th St	-	-	-	-	57%

Well below standards   Below standards   Meets standards   Well above standards

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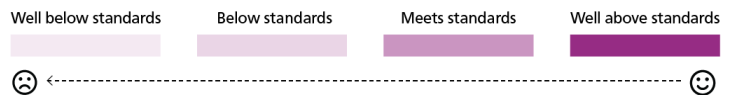
Oceanview-Ingleside

Service Delivery

Service Category	Route Name	% of Trips Filled		% of Hours Delivered	
		Weekday	Weekend	Weekday	Weekend
Muni Metro	K Ingleside	99.4%	98.7%	96.2%	97.2%
	M Ocean View	99.5%	97.8%	97.4%	96.1%
Grid	29 Sunset	99.7%	99.6%	98.7%	98.7%
	54 Felton	99.7%	99.7%	98.8%	99.7%
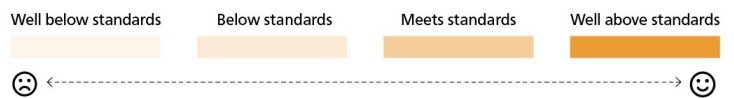
Well below standards   Below standards   Meets standards   Well above standards

Crowding

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	K Ingleside	0%	0%	0%	0%	-
	M Ocean View	0%	0%	0%	0%	-
Grid	29 Sunset	11%	0%	1%	0%	-
	54 Felton	0%	0%	0%	0%	-

Well below standards   Below standards   Meets standards   Well above standards
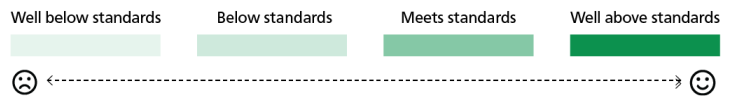
Oceanview-Ingleside (Continued)

Reliability

Headway Adherence

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Muni Metro	K Ingleside	83%	79%	89%	85%
Muni Metro	M Ocean View	84%	74%	85%	80%
Grid	29 Sunset	74%	78%	80%	83%
Grid	54 Felton	-	-	-	-
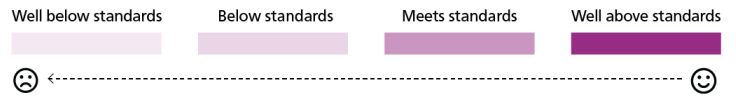
Well below standards	Below standards	Meets standards	Well above standards

On-Time Performance

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	K Ingleside	-	-	-	-	-
Muni Metro	M Ocean View	-	-	-	-	-
Grid	29 Sunset	-	-	-	-	-
Grid	54 Felton	62%	62%	65%	63%	-

Well below standards	Below standards	Meets standards	Well above standards

SoMa-Tenderloin

Service Delivery

Service Category	Route Name	% of Trips Filled		% of Hours Delivered	
		Weekday	Weekend	Weekday	Weekend
Rapid	14R Mission Rapid	99.3%	99.9%	97.7%	98.1%
	38R Geary Rapid	99.6%	99.9%	98.6%	99.2%
Frequent	14 Mission	98.9%	97.6%	97.4%	97.5%
	38 Geary	99.6%	99.7%	98.7%	98.2%
	49 Van Ness-Mission	99.4%	99.2%	98.2%	97.8%
Grid	12 Folsom-Pacific	100%	100%	98.9%	98.2%
	19 Polk	99.9%	99.9%	99.3%	98.3%
	27 Bryant	99.7%	99.3%	97.6%	98.7%
	31 Balboa	100 %	100%	99.3%	99.7%
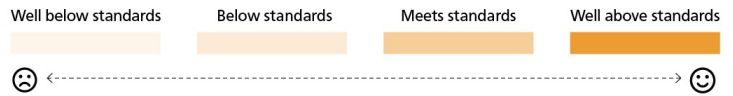
Well below standards	Below standards	Meets standards	Well above standards

☹ ←--→ ☺

Crowding

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	14R Mission Rapid	3%	0%	0%	0%	-
	38R Geary Rapid	5%	0%	2%	1%	-
Frequent	14 Mission	0%	0%	0%	0%	0%
	38 Geary	0%	1%	0%	2%	0%
	49 Van Ness-Mission	8%	0%	3%	0%	-
Grid	12 Folsom-Pacific	2%	0%	0%	0%	-
	19 Polk	2%	0%	1%	0%	-
	27 Bryant	0%	0%	0%	0%	-
	31 Balboa	1%	0%	0%	1%	-

Well below standards	Below standards	Meets standards	Well above standards

☹ ←--→ ☺
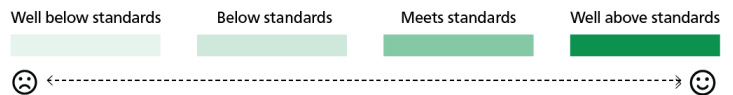
SoMa-Tenderloin (Continued)

Reliability

Headway Adherence

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Rapid	14R Mission Rapid	85%	82%	91%	80%
	38R Geary Rapid	88%	84%	88%	82%
Frequent	14 Mission	80%	67%	80%	72%
	38 Geary	78%	71%	75%	63%
	49 Van Ness-Mission	80%	80%	86%	81%
Grid	12 Folsom-Pacific	73%	72%	72%	72%
	19 Polk	83%	81%	80%	79%
	27 Bryant	84%	81%	87%	83%
	31 Balboa	-	-	-	-
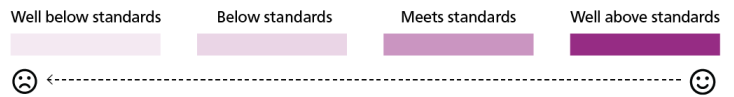
Well below standards	Below standards	Meets standards	Well above standards

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On-Time Performance

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	14R Mission Rapid	-	-	-	-	-
	38R Geary Rapid	-	-	-	-	-
Frequent	14 Mission	-	-	-	-	55%
	38 Geary	-	-	-	-	49%
	49 Van Ness-Mission	-	-	-	-	-
Grid	12 Folsom-Pacific	-	-	-	-	-
	19 Polk	-	-	-	-	-
	27 Bryant	-	-	-	-	-
	31 Balboa	66%	62%	69%	66%	-

Well below standards	Below standards	Meets standards	Well above standards

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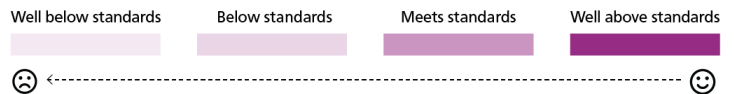
Treasure Island

Service Delivery

		% of Trips Filled		% of Hours Delivered	
Service Category	Route Name	Weekday	Weekend	Weekday	Weekend
Connector	25 Treasure Island	99.7%	99.7%	95.7%	96.2%
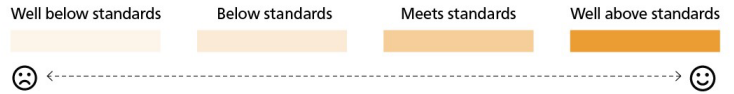
Well below standards   Below standards   Meets standards   Well above standards

Crowding

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Connector	25 Treasure Island	0%	0%	0%	0%	0%

Well below standards   Below standards   Meets standards   Well above standards
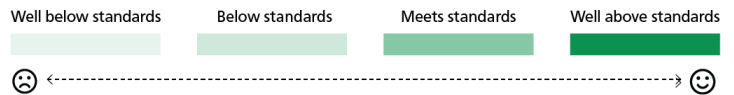
Reliability

On-Time Performance

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Connector	25 Treasure Island	66%	63%	55%	53%	59%

Well below standards   Below standards   Meets standards   Well above standards
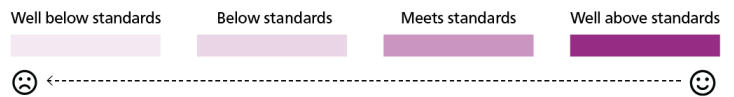
Visitacion Valley

Service Delivery

		% of Trips Filled		% of Hours Delivered	
Service Category	Route Name	Weekday	Weekend	Weekday	Weekend
Muni Metro	T Third	99.5%	99.2%	97.0%	98.0%
Rapid	9R San Bruno Rapid	99.7%	0.0%	98.6%	0.0%
Frequent	8 Bayshore	99.6%	99.9%	99.1%	99.2%
Frequent	9 San Bruno	99.7%	99.4%	98.7%	98.2%
Grid	29 Sunset	99.7%	99.6%	98.7%	98.7%
Connector	56 Rutland	100%	100%	96.2%	98.7%
Specialized	8AX Bayshore Express	-	-	97.7%	-
Specialized	8BX Bayshore Express	-	-	98.2%	-
Owl	90 San Bruno Owl	100%	100%	-	-
Owl	91 3rd St/19th Ave	98.8%	99.3%	-	-
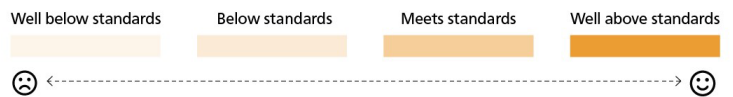
Well below standards — Below standards — Meets standards — Well above standards

Crowding

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	T Third	0%	0%	0%	0%	-
Rapid	9R San Bruno Rapid	0%	0%	0%	0%	-
Frequent	8 Bayshore	2%	0%	3%	0%	-
Frequent	9 San Bruno	1%	0%	1%	0%	-
Grid	29 Sunset	11%	0%	1%	0%	-
Connector	56 Rutland	0%	0%	0%	0%	-
Specialized	8AX Bayshore Express	5%	0%	0%	0%	-
Specialized	8BX Bayshore Express	3%	0%	0%	0%	-
Owl	90 San Bruno Owl	-	-	-	-	0%
Owl	91 3rd St/19th Ave	-	-	-	-	0%

Well below standards — Below standards — Meets standards — Well above standards
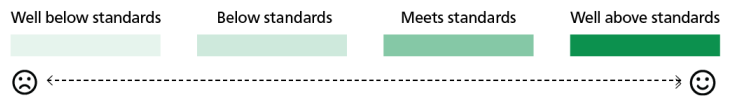
Visitacion Valley (Continued)

Reliability

Headway Adherence

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Muni Metro	T Third	88%	67%	88%	77%
Rapid	9R San Bruno Rapid	86%	0%	0%	0%
Frequent	8 Bayshore	80%	85%	81%	84%
	9 San Bruno	83%	77%	79%	79%
Grid	29 Sunset	74%	78%	80%	83%
Connector	56 Rutland	-	-	-	-
Specialized	8AX Bayshore Express	53%	39%	0%	0%
	8BX Bayshore Express	64%	41%	0%	0%
Owl	90 San Bruno Owl	-	-	-	-
	91 3rd St/19th Ave	-	-	-	-

Well below standards	Below standards	Meets standards	Well above standards

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On-Time Performance

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	T Third	-	-	-	-	-
Rapid	9R San Bruno Rapid	-	-	-	-	-
Frequent	8 Bayshore	-	-	-	-	-
	9 San Bruno	-	-	-	-	-
Grid	29 Sunset	-	-	-	-	-
Connector	56 Rutland	72%	50%	49%	56%	-
Specialized	8AX Bayshore Express	-	-	-	-	-
	8BX Bayshore Express	-	-	-	-	-
Owl	90 San Bruno Owl	-	-	-	-	60%
	91 3rd St/19th Ave	-	-	-	-	39%

Well below standards	Below standards	Meets standards	Well above standards

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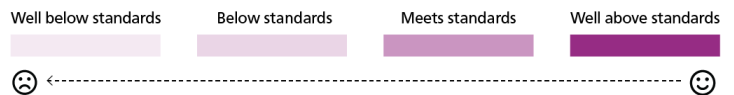
Western Addition

Service Delivery

Service Category	Route Name	% of Trips Filled		% of Hours Delivered	
		Weekday	Weekend	Weekday	Weekend
Rapid	5R Fulton Rapid	99.6%	0.0%	98.8%	0.0%
Frequent	7 Haight-Noriega	99.6%	100%	98.7%	98.8%
	22 Fillmore	99.0%	98.2%	96.7%	95.8%
	24 Divisadero	99.9%	100%	98.9%	98.5%
Grid	5 Fulton	99.3%	98.7%	97.9%	97.3%
	6 Parnassus	99.6%	98.3%	98.5%	94.7%
	21 Hayes	100%	100%	98.8%	97.8%
	31 Balboa	100%	100%	99.3%	99.7%
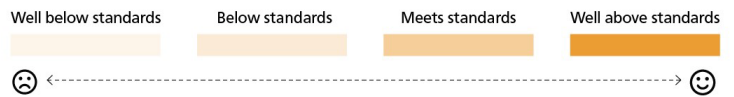
Well below standards	Below standards	Meets standards	Well above standards

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Crowding

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	5R Fulton Rapid	1%	1%	0%	0%	-
Frequent	7 Haight-Noriega	1%	0%	0%	0%	-
	22 Fillmore	6%	1%	5%	2%	-
	24 Divisadero	5%	0%	0%	0%	-
Grid	5 Fulton	2%	0%	2%	1%	-
	6 Parnassus	0%	0%	0%	0%	-
	21 Hayes	0%	0%	0%	0%	-
	31 Balboa	1%	0%	0%	1%	-

Well below standards	Below standards	Meets standards	Well above standards

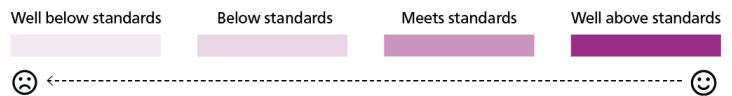☹ ←--→ ☺
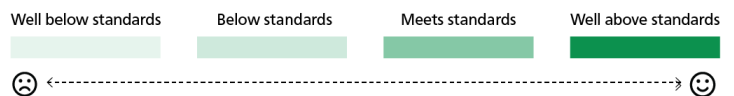
Western Addition (Continued)

Reliability

Headway Adherence

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Rapid	5R Fulton Rapid	86%	67%	0%	0%
Frequent	7 Haight-Noriega	85%	81%	87%	84%
	22 Fillmore	75%	73%	78%	80%
	24 Divisadero	85%	80%	90%	79%
Grid	5 Fulton	80%	70%	82%	68%
	6 Parnassus	-	-	-	-
	21 Hayes	-	-	-	-
	31 Balboa	-	-	-	-

Well below standards	Below standards	Meets standards	Well above standards

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On-Time Performance

Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	5R Fulton Rapid	-	-	-	-	-
Frequent	7 Haight-Noriega	-	-	-	-	-
	22 Fillmore	-	-	-	-	53%
	24 Divisadero	-	-	-	-	57%
Grid	5 Fulton	-	-	-	-	64%
	6 Parnassus	71%	61%	70%	64%	-
	21 Hayes	55%	64%	60%	51%	-
	31 Balboa	66%	62%	69%	66%	-

Well below standards	Below standards	Meets standards	Well above standards

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