MUNI SERVICE EQUITY STRATEGY REPORT

San Francisco Municipal Transportation Agency

Fiscal Year 2016-17 and 2017-18

SFMTA
Municipal
Transportation
Agency

April 2016

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Executive Summary

This report presents the first biennial SFMTA Equity Strategy called for in the Muni Service Equity Policy (Equity Policy) that was adopted by the SFMTA Board of Directors in May 2014. The strategy assesses Muni service performance in select low income and minority neighborhoods, identifies major Muni transit-related challenges impacting selected neighborhoods with community stakeholder outreach, and develops strategies to address the major challenges.

Equity Policy

The Equity Policy, in summary calls for The SFMTA to:

- Select neighborhoods based on percentage of low income households, private vehicle availability, race/ethnicity demographics, and disability status
- Analyze transit performance metrics for Muni routes serving these neighborhoods compared to peer Muni route performance including: on-time performance, service gaps, crowding, capacity utilization, travel times to key destinations, and customer satisfaction information.
- Establish a performance baseline for Muni routes serving each neighborhood
- Outline the top two-to-three Muni challenges and strategies to improve service performance.
- Conduct outreach to community stakeholders to confirm key Muni service issues.
- Prioritize resources to implement strategies as needed in conjunction with two year budget cycle.
- Implement identified strategies
- Repeat these steps over the course of a two-year cycle linked to the bi-annual budget process, updating the neighborhoods, performance baseline, challenges and strategies to improve service performance.

As this is the inaugural Equity Strategy, a few modifications to the approach outlined in the policy were made as the work progressed. In particular, routes heavily used by seniors and people with disabilities were also included in the needs analysis and strategies identification based on stakeholder outreach and feedback. In addition, as key challenges were identified, we choose to also identify work already underway that would address the challenge, in addition to identifying new strategies, as appropriate.

The Most Significant Service Improvements in Decades

The Equity Strategy work comes at a time when SFMTA has begun implementation of the most significant Muni improvements in decades. These efforts are improving transit performance for Equity Strategy populations of interest and all Muni customers. The improvements – which include replacement of our oldest bus fleet, increases in service frequency, a focused effort on proactive maintenance, and having full operator availability – have resulted in tangible improvements to our whole system already. We are now exceeding our service delivery goal of 98.5%, with almost 100% of service delivered in 2015. Also in the last 12 months, our on-time performance has improved by 7%, and in-service vehicle breakdowns decreased by 10%.

Outreach and Stakeholder Involvement

We formed the Equity Working Group to advise on the development and implementation of the Equity Policy and, in part, to fulfill conditions of the policy calling for community and stakeholder outreach. The group met at key milestones (approximately quarterly) from Fall 2014 to Spring 2016. Working Group members represent non-profit and community-based organizations that advocate in areas including public transportation, accessibility for seniors/people with disabilities, affordable housing, equity/social justice, and public health. We also made initial presentations to community-based organizations in the Bayview and Chinatown. We will build on and expand this outreach next year with additional neighborhood-based outreach.

Selection of Transit Routes

We identified transit routes to focus our analysis on by identifying Equity Strategy neighborhoods and routes heavily used by seniors and people with disabilities. To identify neighborhoods, we conducted geospatial analysis to identify neighborhoods in San Francisco that were higher than average on the following:

- Concentrations of households with low income.
- Concentrations of residents who identify with a race other than white.
- Zero household vehicle ownership.
- Concentrations of affordable and public housing developments.

We also reviewed recent survey data to identify Muni routes heavily used by persons of color and low-income transit riders. Based on the results of this analysis, we selected the following neighborhoods to focus our analysis on and identified all Muni routes providing service in the neighborhood.

- Bayview
- Chinatown
- Mission
- Excelsior-Outer Mission
- Tenderloin/South of Market (SoMa)
- Visitación Valley
- Western Addition

To identify the routes most heavily used by seniors and people with disabilities, we used Clipper data to identify the top fifteen routes with both the highest number of tags and the highest percentage of tags as a percentage of total daily ridership. We then analyzed 311 comments marked as ADA complaints to narrow down the lines that were the highest across all four metrics.

Transit Performance Analysis

We used large data sets to analyze transit performance for identified routes using the following metrics:

- **On-Time Performance**
- **Service Gaps**

- **Crowding**
- **Transit Travel Time Competitiveness (relative to driving)**
- **Accessibility-Related Customer Complaints**

Key Needs and Recommended Strategies

We identified two to three key needs for each neighborhood and for routes heavily used by seniors and people with disabilities based on where data revealed underperformance relative to peer lines. We were not looking to develop strategies that could address every single challenge for transit performance in the neighborhoods, but rather focus on a few actionable strategies that could be implemented quickly and are expected to make a significant difference in the reliability and quality of service.

In many cases, some identified needs were already going to be addressed through work SFMTA had underway, particularly through Muni Forward implementation. These strategies were documented through this process and proved to affirm the Muni Forward investment framework when analyzed from a neighborhood-based lens. In other cases, our data analysis was able to uncover needs and responsive strategies that were not captured through Muni Forward investments, indicating the complementary way these two efforts have identified transit service improvements. The following are FY 17-18 strategies along with work that is already underway specific to each neighborhood and accessibility.

Table 1. Bayview Neighborhood Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve service reliability on the K-T line from Downtown towards the Bayview	*AM/PM peak service increases for T line, Fall 2015*	Redesign weekday rail schedule, with running time adjustments
	St. Francis Circle signal reliability improvements	Address train congestion at West Portal and 4th & King through train signal and traffic management investments
	Improve signal priority and transit safety on 3rd Street	
Address schedule delays that are impacting reliability on the 23 Monterey toward Bayview	*Minor schedule adjustment, Apr 2015*	Run on Industrial and Palou instead of deviating to Produce Market; reinvest travel time to improve on-time performance
	St. Francis Circle signal reliability improvements	
Improve service reliability and reduce crowding on the 29 Sunset	*AM service added, Jan 2015*	Increase peak period service in FY17 on the 29 Sunset
	Midday service increases, Apr 2015	
	Operator restrooms built on either end of the route. Previously, operators were directed off route to use the facilities, leaving a gap in service.	

Table 2. Chinatown Neighborhood Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Reduce crowding on Routes 1, 30, and 45	Assign 60 ft buses to 30 Stockton short line between Van Ness/North Point and Caltrain, Apr 2016	Assign 60ft buses to 30 Stockton long line between Marina and Caltrain
	Add more peak service on the 1 California peak periods, Apr 2016	
	Construct Muni Forward project on Stockton and Columbus	
Improve service reliability on 8 Bayshore	*Increased service and adjusted schedule on 8/8AX/8BX, Apr 2015*	Begin increased use of non-freeway route in AM Peak after Potrero construction is completed
	Signal priority along 8 Bayshore corridor, Fall 2013	Develop capital project to improve transit and walking conditions on Kearny
		Create transit/pedestrian street on lower Stockton
		Longer-term: SFMTA is partnering with MTC and SFCTA on freeway managed lanes project

Table 3. Excelsior-Outer Mission Neighborhood Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve service reliability in the outbound direction for the 14 Mission, 14X, and 49 Van Ness-Mission (14R OTP is strong)	*Oldest vehicles retired, Jan 2015*	Pending the effectiveness of improvements underway and completed, no additional recommendations
	Phase out 40ft trolley buses on Mission Street as new 60ft trolley buses arrive	Longer-term SFMTA is partnering with MTC and SFCTA on freeway managed lanes project (14X)
	Construct 14 Mission Muni Forward Project for Inner and Outer Mission Corridor; Inner Mission project completion expected Apr 2016	
Improve service reliability and reduce crowding on the 29 Sunset	*AM trippers added, Jan 2015*	Increase peak period service in FY17 on the 29 Sunset
	Midday service increases, Apr 2015	
	Operator restrooms built on either end of the route. Previously, Operators were directed off route to use the facilities, leaving a gap in service	

Table 4. Inner Mission Neighborhood Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve reliability of 9/9R San Bruno	*9/9R San Bruno restructuring and service increase, Fall 2015*	Pending the effectiveness of improvements underway and completed, no additional recommendations
	Construct Muni Forward project on Potrero (underway), 11th St and Bayshore	
Improve reliability for 27 Bryant	*Permanent reroute for 27 to avoid SoMa freeway, Apr 2015*	Implement travel time and reliability toolkit north of Market Street where 27 Bryant travel time is slowest
	Schedule adjustment for 27 implemented, Apr 2015	
Improve reliability for 12 Folsom Pacific	Folsom Pedestrian and Transit Improvements (Inner Mission)	Implement Rincon Hill Recommendations to reroute the 12 Folsom
	Signal Priority on 2nd St. and Sansome	Vet a more direct route to 24th Street BART Station
	Extend Sansome contraflow lane to Broadway	

Table 5. Tenderloin-SoMA Neighborhood Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve service reliability on the 19 Polk, 27 Bryant, 31 Balboa, and 47 Van Ness	*Permanent reroute for 27 to avoid SoMa freeway, Apr 2015*	Adjust schedule for the 19 Polk (to address congestion variability through Tenderloin)
	Schedule adjustment for 27 implemented, Apr 2015	Shorten 19 Polk at SFGH proposed to reduce crowding and improve OTP, part of proposed 19/48 reroute (outreach planned Winter 2016)
	Bus bulbs and signal priority added to Polk Street complete streets project	Add bus bulbs on 31 Balboa in Tenderloin as part of DPW curb ramp project
		Rebuild 47 schedule and run on Townsend instead of Harrison and Bryant
		Implement travel time and reliability toolkit north of Market Street where 27 Bryant travel time is slowest
Reduce crowding on 38R Geary Rapid in the PM peak	*Service increase for 38R, Apr 2015*	Reinvest travel time savings from Phase 1 of Geary BRT into increased peak period service
	Transit signal priority added to the 38 Geary	

Table 6. Visitación Valley Neighborhood Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve reliability on the 8 Bayshore routes, and reduce crowding on 8AX inbound	*Increased service and adjusted schedule on 8/8AX/8BX, Apr 2015*	Begin increased use of non-freeway route in AM Peak after Potrero construction is completed
	Signal priority along 8 Bayshore corridor, Fall 2013	Develop capital project to improve transit and walking conditions on Kearny
		Create transit/pedestrian street on lower Stockton
Improve service reliability on 9/9R San Bruno Rapid	*9/9R San Bruno restructuring and service increase, Fall 2015*	Pending the effectiveness of improvements underway and completed, no additional recommendations
	Construct Muni Forward project on Potrero (underway), 11th St, Bayshore	
	Construct Muni Forward transit and pedestrian project on San Bruno (outreach underway)	

Table 7. Western Addition Neighborhood Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve service reliability on the 7R Haight-Noriega and 5 Fulton local in PM peak period	5R Fulton Rapid implementation	All day rapid service and service increases recommended for 7R Haight-Noriega in 2017
	Red carpet lane on Haight from Buchanan to Market, Oct 2014	Gap management for 7R Outbound
	Schedule adjustment on 7/7R Haight-Noriega, Sept 2015	Implement 5 Fulton Muni Forward Project on McAllister, Central, Fulton
	7 Haight-Noriega Muni Forward Project on Haight St. (under construction)	
Faster transit times to key destinations, such as SFGH and City College	*9/9R San Bruno restructuring and service increase, Fall 2015*	Add transit signal priority on Fillmore Street
	22 Fillmore service increase, Fall 2015	
	Implement 9R San Bruno and 22 Fillmore Muni Forward Project on 16th and Potrero streets, including dedicated transit lanes	

Table 8. Routes Heavily Used by Seniors and People with Disabilities Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve reliability of 31 Balboa Outbound	Service increase and schedule adjustment on 31 Balboa during PM Peak, Apr 2016	Add bus bulbs on 31 Balboa in Tenderloin as part of DPW curb ramp project
Improve service reliability on 9/9R San Bruno Rapid	*9/9R San Bruno restructuring and service increase, Fall 2015*	Pending the effectiveness of improvements underway and completed, no additional recommendations
	Construct Muni Forward project on Potrero (underway), 11th St, and Bayshore	
	Construct Muni Forward transit and pedestrian project on San Bruno (outreach underway)	
Improve reliability and increase capacity on 14 and 14R to address pass-ups and lack of priority seating	*Oldest vehicles retired, Jan 2015*	Pending the effectiveness of improvements underway and completed, no additional recommendations
	Phase out 40ft trolley buses on Mission Street as new 60ft trolley buses arrive	
	Construct 14 Mission Muni Forward Project for Inner and Outer Mission Corridor; Inner Mission project completion expected Apr 2016	
Improve reliability and capacity on 38 and 38R to address pass-ups and lack of priority seating	*Service increase for 38R, Apr 2015*	Reinvest travel time savings from Phase 1 of Geary BRT into increased peak period service
	Transit signal priority added to the 38 Geary	

Costs

The strategies we have identified include both work already underway as well as new strategies that are recommended to advance going forward as a result of the Equity Strategy analysis. Costs for these strategies will be incorporated into SFMTA's Fiscal Year 2016/17 and 2017/18 budget.

With respect to capital strategies already underway, the SFMTA's five-year financially constrained Capital Improvement Program (CIP) includes many capital projects that provide significant benefits to Equity Strategy neighborhoods. In total, the 5 year CIP includes almost $3 billion dollars of investment that will benefit the Equity Strategy's focus populations. The largest expenditure is for Central Subway, which will benefit Chinatown most directly, as well as the Bayview and Visitacíon Valley. The second largest investment is the bus fleet replacement, which replaces our entire current fleet with cleaner, quieter and more reliable vehicles by 2019.

Table 9. Incremental Capital Improvement Projects

NEIGHBORHOOD	ROUTE	PROJECT DESCRIPTION	COST (IN MILLIONS)
Bayview, Visitación Valley	T	Redesign the Train Interlock at 4th/King	$1.4
Accessibility, Tenderloin/ SoMa	31	Add bus bulbs on 31 Balboa in Tenderloin as part of DPW curb ramp project	$1.4
Tenderloin/SoMa/Inner Mission	27	Implement travel time and reliability toolkit north of Market St where travel time is slowest along 27 route	$6.9
Western Addition	22	Add transit signal priority on Fillmore St. from Beach to Church	$0.75**
Accessibility, Chinatown, Visitación Valley	8, 8AX, 8BX	Create transit/pedestrian street on lower Stockton	$10.5
Accessibility, Chinatown, Visitación Valley	8, 8AX, 8BX	Develop capital project to improve transit and walking conditions on Kearny	$0.3*
TOTAL			**$21.3M**

** initial funding for outreach and preliminary engineering only*

*** embedded in larger TSP project in CIP*

With respect to new strategies, new capital strategies costs total $21 million and the costs are detailed in Table 9. While service strategies are expected to cost $11.7 million annually as shown in Table 10, they will be offset by efficiency investments such as travel time savings from Muni Forward and the identification and elimination of unproductive routes or route segments.

Table 10. Service Improvement Projects for FY 2017-2018

NEIGHBORHOOD/ TARGET	ROUTE	PROJECT DESCRIPTION	COST (IN MILLIONS)
Bayview	23	Run on Industrial and Palou instead of deviating to Produce Market; Reinvest travel time to improve on-time performance	Neutral
Bayview, Excelsior-Outer Mission	29	Increase peak period service on the 29 Sunset	$0.25
Inner Mission	12,10	Implement Rincon Hill Recommendations to reroute the 12 Folsom and increase peak frequency on the 10 Townsend to address the Pacific Avenue segment that would lose the 12 Folsom service. Vet a more direct route to 24th Street BART Station	$1.6 in savings
Bayview	KT	Redesign rail schedule, including running time adjustments	TBD*
Citywide Accessibility, Chinatown, Visitación Valley	8, 8AX, 8BX	Begin increased use of non-freeway route in AM Peak after Potrero Muni Forward construction is completed	Neutral
Tenderloin/ SoMa	19	Schedule adjustments for 19 Polk (to address congestion variability through Tenderloin)	TBD*
Tenderloin/ SoMa	47	Rebuild 47 schedule and run on Townsend instead of Harrison and Bryant	$0.18 in savings
Potrero Hill/Mission	19, 48, 58	Shorten 19 Polk at SFGH to reduce crowding & improve OTP. This is part of the proposed 19/48 reroute that would also create a new 58 24th Street route and increase service to Caltrain in the Dogpatch.	$7.1
Western Addition	7R and 6	All day rapid service and service increases recommended for 7R Haight-Noriega in 2017. Cost estimate includes a peak period service reduction from every 12 to 10 minutes on the 6 Parnassus.	$2.7
Tenderloin/ SoMa	38R	Reinvest travel time savings from Phase 1 of Geary BRT into increased peak period service	Neutral
Reinvested in Travel Time Savings		Network wide	$2.3 in savings
Service Efficiencies		Network wide to be determined	$5.97 in savings
TOTAL			**COST NEUTRAL**

Next Steps

This report is our inaugural Equity Strategy, but the work we initiated in the last two years will continue. In the coming years, we will:

- Implement Recommended Strategies: Some route change strategies recommended here may require Title VI analysis before implementation. In these cases, following additional outreach, staff will bring any relevant major services changes to the SFMTA Board with an accompanying analysis for approval.
- Continue and Expand Outreach: In addition to continuing to meet with the Equity Working Group, in the next year we will begin community-based outreach to seek further input on key needs across all Equity Strategy neighborhoods. This work is expected to include collaboration with several community-based organizations to conduct targeted outreach. We plan to distill our data analysis on key needs to lay-person friendly messages and graphics. Through this outreach, we hope to learn where our data-based findings are confirmed by lived experiences (as well as any departures) so future Equity Strategy needs identification can respond accordingly.
- Repeat Process Every Two Years. With each subsequent two-year budget process, we will report back to the SFMTA Board with updated transit performance data and new responsive strategies. Over time, we hope to see that transit performance in Equity Strategy neighborhoods and for seniors and people with disabilities is on par with our system average, which we also expect to improve year over year.

Foreword

In San Francisco, you can get just about anywhere on Muni. Our transit network is robust and provides excellent coverage across the city. But key aspects of our system – on-time performance, reliability, crowding – continue to be prime for improvement. In the last year we have made tremendous strides in these areas by implementing Muni Forward, a comprehensive transit improvement program. We increased Muni service by 10 percent and placed 140 new transit vehicles in service. We hired more than 700 new operators and increased frequency on 27 routes. We installed seven miles of new transit-only lanes and upgraded 400 traffic signals to give Muni riders the green light. These investments are already paying off – on-time performance has improved by 7 percent in the past 12 months.

Still, we know there's room for improvement. We know that Muni performs better in some neighborhoods than others. In San Francisco, low-income households comprise 51 percent of Muni customers but just 31 percent of San Francisco households overall. For many of these households, Muni is a lifeline. It provides the only option to get to work, school, the grocery store and the doctor. The SFMTA already has programs that provide free and discounted fares to low-income households, but until recently we did not have a policy focused on equity in Muni transit performance. We do now. The Service Equity Policy, adopted in May 2014, is a first-of-its-kind approach to use equity as a lens to understand and correct transit performance disparities.

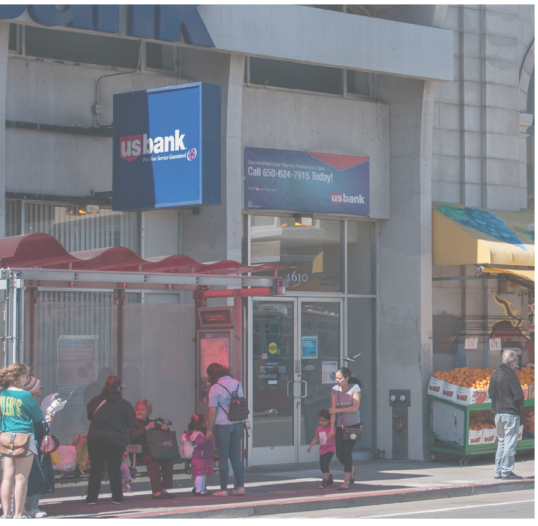
This first Equity Strategy report summarizes our foundational work and the strategies we developed to respond to key transit needs in neighborhoods with high-concentrations of low-income households and people of color. It also outlines our citywide approach to address the needs of seniors and people with disabilities. These strategies—things like more frequent service, re-routing segments of transit lines, or "red carpet" transit-only lanes – will all be funded in the next SFMTA budget, which covers two fiscal years. We will implement them, review the data to determine our success, and identify the next set of strategies to fund in the following budget cycle.

I want to extend a sincere thank you to the advocates involved in the Muni Equity Working Group who brought the interests of transit riders, seniors, people with disabilities, equity, and public health to work with us to craft this policy and shepherd the first steps of its implementation. We look forward to building on this engagement as we embark on neighborhood-based outreach in the coming year.

I am so proud of this work we have begun to improve equity in transit performance. I look forward to seeing the benefits it will bring to people's lives.

Ed Reiskin

1 INTRODUCTION



1 Introduction

In May 2014, the SFMTA Board of Directors adopted the Muni Service Equity Policy (Equity Policy), a first of its kind policy to establish a proactive process for SFMTA to identify and correct transit performance disparities. The policy was crafted in partnership with advocates representing public transportation, seniors, people with disabilities, affordable housing, equity/social justice, and public health. These advocates--the Equity Working Group--have guided us in the development of this report, our inaugural Equity Strategy. Full text of the Equity Policy can be found in the Appendix (see Appendix A).

The Equity Policy calls for us to:

- Select neighborhoods based on percentage of low income households, private vehicle availability, race/ethnicity demographics, and disability status
- Analyze transit performance metrics for Muni routes serving these neighborhoods compared to peer Muni route performance including: on-time performance, service gaps, crowding, capacity utilization, travel times to key destinations, and customer satisfaction information.
- Establish a performance baseline for Muni routes serving each neighborhood
- Outline the top two-to-three Muni challenges and strategies to improve service performance.
- Conduct outreach to community stakeholders to confirm key Muni service issues.
- Prioritize resources to implement strategies as needed in conjunction with two year budget cycle.
- Implement identified strategies
- Repeat these steps over the course of a two-year cycle linked to the biannual budget process, updating the neighborhoods, performance baseline, challenges and strategies to improve service performance.

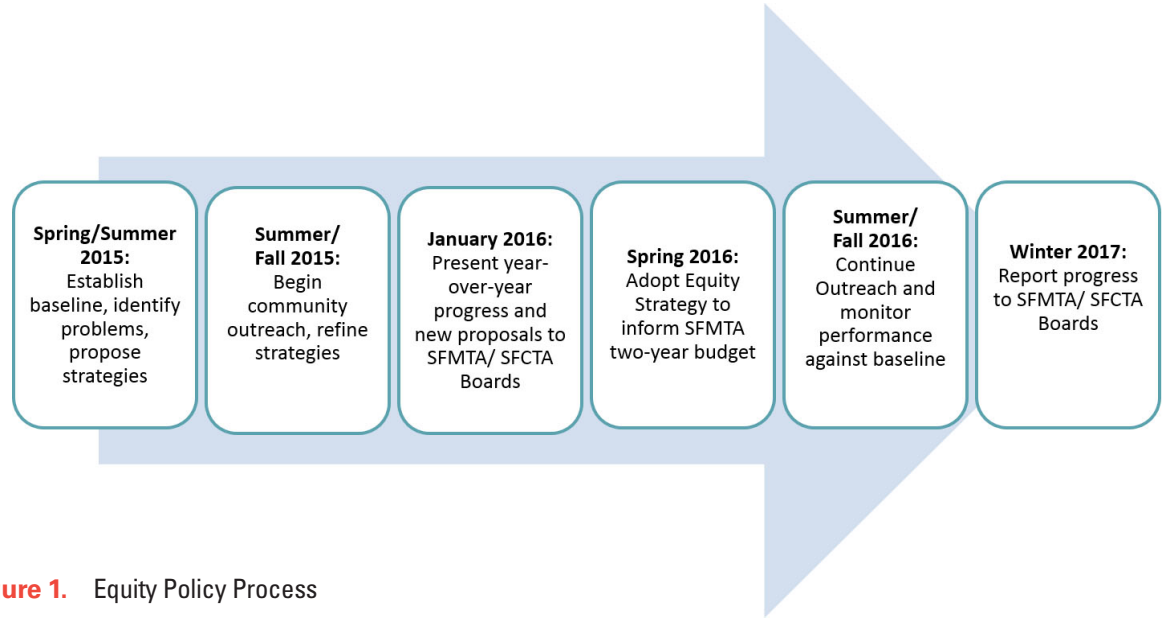


Figure 1. Equity Policy Process

As this is the inaugural Equity Strategy, a few modifications to the approach outlined in the policy were made as the work progressed. In particular, routes heavily used by seniors and people with disabilities were also included in the needs analysis and strategies identification based on stakeholder outreach and feedback.

This work comes at a time when SFMTA has begun implementation of the most significant Muni improvements in decades that are already paying off. These efforts are improving transit performance for Equity Strategy populations of interest and all Muni customers. The improvements – which include replacement of our oldest bus fleet, increases in service frequency, a focused effort on proactive maintenance, and having full operator availability – have resulted in tangible improvements to our whole system already. We are now exceeding our service delivery goal of 98.5%, with almost 100% of service delivered in 2015. Also in the last 12 months, our on-time performance has improved by 7%, and in-service vehicle breakdowns decreased by 10% (see Muni Performance Trends System-wide for more details).

This report documents the initial work we have done to build on these performance trends and to fulfill the Equity Policy. The report is organized into the following chapters:

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

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

Chapter 3: Performance Findings and Strategies, presents the results of our data-driven analysis. It then describes strategies underway or recently implemented as well as new strategies we have identified to address the key needs revealed by the data for each Equity Strategy neighborhood:

- Bayview
- Chinatown
- Excelsior-Outer Mission
- Inner Mission
- Tenderloin-South of Market
- Visitación Valley
- Western Addition

This chapter also includes key needs and responsive strategies to improve performance on routes heavily used by seniors and people with disabilities.

Chapter 4: Strategy Summary and Costs, summarizes the new strategies identified as a result of the work and their implementation costs that will be funded in SFMTA's two-year budget.

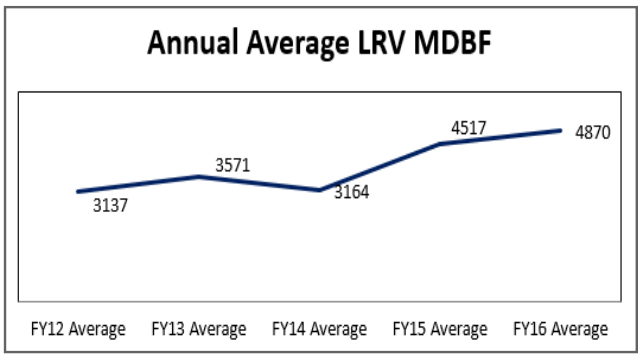
Chapter 5: Next Steps, explains how we will build on this work in the coming years through additional outreach and regular performance monitoring and strategy updates.

Muni Performance Trends System-wide

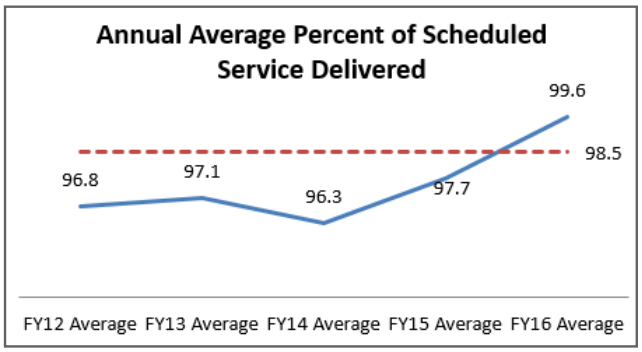
The Most Significant Service Improvements in Decades are Already Paying Off!

In the last twelve months, focused system-wide investments have resulted in four accomplishments we are very proud of.

1. Our on-time performance increased seven percent. We also saw improvements specifically in the late night and Owl time periods where lower frequency makes on-time performance that much more critical for our customers.
2. Our in-service breakdowns decreased by ten percent. This is due to concerted investments in maintenance as well as adding 140 new buses into service and retiring some of our oldest buses.
3. We delivered nearly 100% of scheduled service. This exceeds our performance goal to deliver 98.5% of service, and is attributable to ending a decades-long operator shortage.
4. We are implementing historic increases in service through Muni Forward. Over 220,000 of hours have been added to the system to address crowding and running time deficiencies.



** Mean Distance Between Failures ((MDBF)*



And we are not done yet

In 2016, we will:

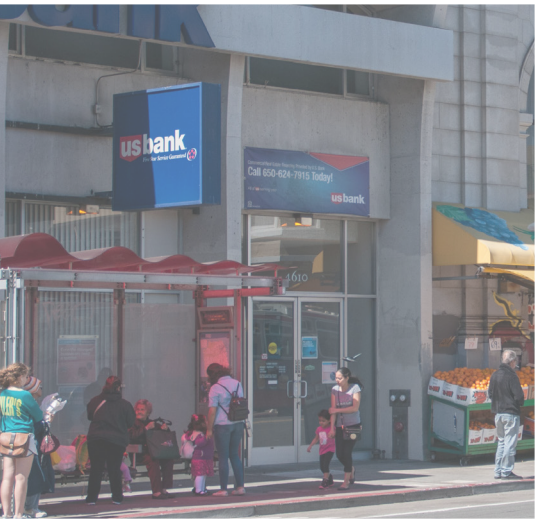
- Continue our focus on improving maintenance and reducing vehicle delays
- Open the Transit Management Center (TMC), a state-of-the-art facility that centralizes our tools to manage operations. The TMC will allow better and faster deployment of supervision resources and better coordination with traffic management resources through dedicated Parking Control officers.
- Implement a new operator training program and technology improvements. For example, operators will have access to real-time information to indicate how on time they are, allowing them to adjust accordingly.
- Roll out another 110,000 hours of additional service through Muni Forward which we expect to result in further reductions in crowded lines.

Continuing challenges

In the last 12 months, some areas have continued to pose challenges for Muni performance

- PM Peak on-time performance decreased and service gaps increased. This trend was most evident on routes headed away from Downtown.
- Rail service on-time performance is less strong. While overall on-time performance increased, this trend was most evident in bus performance, while on-time performance on the Muni rail network was less strong, in part due to the complexities of mixing on-street operations with the shared Market Street subway.
- Routes operating on freeways experience high travel time variability. With the recent economic upswing, freeway congestion has increased, making our buses that travel on highways (e.g. 8 Bayshore) more vulnerable to high rates of travel time variability.
- Construction impacts on Muni service reliability. Construction often requires temporary closures of travel lanes that decreases roadway supply, squeezing buses and cars into fewer lanes, which in some cases appears to have muted the benefits we were expecting for some recently implemented improvements.

2 APPROACH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2 Approach

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

- Conducting outreach and stakeholder involvement to guide us in each step of the process
- Defining Equity Strategy neighborhoods
- Identifying routes heavily used by seniors and people with disabilities
- Conducting data analysis to understand how transit serving the above Equity Strategy populations of interest compared to peer routes
- Establishing baseline trends to use to track year over year progress
- Determining key transit service needs and recommending responsive strategies

Outreach and Stakeholder Involvement

We formed the Equity Working Group to advise on the development and implementation of the Equity Policy. The group met at key milestones (approximately quarterly) from Fall 2014 to Spring 2016. Working Group members represent non-profit and community-based organizations that advocate in areas including public transportation, accessibility for seniors/people with disabilities, affordable housing, equity/social justice, and public health. We also made initial presentations to community-based organizations in the Bayview and Chinatown. We will build on and expand this outreach next year with additional neighborhood-based outreach, described further in the closing chapter of this report. Finally, in compliance with the Equity Policy, we also presented this work's findings and recommendations for input to the SFMTA Board, the SFMTA Citizens Advisory Committee, the San Francisco County Transportation Authority (SFCTA) Board, and the SFCTA Citizens Advisory Committee.

Equity Strategy Neighborhood and Key Routes Selection

We identified neighborhoods to focus our analysis on with geospatial analysis using the following criteria. These criteria included those identified in the Equity Policy as well as others determined in consultation with the Equity Working Group that were helpful in honing in on a discrete set of neighborhoods.

- **Concentration of households with low-income.** We defined low-income as incomes that are below 200% of the federal poverty rate, consistent with SFMTA's requirements for the low-income lifeline Muni Pass. The qualifying income depends on household size as shown in Table 11. We then identified census tracts with higher than the City average percent of households with low-income (31%)[1] .
- **Concentration of residents who identify with a race other than white.** Using Census Bureau racial group definitions, we identified census tracts that had a higher than city

Table 11. Lifeline Muni Pass Qualifying Income

HOUSEHOLD SIZE	ANNUAL INCOME
1	$23,540
2	$31,860
3	$40,180
4	$48,500
5	$56,820
6	$65,140
7 or more	$8,320, for each additional household member

1 Using American Community Survey 2013 5-year estimates.

Figure 2. Low Income Census Tracts

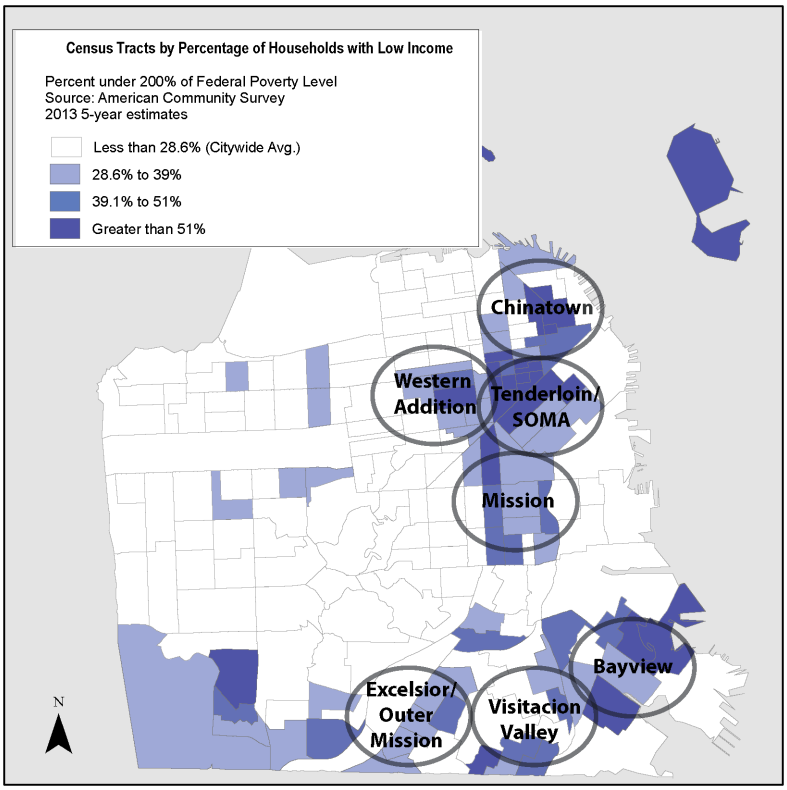
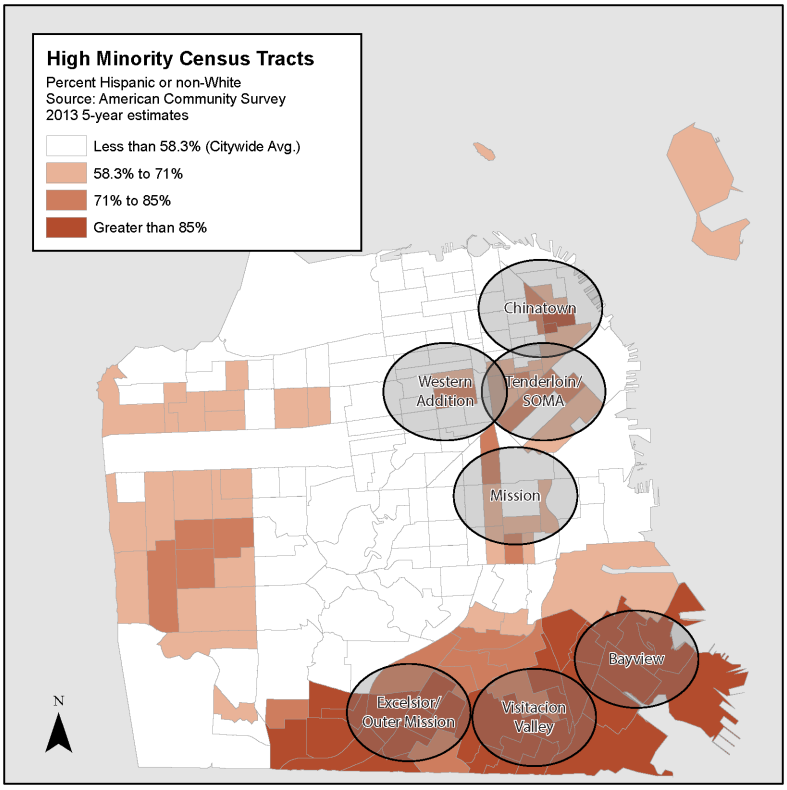


Figure 3. Minority Census Tracts



average percent of residents who identify with a race other than white (58.3%)[2]. This included residents who identify as American Indian, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Pacific Islander, or identify with two or more races.

- **Private vehicle ownership.** The intent of this criterion was as a proxy to identify households who are dependent on public transportation as their primary or only means of transportation. We identified census tracts with higher than the San Francisco average of 20.4% who reported not owning any household vehicles[3].
- **Concentration of affordable and public housing developments** (including federal housing sites)**.** San Francisco's Mayor's Office of Housing provided appropriate data for this criterion.
- **Muni routes heavily used by persons of color and low-income transit riders.** We used data from the Muni Transit Passenger Demographic Survey[4] to identify routes where the total ridership had higher levels of people of color and low-income riders than the Citywide average.

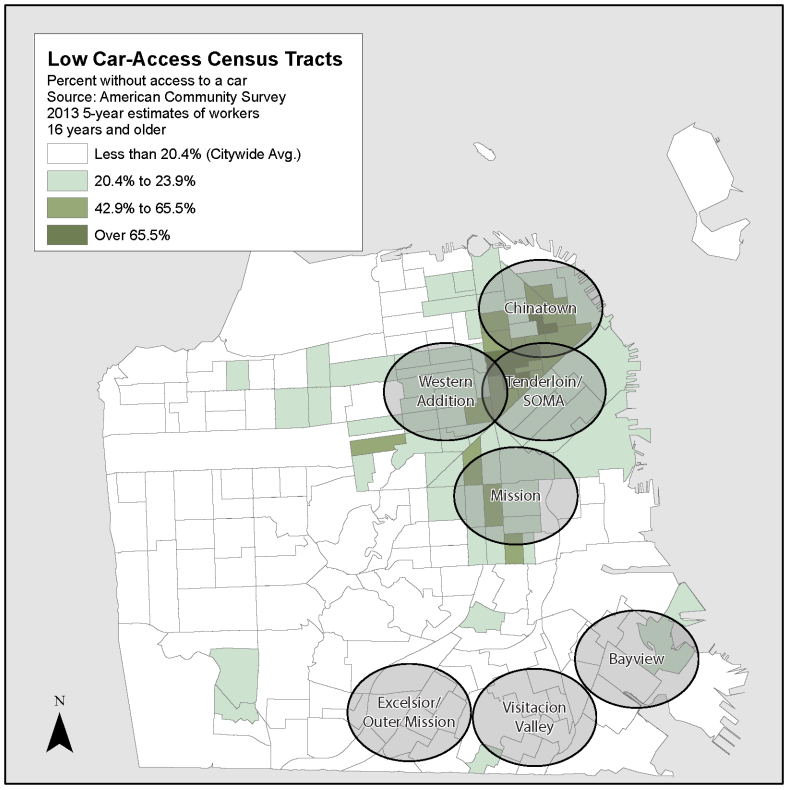
We also considered including neighborhoods with a higher than average concentration of seniors, but the concentrations did not correlate with the above metrics. Instead, we identified routes heavily used by

2 Ibid.

3 Ibid.

4 *Muni Transit Passenger Demographic Survey,* 2014, a comprehensive survey as a part of a regional effort to collect consistent demographic and socioeconomic data for all the region's transit riders. Data collected included race/ethnicity, age, household income, and vehicle availability.

Figure 4. Low Car-Access Census Tracts



seniors and people with disabilities as basis to understand key needs (see following section).

We then selected neighborhoods with the highest concentrations of each of the above criterion as Equity Strategy Neighborhoods, primarily relying on pre-existing neighborhood boundary definitions used by the San Francisco Planning Department (SF Planning)[5]. Ultimately, the following neighborhoods were identified in collaboration with the Working Group:

- Bayview
- Chinatown
- Mission
- Excelsior-Outer Mission

5 San Francisco Planning Department Neighborhood Definitions <http://www.sf-planning.org/index.aspx?page=1654>

Table 12. Neighborhood Transit Routes and Routes Heavily Used by Seniors and People with Disabilities

CITYWIDE ACCESSIBILITY	BAYVIEW	CHINATOWN	EXCELSIOR/ OUTER MISSION	INNER MISSION	TENDERLOIN/ SOMA	VISITACIÓN VALLEY	WESTERN ADDITION
8 Bayshore	19 Polk	1 California	8/8AX/8BX Bayshore Express	9 San Bruno	12 Folsom	8/8AX/8BX Bayshore Express	5 Fulton
9 San Bruno	23 Monterrey	8/8AX/8BX Bayshore	14 Mission	12 Folsom	14 Mission	9 San Bruno	5R Fulton Rapid
9R San Bruno	29 Sunset	10 Townsend	14R Mission Rapid	14 Mission	19 Polk	9R San Bruno	6 Parnassus
14 Mission	24 Divisadero	12 Folsom	14X Mission Express	14R Mission Rapid	27 Bryant	56 Rutland	7 Haight/ Noriega
14R Mission Rapid	44 O'Shaughnessy	30 Stockton	29 Sunset	22 Fillmore	31 Balboa	T-Third	7R Haight/ Noriega Rapid
30 Stockton	54 Felton	45 Union/ Stockton	43 Masonic	27 Bryant	38 Geary	90 Owl	21 Hayes
31 Balboa	T-Third	91 Owl	49 Mission/Van Ness	33 Stanyan	38R Geary	91 Owl	22 Fillmore
38 Geary	91 Owl		52 Excelsior	48 Quintara	49 Van Ness Mission		24 Divisadero
38R Geary Rapid			91 Owl	49 Mission/Van Ness	47 Van Ness		31 Balboa
49 Mission/Van Ness				55 Mission Bay			

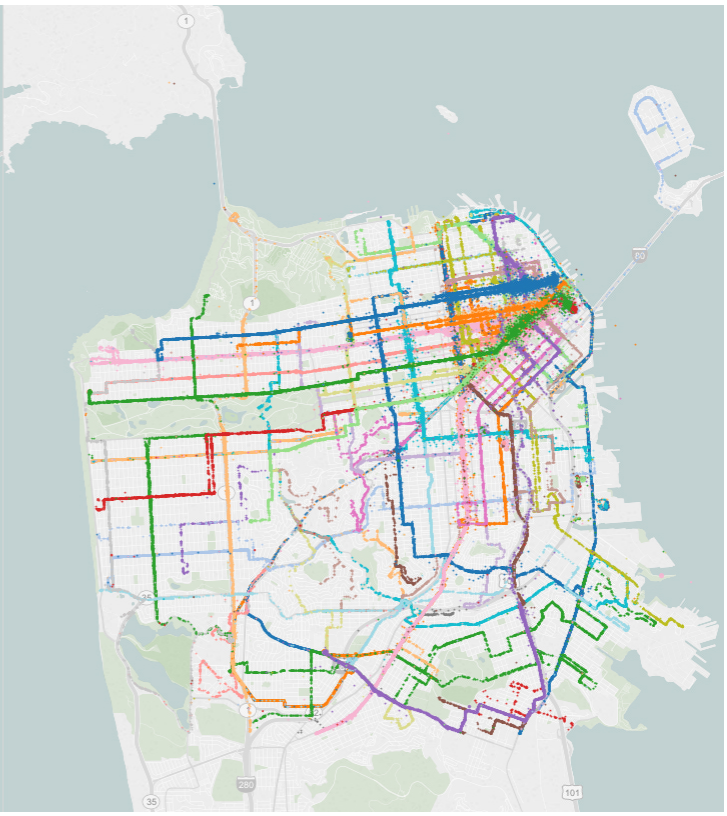
- Tenderloin/South of Market (SoMa)
- Visitación Valley
- Western Addition

Figure 2-Figure 4 present maps showing the results of this geospatial analysis, with the Equity Strategy neighborhoods highlighted. While distinct neighborhoods, the Excelsior and Outer Mission and the Tenderloin and SoMa were placed together based on Working Group guidance. The neighborhoods' proximity to one another and shared demographic characteristics make for similar needs and use of the transit network.

Most routes traversing within a neighborhood were selected as key neighborhood routes, even though some that run through the neighborhood may be less important than others in serving neighborhood travel needs (see Table 12). As the SFMTA conducts more community outreach in each of these neighborhoods in the next phase of work, we hope residents will advise us on the most critical routes for neighborhood access to key destinations.

Figure 5. Senior Clipper Tags

Figure 6. RTC Clipper Tags



Routes Heavily Used By Seniors and People with Disabilities Identification

We used Clipper Card tag data to identify the routes most heavily used by seniors and people with disabilities. We were able to hone in on seniors and people with disability tags because special Clipper fare products exist for both populations–Senior Clipper and Regional Transit Connection (RTC) Clipper (RTC Clipper is a discounted transit pass available to people with

disabilities)[6]. For both Senior Clipper and RTC Clipper, we created a visualization of tags (see Figure 5-Figure 6) as well as identified the top fifteen routes with both the highest number of tags and the highest percentage of tags as a percentage of total daily ridership (see Table 13).

Based on the most commonly highly ranked lines across these four metrics, as well as data from 311 comments marked as ADA relevant, we selected the following nine routes as the most important to focus our accessibility analysis for seniors and people with disabilities on:

- 8 Bayshore
- 9 San Bruno
- 9R San Bruno Rapid
- 14 Mission
- 14R Mission Rapid
- 30 Stockton
- 31 Balboa
- 38 Geary
- 38R Geary Rapid

Table 13. Top Route for Senior and RTC Tags

RANK (TOP 15)	MOST SENIOR CLIPPER TAGS	MOST SENIOR CLIPPER TAGS AS %-AGE OF RIDERSHIP	MOST RTC TAGS	MOST RTC TAGS AS A %-AGE OF RIDERSHIP
1	8	56	49	90
2	30	8	14	33
3	38R	8AX	38R	6
4	1	8BX	38	35
5	38	39	14R	49
6	49	30	8	14R
7	14	66	22	31
8	14R	14X	30	14
9	45	1	1	22
10	22	45	F	38
11	29	38	31	21
12	44	38R	24	9R
13	31	57	9	38R
14	8BX	14R	6	19
15	N	12	N	24

The areas of San Francisco covered by these lines, traversing the northern and eastern areas of the City, are consistent with demographic and geographic information from the Department of Aging and Adult Services' report assessing the needs of seniors and adults with disabilities in 2012[7]. We will continue to collect feedback on this route selection during the outreach process and may modify the routes in updates to the Equity Strategy to include routes traveling through key destinations for seniors and people with disabilities, such as hospitals.

Transit Performance Analysis

We selected and operationalized six metrics to focus our analysis on. These metrics made use

6 Note this analysis would exclude Seniors paying with cash fares but would include Seniors with Clipper monthly pass or Seniors with Senior Clipper card paying on a per ride basis.

7 Department of Aging and Adult Services Office on the Aging. Assessment of the Needs of San Francisco Seniors and Adults with Disabilities. April 2012 (http://www.sfhsa.org/asset/ReportsDataResources/DAASNeedsAssessmentPartI.pdf).

of large data sets including Automated Passenger Counts (which measures ridership on all Muni bus lines)[8], Automated Vehicle Locators (which record the time each bus and rail vehicle arrives at different time points throughout the system)[9], and complaints made via 311.

- **On-Time Performance** was defined as the percent of scheduled times of arrival that were successfully reached between one minute early and four minutes late. This measure indicates schedule adherence and is particularly relevant in understanding performance for routes with lower frequencies, as the next bus is likely to come in a longer period of time.
- **Service Gaps** was defined as the percent of trips on each route where gaps in service along a route exceed scheduled headway by more than five minutes. For example, for a route that is scheduled to run every ten minutes, we would consider there to be a service gap if there was more than a fifteen minute interval between vehicles. The measure provides indication of whether the frequency of vehicle arrival is reliable, regardless of scheduled time of arrival, and is a helpful way of understanding performance of lines with frequent headways.
- **Crowding** was defined as the percent of trips over capacity (all seats filled and many people standing) for each route during the morning and afternoon rush hours.
- **Transit travel time competitiveness** analyzed the travel time to key destinations using Muni as compared to the typical driving time between those same destinations[10]. Travel time ratios were calculated and ratios higher than 2 were flagged.
- **Accessibility-Related Customer complaints** were evaluated by reviewing public service requests through the City's 311 Customer Service Center that were marked as Americans with Disabilities Act (ADA) requests and that related to service performance. For example, requests categorized as pass-ups or lack of available priority seats was a proxy to identify crowding. This metric was only used for analysis for routes heavily used by seniors and people with disabilities, but not for the neighborhood-based analysis.

On-time performance, service gaps, and travel time data was analyzed by time of day, throughout the day. Every time period was evaluated, with the understanding that people from low-income households may not go to work in traditional commute hours and/or may be traveling during swing and overnight time periods. In addition, we analyzed each metric separately for the inbound and outbound direction to learn as much as possible about the context of performance challenges and better target our recommendations. Where data was available, we evaluated conditions within the neighborhood as well as for the route as a whole.

To understand where there were transit performance disparities, we compared the above metrics to the averages among all other peer routes in the same category. SFMTA categorizes

8 APCs are devices installed on over 30% of the fleet. These APC-equipped vehicles are deployed in an intentionally randomized order so that all trips are sampled relatively equally. APC devices calculate the maximum load during the trip wherever it occurs. They also provide passenger counts for each stop.

9 Automatic Vehicle Locator data can be used to measure on-time performance. The number of on-time arrival times divided by the total number of arrival times is the on-time percentage per route.

10 This calculation included an adjusting for parking search time, which ranged from 5 to 15 minutes depending on the area.

Muni routes into five typologies: Rail, Rapid and Frequent, Grid, Commute Only, and Community Circulators. Comparing a route to a set of similar routes avoids inappropriate comparisons (e.g., a small circulator route is not expected to perform on par with larger routes like the 38 Geary).

Baseline Trend Analysis

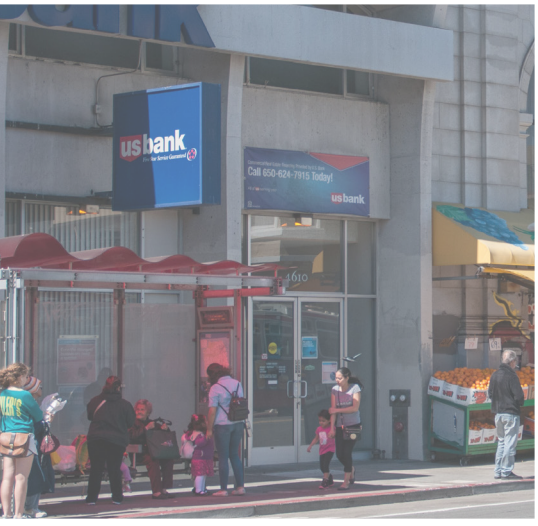
All the metrics described above were analyzed for two different time periods, Spring 2014 and Spring 2015, to establish a baseline that we can use as a basis for progress monitoring into the future. Tracking data year-over-year compared to these baseline years will transparently demonstrate if conditions are improving or getting worse and allow us to determine if the strategies we implement to improve service are working. The initial baseline analysis allows us to understand not just which routes were underperforming as compared to peer routes, but also whether performance was getting better or worse as compared to the previous year. This allows us to understand where the recently implemented citywide system investments discussed in in the Introduction have already begun to tip the needle. This trend analysis will continue on an annual basis, per the Equity Policy.

Key Needs and Recommendations

We identified two to three key needs for each neighborhood and for routes heavily used by seniors and people with disabilities based on where data revealed underperformance relative to peer lines. We were not looking to develop strategies that could address every single challenge for transit performance in the neighborhoods, but rather focus on a few actionable strategies that could be implemented quickly and are expected to make a significant difference in the reliability and quality of service.

In many cases, some identified needs were already going to be addressed through work SFMTA had underway, particularly through Muni Forward implementation. These strategies were documented through this process and proved to affirm the Muni Forward investment framework when analyzed from a neighborhood-based lens. In other cases, our data analysis was able to uncover needs and responsive strategies that were not captured through Muni Forward investments, indicating the complementary way these two efforts have identified transit service improvements.

3 FINDINGS & STRATEGIES



3 Performance Findings & Strategies

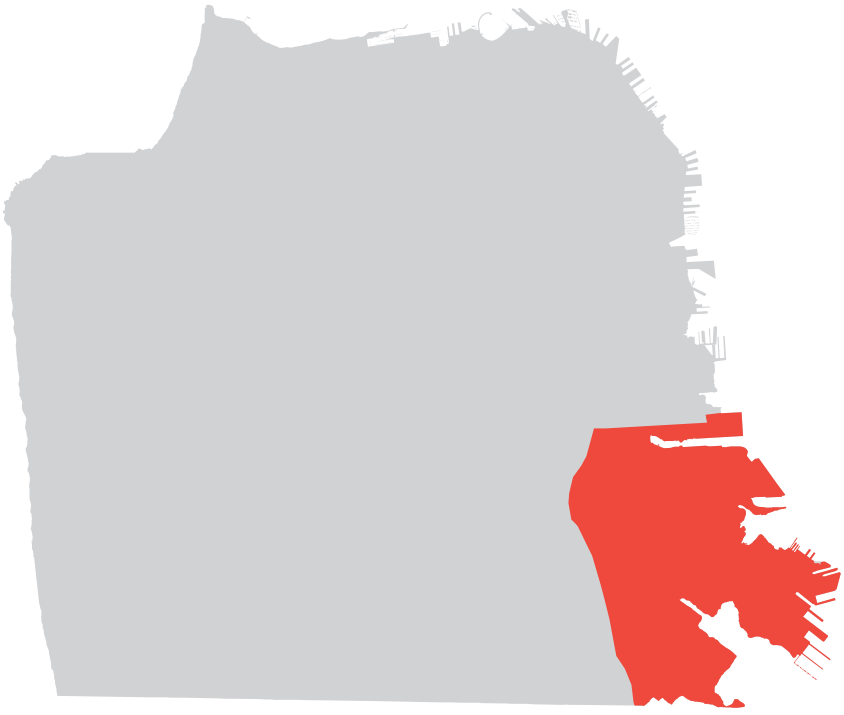
This chapter presents the strategies we have identified to address key needs revealed for each Equity Strategy population of interest. In doing so, it covers the Equity Policy requirements to 1) analyze transit performance metrics for Muni routes serving Equity Strategy neighborhoods compared to peer Muni route performance; 2) establish a performance baseline, and 3) to outline the top two-to-three Muni challenges and strategies to improve service performance.

For target routes, service performance was evaluated for 2014 and 2015. In many cases, service was at or better than average for peer routes. However, in instances where performance was lower than average for peer routes, staff identified two to three key needs that could address one or more of the under-performing metrics.

To address identified needs, we considered a suite of possible responses. Strategies could include service changes (e.g. re-routing segments of the route or increasing service frequency), capital projects (e.g. transit signal priority, bus bulbs) and/or line management (e.g. inspector support at terminals). In many cases, the key needs were known, and work was already underway to address them, particularly through Muni Forward implementation. These strategies were documented through this process and proved to affirm the Muni Forward investment framework when analyzed from an equity neighborhood-based lens. In other cases, the Equity Strategy work was able to uncover needs and responsive strategies that were not captured through Muni Forward investments, indicating the complementary way these two efforts have identified transit service improvements.

The chapter includes a separate section for each neighborhood and for routes heavily used by seniors and people with disabilities. Each section begins by sharing relevant context and summarizing available transit service, then shares data analysis findings, identified needs, work already underway that will address needs, as well as additional recommended strategies. A data "dashboard" for each population of interest was developed and used to identify needs. While key findings are summarized in this chapter, each "dashboard" is included in whole as an appendix to this report (see Appendix B).

BAYVIEW



NEIGHBORHOOD PROFILE

The Bayview neighborhood is located in southeastern San Francisco, east of Visitación Valley and north of Daly City. The Bayview is characterized by hilly terrain, circuitous streets, low- to medium-density residential housing, and industrial zones. The neighborhood also includes Candlestick Point and Hunters Point Shipyard, slated for major housing and employment growth. In addition, a number of federal public housing sites are located in the Bayview, including Alice Griffith and Hunters View. The Bayview is historically an African-American community, and

the neighborhood continues to have a higher percentage of African-Americans (32%) than the rest of San Francisco, and also has high Asian (33%) and Latino (26%) populations. The neighborhood has a high percent of low-income (62%) and family households (73%), with children (<18 years old) making up a little over a quarter of the population (26%). Many in the neighborhood travel to work by transit (29%), few travel by foot (4%) or by bike (<1%), and most of residents drive to work (63%).

TRANSIT SERVICE

The Bayview is served by six bus lines and the T Third light rail line, which together connect the Bayview with the rest of San Francisco. The T Third line is the main north-south transit line and runs along Third Street, the main commercial corridor in the Bayview. It connects residents to key destinations within the neighborhood and also provides access to regional transit service and Downtown. T Third north-south service is supplemented by the 19 Polk which provides more direct service than the T for some destinations north and west of the Bayview. The 24 Divisadero and the 44 O'Shaughnessy travel diagonally northwest, but mostly provide east-west service along with the 29 Sunset and the 54 Felton. Service frequency generally ranges between 9 to 20 minutes all day (see Table 14) with lower frequencies during evening, late night, and owl time periods.

Figure 7. Bayview Neighborhood Routes

FINDINGS

Service leaving the Bayview has some of the best on-time performance in the system. For example, the 44 O'Shaughnessy is over 77% on time all day long and the 24 Divisadero is 77% on time in the Owl time period for trips leaving from the Bayview. The worst on-time performance is on routes returning to the Bayview, after traveling from across the City. The T Third and 23 Monterey performance returning to the Bayview is particularly low and translates into service gaps on the 23 Monterey.

Table 14. Bayview Neighborhood Transit Route Information

ROUTE	AVERAGE WEEKDAY RIDERSHIP	AM PEAK HEADWAY	MIDDAY HEADWAY	PM PEAK HEADWAY	EVENING HEADWAY	LATE NIGHT HEADWAY	OWL HEADWAY
19 Polk	7,800	15	15	15	20	30	
23 Monterey	4,000	20	20	20	30	30	
24 Divisadero	10,700	9	9	9	15	20	30
29 Sunset	19,200	9	12	10	20	30	
44 O'Shaughnessy	16,400	10	12	9	15	20	
54 Felton	7,600	20	20	20	30	30	
T Third	37,100*	9	10	9	15	20	
91 Owl	800						30

**indicated KT ridership*

Conversely, the 44 O'Shaughnessy, where we increased service and adjusted the schedule in January 2014, showed below average service gaps. Almost all routes and time periods showed an improvement in gaps between 2014 and 2015. Crowding has also improved dramatically but persists on lines 29 and 44. Travel times to destinations in Downtown and the Mission are competitive by transit, but trips to the western neighborhoods often exceed 60 minutes.

KEY NEEDS

- Improve service reliability on the KT from Downtown towards the Bayview
- Address schedule delays that are impacting reliability on the 23 Monterey towards the Bayview
- Improve service reliability and reduce crowding on the 29 Sunset

RECOMMENDED STRATEGIES

We have made many service and scheduling improvements over the past two years in the Bayview. In April 2015, we increased frequency for the 29 Sunset during the midday period to address some of the crowding issues that occur during school hours on the route. In January 2015, we increased service on the 44 O'Shaughnessy which helped reduce the number of crowded trips on the route from 14% in the AM Peak to 3%. We also increased service on the 24 Divisadero and the T Third in September 2015. In April 2016, a new 44 O'Shaughnessy Owl route between Bayview and Glen Park BART will provide vital late night connectivity to the neighborhood. In addition to these investments, more work is planned and recommended to respond to key needs as described below.

Improve Service Reliability on the KT Inbound towards the Bayview

Improvements underway. Because the KT route is so long, reliability is impacted by conditions on Third Street, as well as along the K Ingleside segment of the route in the Market Street subway and on Ocean Avenue.

Implemented in the last year.

- AM/PM peak service increases were implemented in Fall 2015.
- Third Street has one of the most sophisticated signal priority corridors in our system. Recent upgrades extended the amount of green time when a train is approaching and repaired some non-communicating signals.
- The St. Francis Circle signal is the longest and most complex in the City. Recent improvements reduced those delays, but more work is needed to address this bottleneck.

On their way.

- The Central Subway, which will open in 2019 will separate the K Ingleside and the T Third and improve reliability by re-aligning the T Third into a subway from Folsom Street to Chinatown, where it can travel faster and will not need to stop at intersections as it currently needs to along the Embarcadero.

Additional FY16/17 and FY17/18 Strategies.

- **Redesign the rail schedule, including running time adjustments.** The Muni Metro system is incredibly complicated, because all six routes use a shared subway segment, with very little built-in redundancy (e.g. there are no parallel tracks). In the second half of 2016, staff plans to rebuild the rail schedule to maximize reliability. As part of this work running time changes will be made and the order that the trains go into the subway will be adjusted to reduce congestion at West Portal station and Embarcadero.
- **Address train congestion at West Portal through train signal and traffic management investments.** The L, KT and M all enter the subway at West Portal, often creating train congestion if the service has any schedule adherence issues on the street. Additionally, both cars and buses use West Portal for passenger drop off and to access local businesses. Technology adjustments, such as modifying the automatic train control system, and more transit priority will help maintain vehicle spacing and mean less gapping and bunching headed towards the Bayview on the KT route.
- **Redesign the train interlock at 4th and King.** The KT and N often experience reliability and travel time challenges as this intersection is incredibly complex. Trains sometimes wait upwards of three minutes. Opportunities exist to alleviate some of this delay with technical changes to the train signal system.

Improve Reliability on the 23 Monterey towards Bayview (inbound)

Improvements underway.

Implemented in the last year.

- The schedule was adjusted in April 2015.
- The signal improvements at St. Francis Circle, discussed above, also help the 23 Monterey, which often gets stuck at this bottleneck.

Additional FY16/17 and FY17/18 Strategies.

- **Run on Industrial and Palou instead of deviating to the Produce Market and reinvest travel time savings in other parts of the route.** The 23 Monterey needs additional running time in order to improve its on time performance. In some instances, we would add a bus to the route to make this adjustment. However, the amount of time needed is relatively small (less than 5 minutes) and the route is already not very cost effective because it does not have a lot of passengers per hour. Eliminating a poorly used segment of the route would provide additional time to reinvest in other parts of the route and would save time for over 700 customers per day that are traveling to Palou.

Improve Reliability and Reduce Crowding on the 29 Sunset

Improvements underway. The 29 Sunset is a long and popular route, connecting workers to other radial routes and taking thousands of kids to school each day. Ridership has always been strong and has grown in some time periods, in part because of our free pass program for youth in low and moderate income households.

Implemented in the last year.

- AM service added in January 2015
- Midday service added in April 2015
- Route restructuring and running time adjustments in September 2015 to reduce travel time and provide more direct connections to Balboa Station.
- Operator restrooms built on either end of the route. Previously, operators were directed off route to use the facilities, leaving a gap in service.

On their way.

- Bus bulbs are currently under construction at the intersection of Ocean, Mission and Persia.
- As part of the Candlestick development, bus bulbs will be added to Gilman Avenue and a new terminal is being built. New traffic signals on Gilman will be equipped with transit signal priority technology.

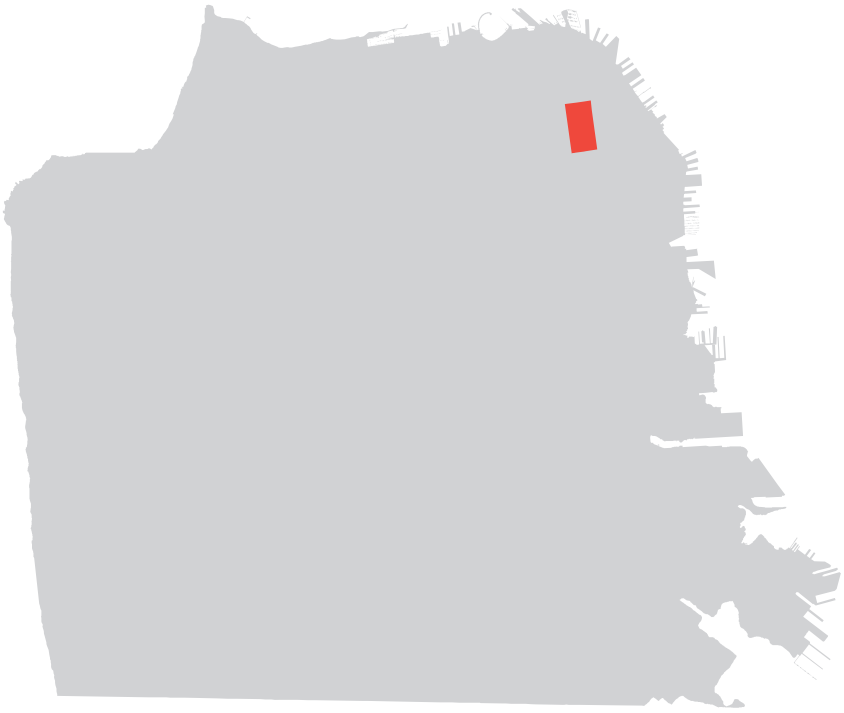
Additional FY16/17 and FY17/18 Strategies. In addition to the work underway, the following is recommended:

- **Add more peak service to the 29 Sunset.** More peak service is recommended during the school year on the 29 Sunset, particularly in the AM Peak.

Table 15. Bayview Needs, Improvements, Strategies Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve service reliability on the K-T line from Downtown towards the Bayview	*AM/PM peak service increases for T line, Fall 2015*	Redesign weekday rail schedule, with running time adjustments
	St. Francis Circle signal reliability improvements	Address train congestion at West Portal and 4th & King through train signal and traffic management investments
	Improve signal priority and transit safety on 3rd Street	
Address schedule delays that are impacting reliability on the 23 Monterey toward Bayview	*Minor schedule adjustment, Apr 2015*	Run on Industrial and Palou instead of deviating to Produce Market; reinvest travel time to improve on-time performance
	St. Francis Circle signal reliability improvements	
Improve service reliability and reduce crowding on the 29 Sunset	*AM service added, Jan 2015*	Increase peak period service in FY17 on the 29 Sunset
	Midday service increases, Apr 2015	
	Operator restrooms built on either end of the route. Previously, operators were directed off route to use the facilities, leaving a gap in service.	

CHINATOWN



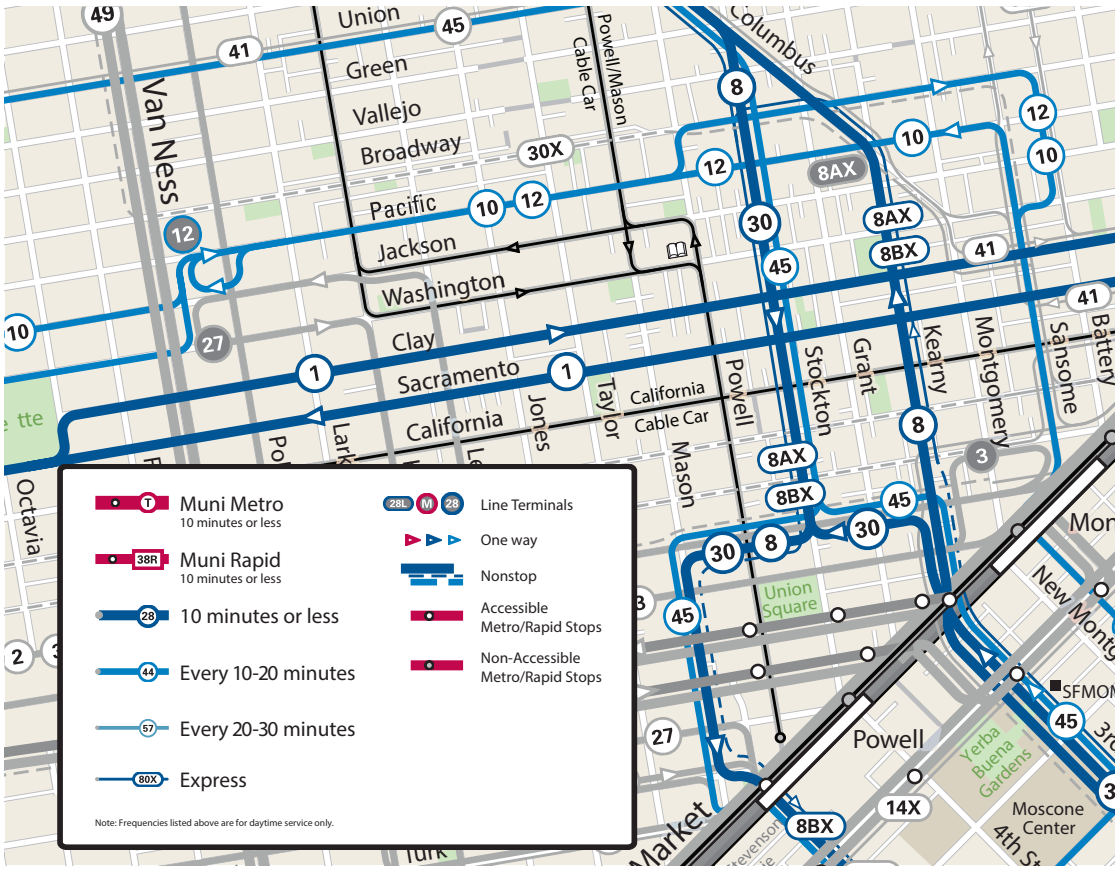
NEIGHBORHOOD PROFILE

Chinatown is one of the densest neighborhoods in San Francisco with about 15,000 residents in a 20 square block area. It is centrally located, just north of the downtown business district and within close proximity to job and shopping centers. The neighborhood has a high concentration of residents that are of Asian descent (84%) and households with low income (60-80%). The Chinatown neighborhood has a very low auto-ownership rate (0.1 autos/capita) and a majority of residents commute to work either by transit (34%) or by foot (40%).

TRANSIT SERVICE

Chinatown is served by numerous lines as shown in Figure 8. North-south routes include the 30 Stockton, the 45 Union/Stockton, and the 8 Bayshore. These routes together provide a highly frequent service of 4 to 12 minutes all day. With the on-going construction of the Central Subway, these routes currently take a circuitous route through the Union Square shopping district as they travel towards Downtown. East-west routes include the 1 California, the 10 Townsend, and the 12 Folsom/Pacific. The 1 California provides at least 5 minute service all day and the combined frequency of the 10 and 12 on Pacific provide service every 10 minutes all day. Ridership in the Chinatown neighborhood is one of the highest in the City. The future T Third Central Subway will stop in the heart of the neighborhood, at Stockton and Washington streets.

Figure 8. Chinatown Neighborhood Routes



FINDINGS

Chinatown has benefited significantly from the recent improvements in service delivery and service increases. Crowding in particular has improved in both the AM and PM peaks, with the most dramatic change on the 8AX, which went from having 23% of its trips crowded to only 3% in the AM Peak. Crowding remains a concern on the 1, 30 and 45 routes. On time performance and service gaps also showed improvement in the AM Peak. On-time performance was strongest on the 10 Townsend and 12 Folsom headed southeast and was worst on the 8 Bayshore headed northbound in the afternoon and PM Peak. The 8 Bayshore encounters a lot of travel time variability on the freeway which impacts the reliability of the entire route. The 10 Townsend and 30 Stockton also had poor on-time performance after 5 pm in the northbound direction. Transit was competitive with auto travel times for all key destinations evaluated including San Francisco General Hospital, Downtown and the Presidio. However, average speeds are very slow on routes like the 30 Stockton.

Table 16. Chinatown Neighborhood Transit Route Information

ROUTE	AVERAGE WEEKDAY RIDERSHIP	AM PEAK HEADWAY	MIDDAY HEADWAY	PM PEAK HEADWAY	EVENING HEADWAY	LATE NIGHT HEADWAY	OWL HEADWAY
1 California	23,800	4	5	4	10	20	
8/8AX/8BX Bayshore Express	32,300	7	7	7	12	15	
10 Townsend	5,700	20	20	20	30	30	
12 Folsom	5,300	20	20	20	30	30	
30 Stockton	23,900	7	6	4	15	20	
45 Union/ Stockton	11,300	10	12	12	12	30	
91 Owl	800						30

KEY NEEDS

- Reduce crowding on 1 California, 30 Stockton, and 45 Union/Stockton
- Improve service reliability on 8 Bayshore

RECOMMENDED STRATEGIES

As stated above, Chinatown has benefited from improved service management, service increases, and schedule adjustments over the past year. Service has been increased on the 8AX, 8BX and 10 routes. The service hours were also extended on the 8AX and 8BX to address crowding in the late morning. In April 2016, service will be increased to 15 minutes on both the 10 Townsend and 12 Folsom/Pacific, creating a 7.5 minute shared segment on Pacific Avenue.

Reduce Crowding on Routes 1, 30 and 45

Improvements underway.

Implemented in the last year.

- Service on the 8 Bayshore was increased by 25% percent in the AM peak. Since both the 8 Bayshore and the 30/45 routes service Chinatown in the North/South direction, adding capacity on the 8 has the potential to increase space on the 30/45, especially southbound where both routes travel on Stockton Street.
- Transit signal priority was installed on Stockton and 3rd streets.
- The red-carpet lane treatment was completed for the 1 California on the existing transit-only lanes, which will improve enforcement and help the 1 California travel through the congested Sacramento corridor.

On their way.

- 60ft buses are planned for the 30 Stockton short line between Van Ness Avenue/North Point Street and the Caltrain Station in April 2016. The 60ft buses provide 50% more capacity.
- More peak service is planned for the 1 California in peak periods in April 2016.

- Transit signal priority and Muni Forward reliability projects on Stockton and Columbus are planned for 2018.
- Outreach is currently underway for Muni Forward transit reliability projects on Stockton and Columbus. To the west of the neighborhood, Muni Forward improvements were recently approved for Stockton.
- The Central Subway, to be completed by 2019, will provide a new option that provides dramatically faster travel time, higher capacity and improved reliability to Downtown and Caltrain from Chinatown

Additional FY16/17 and FY17/18 Strategies.

- **Assign 60ft buses to the 30 Stockton long line between the Marina and Caltrain.** These longer vehicles will increase capacity on the 30 Stockton by over 30%. Longer trolley coaches has been an area of concern in the past for some Marina residents, but it is important to address Chinatown crowding findings uncovered through the Equity Strategy's data analysis.

Improve Reliability on 8 Bayshore Routes

Improvements underway.

Implemented in the last year.

- Peak period service was increased by 15%
- Service hours on the 8AX and 8BX Bayshore Express were extended to 10:30am and 9:30am respectively.
- Adjustments were made to running time to better reflect current roadway conditions.
- The corridor was equipped with transit signal priority

On their way.

- Improvements to San Bruno and Stockton (between Columbus and Sutter) to improve transit performance as well as pedestrian safety are currently undergoing a community planning process.
- The Central Subway, to be completed in 2019, will create a faster, more direct north-south trip than the current T-Third, serving as a new option for 8 and 8BX riders. The completion of the Central Subway project will also end the construction reroute that detours buses to Mason and 5th streets, which slows the buses and contributes to bunching. Recently, Mason was reconfigured to provide more transit priority for the 8

Bayshore turning left from Mason onto Eddy, but the detour continues to be a source of variability for the route.

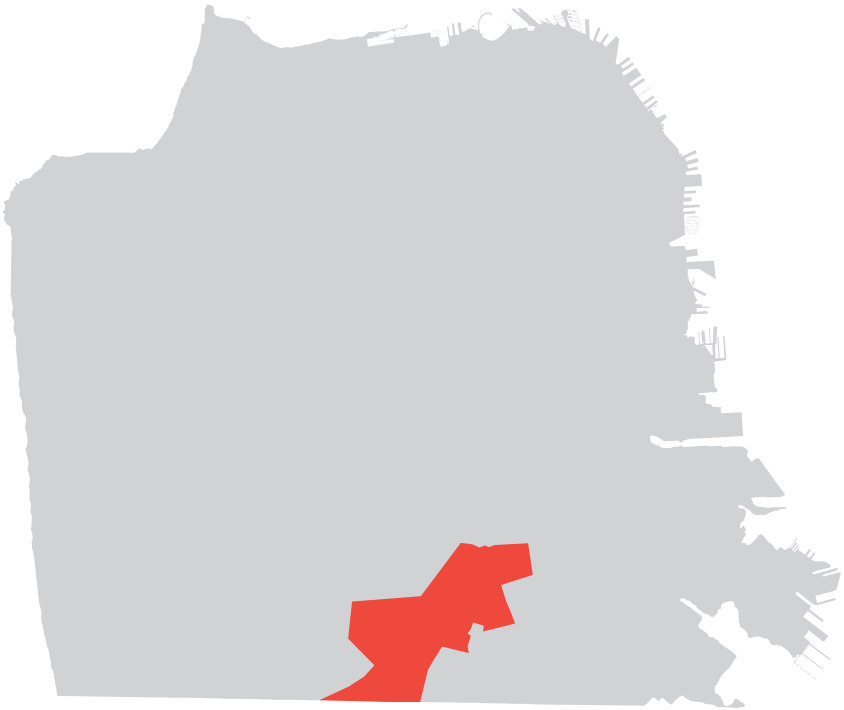
Additional FY16/17 and FY17/18 Strategies.

- **Begin increased use of non-freeway routing in AM Peak after Potrero Avenue construction is completed.** The 8 Bayshore schedule is one of the most challenging in the Muni system because it travels on the freeway and travel time conditions change dramatically throughout the week as a result of variability in traffic. On slow days, the buses fall behind schedule and on less congested days, it is difficult for operators to avoid being early. Potrero Avenue is the alternative route for the 8 Bayshore when there is a problem on the freeway. It is currently under construction and will open up with new Muni Forward transit priority and safety investments in summer 2016. At that time, we plan to shift the express portion of the 8 Bayshore routes to Potrero Avenue in the AM Peak. This will take more time on average, but will be more predictable and reliable for customers. Longer term, we are partnering with SFCTA to evaluate carpool or roadway pricing on the freeway to help protect buses on freeway segments.
- **Develop capital project to improve transit and walking conditions on Kearny.** This fall, we plan to kick off a design and outreach process to improve pedestrian and transit safety, transit reliability and transit travel time on Kearny Street. This busy downtown corridor creates delay for the buses throughout the line. Kearny was not initially planned to be studied for several years, but is being expedited due to Equity Strategy findings, and because it is a high-injury corridor.
- **Create transit and pedestrian street on lower Stockton.** As discussed above, the construction re-routes for Central Subway add delay and reliability challenges for the 8 Bayshore, as well as the 30 and 45 routes. Stockton Street is currently closed to build the Union Square/Market Street station. Once the construction is completed, there is an opportunity to continue to re-route cars off of this corridor and create a transit and pedestrian street. This investment will improve safety, reduce transit delays and create a permanent version of the popular Winter Walk experience set up over the holiday season.

Table 17. Chinatown Needs, Improvements, Strategies Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Reduce crowding on Routes 1, 30, and 45	Assign 60 ft buses to 30 Stockton short line between Van Ness/North Point and Caltrain, Apr 2016	Assign 60ft buses to 30 Stockton long line between Marina and Caltrain
	Add more peak service on the 1 California peak periods, Apr 2016	
	Construct Muni Forward project on Stockton and Columbus	
Improve service reliability on 8 Bayshore	*Increased service and adjusted schedule on 8/8AX/8BX, Apr 2015*	Begin increased use of non-freeway route in AM Peak after Potrero construction is completed
	Signal priority along 8 Bayshore corridor, Fall 2013	Develop capital project to improve transit and walking conditions on Kearny
		Create transit/pedestrian street on lower Stockton
		Longer-term: SFMTA is partnering with MTC and SFCTA on freeway managed lanes project

EXCELSIOR-OUTER MISSION

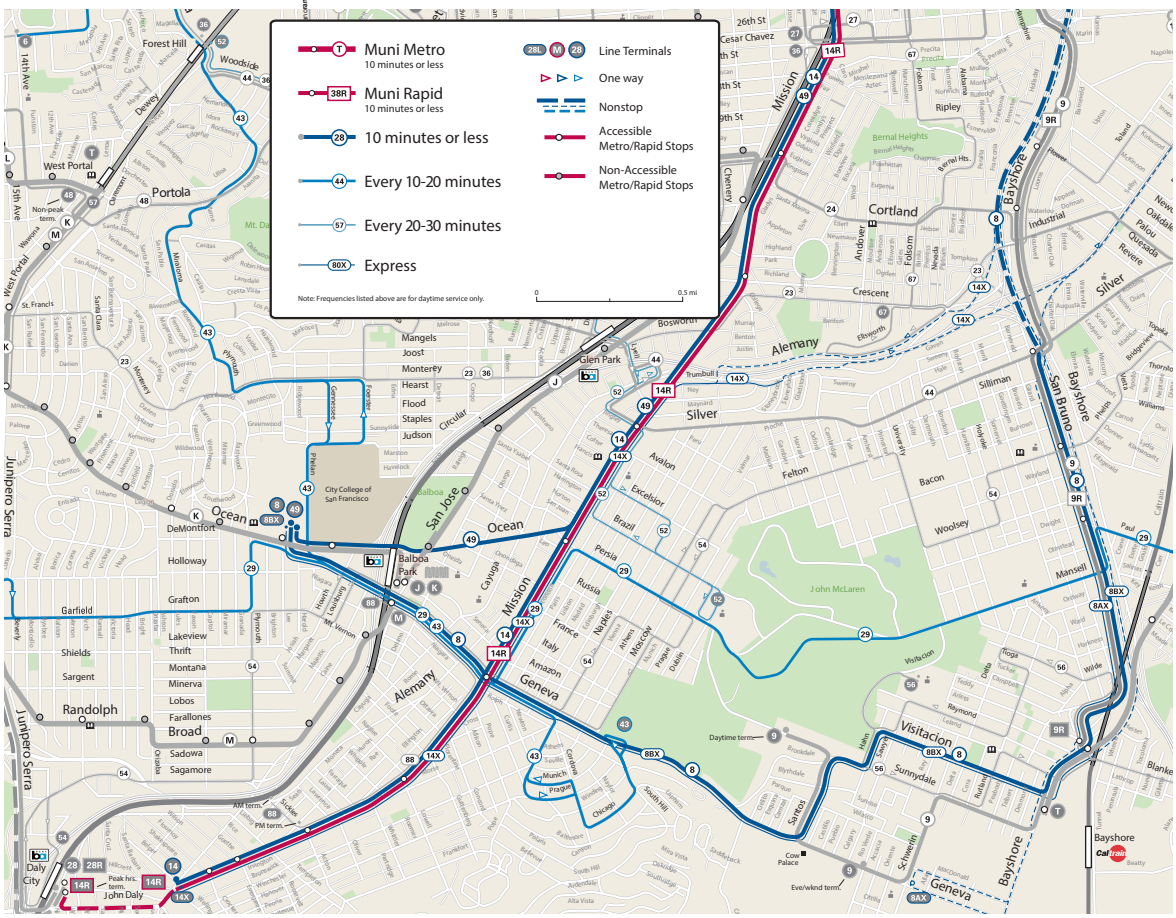


NEIGHBORHOOD PROFILE

The Excelsior-Outer Mission neighborhood includes census tracts around Mission Street south of Cortland and north of the San Mateo County boundary that encompass portions of the Excelsior, Outer Mission and Crocker Amazon neighborhoods. The neighborhood is located in southeastern San Francisco and consists of low- to medium-density housing. The main commercial corridors are along Mission Street and Geneva Avenue. The Excelsior-Outer Mission neighborhood has a concentration of families and households with low

income (56% and 40.5% of households, respectively). The Excelsior-Outer Mission neighborhood also has a high concentration of residents that are of Asian descent (40%) and of Latino descent (30%). The neighborhood car ownership rate is comparable to the City average (0.47 autos/capita) and approximately a third of residents commute to work by transit (29%).

Figure 9. Excelsior-Outer Mission Neighborhood Routes



TRANSIT SERVICE

The Excelsior-Outer Mission neighborhood is served by numerous Muni routes and BART via the Balboa BART station. The north-south routes that provide service to the district include the 14 Mission, the 14R Mission

Table 18. Excelsior-Outer Mission Neighborhood Transit Route Information

ROUTE	AVERAGE WEEKDAY RIDERSHIP	AM PEAK HEADWAY	MIDDAY HEADWAY	PM PEAK HEADWAY	EVENING HEADWAY	LATE NIGHT HEADWAY	OWL HEADWAY
8/8AX/8BX Bayshore	32,300	7	7	7	12	15	
14 Mission	26,200	8	8	8	10	12	30
14R Mission Rapid	16,200	8	8	8			
14X Mission Express	2,700	6		8		30	
29 Sunset	19,200	9	12	10	20	30	
43 Masonic	12,400	10	12	9	15	20	
49 Van Ness/Mission	22,300	8	8	8	12	20	
52 Excelsior	2,100	20	30	20	30	30	
91 Owl	800						30

Rapid, the 14X Mission Express, and the 49 Van Ness/Mission. These routes together provide a highly frequent service of 2 to 4 minutes all day as shown in Table 18. The east-west routes include the 8 Bayshore routes, 29 Sunset, 44 O'Shaughnessy, and 54 Felton. In addition, the 52 Excelsior is a circulator route that travels mostly within the neighborhood and adjacent neighborhoods, helping to make connections to Glen Park BART Station. Ridership on the 14, 14R and 49 routes is one of the highest on the system, with a combined ridership of 67,000 customers. Ridership on the other neighborhood routes ranges from 2,000 riders on the 52 Excelsior to 38,000 on the 8 Bayshore (Express) routes.

FINDINGS

On time performance is strong in the Excelsior-Outer Mission heading towards downtown. Within the neighborhood, on-time performance on the 43 Masonic is over 90% AM Peak (inbound). The 14R and 52 Excelsior also performed very strongly in the northern direction. Like several other neighborhoods at the end of routes, on-time performance was below average coming from Downtown on the 14 Mission, 14X Mission Express and 49 Van Ness/Mission. The 14R, which received a service increase and a schedule adjustment in April 2015 had better performance in the outbound direction, despite also being at the end of the route. Almost all routes and time periods saw a decrease in gaps between 2014 and 2015. Crowding also improved across many routes. For example the percent of crowded trips on the 14R Mission Rapid in the AM Peak decreased from 12% to 3%. The 29 Sunset also saw a significant reduction in crowding as a result of increased service in the AM Peak, the percent of crowded trips still exceeds 5% and reliability in the evening and late night period headed eastbound are below average. Despite being in the southern portion of the City, most key destinations could be reached in less than 30 minutes.

KEY NEEDS

- Improve reliability in the outbound direction for the 14 Mission, 14X Mission Express and 49 Van Ness/Mission
- Improve reliability and reduce crowding on the 29 Sunset

RECOMMENDED STRATEGIES

The new buses have a strong presence on Mission Street and are also in service on the 8 Bayshore and 29 Sunset routes. These buses are far more reliable than the older vehicles they replaced and have been welcomed by Muni customers. Service in the Excelsior-Outer Mission has increased on the 8AX, 8BX, 14R and 29 routes. Service is also running later on the 8AX, 8BX and 14X. In April 2016, the 14R will extend to Daly City all day, beginning at 6:15 am.

Improve Service Reliability in the Outbound Direction for the 14 Mission, 14X Mission Express and 49 Van Ness/Mission

Improvements underway.

- The oldest vehicles were retired in January 2015
- Transit signal priority was installed along the Mission corridor

On their way.

- Muni Forward transit and pedestrian project, including dedicated lanes, stop changes and turn restrictions, in the Inner Mission (one of the most congested parts of the route) is under construction.
- Phase out 40 foot buses that are being temporarily used on the 14 Mission as new 60 foot trolleys arrive

Additional FY16/17 and FY17/18 Strategies.

- **Implement Muni Forward transit priority treatments in the Outer Mission.** Outreach is currently underway to implement dedicated lanes, bus bulbs and other changes on Mission Street south of Randall. This work will improve reliability, travel time and safety on this busy corridor. Longer term, we are also partnering with SFCTA to evaluate carpool or roadway pricing on freeways to help protect buses on freeway segments.

Improve Reliability and Reduce Crowding on the 29 Sunset

Improvements underway. The 29 Sunset is a long and popular route, connecting workers to other radial routes and taking thousands of kids to school each day. Ridership has always been strong and has grown in some time periods, in part because of our free pass program for low and moderate youth.

Implemented in the last year.

- AM service added in January 2015
- Midday service added in April 2015
- Route restructuring and running time adjustments in September 2015 to reduce travel time and provide more direct connections to Balboa Station.
- Operator restrooms built on either end of the route. Previously, operators were directed off route to use the facilities, leaving a gap in service.

On their way.

- Bus bulbs are currently under construction at the intersection of Ocean, Mission and Persia.
- As part of the Candlestick development, bus bulbs will be added to Gilman Avenue and a new terminal is being built. New traffic signals on Gilman will be equipped with transit signal priority technology.

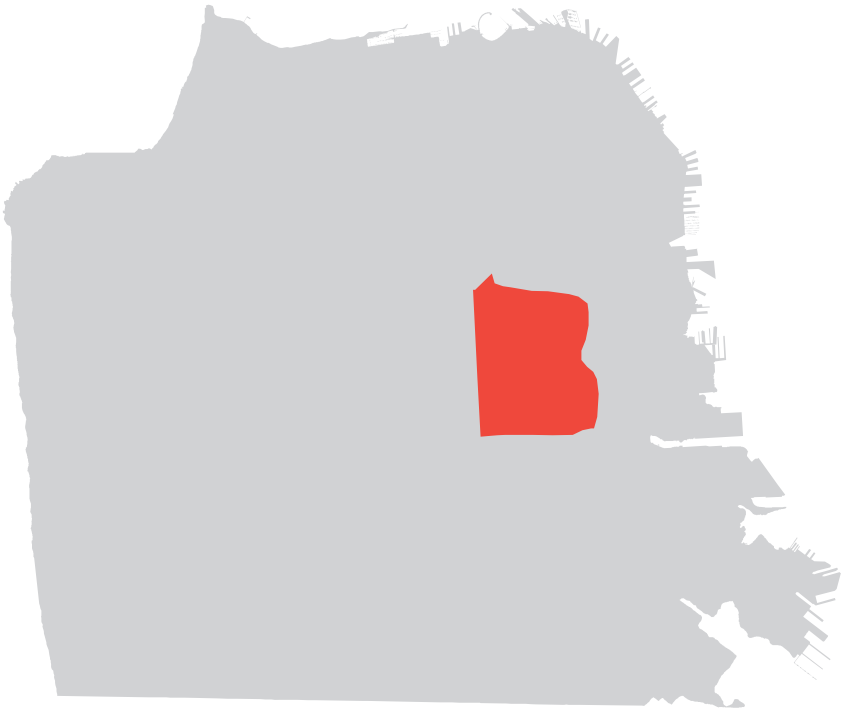
Additional FY16/17 and FY17/18 Strategies.

- **Add more peak service to the 29 Sunset.** More peak service is recommended during the school year on the 29 Sunset, particularly in the AM Peak.

Table 19. Excelsior-Outer Mission Needs, Improvements, Strategies Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve service reliability in the outbound direction for the 14 Mission, 14X, and 49 Van Ness-Mission (14R OTP is strong)	*Oldest vehicles retired, Jan 2015*	Pending the effectiveness of improvements underway and completed, no additional recommendations
	Phase out 40ft trolley buses on Mission Street as new 60ft trolley buses arrive	Longer-term SFMTA is partnering with MTC and SFCTA on freeway managed lanes project (14X)
	Construct 14 Mission Muni Forward Project for Inner and Outer Mission Corridor; Inner Mission project completion expected Apr 2016	
Improve service reliability and reduce crowding on the 29 Sunset	*AM trippers added, Jan 2015*	Increase peak period service in FY17 on the 29 Sunset
	Midday service increases, Apr 2015	
	Operator restrooms built on either end of the route. Previously, Operators were directed off route to use the facilities, leaving a gap in service	

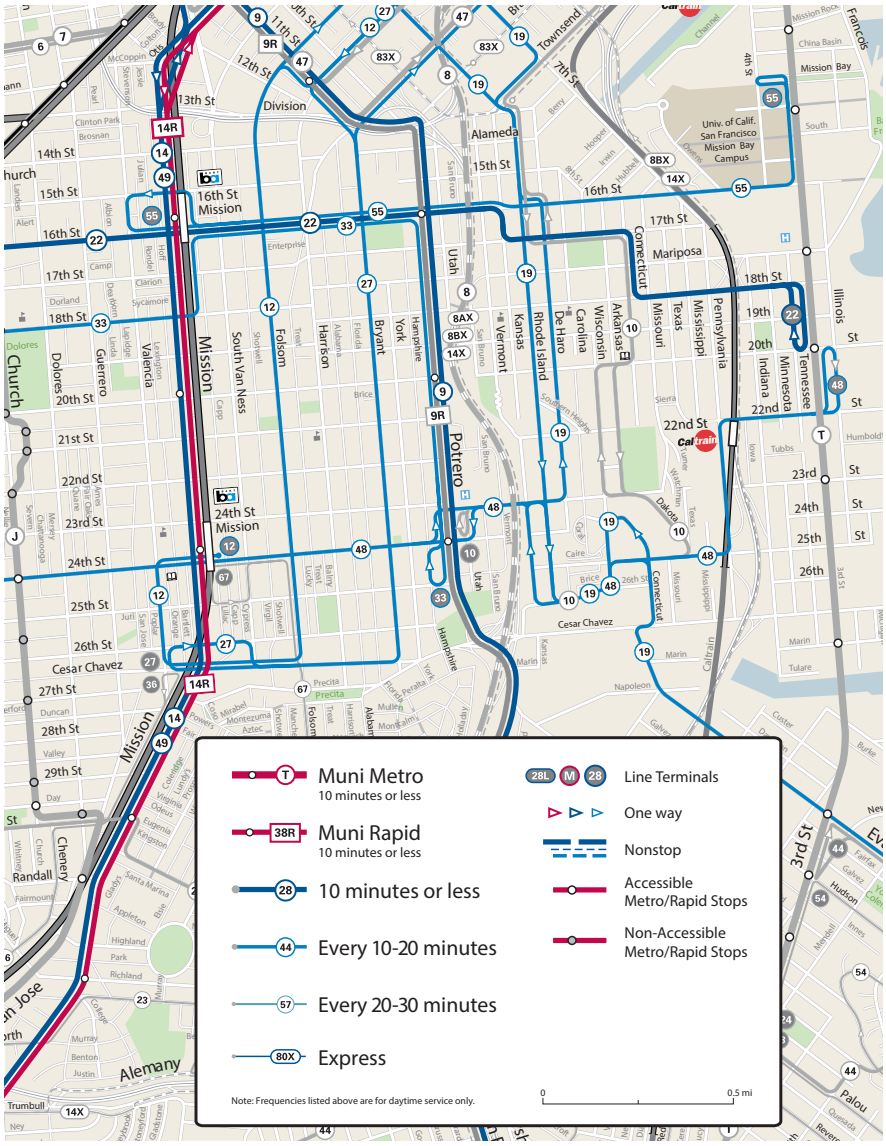
INNER MISSION



NEIGHBORHOOD PROFILE

The Inner Mission is one of the oldest neighborhoods in San Francisco, with its settlement dating back to the arrival of Spanish missionaries during the late 18th century. The Mission District has a population of approximately 48,800 people and a density of 25,000 per square mile. It is centrally located, just south of the downtown Civic Center and Financial District. It is one of the few San Francisco neighborhoods that has direct access to BART, with two stations along Mission Street, the main commercial corridor of the neighborhood. The

Figure 10. Inner Mission Neighborhood Routes



Mission has a high concentration of residents that are of Latino descent (41%) and of households with low income (35%). It has a lower than city average auto-ownership rate (0.37 autos/capita) and a majority of residents commute to work either by transit (43%) or by foot (40%).

TRANSIT SERVICE

The Mission is a transit rich neighborhood with numerous routes that serve the neighborhood as shown in Table 20. North-south routes in the district include the 9 San Bruno, 9R San Bruno Rapid, 12 Folsom, 14 Mission, 14R Mission Rapid, the 27 Bryant and the 49 Van Ness/Mission. The 9R San Bruno Rapid provides service every 8 minutes, supplemented by the 9 local every 12 minutes. The 14 Mission, 14R Mission Rapid, and the 49 Van Ness/Mission provide a combined frequency of 4-5 minutes all day along Mission Street, with service at 3-4 minutes at the peak. The 12 Folsom and the 27 Bryant are less frequent routes, providing 15-20 minute service all day. East-west routes include the 22 Fillmore, the 33 Stanyan, the 48 24th Street-Quintara and the new 55 Mission Bay. The regional transit service, BART, has two stations in the neighborhood (at 16th Street and at 24th Street) and provides fast service to downtown, the East Bay, and the south of San Francisco area including the San Francisco International Airport. Ridership on the 14, 14R and 49 routes is the highest in the neighborhood with nearly 67,000 passengers a day. Ridership on the 9/9R San Bruno corridor and the 22 Fillmore are also high, with 19,000 and 16,000 passengers a day, respectively. The 12 Folsom and 27 Bryant have the lowest ridership in the corridor with 5,000 and 7,000 passengers a day, respectively.

FINDINGS

The Inner Mission has excellent transit accessibility and most key destinations are less than 30 minutes away by transit. The main campus for City College takes longer to access by transit, but these travel times are expected to improve as a result of the Mission Street Muni Forward Project currently under construction. Data shows that the Inner Mission Routes are not crowded; however, complaint data from 311 includes concerns about pass-ups and lack of priority seating

Table 20. Inner Mission Transit Route Information

ROUTE	AVERAGE WEEKDAY RIDERSHIP	AM PEAK HEADWAY	MIDDAY HEADWAY	PM PEAK HEADWAY	EVENING HEADWAY	LATE NIGHT HEADWAY	OWL HEADWAY
9 San Bruno	12,500	12	12	12	15	20	
9R San Bruno Rapid	7,100	8	8	8			
12 Folsom	5,300	20	20	20	30	30	
14 Mission	26,200	8	8	8	10		
14R Mission Rapid	16,200	8	8	8			
22 Fillmore	15,800	7	8	7	15	20	30
27 Bryant	6,700	15	15	15	20	30	
33 Stanyan	6,200	15	15	15	20	30	
48 Quintara-24th Street	8,100	10	15	12	20	30	
49 Van Ness/Mission	22,300	8	8	8	12	20	
55 16th Street	1,600	15	15	15	20	20	

for seniors and people with disabilities on the 14 and 14R. Service gaps stand out as an area to address; however, the service is trending in the right direction, as most routes saw fewer gaps in 2015, than in 2014. Most key needs center around on time performance, which is worst on the 9/9R, 27 and 12 (southbound only). Since the 2015 data was collected, the 9/9R has been completely restructured and reliability has improved.

KEY NEEDS

- Improve reliability on the 9/9R San Bruno
- Improve reliability on the 12 Folsom-Pacific
- Improve reliability on the 27 Bryant

RECOMMENDED STRATEGIES

Like the Excelsior-Outer Mission neighborhood, the Inner Mission is benefiting significantly from new vehicles, which are cleaner, quieter and much more reliable. New operator training has had benefits across the board, but in particular help routes like the 12 Folsom, the 27 Bryant and the 48 Quintara, which operate at 15-20 minute headways. In January 2015, the SFMTA launched the 55 Mission Bay, which improved connections to/from the Mission and growing Mission Bay job centers. We have also increased service on the 9R, 14R and 22 Fillmore. Service increases are planned for April 2016 on the 12 Folsom and a new 48 Quintara Owl route between Castro and 3rd Street will provide vital late night connectivity along 24th Street to the eastern waterfront. Finally, Muni Forward related construction is underway on both Mission and Potrero which will result in improved transit and pedestrian safety, quicker trips and better reliability.

Improve Reliability of the 9/9R

Improvements underway.

Implemented in the last year.

- The 9/9R was restructured, including adjusted running times and increased frequency.
- A new 9R stop was added at SF General and service was improved from every 12 minutes to every 8 min.

On their way.

- Muni Forward transit and pedestrian projects have been approved on Potrero (construction underway), Bayshore Boulevard and 11th Street. Collectively, these projects are expected to reduce travel time by more than three minutes.
- As mentioned above, improvements to San Bruno to improve transit performance as well as pedestrian safety are currently undergoing a community planning process

Additional FY16/17 and FY17/18 Strategies.

- **Work underway is expected to transform the 9/9R into a reliable, rapid route.** In FY17 work will continue to define the Muni Forward project on San Bruno Avenue and staff will seek Board approval for these changes. Additionally, staff is working to integrate future transit improvements into the Hope SF project at Sunnydale. Pending the effectiveness of improvements underway, no additional strategies are recommended.

Improve Reliability for the 27 Bryant

Improvements underway. Similar to the 9 San Bruno, the 27 Bryant has benefited from recent investments.

Implemented in the last year.

- The 27 Bryant is particularly impacted by auto traffic accessing the 5th Street on ramp. Due to the long queues, the route was jogged over to 6th Street in April 2015
- The 27 Bryant schedule was also adjusted to accommodate some of the congestion.

Additional FY16/17 and FY17/18 Strategies. In addition to the changes that have been made on the 27 route, the following new strategy is recommended:

- **Implement travel time and reliability toolkit north of Market Street for the 27 Bryant.** As part of the

TEP, staff developed a Toolkit–a set of design strategies, including dedicated lanes, turn restrictions and bus stop optimization–to give buses and trains more priority on San Francisco streets. To date, the Rapid network has been the focus where we have applied Toolkit stategies. The 27 Bryant was not part of this initial work because it has lower ridership and frequencies than other routes (e.g. the 14 Mission or 30 Stockton). However, we are recommending application of the Toolkit for this route given the amount of delay it is experiencing and the role it plays in the Inner Mission (and Tenderloin-SoMa) neighborhoods.

Improve Reliability for the 12 Folsom-Pacific

Improvements underway.

Implemented in the last year.

- Bus bulbs and stop improvements as part of the Folsom Public Realm plan

On their way.

- Signal priority on 2nd and Sansome streets
- Extend Sansome contraflow lane to Broadway to reduce turns and congestion
- Service increase planned for April 2016

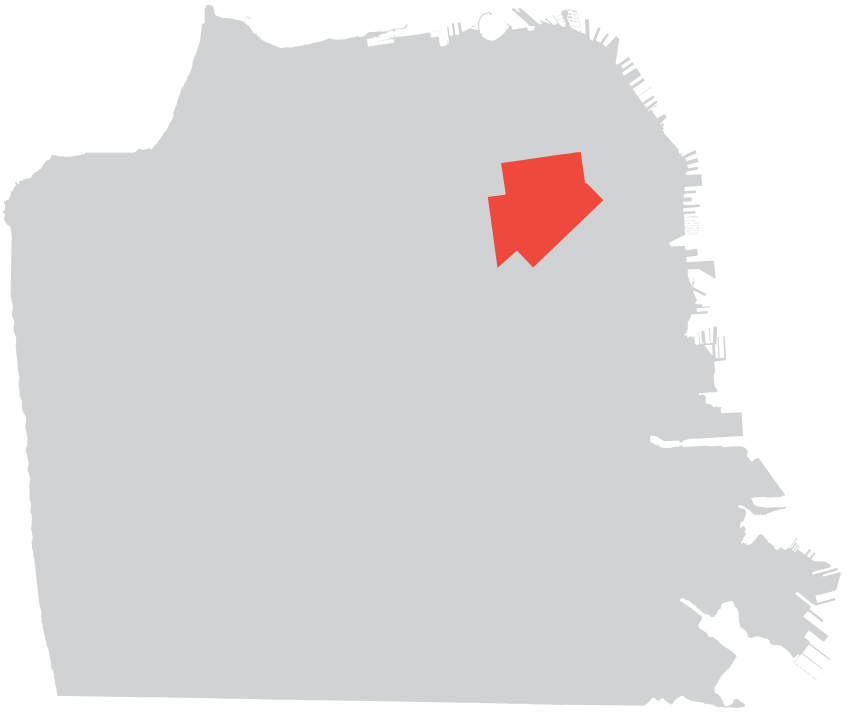
Additional FY16/17 and FY17/18 Strategies.

- Implement Rincon Hill recommendations to re-route the 12 Folsom. Over the past 18 months, staff have been working with stakeholders in Rincon Hill to increase transit access. The final proposal includes routing the 12 Folsom off of Sansome and Pacific and extending it to Main and then to the Embarcadero. This change is also expected to improve reliability for the line in the Inner Mission because congestion on Pacific is believed to be a major factor in the 12 Folsom's reliability challenges. This proposal will be brought as a separate item to the SFMTA Board of Directors for approval, pending a final community meeting.
- Vet a more direct route to 24th Street BART Station. As depicted in Figure 10, the 12 Folsom has a relatively indirect route to/from the BART station, creating reliability problems. This segment makes up 12% of the running time, but carries only 10% of the ridership. A public process is recommended to consider eliminating the segment between 24th and Cesar Chavez and providing more direct connections to the 24th Street BART Station.

Table 21. Inner Mission Needs, Improvements, Strategies Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve reliability of 9/9R San Bruno	*9/9R San Bruno restructuring and service increase, Fall 2015*	Pending the effectiveness of improvements underway and completed, no additional recommendations
	Construct Muni Forward project on Potrero (underway), 11th St and Bayshore	
Improve reliability for 27 Bryant	*Permanent reroute for 27 to avoid SoMa freeway, Apr 2015*	Implement travel time and reliability toolkit north of Market Street where 27 Bryant travel time is slowest
	Schedule adjustment for 27 implemented, Apr 2015	
Improve reliability for 12 Folsom Pacific	Folsom Pedestrian and Transit Improvements (Inner Mission)	Implement Rincon Hill Recommendations to reroute the 12 Folsom
	Signal Priority on 2nd St. and Sansome	Vet a more direct route to 24th Street BART Station
	Extend Sansome contraflow lane to Broadway	

TENDERLOIN-SoMA



NEIGHBORHOOD PROFILE

The Tenderloin is a diverse and centrally-located neighborhood, adjacent to San Francisco's Civic Center and the Union Square Commercial District. Just south of Tenderloin is SoMa that shares characteristics and proximity with the Tenderloin and are analyzed together. The area has historically been one of the densest San Francisco communities (40,000 persons/ square mile), with diverse residents including African Americans (10%), Latinos (19%), and Asian-Americans (28%). Many residents are recent immigrants (42% foreign-born) and

there is a high concentration of low-income households (58%) and people under the federal poverty line (28%). The neighborhood also has a concentration of Single Room Occupancy (SRO) housing facilities. The Tenderloin-SoMa area has some of the lowest car ownership rates in the City – just 20% of households own an automobile. To get around the City, residents are first and foremost transit users and pedestrians, with 45% of residents taking transit to work and 27% walking to work.

TRANSIT SERVICE

Because of its central location, the neighborhood has excellent transit service in terms of geographical coverage, frequency of service, and regional connectivity. The north-south routes that provide service to the neighborhood include the 19 Polk, the 27 Bryant, the 47 Van Ness and the 49 Van Ness/Mission. The 47 and 49 routes provide service on Van Ness together every 4-5 minutes. While the 19 Polk and 27 Bryant travel through the neighborhood, the 47 Van Ness and the 49 Van Ness/Mission, travel along the border of the neighborhood. East-west routes include the 31 Balboa, 38 Geary, the 38R Geary Rapid, 14 Mission, and the 14R Mission Rapid routes, with the 12 Folsom at the southern edge. The 38 and 38R Geary Rapid routes provide at least 3-5 minute combined service all day and the combined frequency of the 14 Mission and 14R Mission Rapid is 4-5 minute combined service all day. Owl service is provided by the 14, 38 and 90 Van Ness. Finally, while not included in neighborhood for analysis, the residents of this neighborhood have access to the Market Street subway and regional transit service including the Muni Subway service (J, K, T, L, M, N), the Bay Area Rapid Transit (BART), the F Fishermen's Wharf streetcar, and the Market street bus routes including, the 5/5R Fulton Rapid, 6 Haight-Parnassus, 7 Haight-Noriega and 21 Hayes. The routes with the highest ridership in the neighborhood include the 14R Mission Rapid (16,000), the 38 Geary (23,000) and 38L Geary Limited (25,000); while the routes with the lowest ridership include the 19 Polk (7,800), the 27 Bryant (6,700) and the 31 Balboa (9,000).

Figure 11. Tenderloin-SoMA Neighborhood Routes

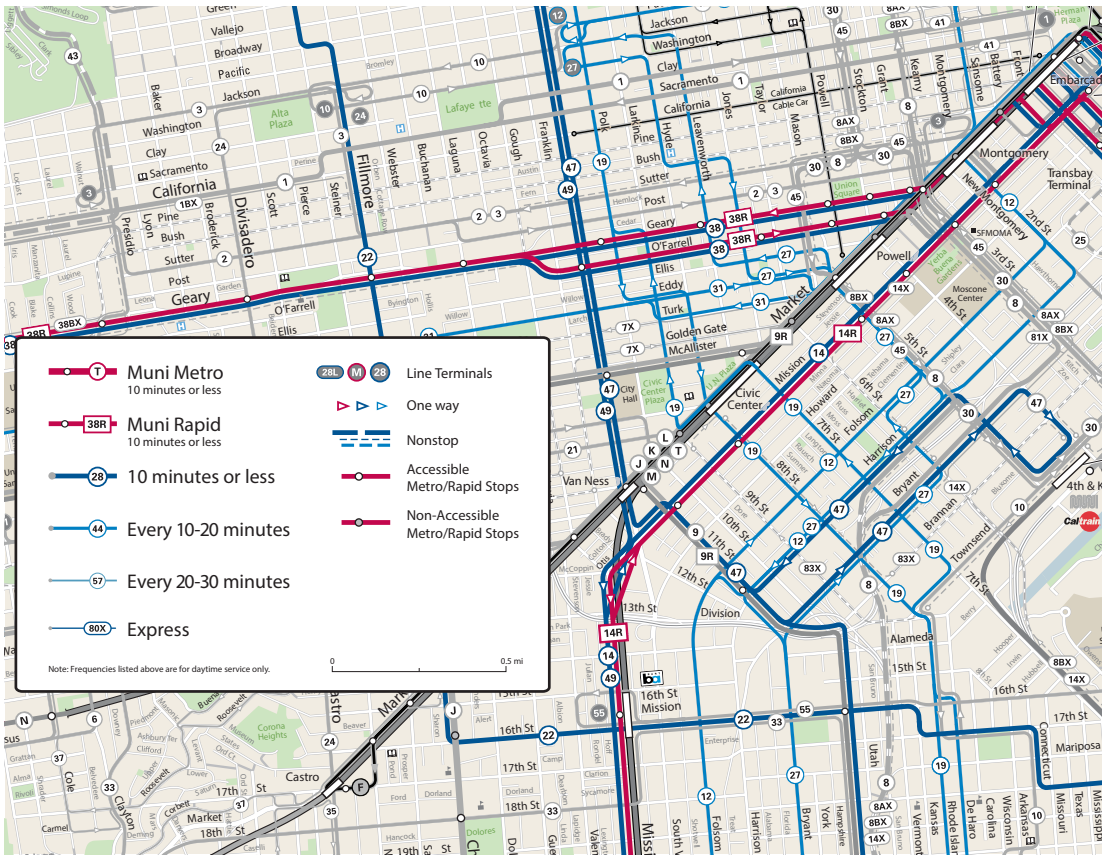


Table 22. Tenderloin-SoMA Transit Route Information

ROUTE	AVERAGE WEEKDAY RIDERSHIP	AM PEAK HEADWAY	MIDDAY HEADWAY	PM PEAK HEADWAY	EVENING HEADWAY	LATE NIGHT HEADWAY	OWL HEADWAY
12 Folsom	5,300	20	20	20	30	30	
14 Mission	26,200	8	8	8	10	12	30
14R Mission Rapid	16,200	8	8	8			
19 Polk	7,800	15	15	15	20		
27 Bryant	6,700	15	15	15	20	30	
31 Balboa	9,200	12	15	15	20	20	
38 Geary	22,900	6	8	7	10	10	
38R Geary Rapid	24,800	4	6	4			
47 Van Ness	11,600	10	9	10	15	20	
49 Van Ness/Mission	22,300	8	8	8	12	20	

FINDINGS

Like the Inner Mission, the Tenderloin-SoMa has excellent transit accessibility and most key destinations are less than 30 minutes away by transit. Crowding is also relatively low on all routes except the 38R Geary Rapid. In April 2015 service was increased 50% during the peaks on the 38R. This helped reduce the percent of PM Peak routes that were crowded from 21% to 13%, but that is still higher than most routes in the system. On-time performance of north-south routes has the largest potential for improvement in the Tenderloin/SoMa, with the 19 Polk and the 27 Bryant having lower on-time performance compared to the system and other neighborhood routes and above average gaps for most time periods. Further, because these routes have low ridership, they operate at lower frequencies (15 minutes at the peak), which compounds the effect of low on-time performance. Gaps were reduced on many of the routes from 2014 to 2015. On time performance also improved in some locations, but degraded in others.

KEY NEEDS

- Improve service reliability on the 19 Polk, 27 Bryant, 31 Balboa and 47 Van Ness
- Reduce crowding on the 38R Geary Rapid in the PM Peak.

RECOMMENDED STRATEGIES

The biggest investment in the Tenderloin-SoMa neighborhood over the past year has been the service increase on the 38R Geary Rapid. Service was also increased on the 14R Mission Rapid and schedule adjustments were made on the 27 Bryant. Signal priority was also added on the Geary and Mission corridors. In April 2016, a service increase is planned on the 12 Folsom, 31 Balboa and 47 Van Ness. In addition to these investments, more work is planned and recommended to respond to key needs as described below:

Improve Reliability on the 19 Polk, 27 Bryant, 31 Balboa and 47 Van Ness

Improvements underway. The 19, 27, 31 and 47 all travel through the urban core and battle traffic congestion in both the Tenderloin and SoMa. Much of this traffic is generated from regional traffic accessing the Bay Bridge.

Implemented in the last year.

- The 27 Bryant is particularly impacted by auto traffic accessing the 5th Street on ramp. Due to the long queues, the route re-routed to 6th Street in April 2015
- The 27 Bryant schedule was also adjusted to accommodate some of the congestion.

On their way.

- A schedule adjustment and PM peak service increase is planned for the 31 Balboa in April 2016. Similar improvements are also planned on the 47 Van Ness in the AM and PM peaks.
- We recently approved the Polk Street Project, which is anticipated to improve the 19 Polk by installing additional transit facilities such as bus bulbs and improving safety for all users on the corridor. The project is currently in the design phase.
- Signal priority will also be included in the 19 Polk project
- Van Ness BRT will create dedicated transit lanes and improve reliability and travel time for both the 47 Van Ness and the 49 Van Ness/Mission.

Additional FY16/17 and FY17/18 Strategies. In addition to the changes that have been made on the 27 route, as well as those planned for the 19 Polk, the following new strategies are recommended:

- **Adjust schedule for the 19 Polk.** Scheduling staff will evaluate the travel time by segment along the route, adding or subtracting time in different parts of the route to improve on-time performance. It is possible that these adjustments will require an additional bus at some times of day.
- **Conduct outreach to shorten the 19 Polk near San Francisco General Hospital (SF General), as part of proposed restructuring of the 19 Polk and 48 Quintara/24th Street.**

As part of the Transit Effectiveness Project, staff proposed rerouting the 48 Quintara/24th Street from its existing terminal at Third Street and 22nd Street to Hunters Point via the existing 19 Polk route. Additionally, a new route 58 24th Street would provide complementary service between Diamond and the Dogpatch, replacing the existing 48 route segment and increasing service along 24th Street. This proposal would reduce crowding and improve reliability on the 19 Polk, increase service on 24th Street to the hospital and create new direct connections between Hunters Point and the Mission. The proposal would require current 19 Polk customers traveling south of SF General to make a new transfer and requires more community vetting before coming to the Board for approval.

- **Add bus bulbs on 31 Balboa in the Tenderloin.** We are partnering with an existing Public Works project to create bus bulbs at up to three 31 Balboa stops in the Tenderloin.
- **Rebuild 47 Van Ness schedule and operate on Townsend instead of Harrison and Bryant.** In March 2014, the SFMTA Board of Directors approved the routing of the 47 Van Ness onto Townsend. Harrison and Bryant are slow and variable, which creates reliability problems that propagate through the entire route.
- **Implement travel time and reliability toolkit north of Market Street for the 27 Bryant.** As part of the TEP, staff developed a Toolkit--a set of design strategies, including dedicated lanes, turn restrictions and bus stop optimization--to give buses and trains more priority on San Francisco streets. To date, the Rapid network has been the focus where we have applied Toolkit stategies. The 27 Bryant was not part of this initial work because it has lower ridership and frequencies than other routes (e.g. the 14 Mission or 30 Stockton). However, we are recommending application of the Toolkit for this route given the amount of delay it is experiencing and the role it plays in the Tenderloin-SoMa (and Inner Mission) neighborhoods.

Reduce Crowding on the 38R Geary Rapid in the PM Peak

Improvements underway.

Implemented in the last year.

- Peak service was increased by 50% on the 38R.
- Transit signal priority was installed.
- The Tenderloin and downtown transit lanes were painted red to increase auto compliance.

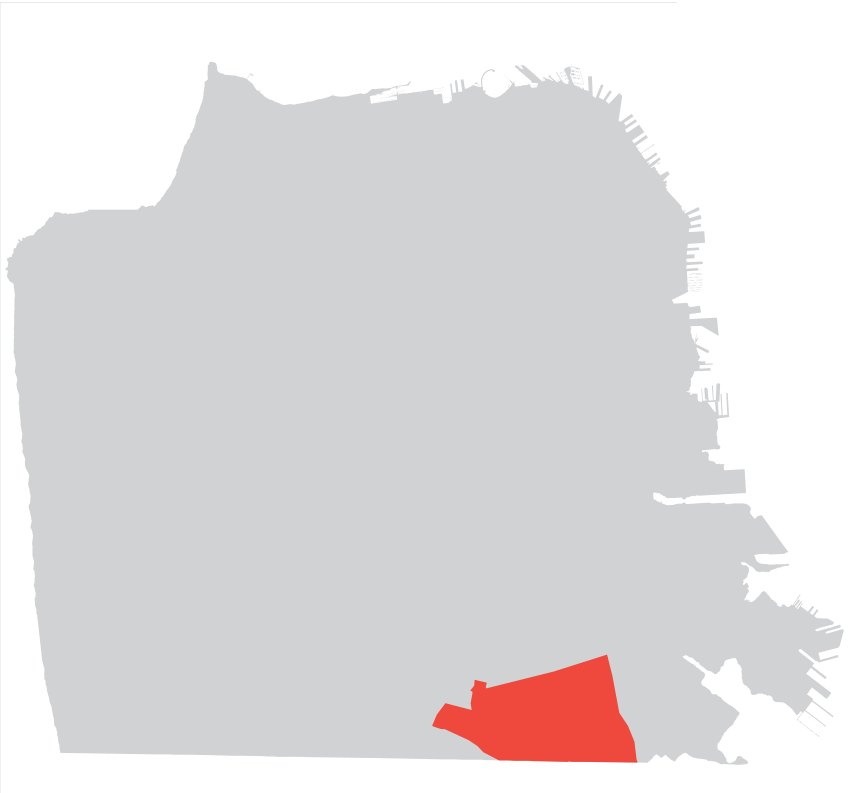
Additional FY16/17 and FY17/18 Strategies.

- **Reinvest travel time savings from Phase 1 of Geary BRT into Increased Peak Period Service.** An environmental review is currently being conducted to document the benefits and impacts of creating additional dedicated lanes on Geary, west of Van Ness and implementing other transit investments. The first phase of work could be implemented as early as 2017 and would include dedicated transit lanes and stop optimization between Arguello and Van Ness. The travel time savings from this project will free up buses to be reinvested in more service on the 38R. Both peaks would benefit from more service, but the PM peak should be the first priority.

Table 23. Tenderloin-SoMA Needs, Improvements, Strategies Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve service reliability on the 19 Polk, 27 Bryant, 31 Balboa, and 47 Van Ness	*Permanent reroute for 27 to avoid SoMa freeway, Apr 2015*	Adjust schedule for the 19 Polk (to address congestion variability through Tenderloin)
	Schedule adjustment for 27 implemented, Apr 2015	Shorten 19 Polk at SFGH proposed to reduce crowding and improve OTP, part of proposed 19/48 reroute (outreach planned Winter 2016)
	Bus bulbs and signal priority added to Polk Street complete streets project	Add bus bulbs on 31 Balboa in Tenderloin as part of DPW curb ramp project
		Rebuild 47 schedule and run on Townsend instead of Harrison and Bryant
		Implement travel time and reliability toolkit north of Market Street where 27 Bryant travel time is slowest
Reduce crowding on 38R Geary Rapid in the PM peak	*Service increase for 38R, Apr 2015*	Reinvest travel time savings from Phase 1 of Geary BRT into increased peak period service
	Transit signal priority added to the 38 Geary	

VISITACIÓN VALLEY

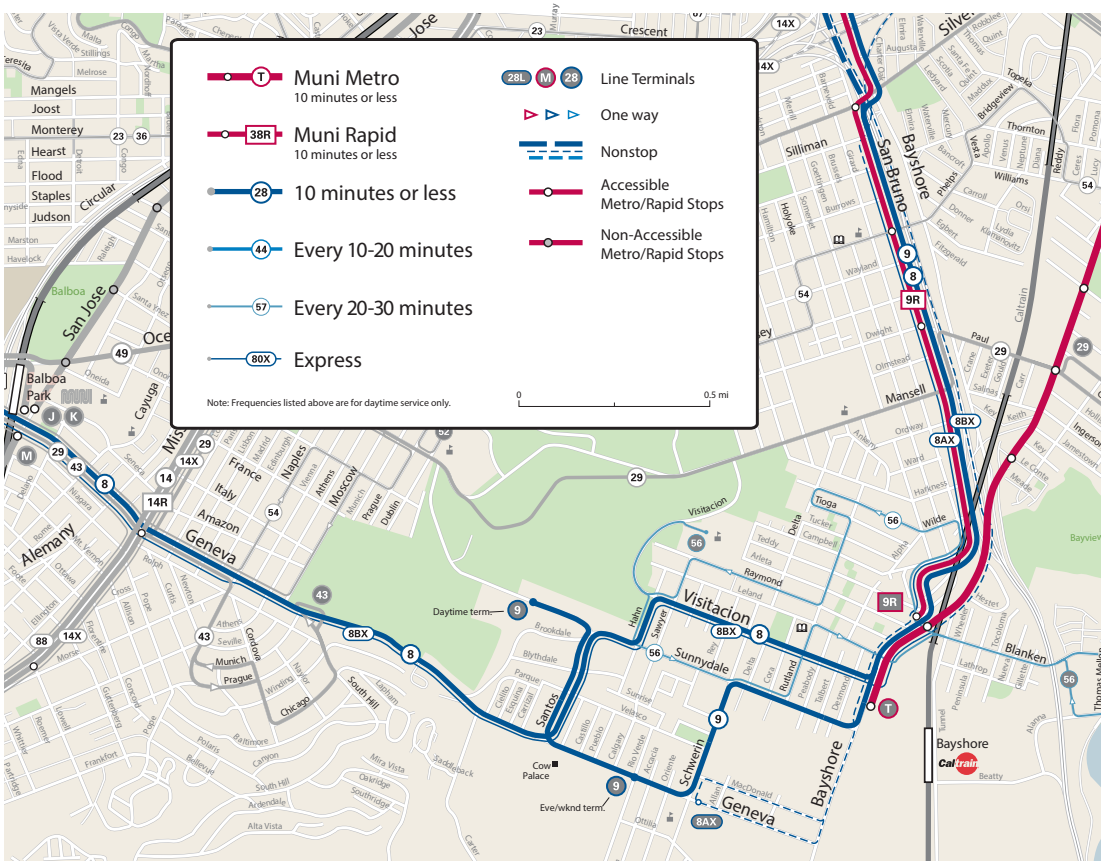


NEIGHBORHOOD PROFILE

Visitación Valley is in the southeast corner of San Francisco, in a valley that is situated between the freeway to the east, the hilly McLaren Park to the west, Mansell Street to the north and the border of Daly City to the south. The neighborhood is characterized by low-density single-family housing and a low-income federal housing site at the edge of the park that is planned to be rebuilt and redeveloped as part of the HOPE SF program. The neighborhood predominantly consists of families (79% of households) and correspondingly a high percent of

children (43% of households have children). Visitación Valley also has a high concentration or residents with low income, with almost half of households considered low income (47%). The neighborhood has one of the highest concentrations of African-American residents (13%) with the majority of residents being of Asian descent (55%). While most residents travel to work by driving alone (55%), 29% use transit, and 11% carpool. The transit ridership is high when compared to other low-density neighborhoods like Lakeside.

Figure 12. Visitación Valley Neighborhood Routes



TRANSIT SERVICE

Visitación Valley is served predominantly by routes that provide north-south service Citywide, but also provide east-west service through the neighborhood. These routes include the 8 Bayshore routes (8, 8AX and 8BX), 9 San Bruno, and 9R San Bruno Rapid. In addition, the T-Third Line provides service on the edge of the neighborhood; however, it does not appear to be a primary route for riders in Visitación Valley. Collectively, the 9R San Bruno Rapid and the 8 Bayshore routes, provide a relatively quick

Table 24. Visitación Valley Transit Route Information

ROUTE	AVERAGE WEEKDAY RIDERSHIP	AM PEAK HEADWAY	MIDDAY HEADWAY	PM PEAK HEADWAY	EVENING HEADWAY	LATE NIGHT HEADWAY	OWL HEADWAY
8/8AX/8BX Bayshore	32,300	7	7	7	12	15	
9 San Bruno	12,500	12	12	12	15	20	
9R San Bruno Rapid	7,100	8	8	8			
56 Rutland	400	30	30	30	30		
T Third	37,100*	9	10	9	15	20	
91 Owl	800						30

**indicated KT ridership*

and direct service to Balboa Park Station, Downtown, Civic Center, Mission, and Chinatown. The circulator route, the 56 Rutland, travels mostly throughout the neighborhood and connects the hilly areas with the main commercial corridor on Leland. To access the rest of the City, a transfer is required. The 8 Bayshore routes and the 9R San Bruno Rapid provide frequent service, with service frequencies of 7 to 12 minutes from AM Peak to PM Peak. Owl service is provided by the 91 Owl and operates every 30 minutes. The 56 Rutland operates every 30 minutes and has the lowest ridership of the neighborhood routes with about 400 customers on an average weekday. The 9 San Bruno and the 9R San Bruno Rapid service substantially more customers with a combined ridership of 19,000 customers a day; the busiest routes however, are the 8 Bayshore routes, which have a combined ridership of 32,000 customers.

FINDINGS

As a result of recent service increases, Visitación Valley routes are not overcrowded. Prior to April 2015, the 8AX in particular had over 23% of AM trips over capacity. This was reduced to 3%. On-time performance is at or above average on most routes. However, the 8 reliability is poor, especially in the PM Peak, due to congestion on the freeway, as well as on Mason and 5th Streets headed towards the Bay Bridge on ramps. The 9/9R had above average gaps when the data was collected in May/June 2015, but a more recent service increase and route restructuring has since addressed this issue. It only takes 15 minutes to drive to City College, which is hard for transit to compete with (30-40 minutes). Planned travel time improvements on Geneva and Bayshore will help make transit more competitive for this trip type.

KEY NEEDS

- Improve reliability on the 8 Bayshore routes
- Improve service reliability on 9/9R San Bruno Rapid

RECOMMENDED STRATEGIES

Almost every route in Visitación Valley has benefited from service management and service increases over the past year. Even small changes can make a big difference. For example, by adding an extra 15 minute relief for operators on the 56 Rutland, on-time performance improved from 26% to 70%. Service was increased significantly on the 8AX and 8BX in April 2015, and the service hours were also extended to address late morning crowding. The number of crowded trips were reduced on the 8AX from 23% to 3% in the AM Peak and the number of crowded trips on the 8BX was reduced from 6% to 1%. Finally, the 9/9R was restructured in September 2015. The 9R was extended onto Sunnydale, making local stops to Bayshore and Arleta. Service on the 9R was also increased by 20%. This change provided quicker trips for Visitación Valley residents traveling to downtown and SFGH. In addition to these investments, more work is planned and recommended to respond to key needs as described below:

Improve Reliability on the 8 Bayshore routes

Improvements underway.

Implemented in the last year.

- Peak period service was increased by 15%

- Service hours on the 8AX and 8BX Bayshore Express were extended to 10:30am and 9:30am respectively.
- Adjustments were made to running time to better reflect current roadway conditions.
- The corridor was equipped with transit signal priority

On their way.

- Improvements to San Bruno and Stockton between Columbus and Sutter to improve transit performance as well as pedestrian safety are currently undergoing a community planning process.
- The Central Subway, to be completed by winter 2018, will create a faster, more direct north-south trip than the current T-Third, serving as a new option for 8 and 8BX riders. The completion of the Central Subway project will also end the construction reroute that detours buses to Mason and 5th streets, which slows the buses and contributes to bunching. Recently, Mason was reconfigured to provide more transit priority for the 8 Bayshore turning left from Mason onto Eddy, but the detour continues to be a source of variability for the route.

Additional FY16/17 and FY17/18 Strategies. To support the work underway and further address 8 Bayshore key needs, the following additional strategies are recommended:

- **Begin increased use of non-freeway routing in AM Peak after Potrero Avenue construction is completed.** The 8 Bayshore schedule is one of the most challenging in the Muni system because it travels on the freeway and travel time conditions change dramatically throughout the week as a result of variability in traffic. On slow days, the buses fall way behind schedule and on less congested days, it's difficult for Operators to avoid being early. Potrero Avenue is the alternative route for the 8 Bayshore, when there is a problem on the freeway. It is currently under construction and will open up with new Muni Forward transit priority and safety investments in summer 2016. At that time, staff will shift the express portion of the 8 Bayshore routes in the AM Peak. This will take more time on average, but will be more predictable and reliable for customers. Longer term, SFMTA is also partnering with SFCTA to evaluate carpool or roadway pricing to help protect buses on freeway segments.
- **Develop capital project to improve transit and walking conditions on Kearny.** This fall, SFMTA plans to kick off a design and outreach process to improve pedestrian and transit safety, transit reliability and transit travel time

on Kearny Street. Although not in Visitación Valley, this busy downtown corridor creates delay for the buses throughout the line. Kearny was not initially planned to be studied for several years, but is being expedited due to the Equity Strategy findings, and because it is a high injury corridor.

- **Create transit/pedestrian street on lower Stockton.** As discussed above, the construction reroutes for Central Subway add delay and reliability challenges for the 8 Bayshore, as well as the 30 and 45 routes. Stockton Street is currently closed to build the Union Square/Market Street Station. Once the construction is completed, there is an opportunity to continue to reroute cars off of this corridor and create a transit and pedestrian street. This investment will improve safety, reduce transit delays and create a permanent version of the Winter Walk experience set up over the holiday season.

Improve Reliability on the 9/9R San Bruno Rapid

Improvements underway. Similar to the 8 Bayshore, the 9 San Bruno has also had significant investment over the past year.

Implemented in the last year.

- The 9/9R was restructured in September 2015, with the 9R extended to Sunnydale and the 9 local beginning at Arleta and Bayshore. In addition to providing quicker trips for customers traveling in Visitación Valley to SF General or Downtown, the restructuring also adjusted running time and increased service to address reliability.

On their way.

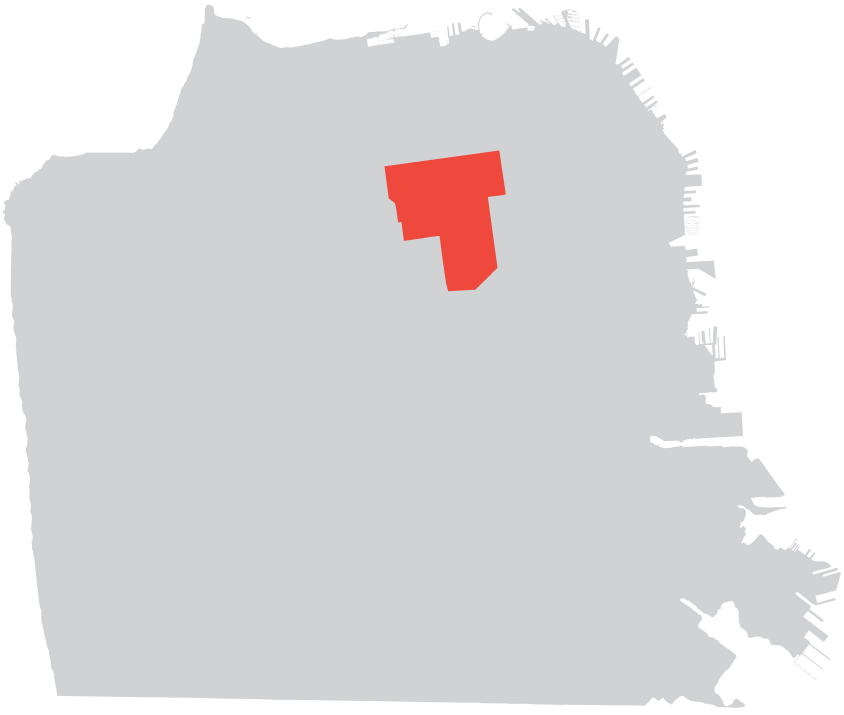
- Muni Forward transit and pedestrian projects have been approved on Potrero (construction underway), Bayshore Boulevard and 11th Street. Collectively, these projects are expected to reduce travel time by more than three minutes.
- As mentioned previously, improvements to San Bruno to improve transit performance as well as pedestrian safety are currently undergoing a community planning process

Additional FY16/17 and FY17/18 Strategies. The work underway is expected to transform the 9/9R into a reliable, rapid route. In FY17 work will continue to define the Muni Forward project on San Bruno Avenue and staff will seek Board approval for these changes. Additionally, staff is working to integrate future transit improvements into the Hope SF project at Sunnydale. Pending the effectiveness of improvements underway, no additional strategies are recommended.

Table 25. Visitación Valley Needs, Improvements, Strategies Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve reliability on the 8 Bayshore routes, and reduce crowding on 8AX inbound	*Increased service and adjusted schedule on 8/8AX/8BX, Apr 2015*	Begin increased use of non-freeway route in AM Peak after Potrero construction is completed
	Signal priority along 8 Bayshore corridor, Fall 2013	Develop capital project to improve transit and walking conditions on Kearny
		Create transit/pedestrian street on lower Stockton
Improve service reliability on 9/9R San Bruno Rapid	*9/9R San Bruno restructuring and service increase, Fall 2015*	Pending the effectiveness of improvements underway and completed, no additional recommendations
	Construct Muni Forward project on Potrero (underway), 11th St, Bayshore	
	Construct Muni Forward transit and pedestrian project on San Bruno (outreach underway)	

WESTERN ADDITION

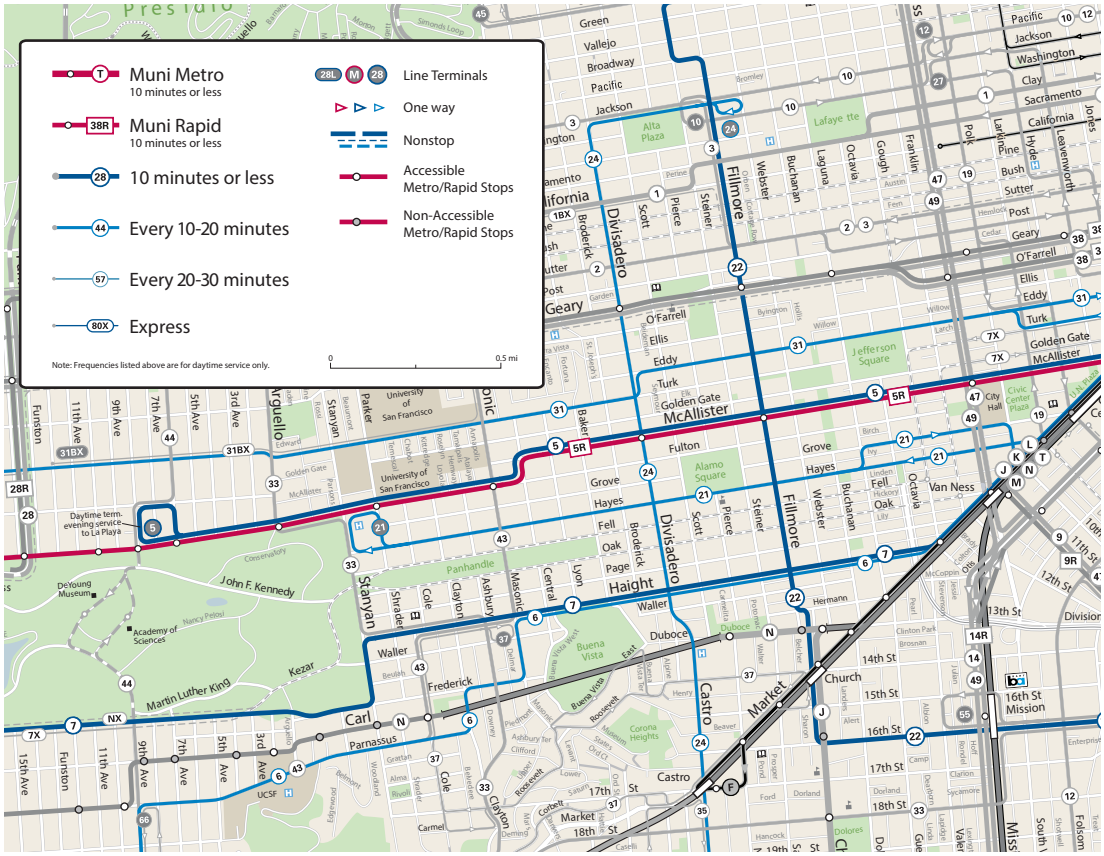


NEIGHBORHOOD PROFILE

The Western Addition neighborhood is centrally located just west Civic Center and the Tenderloin, and north of the Lower Haight. After the 1906 earthquake, the neighborhood attracted many Japanese and African American residents. The neighborhood includes the Fillmore District and Japantown. In 1948, the Fillmore was designated a redevelopment area, and many homes and businesses were demolished, displacing residents and businesses. The neighborhood has a high concentration of residents that are of African-American (15%)

and Asian descent (20%) and of households with low income (36%). The Western Addition neighborhood has an auto-ownership rate (0.41 autos/capita) below City average, and a majority of residents commute to work either by transit (41%), foot (11%), or by bicycle (6%).

Figure 13. Western Addition Neighborhood Routes



TRANSIT SERVICE

The Western Addition is served by numerous lines which travel throughout the City. The east-west routes include the 5 Fulton, 5R Fulton Rapid, 6 Haight-Parnassus, 7 Haight-Noriega, 21 Hayes and 31 Balboa. Peak frequencies range from every 4 minutes on the 5R Fulton Rapid to every 12-15 minutes on the 31 Balboa. North-south routes are the 22 Fillmore and the 24 Divisadero, which run every 7 to 9 minutes during peak hours. The highest ridership route in the neighborhood is the 22 Fillmore, which carries over 15,000 customers per day. The 5/5R and 24 are also high ridership routes.

Table 26. Western Addition Transit Route Information

ROUTE	AVERAGE WEEKDAY RIDERSHIP	AM PEAK HEADWAY	MIDDAY HEADWAY	PM PEAK HEADWAY	EVENING HEADWAY	LATE NIGHT HEADWAY	OWL HEADWAY
5/5R Fulton Rapid	11,800	9/4	10/8	10/7	15	20	30
6 Haight-Parnassus	7,400	10	12	10	20	30	
7 Haight-Noriega	9,900	10	12	10	20	30	
21 Hayes	7,300	4	12	8	20	12	30
22 Fillmore	15,800	8	8	7	15	20	30
24 Divisadero	10,700	9	9	9	15	20	30
31 Balboa	9,200	12	15	15	20	20	

FINDINGS

With only a few exceptions, on-time performance is as good or better in the Western Addition, than it is on comparable routes citywide. The 7R Haight-Noriega Rapid and the 5 Fulton stand out as needing improvement. Crowding has improved significantly from 2014 to 2015, due to significantly less missed service and service increases on the 5R Fulton Rapid and 22 Fillmore and 24 Divisadero. Accessing downtown and the nearest grocery store are quick via transit, but transit is much less competitive relative to driving to get to destinations like City College and SF General. Service gaps are at or below average on almost all routes.

KEY NEEDS

- Improve service reliability on the 7R Haight-Noriega and 5 Fulton local in the PM peak period.
- Provide faster travel times to key destinations, such as SFGH and City College.

RECOMMENDED STRATEGIES

The Western Addition has recently benefited from two Muni Forward pilots for the 5 Fulton and the 22 Fillmore. In March 2013, the 22 Fillmore benefited from the implementation of the first red-painted transit only lanes, implemented on Church Street. In October 2013, SFMTA launched the 5R-Fulton Express to supplement the existing 5 Fulton local service, resulting in a 20% increase in service. Service was added a second time on the 5R Fulton Express in April 2015. Service has also been added to the 22 Fillmore and 24 Divasadero. In April 2016, PM peak service will also be added to the 31 Balboa.

Improve Reliability on the 7R Haight-Noriega and 5 Fulton in the PM Peak

Improvements underway.

Implemented in the last year.

- Further schedule adjustments and service increases on the 5/5R
- The 7/7R Haight-Noriega received a new red carpet transit lane on Haight Street between Buchanan and Market in Fall 2014. This project permitted two-way bus travel on Haight Street and eliminated two slow turns onto Page Street into the Downtown direction.
- The schedule for the 7/7R was adjusted for the red carpet lane project and was re-evaluated again in September 2015.

On their way.

- We are also moving forward with transit and pedestrian improvements on Haight Street between Stanyan and Buchanan (complementing the Haight Street work recently implemented east of Buchanan). The SFMTA Board of Directors approved this project in November 2014. Construction is underway and will be complete in Spring 2018.

Additional FY16/17 and FY17/18 Strategies.

- **All day rapid service and service increases for 7 Haight-Noriega.** In March 2014, the SFMTA Board approved the conversion of the 7 Haight-Noriega to a rapid route. The 7R

service will operate all day, approximately every 7-8 minutes throughout the day, providing 14 to 20% more service). The 6 Haight-Parnassus will have reduced frequencies from every 10 minutes to every 12 minutes in the peak periods, with no change proposed in the midday.

- **Gap management for 7R Outbound.** In addition to roadway changes, the 7R is recommended for line management, with a specific emphasis on managing service gaps in the PM peak. Strategies include monitoring the Downtown terminal for on-time departures, as well as identifying delay locations for Parking Control Officers and adjusting operator departure times based on how other vehicles are spaced on the route.
- **Implement 5 Fulton Muni Forward project on McAllister, Central and Fulton.** The SFMTA Board has approved additional travel time and reliability measures on the 5 Fulton, to complement the changes put in place as part of the original pilot. These changes include replacing existing stop signs with signals or traffic circles and building bus bulbs. Design is currently underway and construction is planned to begin in Spring 2016.

Faster transit travel times to key destinations, such as SF General and City College

Improvements underway. Reducing the amount of time people spend waiting for the bus and giving the bus more priority in traffic are both key to making it quicker to get from the Western Addition to other key destinations outside of Downtown. Customers traveling from the Western Addition to SF General would likely take the 22 Fillmore to the 9R San Bruno Rapid.

On their way.

- Muni Forward travel time improvements, including a southbound dedicated lane, on Potrero Avenue leading to SF General
- Muni Forward travel time improvements on 16th Street, including dedicated transit lanes, stop optimization and right turn pockets that will speed up the 22 Fillmore segment of the trip.

Additional FY16/17 and FY17/18 Strategies.

- **Add transit signal priority on Fillmore Street.** The Muni Forward project on the southern end of the 22 Fillmore will be complemented by transit signal priority on Fillmore Street. This investment will reduce the amount of time buses spent stopped at red lights.

Table 27. Western Addition Needs, Improvements, Strategies Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve service reliability on the 7R Haight-Noriega and 5 Fulton local in PM peak period	5R Fulton Rapid implementation	All day rapid service and service increases recommended for 7R Haight-Noriega in 2017
	Red carpet lane on Haight from Buchanan to Market, Oct 2014	Gap management for 7R Outbound
	Schedule adjustment on 7/7R Haight-Noriega, Sept 2015	Implement 5 Fulton Muni Forward Project on McAllister, Central, Fulton
	7 Haight-Noriega Muni Forward Project on Haight St. (under construction)	
Faster transit times to key destinations, such as SFGH and City College	*9/9R San Bruno restructuring and service increase, Fall 2015*	Add transit signal priority on Fillmore Street
	22 Fillmore service increase, Fall 2015	
	Implement 9R San Bruno and 22 Fillmore Muni Forward Project on 16th and Potrero streets, including dedicated transit lanes	

ROUTES HEAVILY USED BY SENIORS AND PEOPLE WITH DISABILITIES

CITYWIDE PROFILE

In March of 1975, 15 years before the Americans with Disabilities Act was enacted, the San Francisco Board of Supervisors passed a resolution making it official city policy that "elderly and disabled people" have the same right to transit, and that full accessibility of the transit system be the eventual goal. Since then, we have worked to provide a level of service, fleet, and facility accessibility that we can truly be proud of. As of March of 2015, low- and moderate-income seniors and people with disabilities are eligible for a free Muni pass program through the Senior and Regional Transit Connection (RTC) Clipper Card programs.

TRANSIT SERVICE

Table 28. Transit Route Information for Routes Heavily Used by Seniors and People with Disabilities

ROUTE	AVERAGE WEEKDAY RIDERSHIP	AM PEAK HEADWAY	MIDDAY HEADWAY	PM PEAK HEADWAY	EVENING HEADWAY	LATE NIGHT HEADWAY	OWL HEADWAY
8/8AX/8BX Bayshore	32,300	7	7	7	12	15	
9 San Bruno	12,500	12	12	12	15	20	
9R San Bruno Rapid	7,100	8	8	8			
14 Mission	26,200	8	8	8	10	12	30
14R Mission Rapid	16,200	8	8	8			
30 Stockton	23,900	7	6	4	15	20	
31 Balboa	9,200	12	15	15	20	20	
38 Geary	22,900	6	8	7	10	10	
38R Geary Rapid	24,800	4	6	4			

FINDINGS

Accessibility data analysis differed slightly from neighborhood-specific analyses in that no specific segment was identified as being less or more important for the community. Instead, data from the entire route was compared to its respective service category using most of the same metrics. The transit to auto travel time metric was not used. An interesting finding about the routes identified as vital for the City's people with disabilities and seniors is that, with the exception of the 31 Balboa, they all belong to the Rapid and Frequent service category.

Comparison of 2015 data to the 2014 baseline shows an overall positive trend. Some issues persist, however, including below average on-time performance for the 9/9R San Bruno, 8 Bayshore, and the 30 Stockton in the PM peak and evenings. These lines also have above average gaps, in addition to the 38 Geary and 14 Mission in the AM peak, midday, and school hours. Despite substantial progress, high percentages of crowded trips continue on 38R Geary Rapid and 30 Stockton.

KEY NEEDS

- Improve reliability on the 31 Balboa outbound (away from Downtown)
- Improve reliability on the 9/9R San Bruno Rapid
- Improve reliability and increase capacity on 14 and 14R to address pass-ups and lack of priority seating
- Improve reliability and capacity on 38 and 38R to address pass-ups and lack of priority seating.

RECOMMENDED STRATEGIES

The routes identified as key for seniors and people with disabilities have benefited from both service increases, as well as system-wide investments in new buses and fewer missed trips.

The 8, 9R, 14R and 38R have all had significant service increases. The 9R restructuring also increased access to SF General by adding a stop and increasing service by over 60%. Construction is underway for Muni Forward investments on Potrero Avenue and signal priority has been installed on the 8, 14/14R and 38/38R, as well as segments of the 9 and 30 routes. Implementation of the 14 Mission Rapid Project kicked off in February 2016. The project will provide transit and pedestrian safety improvements along the inner portion of the 14, 14R, and 49 routes from 11th to Randall streets, including transit-only lanes, transit and pedestrian bulbs, stop consolidation, turn restrictions and turn pockets. As part of the April 2016 service change, the 31 Balboa will benefit from frequency and schedule improvements and the 30 Stockton short line from Van Ness to Caltrain will be upgraded to 60ft vehicles.

Improve Reliability on the 31 Balboa (outbound)

Improvements underway.

On their way.

- A schedule adjustment and PM peak service increase is planned for the 31 Balboa in April 2016.

Additional FY16/17 and FY17/18 Strategies.

- **Add bus bulbs on 31 Balboa in the Tenderloin.** We are partnering with an existing Public Works project to create bus bulbs at up to three 31 Balboa stops.

Improve Reliability of the 9/9R

Improvements underway.

Implemented in the last year.

- The 9/9R was restructured in September 2015, with the 9R extended to Sunnydale and the 9 local beginning at Arleta and Bayshore. In addition to providing quicker trips for customers traveling in Visitación Valley to SF General or Downtown, the restructuring also adjusted running time and increased service to address reliability.

On their way.

- Muni Forward transit and pedestrian projects have been approved on Potrero (construction underway), Bayshore Boulevard and 11th Street. Collectively, these projects are expected to reduce travel time by more than three minutes.
- As mentioned previously, improvements to San Bruno to improve transit performance as well as pedestrian safety are currently undergoing a community planning process

Additional FY16/17 and FY17/18 Strategies. The work underway is expected to transform the 9/9R into a reliable, rapid route. In FY17 work will continue to define the Muni Forward project on San Bruno Avenue and we will seek Board approval for these changes. Additionally, we are working to integrate future transit improvements into the Hope SF project at Sunnydale. Pending the effectiveness of improvements underway, no additional strategies are recommended.

Improve Reliability and Increase Capacity on 14 and 14R to Address Pass-ups and Lack of Priority Seating

Improvements underway.

Implemented in the last year.

- The oldest trolley coaches were retired in January 2015. These coaches were breaking down continuously, impacting reliability and creating customer inconvenience.
- Service was increased on the 14R Mission Rapid in April 2015.

On their way.

- Some 40ft buses were added to the corridor when the old trolleys were retired. These buses will be gradually phased out over the next year and replaced with new 60ft buses that have 50% more capacity and improved seating for seniors and people with disabilities.
- Complete construction on the Inner Mission Muni Forward project
- Conduct outreach and seek Board approval for a Muni Forward project in the Outer Mission (south of Randall)

Additional FY16/17 and FY17/18 Strategies. The work underway is expected to transform Mission Street and create a safe and reliable trip for everyone. Pending the effectiveness of improvements underway, no additional strategies are recommended.

Improve Reliability and Increase Capacity on 38 and 38R to Address Pass Ups and Lack of Priority Seating for Seniors and People with Disabilities

Improvements underway. Crowding is problematic for all customers, but it is particularly challenging for seniors and people with disabilities, who may have difficulty standing on a crowded bus or finding space for their wheelchair. SFMTA has invested in both more service, as well as reliability investments to help improve vehicle spacing along the Geary corridor.

Implemented in the last year.

- Peak service was increased by 50% on the 38R.
- Transit signal priority was installed.
- The downtown transit lanes were painted red, to increase auto compliance.

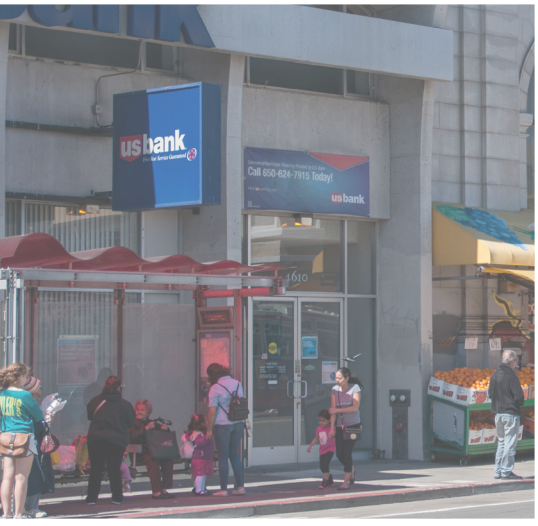
Additional FY16/17 and FY17/18 Strategies. The service increase from April 2015 helped reduce one of the most crowded routes in our system. An additional strategy recommendation is:

- Reinvest travel time savings from Phase 1 of Geary BRT into Increased Peak Period Service. An environmental review is currently being conducted to document the benefits and impacts of creating additional dedicated lanes on Geary, west of Van Ness and implementing other transit investments. The first phase of work could be implemented as early as 2017 and would include dedicated transit lanes and stop optimization between Arguello and Van Ness. The travel time savings from this project will free up buses to be reinvested in more service on the 38R. Both peaks would benefit from more service, but the PM peak should be the first priority.

Table 29. Routes Heavily Used by Seniors and People with Disabilities Needs, Improvements, Strategies Summary

KEY NEED	IMPROVEMENTS UNDERWAY OR *COMPLETED*	FY16/17 17/18 STRATEGIES
Improve reliability of 31 Balboa Outbound	Service increase and schedule adjustment on 31 Balboa during PM Peak, Apr 2016	Add bus bulbs on 31 Balboa in Tenderloin as part of DPW curb ramp project
Improve service reliability on 9/9R San Bruno Rapid	*9/9R San Bruno restructuring and service increase, Fall 2015*	Pending the effectiveness of improvements underway and completed, no additional recommendations
	Construct Muni Forward project on Potrero (underway), 11th St, and Bayshore	
	Construct Muni Forward transit and pedestrian project on San Bruno (outreach underway)	
Improve reliability and increase capacity on 14 and 14R to address pass-ups and lack of priority seating	*Oldest vehicles retired, Jan 2015*	Pending the effectiveness of improvements underway and completed, no additional recommendations
	Phase out 40ft trolley buses on Mission Street as new 60ft trolley buses arrive	
	Construct 14 Mission Muni Forward Project for Inner and Outer Mission Corridor; Inner Mission project completion expected Apr 2016	
Improve reliability and capacity on 38 and 38R to address pass-ups and lack of priority seating	*Service increase for 38R, Apr 2015*	Reinvest travel time savings from Phase 1 of Geary BRT into increased peak period service
	Transit signal priority added to the 38 Geary	

4 STRATEGY SUMMARY & COSTS



4 Strategy Summary & Costs

In the previous chapter, we identified key needs in each of the Equity Neighborhoods and capital, service and line management strategies to address those needs. The strategies include both work already underway, as well as new strategies that are recommended to advance going forward. This chapter summarizes the strategies that will be incorporated into the SFMTA Fiscal Year 2016/17 and 2017/18 budget and presents the costs associated with the strategies. Both Citywide and route specific investments are presented.

Table 30. Citywide Capital Projects that Will Help Address Key Needs Identified through the Equity Strategy

NEIGHBORHOOD	LINE	CAPITAL IMPROVEMENT PROJECTS	COST (IN MILLIONS)
All Neighborhoods	All Lines	Fleet: Bus Fleet Replacement	$622.1*
Bayview Hunters Point, Visitación Valley	T Third	Fleet: LRV Vehicle Expansion	$210.3
All Neighborhoods	Most lines	Major Corridors: Citywide Transit Signal Priority	$17.5*
Bayview Hunters Point, Visitación Valley	T Third	Major Corridors Central Subway	$1,578
Accessibility, Tenderloin/ South of Market	38R	Major Corridors: Geary BRT Phase I (Arguello to Downtown)	$33.7
Accessibility, Excelsior/ Outer Mission, Visitación Valley	8	Muni Forward: San Bruno and Geneva Avenue	$4.1
Accessibility, Inner Mission, Visitación Valley	9, 9R	Muni Forward: Potrero, Bayshore, 11th Street	$9.0
Inner Mission, Western Addition	22	Muni Forward: 16th Street	$67.1
Accessibility, Chinatown, Visitación Valley,	8, 30, 45	Muni Forward: Stockton, North Point Street	$14.1
Accessibility, Chinatown, Excelsior/Outer Mission	14/14R, 49	Muni Forward: Mission Street	$18.4
Western Addition	5, 5R	Muni Forward: Inner Fulton	$4.8
Western Addition	7, 7R	Muni Forward: Haight St	$14.2
TOTAL			**$2,600 M**

**Planned expenditures in the next 5 years. Does not include spending to date*

Capital Strategies

The Capital Improvement Program (CIP) is SFMTA's five-year fiscally restrained program of projects and reflects the Agency's priorities for capital investments across the entire transportation system. The first two years of the CIP represents the Agency's two-year capital budget. The CIP includes major investments in state of good repair, such as vehicles, facilities and fixed guideway, as well as transit enhancement and expansion projects, such as Muni Forward projects designed to improve transit safety, reliability and travel times.

Table 31. Incremental Capital Improvement Projects

NEIGHBORHOOD	ROUTE	PROJECT DESCRIPTION	COST (IN MILLIONS)
Bayview, Visitación Valley	T	Redesign the Train Interlock at 4th/King	$1.4
Accessibility, Tenderloin/ SoMa	31	Add bus bulbs on 31 Balboa in Tenderloin as part of DPW curb ramp project	$1.4
Tenderloin/SoMa/Inner Mission	27	Implement travel time and reliability toolkit north of Market St where travel time is slowest along 27 route	$6.9
Western Addition	22	Add transit signal priority on Fillmore St. from Beach to Church	$0.75**
Accessibility, Chinatown, Visitación Valley	8, 8AX, 8BX	Create transit/pedestrian street on lower Stockton	$10.5
Accessibility, Chinatown, Visitación Valley	8, 8AX, 8BX	Develop capital project to improve transit and walking conditions on Kearny	$0.3*
TOTAL			**$21.3M**

** initial funding for outreach and preliminary engineering only*

*** embedded in larger TSP project in CIP*

Many projects in the CIP have been under development for years and pre-date this Equity Strategy. While these projects did not specifically come out of the Equity Strategy, they are an important part of SFMTA's overall efforts to improve transit service throughout the City and to the focus populations. Specific pre-existing capital projects in the CIP that provide significant benefits to Equity Strategy neighborhoods and help meet the needs identified in this report are noted in Table 30. In total, the 5 year CIP includes over $2.6 billion dollars of investment that will benefit the Equity Strategy's focus populations. The largest expenditure is for Central Subway, which will benefit Chinatown most directly, as well as the Bayview and Visitación Valley. The second largest investment is the bus fleet replacement, which replaces our entire current fleet with cleaner, quieter and more reliable vehicles by 2019.

New Capital Improvements

In addition to the capital investments already underway, the Equity Strategy identified over $21 million in new capital projects that benefit one or more Equity Strategy neighborhoods and/or routes heavily used by seniors and people with disabilities. Specific project details are described in Chapter 3 of this report. SFMTA will seek to advance these projects, which are all now included in the CIP and the Agency's two-year budget. In some instances, the projects also have additional benefits beyond meeting the needs identified in the equity strategy. An example of such a project is the creation of a pedestrian and transit street on Lower Stockton. This project will improve reliability and travel time on the 8, 30 and 45, benefiting Chinatown and Visitacíon Valley. It will also provide an amenity for Union Square workers and visitors. In some cases these improvements will be added to another project already in development or underway; in that case

Table 32. Service Improvement Projects for FY 2017-2018

NEIGHBORHOOD/ TARGET	ROUTE	PROJECT DESCRIPTION	COST (IN MILLIONS)
Bayview	23	Run on Industrial and Palou instead of deviating to Produce Market; Reinvest travel time to improve on-time performance	Neutral
Bayview, Excelsior-Outer Mission	29	Increase peak period service on the 29 Sunset	$0.25
Inner Mission	12,10	Implement Rincon Hill Recommendations to reroute the 12 Folsom and increase peak frequency on the 10 Townsend to address the Pacific Avenue segment that would lose the 12 Folsom service. Vet a more direct route to 24th Street BART Station	$1.6 in savings
Bayview	KT	Redesign rail schedule, including running time adjustments	TBD*
Citywide Accessibility, Chinatown, Visitación Valley	8, 8AX, 8BX	Begin increased use of non-freeway route in AM Peak after Potrero Muni Forward construction is completed	Neutral
Tenderloin/ SoMa	19	Schedule adjustments for 19 Polk (to address congestion variability through Tenderloin)	TBD*
Tenderloin/ SoMa	47	Rebuild 47 schedule and run on Townsend instead of Harrison and Bryant	$0.18 in savings
Potrero Hill/Mission	19, 48, 58	Shorten 19 Polk at SFGH to reduce crowding & improve OTP. This is part of the proposed 19/48 reroute that would also create a new 58 24th Street route and increase service to Caltrain in the Dogpatch.	$7.1
Western Addition	7R and 6	All day rapid service and service increases recommended for 7R Haight-Noriega in 2017. Cost estimate includes a peak period service reduction from every 12 to 10 minutes on the 6 Parnassus.	$2.7
Tenderloin/ SoMa	38R	Reinvest travel time savings from Phase 1 of Geary BRT into increased peak period service	Neutral
Reinvested in Travel Time Savings		Network wide	$2.3 in savings
Service Efficiencies		Network wide to be determined	$5.97 in savings
TOTAL			**COST NEUTRAL**

only the incremental cost is shown. Table 31 provides a detailed list of these incremental capital improvements and their costs.

Service Strategies

In addition to capital improvements, we recommend targeted service improvements to address key needs identified in the Equity Strategy, such as increasing peak frequencies, implementing

running time adjustments, and restructuring routes to increase reliability and access. In some cases, the strategies below meet the SFMTA's definition of a major service change and require a Title VI service equity analysis and additional outreach before Board approval. This work will commence in summer 2016. The more incremental investments, such as increasing peak service on the 29 Sunset, do not require Board approval and will likely be implemented in the first half of 2017.

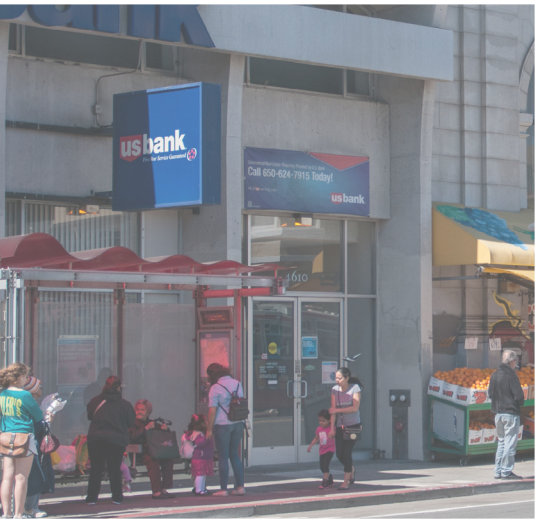
Overall, the Equity Strategy service and line management improvements for FY16/17 and FY17/18 are expected to be cost neutral. While the strategies themselves are expected to cost $11.7 million annually, they will be offset by efficiency investments such as travel time savings from Muni Forward and the identification and elimination of unproductive routes or route segments. Similar to the Strategies themselves, if a proposed efficiency meets the Agency's definition of a major service increase, staff will conduct outreach and a Title VI service equity analysis.

Table 32 provides a detailed list of service related projects recommended as a result of Equity Strategy work that will be implemented in the next two years and that will further help increase on-time reliability and access for the target neighborhoods. Some of these improvements will be implemented once a separate capital project is complete, as noted within the specific improvement description below. Other improvements will be rolled out in the first half of 2017.

Line Management Strategies

Both service and capital investments for the Equity Strategy will continue to be complemented by line management improvements that continue to be implemented. Over the past year SFMTA has launched the Transit Management Center (TMC), which allows buses and trains to be monitored electronically in real-time. By the end of 2016, the TMC will continue to grow and its capabilities expand with the implementation of new, modern communications systems on all SFMTA vehicles. Service will be monitored by trained staff by service category such as Rapid Bus, Rail, Local, and Connector to ensure service issues are resolved and provide more oversight and care for the different services SFMTA operates. Additionally, we have revamped our street supervision program to focus more on terminal departures and other line management techniques. Staff is investing more time communicating with Operators and counseling on key themes, such as safety and reliability. This work will continue through FY18 and will directly benefit transit service in the Equity Strategy neighborhoods, as well as for routes heavily used by seniors and people with disabilities.

5 NEXT STEPS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5 Next Steps

This report is our inaugural Equity Strategy report, but the work we initiated in the last two years will continue. In the coming years, here is what we plan to do:

Implement Recommended Strategies

In the next two years, we will implement the strategies identified in this report. Some route change strategies recommended here may require Title VI analysis before implementation. In these cases, following additional outreach, staff will bring any relevant major services changes to the SFMTA Board with an accompanying analysis for approval.

Continue and Expand Outreach

We will continue to meet with the Equity Strategy Working Group at key milestones throughout the year and expand our outreach approach. We have secured a Caltrans Planning Grant to fund community-based outreach to seek further input on key needs across all Equity Strategy neighborhoods in the next year. While this level of outreach is not explicitly required by the policy, we are excited by this opportunity to further vet how well our data analysis is revealing key needs. This work is expected to include collaboration with several community-based organizations to conduct targeted outreach to reach transit riders in Equity Strategy neighborhoods. We plan to distill our data analysis on key needs to lay-person friendly messages and graphics. Through this outreach, we hope to learn where our data-based findings are confirmed by lived experiences (as well as any departures) so future Equity Strategy needs identification can respond accordingly.

Repeat Process Every Two Years

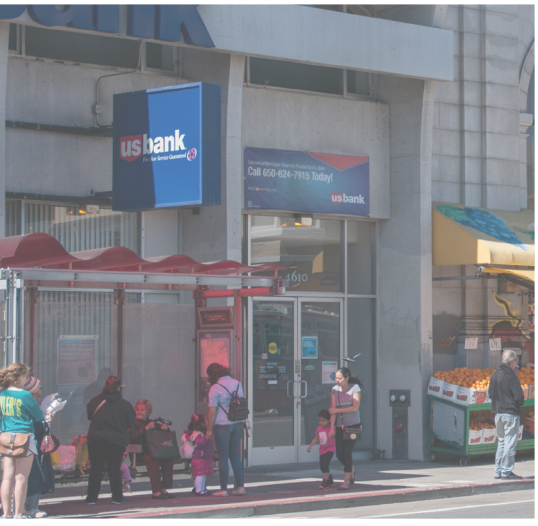
With each subsequent two-year budget process, we will report back to the SFMTA Board with updated transit performance data and new responsive strategies. Over time, we hope to see that transit performance in Equity Strategy neighborhoods and for seniors and people with disabilities is on par with our system average, which we also hope to see improve year over year.

Acknowledgements

The SFMTA Muni Service Equity Strategy would not have been possible without guidance from the following community organization representatives who attended one or more of the Equity Strategy Working Group meetings:

- Bob Allen, Urban Habitat
- Norah Chin, Chinatown Community Development Center
- Peter Cohen, Council of Community Housing Organizations
- Alexandra Goldman, Tenderloin Neighborhood Development Corporation
- Jessica Lehman, Senior Disability Action
- Fernando Marti, Council of Community Housing Organizations
- Jeremy Pollock, Office of City and County Supervisor John Avalos
- Michael Schwartz, San Francisco County Transportation Authority
- Pi Ra, Senior Disability Action
- Peter Straus, San Francisco Transit Riders
- Calvin Welch, Council of Community Housing Organizations
- Steve Wu, Chinatown Community Development Center
- Angelina Yu, Chinatown Community Development Center

APPENDIX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Appendix A: Muni Service Equity Policy

Adopted May 6, 2014

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

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

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

- Re-evaluate census data to determine if demographic changes warrant additional or fewer neighborhoods be evaluated. Summer/Fall Year 1
- Analyze performance data for key transit routes in each focus neighborhood and outline the top two-to-three Muni challenges and strategies to improve service performance. Document year-over-year progress against the baseline. Summer/Fall Year 1
- Conduct outreach to community stakeholders to confirm key Muni service issues in each neighborhood and adjust as needed. This may include community groups, community based organizations, stakeholder interviews, and community meetings. Fall Year 1
- Refine key issues on community input and finalize Service Equity Strategy. Winter Year 1
- SFMTA Board of Directors reviews and approves Service Equity Strategy. Winter Year 1
- SFMTA prioritizes resources to implement strategies as needed in conjunction with two year budget cycle. Spring Year 1
- Implement Service Equity Strategy and track results compared to baseline conditions and performance targets. Summer Year 1
- Adjust strategies as needed to meet goal. Summer Year 1 – Summer Year 2
- Report back to the SFMTA Board and SFCTA Board on results Fall/Winter Year 2
- Start process again in Summer/Fall Year 3

Appendix B: Dashboards

To support the analysis of key transit needs discussed in Performance Findings & Strategies, transit performance "dashboards" were created for each Equity Strategy neighborhood as well as for routes heavily used by seniors and people with disabilities. The dashboards, contained in this appendix, use color coding to simplify comparison between populations of interest and system-wide categories as well as comparisons between 2014 baseline and 2015 data, e.g. metrics are flagged as red (worse), green (better), or neutral (same). This section also includes a Glossary that defines all terms used and explains how to interpret the charts.

**Reported results are suject to change as data quality improves or new data becomes available.*

Symbology

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

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

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

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

Peak Period Crowding
Percent of Peak Trips with Crowding

Percentage of Trips	*Over 5%*

2014-2015 On-Time Performance Summary
Neighborhood OTP Changes between 2014-2015

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

2014-2015 Service Gap Summary
Neighborhood Service Gaps Changes between 2014-2015

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

2014-2015 Peak Period Crowding
Changes in Percent of Neighborhood Peak Trips with Crowding between 2014-2015

Better Performance	*More than 5% decrease*
Worse Performance	*Less than 5% increase*
No Significant Difference	*Within 5%*

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

Less Time	*Ratio less than 1.0*
More Time	*Ratio more than 2.0*

Glossary

Definition of Terms

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

Tables

On-Time Performance & Service Gap Summaries and Comparisons

Route direction →

Performance of system by service category and time period →

Performance of route by service category and time period (Route listed by name and direction, ie. "KT Third S" runs southbound) →

Performance of route at neighborhood stop by service category and time period. →

Inbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	58.8%	51.3%	47.0%	37.8%	27.7%	35.4%	52.7%	44.4%
Rapid & Frequent	72.0%	65.8%	63.6%	54.2%	56.8%	60.2%	70.0%	63.2%
Grid	69.1%	62.7%	61.3%	53.2%	58.7%	62.2%	58.9%	60.9%
Commute Only	62.3%	49.2%	60.5%	42.0%	26.2%			48.0%
Community Circulators	68.9%	69.7%	59.4%	53.3%	63.9%	71.8%		64.5%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third S**	**54.6%**	**47.8%**	**45.3%**	**36.7%**	**29.4%**	**37.9%**		**42.0%**
	3rd St&Paul Ave SW-FS/SI	*44.2%*	*36.2%*	*33.7%*	*28.9%*	*16.7%*	*27.1%*		*31.1%*
	3rd St&Oakdale/Palou N-NS SI	*44.8%*	*36.6%*	*34.5%*	*28.0%*	*16.1%*	*29.7%*		*31.6%*
Grid	**19 Polk N**	**66.0%**	**58.4%**	**50.9%**	**47.6%**	**50.9%**	**58.9%**		**55.5%**
	Evans Ave&USPO NE-MB/BZ	*75.6%*	*82.1%*	*76.4%*	*67.4%*	*63.9%*	*73.3%*		*73.1%*
Grid	**23 Monterey E**	**56.3%**	**45.9%**	**49.0%**	**40.6%**	**62.0%**	**63.4%**		**52.9%**
	Palou Ave&3rd St E-NS/BZ	*44.3%*	*35.6%*	*47.7%*	*25.6%*	*40.7%*	*49.5%*		*40.6%*
	Palou Ave&3rd St S-FS/BZ	*50.3%*	*40.2%*	*44.4%*	*25.5%*	*54.7%*	*58.6%*		*45.6%*
Grid	**24 Divisadero N**	**65.5%**	**62.3%**	**64.2%**	**64.2%**	**68.9%**	**68.7%**	**64.8%**	**65.5%**
	Cortland Ave&Hilton St NW-FS/BZ	*78.9%*	*73.5%*	*82.5%*	*73.1%*	*65.5%*	*65.8%*	*75.9%*	*73.6%*
	Cortland Ave&Bayshore Blvd SW-NS/BZ							*77.2%*	*77.2%*
Grid	**29 Sunset W**	**65.5%**	**60.9%**	**60.4%**	**50.9%**	**57.0%**	**59.1%**		**59.0%**
	Mansell St&San Bruno Ave W-FS/BZ	*71.6%*	*73.4%*	*71.4%*	*63.7%*	*68.8%*	*81.9%*		*71.8%*
Grid	**44 O'Shaughnessy N**	**63.2%**	**62.6%**	**61.4%**	**62.1%**	**53.2%**	**56.3%**		**59.8%**
	Palou Ave&3rd St E-NS/BZ	*79.6%*	*82.6%*	*81.1%*	*77.5%*	*74.1%*	*73.4%*		*78.1%*
Grid	**54 Felton E**	**65.7%**	**58.4%**	**49.3%**	**54.8%**	**71.0%**	**65.3%**		**60.8%**
	Williams Ave&3rd St W-NS	*59.8%*	*54.2%*	*37.5%*	*42.8%*	*65.2%*	*58.0%*		*52.9%*

Peak Period Crowding

Route direction →

Percent of trips with crowding during peak time period →

Inbound

Route	AM Peak	PM Peak
KT Third	0.0%	1.7%
19 Polk	0.0%	1.7%
23 Monterey		
24 Divisadero		
29 Sunset	5.6%	3.5%
44 O'Shaughnessy	2.9%	0.3%
54 Felton	0.0%	0.0%

Bayview Neighborhood

May - June 2015

Inbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	54.6%	47.8%	45.3%	36.7%	29.4%	37.9%	48.5%	43.4%
Rapid & Frequent	72.6%	67.6%	64.8%	58.6%	58.0%	62.3%	72.7%	65.1%
Grid	68.8%	63.9%	62.4%	55.3%	60.4%	63.1%	62.7%	62.6%
Commute Only	62.3%							56.7%
Community Circulators	67.6%	66.5%	61.6%	47.2%	65.4%	66.7%		61.8%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third S**	**54.6%**	**47.8%**	**45.3%**	**36.7%**	**29.4%**	**37.9%**		**42.0%**
	3rd St&Paul Ave SW-FS/SI	*44.2%*	*36.2%*	*33.7%*	*28.9%*	*16.7%*	*27.1%*		*31.1%*
	3rd St&Oakdale/Palou N-NS SI	*44.8%*	*36.6%*	*34.5%*	*28.0%*	*16.1%*	*29.7%*		*31.6%*
Grid	**19 Polk N**	**66.0%**	**58.4%**	**50.9%**	**47.6%**	**50.9%**	**58.9%**		**55.5%**
	Evans Ave&USPO NE-MB/BZ	*75.6%*	*82.1%*	*76.4%*	*67.4%*	*63.9%*	*73.3%*		*73.1%*
Grid	**23 Monterey E**	**56.3%**	**45.9%**	**49.0%**	**40.6%**	**62.0%**	**63.4%**		**52.9%**
	Palou Ave&3rd St E-NS/BZ	*44.3%*	*35.6%*	*47.7%*	*25.6%*	*40.7%*	*49.5%*		*40.6%*
	Palou Ave&3rd St S-FS/BZ	*50.3%*	*40.2%*	*44.4%*	*25.5%*	*54.7%*	*58.6%*		*45.6%*
Grid	**24 Divisadero N**	**65.5%**	**62.3%**	**64.2%**	**64.2%**	**68.9%**	**68.7%**	**64.8%**	**65.5%**
	Cortland Ave&Hilton St NW-FS/BZ	*78.9%*	*73.5%*	*82.5%*	*73.1%*	*65.5%*	*65.8%*	*75.9%*	*73.6%*
	Cortland Ave&Bayshore Blvd SW-NS/BZ							*77.2%*	*77.2%*
Grid	**29 Sunset W**	**65.5%**	**60.9%**	**60.4%**	**50.9%**	**57.0%**	**59.1%**		**59.0%**
	Mansell St&San Bruno Ave W-FS/BZ	*71.6%*	*73.4%*	*71.4%*	*63.7%*	*68.8%*	*81.9%*		*71.8%*
Grid	**44 O'Shaughnessy N**	**63.2%**	**62.6%**	**61.4%**	**62.1%**	**53.2%**	**56.3%**		**59.8%**
	Palou Ave&3rd St E-NS/BZ	*79.6%*	*82.6%*	*81.1%*	*77.5%*	*74.1%*	*73.4%*		*78.1%*
Grid	**54 Felton E**	**65.7%**	**58.4%**	**49.3%**	**54.8%**	**71.0%**	**65.3%**		**60.8%**
	Williams Ave&3rd St W-NS	*59.8%*	*54.2%*	*37.5%*	*42.8%*	*65.2%*	*58.0%*		*52.9%*

Outbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	62.6%	54.3%	48.6%	38.7%	26.1%	33.2%	56.2%	47.0%
Rapid & Frequent	72.8%	64.4%	62.1%	52.7%	56.6%	59.3%	67.9%	62.0%
Grid	69.2%	61.9%	59.8%	51.1%	57.4%	61.7%	55.0%	60.2%
Commute Only				42.0%				41.5%
Community Circulators	70.5%	73.9%	56.3%	61.0%	62.3%	79.7%		66.9%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third N**	**62.6%**	**54.3%**	**48.6%**	**38.7%**	**26.1%**	**33.2%**		**43.9%**
	3rd St&Oakdale/Palou N-FS/SI	*79.6%*	*76.9%*	*71.1%*	*53.3%*	*30.6%*	*45.1%*		*59.4%*
	3rd St&Gilman Ave NE-FS/SI	*85.2%*	*79.0%*	*73.0%*	*52.9%*	*32.3%*	*48.7%*		*61.9%*
Grid	**19 Polk S**	**66.4%**	**57.9%**	**52.0%**	**46.6%**	**55.6%**	**63.6%**		**57.0%**
	US Post Office S-FS/BZ	*58.7%*	*45.7%*	*37.3%*	*37.6%*	*49.3%*	*53.6%*		*47.0%*
Grid	**23 Monterey W**	**52.6%**	**52.3%**	**62.3%**	**53.5%**	**65.9%**	**56.8%**		**57.2%**
	Palou Ave&3rd St E-NS/BZ	*74.4%*	*59.4%*	*76.6%*	*70.4%*	*78.1%*	*77.6%*		*72.8%*
Grid	**24 Divisadero S**	**70.8%**	**61.8%**	**67.6%**	**65.2%**	**74.1%**	**69.7%**	**57.4%**	**66.7%**
	Cortland Ave&Bayshore Blvd SW-NS/BZ	*57.4%*	*52.0%*	*55.3%*	*46.4%*	*65.0%*	*70.3%*	*51.2%*	*56.8%*
Grid	**29 Sunset E**	**65.4%**	**63.1%**	**56.9%**	**47.6%**	**47.9%**	**54.1%**		**55.8%**
	Mansell St&San Bruno Ave S-NS/PS	*51.3%*	*43.8%*	*46.0%*	*34.0%*	*34.9%*	*42.1%*		*42.0%*
Grid	**44 O'Shaughnessy S**	**71.3%**	**64.7%**	**56.6%**	**54.6%**	**63.0%**	**71.2%**		**63.6%**
	Palou Ave&3rd St S-FS/BZ	*62.2%*	*50.6%*	*39.1%*	*40.3%*	*44.5%*	*52.5%*		*48.2%*
Grid	**54 Felton W**	**69.9%**	**59.0%**	**64.2%**	**64.8%**	**68.7%**	**67.7%**		**65.7%**
	Williams Ave&3rd St N-FS	*78.3%*	*64.5%*	*77.5%*	*72.1%*	*77.5%*	*77.6%*		*74.6%*

Bayview Neighborhood

May - June 2015

Inbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	17.2%	16.7%	19.4%	20.7%	33.1%	27.7%	19.0%	20.9%
Rapid & Frequent	10.7%	11.9%	13.7%	15.1%	17.3%	14.5%	14.7%	13.3%
Grid	12.6%	15.6%	17.6%	19.5%	18.8%	14.5%	11.8%	16.2%
Commute Only	15.4%							16.3%
Community Circulators	5.4%	12.9%	12.1%	13.6%	8.6%	7.2%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third S**	**17.3%**	**16.8%**	**19.5%**	**20.8%**	**33.4%**	**30.9%**		**23.1%**
	3rd St&Paul Ave SW-FS/SI	*13.0%*	*21.6%*	*25.0%*	*22.3%*	*30.8%*	*26.1%*		*23.1%*
	3rd St&Oakdale/Palou N-NS SI	*12.3%*	*19.6%*	*23.9%*	*22.2%*	*30.4%*	*29.3%*		*23.0%*
Grid	**19 Polk N**	**15.4%**	**17.6%**	**20.3%**	**24.2%**	**19.8%**	**18.7%**		**19.3%**
	Evans Ave&USPO NE-MB/BZ	*10.2%*	*8.8%*	*13.0%*	*17.2%*	*14.9%*	*20.2%*		*14.1%*
Grid	**23 Monterey E**	**14.4%**	**24.3%**	**22.9%**	**24.0%**	**10.4%**	**20.9%**		**19.5%**
	Palou Ave&3rd St E-NS/BZ	*22.9%*	*27.5%*	*24.9%*	*30.3%*	*14.2%*	*23.5%*		*23.9%*
	Palou Ave&3rd St S-FS/BZ	*20.8%*	*26.4%*	*22.1%*	*29.7%*	*12.6%*	*22.2%*		*22.3%*
Grid	**24 Divisadero N**	**19.1%**	**19.2%**	**16.4%**	**15.4%**	**14.5%**	**11.9%**	**12.2%**	**15.5%**
	Cortland Ave&Hilton St NW-FS/BZ	*9.9%*	*15.8%*	*11.2%*	*9.4%*	*9.8%*	*7.1%*	*17.2%*	**11.5%**
	Cortland Ave&Bayshore Blvd SW-NS/BZ							*10.7%*	*10.7%*
Grid	**29 Sunset W**	**16.3%**	**18.6%**	**21.5%**	**20.8%**	**24.9%**	**22.8%**		**20.8%**
	Mansell St&San Bruno Ave W-FS/BZ	*10.5%*	*11.2%*	*14.8%*	*12.1%*	*14.7%*	*14.1%*		**12.9%**
Grid	**44 O'Shaughnessy N**	**13.1%**	**14.4%**	**16.7%**	**14.7%**	**24.3%**	**22.8%**		**17.7%**
	Palou Ave&3rd St E-NS/BZ	*7.2%*	*8.4%*	*9.2%*	*10.9%*	*14.1%*	*18.3%*		**11.4%**
Grid	**54 Felton E**	**13.1%**	**12.6%**	**16.2%**	**19.8%**	**21.4%**	**15.6%**		**16.5%**
	Williams Ave&3rd St W-NS	*14.7%*	*15.9%*	*20.5%*	*22.4%*	*23.2%*	*18.2%*		**19.2%**

Outbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	13.7%	16.8%	19.1%	21.9%	26.8%	26.6%	11.0%	19.5%
Rapid & Frequent	11.6%	12.9%	14.2%	16.6%	17.7%	16.1%	16.5%	14.5%
Grid	12.6%	16.5%	18.2%	21.0%	19.3%	14.4%	15.0%	17.0%
Commute Only				23.6%				23.5%
Community Circulators	11.0%	9.6%	16.4%	14.8%	6.1%	4.3%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third N**	**17.3%**	**16.8%**	**19.5%**	**20.8%**	**33.4%**	**30.9%**		**23.1%**
	3rd St&Oakdale/Palou N-FS/SI	*13.0%*	*21.6%*	*25.0%*	*22.3%*	*30.8%*	*26.1%*		*23.1%*
	3rd St&Gilman Ave NE-FS/SI	*12.3%*	*19.6%*	*23.9%*	*22.2%*	*30.4%*	*29.3%*		*23.0%*
Grid	**19 Polk S**	**16.0%**	**18.5%**	**24.6%**	**24.4%**	**20.6%**	**15.4%**		**19.9%**
	US Post Office S-FS/BZ	*15.5%*	*22.2%*	*30.6%*	*29.6%*	*21.4%*	*19.7%*		*23.2%*
Grid	**23 Monterey W**	**18.3%**	**22.8%**	**16.1%**	**21.4%**	**19.5%**	**24.7%**		**20.5%**
	Palou Ave&3rd St E-NS/BZ	*12.8%*	*18.4%*	*12.3%*	*12.3%*	*13.8%*	*30.5%*		*16.7%*
Grid	**24 Divisadero S**	**15.4%**	**19.5%**	**15.2%**	**15.5%**	**12.6%**	**13.5%**	**18.2%**	**15.7%**
	Cortland Ave&Bayshore Blvd SW-NS/BZ	*23.1%*	*24.6%*	*21.0%*	*22.6%*	*15.5%*	*14.9%*	*13.1%*	*19.3%*
Grid	**29 Sunset E**	**13.2%**	**16.0%**	**20.8%**	**22.8%**	**22.9%**	**23.3%**		**19.8%**
	Mansell St&San Bruno Ave S-NS/PS	*21.8%*	*23.9%*	*22.3%*	*27.5%*	*29.2%*	*21.4%*		*24.4%*
Grid	**44 O'Shaughnessy S**	**7.9%**	**13.3%**	**18.5%**	**14.3%**	**16.1%**	**10.5%**		**13.4%**
	Palou Ave&3rd St S-FS/BZ	*7.6%*	*16.4%*	*27.6%*	*19.5%*	*20.9%*	*10.4%*		*17.1%*
Grid	**54 Felton W**	**14.6%**	**10.8%**	**13.4%**	**21.6%**	**20.2%**	**15.9%**		**16.1%**
	Williams Ave&3rd St N-FS	*8.9%*	*8.4%*	*12.0%*	*16.7%*	*16.6%*	*11.3%*		*12.3%*

Bayview Neighborhood

Difference **5%**

May - June 2015

Peak Period Crowding

Inbound

Route	AM Peak	PM Peak
KT Third	0.0%	1.7%
19 Polk	0.0%	1.7%
23 Monterey	3.5%	1.0%
24 Divisadero	4.7%	0.0%
29 Sunset	5.6%	3.5%
44 O'Shaughnessy	2.9%	0.3%
54 Felton	0.0%	0.0%

Outbound

Route	AM Peak	PM Peak
KT Third	0.0%	0.0%
19 Polk	0.0%	0.0%
23 Monterey	0.0%	0.0%
24 Divisadero	0.0%	0.9%
29 Sunset	3.1%	3.9%
44 O'Shaughnessy	0.4%	4.8%
54 Felton	2.6%	0.0%

Bayview Neighborhood

2014-2015 On-Time Performance Comparison

Difference 5%

Neighborhood On-Time Performance
Inbound

Service Category	Route / Neighborhood Stops	March-April 2014 AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	May - June 2015 AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third S**	**50.0%**	**48.4%**	**44.7%**	**42.8%**	**41.1%**	**42.4%**		**44.9%**	**54.6%**	**47.8%**	**45.3%**	**36.7%**	**29.4%**	**37.9%**		**42.0%**
	3rd St&Paul Ave SW-FS/SI	*34.7%*	*32.9%*	*31.9%*	*29.3%*	*29.7%*	*28.4%*		*31.2%*	*44.2%*	*36.2%*	*33.7%*	*28.9%*	*16.7%*	*27.1%*		*31.1%*
	3rd St&Oakdale/Palou N-NS SI	*39.0%*	*36.4%*	*37.0%*	*29.6%*	*28.6%*	*28.6%*		*33.2%*	*44.8%*	*36.6%*	*34.5%*	*28.0%*	*16.1%*	*29.7%*		*31.6%*
Grid	**19 Polk N**	**58.7%**	**57.3%**	**54.6%**	**42.6%**	**56.0%**	**53.8%**		**53.8%**	**66.0%**	**58.4%**	**50.9%**	**47.6%**	**50.9%**	**58.9%**		**55.5%**
	Evans Ave&USPO NE-MB/BZ	*64.9%*	*67.6%*	*59.1%*	*47.9%*	*69.5%*	*62.4%*		*61.9%*	*75.6%*	*82.1%*	*76.4%*	*67.4%*	*63.9%*	*73.3%*		*73.1%*
Grid	**23 Monterey E**	**53.4%**	**54.5%**	**56.4%**	**38.7%**	**57.1%**	**57.7%**		**53.0%**	**56.3%**	**45.9%**	**49.0%**	**40.6%**	**62.0%**	**63.4%**		**52.9%**
	Palou Ave&3rd St E-NS/BZ	*34.8%*	*32.2%*	*57.6%*	*26.2%*	*37.8%*	*51.3%*		*40.0%*	*44.3%*	*35.6%*	*47.7%*	*25.6%*	*40.7%*	*49.5%*		*40.6%*
	Palou Ave&3rd St S-FS/BZ	*51.0%*	*39.8%*	*61.4%*	*25.9%*	*50.7%*	*60.0%*		*48.1%*	*50.3%*	*40.2%*	*44.4%*	*25.5%*	*54.7%*	*58.6%*		*45.6%*
Grid	**24 Divisadero N**	**65.3%**	**59.1%**	**62.1%**	**54.7%**	**63.9%**	**61.2%**	**55.3%**	**60.2%**	**65.5%**	**62.3%**	**64.2%**	**64.2%**	**68.9%**	**68.7%**	**64.8%**	**65.5%**
	Cortland Ave&Hilton St NW-FS/BZ	*80.5%*	*73.0%*	*70.1%*	*60.9%*	*63.1%*	*54.5%*	*64.0%*	*66.6%*	*78.9%*	*73.5%*	*82.5%*	*73.1%*	*65.5%*	*65.8%*	*75.9%*	*73.6%*
	Cortland Ave&Bayshore Blvd SW-NS/BZ							*78.9%*	*78.9%*							*77.2%*	*77.2%*
Grid	**29 Sunset W**	**65.3%**	**61.3%**	**60.7%**	**53.1%**	**54.1%**	**52.3%**		**57.8%**	**65.5%**	**60.9%**	**60.4%**	**50.9%**	**57.0%**	**59.1%**		**59.0%**
	Mansell St&San Bruno Ave W-FS/BZ	*78.3%*	*71.3%*	*62.6%*	*61.2%*	*57.3%*	*63.0%*		*65.6%*	*71.6%*	*73.4%*	*71.4%*	*63.7%*	*68.8%*	*81.9%*		*71.8%*
Grid	**44 O'Shaughnessy N**	**66.2%**	**64.6%**	**60.2%**	**60.8%**	**49.7%**	**66.3%**		**61.3%**	**63.2%**	**62.6%**	**61.4%**	**62.1%**	**53.2%**	**56.3%**		**59.8%**
	Palou Ave&3rd St E-NS/BZ	*84.1%*	*79.1%*	*71.2%*	*72.0%*	*74.8%*	*84.7%*		*77.7%*	*79.6%*	*82.6%*	*81.1%*	*77.5%*	*74.1%*	*73.4%*		*78.1%*
Grid	**54 Felton E**	**56.8%**	**55.2%**	**58.6%**	**45.9%**	**55.4%**	**59.4%**		**55.2%**	**65.7%**	**58.4%**	**49.3%**	**54.8%**	**71.0%**	**65.3%**		**60.8%**
	Williams Ave&3rd St W-NS	*48.0%*	*52.3%*	*47.2%*	*41.8%*	*48.1%*	*54.6%*		*48.7%*	*59.8%*	*54.2%*	*37.5%*	*42.8%*	*65.2%*	*58.0%*		*52.9%*

Outbound

Service Category	Route / Neighborhood Stops	2014 AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	2015 AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third N**	**61.3%**	**54.0%**	**51.2%**	**38.5%**	**42.1%**	**39.9%**		**47.8%**	**62.6%**	**54.3%**	**48.6%**	**38.7%**	**26.1%**	**33.2%**		**43.9%**
	3rd St&Oakdale/Palou N-FS/SI	*78.8%*	*73.8%*	*72.5%*	*49.0%*	*50.1%*	*46.3%*		*61.8%*	*79.6%*	*76.9%*	*71.1%*	*53.3%*	*30.6%*	*45.1%*		*59.4%*
	3rd St&Gilman Ave NE-FS/SI	*82.7%*	*77.3%*	*75.2%*	*52.3%*	*49.4%*	*52.4%*		*64.9%*	*85.2%*	*79.0%*	*73.0%*	*52.9%*	*32.3%*	*48.7%*		*61.9%*
Grid	**19 Polk S**	**53.2%**	**43.2%**	**38.5%**	**34.3%**	**46.3%**	**48.1%**		**43.9%**	**66.4%**	**57.9%**	**52.0%**	**46.6%**	**55.6%**	**63.6%**		**57.0%**
	US Post Office S-FS/BZ	*47.3%*	*35.5%*	*27.5%*	*28.5%*	*35.9%*	*40.1%*		*35.8%*	*58.7%*	*45.7%*	*37.3%*	*37.6%*	*49.3%*	*53.6%*		*47.0%*
Grid	**23 Monterey W**	**58.0%**	**59.2%**	**69.5%**	**59.5%**	**59.3%**	**61.9%**		**61.2%**	**52.6%**	**52.3%**	**62.3%**	**53.5%**	**65.9%**	**56.8%**		**57.2%**
	Palou Ave&3rd St E-NS/BZ	*74.4%*	*59.4%*	*76.6%*	*70.4%*	*78.1%*	*77.6%*		*72.8%*	*74.4%*	*59.4%*	*76.6%*	*70.4%*	*78.1%*	*77.6%*		*72.8%*
Grid	**24 Divisadero S**	**63.9%**	**57.9%**	**54.9%**	**55.1%**	**62.5%**	**66.0%**	**56.2%**	**59.5%**	**70.8%**	**61.8%**	**67.6%**	**65.2%**	**74.1%**	**69.7%**	**57.4%**	**66.7%**
	Cortland Ave&Bayshore Blvd SW-NS/BZ	*40.2%*	*47.1%*	*48.5%*	*46.8%*	*50.6%*	*58.1%*	*55.5%*	*49.5%*	*57.4%*	*52.0%*	*55.3%*	*46.4%*	*65.0%*	*70.3%*	*51.2%*	*56.8%*
Grid	**29 Sunset E**	**65.0%**	**55.8%**	**54.3%**	**49.4%**	**52.9%**	**48.9%**		**54.4%**	**65.4%**	**63.1%**	**56.9%**	**47.6%**	**47.9%**	**54.1%**		**55.8%**
	Mansell St&San Bruno Ave S-NS/PS	*49.6%*	*43.5%*	*42.8%*	*43.1%*	*46.8%*	*40.5%*		*44.4%*	*51.3%*	*43.8%*	*46.0%*	*34.0%*	*34.9%*	*42.1%*		*42.0%*
Grid	**44 O'Shaughnessy S**	**69.7%**	**63.2%**	**57.2%**	**54.9%**	**65.1%**	**74.9%**		**64.2%**	**71.3%**	**64.7%**	**56.6%**	**54.6%**	**63.0%**	**71.2%**		**63.6%**
	Palou Ave&3rd St S-FS/BZ	*56.3%*	*46.2%*	*46.9%*	*41.3%*	*53.3%*	*61.9%*		*51.0%*	*62.2%*	*50.6%*	*39.1%*	*40.3%*	*44.5%*	*52.5%*		*48.2%*
Grid	**54 Felton W**	**57.1%**	**58.5%**	**56.6%**	**46.8%**	**49.6%**	**58.0%**		**54.4%**	**69.9%**	**59.0%**	**64.2%**	**64.8%**	**68.7%**	**67.7%**		**65.7%**
	Williams Ave&3rd St N-FS	*69.5%*	*66.2%*	*64.4%*	*53.7%*	*49.0%*	*57.1%*		*60.0%*	*78.3%*	*64.5%*	*77.5%*	*72.1%*	*77.5%*	*77.6%*		*74.6%*

Bayview Neighborhood

2014-2015 Service Gaps Comparison

Difference 5%

Neighborhood Service Gaps
Inbound

		March-April 2014								May - June 2015							
		2014								2015							
Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third S**	**22.5%**	**19.0%**	**23.6%**	**24.1%**	**29.3%**	**30.6%**		**24.9%**	**17.3%**	**16.8%**	**19.5%**	**20.8%**	**33.4%**	**30.9%**		**23.1%**
	3rd St&Paul Ave SW-FS/SI	*22.6%*	*23.9%*	*29.7%*	*25.6%*	*29.6%*	*27.9%*		*26.6%*	*13.0%*	*21.6%*	*25.0%*	*22.3%*	*30.8%*	*26.1%*		*23.1%*
	3rd St&Oakdale/Palou N-NS SI	*22.7%*	*23.8%*	*26.7%*	*25.8%*	*29.6%*	*30.9%*		*26.6%*	*12.3%*	*19.6%*	*23.9%*	*22.2%*	*30.4%*	*29.3%*		*23.0%*
Grid	**19 Polk N**	**39.9%**	**20.0%**	**17.4%**	**35.6%**	**30.0%**	**25.2%**		**28.0%**	**15.4%**	**17.6%**	**20.3%**	**24.2%**	**19.8%**	**18.7%**		**19.3%**
	Evans Ave&USPO NE-MB/BZ	*37.3%*	*15.4%*	*9.7%*	*36.9%*	*23.6%*	*24.0%*		*24.5%*	*10.2%*	*8.8%*	*13.0%*	*17.2%*	*14.9%*	*20.2%*		*14.1%*
Grid	**23 Monterey E**	**31.6%**	**20.1%**	**18.1%**	**26.8%**	**16.2%**	**24.4%**		**22.9%**	**14.4%**	**24.3%**	**22.9%**	**24.0%**	**10.4%**	**20.9%**		**19.5%**
	Palou Ave&3rd St E-NS/BZ	*45.4%*	*24.9%*	*17.1%*	*36.2%*	*23.5%*	*25.7%*		*28.8%*	*22.9%*	*27.5%*	*24.9%*	*30.3%*	*14.2%*	*23.5%*		*23.9%*
	Palou Ave&3rd St S-FS/BZ	*40.0%*	*22.0%*	*18.3%*	*31.5%*	*20.7%*	*26.4%*		*26.5%*	*20.8%*	*26.4%*	*22.1%*	*29.7%*	*12.6%*	*22.2%*		*22.3%*
Grid	**24 Divisadero N**	**20.7%**	**18.2%**	**16.4%**	**21.1%**	**16.4%**	**15.4%**	**17.4%**	**17.9%**	**19.1%**	**19.2%**	**16.4%**	**15.4%**	**14.5%**	**11.9%**	**12.2%**	**15.5%**
	Cortland Ave&Hilton St NW-FS/BZ	*10.1%*	*13.9%*	*14.0%*	*16.9%*	*17.0%*	*21.7%*	*24.6%*	*16.9%*	*9.9%*	*15.8%*	*11.2%*	*9.4%*	*9.8%*	*7.1%*	*17.2%*	*11.5%*
	Cortland Ave&Bayshore Blvd SW-NS/BZ							*12.4%*	*12.4%*							*10.7%*	*10.7%*
Grid	**29 Sunset W**	**18.7%**	**19.7%**	**24.4%**	**23.3%**	**27.5%**	**23.8%**		**22.9%**	**16.3%**	**18.6%**	**21.5%**	**20.8%**	**24.9%**	**22.8%**		**20.8%**
	Mansell St&San Bruno Ave W-FS/BZ	*9.1%*	*12.8%*	*19.5%*	*16.9%*	*18.9%*	*21.1%*		*16.4%*	*10.5%*	*11.2%*	*14.8%*	*12.1%*	*14.7%*	*14.1%*		*12.9%*
Grid	**44 O'Shaughnessy N**	**16.2%**	**19.7%**	**23.4%**	**23.3%**	**25.6%**	**23.7%**		**22.0%**	**13.1%**	**14.4%**	**16.7%**	**14.7%**	**24.3%**	**22.8%**		**17.7%**
	Palou Ave&3rd St E-NS/BZ	*10.2%*	*17.3%*	*17.6%*	*22.9%*	*20.5%*	*15.0%*		*17.3%*	*7.2%*	*8.4%*	*9.2%*	*10.9%*	*14.1%*	*18.3%*		*11.4%*
Grid	**54 Felton E**	**28.5%**	**19.4%**	**15.2%**	**36.8%**	**30.6%**	**25.7%**		**26.0%**	**13.1%**	**12.6%**	**16.2%**	**19.8%**	**21.4%**	**15.6%**		**16.5%**
	Williams Ave&3rd St W-NS	*33.5%*	*21.5%*	*15.9%*	*38.7%*	*33.0%*	*28.3%*		*28.5%*	*14.7%*	*15.9%*	*20.5%*	*22.4%*	*23.2%*	*18.2%*		*19.2%*

Outbound

		2014								2015							
Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third N**	**17.4%**	**20.8%**	**23.0%**	**26.3%**	**24.9%**	**26.0%**		**23.1%**	**17.3%**	**16.8%**	**19.5%**	**20.8%**	**33.4%**	**30.9%**		**23.1%**
	3rd St&Oakdale/Palou N-FS/SI	*9.6%*	*15.5%*	*18.2%*	*22.5%*	*24.0%*	*25.9%*		*19.3%*	*13.0%*	*21.6%*	*25.0%*	*22.3%*	*30.8%*	*26.1%*		*23.1%*
	3rd St&Gilman Ave NE-FS/SI	*8.9%*	*15.3%*	*18.6%*	*21.3%*	*24.0%*	*26.0%*		*19.0%*	*12.3%*	*19.6%*	*23.9%*	*22.2%*	*30.4%*	*29.3%*		*23.0%*
Grid	**19 Polk S**	**38.8%**	**23.2%**	**24.3%**	**39.8%**	**34.5%**	**25.6%**		**31.0%**	**16.0%**	**18.5%**	**24.6%**	**24.4%**	**20.6%**	**15.4%**		**19.9%**
	US Post Office S-FS/BZ	*40.5%*	*28.0%*	*26.5%*	*40.9%*	*32.3%*	*32.6%*		*33.5%*	*15.5%*	*22.2%*	*30.6%*	*29.6%*	*21.4%*	*19.7%*		*23.2%*
Grid	**23 Monterey W**	**33.7%**	**17.9%**	**16.2%**	**19.2%**	**23.2%**	**25.5%**		**22.6%**	**18.3%**	**22.8%**	**16.1%**	**21.4%**	**19.5%**	**24.7%**		**20.5%**
	Palou Ave&3rd St E-NS/BZ	*35.2%*	*13.9%*	*22.0%*	*11.9%*	*18.5%*	*31.1%*		*22.1%*	*12.8%*	*18.4%*	*12.3%*	*12.3%*	*13.8%*	*30.5%*		*16.7%*
Grid	**24 Divisadero S**	**16.3%**	**18.1%**	**17.9%**	**20.1%**	**15.5%**	**13.6%**	**12.4%**	**16.3%**	**15.4%**	**19.5%**	**15.2%**	**15.5%**	**12.6%**	**13.5%**	**18.2%**	**15.7%**
	Cortland Ave&Bayshore Blvd SW-NS/BZ	*23.9%*	*23.4%*	*22.8%*	*25.9%*	*20.3%*	*19.4%*	*12.5%*	*21.2%*	*23.1%*	*24.6%*	*21.0%*	*22.6%*	*15.5%*	*14.9%*	*13.1%*	*19.3%*
Grid	**29 Sunset E**	**14.0%**	**16.9%**	**22.2%**	**21.8%**	**23.1%**	**22.0%**		**20.0%**	**13.2%**	**16.0%**	**20.8%**	**22.8%**	**22.9%**	**23.3%**		**19.8%**
	Mansell St&San Bruno Ave S-NS/PS	*18.2%*	*24.0%*	*21.9%*	*27.1%*	*28.5%*	*23.3%*		*23.8%*	*21.8%*	*23.9%*	*22.3%*	*27.5%*	*29.2%*	*21.4%*		*24.4%*
Grid	**44 O'Shaughnessy S**	**12.3%**	**16.3%**	**23.4%**	**22.7%**	**20.5%**	**13.1%**		**18.1%**	**7.9%**	**13.3%**	**18.5%**	**14.3%**	**16.1%**	**10.5%**		**13.4%**
	Palou Ave&3rd St S-FS/BZ	*15.0%*	*17.5%*	*31.5%*	*27.2%*	*25.4%*	*12.0%*		*21.4%*	*7.6%*	*16.4%*	*27.6%*	*19.5%*	*20.9%*	*10.4%*		*17.1%*
Grid	**54 Felton W**	**22.8%**	**15.2%**	**15.9%**	**40.9%**	**49.4%**	**20.5%**		**27.5%**	**14.6%**	**10.8%**	**13.4%**	**21.6%**	**20.2%**	**15.9%**		**16.1%**
	Williams Ave&3rd St N-FS	*20.3%*	*12.2%*	*13.3%*	*37.8%*	*47.5%*	*15.8%*		*24.5%*	*8.9%*	*8.4%*	*12.0%*	*16.7%*	*16.6%*	*11.3%*		*12.3%*

Bayview Neighborhood

Difference **5%**

2014-2015 Period Peak Crowding

March-April 2014

Inbound

Route	2014 AM Peak	2014 PM Peak
KT Third	n/a	n/a
19 Polk	3.7%	1.3%
23 Monterey	0.9%	0.0%
24 Divisadero	4.7%	1.2%
29 Sunset	15.4%	6.5%
44 O'Shaughnessy	14.4%	1.0%
54 Felton	0.6%	0.6%

Outbound

Route	2014 AM Peak	2014 PM Peak
KT Third	n/a	n/a
19 Polk	3.9%	5.5%
23 Monterey	4.2%	0.0%
24 Divisadero	0.0%	6.5%
29 Sunset	12.4%	13.9%
44 O'Shaughnessy	2.2%	15.6%
54 Felton	3.0%	1.5%

May - June 2015

Route	2015 AM Peak	2015 PM Peak
KT Third	n/a	n/a
19 Polk	0.0%	1.7%
23 Monterey	3.5%	1.0%
24 Divisadero	4.7%	0.0%
29 Sunset	5.6%	3.5%
44 O'Shaughnessy	2.9%	0.3%
54 Felton	0.0%	0.0%

Route	2015 AM Peak	2015 PM Peak
KT Third	n/a	n/a
19 Polk	0.0%	0.0%
23 Monterey	0.0%	0.0%
24 Divisadero	0.0%	0.9%
29 Sunset	3.1%	3.9%
44 O'Shaughnessy	0.4%	4.8%
54 Felton	2.6%	0.0%

Bayview Neighborhood

Travel Time to Key Destinations

AM Peak Arrive at 9 am

Starting Location: Third & Palou

Location	Routes	Transit Travel Time (Minutes)	# of transfers	Auto Travel Time (Minutes)	Auto+ Parking	Transit to Auto Ratio
General Hospital	24, 9L	31	1	12	17	1.8
Downtown / Montgomery & Market	KT	37	0	38	43	0.9
Nearest Large Park - McLaren	54	22	0	12	17	1.3
City College 50 Phelan	23	35	0	13	18	1.9
Grocery Store, Grocery Outlet @ Bayshore	KT	16	0	11	16	1.0

Midday Arrive 12 noon

Starting Location: Third & Palou

Location	Routes	Transit Travel Time (Minutes)	# of transfers	Auto Travel Time (Minutes)	Auto+ Parking	Transit to Auto Ratio
General Hospital	44, 9	26	1	11	16	1.6
Downtown / Montgomery & Market	KT	37	0	25	30	1.2
Nearest Large Park - McLaren	54	21	0	10	15	1.4
City College 50 Phelan	23	33	0	12	17	1.9
Grocery Store, Grocery Outlet @ Bayshore	KT	16	0	8	13	1.2

PM Peak Leave at 5 pm

Starting Location: Third & Palou

Location	Routes	Transit Travel Time (Minutes)	# of transfers	Auto Travel Time (Minutes)	Auto+ Parking	Transit to Auto Ratio
General Hospital	23, 9	25	1	12	17	1.5
Downtown / Montgomery & Market	KT	38	0	28	33	1.2
Nearest Large Park - McLaren	44	22	0	11	16	1.4
City College 50 Phelan	23, 43	33	1	14	19	1.7
Grocery Store, Grocery Outlet @ Bayshore	KT	16	0	11	16	1.0

Night Leave at 8 pm

Starting Location: Third & Palou

Location	Routes	Transit Travel Time (Minutes)	# of transfers	Auto Travel Time (Minutes)	Auto+ Parking	Transit to Auto Ratio
General Hospital	24, 9	30	1	10	15	2.0
Downtown / Montgomery & Market	KT	34	0	22	27	1.3
Nearest Large Park - McLaren	44	19	0	10	15	1.3
City College 50 Phelan	KT, 8X, 43	40	2	12	17	2.4
Grocery Store, Grocery Outlet @ Bayshore	KT	16	0	8	13	1.2

Chinatown Neighborhood

May - June 2015

Inbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	54.6%	47.8%	45.3%	36.7%	29.4%	37.9%	48.5%	43.4%
Rapid & Frequent	72.6%	67.6%	64.8%	58.6%	58.0%	62.3%	72.7%	65.1%
Grid	68.8%	63.9%	62.4%	55.3%	60.4%	63.1%	62.7%	62.6%
Commute Only	62.3%							56.7%
Community Circulators	67.6%	66.5%	61.6%	47.2%	65.4%	66.7%		61.8%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**1-California E**	**74.5%**	**71.0%**	**72.4%**	**65.5%**	**55.6%**	**63.2%**		**67.0%**
	Clay St&Powell St SW-NS/BZ	*65.1%*	*62.4%*	*64.2%*	*59.2%*	*45.8%*	*56.2%*		*58.8%*
Rapid & Frequent	**8-Bayshore N**	**68.2%**	**61.4%**	**44.9%**	**44.3%**	**53.3%**	**64.6%**		**56.1%**
	Columbus Ave&Union St NW-NS/BZ	*68.9%*	*50.3%*	*25.3%*	*25.1%*	*33.8%*	*48.8%*		*42.0%*
	Kearny St &Sutter St NW-NS/BZ	*75.9%*	*57.2%*	*25.9%*	*26.1%*	*41.3%*	*59.0%*		*47.6%*
Rapid & Frequent	**30-Stockton S**	**77.3%**	**75.6%**	**72.9%**	**53.1%**	**44.1%**	**47.0%**		**61.7%**
	Columbus Ave&Union St NW-NS/BZ	*73.5%*	*82.1%*	*78.8%*	*66.2%*	*45.1%*	*48.8%*		*65.8%*
	Stockton St&Sutter St NW-NS/BB	*63.0%*	*72.5%*	*72.0%*	*57.2%*	*41.1%*	*34.6%*		*56.7%*
Grid	**10-Townsend N**	**69.5%**	**57.1%**	**56.8%**	**36.9%**	**51.0%**	**52.9%**		**54.0%**
	Pacific Ave&Powell St NE-NS/BZ	*64.0%*	*42.1%*	*45.5%*	*17.1%*	*42.3%*	*34.1%*		*40.9%*
Grid	**12-Folsom/Pacific N**	**73.9%**	**62.8%**	**57.0%**	**27.3%**	**52.0%**	**52.3%**		**54.2%**
	Pacific Ave&Powell St NE-NS/BZ	*64.9%*	*48.7%*	*43.3%*	*19.3%*	*34.5%*	*46.5%*		*42.9%*
Grid	**45-Union/Stockton S**	**75.7%**	**73.4%**	**75.3%**	**64.8%**	**65.9%**	**70.4%**		**70.9%**
	Stockton St&Sutter St NW-NS/BB	*68.3%*	*67.1%*	*67.0%*	*66.0%*	*61.4%*	*69.6%*		*66.6%*
Commute Only	**8AX-Bayshore A Express N**	**58.3%**							**58.3%**
	Kearny St&Sutter St SE-NS/BZ	*53.7%*							*53.7%*
Commute Only	**8BX-Bayshore B Express N**	**63.0%**							**63.0%**
	Columbus Ave&Union St NE-FS/BZ	*56.4%*							*56.4%*
	Kearny St&Sutter St SE-NS/BZ	*54.1%*							*54.1%*

Outbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	62.6%	54.3%	48.6%	38.7%	26.1%	33.2%	56.2%	47.0%
Rapid & Frequent	72.8%	64.4%	62.1%	52.7%	56.6%	59.3%	67.9%	62.0%
Grid	69.2%	61.9%	59.8%	51.1%	57.4%	61.7%	55.0%	60.2%
Commute Only				42.0%				41.5%
Community Circulators	70.5%	73.9%	56.3%	61.0%	62.3%	79.7%		66.9%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**1-California W**	**79.2%**	**70.1%**	**67.8%**	**53.9%**	**61.4%**	**64.6%**		**66.2%**
	Sacramento St&Powell St NE-NS/BZ	*84.2%*	*73.6%*	*67.5%*	*56.9%*	*71.9%*	*76.0%*		*71.7%*
Rapid & Frequent	**8-Bayshore S**	**71.9%**	**65.0%**	**60.4%**	**42.2%**	**55.6%**	**59.0%**		**59.0%**
	Columbus Ave&Union St NW-NS/BZ	*79.9%*	*73.0%*	*74.7%*	*33.3%*	*75.8%*	*66.0%*		*67.1%*
Rapid & Frequent	**30-Stockton N**	**75.3%**	**63.0%**	**55.5%**	**37.4%**	**43.0%**	**38.4%**		**52.1%**
	Union St&Columbus Ave NE-NS/BZ	*74.9%*	*59.9%*	*45.8%*	*35.8%*	*44.0%*	*36.8%*		*49.5%*
	Stockton St&Sutter St NE-FS/BB	*74.4%*	*63.2%*	*47.1%*	*32.5%*	*46.0%*	*46.6%*		*51.6%*
Grid	**10-Townsend S**	**77.3%**	**57.0%**	**58.6%**	**34.9%**	**36.8%**	**46.5%**		**51.9%**
	Pacific Ave&Powell St SW-NS/PS	*82.5%*	*72.5%*	*74.0%*	*49.9%*	*51.9%*	*85.7%*		*69.4%*
Grid	**12-Folsom/Pacific S**	**71.0%**	**65.9%**	**60.0%**	**41.1%**	**53.5%**	**67.1%**		**59.8%**
	Pacific Ave&Powell St SW-NS/PS	*82.2%*	*79.0%*	*80.0%*	*71.5%*	*67.4%*	*81.8%*		*77.0%*
Grid	**45-Union/Stockton N**	**69.9%**	**61.2%**	**58.5%**	**40.5%**	**48.9%**	**54.5%**		**55.6%**
	Union St&Columbus Ave NE-NS/BZ	*70.2%*	*56.6%*	*59.4%*	*44.0%*	*52.2%*	*60.5%*		*57.2%*
	Stockton St&Sutter St NE-FS/BB	*65.3%*	*60.6%*	*44.0%*	*37.5%*	*40.7%*	*50.8%*		*49.8%*
Commute Only	**8AX-Bayshore A Express S**				**38.6%**				**38.6%**
Commute Only	**8BX-Bayshore B Express S**				**42.9%**				**42.9%**
	Columbus Ave&Union St NW-NS/BZ				*60.3%*				*60.3%*

Chinatown Neighborhood

May - June 2015

Inbound

System Service Gaps

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	17.2%	16.7%	19.4%	20.7%	33.1%	27.7%	19.0%	20.9%
Rapid & Frequent	10.7%	11.9%	13.7%	15.1%	17.3%	14.5%	14.7%	13.3%
Grid	12.6%	15.6%	17.6%	19.5%	18.8%	14.5%	11.8%	16.2%
Commute Only	15.4%							16.3%
Community Circulators	5.4%	12.9%	12.1%	13.6%	8.6%	7.2%		10.8%

Neighborhood Service Gaps

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**1-California E**	**7.1%**	**8.6%**	**9.4%**	**8.3%**	**14.4%**	**13.6%**		**10.2%**
	Clay St&Powell St SW-NS/BZ	*8.1%*	*11.5%*	*12.8%*	*9.5%*	*19.2%*	*17.5%*		*13.1%*
Rapid & Frequent	**8-Bayshore N**	**11.6%**	**10.4%**	**16.8%**	**18.0%**	**17.0%**	**12.8%**		**14.4%**
	Columbus Ave&Union St NW-NS/BZ	*12.4%*	*17.6%*	*21.9%*	*22.1%*	*20.2%*	*17.9%*		*18.7%*
	Kearny St &Sutter St NW-NS/BZ	*10.6%*	*13.9%*	*21.4%*	*20.4%*	*18.4%*	*15.6%*		*16.7%*
Rapid & Frequent	**30-Stockton S**	**5.7%**	**6.5%**	**8.6%**	**12.5%**	**26.6%**	**22.0%**		**13.7%**
	Columbus Ave&Union St NW-NS/BZ	*5.4%*	*3.8%*	*5.4%*	*11.8%*	*24.9%*	*22.3%*		*12.3%*
	Stockton St&Sutter St NW-NS/BB	*6.4%*	*6.2%*	*7.0%*	*11.5%*	*25.4%*	*24.7%*		*13.5%*
Grid	**10-Townsend N**	**14.6%**	**18.3%**	**22.1%**	**27.7%**	**28.4%**	**18.9%**		**21.7%**
	Pacific Ave&Powell St NE-NS/BZ	*13.9%*	*21.4%*	*26.6%*	*33.3%*	*29.5%*	*21.7%*		*24.4%*
Grid	**12-Folsom/Pacific N**	**11.1%**	**15.4%**	**30.2%**	**35.0%**	**21.5%**	**15.1%**		**21.4%**
	Pacific Ave&Powell St NE-NS/BZ	*13.7%*	*22.7%*	*28.6%*	*39.3%*	*25.3%*	*17.2%*		*24.5%*
Grid	**45-Union/Stockton S**	**6.8%**	**12.7%**	**12.2%**	**12.6%**	**12.1%**	**9.4%**		**11.0%**
	Stockton St&Sutter St NW-NS/BB	*6.0%*	*13.5%*	*11.5%*	*13.3%*	*12.4%*	*11.4%*		*11.4%*
Commute Only	**8AX-Bayshore A Express N**	**11.4%**							**11.4%**
	Kearny St&Sutter St SE-NS/BZ	*11.9%*							*11.9%*
Commute Only	**8BX-Bayshore B Express N**	**12.6%**							**12.6%**
	Columbus Ave&Union St NE-FS/BZ	*15.3%*							*15.3%*
	Kearny St&Sutter St SE-NS/BZ	*15.8%*							*15.8%*

Outbound

System Service Gaps

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	13.7%	16.8%	19.1%	21.9%	26.8%	26.6%	11.0%	19.5%
Rapid & Frequent	11.6%	12.9%	14.2%	16.6%	17.7%	16.1%	16.5%	14.5%
Grid	12.6%	16.5%	18.2%	21.0%	19.3%	14.4%	15.0%	17.0%
Commute Only				23.6%				23.5%
Community Circulators	11.0%	9.6%	16.4%	14.8%	6.1%	4.3%		10.8%

Neighborhood Service Gaps

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**1-California W**	**8.1%**	**8.4%**	**10.7%**	**10.1%**	**12.0%**	**11.6%**		**10.2%**
	Sacramento St&Powell St NE-NS/BZ	*5.5%*	*7.4%*	*7.9%*	*8.1%*	*9.6%*	*8.2%*		*7.8%*
Rapid & Frequent	**8-Bayshore S**	**10.9%**	**12.2%**	**13.8%**	**32.0%**	**13.5%**	**12.7%**		**15.9%**
	Columbus Ave&Union St NW-NS/BZ	*6.9%*	*7.5%*	*10.7%*		*10.0%*	*10.2%*		*9.1%*
Rapid & Frequent	**30-Stockton N**	**12.1%**	**9.4%**	**8.6%**	**16.2%**	**22.5%**	**22.4%**		**15.2%**
	Union St&Columbus Ave NE-NS/BZ	*10.0%*	*8.1%*	*7.3%*	*14.4%*	*22.1%*	*23.4%*		*14.2%*
	Stockton St&Sutter St NE-FS/BB	*8.3%*	*7.1%*	*6.3%*	*15.6%*	*23.4%*	*21.8%*		*13.8%*
Grid	**10-Townsend S**	**10.2%**	**16.4%**	**19.1%**	**33.0%**	**26.9%**	**17.5%**		**20.5%**
	Pacific Ave&Powell St SW-NS/PS	*5.9%*	*11.7%*	*14.8%*	*32.3%*	*22.1%*	*12.3%*		*16.5%*
Grid	**12-Folsom/Pacific S**	**8.3%**	**15.4%**	**23.0%**	**27.0%**	**25.1%**	**13.0%**		**18.6%**
	Pacific Ave&Powell St SW-NS/PS	*6.1%*	*12.6%*	*15.7%*	*20.9%*	*22.6%*	*8.5%*		*14.4%*
Grid	**45-Union/Stockton N**	**10.8%**	**17.7%**	**14.1%**	**19.4%**	**15.6%**	**15.6%**		**15.5%**
	Union St&Columbus Ave NE-NS/BZ	*12.5%*	*18.1%*	*14.5%*	*20.3%*	*15.0%*	*17.1%*		*16.3%*
	Stockton St&Sutter St NE-FS/BB	*8.4%*	*16.0%*	*13.2%*	*20.2%*	*14.8%*	*12.8%*		*14.2%*
Commute Only	**8AX-Bayshore A Express S**				**29.7%**				**29.7%**
Commute Only	**8BX-Bayshore B Express S**				**22.1%**				**22.1%**
	Columbus Ave&Union St NW-NS/BZ				*22.0%*				*22.0%*

Chinatown Neighborhood

Difference **5%**

May - June 2015

Peak Period Crowding

Inbound

Route	AM Peak	PM Peak
1-California	5.2%	0.0%
8- Bayshore	0.0%	0.5%
10-Townsend	2.0%	2.1%
12-Folsom/Pacific	2.1%	2.2%
30-Stockton	1.4%	2.9%
45-Union/Stockton	0.0%	0.0%
8AX-Bayshore A Express	3.3%	
8BX-Bayshore B Express	1.3%	

Outbound

Route	AM Peak	PM Peak
1-California	0.4%	8.6%
8- Bayshore	0.0%	0.0%
10-Townsend	9.2%	0.0%
12-Folsom/Pacific	0.0%	1.7%
30-Stockton	6.4%	1.6%
45-Union/Stockton	5.2%	4.8%
8AX-Bayshore A Express		0.0%
8BX-Bayshore B Express		0.6%

Chinatown Neighborhood

2014-2015 On-Time Performance Comparison

Difference **5%**

Neighborhood On-Time Performance
Inbound

		March-April 2014								*May - June 2015*							
		2014								**2015**							
Service Category	**Route / Neighborhood Stops**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**
Rapid & Frequent	**1-California E**	**73.1%**	**71.3%**	**71.8%**	**75.0%**	**67.6%**	**61.4%**		**70.0%**	**74.5%**	**71.0%**	**72.4%**	**65.5%**	**55.6%**	**63.2%**		**67.0%**
	Clay St&Powell St SW-NS/BZ	*62.0%*	*62.7%*	*64.8%*	*70.7%*	*61.6%*	*58.3%*		*63.4%*	*65.1%*	*62.4%*	*64.2%*	*59.2%*	*45.8%*	*56.2%*		*58.8%*
Rapid & Frequent	**8-Bayshore N**	**72.9%**	**62.1%**	**48.5%**	**44.1%**	**56.0%**	**59.9%**		**57.3%**	**68.2%**	**61.4%**	**44.9%**	**44.3%**	**53.3%**	**64.6%**		**56.1%**
	Columbus Ave&Union St NE-FS/BZ	*68.7%*	*46.2%*	*35.6%*	*29.5%*	*40.0%*	*48.7%*		*44.8%*	*68.9%*	*50.3%*	*25.3%*	*25.1%*	*33.8%*	*48.8%*		*42.0%*
	Kearny St&Sutter St SE-NS/BZ	*67.1%*	*50.5%*	*32.7%*	*29.2%*	*45.7%*	*53.7%*		*46.5%*	*75.9%*	*57.2%*	*25.9%*	*26.1%*	*41.3%*	*59.0%*		*47.6%*
Rapid & Frequent	**30-Stockton S**	**69.5%**	**76.0%**	**72.9%**	**64.1%**	**59.2%**	**53.2%**		**65.8%**	**77.3%**	**75.6%**	**72.9%**	**53.1%**	**44.1%**	**47.0%**		**61.7%**
	Stockton St&Sutter St NW-NS/BB	*56.2%*	*72.5%*	*67.5%*	*60.4%*	*55.3%*	*50.2%*		*60.4%*	*73.5%*	*82.1%*	*78.8%*	*66.2%*	*45.1%*	*48.8%*		*65.8%*
	Columbus Ave&Union St NW-NS/BZ	*66.2%*	*80.6%*	*77.9%*	*75.5%*	*62.0%*	*60.1%*		*70.4%*	*63.0%*	*72.5%*	*72.0%*	*57.2%*	*41.1%*	*34.6%*		*56.7%*
Grid	**10-Townsend N**	**66.2%**	**69.1%**	**68.0%**	**43.1%**	**46.5%**			**58.6%**	**69.5%**	**57.1%**	**56.8%**	**36.9%**	**51.0%**			**54.3%**
	Pacific Ave&Powell St NE-NS/BZ	*59.6%*	*53.6%*	*60.1%*	*24.2%*	*46.0%*			*48.7%*	*64.0%*	*42.1%*	*45.5%*	*17.1%*	*42.3%*			*42.2%*
Grid	**12-Folsom/Pacific N**	**72.0%**	**58.8%**	**55.6%**	**44.7%**	**57.7%**	**53.8%**		**57.1%**	**73.9%**	**62.8%**	**57.0%**	**27.3%**	**52.0%**	**52.3%**		**54.2%**
	Pacific Ave&Powell St NE-NS/BZ	*58.5%*	*40.7%*	*47.5%*	*36.3%*	*43.2%*	*49.0%*		*45.9%*	*64.9%*	*48.7%*	*43.3%*	*19.3%*	*34.5%*	*46.5%*		*42.9%*
Grid	**45-Union/Stockton S**	**78.2%**	**74.5%**	**67.4%**	**69.8%**	**73.8%**	**77.0%**		**73.5%**	**75.7%**	**73.4%**	**75.3%**	**64.8%**	**65.9%**	**70.4%**		**70.9%**
	Stockton St&Sutter St NW-NS/BB	*70.4%*	*68.1%*	*57.1%*	*62.0%*	*69.1%*	*81.6%*		*68.1%*	*68.3%*	*67.1%*	*67.0%*	*66.0%*	*61.4%*	*69.6%*		*66.6%*
Commute Only	**8AX-Bayshore A Express N**	**65.0%**							**65.0%**	**58.3%**							**58.3%**
	Kearny St&Sutter St SE-NS/BZ	*56.6%*							*56.6%*	*53.7%*							*53.7%*
Commute Only	**8BX-Bayshore B Express N**	**56.6%**							**56.6%**	**63.0%**							**63.0%**
	Columbus Ave&Union St NE-FS/BZ	*55.6%*							*55.6%*	*56.4%*							*56.4%*
	Kearny St&Sutter St SE-NS/BZ	*48.3%*							*48.3%*	*54.1%*							*54.1%*

Outbound

		2014								**2015**							
Service Category	**Route / Neighborhood Stops**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**
Rapid & Frequent	**1-California W**	**79.5%**	**70.3%**	**73.3%**	**70.7%**	**67.6%**	**60.2%**		**70.3%**	**79.2%**	**70.1%**	**67.8%**	**53.9%**	**61.4%**	**64.6%**		**66.2%**
	Sacramento St&Powell St NE-NS/BZ	*86.4%*	*75.2%*	*77.8%*	*74.8%*	*77.8%*	*71.7%*		*77.3%*	*84.2%*	*73.6%*	*67.5%*	*56.9%*	*71.9%*	*76.0%*		*71.7%*
Rapid & Frequent	**8-Bayshore S**	**71.7%**	**66.7%**	**57.9%**	**39.8%**	**60.5%**	**54.4%**		**58.5%**	**71.9%**	**65.0%**	**60.4%**	**42.2%**	**55.6%**	**59.0%**		**59.0%**
	Columbus Ave&Union St NW-NS/BZ	*82.1%*	*78.5%*	*74.6%*	*57.1%*	*76.3%*	*63.4%*		*72.0%*	*79.9%*	*73.0%*	*74.7%*	*33.3%*	*75.8%*	*66.0%*		*67.1%*
Rapid & Frequent	**30-Stockton N**	**62.4%**	**63.0%**	**51.2%**	**48.8%**	**61.6%**	**48.9%**		**56.0%**	**75.3%**	**63.0%**	**55.5%**	**37.4%**	**43.0%**	**38.4%**		**52.1%**
	Union St&Columbus Ave NE-NS/BZ	*63.9%*	*61.5%*	*43.7%*	*43.5%*	*63.6%*	*55.0%*		*55.2%*	*74.9%*	*59.9%*	*45.8%*	*35.8%*	*44.0%*	*36.8%*		*49.5%*
	Stockton St&Sutter St NE-FS/BB	*64.5%*	*64.5%*	*42.5%*	*42.8%*	*61.3%*	*55.0%*		*55.1%*	*74.4%*	*63.2%*	*47.1%*	*32.5%*	*46.0%*	*46.6%*		*51.6%*
Grid	**10-Townsend S**	**67.7%**	**67.4%**	**63.1%**	**43.7%**	**46.0%**			**57.6%**	**77.3%**	**57.0%**	**58.6%**	**34.9%**	**36.8%**			**52.9%**
	Pacific Ave&Powell St SW-NS/PS	*72.2%*	*74.5%*	*69.3%*	*56.1%*	*75.0%*			*69.4%*	*82.5%*	*72.5%*	*74.0%*	*49.9%*	*51.9%*			*66.2%*
Grid	**12-Folsom/Pacific S**	**73.8%**	**63.4%**	**48.5%**	**42.6%**	**52.2%**	**60.6%**		**56.9%**	**71.0%**	**65.9%**	**60.0%**	**41.1%**	**53.5%**	**67.1%**		**59.8%**
	Pacific Ave&Powell St SW-NS/PS	*87.3%*	*76.5%*	*68.5%*	*61.4%*	*68.6%*	*82.9%*		*74.2%*	*82.2%*	*79.0%*	*80.0%*	*71.5%*	*67.4%*	*81.8%*		*77.0%*
Grid	**45-Union/Stockton N**	**72.9%**	**66.3%**	**56.3%**	**53.3%**	**65.8%**	**59.7%**		**62.4%**	**69.9%**	**61.2%**	**58.5%**	**40.5%**	**48.9%**	**54.5%**		**55.6%**
	Union St&Columbus Ave NE-NS/BZ	*68.6%*	*65.6%*	*62.0%*	*54.8%*	*71.9%*	*69.6%*		*65.4%*	*70.2%*	*56.6%*	*59.4%*	*44.0%*	*52.2%*	*60.5%*		*57.2%*
	Stockton St&Sutter St NE-FS/BB	*70.1%*	*70.7%*	*41.8%*	*45.4%*	*64.1%*	*50.3%*		*57.1%*	*65.3%*	*60.6%*	*44.0%*	*37.5%*	*40.7%*	*50.8%*		
Commute Only	**8AX-Bayshore A Express S**				**51.9%**								**38.6%**				
Commute Only	**8BX-Bayshore B Express S**				**46.7%**								**42.9%**				
	Columbus Ave&Union St NW-NS/BZ				*58.4%*								*60.3%*				

Chinatown Neighborhood

2014-2015 Service Gaps Comparison

Difference 5%

Neighborhood Service Gaps
Inbound

		March-April 2014								May - June 2015							
		2014								2015							
Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**1-California E**	**6.9%**	**7.5%**	**8.2%**	**6.9%**	**17.3%**	**17.9%**		**10.8%**	**7.1%**	**8.6%**	**9.4%**	**8.3%**	**14.4%**	**13.6%**		**10.2%**
	Clay St&Powell St SW-NS/BZ	*7.0%*	*10.8%*	*10.3%*	*7.6%*	*18.8%*	*20.9%*		*12.6%*	*8.1%*	*11.5%*	*12.8%*	*9.5%*	*19.2%*	*17.5%*		*13.1%*
Rapid & Frequent	**8-Bayshore N**	**10.2%**	**13.3%**	**20.1%**	**24.0%**	**26.5%**	**25.8%**		**20.0%**	**11.6%**	**10.4%**	**16.8%**	**18.0%**	**17.0%**	**12.8%**		**14.4%**
	Columbus Ave&Union St NE-FS/BZ	*9.0%*	*19.4%*	*25.5%*	*24.1%*	*28.4%*	*32.3%*		*23.1%*	*12.4%*	*17.6%*	*21.9%*	*22.1%*	*20.2%*	*17.9%*		*18.7%*
	Kearny St&Sutter St SE-NS/BZ	*9.5%*	*15.0%*	*24.1%*	*24.2%*	*27.5%*	*25.1%*		*20.9%*	*10.6%*	*13.9%*	*21.4%*	*20.4%*	*18.4%*	*15.6%*		*16.7%*
Rapid & Frequent	**30-Stockton S**	**12.2%**	**9.5%**	**9.7%**	**10.9%**	**16.1%**	**20.6%**		**13.2%**	**5.7%**	**6.5%**	**8.6%**	**12.5%**	**26.6%**	**22.0%**		**13.7%**
	Columbus Ave&Union St NW-NS/BZ	*13.5%*	*5.7%*	*6.6%*	*7.4%*	*16.2%*	*19.5%*		*11.5%*	*5.4%*	*3.8%*	*5.4%*	*11.8%*	*24.9%*	*22.3%*		*12.3%*
	Stockton St&Sutter St NW-NS/BB	*12.8%*	*8.9%*	*7.4%*	*8.7%*	*19.3%*	*23.2%*		*13.4%*	*6.4%*	*6.2%*	*7.0%*	*11.5%*	*25.4%*	*24.7%*		*13.5%*
Grid	**10-Townsend N**	**38.5%**	**19.1%**	**15.8%**	**42.9%**	**53.6%**			**34.0%**	**14.6%**	**18.3%**	**22.1%**	**27.7%**	**28.4%**			**21.7%**
	Pacific Ave&Powell St NE-NS/BZ	*35.7%*	*24.1%*	*15.4%*	*47.4%*	*49.2%*			*34.4%*	*13.9%*	*21.4%*	*26.6%*	*33.3%*	*29.5%*			*24.4%*
Grid	**12-Folsom/Pacific N**	**17.1%**	**18.5%**	**20.5%**	**40.8%**	**33.9%**	**13.3%**		**24.0%**	**11.1%**	**15.4%**	**30.2%**	**35.0%**	**21.5%**	**15.1%**		**21.4%**
	Pacific Ave&Powell St NE-NS/BZ	*19.4%*	*23.3%*	*22.1%*	*45.1%*	*35.3%*	*14.7%*		*26.7%*	*13.7%*	*22.7%*	*28.6%*	*39.3%*	*25.3%*	*17.2%*		*24.5%*
Grid	**45-Union/Stockton S**	**8.7%**	**11.1%**	**8.6%**	**11.6%**	**11.2%**	**9.5%**		**10.1%**	**6.8%**	**12.7%**	**12.2%**	**12.6%**	**12.1%**	**9.4%**		**11.0%**
	Stockton St&Sutter St NW-NS/BB	*6.7%*	*12.9%*	*11.0%*	*14.6%*	*11.0%*	*9.5%*		*11.0%*	*6.0%*	*13.5%*	*11.5%*	*13.3%*	*12.4%*	*11.4%*		*11.4%*
Commute Only	**8AX-Bayshore A Express N**	**14.2%**							**14.2%**	**11.4%**							**13.2%**
	Kearny St&Sutter St SE-NS/BZ	*16.4%*							*16.4%*	*11.9%*							*13.8%*
Commute Only	**8BX-Bayshore B Express N**	**18.6%**							**18.6%**	**12.6%**							**14.2%**
	Columbus Ave&Union St NE-FS/BZ	*22.3%*							*22.3%*	*15.3%*							*17.0%*
	Kearny St&Sutter St SE-NS/BZ	*22.2%*							*22.2%*	*15.8%*							*16.3%*

Outbound

		2014								2015							
Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**1-California W**	**7.9%**	**7.2%**	**7.9%**	**7.4%**	**12.2%**	**19.5%**		**10.4%**	**8.1%**	**8.4%**	**10.7%**	**10.1%**	**12.0%**	**11.6%**		**10.2%**
	Sacramento St&Powell St NE-NS/BZ	*4.5%*	*4.5%*	*5.4%*	*4.3%*	*9.1%*	*18.2%*		*7.7%*	*5.5%*	*7.4%*	*7.9%*	*8.1%*	*9.6%*	*8.2%*		*7.8%*
Rapid & Frequent	**8-Bayshore S**	**14.8%**	**14.2%**	**18.8%**	**36.9%**	**25.0%**	**25.1%**		**22.5%**	**10.9%**	**12.2%**	**13.8%**	**32.0%**	**13.5%**	**12.7%**		**15.9%**
	Columbus Ave&Union St NW-NS/BZ	*11.3%*	*10.8%*	*16.2%*	*100.0%*	*19.4%*	*21.5%*		*29.9%*	*6.9%*	*7.5%*	*10.7%*		*10.0%*	*10.2%*		*9.1%*
Rapid & Frequent	**30-Stockton N**	**15.3%**	**8.7%**	**8.4%**	**9.1%**	**13.5%**	**21.3%**		**12.7%**	**12.1%**	**9.4%**	**8.6%**	**16.2%**	**22.5%**	**22.4%**		**15.2%**
	Stockton St&Sutter St NE-FS/BB	*12.3%*	*7.1%*	*6.6%*	*7.5%*	*12.3%*	*20.2%*		*11.0%*	*10.0%*	*8.1%*	*7.3%*	*14.4%*	*22.1%*	*23.4%*		*14.2%*
	Union St&Columbus Ave NE-NS/BZ	*14.3%*	*9.2%*	*7.2%*	*8.1%*	*14.4%*	*20.1%*		*12.2%*	*8.3%*	*7.1%*	*6.3%*	*15.6%*	*23.4%*	*21.8%*		*13.8%*
Grid	**10-Townsend S**	**36.4%**	**21.0%**	**18.5%**	**41.5%**	**56.1%**			**34.7%**	**10.2%**	**16.4%**	**19.1%**	**33.0%**	**26.9%**			**20.5%**
	Pacific Ave&Powell St SW-NS/PS	*32.9%*	*19.5%*	*17.8%*	*38.4%*	*57.4%*			*33.2%*	*5.9%*	*11.7%*	*14.8%*	*32.3%*	*22.1%*			*16.5%*
Grid	**12-Folsom/Pacific S**	**14.4%**	**19.1%**	**28.0%**	**45.7%**	**27.3%**	**13.4%**		**24.7%**	**8.3%**	**15.4%**	**23.0%**	**27.0%**	**25.1%**	**13.0%**		**18.6%**
	Pacific Ave&Powell St SW-NS/PS	*11.9%*	*14.9%*	*22.5%*	*42.4%*	*15.3%*	*10.4%*		*19.6%*	*6.1%*	*12.6%*	*15.7%*	*20.9%*	*22.6%*	*8.5%*		*14.4%*
Grid	**45-Union/Stockton N**	**12.3%**	**13.4%**	**9.6%**	**14.1%**	**12.1%**	**12.7%**		**12.4%**	**10.8%**	**17.7%**	**14.1%**	**19.4%**	**15.6%**	**15.6%**		**15.5%**
	Stockton St&Sutter St NE-FS/BB	*8.0%*	*9.8%*	*8.0%*	*13.5%*	*9.6%*	*11.7%*		*10.1%*	*12.5%*	*18.1%*	*14.5%*	*20.3%*	*15.0%*	*17.1%*		*16.3%*
	Union St&Columbus Ave NE-NS/BZ	*11.9%*	*13.6%*	*9.4%*	*14.7%*	*11.8%*	*11.7%*		*12.2%*	*8.4%*	*16.0%*	*13.2%*	*20.2%*	*14.8%*	*12.8%*		*14.2%*
Commute Only	**8AX-Bayshore A Express S**				**33.9%**								**29.7%**				
Commute Only	**8BX-Bayshore B Express S**				**25.3%**								**22.1%**				
	Columbus Ave&Union St NW-NS/BZ				*26.4%*								*22.0%*				

Chinatown Neighborhood

2014-2015 Peak Crowding Comparison

Percentage **5%**

March-April 2014

Inbound

	2014	
Route	**AM Peak**	**PM Peak**
1-California	**7.5%**	**1.5%**
8- Bayshore	**13.8%**	**3.6%**
10-Townsend	**9.1%**	**7.1%**
12-Folsom/Pacific	**0.0%**	**6.9%**
30-Stockton	**2.3%**	**2.1%**
45-Union/Stockton	**6.9%**	**1.6%**
8AX-Bayshore A Express	**23.0%**	n/a
8BX-Bayshore B Express	**5.7%**	n/a

May - June 2015

	2015	
Route	**AM Peak**	**PM Peak**
1-California	**5.2%**	**0.0%**
8- Bayshore	**0.0%**	**0.5%**
10-Townsend	**2.0%**	**2.1%**
12-Folsom/Pacific	**2.1%**	**2.2%**
30-Stockton	**1.4%**	**2.9%**
45-Union/Stockton	**0.0%**	**0.0%**
8AX-Bayshore A Express	**3.3%**	n/a
8BX-Bayshore B Express	**1.3%**	n/a

Outbound

	2014	
Route	**AM Peak**	**PM Peak**
1-California	**0.3%**	**12.7%**
8- Bayshore	**1.2%**	**8.3%**
10-Townsend	**12.5%**	**11.4%**
12-Folsom/Pacific	**2.8%**	**0.0%**
30-Stockton	**7.1%**	**4.0%**
45-Union/Stockton	**5.1%**	**11.7%**
8AX-Bayshore A Express	n/a	**6.1%**
8BX-Bayshore B Express	n/a	**3.6%**

	2015	
Route	**AM Peak**	**PM Peak**
1-California	**0.4%**	**8.6%**
8- Bayshore	**0.0%**	**0.0%**
10-Townsend	**9.2%**	**0.0%**
12-Folsom/Pacific	**0.0%**	**1.7%**
30-Stockton	**6.4%**	**1.6%**
45-Union/Stockton	**5.2%**	**4.8%**
8AX-Bayshore A Express	n/a	**0.0%**
8BX-Bayshore B Express	n/a	**0.6%**

Chinatown Neighborhood

Travel Time to Key Destinations

AM Peak Arrive at 9 am

Starting Location: Stockton and Pacific

Location	Routes	Transit Travel Time (Minutes)	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking Time	Transit to Auto Travel Time
General Hospital	30 & 9	40	1	25	30	1.3
Downtown / Montgomery & Market	12	18	0	10	15	1.2
Nearest Large Park - The Presidio	45	20	0	19	24	0.8
City College 50 Phelan	8X, KT, 43	39	2	31	36	1.1
Grocery Store, Safeway @ North Point	8X	12	0	6	11	1.1

Midday Arrive 12 noon

Starting Location: Stockton and Pacific

Location	Routes	Transit Travel Time (Minutes)	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking Time	Transit to Auto Travel Time
General Hospital	30 & 9	42	1	26	31	1.4
Downtown / Montgomery & Market	12	17	0	11	16	1.1
The Presidio	45	20	0	20	25	0.8
City College 50 Phelan	8X, KT, 43	44	2	30	35	1.3
Grocery Store, Safeway @ North Point	8X	16	0	7	12	1.3

PM Peak Leave at 5 pm

Starting Location: Stockton and Pacific

Location	Routes	Transit Travel Time (Minutes)	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking Time	Transit to Auto Travel Time
General Hospital	30 & 9	44	1	29	34	1.3
Downtown / Montgomery & Market	12	19	0	10	15	1.3
Nearest Large Park - The Presidio	45	22	0	20	25	0.9
City College 50 Phelan	8X, KT, 43	55	2	37	42	1.3
Grocery Store, Safeway @ North Point	8X	10	0	6	11	0.9

Night Leave at 8 pm

Starting Location: Stockton and Pacific

Location	Routes	Transit Travel Time (Minutes)	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking Time	Transit to Auto Travel Time
General Hospital	30 & 9	38	1	22	27	1.4
Downtown / Montgomery & Market	12	16	0	10	15	1.1
Nearest Large Park - The Presidio	45	20	0	18	23	0.9
City College 50 Phelan	12, KT, 43	48	2	27	32	1.5
Grocery Store, Safeway @ North Point	8X	9	0	6	11	0.8

Excelsior/Outer Mission Neighborhood

May - June 2015

Inbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	54.6%	47.8%	45.3%	36.7%	29.4%	37.9%	48.5%	43.4%
Rapid & Frequent	72.6%	67.6%	64.8%	58.6%	58.0%	62.3%	72.7%	65.1%
Grid	68.8%	63.9%	62.4%	55.3%	60.4%	63.1%	62.7%	62.6%
Commute Only	62.3%							56.7%
Community Circulators	67.6%	66.5%	61.6%	47.2%	65.4%	66.7%		61.8%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**8 Bayshore N**	**68.2%**	**61.4%**	**44.9%**	**44.3%**	**53.3%**	**64.6%**		**56.1%**
	Geneva Ave & Mission St E-FS/BZ	*66.3%*	*68.7%*	*74.9%*	*67.7%*	*81.8%*	*71.1%*		*71.8%*
Rapid & Frequent	**14 Mission N**	**75.0%**	**66.7%**	**68.9%**	**68.9%**	**64.0%**	**67.3%**	**74.5%**	**69.3%**
	Mission St&Geneva Ave E-FS/BZ	*83.2%*	*75.3%*	*80.7%*	*81.6%*	*74.7%*	*83.1%*	*88.9%*	*81.1%*
Rapid & Frequent	**49 Mission/Van Ness N**	**70.9%**	**68.3%**	**64.4%**	**60.3%**	**65.4%**	**56.4%**		**64.3%**
Rapid & Frequent	**14R Mission Rapid N**	**78.3%**	**73.6%**	**71.1%**	**66.7%**				**72.4%**
	Mission St&Geneva Ave E-FS/BZ	*84.4%*	*78.2%*	*73.5%*	*79.1%*				*78.8%*
Grid	**29 Sunset W**	**65.5%**	**60.9%**	**60.4%**	**50.9%**	**57.0%**	**59.1%**		**59.0%**
	Balboa Park BART Station NE-MB/BZ	*69.3%*	*67.4%*	*63.4%*	*59.8%*	*62.0%*	*64.7%*		*64.4%*
Grid	**43 Masonic N**	**72.5%**	**74.8%**	**73.7%**	**54.4%**	**59.4%**	**65.9%**		**66.8%**
	Geneva Ave & Mission St E-NS/BZ	*90.8%*	*88.4%*	*80.3%*	*60.0%*	*73.0%*	*65.1%*		*76.3%*
Commute Only	**14X Mission Express N**	**65.6%**							**65.6%**
	Mission St&Geneva Ave E-FS/BZ	*71.1%*							*71.1%*
Commute Only	**8BX Bayshore Express N**	**63.0%**							**63.0%**
	Geneva Ave & Mission St E-FS/BZ	*52.7%*							*52.7%*
Community Circulators	**52 Excelsior N**	**68.1%**	**60.1%**	**51.5%**	**35.2%**	**67.1%**	**66.7%**		**58.1%**
	Mission St&Excelsior Ave E-FS/BZ	*83.5%*	*68.2%*	*51.1%*	*42.0%*	*82.5%*	*64.0%*		*65.2%*

Outbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	62.6%	54.3%	48.6%	38.7%	26.1%	33.2%	56.2%	47.0%
Rapid & Frequent	72.8%	64.4%	62.1%	52.7%	56.6%	59.3%	67.9%	62.0%
Grid	69.2%	61.9%	59.8%	51.1%	57.4%	61.7%	55.0%	60.2%
Commute Only				42.0%				41.5%
Community Circulators	70.5%	73.9%	56.3%	61.0%	62.3%	79.7%		66.9%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**8 Bayshore S**	**71.9%**	**65.0%**	**60.4%**	**42.2%**	**55.6%**	**59.0%**		**59.0%**
	Geneva Ave & Mission St E-NS/BZ	*69.4%*	*59.8%*	*58.7%*	*47.4%*	*41.0%*	*50.8%*		*54.5%*
Rapid & Frequent	**14 Mission S**	**69.1%**	**56.1%**	**56.6%**	**58.7%**	**50.1%**	**59.7%**	**67.0%**	**59.6%**
	Mission St&Geneva Ave W-FS/BZ	*69.0%*	*51.2%*	*50.6%*	*52.5%*	*42.0%*	*49.1%*	*58.8%*	*53.3%*
Rapid & Frequent	**49 Mission/Van Ness S**	**68.2%**	**62.7%**	**56.9%**	**48.8%**	**56.9%**	**57.5%**		**58.5%**
	Ocean Ave&Mission St NW-FS/PS	*61.5%*	*49.2%*	*50.8%*	*42.3%*	*44.8%*	*43.4%*		*48.7%*
Rapid & Frequent	**14R Mission Rapid S**	**76.9%**	**65.9%**	**63.9%**	**59.6%**				**66.6%**
	Mission St&Geneva Ave W-FS/BZ	*78.4%*	*55.9%*	*56.8%*	*53.0%*				*61.0%*
Grid	**29 Sunset E**	**65.4%**	**63.1%**	**56.9%**	**47.6%**	**47.9%**	**54.1%**		**55.8%**
	Balboa Park BART Station SW-MB/BZ	*58.1%*	*58.9%*	*61.3%*	*45.2%*	*45.6%*	*50.4%*		*53.3%*
Grid	**43 Masonic S**	**76.0%**	**71.2%**	**63.0%**	**53.6%**	**65.8%**	**69.6%**		**66.5%**
	Geneva Ave & Mission St E-FS/BZ	*66.5%*	*64.3%*	*53.4%*	*42.3%*	*61.2%*	*65.4%*		*58.9%*
Commute Only	**14X Mission Express S**				**43.3%**				**43.3%**
	Mission St&Geneva Ave W-FS/BZ				*30.8%*				*30.8%*
Commute Only	**8BX Bayshore Express S**				**42.9%**				**42.9%**
	Geneva Ave & Mission St E-NS/BZ				*34.1%*				*34.1%*
Community Circulators	**52 Excelsior S**	**72.9%**	**81.4%**	**56.4%**	**61.4%**	**76.8%**	**79.7%**		**71.4%**
	Excelsior Ave&Mission St S-FS/BZ	*54.0%*	*75.9%*	*47.8%*	*53.9%*	*66.4%*	*53.3%*		*58.6%*

Excelsior/Outer Mission Neighborhood

May - June 2015

Inbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	17.2%	16.7%	19.4%	20.7%	33.1%	27.7%	19.0%	20.9%
Rapid & Frequent	10.7%	11.9%	13.7%	15.1%	17.3%	14.5%	14.7%	13.3%
Grid	12.6%	15.6%	17.6%	19.5%	18.8%	14.5%	11.8%	16.2%
Commute Only	15.4%							16.3%
Community Circulators	5.4%	12.9%	12.1%	13.6%	8.6%	7.2%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**8 Bayshore N**	**11.6%**	**10.4%**	**16.8%**	**18.0%**	**17.0%**	**12.8%**		**14.4%**
	Geneva Ave & Mission St E-FS/BZ	*9.0%*	*5.4%*	*10.7%*	*14.8%*	*11.4%*	*6.9%*		*9.7%*
Rapid & Frequent	**14 Mission N**	**12.4%**	**13.3%**	**14.9%**	**14.4%**	**16.8%**	**15.6%**	**14.9%**	**14.6%**
	Mission St&Geneva Ave E-FS/BZ	*10.4%*	*10.1%*	*11.4%*	*13.0%*	*14.5%*	*12.8%*	*16.9%*	*12.7%*
Rapid & Frequent	**49 Mission/Van Ness N**	**12.8%**	**12.5%**	**14.1%**	**14.3%**	**12.7%**	**14.5%**		**13.5%**
Rapid & Frequent	**14R Mission Rapid N**	**9.2%**	**9.6%**	**11.6%**	**13.8%**				**11.1%**
	Mission St&Geneva Ave E-FS/BZ	*6.0%*	*7.3%*	*9.3%*	*10.9%*				*8.4%*
Grid	**29 Sunset W**	**16.3%**	**18.6%**	**21.5%**	**20.8%**	**24.9%**	**22.8%**		**20.8%**
	Balboa Park BART Station NE-MB/BZ	*11.5%*	*16.9%*	*21.3%*	*19.7%*	*19.1%*	*15.6%*		*17.4%*
Grid	**43 Masonic N**	**11.9%**	**11.3%**	**11.6%**	**20.9%**	**21.8%**	**21.6%**		**16.5%**
	Geneva Ave & Mission St E-NS/BZ	*7.6%*	*6.7%*	*8.4%*	*18.2%*	*19.4%*	*22.9%*		*13.9%*
Commute Only	**14X Mission Express N**	**25.8%**							**25.8%**
	Mission St&Geneva Ave E-FS/BZ	*36.1%*							*36.1%*
Commute Only	**8BX Bayshore Express N**	**12.6%**							**12.6%**
	Geneva Ave & Mission St E-FS/BZ	*2.5%*							*2.5%*
Community Circulators	**52 Excelsior N**	**7.1%**	**16.5%**	**16.8%**	**16.6%**	**10.5%**	**7.3%**		**12.5%**
	Mission St&Excelsior Ave E-FS/BZ	*6.9%*	*12.0%*	*16.4%*	*11.8%*	*8.2%*	*8.2%*		**10.6%**

Outbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	13.7%	16.8%	19.1%	21.9%	26.8%	26.6%	11.0%	19.5%
Rapid & Frequent	11.6%	12.9%	14.2%	16.6%	17.7%	16.1%	16.5%	14.5%
Grid	12.6%	16.5%	18.2%	21.0%	19.3%	14.4%	15.0%	17.0%
Commute Only				23.6%				23.5%
Community Circulators	11.0%	9.6%	16.4%	14.8%	6.1%	4.3%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**8 Bayshore S**	**10.9%**	**12.2%**	**13.8%**	**32.0%**	**13.5%**	**12.7%**		**15.9%**
	Geneva Ave & Mission St E-NS/BZ	*11.8%*	*16.6%*	*16.4%*	*28.0%*	*16.6%*	*15.6%*		*17.5%*
Rapid & Frequent	**14 Mission S**	**15.4%**	**18.7%**	**19.7%**	**16.2%**	**20.2%**	**19.5%**	**15.7%**	**17.9%**
	Mission St&Geneva Ave W-FS/BZ	*16.9%*	*19.6%*	*22.4%*	*16.7%*	*23.1%*	*22.9%*	*17.1%*	*19.8%*
Rapid & Frequent	**49 Mission/Van Ness S**	**14.5%**	**13.8%**	**16.1%**	**15.7%**	**15.4%**	**20.3%**		**16.0%**
	Ocean Ave&Mission St NW-FS/PS	*17.5%*	*17.7%*	*17.4%*	*19.6%*	*17.1%*	*24.6%*		*19.0%*
Rapid & Frequent	**14R Mission Rapid S**	**9.1%**	**11.4%**	**13.0%**	**15.7%**				**12.3%**
	Mission St&Geneva Ave W-FS/BZ	*8.4%*	*13.1%*	*15.2%*	*17.3%*				*13.5%*
Grid	**29 Sunset E**	**13.2%**	**16.0%**	**20.8%**	**22.8%**	**22.9%**	**23.3%**		**19.8%**
	Balboa Park BART Station SW-MB/BZ	*15.6%*	*16.9%*	*18.3%*	*26.5%*	*24.6%*	*25.5%*		*21.2%*
Grid	**43 Masonic S**	**10.5%**	**13.1%**	**17.6%**	**20.9%**	**20.7%**	**18.7%**		**16.9%**
	Geneva Ave & Mission St E-FS/BZ	*10.4%*	*16.1%*	*21.5%*	*24.8%*	*19.3%*	*17.5%*		*18.3%*
Commute Only	**14X Mission Express S**				**23.3%**				**23.3%**
	Mission St&Geneva Ave W-FS/BZ				*23.9%*				*23.9%*
Commute Only	**8BX Bayshore Express S**				**22.1%**				**22.1%**
	Geneva Ave & Mission St E-NS/BZ				*23.8%*				*23.8%*
Community Circulators	**52 Excelsior S**	**16.1%**	**9.1%**	**22.1%**	**18.0%**	**5.1%**	**4.3%**		**12.5%**
	Excelsior Ave&Mission St S-FS/BZ	*13.6%*	*12.4%*	*14.0%*	*22.6%*	*5.6%*	*4.7%*		**12.2%**

Excelsior/Outer Mission Neighborhood

May - June 2015

Difference **5%**

Peak Period Crowding

Inbound

Route	AM Peak	PM Peak
8 Bayshore	**0.0%**	**0.5%**
14 Mission	**0.7%**	**0.0%**
29 Sunset	**5.6%**	**3.5%**
43 Masonic	**3.8%**	**0.0%**
49 Mission/Van Ness	**0.5%**	**0.8%**
52 Excelsior	**0.0%**	**0.0%**
14R Mission Rapid	**2.8%**	**0.0%**
8BX Bayshore Express	**1.3%**	
14X Mission Express N	n/a	n/a

Outbound

Route	AM Peak	PM Peak
8 Bayshore	**0.0%**	**0.0%**
14 Mission	**0.0%**	**1.0%**
29 Sunset	**3.1%**	**3.9%**
43 Masonic	**0.0%**	**1.9%**
49 Mission/Van Ness	**0.0%**	**1.1%**
52 Excelsior	**0.0%**	**0.0%**
14R Mission Rapid	**0.0%**	**4.1%**
8BX Bayshore Express		**0.6%**
14X Mission Express N	n/a	n/a

Excelsior/Outer Mission Neighborhood

2014-2015 On-Time Performance Comparison

Difference **5%**

March-April 2014 *May - June 2015*

Neighborhood On-Time Performance
Inbound

Service Category	Route / Neighborhood Stops	2014 AM Peak	2014 Midday	2014 School	2014 PM Peak	2014 Evening	2014 Late Night	2014 Owl	2014 All Day	2015 AM Peak	2015 Midday	2015 School	2015 PM Peak	2015 Evening	2015 Late Night	2015 Owl	2015 All Day
Rapid & Frequent	**8 Bayshore N**	**72.9%**	**62.1%**	**48.5%**	**44.1%**	**56.0%**	**59.9%**		**57.3%**	**68.2%**	**61.4%**	**44.9%**	**44.3%**	**53.3%**	**64.6%**		**56.1%**
	Geneva Ave & Mission St E-FS/BZ	*81.0%*	*69.2%*	*63.8%*	*68.4%*	*79.6%*	*62.1%*		*70.7%*	*66.3%*	*68.7%*	*74.9%*	*67.7%*	*81.8%*	*71.1%*		*71.8%*
Rapid & Frequent	**14 Mission N**	**76.5%**	**68.9%**	**64.9%**	**65.0%**	**57.3%**	**63.3%**	**62.9%**	**65.5%**	**75.0%**	**66.7%**	**68.9%**	**68.9%**	**64.0%**	**67.3%**	**74.5%**	**69.3%**
	Mission St&Geneva Ave E-FS/BZ	*85.4%*	*78.3%*	*75.9%*	*77.0%*	*61.4%*	*76.2%*	*68.1%*	*74.6%*	*83.2%*	*75.3%*	*80.7%*	*81.6%*	*74.7%*	*83.1%*	*88.9%*	*81.1%*
Rapid & Frequent	**49 Mission/Van Ness N**	**63.1%**	**59.9%**	**58.8%**	**58.0%**	**63.1%**	**63.5%**		**61.1%**	**70.9%**	**68.3%**	**64.4%**	**60.3%**	**65.4%**	**56.4%**		**64.3%**
Rapid & Frequent	**14R Mission Rapid N**	**74.4%**	**78.3%**	**72.9%**	**65.6%**				**72.8%**	**78.3%**	**73.6%**	**71.1%**	**66.7%**				**59.9%**
	Mission St&Geneva Ave E-FS/BZ	*80.0%*	*88.1%*	*85.4%*	*78.8%*				*83.1%*	*84.4%*	*78.2%*	*73.5%*	*79.1%*				*63.0%*
Grid	**29 Sunset W**	**65.3%**	**61.3%**	**60.7%**	**53.1%**	**54.1%**	**52.3%**		**57.8%**	**65.5%**	**60.9%**	**60.4%**	**50.9%**	**57.0%**	**59.1%**		**59.0%**
	Balboa Park BART Station NE-MB/BZ	*64.7%*	*72.4%*	*71.4%*	*61.1%*	*69.3%*	*61.7%*		*66.8%*	*69.3%*	*67.4%*	*63.4%*	*59.8%*	*62.0%*	*64.7%*		*64.4%*
Grid	**43 Masonic N**	**63.7%**	**63.9%**	**68.5%**	**57.1%**	**58.6%**	**69.2%**		**63.5%**	**72.5%**	**74.8%**	**73.7%**	**54.4%**	**59.4%**	**65.9%**		**66.8%**
	Geneva Ave & Mission St E-NS/BZ	*79.9%*	*78.9%*	*83.3%*	*66.3%*	*70.2%*	*77.9%*		*76.1%*	*90.8%*	*88.4%*	*80.3%*	*60.0%*	*73.0%*	*65.1%*		*76.3%*
Commute Only	**14X Mission Express N**	**66.2%**							**66.2%**	**65.6%**							**57.1%**
	Mission St&Geneva Ave E-FS/BZ	*85.3%*							*85.3%*	*71.1%*							*63.5%*
Commute Only	**8BX Bayshore Express N**	**56.6%**							**56.6%**	**63.0%**							**57.4%**
	Geneva Ave & Mission St E-FS/BZ	*51.6%*							*51.6%*	*52.7%*							*54.3%*
Community Circulators	**52 Excelsior N**	**48.6%**	**40.0%**	**52.0%**	**40.1%**	**73.6%**	**36.6%**		**48.5%**	**68.1%**	**60.1%**	**51.5%**	**35.2%**	**67.1%**	**66.7%**		**58.1%**
	Mission St&Excelsior Ave E-FS/BZ	*53.0%*	*44.0%*	*59.3%*	*42.3%*	*82.3%*	*40.2%*		*53.5%*	*83.5%*	*68.2%*	*51.1%*	*42.0%*	*82.5%*	*64.0%*		*65.2%*

Outbound

Service Category	Route / Neighborhood Stops	2014 AM Peak	2014 Midday	2014 School	2014 PM Peak	2014 Evening	2014 Late Night	2014 Owl	2014 All Day	2015 AM Peak	2015 Midday	2015 School	2015 PM Peak	2015 Evening	2015 Late Night	2015 Owl	2015 All Day
Rapid & Frequent	**8 Bayshore S**	**71.9%**	**65.0%**	**60.4%**	**42.2%**	**55.6%**	**59.0%**		**59.0%**	**71.9%**	**65.0%**	**60.4%**	**42.2%**	**55.6%**	**59.0%**		**59.0%**
	Geneva Ave & Mission St E-NS/BZ	*66.2%*	*64.2%*	*56.3%*	*37.6%*	*51.2%*	*52.4%*		*54.5%*	*69.4%*	*59.8%*	*58.7%*	*47.4%*	*41.0%*	*50.8%*		*54.5%*
Rapid & Frequent	**14 Mission S**	**69.1%**	**56.1%**	**56.6%**	**58.7%**	**50.1%**	**59.7%**	**67.0%**	**59.6%**	**69.1%**	**56.1%**	**56.6%**	**58.7%**	**50.1%**	**59.7%**	**67.0%**	**59.6%**
	Mission St&Geneva Ave W-FS/BZ	*65.0%*	*50.5%*	*45.7%*	*47.3%*	*36.4%*	*48.0%*	*57.7%*	*53.3%*	*69.0%*	*51.2%*	*50.6%*	*52.5%*	*42.0%*	*49.1%*	*58.8%*	*53.3%*
Rapid & Frequent	**49 Mission/Van Ness S**	**68.2%**	**62.7%**	**56.9%**	**48.8%**	**56.9%**	**57.5%**		**58.5%**	**68.2%**	**62.7%**	**56.9%**	**48.8%**	**56.9%**	**57.5%**		**58.5%**
	Ocean Ave&Mission St NW-FS/PS	*54.7%*	*40.9%*	*51.4%*	*37.3%*	*36.0%*	*49.5%*		*48.7%*	*61.5%*	*49.2%*	*50.8%*	*42.3%*	*44.8%*	*43.4%*		*48.7%*
Rapid & Frequent	**14R Mission Rapid S**	**76.9%**	**65.9%**	**63.9%**	**59.6%**				**65.7%**	**76.9%**	**65.9%**	**63.9%**	**59.6%**				**65.7%**
	Mission St&Geneva Ave W-FS/BZ	*76.2%*	*65.4%*	*55.4%*	*54.3%*				*59.9%*	*78.4%*	*55.9%*	*56.8%*	*53.0%*				*59.9%*
Grid	**29 Sunset E**	**65.4%**	**63.1%**	**56.9%**	**47.6%**	**47.9%**	**54.1%**		**55.8%**	**65.4%**	**63.1%**	**56.9%**	**47.6%**	**47.9%**	**54.1%**		**55.8%**
	Balboa Park BART Station SW-MB/BZ	*64.5%*	*58.5%*	*56.2%*	*52.5%*	*56.6%*	*47.8%*		*53.3%*	*58.1%*	*58.9%*	*61.3%*	*45.2%*	*45.6%*	*50.4%*		*53.3%*
Grid	**43 Masonic S**	**76.0%**	**71.2%**	**63.0%**	**53.6%**	**65.8%**	**69.6%**		**66.5%**	**76.0%**	**71.2%**	**63.0%**	**53.6%**	**65.8%**	**69.6%**		**66.5%**
	Geneva Ave & Mission St E-FS/BZ	*64.1%*	*55.9%*	*48.3%*	*42.6%*	*56.1%*	*65.8%*		*58.9%*	*66.5%*	*64.3%*	*53.4%*	*42.3%*	*61.2%*	*65.4%*		*58.9%*
Commute Only	**14X Mission Express S**				**43.3%**				**38.1%**				**43.3%**				**38.1%**
	Mission St&Geneva Ave W-FS/BZ				*46.9%*				*30.9%*				*30.8%*				*30.9%*
Commute Only	**8BX Bayshore Express S**				**42.9%**				**44.8%**				**42.9%**				**44.8%**
	Geneva Ave & Mission St E-NS/BZ				*45.1%*				*28.4%*				*34.1%*				*28.4%*
Community Circulators	**52 Excelsior S**	**72.9%**	**81.4%**	**56.4%**	**61.4%**	**76.8%**	**79.7%**		**71.4%**	**72.9%**	**81.4%**	**56.4%**	**61.4%**	**76.8%**	**79.7%**		**71.4%**
	Excelsior Ave&Mission St S-FS/BZ	*47.4%*	*50.9%*	*69.8%*	*50.4%*	*80.5%*	*37.6%*		*58.6%*	*54.0%*	*75.9%*	*47.8%*	*53.9%*	*66.4%*	*53.3%*		*58.6%*

Excelsior/Outer Mission Neighborhood

2014-2015 Service Gaps Comparison

Difference **5%**

Neighborhood Service Gaps
Inbound

		2014								2015							
		March-April 2014								*May - June 2015*							
Service Category	**Route / Neighborhood Stops**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**
Rapid & Frequent	**8 Bayshore N**	**10.2%**	**13.3%**	**20.1%**	**24.0%**	**26.5%**	**25.8%**		**20.0%**	**11.6%**	**10.4%**	**16.8%**	**18.0%**	**17.0%**	**12.8%**		**14.4%**
	Geneva Ave & Mission St E-FS/BZ	*9.4%*	*8.6%*	*17.9%*	*21.3%*	*27.2%*	*21.2%*		*17.6%*	*9.0%*	*5.4%*	*10.7%*	*14.8%*	*11.4%*	*6.9%*		*9.7%*
Rapid & Frequent	**14 Mission N**	**13.5%**	**17.6%**	**21.5%**	**24.4%**	**25.2%**	**21.8%**	**20.1%**	**20.6%**	**12.4%**	**13.3%**	**14.9%**	**14.4%**	**16.8%**	**15.6%**	**14.9%**	**14.6%**
	Mission St&Geneva Ave E-FS/BZ	*10.8%*	*13.7%*	*19.3%*	*22.2%*	*21.5%*	*16.6%*	*20.4%*	*17.8%*	*10.4%*	*10.1%*	*11.4%*	*13.0%*	*14.5%*	*12.8%*	*16.9%*	*12.7%*
Rapid & Frequent	**49 Mission/Van Ness N**	**18.0%**	**19.2%**	**20.9%**	**20.8%**	**20.6%**	**19.5%**		**19.8%**	**12.8%**	**12.5%**	**14.1%**	**14.3%**	**12.7%**	**14.5%**		**13.5%**
Rapid & Frequent	**14R Mission Rapid N**	**18.9%**	**14.2%**	**13.5%**	**22.4%**				**17.3%**	**9.2%**	**9.6%**	**11.6%**	**13.8%**				**11.1%**
	Mission St&Geneva Ave E-FS/BZ	*17.8%*	*12.5%*	*13.2%*	*21.4%*				*16.2%*	*6.0%*	*7.3%*	*9.3%*	*10.9%*				*8.4%*
Grid	**29 Sunset W**	**18.7%**	**19.7%**	**24.4%**	**23.3%**	**27.5%**	**23.8%**		**22.9%**	**16.3%**	**18.6%**	**21.5%**	**20.8%**	**24.9%**	**22.8%**		**20.8%**
	Balboa Park BART Station NE-MB/BZ	*15.5%*	*18.0%*	*22.0%*	*25.2%*	*20.3%*	*21.3%*		*20.4%*	*11.5%*	*16.9%*	*21.3%*	*19.7%*	*19.1%*	*15.6%*		*17.4%*
Grid	**43 Masonic N**	**25.7%**	**18.3%**	**16.1%**	**23.2%**	**25.0%**	**16.9%**		**20.9%**	**11.9%**	**11.3%**	**11.6%**	**20.9%**	**21.8%**	**21.6%**		**16.5%**
	Geneva Ave & Mission St E-NS/BZ	*22.2%*	*11.8%*	*12.0%*	*23.5%*	*17.7%*	*14.8%*		*17.0%*	*7.6%*	*6.7%*	*8.4%*	*18.2%*	*19.4%*	*22.9%*		*13.9%*
Commute Only	**14X Mission Express N**	**9.7%**							**9.7%**	**25.8%**							**25.8%**
	Mission St&Geneva Ave E-FS/BZ	*7.4%*							*7.4%*	*36.1%*							*36.1%*
Commute Only	**8BX Bayshore Express N**	**18.6%**							**18.6%**	**12.6%**							**12.6%**
	Geneva Ave & Mission St E-FS/BZ	*8.3%*							*8.3%*	*2.5%*							*2.5%*
Community Circulators	**52 Excelsior N**	**19.6%**	**18.2%**	**15.3%**	**30.0%**	**9.8%**	**6.3%**		**16.5%**	**7.1%**	**16.5%**	**16.8%**	**16.6%**	**10.5%**	**7.3%**		**12.5%**
	Mission St&Excelsior Ave E-FS/BZ	*17.4%*	*16.8%*	*14.4%*	*27.3%*	*7.7%*	*5.5%*		*14.9%*	*6.9%*	*12.0%*	*16.4%*	*11.8%*	*8.2%*	*8.2%*		*10.6%*

Outbound

		2014								2015							
Service Category	**Route / Neighborhood Stops**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**
Rapid & Frequent	**8 Bayshore S**	**14.8%**	**14.2%**	**18.8%**	**36.9%**	**25.0%**	**25.1%**		**22.5%**	**10.9%**	**12.2%**	**13.8%**	**32.0%**	**13.5%**	**12.7%**		**15.9%**
	Geneva Ave & Mission St E-NS/BZ	*16.6%*	*16.3%*	*23.1%*	*32.0%*	*29.2%*	*28.2%*		*24.2%*	*11.8%*	*16.6%*	*16.4%*	*28.0%*	*16.6%*	*15.6%*		*17.5%*
Rapid & Frequent	**14 Mission S**	**19.1%**	**22.5%**	**26.7%**	**24.9%**	**27.7%**	**24.1%**	**18.5%**	**23.4%**	**15.4%**	**18.7%**	**19.7%**	**16.2%**	**20.2%**	**19.5%**	**15.7%**	**17.9%**
	Mission St&Geneva Ave W-FS/BZ	*19.9%*	*23.9%*	*28.3%*	*26.6%*	*30.4%*	*26.6%*	*19.1%*	*25.0%*	*16.9%*	*19.6%*	*22.4%*	*16.7%*	*23.1%*	*22.9%*	*17.1%*	*19.8%*
Rapid & Frequent	**49 Mission/Van Ness S**	**20.1%**	**20.7%**	**20.9%**	**21.0%**	**25.0%**	**21.4%**		**21.5%**	**14.5%**	**13.8%**	**16.1%**	**15.7%**	**15.4%**	**20.3%**		**16.0%**
	Ocean Ave&Mission St NW-FS/PS	*25.3%*	*24.6%*	*25.2%*	*24.8%*	*30.9%*	*23.5%*		*25.7%*	*17.5%*	*17.7%*	*17.4%*	*19.6%*	*17.1%*	*24.6%*		*19.0%*
Rapid & Frequent	**14R Mission Rapid S**	**19.3%**	**14.3%**	**18.0%**	**25.2%**				**19.2%**	**9.1%**	**11.4%**	**13.0%**	**15.7%**				**12.3%**
	Mission St&Geneva Ave W-FS/BZ	*19.3%*	*16.7%*	*17.7%*	*27.1%*				*20.2%*	*8.4%*	*13.1%*	*15.2%*	*17.3%*				*13.5%*
Grid	**29 Sunset E**	**14.0%**	**16.9%**	**22.2%**	**21.8%**	**23.1%**	**22.0%**		**20.0%**	**13.2%**	**16.0%**	**20.8%**	**22.8%**	**22.9%**	**23.3%**		**19.8%**
	Balboa Park BART Station SW-MB/BZ	*14.0%*	*17.2%*	*19.7%*	*24.9%*	*23.6%*	*22.4%*		*20.3%*	*15.6%*	*16.9%*	*18.3%*	*26.5%*	*24.6%*	*25.5%*		*21.2%*
Grid	**43 Masonic S**	**22.2%**	**19.7%**	**20.1%**	**28.2%**	**29.5%**	**15.3%**		**22.5%**	**10.5%**	**13.1%**	**17.6%**	**20.9%**	**20.7%**	**18.7%**		**16.9%**
	Geneva Ave & Mission St E-FS/BZ	*21.5%*	*21.2%*	*27.0%*	*28.1%*	*28.7%*	*13.9%*		*23.4%*	*10.4%*	*16.1%*	*21.5%*	*24.8%*	*19.3%*	*17.5%*		*18.3%*
Commute Only	**14X Mission Express S**				**49.5%**				**49.5%**				**23.3%**				**23.3%**
	Mission St&Geneva Ave W-FS/BZ				*63.0%*				*63.0%*				*23.9%*				*23.9%*
Commute Only	**8BX Bayshore Express S**				**25.3%**				**25.3%**				**22.1%**				**22.1%**
	Geneva Ave & Mission St E-NS/BZ				*27.1%*				*27.1%*				*23.8%*				*23.8%*
Community Circulators	**52 Excelsior S**	**15.7%**	**9.0%**	**9.3%**	**19.8%**	**5.0%**	**4.7%**		**10.6%**	**16.1%**	**9.1%**	**22.1%**	**18.0%**	**5.1%**	**4.3%**		**12.5%**
	Excelsior Ave&Mission St S-FS/BZ	*16.2%*	*12.9%*	*12.1%*	*21.2%*	*6.9%*	*4.0%*		*12.2%*	*13.6%*	*12.4%*	*14.0%*	*22.6%*	*5.6%*	*4.7%*		*12.2%*

Excelsior/Outer Mission Neighborhood

2014-2015 Peak Crowding Comparison

Difference **5%**

Inbound

March-April 2014

2014		
Route	**AM Peak**	**PM Peak**
8 Bayshore	**13.8%**	n/a
14 Mission	**0.4%**	**0.3%**
29 Sunset	**15.4%**	**6.5%**
43 Masonic	**12.8%**	**0.0%**
49 Mission/Van Ness	**1.3%**	**1.2%**
52 Excelsior	**2.2%**	**0.0%**
14R Mission Rapid	**11.9%**	**0.0%**
8BX Bayshore Express	**5.7%**	n/a
14X Mission Express N	**2.3%**	n/a

May - June 2015

2015		
Route	**AM Peak**	**PM Peak**
8 Bayshore	**0.0%**	**0.5%**
14 Mission	**0.7%**	**0.0%**
29 Sunset	**5.6%**	**3.5%**
43 Masonic	**3.8%**	**0.0%**
49 Mission/Van Ness	**0.5%**	**0.8%**
52 Excelsior	**0.0%**	**0.0%**
14R Mission Rapid	**2.8%**	0.0%
8BX Bayshore Express	**1.3%**	n/a
14X Mission Express N	n/a	n/a

Outbound

2014		
Route	**AM Peak**	**PM Peak**
8 Bayshore	**1.2%**	**8.3%**
14 Mission	**0.0%**	**0.3%**
29 Sunset	**12.4%**	**13.9%**
43 Masonic	**3.5%**	**15.3%**
49 Mission/Van Ness	**0.0%**	**0.4%**
52 Excelsior	**2.2%**	**1.3%**
14R Mission Rapid	0.0%	**8.0%**
8BX Bayshore Express	n/a	**3.6%**
14X Mission Express N	n/a	**1.2%**

2015		
Route	**AM Peak**	**PM Peak**
8 Bayshore	**0.0%**	**0.0%**
14 Mission	**0.0%**	**1.0%**
29 Sunset	**3.1%**	**3.9%**
43 Masonic	**0.0%**	**1.9%**
49 Mission/Van Ness	**0.0%**	**1.1%**
52 Excelsior	**0.0%**	**0.0%**
14R Mission Rapid	0.0%	**4.1%**
8BX Bayshore Express	n/a	**0.6%**
14X Mission Express N	n/a	n/a

Excelsior-Outer Mission Neighborhood

Travel Time to Key Destinations

AM Peak Arrive at 9AM

Starting Location: Mission & Geneva

Location	Routes	Minutes	Miles	Minutes/ Miles	# of transfers	Auto Travel Time	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	14R and 48	35	3.7	9	1	16	21	1.7
Downtown / Montgomery & Market	14X Mission Express	25	5.8	4	1	32	37	0.7
Nearest Large Park - John McLaren Park	29 Sunset	11	1.6	7	0	86	91	0.1
City College 50 Phelan	49 Mission-Van Ness	9	1	9	0	6	11	0.8
Grocery Store,Safeway (Mission & France)	14 Mission	2	0.3	7	0	2	7	0.3

Midday Arrive at 12PM

Starting Location: Mission & Geneva

Location	Routes	Minutes	Miles	Minutes/ Miles	# of transfers	Auto Travel Time	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	14R and 48	38	3.7	10	1	12	17	2.2
Downtown / Montgomery & Market	14R Rapid Mission	24	5.8	4	0	23	28	0.9
Nearest Large Park - John McLaren Park	29 Sunset	12	1.6	8	0	7	12	1.0
City College 50 Phelan	49 Mission-Van Ness	11	1	11	0	6	11	1.0
Grocery Store,Safeway (Mission & France)	14 Mission	2	0.3	7	0	2	7	0.3

PM Peak Depart at 5 PM

Starting Location: Mission & Geneva

Location	Routes	Minutes	Miles	Minutes/ Miles	# of transfers	Auto Travel Time	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	29 Sunset and 9 San Bruno	38	3.7	11	1	15	20	1.9
Downtown / Montgomery & Market	14R Mission Rapid	24	5.8	11	0	45	50	0.5
Nearest Large Park - John McLaren Park	29 Sunset	12	1.6	8	0	8	13	0.9
City College 50 Phelan	49 Mission-Van Ness	8	1	7	0	5	10	0.8
Grocery Store,Safeway (Mission & France)	14 Mission	2	0.3	13	0	2	7	0.3

Evening Depart at 8 PM

Starting Location: Mission & Geneva

Location	Routes	Minutes	Miles	Minutes/ Miles	# of transfers	Auto Travel Time	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	29 Sunset and 9 San Bruno	32	3.7	8	1	11	16	2.0
Downtown / Montgomery & Market	14 Mission	24	5.8	13	1	26	31	0.8
Nearest Large Park - John McLaren Park	29 Sunset	10	1.6	8	0	4	9	1.1
City College 50 Phelan	49 Mission-Van Ness	10	1	7	0	5	10	1.0
Grocery Store,Safeway (Mission & France)	14 Mission	1	0.3	14	0	2	7	0.1

Inner Mission Neighborhood

May - June 2015

Inbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	54.6%	47.8%	45.3%	36.7%	29.4%	37.9%	48.5%	43.4%
Rapid & Frequent	72.6%	67.6%	64.8%	58.6%	58.0%	62.3%	72.7%	65.1%
Grid	68.8%	63.9%	62.4%	55.3%	60.4%	63.1%	62.7%	62.6%
Commute Only	62.3%							56.7%
Community Circulators	67.6%	66.5%	61.6%	47.2%	65.4%	66.7%		61.8%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**9 San Bruno N**	**56.9%**	**54.8%**	**52.1%**	**49.4%**	**49.4%**	**54.8%**		**52.9%**
	Potrero Ave&24th St NE-FS/BZ	*51.6%*	*55.2%*	*41.9%*	*46.6%*	*52.1%*	*55.0%*		*50.4%*
Rapid & Frequent	**14 Mission N**	**75.0%**	**66.7%**	**68.9%**	**68.9%**	**64.0%**	**67.3%**	**74.5%**	**69.3%**
	Mission St&16th St NE-FS/BZ	*76.2%*	*68.9%*	*64.9%*	*67.4%*	*62.7%*	*61.9%*	*76.0%*	*68.3%*
Rapid & Frequent	**22 Fillmore N**	**81.0%**	**71.1%**	**69.5%**	**60.1%**	**72.4%**	**75.5%**	**76.8%**	**72.3%**
	16th St&Mission St NE-NS/BZ	*80.9%*	*77.1%*	*70.8%*	*57.2%*	*81.0%*	*83.7%*	*83.3%*	*76.3%*
Rapid & Frequent	**49 Mission/Van Ness N**	**70.9%**	**68.3%**	**64.4%**	**60.3%**	**65.4%**	**56.4%**		**64.3%**
	Mission St&16th St NE-FS/BZ	*78.6%*	*72.0%*	*63.5%*	*63.7%*	*69.0%*	*56.0%*		*67.1%*
Rapid & Frequent	**9R San Bruno Rapid N**	**59.2%**	**57.1%**	**51.5%**	**46.7%**				**53.6%**
	Potrero Ave&24th St NE-FS/BZ	*61.8%*	*45.5%*	*38.5%*	*47.6%*				*48.4%*
Rapid & Frequent	**14R Mission Rapid N**	**78.3%**	**73.6%**	**71.1%**	**66.7%**				**72.4%**
	Mission St&16th St NE-FS/BZ	*73.1%*	*74.3%*	*75.4%*	*64.2%*				*71.8%*
Grid	**12 Folsom/Pacific N**	**73.9%**	**62.8%**	**57.0%**	**27.3%**	**52.0%**	**52.3%**		**54.2%**
	24th St&Mission St NE-NS/BZ	*91.1%*	*83.4%*	*72.5%*	*41.1%*	*79.9%*	*71.8%*		*73.3%*
Grid	**27 Bryant N**	**61.7%**	**47.9%**	**56.5%**	**46.4%**	**46.2%**	**52.0%**		**51.8%**
	Bryant St&16th St SE-NS/BZ	*63.7%*	*63.2%*	*65.4%*	*58.3%*	*44.0%*	*53.2%*		*58.0%*
Grid	**33 Stanyan N**	**73.1%**	**69.1%**	**65.4%**	**63.4%**	**62.3%**	**67.4%**		**66.8%**
	16th St&Bryant St N-MB/BZ	*86.7%*	*75.6%*	*71.8%*	*77.2%*	*76.7%*	*81.9%*		*78.3%*
Grid	**48 Quintara/24th St E**	**67.7%**	**63.7%**	**57.5%**	**53.5%**	**38.9%**	**53.0%**		**55.7%**
	24th St&Mission St SW-NS/BZ	*64.0%*	*65.4%*	*62.2%*	*60.1%*	*30.8%*	*56.8%*		*56.6%*
Grid	**55 16th St E**	**75.1%**	**75.2%**	**69.2%**	**65.9%**	**71.8%**	**62.3%**		**69.9%**

Outbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	62.6%	54.3%	48.6%	38.7%	26.1%	33.2%	56.2%	47.0%
Rapid & Frequent	72.8%	64.4%	62.1%	52.7%	56.6%	59.3%	67.9%	62.0%
Grid	69.2%	61.9%	59.8%	51.1%	57.4%	61.7%	55.0%	60.2%
Commute Only				42.0%				41.5%
Community Circulators	70.5%	73.9%	56.3%	61.0%	62.3%	79.7%		66.9%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**9 San Bruno S**	**62.4%**	**56.2%**	**59.3%**	**49.3%**	**45.2%**	**57.9%**		**55.1%**
	Potrero Ave&24th St SW-FS/BZ	*60.4%*	*49.0%*	*58.5%*	*44.7%*	*42.9%*	*56.3%*		*52.0%*
Rapid & Frequent	**14 Mission S**	**69.1%**	**56.1%**	**56.6%**	**58.7%**	**50.1%**	**59.7%**	**67.0%**	**59.6%**
	Mission St&16th St SW-FS/BB	*65.5%*	*56.0%*	*55.1%*	*60.9%*	*49.3%*	*65.8%*	*68.9%*	*60.2%*
Rapid & Frequent	**22 Fillmore S**	**75.5%**	**70.7%**	**62.6%**	**65.6%**	**65.7%**	**62.6%**	**74.1%**	**68.1%**
	16th St&Mission St SW-NS/BZ	*69.7%*	*63.8%*	*53.8%*	*57.7%*	*62.6%*	*61.4%*	*80.2%*	*64.2%*
Rapid & Frequent	**49 Mission/Van Ness S**	**68.2%**	**62.7%**	**56.9%**	**48.8%**	**56.9%**	**57.5%**		**58.5%**
	Mission St&16th St SW-FS/BB	*55.1%*	*57.7%*	*43.1%*	*32.7%*	*52.0%*	*50.8%*		*48.6%*
Rapid & Frequent	**9R San Bruno Rapid S**	**74.5%**	**63.7%**	**54.5%**	**44.1%**				**59.2%**
	Potrero Ave&24th St SW-FS/BZ	*77.8%*	*59.3%*	*49.6%*	*37.4%*				*56.0%*
Rapid & Frequent	**14R Mission Rapid S**	**76.9%**	**65.9%**	**63.9%**	**59.6%**				**66.6%**
	Mission St&16th St SW-FS/BB	*77.0%*	*75.2%*	*72.6%*	*66.8%*				*72.9%*
Grid	**12 Folsom/Pacific S**	**71.0%**	**65.9%**	**60.0%**	**41.1%**	**53.5%**	**67.1%**		**59.8%**
	24th St&Mission St NE-NS/BZ	*60.8%*	*51.9%*	*31.3%*	*6.0%*	*28.0%*	*24.8%*		*33.8%*
Grid	**27 Bryant S**	**63.7%**	**50.9%**	**58.5%**	**41.8%**	**45.8%**	**54.7%**		**52.6%**
	Bryant St&16th St SW-FS/BZ	*55.4%*	*43.7%*	*51.5%*	*28.5%*	*40.6%*	*41.5%*		*43.5%*
Grid	**33 Stanyan S**	**69.8%**	**66.0%**	**60.3%**	**51.9%**	**57.4%**	**52.1%**		**59.6%**
	16th St&Bryant St SE-FS/BZ	*64.4%*	*56.6%*	*48.8%*	*39.7%*	*45.7%*	*47.0%*		*50.4%*
Grid	**48 Quintara/24th St W**	**70.8%**	**66.8%**	**58.5%**	**50.7%**	**52.6%**	**63.5%**		**60.5%**
	24th St&Mission St NE-NS/BZ	*79.5%*	*64.5%*	*45.8%*	*47.2%*	*53.0%*	*62.5%*		*58.8%*
Grid	**55 16th St W**	**71.9%**	**66.8%**	**60.1%**	**42.9%**	**67.8%**	**66.9%**		**62.7%**

Inner Mission Neighborhood

May - June 2015

Inbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	17.2%	16.7%	19.4%	20.7%	33.1%	27.7%	19.0%	20.9%
Rapid & Frequent	10.7%	11.9%	13.7%	15.1%	17.3%	14.5%	14.7%	13.3%
Grid	12.6%	15.6%	17.6%	19.5%	18.8%	14.5%	11.8%	16.2%
Commute Only	15.4%							16.3%
Community Circulators	5.4%	12.9%	12.1%	13.6%	8.6%	7.2%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**9 San Bruno N**	**20.0%**	**18.6%**	**20.5%**	**22.1%**	**24.2%**	**21.1%**		**21.1%**
	Potrero Ave&24th St NE-FS/BZ	*17.8%*	*17.4%*	*16.9%*	*22.5%*	*21.7%*	*20.5%*		*19.5%*
Rapid & Frequent	**14 Mission N**	**12.4%**	**13.3%**	**14.9%**	**14.4%**	**16.8%**	**15.6%**	**14.9%**	**14.6%**
	Mission St&16th St NE-FS/BZ	*11.8%*	*12.0%*	*16.8%*	*15.3%*	*17.2%*	*14.8%*	*10.5%*	*14.1%*
Rapid & Frequent	**22 Fillmore N**	**9.9%**	**13.6%**	**12.9%**	**15.4%**	**12.3%**	**12.0%**	**8.0%**	**12.0%**
	16th St&Mission St NE-NS/BZ	*8.1%*	*11.3%*	*14.8%*	*15.4%*	*9.4%*	*6.6%*	*5.6%*	*10.2%*
Rapid & Frequent	**49 Mission/Van Ness N**	**12.8%**	**12.5%**	**14.1%**	**14.3%**	**12.7%**	**14.5%**		**13.5%**
	Mission St&16th St NE-FS/BZ	*9.6%*	*11.5%*	*12.2%*	*13.4%*	*13.0%*	*13.4%*		*12.2%*
Rapid & Frequent	**9R San Bruno Rapid N**	**24.3%**	**17.2%**	**19.3%**	**22.4%**				**20.8%**
	Potrero Ave&24th St NE-FS/BZ	*20.6%*	*16.5%*	*16.6%*	*16.6%*				*17.6%*
Rapid & Frequent	**14R Mission Rapid N**	**9.2%**	**9.6%**	**11.6%**	**13.8%**				**11.1%**
	Mission St&16th St NE-FS/BZ	*10.0%*	*8.9%*	*10.3%*	*14.8%*				*11.0%*
Grid	**12 Folsom/Pacific N**	**11.1%**	**15.4%**	**30.2%**	**35.0%**	**21.5%**	**15.1%**		**21.4%**
	24th St&Mission St NE-NS/BZ	*14.2%*	*8.3%*	*20.1%*	*30.1%*	*14.7%*	*10.9%*		*16.4%*
Grid	**27 Bryant N**	**21.4%**	**24.3%**	**19.7%**	**26.6%**	**23.9%**	**20.0%**		**22.7%**
	Bryant St&16th St SE-NS/BZ	*14.3%*	*20.1%*	*14.9%*	*22.5%*	*19.9%*	*16.9%*		*18.1%*
Grid	**33 Stanyan N**	**14.5%**	**12.2%**	**16.5%**	**16.9%**	**16.2%**	**12.2%**		**14.8%**
	16th St&Bryant St N-MB/BZ	*14.7%*	*9.2%*	*14.1%*	*11.3%*	*10.0%*	*9.0%*		*11.4%*
Grid	**48 Quintara/24th St E**	**12.2%**	**13.5%**	**22.7%**	**25.2%**	**29.0%**	**20.4%**		**20.5%**
	24th St&Mission St SW-NS/BZ	*15.7%*	*14.4%*	*24.7%*	*25.5%*	*28.7%*	*18.8%*		*21.3%*
Grid	**55 16th St E**	**6.5%**	**7.4%**	**9.0%**	**13.0%**	**7.8%**	**6.6%**		**8.4%**

Outbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	13.7%	16.8%	19.1%	21.9%	26.8%	26.6%	11.0%	19.5%
Rapid & Frequent	11.6%	12.9%	14.2%	16.6%	17.7%	16.1%	16.5%	14.5%
Grid	12.6%	16.5%	18.2%	21.0%	19.3%	14.4%	15.0%	17.0%
Commute Only				23.6%				23.5%
Community Circulators	11.0%	9.6%	16.4%	14.8%	6.1%	4.3%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**9 San Bruno S**	**17.7%**	**20.3%**	**21.3%**	**22.3%**	**28.1%**	**22.0%**		**22.0%**
	Potrero Ave&24th St SW-FS/BZ	*17.2%*	*22.7%*	*18.5%*	*22.5%*	*28.2%*	*19.5%*		*21.4%*
Rapid & Frequent	**14 Mission S**	**15.4%**	**18.7%**	**19.7%**	**16.2%**	**20.2%**	**19.5%**	**15.7%**	**17.9%**
	Mission St&16th St SW-FS/BB	*14.5%*	*18.0%*	*18.1%*	*16.4%*	*19.3%*	*17.3%*	*14.6%*	*16.9%*
Rapid & Frequent	**22 Fillmore S**	**16.2%**	**14.5%**	**17.0%**	**15.6%**	**18.6%**	**17.9%**	**14.8%**	**16.4%**
	16th St&Mission St SW-NS/BZ	*15.7%*	*16.1%*	*21.3%*	*18.6%*	*23.1%*	*20.8%*	*16.9%*	*18.9%*
Rapid & Frequent	**49 Mission/Van Ness S**	**14.5%**	**13.8%**	**16.1%**	**15.7%**	**15.4%**	**20.3%**		**16.0%**
	Mission St&16th St SW-FS/BB	*13.6%*	*13.4%*	*17.0%*	*17.7%*	*13.7%*	*19.1%*		*15.8%*
Rapid & Frequent	**9R San Bruno Rapid S**	**17.9%**	**18.0%**	**21.3%**	**29.7%**				**21.7%**
	Potrero Ave&24th St SW-FS/BZ	*13.4%*	*19.7%*	*20.0%*	*30.0%*				*20.8%*
Rapid & Frequent	**14R Mission Rapid S**	**9.1%**	**11.4%**	**13.0%**	**15.7%**				**12.3%**
	Mission St&16th St SW-FS/BB	*9.7%*	*10.8%*	*12.8%*	*14.1%*				*11.9%*
Grid	**12 Folsom/Pacific S**	**8.3%**	**15.4%**	**23.0%**	**27.0%**	**25.1%**	**13.0%**		**18.6%**
	24th St&Mission St NE-NS/BZ	*19.8%*	*17.4%*	*32.1%*	*33.2%*	*31.5%*	*23.6%*		*26.3%*
Grid	**27 Bryant S**	**19.0%**	**24.1%**	**18.3%**	**27.8%**	**25.7%**	**18.8%**		**22.3%**
	Bryant St&16th St SW-FS/BZ	*21.7%*	*25.1%*	*22.0%*	*31.1%*	*27.3%*	*17.2%*		*24.1%*
Grid	**33 Stanyan S**	**14.4%**	**15.0%**	**16.9%**	**18.5%**	**19.3%**	**17.7%**		**17.0%**
	16th St&Bryant St SE-FS/BZ	*26.4%*	*19.1%*	*21.3%*	*22.6%*	*28.2%*	*16.5%*		*22.4%*
Grid	**48 Quintara/24th St W**	**15.3%**	**15.2%**	**24.2%**	**31.1%**	**26.5%**	**12.1%**		**20.7%**
	24th St&Mission St NE-NS/BZ	*9.3%*	*15.5%*	*24.7%*	*30.7%*	*20.8%*	*14.3%*		*19.2%*
Grid	**55 16th St W**	**9.0%**	**13.4%**	**12.3%**	**16.3%**	**9.4%**	**7.2%**		**11.3%**

Inner Mission Neighborhood

Difference **5%**

May - June 2015

Peak Period Crowding

Inbound

Route	AM Peak	PM Peak
9 San Bruno	**1.4%**	**0.3%**
12 Folsom/Pacific	**2.1%**	**2.2%**
14 Mission	**0.7%**	**0.0%**
22 Fillmore	**0.7%**	**1.8%**
27 Bryant	**1.1%**	**2.0%**
33 Stanyan	n/a	n/a
48 Quintara/24th St	**0.0%**	**0.0%**
49 Mission/Van Ness	**0.5%**	**0.8%**
14R Mission Rapid	**2.8%**	**0.0%**
9R San Bruno	**0.5%**	**0.0%**

Outbound

Route	AM Peak	PM Peak
9 San Bruno	**1.4%**	**0.3%**
12 Folsom/Pacific	**2.1%**	**2.2%**
14 Mission	**0.7%**	**0.0%**
22 Fillmore	**0.7%**	**1.8%**
27 Bryant	**1.1%**	**2.0%**
33 Stanyan	n/a	n/a
48 Quintara/24th St	**0.0%**	**0.0%**
49 Mission/Van Ness	**0.5%**	**0.8%**
14R Mission Rapid	**2.8%**	**0.0%**
9R San Bruno	**0.5%**	**0.0%**

Inner Mission Neighborhood

2014-2015 On-Time Performance Comparison

Differer **5%**

Neighborhood On-Time Performance
Inbound

Service Category	Route / Neighborhood Stops	2014 AM Peak	2014 Midday	2014 School	2014 PM Peak	2014 Evening	2014 Late Night	2014 Owl	2014 All Day	2015 AM Peak	2015 Midday	2015 School	2015 PM Peak	2015 Evening	2015 Late Night	2015 Owl	2015 All Day
		March-April 2014								*May - June 2015*							
Rapid & Frequent	**9 San Bruno N**	**62.8%**	**59.5%**	**56.6%**	**54.2%**	**56.6%**	**65.2%**		**59.2%**	**56.9%**	**54.8%**	**52.1%**	**49.4%**	**49.4%**	**54.8%**		**52.9%**
	Potrero Ave&24th St NE-FS/BZ	*59.7%*	*68.3%*	*62.2%*	*58.2%*	*62.6%*	*65.1%*		*62.7%*	*51.6%*	*55.2%*	*41.9%*	*46.6%*	*52.1%*	*55.0%*		*50.4%*
	14 Mission N	**76.5%**	**68.9%**	**64.9%**	**65.0%**	**57.3%**	**63.3%**	**62.9%**	**65.5%**	**75.0%**	**66.7%**	**68.9%**	**68.9%**	**64.0%**	**67.3%**	**74.5%**	**69.3%**
	Mission St&16th St NE-FS/BZ	*75.8%*	*65.7%*	*56.6%*	*62.2%*	*58.7%*	*62.7%*	*69.5%*	*64.5%*	*76.2%*	*68.9%*	*64.9%*	*67.4%*	*62.7%*	*61.9%*	*76.0%*	*68.3%*
	22 Fillmore N	**70.1%**	**66.3%**	**68.4%**	**68.0%**	**66.6%**	**73.7%**	**82.7%**	**70.8%**	**81.0%**	**71.1%**	**69.5%**	**60.1%**	**72.4%**	**75.5%**	**76.8%**	**72.3%**
	16th St&Mission St NE-NS/BZ	*72.8%*	*71.6%*	*69.2%*	*69.6%*	*72.7%*	*82.6%*	*91.9%*	*75.8%*	*80.9%*	*77.1%*	*70.8%*	*57.2%*	*81.0%*	*83.7%*	*83.3%*	*76.3%*
	49 Mission/Van Ness N	**63.1%**	**59.9%**	**58.8%**	**58.0%**	**63.1%**	**63.5%**		**61.1%**	**70.9%**	**68.3%**	**64.4%**	**60.3%**	**65.4%**	**56.4%**		**64.3%**
	Mission St&16th St NE-FS/BZ	*69.1%*	*64.1%*	*59.8%*	*60.0%*	*67.9%*	*67.9%*		*64.8%*	*78.6%*	*72.0%*	*63.5%*	*63.7%*	*69.0%*	*56.0%*		*67.1%*
	9R San Bruno Rapid N	**60.6%**	**56.9%**	**53.9%**	**50.0%**				**55.4%**	**59.2%**	**57.1%**	**51.5%**	**46.7%**				**42.9%**
	Potrero Ave&24th St NE-FS/BZ	*60.7%*	*56.3%*	*62.8%*	*60.0%*				*60.0%*	*61.8%*	*45.5%*	*38.5%*	*47.6%*				*38.7%*
	14R Mission Rapid N	**74.4%**	**78.3%**	**72.9%**	**65.6%**				**72.8%**	**78.3%**	**73.6%**	**71.1%**	**66.7%**				**59.9%**
	Mission St&16th St NE-FS/BZ	*69.7%*	*75.8%*	*64.9%*	*58.7%*				*67.3%*	*73.1%*	*74.3%*	*75.4%*	*64.2%*				*57.4%*
Grid	**12 Folsom/Pacific N**	**72.0%**	**58.8%**	**55.6%**	**44.7%**	**57.7%**	**53.8%**		**57.1%**	**73.9%**	**62.8%**	**57.0%**	**27.3%**	**52.0%**	**52.3%**		**54.2%**
	24th St&Mission St NE-NS/BZ	*94.2%*	*87.4%*	*78.5%*	*59.5%*	*78.3%*	*77.7%*		*79.3%*	*91.1%*	*83.4%*	*72.5%*	*41.1%*	*79.9%*	*71.8%*		*73.3%*
	27 Bryant N	**60.6%**	**55.2%**	**48.6%**	**29.9%**	**57.1%**	**62.4%**		**52.3%**	**61.7%**	**47.9%**	**56.5%**	**46.4%**	**46.2%**	**52.0%**		**51.8%**
	Bryant St&16th St SE-NS/BZ	*66.5%*	*63.4%*	*50.5%*	*34.7%*	*64.6%*	*62.6%*		*57.1%*	*63.7%*	*63.2%*	*65.4%*	*58.3%*	*44.0%*	*53.2%*		*58.0%*
	33 Stanyan N	**66.0%**	**66.1%**	**63.9%**	**60.1%**	**60.6%**	**66.7%**		**63.9%**	**73.1%**	**69.1%**	**65.4%**	**63.4%**	**62.3%**	**67.4%**		**66.8%**
	16th St&Bryant St N-MB/BZ	*78.9%*	*74.1%*	*74.6%*	*68.7%*	*77.1%*	*88.6%*		*77.0%*	*86.7%*	*75.6%*	*71.8%*	*77.2%*	*76.7%*	*81.9%*		*78.3%*
	48 Quintara/24th St E	**63.0%**	**67.6%**	**63.0%**	**51.5%**	**47.0%**	**67.9%**		**60.0%**	**67.7%**	**63.7%**	**57.5%**	**53.5%**	**38.9%**	**53.0%**		**55.7%**
	24th St&Mission St SW-NS/BZ	*55.3%*	*68.3%*	*65.1%*	*53.8%*	*42.2%*	*75.2%*		*60.0%*	*64.0%*	*65.4%*	*62.2%*	*60.1%*	*30.8%*	*56.8%*		*56.6%*
	55 16th St E									**75.1%**	**75.2%**	**69.2%**	**65.9%**	**71.8%**	**62.3%**		**69.9%**

Outbound

Service Category	Route / Neighborhood Stops	2014 AM Peak	2014 Midday	2014 School	2014 PM Peak	2014 Evening	2014 Late Night	2014 Owl	2014 All Day	2015 AM Peak	2015 Midday	2015 School	2015 PM Peak	2015 Evening	2015 Late Night	2015 Owl	2015 All Day
Rapid & Frequent	**9 San Bruno S**	**63.7%**	**59.8%**	**56.6%**	**50.4%**	**53.0%**	**65.2%**		**58.1%**	**62.4%**	**56.2%**	**59.3%**	**49.3%**	**45.2%**	**57.9%**		**55.1%**
	Potrero Ave&24th St SW-FS/BZ	*56.0%*	*58.4%*	*52.3%*	*47.9%*	*48.6%*	*64.4%*		*54.6%*	*60.4%*	*49.0%*	*58.5%*	*44.7%*	*42.9%*	*56.3%*		*52.0%*
	14 Mission S	**69.1%**	**57.9%**	**54.3%**	**55.0%**	**48.1%**	**56.2%**	**65.5%**	**58.0%**	**69.1%**	**56.1%**	**56.6%**	**58.7%**	**50.1%**	**59.7%**	**67.0%**	**59.6%**
	Mission St&16th St SW-FS/BB	*71.2%*	*57.3%*	*55.9%*	*55.6%*	*49.5%*	*61.7%*	*67.5%*	*59.8%*	*65.5%*	*56.0%*	*55.1%*	*60.9%*	*49.3%*	*65.8%*	*68.9%*	*60.2%*
	22 Fillmore S	**67.1%**	**61.7%**	**60.9%**	**63.8%**	**62.4%**	**65.5%**	**72.5%**	**64.8%**	**75.5%**	**70.7%**	**62.6%**	**65.6%**	**65.7%**	**62.6%**	**74.1%**	**68.1%**
	16th St&Mission St SW-NS/BZ	*64.5%*	*56.7%*	*52.8%*	*57.2%*	*59.9%*	*57.9%*	*79.3%*	*61.2%*	*69.7%*	*63.8%*	*53.8%*	*57.7%*	*62.6%*	*61.4%*	*80.2%*	*64.2%*
	49 Mission/Van Ness S	**58.7%**	**53.0%**	**57.4%**	**48.3%**	**48.6%**	**58.0%**		**54.0%**	**68.2%**	**62.7%**	**56.9%**	**48.8%**	**56.9%**	**57.5%**		**58.5%**
	Mission St&16th St SW-FS/BB	*44.6%*	*45.0%*	*49.4%*	*40.6%*	*41.5%*	*49.3%*		*45.1%*	*55.1%*	*57.7%*	*43.1%*	*32.7%*	*52.0%*	*50.8%*		*48.6%*
	9R San Bruno Rapid S	**69.6%**	**59.1%**	**53.7%**	**55.9%**				**59.6%**	**74.5%**	**63.7%**	**54.5%**	**44.1%**				**49.4%**
	Potrero Ave&24th St SW-FS/BZ	*74.0%*	*51.8%*	*46.5%*	*52.4%*				*56.2%*	*77.8%*	*59.3%*	*49.6%*	*37.4%*				*44.8%*
	14R Mission Rapid S	**76.5%**	**67.8%**	**65.0%**	**58.5%**				**67.0%**	**76.9%**	**65.9%**	**63.9%**	**59.6%**				**65.7%**
	Mission St&16th St SW-FS/BB	*81.4%*	*75.6%*	*76.0%*	*64.3%*				*74.3%*	*77.0%*	*75.2%*	*72.6%*	*66.8%*				*72.1%*
Grid	**12 Folsom/Pacific S**	**73.8%**	**63.4%**	**48.5%**	**42.6%**	**52.2%**	**60.6%**		**56.9%**	**71.0%**	**65.9%**	**60.0%**	**41.1%**	**53.5%**	**67.1%**		**59.8%**
	24th St&Mission St NE-NS/BZ	*45.1%*	*45.2%*	*23.9%*	*13.0%*	*30.0%*	*35.6%*		*32.1%*	*60.8%*	*51.9%*	*31.3%*	*6.0%*	*28.0%*	*24.8%*		*33.8%*
	27 Bryant S	**59.5%**	**53.8%**	**44.3%**	**33.0%**	**54.1%**	**54.9%**		**49.9%**	**63.7%**	**50.9%**	**58.5%**	**41.8%**	**45.8%**	**54.7%**		**52.6%**
	Bryant St&16th St SW-FS/BZ	*54.9%*	*48.8%*	*38.8%*	*30.8%*	*50.1%*	*47.6%*		*45.2%*	*55.4%*	*43.7%*	*51.5%*	*28.5%*	*40.6%*	*41.5%*		*43.5%*
	33 Stanyan S	**62.4%**	**65.5%**	**61.1%**	**55.9%**	**62.5%**	**47.6%**		**59.2%**	**69.8%**	**66.0%**	**60.3%**	**51.9%**	**57.4%**	**52.1%**		**59.6%**
	16th St&Bryant St SE-FS/BZ	*57.1%*	*58.2%*	*56.4%*	*47.2%*	*53.9%*	*39.6%*		*52.1%*	*64.4%*	*56.6%*	*48.8%*	*39.7%*	*45.7%*	*47.0%*		*50.4%*
	48 Quintara/24th St W	**65.0%**	**73.4%**	**62.5%**	**56.1%**	**58.4%**	**70.2%**		**64.3%**	**70.8%**	**66.8%**	**58.5%**	**50.7%**	**52.6%**	**63.5%**		**60.5%**
	24th St&Mission St NE-NS/BZ	*72.0%*	*72.8%*	*56.0%*	*58.1%*	*56.5%*	*70.1%*		*64.3%*	*79.5%*	*64.5%*	*45.8%*	*47.2%*	*53.0%*	*62.5%*		*58.8%*
	55 16th St W									**71.9%**	**66.8%**	**60.1%**	**42.9%**	**67.8%**	**66.9%**		**62.7%**

Inner Mission Neighborhood

2014-2015 Service Gaps Comparison

Differer **5%**

Neighborhood Service Gaps
Inbound

Service Category	Route / Neighborhood Stops	2014 AM Peak	2014 Midday	2014 School	2014 PM Peak	2014 Evening	2014 Late Night	2014 Owl	2014 All Day	2015 AM Peak	2015 Midday	2015 School	2015 PM Peak	2015 Evening	2015 Late Night	2015 Owl	2015 All Day
		March-April 2014								*May - June 2015*							
Rapid & Frequent	**9 San Bruno N**	**20.7%**	**18.6%**	**23.8%**	**22.6%**	**22.6%**	**20.1%**		**21.4%**	**20.0%**	**18.6%**	**20.5%**	**22.1%**	**24.2%**	**21.1%**		**21.1%**
	Potrero Ave&24th St NE-FS/BZ	*17.1%*	*16.1%*	*18.5%*	*20.5%*	*17.2%*	*19.0%*		*18.1%*	*17.8%*	*17.4%*	*16.9%*	*22.5%*	*21.7%*	*20.5%*		*19.5%*
	14 Mission N	**13.5%**	**17.6%**	**21.5%**	**24.4%**	**25.2%**	**21.8%**	**20.1%**	**20.6%**	**12.4%**	**13.3%**	**14.9%**	**14.4%**	**16.8%**	**15.6%**	**14.9%**	**14.6%**
	Mission St&16th St NE-FS/BZ	*13.7%*	*18.5%*	*21.6%*	*24.8%*	*28.8%*	*24.1%*	*14.1%*	*20.8%*	*11.8%*	*12.0%*	*16.8%*	*15.3%*	*17.2%*	*14.8%*	*10.5%*	*14.1%*
	22 Fillmore N	**13.3%**	**15.1%**	**13.9%**	**14.4%**	**17.8%**	**11.7%**	**7.3%**	**13.4%**	**9.9%**	**13.6%**	**12.9%**	**15.4%**	**12.3%**	**12.0%**	**8.0%**	**12.0%**
	16th St&Mission St NE-NS/BZ	*13.3%*	*13.1%*	*15.5%*	*12.7%*	*14.1%*	*7.3%*	*4.7%*	*11.5%*	*8.1%*	*11.3%*	*14.8%*	*15.4%*	*9.4%*	*6.6%*	*5.6%*	*10.2%*
	49 Mission/Van Ness N	**18.0%**	**19.2%**	**20.9%**	**20.8%**	**20.6%**	**19.5%**		**19.8%**	**12.8%**	**12.5%**	**14.1%**	**14.3%**	**12.7%**	**14.5%**		**13.5%**
	Mission St&16th St NE-FS/BZ	*15.5%*	*18.1%*	*20.5%*	*21.5%*	*18.5%*	*16.2%*		*18.4%*	*9.6%*	*11.5%*	*12.2%*	*13.4%*	*13.0%*	*13.4%*		*12.2%*
	9R San Bruno Rapid N	**33.7%**	**18.7%**	**22.7%**	**25.3%**				**25.1%**	**24.3%**	**17.2%**	**19.3%**	**22.4%**				**20.8%**
	Potrero Ave&24th St NE-FS/BZ	*34.3%*	*16.9%*	*17.8%*	*22.7%*				*22.9%*	*20.6%*	*16.5%*	*16.6%*	*16.6%*				*17.6%*
	14R Mission Rapid N	**18.9%**	**14.2%**	**13.5%**	**22.4%**				**17.3%**	**9.2%**	**9.6%**	**11.6%**	**13.8%**				**11.1%**
	Mission St&16th St NE-FS/BZ	*17.0%*	*14.9%*	*11.9%*	*20.9%*				*16.2%*	*10.0%*	*8.9%*	*10.3%*	*14.8%*				*11.0%*
Grid	**12 Folsom/Pacific N**	**17.1%**	**18.5%**	**20.5%**	**40.8%**	**33.9%**	**13.3%**		**24.0%**	**11.1%**	**15.4%**	**30.2%**	**35.0%**	**21.5%**	**15.1%**		**21.4%**
	24th St&Mission St NE-NS/BZ	*22.5%*	*12.1%*	*16.7%*	*35.9%*	*33.1%*	*8.9%*		*21.5%*	*14.2%*	*8.3%*	*20.1%*	*30.1%*	*14.7%*	*10.9%*		*16.4%*
	27 Bryant N	**26.9%**	**22.7%**	**29.7%**	**40.2%**	**26.9%**	**17.7%**		**27.4%**	**21.4%**	**24.3%**	**19.7%**	**26.6%**	**23.9%**	**20.0%**		**22.7%**
	Bryant St&16th St SE-NS/BZ	*14.0%*	*19.3%*	*26.1%*	*38.9%*	*24.6%*	*12.4%*		*22.6%*	*14.3%*	*20.1%*	*14.9%*	*22.5%*	*19.9%*	*16.9%*		*18.1%*
	33 Stanyan N	**14.5%**	**15.2%**	**17.0%**	**18.1%**	**15.5%**	**11.0%**		**15.2%**	**14.5%**	**12.2%**	**16.5%**	**16.9%**	**16.2%**	**12.2%**		**14.8%**
	16th St&Bryant St N-MB/BZ	*17.3%*	*12.2%*	*13.0%*	*15.9%*	*10.9%*	*5.9%*		*12.5%*	*14.7%*	*9.2%*	*14.1%*	*11.3%*	*10.0%*	*9.0%*		*11.4%*
	48 Quintara/24th St E	**23.1%**	**17.7%**	**20.6%**	**23.6%**	**29.2%**	**18.8%**		**22.2%**	**12.2%**	**13.5%**	**22.7%**	**25.2%**	**29.0%**	**20.4%**		**20.5%**
	24th St&Mission St SW-NS/BZ	*24.3%*	*17.1%*	*20.1%*	*25.0%*	*26.4%*	*13.4%*		*21.1%*	*15.7%*	*14.4%*	*24.7%*	*25.5%*	*28.7%*	*18.8%*		*21.3%*
	55 16th St E									**6.5%**	**7.4%**	**9.0%**	**13.0%**	**7.8%**	**6.6%**		**8.4%**

Outbound

Service Category	Route / Neighborhood Stops	2014 AM Peak	2014 Midday	2014 School	2014 PM Peak	2014 Evening	2014 Late Night	2014 Owl	2014 All Day	2015 AM Peak	2015 Midday	2015 School	2015 PM Peak	2015 Evening	2015 Late Night	2015 Owl	2015 All Day
Rapid & Frequent	**9 San Bruno S**	**17.5%**	**22.6%**	**24.8%**	**25.2%**	**27.4%**	**16.7%**		**22.4%**	**17.7%**	**20.3%**	**21.3%**	**22.3%**	**28.1%**	**22.0%**		**22.0%**
	Potrero Ave&24th St SW-FS/BZ	*15.4%*	*22.4%*	*24.4%*	*23.2%*	*25.2%*	*12.9%*		*20.6%*	*17.2%*	*22.7%*	*18.5%*	*22.5%*	*28.2%*	*19.5%*		*21.4%*
	14 Mission S	**19.1%**	**22.5%**	**26.7%**	**24.9%**	**27.7%**	**24.1%**	**18.5%**	**23.4%**	**15.4%**	**18.7%**	**19.7%**	**16.2%**	**20.2%**	**19.5%**	**15.7%**	**17.9%**
	Mission St&16th St SW-FS/BB	*17.5%*	*22.6%*	*26.3%*	*23.1%*	*25.8%*	*20.7%*	*16.8%*	*21.8%*	*14.5%*	*18.0%*	*18.1%*	*16.4%*	*19.3%*	*17.3%*	*14.6%*	*16.9%*
	22 Fillmore S	**18.2%**	**17.9%**	**16.3%**	**15.0%**	**23.0%**	**17.9%**	**21.4%**	**18.5%**	**16.2%**	**14.5%**	**17.0%**	**15.6%**	**18.6%**	**17.9%**	**14.8%**	**16.4%**
	16th St&Mission St SW-NS/BZ	*17.0%*	*21.3%*	*19.9%*	*17.6%*	*28.5%*	*19.6%*	*28.0%*	*21.7%*	*15.7%*	*16.1%*	*21.3%*	*18.6%*	*23.1%*	*20.8%*	*16.9%*	*18.9%*
	49 Mission/Van Ness S	**20.1%**	**20.7%**	**20.9%**	**21.0%**	**25.0%**	**21.4%**		**21.5%**	**14.5%**	**13.8%**	**16.1%**	**15.7%**	**15.4%**	**20.3%**		**16.0%**
	Mission St&16th St SW-FS/BB	*19.9%*	*22.2%*	*20.2%*	*21.8%*	*26.2%*	*17.8%*		*21.4%*	*13.6%*	*13.4%*	*17.0%*	*17.7%*	*13.7%*	*19.1%*		*15.8%*
	9R San Bruno Rapid S	**28.1%**	**23.7%**	**25.9%**	**25.4%**				**25.8%**	**17.9%**	**18.0%**	**21.3%**	**29.7%**				**21.7%**
	Potrero Ave&24th St SW-FS/BZ	*27.2%*	*23.3%*	*25.7%*	*24.2%*				*25.1%*	*13.4%*	*19.7%*	*20.0%*	*30.0%*				*20.8%*
	14R Mission Rapid S	**19.3%**	**14.3%**	**18.0%**	**25.2%**				**19.2%**	**9.1%**	**11.4%**	**13.0%**	**15.7%**				**12.3%**
	Mission St&16th St SW-FS/BB	*18.6%*	*14.7%*	*16.3%*	*27.6%*				*19.3%*	*9.7%*	*10.8%*	*12.8%*	*14.1%*				*11.9%*
Grid	**12 Folsom/Pacific S**	**14.4%**	**19.1%**	**28.0%**	**45.7%**	**27.3%**	**13.4%**		**24.7%**	**8.3%**	**15.4%**	**23.0%**	**27.0%**	**25.1%**	**13.0%**		**18.6%**
	24th St&Mission St NE-NS/BZ	*20.2%*	*26.0%*	*35.0%*	*42.9%*	*38.9%*	*17.9%*		*30.2%*	*19.8%*	*17.4%*	*32.1%*	*33.2%*	*31.5%*	*23.6%*		*26.3%*
	27 Bryant S	**21.5%**	**26.3%**	**29.4%**	**40.0%**	**28.4%**	**23.9%**		**28.3%**	**19.0%**	**24.1%**	**18.3%**	**27.8%**	**25.7%**	**18.8%**		**22.3%**
	Bryant St&16th St SW-FS/BZ	*22.3%*	*27.2%*	*30.2%*	*38.9%*	*28.7%*	*26.3%*		*28.9%*	*21.7%*	*25.1%*	*22.0%*	*31.1%*	*27.3%*	*17.2%*		*24.1%*
	33 Stanyan S	**19.0%**	**17.2%**	**18.3%**	**18.8%**	**15.0%**	**9.1%**		**16.2%**	**14.4%**	**15.0%**	**16.9%**	**18.5%**	**19.3%**	**17.7%**		**17.0%**
	16th St&Bryant St SE-FS/BZ	*34.2%*	*18.0%*	*19.0%*	*23.8%*	*17.5%*	*12.6%*		*20.9%*	*26.4%*	*19.1%*	*21.3%*	*22.6%*	*28.2%*	*16.5%*		*22.4%*
	48 Quintara/24th St W	**22.7%**	**15.1%**	**21.5%**	**29.8%**	**24.1%**	**18.2%**		**21.9%**	**15.3%**	**15.2%**	**24.2%**	**31.1%**	**26.5%**	**12.1%**		**20.7%**
	24th St&Mission St NE-NS/BZ	*18.1%*	*14.3%*	*19.2%*	*29.8%*	*18.2%*	*18.1%*		*19.6%*	*9.3%*	*15.5%*	*24.7%*	*30.7%*	*20.8%*	*14.3%*		*19.2%*
	55 16th St W									**9.0%**	**13.4%**	**12.3%**	**16.3%**	**9.4%**	**7.2%**		**11.3%**

Inner Mission Neighborhood

2014-2015 Peak Crowding Comparison

Difference **5%**

Inbound

	March-April 2014		*May - June 2015*	
	2014		**2015**	
Route	**AM Peak**	**PM Peak**	**AM Peak**	**PM Peak**
9 San Bruno	**6.5%**	**0.4%**	**1.4%**	**0.3%**
12 Folsom/Pacific	**0.0%**	**6.9%**	**2.1%**	**2.2%**
14 Mission	**0.4%**	**0.3%**	**0.7%**	**0.0%**
22 Fillmore	**3.5%**	**5.3%**	**0.7%**	**1.8%**
27 Bryant	**1.1%**	**1.6%**	**1.1%**	**2.0%**
33 Stanyan	**0.0%**	**0.9%**	n/a	n/a
48 Quintara/24th St	**1.7%**	**0.0%**	**0.0%**	**0.0%**
49 Mission/Van Ness	**1.3%**	1.2%	**0.5%**	0.8%
14R Mission Rapid	**11.9%**	0.0%	**2.8%**	0.0%
9R San Bruno	**5.3%**	1.1%	**0.5%**	0.0%

Outbound

	2014		**2015**	
Route	**AM Peak**	**PM Peak**	**AM Peak**	**PM Peak**
9 San Bruno	**1.5%**	**6.4%**	**1.4%**	**0.3%**
12 Folsom/Pacific	**2.8%**	**0.0%**	**2.1%**	**2.2%**
14 Mission	**0.0%**	**0.3%**	**0.7%**	**0.0%**
22 Fillmore	**3.9%**	**2.1%**	**0.7%**	**1.8%**
27 Bryant	**0.4%**	**0.0%**	**1.1%**	**2.0%**
33 Stanyan	**0.0%**	**0.0%**	n/a	n/a
48 Quintara/24th St	**2.9%**	**1.9%**	**0.0%**	**0.0%**
49 Mission/Van Ness	**0.0%**	**0.4%**	**0.5%**	**0.8%**
14R Mission Rapid	0.0%	**8.0%**	2.8%	**0.0%**
9R San Bruno	0.0%	**4.1%**	0.5%	**0.0%**

Inner Mission Neighborhood

Travel Time to Key Destinations

AM Peak Arrive at 9 am

Starting Location: 16th and Mission

Location	Routes	Transit Travel Time (Minutes)	Miles	Minutes/Miles	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	33	13	1.6	8.1	0	10	15	0.9
Downtown / Montgomery & Market	14L	19	2.1	9.0	0	20	25	0.8
Nearest Large Park - Dolores Park	33	6	0.7	8.6	0	4	9	0.7
City College 50 Phelan	49	42	4.3	9.8	0	15	20	2.1
Grocery Store, Safeway @ Potrero Center	33	7	0.6	11.7	0	6	11	0.6

Midday Arrive 12 noon

Starting Location: 16th and Mission

Location	Routes	Transit Travel Time (Minutes)	Miles	Minutes/Miles	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	33	15	1.6	9.4	0	8	13	1.2
Downtown / Montgomery & Market	14L	19	2.1	9.0	0	16	21	0.9
Nearest Large Park - Dolores Park	33	7	0.7	10.0	0	4	9	0.8
City College 50 Phelan	49	44	4.3	10.2	0	16	21	2.1
Grocery Store, Safeway @ Potrero Center	22	7	0.6	11.7	0	4	9	0.8

PM Peak Leave at 5 pm

Starting Location: 16th and Mission

Location	Routes	Transit Travel Time (Minutes)	Miles	Minutes/Miles	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	33	14	1.6	8.8	0	10	15	0.9
Downtown / Montgomery & Market	14L	21	2.1	10.0	0	20	25	0.8
Nearest Large Park - Dolores Park	33	7	0.7	10.0	0	4	9	0.8
City College 50 Phelan	14L, 43	41	4.6	8.9	1	16	21	2.0
Grocery Store, Safeway @ Potrero Center	22	8	0.6	13.3	0	4	9	0.9

Night Leave at 8 pm

Starting Location: 16th and Mission

Location	Routes	Transit Travel Time (Minutes)	Miles	Minutes/Miles	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	33	13	1.6	8.1	0	9	14	0.9
Downtown / Montgomery & Market	14	22	2.1	10.5	0	17	22	1.0
Nearest Large Park - Dolores Park	33	7	0.7	10.0	0	4	9	0.8
City College 50 Phelan	49	39	4.3	9.1	0	15	20	2.0
Grocery Store, Safeway @ Potrero Center	22	6	0.6	10.0	0	4	9	0.7

Tenderloin Neighborhood

May - June 2015

Inbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	54.6%	47.8%	45.3%	36.7%	29.4%	37.9%	48.5%	43.4%
Rapid & Frequent	72.6%	67.6%	64.8%	58.6%	58.0%	62.3%	72.7%	65.1%
Grid	68.8%	63.9%	62.4%	55.3%	60.4%	63.1%	62.7%	62.6%
Commute Only	62.3%							56.7%
Community Circulators	67.6%	66.5%	61.6%	47.2%	65.4%	66.7%		61.8%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**14 Mission N**	**75.0%**	**66.7%**	**68.9%**	**68.9%**	**64.0%**	**67.3%**	**74.5%**	**69.3%**
	Mission St&5th St S-NS/BZ	*65.0%*	*53.5%*	*52.9%*	*54.6%*	*55.9%*	*51.0%*	*67.1%*	*57.1%*
Rapid & Frequent	**38 Geary E**	**65.7%**	**61.7%**	**57.9%**	**59.3%**	**56.8%**	**56.5%**	**67.7%**	**60.8%**
	O'Farrell St&Van Ness Ave SW-NS/BZ	*63.2%*	*56.6%*	*56.3%*	*58.2%*	*52.9%*	*55.4%*	*67.3%*	*58.6%*
Rapid & Frequent	**47 Van Ness S**	**69.2%**	**63.6%**	**55.8%**	**18.5%**	**41.7%**	**68.3%**		**52.9%**
	Van Ness Ave&Mcallister St SE-NS/BZ	*70.7%*	*61.7%*	*52.0%*	*16.5%*	*43.2%*	*74.7%*		*53.1%*
Rapid & Frequent	**49 Mission/Van Ness N**	**70.9%**	**68.3%**	**64.4%**	**60.3%**	**65.4%**	**56.4%**		**64.3%**
	Van Ness Ave&Mcallister St SE-NS/BZ	*68.9%*	*61.9%*	*61.7%*	*58.0%*	*60.9%*	*52.1%*		*60.6%*
Rapid & Frequent	**14R Mission Rapid N**	**78.3%**	**73.6%**	**71.1%**	**66.7%**				**72.4%**
	Mission St&5th St S-NS/BZ	*68.2%*	*64.2%*	*63.2%*	*52.0%*				*61.9%*
Rapid & Frequent	**38R Geary Rapid E**	**82.9%**	**72.6%**	**71.6%**	**69.0%**				**74.0%**
	O'Farrell St&Van Ness Ave SW-NS/BZ	*81.8%*	*68.8%*	*67.6%*	*66.9%*				*71.3%*
Grid	**19 Polk N**	**66.0%**	**58.4%**	**50.9%**	**47.6%**	**50.9%**	**58.9%**		**55.5%**
	7th St&Market St S-NS/SI	*61.2%*	*51.7%*	*41.3%*	*42.9%*	*46.6%*	*60.3%*		*50.7%*
Grid	**27 Bryant N**	**61.7%**	**47.9%**	**56.5%**	**46.4%**	**46.2%**	**52.0%**		**51.8%**
	5th St North&Market St NE-FS/BZ	*57.2%*	*35.1%*	*39.4%*	*37.3%*	*42.3%*	*60.3%*		*45.3%*
Grid	**31 Balboa E**	**74.0%**	**68.8%**	**71.6%**	**63.9%**	**67.9%**	**63.3%**		**68.3%**
	Eddy St&Van Ness Ave SE-FS/BZ	*66.2%*	*63.5%*	*68.8%*	*56.5%*	*63.2%*	*60.7%*		*63.2%*

Outbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	62.6%	54.3%	48.6%	38.7%	26.1%	33.2%	56.2%	47.0%
Rapid & Frequent	72.8%	64.4%	62.1%	52.7%	56.6%	59.3%	67.9%	62.0%
Grid	69.2%	61.9%	59.8%	51.1%	57.4%	61.7%	55.0%	60.2%
Commute Only				42.0%				41.5%
Community Circulators	70.5%	73.9%	56.3%	61.0%	62.3%	79.7%		66.9%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**14 Mission S**	**69.1%**	**56.1%**	**56.6%**	**58.7%**	**50.1%**	**59.7%**	**67.0%**	**59.6%**
	Mission St&5th St W-FS/BZ	*76.3%*	*66.1%*	*66.2%*	*64.9%*	*66.0%*	*75.1%*	*79.0%*	*70.5%*
Rapid & Frequent	**38 Geary W**	**64.6%**	**61.4%**	**62.0%**	**50.0%**	**58.7%**	**59.7%**	**67.5%**	**60.6%**
	Geary Blvd&Powell St NW-FS/BZ	*70.9%*	*69.8%*	*71.0%*	*54.0%*	*63.4%*	*72.6%*	*76.6%*	*68.3%*
Rapid & Frequent	**47 Van Ness N**	**72.3%**	**65.4%**	**59.3%**	**33.6%**	**41.9%**	**65.0%**		**56.3%**
	Van Ness Ave&Mcallister St SW-FS/BZ	*68.9%*	*61.5%*	*57.9%*	*31.2%*	*37.7%*	*58.6%*		*52.6%*
Rapid & Frequent	**49 Mission/Van Ness S**	**68.2%**	**62.7%**	**56.9%**	**48.8%**	**56.9%**	**57.5%**		**58.5%**
	Van Ness Ave&Mcallister St SW-FS/BZ	*68.9%*	*64.2%*	*62.4%*	*50.9%*	*60.6%*	*67.4%*		*62.4%*
Rapid & Frequent	**14R Mission Rapid S**	**76.9%**	**65.9%**	**63.9%**	**59.6%**				**66.6%**
	Mission St&5th St W-FS/BZ	*66.1%*	*64.1%*	*60.2%*	*56.4%*				*61.7%*
Rapid & Frequent	**38R Geary Rapid W**	**78.3%**	**65.3%**	**67.2%**	**62.0%**				**68.2%**
	Geary Blvd&Powell St NW-FS/BZ	*80.6%*	*74.6%*	*64.6%*	*52.1%*				*68.0%*
Grid	**19 Polk S**	**66.4%**	**57.9%**	**52.0%**	**46.6%**	**55.6%**	**63.6%**		**57.0%**
	8th St&Mission St S-FS/BZ	*62.2%*	*56.8%*	*50.0%*	*44.8%*	*55.4%*	*67.2%*		*56.1%*
Grid	**27 Bryant S**	**63.7%**	**50.9%**	**58.5%**	**41.8%**	**45.8%**	**54.7%**		**52.6%**
	5th St North&Market St NW-NS/BZ	*65.3%*	*51.2%*	*55.9%*	*46.2%*	*45.8%*	*49.7%*		*52.4%*
Grid	**31 Balboa S**	**60.1%**	**52.0%**	**57.3%**	**54.1%**	**50.9%**	**51.7%**		**54.4%**
	Market St&Powell St N-NS/BZ	*87.8%*	*74.1%*	*68.3%*	*70.7%*	*59.2%*	*70.5%*		*71.8%*
	Eddy St&Van Ness Ave SE-FS/BZ	*64.4%*	*56.6%*	*48.8%*	*39.7%*	*45.7%*	*47.0%*		*50.4%*

Tenderloin Neighborhood

May - June 2015

Inbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	17.2%	16.7%	19.4%	20.7%	33.1%	27.7%	19.0%	20.9%
Rapid & Frequent	10.7%	11.9%	13.7%	15.1%	17.3%	14.5%	14.7%	13.3%
Grid	12.6%	15.6%	17.6%	19.5%	18.8%	14.5%	11.8%	16.2%
Commute Only	15.4%							16.3%
Community Circulators	5.4%	12.9%	12.1%	13.6%	8.6%	7.2%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**14 Mission N**	**12.4%**	**13.3%**	**14.9%**	**14.4%**	**16.8%**	**15.6%**	**14.9%**	**14.6%**
	Mission St&5th St S-NS/BZ	*15.2%*	*18.2%*	*19.4%*	*17.6%*	*21.4%*	*19.1%*	*11.9%*	*17.5%*
Rapid & Frequent	**38 Geary E**	**16.0%**	**19.4%**	**21.5%**	**19.9%**	**18.4%**	**17.8%**	**17.5%**	**18.6%**
	O'Farrell St&Van Ness Ave SW-NS/BZ	*12.5%*	*17.0%*	*18.9%*	*14.4%*	*19.4%*	*17.8%*	*19.8%*	*17.1%*
Rapid & Frequent	**47 Van Ness S**	**15.1%**	**14.8%**	**19.0%**	**31.1%**	**22.9%**	**15.9%**		**19.8%**
	Van Ness Ave&Mcallister St SE-NS/BZ	*12.8%*	*13.8%*	*19.0%*	*31.5%*	*21.2%*	*16.0%*		*19.1%*
Rapid & Frequent	**49 Mission/Van Ness N**	**12.8%**	**12.5%**	**14.1%**	**14.3%**	**12.7%**	**14.5%**		**13.5%**
	Van Ness Ave&Mcallister St SE-NS/BZ	*15.9%*	*14.7%*	*18.0%*	*15.5%*	*16.2%*	*15.4%*		*16.0%*
Rapid & Frequent	**14R Mission Rapid N**	**9.2%**	**9.6%**	**11.6%**	**13.8%**				**11.1%**
	Mission St&5th St S-NS/BZ	*11.0%*	*12.8%*	*12.5%*	*17.5%*				*13.5%*
Rapid & Frequent	**38R Geary Rapid E**	**4.7%**	**8.2%**	**8.4%**	**8.1%**				**7.4%**
	O'Farrell St&Van Ness Ave SW-NS/BZ	*4.7%*	*9.3%*	*9.2%*	*9.5%*				*8.2%*
Grid	**19 Polk N**	**15.4%**	**17.6%**	**20.3%**	**24.2%**	**19.8%**	**18.7%**		**19.3%**
	7th St&Market St S-NS/SI	*17.6%*	*18.2%*	*20.6%*	*25.0%*	*18.2%*	*14.4%*		*19.0%*
Grid	**27 Bryant N**	**21.4%**	**24.3%**	**19.7%**	**26.6%**	**23.9%**	**20.0%**		**22.7%**
	5th St North&Market St NE-FS/BZ	*30.9%*	*25.9%*	*26.7%*	*27.7%*	*23.2%*	*19.9%*		*25.7%*
Grid	**31 Balboa E**	**9.7%**	**15.5%**	**13.8%**	**14.5%**	**16.5%**	**14.2%**		**14.0%**
	Eddy St&Van Ness Ave SE-FS/BZ	*11.5%*	*15.6%*	*14.7%*	*16.0%*	*17.2%*	*11.7%*		*14.5%*

Outbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	13.7%	16.8%	19.1%	21.9%	26.8%	26.6%	11.0%	19.5%
Rapid & Frequent	11.6%	12.9%	14.2%	16.6%	17.7%	16.1%	16.5%	14.5%
Grid	12.6%	16.5%	18.2%	21.0%	19.3%	14.4%	15.0%	17.0%
Commute Only				23.6%				23.5%
Community Circulators	11.0%	9.6%	16.4%	14.8%	6.1%	4.3%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**14 Mission S**	**15.4%**	**18.7%**	**19.7%**	**16.2%**	**20.2%**	**19.5%**	**15.7%**	**17.9%**
	Mission St&5th St W-FS/BZ	*10.1%*	*14.8%*	*15.9%*	*13.3%*	*11.9%*	*13.0%*	*13.9%*	*13.3%*
Rapid & Frequent	**38 Geary W**	**12.1%**	**16.3%**	**16.5%**	**20.0%**	**17.1%**	**15.6%**	**18.9%**	**16.6%**
	Geary Blvd&Powell St NW-FS/BZ	*10.6%*	*13.1%*	*15.4%*	*17.3%*	*16.0%*	*10.7%*	*15.1%*	*14.0%*
Rapid & Frequent	**47 Van Ness N**	**12.3%**	**15.0%**	**16.0%**	**28.0%**	**25.4%**	**14.9%**		**18.6%**
	Van Ness Ave&Mcallister St SW-FS/BZ	*11.8%*	*14.9%*	*15.4%*	*27.5%*	*24.3%*	*14.8%*		*18.1%*
Rapid & Frequent	**49 Mission/Van Ness S**	**14.5%**	**13.8%**	**16.1%**	**15.7%**	**15.4%**	**20.3%**		**16.0%**
	Van Ness Ave&Mcallister St SW-FS/BZ	*12.0%*	*11.9%*	*16.7%*	*14.8%*	*16.4%*	*16.4%*		*14.7%*
Rapid & Frequent	**14R Mission Rapid S**	**9.1%**	**11.4%**	**13.0%**	**15.7%**				**12.3%**
	Mission St&5th St W-FS/BZ	*8.5%*	*8.0%*	*10.4%*	*11.6%*				*9.6%*
Rapid & Frequent	**38R Geary Rapid W**	**6.6%**	**11.0%**	**10.0%**	**9.8%**				**9.4%**
	Geary Blvd&Powell St NW-FS/BZ	*5.4%*	*8.1%*	*8.8%*	*8.8%*				*7.8%*
Grid	**19 Polk S**	**16.0%**	**18.5%**	**24.6%**	**24.4%**	**20.6%**	**15.4%**		**19.9%**
	8th St&Mission St S-FS/BZ	*12.6%*	*17.1%*	*26.4%*	*21.6%*	*18.9%*	*12.6%*		*18.2%*
Grid	**27 Bryant S**	**19.0%**	**24.1%**	**18.3%**	**27.8%**	**25.7%**	**18.8%**		**22.3%**
	5th St North&Market St NW-NS/BZ	*19.2%*	*22.5%*	*18.2%*	*29.4%*	*26.7%*	*16.6%*		*22.1%*
Grid	**31 Balboa S**	**16.7%**	**18.0%**	**18.4%**	**17.2%**	**18.9%**	**18.7%**		**18.0%**
	Market St&Powell St N-NS/BZ	*7.5%*	*14.0%*	*21.7%*	*15.9%*	*16.5%*	*11.2%*		*14.5%*
	Eddy St&Van Ness Ave NE-NS/BZ	*9.2%*	*14.8%*	*18.2%*	*15.6%*	*22.4%*	*18.2%*		*16.4%*

Tenderloin Neighborhood

Difference **5%**

May - June 2015

Peak Period Crowding

Inbound

Route	AM Peak	PM Peak
14 Mission	0.7%	0.0%
19 Polk	0.0%	1.7%
27 Bryant	1.1%	2.0%
31 Balboa	0.0%	0.0%
38 Geary	0.0%	0.0%
47 Van Ness	0.0%	0.0%
49 Mission/Van Ness	0.5%	0.8%
14R Mission Rapid	2.8%	0.0%
38R Geary	7.6%	0.4%

Outbound

Route	AM Peak	PM Peak
14 Mission	0.0%	1.0%
19 Polk	0.0%	0.0%
27 Bryant	0.6%	0.0%
31 Balboa	0.0%	0.0%
38 Geary	0.0%	2.1%
47 Van Ness	3.3%	0.0%
49 Mission/Van Ness	0.0%	1.1%
14R Mission Rapid	0.0%	4.1%
38R Geary	0.0%	13.4%

Tenderloin Neighborhood

2014-2015 On-Time Performance Comparison

Difference **5%**

Neighborhood On-Time Performance
Inbound

		2014								2015							
		March-April 2014								*May - June 2015*							
Service Category	**Route / Neighborhood Stops**	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**14 Mission N**	**76.5%**	**68.9%**	**64.9%**	**65.0%**	**57.3%**	**63.3%**	**62.9%**	**65.5%**	**75.0%**	**66.7%**	**68.9%**	**68.9%**	**64.0%**	**67.3%**	**74.5%**	**69.3%**
	Mission St&5th St S-NS/BZ	*68.9%*	*57.1%*	*54.8%*	*52.7%*	*51.8%*	*51.6%*	*57.5%*	*56.3%*	*65.0%*	*53.5%*	*52.9%*	*54.6%*	*55.9%*	*51.0%*	*67.1%*	*57.1%*
Rapid & Frequent	**38 Geary E**	**71.0%**	**68.1%**	**64.2%**	**60.0%**	**60.6%**	**53.0%**	**61.1%**	**62.6%**	**65.7%**	**61.7%**	**57.9%**	**59.3%**	**56.8%**	**56.5%**	**67.7%**	**60.8%**
	O'Farrell St&Van Ness Ave SW-NS/BZ	*64.2%*	*67.0%*	*66.6%*	*60.2%*	*60.6%*	*53.8%*	*61.7%*	*62.0%*	*63.2%*	*56.6%*	*56.3%*	*58.2%*	*52.9%*	*55.4%*	*67.3%*	*58.6%*
Rapid & Frequent	**47 Van Ness S**	**62.9%**	**62.2%**	**61.7%**	**34.7%**	**56.1%**	**68.1%**		**57.6%**	**69.2%**	**63.6%**	**55.8%**	**18.5%**	**41.7%**	**68.3%**		**52.9%**
	Van Ness Ave&Mcallister St SE-NS/BZ	*67.8%*	*59.5%*	*57.6%*	*31.0%*	*62.8%*	*74.1%*		*58.8%*	*70.7%*	*61.7%*	*52.0%*	*16.5%*	*43.2%*	*74.7%*		*53.1%*
Rapid & Frequent	**49 Mission/Van Ness N**	**63.1%**	**59.9%**	**58.8%**	**58.0%**	**63.1%**	**63.5%**		**61.1%**	**70.9%**	**68.3%**	**64.4%**	**60.3%**	**65.4%**	**56.4%**		**64.3%**
	Van Ness Ave&Mcallister St SE-NS/BZ	*60.8%*	*53.6%*	*48.9%*	*56.6%*	*59.9%*	*62.9%*		*57.1%*	*68.9%*	*61.9%*	*61.7%*	*58.0%*	*60.9%*	*52.1%*		*60.6%*
Rapid & Frequent	**14R Mission Rapid N**	**74.4%**	**78.3%**	**72.9%**	**65.6%**				**72.8%**	**78.3%**	**73.6%**	**71.1%**	**66.7%**				**72.4%**
	Mission St&5th St S-NS/BZ	*68.7%*	*68.1%*	*65.1%*	*49.7%*				*62.9%*	*68.2%*	*64.2%*	*63.2%*	*52.0%*				*61.9%*
Rapid & Frequent	**38R Geary Rapid E**	**80.5%**	**74.0%**	**72.1%**	**71.0%**				**74.4%**	**82.9%**	**72.6%**	**71.6%**	**69.0%**				**74.0%**
	O'Farrell St&Van Ness Ave SW-NS/BZ	*78.3%*	*69.0%*	*66.2%*	*69.7%*				*70.8%*	*81.8%*	*68.8%*	*67.6%*	*66.9%*				*71.3%*
Grid	**19 Polk N**	**58.7%**	**57.3%**	**54.6%**	**42.6%**	**56.0%**	**53.8%**		**53.8%**	**66.0%**	**58.4%**	**50.9%**	**47.6%**	**50.9%**	**58.9%**		**55.5%**
	7th St&Market St S-NS/SI	*50.9%*	*50.6%*	*57.7%*	*40.8%*	*53.8%*	*58.3%*		*52.0%*	*61.2%*	*51.7%*	*41.3%*	*42.9%*	*46.6%*	*60.3%*		*50.7%*
Grid	**27 Bryant N**	**60.6%**	**55.2%**	**48.6%**	**29.9%**	**57.1%**	**62.4%**		**52.3%**	**61.7%**	**47.9%**	**56.5%**	**46.4%**	**46.2%**	**52.0%**		**51.8%**
	5th St North&Market St NE-FS/BZ	*58.0%*	*45.0%*	*44.5%*	*26.9%*	*54.9%*	*61.7%*		*48.5%*	*57.2%*	*35.1%*	*39.4%*	*37.3%*	*42.3%*	*60.3%*		*45.3%*
Grid	**31 Balboa E**	**76.8%**	**70.4%**	**67.3%**	**69.8%**	**67.9%**	**68.4%**		**70.1%**	**74.0%**	**68.8%**	**71.6%**	**63.9%**	**67.9%**	**63.3%**		**68.3%**
	Eddy St&Van Ness Ave SE-FS/BZ	*71.4%*	*65.2%*	*60.5%*	*62.3%*	*64.7%*	*72.9%*		*66.2%*	*66.2%*	*63.5%*	*68.8%*	*56.5%*	*63.2%*	*60.7%*		*63.2%*

Outbound

		2014								2015							
Service Category	**Route / Neighborhood Stops**	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**14 Mission S**	**69.1%**	**57.9%**	**54.3%**	**55.0%**	**48.1%**	**56.2%**	**65.5%**	**58.0%**	**69.1%**	**56.1%**	**56.6%**	**58.7%**	**50.1%**	**59.7%**	**67.0%**	**59.6%**
	Mission St&5th St W-FS/BZ	*83.5%*	*68.6%*	*70.9%*	*64.4%*	*68.1%*	*68.0%*	*77.9%*	*71.6%*	*76.3%*	*66.1%*	*66.2%*	*64.9%*	*66.0%*	*75.1%*	*79.0%*	*70.5%*
Rapid & Frequent	**38 Geary W**	**68.5%**	**67.2%**	**64.4%**	**58.6%**	**57.4%**	**54.8%**	**62.4%**	**61.9%**	**64.6%**	**61.4%**	**62.0%**	**50.0%**	**58.7%**	**59.7%**	**67.5%**	**60.6%**
	Geary Blvd&Powell St NW-FS/BZ	*75.9%*	*74.7%*	*74.8%*	*60.4%*	*67.2%*	*65.4%*	*76.4%*	*70.7%*	*70.9%*	*69.8%*	*71.0%*	*54.0%*	*63.4%*	*72.6%*	*76.6%*	*68.3%*
Rapid & Frequent	**47 Van Ness N**	**69.3%**	**65.2%**	**56.3%**	**45.6%**	**53.0%**	**59.1%**		**58.1%**	**72.3%**	**65.4%**	**59.3%**	**33.6%**	**41.9%**	**65.0%**		**56.3%**
	Van Ness Ave&Mcallister St SW-FS/BZ	*64.2%*	*61.6%*	*55.1%*	*38.2%*	*52.0%*	*56.7%*		*54.6%*	*68.9%*	*61.5%*	*57.9%*	*31.2%*	*37.7%*	*58.6%*		*52.6%*
Rapid & Frequent	**49 Mission/Van Ness S**	**58.7%**	**53.0%**	**57.4%**	**48.3%**	**48.6%**	**58.0%**		**54.0%**	**68.2%**	**62.7%**	**56.9%**	**48.8%**	**56.9%**	**57.5%**		**58.5%**
	Van Ness Ave&Mcallister St SW-FS/BZ	*61.3%*	*58.6%*	*58.1%*	*54.9%*	*55.8%*	*67.3%*		*59.3%*	*68.9%*	*64.2%*	*62.4%*	*50.9%*	*60.6%*	*67.4%*		*62.4%*
Rapid & Frequent	**14R Mission Rapid S**	**76.5%**	**67.8%**	**65.0%**	**58.5%**				**67.0%**	**76.9%**	**65.9%**	**63.9%**	**59.6%**				**66.6%**
	Mission St&5th St W-FS/BZ	*79.2%*	*69.8%*	*70.9%*	*57.2%*				*69.3%*	*66.1%*	*64.1%*	*60.2%*	*56.4%*				*61.7%*
Rapid & Frequent	**38R Geary Rapid W**	**79.1%**	**71.2%**	**70.7%**	**64.3%**				**71.3%**	**78.3%**	**65.3%**	**67.2%**	**62.0%**				**68.2%**
	Geary Blvd&Powell St NW-FS/BZ	*73.8%*	*73.2%*	*74.0%*	*61.9%*				*70.7%*	*80.6%*	*74.6%*	*64.6%*	*52.1%*				*68.0%*
Grid	**19 Polk S**	**53.2%**	**43.2%**	**38.5%**	**34.3%**	**46.3%**	**48.1%**		**43.9%**	**66.4%**	**57.9%**	**52.0%**	**46.6%**	**55.6%**	**63.6%**		**57.0%**
	8th St&Mission St S-FS/BZ	*47.4%*	*42.1%*	*35.5%*	*30.2%*	*51.4%*	*47.3%*		*42.3%*	*62.2%*	*56.8%*	*50.0%*	*44.8%*	*55.4%*	*67.2%*		*56.1%*
Grid	**27 Bryant S**	**59.5%**	**53.8%**	**44.3%**	**33.0%**	**54.1%**	**54.9%**		**49.9%**	**63.7%**	**50.9%**	**58.5%**	**41.8%**	**45.8%**	**54.7%**		**52.6%**
	5th St North&Market St NW-NS/BZ	*61.6%*	*52.5%*	*41.4%*	*34.7%*	*58.1%*	*57.0%*		*50.9%*	*65.3%*	*51.2%*	*55.9%*	*46.2%*	*45.8%*	*49.7%*		*52.4%*
Grid	**31 Balboa S**	**73.8%**	**66.4%**	**61.8%**	**62.4%**	**60.9%**	**56.5%**		**63.6%**	**60.1%**	**52.0%**	**57.3%**	**54.1%**	**50.9%**	**51.7%**		**54.4%**
	Market St&Powell St N-NS/BZ	*85.0%*	*80.6%*	*76.3%*	*71.1%*	*81.6%*	*79.3%*		*79.0%*	*87.8%*	*74.1%*	*68.3%*	*70.7%*	*59.2%*	*70.5%*		*71.8%*
	Eddy St&Van Ness Ave NE-NS/BZ	*78.0%*	*68.5%*	*53.4%*	*55.4%*	*66.0%*	*63.4%*		*64.1%*	*64.4%*	*56.6%*	*48.8%*	*39.7%*	*45.7%*	*47.0%*		*50.4%*

Tenderloin Neighborhood

2014-2015 Service Gaps Comparison

Difference **5%**

Neighborhood Service Gaps
Inbound

Service Category	Route / Neighborhood Stops	2014 March-April 2014 AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	2015 May - June 2015 AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**14 Mission N**	**13.5%**	**17.6%**	**21.5%**	**24.4%**	**25.2%**	**21.8%**	**20.1%**	**20.6%**	**12.4%**	**13.3%**	**14.9%**	**14.4%**	**16.8%**	**15.6%**	**14.9%**	**14.6%**
	Mission St&5th St S-NS/BZ	*15.9%*	*22.1%*	*25.0%*	*26.0%*	*29.3%*	*28.6%*	*14.6%*	*23.1%*	*15.2%*	*18.2%*	*19.4%*	*17.6%*	*21.4%*	*19.1%*	*11.9%*	*17.5%*
	38 Geary E	**11.5%**	**13.5%**	**17.0%**	**19.2%**	**20.2%**	**18.6%**	**17.2%**	**16.7%**	**16.0%**	**19.4%**	**21.5%**	**19.9%**	**18.4%**	**17.8%**	**17.5%**	**18.6%**
	O'Farrell St&Van Ness Ave SW-NS/BZ	*10.3%*	*15.2%*	*16.8%*	*19.6%*	*21.1%*	*18.1%*	*17.3%*	*16.9%*	*12.5%*	*17.0%*	*18.9%*	*14.4%*	*19.4%*	*17.8%*	*19.8%*	*17.1%*
	47 Van Ness S	**20.4%**	**15.7%**	**18.8%**	**33.2%**	**28.0%**	**13.9%**		**21.7%**	**15.1%**	**14.8%**	**19.0%**	**31.1%**	**22.9%**	**15.9%**		**19.8%**
	Van Ness Ave&Mcallister St SE-NS/BZ	*18.3%*	*15.7%*	*19.1%*	*32.0%*	*29.5%*	*13.7%*		*21.4%*	*12.8%*	*13.8%*	*19.0%*	*31.5%*	*21.2%*	*16.0%*		*19.1%*
	49 Mission/Van Ness N	**18.0%**	**19.2%**	**20.9%**	**20.8%**	**20.6%**	**19.5%**		**19.8%**	**12.8%**	**12.5%**	**14.1%**	**14.3%**	**12.7%**	**14.5%**		**13.5%**
	Van Ness Ave&Mcallister St SE-NS/BZ	*21.2%*	*20.1%*	*24.4%*	*20.7%*	*22.5%*	*20.6%*		*21.6%*	*15.9%*	*14.7%*	*18.0%*	*15.5%*	*16.2%*	*15.4%*		*16.0%*
	14R Mission Rapid N	**18.9%**	**14.2%**	**13.5%**	**22.4%**				**17.3%**	**9.2%**	**9.6%**	**11.6%**	**13.8%**				**11.1%**
	Mission St&5th St S-NS/BZ	*19.5%*	*15.6%*	*15.7%*	*20.4%*				*17.8%*	*11.0%*	*12.8%*	*12.5%*	*17.5%*				*13.5%*
	38R Geary Rapid E	**6.8%**	**9.2%**	**9.5%**	**13.2%**				**9.7%**	**4.7%**	**8.2%**	**8.4%**	**8.1%**				**7.4%**
	O'Farrell St&Van Ness Ave SW-NS/BZ	*6.0%*	*11.7%*	*12.0%*	*14.7%*				*11.1%*	*4.7%*	*9.3%*	*9.2%*	*9.5%*				*8.2%*
Grid	**19 Polk N**	**39.9%**	**20.0%**	**17.4%**	**35.6%**	**30.0%**	**25.2%**		**28.0%**	**15.4%**	**17.6%**	**20.3%**	**24.2%**	**19.8%**	**18.7%**		**19.3%**
	7th St&Market St S-NS/SI	*38.9%*	*20.6%*	*21.5%*	*36.4%*	*33.7%*	*24.7%*		*29.3%*	*17.6%*	*18.2%*	*20.6%*	*25.0%*	*18.2%*	*14.4%*		*19.0%*
	27 Bryant N	**26.9%**	**22.7%**	**29.7%**	**40.2%**	**26.9%**	**17.7%**		**27.4%**	**21.4%**	**24.3%**	**19.7%**	**26.6%**	**23.9%**	**20.0%**		**22.7%**
	5th St North&Market St NE-FS/BZ	*42.6%*	*23.6%*	*29.7%*	*40.0%*	*25.7%*	*14.8%*		*29.4%*	*30.9%*	*25.9%*	*26.7%*	*27.7%*	*23.2%*	*19.9%*		*25.7%*
	31 Balboa E	**9.9%**	**11.4%**	**15.2%**	**15.3%**	**19.6%**	**15.3%**		**14.5%**	**9.7%**	**15.5%**	**13.8%**	**14.5%**	**16.5%**	**14.2%**		**14.0%**
	Eddy St&Van Ness Ave SE-FS/BZ	*10.7%*	*12.4%*	*17.1%*	*17.6%*	*18.8%*	*11.9%*		*14.8%*	*11.5%*	*15.6%*	*14.7%*	*16.0%*	*17.2%*	*11.7%*		*14.5%*

Outbound

Service Category	Route / Neighborhood Stops	2014 AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	2015 AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**14 Mission S**	**19.1%**	**22.5%**	**26.7%**	**24.9%**	**27.7%**	**24.1%**	**18.5%**	**23.4%**	**15.4%**	**18.7%**	**19.7%**	**16.2%**	**20.2%**	**19.5%**	**15.7%**	**17.9%**
	Mission St&5th St W-FS/BZ	*14.7%*	*18.2%*	*21.9%*	*21.4%*	*24.0%*	*20.6%*	*14.6%*	*19.3%*	*10.1%*	*14.8%*	*15.9%*	*13.3%*	*11.9%*	*13.0%*	*13.9%*	*13.3%*
	38 Geary W	**11.8%**	**15.3%**	**15.2%**	**20.7%**	**21.7%**	**20.1%**	**15.3%**	**17.2%**	**12.1%**	**16.3%**	**16.5%**	**20.0%**	**17.1%**	**15.6%**	**18.9%**	**16.6%**
	Geary Blvd&Powell St NW-FS/BZ	*8.2%*	*11.0%*	*14.1%*	*17.3%*	*17.8%*	*17.9%*	*9.1%*	*13.6%*	*10.6%*	*13.1%*	*15.4%*	*17.3%*	*16.0%*	*10.7%*	*15.1%*	*14.0%*
	47 Van Ness N	**18.3%**	**16.6%**	**20.6%**	**36.5%**	**32.5%**	**14.7%**		**23.2%**	**12.3%**	**15.0%**	**16.0%**	**28.0%**	**25.4%**	**14.9%**		**18.6%**
	Van Ness Ave&Mcallister St SW-FS/BZ	*17.4%*	*18.0%*	*21.1%*	*37.1%*	*33.1%*	*12.9%*		*23.3%*	*11.8%*	*14.9%*	*15.4%*	*27.5%*	*24.3%*	*14.8%*		*18.1%*
	49 Mission/Van Ness S	**20.1%**	**20.7%**	**20.9%**	**21.0%**	**25.0%**	**21.4%**		**21.5%**	**14.5%**	**13.8%**	**16.1%**	**15.7%**	**15.4%**	**20.3%**		**16.0%**
	Van Ness Ave&Mcallister St SW-FS/BZ	*15.3%*	*18.7%*	*18.2%*	*18.9%*	*21.6%*	*19.1%*		*18.6%*	*12.0%*	*11.9%*	*16.7%*	*14.8%*	*16.4%*	*16.4%*		*14.7%*
	14R Mission Rapid S	**19.3%**	**14.3%**	**18.0%**	**25.2%**				**19.2%**	**9.1%**	**11.4%**	**13.0%**	**15.7%**				**12.3%**
	Mission St&5th St W-FS/BZ	*16.8%*	*10.4%*	*19.1%*	*20.6%*				*16.7%*	*8.5%*	*8.0%*	*10.4%*	*11.6%*				*9.6%*
	38R Geary Rapid W	**6.9%**	**10.1%**	**11.1%**	**15.8%**				**11.0%**	**6.6%**	**11.0%**	**10.0%**	**9.8%**				**9.4%**
	Geary Blvd&Powell St NW-FS/BZ	*5.1%*	*8.2%*	*8.7%*	*15.9%*				*9.5%*	*5.4%*	*8.1%*	*8.8%*	*8.8%*				*7.8%*
Grid	**19 Polk S**	**38.8%**	**23.2%**	**24.3%**	**39.8%**	**34.5%**	**25.6%**		**31.0%**	**16.0%**	**18.5%**	**24.6%**	**24.4%**	**20.6%**	**15.4%**		**19.9%**
	8th St&Mission St S-FS/BZ	*40.2%*	*24.1%*	*26.0%*	*39.5%*	*35.1%*	*20.7%*		*30.9%*	*12.6%*	*17.1%*	*26.4%*	*21.6%*	*18.9%*	*12.6%*		*18.2%*
	27 Bryant S	**21.5%**	**26.3%**	**29.4%**	**40.0%**	**28.4%**	**23.9%**		**28.3%**	**19.0%**	**24.1%**	**18.3%**	**27.8%**	**25.7%**	**18.8%**		**22.3%**
	5th St North&Market St NW-NS/BZ	*22.9%*	*28.1%*	*28.8%*	*39.9%*	*29.3%*	*23.1%*		*28.7%*	*19.2%*	*22.5%*	*18.2%*	*29.4%*	*26.7%*	*16.6%*		*22.1%*
	31 Balboa S	**12.4%**	**14.8%**	**14.1%**	**18.6%**	**18.6%**	**19.6%**		**16.4%**	**16.7%**	**18.0%**	**18.4%**	**17.2%**	**18.9%**	**18.7%**		**18.0%**
	Eddy St&Van Ness Ave NE-NS/BZ	*8.2%*	*12.9%*	*13.1%*	*21.1%*	*14.6%*	*17.0%*		*14.5%*	*7.5%*	*14.0%*	*21.7%*	*15.9%*	*16.5%*	*11.2%*		*14.5%*
	Market St&Powell St N-NS/BZ	*8.3%*	*11.7%*	*12.9%*	*16.0%*	*16.3%*	*19.0%*		*14.0%*	*9.2%*	*14.8%*	*18.2%*	*15.6%*	*22.4%*	*18.2%*		*16.4%*

Tenderloin Neighborhood

2014-2015 Peak Crowding Comparison

Difference **5%**

Inbound

	March-April 2014		*May - June 2015*	
	2014		**2015**	
Route	**AM Peak**	**PM Peak**	**AM Peak**	**PM Peak**
14 Mission	**0.4%**	**0.3%**	**0.7%**	**0.0%**
19 Polk	**3.7%**	**1.3%**	**0.0%**	**1.7%**
27 Bryant	**1.1%**	**1.6%**	**1.1%**	**2.0%**
31 Balboa	**5.5%**	**0.9%**	**0.0%**	**0.0%**
38 Geary	**1.0%**	**0.0%**	**0.0%**	**0.0%**
47 Van Ness	**10.8%**	**11.5%**	0.0%	**0.0%**
49 Mission/Van Ness	**1.3%**	**1.2%**	**0.5%**	**0.8%**
14R Mission Rapid	**11.9%**	**0.0%**	**2.8%**	**0.0%**
38R Geary	**9.3%**	**1.0%**	**7.6%**	**0.4%**

Outbound

	2014		**2015**	
Route	**AM Peak**	**PM Peak**	**AM Peak**	**PM Peak**
14 Mission	**0.0%**	**0.3%**	**0.0%**	**1.0%**
19 Polk	**3.9%**	**5.5%**	**0.0%**	**0.0%**
27 Bryant	**0.4%**	**0.0%**	**0.6%**	**0.0%**
31 Balboa	**2.1%**	**10.5%**	**0.0%**	**0.0%**
38 Geary	**0.0%**	**9.6%**	**0.0%**	**2.1%**
47 Van Ness	**4.3%**	**2.9%**	**3.3%**	**0.0%**
49 Mission/Van Ness	**0.0%**	**0.4%**	**0.0%**	**1.1%**
14R Mission Rapid	**0.0%**	**8.0%**	**0.0%**	**4.1%**
38R Geary	**2.2%**	**21.2%**	**0.0%**	**13.4%**

Tenderloin Neighborhood

Travel Time to Key Destinations

AM Peak Arrive at 9 am

Starting Location: Eddy and Leavenworth

Location	Routes	Transit Travel Time (Minutes)	Miles	Minutes/Miles	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	9L	27	2.51	10.8	0	17	22	1.2
Downtown / Montgomery & Market	5	13	1.32	9.8	0	12	17	0.8
Nearest Large Park - Golden Gate Park	31	23	3.07	7.5	0	14	19	1.2
City College 50 Phelan	K, 43	41	6.16	6.7	1	21	26	1.6
Grocery Store,Trader Joe's at Hyde/California	27	10	0.72	13.9	0	5	10	1.0

Midday Arrive 12 noon

Starting Location: Eddy and Leavenworth

Location	Routes	Transit Travel Time (Minutes)	Miles	Minutes/Miles	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	9L	27	2.51	10.8	0	16	21	1.3
Downtown / Montgomery & Market	5	14	1.32	10.6	0	11	16	0.9
Nearest Large Park - Golden Gate Park	31	28	3.07	9.1	0	13	18	1.6
City College 50 Phelan	L, 43	38	6.16	6.2	1	20	25	1.5
Grocery Store,Trader Joe's at Hyde/California	27	9	0.72	12.5	0	5	10	0.9

PM Peak Leave at 5 pm

Starting Location: Eddy and Leavenworth

Location	Routes	Transit Travel Time (Minutes)	Miles	Minutes/Miles	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	9L	28	2.51	11.2	0	20	25	1.1
Downtown / Montgomery & Market	5	14	1.32	10.6	0	11	16	0.9
Nearest Large Park - Golden Gate Park	5L	25	3.07	8.1	0	15	20	1.3
City College 50 Phelan	L, 43	41	6.16	6.7	1	26	31	1.3
Grocery Store,Trader Joe's at Hyde/California	27	9	0.72	12.5	0	5	10	0.9

Night Leave at 8 pm

Starting Location: Eddy and Leavenworth

Location	Routes	Transit Travel Time (Minutes)	Miles	Minutes/Miles	# of transfers	Auto Travel time (Minutes)	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	9	20	2.51	8.0	0	13	18	1.1
Downtown / Montgomery & Market	38	13	1.02	12.7	0	10	15	0.9
Nearest Large Park - Golden Gate Park	5	24	3.07	7.8	0	12	17	1.4
City College 50 Phelan	K, 43	41	6.16	6.7	1	16	21	2.0
Grocery Store,Trader Joe's at Hyde/California	27	10	0.72	13.9	0	5	10	1.0

Visitacion Valley Neighborhood

May - June 2015

Inbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	54.6%	47.8%	45.3%	36.7%	29.4%	37.9%	48.5%	43.4%
Rapid & Frequent	72.6%	67.6%	64.8%	58.6%	58.0%	62.3%	72.7%	65.1%
Grid	68.8%	63.9%	62.4%	55.3%	60.4%	63.1%	62.7%	62.6%
Commute Only	62.3%							56.7%
Community Circulators	67.6%	66.5%	61.6%	47.2%	65.4%	66.7%		61.8%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third N**	**54.6%**	**47.8%**	**45.3%**	**36.7%**	**29.4%**	**37.9%**		**42.0%**
	Bay Shore Blvd&Sunnydale Ave N-NS	*44.9%*	*37.4%*	*34.5%*	*27.5%*	*15.2%*	*22.5%*		*30.3%*
Rapid & Frequent	**8 Bayshore N**	**68.2%**	**61.4%**	**44.9%**	**44.3%**	**53.3%**	**64.6%**		**56.1%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*56.6%*	*49.7%*	*56.3%*	*59.0%*	*69.6%*	*78.4%*		*61.6%*
	9 San Bruno N	**56.9%**	**54.8%**	**52.1%**	**49.4%**	**49.4%**	**49.4%**		**52.0%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*65.8%*	*63.1%*	*63.6%*	*64.4%*	*57.6%*	*57.6%*		*62.0%*
	9R San Bruno Rapid N	**59.2%**	**57.1%**	**51.5%**	**46.7%**				**42.9%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*82.0%*	*82.0%*	*79.3%*	*73.0%*				*63.3%*
Commute Only	**8AX Bayshore Express N**	**58.3%**							**58.3%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*75.9%*							*75.9%*
	8BX Bayshore Express N	**63.0%**							**63.0%**
	Bayshore Blvd&Blanken Ave SE-NS/BZ	*61.5%*							*61.5%*
Community Circulators	**56 Rutland E**	**66.5%**	**76.3%**	**74.1%**	**73.7%**	**61.7%**			**70.5%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*72.0%*	*83.3%*	*78.6%*	*75.7%*	*65.7%*			*75.1%*

Outbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	62.6%	54.3%	48.6%	38.7%	26.1%	33.2%	56.2%	47.0%
Rapid & Frequent	72.8%	64.4%	62.1%	52.7%	56.6%	59.3%	67.9%	62.0%
Grid	69.2%	61.9%	59.8%	51.1%	57.4%	61.7%	55.0%	60.2%
Commute Only				42.0%				41.5%
Community Circulators	70.5%	73.9%	56.3%	61.0%	62.3%	79.7%		66.9%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third S**	**62.6%**	**54.3%**	**48.6%**	**38.7%**	**26.1%**	**33.2%**		**42.9%**
	Bay Shore Blvd&Sunnydale Ave. N-FS	*86.6%*	*81.0%*	*75.8%*	*61.4%*	*33.1%*	*55.0%*		*30.3%*
Rapid & Frequent	**8 Bayshore N**	**71.9%**	**65.0%**	**60.4%**	**42.2%**	**55.6%**	**59.0%**	**73.5%**	**61.1%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*62.7%*	*60.7%*	*57.8%*	*35.3%*	*46.6%*	*52.5%*	*100.0%*	*59.4%*
	9 San Bruno S	**62.4%**	**56.2%**	**59.3%**	**49.3%**	**45.2%**	**57.9%**		**51.6%**
	Bayshore Blvd&Arleta Ave W-FS/SB	*62.8%*	*50.1%*	*55.0%*	*40.2%*	*36.2%*	*39.6%*		*61.4%*
	9R San Bruno Rapid N	**74.5%**	**63.7%**	**54.5%**	**44.1%**				**49.4%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*65.4%*	*52.3%*	*43.5%*	*35.7%*				*39.4%*
Commute Only	**8AX Bayshore Express S**				**38.6%**				**53.0%**
	Bayshore Blvd&Arleta Ave W-FS/SB				*33.8%*				*64.7%*
	8BX Bayshore Express S				**42.9%**				**57.4%**
	Bayshore Blvd&Arleta Ave W-FS/SB				*31.7%*				*64.1%*
Community Circulators	**56 Rutland W**	**64.5%**	**62.0%**	**56.1%**	**60.3%**	**43.3%**			**70.5%**
	San Bruno Ave&Arleta Ave NE-FS/BZ				*50.0%*	*43.2%*			*75.1%*

Visitacion Valley Neighborhood

May - June 2015

Inbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	17.2%	16.7%	19.4%	20.7%	33.1%	27.7%	19.0%	20.9%
Rapid & Frequent	10.7%	11.9%	13.7%	15.1%	17.3%	14.5%	14.7%	13.3%
Grid	12.6%	15.6%	17.6%	19.5%	18.8%	14.5%	11.8%	16.2%
Commute Only	15.4%							16.3%
Community Circulators	5.4%	12.9%	12.1%	13.6%	8.6%	7.2%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third N**	**17.3%**	**16.8%**	**19.5%**	**20.8%**	**33.4%**	**30.9%**		**23.1%**
	Bay Shore Blvd&Sunnydale Ave N-NS	*14.4%*	*21.8%*	*24.0%*	*21.4%*	*29.5%*	*28.7%*		*23.3%*
Rapid & Frequent	**8 Bayshore N**	**11.6%**	**10.4%**	**16.8%**	**18.0%**	**17.0%**	**12.8%**		**14.4%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*8.3%*	*6.3%*	*13.2%*	*13.7%*	*14.0%*	*8.1%*		*10.6%*
	9 San Bruno N	**20.0%**	**18.6%**	**20.5%**	**22.1%**	**24.2%**	**21.1%**		**21.1%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*16.7%*	*14.2%*	*20.0%*	*18.0%*	*20.4%*	*18.5%*		*18.0%*
	9R San Bruno Rapid N	**24.3%**	**17.2%**	**19.3%**	**22.4%**				**20.8%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*23.6%*	*11.3%*	*12.5%*	*20.4%*				*17.0%*
Commute Only	**8AX Bayshore Express N**	**11.4%**							**11.4%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*6.2%*							*6.2%*
	8BX Bayshore Express N	**12.6%**							**12.6%**
	Bayshore Blvd&Blanken Ave SE-NS/BZ	*5.9%*							*5.9%*
Community Circulators	**56 Rutland E**	**5.7%**	**7.8%**	**6.5%**	**7.4%**	**4.7%**			**6.4%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*6.2%*	*5.8%*	*7.2%*	*5.3%*	*5.3%*			*6.0%*

Outbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	13.7%	16.8%	19.1%	21.9%	26.8%	26.6%	11.0%	19.5%
Rapid & Frequent	11.6%	12.9%	14.2%	16.6%	17.7%	16.1%	16.5%	14.5%
Grid	12.6%	16.5%	18.2%	21.0%	19.3%	14.4%	15.0%	17.0%
Commute Only				23.6%				23.5%
Community Circulators	11.0%	9.6%	16.4%	14.8%	6.1%	4.3%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third S**	**13.7%**	**17.0%**	**19.3%**	**22.0%**	**26.9%**	**29.6%**		**21.4%**
	Bay Shore Blvd&Sunnydale Ave. N-FS	*7.1%*	*10.7%*	*14.4%*	*17.9%*	*27.1%*	*23.3%*		*16.8%*
Rapid & Frequent	**8 Bayshore N**	**10.9%**	**12.2%**	**13.8%**	**32.0%**	**13.5%**	**12.7%**		**15.9%**
	Bayshore Blvd&Arleta Ave W-FS/SB	*10.3%*	*13.4%*	*14.1%*	*34.7%*	*15.2%*	*12.7%*		*16.7%*
	9 San Bruno S	**17.7%**	**20.3%**	**21.3%**	**22.3%**	**28.1%**	**22.0%**		**22.0%**
	Bayshore Blvd&Arleta Ave W-FS/SB	*14.0%*	*24.0%*	*23.7%*	*22.8%*	*31.9%*	*24.4%*		*23.5%*
	9R San Bruno Rapid N	**17.9%**	**18.0%**	**21.3%**	**29.7%**				**21.7%**
	Bayshore Blvd&Arleta Ave W-FS/SB	*16.7%*	*19.2%*	*22.0%*	*29.7%*				*21.9%*
Commute Only	**8AX Bayshore Express S**				**29.7%**				**29.7%**
	Bayshore Blvd&Arleta Ave W-FS/SB				*27.1%*				*27.1%*
	8BX Bayshore Express S				**22.1%**				**22.1%**
	Bayshore Blvd&Arleta Ave W-FS/SB				*19.6%*				*19.6%*
Community Circulators	**56 Rutland W**	**6.1%**	**10.9%**	**10.1%**	**9.8%**	**7.8%**			**8.9%**
	San Bruno Ave&Arleta Ave NE-FS/BZ				*0.0%*	*6.6%*			*3.3%*

Visitacion Valley Neighborhood

May - June 2015

Difference	**5%**

Peak Period Crowding

Inbound

Route	AM Peak	PM Peak
8 Bayshore	**0.0%**	**0.5%**
9 San Bruno	**1.4%**	**0.3%**
8AX Bayshore Express	**3.3%**	
8BX Bayshore Express	**1.3%**	
9R San Bruno Rapid	**0.5%**	**0.0%**
56 Rutland		

Outbound

Route	AM Peak	PM Peak
8 Bayshore	**0.0%**	**0.0%**
9 San Bruno	**0.0%**	**3.5%**
8AX Bayshore Express		**0.0%**
8BX Bayshore Express		**0.6%**
9R San Bruno Rapid	**0.0%**	**4.1%**
56 Rutland		

Visitacion Valley Neighborhood

2014-2015 On-Time Performance Comparison

Difference 5%

Neighborhood On-Time Performance

Inbound

		March-April 2014								May - June 2015							
		2014								2015							
Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third N**	**50.0%**	**48.4%**	**44.7%**	**42.8%**	**41.1%**	**42.4%**		**44.9%**	**54.6%**	**47.8%**	**45.3%**	**36.7%**	**29.4%**	**37.9%**		**42.0%**
	Bay Shore Blvd&Sunnydale Ave N-NS									*44.9%*	*37.4%*	*34.5%*	*27.5%*	*15.2%*	*22.5%*		*30.3%*
Rapid & Frequent	**8 Bayshore N**	**72.9%**	**62.1%**	**48.5%**	**44.1%**	**56.0%**	**59.9%**		**57.3%**	**68.2%**	**61.4%**	**44.9%**	**44.3%**	**53.3%**	**64.6%**		**56.1%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*77.6%*	*65.7%*	*56.7%*	*59.2%*	*65.2%*	*68.8%*		*65.5%*	*56.6%*	*49.7%*	*56.3%*	*59.0%*	*69.6%*	*78.4%*		*61.6%*
	9 San Bruno N	**62.8%**	**59.5%**	**56.6%**	**54.2%**	**56.6%**	**65.2%**		**59.2%**	**56.9%**	**54.8%**	**52.1%**	**49.4%**	**49.4%**	**49.4%**		**52.0%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*70.3%*	*67.2%*	*63.6%*	*55.4%*	*65.9%*	*69.8%*		*65.4%*	*65.8%*	*63.1%*	*63.6%*	*64.4%*	*57.6%*	*57.6%*		*62.0%*
	9R San Bruno Rapid N	**60.6%**	**56.9%**	**53.9%**	**50.0%**				**55.4%**	**59.2%**	**57.1%**	**51.5%**	**46.7%**				**53.6%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*78.2%*	*78.3%*	*71.0%*	*73.8%*				*75.3%*	*82.0%*	*82.0%*	*79.3%*	*73.0%*				*79.1%*
Commute Only	**8AX Bayshore Express N**	**65.0%**							**65.0%**	**58.3%**							**58.3%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*75.5%*							*75.5%*	*75.9%*							*75.9%*
	8BX Bayshore Express N	**56.6%**							**56.6%**	**63.0%**							**63.0%**
	Bayshore Blvd&Blanken Ave SE-NS/BZ	*50.2%*							*50.2%*	*61.5%*							*61.5%*
Community Circulators	**56 Rutland E**	**29.4%**	**23.9%**	**22.2%**	**24.2%**	**31.7%**			**26.3%**	**66.5%**	**76.3%**	**74.1%**	**73.7%**	**61.7%**			**70.5%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*30.0%*	*28.6%*	*25.7%*	*27.2%*	*29.1%*			*28.1%*	*72.0%*	*83.3%*	*78.6%*	*75.7%*	*65.7%*			*75.1%*

Outbound

		2014								2015							
Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	**KT Third S**	**61.3%**	**54.0%**	**51.2%**	**38.5%**	**42.1%**	**39.9%**		**47.8%**	**62.6%**	**54.3%**	**48.6%**	**38.7%**	**26.1%**	**33.2%**		**43.9%**
	Bay Shore Blvd&Sunnydale Ave. N-FS	*84.8%*	*78.0%*	*77.6%*	*57.3%*	*53.5%*	*58.3%*		*68.3%*	*86.6%*	*81.0%*	*75.8%*	*61.4%*	*33.1%*	*55.0%*		*65.5%*
Rapid & Frequent	**8 Bayshore N**	**71.7%**	**66.7%**	**57.9%**	**39.8%**	**60.5%**	**54.4%**	**49.1%**	**57.2%**	**71.9%**	**65.0%**	**60.4%**	**42.2%**	**55.6%**	**59.0%**	**73.5%**	**61.1%**
	Bayshore Blvd&Arleta Ave W-FS/SB	*65.9%*	*61.2%*	*51.2%*	*46.0%*	*52.8%*	*47.4%*	*0.0%*	*46.4%*	*62.7%*	*60.7%*	*57.8%*	*35.3%*	*46.6%*	*52.5%*	*100.0%*	*59.4%*
	9 San Bruno S	**63.7%**	**59.8%**	**56.6%**	**50.4%**	**53.0%**	**65.2%**		**58.1%**	**62.4%**	**56.2%**	**59.3%**	**49.3%**	**45.2%**	**57.9%**		**55.1%**
	Bayshore Blvd&Arleta Ave W-FS/SB	*50.1%*	*53.1%*	*48.4%*	*31.2%*	*39.7%*	*45.0%*		*44.6%*	*62.8%*	*50.1%*	*55.0%*	*40.2%*	*36.2%*	*39.6%*		*47.3%*
	9R San Bruno Rapid N	**69.6%**	**59.1%**	**53.7%**	**55.9%**				**59.6%**	**74.5%**	**63.7%**	**54.5%**	**44.1%**				**59.2%**
	Bayshore Blvd&Arleta Ave W-FS/SB	*61.7%*	*50.8%*	*41.2%*	*41.2%*				*48.7%*	*65.4%*	*52.3%*	*43.5%*	*35.7%*				*49.2%*
Commute Only	**8AX Bayshore Express S**				**51.9%**				**51.9%**				**38.6%**				**38.6%**
	Bayshore Blvd&Arleta Ave W-FS/SB				*45.5%*				*45.5%*				*33.8%*				*33.8%*
	8BX Bayshore Express S				**46.7%**				**46.7%**				**42.9%**				**42.9%**
	Bayshore Blvd&Arleta Ave W-FS/SB				*36.4%*				*36.4%*				*31.7%*				*31.7%*
Community Circulators	**56 Rutland W**	**18.5%**	**17.9%**	**23.4%**	**25.4%**	**30.1%**			**23.1%**	**64.5%**	**62.0%**	**56.1%**	**60.3%**	**43.3%**			**57.2%**
	San Bruno Ave&Arleta Ave NE-FS/BZ				*37.9%*	*20.7%*			*29.3%*				*50.0%*	*43.2%*			*46.6%*

Visitacion Valley Neighborhood

2014-2015 Service Gaps Comparison

Difference 5%

Neighborhood Service Gaps
Inbound

		March-April 2014								May - June 2015							
		2014								2015							
Service Category	**Route / Neighborhood Stops**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**
Rail (Metro)	**KT Third N**	**22.5%**	**19.0%**	**23.6%**	**24.1%**	**29.3%**	**30.6%**		**24.9%**	**17.3%**	**16.8%**	**19.5%**	**20.8%**	**33.4%**	**30.9%**		**23.1%**
	Bay Shore Blvd&Sunnydale Ave N-NS									*14.4%*	*21.8%*	*24.0%*	*21.4%*	*29.5%*	*28.7%*		*23.3%*
Rapid & Frequent	**8 Bayshore N**	**10.2%**	**13.3%**	**20.1%**	**24.0%**	**26.5%**	**25.8%**		**20.0%**	**11.6%**	**10.4%**	**16.8%**	**18.0%**	**17.0%**	**12.8%**		**14.4%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*10.2%*	*10.3%*	*14.5%*	*25.0%*	*22.4%*	*21.7%*		*17.3%*	*8.3%*	*6.3%*	*13.2%*	*13.7%*	*14.0%*	*8.1%*		*10.6%*
	9 San Bruno N	**20.7%**	**18.6%**	**23.8%**	**22.6%**	**22.6%**	**20.1%**		**21.4%**	**20.0%**	**18.6%**	**20.5%**	**22.1%**	**24.2%**	**21.1%**		**21.1%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*15.8%*	*14.6%*	*23.8%*	*18.5%*	*18.5%*	*17.3%*		*18.1%*	*16.7%*	*14.2%*	*20.0%*	*18.0%*	*20.4%*	*18.5%*		*18.0%*
	9R San Bruno Rapid N	**33.7%**	**18.7%**	**22.7%**	**25.3%**				**25.1%**	**24.3%**	**17.2%**	**19.3%**	**22.4%**				**36.6%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*38.1%*	*11.5%*	*19.9%*	*17.4%*				*21.7%*	*23.6%*	*11.3%*	*12.5%*	*20.4%*				*17.0%*
Commute Only	**8AX Bayshore Express N**	**14.2%**							**14.2%**	**11.4%**							**13.2%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*7.9%*							*7.9%*	*6.2%*							*10.2%*
	8BX Bayshore Express N	**18.6%**							**18.6%**	**12.6%**							**14.2%**
	Bayshore Blvd&Blanken Ave SE-NS/BZ	*12.8%*							*12.8%*	*5.9%*							*8.3%*
Community Circulators	**56 Rutland E**	**21.7%**	**10.9%**	**11.9%**	**9.7%**	**6.4%**			**12.1%**	**5.7%**	**7.8%**	**6.5%**	**7.4%**	**4.7%**			**6.4%**
	San Bruno Ave&Arleta Ave NE-FS/BZ	*22.0%*	*11.3%*	*9.6%*	*9.6%*	*7.5%*			*12.0%*	*6.2%*	*5.8%*	*7.2%*	*5.3%*	*5.3%*			*6.0%*

Outbound

		2014								2015							
Service Category	**Route / Neighborhood Stops**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**
Rail (Metro)	**KT Third S**	**17.4%**	**20.8%**	**23.0%**	**26.3%**	**24.9%**	**26.0%**		**23.1%**	**13.7%**	**17.0%**	**19.3%**	**22.0%**	**26.9%**	**29.6%**		**21.4%**
	Bay Shore Blvd&Sunnydale Ave. N-FS	*8.6%*	*14.9%*	*18.4%*	*22.8%*	*23.7%*	*24.3%*		*18.8%*	*7.1%*	*10.7%*	*14.4%*	*17.9%*	*27.1%*	*23.3%*		*16.8%*
Rapid & Frequent	**8 Bayshore N**	**14.8%**	**14.2%**	**18.8%**	**36.9%**	**25.0%**	**25.1%**	**28.2%**	**23.3%**	**10.9%**	**12.2%**	**13.8%**	**32.0%**	**13.5%**	**12.7%**		**15.9%**
	Bayshore Blvd&Arleta Ave W-FS/SB	*12.9%*	*13.2%*	*16.8%*	*41.9%*	*26.1%*	*24.3%*	*20.0%*	*22.2%*	*10.3%*	*13.4%*	*14.1%*	*34.7%*	*15.2%*	*12.7%*		*16.7%*
	9 San Bruno S	**17.5%**	**22.6%**	**24.8%**	**25.2%**	**27.4%**	**16.7%**		**22.4%**	**17.7%**	**20.3%**	**21.3%**	**22.3%**	**28.1%**	**22.0%**		**22.0%**
	Bayshore Blvd&Arleta Ave W-FS/SB	*16.9%*	*24.2%*	*25.6%*	*29.8%*	*27.8%*	*19.0%*		*23.9%*	*14.0%*	*24.0%*	*23.7%*	*22.8%*	*31.9%*	*24.4%*		*23.5%*
	9R San Bruno Rapid N	**28.1%**	**23.7%**	**25.9%**	**25.4%**				**25.8%**	**17.9%**	**18.0%**	**21.3%**	**29.7%**				**32.0%**
	Bayshore Blvd&Arleta Ave W-FS/SB	*29.5%*	*20.8%*	*27.6%*	*24.4%*				*25.6%*	*16.7%*	*19.2%*	*22.0%*	*29.7%*				*28.4%*
Commute Only	**8AX Bayshore Express S**				**33.9%**				**33.9%**				**29.7%**				**25.0%**
	Bayshore Blvd&Arleta Ave W-FS/SB				*32.3%*				*32.3%*				*27.1%*				*25.3%*
	8BX Bayshore Express S				**25.3%**				**25.3%**				**22.1%**				**21.0%**
	Bayshore Blvd&Arleta Ave W-FS/SB				*25.0%*				*25.0%*				*19.6%*				*22.9%*
Community Circulators	**56 Rutland W**	**23.1%**	**12.3%**	**12.8%**	**11.1%**	**9.2%**			**13.7%**	**6.1%**	**10.9%**	**10.1%**	**9.8%**	**7.8%**			**8.9%**
	San Bruno Ave&Arleta Ave NE-FS/BZ				*0.0%*	*8.6%*			*4.3%*				*0.0%*	*6.6%*			*3.3%*

Visitacion Valley Neighborhood

2014-2015 Peak Crowding Comparison

Difference **5%**

Inbound

March-April 2014

Route	2014 AM Peak	2014 PM Peak
8 Bayshore	13.8%	3.6%
9 San Bruno	6.5%	0.4%
8AX Bayshore Express	23.0%	n/a
8BX Bayshore Express	5.7%	n/a
9R San Bruno Rapid	5.3%	1.1%
56 Rutland	0.0%	0.0%

May - June 2015

Route	2015 AM Peak	2015 PM Peak
8 Bayshore	0.0%	0.5%
9 San Bruno	1.4%	0.3%
8AX Bayshore Express	3.3%	n/a
8BX Bayshore Express	1.3%	n/a
9R San Bruno Rapid	0.5%	0.0%
56 Rutland	n/a	n/a

Outbound

Route	2014 AM Peak	2014 PM Peak
8 Bayshore	1.2%	8.3%
9 San Bruno	1.5%	6.4%
8AX Bayshore Express	n/a	6.1%
8BX Bayshore Express	n/a	3.6%
9R San Bruno Rapid	0.0%	4.1%
56 Rutland	0.0%	0.0%

Route	2015 AM Peak	2015 PM Peak
8 Bayshore	0.0%	0.0%
9 San Bruno	0.0%	3.5%
8AX Bayshore Express	n/a	0.0%
8BX Bayshore Express	n/a	0.6%
9R San Bruno Rapid	0.0%	4.1%
56 Rutland	n/a	n/a

Visitacion Valley Neighborhood

Travel Time to Key Destinations

AM Peak Arrive at 9 am

Starting Location: Arleta and San Bruno

Location	Routes	Minutes	Miles	Minutes/ Miles	# of transfers	Auto Travel	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	9R	26	3.24	8	0	20	25.0	1.0
Downtown / Montgomery & Market	8BX	28	6.26	4	0	36	41.0	0.7
Nearest Large Park - McLaren	9	15	2.09	7	0	6	11.0	1.4
City College 50 Phelan	8	37	3.61	10	0	16	21.0	1.8
Grocery Store, Grocery Outlet @ Bayshore	9	5	0.33	15	0	2	7.0	0.7

Midday Arrive 12 noon

Starting Location: Arleta and San Bruno

Location	Routes	Minutes	Miles	Minutes/ Miles	# of transfers	Auto Travel	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	9R	23	3.24	7	0	10	15.0	1.5
Downtown / Montgomery & Market	8	33	6.1	5	0	21	26.0	1.3
Nearest Large Park - McLaren	9	15	2.09	7	0	6	11.0	1.4
City College 50 Phelan	8, 43	34	3.61	9	1	10	15.0	2.3
Grocery Store, Grocery Outlet @ Bayshore	9	5	0.33	15	0	2	7.0	0.7

PM Peak Leave at 5 pm

Starting Location: Arleta and San Bruno

Location	Routes	Minutes	Miles	Minutes/ Miles	# of transfers	Auto Travel	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	9R	25	3.24	8	0	13	18.0	1.4
Downtown / Montgomery & Market	8	40	6.1	7	0	31	36.0	1.1
Nearest Large Park - McLaren	9	16	2.09	8	0	6	11.0	1.5
City College 50 Phelan	8, 43	34	3.61	9	1	12	17.0	2.0
Grocery Store, Grocery Outlet @ Bayshore	9	5	0.33	15	0	2	7.0	0.7

Night Leave at 8 pm

Starting Location: Arleta and San Bruno

Location	Routes	Minutes	Miles	Minutes/ Miles	# of transfers	Auto Travel	Auto Travel Time + Parking	Transit to Auto Travel Time
General Hospital	9	18	3.24	6	0	10	15.0	1.2
Downtown / Montgomery & Market	8	28	6.1	5	0	26	31.0	0.9
Nearest Large Park - McLaren	9	14	2.09	7	0	6	11.0	1.3
City College 50 Phelan	8, 43	27	3.61	7	1	8	13.0	2.1
Grocery Store, Grocery Outlet @ Bayshore	9	5	0.33	15	0	2	7.0	0.7

Western Addition Neighborhood

May - June 2015

Inbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	54.6%	47.8%	45.3%	36.7%	29.4%	37.9%	48.5%	43.4%
Rapid & Frequent	72.6%	67.6%	64.8%	58.6%	58.0%	62.3%	72.7%	65.1%
Grid	68.8%	63.9%	62.4%	55.3%	60.4%	63.1%	62.7%	62.6%
Commute Only	62.3%							56.7%
Community Circulators	67.6%	66.5%	61.6%	47.2%	65.4%	66.7%		61.8%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**5 Fulton E**	**73.7%**	**69.2%**	**72.9%**	**61.0%**	**55.3%**	**57.5%**	**74.0%**	**66.2%**
	Mcallister St&Divisadero St SW-NS	*80.1%*	*79.3%*	*76.2%*	*67.5%*	*59.6%*	*65.6%*	*89.4%*	*74.0%*
	5R Fulton Rapid E	**68.7%**	**68.4%**	**65.3%**	**63.8%**	**46.7%**			**62.6%**
	Mcallister St&Divisadero St SW-NS	*76.6%*	*78.7%*	*63.1%*	*76.8%*	*37.1%*			*66.5%*
	7 Haight/Noreiga E	**72.2%**	**66.3%**	**66.7%**	**61.0%**	**60.0%**	**69.1%**		**65.9%**
	Haight St&Fillmore St SE-FS/BZ	*65.5%*	*62.5%*	*58.1%*	*58.8%*	*54.2%*	*66.7%*		*61.0%*
	7R Haight/Noreiga Rapid E	**64.3%**							**64.3%**
	Haight St&Fillmore St SE-FS/BZ	*67.1%*							*67.1%*
	22 Fillmore N	**81.0%**	**71.1%**	**69.5%**	**60.1%**	**72.4%**	**75.5%**	**76.8%**	**72.3%**
	Fillmore St&Mcallister St SE-NS/BZ	*74.6%*	*66.9%*	*63.4%*	*52.8%*	*65.0%*	*72.2%*	*81.7%*	*68.1%*
Grid	**6 Parnassus E**	**72.4%**	**73.1%**	**70.6%**	**69.3%**	**84.2%**	**80.4%**		**75.0%**
	Haight St&Fillmore St SE-FS/BZ	*67.7%*	*75.2%*	*71.8%*	*68.2%*	*91.1%*	*84.0%*		*76.3%*
	21 Hayes E	**71.1%**	**62.2%**	**64.7%**	**58.1%**	**62.3%**	**64.6%**		**63.8%**
	Hayes St&Divisadero St SE-FS/BZ	*77.0%*	*74.2%*	*70.3%*	*69.4%*	*67.8%*	*70.8%*		*71.6%*
	24 Divisadero N	**65.5%**	**62.3%**	**64.2%**	**64.2%**	**68.9%**	**68.7%**	**64.8%**	**65.5%**
	Divisadero St&Eddy St SE-NS/BZ	*57.7%*	*55.9%*	*53.7%*	*56.7%*	*63.6%*	*61.5%*	*45.3%*	*56.3%*
	31 Balboa E	**74.0%**	**68.8%**	**71.6%**	**63.9%**	**67.9%**	**63.3%**		**68.3%**
	Eddy St&Fillmore St SW-NS/BZ	*74.6%*	*70.3%*	*75.9%*	*65.7%*	*65.7%*	*67.3%*		*69.9%*

Outbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	62.6%	54.3%	48.6%	38.7%	26.1%	33.2%	56.2%	47.0%
Rapid & Frequent	72.8%	64.4%	62.1%	52.7%	56.6%	59.3%	67.9%	62.0%
Grid	69.2%	61.9%	59.8%	51.1%	57.4%	61.7%	55.0%	60.2%
Commute Only				42.0%				41.5%
Community Circulators	70.5%	73.9%	56.3%	61.0%	62.3%	79.7%		66.9%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**5 Fulton W**	**73.4%**	**66.8%**	**70.2%**	**51.2%**	**62.7%**	**60.5%**	**66.2%**	**64.4%**
	Mcallister St&Divisadero St NE-NS	*73.3%*	*64.4%*	*70.4%*	*42.9%*	*59.2%*	*61.0%*	*73.8%*	*63.6%*
	5R Fulton Rapid W	**76.5%**	**66.7%**	**69.6%**	**55.2%**	**52.1%**			**64.0%**
	Mcallister St&Divisadero St NE-NS	*77.7%*	*65.2%*	*71.6%*	*54.4%*	*57.1%*			*65.2%*
	7 Haight/Noreiga W	**66.4%**	**59.0%**	**55.8%**	**52.7%**	**51.8%**	**67.0%**	**0.0%**	**50.4%**
	Haight St&Fillmore St NW-FS/BZ	*61.7%*	*60.2%*	*57.0%*	*54.9%*	*55.1%*	*68.8%*		*59.6%*
	7R Haight/Noreiga Rapid W				**42.4%**				**42.4%**
	Haight St&Fillmore St NW-FS/BZ				*39.9%*				*39.9%*
	22 Fillmore S	**75.5%**	**70.7%**	**62.6%**	**65.6%**	**65.7%**	**62.6%**	**74.1%**	**68.1%**
	Fillmore St&Mcallister St SW-FS/BZ	*78.1%*	*71.2%*	*61.6%*	*63.6%*	*70.2%*	*62.2%*	*76.8%*	*69.1%*
Grid	**6 Parnassus W**	**76.6%**	**66.7%**	**65.1%**	**65.5%**	**69.5%**	**81.2%**		**70.8%**
	Haight St&Fillmore St NW-FS/BZ	*72.7%*	*64.4%*	*60.6%*	*61.2%*	*70.6%*	*77.9%*		*67.9%*
	21 Hayes W	**69.4%**	**60.8%**	**55.4%**	**46.7%**	**52.2%**	**61.8%**		**57.7%**
	Hayes St&Divisadero St NW-FS/BZ	*69.2%*	*50.7%*	*55.8%*	*39.3%*	*50.5%*	*51.5%*		*52.8%*
	24 Divisadero S	**70.8%**	**61.8%**	**67.6%**	**65.2%**	**74.1%**	**69.7%**	**57.4%**	**66.7%**
	Divisadero St&Eddy St SW-FS/BZ	*79.3%*	*67.5%*	*76.8%*	*79.4%*	*81.1%*	*70.9%*	*68.8%*	*74.8%*
	31 Balboa W	**60.1%**	**52.0%**	**57.3%**	**54.1%**	**50.9%**	**51.7%**		**54.4%**
	Eddy St&Fillmore St NE-NS/BZ	*63.2%*	*53.2%*	*59.8%*	*47.9%*	*55.8%*	*54.5%*		*55.7%*

Western Addition Neighborhood

May - June 2015

Inbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	15.3%	16.8%	19.2%	21.3%	29.9%	27.1%	14.6%	20.2%
Rapid & Frequent	11.1%	12.4%	14.0%	15.9%	17.6%	15.3%	15.7%	13.9%
Grid	12.6%	16.1%	17.9%	20.3%	19.1%	14.4%	13.4%	16.6%
Commute Only	15.4%	17.6%	14.1%	23.6%	28.3%			19.0%
Community Circulators	7.9%	11.5%	13.9%	14.1%	7.4%	6.1%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**5 Fulton E**	**10.1%**	**12.2%**	**10.4%**	**21.6%**	**18.6%**	**18.7%**	**6.1%**	**14.0%**
	Mcallister St&Divisadero St SW-NS	*6.9%*	*8.5%*	*8.0%*	*20.5%*	*16.6%*	*16.9%*	*5.6%*	*11.9%*
	5R Fulton Rapid E	**6.6%**	**9.4%**	**14.2%**	**11.3%**	**23.5%**			**13.0%**
	Mcallister St&Divisadero St SW-NS	*4.3%*	*8.0%*	*12.1%*	*8.5%*	*26.0%*			*11.8%*
	7 Haight/Noreiga E	**6.0%**	**14.9%**	**16.8%**	**20.1%**	**24.2%**	**17.0%**	**15.6%**	**16.4%**
	Haight St&Fillmore St SE-FS/BZ	*3.7%*	*17.0%*	*16.7%*	*23.1%*	*24.1%*	*13.3%*		*16.3%*
	7R Haight/Noreiga Rapid E	**19.6%**							**19.6%**
	Haight St&Fillmore St SE-FS/BZ	*11.4%*							*11.4%*
	22 Fillmore N	**9.9%**	**13.6%**	**12.9%**	**15.4%**	**12.3%**	**12.0%**	**8.0%**	**12.0%**
	Fillmore St&Mcallister St SE-NS/BZ	*10.5%*	*15.1%*	*18.0%*	*17.3%*	*15.2%*	*10.9%*	*6.5%*	*13.4%*
Grid	**6 Parnassus E**	**12.8%**	**13.5%**	**15.6%**	**14.9%**	**10.8%**	**8.0%**		**12.6%**
	Haight St&Fillmore St SE-FS/BZ	*11.4%*	*11.0%*	*15.6%*	*13.7%*	*8.4%*	*9.5%*		*11.6%*
	21 Hayes E	**8.1%**	**12.2%**	**13.6%**	**14.3%**	**14.4%**	**10.3%**		**12.2%**
	Hayes St&Divisadero St SE-FS/BZ	*5.1%*	*8.2%*	*8.8%*	*10.7%*	*12.8%*	*9.8%*		*9.2%*
	24 Divisadero N	**19.1%**	**19.2%**	**16.4%**	**15.4%**	**14.5%**	**11.9%**	**12.2%**	**15.5%**
	Divisadero St&Eddy St SE-NS/BZ	*23.5%*	*21.9%*	*20.2%*	*20.0%*	*17.0%*	*15.1%*	*11.4%*	*18.4%*
	31 Balboa E	**9.7%**	**15.5%**	**13.8%**	**14.5%**	**16.5%**	**14.2%**		**14.0%**
	Eddy St&Fillmore St SW-NS/BZ	*10.4%*	*15.6%*	*13.0%*	*12.0%*	*14.7%*	*9.6%*		*12.6%*

Outbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	15.3%	16.8%	19.2%	21.3%	29.9%	27.1%	14.6%	20.2%
Rapid & Frequent	11.1%	12.4%	14.0%	15.9%	17.6%	15.3%	15.7%	13.9%
Grid	12.6%	16.1%	17.9%	20.3%	19.1%	14.4%	13.4%	16.6%
Commute Only	15.4%	17.6%	14.1%	23.6%	28.3%			19.0%
Community Circulators	7.9%	11.5%	13.9%	14.1%	7.4%	6.1%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**5 Fulton W**	**14.5%**	**13.3%**	**12.9%**	**25.2%**	**15.9%**	**18.7%**	**11.7%**	**16.0%**
	Mcallister St&Divisadero St NE-NS	*11.9%*	*14.5%*	*13.4%*	*26.4%*	*18.1%*	*21.3%*	*11.0%*	*16.7%*
	5R Fulton Rapid W	**5.2%**	**9.6%**	**11.0%**	**14.6%**	**20.7%**			**12.2%**
	Mcallister St&Divisadero St NE-NS	*6.1%*	*9.7%*	*11.0%*	*14.8%*	*19.8%*			*12.3%*
	7 Haight/Noreiga W	**11.5%**	**17.2%**	**22.7%**	**21.2%**	**27.1%**	**22.9%**		**20.4%**
	Haight St&Fillmore St NW-FS/BZ	*11.1%*	*18.1%*	*20.0%*	*19.6%*	*26.5%*	*18.4%*		*19.0%*
	7R Haight/Noreiga Rapid W				**24.3%**				**24.3%**
	Haight St&Fillmore St NW-FS/BZ				*25.2%*				*25.2%*
	22 Fillmore S	**16.2%**	**14.5%**	**17.0%**	**15.6%**	**18.6%**	**17.9%**	**14.8%**	**16.4%**
	Fillmore St&Mcallister St SW-FS/BZ	*11.3%*	*12.7%*	*14.5%*	*15.1%*	*20.0%*	*17.6%*	*15.4%*	*15.2%*
Grid	**6 Parnassus W**	**10.1%**	**15.9%**	**20.1%**	**19.1%**	**17.9%**	**7.8%**		**15.2%**
	Haight St&Fillmore St NW-FS/BZ	*10.0%*	*16.3%*	*20.5%*	*18.3%*	*16.6%*	*6.4%*		*14.7%*
	21 Hayes W	**10.5%**	**15.5%**	**14.3%**	**16.6%**	**15.1%**	**13.0%**		**14.2%**
	Hayes St&Divisadero St NW-FS/BZ	*11.9%*	*18.2%*	*15.6%*	*17.3%*	*16.5%*	*17.6%*		*16.2%*
	24 Divisadero S	**15.4%**	**19.5%**	**15.2%**	**15.5%**	**12.6%**	**13.5%**	**18.2%**	**15.7%**
	Divisadero St&Eddy St SW-FS/BZ	*9.6%*	*17.8%*	*13.2%*	*11.3%*	*10.4%*	*10.7%*	*18.8%*	*13.1%*
	31 Balboa W	**16.7%**	**18.0%**	**18.4%**	**17.2%**	**18.9%**	**18.7%**		**18.0%**
	Eddy St&Fillmore St NE-NS/BZ	*10.7%*	*16.8%*	*18.4%*	*16.9%*	*20.9%*	*19.5%*		*17.2%*

Western Addition Neighborhood

May - June 2015

Difference **5%**

Peak Period Crowding

Inbound

Route	AM Peak	PM Peak
5 Fulton	**4.4%**	**0.3%**
6 Parnassus	**5.4%**	**0.0%**
7 Haight/Noriega	**2.4%**	**0.0%**
21 Hayes	**1.1%**	**0.0%**
22 Fillmore	**0.7%**	**1.8%**
24 Divisadero	n/a	n/a
31 Balboa	**0.0%**	**0.0%**
5R Fulton		

Outbound

Route	AM Peak	PM Peak
5 Fulton	**0.0%**	**3.8%**
6 Parnassus	**0.0%**	**3.0%**
7 Haight/Noriega	**0.0%**	**2.3%**
21 Hayes	**0.9%**	**0.0%**
22 Fillmore	**0.9%**	**0.9%**
24 Divisadero	n/a	n/a
31 Balboa	**0.0%**	**0.0%**
5R Fulton		

Western Addition Neighborhood

2014-2015 On-Time Performance Comparison

Difference 5%

Neighborhood On-Time Performance
Inbound

		March-April 2014								May - June 2015							
		2014								2015							
Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**5 Fulton E**	**71.5%**	**70.3%**	**71.3%**	**69.5%**	**54.5%**	**47.0%**	**42.8%**	**61.0%**	**73.7%**	**69.2%**	**72.9%**	**61.0%**	**55.3%**	**57.5%**	**74.0%**	**66.2%**
	Mcallister St&Divisadero St SW-NS	*79.4%*	*84.2%*	*85.5%*	*76.8%*	*58.3%*	*43.9%*	*47.7%*	*68.0%*	*80.1%*	*79.3%*	*76.2%*	*67.5%*	*59.6%*	*65.6%*	*89.4%*	*74.0%*
	5R Fulton Rapid E	**62.0%**	**66.7%**	**70.2%**	**71.6%**	**53.0%**			**64.7%**	**68.7%**	**68.4%**	**65.3%**	**63.8%**	**46.7%**			**62.6%**
	Mcallister St&Divisadero St SW-NS	*62.8%*	*75.3%*	*80.0%*	*77.2%*	*53.9%*			*69.8%*	*76.6%*	*78.7%*	*63.1%*	*76.8%*	*37.1%*			*66.5%*
	7 Haight/Noreiga E	**64.8%**	**62.1%**	**57.6%**	**49.1%**	**53.4%**	**67.2%**	**14.3%**	**52.6%**	**72.2%**	**66.3%**	**66.7%**	**61.0%**	**60.0%**	**69.1%**	**64.1%**	**65.6%**
	Haight St&Fillmore St SE-FS/BZ	*62.0%*	*60.0%*	*58.6%*	*46.6%*	*50.3%*	*66.5%*	*0.0%*	*49.1%*	*65.5%*	*62.5%*	*58.1%*	*58.8%*	*54.2%*	*66.7%*		*61.0%*
	7R Haight/Noreiga Rapid E	**54.1%**							**54.1%**	**64.3%**							**50.6%**
	Haight St&Fillmore St SE-FS/BZ	*49.4%*							*49.4%*	*67.1%*							*67.1%*
	22 Fillmore N	**70.1%**	**66.3%**	**68.4%**	**68.0%**	**66.6%**	**73.7%**	**82.7%**	**70.8%**	**81.0%**	**71.1%**	**69.5%**	**60.1%**	**72.4%**	**75.5%**	**76.8%**	**72.3%**
	Fillmore St&Mcallister St SE-NS/BZ	*62.3%*	*60.2%*	*58.4%*	*58.9%*	*60.6%*	*69.0%*	*83.8%*	*64.7%*	*74.6%*	*66.9%*	*63.4%*	*52.8%*	*65.0%*	*72.2%*	*81.7%*	*68.1%*
Grid	**6 Parnassus E**	**69.4%**	**68.0%**	**66.4%**	**65.0%**	**68.5%**	**76.8%**		**69.0%**	**72.4%**	**73.1%**	**70.6%**	**69.3%**	**84.2%**	**80.4%**		**75.0%**
	Haight St&Fillmore St SE-FS/BZ	*67.7%*	*68.5%*	*63.3%*	*65.5%*	*70.4%*	*78.5%*		*69.0%*	*67.7%*	*75.2%*	*71.8%*	*68.2%*	*91.1%*	*84.0%*		*76.3%*
	21 Hayes E	**74.8%**	**73.7%**	**68.8%**	**63.5%**	**68.5%**	**77.0%**		**71.1%**	**71.1%**	**62.2%**	**64.7%**	**58.1%**	**62.3%**	**64.6%**		**63.8%**
	Hayes St&Divisadero St SE-FS/BZ	*83.3%*	*80.6%*	*68.3%*	*70.6%*	*78.3%*	*88.1%*		*78.2%*	*77.0%*	*74.2%*	*70.3%*	*69.4%*	*67.8%*	*70.8%*		*71.6%*
	24 Divisadero N	**65.3%**	**59.1%**	**62.1%**	**54.7%**	**63.9%**	**61.2%**	**55.3%**	**60.2%**	**65.5%**	**62.3%**	**64.2%**	**64.2%**	**68.9%**	**68.7%**	**64.8%**	**65.5%**
	Divisadero St&Eddy St SE-NS/BZ	*55.2%*	*51.5%*	*58.8%*	*48.9%*	*55.5%*	*52.7%*	*31.7%*	*50.6%*	*57.7%*	*55.9%*	*53.7%*	*56.7%*	*63.6%*	*61.5%*	*45.3%*	*56.3%*
	31 Balboa E	**76.8%**	**70.4%**	**67.3%**	**69.8%**	**67.9%**	**68.4%**		**70.1%**	**74.0%**	**68.8%**	**71.6%**	**63.9%**	**67.9%**	**63.3%**		**68.3%**
	Eddy St&Fillmore St SW-NS/BZ	*75.0%*	*70.4%*	*57.7%*	*70.9%*	*68.1%*	*75.8%*		*69.7%*	*74.6%*	*70.3%*	*75.9%*	*65.7%*	*65.7%*	*67.3%*		*69.9%*

Outbound

		2014								2015							
Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**5 Fulton W**	**72.6%**	**64.7%**	**67.0%**	**60.0%**	**61.2%**	**53.5%**	**42.0%**		**73.4%**	**66.8%**	**70.2%**	**51.2%**	**62.7%**	**60.5%**	**66.2%**	**64.4%**
	Mcallister St&Divisadero St NE-NS	*73.1%*	*63.9%*	*67.1%*	*50.4%*	*58.0%*	*54.2%*	*44.2%*		*73.3%*	*64.4%*	*70.4%*	*42.9%*	*59.2%*	*61.0%*	*73.8%*	*63.6%*
	5R Fulton Rapid W	**73.5%**	**66.1%**	**68.8%**	**61.6%**	**62.8%**				**76.5%**	**66.7%**	**69.6%**	**55.2%**	**52.1%**			**64.0%**
	Mcallister St&Divisadero St NE-NS	*82.3%*	*67.5%*	*72.6%*	*61.3%*	*74.3%*				*77.7%*	*65.2%*	*71.6%*	*54.4%*	*57.1%*			*65.2%*
	7 Haight/Noreiga W	**50.0%**	**60.4%**	**61.1%**	**46.0%**	**51.8%**	**55.8%**	**0.0%**		**66.4%**	**59.0%**	**55.8%**	**52.7%**	**51.8%**	**67.0%**	**0.0%**	**50.4%**
	Haight St&Fillmore St NW-FS/BZ	*50.5%*	*63.2%*	*63.6%*	*51.4%*	*50.4%*	*57.0%*			*61.7%*	*60.2%*	*57.0%*	*54.9%*	*55.1%*	*68.8%*		*59.6%*
	7R Haight/Noreiga Rapid W				**45.4%**								**42.4%**				**48.5%**
	Haight St&Fillmore St NW-FS/BZ				*49.4%*								*39.9%*				*39.9%*
	22 Fillmore S	**67.1%**	**61.7%**	**60.9%**	**63.8%**	**62.4%**	**65.5%**	**72.5%**		**75.5%**	**70.7%**	**62.6%**	**65.6%**	**65.7%**	**62.6%**	**74.1%**	**68.1%**
	Fillmore St&Mcallister St SW-FS/BZ	*69.4%*	*61.9%*	*60.4%*	*64.4%*	*64.3%*	*66.1%*	*60.9%*		*78.1%*	*71.2%*	*61.6%*	*63.6%*	*70.2%*	*62.2%*	*76.8%*	*69.1%*
Grid	**6 Parnassus W**	**72.8%**	**65.5%**	**61.5%**	**65.2%**	**62.7%**	**72.6%**			**76.6%**	**66.7%**	**65.1%**	**65.5%**	**69.5%**	**81.2%**		**70.8%**
	Haight St&Fillmore St NW-FS/BZ	*76.3%*	*63.0%*	*57.9%*	*57.1%*	*57.2%*	*74.8%*			*72.7%*	*64.4%*	*60.6%*	*61.2%*	*70.6%*	*77.9%*		*67.9%*
	21 Hayes W	**68.7%**	**67.1%**	**60.2%**	**61.0%**	**66.5%**	**71.4%**			**69.4%**	**60.8%**	**55.4%**	**46.7%**	**52.2%**	**61.8%**		**57.7%**
	Hayes St&Divisadero St NW-FS/BZ	*68.7%*	*59.7%*	*53.5%*	*49.2%*	*61.7%*	*53.7%*			*69.2%*	*50.7%*	*55.8%*	*39.3%*	*50.5%*	*51.5%*		*52.8%*
	24 Divisadero S	**63.9%**	**57.9%**	**54.9%**	**55.1%**	**62.5%**	**66.0%**	**56.2%**		**70.8%**	**61.8%**	**67.6%**	**65.2%**	**74.1%**	**69.7%**	**57.4%**	**66.7%**
	Divisadero St&Eddy St SW-FS/BZ	*77.6%*	*59.7%*	*61.7%*	*61.6%*	*72.3%*	*75.0%*	*77.2%*		*79.3%*	*67.5%*	*76.8%*	*79.4%*	*81.1%*	*70.9%*	*68.8%*	*74.8%*
	31 Balboa W	**73.8%**	**66.4%**	**61.8%**	**62.4%**	**60.9%**	**56.5%**			**60.1%**	**52.0%**	**57.3%**	**54.1%**	**50.9%**	**51.7%**		**54.4%**
	Eddy St&Fillmore St NE-NS/BZ	*77.4%*	*67.6%*	*58.1%*	*54.7%*	*60.3%*	*61.9%*			*63.2%*	*53.2%*	*59.8%*	*47.9%*	*55.8%*	*54.5%*		*55.7%*

Western Addition Neighborhood

2014-2015 Service Gap Comparison

Difference 5%

Neighborhood On-Time Performance

Inbound

		March-April 2014								May - June 2015							
		2014								2015							
Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**5 Fulton E**	**10.4%**	**13.5%**	**16.1%**	**20.1%**	**27.4%**	**24.7%**	**25.1%**	**19.6%**	**10.1%**	**12.2%**	**10.4%**	**21.6%**	**18.6%**	**18.7%**	**6.1%**	**14.0%**
	Mcallister St&Divisadero St SW-NS	*7.3%*	*10.1%*	*11.5%*	*17.5%*	*23.8%*	*19.1%*	*34.0%*	*17.6%*	*6.9%*	*8.5%*	*8.0%*	*20.5%*	*16.6%*	*16.9%*	*5.6%*	*11.9%*
	5R Fulton Rapid E	**10.8%**	**10.6%**	**10.7%**	**9.7%**	**25.1%**			**13.4%**	**6.6%**	**9.4%**	**14.2%**	**11.3%**	**23.5%**			**13.0%**
	Mcallister St&Divisadero St SW-NS	*12.4%*	*9.0%*	*10.6%*	*7.7%*	*27.5%*			*13.4%*	*4.3%*	*8.0%*	*12.1%*	*8.5%*	*26.0%*			*11.8%*
	7 Haight/Noreiga E	**22.0%**	**19.6%**	**20.7%**	**31.4%**	**36.2%**	**13.2%**	**18.2%**	**23.0%**	**6.0%**	**14.9%**	**16.8%**	**20.1%**	**24.2%**	**17.0%**	**15.6%**	**16.4%**
	Haight St&Fillmore St SE-FS/BZ	*21.3%*	*20.4%*	*21.4%*	*31.5%*	*37.1%*	*9.1%*		*23.5%*	*3.7%*	*17.0%*	*16.7%*	*23.1%*	*24.1%*	*13.3%*		*16.3%*
	7R Haight/Noreiga Rapid E	**29.6%**							**29.6%**	**19.6%**							**17.7%**
	Haight St&Fillmore St SE-FS/BZ	*28.8%*							*28.8%*	*11.4%*							*11.4%*
	22 Fillmore N	**13.3%**	**15.1%**	**13.9%**	**14.4%**	**17.8%**	**11.7%**	**7.3%**	**13.4%**	**9.9%**	**13.6%**	**12.9%**	**15.4%**	**12.3%**	**12.0%**	**8.0%**	**12.0%**
	Fillmore St&Mcallister St SE-NS/BZ	*17.2%*	*16.2%*	*17.3%*	*16.0%*	*18.0%*	*12.0%*	*7.8%*	*14.9%*	*10.5%*	*15.1%*	*18.0%*	*17.3%*	*15.2%*	*10.9%*	*6.5%*	*13.4%*
Grid	**6 Parnassus E**	**13.6%**	**16.2%**	**18.2%**	**20.6%**	**18.7%**	**9.4%**		**16.1%**	**12.8%**	**13.5%**	**15.6%**	**14.9%**	**10.8%**	**8.0%**		**12.6%**
	Haight St&Fillmore St SE-FS/BZ	*13.9%*	*15.5%*	*18.2%*	*19.2%*	*14.9%*	*8.2%*		*15.0%*	*11.4%*	*11.0%*	*15.6%*	*13.7%*	*8.4%*	*9.5%*		*11.6%*
	21 Hayes E	**6.9%**	**9.5%**	**11.9%**	**10.1%**	**15.6%**	**9.3%**		**10.6%**	**8.1%**	**12.2%**	**13.6%**	**14.3%**	**14.4%**	**10.3%**		**12.2%**
	Hayes St&Divisadero St SE-FS/BZ	*3.3%*	*5.6%*	*8.0%*	*6.5%*	*10.4%*	*8.3%*		*7.0%*	*5.1%*	*8.2%*	*8.8%*	*10.7%*	*12.8%*	*9.8%*		*9.2%*
	24 Divisadero N	**20.7%**	**18.2%**	**16.4%**	**21.1%**	**16.4%**	**15.4%**	**17.4%**	**17.9%**	**19.1%**	**19.2%**	**16.4%**	**15.4%**	**14.5%**	**11.9%**	**12.2%**	**15.5%**
	Divisadero St&Eddy St SE-NS/BZ	*27.5%*	*22.4%*	*19.3%*	*23.8%*	*18.9%*	*13.6%*	*15.7%*	*20.2%*	*23.5%*	*21.9%*	*20.2%*	*20.0%*	*17.0%*	*15.1%*	*11.4%*	*18.4%*
	31 Balboa E	**9.9%**	**11.4%**	**15.2%**	**15.3%**	**19.6%**	**15.3%**		**14.5%**	**9.7%**	**15.5%**	**13.8%**	**14.5%**	**16.5%**	**14.2%**		**14.0%**
	Eddy St&Fillmore St SW-NS/BZ	*10.2%*	*9.9%*	*17.0%*	*14.5%*	*17.9%*	*12.7%*		*13.7%*	*10.4%*	*15.6%*	*13.0%*	*12.0%*	*14.7%*	*9.6%*		*12.6%*

Outbound

		2014								2015							
Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**5 Fulton W**	**14.5%**	**17.6%**	**19.1%**	**23.7%**	**19.2%**	**22.2%**	**26.6%**	**20.4%**	**14.5%**	**13.3%**	**12.9%**	**25.2%**	**15.9%**	**18.7%**	**11.7%**	**16.0%**
	Mcallister St&Divisadero St NE-NS	*10.7%*	*18.2%*	*18.7%*	*26.0%*	*20.9%*	*21.5%*	*26.7%*	*20.4%*	*11.9%*	*14.5%*	*13.4%*	*26.4%*	*18.1%*	*21.3%*	*11.0%*	*16.7%*
	5R Fulton Rapid W	**7.4%**	**11.5%**	**11.8%**	**13.1%**	**12.7%**			**11.3%**	**5.2%**	**9.6%**	**11.0%**	**14.6%**	**20.7%**			**12.2%**
	Mcallister St&Divisadero St NE-NS	*6.3%*	*11.3%*	*10.7%*	*13.4%*	*11.4%*			*10.6%*	*6.1%*	*9.7%*	*11.0%*	*14.8%*	*19.8%*			*12.3%*
	7 Haight/Noreiga W	**38.1%**	**21.3%**	**19.1%**	**38.5%**	**32.1%**	**22.6%**		**28.6%**	**11.5%**	**17.2%**	**22.7%**	**21.2%**	**27.1%**	**22.9%**		**20.4%**
	Haight St&Fillmore St NW-FS/BZ	*40.6%*	*19.7%*	*16.8%*	*21.4%*	*33.5%*	*20.7%*		*25.5%*	*11.1%*	*18.1%*	*20.0%*	*19.6%*	*26.5%*	*18.4%*		*19.0%*
	7R Haight/Noreiga Rapid W				**35.7%**				**35.7%**				**24.3%**				**18.1%**
	Haight St&Fillmore St NW-FS/BZ				*36.2%*				*36.2%*				*25.2%*				*25.2%*
	22 Fillmore S	**18.2%**	**17.9%**	**16.3%**	**15.0%**	**23.0%**	**17.9%**	**21.4%**	**18.5%**	**16.2%**	**14.5%**	**17.0%**	**15.6%**	**18.6%**	**17.9%**	**14.8%**	**16.4%**
	Fillmore St&Mcallister St SW-FS/BZ	*14.1%*	*17.5%*	*17.2%*	*14.8%*	*26.8%*	*19.4%*	*28.0%*	*19.7%*	*11.3%*	*12.7%*	*14.5%*	*15.1%*	*20.0%*	*17.6%*	*15.4%*	*15.2%*
Grid	**6 Parnassus W**	**17.2%**	**18.5%**	**22.1%**	**21.7%**	**21.9%**	**13.4%**		**19.1%**	**10.1%**	**15.9%**	**20.1%**	**19.1%**	**17.9%**	**7.8%**		**15.2%**
	Haight St&Fillmore St NW-FS/BZ	*27.8%*	*20.0%*	*25.3%*	*21.7%*	*20.4%*	*12.5%*		*21.3%*	*10.0%*	*16.3%*	*20.5%*	*18.3%*	*16.6%*	*6.4%*		*14.7%*
	21 Hayes W	**10.1%**	**12.3%**	**12.6%**	**11.1%**	**13.4%**	**14.5%**		**12.3%**	**10.5%**	**15.5%**	**14.3%**	**16.6%**	**15.1%**	**13.0%**		**14.2%**
	Hayes St&Divisadero St NW-FS/BZ	*10.1%*	*13.9%*	*14.8%*	*12.7%*	*13.4%*	*18.5%*		*13.9%*	*11.9%*	*18.2%*	*15.6%*	*17.3%*	*16.5%*	*17.6%*		*16.2%*
	24 Divisadero S	**9.9%**	**15.5%**	**15.0%**	**16.3%**	**12.1%**	**7.7%**	**12.5%**	**12.7%**	**15.4%**	**19.5%**	**15.2%**	**15.5%**	**12.6%**	**13.5%**	**18.2%**	**15.7%**
	Divisadero St&Eddy St SW-FS/BZ	*9.9%*	*15.5%*	*15.0%*	*16.3%*	*12.1%*	*7.7%*	*12.5%*	*12.7%*	*9.6%*	*17.8%*	*13.2%*	*11.3%*	*10.4%*	*10.7%*	*18.8%*	*13.1%*
	31 Balboa W	**8.8%**	**13.2%**	**11.4%**	**19.7%**	**16.2%**	**17.7%**		**14.5%**	**16.7%**	**18.0%**	**18.4%**	**17.2%**	**18.9%**	**18.7%**		**18.0%**
	Eddy St&Fillmore St NE-NS/BZ	*8.8%*	*13.2%*	*11.4%*	*19.7%*	*16.2%*	*17.7%*		*14.5%*	*10.7%*	*16.8%*	*18.4%*	*16.9%*	*20.9%*	*19.5%*		*17.2%*

Western Addition Neighborhood

2014-2015 Peak Crowding Comparison

Difference **2%**

Inbound

Route	2014 AM Peak	2014 PM Peak	2015 AM Peak	2015 PM Peak
	March-April 2014		*May - June 2015*	
5 Fulton	8.8%	0.0%	4.4%	0.3%
6 Parnassus	7.2%	0.0%	5.4%	0.0%
7 Haight/Noriega	2.5%	5.0%	2.4%	0.0%
21 Hayes	2.6%	0.0%	1.1%	0.0%
22 Fillmore	3.5%	5.3%	0.7%	1.8%
24 Divisadero	4.7%	1.2%	n/a	n/a
31 Balboa	5.5%	0.9%	0.0%	0.0%
5R Fulton Rapid	n/a	n/a	n/a	n/a
7R Noreiga Rapid	n/a	n/a	n/a	n/a

Outbound

Route	2014 AM Peak	2014 PM Peak	2015 AM Peak	2015 PM Peak
	March-April 2014		*May - June 2015*	
5 Fulton	0.0%	7.9%	0.0%	3.8%
6 Parnassus	0.0%	2.7%	0.0%	3.0%
7 Haight/Noriega	0.0%	26.0%	0.0%	2.3%
21 Hayes	0.0%	7.3%	0.9%	0.0%
22 Fillmore	3.9%	2.1%	0.9%	0.9%
24 Divisadero	0.0%	6.5%	n/a	n/a
31 Balboa	2.1%	10.5%	0.0%	0.0%
5R Fulton Rapid	n/a	n/a	n/a	n/a
7R Noreiga Rapid	n/a	n/a	n/a	n/a

Western Addition Neighborhood

Travel Time to Key Destinations

AM Peak Leave at 8am

Starting Location: Fillmore and O'farrell

Location	Routes	Minutes	# of transfers	Auto Travel Time (Minutes)	Auto+ Parking	Transit to Auto Travel Time
General Hospital	22 and 9R San Bruno	41	1	20	25	1.6
Downtown / Montgomery & Market	38R Geary	23	0	17	22	1.0
Nearest Large Park - Golden Gate Park	5R Fulton	29	0	7	12	2.4
City College 50 Phelan	22 and KT Line	50	1	19	24	2.1
Grocery Store, Safeway @ Fillmore and O'ffarrell	22 Fillmore	1	0	1	6	0.2

Midday Arrive 12 noon

Starting Location: Fillmore and O'farrell

Location	Routes	Minutes	# of transfers	Auto Travel Time	Auto+ Parking	Transit to Auto Travel Time
General Hospital	22 and 9R San Bruno	41	1	20	25	1.6
Downtown / Montgomery & Market	38R Geary	22	0	15	20	1.1
Nearest Large Park - Golden Gate Park	5R Fulton	31	0	7	12	2.6
City College 50 Phelan	22 and KT Line	44	1	21	26	1.7
Grocery Store, Safeway @ Fillmore and O'ffarrell	22 Fillmore	7	0	1	6	1.2

PM Peak Leave at 5 pm

Starting Location: Fillmore and O'farrell

Location	Routes	Minutes	# of transfers	Auto Travel Time	Auto+ Parking	Transit to Auto Travel Time
General Hospital	22 and 9R San Bruno	43	1	22	27	1.6
Downtown / Montgomery & Market	38R Geary	23	0	16	21	1.1
Nearest Large Park - Golden Gate Park	5R Fulton	33	0	10	15	2.2
City College 50 Phelan	22 and KT Line	41	1	30	35	1.2
Grocery Store, Safeway @ Fillmore and O'ffarrell	22 Fillmore	1	0	1	6	0.2

Night Leave at 8 pm

Starting Location: Fillmore and O'farrell

Location	Routes	Minutes	# of transfers	Auto Travel Time	Auto+ Parking	Transit to Auto Travel Time
General Hospital	22 and 9 San Bruno	36	1	16	21	1.7
Downtown / Montgomery & Market	31 Balboa	21	0	14	19	1.1
Nearest Large Park - Golden Gate Park	31 Balboa and 44 O'shaughnessy	36	1	7	12	3.0
City College 50 Phelan	22 and KT Line	44	1	19	24	1.8
Grocery Store, Safeway @ Fillmore and O'ffarrell	22 Fillmore	1	0	1	6	0.2

Routes Heavily Used by Seniors and People with Disabilities

May - June 2015

Inbound

System On-Time Performance

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	54.6%	47.8%	45.3%	36.7%	29.4%	37.9%	48.5%	43.4%
Rapid & Frequent	72.6%	67.6%	64.8%	58.6%	58.0%	62.3%	72.7%	65.1%
Grid	68.8%	63.9%	62.4%	55.3%	60.4%	63.1%	62.7%	62.6%
Commute Only	62.3%	49.2%						56.7%
Community Circulators	67.6%	66.5%	61.6%	47.2%	65.4%	66.7%		61.8%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**8 Bayshore N**	68.2%	61.4%	44.9%	44.3%	53.3%	64.6%		56.1%
	9 San Bruno N	56.9%	54.8%	52.1%	49.4%	49.4%	49.4%		52.0%
	14 Mission N	75.0%	66.7%	68.9%	68.9%	64.0%	67.3%	74.5%	69.3%
	30 Stockton S	77.3%	75.6%	72.9%	53.1%	44.1%	47.0%		61.7%
	38 Geary E	65.7%	61.7%	57.9%	59.3%	56.8%	56.5%	67.7%	60.8%
	49 Mission/Van Ness N	70.9%	68.3%	64.4%	60.3%	65.4%	56.4%		64.3%
	9R San Bruno Rapid N	59.2%	57.1%	51.5%	46.7%				42.9%
	14R Mission Rapid N	78.3%	73.6%	71.1%	66.7%				72.4%
	38R Geary Rapid E	82.9%	72.6%	71.6%	69.0%				74.0%
Grid	**31 Balboa E**	74.0%	68.8%	71.6%	63.9%	67.9%	63.3%		68.3%

Outbound

System On-Time Performance

Row Labels	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	62.6%	54.3%	48.6%	38.7%	26.1%	33.2%	56.2%	47.0%
Rapid & Frequent	72.8%	64.4%	62.1%	52.7%	56.6%	59.3%	67.9%	62.0%
Grid	69.2%	61.9%	59.8%	51.1%	57.4%	61.7%	55.0%	60.2%
Commute Only			60.5%	42.0%	26.2%			41.5%
Community Circulators	70.5%	73.9%	56.3%	61.0%	62.3%	79.7%		66.9%

Neighborhood On-Time Performance

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**8 Bayshore S**	71.9%	65.0%	60.4%	42.2%	55.6%	59.0%		59.0%
	9 San Bruno S	62.4%	56.2%	59.3%	49.3%	45.2%	57.9%		51.6%
	14 Mission S	69.1%	56.1%	56.6%	58.7%	50.1%	59.7%	67.0%	59.6%
	30 Stockton N	75.3%	63.0%	55.5%	37.4%	43.0%	38.4%		52.1%
	38 Geary W	64.6%	61.4%	62.0%	50.0%	58.7%	59.7%	67.5%	60.6%
	49 Mission/Van Ness S	68.2%	62.7%	56.9%	48.8%	56.9%	57.5%		58.5%
	9R San Bruno Rapid N	74.5%	63.7%	54.5%	44.1%				49.4%
	14R Mission Rapid S	76.9%	65.9%	63.9%	59.6%				66.6%
	38R Geary Rapid W	78.3%	65.3%	67.2%	62.0%				68.2%
Grid	**31 Balboa S**	60.1%	52.0%	57.3%	54.1%	50.9%	51.7%		54.4%

Routes Heavily Used by Seniors and People with Disabilities

May - June 2015

Inbound

System Service Gap

Service Category	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	17.2%	16.7%	19.4%	20.7%	33.1%	27.7%	19.0%	20.9%
Rapid & Frequent	10.7%	11.9%	13.7%	15.1%	17.3%	14.5%	14.7%	13.3%
Grid	12.6%	15.6%	17.6%	19.5%	18.8%	14.5%	11.8%	16.2%
Commute Only	15.4%	17.6%						16.3%
Community Circulators	5.4%	12.9%	12.1%	13.6%	8.6%	7.2%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**8 Bayshore N**	11.6%	10.4%	16.8%	18.0%	17.0%	12.8%		14.4%
	9 San Bruno N	20.0%	18.6%	20.5%	22.1%	24.2%	21.1%		21.1%
	14 Mission N	12.4%	13.3%	14.9%	14.4%	16.8%	15.6%	14.9%	14.6%
	30 Stockton S	5.7%	6.5%	8.6%	12.5%	26.6%	22.0%		13.7%
	38 Geary E	16.0%	19.4%	21.5%	19.9%	18.4%	17.8%	17.5%	18.6%
	49 Mission/Van Ness N	12.8%	12.5%	14.1%	14.3%	12.7%	14.5%		13.5%
	9R San Bruno Rapid N	24.3%	17.2%	19.3%	22.4%				20.8%
	14R Mission Rapid N	9.2%	9.6%	11.6%	13.8%				11.1%
	38R Geary Rapid E	4.7%	8.2%	8.4%	8.1%				7.4%
Grid	**31 Balboa E**	9.7%	15.5%	13.8%	14.5%	16.5%	14.2%		14.0%

Outbound

System Service Gap

Row Labels	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rail (Metro)	13.7%	16.8%	19.1%	21.9%	26.8%	26.6%	11.0%	19.5%
Rapid & Frequent	11.6%	12.9%	14.2%	16.6%	17.7%	16.1%	16.5%	14.5%
Grid	12.6%	16.5%	18.2%	21.0%	19.3%	14.4%	15.0%	17.0%
Commute Only			14.1%	23.6%	28.3%			23.5%
Community Circulators	11.0%	9.6%	16.4%	14.8%	6.1%	4.3%		10.8%

Neighborhood Service Gap

Service Category	Route / Neighborhood Stops	AM Peak	Midday	School	PM Peak	Evening	Late Night	Owl	All Day
Rapid & Frequent	**8 Bayshore S**	10.9%	12.2%	13.8%	32.0%	13.5%	12.7%		15.9%
	9 San Bruno S	17.7%	20.3%	21.3%	22.3%	28.1%	22.0%		22.0%
	14 Mission S	15.4%	18.7%	19.7%	16.2%	20.2%	19.5%	15.7%	17.9%
	30 Stockton N	12.1%	9.4%	8.6%	16.2%	22.5%	22.4%		15.2%
	38 Geary W	12.1%	16.3%	16.5%	20.0%	17.1%	15.6%	18.9%	16.6%
	49 Mission/Van Ness S	14.5%	13.8%	16.1%	15.7%	15.4%	20.3%		16.0%
	9R San Bruno Rapid N	17.9%	18.0%	21.3%	29.7%				21.7%
	14R Mission Rapid S	9.1%	11.4%	13.0%	15.7%				12.3%
	38R Geary Rapid W	6.6%	11.0%	10.0%	9.8%				9.4%
Grid	**31 Balboa S**	16.7%	18.0%	18.4%	17.2%	18.9%	18.7%		18.0%

Routes Heavily Used by Seniors and People with Disabilities

Difference **5%**

May - June 2015

Peak Period Crowding

Inbound

Route	AM Peak	PM Peak
8 Bayshore	0.0%	0.5%
9 San Bruno	1.4%	0.3%
14 Mission	0.7%	0.0%
30 Stockton	1.4%	2.9%
31 Balboa	0.0%	0.0%
38 Geary	0.0%	0.0%
49 Mission/Van Ness	0.5%	0.8%
9R San Bruno Rapid	0.5%	0.0%
14R Mission Rapid	2.8%	0.0%
38R Geary	7.6%	0.4%

Outbound

Route	AM Peak	PM Peak
8 Bayshore	0.0%	0.0%
9 San Bruno	0.0%	3.5%
14 Mission	0.0%	1.0%
30 Stockton	6.4%	1.6%
31 Balboa	0.0%	1.2%
38 Geary	0.0%	2.1%
49 Mission/Van Ness	0.0%	1.1%
9R San Bruno Rapid	0.0%	4.1%
14R Mission Rapid	0.0%	4.1%
38R Geary	0.0%	13.4%

Routes Heavily Used by Seniors and People with Disabilities

2014-2015 On-Time Performance Comparison

Difference **5%**

Neighborhood On-Time Performance

Inbound

		March-April 2014								*May - June 2015*							
		2014								2015							
Service Category	**Route / Neighborhood Stops**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**
Rapid & Frequent	**8 Bayshore N**	72.9%	62.1%	48.5%	44.1%	56.0%	59.9%		57.3%	68.2%	61.4%	44.9%	44.3%	53.3%	64.6%		56.1%
	9 San Bruno N	62.8%	59.5%	56.6%	54.2%	56.6%	65.2%		59.2%	56.9%	54.8%	52.1%	49.4%	49.4%	49.4%		52.0%
	14 Mission N	76.5%	68.9%	64.9%	65.0%	57.3%	63.3%	62.9%	65.5%	75.0%	66.7%	68.9%	68.9%	64.0%	67.3%	74.5%	69.3%
	30-Stockton S	69.5%	76.0%	72.9%	64.1%	59.2%	53.2%		65.8%	77.3%	75.6%	72.9%	53.1%	44.1%	47.0%		61.7%
	38 Geary E	71.0%	68.1%	64.2%	60.0%	60.6%	53.0%	61.1%	62.6%	65.7%	61.7%	57.9%	59.3%	56.8%	56.5%	67.7%	60.8%
	49 Mission/Van Ness N	63.1%	59.9%	58.8%	58.0%	63.1%	63.5%		61.1%	70.9%	68.3%	64.4%	60.3%	65.4%	56.4%		64.3%
	9R San Bruno Rapid N	60.6%	56.9%	53.9%	50.0%				55.4%	59.2%	57.1%	51.5%	46.7%				53.6%
	14R Mission Rapid N	74.4%	78.3%	72.9%	65.6%				72.8%	78.3%	73.6%	71.1%	66.7%				72.4%
	38R Geary Rapid E	80.5%	74.0%	72.1%	71.0%				74.4%	82.9%	72.6%	71.6%	69.0%				74.0%
Grid	**31 Balboa E**	76.8%	70.4%	67.3%	69.8%	67.9%	68.4%		70.1%	74.0%	68.8%	71.6%	63.9%	67.9%	63.3%		68.3%

Outbound

		2014								2015							
Service Category	**Route / Neighborhood Stops**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**
Rapid & Frequent	**8 Bayshore S**	71.7%	66.7%	57.9%	39.8%	60.5%	54.4%		58.5%	71.9%	65.0%	60.4%	42.2%	55.6%	59.0%		59.0%
	9 San Bruno S	63.7%	59.8%	56.6%	50.4%	53.0%	65.2%		58.1%	62.4%	56.2%	59.3%	49.3%	45.2%	57.9%		55.1%
	14 Mission S	69.1%	57.9%	54.3%	55.0%	48.1%	56.2%	65.5%	58.0%	69.1%	56.1%	56.6%	58.7%	50.1%	59.7%	67.0%	59.6%
	30 Stockton N	62.4%	63.0%	51.2%	48.8%	61.6%	48.9%		56.0%	75.3%	63.0%	55.5%	37.4%	43.0%	38.4%		52.1%
	38 Geary W	68.5%	67.2%	64.4%	58.6%	57.4%	54.8%	62.4%	61.9%	64.6%	61.4%	62.0%	50.0%	58.7%	59.7%	67.5%	60.6%
	49 Mission/Van Ness S	58.7%	53.0%	57.4%	48.3%	48.6%	58.0%		54.0%	68.2%	62.7%	56.9%	48.8%	56.9%	57.5%		58.5%
	9R San Bruno Rapid N	69.6%	59.1%	53.7%	55.9%				59.6%	74.5%	63.7%	54.5%	44.1%				59.2%
	14R Mission Rapid S	76.5%	67.8%	65.0%	58.5%				67.0%	76.9%	65.9%	63.9%	59.6%				66.6%
	38R Geary Rapid W	79.1%	71.2%	70.7%	64.3%				71.3%	78.3%	65.3%	67.2%	62.0%				68.2%
Grid	**31 Balboa S**	73.8%	66.4%	61.8%	62.4%	60.9%	56.5%		63.6%	60.1%	52.0%	57.3%	54.1%	50.9%	51.7%		54.4%

Routes Heavily Used by Seniors and People with Disabilities

2014-2015 System Service Gaps Comparison

Difference **5%**

Neighborhood Service Gaps

Inbound

		March-April 2014								*May - June 2015*							
		2014								**2015**							
Service Category	**Route / Neighborhood Stops**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**
Rapid & Frequent	**8 Bayshore N**	10.2%	13.3%	20.1%	24.0%	26.5%	25.8%		20.0%	11.6%	10.4%	16.8%	18.0%	17.0%	12.8%		14.4%
	9 San Bruno N	20.7%	18.6%	23.8%	22.6%	22.6%	20.1%		21.4%	20.0%	18.6%	20.5%	22.1%	24.2%	21.1%		21.1%
	14 Mission N	13.5%	17.6%	21.5%	24.4%	25.2%	21.8%	20.1%	20.6%	12.4%	13.3%	14.9%	14.4%	16.8%	15.6%	14.9%	14.6%
	30-Stockton S	12.2%	9.5%	9.7%	10.9%	16.1%	20.6%		13.2%	5.7%	6.5%	8.6%	12.5%	26.6%	22.0%		13.7%
	38 Geary E	11.5%	13.5%	17.0%	19.2%	20.2%	18.6%	17.2%	16.7%	16.0%	19.4%	21.5%	19.9%	18.4%	17.8%	17.5%	18.6%
	49 Mission/Van Ness N	18.0%	19.2%	20.9%	20.8%	20.6%	19.5%		19.8%	12.8%	12.5%	14.1%	14.3%	12.7%	14.5%		13.5%
	9R San Bruno Rapid N	33.7%	18.7%	22.7%	25.3%				25.1%	24.3%	17.2%	19.3%	22.4%				36.6%
	14R Mission Rapid N	18.9%	14.2%	13.5%	22.4%				17.3%	9.2%	9.6%	11.6%	13.8%				11.1%
	38R Geary Rapid E	6.8%	9.2%	9.5%	13.2%				9.7%	4.7%	8.2%	8.4%	8.1%				7.4%
Grid	**31 Balboa E**	9.9%	11.4%	15.2%	15.3%	19.6%	15.3%		14.5%	9.7%	15.5%	13.8%	14.5%	16.5%	14.2%		14.0%

Outbound

		2014								**2015**							
Service Category	**Route / Neighborhood Stops**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**	**AM Peak**	**Midday**	**School**	**PM Peak**	**Evening**	**Late Night**	**Owl**	**All Day**
Rapid & Frequent	**8 Bayshore S**	14.8%	14.2%	18.8%	36.9%	25.0%	25.1%		22.5%	10.9%	12.2%	13.8%	32.0%	13.5%	12.7%		15.9%
	9 San Bruno S	17.5%	22.6%	24.8%	25.2%	27.4%	16.7%		22.4%	17.7%	20.3%	21.3%	22.3%	28.1%	22.0%		22.0%
	14 Mission S	19.1%	22.5%	26.7%	24.9%	27.7%	24.1%	18.5%	23.4%	15.4%	18.7%	19.7%	16.2%	20.2%	19.5%	15.7%	17.9%
	30-Stockton N	15.3%	8.7%	8.4%	9.1%	13.5%	21.3%		12.7%	12.1%	9.4%	8.6%	16.2%	22.5%	22.4%		15.2%
	38 Geary W	11.8%	15.3%	15.2%	20.7%	21.7%	20.1%	15.3%	17.2%	12.1%	16.3%	16.5%	20.0%	17.1%	15.6%	18.9%	16.6%
	49 Mission/Van Ness S	20.1%	20.7%	20.9%	21.0%	25.0%	21.4%		21.5%	14.5%	13.8%	16.1%	15.7%	15.4%	20.3%		16.0%
	9R San Bruno Rapid N	28.1%	23.7%	25.9%	25.4%				25.8%	17.9%	18.0%	21.3%	29.7%				32.0%
	14R Mission Rapid S	19.3%	14.3%	18.0%	25.2%				19.2%	9.1%	11.4%	13.0%	15.7%				12.3%
	38R Geary Rapid W	6.9%	10.1%	11.1%	15.8%				11.0%	6.6%	11.0%	10.0%	9.8%				9.4%
Grid	**31 Balboa S**	12.4%	14.8%	14.1%	18.6%	18.6%	19.6%		16.4%	16.7%	18.0%	18.4%	17.2%	18.9%	18.7%		18.0%

Routes Heavily Used by Seniors and People with Disabilities

2014-2015 Peak Crowding Comparison

Difference **5%**

Neighborhood Peak Crowding

Inbound

March-April 2014

Route	2014 AM Peak	2014 PM Peak
8 Bayshore	13.8%	3.6%
9 San Bruno	6.5%	0.4%
14 Mission	0.4%	0.3%
30 Stockton	2.3%	2.1%
31 Balboa	5.5%	0.9%
38 Geary	1.0%	0.0%
49 Mission/Van Ness	1.3%	1.2%
9R San Bruno Rapid	5.3%	1.1%
14R Mission Rapid	11.9%	0.0%
38R Geary	9.3%	1.0%

May - June 2015

Route	2015 AM Peak	2015 PM Peak
8 Bayshore	0.0%	0.5%
9 San Bruno	1.4%	0.3%
14 Mission	0.7%	0.0%
30 Stockton	1.4%	2.9%
31 Balboa	0.0%	0.0%
38 Geary	0.0%	0.0%
49 Mission/Van Ness	0.5%	0.8%
9R San Bruno Rapid	0.5%	0.0%
14R Mission Rapid	2.8%	0.0%
38R Geary	7.6%	0.4%

Outbound

Route	2014 AM Peak	2014 PM Peak
8 Bayshore	1.2%	8.3%
9 San Bruno	1.5%	6.4%
14 Mission	0.0%	0.3%
30 Stockton	7.1%	4.0%
31 Balboa	2.1%	10.5%
38 Geary	0.0%	9.6%
49 Mission/Van Ness	0.0%	0.4%
9R San Bruno Rapid	0.0%	4.1%
14R Mission Rapid	0.0%	8.0%
38R Geary	2.2%	21.2%

Route	2015 AM Peak	2015 PM Peak
8 Bayshore	0.0%	0.0%
9 San Bruno	0.0%	3.5%
14 Mission	0.0%	1.0%
30 Stockton	6.4%	1.6%
31 Balboa	0.0%	1.2%
38 Geary	0.0%	2.1%
49 Mission/Van Ness	0.0%	1.1%
9R San Bruno Rapid	0.0%	4.1%
14R Mission Rapid	0.0%	4.1%
38R Geary	0.0%	13.4%