

**THIS PRINT COVERS CALENDAR ITEM NO.:** 10.5

**SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY**

**DIVISION:** Transit

**BRIEF DESCRIPTION:**

Adopting the Muni Service Equity Strategy Report for Fiscal Years 2026-2027 and 2027-2028 that includes an evaluation of transit service for equity routes and equity neighborhoods and establishes a framework for prioritizing service needs of transit dependent populations, including those along equity routes in a cost-neutral way and for developing possible service improvements in Fiscal Year 2027-2028 if a parcel tax ballot measure is passed.

**SUMMARY:**

- In 2014, the SFMTA Board of Directors adopted a Muni Service Equity Policy requiring the submission of a biennial Service Equity Strategy to assess Muni service in select neighborhoods, identify transit related challenges impacting selected neighborhoods, and develop strategies to address those challenges before the SFMTA's two-year budget request. In collaboration with community advocates, SFMTA staff identified nine Service Equity Strategy neighborhoods based on demographic factors and identified Citywide Accessibility routes based on those heavily used by seniors and people with disabilities.
- The Fiscal Year (FY) 26-27 & FY 27-28 Muni Service Equity Strategy report highlights how SFMTA staff used the equity strategy framework and principles in responding to real time service needs, including the budget deficit in FY 25-26 that led to a 2% transit service cut.
- Transit data including service delivery, crowding and reliability data was analyzed in this report for each equity route. Overall, equity routes performed similar or at times better than non-equity routes. In addition, a travel time and access analysis was completed for each neighborhood to access Muni travel sheds and access to key destinations.
- No increase to the operating budget is planned at this time, any service improvements implemented will be done cost-neutrally using the equity strategy framework and principles to ensure service improvements are prioritized for transit dependent populations, including those along equity routes and neighborhoods.
- Recommendations for this update include continuing to apply the Equity Strategy framework and principles in cost-neutral service planning to address service needs, guide the Systemwide Service Evaluation in collaboration with the Muni Equity Working Group and, if a parcel tax ballot measure is passed, inform possible service improvement proposals in Fiscal Year 2027-2028.

**ENCLOSURES:**

1. SFMTAB Resolution


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2. Muni Service Equity Strategy Report for Fiscal Years 2026-2027 and 2027-2028

**APPROVALS:**


**DATE**

DIRECTOR



April 2, 2026

SECRETARY



April 2, 2026

**ASSIGNED SFMTAB CALENDAR DATE:** April 7, 2026

## **PURPOSE**

Adopting the Muni Service Equity Strategy Report for Fiscal Years 2026-2027 and 2027-2028 that includes an evaluation of transit service for equity routes and equity neighborhoods and establishes a framework for prioritizing service needs of transit dependent populations, including those along equity routes in a cost-neutral way and for developing possible service improvements in Fiscal Year 2027-2028 if a parcel tax ballot measure is passed.

## **STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES**

This action supports the following SFMTA Strategic Plan Goals:

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

This action supports the following Transit First Policy Principles:

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

## **DESCRIPTION**

In 2014, the SFMTA Board of Directors adopted a Muni Service Equity Policy requiring the submission of a biennial Service Equity Strategy to assess Muni service in select neighborhoods, identify major Muni transit related challenges impacting selected neighborhoods, and develop strategies to address those challenges prior to adoption of the SFMTA's two-year budget.

### Neighborhood Selection

The Service Equity Policy directs SFMTA staff to identify “Service Equity Strategy” neighborhoods based on the percentage of low-income households, private vehicle availability, race/ethnicity demographics, and disability status, and to establish a performance baseline.

In collaboration with the Muni Service Equity Strategy working group, whose members represented advocacy and community-based organizations, SFMTA staff identified seven Equity Strategy neighborhoods in 2016: Chinatown, Tenderloin/SoMa, Western Addition, Mission, Bayview, Visitacion Valley, and Excelsior/Outer Mission. For the report update in 2018, SFMTA staff and the Muni Service Equity Strategy working group identified one additional neighborhood, Oceanview/Ingleside and in the 2020 report Treasure Island was added. In addition, SFMTA staff also chose to include citywide accessibility routes as part of the strategy for seniors and people with disabilities based on feedback from communities, Operators, Division Service Planners and Communications liaisons.

### **FY 2026-2027 & FY 2027-2028 Update**

The Muni Equity Strategy updates are presented to the SFMTA Board of Directors before the development of the two-year capital and operating budget and inform the budget process to the extent that resources are available. In addition to informing the budget process, each update has focused on a specific area and built upon the previous one in a way that is relevant to that budget cycle. For the FY 26-27& FY 27-28 update, the focus is on how the SFMTA plans to use the equity strategy framework and principles to respond to service needs in a cost-neutral way and how it will be used in developing possible service improvement proposals in FY27-28 if a San Francisco parcel tax ballot measure passes in Fall 2026.

### Equity Strategy Approach to Service Planning in FY 24-25 & 25-26

Prior to the start of the Fiscal Year 24-25 & 25-26 budget cycle, most of the Muni system was restored through the 2022 Muni Service Network Plan implementation, which is SFMTA’s plan to roll out the post-Covid transit network. The FY24-25 and FY25-26 budget include no service increases or decreases and assumed service changes would be cost-neutral service

changes that shifted resources from low demand to high demand routes. Despite passing a balanced budget in April 2023, by Spring 2025, the SFMTA faced a \$50M FY25-26 budget shortfall due to lower than expected General Fund revenue and accelerated use of federal COVID relief. To close the shortfall, the agency increased allocated the 25-26 population baseline increase to operations, capitalized operating expenses in the pain and sign shop, optimized parking revenue, decreased professional services expenditure and implemented a 2% transit service cut (Summer 2025 Cuts).

Developing the Summer 2025 Cuts plan began in early 2025 with scenarios presented to the Board of Directors and to the public. Outreach was conducted, including a public survey, to gather feedback on how the SFMTA could minimize the impact of service cuts. At the start of outreach, the SFMTA was planning 4% in service cuts, but based on Board and public

feedback to avoid service cuts as much as possible, the above noted actions were taken to reduce the need to cut service by half, from 4% to 2%. The process of developing the service cuts was largely informed by the Muni Equity Strategy framework and principles to not disproportionately impact equity routes and riders. Although service cuts were implemented on equity service routes, the final plan did not eliminate any service all together. Instead, redundant service was reduced to preserve service coverage. As the SFMTA faces budget uncertainty in the future, the agency is going to continue building on this work to drive decision making to ensure that in making difficult budget decisions, service is impacted in the most equitable and least impactful way possible for transit dependent populations, including those along equity neighborhoods and routes.

#### Service Improvements on Equity Routes

Prior to and after the Summer 2025 Service Cuts were implemented, the SFMTA implemented service and operational improvements cost-neutrally on 11 equity routes. These improvements included additional trips to address peak and school crowding and implementing small route and stop changes to improve reliability and access throughout the Muni network. The SFMTA also completed capital projects on equity routes in benefiting 17 equity routes. These projects improved reliability and travel times through quick build projects and spot treatments. Although the budget created challenges to address service needs and limited the scope of possible improvements, the Equity Strategy framework and principles were central to navigating the SFMTA's approach to cost-neutral service planning and ensuring resources were allocated where they were needed most.

#### Data Review

The FY26-27 and FY27-28 budget assumes over \$300M in revenue from regional and local revenue measures on the November 2026 ballot. The ballot uncertainty of the makes essential for the agency to sustain the performance of equity routes in day-to-day service management and maximize service levels within available resources. To speak to this, the update includes a data analysis that evaluates performance of equity routes compared to non-equity routes to measure service quality and reliability. Metrics that

are analyzed include service delivery, crowding and reliability data. Transit performance data analyzed showed that service on equity routes is similar or in some cases better than non-equity routes, indicating that the SFMTA is ensuring access to riders most in need of transit access. Transit travel sheds and access to day-to-day destinations are also analyzed from equity neighborhoods to better understand coverage needs and gaps.

#### Progress on Muni Equity Strategy Initiatives

##### *Systemwide Service Evaluation*

In Fiscal Year 24-25, the SFMTA began work on a new systemwide service evaluation that integrates the equity strategy data review and expands it to analyze all service at the route and systemwide level. The goal is to use the equity strategy framework and principles and apply it to a data driven approach that evaluates service performance, identifies service gaps and

prioritizes service changes centered around the most transit dependent populations using demographic data from the latest Census and Muni Customer On-board Survey and considers equity routes. This work is being done collaboratively with the Muni Equity Working Group.

### *Muni Equity Working Group*

The Muni Equity Working Group was reconvened in February 2024 and is composed of up to 20 seats that are appointed by SFMTA staff. Membership reflects persons with personal or professional experience in the equity neighborhoods or familiarity with the experience of transit dependent riders. The primary role of the working group is to serve as a sounding board as staff develops service plans and to work collaboratively with staff to develop the new systemwide service evaluation.

### Recommendations for FY 26-27 & FY 27-28

With no changes to the operating budget planned at this time, the SFMTA will continue to monitor performance and crowding on Muni equity routes and pursue cost-neutral service changes to meet service needs. The SFMTA plans to use the new systemwide service evaluation framework as a data-driven tool to develop cost-neutral service plans that maximizes service for transit dependent populations, including those along equity routes to the extent possible with current service levels. If the ballot parcel tax measure is approved in Fall 2026, this framework will also be used in FY 27-28 to develop modest service improvements proposals to ensure investments are made in the most impactful way. SFMTA staff will continue to work in collaboration with the Muni Equity Working Group on these efforts and will keep the SFMTA Board updated as progress is made.

## **STAKEHOLDER ENGAGEMENT**

Instead of gathering customer feedback on Muni Transit Service at one point in time, feedback is gathered continuously through several channels. This includes 311, social media platforms, District Supervisor offices, ongoing stakeholder engagement, etc., so feedback is regularly gathered, tracked and evaluated by staff. Additionally, in preparation for every service change a suite of communication tools are used to notify the public of both proposed and upcoming service changes. This begins with presenting proposed service changes at SFMTA Board Meetings, advisory boards and stakeholder meetings as appropriate. Prior to implementation, customers are informed of upcoming changes through the SFMTA website, emails blasts, print and media ads, signage at stops, announcements on board the vehicles and staff ambassadors at key locations. Moving forward, the SFMTA plans to gather feedback from the Muni Equity Working Group on the agency's communication plan for both proposing and implementing service changes to ensure our methods are the most effective at communicating changes and receiving feedback.

For the equity strategy update, feedback is solicited in similar ways in addition to the Muni Service Equity Strategy project page on the SFMTA website. Below is a summary of presentations that were made in preparation for this specific update to gather feedback:

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- Youth Transportation Advisory Board (YTAB) – Monday, March 2, 2026
- Citizens’ Advisory Committee (CAC) – Thursday, March 5, 2026
- SFMTA Board Informational Item – Tuesday, March 17, 2026
- Multimodal Accessibility Advisory Committee (MAAC) – Thursday, March 18, 2026

### **ALTERNATIVES CONSIDERED**

Because the Muni Service Equity Strategy is a requirement, no alternatives were considered.

### **FUNDING IMPACT**

The SFMTA is not proposing any service changes in the FY 26-27 & FY 27-28 Equity Strategy Update. Any service changes implemented in this budget cycle will be informed by real time monitoring of service needs and done cost-neutrally. If a parcel tax ballot measure is passed, the SFMTA will improve the quality of service in FY 27-28 by investing in maintenance to increase reliability and making marginal improvements to reduce crowding.

### **ENVIRONMENTAL REVIEW**

On March 19, 2026, the SFMTA, under authority delegated by the Planning Department, determined that adoption of the Muni Service Equity Strategy Report for Fiscal Years 2026-2027 and 2027-2028 is not defined as a “project” under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b).

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

### **OTHER APPROVALS RECEIVED OR STILL REQUIRED**

The City Attorney’s Office has reviewed this calendar item.

### **RECOMMENDATION**

SFMTA staff recommends that the San Francisco Municipal Transportation Agency (SFMTA) Board adopt the Muni Service Equity Strategy Report for Fiscal Years 2026-2027 and 2027-2028 that includes an evaluation of transit service for equity routes and equity neighborhoods and establishes a framework for prioritizing service needs of transit dependent populations, including those along equity routes in a cost-neutral way and for developing possible service improvements in Fiscal Year 2027-2028 if a parcel tax ballot measure is passed.

**SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS**

RESOLUTION No. \_\_\_\_\_

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

WHEREAS, SFMTA staff have prepared the sixth Service Equity Strategy Report for FY 26-27 and FY 27-28 prior to adoption of the SFMTA's two-year budget; and,

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

WHEREAS, Approval of the Service Equity Strategy Report does not require a Title VI Service Equity Analysis at this time, and,

WHEREAS, If a parcel tax is passed and additional operating funds are received, staff will use the equity strategy framework to develop possible service enhancements for FY 27-28 and return with a Title VI analysis for SFMTA Board consideration if required; and,

WHEREAS, On March 19, 2026, the SFMTA, under authority delegated by the Planning Department, determined that adoption of the Muni Service Equity Strategy Report for Fiscal Years 2026-2027 and 2027-2028 is not defined as a "project" under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

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

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors adopts the Muni Service Equity Strategy Report for Fiscal Years 2026-2027 and 2027-2028.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of April 7, 2026.

\_\_\_\_\_  
Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

# Muni Service Equity Strategy Update

**Fiscal Years 2026-2027 & 2027-2028**

**San Francisco Municipal Transportation Agency  
April 2026 - DRAFT**





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## Executive Summary

In 2014, the San Francisco Municipal Transportation Agency (SFMTA) made a commitment to prioritize equity in Muni service planning to ensure the most transit-dependent neighborhoods have access to reliable transit service. This commitment reflects both the Agency's and City's values and exemplifies proactive, responsive, and conscious planning. Beginning in 2018, the SFMTA adopted a Muni Service Equity Strategy identifying equity priority communities, including those with low levels of car ownership and a high need for greater transit access – these communities tend to have high levels of seniors, people with disabilities, and racially concentrated poverty, to implement improvements for the routes that serve them. Every two years, the Board of Directors adopts an updated Muni Service Equity Strategy that outlines priorities for transit service in the next budget cycle as part of the budget process. The strategy seeks to ensure that neighborhoods and routes with equity priority populations – those that have the greatest need for improved transit access – are benefitting as much from budget decisions as the rest of the city. In periods of decreasing financial resources, the Equity Strategy is especially important to ensure equity neighborhoods do not have less service as difficult budget decisions are made.

During the FY 24-25 & 25-26 budget cycle, the Muni system had mostly been restored following the implementation of the 2022 Muni Service Network Plan, with no service increases or decreases initially anticipated and any changes implemented on a cost-neutral basis. However, SFMTA faced a \$50 million budget shortfall in FY 25-26 driven by lower-than-expected revenue and General Fund reimbursements, which the agency worked to address through increased fare enforcement, spending cuts, operational efficiencies, and a hiring freeze. These efforts were insufficient in fully closing the gap. In Summer 2025, SFMTA implemented a 2% transit service cut (approximately \$7 million). While the cuts were initially planned at 4%, following feedback from the SFMTA Board and a public outreach process, other funds were reallocated to reduce the cuts by half. The Summer 2025 Cuts plan was guided by the Muni Equity Strategy framework and principles, ensuring that no service was eliminated entirely and that reductions targeted redundant service to preserve as much coverage as possible in the Muni system and for equity priority populations. Looking ahead, SFMTA faces continued budget uncertainty and is undergoing efforts to close the expected FY 26-27 & FY 27-28 budget gap through agency efficiencies and increased revenues through regional and local ballot measures in Fall 2026.

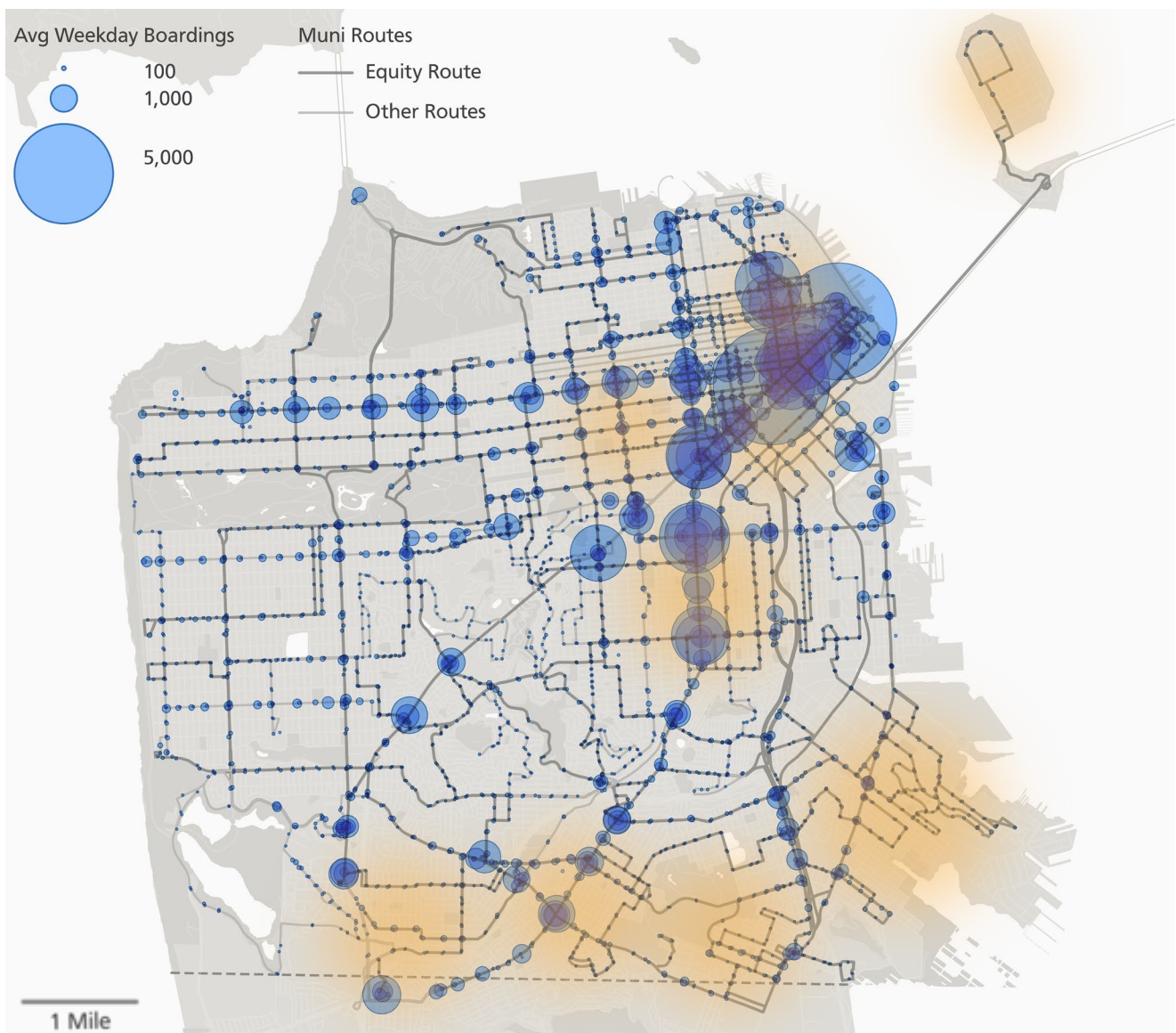
Whatever the outcome of these efforts, any service cuts or possible service enhancements needed in response will follow the equity strategy framework and principles in decision making so that residents who have the greatest need for transportation access are not disproportionately negatively affected. Until those outcomes are known, the SFMTA will continue to address service needs through cost-neutral service planning centered on prioritizing resources on equity routes. To better inform decision making, the SFMTA will continue to work with the Muni Equity Working group in developing a more robust evaluation process as part of the new Systemwide Service Evaluation project. This new evaluation process will use demographic and transit performance data to evaluate transit service, identify service gaps and prioritize service changes using the equity strategy principles. The project is planned to be completed by Fall 2026. When complete, SFMTA will be better prepared to make informed, equitable service decisions under any budget outcome, with a stronger Equity Strategy framework to guide service planning decisions in the future.

## System Ridership Growth

As of October 2025, Muni has reached its highest post-pandemic ridership with 92% ridership recovery on weekends and 77% ridership recovery on weekdays. School crowding continues to be one of the biggest challenges facing the agency, however downtown commute ridership has continued to grow at a faster pace, growing 4% in October 2025 compared to 2% systemwide. Both of these trends, within the constraints of cost-neutral service planning, have made it increasingly challenging to address crowding systemwide while supporting continued ridership growth to boost downtown economic recovery.

The map below illustrates ridership by stop for all SFMTA service relative to Equity Neighborhoods shown in orange and identified Equity Routes. The table shows average boardings for each service day and the percentage of recovery for all SFMTA service. Routes with blank data were not in service in 2023. Additionally, some routes were also rerouted so their recovery may be attributed to those changes and not solely ridership growth.

**Figure 1 SFMTA Ridership by Stop, October 2025**

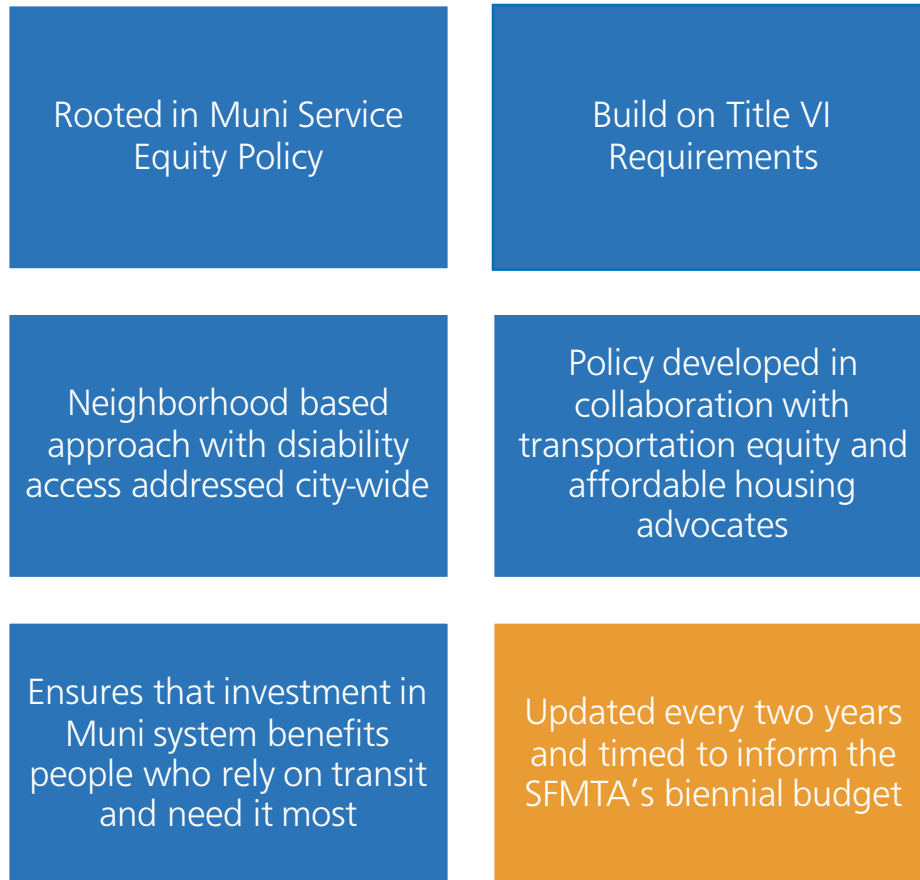


**Figure 2 SFMTA Boardings By Route & Ridership Recovery for October 2023 v. 2025**

Service Category	Route	Equity Route	Average Weekday Boardings	Weekday % of 2023	Average Weekend Boardings	Weekend % of 2023	
Muni Metro	J Church		7,400	111%	5,600	106%	
	K Ingleside	X	14,200	102%	6,900	72%	
	L Taraval		17,100		10,700		
	M Ocean View	X	20,800	98%	12,800	86%	
	N Judah		33,000	122%	21,900	117%	
	T Third	X	23,100	138%	15,800	131%	
Rapid	5R Fulton Rapid	X	9,300	118%			
	9R San Bruno Rapid	X	10,600	144%			
	14R Mission Rapid	X	23,600	100%	13,700	99%	
	38R Geary Rapid	X	28,100	117%	15,000	107%	
Frequent	1 California	X	19,500	110%	12,000	107%	
	7 Haight-Noriega	X	14,000	136%	10,600	126%	
	8 Bayshore	X	19,000	106%	20,300	100%	
	9 San Bruno	X	7,100	71%	11,200	116%	
	14 Mission	X	23,500	101%	21,600	95%	
	22 Filmore	X	23,400	107%	16,200	101%	
	24 Divisadero	X	11,800	109%	7,400	100%	
	28 19th Ave		12,300	110%	10,600	109%	
	30 Stockton	X	15,800	97%	11,800	98%	
	38 Geary	X	19,000	107%	15,100	112%	
	49 Van Ness-Mission	X	37,300	109%	24,200	107%	
	Grid	5 Fulton	X	6,200	87%	11,600	101%
		6 Hayes-Parnassus	X	2,700	68%	1,700	58%
12 Folsom-Pacific		X	8,000	111%	5,200	110%	
15 Bayview Hunters Point Express		X	3,900	100%	2,300	97%	
18 46th Avenue			3,200	122%	2,400	120%	
19 Polk		X	7,400	116%	4,200	112%	
2 Sutter			2,800	124%	2,000	124%	
23 Monterey		X	2,700	109%	1,300	117%	
27 Bryan		X	6,500	119%	3,900	109%	
29 Sunset		X	18,000	108%	9,800	105%	
31 Balboa		X	4,500	94%	3,300	99%	
33 Ashbury-18th St		X	5,000	85%	3,900	101%	
43 Masonic		X	10,200	106%	5,400	108%	
44 O'Shaughnessy		X	13,900	112%	8,900	111%	
45 Union-Stockton		X	11,000	119%	7,100	113%	
48 Quintara-24th St		X	9,100	109%	4,200	110%	
54 Felton		X	5,100	114%	3,300	104%	
Connector	25 Treasure Island	X	1,700	166%	1,200	182%	
	35 Eureka		600	482%	300	181%	
	36 Teresita		800	124%	400	108%	
	37 Corbett		1,300	115%	600	214%	
	39 Coit		300	427%	200	230%	
	52 Excelsior	X	1,700	115%	700	119%	
	55 Dogpatch		1,900	111%	1,300	111%	
	56 Rutland	X	500	114%	200	116%	
	57 Parkmerced		2,100	117%	1,400	109%	
	58 Lake Merced		600	112%	500	114%	
	66 Quintara		500	102%	200	113%	
	67 Bernal Heights		900	151%	600	175%	
	Specialized	1X California Express		500	121%		
8AX Bayshore Express		X	3,800	106%			
8BX Bayshore Express		X	4,200	102%			
28R 19th Ave Express			5,100	135%			
30X Marina Express			200				
Owl	90 San Bruno Owl	X	400	117%	400	111%	
	91 3rd St-19th Ave Owl	X	700	127%	600	95%	

## Background

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



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

- Concentration of low-income households
- Concentration of residents who identify with a race other than white
- Private vehicle ownership
- Concentration of affordable and public housing developments
- Muni routes heavily used by persons of color and low-income transit riders
- A full description of the methodology used in selecting the neighborhoods and routes is included in the 2016 Equity Strategy report<sup>1</sup>

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<sup>1</sup> San Francisco Municipal Transportation Agency. April 2016. Muni Service Equity Strategy Report: Fiscal Year 2016-17 and 2017-18. Retrieved from [https://www.sfmta.com/sites/default/files/agendaitems/2016/4-5-16\\_Item\\_13\\_Muni\\_Equity\\_Strategy\\_Report\\_1.pdf](https://www.sfmta.com/sites/default/files/agendaitems/2016/4-5-16_Item_13_Muni_Equity_Strategy_Report_1.pdf)

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

Figure 3 Map of Equity Neighborhoods & Routes in Service



**Figure 4 Equity Routes by Neighborhood and Citywide Accessibility Routes**

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

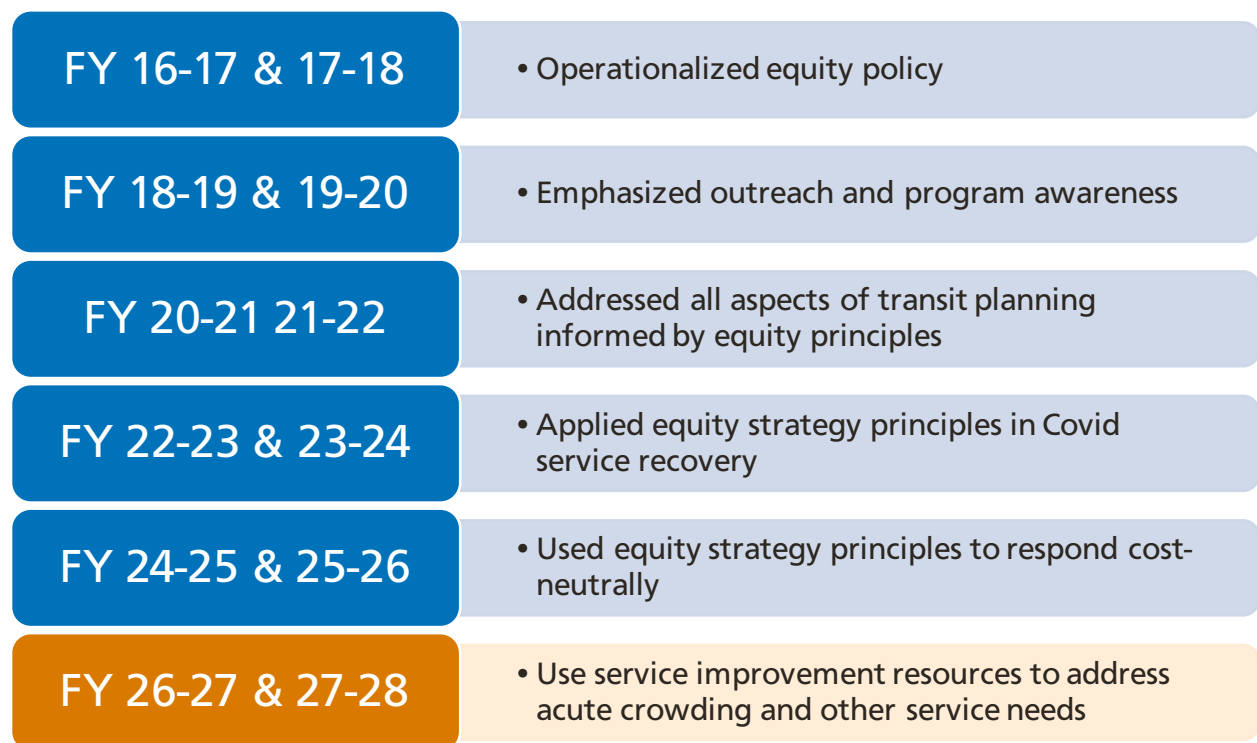
## Building On Previous Reports

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

This update marks the 6<sup>th</sup> Muni Equity Strategy Update and 10 years of applying the equity strategy framework and principles to SFMTA’s service planning work. The FY 16-17 & 17-18 update focused on operationalizing the actual equity policy and established the framework of the strategy, the FY 18-19 & 19-20 update conducted a major outreach effort, the FY 20-21 & 21-22 update identified equity policy guiding principles to be used in all aspects of the agency’s transit planning work and the FY 22-23 & 23-24 update incorporated these principles into practice with the implementation of the core service network and subsequent service restorations. The FY 24-25 & 25-26 update focused on using the equity strategy framework and principles to respond to service needs in a cost-neutral way.

The FY 26-27& FY 27-28 update, focuses on incorporating the new systemwide service evaluation process in responding to service needs in a cost-neutral way and in developing possible service improvement proposals in FY 27-28 if a San Francisco parcel tax ballot measure passes in Fall 2026.

**Figure 5 Focus of Previous Reports**



## FY 24-25 & 25-26 Improvements on Equity Routes

In the FY 24-25 & 25-26 budget cycle, any operational improvements implemented were done cost-neutrally either by reallocating resources or finding efficient and creative way to optimize the budgeted service levels.

Figure 6 below summarizes operational improvements and Transit Priority capital projects that benefited equity routes. Operational improvements include adding trips to address school and peak crowding, as well as route and stop changes to improve reliability and access. In addition, Transit Priority projects implemented include quick build projects and spot improvements that reduce travel time and increase reliability on equity routes.

**Figure 6** *Equity Route Improvements*

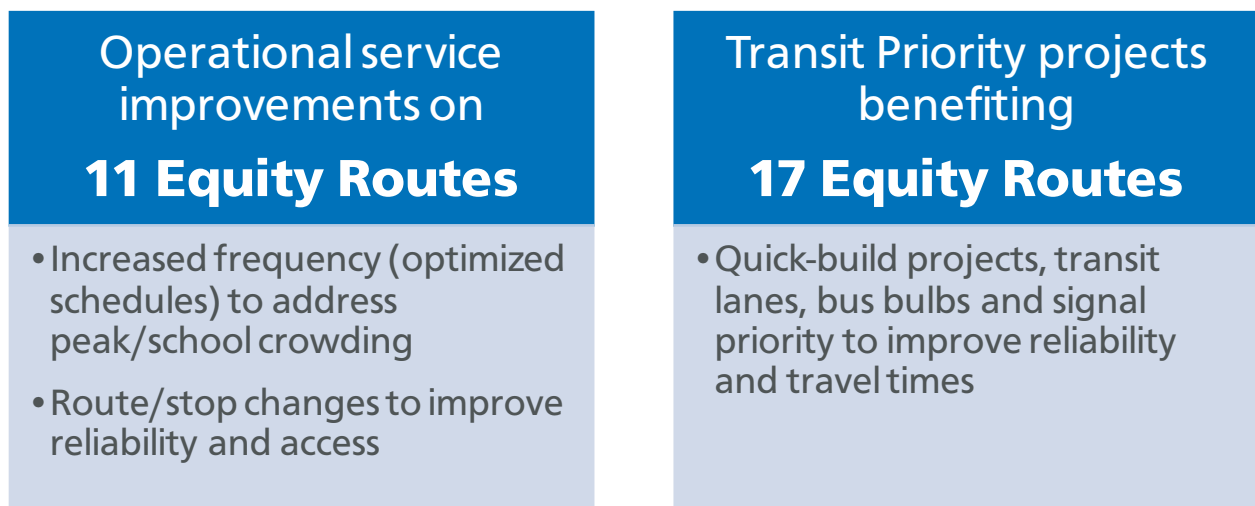


Figure 7 below lists operational and transit priority improvements by equity route that have been completed in the last two-year budget cycle. Operational improvements were made cost neutrally by reallocating resources from other routes or adjusting schedules based on demand. At times that included making changes to equity routes, i.e. reducing frequencies on an underutilized equity route to add peak trips to another equity route experiencing pass-ups. All of these service decisions were guided by the Equity Strategy framework and principles, ensuring that reallocation of resources occurred only after all other options had been exhausted.

**Figure 7 FY 24-25 & FY 25-26 Improvements Completed on Equity Routes**

Equity Route	Equity Strategy Neighborhood	Improvements Completed in FY 24-25 & 25-26 & Improvements In Progress
<b>K Ingleside</b>	Oceanview-Ingleside	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>• K Ingleside Rapid Project (initial transit reliability/safety upgrades, and 2-car trains on Ocean Ave)</li> <li>• <i>In Progress: K Ingleside Rapid Project (remaining transit reliability/safety upgrades, and 2-car trains on Ocean Ave)</i></li> </ul>
<b>M Ocean View</b>	Oceanview-Ingleside	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>• M Ocean View Transit &amp; Safety Project (transit lanes on San Jose Avenue; transit boarding island upgrades on San Jose Avenue at Lakeview and Niagara avenues)</li> <li>• <i>In Progress: M Ocean View Transit &amp; Safety Project (remaining transit reliability, safety and accessibility improvements on the M-line from Junipero Serra Blvd. to Balboa Park Station)</i></li> </ul>
<b>T Third</b>	Bayview, Visitacion Valley	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>• T Third Muni Forward improvements (signal timing and signal priority improvements in SoMa, Mission Bay and Dogpatch)</li> <li>• <i>In Progress: T Third Muni Forward improvements (signal timing and signal priority improvements in Bayview and Sunnysdale); red colorization of existing transit lane on 4th Street near 4th Street Bridge</i></li> </ul>
<b>1 California</b>	Chinatown	<u>Service &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>• Fall 2024: Increased frequency and capacity on short service by reallocating resources from the long line to address crowding trends. Changes included changing frequencies on long line from 8 min long to 10 min and short line from 20 min to 10 min. This allowed for a consistent combined 5 min frequency on the inner portion.</li> </ul> <u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>• <i>In Progress: 1 California Muni Forward project (transit reliability and safety improvements along entire route); red colorization of existing transit lane on Sacramento Street in the Financial District</i></li> </ul>
<b>5 Fulton</b>	Western Addition	<u>Service &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>• Winter 2026: Due to vehicle availability with Potrero Yard closure, replaced all vehicles on route with smaller vehicles (60' to 40') on both weekdays and weekends. With this change, weekend frequency was increased from 10 min to 7 min to maintain peak capacity.</li> </ul> <p><i>Note: Summer 2025 service cuts focused on reducing redundant service instead of eliminating routes, this included truncating the 5 local service to Civic Center on weekdays only when the rapid to downtown is operating.</i></p> <u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>• Transit bulbs on Fulton Street in the Inner Richmond</li> </ul>



Equity Route	Equity Strategy Neighborhood	Improvements Completed in FY 24-25 & 25-26 & Improvements In Progress
<b>5R Fulton Rapid</b>	Western Addition	<p><u>Service &amp; Operational Improvement</u></p> <ul style="list-style-type: none"> <li>Winter 2026: Due to vehicle availability with Potrero Yard closure, replaced some vehicles on route with smaller vehicles (60' to 40'). With this change, frequency was increased from 11 min to 8 min to maintain peak capacity as well as add peak trips to address crowding.</li> </ul> <p><u>Transit Priority Project</u></p> <ul style="list-style-type: none"> <li><i>In Progress: Transit bulbs on Fulton Street in the Inner Richmond</i></li> </ul>
<b>6 Hayes-Parnassus</b>	Western Addition	<p><u>Service &amp; Operational Improvement</u></p> <ul style="list-style-type: none"> <li>Summer 2025: Service cuts focused on reducing redundant service instead of eliminating routes, this included combining the 6 Haight-Parnassus with the 21 Hayes into a new route called the 6 Hayes-Parnassus. Although this change was made to reduce operating costs, combining these routes allowed service to continue on Hayes Street and connect Western Addition to new destinations such as UCSF Parnassus with a one-seat ride.</li> <li>Fall 2025: Added stop along Panhandle to close stop spacing gap and improve access.</li> </ul> <p><u>Transit Priority Project</u></p> <ul style="list-style-type: none"> <li>New transit lane on Hyde Street from McAllister to Market</li> </ul>
<b>7 Haight-Noriega</b>	Western Addition	<p><u>Service &amp; Operational Improvement</u></p> <ul style="list-style-type: none"> <li>Summer 2025: Extended time span from 11pm to midnight to maintain coverage on Haight Street when the 6 Hayes-Parnassus route change took place.</li> </ul>
<b>8 Bayshore</b>	Citywide Accessibility, Chinatown, Excelsior-Outer Mission, Visitacion Valley	<p><u>Transit Priority Project</u></p> <ul style="list-style-type: none"> <li><i>In Progress: 8 Bayshore: Visitacion Valley Transit Stop Improvements (transit bulbouts); 3rd Street Transit &amp; Safety Project (transit bulb upgrades on 3rd Street in SoMa)</i></li> </ul> <p><i>Note: Construction reroute in place to support Sunnydale HOPE SF project under construction. Will be rerouting back to original route in late 2026/early 2027.</i></p>
<b>8AX Bayshore Express</b>	Citywide Accessibility, Chinatown, Excelsior-Outer Mission, Visitacion Valley	<p><u>Transit Priority Project</u></p> <ul style="list-style-type: none"> <li><i>In Progress: 3rd Street Transit &amp; Safety Project (transit bulb upgrades on 3rd Street in SoMa)</i></li> </ul>
<b>8BX Bayshore Express</b>	Citywide Accessibility, Chinatown, Excelsior-Outer Mission, Visitacion Valley	<p><u>Transit Priority Project</u></p> <ul style="list-style-type: none"> <li><i>In Progress: 8 Bayshore: Visitacion Valley Transit Stop Improvements (transit bulbouts); 3rd Street Transit &amp; Safety Project (transit bulb upgrades on 3rd Street in SoMa)</i></li> </ul>



Equity Route	Equity Strategy Neighborhood	Improvements Completed in FY 24-25 & 25-26 & Improvements In Progress
		<i>Note: Construction reroute in place to support Sunnydale HOPE SF project under construction. Will be rerouting back to original route in late 2026/early 2027.</i>
<b>9 San Bruno</b>	Citywide Citywide Accessibility, Inner Mission, Visitacion Valley	<u>Service &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>Fall 2024: To increase weekend capacity, upsized weekend service from 40' to 60' vehicles.</li> </ul> <i>Note: Summer 2025 service cuts focused on reducing redundant service instead of eliminating routes, this included truncating the 9 local service to Market &amp; 11th St on weekdays only when the rapid to downtown is operating.</i>
<b>9R San Bruno Rapid</b>	Citywide Accessibility, Inner Mission, Vistacion Valley	
<b>12 Folsom-Pacific Long (to Cesar Chavez and Mission Street)</b>	Chinatown, Inner Mission, SoMa-Tenderloin	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li><i>In Progress: New transit lane on Folsom Street as part of Folsom Streetscape Project</i></li> </ul>
<b>14 Mission</b>	Citywide Citywide Accessibility, Excelsior-Outer Mission, Inner Mission, SoMa-Tenderloin	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>Install transit bulbs at Mission/16th streets and Mission/20th streets; Mission / Geneva Safety Project (transit bulbs and other reliability/safety improvements on Mission Street in the Excelsior District)</li> <li><i>In Progress: Transit bulb upgrade on Mission Street at 4th Street (outbound)</i></li> </ul>
<b>14R Mission Rapid</b>	Citywide Citywide Accessibility, Excelsior-Outer Mission, Inner Mission, SoMa-Tenderloin	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>Install transit bulbs at Mission/16th streets and Mission/20th streets; Mission / Geneva Safety Project (transit bulbs and other reliability/safety improvements on Mission Street in the Excelsior District)</li> </ul> <i>In Progress: Transit bulb upgrade on Mission Street at 4th Street (outbound)</i>
<b>15 Bayview Hunter Point Express</b>	Bayview	<u>Service &amp; Operation Improvement</u> <ul style="list-style-type: none"> <li>Summer 2025: Relocated southern terminal to improve service reliability and added stops to improve access in the Bayview neighborhood.</li> <li>Winter 2026: Added outbound stop at Union Square to improve transfers to/from Chinatown Station.</li> </ul> <u>Transit Priority Project</u> <ul style="list-style-type: none"> <li><i>In Progress: Transit bulb upgrade on 4th Street at Mission Street (outbound)</i></li> </ul>



Equity Route	Equity Strategy Neighborhood	Improvements Completed in FY 24-25 & 25-26 & Improvements In Progress
<b>19 Polk</b>	Bayview, SoMa-Tenderloin	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>• New transit lane on Hyde Street from Eddy to Market; Transit Delay Hot Spots program improvement at Larkin/O'Farrell; new transit boarding island on 7th Street at Mission Street</li> <li>• <i>In Progress: Red colorization of existing transit lanes on Hyde, 7th and 8th streets</i></li> </ul>
<b>22 Fillmore</b>	Inner Mission, Western Addition	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>• 16th Street Improvement Project (Muni Forward transit reliability improvements on 16th Street between Church and 3rd streets)</li> <li>• <i>In Progress: Fillmore Street Transit &amp; Safety Project (transit reliability and safety improvements)</i></li> </ul>
<b>23 Monterey</b>	Bayview	
<b>24 Divisadero</b>	Bayview, Inner Mission, Western Addition	
<b>25 Treasure Island</b>	Treasure Island	<i>Note: Construction reroute in place to support significant construction activity on island. Work collaboratively with Treasure Island Development Authority to minimize impacts.</i>
<b>27 Bryant</b>	Inner Mission, SoMa-Tenderloin	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>• New transit lane on Hyde Street from McAllister to Market; new transit boarding island on 7th Street at Mission Street</li> <li>• <i>In Progress: Red colorization of existing transit lanes on 7th, 8th and Hyde streets</i></li> </ul>
<b>29 Sunset</b>	Bayview, Excelsior-Outer Mission, Oceanview-Ingleside, Visitacion Valley	<u>Service &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>• Fall 2025: Added peak trips in the afternoon to address school crowding.</li> </ul> <u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>• 29 Sunset Improvement Project (Phase 1) – most construction completed</li> <li>• <i>In Progress: 29 Sunset Improvement Project (Phase 1) remaining construction; 29 Sunset Improvement Project (Phase 2); Transit signal priority enhancements</i></li> </ul>
<b>30 Stockton</b>	Citywide Accessibility, Chinatown	<u>Service &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>• Extended terminal to new Crissy Field Transit Center, expanding access to recreational activities.</li> </ul> <u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>• New transit lanes on Van Ness Ave</li> <li>• <i>In Progress: 3rd Street Transit &amp; Safety Project (transit bulb upgrades on 3rd Street in SoMa)</i></li> </ul>
<b>31 Balboa</b>	Citywide Accessibility, SoMa-	<i>Note: Summer 2025 service cuts focused on reducing redundant service instead of eliminating routes, this included truncating the 31 Balboa to</i>



Equity Route	Equity Strategy Neighborhood	Improvements Completed in FY 24-25 & 25-26 & Improvements In Progress
	Tenderloin, Western Addition	<i>its weekend terminal at Market &amp; Powell. Other Caltrain connections available at this location to continue trips.</i>
<b>33 Ashbury</b>	Inner Mission	
<b>38 Geary</b>	Citywide Citywide Accessibility, SoMa-Tenderloin	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li><i>In Progress: Geary Boulevard Improvement Project (Permanent construction)</i></li> </ul>
<b>38R Geary Rapid</b>	Citywide Citywide Accessibility, SoMa-Tenderloin	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li><i>In Progress: Geary Boulevard Improvement Project (Permanent construction)</i></li> </ul>
<b>43 Masonic</b>	Excelsior-Outer Mission	<u>Service &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>Summer 2025: Implemented stop consolidation to improve safety and accessibility at stops.</li> </ul> <u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>Mission / Geneva Safety Project (transit bulb and other reliability/safety improvements on Geneva Avenue in the Excelsior District)</li> </ul>
<b>44 O'Shaughnessy</b>	Bayview, Excelsior-Outer Mission	<u>Service &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>Summer 2025: Relocated stop to improve safety at stop.</li> </ul> <u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>Right turn pocket installed on Martin Luther King, Jr. Drive to reduce delay from vehicles turning into parking garage</li> </ul>
<b>45 Union-Stockton</b>	Chinatown	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li><i>In Progress: 3rd Street Transit &amp; Safety Project (transit bulb upgrades on 3rd Street in SoMa)</i></li> </ul>
<b>48 Quintara-24th St</b>	Inner Mission	<u>Service &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>Fall 2024: Added additional peak weekday trips to address school crowding.</li> <li>Summer 2026: Discontinued on-demand route through Twin Peaks to reduce travel time and reliability. Added stop to provide better transfer point to 35 line that covers the discontinued route.</li> <li>Winter 2026: Implemented a reroute through West Portal to reduce travel time and improve reliability on this route.</li> </ul>
<b>49 Van Ness</b>	Citywide Accessibility, Excelsior-Outer Mission, Inner Mission, SoMa-Tenderloin	<u>Service &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>Fall 2025: Added trips in the AM peak direction to address crowding.</li> </ul> <u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>New transit bulbs on Mission Street at 16th and 20th streets; Mission / Geneva Safety Project (transit bulbs and other reliability/safety improvements on Mission Street in the Excelsior District); transit lanes extended on Van Ness Avenue</li> </ul>



Equity Route	Equity Strategy Neighborhood	Improvements Completed in FY 24-25 & 25-26 & Improvements In Progress
<b>52 Excelsior</b>	Excelsior-Outer Mission	<u>Summer &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>Summer 2025: Relocated stop to improve safety at stop.</li> </ul>
<b>54 Felton</b>	Bayview, Excelsior-Outer Mission, Oceanview-Ingleside	<u>Service &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>Summer 2025: Relocated stop to improve safety at stop.</li> <li>Winter 2026: Implemented schedule adjustments to improve transfer times with BART at Daly City Station.</li> </ul> <u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>Mission / Geneva Safety Project (transit bulbs and other reliability/safety improvements on Geneva Avenue in the Excelsior District)</li> </ul>
<b>56 Rutland</b>	Bayview, Visitacion Valley	<u>Summer &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>Fall 2025: Relocated stop to improve accessibility at stop.</li> </ul>
<b>90 San Bruno Owl</b>	Visitacion Valley	<u>Transit Priority Project</u> <ul style="list-style-type: none"> <li>Transit lanes extended on Van Ness Avenue</li> </ul>
<b>91 3rd St/19th Ave</b>	Bayview, Chinatown, Excelsior-Outer Mission, Visitacion Valley	<u>Summer &amp; Operational Improvement</u> <ul style="list-style-type: none"> <li>Fall 2024: Analyzed scheduled travel time to actual travel time and identified need for additional vehicle to maintain schedule. Added vehicle to improve reliability of service.</li> </ul>

## Data Review

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




- Service Delivery:** Previously service delivery was measured by looking at scheduled operator shifts filled as operator availability was a major factor in meeting service delivery. The SFMTA has made significant progress in recent years coordinating hiring and training of new operators and matching service plans to available resources. Tracking shifts filled is now less relevant of a factor to meeting service delivery and instead the equity strategy now focuses only on hours delivered. This metric measures how many shifts were filled but also accounts for the variety of unplanned service disruptions that can occur on any given service day. This metric better reflects the customer experience and will help pinpoint gaps for further investigating.
- Crowding:** Previous data analysis of this metric evaluated the percent of trips over capacity by the percent of trips that reached the crowding threshold at any point along the route. Recently the SFMTA has been setting a threshold where a crowded trips is only considered crowded if at least 5% of the stops on that trip carried a crowding load. Analyzing the data this way is more meaningful as it would highlight the routes where the trips are crowded for a segment of the route instead of at just one or two stops.
- Access to jobs and key destinations:** The Equity Toolkit was established during the pandemic response and measured access to essential jobs from equity neighborhoods at various commute time periods. This tool has been expanded to include not just essential jobs but all jobs. Additionally, the toolkit is now being used to measure access to other key destinations. This includes destinations such as grocery stores, community centers, hospital, etc.

## Metrics Evaluated & Performance Standards



### Metrics

Data from SFMTA’s performance dashboards for September and October 2025 was used to summarize the first three metrics listed in Figure 8. (See Appendix C for additional details.) The accessibility metrics were calculated using SFMTA’s Equity Toolkit methodology (see Appendix B for additional details).

**Figure 8 Performance and Accessibility Metrics**

 <p><b>Service Delivery</b></p>	<p><b>Hours Delivered:</b> % of scheduled revenue hours completed.</p>
 <p><b>Crowding</b></p>	<p><b>Crowded trips</b> with at least 5% of stops over the “crowding capacity” which is based on vehicle size.<sup>2</sup></p>
 <p><b>Headway Adherence</b></p>	<p><b>Headway adherence:</b> for routes managed based on <b>headway</b> (time between buses arriving in the same direction): % of arrivals that are not evenly spaced. <i>For example: did the route arrive every 10 mins as scheduled?</i></p>





<sup>2</sup> See SFMTA FY 2019-2030 Short-Range Transit Plan (SRTP), page 41

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

### Performance Standards

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

Figure 9 Performance Standards and Interpretation

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

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



## Comparison of Equity Routes to Non-Equity Routes

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

**Figure 10 Muni Service Categories**

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

## Service Delivery

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

**Figure 11 Service Delivery by Service Category**

Service Category	% of Weekday Service Hours Delivered
<b>Metro/Rapid</b>	<b>98.3%</b>
<b>Equity Routes</b>	<b>98.3%</b>
<b>Non-Equity Routes</b>	<b>98.3%</b>
<b>Frequent</b>	<b>98.6%</b>
<b>Equity Routes</b>	<b>98.6%</b>
<b>Non-Equity Routes</b>	<b>99.4%</b>
<b>Grid</b>	<b>99.1%</b>
<b>Equity Routes</b>	<b>99.1%</b>
<b>Non-Equity Routes</b>	<b>99.4%</b>
<b>Connector</b>	<b>97.9%</b>
<b>Equity Routes</b>	<b>97.6%</b>

Service Category	% of Weekday Service Hours Delivered
<b>Non-Equity Routes</b>	<b>97.9%</b>

Source: Sept-Oct 2025 weekday service data

## Crowding

SFMTA measures crowding based on the percentage of trips where 5% or more of trips exceed the crowding capacity for the vehicle. As shown in Figure 12, Muni Equity route crowding is similar or better to non-equity routes in the same service category.

**Figure 12 Crowding by Service Category, (Daytime)**

Service Category	Weekday Daytime Average % Trips Over Capacity
<b>Metro/Rapid</b>	<b>3%</b>
<b>Equity Routes</b>	<b>4%</b>
<b>Non-Equity Routes</b>	<b>2%</b>
<b>Frequent</b>	<b>7%</b>
<b>Equity Routes</b>	<b>7%</b>
<b>Non-Equity Routes</b>	<b>13%</b>
<b>Grid</b>	<b>5%</b>
<b>Equity Routes</b>	<b>5%</b>
<b>Non-Equity Routes</b>	<b>4%</b>
<b>Connector</b>	<b>0%</b>
<b>Equity Routes</b>	<b>0%</b>
<b>Non-Equity Routes</b>	<b>0%</b>

Source: Sept-Oct 2025 weekday service data, daytime service (6 am – 7 pm)

## Reliability

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



### Headway Adherence

Many higher frequency routes are managed based on “headway” meaning performance is measured by how well the service was delivered to its scheduled headways, meaning that it arrives at consistent intervals.

*For example: did the route arrive every 10 mins as scheduled?*



### On-Time Performance

Less frequent routes are managed based on a “timed schedule” meaning performance is measured by how well the service was delivered to its timed schedule.

*For example: did the route arrive at 8:01am as scheduled?*

Figure 13 summarizes performance in terms of either headway gaps or on-time performance.

- For routes managed by headway during daytime hours, Muni Equity Route performance is better or similar to non-equity routes in the same service category.

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

**Figure 13 Reliability by Service Category, (Daytime)**

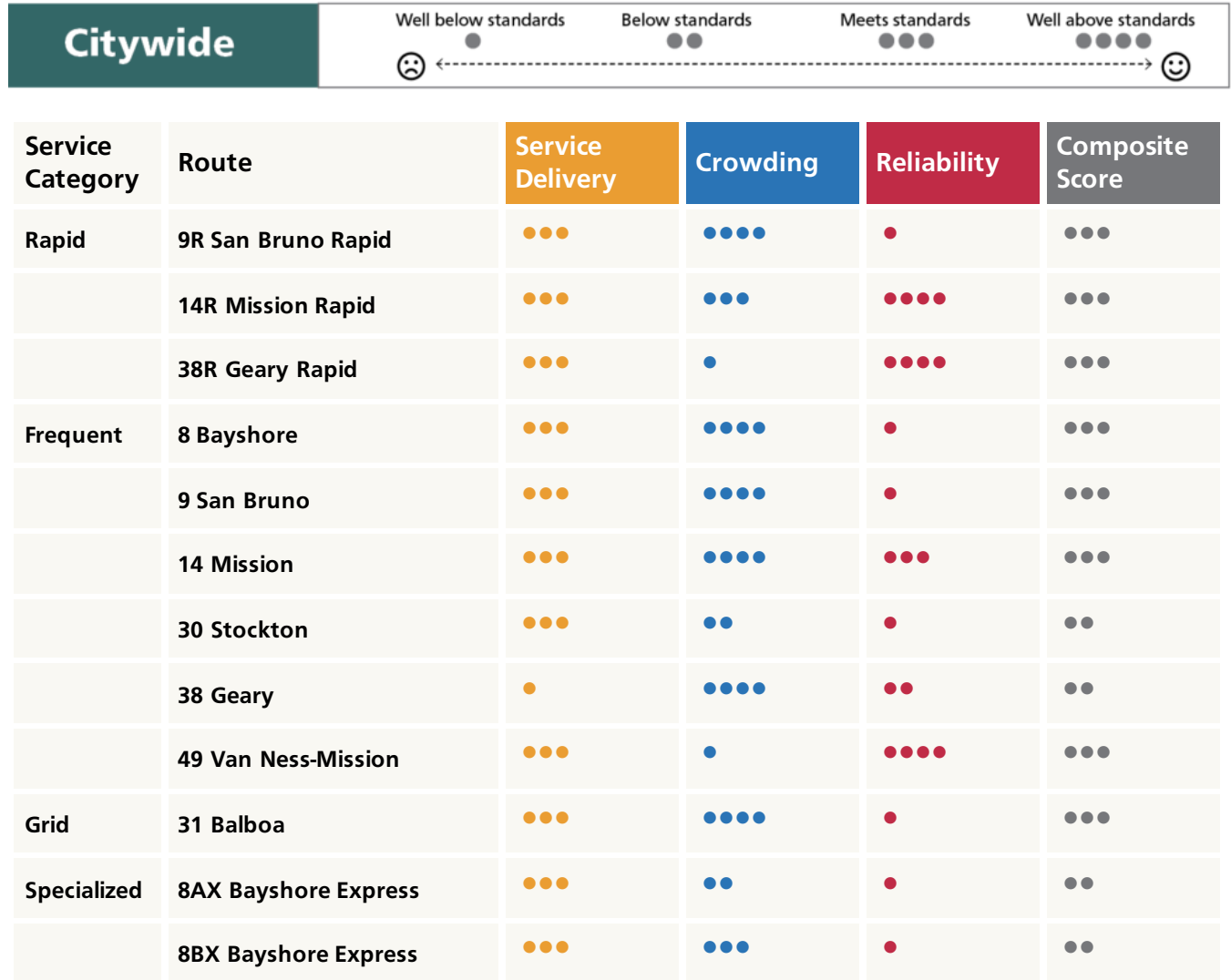
Service Category	Weekday Daytime Average Performance	
	Headway Adherence	On-Time Performance
<b>Metro/Rapid</b>	<b>89%</b>	-
<b>Equity Routes</b>	<b>89%</b>	-
<b>Non-Equity Routes</b>	<b>90%</b>	-
<b>Frequent</b>	<b>87%</b>	-
<b>Equity Routes</b>	<b>87%</b>	-
<b>Non-Equity Routes</b>	<b>83%</b>	-
<b>Grid</b>	<b>84%</b>	<b>64%</b>
<b>Equity Routes</b>	<b>84%</b>	<b>58%</b>
<b>Non-Equity Routes</b>	-	<b>77%</b>
<b>Connector</b>	<b>85%</b>	<b>58%</b>
<b>Equity Routes</b>	-	<b>64%</b>
<b>Non-Equity Routes</b>	<b>85%</b>	<b>56%</b>

Source: Sept-Oct 2025 weekday service data, daytime service (6 am – 7 pm)

## Citywide Accessibility Equity Route Performance

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

Figure 14 Citywide Accessibility: Route Performance



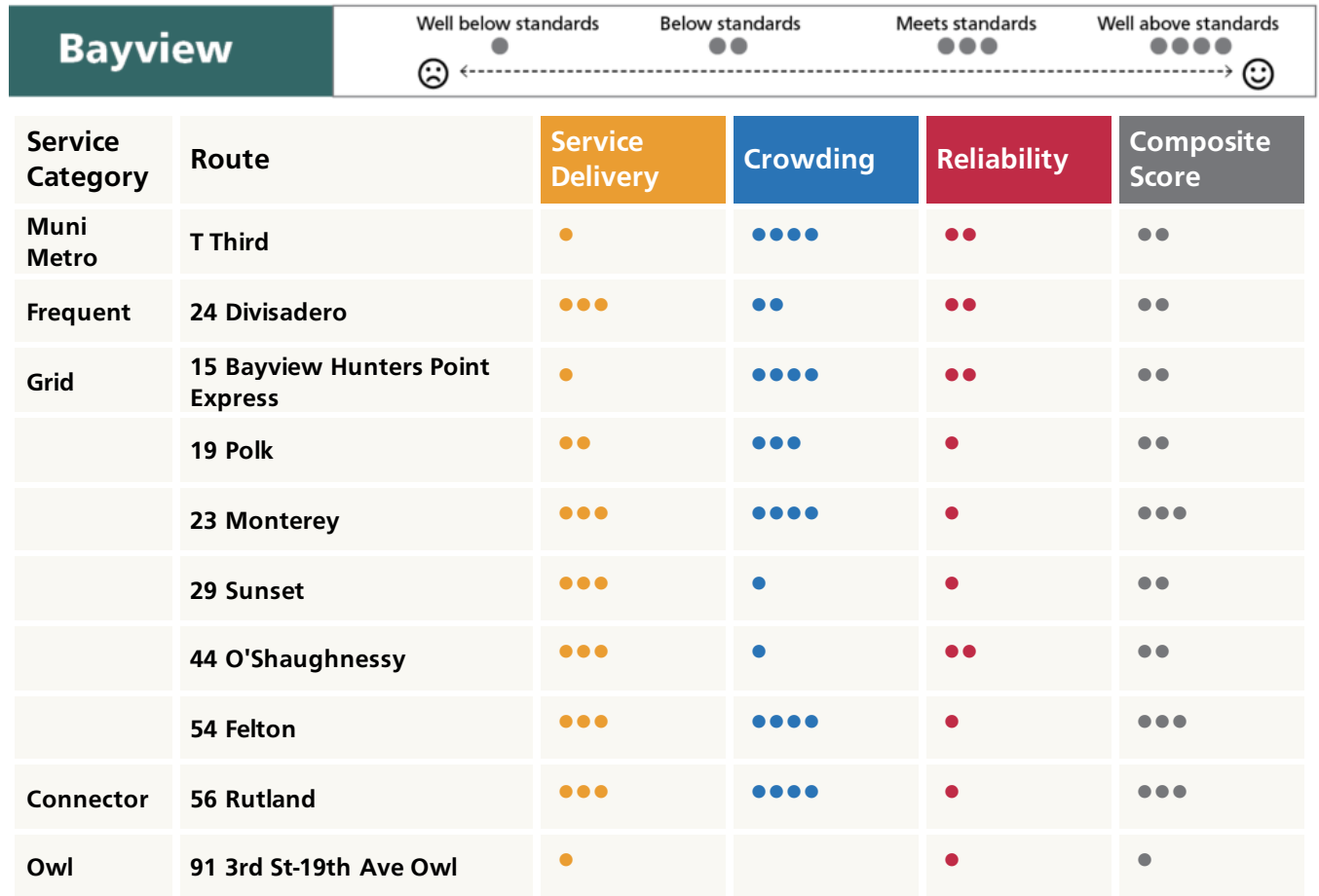
## Equity Neighborhood Performance and Access

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

### Bayview

#### Route Performance Table

Figure 15 Bayview: Route Performance



### Destination Accessibility & Transit Travel Shed

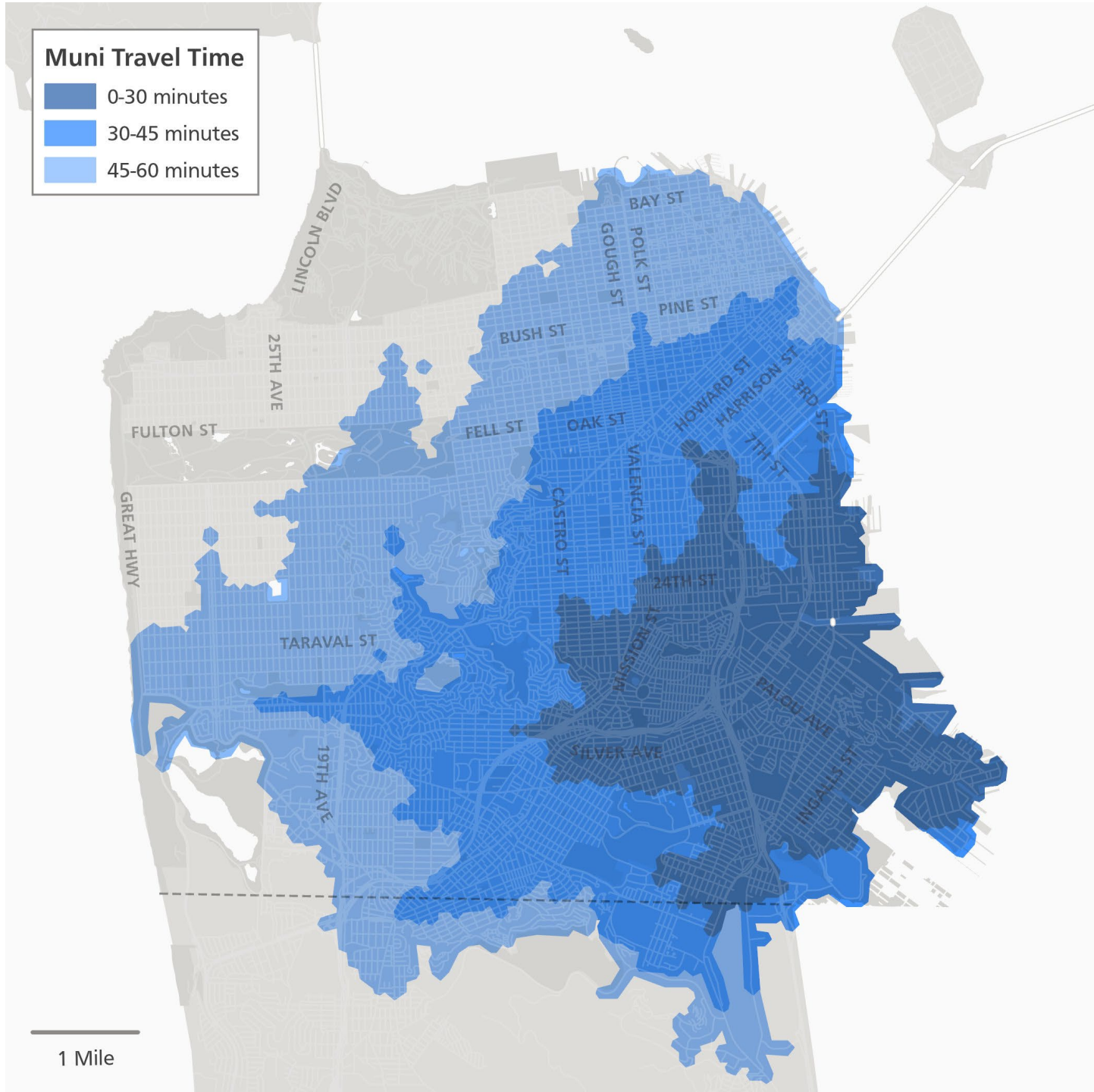
Figure 16 Bayview: Job and Destination Accessibility

Category	30 min	45 min	60 min
Jobs	64,000	455,000	716,000
Grocery Stores	88	251	448
Community Resources	17	70	115
Medical	3	6	11
Parks	58	140	226
Higher Education	1	13	20

Category	30 min	45 min	60 min
<b>Libraries</b>	8	15	25

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

**Figure 17 Bayview: Transit Travel Shed**



## Chinatown

### Route Performance Table

Figure 18 Chinatown: Route Performance

Chinatown		Well below standards	Below standards	Meets standards	Well above standards
		☹️	☹️	😊	😊
Service Category	Route	Service Delivery	Crowding	Reliability	Composite Score
Muni Metro	T Third	●	●●●●	●●	●●
Frequent	1 California	●	●	●●●	●●
	8 Bayshore	●●●	●●●●	●	●●●
	30 Stockton	●●●	●●	●	●●
Grid	12 Folsom-Pacific	●●●	●●●	●●	●●●
	45 Union-Stockton	●●●	●	●●	●●
Specialized	8AX Bayshore Express	●●●	●●	●	●●
	8BX Bayshore Express	●●●	●●●	●	●●
Owl	91 3rd St-19th Ave Owl	●●●		●	●●

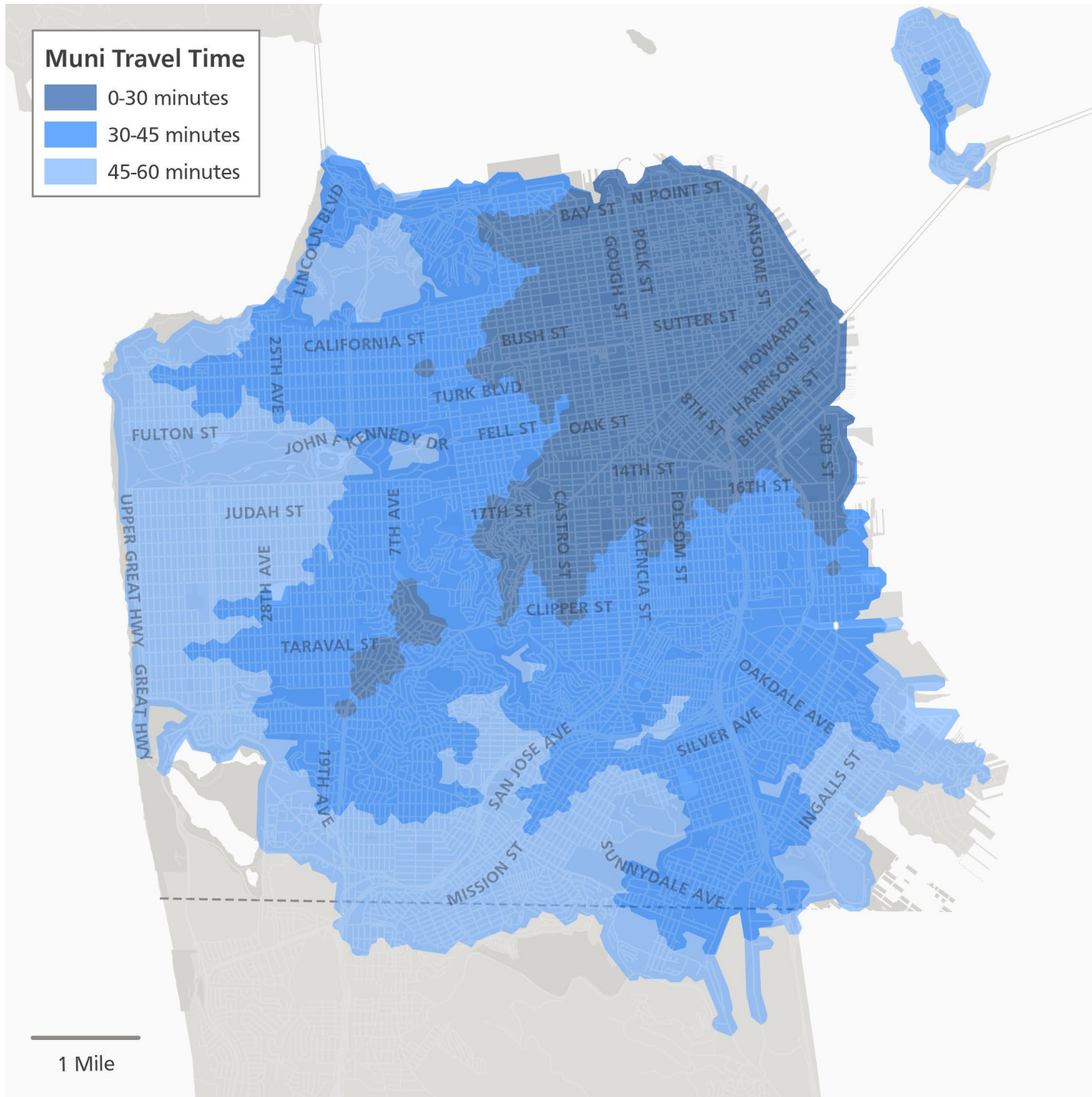
### Destination Accessibility & Transit Travel Shed

Figure 19 Chinatown: Job and Destination Accessibility

Category	30 min	45 min	60 min
<b>Jobs</b>	573,000	707,000	748,000
<b>Grocery Stores</b>	280	458	497
<b>Community Resources</b>	88	115	122
<b>Medical</b>	7	11	12
<b>Parks</b>	87	195	247
<b>Higher Education</b>	15	18	20
<b>Libraries</b>	12	26	29

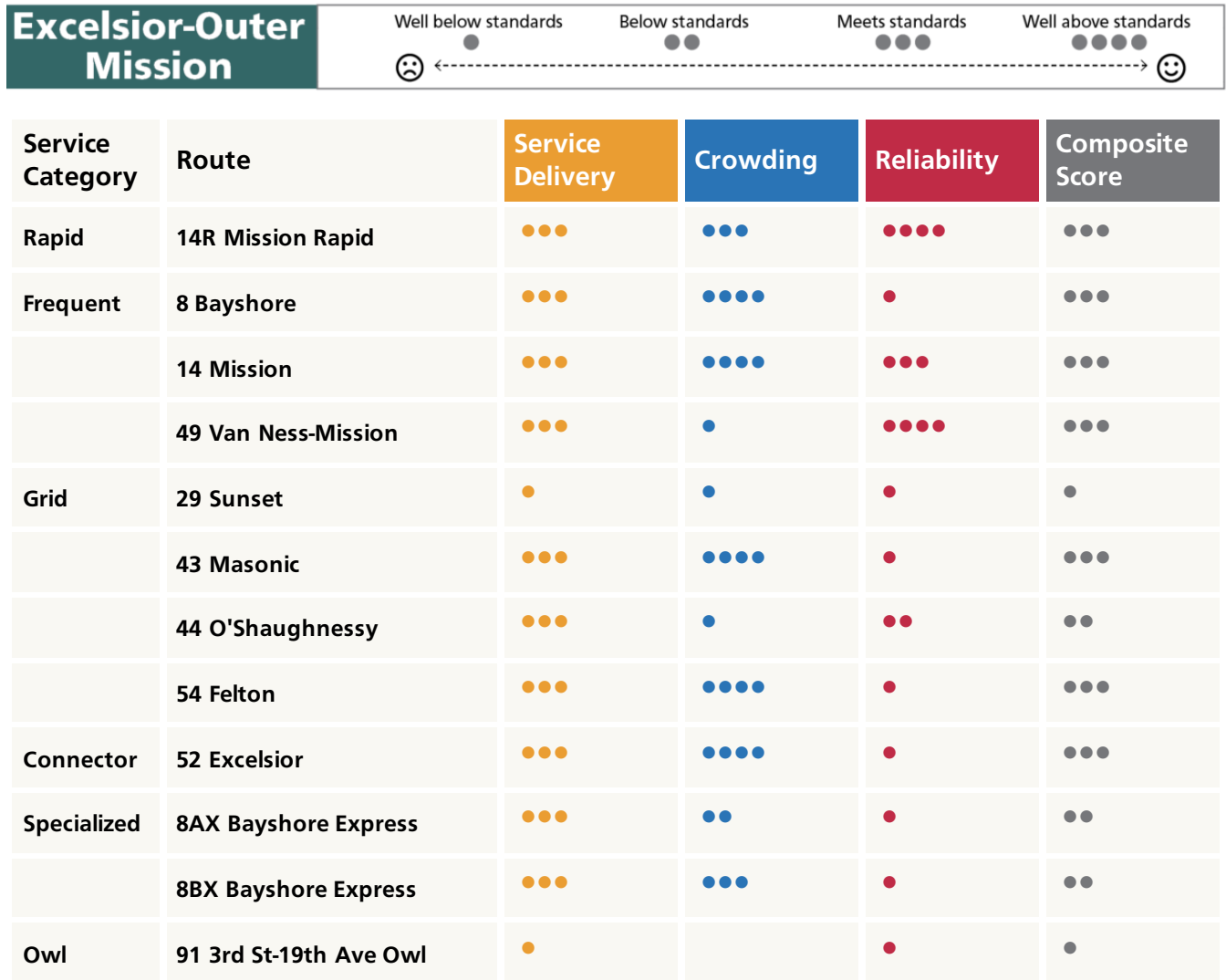
Sources: US Census Bureau LEHD, 2023 (jobs), ESRI Business Analyst, 2023 (Grocery Stores, Community Resources, Medical). DataSF, 2023 (Parks, Libraries), National Center for Education Data System, 2022 (Education).

Figure 20 Chinatown: Transit Travel Shed



## Excelsior-Outer Mission Route Performance Table

Figure 21 Excelsior-Outer Mission: Route Performance



## Destination Accessibility & Transit Travel Shed

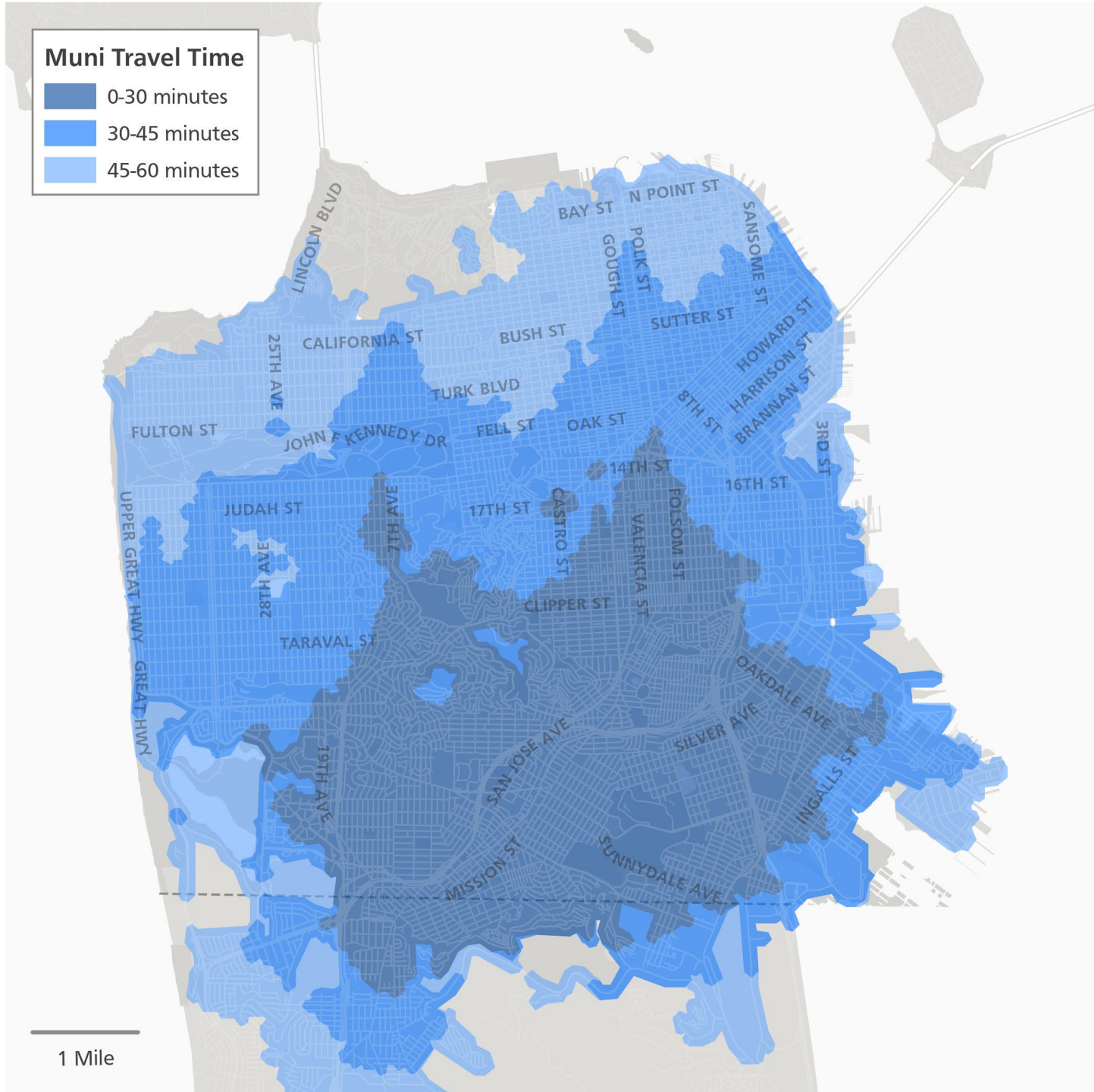
Figure 22 Excelsior-Outer Mission: Job and Destination Accessibility

Category	30 min	45 min	60 min
Jobs	85,000	659,000	753,000
Grocery Stores	157	382	492
Community Resources	24	105	121
Medical	2	8	12
Parks	95	194	250
Higher Education	3	18	20

Category	30 min	45 min	60 min
<b>Libraries</b>	<b>12</b>	<b>21</b>	<b>29</b>

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

**Figure 23 Excelsior: Transit Travel Shed**



## Inner Mission

### Route Performance Table

Figure 24 Inner Mission: Route Performance



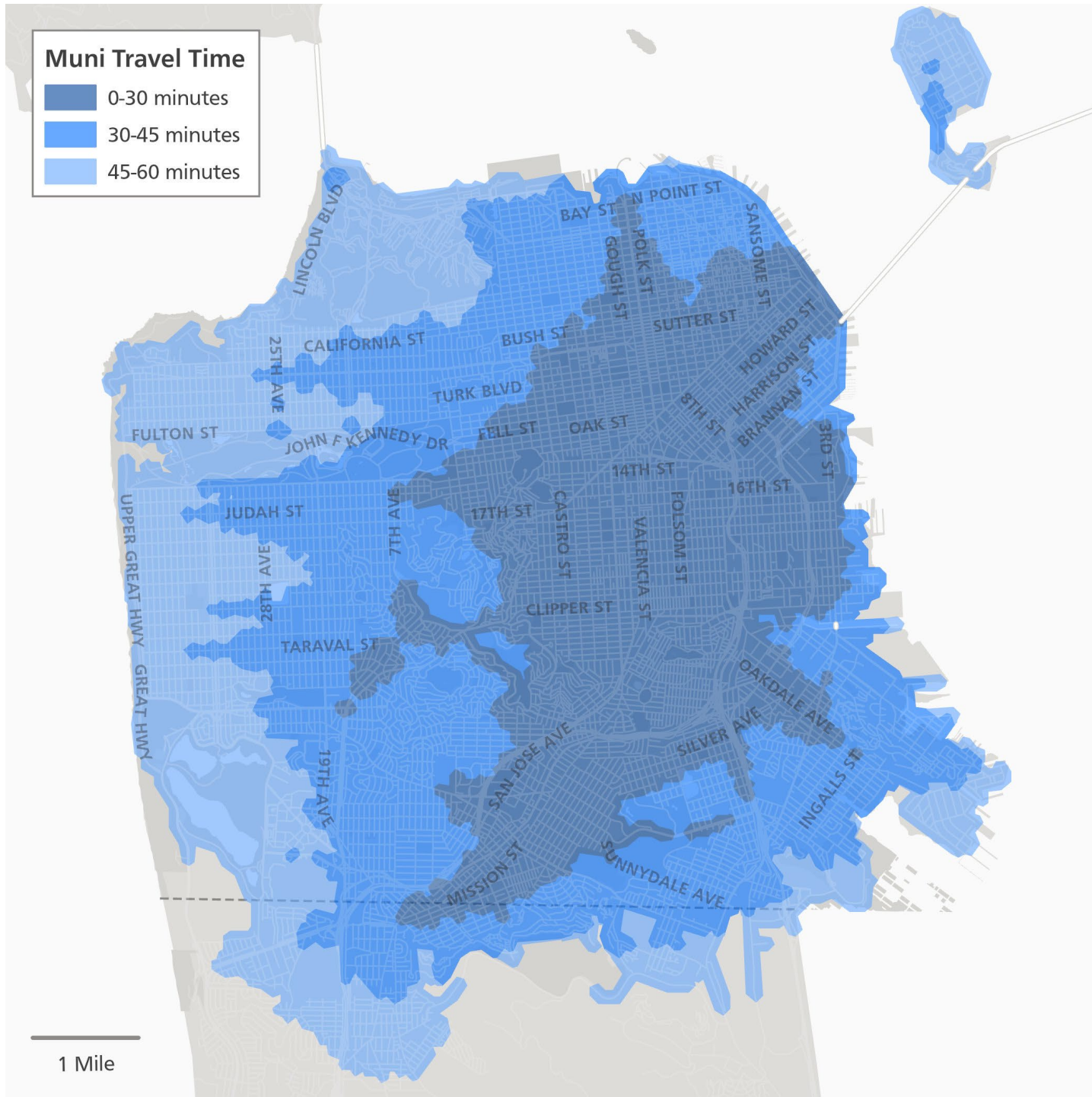
## Destination Accessibility & Transit Travel Shed

Figure 25 Inner Mission: Job and Destination Accessibility

Category	30 min	45 min	60 min
<b>Jobs</b>	600,000	724,000	757,000
<b>Grocery Stores</b>	348	472	497
<b>Community Resources</b>	91	118	122
<b>Medical</b>	8	11	12
<b>Parks</b>	126	213	241
<b>Higher Education</b>	17	20	20
<b>Libraries</b>	14	27	29

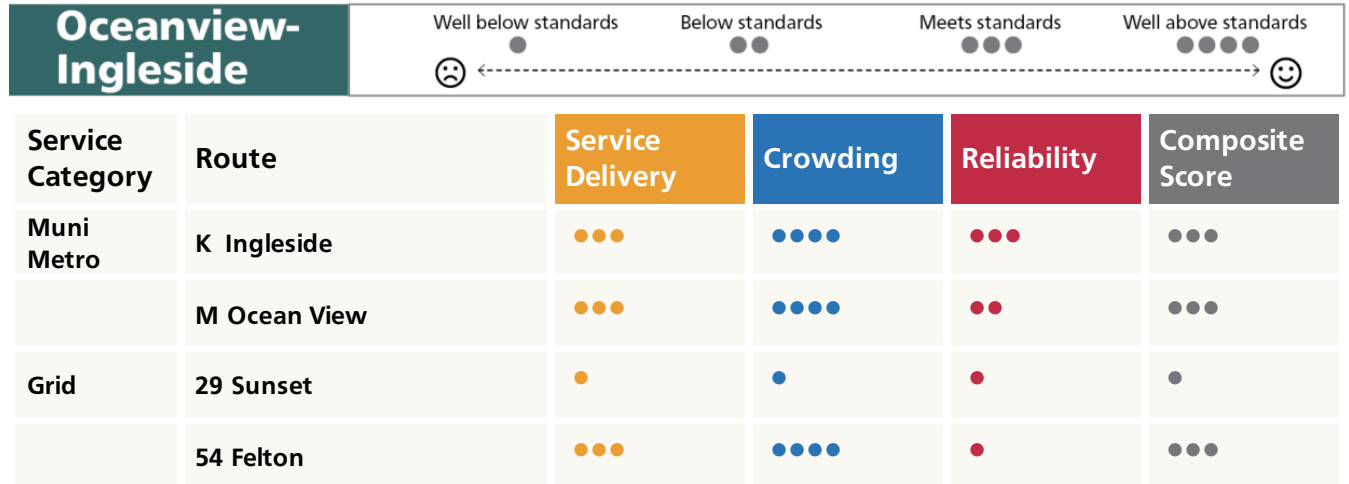
Sources: US Census Bureau LEHD, 2023 (jobs), ESRI Business Analyst, 2023 (Grocery Stores, Community Resources, Medical). DataSF, 2023 (Parks, Libraries), National Center for Education Data System, 2022 (Education).

Figure 26 Inner Mission: Transit Travel Shed



## Oceanview-Ingleside Route Performance Table

Figure 27 Oceanview-Ingleside: Route Performance



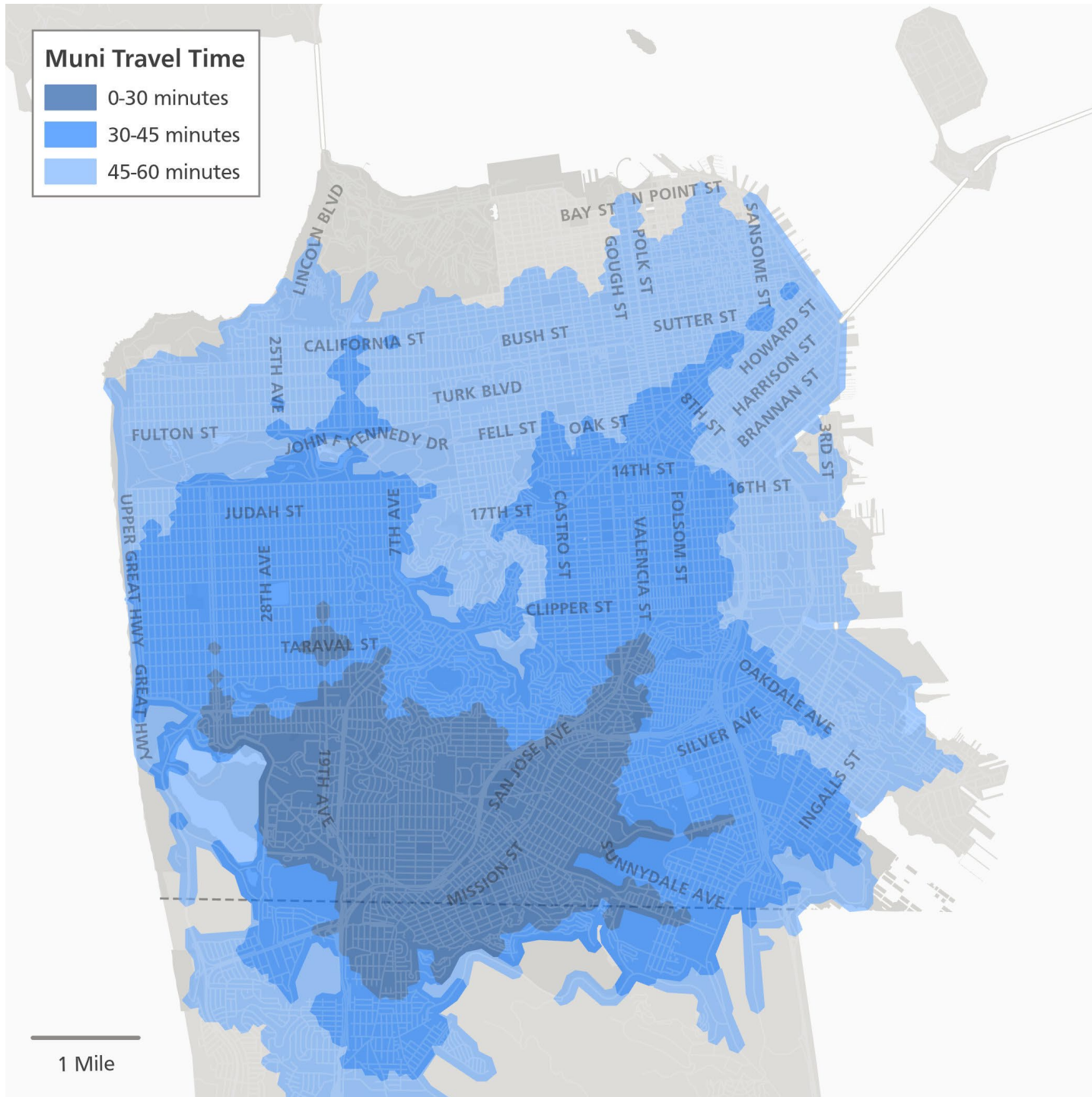
## Destination Accessibility & Transit Travel Shed

Figure 28 Oceanview-Ingleside: Job and Destination Accessibility

Category	30 min	45 min	60 min
<b>Jobs</b>	36,000	273,000	731,000
<b>Grocery Stores</b>	53	229	475
<b>Community Resources</b>	4	54	121
<b>Medical</b>	0	2	12
<b>Parks</b>	31	135	239
<b>Higher Education</b>	2	9	19
<b>Libraries</b>	7	18	27

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

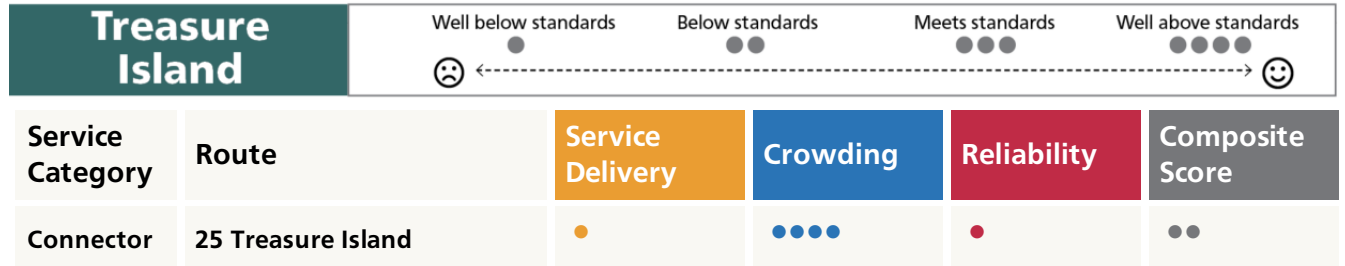
Figure 29 Oceanview-Ingleside: Transit Travel Shed



## Treasure Island

### Route Performance Table

Figure 30 Treasure Island: Route Performance



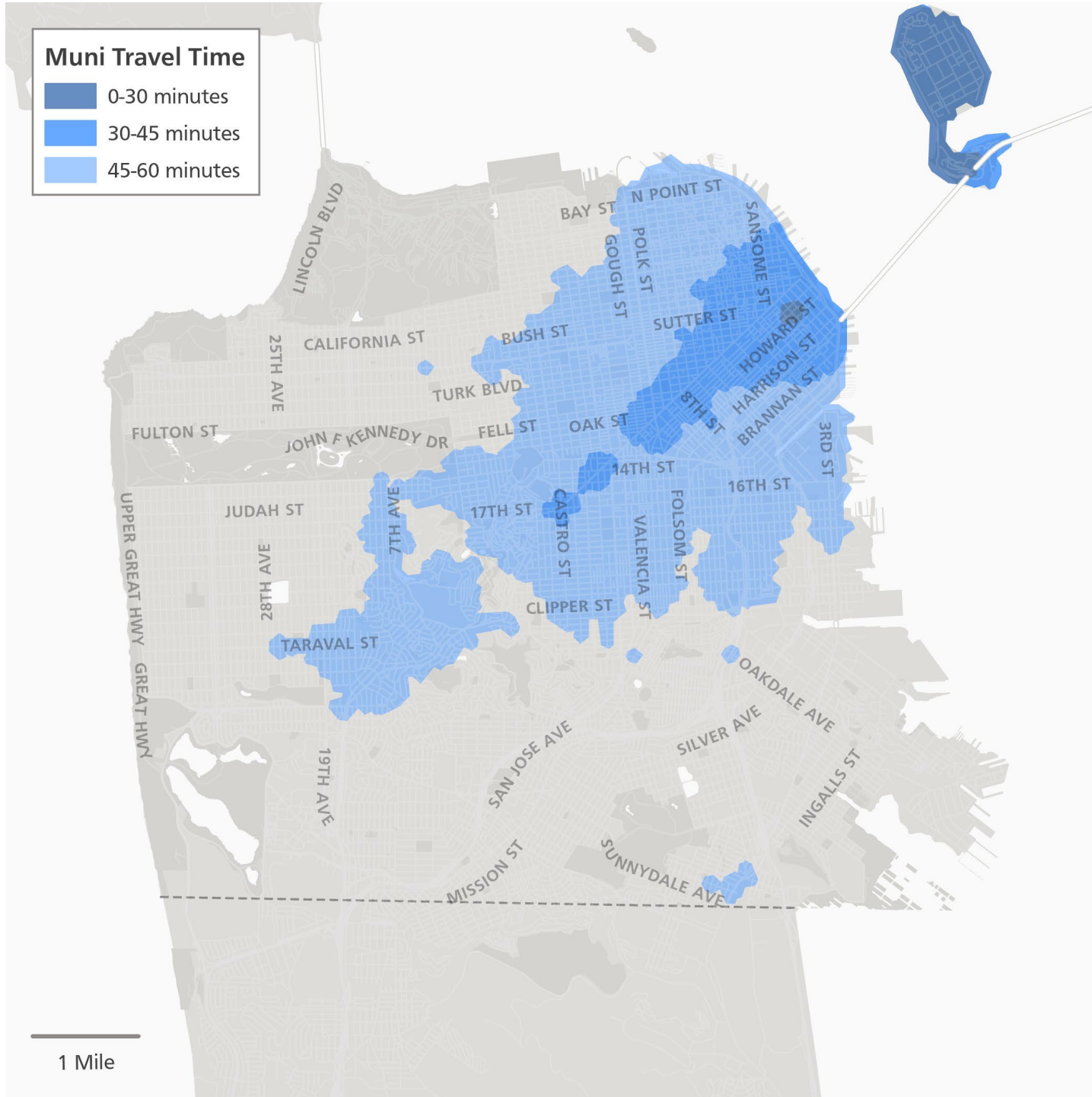
### Destination Accessibility & Transit Travel Shed

Figure 31 Treasure Island: Job and Destination Accessibility

Category	30 min	45 min	60 min
<b>Jobs</b>	26,000	414,000	614,000
<b>Grocery Stores</b>	1	102	320
<b>Community Resources</b>	1	55	95
<b>Medical</b>	0	1	8
<b>Parks</b>	0	21	117
<b>Higher Education</b>	0	12	17
<b>Libraries</b>	0	2	14

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

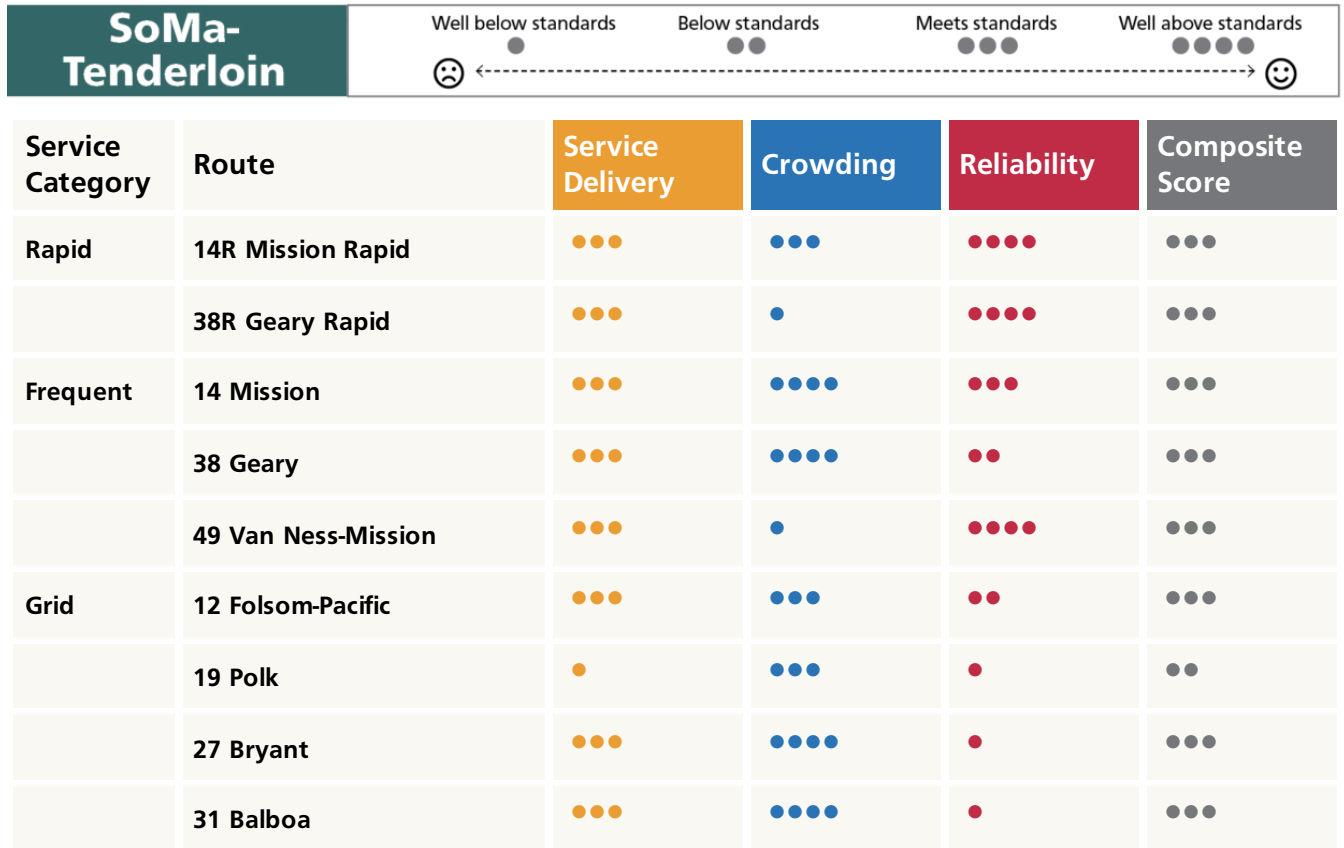
Figure 32 Treasure Island: Transit Travel Shed



## SoMa-Tenderloin

### Route Performance Table

Figure 33 SoMa-Tenderloin: Route Performance



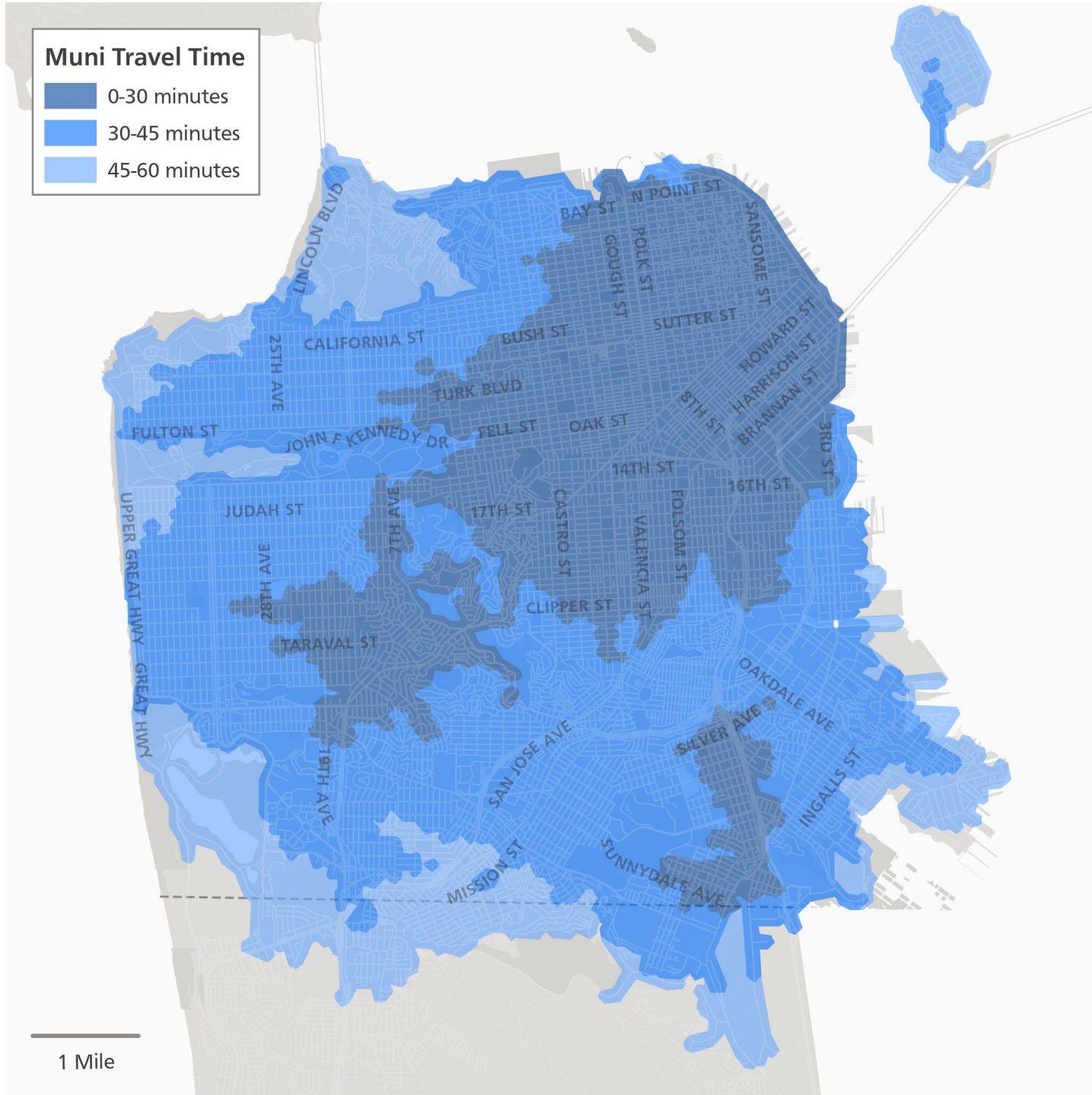
### Destination Accessibility & Transit Travel Shed

Figure 34 SoMa-Tenderloin: Job and Destination Accessibility

Category	30 min	45 min	60 min
<b>Jobs</b>	<b>627,000</b>	<b>737,000</b>	<b>752,000</b>
<b>Grocery Stores</b>	<b>348</b>	<b>489</b>	<b>497</b>
<b>Community Resources</b>	<b>100</b>	<b>122</b>	<b>122</b>
<b>Medical</b>	<b>10</b>	<b>11</b>	<b>12</b>
<b>Parks</b>	<b>122</b>	<b>239</b>	<b>260</b>
<b>Higher Education</b>	<b>18</b>	<b>20</b>	<b>20</b>
<b>Libraries</b>	<b>18</b>	<b>29</b>	<b>29</b>

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

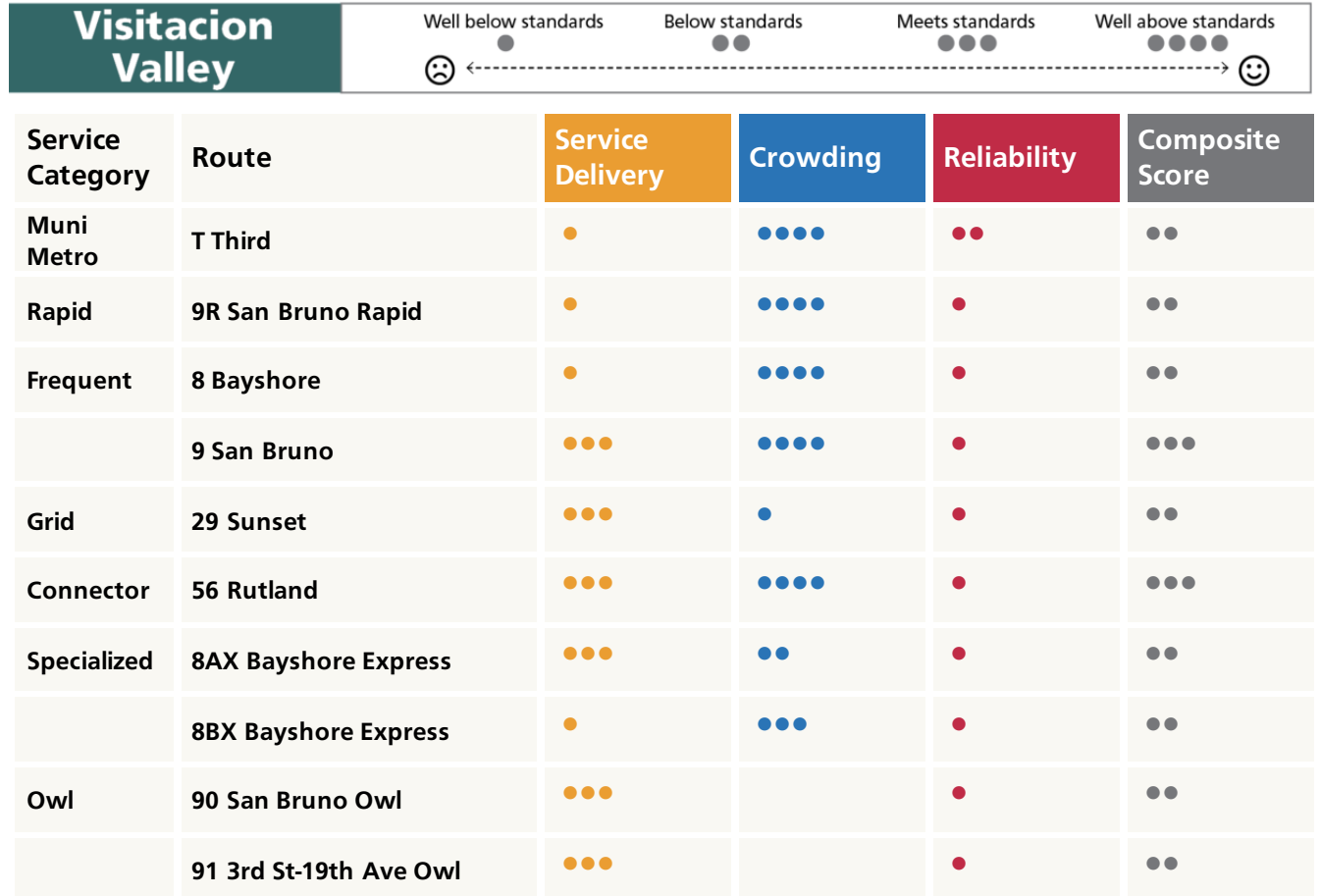
Figure 35 SoMa-Tenderloin: Transit Travel Shed



## Visitation Valley

### Route Performance Table

Figure 36 Visitation Valley: Route Performance



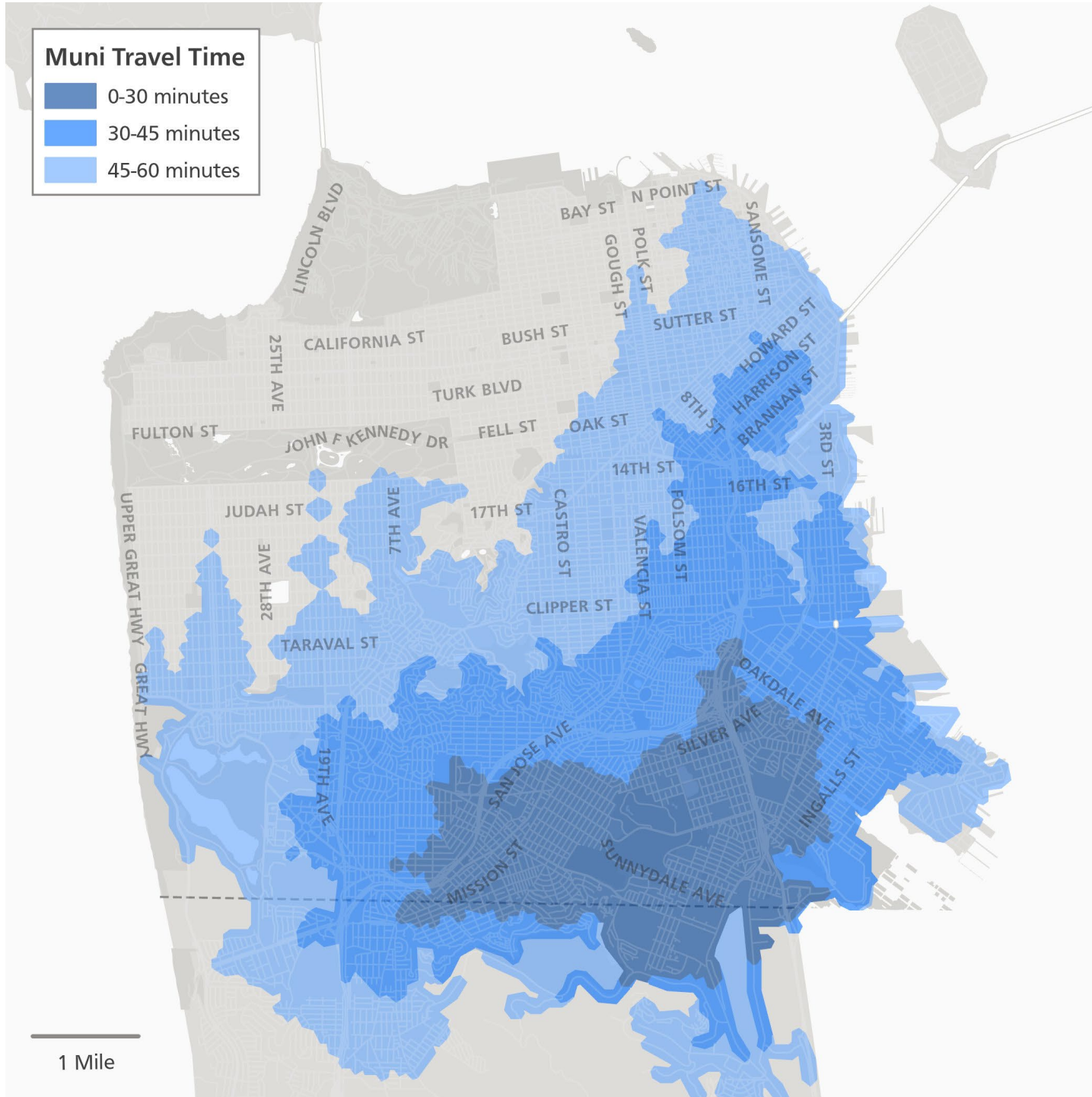
## Destination Accessibility & Transit Travel Shed

Figure 37 Visitation Valley: Job and Destination Accessibility

Category	30 min	45 min	60 min
<b>Jobs</b>	30,000	162,000	660,000
<b>Grocery Stores</b>	48	138	361
<b>Community Resources</b>	5	24	99
<b>Medical</b>	0	3	7
<b>Parks</b>	26	98	189
<b>Higher Education</b>	1	4	18
<b>Libraries</b>	5	10	20

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

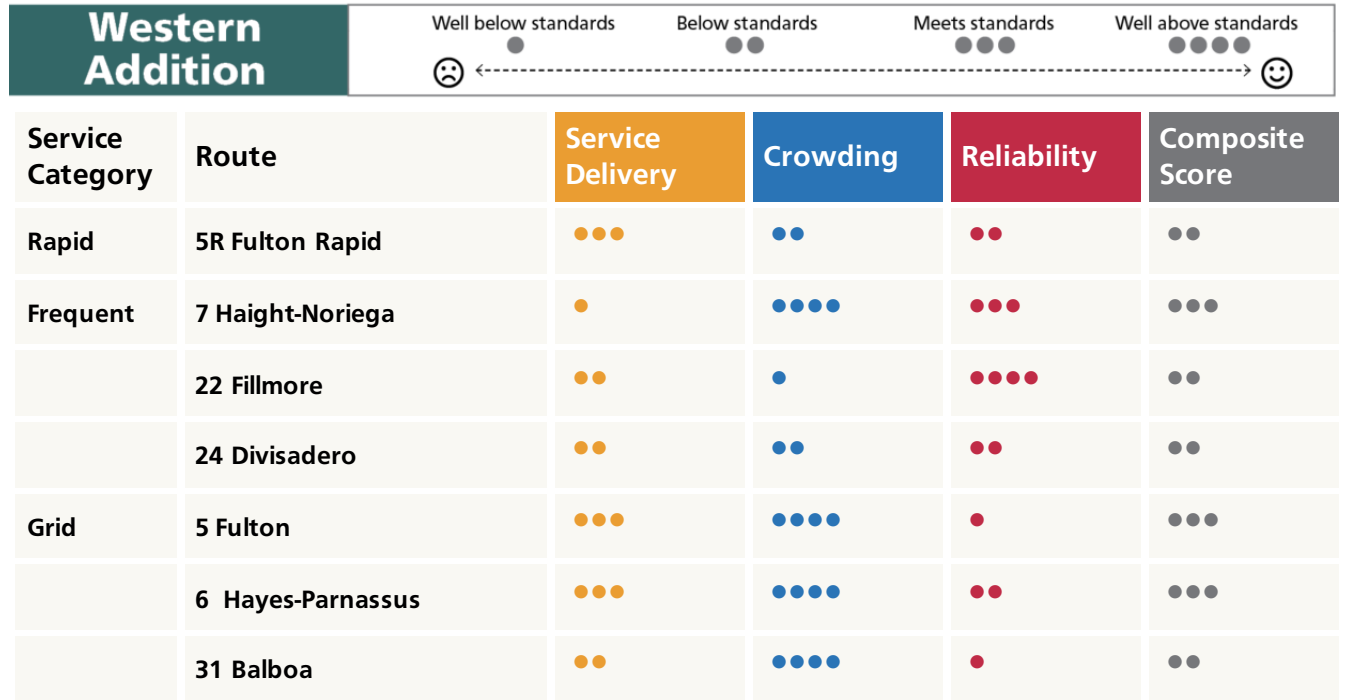
Figure 38 Visitation Valley: Transit Travel Shed



## Western Addition

### Route Performance Table

Figure 39 Western Addition: Route Performance



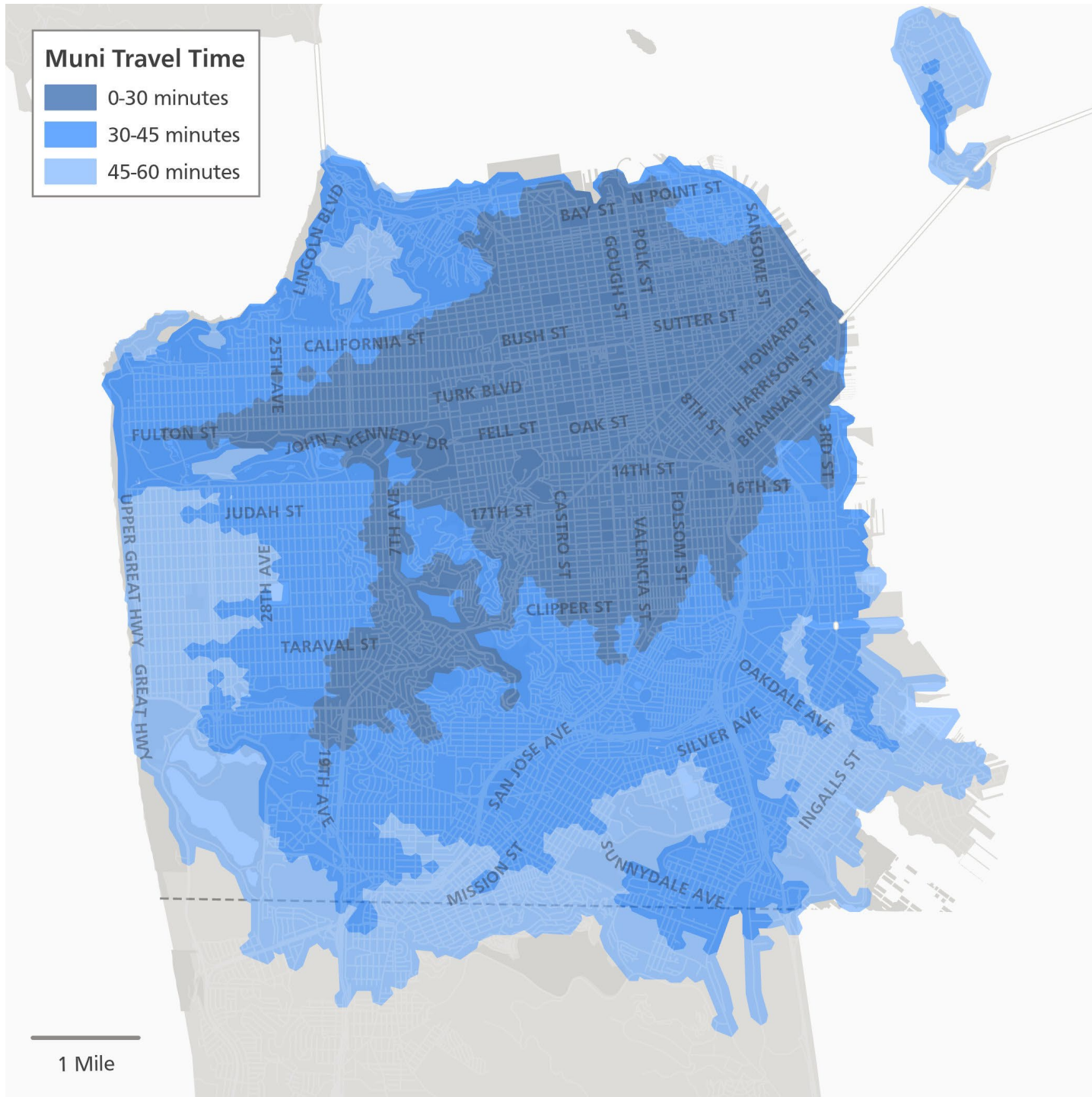
## Destination Accessibility & Transit Travel Shed

Figure 40 Western Addition: Job and Destination Accessibility

Category	30 min	45 min	60 min
<b>Jobs</b>	623,000	729,000	751,000
<b>Grocery Stores</b>	346	473	497
<b>Community Resources</b>	97	118	122
<b>Medical</b>	9	12	12
<b>Parks</b>	116	227	260
<b>Higher Education</b>	17	20	20
<b>Libraries</b>	15	28	29

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

Figure 41 Western Addition: Transit Travel Shed



# Progress on Muni Equity Strategy Initiatives

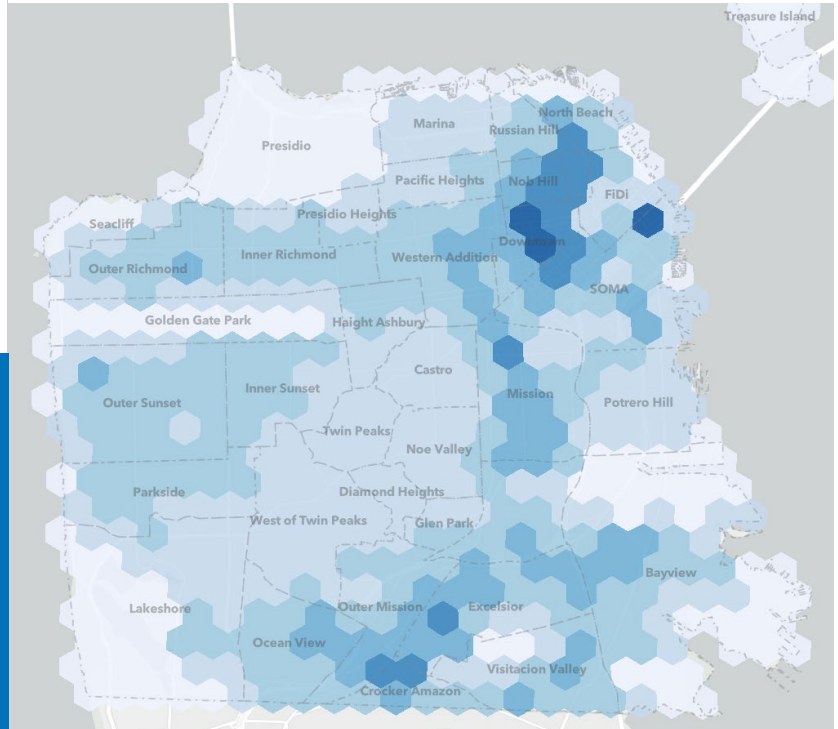
## Systemwide Service Evaluation

In Fiscal Year 24-25, the SFMTA began work on a new systemwide service evaluation that integrates the equity strategy data review and expands it to analyze all service at the route and systemwide level. The goal is to use the equity strategy framework and principles and apply it to a data driven approach that evaluates service performance, identifies service gaps and prioritizes service changes

**New Approach to Demographic Analysis**

Map on the right is an example of the demographic analysis underway showing concentrations of people of color throughout San Francisco using a hex-based approach with darker shades indicating higher concentrations. This analysis highlights overlap with equity neighborhoods while also identifying areas outside of those boundaries that may have equity populations, providing a more granular geographic analysis to incorporate into service planning decisions.

**Figure 42 Sample Demographic Analysis Underway**



centered around equity routes and the most transit dependent populations using demographic data from the latest Census and Muni Customer On-board Survey. This work is being done collaboratively with the Muni Equity Working Group and is targeted to be completed by the end of 2026.

## Muni Equity Working Group

The Muni Equity Working Group was reconvened in February 2024, meets bi-monthly and is composed of up to 20 seats appointed by SFMTA staff. Membership reflects persons with personal or professional experience in equity neighborhoods or familiarity with the experiences of transit-dependent populations in San Francisco. The primary role of the working group is to provide feedback and guidance as staff develops service plans and to work collaboratively with staff to develop the new systemwide service evaluation. Over the last two years, meetings have covered topics including the current transit service evaluation and implementation process, upcoming service changes, feedback to inform budget decisions such as the Summer 2025 service cuts, and guidance on metrics for the new systemwide evaluation process.

## Recommendations for FY 26-27 & 27-28

Typically, service improvements are recommended for each equity route as part of an Equity Strategy Update. Given the state of the operating budget, instead the recommendation for this Equity Strategy Update is to focus on the following to maximize service levels the operating budget is able to sustain.

### **Finalize systemwide evaluation framework in collaboration with Muni Equity Working Group**

Staff will continue to convene the Muni Equity Working Group and work collaboratively to develop the systemwide service evaluation framework. This framework will be used to inform a data-driven decision making process and will be used in the event the agency is required to reduce or expand transit service in this next two-year budget cycle.

### **Continue to monitor performance and crowding on Muni equity routes**

The SFMTA has made progress implementing new and improved strategies that have increased the quality of service delivered. In the next two-year budget cycle, the SFMTA will continue these efforts by prioritizing service management and crowding monitoring on equity routes. The SFMTA is currently piloting an effort to dispatch report (on-call) operators, who are typically assigned to fill in service gaps due to sick calls and other absences but may not be needed on a given day for scheduled service, to deliver additional trips on crowded equity routes when available. While reliability of report operators cannot be guaranteed consistently, this effort aims to maximize the use of available resources to provide additional trips.

### **Pursue cost-neutral changes informed by systemwide evaluation, working group and equity strategy principles**

To respond to real-time service needs, the SFMTA will continue to implement cost-neutral service changes through creative schedule efficiencies and, only as a last resort, reallocating service to where it is needed most based on demand. Cost-neutral service changes will be guided by the Equity Strategy principles, Muni Equity Working Group, and future systemwide evaluation process to ensure service changes do not disproportionately impact the riders most in need of transit, including those along equity routes unless all other options have been exhausted.

### **Develop modest service improvement proposals in FY27-28 if parcel tax is approved**

In the event the San Francisco parcel tax ballot measure is approved in Fall 2026, the SFMTA will use the equity strategy framework and principles to develop modest service improvement proposals for implementation in FY 27-28. Proposals will be vetted through the Muni Equity Working Group, a public outreach process and the SFMTA Board before finalized.

## Appendix A. Muni Service Equity Policy

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



### 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 extent resources are available.<sup>1</sup> 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

<sup>1</sup> 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. Equity Toolkit Supporting Information

## Equity Toolkit Methodology

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

### Data sources

Data	Source
Pedestrian network	Caltrans, SFMTA
Equity neighborhood census tract centroids	SFMTA
Transit data (GTFS) for Muni	511 Data ( <a href="https://511.org/open-data/transit">https://511.org/open-data/transit</a> ) for the month of September 2025
Job counts	U.S. Census LEHD, all jobs, by census block (2021)
Destination: Grocery stores	Esri Business Analyst (2023/08)
Destination: Community resources	Esri Business Analyst (2023/08): SIC code = 832294 (COMMUNITY CENTERS), 832218 (SOCIAL SERVICE & WELFARE ORGANIZATIONS)
Destination: Medical	Esri Business Analyst (2023/08)
Destination: Parks	Department of Rec & Park Properties (DataSF). Excluded propertyty = 'Library'
Destination: Colleges and Universities	National Center for Education Data System (2022)
Destination: Libraries	San Francisco Facilities - Current (DataSF): Selected jurisdiction = 'Public Library'

### Transit Travel Sheds Analysis

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

#### 1. Develop Transit and Pedestrian Network

A transit and pedestrian network was developed using the a pedestrian network built by SFMTA from Caltrans Bay Area roads, and GTFS data (September 2025). Walk time was calculated based on a “medium” walk time assumption of around 3 mph.

#### 2. Create transit travel sheds

Transit travel sheds were generated by using the Service Area tool in Esri’s transit network analysis workflow, with the following analysis settings:

- Trip origin: equity neighborhood census tract centroids
- Start time: 4:00 pm, using Wednesdays as a representative weekday
- Travel duration: 30, 45, and 60 minutes

<sup>3</sup> <https://sfgov.maps.arcgis.com/apps/MapSeries/index.html?appid=0ed0f731fd09458386193b5747e18584#>

## Job and Destination Analysis

### 3. Calculate job counts

The transit travel sheds were intersected with the 2023 LEHD data (by census blocks) to calculate the total number of jobs in the transit travel sheds, broken down into those accessible in 30, 45, and 60 minutes).

### 4. Identify Destinations

The latest destination data was obtained from various sources including SFData, Esri’s Business Analyst, and the National Center for Education Statistics. The project team then reviewed the data, removing duplicated records and minor facilities.

The transit travel sheds identified in the previous step were intersected with each destination layers in ArcGIS Pro to count the number of destinations for each neighborhood and travel time durations.

**Figure 43 Data Sources and Selection Criteria for Equity Toolkit Destinations**

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

The maps below illustrate the job and destination data analyzed:

- Citywide map of jobs: Figure B-2
- Citywide map of destinations: Figure B-3

Figure 44 Reference Map: Employment Density, 2023

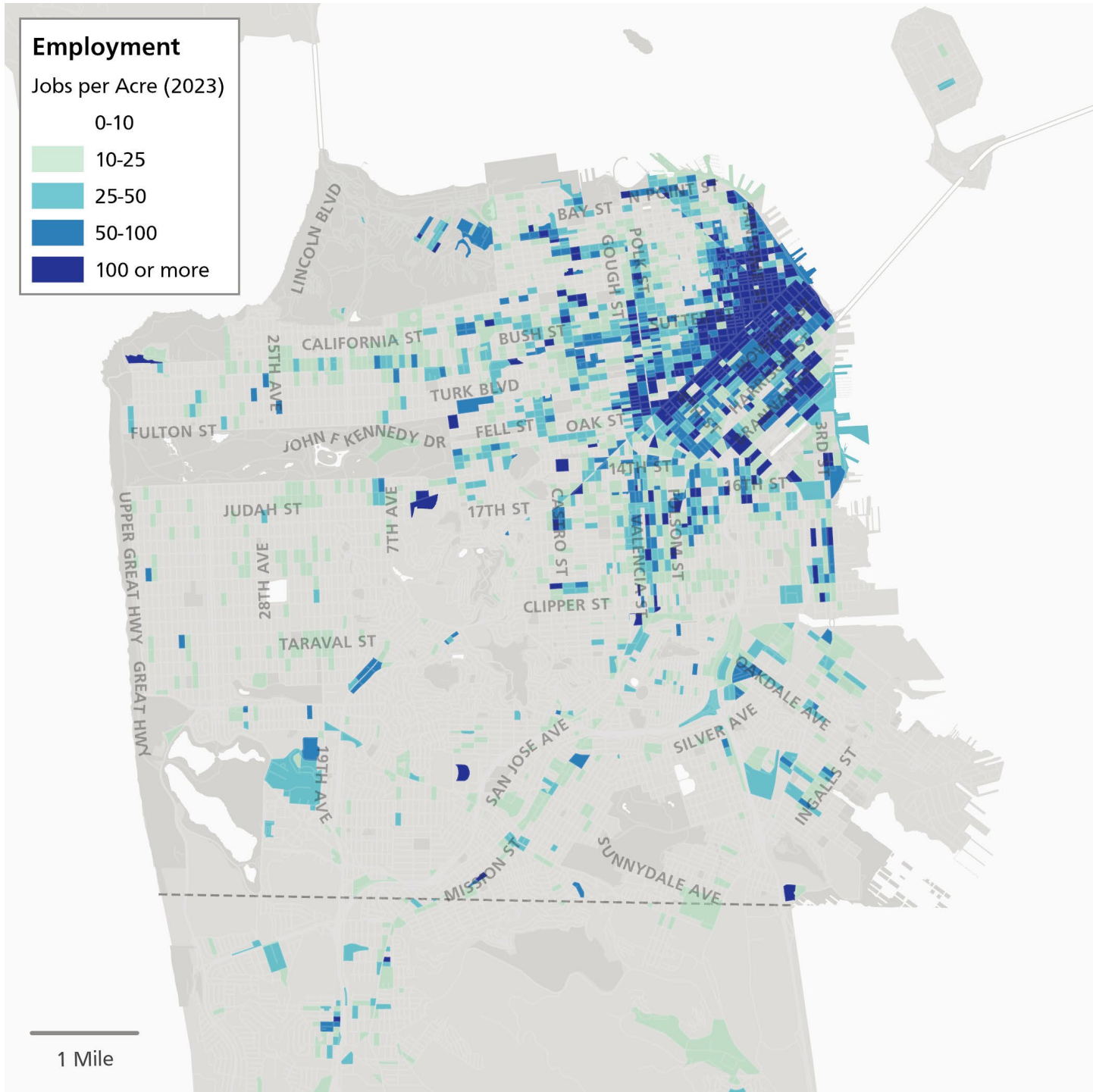
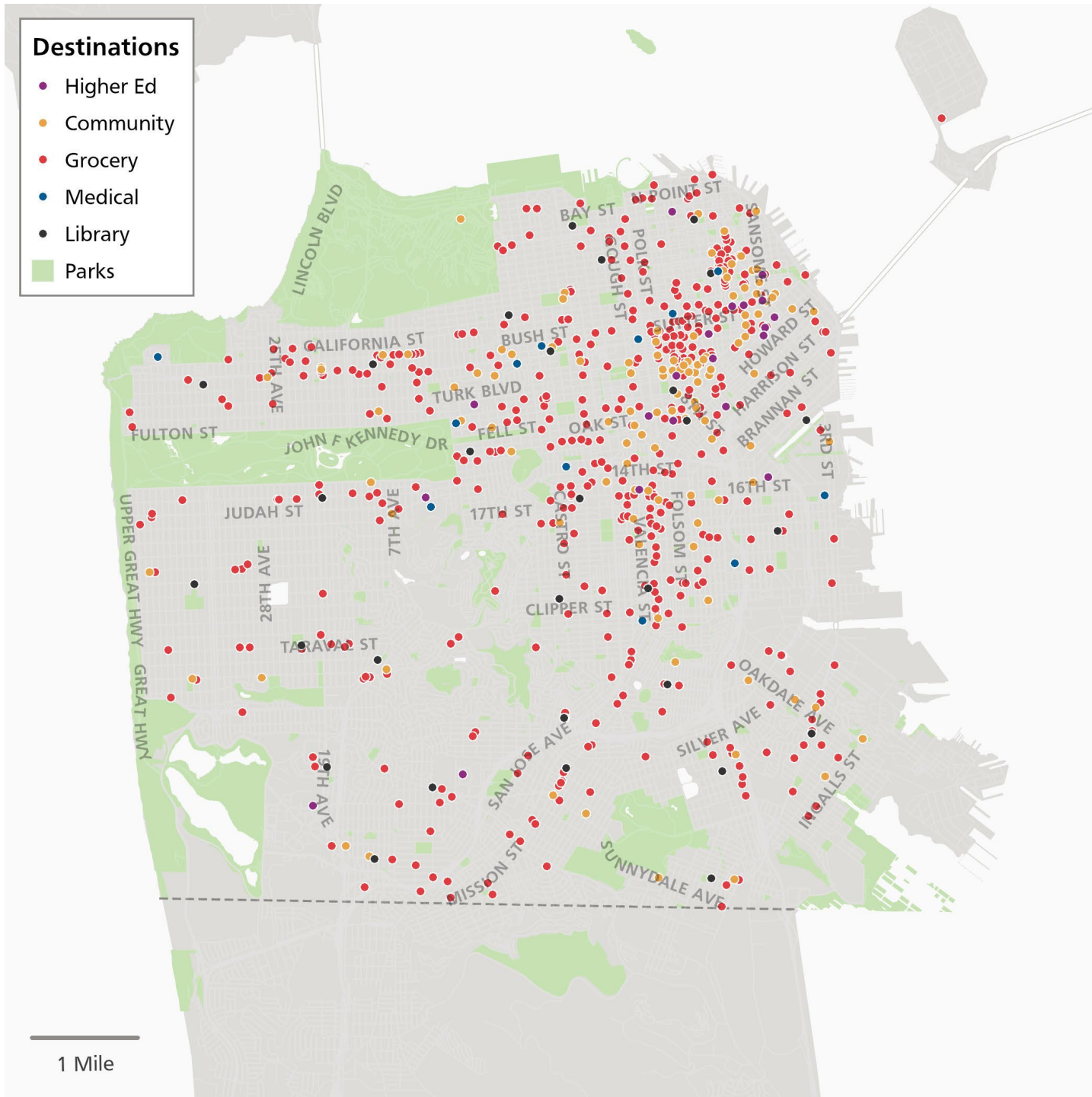


Figure 45 Reference Map: Activity Centers and Destinations



## Appendix C. Route Performance Supporting Information

This appendix provides:

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

### Performance Analysis Methodology

#### **Data Time Period**

- Data for September and October 2025 was used in this analysis.

#### **Time of Day Definition**

Data was summarized into the following time periods:

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

#### **Metric Definitions**

##### **Service Delivery:**

- **Service Hours Delivered**
  - Calculated as actual revenue hours divided by scheduled revenue hours.

##### **Crowding**

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

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

##### **Headway Adherence (Spacing)**

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

##### **On-Time-Performance (OTP)**

- On-Time Performance standards are:
  - Early: earlier than 1 minute
  - Late:  $5 \leq \text{time difference} < 10$
  - On-Time:  $-1 \leq \text{time difference} < 5$  minutes
  - Very Late: later 10 minutes or longer



- Calculate the time difference between scheduled and actual departure time at scheduled stops.
- Based on the “On-Time” standard, identify “On-Time” status at scheduled stops.
- Calculate “On-Time” percentage as the sum of all on-time departures divided by total departures by each route, day of week, and time of day.

## Route Reference Table

For each route evaluated in this report, the table below identifies the service category, “management mode” (Headway vs. Timepoint Schedule), “Equity Route” designation, and Equity Neighborhood(s) served. The table only includes routes that were in service as of October 2025.

**Figure 46 Route Reference Table**

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



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

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

## Route Performance

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

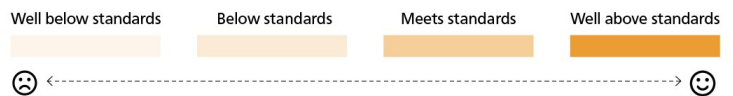
Note: For cells that have a "-" or "NA" that data point is either not relevant for that time period or not available.

### Citywide Accessibility

#### Service Delivery



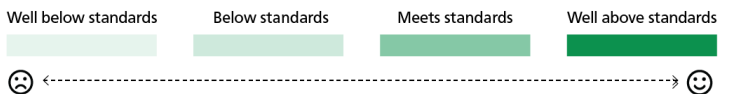
Service Category	Route Name	% of Hours Delivered	
		Weekday	Weekend
Rapid	9R San Bruno Rapid	99.5%	-
	14R Mission Rapid	99.3%	96.8%
	38R Geary Rapid	99.1%	98.6%
Frequent	8 Bayshore	99.0%	97.7%
	9 San Bruno	98.8%	98.3%
	14 Mission	99.0%	91.6%
	30 Stockton	99.4%	95.3%
	38 Geary	96.9%	98.5%
	49 Van Ness-Mission	98.6%	96.7%
Grid	31 Balboa	98.8%	98.4%
Specialized	8AX Bayshore Express	99.1%	-
	8BX Bayshore Express	98.7%	-



#### Crowding



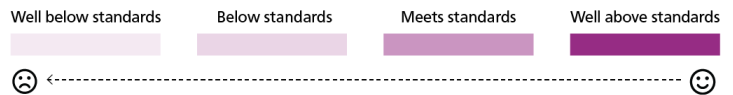
Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	9R San Bruno Rapid	0%	0%	-	-	-
	14R Mission Rapid	3%	0%	1%	0%	0%
	38R Geary Rapid	11%	1%	4%	1%	0%
Frequent	8 Bayshore	3%	0%	6%	1%	0%
	9 San Bruno	0%	0%	0%	0%	0%
	14 Mission	0%	0%	0%	0%	0%
	30 Stockton	6%	0%	6%	0%	0%
	38 Geary	2%	3%	1%	3%	0%
	49 Van Ness-Mission	11%	2%	6%	0%	0%
Grid	31 Balboa	1%	0%	1%	1%	0%
Specialized	8AX Bayshore Express	9%	-	-	-	-
	8BX Bayshore Express	3%	-	-	-	-



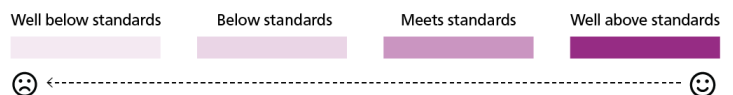
## Citywide Accessibility (Continued)

**Reliability**
**Headway Adherence**


Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Rapid	9R San Bruno Rapid	85%	80%	-	-
	14R Mission Rapid	92%	84%	89%	82%
	38R Geary Rapid	93%	88%	86%	84%
Frequent	8 Bayshore	84%	80%	84%	80%
	9 San Bruno	83%	77%	84%	83%
	14 Mission	89%	83%	86%	77%
	30 Stockton	80%	79%	78%	77%
	38 Geary	86%	74%	78%	77%
	49 Van Ness-Mission	90%	88%	85%	87%
Grid	31 Balboa	-	-	-	-
Specialized	8AX Bayshore Express	74%	75%	-	-
	8BX Bayshore Express	79%	86%	-	-


**On-Time Performance**


Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	9R San Bruno Rapid	-	-	-	-	-
	14R Mission Rapid	-	45%	-	34%	-
	38R Geary Rapid	-	40%	-	-	-
Frequent	8 Bayshore	-	51%	-	50%	0%
	9 San Bruno	-	50%	-	51%	15%
	14 Mission	-	49%	-	50%	47%
	30 Stockton	-	44%	-	53%	33%
	38 Geary	-	54%	-	48%	47%
	49 Van Ness-Mission	-	54%	-	54%	31%
Grid	31 Balboa	59%	54%	64%	55%	70%
Specialized	8AX Bayshore Express	-	-	-	-	-
	8BX Bayshore Express	-	-	-	-	-

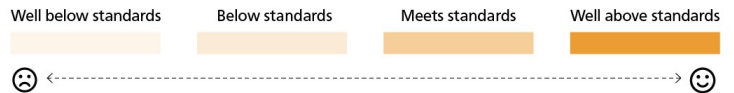


## Bayview

### Service Delivery



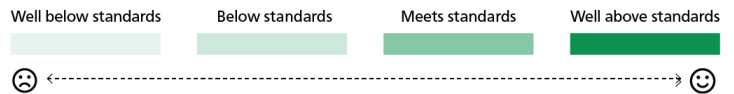
Service Category	Route Name	% of Hours Delivered	
		Weekday	Weekend
Muni Metro	T Third	97.9%	97.4%
Frequent	24 Divisadero	99.1%	98.7%
Grid	15 Bayview Hunters Point Express	97.1%	99.5%
	19 Polk	98.5%	98.7%
	23 Monterey	99.4%	99.0%
	29 Sunset	99.2%	99.2%
	44 O'Shaughnessy	99.3%	99.4%
	54 Felton	99.2%	99.7%
Connector	56 Rutland	99.5%	95.0%
Owl	91 3rd St-19th Ave Owl	95.1%	91.1%



### Crowding



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	T Third	0%	0%	0%	1%	0%
Frequent	24 Divisadero	7%	0%	1%	0%	0%
Grid	15 Bayview Hunters Point Express	1%	0%	1%	1%	0%
	19 Polk	3%	0%	1%	0%	0%
	23 Monterey	2%	0%	0%	0%	0%
	29 Sunset	13%	1%	2%	0%	0%
	44 O'Shaughnessy	11%	0%	1%	0%	0%
	54 Felton	1%	0%	0%	0%	0%
Connector	56 Rutland	0%	0%	0%	0%	-
Owl	91 3rd St-19th Ave Owl	-	1%	-	0%	1%



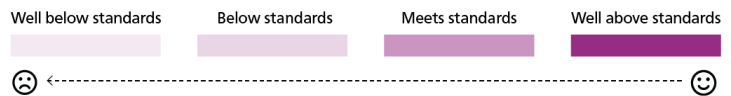
Bayview (Continued)

## Reliability

### Headway Adherence



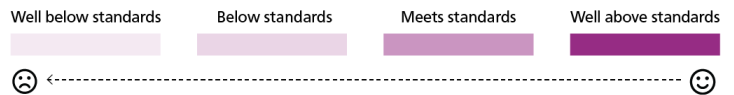
Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Muni Metro	T Third	87%	83%	87%	84%
Frequent	24 Divisadero	87%	77%	85%	79%
Grid	15 Bayview Hunters Point Express	86%	80%	84%	81%
	19 Polk	82%	77%	78%	74%
	23 Monterey	-	-	-	-
	29 Sunset	83%	77%	80%	79%
	44 O'Shaughnessy	86%	81%	87%	83%
	54 Felton	-	-	-	-
Connector	56 Rutland	-	-	-	-
Owl	91 3rd St-19th Ave Owl	-	-	-	-



### On-Time Performance



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	T Third	-	32%	-	33%	5%
Frequent	24 Divisadero	-	50%	-	50%	45%
Grid	15 Bayview Hunters Point Express	-	36%	-	35%	-
	19 Polk	-	37%	-	46%	-
	23 Monterey	46%	45%	51%	58%	66%
	29 Sunset	-	43%	-	49%	0%
	44 O'Shaughnessy	-	56%	-	52%	60%
	54 Felton	59%	56%	62%	49%	81%
Connector	56 Rutland	57%	41%	52%	44%	-
Owl	91 3rd St-19th Ave Owl	19%	81%	28%	80%	44%

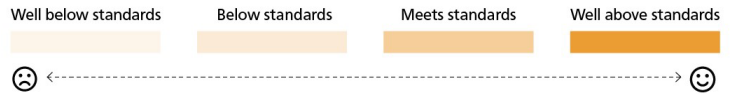


## Chinatown

### Service Delivery



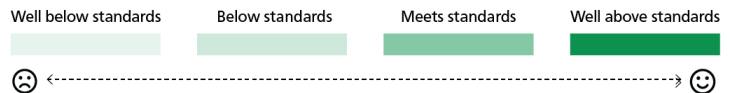
Service Category	Route Name	% of Hours Delivered	
		Weekday	Weekend
Muni Metro	T Third	97.9%	97.4%
Frequent	1 California	97.1%	98.3%
	8 Bayshore	98.7%	97.7%
	30 Stockton	98.6%	95.3%
Grid	12 Folsom-Pacific	99.4%	99.3%
	45 Union-Stockton	99.2%	98.4%
Specialized	8AX Bayshore Express	98.6%	-
	8BX Bayshore Express	98.7%	-
Owl	91 3rd St-19th Ave Owl	99.5%	91.1%



### Crowding



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	T Third	0%	0%	0%	1%	0%
Frequent	1 California	13%	2%	13%	1%	0%
	8 Bayshore	3%	0%	6%	1%	0%
	30 Stockton	6%	0%	6%	0%	0%
Grid	12 Folsom-Pacific	5%	0%	0%	0%	-
	45 Union-Stockton	14%	1%	13%	0%	0%
Specialized	8AX Bayshore Express	9%	-	-	-	-
	8BX Bayshore Express	3%	-	-	-	-
Owl	91 3rd St-19th Ave Owl	-	1%	-	0%	1%



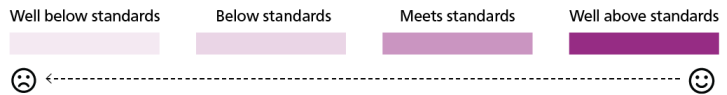
Chinatown (Continued)

Reliability

Headway Adherence



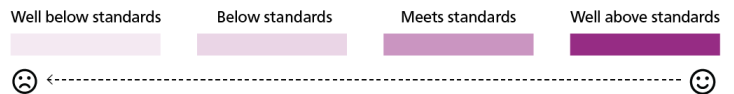
Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Muni Metro	T Third	87%	83%	87%	84%
Frequent	1 California	89%	85%	87%	82%
	8 Bayshore	84%	80%	84%	80%
	30 Stockton	80%	79%	78%	77%
Grid	12 Folsom-Pacific	86%	87%	85%	79%
	45 Union-Stockton	87%	86%	87%	83%
Specialized	8AX Bayshore Express	74%	75%	-	-
	8BX Bayshore Express	79%	86%	-	-
Owl	91 3rd St-19th Ave Owl	-	-	-	-



On-Time Performance



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	T Third	-	32%	-	33%	5%
Frequent	1 California	-	56%	-	61%	0%
	8 Bayshore	-	51%	-	50%	0%
	30 Stockton	-	44%	-	53%	33%
Grid	12 Folsom-Pacific	-	28%	-	39%	-
	45 Union-Stockton	-	41%	-	52%	-
Specialized	8AX Bayshore Express	-	-	-	-	-
	8BX Bayshore Express	-	-	-	-	-
Owl	91 3rd St-19th Ave Owl	19%	81%	28%	80%	44%

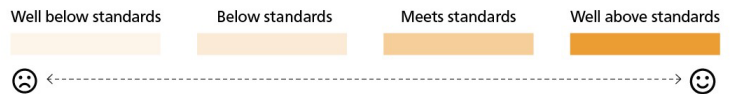


## Excelsior-Outer Mission

### Service Delivery



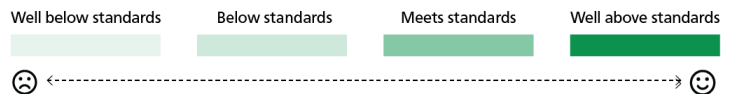
Service Category	Route Name	% of Hours Delivered	
		Weekday	Weekend
Rapid	14R Mission Rapid	99.0%	96.8%
Frequent	8 Bayshore	98.8%	97.7%
	14 Mission	99.4%	91.6%
	49 Van Ness-Mission	99.2%	96.7%
Grid	29 Sunset	96.9%	99.2%
	43 Masonic	99.1%	99.6%
	44 O'Shaughnessy	99.3%	99.4%
	54 Felton	99.5%	99.7%
Connector	52 Excelsior	99.2%	99.8%
Specialized	8AX Bayshore Express	98.7%	-
	8BX Bayshore Express	99.5%	-
Owl	91 3rd St-19th Ave Owl	97.9%	91.1%



## Crowding



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	14R Mission Rapid	3%	0%	1%	0%	0%
Frequent	8 Bayshore	3%	0%	6%	1%	0%
	14 Mission	0%	0%	0%	0%	0%
	49 Van Ness-Mission	11%	2%	6%	0%	0%
Grid	29 Sunset	13%	1%	2%	0%	0%
	43 Masonic	2%	0%	2%	0%	0%
	44 O'Shaughnessy	11%	0%	1%	0%	0%
	54 Felton	1%	0%	0%	0%	0%
Connector	52 Excelsior	0%	0%	0%	0%	-
Specialized	8AX Bayshore Express	9%	-	-	-	-
	8BX Bayshore Express	3%	-	-	-	-
Owl	91 3rd St-19th Ave Owl	-	1%	-	0%	1%



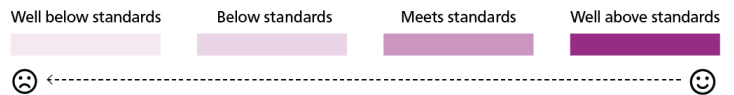
Excelsior-Outer Mission (Continued)

Reliability

Headway Adherence



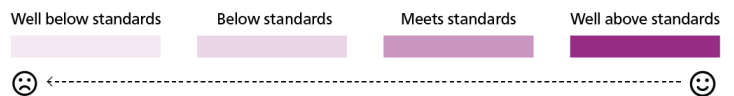
Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Rapid	14R Mission Rapid	92%	84%	89%	82%
Frequent	8 Bayshore	84%	80%	84%	80%
	14 Mission	89%	83%	86%	77%
	49 Van Ness-Mission	90%	88%	85%	87%
Grid	29 Sunset	83%	77%	80%	79%
	43 Masonic	83%	79%	83%	82%
	44 O'Shaughnessy	86%	81%	87%	83%
	54 Felton	-	-	-	-
Connector	52 Excelsior	-	-	-	-
Specialized	8AX Bayshore Express	74%	75%	-	-
	8BX Bayshore Express	79%	86%	-	-
Owl	91 3rd St-19th Ave Owl	-	-	-	-



On-Time Performance



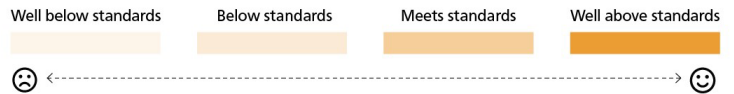
Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	14R Mission Rapid	-	45%	-	34%	-
Frequent	8 Bayshore	-	51%	-	50%	0%
	14 Mission	-	49%	-	50%	47%
	49 Van Ness-Mission	-	54%	-	54%	31%
Grid	29 Sunset	-	43%	-	49%	0%
	43 Masonic	-	52%	-	61%	8%
	44 O'Shaughnessy	-	56%	-	52%	60%
	54 Felton	59%	56%	62%	49%	81%
Connector	52 Excelsior	64%	61%	68%	66%	50%
Specialized	8AX Bayshore Express	-	-	-	-	-
	8BX Bayshore Express	-	-	-	-	-
Owl	91 3rd St-19th Ave Owl	19%	81%	28%	80%	44%



## Inner Mission Service Delivery



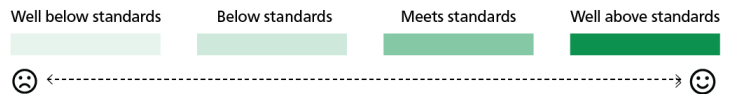
Service Category	Route Name	% of Hours Delivered	
		Weekday	Weekend
Rapid	9R San Bruno Rapid	99.1%	
	14R Mission Rapid	98.6%	96.8%
Frequent	9 San Bruno	99.0%	98.3%
	14 Mission	98.8%	91.6%
	22 Fillmore	96.9%	91.0%
	24 Divisadero	97.6%	98.7%
	49 Van Ness-Mission	99.2%	96.7%
Grid	12 Folsom-Pacific	98.8%	99.3%
	27 Bryant	98.5%	97.0%
	33 Ashbury-18th St	99.1%	99.3%
	48 Quintara-24th St	99.2%	99.1%



## Crowding



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	9R San Bruno Rapid	0%	0%	-	-	-
	14R Mission Rapid	3%	0%	1%	0%	0%
Frequent	9 San Bruno	0%	0%	0%	0%	0%
	14 Mission	0%	0%	0%	0%	0%
	22 Fillmore	11%	2%	10%	4%	0%
	24 Divisadero	7%	0%	1%	0%	0%
	49 Van Ness-Mission	11%	2%	6%	0%	0%
Grid	12 Folsom-Pacific	5%	0%	0%	0%	-
	27 Bryant	0%	0%	0%	0%	0%
	33 Ashbury-18th St	1%	0%	2%	0%	0%
	48 Quintara-24th St	8%	0%	0%	0%	0%



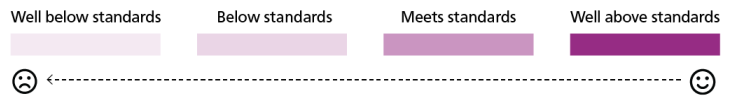
Inner Mission (Continued)

Reliability

Headway Adherence



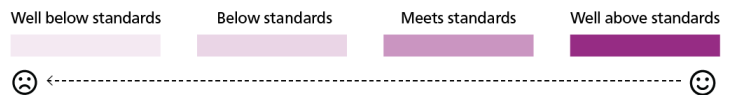
Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Rapid	9R San Bruno Rapid	85%	80%	-	-
	14R Mission Rapid	92%	84%	89%	82%
Frequent	9 San Bruno	83%	77%	84%	83%
	14 Mission	89%	83%	86%	77%
	22 Fillmore	90%	84%	83%	78%
	24 Divisadero	87%	77%	85%	79%
	49 Van Ness-Mission	90%	88%	85%	87%
Grid	12 Folsom-Pacific	86%	87%	85%	79%
	27 Bryant	81%	86%	80%	74%
	33 Ashbury-18th St	84%	77%	77%	78%
	48 Quintara-24th St	85%	81%	79%	79%



On-Time Performance



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	9R San Bruno Rapid	-	-	-	-	-
	14R Mission Rapid	-	45%	-	34%	-
Frequent	9 San Bruno	-	50%	-	51%	15%
	14 Mission	-	49%	-	50%	47%
	22 Fillmore	-	43%	-	47%	38%
	24 Divisadero	-	50%	-	50%	45%
	49 Van Ness-Mission	-	54%	-	54%	31%
Grid	12 Folsom-Pacific	-	28%	-	39%	-
	27 Bryant	-	46%	-	30%	-
	33 Ashbury-18th St	-	46%	-	19%	-
	48 Quintara-24th St	-	67%	-	63%	54%

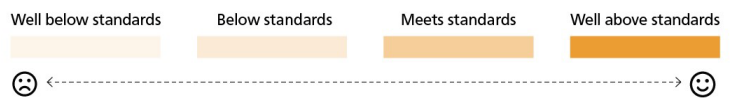


## Oceanview-Ingleside

### Service Delivery



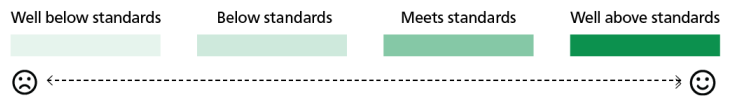
Service Category	Route Name	% of Hours Delivered	
		Weekday	Weekend
Muni Metro	K Ingleside	99.5%	96.8%
	M Ocean View	99.3%	98.6%
Grid	29 Sunset	97.5%	99.2%
	54 Felton	98.6%	99.7%



### Crowding



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	K Ingleside	0%	0%	0%	0%	0%
	M Ocean View	0%	0%	1%	0%	0%
Grid	29 Sunset	13%	1%	2%	0%	0%
	54 Felton	1%	0%	0%	0%	0%



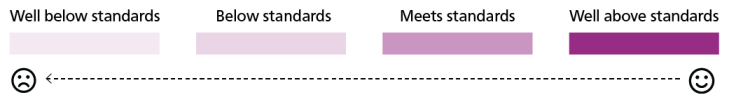
Oceanview-Ingleside (Continued)

Reliability

Headway Adherence



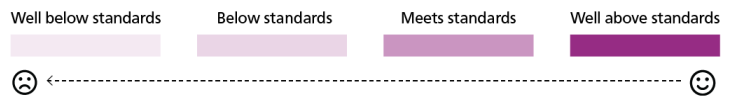
Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Muni Metro	K Ingleside	88%	86%	87%	86%
	M Ocean View	85%	84%	88%	86%
Grid	29 Sunset	83%	77%	80%	79%
	54 Felton	-	-	-	-



On-Time Performance



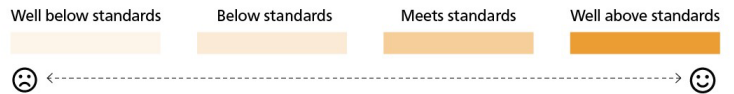
Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	K Ingleside	-	40%	-	58%	-
	M Ocean View	-	49%	-	46%	28%
Grid	29 Sunset	-	43%	-	49%	0%
	54 Felton	59%	56%	62%	49%	81%



## SoMa-Tenderloin Service Delivery



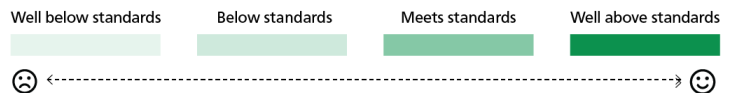
Service Category	Route Name	% of Hours Delivered	
		Weekday	Weekend
Rapid	14R Mission Rapid	99.2%	96.8%
	38R Geary Rapid	99.1%	98.6%
Frequent	14 Mission	99.0%	91.6%
	38 Geary	99.2%	98.5%
	49 Van Ness-Mission	99.1%	96.7%
Grid	12 Folsom-Pacific	98.8%	99.3%
	19 Polk	96.9%	98.7%
	27 Bryant	99.3%	97.0%
	31 Balboa	99.1%	98.4%



## Crowding



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	14R Mission Rapid	3%	0%	1%	0%	0%
	38R Geary Rapid	11%	1%	4%	1%	0%
Frequent	14 Mission	0%	0%	0%	0%	0%
	38 Geary	2%	3%	1%	3%	0%
	49 Van Ness-Mission	11%	2%	6%	0%	0%
Grid	12 Folsom-Pacific	5%	0%	0%	0%	-
	19 Polk	3%	0%	1%	0%	0%
	27 Bryant	0%	0%	0%	0%	0%
	31 Balboa	1%	0%	1%	1%	0%



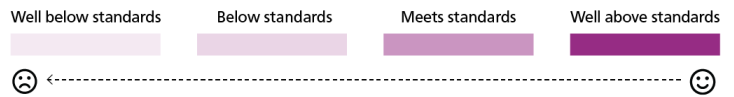
SoMa-Tenderloin (Continued)

## Reliability

### Headway Adherence



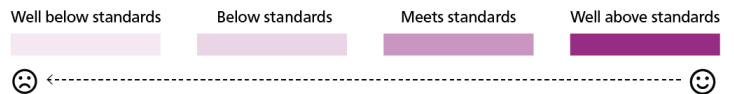
Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Rapid	14R Mission Rapid	92%	84%	89%	82%
	38R Geary Rapid	93%	88%	86%	84%
Frequent	14 Mission	89%	83%	86%	77%
	38 Geary	86%	74%	78%	77%
	49 Van Ness-Mission	90%	88%	85%	87%
Grid	12 Folsom-Pacific	86%	87%	85%	79%
	19 Polk	82%	77%	78%	74%
	27 Bryant	81%	86%	80%	74%
	31 Balboa	-	-	-	-



### On-Time Performance



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	14R Mission Rapid	-	45%	-	34%	-
	38R Geary Rapid	-	40%	-	-	-
Frequent	14 Mission	-	49%	-	50%	47%
	38 Geary	-	54%	-	48%	47%
	49 Van Ness-Mission	-	54%	-	54%	31%
Grid	12 Folsom-Pacific	-	28%	-	39%	-
	19 Polk	-	37%	-	46%	-
	27 Bryant	-	46%	-	30%	-
	31 Balboa	59%	54%	64%	55%	70%

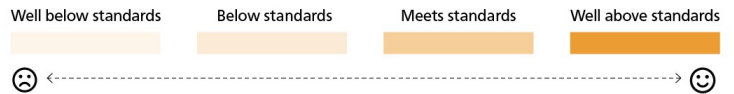


## Treasure Island

### Service Delivery



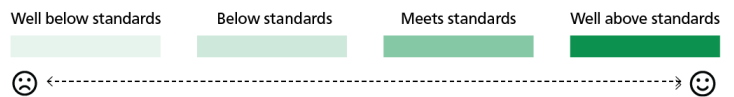
Service Category	Route Name	% of Hours Delivered	
		Weekday	Weekend
Connector	25 Treasure Island	97.7%	93.4%



### Crowding



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Connector	25 Treasure Island	0%	0%	0%	1%	0%

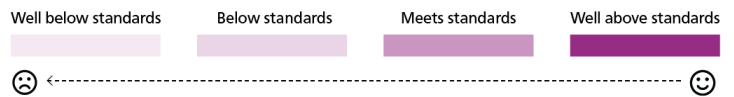


### Reliability

#### On-Time Performance



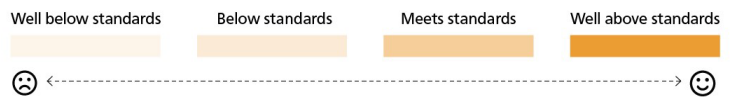
Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Connector	25 Treasure Island	68%	61%	42%	53%	46%



## Visitacion Valley Service Delivery



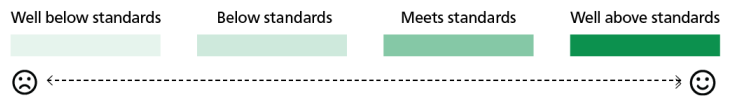
Service Category	Route Name	% of Hours Delivered	
		Weekday	Weekend
Muni Metro	T Third	97.9%	97.4%
Rapid	9R San Bruno Rapid	97.7%	-
Frequent	8 Bayshore	97.1%	97.7%
	9 San Bruno	99.0%	98.3%
Grid	29 Sunset	99.4%	99.2%
Connector	56 Rutland	98.8%	95.0%
Specialized	8AX Bayshore Express	99.3%	-
	8BX Bayshore Express	95.1%	-
Owl	90 San Bruno Owl	98.7%	99.1%
	91 3rd St-19th Ave Owl	99.5%	91.1%



## Crowding



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	T Third	0%	0%	0%	1%	0%
Rapid	9R San Bruno Rapid	0%	0%	-	-	-
Frequent	8 Bayshore	3%	0%	6%	1%	0%
	9 San Bruno	0%	0%	0%	0%	0%
Grid	29 Sunset	13%	1%	2%	0%	0%
Connector	56 Rutland	0%	0%	0%	0%	-
Specialized	8AX Bayshore Express	9%	-	-	-	-
	8BX Bayshore Express	3%	-	-	-	-
Owl	90 San Bruno Owl	-	0%	-	0%	0%
	91 3rd St-19th Ave Owl	-	1%	-	0%	1%



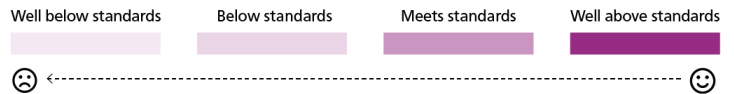
Visitacion Valley (Continued)

Reliability

Headway Adherence



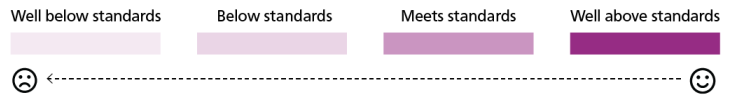
Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Muni Metro	T Third	87%	83%	87%	84%
Rapid	9R San Bruno Rapid	85%	80%	-	-
Frequent	8 Bayshore	84%	80%	84%	80%
	9 San Bruno	83%	77%	84%	83%
Grid	29 Sunset	83%	77%	80%	79%
Connector	56 Rutland	-	-	-	-
Specialized	8AX Bayshore Express	74%	75%	-	-
	8BX Bayshore Express	79%	86%	-	-
Owl	90 San Bruno Owl	-	-	-	-
	91 3rd St-19th Ave Owl	-	-	-	-



On-Time Performance



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Muni Metro	T Third		32%		33%	5%
Rapid	9R San Bruno Rapid					
Frequent	8 Bayshore		51%		50%	0%
	9 San Bruno		50%		51%	15%
Grid	29 Sunset		43%		49%	0%
Connector	56 Rutland	57%	41%	52%	44%	
Specialized	8AX Bayshore Express					
	8BX Bayshore Express					
Owl	90 San Bruno Owl	0%				59%
	91 3rd St-19th Ave Owl	19%	81%	28%	80%	44%



## Western Addition

### Service Delivery



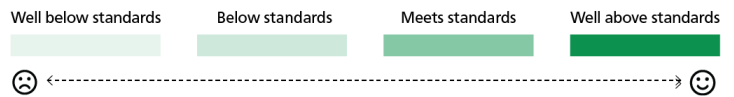
Service Category	Route Name	% of Hours Delivered	
		Weekday	Weekend
Rapid	5R Fulton Rapid	99.1%	
Frequent	7 Haight-Noriega	97.6%	97.1%
	22 Fillmore	98.5%	91.0%
	24 Divisadero	98.4%	98.7%
Grid	5 Fulton	99.3%	90.4%
	6 Hayes-Parnassus	99.6%	98.9%
	31 Balboa	98.4%	98.4%



### Crowding



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	5R Fulton Rapid	6%	0%			
Frequent	7 Haight-Noriega	2%	0%	1%	0%	0%
	22 Fillmore	11%	2%	10%	4%	0%
	24 Divisadero	7%	0%	1%	0%	0%
Grid	5 Fulton	1%	0%	6%	1%	0%
	6 Hayes-Parnassus	0%	0%	0%	0%	0%
	31 Balboa	1%	0%	1%	1%	0%



Western Addition (Continued)

Reliability

Headway Adherence



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night
Rapid	5R Fulton Rapid	86%	74%		
Frequent	7 Haight-Noriega	88%	88%	84%	81%
	22 Fillmore	90%	84%	83%	78%
	24 Divisadero	87%	77%	85%	79%
Grid	5 Fulton	82%	84%	79%	75%
	6 Hayes-Parnassus				
	31 Balboa				



On-Time Performance



Service Category	Route Name	Weekday Day	Weekday Eve/Night	Weekend Day	Weekend Eve/Night	Owl
Rapid	5R Fulton Rapid					
Frequent	7 Haight-Noriega		55%		59%	
	22 Fillmore		43%		47%	38%
	24 Divisadero		50%		50%	45%
Grid	5 Fulton		62%		47%	59%
	6 Hayes-Parnassus	72%	69%	64%	57%	80%
	31 Balboa	59%	54%	64%	55%	70%

