MUNI SERVICE EQUITY STRATEGY REPORT

San Francisco Municipal Transportation Agency

FY2021 – FY2022

SFMTA

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1 Introduction

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

The Equity Policy calls for the SFMTA to:

- Select neighborhoods based on percentage of low-income households, private vehicle availability, race/ethnicity demographics, and disability status.
- Analyze transit performance metrics to compare the performance of Muni routes that serve the selected neighborhoods to the performance of peer Muni routes. The Equity Policy specifies that the performance metrics include on-time performance, service gaps, crowding, capacity utilization, travel times to key destinations, and customer satisfaction information. In addition to these metrics specified by the Equity Policy, service delivery as well as 311 complaints related to accessibility have also been used in the analysis for the 2020 Equity Strategy.
- Establish a performance baseline for Muni routes serving each neighborhood.
- Outline the top two-to-three Muni challenges and strategies to improve service performance.
- Conduct outreach to community stakeholders to confirm key Muni service issues.
- Prioritize resources to implement strategies as needed in conjunction with a two-year budget cycle.
- Implement identified strategies.
- Repeat these steps over the course of a two-year cycle linked to the biennial budget process, updating the neighborhoods, performance baseline, challenges and strategies to improve service performance.

This year's update to the Equity Strategy builds on the SFMTA's two previous Equity Strategies. The 2016 Equity Strategy focused on operationalizing the Equity Policy. This initial Equity Strategy process identified Equity Strategy neighborhoods and two or three key transit performance needs in each neighborhood and for routes heavily used by seniors and people with disabilities. The recommendations to address those needs were rooted in data analysis and in collaboration with the Equity Working Group. The 2018 Equity Strategy, the second Equity Strategy, identified an additional Equity Strategy neighborhood, Ingleside/Oceanview, and with the support of a Caltrans Planning Grant, incorporated an extensive community outreach component.

This year's update to the Equity Strategy identifies an additional Equity Strategy neighborhood, Treasure Island, incorporates service delivery as a new transit performance metric, and places an emphasis on how Equity Policy principles are being integrated into all aspects of transit planning and operations. As the Equity Strategy update process matures, this approach represents a more

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effective way to address Equity Strategy neighborhood transit needs. In practice, this involves performing ongoing evaluations of customer-reported service issues specifically on Equity Strategy routes, prioritizing Equity Strategy routes when the agency is facing constraints on resources, and leveraging ongoing community engagement efforts to identify key service and capital project needs.

This report is organized into the following chapters:

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

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

Chapter 3: Findings and Recommendations, presents the results of the qualitative and quantitative data-driven approach to identifying key transit rider needs.

Chapter 4: Budget Recommendations, summarizes the new strategies identified as a result of the findings.

Chapter 5: Look Ahead, explains how the SFMTA will build upon this work in the coming months and years.

Appendices, provides the Muni Service Equity Strategy adopted by the SFMTA Board in 2014 (Appendix A), the performance metric dashboards that were used to inform the identification of transit needs and the development of recommendations to address those needs (Appendix B), and the service and capital improvements that have been made to improve transit service in Muni Equity Strategy Neighborhoods (Appendix C).

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2 Approach

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

- Defining Equity Strategy Neighborhoods and routes
- Seeking and analyzing qualitative data through stakeholder engagement to guide us in identifying key needs and vetting recommended solutions
- Analyzing of quantitative data to further investigate transit needs in Equity Strategy Neighborhoods
- Identifying the most pressing transit service needs for each neighborhood and recommending responsive strategies

2.1 Equity Strategy Neighborhood and Key Routes Selection

A full description of the methodology used in selecting the neighborhoods and routes is included in the 2016 Equity Strategy report. The neighborhood selection methodology includes using the following criteria, which are specified in the Equity Policy or were determined in consultation with the Equity Working Group:

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

For the 2016 Equity Strategy, the following seven Equity Strategy neighborhoods were identified along with the citywide routes that are heavily used by seniors and people with disabilities: Bayview, Chinatown, Excelsior/Outer Mission, Inner Mission, Tenderloin, Visitacion Valley, Western Addition. In addition, we analyzed routes that are used most heavily by seniors and people with disabilities citywide. Based on additional input from the Equity Working Group, the outreach and analysis performed for the 2018 Equity Strategy included one additional neighborhood, Oceanview/Ingleside. In this 2020 Equity Strategy, we once again introduce an additional neighborhood update, Treasure Island. A map of the current Equity Strategy neighborhoods is shown on Figure 1. Following this approach, we identified the routes most critical for neighborhood access and connectivity for each of the Equity Strategy neighborhoods. The table outlining the routes corresponding to each neighborhood is shown on Table 1.

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Figure 1. 2020 Equity Strategy Report Neighborhoods.

Table 1. Routes Focus by Neighborhood

Citywide Accessibility	Bayview	Chinatown	Excelsior-Outer Mission	Inner Mission	Oceanview-Ingleside	Treasure Island	SoMa-Tenderloin	Visitacion Valley	Western Addition
8/8AX/8BX Bayshore	T Third	1 California	8/8AX/8BX Bayshore	9/9R San Bruno	K Ingleside	25 Treasure Island	10 Townsend	T Third	5/5R Fulton
9/9R San Bruno	19 Polk	8/8AX/8BX Bayshore	14/14R/14X Mission	10 Townsend	M Ocean View		12 Folsom	8/8AX/8BX Bayshore	6 Haight-Parnassus
14/14R Mission	23 Monterey	10 Townsend	29 Sunset	12 Folsom	29 Sunset		14/14R Mission	9/9R San Bruno	7 Haight/Noriega
30 Stockton	24 Divisadero	12 Folsom	43 Masonic	14/14R Mission	54 Felton		19 Polk	29 Sunset	21 Hayes
31 Balboa	29 Sunset	30 Stockton	44 O'Shaughnessy	22 Fillmore			27 Bryant	56 Rutland	22 Fillmore
38/38R Geary	44 O'Shaughnessy	45 Union-Stockton	49 Van Ness-Mission	24 Divisadero			31 Balboa	90 Owl	24 Divisadero
49 Van Ness-Mission	54 Felton	91 Owl	52 Excelsior	27 Bryant			38/38R Geary	91 Owl	31 Balboa
	56 Rutland		54 Felton	33 Ashbury-18th			47 Van Ness		
	91 Owl		91 Owl	48 Quintara-24th			49 Van Ness-Mission		
				49 Van Ness-Mission					

2.2 Qualitative Data - Outreach and Stakeholder Involvement

During the first Equity Strategy process in 2016, the SFMTA worked primarily with the Equity Working Group for stakeholder input. For the 2018 Equity Strategy, a Caltrans Planning Grant was secured to fund extensive community-based outreach to seek further input on key needs across all Equity Strategy Neighborhoods. This outreach and stakeholder involvement process had multiple phases and included interviewing key community stakeholders, building awareness of the Equity Strategy by attending community events, conducting surveys of Muni riders, meeting with community-based organizations, and conducting community workshops and focus groups with Muni operators.

For the 2020 update to the Equity Strategy, we leveraged the channels through which we regularly gather feedback on experiences with transit service from community members as well as front-line staff like transit operators. We used the qualitative data gathered through these methods to inform the determination of the key transit needs in the Equity Strategy neighborhoods and the development of recommendations to address those key needs.

2.2.1 Engaging with existing commissions and community-based organizations

Transit Planning and operations regularly engages with communities in response to inquiries, feedback, and concerns. We also engage in pro-active engagement where we seek out key community groups and stakeholders to get feedback on recent changes, gather qualitative data on performance issues that we have flagged, or to vet a potential service change. While many of these interactions are with individuals we also regularly work with commissions and organizations that represent particular groups of stakeholders. In the period covered by this

Equity Strategy update, we engaged with a number of groups representing a broader set of stakeholders, including:

- San Francisco Youth Commission Housing and Land Use Committee's Community Forum
- Human Rights Commission Bayview Open House
- Treasure Island Development Authority's On-Island Meeting
- Lowell High School Peer Resources Group
- Chinatown Transportation Research and Improvement Project (TRIP)

2.2.2 Feedback via SFMTA community processes

Community-based planning processes led by the SFMTA are another avenue through which we gather substantive feedback. For example, recommendations and insights from the Bayview Community-Based Transportation Plan and the Southeast Muni Expansion Planning Process greatly influenced the key neighborhood needs and recommendations for the Bayview.

2.2.3 Feedback patterns and comments through 311

To gain a big-picture understanding of customer feedback patterns systemwide, we created a new dashboard that is tailored to extract patterns of customer-reported service issues for Equity Strategy routes. Using this dashboard, we are able to see patterns in feedback categories for specific lines, which lines have the greatest propensity for certain feedback categories such as crowding or pass-ups, and much more. We are also able to filter feedback type by day of the week or by time of day. Yet, the most valuable feature is that we are able to not only see feedback categorized and as a set of numbers but also have access to all comments for queried categories. This allows us to access specifics of the incidents and understand the impact that unmet service needs have on every-day riders.

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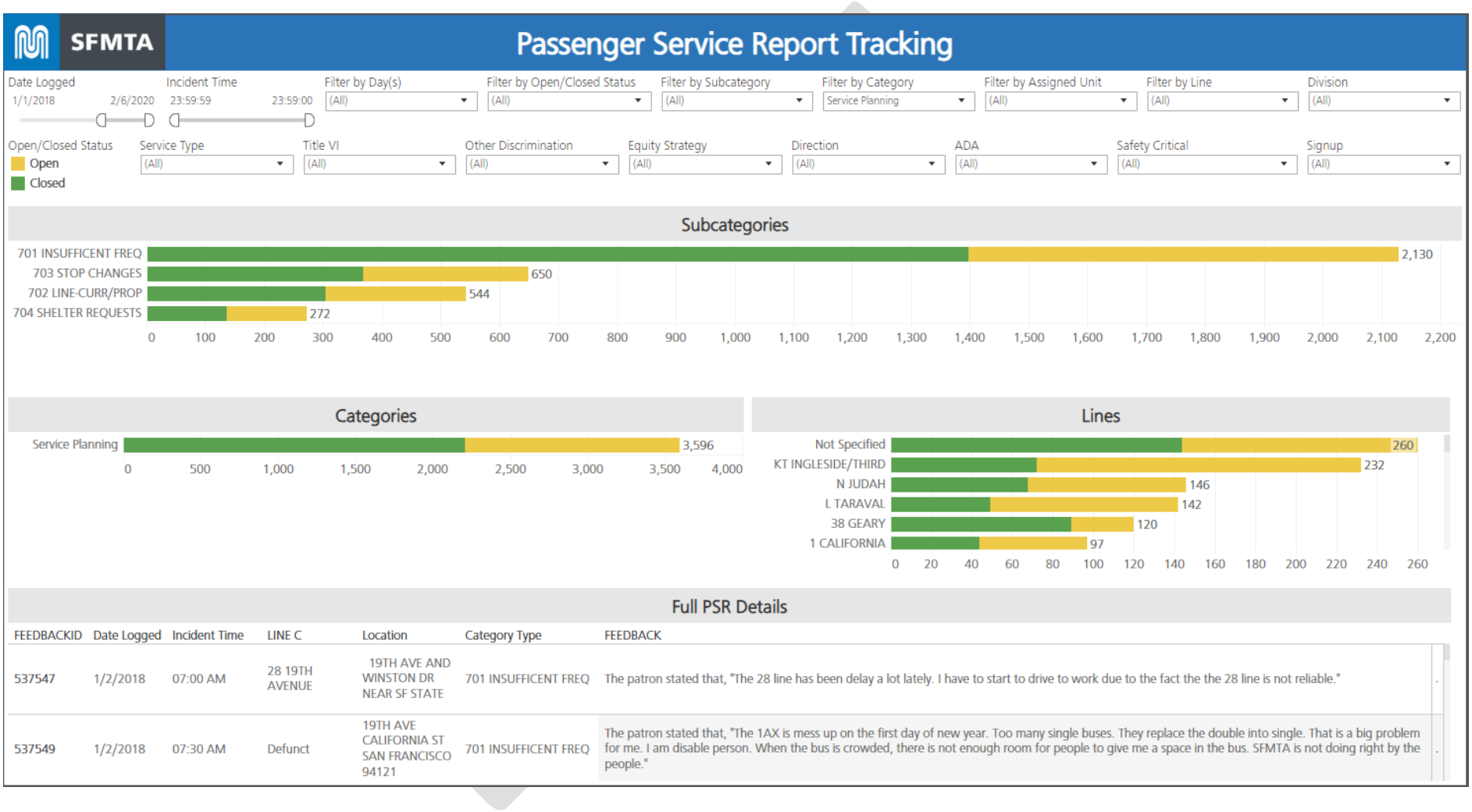
Figure 2. Customer Feedback dashboard for analysis



2.2.4 Operator feedback

Muni operators are experts on the routes they serve and, in many cases, live in or grew up in or visiting Equity Strategy Neighborhoods. Partnering with operators allows us to have an expansive on-the-ground network to identify problems. Transit Planning is able to gather feedback from operators through a number of channels. We hold monthly meetings at each division, which are open to all operators, as well as monthly office hours. Planners regularly ride their respective division's line and visit terminals. Feedback from operators is an invaluable way to find out more about the source of reliability issues, get details on the extent of crowding and pass ups at a specific period, and find out more about how communities use certain segments of the line. As subject-matter experts on specific routes, operator feedback goes beyond identifying key issues but are also an invaluable source for lending context to problem areas and for vetting potential solutions.

2.2.5 Field visits

Field visits are often the first response to issues being flagged by customer feedback or concerning data trends. Where the issue is raised by residents or riders, we often try to meet them out in the field to ensure that we accurately capture the issue. For example, in the Fall of 2019, we had a series of early morning field visits, often to meet parents, on the 29, 44, and 23 lines to understand the extent of crowding and resulting pass ups as young people make their way to school. Because our data is not able to capture pass-ups, field visits at the peak half-hour were the only way for us to understand how consistent this problem is on specific lines.

2.2.6 Communications Staff Feedback Overview

Another critical piece of stakeholder engagement is that of the Agency's Communications District Liaison's program. This program is an effort to ensure that we continue to stay connected to communities even when there is no project or "ask" from the community. These staff members are tuned in to the most pressing issues in the neighborhood, overall feeling about service, and have a sense of persistent transit issues.

2.3 Quantitative Data - Transit Performance Analysis

As the Equity Policy specifies, on-time performance, service gaps, crowding, and travel times to/from key destinations are used to evaluate the transit performance of the equity strategy routes. In this Equity Strategy update we chose to add a service delivery metric in an effort to capture the impact, both qualitative and quantitative, of the operator shortage. Having the ability to correctly compare the percentage of schedule service not delivered is useful to help ensure that the operator shortage and corresponding service gaps are not being disproportionately experienced by riders in the Equity Strategy neighborhoods or seniors and people with disabilities.

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2.4 Key Needs and Recommendations

We identified two to three key needs for each neighborhood and for routes heavily used by seniors and people with disabilities. We focused on developing strategies that could be implemented quickly and are expected to make a significant difference in the reliability and quality of service. In many cases, we identified needs that were already going to be addressed through work SFMTA had underway, particularly through the recommendations of the last Equity Strategy update and through Muni Forward capital projects, as well as through Muni's overhaul of its bus and light rail fleet.

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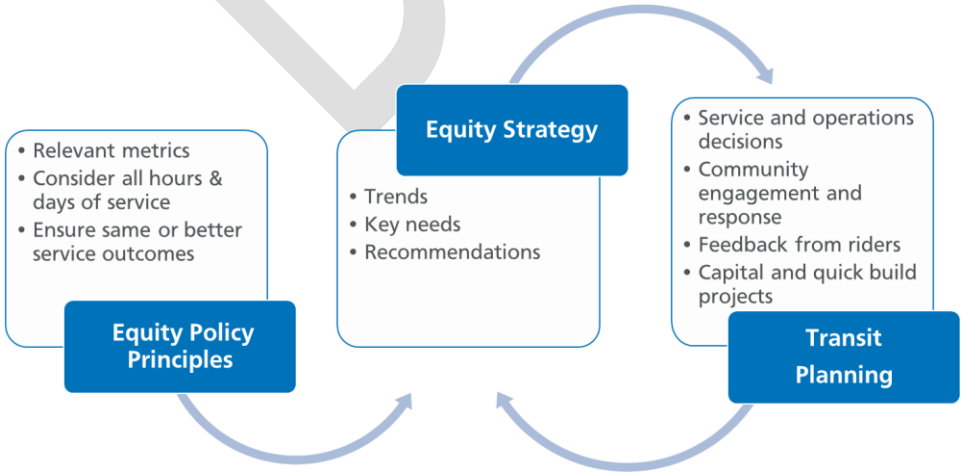
3 Findings and Recommendations

This section presents the findings developed using community feedback and SFMTA's data analysis. They consist of the most pressing transit service needs identified for each Equity Strategy Neighborhood and for routes heavily used by seniors and people with disabilities. The section is introduced by an initial discussion on the overarching theme of crowding and notable findings from this analysis. In most cases we found that patterns in feedback we heard throughout the year from community engagement activities, feedback through 311, operator feedback, etc. were supported by data analysis of the various metrics. For example, we heard from young people and parents of crowding and pass ups on the 29 Sunset, 24 Divisadero, and 44 O'Shaughnessy routes. Data from Automatic Passenger Counts (APC) show that these lines see a high percentage of trips over capacity in the early mornings as well as in the early afternoon when school lets out.

To address identified needs, we considered a suite of possible recommendations. Strategies could include service changes (e.g. modifying route segments or increasing service), capital projects (e.g. transit priority treatments such as bus bulbs) and/or line management (e.g. inspector support at terminals). In some cases, the key needs were known, and work was already underway to address them; in other cases, the Equity Strategy work brought to light community needs that had not yet been identified. The former exemplifies the way in which as the Equity Strategy is embedded in the SFMTA transit planning culture and standard operating procedures, many findings will have surfaced through our ongoing work in engaging with communities for project-based work and feedback response. Where findings brought to light new needs and/or strategies, it is an example of how the Equity Strategy is working to operationalize what the Muni Service Equity Policy sought to achieve: a way to ensure that the transit service needs of communities with concentrations of people who have been historically marginalized were sought ought, documented, and addressed. A diagram showing how the Equity Policy influences the Equity Strategy and then how transit service planning and the Equity Strategy influence each other in shown in Figure 2.

Figure 2: Equity Strategy Informs all Aspects of Transit Service Planning



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3.1 Key Theme: Crowding

Findings in this Equity Strategy are organized by neighborhood, highlighting the principal transit service needs and issues facing each area. However, an overarching theme of crowding emerged from feedback and quantitative data from most, if not all, neighborhoods. The crowding metric as used in this report consists of the percentage of trips per time period that carry loads which match or exceed the crowding capacity criteria for Muni's load standards (See Table 2 for Muni's load standard for its bus fleet).

Table 2: Passenger load standards

Vehicle Type	Planning Capacity		Crowding Capacity	
	Total Passengers	Load Factor	Total Passengers	Load Factor
32-ft Bus	33	1.40	38	1.60
40-ft Bus	44	1.45	51	1.65
60-ft Bus	69	1.55	81	1.85

Note: Table reproduced from SFMTA's Short Range Transit Plan FY19—FY30

Crowding on transit is a significant equity issue whose impacts reach beyond passenger comfort. Transit vehicles carrying crowded loads may resort to passing up stops if no passengers are waiting to alight since the vehicle cannot accommodate more riders. When this happens on less frequent routes, waiting for a bus that one can board may mean a 20-minute wait or more. Like many other challenges, crowding and pass ups disproportionately affect people with low income, women, young people and seniors the most. For people whose work or school hours are not flexible, being passed up while waiting for the bus can mean the risk of being fired or grade penalties due to tardiness. The odds of being passed up are much greater for people who use wheel chairs since these take up more space and require sufficient room at the front of the bus. Even when a bus with loads close to crowded load picks up passengers, the lack of seat availability can be a barrier for people with disabilities and others for whom standing is a significant hardship. L.A. Metro's groundbreaking report, Understanding How Women Travel[1], draws a correlation between crowding and perceived lack of safety from harassment by women, noting that crowded transit vehicles can also serve as a barrier for many who do not feel safe without sufficient distance between themselves and other passengers.

> *"There are not enough buses on the commute time...I was just at the stop for 20 minutes waiting for the bus and it passed right by and have to wait another 20 minutes, now I will be late for work now. There is almost 7 other people waiting and the bus pulled up and was packed. I am a teacher and*

[1] Metro. August 30, 2019. Understanding How Women Travel. Retrieved from http://libraryarchives.metro.net/DB_Attachments/2019-0294/UnderstandingHowWomenTravel_FullReport_FINAL.pdf

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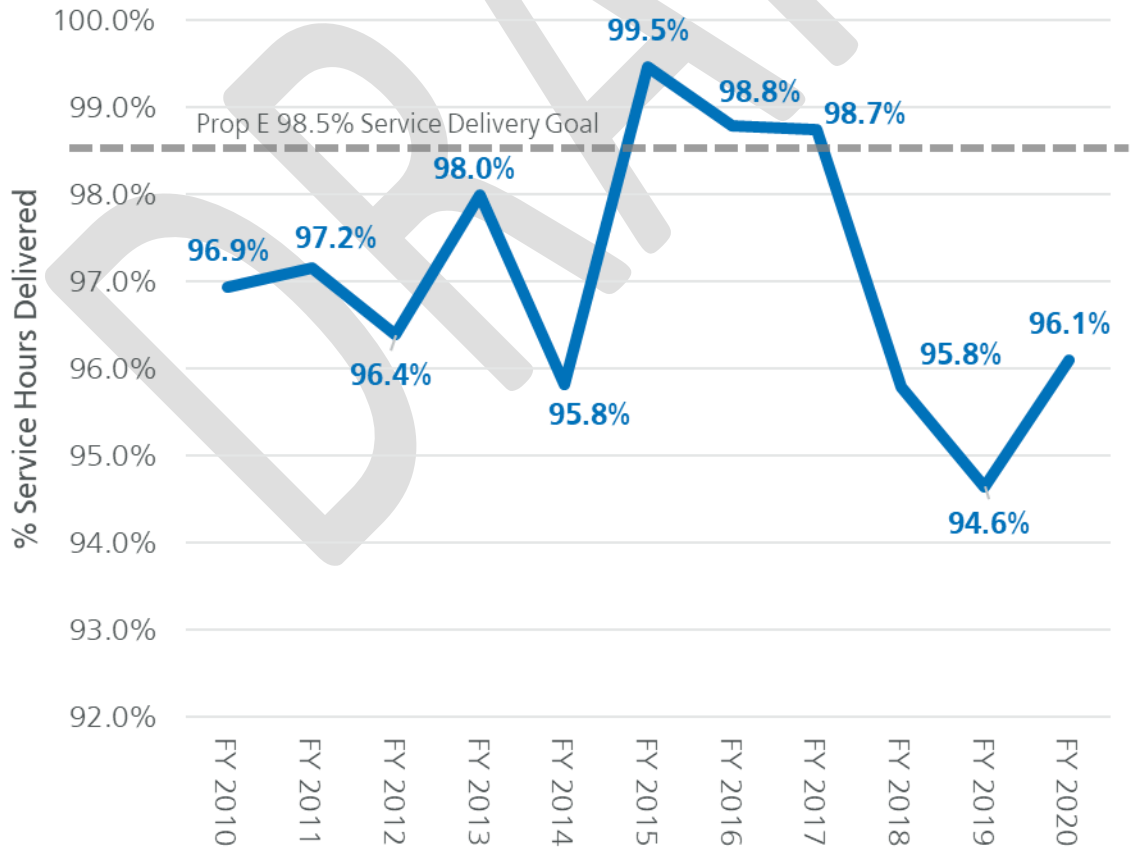
need to prepare for my class. Having a bus just pass me by while Ive [sic] been waiting for the bus makes me mad. SFMTA needs just a couple extra buses for the commute time." - Rider on 48 Quintara

While changes in standards and data collection prevent reliable year-to-year crowding comparison, there is no question that Muni vehicles are often crowded, especially during peak hours. Two major factors contribute to this condition, Muni's current failure to meet service delivery goals due to a shortage in operators, and the success of the Agency's various free and discounted fare programs, including Free Muni for youth, seniors and people with disabilities with low-to-moderate income. These programs have effectively removed fare as a barrier to transit service by people who may have otherwise foregone trips or used other modes instead of paying a fare that they may not have been able to afford. Although the SFMTA is far from being fully staffed with operators, we have stemmed the downward trend and made significant strides. See Figure 3 for the trend of service delivery from Fiscal Years 2010 to present. At current estimate, we expect that full operator staffing will be achieved by the end of 2021. While the impact of fare programs on ridership should be considered a success, the correlation between discounts and/or free fare programs and an increase in demand is important lesson to consider when weighing any future fare programs

Figure 3: Service Delivery – Fiscal Year 2010 to Fiscal year 2020



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In response to key neighborhood needs related to crowding, we've identified a number of responses. For lines currently served by smaller, 40 ft. vehicles and whose topography is compatible with 60 ft. vehicles, we've recommended that the line be "upsized" to larger vehicles. This is the most cost-effective and achievable response since it is not contingent on new operator hiring. Other cost-effective measures for addressing crowding for compressed periods of time, such as when school lets out, we recommend tripper service. Tripper service is another cost-effective way of boosting demand for a short period of time and is provided along a segment or entire route by a vehicle that is on its way to a terminal or yard. For demand levels that consistently exceed service levels, we recommend increase in frequency by time windows that match demand levels and/or added rapid service where street design facilitates passing of local vehicles by rapid ones.

Salient crowding patterns emerged in three different categories of time and day: weekday peak hour, weekday early afternoon (school trips), and weekend.

3.1.1 Peak Hour Crowding

Peak hour crowding is a typical pattern for transportation in general, especially for mono-centric cities like San Francisco. The following lines identified as critical to Equity Strategy Neighborhood connectivity that experience peak hour crowding:

- 5/5R Fulton and Fulton Rapid
- 8/8BX,8AX Bayshore and Bayshore Expresses
- 10 Townsend
- 12 Folsom
- 14R Mission Rapid
- 29 Sunset
- 38/38R Geary and Geary Rapid
- 43 Masonic
- 44 O'Shaughnessy
- 45 Union-Stockton
- 47 Van Ness

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Table 3: Weekday Peak Hour Crowding

Route	AM Peak	PM Peak	Grand Total
5	8.6%	8.0%	8.3%
5R	14.9%	11.7%	13.3%
8	11.2%	7.1%	9.1%
8AX	17.4%	11.0%	14.2%
8BX	9.2%	10.8%	10.0%
10	21.0%	28.8%	24.9%
12	5.7%	9.9%	7.8%
14R	16.1%	16.5%	16.3%
29	13.7%	16.2%	15.0%
38	4.2%	5.6%	4.9%
38R	22.5%	21.2%	21.9%
43	16.5%	7.8%	12.2%
44	18.6%	19.6%	19.1%
45	14.0%	16.3%	15.2%
47	13.8%	7.3%	10.5%

Note: Data is from 1/1/2019 to 8/1/2019

3.1.2 Crowding During School Trip Hours

School hour crowding is particularly acute on routes that serve more than one school. In the morning, ridership for school entrance combines with morning work commute for an acute peak, which is captured in the earlier discussion about peak hour crowding. In the early afternoon, school dismissal is effectively a wave of hundreds of young people, many of whom await boarding at one specific stop. The latter is best served by a school tripper, an empty vehicle timed to show up at school dismissal to accommodate demand. The following routes experience early afternoon crowding, despite many of them being served by the16 school trippers currently scheduled:

- 8 Bayshore
- 8AX Bayshore Express
- 14R Mission Rapid
- 24 Divisadero
- 29 Sunset
- 30 Stockton
- 43 Masonic
- 44 O'Shaughnessy
- 45 Union-Stockton
- 48 Quintara/24th Street

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Table 4: Weekday 2-4PM Crowding

Route	2PM-4PM
8	20.9%
8AX	21.6%
14R	12.8%
24	9.3%
29	27.4%
30	11.6%
43	11.9%
44	23.6%
45	18.9%
48	10.9%

Note: Data is from 1/1/2019 to 8/1/2019

3.1.3 Weekend Crowding

Weekend crowding is one of the ridership patterns that has come to light due to ongoing monitoring of the Equity Strategy customer feedback dashboard. Follow-up data analysis shows that crowding patterns follow south to north trips early in the morning and then north to south later in the day. Lines following this pattern include:

- 8 Bayshore
- 9 San Bruno
- 14R Mission Rapid
- 44 O'Shaughnessy

Table 5: Weekend Inbound Crowding

Route	Morning	Mid-Day	Late Afternoon	Early Evening	Evening
8	41.1%	23.1%	0.9%	0.6%	0.0%
9	8.1%	13.7%	10.9%	4.7%	0.0%
14R	46.9%	25.2%	5.2%	0.3%	
44	23.0%	11.4%	9.3%	2.4%	0.0%

Note: Data is from Saturdays between 1/1/2019 to 8/1/2019

> *"I have been catching this bus for weeks. There is not enough service from Visitation Valley into Downtown. This is happening generally in the morning during the weekends. This is for the number 9 bus."*

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Table 6: Weekend Outbound Crowding

Route	Morning	Mid-Day	Late Afternoon	Early Evening	Evening
8	0.3%	13.8%	49.4%	44.9%	6.4%
9	0.4%	7.9%	31.6%	27.2%	1.9%
14R	0.0%	4.1%	25.1%	36.1%	
44	0.0%	2.7%	13.7%	20.4%	2.5%

Note: Data is from Saturdays between 1/1/2019 to 8/1/2019

3.2 Notable Findings

3.2.1 Impact of Missed Service

Similar to crowding and pass ups, the uncertainty introduced by missed service due to the SFMTA's ongoing operator shortage impacts people with low income the most. People with low income are less likely to have the privilege of a flexible schedule, a budget that can absorb a last-minute taxi or TNC ride or fees associated with lateness, such as late child-care pick up fees. In addition to a financial burden, the uncertainty of possible missed trips compounds with the stress of being late. This is because there is no way for people to know more than a headway ahead of time whether the trip that they are counting on will not be staffed by an operator. So, even arriving early may mean an extraordinarily long wait. In addition, missed service means that the trip that follows a canceled run will be providing service to about twice as many people as it normally would. On lines with high utilization rates this can lead to crowding and pass ups, compounding on the already-long wait time.

Feedback from customers on the impacts of missed service underscore the erosion of trust that missing service has on our customers.

> *I got to the bus stop at 9:55am. The 10:03 am bus was a No Show. Ive [sic] been waiting for 20 minutes. Where is the bus. The schedule indicated bus in service. I need to know why the bus did not show. This happen last week to in the rain I had to walk a mile to work. I am losing money and may be [sic] my job because of your lack of bus service.*
>
> - *19 Polk rider*

In response to significant missed service due to operator shortage, Transit Planning worked with Dispatch Operations on a set of guidelines that prioritizes service delivery on Equity Strategy routes along with rapid routes. This means that runs not filled on these lines are prioritized for being filled by extra board operators or those working on their regular day off. This is the first instance since inception of the Equity Strategy in which the designation of Equity Strategy route has been used to protect service on a route instead of prioritizing the route for an increase in investment. Although a number of Equity Strategy routes see service delivery below their service category average, the difference would be much greater if these were not prioritized for allocating additional operator hours. For example, the 19

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Polk had four open runs in the Fall 2019 sign up. This means that no operator chose to sign up for operating the 19 line on four runs, which are similar to shifts. However, with this policy in place, Dispatch was often able to fill two to three of these runs with additional operator availability. Transit Planning and Dispatch Operations will continue to follow this practice and improve on it throughout the duration of the operator shortage.

3.2.2 Headway improvements on the KT Ingleside Third in the evenings

Comparison of headway adherence between 2019 and 2018 Fall data show a remarkable improvement for the KT Third. This improvement shows the KT line averaging better headway adherence than the average of all rail lines in the evening hours. The improvement is seen down to the stop level in both the Bayview and Excelsior neighborhoods. One of the changes made to the line between the two data windows is the extension of a number of trips regularly scheduled to pull into the Muni Metro East (MME) facility on 25th and Illinois when traveling inbound from Embarcadero as the PM peak winds down. Instead, these trips now travel all the way to Sunnydale, the southern terminal, before pulling into MME on their way north. While this change effectively extends the PM peak, it also means that residents of the Bayview have much more frequent service going home in the evenings.

Figure 4: 2019 Headway Gaps at timepoints for KT Ingleside-Third

Neighborhood Gaps - 2019 Bayview versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	Evening
Muni Metro	KT-Ingleside/Third	3rd St&Marin St NW-NS/SI	15.9%
		3rd St&Oakdale/Palou N-NS SI	15.7%
		3rd St&Paul Ave SW-FS/SI	16.2%

Neighborhood Gaps - 2019 Bayview versus 2018 (OUTBOUND)

Muni Metro	KT-Ingleside/Third	3rd St&Gilman Ave NE-FS/SI	14.9%
		3rd St&Marin St SE-NS/SI	14.0%
		3rd St&Oakdale/Palou N-FS/SI	13.1%

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (INBOUND)

Muni Metro	KT-Ingleside/Third	San Jose & Geneva N-MB/BZ	29.8%
	M-Ocean View	San Jose Ave&Geneva Ave SW-FS/SI	18.4%

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (OUTBOUND)

Muni Metro	KT-Ingleside/Third	METRO TERMINAL-NS/SI	23.1%
	M-Ocean View	San Jose Ave&Niagara Ave S-NS/SB	23.0%

Neighborhood Gaps - 2019 Oceanview-Ingleside versus 2018 (INBOUND)

Muni Metro	KT-Ingleside/Third	Saint Francis Circle NE-FS/SI	30.9%
	M-Ocean View	Broad St&Plymouth Ave NE-NS/PS	17.0%

Neighborhood Gaps - 2019 Oceanview-Ingleside versus 2018 (OUTBOUND)

Muni Metro	KT-Ingleside/Third	Saint Francis Circle NW-NS/SI	22.4%
	M-Ocean View	Broad St&Plymouth Ave SW-NS/PS	22.2%

Note: Green shading represents headway gaps that were 5% or more lower (improved service) in 2019 than in 2018

3.2.3 8 Bayshore and 8BX Bayshore Express during peak hours.

In general, the 8 Bayshore and 8BX Bayshore Express from Ingleside and Visitation Valley saw an entirely positive or neutral trend in headway adherence in comparison to the systemwide categories of Frequent Local and Specialized, respectively. This change can be partially traced to going back to Stockton and 4th Streets, the regular route, after being on construction reroute for approximately seven years due to Central Subway construction. Moreover, benefits from returning to Stockton Street were boosted by the transit lane on lower Stockton.

Figure 5: 2019 Headway Gaps at timepoints for 8 Bayshore

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	Cayuga Ave&Onondaga Ave			100.0%				
		City College Terminal NW-FS/SI	3.9%	7.9%	9.3%	14.2%	15.3%	8.9%	25.0%
		Geneva Ave & Mission St SE-FS/BZ	6.4%	9.0%	13.3%	15.1%	16.9%	10.4%	25.6%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI	6.4%	11.2%					

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (OUTBOUND)

Frequent Local	8-Bayshore	City College Terminal NW-FS/SI	31.3%	21.5%	22.5%	19.2%	16.4%	23.6%	0.0%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI				20.6%	0.0%		

Neighborhood Gaps - 2019 Chinatown versus 2018 (INBOUND)

Specialized	8AX-Bayshore A Express	Kearny St&Pacific Ave NE-FS/SB	18.8%	6.8%

Neighborhood Gaps - 2019 Chinatown versus 2018 (OUTBOUND)

Frequent Local	8-Bayshore	Columbus Ave&Union St NW-NS/BZ	10.6%	10.3%	16.5%	9.9%	14.5%	13.5%	1.4%
Specialized	8AX-Bayshore A Express	Kearny St&Pacific Ave NE-FS/SB			23.8%	11.3%			
	8BX-Bayshore B Express	Columbus Ave&Union St NW-NS/BZ			0.0%	17.7%	0.0%		

Neighborhood Gaps - 2019 Visitacion Valley versus 2018 (INBOUND)

Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	3.9%	7.9%	9.3%	14.2%	15.3%	8.9%	25.0%
		San Bruno Ave&Arleta Ave NE-FS/BZ	12.2%	13.3%	19.5%	18.3%	18.7%	12.3%	32.5%
		Santos St&Geneva Ave E-FS/BZ	8.0%	10.7%	15.6%	16.4%	18.2%	11.3%	28.1%
Specialized	8BX-Bayshore B Express	Bay Shore Blvd&Blanken Ave SE-NS/BZ	11.1%	12.1%					
		City College Terminal NW-FS/SI	6.4%	11.2%					

Neighborhood Gaps - 2019 Visitacion Valley versus 2018 (OUTBOUND)

Frequent Local	8-Bayshore	City College Terminal NW-FS/SI	31.3%	21.5%	22.5%	19.2%	16.4%	23.6%	0.0%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI				20.6%	0.0%		

Note: Green shading represents headway gaps that decreased by 5 or more percentage points (improved service) between 2018 and 2019. Red shading represents headway gaps that increased by 5 or more percentage points (decreased service) between 2018 and 2019.

3.3 Key Needs and Recommendations by Neighborhood

Based on community feedback and data analysis we identified the key needs and recommendations by Equity Strategy Neighborhood listed in the figures below. A legend that shows whether a recommendation requires new funding, does not require new funding, or is partially funded is provided in In past Equity Strategies we have included work completed and work underway for each of the neighborhoods. However, as the Equity Strategy process matures, we felt it was important to keep the focus to current findings and recommendations, opting to document work underway and completed in Appendix C.

Figure 6. Legend for Funding Status of Recommendations

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Figure 7. Bayview: Key Needs and Recommendations

Figure 8. Chinatown: Key Needs and Recommendations

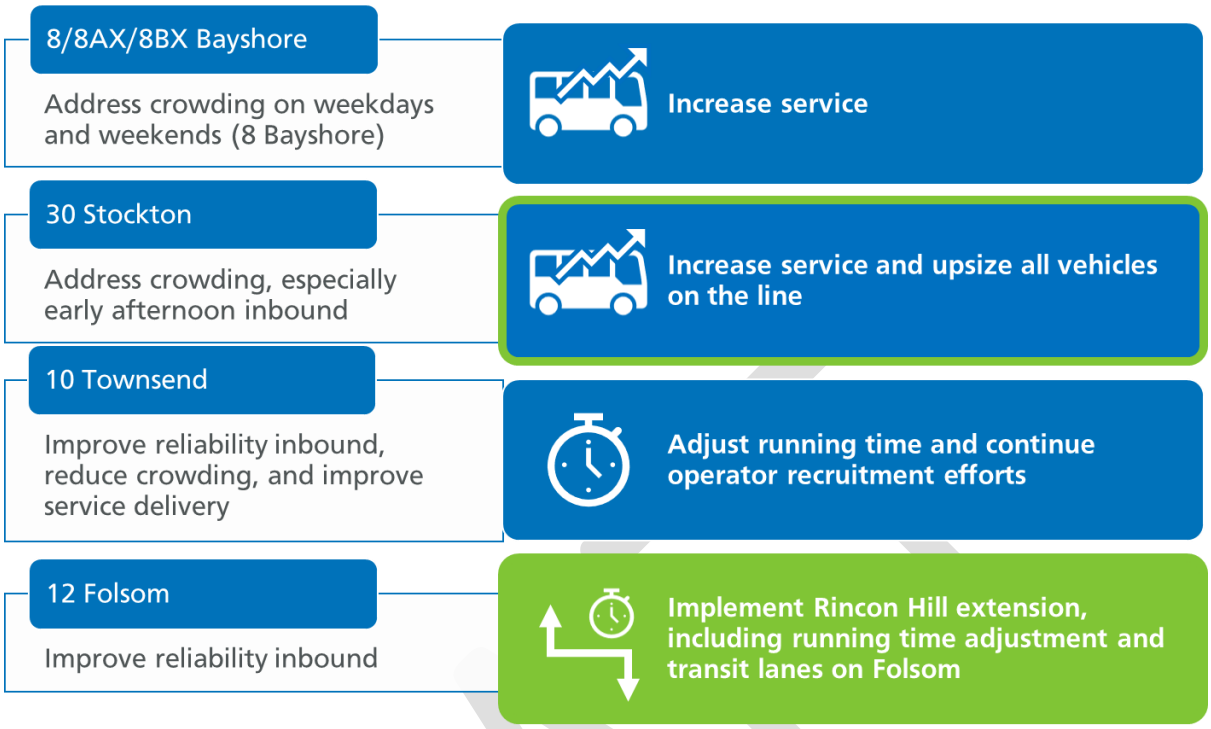


Figure 9. Excelsior/Outer Mission: Key Needs and Recommendations

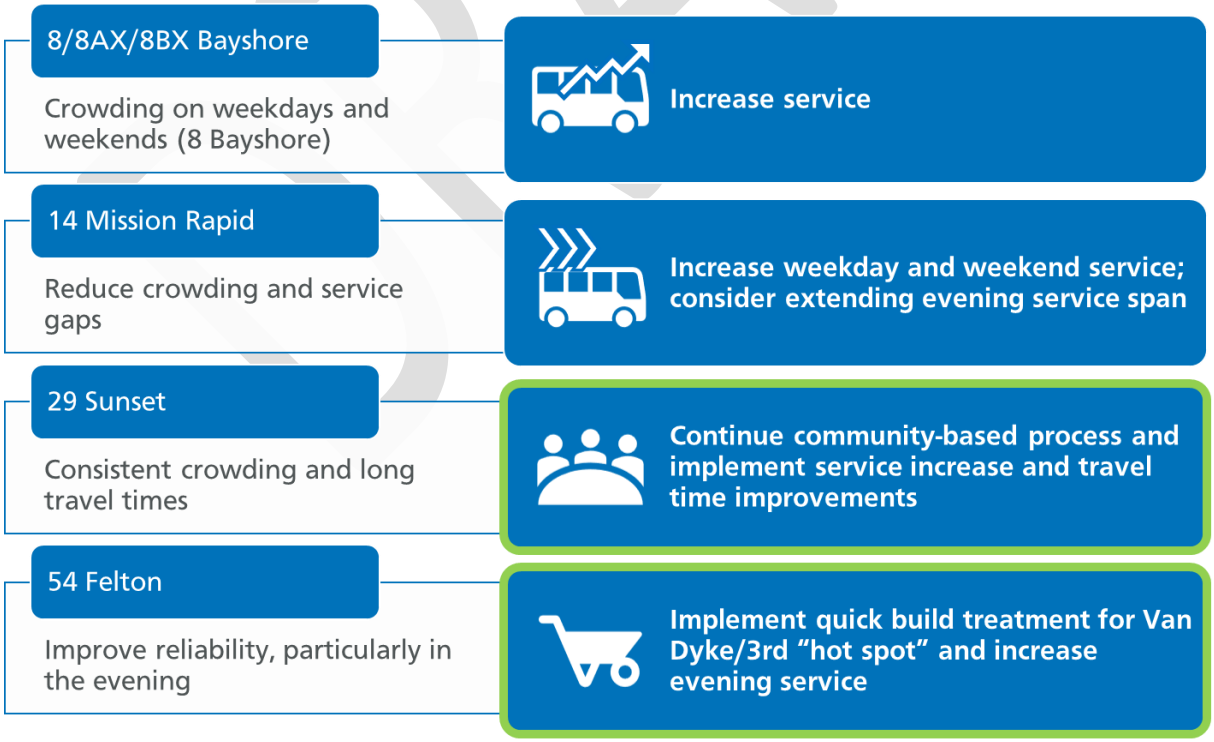


Figure 10. Ingleside/Oceanview: Key Needs and Recommendations

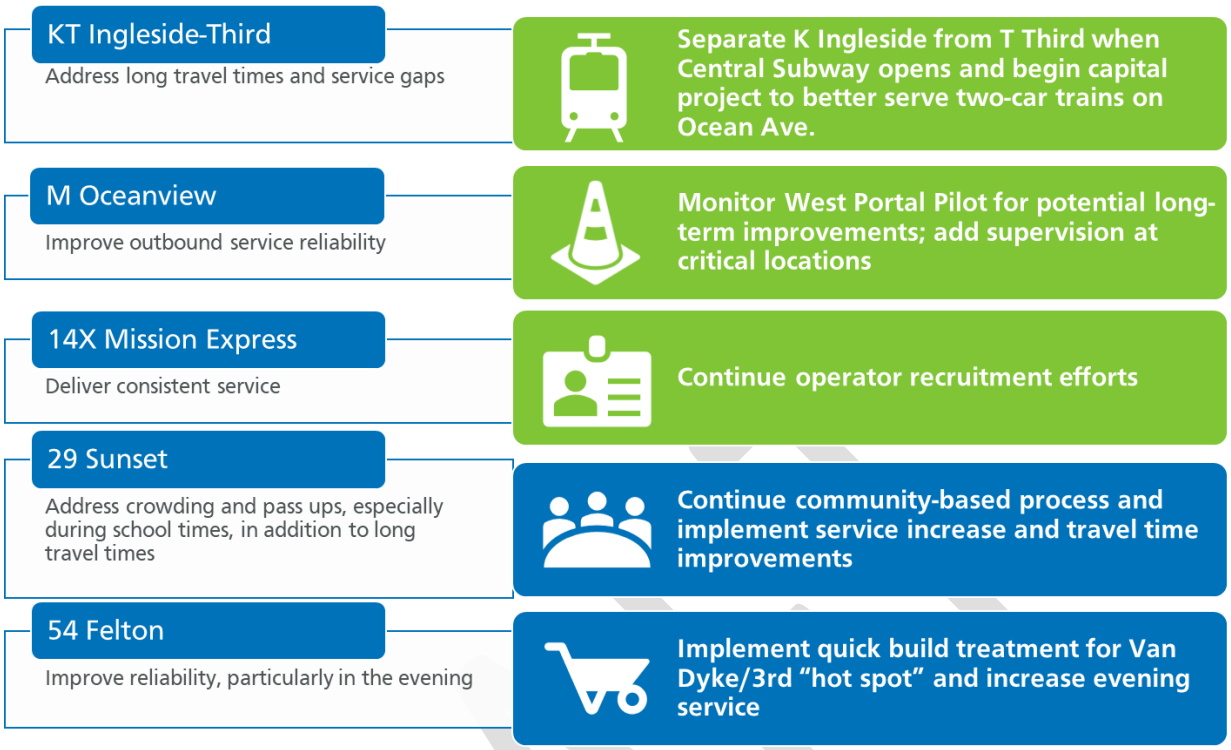


Figure 11. Inner Mission: Key Needs and Recommendations

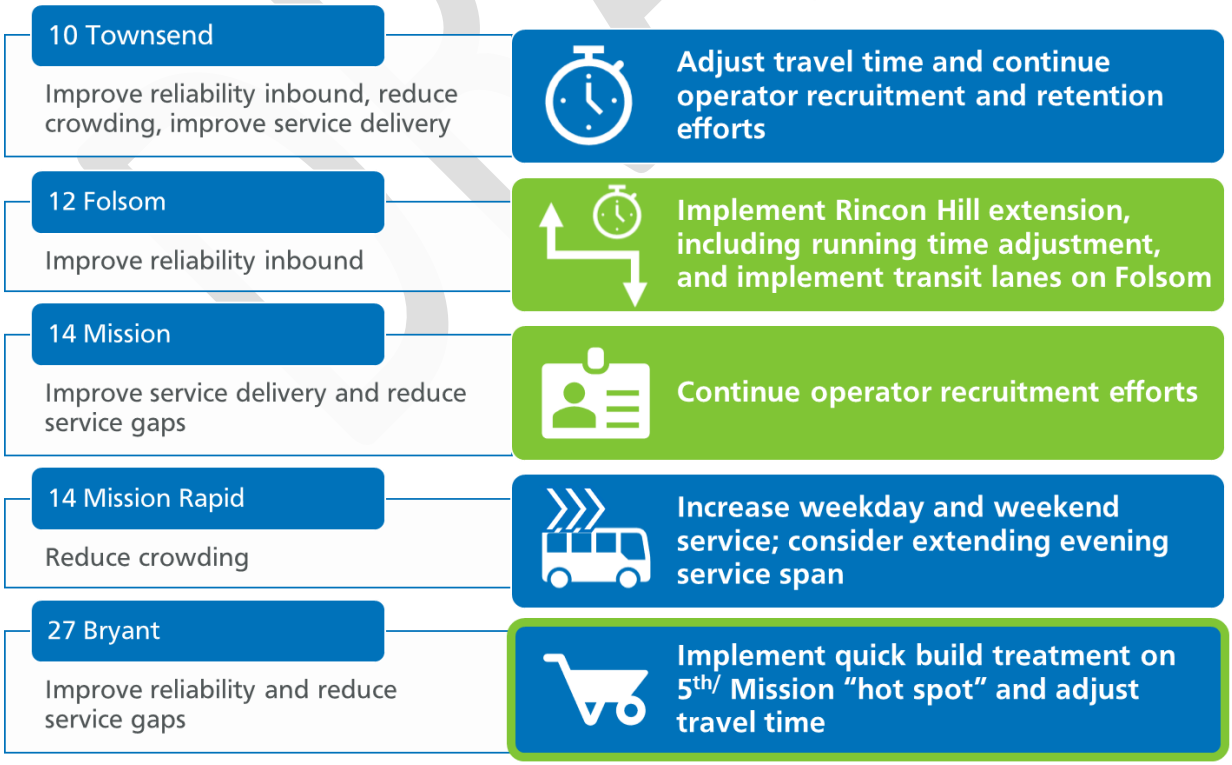


Figure 12. Tenderloin/SOMA: Key Needs and Recommendations

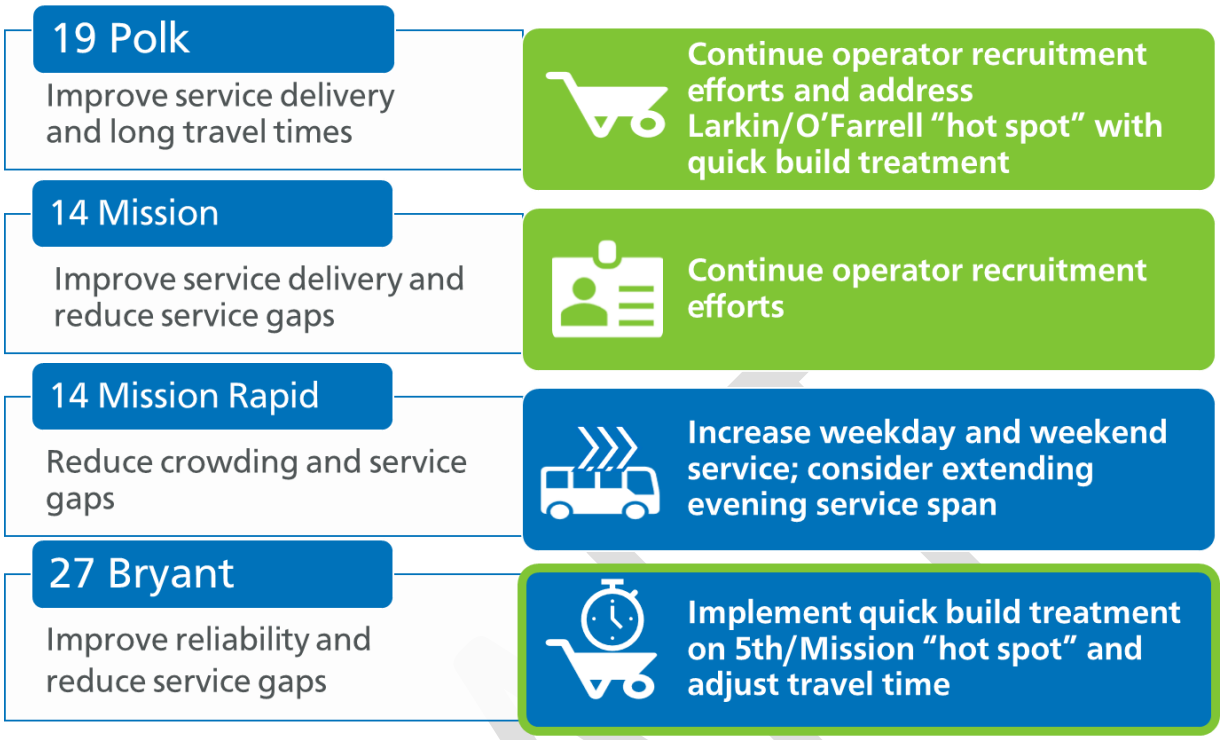


Figure 13. Treasure Island: Key Needs and Recommendations

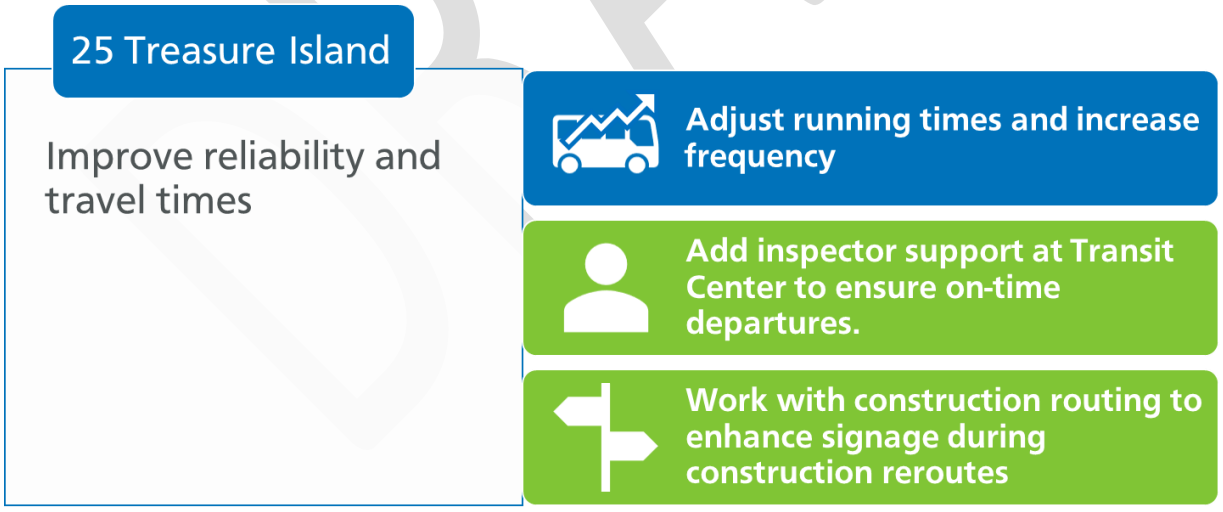


Figure 14. Visitacion Valley: Key Needs and Recommendations

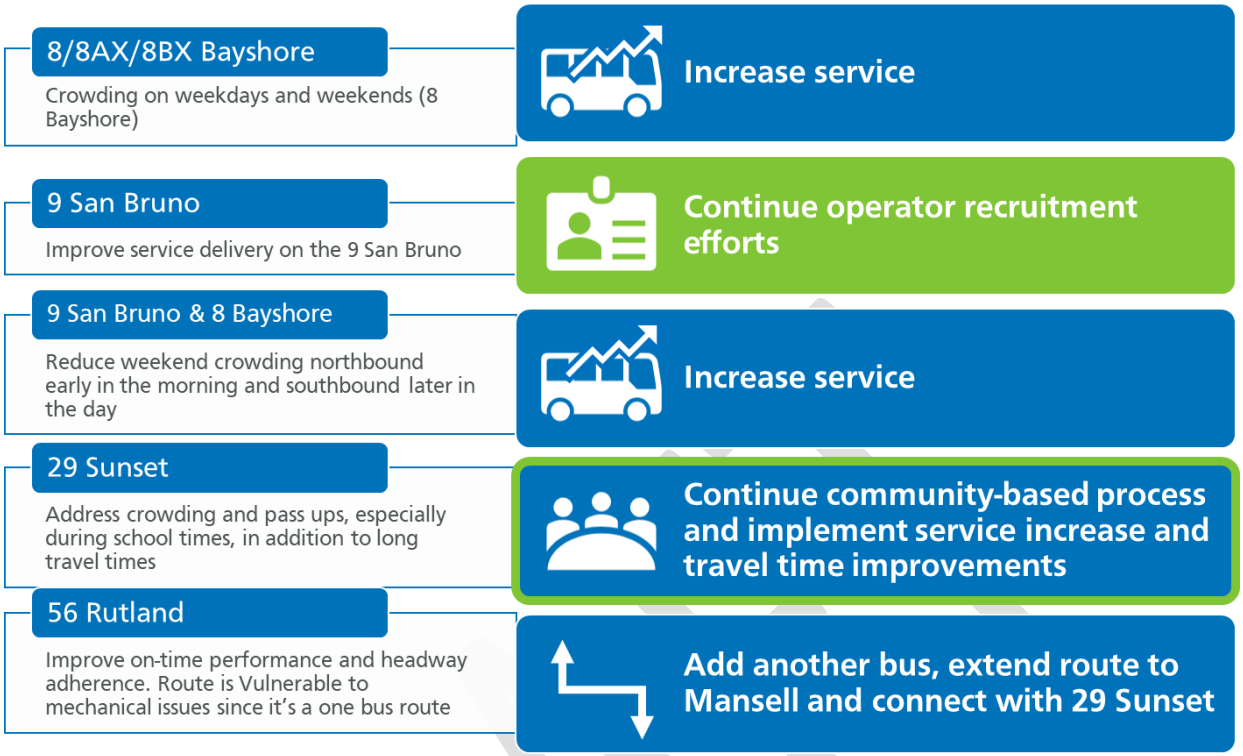


Figure 15. Western Addition: Key Needs and Recommendations

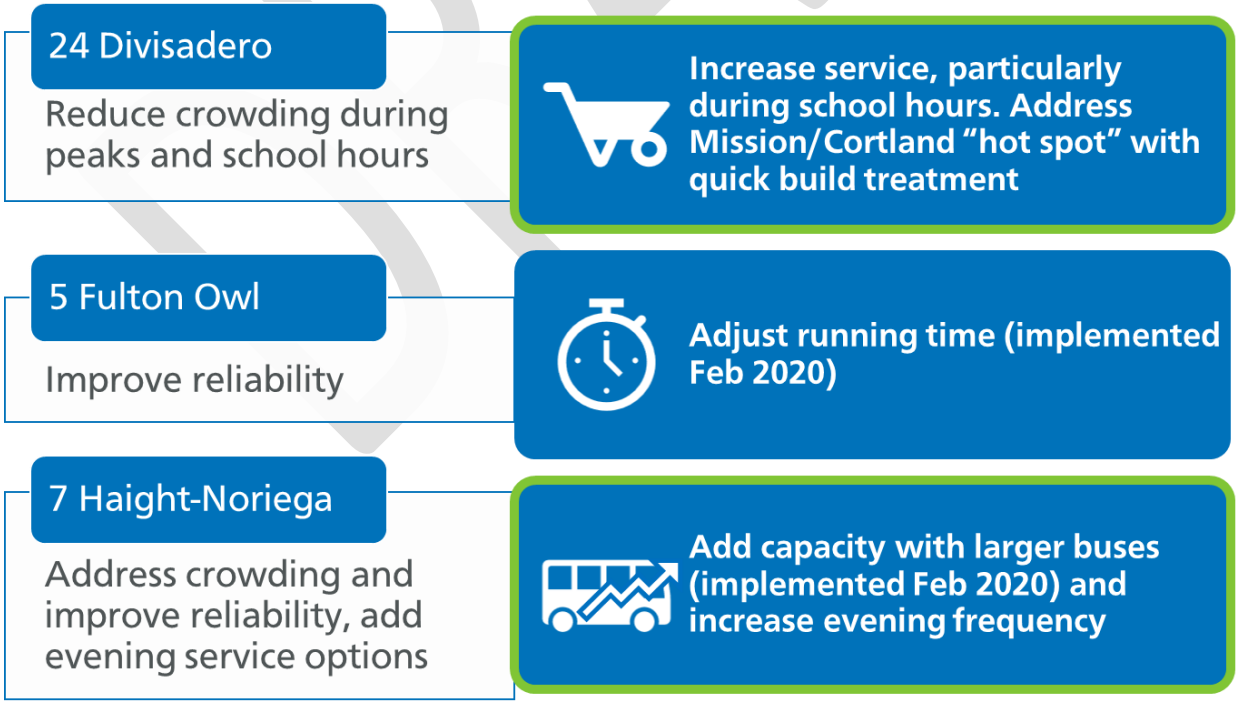
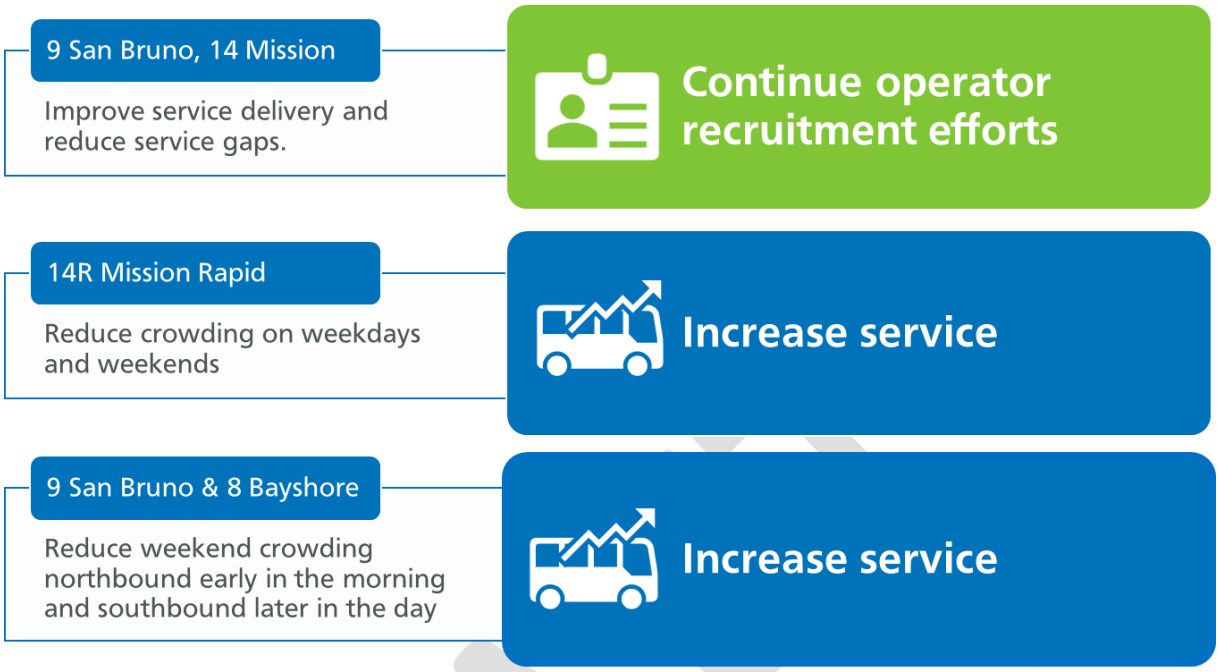


Figure 16. Citywide Accessibility: Key Needs and Recommendations



4 Budget Recommendations

In the previous chapter, we identified key needs in each Equity Neighborhood and strategies to address those needs. The strategies include both work already underway and new strategies that are recommended to advance going forward. In light of the Mayoral directive for Agencies to propose budget reductions, the SFMTA FY 2021-2022 budget will not include new funding to address recommended strategies for which funding has not yet been identified and secured. Instead, we will move forward in identifying other potential funding sources for capital and operating recommendations, as well as ensuring that strategy recommendations that are currently funded are implemented to address the key equity neighborhood needs.

5 Look Ahead

In this third update to the Equity Strategy, we focused on integrating Equity Policy principles into transit planning and operations practices and day-to-day work as we operationalized the Equity Strategy. Going forward, we will build on this practice, strengthening how all aspects of transit planning and operations reflect the SFMTA's commitment to transit service equity. Based on what we've learned from this process, in the coming months and years, we will do the following:

5.1 Implement Recommended Strategies

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

5.2 Continue and Expand the practice of Engaging Riders in Planning

Although this year we were not able to maintain the level of Equity Strategy-specific outreach that was made possible by outside funding in the second Equity Strategy, we succeeded in integrating the practice of rider engagement in transit planning. While this resulted in less visible events, we believe that our interactions with riders and community members were more meaningful in terms of the degree to which this engagement informed our approach and priorities but also in fostering genuine dialogue between SFMTA staff and community members. Thus, just as we listened to rider experiences, transit needs, and suggestions we were able to share real constraints and trade-offs that we face in making decisions. This critical for a more transparent decision-making process. As we continue to shift the culture of transit planning and operations to integrate Equity Strategy principles into all aspects of our work, we expect our capacity to engage with residents and communities to continue to expand.

5.3 Continue to Evaluate Neighborhood Needs and Progress; Incorporate Areas of Focus

As our team becomes more adept at incorporating Equity Strategy Route feedback and performance monitoring into our work, we will explore what incorporating specific transit equity-related areas of focus as part of each update. For example, two relevant areas of focus that we will endeavor to address in the next update are gender equity and gender-specific issues on transit, and evening and owl route adherence.

5.4 Update Recommendations Every Two Years – A Continuous Approach to Equity Strategy Implementation

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

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Appendices

Appendix A: Muni Service Equity Policy
Appendix B: Transit Performance Dashboards
Appendix C: Accomplishments to Date

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Appendix A: Muni Service Equity Policy

Muni Service Equity Policy adopted by the San Francisco Municipal Transportation Agency (SFMTA) Board of Directors in May 2014.

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Transportation
Agency

Muni Service Equity Policy

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

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

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

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

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

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

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

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

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

Appendix B: Transit Performance Dashboards

To support the analysis of key transit needs discussed in Findings and Recommendations, transit performance ''dashboards'' were created for each Equity Strategy neighborhood as well as for routes heavily used by seniors and people with disabilities. The dashboards, contained in this appendix, use color coding to simplify comparisons between populations of interest and system-wide categories as well as comparisons between 2018 baseline and 2019 data. Please see tables below for a summary of the metrics used, color coding, and a glossary of terms.

Metrics and Shading used in Dashboards

Metric	Data Range	Comparison	Threshold for Better Transit Performance		Threshold for Worse Transit Performance		No Significant Difference	
On-Time Performance (OTP)	9/11/19 – 11/11/19	2019 Line & Neighborhood vs 2019 Systemwide	Better Performance	More than 10% above	Worse Performance	More than 10% below	No Significant Difference	Within 10%
	9/11/19 – 11/11/19 & 9/11/18 – 11/11/18	2019 Line & Neighborhood vs 2018 Line & Neighborhood	Better Performance	More than 5% increase	Worse Performance	More than 5% decrease	No Significant Difference	Within 5%
Service Gaps	9/11/19 – 11/11/19	2019 Line & Neighborhood vs 2019 Systemwide	Less Service Gaps	More than 5% below	More Service Gaps	More than 5% above	No Significant Difference	Within 5%
	9/11/19 – 11/11/19 & 9/11/18 – 11/11/18	2019 Line & Neighborhood vs 2018 Line & Neighborhood	Less Service Gaps	More than 5% decrease	More Service Gaps	More than 5% increase	No Significant Difference	Within 5%
Peak Period Crowding	1/1/2019 – 8/1/2019	Shading is used to highlight the maximum and the range of values in the table.						
Travel Times to Key Destinations	Based on typical weekday	Travel Time to key destinations by Muni versus driving	Less Time to take Muni	Ratio less than 1.0	More Time to take Muni	Ratio more than 2.0	No Significant Difference	Ratio between 1.0 & 2.0
Service Delivery	9/11/19 – 11/11/19	Service delivery percentages are provided without comparisons.						

Notes:
1. Reported results are subject to change as data quality improves or new data becomes available. Travel time estimates are still being updated and data from the 2016 Equity Strategy Report is displayed in the tables below.
2. Travel Times to Key Destinations are not provided for routes heavily used by seniors and people with disabilities

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Glossary

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

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Systemwide (On-Time Performance & Service Gaps)

Systemwide OTP - 2019 INBOUND

Service Category	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl	Total
Frequent Local & Rapid Bus	63.3%	62.1%	60.8%	58.1%	55.5%	56.4%	60.1%	60.2%
Grid	62.0%	58.6%	58.3%	53.0%	54.8%	55.6%	58.9%	57.5%
Muni Metro	53.9%	48.2%	51.0%	45.0%	43.3%	50.1%	51.8%	48.5%
Specialized	65.1%	52.2%	36.6%	68.9%	47.6%		78.6%	62.7%
Connector	49.5%	46.2%	48.5%	42.1%	50.5%	42.8%	33.7%	46.2%
Owl	45.6%					60.6%	53.9%	53.7%
Grand Total	61.1%	57.9%	57.9%	53.9%	52.7%	54.1%	57.1%	56.8%

Systemwide OTP - 2019 OUTBOUND

Service Category	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl	Total
Frequent Local & Rapid Bus	63.8%	59.2%	57.5%	55.5%	53.6%	55.1%	61.7%	58.2%
Grid	61.2%	56.9%	54.8%	51.1%	53.0%	56.4%	54.4%	55.7%
Muni Metro	45.8%	36.8%	39.1%	34.1%	32.4%	40.6%	48.7%	38.6%
Specialized	64.1%	29.0%	53.2%	49.8%	49.0%		52.3%	51.6%
Connector	49.5%	52.3%	51.0%	49.9%	55.5%	50.0%	32.7%	51.0%
Owl	46.9%					72.9%	51.8%	51.7%
Grand Total	59.2%	55.1%	53.8%	50.8%	50.3%	53.0%	55.1%	54.0%

Systemwide Gaps - 2019 INBOUND

Service Category	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl	Total
Frequent Local & Rapid Bus	14.7%	11.6%	14.1%	13.1%	13.2%	14.2%	23.6%	13.6%
Grid	19.6%	14.6%	20.7%	21.3%	16.9%	16.4%	20.0%	18.0%
Muni Metro	25.3%	20.9%	25.7%	22.6%	17.8%	22.1%	31.7%	22.4%
Specialized	14.2%	11.5%		8.0%	35.2%		0.3%	12.9%
Connector	20.1%	19.2%	23.6%	23.2%	17.8%	17.5%	6.3%	20.2%
Owl	25.9%					17.0%	19.2%	19.6%
Grand Total	17.9%	14.4%	18.3%	17.6%	15.6%	16.3%	22.3%	16.6%

Systemwide Gaps - 2019 OUTBOUND

Service Category	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl	Total
Frequent Local & Rapid Bus	15.9%	12.3%	13.9%	13.9%	14.3%	15.2%	13.6%	13.8%
Grid	21.0%	16.0%	22.4%	23.1%	18.0%	15.4%	15.3%	19.0%
Muni Metro	19.7%	22.3%	25.0%	24.5%	21.0%	26.9%	19.1%	22.6%
Specialized	18.4%	59.3%	18.3%	17.9%	13.3%			18.0%
Connector	17.4%	16.4%	20.8%	20.6%	14.7%	12.4%	8.3%	17.3%
Owl	29.3%					14.3%	17.8%	18.4%
Grand Total	18.3%	15.1%	18.4%	18.4%	16.6%	16.9%	15.2%	17.0%

Service Delivery

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	188.3	31,644.5	99.4%
	Frequent	6,279.1	196,728.4	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,774.8	78,969.5	97.8%
	Owl	68.1	10,168.5	99.3%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	1,103.4	26,195.3	95.8%
	Systemwide	21,927.8	629,584.8	96.5%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Accessible	Frequent	8	466.7	12,965.8	96.4%
		14	564.2	12,975.6	95.7%
		30	359.7	11,803.9	97.0%
		38	224.8	10,853.1	97.9%
		49	370.2	12,514.9	97.0%
	Grid	9	760.8	13,887.9	94.5%
		31	253.9	11,472.7	97.8%
	Rapid Bus	9R	199.3	6,846.2	97.1%
		14R	237.5	11,666.3	98.0%
		38R	88.4	11,482.0	99.2%

Bayview

OTP - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line OTP - 2019 Bayview versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	59.2%	62.0%	57.9%	53.7%	54.7%	56.3%	57.3%
Grid	19-Polk	51.3%	46.3%	48.7%	41.4%	48.7%	51.0%	44.9%
	23-Monterey	48.1%	45.4%	44.2%	37.6%	43.6%	51.2%	56.4%
	29-Sunset	58.0%	51.4%	44.8%	42.3%	43.6%	46.0%	63.5%
	44-O'Shaughnessy	57.7%	55.5%	56.4%	46.2%	49.3%	49.4%	66.5%
	54-Felton	63.0%	57.2%	59.5%	47.8%	53.2%	53.5%	42.2%
Muni Metro	KT-Ingleside/Third	39.8%	32.6%	38.8%	27.2%	24.4%	32.9%	36.4%
Connector	56-Rutland	62.5%	40.8%	37.5%	37.9%	44.2%		
Owl	91-Owl						68.4%	47.7%

Neighborhood OTP - 2019 Bayview versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	3rd St&Palou Ave E-FS/BZ Cut-out	79.1%	78.9%	72.9%	65.9%	75.1%	75.6%	72.6%
		Cortland Ave&Bay Shore Blvd SW-NS/BZ							65.8%
		Cortland Ave&Hilton St NW-FS/BZ	77.7%	78.2%	70.3%	62.8%	65.1%	64.2%	59.6%
Grid	19-Polk	Evans Ave&Phelps St E-NS/BZ	76.6%	68.4%	62.6%	49.4%	57.9%	59.1%	82.9%
		Galvez Ave&Robinson Ave S-NS/BZ	61.4%	66.9%	69.4%	54.6%	57.2%	65.9%	27.3%
	23-Monterey	Bay Shore Blvd&Cortland Ave NE-FS/BZ	50.2%	46.0%	38.7%	33.3%	42.7%	48.8%	
		Palou Ave&3rd St E-NS/BZ	48.2%	36.6%	41.8%	28.5%	39.5%	46.0%	50.0%
		Palou Ave&3rd St S-FS/BZ	48.5%	38.6%	45.9%	28.5%	46.6%	50.0%	69.0%
	29-Sunset	Fitzgerald Ave&Keith St S-FS/BZ	79.4%	78.5%	61.6%	62.8%	62.8%	62.2%	79.6%
		Mansell St&San Bruno Ave W-FS/BZ	69.8%	62.8%	56.2%	60.4%	48.3%	39.8%	70.5%
	44-O'Shaughnessy	Hudson Ave&3rd St E-NS/BZ	79.6%	78.4%	80.7%	68.1%	72.6%	70.5%	80.2%
		Palou Ave&3rd St E-NS/BZ	75.0%	75.2%	72.8%	60.7%	60.8%	63.5%	76.4%
	54-Felton	3rd St&Palou Ave E-FS/BZ Cut-out	48.3%	51.0%	49.3%	42.2%	44.0%	46.7%	60.0%
		Earl St&Kirkwood Ave N-NS	54.1%	43.1%	46.5%	38.9%	39.3%	42.0%	70.9%
		New Hall & Hudson St	50.1%	38.4%	40.9%	32.6%	39.5%	31.1%	25.2%
		Williams Ave&3rd St W-NS	51.1%	51.3%	47.9%	40.4%	46.0%	44.1%	
Muni Metro	KT-Ingleside/Third	3rd St&Marin St NW-NS/SI	34.9%	19.4%	38.4%	20.3%	14.4%	24.1%	35.9%
		3rd St&Oakdale/Palou N-NS SI	35.6%	19.1%	32.9%	18.3%	14.4%	21.6%	25.7%
		3rd St&Paul Ave SW-FS/SI	35.8%	18.3%	31.8%	18.6%	13.8%	18.7%	26.1%
Connector	56-Rutland	Executive Park W-MB/SB	70.3%	48.2%	38.9%	39.6%			
Owl	91-Owl	US Post Office E-FS/SB						63.9%	53.4%

Line OTP - 2019 Bayview versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	70.2%	67.4%	60.8%	59.1%	59.7%	59.9%	59.4%
Grid	19-Polk	54.7%	48.9%	47.5%	35.6%	42.7%	48.2%	47.5%
	23-Monterey	47.1%	50.8%	51.7%	47.6%	49.9%	63.7%	54.2%
	29-Sunset	55.7%	53.0%	44.1%	42.4%	46.1%	44.4%	66.3%
	44-O'Shaughnessy	53.7%	53.4%	47.8%	46.7%	48.8%	53.2%	55.0%
	54-Felton	56.1%	57.2%	50.6%	45.1%	44.5%	62.0%	80.8%
Muni Metro	KT-Ingleside/Third	47.4%	36.7%	37.7%	32.9%	18.2%	27.1%	50.9%
Connector	56-Rutland	43.0%	34.3%	38.6%	31.9%	30.7%		
Owl	91-Owl	36.1%					72.0%	42.1%

Neighborhood OTP - 2019 Bayview versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	3rd St&Palou Ave E-FS/BZ Cut-out	54.1%	46.2%	38.1%	40.8%	40.9%	38.4%	46.8%
		Cortland Ave&Bay Shore Blvd SW-NS/BZ	65.2%	57.3%	53.2%	48.0%	45.8%	51.1%	51.9%
Grid	19-Polk	Connecticut St&Cesar Chavez St NW-NS	49.8%	42.5%	41.4%	26.3%	36.0%	46.5%	43.4%
		Evans Ave&3RD St S-FS/SB	44.9%	34.2%	32.5%	26.8%	33.7%	35.8%	9.2%
		Galvez Ave&Robinson Ave S-NS/BZ	42.4%	37.6%	34.9%	26.6%	32.0%	42.1%	22.6%
	23-Monterey	Bay Shore Blvd&Cortland Ave NW-NS/BZ	64.7%	61.1%	69.0%	61.4%	57.3%	84.7%	50.7%
		Palou Ave&3rd St E-NS/BZ	44.5%	50.5%	57.0%	60.5%	50.3%	81.0%	51.1%
	29-Sunset	Fitzgerald Ave&Keith St S-FS/BZ	34.2%	40.8%	32.4%	34.5%	37.5%	28.3%	
	44-O'Shaughnessy	Hudson Ave&3rd St E-NS/BZ	18.2%	21.4%	23.7%	21.1%	28.4%	13.9%	22.7%
		Palou Ave&3rd St S-FS/BZ	38.5%	47.4%	40.2%	34.9%	41.5%	40.7%	45.3%
	54-Felton	New Hall & Hudson St	70.6%	75.0%	67.7%	62.3%	65.3%	76.2%	90.2%
		Williams Ave&3rd St N-FS	64.4%	63.8%	61.9%	57.8%	49.9%	72.4%	85.2%
Muni Metro	KT-Ingleside/Third	3rd St&Gilman Ave NE-FS/SI	72.2%	54.0%	54.2%	49.1%	26.3%	38.4%	59.6%
		3rd St&Marin St SE-NS/SI	63.2%	48.4%	45.5%	44.4%	21.8%	30.8%	41.6%
		3rd St&Oakdale/Palou N-FS/SI	66.1%	49.5%	51.1%	47.7%	23.9%	34.4%	49.3%
Connector	56-Rutland	Executive Park W-MB/SB	39.0%	30.9%	34.1%	26.2%	14.6%		
Owl	91-Owl	US Post Office N-NS/SB	57.9%						57.3%

OTP - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

Better Performance	More than 5% above	Worse Performance	More than 5% below	No Significant Difference	Within 5%

Line OTP - 2019 Bayview versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	59.2%	62.0%	57.9%	53.7%	54.7%	56.3%	57.3%
Grid	19-Polk	51.3%	46.3%	48.7%	41.4%	48.7%	51.0%	44.9%
	23-Monterey	48.1%	45.4%	44.2%	37.6%	43.6%	51.2%	56.4%
	29-Sunset	58.0%	51.4%	44.8%	42.3%	43.6%	46.0%	63.5%
	44-O'Shaughnessy	57.7%	55.5%	56.4%	46.2%	49.3%	49.4%	66.5%
	54-Felton	63.0%	57.2%	59.5%	47.8%	53.2%	53.5%	42.2%
Muni Metro	KT-Ingleside/Third	39.8%	32.6%	38.8%	27.2%	24.4%	32.9%	36.4%
Connector	56-Rutland	62.5%	40.8%	37.5%	37.9%	44.2%		
Owl	91-Owl						68.4%	47.7%

Neighborhood OTP - 2019 Bayview versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	3rd St&Palou Ave E-FS/BZ Cut-out	79.1%	78.9%	72.9%	65.9%	75.1%	75.6%	72.6%
		Cortland Ave&Bay Shore Blvd SW-NS/BZ							65.8%
		Cortland Ave&Hilton St NW-FS/BZ	77.7%	78.2%	70.3%	62.8%	65.1%	64.2%	59.6%
Grid	19-Polk	Evans Ave&Phelps St E-NS/BZ	76.6%	68.4%	62.6%	49.4%	57.9%	59.1%	82.9%
		Galvez Ave&Robinson Ave S-NS/BZ	61.4%	66.9%	69.4%	54.6%	57.2%	65.9%	27.3%
	23-Monterey	Bay Shore Blvd&Cortland Ave NE-FS/BZ	50.2%	46.0%	38.7%	33.3%	42.7%	48.8%	
		Palou Ave&3rd St E-NS/BZ	48.2%	36.6%	41.8%	28.5%	39.5%	46.0%	50.0%
		Palou Ave&3rd St S-FS/BZ	48.5%	38.6%	45.9%	28.5%	46.6%	50.0%	69.0%
	29-Sunset	Fitzgerald Ave&Keith St S-FS/BZ	79.4%	78.5%	61.6%	62.8%	62.8%	62.2%	79.6%
		Mansell St&San Bruno Ave W-FS/BZ	69.8%	62.8%	56.2%	60.4%	48.3%	39.8%	70.5%
	44-O'Shaughnessy	Hudson Ave&3rd St E-NS/BZ	79.6%	78.4%	80.7%	68.1%	72.6%	70.5%	80.2%
		Palou Ave&3rd St E-NS/BZ	75.0%	75.2%	72.8%	60.7%	60.8%	63.5%	76.4%
	54-Felton	3rd St&Palou Ave E-FS/BZ Cut-out	48.3%	51.0%	49.3%	42.2%	44.0%	46.7%	60.0%
		Earl St&Kirkwood Ave N-NS	54.1%	43.1%	46.5%	38.9%	39.3%	42.0%	70.9%
		New Hall & Hudson St	50.1%	38.4%	40.9%	32.6%	39.5%	31.1%	25.2%
		Williams Ave&3rd St W-NS	51.1%	51.3%	47.9%	40.4%	46.0%	44.1%	
Muni Metro	KT-Ingleside/Third	3rd St&Marin St NW-NS/SI	34.9%	19.4%	38.4%	20.3%	14.4%	24.1%	35.9%
		3rd St&Oakdale/Palou N-NS SI	35.6%	19.1%	32.9%	18.3%	14.4%	21.6%	25.7%
		3rd St&Paul Ave SW-FS/SI	35.8%	18.3%	31.8%	18.6%	13.8%	18.7%	26.1%
Connector	56-Rutland	Executive Park W-MB/SB	70.3%	48.2%	38.9%	39.6%			
Owl	91-Owl	US Post Office E-FS/SB						63.9%	53.4%

Line OTP - 2019 Bayview versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	70.2%	67.4%	60.8%	59.1%	59.7%	59.9%	59.4%
Grid	19-Polk	54.7%	48.9%	47.5%	35.6%	42.7%	48.2%	47.5%
	23-Monterey	47.1%	50.8%	51.7%	47.6%	49.9%	63.7%	54.2%
	29-Sunset	55.7%	53.0%	44.1%	42.4%	46.1%	44.4%	66.3%
	44-O'Shaughnessy	53.7%	53.4%	47.8%	46.7%	48.8%	53.2%	55.0%
	54-Felton	56.1%	57.2%	50.6%	45.1%	44.5%	62.0%	80.8%
Muni Metro	KT-Ingleside/Third	47.4%	36.7%	37.7%	32.9%	18.2%	27.1%	50.9%
Connector	56-Rutland	43.0%	34.3%	38.6%	31.9%	30.7%		
Owl	91-Owl	36.1%					72.0%	42.1%

Neighborhood OTP - 2019 Bayview versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	3rd St&Palou Ave E-FS/BZ Cut-out	54.1%	46.2%	38.1%	40.8%	40.9%	38.4%	46.8%
		Cortland Ave&Bay Shore Blvd SW-NS/BZ	65.2%	57.3%	53.2%	48.0%	45.8%	51.1%	51.9%
Grid	19-Polk	Connecticut St&Cesar Chavez St NW-NS	49.8%	42.5%	41.4%	26.3%	36.0%	46.5%	43.4%
		Evans Ave&3RD St S-FS/SB	44.9%	34.2%	32.5%	26.8%	33.7%	35.8%	9.2%
		Galvez Ave&Robinson Ave S-NS/BZ	42.4%	37.6%	34.9%	26.6%	32.0%	42.1%	22.6%
	23-Monterey	Bay Shore Blvd&Cortland Ave NW-NS/BZ	64.7%	61.1%	69.0%	61.4%	57.3%	84.7%	50.7%
		Palou Ave&3rd St E-NS/BZ	44.5%	50.5%	57.0%	60.5%	50.3%	81.0%	51.1%
	29-Sunset	Fitzgerald Ave&Keith St S-FS/BZ	34.2%	40.8%	32.4%	34.5%	37.5%	28.3%	
	44-O'Shaughnessy	Hudson Ave&3rd St E-NS/BZ	18.2%	21.4%	23.7%	21.1%	28.4%	13.9%	22.7%
		Palou Ave&3rd St S-FS/BZ	38.5%	47.4%	40.2%	34.9%	41.5%	40.7%	45.3%
	54-Felton	New Hall & Hudson St	70.6%	75.0%	67.7%	62.3%	65.3%	76.2%	90.2%
		Williams Ave&3rd St N-FS	64.4%	63.8%	61.9%	57.8%	49.9%	72.4%	85.2%
Muni Metro	KT-Ingleside/Third	3rd St&Gilman Ave NE-FS/SI	72.2%	54.0%	54.2%	49.1%	26.3%	38.4%	59.6%
		3rd St&Marin St SE-NS/SI	63.2%	48.4%	45.5%	44.4%	21.8%	30.8%	41.6%
		3rd St&Oakdale/Palou N-FS/SI	66.1%	49.5%	51.1%	47.7%	23.9%	34.4%	49.3%
Connector	56-Rutland	Executive Park W-MB/SB	39.0%	30.9%	34.1%	26.2%	14.6%		
Owl	91-Owl	US Post Office N-NS/SB	57.9%						57.3%

Bayview

Service Gaps - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line Gaps - 2019 Bayview versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	21.4%	12.6%	17.5%	15.0%	13.6%	16.5%	20.5%
Grid	19-Polk	34.5%	26.2%	28.2%	33.2%	23.1%	12.8%	9.9%
	23-Monterey	12.7%			43.9%	25.2%	20.2%	
	29-Sunset	16.7%	18.0%	26.4%	25.6%	16.8%	20.4%	43.9%
	44-O'Shaughnessy	19.4%	19.5%	26.9%	21.2%	15.3%	20.0%	31.8%
	54-Felton	22.9%	17.5%	20.7%	34.4%	25.6%	21.1%	
Muni Metro	KT-Ingleside/Third	29.1%	23.8%	27.7%	24.7%	19.9%	33.3%	31.7%
Connector	56-Rutland	11.1%	29.1%	25.1%	17.5%			
Owl	91-Owl						17.0%	19.5%

Neighborhood Gaps - 2019 Bayview versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	3rd St&Palou Ave E-FS/BZ Cut-out	5.6%	6.2%	9.8%	9.1%	9.2%	11.3%	25.2%
		Cortland Ave&Bay Shore Blvd SW-NS/BZ							23.6%
		Cortland Ave&Hilton St NW-FS/BZ	9.1%	6.7%	11.3%	11.3%	8.9%	10.9%	9.6%
Grid	19-Polk	Evans Ave&Phelps St E-NS/BZ	27.2%	21.1%	25.6%	31.6%	21.5%	10.4%	9.1%
		Galvez Ave&Robinson Ave S-NS/BZ	28.1%	19.8%	22.6%	31.1%	20.9%	16.4%	12.5%
	23-Monterey	Bay Shore Blvd&Cortland Ave NE-FS/BZ	1.2%			37.5%	22.4%	22.3%	
		Palou Ave&3rd St E-NS/BZ	32.4%			33.3%	22.7%	22.1%	
		Palou Ave&3rd St S-FS/BZ	26.5%			44.4%	23.0%	21.6%	
	29-Sunset	Fitzgerald Ave&Keith St S-FS/BZ	8.2%	10.5%	23.5%	22.2%	16.0%	18.7%	0.0%
		Mansell St&San Bruno Ave W-FS/BZ	7.1%	13.4%	23.2%	21.9%	16.6%	16.1%	
	44-O'Shaughnessy	Hudson Ave&3rd St E-NS/BZ	10.7%	16.9%	17.4%	17.6%	15.0%	16.9%	25.9%
		Palou Ave&3rd St E-NS/BZ	8.8%	15.7%	21.2%	21.1%	16.3%	11.8%	26.5%
	54-Felton	3rd St&Palou Ave E-FS/BZ Cut-out	30.2%	21.4%	21.2%	38.2%	22.5%	24.1%	
		Earl St&Kirkwood Ave N-NS	30.9%	23.1%	25.1%	37.5%	25.2%	24.8%	
		New Hall & Hudson St	32.4%	25.7%	31.5%	37.4%	25.0%	29.7%	
		Williams Ave&3rd St W-NS	27.6%	20.8%	19.7%	37.6%	23.7%	27.0%	
Muni Metro	KT-Ingleside/Third	3rd St&Marin St NW-NS/SI	21.9%	28.9%	28.4%	27.8%	15.9%	30.2%	38.5%
		3rd St&Oakdale/Palou N-NS SI	22.3%	28.6%	28.4%	28.6%	15.7%	33.0%	20.1%
		3rd St&Paul Ave SW-FS/SI	22.3%	28.0%	27.8%	29.4%	16.2%	34.0%	22.7%
Connector	56-Rutland	Executive Park W-MB/SB	12.9%	26.5%	20.3%	16.0%			
Owl	91-Owl	US Post Office E-FS/SB							16.8%

Line Gaps - 2019 Bayview versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	10.1%	13.4%	17.0%	15.7%	13.6%	13.3%	7.0%
Grid	19-Polk	42.0%	28.5%	31.5%	35.3%	25.2%	14.0%	7.2%
	23-Monterey	23.2%	26.0%	33.0%	27.9%			33.3%
	29-Sunset	21.6%	15.8%	27.8%	24.2%	20.4%	16.0%	0.0%
	44-O'Shaughnessy	29.1%	16.2%	19.5%	21.3%	16.5%	12.9%	16.6%
	54-Felton	25.5%	21.1%	28.1%	34.8%	26.4%	17.8%	
Muni Metro	KT-Ingleside/Third	20.1%	22.7%	26.9%	23.7%	22.9%	30.5%	18.6%
Connector	56-Rutland				13.5%	20.8%		
Owl	91-Owl						16.7%	18.5%

Neighborhood Gaps - 2019 Bayview versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	3rd St&Palou Ave E-FS/BZ Cut-out	15.2%	20.9%	23.8%	21.5%	16.5%	12.6%	19.7%
		Cortland Ave&Bay Shore Blvd SW-NS/BZ	13.7%	19.3%	25.5%	19.3%	16.5%	12.3%	7.3%
Grid	19-Polk	Connecticut St&Cesar Chavez St NW-NS	48.4%	31.3%	33.6%	36.2%	27.5%	14.0%	
		Evans Ave&3RD St S-FS/SB	46.7%	33.1%	34.7%	36.6%	25.6%	14.2%	
		Galvez Ave&Robinson Ave S-NS/BZ	46.9%	33.1%	37.1%	36.9%	23.4%	12.9%	7.9%
	23-Monterey	Bay Shore Blvd&Cortland Ave NW-NS/BZ	16.4%	22.4%	25.8%	23.7%			
		Palou Ave&3rd St E-NS/BZ	24.0%	22.2%	25.4%	24.7%			100.0%
	29-Sunset	Fitzgerald Ave&Keith St S-FS/BZ	32.1%	23.4%	42.1%	27.2%	21.2%	19.7%	
	44-O'Shaughnessy	Hudson Ave&3rd St E-NS/BZ	48.7%	30.7%	34.9%	29.0%	30.7%	31.0%	30.8%
		Palou Ave&3rd St S-FS/BZ	48.9%	19.7%	19.0%	26.5%	14.4%	16.4%	12.0%
	54-Felton	New Hall & Hudson St	14.8%	18.5%	26.5%	29.1%	27.9%	15.7%	
		Williams Ave&3rd St N-FS	17.4%	19.8%	28.1%	32.2%	29.6%	17.1%	
Muni Metro	KT-Ingleside/Third	3rd St&Gilman Ave NE-FS/SI	12.1%	21.9%	24.5%	22.7%	14.9%	26.8%	26.7%
		3rd St&Marin St SE-NS/SI	15.3%	22.3%	24.9%	23.0%	14.0%	22.4%	35.9%
		3rd St&Oakdale/Palou N-FS/SI	13.8%	20.0%	25.0%	22.0%	13.1%	23.2%	31.4%
Connector	56-Rutland	Executive Park W-MB/SB				24.6%	31.3%		
Owl	91-Owl	US Post Office N-NS/SB							15.4%

Service Gaps - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

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

Line Gaps - 2019 Bayview versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	21.4%	12.6%	17.5%	15.0%	13.6%	16.5%	20.5%
Grid	19-Polk	34.5%	26.2%	28.2%	33.2%	23.1%	12.8%	9.9%
	23-Monterey	12.7%			43.9%	25.2%	20.2%	
	29-Sunset	16.7%	18.0%	26.4%	25.6%	16.8%	20.4%	43.9%
	44-O'Shaughnessy	19.4%	19.5%	26.9%	21.2%	15.3%	20.0%	31.8%
	54-Felton	22.9%	17.5%	20.7%	34.4%	25.6%	21.1%	
Muni Metro	KT-Ingleside/Third	29.1%	23.8%	27.7%	24.7%	19.9%	33.3%	31.7%
Connector	56-Rutland	11.1%	29.1%	25.1%	17.5%			
Owl	91-Owl						17.0%	19.5%

Neighborhood Gaps - 2019 Bayview versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	3rd St&Palou Ave E-FS/BZ Cut-out	5.6%	6.2%	9.8%	9.1%	9.2%	11.3%	25.2%
		Cortland Ave&Bay Shore Blvd SW-NS/BZ							23.6%
		Cortland Ave&Hilton St NW-FS/BZ	9.1%	6.7%	11.3%	11.3%	8.9%	10.9%	9.6%
Grid	19-Polk	Evans Ave&Phelps St E-NS/BZ	27.2%	21.1%	25.6%	31.6%	21.5%	10.4%	9.1%
		Galvez Ave&Robinson Ave S-NS/BZ	28.1%	19.8%	22.6%	31.1%	20.9%	16.4%	12.5%
	23-Monterey	Bay Shore Blvd&Cortland Ave NE-FS/BZ	1.2%			37.5%	22.4%	22.3%	
		Palou Ave&3rd St E-NS/BZ	32.4%			33.3%	22.7%	22.1%	
		Palou Ave&3rd St S-FS/BZ	26.5%			44.4%	23.0%	21.6%	
	29-Sunset	Fitzgerald Ave&Keith St S-FS/BZ	8.2%	10.5%	23.5%	22.2%	16.0%	18.7%	0.0%
		Mansell St&San Bruno Ave W-FS/BZ	7.1%	13.4%	23.2%	21.9%	16.6%	16.1%	
	44-O'Shaughnessy	Hudson Ave&3rd St E-NS/BZ	10.7%	16.9%	17.4%	17.6%	15.0%	16.9%	25.9%
		Palou Ave&3rd St E-NS/BZ	8.8%	15.7%	21.2%	21.1%	16.3%	11.8%	26.5%
	54-Felton	3rd St&Palou Ave E-FS/BZ Cut-out	30.2%	21.4%	21.2%	38.2%	22.5%	24.1%	
		Earl St&Kirkwood Ave N-NS	30.9%	23.1%	25.1%	37.5%	25.2%	24.8%	
		New Hall & Hudson St	32.4%	25.7%	31.5%	37.4%	25.0%	29.7%	
		Williams Ave&3rd St W-NS	27.6%	20.8%	19.7%	37.6%	23.7%	27.0%	
Muni Metro	KT-Ingleside/Third	3rd St&Marin St NW-NS/SI	21.9%	28.9%	28.4%	27.8%	15.9%	30.2%	38.5%
		3rd St&Oakdale/Palou N-NS SI	22.3%	28.6%	28.4%	28.6%	15.7%	33.0%	20.1%
		3rd St&Paul Ave SW-FS/SI	22.3%	28.0%	27.8%	29.4%	16.2%	34.0%	22.7%
Connector	56-Rutland	Executive Park W-MB/SB	12.9%	26.5%	20.3%	16.0%			
Owl	91-Owl	US Post Office E-FS/SB							16.8%

Line Gaps - 2019 Bayview versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	10.1%	13.4%	17.0%	15.7%	13.6%	13.3%	7.0%
Grid	19-Polk	42.0%	28.5%	31.5%	35.3%	25.2%	14.0%	7.2%
	23-Monterey	23.2%	26.0%	33.0%	27.9%			33.3%
	29-Sunset	21.6%	15.8%	27.8%	24.2%	20.4%	16.0%	0.0%
	44-O'Shaughnessy	29.1%	16.2%	19.5%	21.3%	16.5%	12.9%	16.6%
	54-Felton	25.5%	21.1%	28.1%	34.8%	26.4%	17.8%	
Muni Metro	KT-Ingleside/Third	20.1%	22.7%	26.9%	23.7%	22.9%	30.5%	18.6%
Connector	56-Rutland				13.5%	20.8%		
Owl	91-Owl						16.7%	18.5%

Neighborhood Gaps - 2019 Bayview versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	24-Divisadero	3rd St&Palou Ave E-FS/BZ Cut-out	15.2%	20.9%	23.8%	21.5%	16.5%	12.6%	19.7%
		Cortland Ave&Bay Shore Blvd SW-NS/BZ	13.7%	19.3%	25.5%	19.3%	16.5%	12.3%	7.3%
Grid	19-Polk	Connecticut St&Cesar Chavez St NW-NS	48.4%	31.3%	33.6%	36.2%	27.5%	14.0%	
		Evans Ave&3RD St S-FS/SB	46.7%	33.1%	34.7%	36.6%	25.6%	14.2%	
		Galvez Ave&Robinson Ave S-NS/BZ	46.9%	33.1%	37.1%	36.9%	23.4%	12.9%	7.9%
	23-Monterey	Bay Shore Blvd&Cortland Ave NW-NS/BZ	16.4%	22.4%	25.8%	23.7%			
		Palou Ave&3rd St E-NS/BZ	24.0%	22.2%	25.4%	24.7%			100.0%
	29-Sunset	Fitzgerald Ave&Keith St S-FS/BZ	32.1%	23.4%	42.1%	27.2%	21.2%	19.7%	
	44-O'Shaughnessy	Hudson Ave&3rd St E-NS/BZ	48.7%	30.7%	34.9%	29.0%	30.7%	31.0%	30.8%
		Palou Ave&3rd St S-FS/BZ	48.9%	19.7%	19.0%	26.5%	14.4%	16.4%	12.0%
	54-Felton	New Hall & Hudson St	14.8%	18.5%	26.5%	29.1%	27.9%	15.7%	
		Williams Ave&3rd St N-FS	17.4%	19.8%	28.1%	32.2%	29.6%	17.1%	
Muni Metro	KT-Ingleside/Third	3rd St&Gilman Ave NE-FS/SI	12.1%	21.9%	24.5%	22.7%	14.9%	26.8%	26.7%
		3rd St&Marin St SE-NS/SI	15.3%	22.3%	24.9%	23.0%	14.0%	22.4%	35.9%
		3rd St&Oakdale/Palou N-FS/SI	13.8%	20.0%	25.0%	22.0%	13.1%	23.2%	31.4%
Connector	56-Rutland	Executive Park W-MB/SB				24.6%	31.3%		
Owl	91-Owl	US Post Office N-NS/SB							15.4%

Bayview

Peak Period Crowding

% Trips Over Capacity

Route	AM Peak	PM Peak	Grand Total
19	3.0%	2.6%	2.8%
23	1.0%	1.6%	1.3%
24	7.8%	7.6%	7.7%
29	13.7%	16.2%	15.0%
44	18.6%	19.6%	19.1%
54	4.7%	5.3%	5.0%
56	0.9%	0.0%	0.5%
KT	0.0%	0.9%	0.5%

Notes: Crowding data for Muni Metro rail lines is not yet available. Updated data will be available as newly procured light rail vehicles become equipped with new automatic passenger counters.

Travel Time to Key Destinations

Bayview Starting Location:3rd St/Palou Ave Midday - Arrive at 9am

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Foods Co.	44, 54, KT	11	0	6	11	1.00
SF General Hospital	9, 9R, 19, 23, 24, 44, 48, KT	28	1	16	21	1.33
City College of San Francisco Ocean Campus	8, 23, 24, 43, 44, 49, 54, KT	34	0	22	27	1.26
Downtown – 4th & Market	19, KT	37	0	45	50	0.74
John McLaren Park	29, 44, 54, KT	27	0	16	21	1.29

Bayview Starting Location: 3rd St/Palou Ave Midday - Arrive at 12pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Foods Co.	44, 54, KT	11	0	6	11	1.00
SF General Hospital	9, 9R, 19, 23, 24, 44, 48, KT	24	1	14	19	1.26
City College of San Francisco Ocean Campus	8, 23, 24, 43, 44, 49, 54, KT	33	0	18	23	1.43
Downtown – 4th & Market	19, KT	38	0	35	40	0.95
John McLaren Park	29, 44, 54, KT	33	0	14	19	1.74

Bayview Starting Location: 3rd St/Palou Ave PM Peak - Arrive at 5pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Foods Co.	44, 54, KT	11	0	4	9	1.22
SF General Hospital	9, 9R, 19, 23, 24, 44, 48, KT	24	1	16	21	1.14
City College of San Francisco Ocean Campus	8, 23, 24, 43, 44, 49, 54, KT	36	0	22	27	1.33
Downtown – 4th & Market	19, KT	42	0	50	55	0.76
John McLaren Park	29, 44, 54, KT	26	0	14	19	1.37

Bayview Starting Location: 3rd St/Palou Ave Night - Leave at 8pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Foods Co.	44, 54, KT	12	0	4	9	1.33
SF General Hospital	9, 9R, 19, 23, 24, 44, 48, KT	31	1	12	17	1.82
City College of San Francisco Ocean Campus	8, 23, 24, 43, 44, 49, 54, KT	30	1	16	21	1.43
Downtown – 4th & Market	19, KT	34	1	35	40	0.85
John McLaren Park	29, 44, 54, KT	23	0	12	17	1.35

Bayview

Service Delivery

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	188.3	31,644.5	99.4%
	Frequent	6,279.1	196,728.4	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,774.8	78,969.5	97.8%
	Owl	68.1	10,168.5	99.3%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	1,103.4	26,195.3	95.8%
	Systemwide	21,927.8	629,584.8	96.5%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Bayview	Connector	56	356.4	11,074.7	96.8%
	Frequent	24	305.5	609,172.1	99.9%
	Grid	19	527.0	10,933.0	95.2%
		23	477.7	11,324.3	95.8%
		29	444.7	12,415.6	96.4%
		44	470.8	11,749.9	96.0%
		54	355.5	11,647.2	96.9%
	Muni Metro	KT	287.6	12,415.7	97.7%
	Owl	91	381.4	10,536.6	96.4%

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Bayview

Chinatown

OTP - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line OTP - 2019 Chinatown versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	70.3%	70.8%	71.9%	62.2%	55.6%	65.3%	63.3%
	8-Bayshore	62.9%	62.9%	51.1%	50.3%	48.8%	51.3%	81.7%
	30-Stockton	73.1%	64.0%	61.4%	57.0%	60.9%	66.9%	70.8%
Grid	10-Townsend	62.8%	52.6%	44.4%	44.6%	63.3%	69.9%	70.8%
	12-Folsom/Pacific	57.2%	53.4%	52.3%	48.1%	53.4%	52.4%	75.9%
	45-Union/Stockton	68.7%	71.6%	70.8%	60.9%	64.8%	62.0%	63.8%
Specialized	8AX-Bayshore A Express	55.4%	39.7%					
	8BX-Bayshore B Express	60.6%	50.0%					
Owl	91-Owl						68.4%	47.7%

Neighborhood OTP - 2019 Chinatown versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	Clay St&Powell St SW-NS/BZ	60.3%	61.6%	66.2%	60.5%	51.0%	65.9%	66.3%
	30-Stockton	Columbus Ave&Union St NW-NS/BZ	78.4%	76.6%	74.1%	66.3%	64.0%	68.6%	78.6%
		Stockton St&Sutter St NW-NS/BB	65.4%	65.6%	63.8%	58.8%	56.8%	62.3%	76.2%
Grid	10-Townsend	Pacific Ave&Powell St NE-NS/BZ	54.9%	38.4%	32.7%	37.0%	58.0%	53.9%	39.0%
	12-Folsom/Pacific	Pacific Ave&Powell St NE-NS/BZ	49.5%	38.3%	37.7%	35.2%	35.8%	36.2%	73.8%
	45-Union/Stockton	Stockton St&Sutter St NW-NS/BB	61.0%	60.2%	59.2%	53.8%	59.0%	53.7%	27.8%
Specialized	8AX-Bayshore A Express	Kearny St&Pacific Ave NE-FS/SB	35.7%	24.8%					
Owl	91-Owl	Columbus Ave&Union St NE-FS/BZ							32.3%

Line OTP - 2019 Chinatown versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	77.9%	68.5%	64.9%	62.2%	55.3%	56.0%	71.0%
	8-Bayshore	64.9%	58.4%	50.4%	42.7%	44.6%	52.3%	71.2%
	30-Stockton	67.3%	69.3%	70.1%	66.8%	65.0%	68.2%	62.2%
Grid	10-Townsend	65.0%	56.1%	49.1%	54.7%	61.2%	73.3%	
	12-Folsom/Pacific	58.2%	56.1%	58.9%	47.6%	56.3%	62.5%	
	45-Union/Stockton	67.4%	65.1%	62.4%	57.9%	57.1%	49.3%	31.5%
Specialized	8AX-Bayshore A Express			48.8%	34.2%	22.0%		
	8BX-Bayshore B Express			39.7%	41.8%	27.9%		
Owl	91-Owl	36.1%					72.0%	42.1%

Neighborhood OTP - 2019 Chinatown versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	Sacramento St&Powell St NE-NS/BZ	91.0%	79.1%	74.3%	67.4%	64.0%	67.2%	87.7%
	8-Bayshore	Columbus Ave&Union St NW-NS/BZ	74.5%	70.2%	66.5%	59.9%	56.6%	55.1%	93.4%
	30-Stockton	Columbus Ave&Union St NE-FS/BZ	72.6%	66.0%	64.4%	60.5%	68.9%	68.4%	59.8%
		Stockton St&Sutter St NE-FS/BB	79.7%	76.7%	77.1%	74.6%	74.3%	77.5%	72.1%
Grid	10-Townsend	Pacific Ave&Powell St SW-NS/PS	74.4%	69.2%	66.3%	70.8%	79.2%	91.9%	
	12-Folsom/Pacific	Pacific Ave&Powell St SW-NS/PS	72.3%	75.0%	78.6%	67.0%	79.3%	82.1%	
	45-Union/Stockton	Stockton St&Sutter St NE-FS/BB	73.3%	72.3%	69.4%	65.0%	63.8%	56.4%	69.5%
		Union St&Columbus Ave NE-NS/BZ	69.7%	64.4%	57.0%	52.6%	57.7%	42.2%	50.8%
Specialized	8AX-Bayshore A Express	Kearny St&Pacific Ave NE-FS/SB			49.0%	54.6%			
	8BX-Bayshore B Express	Columbus Ave&Union St NW-NS/BZ			42.3%	53.1%	45.2%		
Owl	91-Owl	Columbus Ave&Union St NW-NS/BZ							36.1%

OTP - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

Better Performance	More than 5% above	Worse Performance	More than 5% below	No Significant Difference	Within 5%

Line OTP - 2019 Chinatown versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	70.3%	70.8%	71.9%	62.2%	55.6%	65.3%	63.3%
	8-Bayshore	62.9%	62.9%	51.1%	50.3%	48.8%	51.3%	81.7%
	30-Stockton	73.1%	64.0%	61.4%	57.0%	60.9%	66.9%	70.8%
Grid	10-Townsend	62.8%	52.6%	44.4%	44.6%	63.3%	69.9%	70.8%
	12-Folsom/Pacific	57.2%	53.4%	52.3%	48.1%	53.4%	52.4%	75.9%
	45-Union/Stockton	68.7%	71.6%	70.8%	60.9%	64.8%	62.0%	63.8%
Specialized	8AX-Bayshore A Express	55.4%	39.7%					
	8BX-Bayshore B Express	60.6%	50.0%					
Owl	91-Owl						68.4%	47.7%

Neighborhood OTP - 2019 Chinatown versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	Clay St&Powell St SW-NS/BZ	60.3%	61.6%	66.2%	60.5%	51.0%	65.9%	66.3%
	30-Stockton	Columbus Ave&Union St NW-NS/BZ	78.4%	76.6%	74.1%	66.3%	64.0%	68.6%	78.6%
		Stockton St&Sutter St NW-NS/BB	65.4%	65.6%	63.8%	58.8%	56.8%	62.3%	76.2%
Grid	10-Townsend	Pacific Ave&Powell St NE-NS/BZ	54.9%	38.4%	32.7%	37.0%	58.0%	53.9%	39.0%
	12-Folsom/Pacific	Pacific Ave&Powell St NE-NS/BZ	49.5%	38.3%	37.7%	35.2%	35.8%	36.2%	73.8%
	45-Union/Stockton	Stockton St&Sutter St NW-NS/BB	61.0%	60.2%	59.2%	53.8%	59.0%	53.7%	27.8%
Specialized	8AX-Bayshore A Express	Kearny St&Pacific Ave NE-FS/SB	35.7%	24.8%					
Owl	91-Owl	Columbus Ave&Union St NE-FS/BZ							32.3%

Line OTP - 2019 Chinatown versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	77.9%	68.5%	64.9%	62.2%	55.3%	56.0%	71.0%
	8-Bayshore	64.9%	58.4%	50.4%	42.7%	44.6%	52.3%	71.2%
	30-Stockton	67.3%	69.3%	70.1%	66.8%	65.0%	68.2%	62.2%
Grid	10-Townsend	65.0%	56.1%	49.1%	54.7%	61.2%	73.3%	
	12-Folsom/Pacific	58.2%	56.1%	58.9%	47.6%	56.3%	62.5%	
	45-Union/Stockton	67.4%	65.1%	62.4%	57.9%	57.1%	49.3%	31.5%
Specialized	8AX-Bayshore A Express			48.8%	34.2%	22.0%		
	8BX-Bayshore B Express			39.7%	41.8%	27.9%		
Owl	91-Owl	36.1%					72.0%	42.1%

Neighborhood OTP - 2019 Chinatown versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	Sacramento St&Powell St NE-NS/BZ	91.0%	79.1%	74.3%	67.4%	64.0%	67.2%	87.7%
	8-Bayshore	Columbus Ave&Union St NW-NS/BZ	74.5%	70.2%	66.5%	59.9%	56.6%	55.1%	93.4%
	30-Stockton	Columbus Ave&Union St NE-FS/BZ	72.6%	66.0%	64.4%	60.5%	68.9%	68.4%	59.8%
		Stockton St&Sutter St NE-FS/BB	79.7%	76.7%	77.1%	74.6%	74.3%	77.5%	72.1%
Grid	10-Townsend	Pacific Ave&Powell St SW-NS/PS	74.4%	69.2%	66.3%	70.8%	79.2%	91.9%	
	12-Folsom/Pacific	Pacific Ave&Powell St SW-NS/PS	72.3%	75.0%	78.6%	67.0%	79.3%	82.1%	
	45-Union/Stockton	Stockton St&Sutter St NE-FS/BB	73.3%	72.3%	69.4%	65.0%	63.8%	56.4%	69.5%
		Union St&Columbus Ave NE-NS/BZ	69.7%	64.4%	57.0%	52.6%	57.7%	42.2%	50.8%
Specialized	8AX-Bayshore A Express	Kearny St&Pacific Ave NE-FS/SB			49.0%	54.6%			
	8BX-Bayshore B Express	Columbus Ave&Union St NW-NS/BZ			42.3%	53.1%	45.2%		
Owl	91-Owl	Columbus Ave&Union St NW-NS/BZ							36.1%

Service Gaps - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line Gaps - 2019 Chinatown versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	8.1%	7.6%	9.4%	5.5%	6.5%	10.0%	47.9%
	8-Bayshore	13.8%	13.2%	18.3%	18.0%	16.4%	14.0%	33.3%
	30-Stockton	11.2%	1.6%	1.9%	1.8%	4.3%	7.4%	6.3%
Grid	10-Townsend	32.0%	13.3%	22.5%	27.2%	14.7%	9.8%	9.4%
	12-Folsom/Pacific	19.8%	13.1%	19.9%	25.6%	23.3%	15.6%	0.7%
	45-Union/Stockton	8.4%	6.9%	14.0%	14.6%	12.2%	18.9%	13.7%
Specialized	8AX-Bayshore A Express	10.3%	9.1%					
	8BX-Bayshore B Express	11.8%	10.8%					
Owl	91-Owl						17.0%	19.5%

Neighborhood Gaps - 2019 Chinatown versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	Clay St&Powell St SW-NS/BZ	10.4%	10.3%	13.9%	5.2%	9.4%	11.2%	60.6%
	30-Stockton	Columbus Ave&Union St NW-NS/BZ	10.5%	0.9%	0.5%	0.6%	4.0%	5.1%	5.9%
		Stockton St&Sutter St NW-NS/BB	15.8%	1.1%	0.8%	0.9%	2.5%	5.8%	9.5%
Grid	10-Townsend	Pacific Ave&Powell St NE-NS/BZ	41.9%	14.3%	26.6%	30.1%	15.2%	13.8%	
	12-Folsom/Pacific	Pacific Ave&Powell St NE-NS/BZ	28.7%	20.7%	24.8%	27.9%	22.9%	16.3%	
	45-Union/Stockton	Stockton St&Sutter St NW-NS/BB	10.9%	10.0%	15.3%	16.3%	13.6%	19.1%	
Specialized	8AX-Bayshore A Express	Kearny St&Pacific Ave NE-FS/SB	18.8%	6.8%					
Owl	91-Owl	Columbus Ave&Union St NE-FS/BZ							26.6%

Line Gaps - 2019 Chinatown versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	8.6%	6.4%	7.2%	5.7%	9.4%	12.2%	7.1%
	8-Bayshore	16.1%	14.2%	19.3%	12.5%	14.9%	15.9%	3.3%
	30-Stockton	6.6%	2.2%	2.2%	3.0%	7.7%	6.6%	5.9%
Grid	10-Townsend	22.6%	18.1%	25.6%	27.1%	11.5%	9.8%	
	12-Folsom/Pacific	15.4%	19.4%	19.9%	31.3%	16.5%	14.7%	
	45-Union/Stockton	7.6%	7.1%	15.4%	19.1%	10.2%	17.4%	33.8%
Specialized	8AX-Bayshore A Express			25.7%	14.0%	6.1%		
	8BX-Bayshore B Express			1.6%	17.5%	0.0%		
Owl	91-Owl						16.7%	18.5%

Neighborhood Gaps - 2019 Chinatown versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	Sacramento St&Powell St NE-NS/BZ	8.4%	4.5%	6.6%	3.2%	7.6%	9.5%	48.9%
	8-Bayshore	Columbus Ave&Union St NW-NS/BZ	10.6%	10.3%	16.5%	9.9%	14.5%	13.5%	1.4%
	30-Stockton	Columbus Ave&Union St NE-FS/BZ	7.6%	0.4%	0.7%	0.7%	6.9%	5.0%	3.7%
		Stockton St&Sutter St NE-FS/BB	4.3%	0.4%	0.5%	1.2%	6.8%	5.5%	4.7%
Grid	10-Townsend	Pacific Ave&Powell St SW-NS/PS	14.4%	14.6%	23.2%	21.4%	8.1%	4.7%	
	12-Folsom/Pacific	Pacific Ave&Powell St SW-NS/PS	6.5%	13.2%	13.3%	28.2%	13.6%	11.5%	
	45-Union/Stockton	Stockton St&Sutter St NE-FS/BB	6.7%	6.5%	16.5%	18.2%	11.9%	14.4%	11.1%
		Union St&Columbus Ave NE-NS/BZ	11.5%	8.0%	15.8%	20.0%	13.2%	17.4%	
Specialized	8AX-Bayshore A Express	Kearny St&Pacific Ave NE-FS/SB			23.8%	11.3%			
	8BX-Bayshore B Express	Columbus Ave&Union St NW-NS/BZ			0.0%	17.7%	0.0%		
Owl	91-Owl	Columbus Ave&Union St NW-NS/BZ							11.0%

Service Gaps - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

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

Line Gaps - 2019 Chinatown versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	8.1%	7.6%	9.4%	5.5%	6.5%	10.0%	47.9%
	8-Bayshore	13.8%	13.2%	18.3%	18.0%	16.4%	14.0%	33.3%
	30-Stockton	11.2%	1.6%	1.9%	1.8%	4.3%	7.4%	6.3%
Grid	10-Townsend	32.0%	13.3%	22.5%	27.2%	14.7%	9.8%	9.4%
	12-Folsom/Pacific	19.8%	13.1%	19.9%	25.6%	23.3%	15.6%	0.7%
	45-Union/Stockton	8.4%	6.9%	14.0%	14.6%	12.2%	18.9%	13.7%
Specialized	8AX-Bayshore A Express	10.3%	9.1%					
	8BX-Bayshore B Express	11.8%	10.8%					
Owl	91-Owl						17.0%	19.5%

Neighborhood Gaps - 2019 Chinatown versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	Clay St&Powell St SW-NS/BZ	10.4%	10.3%	13.9%	5.2%	9.4%	11.2%	60.6%
	30-Stockton	Columbus Ave&Union St NW-NS/BZ	10.5%	0.9%	0.5%	0.6%	4.0%	5.1%	5.9%
		Stockton St&Sutter St NW-NS/BB	15.8%	1.1%	0.8%	0.9%	2.5%	5.8%	9.5%
Grid	10-Townsend	Pacific Ave&Powell St NE-NS/BZ	41.9%	14.3%	26.6%	30.1%	15.2%	13.8%	
	12-Folsom/Pacific	Pacific Ave&Powell St NE-NS/BZ	28.7%	20.7%	24.8%	27.9%	22.9%	16.3%	
	45-Union/Stockton	Stockton St&Sutter St NW-NS/BB	10.9%	10.0%	15.3%	16.3%	13.6%	19.1%	
Specialized	8AX-Bayshore A Express	Kearny St&Pacific Ave NE-FS/SB	18.8%	6.8%					
Owl	91-Owl	Columbus Ave&Union St NE-FS/BZ							26.6%

Line Gaps - 2019 Chinatown versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	8.6%	6.4%	7.2%	5.7%	9.4%	12.2%	7.1%
	8-Bayshore	16.1%	14.2%	19.3%	12.5%	14.9%	15.9%	3.3%
	30-Stockton	6.6%	2.2%	2.2%	3.0%	7.7%	6.6%	5.9%
Grid	10-Townsend	22.6%	18.1%	25.6%	27.1%	11.5%	9.8%	
	12-Folsom/Pacific	15.4%	19.4%	19.9%	31.3%	16.5%	14.7%	
	45-Union/Stockton	7.6%	7.1%	15.4%	19.1%	10.2%	17.4%	33.8%
Specialized	8AX-Bayshore A Express			25.7%	14.0%	6.1%		
	8BX-Bayshore B Express			1.6%	17.5%	0.0%		
Owl	91-Owl						16.7%	18.5%

Neighborhood Gaps - 2019 Chinatown versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	1-California	Sacramento St&Powell St NE-NS/BZ	8.4%	4.5%	6.6%	3.2%	7.6%	9.5%	48.9%
	8-Bayshore	Columbus Ave&Union St NW-NS/BZ	10.6%	10.3%	16.5%	9.9%	14.5%	13.5%	1.4%
	30-Stockton	Columbus Ave&Union St NE-FS/BZ	7.6%	0.4%	0.7%	0.7%	6.9%	5.0%	3.7%
		Stockton St&Sutter St NE-FS/BB	4.3%	0.4%	0.5%	1.2%	6.8%	5.5%	4.7%
Grid	10-Townsend	Pacific Ave&Powell St SW-NS/PS	14.4%	14.6%	23.2%	21.4%	8.1%	4.7%	
	12-Folsom/Pacific	Pacific Ave&Powell St SW-NS/PS	6.5%	13.2%	13.3%	28.2%	13.6%	11.5%	
	45-Union/Stockton	Stockton St&Sutter St NE-FS/BB	6.7%	6.5%	16.5%	18.2%	11.9%	14.4%	11.1%
		Union St&Columbus Ave NE-NS/BZ	11.5%	8.0%	15.8%	20.0%	13.2%	17.4%	
Specialized	8AX-Bayshore A Express	Kearny St&Pacific Ave NE-FS/SB			23.8%	11.3%			
	8BX-Bayshore B Express	Columbus Ave&Union St NW-NS/BZ			0.0%	17.7%	0.0%		
Owl	91-Owl	Columbus Ave&Union St NW-NS/BZ							11.0%

Chinatown

Peak Period Crowding

% Trips Over Capacity

Route	AM Peak	School	PM Peak	Grand Total
1	13.6%	10.2%	18.7%	14.2%
8	11.2%	20.9%	7.1%	13.0%
8AX	17.4%	21.6%	11.0%	16.6%
8BX	9.2%	12.1%	10.8%	10.7%
10	21.0%	8.6%	28.8%	19.5%
12	5.7%	5.0%	9.9%	6.9%
30	12.2%	11.6%	4.5%	9.5%
45	14.0%	18.9%	16.3%	16.4%

Notes: Crowding data for Muni Metro rail lines is not yet available. Updated data will be available as newly procured light rail vehicles become equipped with new automatic passenger counters.

Travel Time to Key Destinations

Chinatown Starting Location: Waverly Pl/Clay St Midday - Arrive at 9am

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Long Hua's Grocery Store	Walk	1	0	3	8	0.13
SF General Hospital	8, 9, 9R, 30	37	1	35	40	0.93
City College of San Francisco Ocean Campus	8, 30, KT, M	52	0	45	50	1.04
Downtown – 4th & Market	8, 30, 45	11	0	16	21	0.52
Lafayette Park	1, 10	15	0	16	21	0.71

Chinatown Starting Location: Waverly Pl/Clay St Midday - Arrive at 12pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Long Hua's Grocery Store	Walk	1	0	4	9	0.11
SF General Hospital	8, 9, 9R, 30	36	1	35	40	0.90
City College of San Francisco Ocean Campus	8, 30, KT, M	51	0	40	45	1.13
Downtown – 4th & Market	8, 30, 45	6	0	9	14	0.43
Lafayette Park	1, 10	17	0	16	21	0.81

Chinatown Starting Location: Waverly Pl/Clay St PM Peak - Arrive at 5pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Long Hua's Grocery Store	Walk	1	0	4	9	0.11
SF General Hospital	8, 9, 9R, 30	37	1	45	50	0.74
City College of San Francisco Ocean Campus	8, 30, KT, M	54	0	50	55	0.98
Downtown – 4th & Market	8, 30, 45	6	0	8	13	0.46
Lafayette Park	1, 10	15	0	16	21	0.71

Chinatown Starting Location: Waverly Pl/Clay St Night - Leave at 8pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Long Hua's Grocery Store	Walk	1	0	3	8	0.13
SF General Hospital	8, 9, 9R, 30	34	1	35	40	0.85
City College of San Francisco Ocean Campus	8, 30, KT, M	50	0	35	40	1.25
Downtown – 4th & Market	8, 30, 45	5	0	7	12	0.42
Lafayette Park	1, 10	15	0	16	21	0.71

Chinatown

Service Delivery

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	188.3	31,644.5	99.4%
	Frequent	6,279.1	196,728.4	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,774.8	78,969.5	97.8%
	Owl	68.1	10,168.5	99.3%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	1,103.4	26,195.3	95.8%
	Systemwide	21,927.8	629,584.8	96.5%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Chinatown	Frequent	1	462.6	12,181.6	96.2%
		8	466.7	12,965.8	96.4%
		30	359.7	11,803.9	97.0%
	Grid	10	381.6	12,030.6	96.8%
		12	423.4	12,070.2	96.5%
		45	310.9	12,057.7	97.4%
	Owl	91	381.4	10,536.6	96.4%

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Chinatown

Excelsior / Outer Mission

OTP - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line OTP - 2019 Excelsior/Outer Mission versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	62.9%	62.9%	51.1%	50.3%	48.8%	51.3%	81.7%
	14-Mission	60.6%	59.0%	60.1%	59.9%	50.3%	51.3%	47.2%
	14R-Mission Rapid	54.0%	57.2%	55.2%	53.1%			
	49-Van Ness/Mission	62.4%	63.8%	59.4%	63.6%	57.7%	56.4%	71.6%
Grid	29-Sunset	58.0%	51.4%	44.8%	42.3%	43.6%	46.0%	63.5%
	43-Masonic	55.3%	59.3%	62.6%	51.6%	47.3%	45.6%	48.8%
	44-O'Shaughnessy	57.7%	55.5%	56.4%	46.2%	49.3%	49.4%	66.5%
	54-Felton	63.0%	57.2%	59.5%	47.8%	53.2%	53.5%	42.2%
Specialized	8AX-Bayshore A Express	55.4%	39.7%					
	8BX-Bayshore B Express	60.6%	50.0%					
	14X-Mission Express	50.1%	51.8%					
Connector	52-Excelsior	54.5%	51.1%	46.9%	43.4%	49.8%	33.5%	
Owl	91-Owl						68.4%	47.7%

Neighborhood OTP - 2019 Excelsior/Outer Mission versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	Cayuga Ave&Onondaga Ave			9.4%				
		City College Terminal NW-FS/SI	89.8%	82.5%	74.8%	70.6%	68.0%	63.8%	86.0%
		Geneva Ave & Mission St SE-FS/BZ	74.2%	81.5%	61.4%	66.4%	62.2%	61.3%	81.3%
	14-Mission	Mission St&Geneva Ave E-FS/BB	77.0%	82.0%	78.5%	80.6%	59.5%	70.5%	55.8%
		Mission St&Lowell St E-FS/BZ	78.9%	82.7%	80.3%	79.3%	60.6%	67.7%	54.7%
		Morse St&Lowell St S-NS/BZ	80.2%		97.5%	87.7%			
	14R-Mission Rapid	Mission St&Acton St E-FS/BZ	71.9%	74.2%	71.0%	72.9%			
		Mission St&Geneva Ave E-FS/BB	71.4%	73.9%	74.8%	74.7%			
	49-Van Ness/Mission	Mission St&Silver Ave S-NS/BZ	64.1%	73.7%	64.5%	71.8%	61.5%	66.0%	84.1%
		Ocean Ave&Persia Ave SE-FS/PS	62.4%	66.9%	59.6%	70.9%	69.3%	70.8%	90.2%
Grid	29-Sunset	Ocean Ave&San Jose Ave NW-FS/BZ	60.1%	53.9%	45.1%	35.0%	37.1%	56.4%	75.0%
	43-Masonic	Balboa Park BART Station NE-MB/BZ	66.4%	65.5%	62.9%	48.8%	58.7%	52.0%	36.4%
		Geneva Ave & Mission St E-NS/BZ	80.2%	84.9%	85.6%	65.4%	68.4%	53.3%	59.4%
	44-O'Shaughnessy	Silver Ave&Mission St E-NS/BZ	58.1%	55.3%	53.2%	48.8%	52.8%	53.7%	68.3%
	54-Felton	Balboa Park BART Station SW-MB/BZ	74.8%	68.9%	72.5%	57.4%	63.4%	69.3%	50.8%
		Geneva Ave & Mission St SE-FS/BZ	70.2%	61.6%	73.3%	53.5%	63.7%	62.5%	39.0%
Muni Metro	KT-Ingleside/Third	METRO TERMINAL-NS/SI	54.5%	59.0%	62.1%	48.7%	46.5%	48.5%	64.2%
		San Jose & Geneva N-MB/BZ	56.2%	60.1%	63.4%	50.8%	47.2%	49.5%	66.3%
	M-Ocean View	CAMERON BEACH YARD	55.9%	54.0%	48.4%	47.2%	51.9%	58.1%	63.9%
		San Jose Ave&Geneva Ave SW-FS/SI	78.7%	77.3%	67.1%	63.1%	74.1%	80.0%	73.9%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI	84.3%	90.9%					
	14X-Mission Express	Mission St&Geneva Ave E-FS/BB	72.3%	71.7%					
		Trumbull St&Stoneybrook Ave SW-NS/SB	57.5%	63.0%					
Connector	52-Excelsior	Mission St&Excelsior Ave E-FS/BZ	62.9%	55.2%	53.0%	46.3%	56.2%	33.7%	
Owl	91-Owl	Balboa Park BART Station SW-MB/BZ						70.6%	75.9%
		Geneva Ave & Mission St SE-FS/BZ						67.8%	76.1%

Line OTP - 2019 Excelsior/Outer Mission versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	64.9%	58.4%	50.4%	42.7%	44.6%	52.3%	71.2%
	14-Mission	58.4%	53.7%	58.9%	56.1%	47.2%	48.3%	48.3%
	14R-Mission Rapid	68.0%	64.0%	53.9%	51.2%	46.4%		
	49-Van Ness/Mission	49.9%	49.5%	51.3%	50.1%	49.1%	43.1%	50.3%
Grid	29-Sunset	55.7%	53.0%	44.1%	42.4%	46.1%	44.4%	66.3%
	43-Masonic	59.4%	56.4%	47.6%	44.6%	46.6%	44.4%	53.2%
	44-O'Shaughnessy	53.7%	53.4%	47.8%	46.7%	48.8%	53.2%	55.0%
	54-Felton	56.1%	57.2%	50.6%	45.1%	44.5%	62.0%	80.8%
Specialized	8AX-Bayshore A Express			48.8%	34.2%	22.0%		
	8BX-Bayshore B Express			39.7%	41.8%	27.9%		
	14X-Mission Express			60.1%	49.9%	45.0%		
Connector	52-Excelsior	55.9%	65.2%	57.2%	64.3%	65.8%	51.6%	
Owl	91-Owl	36.1%					72.0%	42.1%

Neighborhood OTP - 2019 Excelsior/Outer Mission versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	43.0%	40.0%	33.5%	32.7%	24.1%	34.8%	19.8%
	14-Mission	Mission St&Geneva Ave W-FS/BB	53.6%	45.5%	51.5%	47.2%	39.0%	42.9%	39.8%
		Mission St&Lowell St W-FS/BZ	50.0%	43.2%	50.1%	45.6%	37.5%	41.7%	40.0%
		Morse St&Lowell St S-NS/BZ	43.4%		51.3%	52.3%			
	14R-Mission Rapid	Mission St&Geneva Ave W-FS/BB	72.6%	59.2%	47.8%	42.8%	54.5%		
	49-Van Ness/Mission	Ocean Ave&Mission St NW-FS/PS	46.8%	49.5%	53.6%	50.8%	46.2%	38.1%	
Grid	29-Sunset	Cayuga Ave&Onondaga Ave			15.6%				
		Ocean Ave&Balboa Park BART S-MB/BZ	41.8%	44.6%	34.6%	35.1%	43.1%	38.5%	
	43-Masonic	Balboa Park BART Station SW-MB/BZ	49.7%	52.1%	45.9%	33.5%	39.9%	40.7%	11.9%
		Geneva Ave & Mission St SE-FS/BZ	47.1%	48.5%	47.2%	31.2%	35.8%	37.3%	13.6%
	44-O'Shaughnessy	Silver Ave&Mission St SE-FS/BZ	53.1%	48.9%	37.2%	38.8%	46.5%	52.5%	63.4%
	54-Felton	Balboa Park BART Station NE-MB/BZ	46.0%	53.1%	43.5%	39.3%	38.1%	64.9%	
		Geneva Ave & Mission St E-NS/BZ	51.1%	56.3%	47.1%	39.6%	39.5%	68.4%	
Muni Metro	KT-Ingleside/Third	METRO TERMINAL-NS/SI	27.6%	20.4%	21.9%	15.7%	14.3%	15.5%	32.2%
	M-Ocean View	San Jose Ave&Niagara Ave S-NS/SB	26.5%	22.6%	19.6%	21.7%	27.5%	31.2%	33.7%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI				29.2%	20.9%		
	14X-Mission Express	Mission St&Geneva Ave W-FS/BB			36.0%	43.5%	61.2%		
Connector	52-Excelsior	Excelsior Ave&Mission St S-FS/BZ	42.0%	59.3%	52.8%	55.1%	59.2%	33.9%	
Owl	91-Owl	Balboa Park BART Station NE-MB/BZ	26.8%					61.2%	38.0%
		Geneva Ave & Mission St E-NS/BZ	33.9%						38.9%

OTP - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

Better Performance	More than 5% above	Worse Performance	More than 5% below	No Significant Difference	Within 5%

Line OTP - 2019 Excelsior/Outer Mission versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	62.9%	62.9%	51.1%	50.3%	48.8%	51.3%	81.7%
	14-Mission	60.6%	59.0%	60.1%	59.9%	50.3%	51.3%	47.2%
	14R-Mission Rapid	54.0%	57.2%	55.2%	53.1%			
	49-Van Ness/Mission	62.4%	63.8%	59.4%	63.6%	57.7%	56.4%	71.6%
Grid	29-Sunset	58.0%	51.4%	44.8%	42.3%	43.6%	46.0%	63.5%
	43-Masonic	55.3%	59.3%	62.6%	51.6%	47.3%	45.6%	48.8%
	44-O'Shaughnessy	57.7%	55.5%	56.4%	46.2%	49.3%	49.4%	66.5%
	54-Felton	63.0%	57.2%	59.5%	47.8%	53.2%	53.5%	42.2%
Specialized	8AX-Bayshore A Express	55.4%	39.7%					
	8BX-Bayshore B Express	60.6%	50.0%					
	14X-Mission Express	50.1%	51.8%					
Connector	52-Excelsior	54.5%	51.1%	46.9%	43.4%	49.8%	33.5%	
Owl	91-Owl						68.4%	47.7%

Neighborhood OTP - 2019 Excelsior/Outer Mission versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	Cayuga Ave&Onondaga Ave			9.4%				
		City College Terminal NW-FS/SI	89.8%	82.5%	74.8%	70.6%	68.0%	63.8%	86.0%
		Geneva Ave & Mission St SE-FS/BZ	74.2%	81.5%	61.4%	66.4%	62.2%	61.3%	81.3%
	14-Mission	Mission St&Geneva Ave E-FS/BB	77.0%	82.0%	78.5%	80.6%	59.5%	70.5%	55.8%
		Mission St&Lowell St E-FS/BZ	78.9%	82.7%	80.3%	79.3%	60.6%	67.7%	54.7%
		Morse St&Lowell St S-NS/BZ	80.2%		97.5%	87.7%			
	14R-Mission Rapid	Mission St&Acton St E-FS/BZ	71.9%	74.2%	71.0%	72.9%			
		Mission St&Geneva Ave E-FS/BB	71.4%	73.9%	74.8%	74.7%			
	49-Van Ness/Mission	Mission St&Silver Ave S-NS/BZ	64.1%	73.7%	64.5%	71.8%	61.5%	66.0%	84.1%
		Ocean Ave&Persia Ave SE-FS/PS	62.4%	66.9%	59.6%	70.9%	69.3%	70.8%	90.2%
Grid	29-Sunset	Ocean Ave&San Jose Ave NW-FS/BZ	60.1%	53.9%	45.1%	35.0%	37.1%	56.4%	75.0%
	43-Masonic	Balboa Park BART Station NE-MB/BZ	66.4%	65.5%	62.9%	48.8%	58.7%	52.0%	36.4%
		Geneva Ave & Mission St E-NS/BZ	80.2%	84.9%	85.6%	65.4%	68.4%	53.3%	59.4%
	44-O'Shaughnessy	Silver Ave&Mission St E-NS/BZ	58.1%	55.3%	53.2%	48.8%	52.8%	53.7%	68.3%
	54-Felton	Balboa Park BART Station SW-MB/BZ	74.8%	68.9%	72.5%	57.4%	63.4%	69.3%	50.8%
		Geneva Ave & Mission St SE-FS/BZ	70.2%	61.6%	73.3%	53.5%	63.7%	62.5%	39.0%
Muni Metro	KT-Ingleside/Third	METRO TERMINAL-NS/SI	54.5%	59.0%	62.1%	48.7%	46.5%	48.5%	64.2%
		San Jose & Geneva N-MB/BZ	56.2%	60.1%	63.4%	50.8%	47.2%	49.5%	66.3%
	M-Ocean View	CAMERON BEACH YARD	55.9%	54.0%	48.4%	47.2%	51.9%	58.1%	63.9%
		San Jose Ave&Geneva Ave SW-FS/SI	78.7%	77.3%	67.1%	63.1%	74.1%	80.0%	73.9%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI	84.3%	90.9%					
	14X-Mission Express	Mission St&Geneva Ave E-FS/BB	72.3%	71.7%					
		Trumbull St&Stoneybrook Ave SW-NS/SB	57.5%	63.0%					
Connector	52-Excelsior	Mission St&Excelsior Ave E-FS/BZ	62.9%	55.2%	53.0%	46.3%	56.2%	33.7%	
Owl	91-Owl	Balboa Park BART Station SW-MB/BZ						70.6%	75.9%
		Geneva Ave & Mission St SE-FS/BZ						67.8%	76.1%

Excelsior / Outer Mission

Line OTP - 2019 Excelsior/Outer Mission versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	64.9%	58.4%	50.4%	42.7%	44.6%	52.3%	71.2%
	14-Mission	58.4%	53.7%	58.9%	56.1%	47.2%	48.3%	48.3%
	14R-Mission Rapid	68.0%	64.0%	53.9%	51.2%	46.4%		
	49-Van Ness/Mission	49.9%	49.5%	51.3%	50.1%	49.1%	43.1%	50.3%
Grid	29-Sunset	55.7%	53.0%	44.1%	42.4%	46.1%	44.4%	66.3%
	43-Masonic	59.4%	56.4%	47.6%	44.6%	46.6%	44.4%	53.2%
	44-O'Shaughnessy	53.7%	53.4%	47.8%	46.7%	48.8%	53.2%	55.0%
	54-Felton	56.1%	57.2%	50.6%	45.1%	44.5%	62.0%	80.8%
Specialized	8AX-Bayshore A Express			48.8%	34.2%	22.0%		
	8BX-Bayshore B Express			39.7%	41.8%	27.9%		
	14X-Mission Express			60.1%	49.9%	45.0%		
Connector	52-Excelsior	55.9%	65.2%	57.2%	64.3%	65.8%	51.6%	
Owl	91-Owl	36.1%					72.0%	42.1%

Neighborhood OTP - 2019 Excelsior/Outer Mission versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	43.0%	40.0%	33.5%	32.7%	24.1%	34.8%	19.8%
	14-Mission	Mission St&Geneva Ave W-FS/BB	53.6%	45.5%	51.5%	47.2%	39.0%	42.9%	39.8%
		Mission St&Lowell St W-FS/BZ	50.0%	43.2%	50.1%	45.6%	37.5%	41.7%	40.0%
		Morse St&Lowell St S-NS/BZ	43.4%		51.3%	52.3%			
	14R-Mission Rapid	Mission St&Geneva Ave W-FS/BB	72.6%	59.2%	47.8%	42.8%	54.5%		
	49-Van Ness/Mission	Ocean Ave&Mission St NW-FS/PS	46.8%	49.5%	53.6%	50.8%	46.2%	38.1%	
Grid	29-Sunset	Cayuga Ave&Onondaga Ave			15.6%				
		Ocean Ave&Balboa Park BART S-MB/BZ	41.8%	44.6%	34.6%	35.1%	43.1%	38.5%	
	43-Masonic	Balboa Park BART Station SW-MB/BZ	49.7%	52.1%	45.9%	33.5%	39.9%	40.7%	11.9%
		Geneva Ave & Mission St SE-FS/BZ	47.1%	48.5%	47.2%	31.2%	35.8%	37.3%	13.6%
	44-O'Shaughnessy	Silver Ave&Mission St SE-FS/BZ	53.1%	48.9%	37.2%	38.8%	46.5%	52.5%	63.4%
	54-Felton	Balboa Park BART Station NE-MB/BZ	46.0%	53.1%	43.5%	39.3%	38.1%	64.9%	
		Geneva Ave & Mission St E-NS/BZ	51.1%	56.3%	47.1%	39.6%	39.5%	68.4%	
Muni Metro	KT-Ingleside/Third	METRO TERMINAL-NS/SI	27.6%	20.4%	21.9%	15.7%	14.3%	15.5%	32.2%
	M-Ocean View	San Jose Ave&Niagara Ave S-NS/SB	26.5%	22.6%	19.6%	21.7%	27.5%	31.2%	33.7%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI				29.2%	20.9%		
	14X-Mission Express	Mission St&Geneva Ave W-FS/BB			36.0%	43.5%	61.2%		
Connector	52-Excelsior	Excelsior Ave&Mission St S-FS/BZ	42.0%	59.3%	52.8%	55.1%	59.2%	33.9%	
Owl	91-Owl	Balboa Park BART Station NE-MB/BZ	26.8%					61.2%	38.0%
		Geneva Ave & Mission St E-NS/BZ	33.9%						38.9%

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Service Gaps - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line Gaps - 2019 Excelsior/Outer Mission versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	13.8%	13.2%	18.3%	18.0%	16.4%	14.0%	33.3%
	14-Mission	17.5%	13.2%	18.3%	17.5%	13.2%	17.1%	22.3%
	14R-Mission Rapid	12.6%	13.4%	14.6%	12.5%			
	49-Van Ness/Mission	18.0%	9.3%	13.0%	10.2%	5.6%	5.3%	14.6%
Grid	29-Sunset	16.7%	18.0%	26.4%	25.6%	16.8%	20.4%	43.9%
	43-Masonic	26.6%	12.4%	15.9%	23.9%	23.6%	21.9%	6.9%
	44-O'Shaughnessy	19.4%	19.5%	26.9%	21.2%	15.3%	20.0%	31.8%
	54-Felton	22.9%	17.5%	20.7%	34.4%	25.6%	21.1%	
Specialized	8AX-Bayshore A Express	10.3%	9.1%					
	8BX-Bayshore B Express	11.8%	10.8%					
	14X-Mission Express	17.1%	16.5%					
Connector	52-Excelsior	43.1%	18.6%	42.3%	26.4%	16.4%	11.6%	
Owl	91-Owl						17.0%	19.5%

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	Cayuga Ave&Onondaga Ave			100.0%				
		City College Terminal NW-FS/SI	3.9%	7.9%	9.3%	14.2%	15.3%	8.9%	25.0%
		Geneva Ave & Mission St SE-FS/BZ	6.4%	9.0%	13.3%	15.1%	16.9%	10.4%	25.6%
	14-Mission	Mission St&Geneva Ave E-FS/BB	7.7%	8.6%	13.2%	8.2%	8.6%	10.4%	13.6%
		Mission St&Lowell St E-FS/BZ	8.1%	8.4%	12.8%	8.5%	8.0%	9.2%	10.5%
		Morse St&Lowell St S-NS/BZ	75.4%		87.3%	83.1%			
	14R-Mission Rapid	Mission St&Acton St E-FS/BZ	6.2%	8.3%	8.5%	8.0%			
		Mission St&Geneva Ave E-FS/BB	5.9%	9.6%	10.9%	7.9%			
	49-Van Ness/Mission	Mission St&Silver Ave S-NS/BZ	12.0%	6.4%	9.2%	8.2%	4.8%	4.9%	7.3%
		Ocean Ave&Persia Ave SE-FS/PS	10.7%	5.7%	9.3%	8.2%	3.9%	4.3%	8.0%
Grid	29-Sunset	Ocean Ave&San Jose Ave NW-FS/BZ	11.6%	15.9%	17.4%	25.7%	16.4%	17.2%	37.9%
	43-Masonic	Balboa Park BART Station NE-MB/BZ	14.5%	7.7%	8.5%	21.9%	25.9%	21.1%	6.2%
		Geneva Ave & Mission St E-NS/BZ	14.4%	7.6%	8.7%	21.6%	24.6%	22.6%	7.4%
	44-O'Shaughnessy	Silver Ave&Mission St E-NS/BZ	11.5%	21.0%	25.9%	22.4%	15.7%	16.0%	29.5%
	54-Felton	Balboa Park BART Station SW-MB/BZ	15.8%	12.3%	17.3%	30.7%	26.4%	14.5%	
		Geneva Ave & Mission St SE-FS/BZ	18.4%	12.3%	18.2%	31.8%	25.1%	14.5%	
Muni Metro	KT-Ingleside/Third	METRO TERMINAL-NS/SI	37.4%	21.2%	24.1%	26.4%	29.7%	41.9%	72.4%
		San Jose & Geneva N-MB/BZ	38.9%	21.2%	23.9%	26.3%	29.8%	41.4%	70.0%
	M-Ocean View	CAMERON BEACH YARD	33.8%	26.8%	30.6%	28.0%	21.5%	26.5%	34.0%
		San Jose Ave&Geneva Ave SW-FS/SI	32.1%	20.3%	25.6%	26.0%	18.4%	19.7%	40.3%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI	6.4%	11.2%					
	14X-Mission Express	Mission St&Geneva Ave E-FS/BB	11.1%	11.2%					
		Trumbull St&Stoneybrook Ave SW-NS/SB	13.9%	12.8%					
Connector	52-Excelsior	Mission St&Excelsior Ave E-FS/BZ	33.0%	18.6%	42.2%	26.6%	15.5%	10.8%	
Owl	91-Owl	Balboa Park BART Station SW-MB/BZ						19.3%	10.5%
		Geneva Ave & Mission St SE-FS/BZ						17.9%	12.1%

Line Gaps - 2019 Excelsior/Outer Mission versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	16.1%	14.2%	19.3%	12.5%	14.9%	15.9%	3.3%
	14-Mission	21.3%	19.0%	20.0%	20.7%	16.1%	22.2%	16.6%
	14R-Mission Rapid	25.0%	13.8%	11.5%	14.7%	8.8%		
	49-Van Ness/Mission	22.1%	12.8%	15.0%	12.5%	9.8%	9.4%	9.7%
Grid	29-Sunset	21.6%	15.8%	27.8%	24.2%	20.4%	16.0%	0.0%
	43-Masonic	31.9%	17.1%	29.5%	27.2%	19.6%	22.5%	2.6%
	44-O'Shaughnessy	29.1%	16.2%	19.5%	21.3%	16.5%	12.9%	16.6%
	54-Felton	25.5%	21.1%	28.1%	34.8%	26.4%	17.8%	
Specialized	8AX-Bayshore A Express			25.7%	14.0%	6.1%		
	8BX-Bayshore B Express			1.6%	17.5%	0.0%		
	14X-Mission Express			22.5%	16.3%	30.0%		
Connector	52-Excelsior	26.7%	11.8%	35.2%	16.6%	16.4%	9.8%	
Owl	91-Owl						16.7%	18.5%

Excelsior / Outer Mission

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	31.3%	21.5%	22.5%	19.2%	16.4%	23.6%	0.0%
	14-Mission	Mission St&Geneva Ave W-FS/BB	15.7%	22.3%	20.6%	19.4%	15.9%	23.9%	11.6%
		Mission St&Lowell St W-FS/BZ	17.2%	22.8%	21.1%	19.4%	16.1%	23.9%	11.3%
		Morse St&Lowell St S-NS/BZ	74.6%		88.2%	72.5%			
	14R-Mission Rapid	Mission St&Geneva Ave W-FS/BB	34.0%	14.6%	13.3%	15.8%			
	49-Van Ness/Mission	Ocean Ave&Mission St NW-FS/PS	32.8%	15.8%	17.3%	15.3%	9.6%	8.0%	
Grid	29-Sunset	Cayuga Ave&Onondaga Ave			100.0%				
		Ocean Ave&Balboa Park BART S-MB/BZ	24.7%	18.4%	31.4%	25.7%	19.2%	13.3%	
	43-Masonic	Balboa Park BART Station SW-MB/BZ	47.0%	18.8%	33.9%	30.7%	21.1%	19.5%	
		Geneva Ave & Mission St SE-FS/BZ	49.5%	19.5%	33.5%	32.3%	16.0%	24.7%	
	44-O'Shaughnessy	Silver Ave&Mission St SE-FS/BZ	35.7%	16.6%	20.5%	23.6%	13.8%	10.0%	11.1%
	54-Felton	Balboa Park BART Station NE-MB/BZ	31.8%	23.2%	32.3%	33.6%	27.1%	14.5%	
		Geneva Ave & Mission St E-NS/BZ	27.8%	22.3%	29.8%	32.5%	27.9%	17.3%	
Muni Metro	KT-Ingleside/Third	METRO TERMINAL-NS/SI	40.2%	25.7%	32.9%	27.5%	23.1%	38.1%	39.5%
	M-Ocean View	San Jose Ave&Niagara Ave S-NS/SB	41.1%	29.2%	32.2%	33.1%	23.0%	32.8%	29.1%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI				20.6%	0.0%		
	14X-Mission Express	Mission St&Geneva Ave W-FS/BB			45.1%	18.7%	0.0%		
Connector	52-Excelsior	Excelsior Ave&Mission St S-FS/BZ	35.4%	12.9%	43.3%	18.3%	15.5%	9.8%	
Owl	91-Owl	Balboa Park BART Station NE-MB/BZ							22.7%
		Geneva Ave & Mission St E-NS/BZ							25.3%

Service Gaps - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

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

Line Gaps - 2019 Excelsior/Outer Mission versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	13.8%	13.2%	18.3%	18.0%	16.4%	14.0%	33.3%
	14-Mission	17.5%	13.2%	18.3%	17.5%	13.2%	17.1%	22.3%
	14R-Mission Rapid	12.6%	13.4%	14.6%	12.5%			
	49-Van Ness/Mission	18.0%	9.3%	13.0%	10.2%	5.6%	5.3%	14.6%
Grid	29-Sunset	16.7%	18.0%	26.4%	25.6%	16.8%	20.4%	43.9%
	43-Masonic	26.6%	12.4%	15.9%	23.9%	23.6%	21.9%	6.9%
	44-O'Shaughnessy	19.4%	19.5%	26.9%	21.2%	15.3%	20.0%	31.8%
	54-Felton	22.9%	17.5%	20.7%	34.4%	25.6%	21.1%	
Specialized	8AX-Bayshore A Express	10.3%	9.1%					
	8BX-Bayshore B Express	11.8%	10.8%					
	14X-Mission Express	17.1%	16.5%					
Connector	52-Excelsior	43.1%	18.6%	42.3%	26.4%	16.4%	11.6%	
Owl	91-Owl						17.0%	19.5%

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	Cayuga Ave&Onondaga Ave			100.0%				
		City College Terminal NW-FS/SI	3.9%	7.9%	9.3%	14.2%	15.3%	8.9%	25.0%
		Geneva Ave & Mission St SE-FS/BZ	6.4%	9.0%	13.3%	15.1%	16.9%	10.4%	25.6%
	14-Mission	Mission St&Geneva Ave E-FS/BB	7.7%	8.6%	13.2%	8.2%	8.6%	10.4%	13.6%
		Mission St&Lowell St E-FS/BZ	8.1%	8.4%	12.8%	8.5%	8.0%	9.2%	10.5%
		Morse St&Lowell St S-NS/BZ	75.4%		87.3%	83.1%			
	14R-Mission Rapid	Mission St&Acton St E-FS/BZ	6.2%	8.3%	8.5%	8.0%			
		Mission St&Geneva Ave E-FS/BB	5.9%	9.6%	10.9%	7.9%			
	49-Van Ness/Mission	Mission St&Silver Ave S-NS/BZ	12.0%	6.4%	9.2%	8.2%	4.8%	4.9%	7.3%
		Ocean Ave&Persia Ave SE-FS/PS	10.7%	5.7%	9.3%	8.2%	3.9%	4.3%	8.0%
Grid	29-Sunset	Ocean Ave&San Jose Ave NW-FS/BZ	11.6%	15.9%	17.4%	25.7%	16.4%	17.2%	37.9%
	43-Masonic	Balboa Park BART Station NE-MB/BZ	14.5%	7.7%	8.5%	21.9%	25.9%	21.1%	6.2%
		Geneva Ave & Mission St E-NS/BZ	14.4%	7.6%	8.7%	21.6%	24.6%	22.6%	7.4%
	44-O'Shaughnessy	Silver Ave&Mission St E-NS/BZ	11.5%	21.0%	25.9%	22.4%	15.7%	16.0%	29.5%
	54-Felton	Balboa Park BART Station SW-MB/BZ	15.8%	12.3%	17.3%	30.7%	26.4%	14.5%	
		Geneva Ave & Mission St SE-FS/BZ	18.4%	12.3%	18.2%	31.8%	25.1%	14.5%	
Muni Metro	KT-Ingleside/Third	METRO TERMINAL-NS/SI	37.4%	21.2%	24.1%	26.4%	29.7%	41.9%	72.4%
		San Jose & Geneva N-MB/BZ	38.9%	21.2%	23.9%	26.3%	29.8%	41.4%	70.0%
	M-Ocean View	CAMERON BEACH YARD	33.8%	26.8%	30.6%	28.0%	21.5%	26.5%	34.0%
		San Jose Ave&Geneva Ave SW-FS/SI	32.1%	20.3%	25.6%	26.0%	18.4%	19.7%	40.3%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI	6.4%	11.2%					
	14X-Mission Express	Mission St&Geneva Ave E-FS/BB	11.1%	11.2%					
		Trumbull St&Stoneybrook Ave SW-NS/SB	13.9%	12.8%					
Connector	52-Excelsior	Mission St&Excelsior Ave E-FS/BZ	33.0%	18.6%	42.2%	26.6%	15.5%	10.8%	
Owl	91-Owl	Balboa Park BART Station SW-MB/BZ						19.3%	10.5%
		Geneva Ave & Mission St SE-FS/BZ						17.9%	12.1%

Excelsior / Outer Mission

Line Gaps - 2019 Excelsior/Outer Mission versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	16.1%	14.2%	19.3%	12.5%	14.9%	15.9%	3.3%
	14-Mission	21.3%	19.0%	20.0%	20.7%	16.1%	22.2%	16.6%
	14R-Mission Rapid	25.0%	13.8%	11.5%	14.7%	8.8%		
	49-Van Ness/Mission	22.1%	12.8%	15.0%	12.5%	9.8%	9.4%	9.7%
Grid	29-Sunset	21.6%	15.8%	27.8%	24.2%	20.4%	16.0%	0.0%
	43-Masonic	31.9%	17.1%	29.5%	27.2%	19.6%	22.5%	2.6%
	44-O'Shaughnessy	29.1%	16.2%	19.5%	21.3%	16.5%	12.9%	16.6%
	54-Felton	25.5%	21.1%	28.1%	34.8%	26.4%	17.8%	
Specialized	8AX-Bayshore A Express			25.7%	14.0%	6.1%		
	8BX-Bayshore B Express			1.6%	17.5%	0.0%		
	14X-Mission Express			22.5%	16.3%	30.0%		
Connector	52-Excelsior	26.7%	11.8%	35.2%	16.6%	16.4%	9.8%	
Owl	91-Owl						16.7%	18.5%

Neighborhood Gaps - 2019 Excelsior/Outer Mission versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	31.3%	21.5%	22.5%	19.2%	16.4%	23.6%	0.0%
	14-Mission	Mission St&Geneva Ave W-FS/BB	15.7%	22.3%	20.6%	19.4%	15.9%	23.9%	11.6%
		Mission St&Lowell St W-FS/BZ	17.2%	22.8%	21.1%	19.4%	16.1%	23.9%	11.3%
		Morse St&Lowell St S-NS/BZ	74.6%		88.2%	72.5%			
	14R-Mission Rapid	Mission St&Geneva Ave W-FS/BB	34.0%	14.6%	13.3%	15.8%			
	49-Van Ness/Mission	Ocean Ave&Mission St NW-FS/PS	32.8%	15.8%	17.3%	15.3%	9.6%	8.0%	
Grid	29-Sunset	Cayuga Ave&Onondaga Ave			100.0%				
		Ocean Ave&Balboa Park BART S-MB/BZ	24.7%	18.4%	31.4%	25.7%	19.2%	13.3%	
	43-Masonic	Balboa Park BART Station SW-MB/BZ	47.0%	18.8%	33.9%	30.7%	21.1%	19.5%	
		Geneva Ave & Mission St SE-FS/BZ	49.5%	19.5%	33.5%	32.3%	16.0%	24.7%	
	44-O'Shaughnessy	Silver Ave&Mission St SE-FS/BZ	35.7%	16.6%	20.5%	23.6%	13.8%	10.0%	11.1%
	54-Felton	Balboa Park BART Station NE-MB/BZ	31.8%	23.2%	32.3%	33.6%	27.1%	14.5%	
		Geneva Ave & Mission St E-NS/BZ	27.8%	22.3%	29.8%	32.5%	27.9%	17.3%	
Muni Metro	KT-Ingleside/Third	METRO TERMINAL-NS/SI	40.2%	25.7%	32.9%	27.5%	23.1%	38.1%	39.5%
	M-Ocean View	San Jose Ave&Niagara Ave S-NS/SB	41.1%	29.2%	32.2%	33.1%	23.0%	32.8%	29.1%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI				20.6%	0.0%		
	14X-Mission Express	Mission St&Geneva Ave W-FS/BB			45.1%	18.7%	0.0%		
Connector	52-Excelsior	Excelsior Ave&Mission St S-FS/BZ	35.4%	12.9%	43.3%	18.3%	15.5%	9.8%	
Owl	91-Owl	Balboa Park BART Station NE-MB/BZ							22.7%
		Geneva Ave & Mission St E-NS/BZ							25.3%

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Peak Period Crowding

% Trips Over Capacity

Route	AM Peak	School	PM Peak	Grand Total
8	11.2%	20.9%	7.1%	13.0%
8AX	17.4%	21.6%	11.0%	16.6%
8BX	9.2%	12.1%	10.8%	10.7%
14	0.5%	1.5%	0.7%	0.9%
14R	16.1%	12.8%	16.5%	15.1%
14X	4.5%	1.4%	3.1%	3.0%
29	13.7%	27.4%	16.2%	19.1%
43	16.5%	11.9%	7.8%	12.1%
44	18.6%	23.6%	19.6%	20.6%
49	8.1%	6.9%	3.8%	6.3%
52	0.5%	0.8%	1.9%	1.0%
54	4.7%	6.0%	5.3%	5.3%

Notes: Crowding data for Muni Metro rail lines is not yet available. Updated data will be available as newly procured light rail vehicles become equipped with new automatic passenger counters.

Travel Time to Key Destinations

Excelsior/Outer Mission Starting Location: Madrid St/Russia Ave Midday - Arrive at 9am

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Safeway (Mission St)	14	7	0	3	8	0.88
SF General Hospital	9, 14, 14R, 27, 33, 29, 48	35	1	28	33	1.06
City College of San Francisco Ocean Campus	8, 29, 43, 49	18	0	16	21	0.86
Downtown – 4th & Market	14, 14R, 14X	38	0	50	55	0.69
John McLaren Park	29, 54	15	0	6	11	1.36

Excelsior/Outer Mission Starting Location: Madrid St/Russia Ave Midday - Arrive at 12pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Safeway (Mission St)	14	7	0	3	8	0.88
SF General Hospital	9, 14, 14R, 27, 33, 29, 48	41	1	16	21	1.95
City College of San Francisco Ocean Campus	8, 29, 43, 49	17	0	12	17	1.00
Downtown – 4th & Market	14, 14R, 14X	41	0	30	35	1.17
John McLaren Park	29, 54	15	0	6	11	1.36

Excelsior/Outer Mission Starting Location: Madrid St/Russia Ave PM Peak - Arrive at 5pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Safeway (Mission St)	14	7	0	3	8	0.88
SF General Hospital	9, 14, 14R, 27, 33, 29, 48	36	1	20	25	1.44
City College of San Francisco Ocean Campus	8, 29, 43, 49	17	0	14	19	0.89
Downtown – 4th & Market	14, 14R, 14X	41	0	50	55	0.75
John McLaren Park	29, 54	16	0	6	11	1.45

Excelsior/Outer Mission Starting Location: Madrid St/Russia Ave Night - Leave at 8pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Safeway (Mission St)	14	7	0	3	8	0.88
SF General Hospital	9, 14, 27, 33, 29, 48	35	1	14	19	1.84
City College of San Francisco Ocean Campus	8, 29, 43, 49	18	0	12	17	1.06
Downtown – 4th & Market	14	46	0	30	35	1.31
John McLaren Park	29, 54	14	0	6	11	1.27

Excelsior / Outer Mission

Service Delivery

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	188.3	31,644.5	99.4%
	Frequent	6,279.1	196,728.4	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,774.8	78,969.5	97.8%
	Owl	68.1	10,168.5	99.3%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	1,103.4	26,195.3	95.8%
	Systemwide	21,927.8	629,584.8	96.5%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Excelsior/ Outer Mission	Connector	52	321.3	10,109.7	96.8%
	Frequent	8	466.7	12,965.8	96.4%
		14	564.2	12,975.6	95.7%
		49	370.2	12,514.9	97.0%
	Grid	29	444.7	12,415.6	96.4%
		43	422.1	9,283.0	95.5%
		44	470.8	11,749.9	96.0%
		54	355.5	11,647.2	96.9%
	Owl	91	381.4	10,536.6	96.4%
	Rapid Bus	14R	237.5	11,666.3	98.0%
	Specialized	14X	68.9	6,338.4	98.9%

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Excelsior / Outer Mission

Oceanview-Ingleside

OTP - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line OTP - 2019 Oceanview-Ingleside versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	58.0%	51.4%	44.8%	42.3%	43.6%	46.0%	63.5%
	54-Felton	63.0%	57.2%	59.5%	47.8%	53.2%	53.5%	42.2%
Muni Metro	KT-Ingleside/Third	39.8%	32.6%	38.8%	27.2%	24.4%	32.9%	36.4%
	M-Ocean View	54.7%	53.6%	48.9%	45.1%	52.9%	58.5%	63.5%

Neighborhood OTP - 2019 Oceanview-Ingleside versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	54-Felton	Alemany Blvd&Arch St SW-NS/BZ	79.9%	74.8%	76.5%	61.7%	66.7%	70.6%	28.8%
Muni Metro	KT-Ingleside/Third	Saint Francis Circle NE-FS/SI	48.5%	44.2%	43.9%	31.5%	36.1%	40.1%	53.7%
	M-Ocean View	Broad St&Plymouth Ave NE-NS/PS	75.1%	74.3%	63.2%	62.8%	73.9%	78.3%	74.4%
Specialized	14X-Mission Express	San Jose Ave&Sickles Ave S-NS	14.6%	29.2%					

Line OTP - 2019 Oceanview-Ingleside versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	55.7%	53.0%	44.1%	42.4%	46.1%	44.4%	66.3%
	54-Felton	56.1%	57.2%	50.6%	45.1%	44.5%	62.0%	80.8%
Muni Metro	KT-Ingleside/Third	47.4%	36.7%	37.7%	32.9%	18.2%	27.1%	50.9%
	M-Ocean View	34.5%	29.5%	30.4%	25.4%	30.3%	35.2%	48.9%

Neighborhood OTP - 2019 Oceanview-Ingleside versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	Ocean Ave&Balboa Park BART S-MB/BZ	41.8%	44.6%	34.6%	35.1%	43.1%	38.5%	
	54-Felton	Alemany Blvd&Arch St NE-NS	45.5%	46.9%	38.2%	33.5%	37.4%	46.2%	
Muni Metro	KT-Ingleside/Third	Saint Francis Circle NW-NS/SI	29.9%	21.5%	24.6%	20.2%	13.8%	17.7%	32.7%
	M-Ocean View	Broad St&Plymouth Ave SW-NS/PS	26.6%	24.9%	22.6%	23.4%	26.4%	28.5%	39.1%

OTP - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

Better Performance	More than 5% above	Worse Performance	More than 5% below	No Significant Difference	Within 5%

Line OTP - 2019 Oceanview-Ingleside versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	58.0%	51.4%	44.8%	42.3%	43.6%	46.0%	63.5%
	54-Felton	63.0%	57.2%	59.5%	47.8%	53.2%	53.5%	42.2%
Muni Metro	KT-Ingleside/Third	39.8%	32.6%	38.8%	27.2%	24.4%	32.9%	36.4%
	M-Ocean View	54.7%	53.6%	48.9%	45.1%	52.9%	58.5%	63.5%

Neighborhood OTP - 2019 Oceanview-Ingleside versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	54-Felton	Alemany Blvd&Arch St SW-NS/BZ	79.9%	74.8%	76.5%	61.7%	66.7%	70.6%	28.8%
Muni Metro	KT-Ingleside/Third	Saint Francis Circle NE-FS/SI	48.5%	44.2%	43.9%	31.5%	36.1%	40.1%	53.7%
	M-Ocean View	Broad St&Plymouth Ave NE-NS/PS	75.1%	74.3%	63.2%	62.8%	73.9%	78.3%	74.4%
Specialized	14X-Mission Express	San Jose Ave&Sickles Ave S-NS	14.6%	29.2%					

Line OTP - 2019 Oceanview-Ingleside versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	55.7%	53.0%	44.1%	42.4%	46.1%	44.4%	66.3%
	54-Felton	56.1%	57.2%	50.6%	45.1%	44.5%	62.0%	80.8%
Muni Metro	KT-Ingleside/Third	47.4%	36.7%	37.7%	32.9%	18.2%	27.1%	50.9%
	M-Ocean View	34.5%	29.5%	30.4%	25.4%	30.3%	35.2%	48.9%

Neighborhood OTP - 2019 Oceanview-Ingleside versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	Ocean Ave&Balboa Park BART S-MB/BZ	41.8%	44.6%	34.6%	35.1%	43.1%	38.5%	
	54-Felton	Alemany Blvd&Arch St NE-NS	45.5%	46.9%	38.2%	33.5%	37.4%	46.2%	
Muni Metro	KT-Ingleside/Third	Saint Francis Circle NW-NS/SI	29.9%	21.5%	24.6%	20.2%	13.8%	17.7%	32.7%
	M-Ocean View	Broad St&Plymouth Ave SW-NS/PS	26.6%	24.9%	22.6%	23.4%	26.4%	28.5%	39.1%

Ingleside / Oceanview

Service Gaps - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line Gaps - 2019 Oceanview-Ingleside versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	16.7%	18.0%	26.4%	25.6%	16.8%	20.4%	43.9%
	54-Felton	22.9%	17.5%	20.7%	34.4%	25.6%	21.1%	
Muni Metro	KT-Ingleside/Third	29.1%	23.8%	27.7%	24.7%	19.9%	33.3%	31.7%
	M-Ocean View	29.6%	22.7%	26.1%	24.6%	20.6%	22.2%	42.4%

Neighborhood Gaps - 2019 Oceanview-Ingleside versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	54-Felton	Alemany Blvd&Arch St SW-NS/BZ	13.9%	12.4%	16.3%	30.4%	30.4%	14.8%	
Muni Metro	KT-Ingleside/Third	Saint Francis Circle NE-FS/SI	22.4%	21.3%	21.6%	22.9%	30.9%	38.5%	28.9%
	M-Ocean View	Broad St&Plymouth Ave NE-NS/PS	24.2%	20.3%	24.1%	25.0%	17.0%	18.3%	32.9%
Specialized	14X-Mission Express	San Jose Ave&Sickles Ave S-NS	20.7%	26.7%					

Line Gaps - 2019 Oceanview-Ingleside versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	21.6%	15.8%	27.8%	24.2%	20.4%	16.0%	0.0%
	54-Felton	25.5%	21.1%	28.1%	34.8%	26.4%	17.8%	
Muni Metro	KT-Ingleside/Third	20.1%	22.7%	26.9%	23.7%	22.9%	30.5%	18.6%
	M-Ocean View	30.2%	24.4%	26.9%	28.5%	23.4%	31.7%	22.1%

Neighborhood Gaps - 2019 Oceanview-Ingleside versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	Ocean Ave&Balboa Park BART S-MB/BZ	24.7%	18.4%	31.4%	25.7%	19.2%	13.3%	
	54-Felton	Alemany Blvd&Arch St NE-NS	37.7%	22.3%	26.4%	42.3%	22.6%	20.5%	
Muni Metro	KT-Ingleside/Third	Saint Francis Circle NW-NS/SI	33.6%	22.6%	29.3%	23.6%	22.4%	33.1%	32.6%
	M-Ocean View	Broad St&Plymouth Ave SW-NS/PS	40.5%	28.1%	31.3%	33.1%	22.2%	33.8%	25.0%

Service Gaps - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

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

Line Gaps - 2019 Oceanview-Ingleside versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	16.7%	18.0%	26.4%	25.6%	16.8%	20.4%	43.9%
	54-Felton	22.9%	17.5%	20.7%	34.4%	25.6%	21.1%	
Muni Metro	KT-Ingleside/Third	29.1%	23.8%	27.7%	24.7%	19.9%	33.3%	31.7%
	M-Ocean View	29.6%	22.7%	26.1%	24.6%	20.6%	22.2%	42.4%

Neighborhood Gaps - 2019 Oceanview-Ingleside versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	54-Felton	Alemany Blvd&Arch St SW-NS/BZ	13.9%	12.4%	16.3%	30.4%	30.4%	14.8%	
Muni Metro	KT-Ingleside/Third	Saint Francis Circle NE-FS/SI	22.4%	21.3%	21.6%	22.9%	30.9%	38.5%	28.9%
	M-Ocean View	Broad St&Plymouth Ave NE-NS/PS	24.2%	20.3%	24.1%	25.0%	17.0%	18.3%	32.9%
Specialized	14X-Mission Express	San Jose Ave&Sickles Ave S-NS	20.7%	26.7%					

Line Gaps - 2019 Oceanview-Ingleside versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	21.6%	15.8%	27.8%	24.2%	20.4%	16.0%	0.0%
	54-Felton	25.5%	21.1%	28.1%	34.8%	26.4%	17.8%	
Muni Metro	KT-Ingleside/Third	20.1%	22.7%	26.9%	23.7%	22.9%	30.5%	18.6%
	M-Ocean View	30.2%	24.4%	26.9%	28.5%	23.4%	31.7%	22.1%

Neighborhood Gaps - 2019 Oceanview-Ingleside versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Grid	29-Sunset	Ocean Ave&Balboa Park BART S-MB/BZ	24.7%	18.4%	31.4%	25.7%	19.2%	13.3%	
	54-Felton	Alemany Blvd&Arch St NE-NS	37.7%	22.3%	26.4%	42.3%	22.6%	20.5%	
Muni Metro	KT-Ingleside/Third	Saint Francis Circle NW-NS/SI	33.6%	22.6%	29.3%	23.6%	22.4%	33.1%	32.6%
	M-Ocean View	Broad St&Plymouth Ave SW-NS/PS	40.5%	28.1%	31.3%	33.1%	22.2%	33.8%	25.0%

Ingleside / Oceanview

Peak Period Crowding

% Trips Over Capacity

Route	AM Peak	School	PM Peak	Grand Total
29	13.7%	27.4%	16.2%	19.1%
54	4.7%	6.0%	5.3%	5.3%

Notes: Crowding data for Muni Metro rail lines is not yet available. Updated data will be available as newly procured light rail vehicles become equipped with new automatic passenger counters.

Travel Time to Key Destinations

Oceanview-Ingleside Starting Location: Capitol Ave/Lobos St Midday - Arrive at 9am

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Pacific Supermarket	Walk, 54, M	10	0	6	11	0.91
SF General Hospital	K, M, 29, 54	53	1	40	45	1.18
City College of San Francisco Ocean Campus	K, M, 29, 54	19	0	9	14	1.36
Downtown – 4th & Market	K, M, 29, 54	42	0	60	65	0.65
Balboa Park	K, M, 29, 54	19	0	10	15	1.27

Oceanview-Ingleside Starting Location: Capitol Ave/Lobos St Midday - Arrive at 12pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Pacific Supermarket	K, M, 29, 54	11	0	4	9	1.22
SF General Hospital	K, M, 29, 54	52	1	18	23	2.26
City College of San Francisco Ocean Campus	K, M, 29, 54	19	1	8	13	1.46
Downtown – 4th & Market	K, M, 29, 54	38	0	35	40	0.95
Balboa Park	K, M, 29, 54	19	0	7	12	1.58

Oceanview-Ingleside Starting Location: Capitol Ave/Lobos St PM Peak - Arrive at 5pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Pacific Supermarket	K, M, 29, 54	10	0	6	11	0.91
SF General Hospital	K, M, 29, 54	53	1	22	27	1.96
City College of San Francisco Ocean Campus	K, M, 29, 54	19	0	9	14	1.36
Downtown – 4th & Market	K, M, 29, 54	39	0	60	65	0.60
Balboa Park	K, M, 29, 54	19	0	8	13	1.46

Oceanview-Ingleside Starting Location: Capitol Ave/Lobos St Night - Leave at 8pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Pacific Supermarket	K, M, 29, 54	10	0	4	9	1.11
SF General Hospital	K, M, 29, 54	45	1	18	23	1.96
City College of San Francisco Ocean Campus	K, M, 29, 54	18	0	8	13	1.38
Downtown – 4th & Market	K, M, 29, 54	36	0	40	45	0.80
Balboa Park	K, M, 29, 54	20	0	8	13	1.54

Service Delivery

Ingleside / Oceanview

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	188.3	31,644.5	99.4%
	Frequent	6,279.1	196,728.4	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,774.8	78,969.5	97.8%
	Owl	68.1	10,168.5	99.3%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	1,103.4	26,195.3	95.8%
	Systemwide	21,927.8	629,584.8	96.5%

Neighborhood Service Delivery

Neighborhood	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Oceanview-Ingleside	Grid	29	444.7	12,415.6	96.4%
		54	355.5	11,647.2	96.9%
	Muni Metro	KT	287.6	12,415.7	97.7%
		M	663.8	11,595.2	94.3%

DRAFT

Ingleside / Oceanview

Inner Mission

OTP - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line OTP - 2019 Inner Mission versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	52.7%	57.0%	52.4%	48.2%	50.5%	55.6%	55.7%
	9R-San Bruno Rapid	56.1%	61.5%	60.0%	50.8%	37.7%		
	14-Mission	60.6%	59.0%	60.1%	59.9%	50.3%	51.3%	47.2%
	14R-Mission Rapid	54.0%	57.2%	55.2%	53.1%			
	22-Fillmore	73.5%	68.6%	66.2%	59.5%	64.1%	70.9%	74.4%
	24-Divisadero	59.2%	62.0%	57.9%	53.7%	54.7%	56.3%	57.3%
	49-Van Ness/Mission	62.4%	63.8%	59.4%	63.6%	57.7%	56.4%	71.6%
Grid	10-Townsend	62.8%	52.6%	44.4%	44.6%	63.3%	69.9%	70.8%
	12-Folsom/Pacific	57.2%	53.4%	52.3%	48.1%	53.4%	52.4%	75.9%
	27-Bryant	54.9%	53.4%	53.2%	43.3%	53.9%	54.0%	57.0%
	33-Ashbury/18th	71.4%	61.7%	61.8%	50.5%	55.2%	54.9%	28.1%
	48-Quintara/24th Street	55.3%	49.0%	42.8%	46.5%	50.5%	62.9%	46.2%

Neighborhood OTP - 2019 Inner Mission versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	Potrero Ave&16th St NE-FS/BZ	46.6%	52.7%	47.0%	45.6%	46.8%	54.3%	52.0%
		Potrero Ave&24th St NE-FS/BZ	52.6%	56.4%	52.0%	54.4%	53.5%	54.5%	62.1%
	9R-San Bruno Rapid	Potrero Ave&16th St NE-FS/BZ	52.1%	63.4%	61.9%	51.2%			
		Potrero Ave&24th St NE-FS/BZ	55.3%	54.3%	56.9%	49.2%			
	14-Mission	Mission St&16th St NE-FS/BZ	63.5%	59.5%	62.4%	56.1%	50.5%	55.3%	54.1%
		Mission St&24th St NE-FS/BB	65.2%	63.2%	65.3%	59.8%	54.8%	57.2%	56.0%
		Mission St&26th St NE-FS/BZ				47.1%	37.1%	41.0%	38.5%
	14R-Mission Rapid	Mission St&16th St NE-FS/BZ	57.7%	63.9%	60.8%	58.2%			
		Mission St&24th St NE-FS/BB	60.9%	67.1%	65.5%	61.8%			
	22-Fillmore	16th St&Bryant St N-MB/BZ	87.4%	82.1%	79.2%	70.5%	83.8%	84.8%	80.9%
		16th St&Mission St NE-NS/BZ	80.7%	73.4%	70.9%	62.0%	79.5%	80.3%	78.2%
		16th St&Potrero Ave NW-FS/BZ	86.8%	83.8%	85.8%	71.8%	66.2%	73.7%	77.6%
	49-Van Ness/Mission	Mission St&16th St NE-FS/BZ	61.1%	60.8%	58.0%	56.6%	58.5%	64.6%	65.4%
		Mission St&24th St NE-FS/BB	61.8%	65.0%	61.9%	62.4%	57.6%	51.3%	83.2%
Grid	10-Townsend	24th St & Potrero Ave	64.0%	73.3%	58.1%	72.0%	76.9%	87.1%	71.9%
	12-Folsom/Pacific	24th St&Mission St NE-NS/BZ	72.4%	80.5%	75.3%	72.9%	76.9%	81.2%	96.6%
		Folsom St&20TH St NE-FS/BB			0.0%				
		Folsom St&24TH St NE-FS/BB	70.6%	69.7%	67.7%	61.5%	74.9%	66.8%	61.3%
	27-Bryant	Bryant St&16TH St SE-NS/BZ	59.1%	67.2%	60.7%	51.0%	62.2%	65.1%	41.0%
		Bryant St&24TH St NE-FS/BZ	64.8%	67.8%	57.3%	53.8%	58.0%	61.3%	52.5%
		Cesar Chavez&Bartlett St NE-NS/BZ	68.1%	62.7%	67.3%	56.6%	69.6%	67.3%	91.8%
	33-Ashbury/18th	16th St&Bryant St N-MB/BZ	82.5%	80.7%	78.2%	60.4%	66.9%	62.2%	30.0%
		18th St&Mission St NW-FS/BZ	71.4%	67.1%	65.2%	53.5%	64.2%	57.6%	30.4%
		25th St&Potrero Ave N-MB/BZ	92.4%	87.0%	84.2%	76.4%	76.3%	74.7%	38.3%
	48-Quintara/24th Street	24th St&Mission St SW-NS/BZ	52.1%	46.2%	41.6%	50.0%	53.7%	78.7%	74.0%
Owl	90-San Bruno Owl	Potrero Ave&16th St NE-FS/BZ						26.3%	56.3%
		Potrero Ave&24th St NE-FS/BZ						28.1%	62.7%

Line OTP - 2019 Inner Mission versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	55.5%	50.2%	48.2%	46.9%	40.4%	49.4%	56.0%
	9R-San Bruno Rapid	46.3%	40.6%	40.9%	42.1%	47.9%		
	14-Mission	58.4%	53.7%	58.9%	56.1%	47.2%	48.3%	48.3%
	14R-Mission Rapid	68.0%	64.0%	53.9%	51.2%	46.4%		
	22-Fillmore	67.7%	68.6%	65.1%	59.8%	59.8%	64.5%	76.1%
	24-Divisadero	70.2%	67.4%	60.8%	59.1%	59.7%	59.9%	59.4%
	49-Van Ness/Mission	49.9%	49.5%	51.3%	50.1%	49.1%	43.1%	50.3%
Grid	10-Townsend	65.0%	56.1%	49.1%	54.7%	61.2%	73.3%	
	12-Folsom/Pacific	58.2%	56.1%	58.9%	47.6%	56.3%	62.5%	
	27-Bryant	59.5%	53.2%	53.1%	38.1%	49.7%	49.1%	43.7%
	33-Ashbury/18th	71.5%	71.3%	66.6%	61.2%	58.0%	62.0%	62.6%
	48-Quintara/24th Street	59.7%	54.5%	57.2%	47.8%	56.9%	67.4%	73.8%

Neighborhood OTP - 2019 Inner Mission versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	Potrero Ave&16th St SW-FS/BZ	59.1%	50.9%	51.4%	50.6%	45.2%	54.3%	62.0%
		Potrero Ave&24th St SW-FS/BZ	56.1%	46.5%	46.4%	46.6%	44.5%	51.1%	60.9%
	9R-San Bruno Rapid	Potrero Ave&16th St SW-FS/BZ	64.4%	54.2%	54.1%	58.8%	54.9%		
		Potrero Ave&24th St SW-FS/BZ	60.1%	52.9%	50.4%	51.7%	55.9%		
	14-Mission	Mission St&16th St SW-FS/BB	56.7%	54.1%	55.9%	57.9%	48.1%	51.7%	50.1%
		Mission St&24th St SW-FS/BB	54.5%	52.9%	56.8%	53.0%	44.2%	46.7%	46.0%
		Mission St&26th St SW-FS/BZ	71.3%	81.8%	85.7%		49.5%		76.3%
	14R-Mission Rapid	Mission St&16th St SW-FS/BB	72.7%	68.4%	51.2%	56.6%	49.1%		
		Mission St&24th St SW-FS/BB	73.4%	63.9%	51.0%	52.0%	45.6%		
	22-Fillmore	16th St&Bryant St SE-FS/BZ	47.1%	65.4%	59.1%	50.8%	49.7%	56.6%	75.2%
		16th St&Mission St SW-NS/BZ	53.1%	60.8%	59.7%	51.8%	54.1%	61.2%	78.0%
		16th St&Potrero Ave SW-NS/BZ	59.8%	61.3%	59.1%	45.9%	49.0%	61.5%	81.4%
	49-Van Ness/Mission	Mission St&16th St SW-FS/BB	50.7%	56.5%	60.8%	56.1%	52.8%	39.6%	
		Mission St&24th St SW-FS/BB	49.7%	55.5%	60.2%	55.3%	48.5%	48.3%	
Grid	10-Townsend	24th St & Potrero Ave	42.6%	45.6%	38.0%	36.9%	41.1%	55.5%	
	12-Folsom/Pacific	24th St&Mission St NE-NS/BZ	22.6%	30.9%	35.1%	18.6%	21.1%	22.7%	
		Folsom St&24TH St SW-FS/BB	57.2%	47.3%	50.8%	35.7%	48.3%	61.4%	
	27-Bryant	Bryant St&16TH St SW-FS/BZ	55.4%	44.5%	41.8%	28.7%	44.0%	42.0%	28.2%
		Bryant St&24TH St SW-FS/BZ	51.4%	44.4%	42.4%	31.2%	40.7%	39.6%	31.7%
		Cesar Chavez&Bartlett St NE-NS/BZ	45.2%	40.2%	43.1%	31.2%	37.7%	35.6%	35.8%
	33-Ashbury/18th	16th St&Bryant St SE-FS/BZ	62.7%	65.7%	56.0%	41.4%	51.5%	49.7%	59.0%
		25th St&Potrero Ave N-MB/BZ	44.4%	54.7%	48.3%	36.1%	39.4%	43.0%	46.7%
		Mission St&18th St NE-FS/BZ	72.1%	66.7%	56.9%	48.2%	56.4%	58.3%	68.4%
	48-Quintara/24th Street	24th St&Mission St NE-NS/BZ	67.4%	57.2%	54.4%	47.0%	54.2%	70.6%	80.4%
Connector	55-16th Street	16th St&Bryant St SE-FS/BZ	56.8%	31.3%	32.7%	28.3%	44.0%	50.4%	
Owl	90-San Bruno Owl	Potrero Ave&16th St SW-FS/BZ							49.0%
		Potrero Ave&24th St SW-FS/BZ							36.8%

OTP - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

Better Performance	More than 5% above	Worse Performance	More than 5% below	No Significant Difference	Within 5%

Line OTP - 2019 Inner Mission versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	52.7%	57.0%	52.4%	48.2%	50.5%	55.6%	55.7%
	9R-San Bruno Rapid	56.1%	61.5%	60.0%	50.8%	37.7%		
	14-Mission	60.6%	59.0%	60.1%	59.9%	50.3%	51.3%	47.2%
	14R-Mission Rapid	54.0%	57.2%	55.2%	53.1%			
	22-Fillmore	73.5%	68.6%	66.2%	59.5%	64.1%	70.9%	74.4%
	24-Divisadero	59.2%	62.0%	57.9%	53.7%	54.7%	56.3%	57.3%
	49-Van Ness/Mission	62.4%	63.8%	59.4%	63.6%	57.7%	56.4%	71.6%
Grid	10-Townsend	62.8%	52.6%	44.4%	44.6%	63.3%	69.9%	70.8%
	12-Folsom/Pacific	57.2%	53.4%	52.3%	48.1%	53.4%	52.4%	75.9%
	27-Bryant	54.9%	53.4%	53.2%	43.3%	53.9%	54.0%	57.0%
	33-Ashbury/18th	71.4%	61.7%	61.8%	50.5%	55.2%	54.9%	28.1%
	48-Quintara/24th Street	55.3%	49.0%	42.8%	46.5%	50.5%	62.9%	46.2%

Neighborhood OTP - 2019 Inner Mission versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	Potrero Ave&16th St NE-FS/BZ	46.6%	52.7%	47.0%	45.6%	46.8%	54.3%	52.0%
		Potrero Ave&24th St NE-FS/BZ	52.6%	56.4%	52.0%	54.4%	53.5%	54.5%	62.1%
	9R-San Bruno Rapid	Potrero Ave&16th St NE-FS/BZ	52.1%	63.4%	61.9%	51.2%			
		Potrero Ave&24th St NE-FS/BZ	55.3%	54.3%	56.9%	49.2%			
	14-Mission	Mission St&16th St NE-FS/BZ	63.5%	59.5%	62.4%	56.1%	50.5%	55.3%	54.1%
		Mission St&24th St NE-FS/BB	65.2%	63.2%	65.3%	59.8%	54.8%	57.2%	56.0%
		Mission St&26th St NE-FS/BZ				47.1%	37.1%	41.0%	38.5%
	14R-Mission Rapid	Mission St&16th St NE-FS/BZ	57.7%	63.9%	60.8%	58.2%			
		Mission St&24th St NE-FS/BB	60.9%	67.1%	65.5%	61.8%			
	22-Fillmore	16th St&Bryant St N-MB/BZ	87.4%	82.1%	79.2%	70.5%	83.8%	84.8%	80.9%
		16th St&Mission St NE-NS/BZ	80.7%	73.4%	70.9%	62.0%	79.5%	80.3%	78.2%
		16th St&Potrero Ave NW-FS/BZ	86.8%	83.8%	85.8%	71.8%	66.2%	73.7%	77.6%
	49-Van Ness/Mission	Mission St&16th St NE-FS/BZ	61.1%	60.8%	58.0%	56.6%	58.5%	64.6%	65.4%
		Mission St&24th St NE-FS/BB	61.8%	65.0%	61.9%	62.4%	57.6%	51.3%	83.2%
Grid	10-Townsend	24th St & Potrero Ave	64.0%	73.3%	58.1%	72.0%	76.9%	87.1%	71.9%
	12-Folsom/Pacific	24th St&Mission St NE-NS/BZ	72.4%	80.5%	75.3%	72.9%	76.9%	81.2%	96.6%
		Folsom St&20TH St NE-FS/BB			0.0%				
		Folsom St&24TH St NE-FS/BB	70.6%	69.7%	67.7%	61.5%	74.9%	66.8%	61.3%
	27-Bryant	Bryant St&16TH St SE-NS/BZ	59.1%	67.2%	60.7%	51.0%	62.2%	65.1%	41.0%
		Bryant St&24TH St NE-FS/BZ	64.8%	67.8%	57.3%	53.8%	58.0%	61.3%	52.5%
		Cesar Chavez&Bartlett St NE-NS/BZ	68.1%	62.7%	67.3%	56.6%	69.6%	67.3%	91.8%
	33-Ashbury/18th	16th St&Bryant St N-MB/BZ	82.5%	80.7%	78.2%	60.4%	66.9%	62.2%	30.0%
		18th St&Mission St NW-FS/BZ	71.4%	67.1%	65.2%	53.5%	64.2%	57.6%	30.4%
		25th St&Potrero Ave N-MB/BZ	92.4%	87.0%	84.2%	76.4%	76.3%	74.7%	38.3%
	48-Quintara/24th Street	24th St&Mission St SW-NS/BZ	52.1%	46.2%	41.6%	50.0%	53.7%	78.7%	74.0%
Owl	90-San Bruno Owl	Potrero Ave&16th St NE-FS/BZ						26.3%	56.3%
		Potrero Ave&24th St NE-FS/BZ						28.1%	62.7%

Line OTP - 2019 Inner Mission versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	55.5%	50.2%	48.2%	46.9%	40.4%	49.4%	56.0%
	9R-San Bruno Rapid	46.3%	40.6%	40.9%	42.1%	47.9%		
	14-Mission	58.4%	53.7%	58.9%	56.1%	47.2%	48.3%	48.3%
	14R-Mission Rapid	68.0%	64.0%	53.9%	51.2%	46.4%		
	22-Fillmore	67.7%	68.6%	65.1%	59.8%	59.8%	64.5%	76.1%
	24-Divisadero	70.2%	67.4%	60.8%	59.1%	59.7%	59.9%	59.4%
	49-Van Ness/Mission	49.9%	49.5%	51.3%	50.1%	49.1%	43.1%	50.3%
Grid	10-Townsend	65.0%	56.1%	49.1%	54.7%	61.2%	73.3%	
	12-Folsom/Pacific	58.2%	56.1%	58.9%	47.6%	56.3%	62.5%	
	27-Bryant	59.5%	53.2%	53.1%	38.1%	49.7%	49.1%	43.7%
	33-Ashbury/18th	71.5%	71.3%	66.6%	61.2%	58.0%	62.0%	62.6%
	48-Quintara/24th Street	59.7%	54.5%	57.2%	47.8%	56.9%	67.4%	73.8%

Neighborhood OTP - 2019 Inner Mission versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	Potrero Ave&16th St SW-FS/BZ	59.1%	50.9%	51.4%	50.6%	45.2%	54.3%	62.0%
		Potrero Ave&24th St SW-FS/BZ	56.1%	46.5%	46.4%	46.6%	44.5%	51.1%	60.9%
	9R-San Bruno Rapid	Potrero Ave&16th St SW-FS/BZ	64.4%	54.2%	54.1%	58.8%	54.9%		
		Potrero Ave&24th St SW-FS/BZ	60.1%	52.9%	50.4%	51.7%	55.9%		
	14-Mission	Mission St&16th St SW-FS/BB	56.7%	54.1%	55.9%	57.9%	48.1%	51.7%	50.1%
		Mission St&24th St SW-FS/BB	54.5%	52.9%	56.8%	53.0%	44.2%	46.7%	46.0%
		Mission St&26th St SW-FS/BZ	71.3%	81.8%	85.7%		49.5%		76.3%
	14R-Mission Rapid	Mission St&16th St SW-FS/BB	72.7%	68.4%	51.2%	56.6%	49.1%		
		Mission St&24th St SW-FS/BB	73.4%	63.9%	51.0%	52.0%	45.6%		
	22-Fillmore	16th St&Bryant St SE-FS/BZ	47.1%	65.4%	59.1%	50.8%	49.7%	56.6%	75.2%
		16th St&Mission St SW-NS/BZ	53.1%	60.8%	59.7%	51.8%	54.1%	61.2%	78.0%
		16th St&Potrero Ave SW-NS/BZ	59.8%	61.3%	59.1%	45.9%	49.0%	61.5%	81.4%
	49-Van Ness/Mission	Mission St&16th St SW-FS/BB	50.7%	56.5%	60.8%	56.1%	52.8%	39.6%	
		Mission St&24th St SW-FS/BB	49.7%	55.5%	60.2%	55.3%	48.5%	48.3%	
Grid	10-Townsend	24th St & Potrero Ave	42.6%	45.6%	38.0%	36.9%	41.1%	55.5%	
	12-Folsom/Pacific	24th St&Mission St NE-NS/BZ	22.6%	30.9%	35.1%	18.6%	21.1%	22.7%	
		Folsom St&24TH St SW-FS/BB	57.2%	47.3%	50.8%	35.7%	48.3%	61.4%	
	27-Bryant	Bryant St&16TH St SW-FS/BZ	55.4%	44.5%	41.8%	28.7%	44.0%	42.0%	28.2%
		Bryant St&24TH St SW-FS/BZ	51.4%	44.4%	42.4%	31.2%	40.7%	39.6%	31.7%
		Cesar Chavez&Bartlett St NE-NS/BZ	45.2%	40.2%	43.1%	31.2%	37.7%	35.6%	35.8%
	33-Ashbury/18th	16th St&Bryant St SE-FS/BZ	62.7%	65.7%	56.0%	41.4%	51.5%	49.7%	59.0%
		25th St&Potrero Ave N-MB/BZ	44.4%	54.7%	48.3%	36.1%	39.4%	43.0%	46.7%
		Mission St&18th St NE-FS/BZ	72.1%	66.7%	56.9%	48.2%	56.4%	58.3%	68.4%
	48-Quintara/24th Street	24th St&Mission St NE-NS/BZ	67.4%	57.2%	54.4%	47.0%	54.2%	70.6%	80.4%
Connector	55-16th Street	16th St&Bryant St SE-FS/BZ	56.8%	31.3%	32.7%	28.3%	44.0%	50.4%	
Owl	90-San Bruno Owl	Potrero Ave&16th St SW-FS/BZ							49.0%
		Potrero Ave&24th St SW-FS/BZ							36.8%

Service Gaps - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line Gaps - 2019 Inner Mission versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	26.8%	21.2%	25.8%	32.3%	29.2%	16.3%	100.0%
	9R-San Bruno Rapid	16.8%	14.4%	17.6%	17.6%			
	14-Mission	17.5%	13.2%	18.3%	17.5%	13.2%	17.1%	22.3%
	14R-Mission Rapid	12.6%	13.4%	14.6%	12.5%			
	22-Fillmore	11.4%	11.1%	13.8%	14.0%	8.1%	8.7%	17.7%
	24-Divisadero	21.4%	12.6%	17.5%	15.0%	13.6%	16.5%	20.5%
	49-Van Ness/Mission	18.0%	9.3%	13.0%	10.2%	5.6%	5.3%	14.6%
Grid	10-Townsend	32.0%	13.3%	22.5%	27.2%	14.7%	9.8%	9.4%
	12-Folsom/Pacific	19.8%	13.1%	19.9%	25.6%	23.3%	15.6%	0.7%
	27-Bryant	22.7%	21.4%	23.6%	28.6%	23.8%	19.3%	0.0%
	33-Ashbury/18th	13.4%	13.0%	15.8%	21.8%	13.2%	23.7%	
	48-Quintara/24th Street	32.8%	16.8%	31.4%	21.4%	26.5%	10.1%	16.4%

Neighborhood Gaps - 2019 Inner Mission versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	Potrero Ave&16th St NE-FS/BZ	29.0%	21.7%	25.0%	31.1%	29.1%	14.7%	100.0%
		Potrero Ave&24th St NE-FS/BZ	25.8%	18.9%	20.3%	32.8%	26.9%	14.6%	
	9R-San Bruno Rapid	Potrero Ave&16th St NE-FS/BZ	16.2%	18.2%	26.1%	18.2%			
		Potrero Ave&24th St NE-FS/BZ	15.2%	13.3%	16.7%	16.3%			
	14-Mission	Mission St&16th St NE-FS/BZ	15.7%	11.6%	18.6%	12.3%	13.4%	18.8%	31.0%
		Mission St&24th St NE-FS/BB	13.1%	11.6%	17.2%	12.6%	14.2%	16.5%	29.4%
		Mission St&26th St NE-FS/BZ				100.0%	75.8%	98.1%	46.3%
	14R-Mission Rapid	Mission St&16th St NE-FS/BZ	11.7%	14.0%	14.7%	11.2%			
		Mission St&24th St NE-FS/BB	10.8%	12.8%	14.6%	10.2%			
	22-Fillmore	16th St&Bryant St N-MB/BZ	4.5%	7.1%	8.7%	11.8%	9.1%	10.0%	15.5%
		16th St&Mission St NE-NS/BZ	7.1%	9.0%	10.7%	13.9%	8.6%	9.5%	15.9%
		16th St&Potrero Ave NW-FS/BZ	4.9%	6.7%	7.4%	10.9%	3.5%	4.7%	12.1%
	49-Van Ness/Mission	Mission St&16th St NE-FS/BZ	20.5%	10.6%	13.9%	11.2%	5.6%	4.7%	0.0%
		Mission St&24th St NE-FS/BB	16.0%	7.8%	15.4%	8.9%	6.1%	4.4%	28.4%
Grid	10-Townsend	24th St & Potrero Ave	19.5%	14.1%	14.6%	23.9%	18.1%	8.2%	19.0%
	12-Folsom/Pacific	24th St&Mission St NE-NS/BZ	9.9%	7.2%	11.9%	29.3%	25.6%	16.1%	1.9%
		Folsom St&20TH St NE-FS/BB			100.0%				
		Folsom St&24TH St NE-FS/BB	11.1%	6.0%	13.0%	23.7%	20.1%	15.3%	0.0%
	27-Bryant	Bryant St&16TH St SE-NS/BZ	21.6%	16.6%	20.2%	29.6%	23.1%	16.9%	
		Bryant St&24TH St NE-FS/BZ	21.0%	16.6%	21.5%	26.5%	23.0%	16.2%	
		Cesar Chavez&Bartlett St NE-NS/BZ	19.7%	13.0%	21.1%	24.2%	24.8%	15.4%	
	33-Ashbury/18th	16th St&Bryant St N-MB/BZ	7.2%	8.3%	10.3%	18.8%	11.2%	21.6%	
		18th St&Mission St NW-FS/BZ	7.4%	10.3%	12.2%	21.2%	10.4%	18.2%	
		25th St&Potrero Ave N-MB/BZ	5.6%	5.8%	8.0%	15.7%	14.6%	23.8%	
	48-Quintara/24th Stre..	24th St&Mission St SW-NS/BZ	38.6%	17.3%	25.6%	21.4%	21.7%	4.9%	9.0%
Owl	90-San Bruno Owl	Potrero Ave&16th St NE-FS/BZ							21.3%
		Potrero Ave&24th St NE-FS/BZ							20.3%

Line Gaps - 2019 Inner Mission versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	23.5%	23.3%	33.3%	31.6%	32.6%	22.1%	10.0%
	9R-San Bruno Rapid			20.8%	18.0%	22.4%		
	14-Mission	21.3%	19.0%	20.0%	20.7%	16.1%	22.2%	16.6%
	14R-Mission Rapid	25.0%	13.8%	11.5%	14.7%	8.8%		
	22-Fillmore	18.5%	10.2%	12.5%	15.1%	9.9%	11.4%	12.8%
	24-Divisadero	10.1%	13.4%	17.0%	15.7%	13.6%	13.3%	7.0%
	49-Van Ness/Mission	22.1%	12.8%	15.0%	12.5%	9.8%	9.4%	9.7%
Grid	10-Townsend	22.6%	18.1%	25.6%	27.1%	11.5%	9.8%	
	12-Folsom/Pacific	15.4%	19.4%	19.9%	31.3%	16.5%	14.7%	
	27-Bryant	24.6%	20.1%	25.3%	32.3%	25.6%	22.0%	3.5%
	33-Ashbury/18th	19.3%	9.6%	18.9%	18.0%	16.7%	15.2%	7.7%
	48-Quintara/24th Street	22.1%	20.6%	32.4%	23.3%	23.7%	13.2%	15.8%

Inner Mission

Neighborhood Gaps - 2019 Inner Mission versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	Potrero Ave&16th St SW-FS/BZ	19.7%	22.2%	29.1%	32.6%	33.6%	15.9%	20.0%
		Potrero Ave&24th St SW-FS/BZ	23.6%	24.1%	36.2%	32.6%	30.3%	21.3%	0.0%
	9R-San Bruno Rapid	Potrero Ave&16th St SW-FS/BZ			33.3%	17.4%	16.0%		
		Potrero Ave&24th St SW-FS/BZ			75.0%	18.0%	15.6%		
	14-Mission	Mission St&16th St SW-FS/BB	21.6%	19.1%	19.6%	15.7%	17.8%	22.3%	25.5%
		Mission St&24th St SW-FS/BB	21.8%	19.5%	16.3%	18.7%	16.7%	25.3%	26.3%
		Mission St&26th St SW-FS/BZ	74.8%	100.0%	100.0%		100.0%		16.4%
	14R-Mission Rapid	Mission St&16th St SW-FS/BB	13.4%	12.3%	9.4%	13.5%	0.0%		
		Mission St&24th St SW-FS/BB	13.0%	13.7%	10.2%	14.3%	3.2%		
	22-Fillmore	16th St&Bryant St SE-FS/BZ	35.7%	13.1%	15.8%	18.1%	11.0%	12.1%	17.9%
		16th St&Mission St SW-NS/BZ	32.8%	12.5%	14.4%	17.5%	11.4%	11.5%	18.2%
		16th St&Potrero Ave SW-NS/BZ	16.4%	12.7%	14.0%	18.8%	8.7%	11.4%	2.8%
	49-Van Ness/Mission	Mission St&16th St SW-FS/BB	21.7%	11.4%	15.5%	11.6%	9.0%	6.7%	
		Mission St&24th St SW-FS/BB	23.3%	12.4%	17.5%	12.0%	8.5%	7.7%	
Grid	10-Townsend	24th St & Potrero Ave	33.4%	21.5%	28.5%	33.6%	11.6%	15.4%	
	12-Folsom/Pacific	24th St&Mission St NE-NS/BZ	38.1%	29.6%	35.4%	45.5%	28.0%	28.7%	
		Folsom St&24TH St SW-FS/BB	20.1%	22.8%	20.4%	32.6%	13.2%	15.4%	
	27-Bryant	Bryant St&16TH St SW-FS/BZ	30.0%	21.7%	24.9%	34.6%	27.0%	23.4%	6.7%
		Bryant St&24TH St SW-FS/BZ	28.0%	23.8%	30.0%	35.0%	25.4%	24.2%	100.0%
		Cesar Chavez&Bartlett St NE-NS/BZ	31.4%	25.4%	32.7%	34.9%	25.9%	23.5%	
	33-Ashbury/18th	16th St&Bryant St SE-FS/BZ	24.0%	10.7%	21.7%	23.5%	14.9%	12.9%	0.0%
		25th St&Potrero Ave N-MB/BZ	23.7%	13.5%	20.9%	25.9%	15.1%	13.5%	0.0%
		Mission St&18th St NE-FS/BZ	20.5%	9.4%	19.7%	24.6%	14.9%	12.2%	15.4%
	48-Quintara/24th Stre..	24th St&Mission St NE-NS/BZ	18.1%	21.3%	31.0%	22.3%	22.1%	14.1%	11.7%
Connector	55-16th Street	16th St&Bryant St SE-FS/BZ	20.6%	33.0%	31.7%	29.2%	17.7%	12.1%	
Owl	90-San Bruno Owl	Potrero Ave&16th St SW-FS/BZ							27.0%
		Potrero Ave&24th St SW-FS/BZ							25.6%

Service Gaps - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

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

Line Gaps - 2019 Inner Mission versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	26.8%	21.2%	25.8%	32.3%	29.2%	16.3%	100.0%
	9R-San Bruno Rapid	16.8%	14.4%	17.6%	17.6%			
	14-Mission	17.5%	13.2%	18.3%	17.5%	13.2%	17.1%	22.3%
	14R-Mission Rapid	12.6%	13.4%	14.6%	12.5%			
	22-Fillmore	11.4%	11.1%	13.8%	14.0%	8.1%	8.7%	17.7%
	24-Divisadero	21.4%	12.6%	17.5%	15.0%	13.6%	16.5%	20.5%
	49-Van Ness/Mission	18.0%	9.3%	13.0%	10.2%	5.6%	5.3%	14.6%
Grid	10-Townsend	32.0%	13.3%	22.5%	27.2%	14.7%	9.8%	9.4%
	12-Folsom/Pacific	19.8%	13.1%	19.9%	25.6%	23.3%	15.6%	0.7%
	27-Bryant	22.7%	21.4%	23.6%	28.6%	23.8%	19.3%	0.0%
	33-Ashbury/18th	13.4%	13.0%	15.8%	21.8%	13.2%	23.7%	
	48-Quintara/24th Street	32.8%	16.8%	31.4%	21.4%	26.5%	10.1%	16.4%

Neighborhood Gaps - 2019 Inner Mission versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	Potrero Ave&16th St NE-FS/BZ	29.0%	21.7%	25.0%	31.1%	29.1%	14.7%	100.0%
		Potrero Ave&24th St NE-FS/BZ	25.8%	18.9%	20.3%	32.8%	26.9%	14.6%	
	9R-San Bruno Rapid	Potrero Ave&16th St NE-FS/BZ	16.2%	18.2%	26.1%	18.2%			
		Potrero Ave&24th St NE-FS/BZ	15.2%	13.3%	16.7%	16.3%			
	14-Mission	Mission St&16th St NE-FS/BZ	15.7%	11.6%	18.6%	12.3%	13.4%	18.8%	31.0%
		Mission St&24th St NE-FS/BB	13.1%	11.6%	17.2%	12.6%	14.2%	16.5%	29.4%
		Mission St&26th St NE-FS/BZ				100.0%	75.8%	98.1%	46.3%
	14R-Mission Rapid	Mission St&16th St NE-FS/BZ	11.7%	14.0%	14.7%	11.2%			
		Mission St&24th St NE-FS/BB	10.8%	12.8%	14.6%	10.2%			
	22-Fillmore	16th St&Bryant St N-MB/BZ	4.5%	7.1%	8.7%	11.8%	9.1%	10.0%	15.5%
		16th St&Mission St NE-NS/BZ	7.1%	9.0%	10.7%	13.9%	8.6%	9.5%	15.9%
		16th St&Potrero Ave NW-FS/BZ	4.9%	6.7%	7.4%	10.9%	3.5%	4.7%	12.1%
	49-Van Ness/Mission	Mission St&16th St NE-FS/BZ	20.5%	10.6%	13.9%	11.2%	5.6%	4.7%	0.0%
		Mission St&24th St NE-FS/BB	16.0%	7.8%	15.4%	8.9%	6.1%	4.4%	28.4%
Grid	10-Townsend	24th St & Potrero Ave	19.5%	14.1%	14.6%	23.9%	18.1%	8.2%	19.0%
	12-Folsom/Pacific	24th St&Mission St NE-NS/BZ	9.9%	7.2%	11.9%	29.3%	25.6%	16.1%	1.9%
		Folsom St&20TH St NE-FS/BB			100.0%				
		Folsom St&24TH St NE-FS/BB	11.1%	6.0%	13.0%	23.7%	20.1%	15.3%	0.0%
	27-Bryant	Bryant St&16TH St SE-NS/BZ	21.6%	16.6%	20.2%	29.6%	23.1%	16.9%	
		Bryant St&24TH St NE-FS/BZ	21.0%	16.6%	21.5%	26.5%	23.0%	16.2%	
		Cesar Chavez&Bartlett St NE-NS/BZ	19.7%	13.0%	21.1%	24.2%	24.8%	15.4%	
	33-Ashbury/18th	16th St&Bryant St N-MB/BZ	7.2%	8.3%	10.3%	18.8%	11.2%	21.6%	
		18th St&Mission St NW-FS/BZ	7.4%	10.3%	12.2%	21.2%	10.4%	18.2%	
		25th St&Potrero Ave N-MB/BZ	5.6%	5.8%	8.0%	15.7%	14.6%	23.8%	
	48-Quintara/24th Stre..	24th St&Mission St SW-NS/BZ	38.6%	17.3%	25.6%	21.4%	21.7%	4.9%	9.0%
Owl	90-San Bruno Owl	Potrero Ave&16th St NE-FS/BZ							21.3%
		Potrero Ave&24th St NE-FS/BZ							20.3%

Line Gaps - 2019 Inner Mission versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	23.5%	23.3%	33.3%	31.6%	32.6%	22.1%	10.0%
	9R-San Bruno Rapid			20.8%	18.0%	22.4%		
	14-Mission	21.3%	19.0%	20.0%	20.7%	16.1%	22.2%	16.6%
	14R-Mission Rapid	25.0%	13.8%	11.5%	14.7%	8.8%		
	22-Fillmore	18.5%	10.2%	12.5%	15.1%	9.9%	11.4%	12.8%
	24-Divisadero	10.1%	13.4%	17.0%	15.7%	13.6%	13.3%	7.0%
	49-Van Ness/Mission	22.1%	12.8%	15.0%	12.5%	9.8%	9.4%	9.7%
Grid	10-Townsend	22.6%	18.1%	25.6%	27.1%	11.5%	9.8%	
	12-Folsom/Pacific	15.4%	19.4%	19.9%	31.3%	16.5%	14.7%	
	27-Bryant	24.6%	20.1%	25.3%	32.3%	25.6%	22.0%	3.5%
	33-Ashbury/18th	19.3%	9.6%	18.9%	18.0%	16.7%	15.2%	7.7%
	48-Quintara/24th Street	22.1%	20.6%	32.4%	23.3%	23.7%	13.2%	15.8%

Neighborhood Gaps - 2019 Inner Mission versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	9-San Bruno	Potrero Ave&16th St SW-FS/BZ	19.7%	22.2%	29.1%	32.6%	33.6%	15.9%	20.0%
		Potrero Ave&24th St SW-FS/BZ	23.6%	24.1%	36.2%	32.6%	30.3%	21.3%	0.0%
	9R-San Bruno Rapid	Potrero Ave&16th St SW-FS/BZ			33.3%	17.4%	16.0%		
		Potrero Ave&24th St SW-FS/BZ			75.0%	18.0%	15.6%		
	14-Mission	Mission St&16th St SW-FS/BB	21.6%	19.1%	19.6%	15.7%	17.8%	22.3%	25.5%
		Mission St&24th St SW-FS/BB	21.8%	19.5%	16.3%	18.7%	16.7%	25.3%	26.3%
		Mission St&26th St SW-FS/BZ	74.8%	100.0%	100.0%		100.0%		16.4%
	14R-Mission Rapid	Mission St&16th St SW-FS/BB	13.4%	12.3%	9.4%	13.5%	0.0%		
		Mission St&24th St SW-FS/BB	13.0%	13.7%	10.2%	14.3%	3.2%		
	22-Fillmore	16th St&Bryant St SE-FS/BZ	35.7%	13.1%	15.8%	18.1%	11.0%	12.1%	17.9%
		16th St&Mission St SW-NS/BZ	32.8%	12.5%	14.4%	17.5%	11.4%	11.5%	18.2%
		16th St&Potrero Ave SW-NS/BZ	16.4%	12.7%	14.0%	18.8%	8.7%	11.4%	2.8%
	49-Van Ness/Mission	Mission St&16th St SW-FS/BB	21.7%	11.4%	15.5%	11.6%	9.0%	6.7%	
		Mission St&24th St SW-FS/BB	23.3%	12.4%	17.5%	12.0%	8.5%	7.7%	
Grid	10-Townsend	24th St & Potrero Ave	33.4%	21.5%	28.5%	33.6%	11.6%	15.4%	
	12-Folsom/Pacific	24th St&Mission St NE-NS/BZ	38.1%	29.6%	35.4%	45.5%	28.0%	28.7%	
		Folsom St&24TH St SW-FS/BB	20.1%	22.8%	20.4%	32.6%	13.2%	15.4%	
	27-Bryant	Bryant St&16TH St SW-FS/BZ	30.0%	21.7%	24.9%	34.6%	27.0%	23.4%	6.7%
		Bryant St&24TH St SW-FS/BZ	28.0%	23.8%	30.0%	35.0%	25.4%	24.2%	100.0%
		Cesar Chavez&Bartlett St NE-NS/BZ	31.4%	25.4%	32.7%	34.9%	25.9%	23.5%	
	33-Ashbury/18th	16th St&Bryant St SE-FS/BZ	24.0%	10.7%	21.7%	23.5%	14.9%	12.9%	0.0%
		25th St&Potrero Ave N-MB/BZ	23.7%	13.5%	20.9%	25.9%	15.1%	13.5%	0.0%
		Mission St&18th St NE-FS/BZ	20.5%	9.4%	19.7%	24.6%	14.9%	12.2%	15.4%
	48-Quintara/24th Stre..	24th St&Mission St NE-NS/BZ	18.1%	21.3%	31.0%	22.3%	22.1%	14.1%	11.7%
Connector	55-16th Street	16th St&Bryant St SE-FS/BZ	20.6%	33.0%	31.7%	29.2%	17.7%	12.1%	
Owl	90-San Bruno Owl	Potrero Ave&16th St SW-FS/BZ							27.0%
		Potrero Ave&24th St SW-FS/BZ							25.6%

Peak Period Crowding

% Trips Over Capacity

Route	AM Peak	School	PM Peak	Grand Total
9	3.7%	2.4%	3.4%	3.2%
9R	1.8%	1.5%	3.5%	2.3%
10	21.0%	8.6%	28.8%	19.5%
12	5.7%	5.0%	9.9%	6.9%
14	0.5%	1.5%	0.7%	0.9%
14R	16.1%	12.8%	16.5%	15.1%
22	10.2%	8.2%	7.2%	8.5%
24	7.8%	9.3%	7.6%	8.2%
27	1.3%	1.5%	3.3%	2.0%
33	0.8%	3.2%	3.9%	2.7%
48	11.8%	10.9%	4.7%	9.1%
49	8.1%	6.9%	3.8%	6.3%
55	2.1%	3.7%	2.8%	2.9%

Notes: Crowding data for Muni Metro rail lines is not yet available. Updated data will be available as newly procured light rail vehicles become equipped with new automatic passenger counters.

Travel Time to Key Destinations

Inner Mission Starting Location: Mission St/20th St Midday - Arrive at 9am

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Duc Loi Supermarket	14, 14R, 49	3	0	3	8	0.38
SF General Hospital	14, 14R, 33, 48	18	0	8	13	1.38
City College of San Francisco Ocean Campus	14, 14R, 43, 49	31	0	26	31	1.00
Downtown – 4th & Market	14, 14R, 49	18	0	35	40	0.45
Mission Dolores Park	Walk, 33, 49	8	0	4	9	0.89

Inner Mission Starting Location: Mission St/20th St Midday - Arrive at 12pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Duc Loi Supermarket	14, 14R, 49	3	0	3	8	0.38
SF General Hospital	14, 14R, 33, 48	18	0	7	12	1.50
City College of San Francisco Ocean Campus	14, 14R, 43, 49	32	0	20	25	1.28
Downtown – 4th & Market	14, 14R, 49	20	0	30	35	0.57
Mission Dolores Park	Walk, 33, 49	11	0	4	9	1.22

Inner Mission Starting Location: Mission St/20th St PM Peak - Arrive at 5pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Duc Loi Supermarket	14, 14R, 49	3	0	3	8	0.38
SF General Hospital	14, 14R, 33, 48	17	0	8	13	1.31
City College of San Francisco Ocean Campus	14, 14R, 43, 49	33	0	24	29	1.14
Downtown – 4th & Market	14, 14R, 49	20	0	35	40	0.50
Mission Dolores Park	Walk, 33, 49	9	0	6	11	0.82

Inner Mission Starting Location: Mission St/20th St Night - Leave at 8pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Duc Loi Supermarket	14, 49	3	0	3	8	0.38
SF General Hospital	14, 33, 48	15	0	8	13	1.15
City College of San Francisco Ocean Campus	14, 43, 49	28	0	20	25	1.12
Downtown – 4th & Market	14, 49	23	0	28	33	0.70
Mission Dolores Park	Walk, 33, 49	8	0	6	11	0.73

Inner Mission

DRAFT

Service Delivery

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	188.3	31,644.5	99.4%
	Frequent	6,279.1	196,728.4	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,774.8	78,969.5	97.8%
	Owl	68.1	10,168.5	99.3%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	1,103.4	26,195.3	95.8%
	Systemwide	21,927.8	629,584.8	96.5%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Inner Mission	Frequent	14	564.2	12,975.6	95.7%
		22	149.2	7,878.2	98.1%
		24	305.5	609,172.1	99.9%
		49	370.2	12,514.9	97.0%
	Grid	9	760.8	13,887.9	94.5%
		10	381.6	12,030.6	96.8%
		12	423.4	12,070.2	96.5%
		27	337.6	11,645.2	97.1%
		33	391.9	11,348.6	96.5%
		48	335.1	12,198.4	97.3%
	Rapid Bus	9R	199.3	6,846.2	97.1%
		14R	237.5	11,666.3	98.0%

DRA

Inner Mission

Tenderloin / SOMA

OTP - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line OTP - 2019 Tenderloin versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	14-Mission	60.6%	59.0%	60.1%	59.9%	50.3%	51.3%	47.2%
	14R-Mission Rapid	54.0%	57.2%	55.2%	53.1%			
	38-Geary	60.7%	56.1%	55.2%	51.0%	54.7%	48.1%	53.6%
	38R-Geary Rapid	72.1%	68.0%	69.0%	70.4%	68.0%		
	47-Van Ness	58.5%	51.7%	58.6%	57.3%	53.9%	47.8%	35.4%
	49-Van Ness/Mission	62.4%	63.8%	59.4%	63.6%	57.7%	56.4%	71.6%
Grid	10-Townsend	62.8%	52.6%	44.4%	44.6%	63.3%	69.9%	70.8%
	12-Folsom/Pacific	57.2%	53.4%	52.3%	48.1%	53.4%	52.4%	75.9%
	19-Polk	51.3%	46.3%	48.7%	41.4%	48.7%	51.0%	44.9%
	27-Bryant	54.9%	53.4%	53.2%	43.3%	53.9%	54.0%	57.0%
	31-Balboa	68.5%	59.0%	60.0%	54.9%	54.9%	49.2%	60.1%

Neighborhood OTP - 2019 Tenderloin versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	Market between 6th & 7th SE-MB/BZ	50.7%	62.5%	57.0%	55.6%	48.1%		
		McAllister St&Van Ness Ave SE-FS/BZ	54.5%	62.7%	59.3%	55.0%	58.4%		
	7-Haight/Noriega	Market St & South Van Ness Ave S-N/SI	55.4%	61.1%	61.3%	57.5%	44.7%	63.4%	
	9-San Bruno	11th St&Market St E-NS/SB	46.7%	46.9%	39.3%	38.4%	42.7%	57.1%	60.4%
		Market St&4th St S-NS/SI	43.7%	43.6%	40.6%	37.2%	37.1%	47.1%	46.4%
	9R-San Bruno Rapid	11th St&Market St E-NS/SB	48.4%	54.6%	54.9%	48.3%	28.6%		
		Market St&4th St S-NS/SI	47.9%	48.4%	46.8%	43.6%	33.3%		
	14-Mission	Mission St&5th St S-NS/BZ	52.3%	50.2%	50.3%	45.6%	50.0%	42.6%	45.3%
		Mission St&11th St S-NS/BZ	56.5%	56.9%	57.0%	51.4%	46.7%	53.8%	53.0%
	14R-Mission Rapid	Mission St&5th St S-NS/BZ	50.5%	58.8%	52.0%	50.0%			
		Mission St&11th St S-NS/BZ	51.5%	62.8%	60.6%	54.6%			
	30-Stockton	4th St&Market St S-FS/BB	59.6%	64.6%	64.0%	56.3%	50.0%	57.5%	55.6%
		Stockton St&Sutter St NW-NS/BB	65.4%	65.6%	63.8%	58.8%	56.8%	62.3%	76.2%
	38-Geary	O'Farrell St&Powell St SW-NS/BZ	53.2%	43.1%	47.2%	38.8%	46.9%	39.0%	50.6%
		O'Farrell St&Van Ness Ave SW-NS/BZ	56.6%	49.0%	52.2%	44.6%	49.2%	41.6%	51.3%
	38R-Geary Rapid	O'Farrell St&Powell St SW-NS/BZ	68.9%	56.9%	57.4%	61.0%	62.1%		
		O'Farrell St&Van Ness Ave SW-NS/BZ	72.2%	61.1%	57.1%	63.8%	65.2%		
	47-Van Ness	Van Ness Ave&Market St NE-FS/BZ	57.4%	58.6%	64.1%	60.8%	58.0%	58.8%	
	49-Van Ness/Mission	Van Ness Ave&Market St NE-FS/BZ	58.1%	62.7%	57.8%	59.0%	60.0%	61.5%	83.2%
Grid	5-Fulton	Market between 6th & 7th SE-MB/BZ	64.3%	56.3%	57.4%	58.3%	47.9%	49.1%	64.4%
		McAllister St. & Jones FS-NW/BZ							45.5%
		McAllister St&Van Ness Ave SE-FS/BZ	63.1%	48.5%	44.7%	47.5%	49.7%	50.6%	57.6%
	6-Haight/Parnassus	11th St&Market St E-NS/SB	52.0%	100.0%	76.9%				
		Market St & South Van Ness Ave S-N/SI	62.7%	65.5%	64.9%	65.7%	58.5%	59.4%	22.2%
		Market St&4th St S-NS/SI	53.1%	57.4%	58.6%	57.1%	51.3%	53.6%	
	19-Polk	7th St&Market St S-NS/SI	47.7%	39.2%	42.7%	35.3%	46.3%	51.5%	46.7%
		Polk St&Post St SE-FS/BZ	44.5%	37.6%	35.7%	33.6%	42.2%	43.7%	40.3%
	21-Hayes	Grove St&Van Ness Ave SE-FS/BZ	71.9%	68.3%	71.2%	69.2%	73.1%	66.8%	84.5%
		Market St&4th St S-NS/SI	68.7%	58.4%	67.1%	61.6%	70.3%	60.7%	80.6%
		Market St&7th St S-NS/SI	70.5%	62.1%	69.1%	65.5%	70.3%	67.1%	86.8%
	27-Bryant	Cyril Magnin St(5th St N)&Market St NE-FS/BZ	54.8%	46.6%	52.0%	36.2%	51.8%	52.7%	66.4%
		Leavenworth St&Sutter St SE-NS/BZ	49.3%	38.4%	41.4%	32.9%	45.3%	41.2%	72.6%
	31-Balboa	Eddy St&Van Ness Ave SE-FS/BZ	62.8%	54.9%	50.8%	48.9%	54.1%	53.1%	63.0%
		Market St&4th St S-NS/SI	55.0%	47.0%	44.2%	41.7%	43.4%	47.4%	61.3%
	45-Union/Stockton	4th St&Market St S-FS/BB	49.8%	57.5%	58.0%	54.4%	56.7%	48.2%	
		Stockton St&Sutter St NW-NS/BB	61.0%	60.2%	59.2%	53.8%	59.0%	53.7%	27.8%
Muni Metro	KT-Ingleside/Third	Van Ness Station Inbound	39.0%	35.0%	37.4%	28.0%	28.5%	38.8%	37.5%
	M-Ocean View	Van Ness Station Inbound	43.8%	45.0%	44.9%	37.5%	44.9%	48.4%	64.0%
Specialized	14X-Mission Express	Mission St&5th St S-NS/BZ	46.8%	33.8%					
Owl	90-San Bruno Owl	Van Ness Ave&Market St NE-FS/BZ							52.2%
		Van Ness Ave&O'Farrell St NE-FS/BZ							46.9%
	91-Owl	Stockton St&Sutter St NE-FS/BB							28.3%

Line OTP - 2019 Tenderloin versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	14-Mission	58.4%	53.7%	58.9%	56.1%	47.2%	48.3%	48.3%
	14R-Mission Rapid	68.0%	64.0%	53.9%	51.2%	46.4%		
	38-Geary	60.0%	51.1%	46.3%	49.8%	56.5%	58.8%	64.4%
	38R-Geary Rapid	72.1%	63.5%	64.4%	65.2%	65.9%		
	47-Van Ness	61.6%	61.0%	59.5%	55.4%	52.3%	51.4%	44.0%
	49-Van Ness/Mission	49.9%	49.5%	51.3%	50.1%	49.1%	43.1%	50.3%
Grid	10-Townsend	65.0%	56.1%	49.1%	54.7%	61.2%	73.3%	
	12-Folsom/Pacific	58.2%	56.1%	58.9%	47.6%	56.3%	62.5%	
	19-Polk	54.7%	48.9%	47.5%	35.6%	42.7%	48.2%	47.5%
	27-Bryant	59.5%	53.2%	53.1%	38.1%	49.7%	49.1%	43.7%
	31-Balboa	62.0%	55.0%	54.7%	55.3%	51.8%	51.9%	50.5%

Neighborhood OTP - 2019 Tenderloin versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	Market St&Powell St N-NS/BZ	71.6%	49.1%	59.8%	56.6%	47.5%		
		McAllister St. & Jones FS-NW/BZ	73.9%	58.2%	63.0%	61.7%	55.8%		
		McAllister St&Van Ness Ave NW-FS/BZ	69.8%	61.6%	60.4%	58.6%	51.4%		
	7-Haight/Noriega	Market St&Stockton St N-NS/SI	64.6%	42.6%	57.5%	44.1%	58.5%	81.8%	
		Market St&Van Ness Ave N-NS/SI	76.1%	63.8%	56.7%	51.1%	55.1%	70.5%	
	8-Bayshore	Stockton St&Sutter St NW-NS/BB	70.2%	57.6%	49.2%	40.5%	49.2%	58.1%	86.8%
	9-San Bruno	11th St&Market St S-FS/BZ	61.1%	56.1%	53.8%	52.1%	45.3%	59.4%	57.9%
		Market St&Stockton St N-NS/SI	61.0%	58.6%	54.3%	56.9%	43.3%	58.9%	57.0%
	9R-San Bruno Rapid	11th St&Market St S-FS/BZ	71.5%	58.3%	59.1%	62.3%	54.8%		
		Market St&Stockton St N-NS/SI	76.3%	60.1%	53.9%	71.5%	58.0%		
	14-Mission	Mission St&5th St W-FS/BZ	73.0%	64.1%	74.6%	68.8%	62.5%	57.4%	61.0%
		Mission St&11th St W-FS/BZ	61.1%	58.7%	62.6%	63.6%	53.2%	56.7%	53.6%
	14R-Mission Rapid	Mission St&5th St W-FS/BZ	77.1%	79.4%	66.8%	72.6%	59.3%		
		Mission St&11th St W-FS/BZ	73.1%	71.4%	53.9%	59.7%	42.0%		
	30-Stockton	Stockton St&Sutter St NE-FS/BB	79.7%	76.7%	77.1%	74.6%	74.3%	77.5%	72.1%
	38-Geary	Geary St&Powell St NW-FS/BZ	67.2%	52.5%	49.1%	52.6%	68.9%	76.6%	70.5%
	38R-Geary Rapid	Geary St&Powell St NW-FS/BZ	75.7%	59.5%	63.3%	68.2%	72.0%		
	47-Van Ness	Van Ness Ave&Oak St NW-NS/BZ	44.4%	48.4%	50.8%	46.2%	48.0%	28.8%	15.0%
	49-Van Ness/Mission	Van Ness Ave&Oak St NW-NS/BZ	52.9%	47.9%	49.9%	46.8%	50.4%	31.5%	70.5%
Grid	5-Fulton	Market St&Powell St N-NS/BZ	75.6%	45.3%	42.9%	49.1%	64.4%	76.9%	84.4%
		McAllister St. & Jones FS-NW/BZ	75.7%	49.8%	51.9%	55.4%	60.5%	77.5%	39.3%
		McAllister St&Van Ness Ave NW-FS/BZ	68.8%	53.6%	52.7%	54.3%	55.6%	73.5%	38.4%
	6-Haight/Parnassus	Market St&Stockton St N-NS/SI	76.5%	72.3%	83.7%	77.2%	70.8%	57.0%	40.4%
		Market St&Van Ness Ave N-NS/SI	64.3%	69.8%	75.3%	67.7%	70.9%	65.2%	
	19-Polk	8th St&Mission St S-FS/BZ	53.2%	44.8%	43.3%	31.9%	43.1%	40.5%	38.1%
		Polk St&Sutter St SW-FS/BB	55.5%	57.2%	58.7%	40.9%	49.3%	45.4%	47.4%
	21-Hayes	Hayes St&Van Ness Ave NW-FS/BZ	65.7%	57.1%	62.2%	55.9%	61.9%	61.5%	81.8%
		Market St&7th St North NE-NS/BZ	73.5%	58.5%	71.6%	60.5%	70.3%	67.2%	90.9%
		Market St&Powell St N-NS/BZ	79.5%	68.0%	74.9%	70.3%	73.0%	77.9%	90.9%
	27-Bryant	Cyril Magnin St(5th St N)&Market St NW-NS/BZ	58.0%	53.1%	56.5%	32.3%	51.2%	54.4%	48.8%
		Jones St&Sutter St NW-NS/BZ	69.7%	65.9%	68.7%	48.8%	59.1%	58.4%	40.0%
	31-Balboa	Eddy St&Van Ness Ave NE-NS/BZ	61.1%	49.8%	51.0%	48.5%	55.2%	56.9%	46.8%
		Market St&Powell St N-NS/BZ	70.0%	62.4%	60.8%	64.3%	64.2%	63.8%	53.0%
	45-Union/Stockton	Stockton St&Sutter St NE-FS/BB	73.3%	72.3%	69.4%	65.0%	63.8%	56.4%	69.5%
Muni Metro	KT-Ingleside/Third	Van Ness Station OB	34.2%	31.0%	30.5%	27.3%	14.8%	23.7%	31.8%
	M-Ocean View	Van Ness Station OB	39.1%	34.4%	35.2%	28.8%	36.0%	40.7%	53.4%
Specialized	8AX-Bayshore A Express	Stockton St&Sutter St NW-NS/BB			51.7%	31.9%			
	8BX-Bayshore B Express	Stockton St&Sutter St NW-NS/BB			0.0%	41.9%	56.1%		
	14X-Mission Express	Mission St&5th St W-FS/BZ			66.5%	59.9%			
Owl	90-San Bruno Owl	Van Ness Ave&Oak St NW-NS/BZ							42.8%
	91-Owl	Stockton St&Sutter St NW-NS/BB							39.5%

OTP - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

Better Performance	More than 5% above	Worse Performance	More than 5% below	No Significant Difference	Within 5%

Line OTP - 2019 Tenderloin versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	14-Mission	60.6%	59.0%	60.1%	59.9%	50.3%	51.3%	47.2%
	14R-Mission Rapid	54.0%	57.2%	55.2%	53.1%			
	38-Geary	60.7%	56.1%	55.2%	51.0%	54.7%	48.1%	53.6%
	38R-Geary Rapid	72.1%	68.0%	69.0%	70.4%	68.0%		
	47-Van Ness	58.5%	51.7%	58.6%	57.3%	53.9%	47.8%	35.4%
	49-Van Ness/Mission	62.4%	63.8%	59.4%	63.6%	57.7%	56.4%	71.6%
Grid	10-Townsend	62.8%	52.6%	44.4%	44.6%	63.3%	69.9%	70.8%
	12-Folsom/Pacific	57.2%	53.4%	52.3%	48.1%	53.4%	52.4%	75.9%
	19-Polk	51.3%	46.3%	48.7%	41.4%	48.7%	51.0%	44.9%
	27-Bryant	54.9%	53.4%	53.2%	43.3%	53.9%	54.0%	57.0%
	31-Balboa	68.5%	59.0%	60.0%	54.9%	54.9%	49.2%	60.1%

Neighborhood OTP - 2019 Tenderloin versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	Market between 6th & 7th SE-MB/BZ	50.7%	62.5%	57.0%	55.6%	48.1%		
		McAllister St&Van Ness Ave SE-FS/BZ	54.5%	62.7%	59.3%	55.0%	58.4%		
	7-Haight/Noriega	Market St & South Van Ness Ave S-N/SI	55.4%	61.1%	61.3%	57.5%	44.7%	63.4%	
	9-San Bruno	11th St&Market St E-NS/SB	46.7%	46.9%	39.3%	38.4%	42.7%	57.1%	60.4%
		Market St&4th St S-NS/SI	43.7%	43.6%	40.6%	37.2%	37.1%	47.1%	46.4%
	9R-San Bruno Rapid	11th St&Market St E-NS/SB	48.4%	54.6%	54.9%	48.3%	28.6%		
		Market St&4th St S-NS/SI	47.9%	48.4%	46.8%	43.6%	33.3%		
	14-Mission	Mission St&5th St S-NS/BZ	52.3%	50.2%	50.3%	45.6%	50.0%	42.6%	45.3%
		Mission St&11th St S-NS/BZ	56.5%	56.9%	57.0%	51.4%	46.7%	53.8%	53.0%
	14R-Mission Rapid	Mission St&5th St S-NS/BZ	50.5%	58.8%	52.0%	50.0%			
		Mission St&11th St S-NS/BZ	51.5%	62.8%	60.6%	54.6%			
	30-Stockton	4th St&Market St S-FS/BB	59.6%	64.6%	64.0%	56.3%	50.0%	57.5%	55.6%
		Stockton St&Sutter St NW-NS/BB	65.4%	65.6%	63.8%	58.8%	56.8%	62.3%	76.2%
	38-Geary	O'Farrell St&Powell St SW-NS/BZ	53.2%	43.1%	47.2%	38.8%	46.9%	39.0%	50.6%
		O'Farrell St&Van Ness Ave SW-NS/BZ	56.6%	49.0%	52.2%	44.6%	49.2%	41.6%	51.3%
	38R-Geary Rapid	O'Farrell St&Powell St SW-NS/BZ	68.9%	56.9%	57.4%	61.0%	62.1%		
		O'Farrell St&Van Ness Ave SW-NS/BZ	72.2%	61.1%	57.1%	63.8%	65.2%		
	47-Van Ness	Van Ness Ave&Market St NE-FS/BZ	57.4%	58.6%	64.1%	60.8%	58.0%	58.8%	
	49-Van Ness/Mission	Van Ness Ave&Market St NE-FS/BZ	58.1%	62.7%	57.8%	59.0%	60.0%	61.5%	83.2%
Grid	5-Fulton	Market between 6th & 7th SE-MB/BZ	64.3%	56.3%	57.4%	58.3%	47.9%	49.1%	64.4%
		McAllister St. & Jones FS-NW/BZ							45.5%
		McAllister St&Van Ness Ave SE-FS/BZ	63.1%	48.5%	44.7%	47.5%	49.7%	50.6%	57.6%
	6-Haight/Parnassus	11th St&Market St E-NS/SB	52.0%	100.0%	76.9%				
		Market St & South Van Ness Ave S-N/SI	62.7%	65.5%	64.9%	65.7%	58.5%	59.4%	22.2%
		Market St&4th St S-NS/SI	53.1%	57.4%	58.6%	57.1%	51.3%	53.6%	
	19-Polk	7th St&Market St S-NS/SI	47.7%	39.2%	42.7%	35.3%	46.3%	51.5%	46.7%
		Polk St&Post St SE-FS/BZ	44.5%	37.6%	35.7%	33.6%	42.2%	43.7%	40.3%
	21-Hayes	Grove St&Van Ness Ave SE-FS/BZ	71.9%	68.3%	71.2%	69.2%	73.1%	66.8%	84.5%
		Market St&4th St S-NS/SI	68.7%	58.4%	67.1%	61.6%	70.3%	60.7%	80.6%
		Market St&7th St S-NS/SI	70.5%	62.1%	69.1%	65.5%	70.3%	67.1%	86.8%
	27-Bryant	Cyril Magnin St(5th St N)&Market St NE-FS/BZ	54.8%	46.6%	52.0%	36.2%	51.8%	52.7%	66.4%
		Leavenworth St&Sutter St SE-NS/BZ	49.3%	38.4%	41.4%	32.9%	45.3%	41.2%	72.6%
	31-Balboa	Eddy St&Van Ness Ave SE-FS/BZ	62.8%	54.9%	50.8%	48.9%	54.1%	53.1%	63.0%
		Market St&4th St S-NS/SI	55.0%	47.0%	44.2%	41.7%	43.4%	47.4%	61.3%
	45-Union/Stockton	4th St&Market St S-FS/BB	49.8%	57.5%	58.0%	54.4%	56.7%	48.2%	
		Stockton St&Sutter St NW-NS/BB	61.0%	60.2%	59.2%	53.8%	59.0%	53.7%	27.8%
Muni Metro	KT-Ingleside/Third	Van Ness Station Inbound	39.0%	35.0%	37.4%	28.0%	28.5%	38.8%	37.5%
	M-Ocean View	Van Ness Station Inbound	43.8%	45.0%	44.9%	37.5%	44.9%	48.4%	64.0%
Specialized	14X-Mission Express	Mission St&5th St S-NS/BZ	46.8%	33.8%					
Owl	90-San Bruno Owl	Van Ness Ave&Market St NE-FS/BZ							52.2%
		Van Ness Ave&O'Farrell St NE-FS/BZ							46.9%
	91-Owl	Stockton St&Sutter St NE-FS/BB							28.3%

Line OTP - 2019 Tenderloin versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	14-Mission	58.4%	53.7%	58.9%	56.1%	47.2%	48.3%	48.3%
	14R-Mission Rapid	68.0%	64.0%	53.9%	51.2%	46.4%		
	38-Geary	60.0%	51.1%	46.3%	49.8%	56.5%	58.8%	64.4%
	38R-Geary Rapid	72.1%	63.5%	64.4%	65.2%	65.9%		
	47-Van Ness	61.6%	61.0%	59.5%	55.4%	52.3%	51.4%	44.0%
	49-Van Ness/Mission	49.9%	49.5%	51.3%	50.1%	49.1%	43.1%	50.3%
Grid	10-Townsend	65.0%	56.1%	49.1%	54.7%	61.2%	73.3%	
	12-Folsom/Pacific	58.2%	56.1%	58.9%	47.6%	56.3%	62.5%	
	19-Polk	54.7%	48.9%	47.5%	35.6%	42.7%	48.2%	47.5%
	27-Bryant	59.5%	53.2%	53.1%	38.1%	49.7%	49.1%	43.7%
	31-Balboa	62.0%	55.0%	54.7%	55.3%	51.8%	51.9%	50.5%

Tenderloin / SOMA

Neighborhood OTP - 2019 Tenderloin versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	Market St&Powell St N-NS/BZ	71.6%	49.1%	59.8%	56.6%	47.5%		
		McAllister St. & Jones FS-NW/BZ	73.9%	58.2%	63.0%	61.7%	55.8%		
		McAllister St&Van Ness Ave NW-FS/BZ	69.8%	61.6%	60.4%	58.6%	51.4%		
	7-Haight/Noriega	Market St&Stockton St N-NS/SI	64.6%	42.6%	57.5%	44.1%	58.5%	81.8%	
		Market St&Van Ness Ave N-NS/SI	76.1%	63.8%	56.7%	51.1%	55.1%	70.5%	
	8-Bayshore	Stockton St&Sutter St NW-NS/BB	70.2%	57.6%	49.2%	40.5%	49.2%	58.1%	86.8%
	9-San Bruno	11th St&Market St S-FS/BZ	61.1%	56.1%	53.8%	52.1%	45.3%	59.4%	57.9%
		Market St&Stockton St N-NS/SI	61.0%	58.6%	54.3%	56.9%	43.3%	58.9%	57.0%
	9R-San Bruno Rapid	11th St&Market St S-FS/BZ	71.5%	58.3%	59.1%	62.3%	54.8%		
		Market St&Stockton St N-NS/SI	76.3%	60.1%	53.9%	71.5%	58.0%		
	14-Mission	Mission St&5th St W-FS/BZ	73.0%	64.1%	74.6%	68.8%	62.5%	57.4%	61.0%
		Mission St&11th St W-FS/BZ	61.1%	58.7%	62.6%	63.6%	53.2%	56.7%	53.6%
	14R-Mission Rapid	Mission St&5th St W-FS/BZ	77.1%	79.4%	66.8%	72.6%	59.3%		
		Mission St&11th St W-FS/BZ	73.1%	71.4%	53.9%	59.7%	42.0%		
	30-Stockton	Stockton St&Sutter St NE-FS/BB	79.7%	76.7%	77.1%	74.6%	74.3%	77.5%	72.1%
	38-Geary	Geary St&Powell St NW-FS/BZ	67.2%	52.5%	49.1%	52.6%	68.9%	76.6%	70.5%
	38R-Geary Rapid	Geary St&Powell St NW-FS/BZ	75.7%	59.5%	63.3%	68.2%	72.0%		
	47-Van Ness	Van Ness Ave&Oak St NW-NS/BZ	44.4%	48.4%	50.8%	46.2%	48.0%	28.8%	15.0%
	49-Van Ness/Mission	Van Ness Ave&Oak St NW-NS/BZ	52.9%	47.9%	49.9%	46.8%	50.4%	31.5%	70.5%
Grid	5-Fulton	Market St&Powell St N-NS/BZ	75.6%	45.3%	42.9%	49.1%	64.4%	76.9%	84.4%
		McAllister St. & Jones FS-NW/BZ	75.7%	49.8%	51.9%	55.4%	60.5%	77.5%	39.3%
		McAllister St&Van Ness Ave NW-FS/BZ	68.8%	53.6%	52.7%	54.3%	55.6%	73.5%	38.4%
	6-Haight/Parnassus	Market St&Stockton St N-NS/SI	76.5%	72.3%	83.7%	77.2%	70.8%	57.0%	40.4%
		Market St&Van Ness Ave N-NS/SI	64.3%	69.8%	75.3%	67.7%	70.9%	65.2%	
	19-Polk	8th St&Mission St S-FS/BZ	53.2%	44.8%	43.3%	31.9%	43.1%	40.5%	38.1%
		Polk St&Sutter St SW-FS/BB	55.5%	57.2%	58.7%	40.9%	49.3%	45.4%	47.4%
	21-Hayes	Hayes St&Van Ness Ave NW-FS/BZ	65.7%	57.1%	62.2%	55.9%	61.9%	61.5%	81.8%
		Market St&7th St North NE-NS/BZ	73.5%	58.5%	71.6%	60.5%	70.3%	67.2%	90.9%
		Market St&Powell St N-NS/BZ	79.5%	68.0%	74.9%	70.3%	73.0%	77.9%	90.9%
	27-Bryant	Cyril Magnin St(5th St N)&Market St NW-NS/BZ	58.0%	53.1%	56.5%	32.3%	51.2%	54.4%	48.8%
		Jones St&Sutter St NW-NS/BZ	69.7%	65.9%	68.7%	48.8%	59.1%	58.4%	40.0%
	31-Balboa	Eddy St&Van Ness Ave NE-NS/BZ	61.1%	49.8%	51.0%	48.5%	55.2%	56.9%	46.8%
		Market St&Powell St N-NS/BZ	70.0%	62.4%	60.8%	64.3%	64.2%	63.8%	53.0%
	45-Union/Stockton	Stockton St&Sutter St NE-FS/BB	73.3%	72.3%	69.4%	65.0%	63.8%	56.4%	69.5%
Muni Metro	KT-Ingleside/Third	Van Ness Station OB	34.2%	31.0%	30.5%	27.3%	14.8%	23.7%	31.8%
	M-Ocean View	Van Ness Station OB	39.1%	34.4%	35.2%	28.8%	36.0%	40.7%	53.4%
Specialized	8AX-Bayshore A Express	Stockton St&Sutter St NW-NS/BB			51.7%	31.9%			
	8BX-Bayshore B Express	Stockton St&Sutter St NW-NS/BB			0.0%	41.9%	56.1%		
	14X-Mission Express	Mission St&5th St W-FS/BZ			66.5%	59.9%			
Owl	90-San Bruno Owl	Van Ness Ave&Oak St NW-NS/BZ							42.8%
	91-Owl	Stockton St&Sutter St NW-NS/BB							39.5%

DRAFT

Service Gaps - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line Gaps - 2019 Tenderloin versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	14-Mission	17.5%	13.2%	18.3%	17.5%	13.2%	17.1%	22.3%
	14R-Mission Rapid	12.6%	13.4%	14.6%	12.5%			
	38-Geary	28.9%	24.1%	25.2%	27.9%	22.8%	18.5%	35.0%
	38R-Geary Rapid	3.7%	5.9%	7.2%	5.5%	4.4%		
	47-Van Ness	17.2%	14.7%	15.8%	15.3%	15.1%	19.0%	
	49-Van Ness/Mission	18.0%	9.3%	13.0%	10.2%	5.6%	5.3%	14.6%
Grid	10-Townsend	32.0%	13.3%	22.5%	27.2%	14.7%	9.8%	9.4%
	12-Folsom/Pacific	19.8%	13.1%	19.9%	25.6%	23.3%	15.6%	0.7%
	19-Polk	34.5%	26.2%	28.2%	33.2%	23.1%	12.8%	9.9%
	27-Bryant	22.7%	21.4%	23.6%	28.6%	23.8%	19.3%	0.0%
	31-Balboa	12.6%	14.7%	24.4%	16.3%	13.5%	17.0%	33.6%

Neighborhood Gaps - 2019 Tenderloin versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	Market between 6th & 7th SE-MB/BZ	6.7%						
		McAllister St&Van Ness Ave SE-FS/BZ	0.3%	0.0%					
	7-Haight/Noriega	Market St & South Van Ness Ave S-N/SI	17.0%	17.1%	20.3%	18.3%	15.2%	8.3%	
	9-San Bruno	11th St&Market St E-NS/SB	31.5%	23.8%	33.1%	30.3%	28.4%	15.2%	
		Market St&4th St S-NS/SI	33.0%	27.7%	32.2%	32.6%	31.6%	16.5%	
	9R-San Bruno Rapid	11th St&Market St E-NS/SB	19.9%	15.6%	21.1%	17.2%			
		Market St&4th St S-NS/SI	25.2%	17.6%	21.9%	17.0%			
	14-Mission	Mission St&5th St S-NS/BZ	19.4%	17.2%	19.7%	15.8%	12.2%	18.8%	27.0%
		Mission St&11th St S-NS/BZ	19.0%	13.0%	16.5%	14.0%	10.9%	17.7%	23.4%
	14R-Mission Rapid	Mission St&5th St S-NS/BZ	13.8%	17.6%	18.9%	14.8%			
		Mission St&11th St S-NS/BZ	12.7%	16.1%	20.1%	12.9%			
	30-Stockton	4th St&Market St S-FS/BB	16.0%	1.1%	1.0%	0.9%	3.2%	7.9%	10.4%
		Stockton St&Sutter St NW-NS/BB	15.8%	1.1%	0.8%	0.9%	2.5%	5.8%	9.5%
	38-Geary	O'Farrell St&Powell St SW-NS/BZ	21.9%	12.0%	14.4%	14.9%	16.5%	11.1%	38.5%
		O'Farrell St&Van Ness Ave SW-NS/BZ	18.1%	11.4%	14.1%	15.5%	14.6%	10.4%	33.7%
	38R-Geary Rapid	O'Farrell St&Powell St SW-NS/BZ	5.4%	7.9%	8.2%	6.8%	3.7%		
		O'Farrell St&Van Ness Ave SW-NS/BZ	4.5%	6.8%	9.2%	6.2%	3.5%		
	47-Van Ness	Van Ness Ave&Market St NE-FS/BZ	14.4%	12.6%	14.0%	12.8%	12.9%	15.0%	
	49-Van Ness/Mission	Van Ness Ave&Market St NE-FS/BZ	24.3%	12.1%	18.2%	11.1%	6.1%	7.9%	4.1%
Grid	5-Fulton	Market between 6th & 7th SE-MB/BZ	21.1%	15.3%	15.4%	16.9%	6.9%	7.0%	34.6%
		McAllister St. & Jones FS-NW/BZ							27.8%
		McAllister St&Van Ness Ave SE-FS/BZ	18.9%	14.8%	15.7%	16.0%	6.9%	7.2%	23.0%
	6-Haight/Parnassus	11th St&Market St E-NS/SB	100.0%	100.0%	100.0%				
		Market St & South Van Ness Ave S-N/SI	17.3%	10.0%	13.1%	12.9%	13.1%	14.0%	
		Market St&4th St S-NS/SI	16.9%	15.3%	17.6%	13.4%	12.4%	14.2%	
	19-Polk	7th St&Market St S-NS/SI	35.2%	27.5%	27.7%	32.2%	23.7%	11.6%	
		Polk St&Post St SE-FS/BZ	45.7%	32.7%	31.9%	37.0%	21.0%	12.9%	
	21-Hayes	Grove St&Van Ness Ave SE-FS/BZ	12.7%	9.9%	13.1%	11.7%	7.9%	10.3%	3.5%
		Market St&4th St S-NS/SI	16.4%	12.1%	20.3%	13.2%	7.6%	11.6%	9.4%
		Market St&7th St S-NS/SI	13.8%	12.3%	15.3%	12.4%	8.0%	12.9%	2.4%
	27-Bryant	Cyril Magnin St(5th St N)&Market St NE-FS/BZ	21.9%	25.3%	24.9%	29.1%	24.8%	20.7%	0.0%
		Leavenworth St&Sutter St SE-NS/BZ	26.8%	27.6%	25.7%	32.4%	23.1%	23.2%	0.0%
	31-Balboa	Eddy St&Van Ness Ave SE-FS/BZ	15.0%	17.6%	30.8%	18.7%	16.8%	18.9%	36.2%
		Market St&4th St S-NS/SI	19.9%	21.5%	31.6%	19.1%	19.7%	21.3%	61.4%
	45-Union/Stockton	4th St&Market St S-FS/BB	10.2%	11.5%	19.9%	17.3%	13.7%	20.9%	
		Stockton St&Sutter St NW-NS/BB	10.9%	10.0%	15.3%	16.3%	13.6%	19.1%	
Muni Metro	KT-Ingleside/Third	Van Ness Station Inbound	29.1%	21.1%	25.6%	19.9%	16.4%	25.2%	44.2%
	M-Ocean View	Van Ness Station Inbound	32.1%	23.5%	26.2%	24.3%	21.6%	22.6%	47.4%
Specialized	14X-Mission Express	Mission St&5th St S-NS/BZ	19.6%	12.0%					
Owl	90-San Bruno Owl	Van Ness Ave&Market St NE-FS/BZ							24.3%
		Van Ness Ave&O'Farrell St NE-FS/BZ							25.7%
	91-Owl	Stockton St&Sutter St NE-FS/BB							25.5%

Line Gaps - 2019 Tenderloin versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	14-Mission	21.3%	19.0%	20.0%	20.7%	16.1%	22.2%	16.6%
	14R-Mission Rapid	25.0%	13.8%	11.5%	14.7%	8.8%		
	38-Geary	23.0%	23.7%	28.0%	28.0%	18.5%	14.4%	21.4%
	38R-Geary Rapid	6.1%	7.2%	9.1%	6.8%	5.3%		
	47-Van Ness	17.1%	13.8%	17.6%	15.5%	18.5%	17.8%	4.7%
	49-Van Ness/Mission	22.1%	12.8%	15.0%	12.5%	9.8%	9.4%	9.7%
Grid	10-Townsend	22.6%	18.1%	25.6%	27.1%	11.5%	9.8%	
	12-Folsom/Pacific	15.4%	19.4%	19.9%	31.3%	16.5%	14.7%	
	19-Polk	42.0%	28.5%	31.5%	35.3%	25.2%	14.0%	7.2%
	27-Bryant	24.6%	20.1%	25.3%	32.3%	25.6%	22.0%	3.5%
	31-Balboa	12.5%	19.7%	18.6%	23.8%	17.9%	18.6%	1.8%

Neighborhood Gaps - 2019 Tenderloin versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	Market St&Powell St N-NS/BZ	5.0%	9.0%	10.0%	7.7%	6.6%		
		McAllister St. & Jones FS-NW/BZ	4.2%	10.4%	10.3%	8.8%	6.1%		
		McAllister St&Van Ness Ave NW-FS/BZ	6.7%	13.7%	13.6%	10.5%	9.1%		
	7-Haight/Noriega	Market St&Stockton St N-NS/SI	7.9%	11.3%	13.1%	10.0%	17.8%	5.9%	
		Market St&Van Ness Ave N-NS/SI	13.6%	14.1%	13.5%	14.0%	15.9%	11.8%	
	8-Bayshore	Stockton St&Sutter St NW-NS/BB	15.6%	13.0%	19.0%	10.7%	15.4%	12.6%	2.7%
	9-San Bruno	11th St&Market St S-FS/BZ	13.2%	16.8%	29.1%	32.0%	32.0%	14.8%	
		Market St&Stockton St N-NS/SI	11.0%	15.1%	25.9%	28.4%	31.9%	14.4%	0.0%
	9R-San Bruno Rapid	11th St&Market St S-FS/BZ			61.5%	15.5%	12.9%		
		Market St&Stockton St N-NS/SI			0.0%	12.2%	14.8%		
	14-Mission	Mission St&5th St W-FS/BZ	13.7%	13.9%	15.3%	12.0%	11.4%	16.8%	18.7%
		Mission St&11th St W-FS/BZ	16.3%	18.0%	19.4%	15.5%	17.3%	21.5%	25.8%
	14R-Mission Rapid	Mission St&5th St W-FS/BZ	10.4%	9.0%	5.9%	10.5%	23.1%		
		Mission St&11th St W-FS/BZ	12.2%	11.2%	9.3%	12.1%	25.0%		
	30-Stockton	Stockton St&Sutter St NE-FS/BB	4.3%	0.4%	0.5%	1.2%	6.8%	5.5%	4.7%
	38-Geary	Geary St&Powell St NW-FS/BZ	8.9%	8.6%	13.8%	13.5%	9.2%	8.2%	17.9%
	38R-Geary Rapid	Geary St&Powell St NW-FS/BZ	3.7%	5.2%	5.4%	4.9%	4.8%		
	47-Van Ness	Van Ness Ave&Oak St NW-NS/BZ	19.4%	14.7%	20.2%	16.3%	18.3%	15.0%	3.6%
	49-Van Ness/Mission	Van Ness Ave&Oak St NW-NS/BZ	17.5%	9.8%	12.8%	9.9%	6.9%	5.2%	
Grid	5-Fulton	Market St&Powell St N-NS/BZ	18.0%	11.2%	13.0%	14.6%	18.7%	10.6%	58.2%
		McAllister St. & Jones FS-NW/BZ	24.1%	11.5%	13.1%	16.3%	18.8%	8.9%	26.4%
		McAllister St&Van Ness Ave NW-FS/BZ	25.4%	12.7%	16.5%	17.2%	20.7%	8.4%	27.3%
	6-Haight/Parnassus	Market St&Stockton St N-NS/SI	11.2%	6.9%	7.2%	10.0%	5.0%	8.5%	
		Market St&Van Ness Ave N-NS/SI	16.1%	8.5%	9.7%	14.3%	9.3%	11.9%	
	19-Polk	8th St&Mission St S-FS/BZ	44.1%	28.5%	30.0%	34.5%	26.5%	13.9%	4.3%
		Polk St&Sutter St SW-FS/BB	34.0%	23.3%	28.5%	33.4%	23.2%	13.9%	11.8%
	21-Hayes	Hayes St&Van Ness Ave NW-FS/BZ	26.6%	6.8%	16.0%	9.6%			
		Market St&7th St North NE-NS/BZ	21.9%	5.8%	11.4%	8.8%			
		Market St&Powell St N-NS/BZ	17.3%	5.1%	8.0%	6.0%			
	27-Bryant	Cyril Magnin St(5th St N)&Market St NW-NS/BZ	26.3%	18.6%	23.7%	31.4%	28.4%	22.1%	3.5%
		Jones St&Sutter St NW-NS/BZ	20.3%	16.0%	22.1%	30.9%	25.8%	19.8%	0.0%
	31-Balboa	Eddy St&Van Ness Ave NE-NS/BZ	21.3%	20.8%	20.4%	25.6%	16.1%	19.4%	5.6%
		Market St&Powell St N-NS/BZ	10.9%	16.4%	14.9%	22.0%	15.4%	19.6%	11.5%
	45-Union/Stockton	Stockton St&Sutter St NE-FS/BB	6.7%	6.5%	16.5%	18.2%	11.9%	14.4%	11.1%
Muni Metro	KT-Ingleside/Third	Van Ness Station OB	28.8%	21.3%	27.6%	22.0%	24.1%	29.9%	59.1%
	M-Ocean View	Van Ness Station OB	24.7%	22.1%	25.0%	26.5%	24.2%	31.9%	14.9%
Specialized	8AX-Bayshore A Express	Stockton St&Sutter St NW-NS/BB			30.3%	13.1%			
	8BX-Bayshore B Express	Stockton St&Sutter St NW-NS/BB			1.8%	17.3%			
	14X-Mission Express	Mission St&5th St W-FS/BZ			15.2%	13.5%			
Owl	90-San Bruno Owl	Van Ness Ave&Oak St NW-NS/BZ							23.6%
	91-Owl	Stockton St&Sutter St NW-NS/BB							11.1%

Service Gaps - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

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

Line Gaps - 2019 Tenderloin versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	14-Mission	21.3%	19.0%	20.0%	20.7%	16.1%	22.2%	16.6%
	14R-Mission Rapid	25.0%	13.8%	11.5%	14.7%	8.8%		
	38-Geary	23.0%	23.7%	28.0%	28.0%	18.5%	14.4%	21.4%
	38R-Geary Rapid	6.1%	7.2%	9.1%	6.8%	5.3%		
	47-Van Ness	17.1%	13.8%	17.6%	15.5%	18.5%	17.8%	4.7%
	49-Van Ness/Mission	22.1%	12.8%	15.0%	12.5%	9.8%	9.4%	9.7%
Grid	10-Townsend	22.6%	18.1%	25.6%	27.1%	11.5%	9.8%	
	12-Folsom/Pacific	15.4%	19.4%	19.9%	31.3%	16.5%	14.7%	
	19-Polk	42.0%	28.5%	31.5%	35.3%	25.2%	14.0%	7.2%
	27-Bryant	24.6%	20.1%	25.3%	32.3%	25.6%	22.0%	3.5%
	31-Balboa	12.5%	19.7%	18.6%	23.8%	17.9%	18.6%	1.8%

Neighborhood Gaps - 2019 Tenderloin versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	Market St&Powell St N-NS/BZ	5.0%	9.0%	10.0%	7.7%	6.6%		
		McAllister St. & Jones FS-NW/BZ	4.2%	10.4%	10.3%	8.8%	6.1%		
		McAllister St&Van Ness Ave NW-FS/BZ	6.7%	13.7%	13.6%	10.5%	9.1%		
	7-Haight/Noriega	Market St&Stockton St N-NS/SI	7.9%	11.3%	13.1%	10.0%	17.8%	5.9%	
		Market St&Van Ness Ave N-NS/SI	13.6%	14.1%	13.5%	14.0%	15.9%	11.8%	
	8-Bayshore	Stockton St&Sutter St NW-NS/BB	15.6%	13.0%	19.0%	10.7%	15.4%	12.6%	2.7%
	9-San Bruno	11th St&Market St S-FS/BZ	13.2%	16.8%	29.1%	32.0%	32.0%	14.8%	
		Market St&Stockton St N-NS/SI	11.0%	15.1%	25.9%	28.4%	31.9%	14.4%	0.0%
	9R-San Bruno Rapid	11th St&Market St S-FS/BZ			61.5%	15.5%	12.9%		
		Market St&Stockton St N-NS/SI			0.0%	12.2%	14.8%		
	14-Mission	Mission St&5th St W-FS/BZ	13.7%	13.9%	15.3%	12.0%	11.4%	16.8%	18.7%
		Mission St&11th St W-FS/BZ	16.3%	18.0%	19.4%	15.5%	17.3%	21.5%	25.8%
	14R-Mission Rapid	Mission St&5th St W-FS/BZ	10.4%	9.0%	5.9%	10.5%	23.1%		
		Mission St&11th St W-FS/BZ	12.2%	11.2%	9.3%	12.1%	25.0%		
	30-Stockton	Stockton St&Sutter St NE-FS/BB	4.3%	0.4%	0.5%	1.2%	6.8%	5.5%	4.7%
	38-Geary	Geary St&Powell St NW-FS/BZ	8.9%	8.6%	13.8%	13.5%	9.2%	8.2%	17.9%
	38R-Geary Rapid	Geary St&Powell St NW-FS/BZ	3.7%	5.2%	5.4%	4.9%	4.8%		
	47-Van Ness	Van Ness Ave&Oak St NW-NS/BZ	19.4%	14.7%	20.2%	16.3%	18.3%	15.0%	3.6%
	49-Van Ness/Mission	Van Ness Ave&Oak St NW-NS/BZ	17.5%	9.8%	12.8%	9.9%	6.9%	5.2%	
Grid	5-Fulton	Market St&Powell St N-NS/BZ	18.0%	11.2%	13.0%	14.6%	18.7%	10.6%	58.2%
		McAllister St. & Jones FS-NW/BZ	24.1%	11.5%	13.1%	16.3%	18.8%	8.9%	26.4%
		McAllister St&Van Ness Ave NW-FS/BZ	25.4%	12.7%	16.5%	17.2%	20.7%	8.4%	27.3%
	6-Haight/Parnassus	Market St&Stockton St N-NS/SI	11.2%	6.9%	7.2%	10.0%	5.0%	8.5%	
		Market St&Van Ness Ave N-NS/SI	16.1%	8.5%	9.7%	14.3%	9.3%	11.9%	
	19-Polk	8th St&Mission St S-FS/BZ	44.1%	28.5%	30.0%	34.5%	26.5%	13.9%	4.3%
		Polk St&Sutter St SW-FS/BB	34.0%	23.3%	28.5%	33.4%	23.2%	13.9%	11.8%
	21-Hayes	Hayes St&Van Ness Ave NW-FS/BZ	26.6%	6.8%	16.0%	9.6%			
		Market St&7th St North NE-NS/BZ	21.9%	5.8%	11.4%	8.8%			
		Market St&Powell St N-NS/BZ	17.3%	5.1%	8.0%	6.0%			
	27-Bryant	Cyril Magnin St(5th St N)&Market St NW-NS/BZ	26.3%	18.6%	23.7%	31.4%	28.4%	22.1%	3.5%
		Jones St&Sutter St NW-NS/BZ	20.3%	16.0%	22.1%	30.9%	25.8%	19.8%	0.0%
	31-Balboa	Eddy St&Van Ness Ave NE-NS/BZ	21.3%	20.8%	20.4%	25.6%	16.1%	19.4%	5.6%
		Market St&Powell St N-NS/BZ	10.9%	16.4%	14.9%	22.0%	15.4%	19.6%	11.5%
	45-Union/Stockton	Stockton St&Sutter St NE-FS/BB	6.7%	6.5%	16.5%	18.2%	11.9%	14.4%	11.1%
Muni Metro	KT-Ingleside/Third	Van Ness Station OB	28.8%	21.3%	27.6%	22.0%	24.1%	29.9%	59.1%
	M-Ocean View	Van Ness Station OB	24.7%	22.1%	25.0%	26.5%	24.2%	31.9%	14.9%
Specialized	8AX-Bayshore A Express	Stockton St&Sutter St NW-NS/BB			30.3%	13.1%			
	8BX-Bayshore B Express	Stockton St&Sutter St NW-NS/BB			1.8%	17.3%			
	14X-Mission Express	Mission St&5th St W-FS/BZ			15.2%	13.5%			
Owl	90-San Bruno Owl	Van Ness Ave&Oak St NW-NS/BZ							23.6%
	91-Owl	Stockton St&Sutter St NW-NS/BZ							11.1%

Line Gaps - 2019 Tenderloin versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	14-Mission	21.3%	19.0%	20.0%	20.7%	16.1%	22.2%	16.6%
	14R-Mission Rapid	25.0%	13.8%	11.5%	14.7%	8.8%		
	38-Geary	23.0%	23.7%	28.0%	28.0%	18.5%	14.4%	21.4%
	38R-Geary Rapid	6.1%	7.2%	9.1%	6.8%	5.3%		
	47-Van Ness	17.1%	13.8%	17.6%	15.5%	18.5%	17.8%	4.7%
	49-Van Ness/Mission	22.1%	12.8%	15.0%	12.5%	9.8%	9.4%	9.7%
Grid	10-Townsend	22.6%	18.1%	25.6%	27.1%	11.5%	9.8%	
	12-Folsom/Pacific	15.4%	19.4%	19.9%	31.3%	16.5%	14.7%	
	19-Polk	42.0%	28.5%	31.5%	35.3%	25.2%	14.0%	7.2%
	27-Bryant	24.6%	20.1%	25.3%	32.3%	25.6%	22.0%	3.5%
	31-Balboa	12.5%	19.7%	18.6%	23.8%	17.9%	18.6%	1.8%

Neighborhood Gaps - 2019 Tenderloin versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	Market St&Powell St N-NS/BZ	5.0%	9.0%	10.0%	7.7%	6.6%		
		McAllister St. & Jones FS-NW/BZ	4.2%	10.4%	10.3%	8.8%	6.1%		
		McAllister St&Van Ness Ave NW-FS/BZ	6.7%	13.7%	13.6%	10.5%	9.1%		
	7-Haight/Noriega	Market St&Stockton St N-NS/SI	7.9%	11.3%	13.1%	10.0%	17.8%	5.9%	
		Market St&Van Ness Ave N-NS/SI	13.6%	14.1%	13.5%	14.0%	15.9%	11.8%	
	8-Bayshore	Stockton St&Sutter St NW-NS/BB	15.6%	13.0%	19.0%	10.7%	15.4%	12.6%	2.7%
	9-San Bruno	11th St&Market St S-FS/BZ	13.2%	16.8%	29.1%	32.0%	32.0%	14.8%	
		Market St&Stockton St N-NS/SI	11.0%	15.1%	25.9%	28.4%	31.9%	14.4%	0.0%
	9R-San Bruno Rapid	11th St&Market St S-FS/BZ			61.5%	15.5%	12.9%		
		Market St&Stockton St N-NS/SI			0.0%	12.2%	14.8%		
	14-Mission	Mission St&5th St W-FS/BZ	13.7%	13.9%	15.3%	12.0%	11.4%	16.8%	18.7%
		Mission St&11th St W-FS/BZ	16.3%	18.0%	19.4%	15.5%	17.3%	21.5%	25.8%
	14R-Mission Rapid	Mission St&5th St W-FS/BZ	10.4%	9.0%	5.9%	10.5%	23.1%		
		Mission St&11th St W-FS/BZ	12.2%	11.2%	9.3%	12.1%	25.0%		
	30-Stockton	Stockton St&Sutter St NE-FS/BB	4.3%	0.4%	0.5%	1.2%	6.8%	5.5%	4.7%
	38-Geary	Geary St&Powell St NW-FS/BZ	8.9%	8.6%	13.8%	13.5%	9.2%	8.2%	17.9%
	38R-Geary Rapid	Geary St&Powell St NW-FS/BZ	3.7%	5.2%	5.4%	4.9%	4.8%		
	47-Van Ness	Van Ness Ave&Oak St NW-NS/BZ	19.4%	14.7%	20.2%	16.3%	18.3%	15.0%	3.6%
	49-Van Ness/Mission	Van Ness Ave&Oak St NW-NS/BZ	17.5%	9.8%	12.8%	9.9%	6.9%	5.2%	
Grid	5-Fulton	Market St&Powell St N-NS/BZ	18.0%	11.2%	13.0%	14.6%	18.7%	10.6%	58.2%
		McAllister St. & Jones FS-NW/BZ	24.1%	11.5%	13.1%	16.3%	18.8%	8.9%	26.4%
		McAllister St&Van Ness Ave NW-FS/BZ	25.4%	12.7%	16.5%	17.2%	20.7%	8.4%	27.3%
	6-Haight/Parnassus	Market St&Stockton St N-NS/SI	11.2%	6.9%	7.2%	10.0%	5.0%	8.5%	
		Market St&Van Ness Ave N-NS/SI	16.1%	8.5%	9.7%	14.3%	9.3%	11.9%	
	19-Polk	8th St&Mission St S-FS/BZ	44.1%	28.5%	30.0%	34.5%	26.5%	13.9%	4.3%
		Polk St&Sutter St SW-FS/BB	34.0%	23.3%	28.5%	33.4%	23.2%	13.9%	11.8%
	21-Hayes	Hayes St&Van Ness Ave NW-FS/BZ	26.6%	6.8%	16.0%	9.6%			
		Market St&7th St North NE-NS/BZ	21.9%	5.8%	11.4%	8.8%			
		Market St&Powell St N-NS/BZ	17.3%	5.1%	8.0%	6.0%			
	27-Bryant	Cyril Magnin St(5th St N)&Market St NW-NS/BZ	26.3%	18.6%	23.7%	31.4%	28.4%	22.1%	3.5%
		Jones St&Sutter St NW-NS/BZ	20.3%	16.0%	22.1%	30.9%	25.8%	19.8%	0.0%
	31-Balboa	Eddy St&Van Ness Ave NE-NS/BZ	21.3%	20.8%	20.4%	25.6%	16.1%	19.4%	5.6%
		Market St&Powell St N-NS/BZ	10.9%	16.4%	14.9%	22.0%	15.4%	19.6%	11.5%
	45-Union/Stockton	Stockton St&Sutter St NE-FS/BB	6.7%	6.5%	16.5%	18.2%	11.9%	14.4%	11.1%
Muni Metro	KT-Ingleside/Third	Van Ness Station OB	28.8%	21.3%	27.6%	22.0%	24.1%	29.9%	59.1%
	M-Ocean View	Van Ness Station OB	24.7%	22.1%	25.0%	26.5%	24.2%	31.9%	14.9%
Specialized	8AX-Bayshore A Express	Stockton St&Sutter St NW-NS/BB		30.3%	13.1%				
	8BX-Bayshore B Express	Stockton St&Sutter St NW-NS/BB		1.8%	17.3%				
	14X-Mission Express	Mission St&5th St W-FS/BZ		15.2%	13.5%				
Owl	90-San Bruno Owl	Van Ness Ave&Oak St NW-NS/BZ							23.6%
	91-Owl	Stockton St&Sutter St NW-NS/BB							11.1%

Peak Period Crowding

% Trips Over Capacity

Route	AM Peak	School	PM Peak	Grand Total
10	21.0%	8.6%	28.8%	19.5%
12	5.7%	5.0%	9.9%	6.9%
14	0.5%	1.5%	0.7%	0.9%
14R	16.1%	12.8%	16.5%	15.1%
19	3.0%	3.5%	2.6%	3.0%
27	1.3%	1.5%	3.3%	2.0%
31	2.6%	1.8%	2.6%	2.3%
38	4.2%	1.1%	5.6%	3.6%
38R	22.5%	9.7%	21.2%	17.8%
47	13.8%	6.9%	7.3%	9.3%
49	8.1%	6.9%	3.8%	6.3%

Notes: Crowding data for Muni Metro rail lines is not yet available. Updated data will be available as newly procured light rail vehicles become equipped with new automatic passenger counters.

Travel Time to Key Destinations

Tenderloin Starting Location: Leavenworth St/Turk St Midday - Arrive at 9am

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Amigo's Market	Walk	3	-	1	6	0.50
SF General Hospital	9, 9R, 19	23	0	26	31	0.74
City College of San Francisco Ocean Campus	43, KT, M	43	0	35	40	1.08
Downtown – 4th & Market	5, 6, 7, 7X, 9, 9R, 21, 31, F	6	0	12	17	0.35
Jefferson Square Park	5, 31	8	0	10	15	0.53

Tenderloin Starting Location: Leavenworth St/Turk St Midday - Arrive at 12pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Amigo's Market	Walk	3	-	1	6	0.50
SF General Hospital	9, 9R, 19	23	0	22	27	0.85
City College of San Francisco Ocean Campus	43, KT, M	42	0	28	33	1.27
Downtown – 4th & Market	5, 6, 7, 7X, 9, 9R, 21, 31, F	6	0	12	17	0.35
Jefferson Square Park	5, 31	8	0	9	14	0.57

Tenderloin Starting Location: Leavenworth St/Turk St PM Peak - Arrive at 5pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Amigo's Market	Walk	3	-	2	7	0.43
SF General Hospital	9, 9R, 19	24	0	26	31	0.77
City College of San Francisco Ocean Campus	43, KT, M	45	0	40	45	1.00
Downtown – 4th & Market	5, 6, 7, 7X, 9, 9R, 21, 31, F	6	0	12	17	0.35
Jefferson Square Park	5, 31	8	0	9	14	0.57

Tenderloin Starting Location: Leavenworth St/Turk St Night - Leave at 8pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Amigo's Market	Walk	3	-	1	6	0.50
SF General Hospital	9, 9R, 19	20	0	20	25	0.80
City College of San Francisco Ocean Campus	43, KT, M	41	0	26	31	1.32
Downtown – 4th & Market	5, 6, 7, 9, 21, 31, F	7	0	12	17	0.41
Jefferson Square Park	5, 31	7	0	8	13	0.54

Tenderloin / SOMA

Service Delivery

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	188.3	31,644.5	99.4%
	Frequent	6,279.1	196,728.4	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,774.8	78,969.5	97.8%
	Owl	68.1	10,168.5	99.3%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	1,103.4	26,195.3	95.8%
	Systemwide	21,927.8	629,584.8	96.5%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Tenderloin	Frequent	14	564.2	12,975.6	95.7%
		38	224.8	10,853.1	97.9%
		47	458.8	12,452.7	96.3%
		49	370.2	12,514.9	97.0%
	Grid	10	381.6	12,030.6	96.8%
		12	423.4	12,070.2	96.5%
		19	527.0	10,933.0	95.2%
		27	337.6	11,645.2	97.1%
		31	253.9	11,472.7	97.8%
	Rapid Bus	14R	237.5	11,666.3	98.0%
		38R	88.4	11,482.0	99.2%

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Treasure Island

OTP - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line OTP - 2019 Treasure Island versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	32.6%	29.0%	28.9%	24.3%	28.0%	29.0%	33.3%

Neighborhood OTP - 2019 Treasure Island versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	Avenue H&13TH Tl St. SE-NS/SB	38.4%	36.3%	34.2%	33.2%	37.2%	39.4%	44.6%
		Clipper Cove Way&Treasure Island Rd N-NS/SB	30.7%	28.9%	32.4%	31.0%	27.8%	30.5%	34.8%

Line OTP - 2019 Treasure Island versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	39.2%	38.6%	35.6%	33.7%	36.8%	38.1%	28.6%

Neighborhood OTP - 2019 Treasure Island versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	Avenue H&13TH Tl St. SE-NS/SB	33.5%	32.3%	35.9%	35.6%	36.1%	40.6%	42.3%
		Treasure Island Rd&Clipper Cove Way SE-NS/SB	43.5%	41.8%	32.3%	27.2%	35.0%	36.2%	42.7%

OTP - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

Better Performance	More than 5% above	Worse Performance	More than 5% below	No Significant Difference	Within 5%

Line OTP - 2019 Treasure Island versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	32.6%	29.0%	28.9%	24.3%	28.0%	29.0%	33.3%

Neighborhood OTP - 2019 Treasure Island versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	Avenue H&13TH Tl St. SE-NS/SB	38.4%	36.3%	34.2%	33.2%	37.2%	39.4%	44.6%
		Clipper Cove Way&Treasure Island Rd N-NS/SB	30.7%	28.9%	32.4%	31.0%	27.8%	30.5%	34.8%

Line OTP - 2019 Treasure Island versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	39.2%	38.6%	35.6%	33.7%	36.8%	38.1%	28.6%

Neighborhood OTP - 2019 Treasure Island versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	Avenue H&13TH Tl St. SE-NS/SB	33.5%	32.3%	35.9%	35.6%	36.1%	40.6%	42.3%
		Treasure Island Rd&Clipper Cove Way SE-NS/SB	43.5%	41.8%	32.3%	27.2%	35.0%	36.2%	42.7%

Service Gaps - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line Gaps - 2019 Treasure Island versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	19.8%	15.4%	28.3%	17.1%	11.1%	23.1%	6.3%

Neighborhood Gaps - 2019 Treasure Island versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	Avenue H&13TH TI St. SE-NS/SB	14.7%	11.5%	21.0%	12.2%	5.9%	11.9%	3.8%
		Clipper Cove Way&Treasure Island Rd N-NS/SB	16.9%	13.2%	26.3%	13.9%	8.9%	19.1%	5.8%

Line Gaps - 2019 Treasure Island versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	15.6%	10.8%	19.0%	12.3%	5.4%	11.8%	7.2%

Neighborhood Gaps - 2019 Treasure Island versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	Avenue H&13TH TI St. SE-NS/SB	15.2%	10.6%	20.8%	12.2%	5.5%	12.8%	4.1%
		Treasure Island Rd&Clipper Cove Way SE-NS/SB	15.2%	10.0%	19.1%	12.8%	5.2%	11.6%	6.1%

Service Gaps - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

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

Line Gaps - 2019 Treasure Island versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	19.8%	15.4%	28.3%	17.1%	11.1%	23.1%	6.3%

Neighborhood Gaps - 2019 Treasure Island versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	Avenue H&13TH TI St. SE-NS/SB	14.7%	11.5%	21.0%	12.2%	5.9%	11.9%	3.8%
		Clipper Cove Way&Treasure Island Rd N-NS/SB	16.9%	13.2%	26.3%	13.9%	8.9%	19.1%	5.8%

Line Gaps - 2019 Treasure Island versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	15.6%	10.8%	19.0%	12.3%	5.4%	11.8%	7.2%

Neighborhood Gaps - 2019 Treasure Island versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Connector	25-Treasure Island	Avenue H&13TH TI St. SE-NS/SB	15.2%	10.6%	20.8%	12.2%	5.5%	12.8%	4.1%
		Treasure Island Rd&Clipper Cove Way SE-NS/SB	15.2%	10.0%	19.1%	12.8%	5.2%	11.6%	6.1%

Treasure Island

Peak Period Crowding

% Trips Over Capacity

Route	AM Peak	School	PM Peak	Grand Total
25	0.1%	0.0%	0.6%	0.2%

Notes: Crowding data for Muni Metro rail lines is not yet available. Updated data will be available as newly procured light rail vehicles become equipped with new automatic passenger counters.

Travel Time to Key Destinations

Treasure Island — Starting Location: 9th Ave/between Avenue H and Avenue D — Midday - Arrive at 9am

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Island Cove Market	Walk	2	-	1	6	0.33
SF General Hospital	25, 9	51	1	22	27	1.89
City College of San Francisco Ocean Campus	25, KT	67	1	35	40	1.68
Downtown – 4th & Market	25, 7, 5R, 31	29	1	35	40	0.73
Salesforce Park	25	17	0	28	33	0.52

Treasure Island — Starting Location: 9th Ave/between Avenue H and Avenue D — Midday - Arrive at 12pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Island Cove Market	Walk	2	-	1	6	0.33
SF General Hospital	25, 9	54	1	22	27	2.00
City College of San Francisco Ocean Campus	25, KT	81	1	28	33	2.45
Downtown – 4th & Market	25, 7, 5R, 31	30	1	28	33	0.91
Salesforce Park	25	17	0	22	27	0.63

Treasure Island — Starting Location: 9th Ave/between Avenue H and Avenue D — PM Peak - Arrive at 5pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Island Cove Market	Walk	2	-	1	6	0.33
SF General Hospital	25, 9	55	1	35	40	1.38
City College of San Francisco Ocean Campus	25, KT	70	1	45	50	1.40
Downtown – 4th & Market	25, 7, 5R, 31	29	1	35	40	0.73
Salesforce Park	25	17	0	28	33	0.52

Treasure Island — Starting Location: 9th Ave/between Avenue H and Avenue D — Night - Leave at 8pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Island Cove Market	Walk	2	-	1	6	0.33
SF General Hospital	25, 9	48	1	18	23	2.09
City College of San Francisco Ocean Campus	25, KT	70	1	22	27	2.59
Downtown – 4th & Market	25, 7, 5R, 31	28	1	22	27	1.04
Salesforce Park	25	17	0	18	23	0.74

Service Delivery

Treasure Island

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	188.3	31,644.5	99.4%
	Frequent	6,279.1	196,728.4	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,774.8	78,969.5	97.8%
	Owl	68.1	10,168.5	99.3%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	1,103.4	26,195.3	95.8%
	Systemwide	21,927.8	629,584.8	96.5%

Neighborhood Service Delivery

Neighborhood	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Treasure Island	Connector	25	26.4	3,615.1	99.3%

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Treasure Island

Visitacion Valley

OTP - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line OTP - 2019 Visitacion Valley versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	62.9%	62.9%	51.1%	50.3%	48.8%	51.3%	81.7%
	9-San Bruno	52.7%	57.0%	52.4%	48.2%	50.5%	55.6%	55.7%
	9R-San Bruno Rapid	56.1%	61.5%	60.0%	50.8%	37.7%		
Grid	29-Sunset	58.0%	51.4%	44.8%	42.3%	43.6%	46.0%	63.5%
Muni Metro	KT-Ingleside/Third	39.8%	32.6%	38.8%	27.2%	24.4%	32.9%	36.4%
Specialized	8AX-Bayshore A Express	55.4%	39.7%					
	8BX-Bayshore B Express	60.6%	50.0%					
Connector	56-Rutland	62.5%	40.8%	37.5%	37.9%	44.2%		
Owl	90-San Bruno Owl						24.7%	54.0%
	91-Owl						68.4%	47.7%

Neighborhood OTP - 2019 Visitacion Valley versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	89.8%	82.5%	74.8%	70.6%	68.0%	63.8%	86.0%
		San Bruno Ave&Arleta Ave NE-FS/BZ	68.6%	66.6%	55.5%	52.7%	50.3%	54.5%	86.3%
		Santos St&Geneva Ave E-FS/BZ	62.4%	71.1%	61.5%	58.5%	57.1%	54.4%	86.0%
	9-San Bruno	Bay Shore Blvd&Visitacion Ave E-MB/BZ	67.2%	67.2%	62.1%	58.1%			39.8%
		Mansell St&Somerset St S-NS/PS			33.3%				
		San Bruno Ave&Arleta Ave NE-FS/BZ	69.3%	77.5%	72.5%	62.6%	66.9%	68.9%	48.7%
	9R-San Bruno Rapid	McLaren School SW-FS/BZ	13.0%	46.4%	100.0%	33.3%			
		San Bruno Ave&Arleta Ave NE-FS/BZ	72.2%	73.8%	68.9%	59.6%			
Grid	29-Sunset	Mansell St&San Bruno Ave W-FS/BZ	69.8%	62.8%	56.2%	60.4%	48.3%	39.8%	70.5%
		Mansell St&Somerset St W-FS/PS			9.6%				
	43-Masonic	Munich St&Geneva Ave W-NS/SB	84.5%	88.5%	89.8%	70.2%	66.5%	54.7%	73.6%
Specialized	8BX-Bayshore B Express	Bay Shore Blvd&Blanken Ave SE-NS/BZ	60.3%	60.1%					
		City College Terminal NW-FS/SI	84.3%	90.9%					
Connector	52-Excelsior	Dublin St&La Grande Ave SE-NS/BZ	58.5%	60.6%	49.8%	53.3%	57.4%	30.8%	
	56-Rutland	Rutland St&Campbell Ave NW-NS/PS	59.0%	37.8%	33.9%	37.4%	45.0%		
		San Bruno Ave&Arleta Ave NE-FS/BZ	68.6%	45.9%	36.5%	37.0%	44.2%		
		Visitacion Valley Middle Sch SE-MB	52.1%	29.4%	41.1%	38.0%	43.2%		
Owl	90-San Bruno Owl	San Bruno Ave&Arleta Ave NE-FS/BZ						14.3%	56.2%
	91-Owl	Bay Shore Blvd&Blanken Ave SE-NS/BZ						76.7%	69.7%

Line OTP - 2019 Visitacion Valley versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	64.9%	58.4%	50.4%	42.7%	44.6%	52.3%	71.2%
	9-San Bruno	55.5%	50.2%	48.2%	46.9%	40.4%	49.4%	56.0%
	9R-San Bruno Rapid	46.3%	40.6%	40.9%	42.1%	47.9%		
Grid	29-Sunset	55.7%	53.0%	44.1%	42.4%	46.1%	44.4%	66.3%
Muni Metro	KT-Ingleside/Third	47.4%	36.7%	37.7%	32.9%	18.2%	27.1%	50.9%
Specialized	8AX-Bayshore A Express			48.8%	34.2%	22.0%		
	8BX-Bayshore B Express			39.7%	41.8%	27.9%		
Connector	56-Rutland	43.0%	34.3%	38.6%	31.9%	30.7%		
Owl	90-San Bruno Owl							42.9%
	91-Owl	36.1%					72.0%	42.1%

Neighborhood OTP - 2019 Visitacion Valley versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	43.0%	40.0%	33.5%	32.7%	24.1%	34.8%	19.8%
	9-San Bruno	Bay Shore Blvd&Arleta Ave W-FS/BZ	49.1%	42.5%	44.5%	42.9%	37.7%	42.3%	48.7%
		Bay Shore Blvd&Visitacion Ave E-MB/BZ	42.9%	38.8%	39.5%	36.6%			
		McLaren School SW-FS/BZ	25.2%	24.7%	21.5%	26.9%	27.6%	30.3%	46.6%
	9R-San Bruno Rapid	Bay Shore Blvd&Arleta Ave W-FS/BZ	36.1%	51.1%	53.0%	35.9%	45.5%		
		McLaren School NE-FS/SB	0.0%	0.0%	0.0%	12.0%	43.4%		
		McLaren School SW-FS/BZ	0.0%	0.4%	0.2%	9.9%	37.3%		
		McLaren School Turnback Point	0.0%	0.1%	0.0%	11.7%	43.4%		
Grid	29-Sunset	Mansell St&San Bruno Ave S-NS/PS	42.4%	41.1%	32.2%	32.7%	39.1%	29.6%	
	43-Masonic	Munich St&Geneva Ave W-NS/SB	41.2%	39.9%	43.3%	27.9%	31.4%	35.6%	16.2%
Muni Metro	KT-Ingleside/Third	Bay Shore Blvd&Sunnydale Ave. N-FS	47.3%	43.1%	47.1%	42.3%	21.9%	32.3%	41.0%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI				29.2%	20.9%		
Connector	52-Excelsior	Dublin St&La Grande Ave SE-NS/BZ	37.9%	60.3%	48.5%	52.4%	53.9%	21.2%	
	56-Rutland	Bay Shore Blvd&Blanken Ave SE-NS/BZ	42.2%	39.5%	38.6%	35.9%	40.8%		
		San Bruno Ave&Arleta Ave NE-FS/BZ				14.0%	17.4%		
		Visitacion Valley Middle Sch SE-MB	47.9%	32.6%	43.5%	38.7%	47.4%		
Owl	90-San Bruno Owl	Bay Shore Blvd&Arleta Ave W-FS/BZ							25.3%
	91-Owl	Bay Shore Blvd&Arleta Ave W-FS/BZ	36.8%						41.5%
		Geneva Ave&Santos St N-FS/BZ	35.7%						39.4%

OTP - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

Better Performance	More than 5% above	Worse Performance	More than 5% below	No Significant Difference	Within 5%

Line OTP - 2019 Visitacion Valley versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	62.9%	62.9%	51.1%	50.3%	48.8%	51.3%	81.7%
	9-San Bruno	52.7%	57.0%	52.4%	48.2%	50.5%	55.6%	55.7%
	9R-San Bruno Rapid	56.1%	61.5%	60.0%	50.8%	37.7%		
Grid	29-Sunset	58.0%	51.4%	44.8%	42.3%	43.6%	46.0%	63.5%
Muni Metro	KT-Ingleside/Third	39.8%	32.6%	38.8%	27.2%	24.4%	32.9%	36.4%
Specialized	8AX-Bayshore A Express	55.4%	39.7%					
	8BX-Bayshore B Express	60.6%	50.0%					
Connector	56-Rutland	62.5%	40.8%	37.5%	37.9%	44.2%		
Owl	90-San Bruno Owl						24.7%	54.0%
	91-Owl						68.4%	47.7%

Neighborhood OTP - 2019 Visitacion Valley versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	89.8%	82.5%	74.8%	70.6%	68.0%	63.8%	86.0%
		San Bruno Ave&Arleta Ave NE-FS/BZ	68.6%	66.6%	55.5%	52.7%	50.3%	54.5%	86.3%
		Santos St&Geneva Ave E-FS/BZ	62.4%	71.1%	61.5%	58.5%	57.1%	54.4%	86.0%
	9-San Bruno	Bay Shore Blvd&Visitacion Ave E-MB/BZ	67.2%	67.2%	62.1%	58.1%			39.8%
		Mansell St&Somerset St S-NS/PS			33.3%				
		San Bruno Ave&Arleta Ave NE-FS/BZ	69.3%	77.5%	72.5%	62.6%	66.9%	68.9%	48.7%
	9R-San Bruno Rapid	McLaren School SW-FS/BZ	13.0%	46.4%	100.0%	33.3%			
		San Bruno Ave&Arleta Ave NE-FS/BZ	72.2%	73.8%	68.9%	59.6%			
Grid	29-Sunset	Mansell St&San Bruno Ave W-FS/BZ	69.8%	62.8%	56.2%	60.4%	48.3%	39.8%	70.5%
		Mansell St&Somerset St W-FS/PS			9.6%				
	43-Masonic	Munich St&Geneva Ave W-NS/SB	84.5%	88.5%	89.8%	70.2%	66.5%	54.7%	73.6%
Specialized	8BX-Bayshore B Express	Bay Shore Blvd&Blanken Ave SE-NS/BZ	60.3%	60.1%					
		City College Terminal NW-FS/SI	84.3%	90.9%					
Connector	52-Excelsior	Dublin St&La Grande Ave SE-NS/BZ	58.5%	60.6%	49.8%	53.3%	57.4%	30.8%	
	56-Rutland	Rutland St&Campbell Ave NW-NS/PS	59.0%	37.8%	33.9%	37.4%	45.0%		
		San Bruno Ave&Arleta Ave NE-FS/BZ	68.6%	45.9%	36.5%	37.0%	44.2%		
		Visitacion Valley Middle Sch SE-MB	52.1%	29.4%	41.1%	38.0%	43.2%		
Owl	90-San Bruno Owl	San Bruno Ave&Arleta Ave NE-FS/BZ						14.3%	56.2%
	91-Owl	Bay Shore Blvd&Blanken Ave SE-NS/BZ						76.7%	69.7%

Line OTP - 2019 Visitacion Valley versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	64.9%	58.4%	50.4%	42.7%	44.6%	52.3%	71.2%
	9-San Bruno	55.5%	50.2%	48.2%	46.9%	40.4%	49.4%	56.0%
	9R-San Bruno Rapid	46.3%	40.6%	40.9%	42.1%	47.9%		
Grid	29-Sunset	55.7%	53.0%	44.1%	42.4%	46.1%	44.4%	66.3%
Muni Metro	KT-Ingleside/Third	47.4%	36.7%	37.7%	32.9%	18.2%	27.1%	50.9%
Specialized	8AX-Bayshore A Express			48.8%	34.2%	22.0%		
	8BX-Bayshore B Express			39.7%	41.8%	27.9%		
Connector	56-Rutland	43.0%	34.3%	38.6%	31.9%	30.7%		
Owl	90-San Bruno Owl							42.9%
	91-Owl	36.1%					72.0%	42.1%

Neighborhood OTP - 2019 Visitacion Valley versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	43.0%	40.0%	33.5%	32.7%	24.1%	34.8%	19.8%
	9-San Bruno	Bay Shore Blvd&Arleta Ave W-FS/BZ	49.1%	42.5%	44.5%	42.9%	37.7%	42.3%	48.7%
		Bay Shore Blvd&Visitacion Ave E-MB/BZ	42.9%	38.8%	39.5%	36.6%			
		McLaren School SW-FS/BZ	25.2%	24.7%	21.5%	26.9%	27.6%	30.3%	46.6%
	9R-San Bruno Rapid	Bay Shore Blvd&Arleta Ave W-FS/BZ	36.1%	51.1%	53.0%	35.9%	45.5%		
		McLaren School NE-FS/SB	0.0%	0.0%	0.0%	12.0%	43.4%		
		McLaren School SW-FS/BZ	0.0%	0.4%	0.2%	9.9%	37.3%		
		McLaren School Turnback Point	0.0%	0.1%	0.0%	11.7%	43.4%		
Grid	29-Sunset	Mansell St&San Bruno Ave S-NS/PS	42.4%	41.1%	32.2%	32.7%	39.1%	29.6%	
	43-Masonic	Munich St&Geneva Ave W-NS/SB	41.2%	39.9%	43.3%	27.9%	31.4%	35.6%	16.2%
Muni Metro	KT-Ingleside/Third	Bay Shore Blvd&Sunnydale Ave. N-FS	47.3%	43.1%	47.1%	42.3%	21.9%	32.3%	41.0%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI				29.2%	20.9%		
Connector	52-Excelsior	Dublin St&La Grande Ave SE-NS/BZ	37.9%	60.3%	48.5%	52.4%	53.9%	21.2%	
	56-Rutland	Bay Shore Blvd&Blanken Ave SE-NS/BZ	42.2%	39.5%	38.6%	35.9%	40.8%		
		San Bruno Ave&Arleta Ave NE-FS/BZ				14.0%	17.4%		
		Visitacion Valley Middle Sch SE-MB	47.9%	32.6%	43.5%	38.7%	47.4%		
Owl	90-San Bruno Owl	Bay Shore Blvd&Arleta Ave W-FS/BZ							25.3%
	91-Owl	Bay Shore Blvd&Arleta Ave W-FS/BZ	36.8%						41.5%
		Geneva Ave&Santos St N-FS/BZ	35.7%						39.4%

Visitacion Valley

Service Gaps - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line Gaps - 2019 Visitacion Valley versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	13.8%	13.2%	18.3%	18.0%	16.4%	14.0%	33.3%
	9-San Bruno	26.8%	21.2%	25.8%	32.3%	29.2%	16.3%	100.0%
	9R-San Bruno Rapid	16.8%	14.4%	17.6%	17.6%			
Grid	29-Sunset	16.7%	18.0%	26.4%	25.6%	16.8%	20.4%	43.9%
Muni Metro	KT-Ingleside/Third	29.1%	23.8%	27.7%	24.7%	19.9%	33.3%	31.7%
Specialized	8AX-Bayshore A Express	10.3%	9.1%					
	8BX-Bayshore B Express	11.8%	10.8%					
Connector	56-Rutland	11.1%	29.1%	25.1%	17.5%			
Owl	90-San Bruno Owl							24.0%
	91-Owl						17.0%	19.5%

Neighborhood Gaps - 2019 Visitacion Valley versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	3.9%	7.9%	9.3%	14.2%	15.3%	8.9%	25.0%
		San Bruno Ave&Arleta Ave NE-FS/BZ	12.2%	13.3%	19.5%	18.3%	18.7%	12.3%	32.5%
		Santos St&Geneva Ave E-FS/BZ	8.0%	10.7%	15.6%	16.4%	18.2%	11.3%	28.1%
	9-San Bruno	Bay Shore Blvd&Visitacion Ave E-MB/BZ				42.2%			
		Mansell St&Somerset St S-NS/PS							
		San Bruno Ave&Arleta Ave NE-FS/BZ	20.9%	13.3%	22.9%	34.1%	26.2%	13.9%	
	9R-San Bruno Rapid	McLaren School SW-FS/BZ	24.8%	100.0%	100.0%	100.0%			
		San Bruno Ave&Arleta Ave NE-FS/BZ	10.5%	9.8%	10.7%	17.5%			
Grid	29-Sunset	Mansell St&San Bruno Ave W-FS/BZ	7.1%	13.4%	23.2%	21.9%	16.6%	16.1%	
		Mansell St&Somerset St W-FS/PS			57.5%				
	43-Masonic	Munich St&Geneva Ave W-NS/SB	9.4%	7.9%	8.0%	22.0%	29.2%	21.2%	11.6%
Specialized	8BX-Bayshore B Express	Bay Shore Blvd&Blanken Ave SE-NS/BZ	11.1%	12.1%					
		City College Terminal NW-FS/SI	6.4%	11.2%					
Connector	52-Excelsior	Dublin St&La Grande Ave SE-NS/BZ	28.6%	17.2%	32.7%	21.4%	17.5%	9.9%	
	56-Rutland	Rutland St&Campbell Ave NW-NS/PS	11.5%	29.2%	27.4%	17.0%			
		San Bruno Ave&Arleta Ave NE-FS/BZ	10.8%	26.8%	22.6%	15.5%			
		Visitacion Valley Middle Sch SE-MB	9.4%	34.7%	30.5%	21.5%			
Owl	90-San Bruno Owl	San Bruno Ave&Arleta Ave NE-FS/BZ							30.5%
	91-Owl	Bay Shore Blvd&Blanken Ave SE-NS/BZ							15.0%

Line Gaps - 2019 Visitacion Valley versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	16.1%	14.2%	19.3%	12.5%	14.9%	15.9%	3.3%
	9-San Bruno	23.5%	23.3%	33.3%	31.6%	32.6%	22.1%	10.0%
	9R-San Bruno Rapid			20.8%	18.0%	22.4%		
Grid	29-Sunset	21.6%	15.8%	27.8%	24.2%	20.4%	16.0%	0.0%
Muni Metro	KT-Ingleside/Third	20.1%	22.7%	26.9%	23.7%	22.9%	30.5%	18.6%
Specialized	8AX-Bayshore A Express			25.7%	14.0%	6.1%		
	8BX-Bayshore B Express			1.6%	17.5%	0.0%		
Connector	56-Rutland				13.5%	20.8%		
Owl	90-San Bruno Owl							25.7%
	91-Owl						16.7%	18.5%

Neighborhood Gaps - 2019 Visitacion Valley versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	31.3%	21.5%	22.5%	19.2%	16.4%	23.6%	0.0%
	9-San Bruno	Bay Shore Blvd&Arleta Ave W-FS/BZ	33.6%	24.8%	36.3%	29.9%	30.0%	21.4%	
		Bay Shore Blvd&Visitacion Ave E-MB/BZ				42.8%			
		McLaren School SW-FS/BZ	47.9%	33.8%	34.8%	32.1%	35.2%	40.7%	0.0%
	9R-San Bruno Rapid	Bay Shore Blvd&Arleta Ave W-FS/BZ			43.6%	20.8%	17.4%		
		McLaren School NE-FS/SB			11.5%	21.0%	27.6%		
		McLaren School SW-FS/BZ			10.0%	19.8%	30.4%		
		McLaren School Turnback Point			10.5%	21.2%	29.1%		
Grid	29-Sunset	Mansell St&San Bruno Ave S-NS/PS	31.8%	20.4%	34.3%	27.4%	20.4%	18.9%	
	43-Masonic	Munich St&Geneva Ave W-NS/SB	52.9%	19.8%	34.9%	30.6%	19.9%	19.4%	0.0%
Muni Metro	KT-Ingleside/Third	Bay Shore Blvd&Sunnydale Ave. N-FS	23.6%	29.4%	31.5%	31.0%	19.7%	33.5%	32.0%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI				20.6%	0.0%		
Connector	52-Excelsior	Dublin St&La Grande Ave SE-NS/BZ	35.9%	15.5%	45.2%	18.7%	15.7%	10.8%	
	56-Rutland	Bay Shore Blvd&Blanken Ave SE-NS/BZ				7.8%	15.8%		
		San Bruno Ave&Arleta Ave NE-FS/BZ				11.6%	20.4%		
		Visitacion Valley Middle Sch SE-MB				9.4%	16.2%		
Owl	90-San Bruno Owl	Bay Shore Blvd&Arleta Ave W-FS/BZ							28.8%
	91-Owl	Bay Shore Blvd&Arleta Ave W-FS/BZ							21.3%
		Geneva Ave&Santos St N-FS/BZ							23.3%

Visitacion Valley

Service Gaps - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

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

Line Gaps - 2019 Visitacion Valley versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	13.8%	13.2%	18.3%	18.0%	16.4%	14.0%	33.3%
	9-San Bruno	26.8%	21.2%	25.8%	32.3%	29.2%	16.3%	100.0%
	9R-San Bruno Rapid	16.8%	14.4%	17.6%	17.6%			
Grid	29-Sunset	16.7%	18.0%	26.4%	25.6%	16.8%	20.4%	43.9%
Muni Metro	KT-Ingleside/Third	29.1%	23.8%	27.7%	24.7%	19.9%	33.3%	31.7%
Specialized	8AX-Bayshore A Express	10.3%	9.1%					
	8BX-Bayshore B Express	11.8%	10.8%					
Connector	56-Rutland	11.1%	29.1%	25.1%	17.5%			
Owl	90-San Bruno Owl							24.0%
	91-Owl						17.0%	19.5%

Neighborhood Gaps - 2019 Visitacion Valley versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	3.9%	7.9%	9.3%	14.2%	15.3%	8.9%	25.0%
		San Bruno Ave&Arleta Ave NE-FS/BZ	12.2%	13.3%	19.5%	18.3%	18.7%	12.3%	32.5%
		Santos St&Geneva Ave E-FS/BZ	8.0%	10.7%	15.6%	16.4%	18.2%	11.3%	28.1%
	9-San Bruno	Bay Shore Blvd&Visitacion Ave E-MB/BZ				42.2%			
		Mansell St&Somerset St S-NS/PS							
		San Bruno Ave&Arleta Ave NE-FS/BZ	20.9%	13.3%	22.9%	34.1%	26.2%	13.9%	
	9R-San Bruno Rapid	McLaren School SW-FS/BZ	24.8%	100.0%	100.0%	100.0%			
		San Bruno Ave&Arleta Ave NE-FS/BZ	10.5%	9.8%	10.7%	17.5%			
Grid	29-Sunset	Mansell St&San Bruno Ave W-FS/BZ	7.1%	13.4%	23.2%	21.9%	16.6%	16.1%	
		Mansell St&Somerset St W-FS/PS			57.5%				
	43-Masonic	Munich St&Geneva Ave W-NS/SB	9.4%	7.9%	8.0%	22.0%	29.2%	21.2%	11.6%
Specialized	8BX-Bayshore B Express	Bay Shore Blvd&Blanken Ave SE-NS/BZ	11.1%	12.1%					
		City College Terminal NW-FS/SI	6.4%	11.2%					
Connector	52-Excelsior	Dublin St&La Grande Ave SE-NS/BZ	28.6%	17.2%	32.7%	21.4%	17.5%	9.9%	
	56-Rutland	Rutland St&Campbell Ave NW-NS/PS	11.5%	29.2%	27.4%	17.0%			
		San Bruno Ave&Arleta Ave NE-FS/BZ	10.8%	26.8%	22.6%	15.5%			
		Visitacion Valley Middle Sch SE-MB	9.4%	34.7%	30.5%	21.5%			
Owl	90-San Bruno Owl	San Bruno Ave&Arleta Ave NE-FS/BZ							30.5%
	91-Owl	Bay Shore Blvd&Blanken Ave SE-NS/BZ							15.0%

Line Gaps - 2019 Visitacion Valley versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	16.1%	14.2%	19.3%	12.5%	14.9%	15.9%	3.3%
	9-San Bruno	23.5%	23.3%	33.3%	31.6%	32.6%	22.1%	10.0%
	9R-San Bruno Rapid			20.8%	18.0%	22.4%		
Grid	29-Sunset	21.6%	15.8%	27.8%	24.2%	20.4%	16.0%	0.0%
Muni Metro	KT-Ingleside/Third	20.1%	22.7%	26.9%	23.7%	22.9%	30.5%	18.6%
Specialized	8AX-Bayshore A Express			25.7%	14.0%	6.1%		
	8BX-Bayshore B Express			1.6%	17.5%	0.0%		
Connector	56-Rutland				13.5%	20.8%		
Owl	90-San Bruno Owl							25.7%
	91-Owl						16.7%	18.5%

Neighborhood Gaps - 2019 Visitacion Valley versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	City College Terminal NW-FS/SI	31.3%	21.5%	22.5%	19.2%	16.4%	23.6%	0.0%
	9-San Bruno	Bay Shore Blvd&Arleta Ave W-FS/BZ	33.6%	24.8%	36.3%	29.9%	30.0%	21.4%	
		Bay Shore Blvd&Visitacion Ave E-MB/BZ				42.8%			
		McLaren School SW-FS/BZ	47.9%	33.8%	34.8%	32.1%	35.2%	40.7%	0.0%
	9R-San Bruno Rapid	Bay Shore Blvd&Arleta Ave W-FS/BZ			43.6%	20.8%	17.4%		
		McLaren School NE-FS/SB			11.5%	21.0%	27.6%		
		McLaren School SW-FS/BZ			10.0%	19.8%	30.4%		
		McLaren School Turnback Point			10.5%	21.2%	29.1%		
Grid	29-Sunset	Mansell St&San Bruno Ave S-NS/PS	31.8%	20.4%	34.3%	27.4%	20.4%	18.9%	
	43-Masonic	Munich St&Geneva Ave W-NS/SB	52.9%	19.8%	34.9%	30.6%	19.9%	19.4%	0.0%
Muni Metro	KT-Ingleside/Third	Bay Shore Blvd&Sunnydale Ave. N-FS	23.6%	29.4%	31.5%	31.0%	19.7%	33.5%	32.0%
Specialized	8BX-Bayshore B Express	City College Terminal NW-FS/SI				20.6%	0.0%		
Connector	52-Excelsior	Dublin St&La Grande Ave SE-NS/BZ	35.9%	15.5%	45.2%	18.7%	15.7%	10.8%	
	56-Rutland	Bay Shore Blvd&Blanken Ave SE-NS/BZ				7.8%	15.8%		
		San Bruno Ave&Arleta Ave NE-FS/BZ				11.6%	20.4%		
		Visitacion Valley Middle Sch SE-MB				9.4%	16.2%		
Owl	90-San Bruno Owl	Bay Shore Blvd&Arleta Ave W-FS/BZ							28.8%
	91-Owl	Bay Shore Blvd&Arleta Ave W-FS/BZ							21.3%
		Geneva Ave&Santos St N-FS/BZ							23.3%

Visitacion Valley

Peak Period Crowding

% Trips Over Capacity

Route	AM Peak	School	PM Peak	Grand Total
8	11.2%	20.9%	7.1%	13.0%
8AX	17.4%	21.6%	11.0%	16.6%
8BX	9.2%	12.1%	10.8%	10.7%
9	3.7%	2.4%	3.4%	3.2%
9R	1.8%	1.5%	3.5%	2.3%
29	13.7%	27.4%	16.2%	19.1%
56	0.9%	0.0%	0.0%	0.3%

Notes: Crowding data for Muni Metro rail lines is not yet available. Updated data will be available as newly procured light rail vehicles become equipped with new automatic passenger counters.

Travel Time to Key Destinations

Visitacion Valley Starting Location: Rutland St/Raymond Ave Midday - Arrive at 9am

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Bayshore Market	8, 9, 9R, 56	27	0	16	21	1.29
SF General Hospital	9, 9R	27	0	35	40	0.68
City College of San Francisco Ocean Campus	8	24	0	28	33	0.73
Downtown – 4th & Market	8, 8BX, 9, 9R, KT	37	0	45	50	0.74
John McLaren Park	8, 8AX, 29, 54, 56	27	0	16	21	1.29

Visitacion Valley Starting Location: Rutland St/Raymond Ave Midday - Arrive at 12pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Bayshore Market	8, 9, 9R, 56	33	0	14	19	1.74
SF General Hospital	9, 9R	26	0	16	21	1.24
City College of San Francisco Ocean Campus	8	23	0	16	21	1.10
Downtown – 4th & Market	8, 8BX, 9, 9R, KT	38	0	35	40	0.95
John McLaren Park	8, 8AX, 29, 54, 56	33	0	14	19	1.74

Visitacion Valley Starting Location: Rutland St/Raymond Ave PM Peak - Arrive at 5pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Bayshore Market	8, 9, 9R, 56	26	0	14	19	1.37
SF General Hospital	9, 9R	27	0	20	25	1.08
City College of San Francisco Ocean Campus	8	20	0	20	25	0.80
Downtown – 4th & Market	8, 8BX, 9, 9R, KT	42	0	50	55	0.76
John McLaren Park	8, 8AX, 29, 54, 56	26	0	14	19	1.37

Visitacion Valley Starting Location: Rutland St/Raymond Ave Night - Leave at 8pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Bayshore Market	8, 9, 56	23	0	12	17	1.35
SF General Hospital	9	20	0	14	19	1.05
City College of San Francisco Ocean Campus	8	21	0	14	19	1.11
Downtown – 4th & Market	8, 9, KT	34	1	35	40	0.85
John McLaren Park	8, 29, 54, 56	23	0	12	17	1.35

Visitacion Valley

Service Delivery

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	188.3	31,644.5	99.4%
	Frequent	6,279.1	196,728.4	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,774.8	78,969.5	97.8%
	Owl	68.1	10,168.5	99.3%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	1,103.4	26,195.3	95.8%
	Systemwide	21,927.8	629,584.8	96.5%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Visitacion Valley	Connector	56	356.4	11,074.7	96.8%
	Frequent	8	466.7	12,965.8	96.4%
	Grid	9	760.8	13,887.9	94.5%
		29	444.7	12,415.6	96.4%
	Muni Metro	KT	287.6	12,415.7	97.7%
	Owl	90	287.1	10,333.9	97.2%
		91	381.4	10,536.6	96.4%
	Rapid Bus	9R	245.6	8,176.0	97.0%

DRAFT

Visitacion Valley

Western Addition

OTP - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line OTP - 2019 Western Addition versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	64.5%	67.6%	64.8%	61.1%	56.1%		
	7-Haight/Noriega	63.1%	65.2%	62.6%	62.3%	55.5%	66.0%	83.2%
	22-Fillmore	73.5%	68.6%	66.2%	59.5%	64.1%	70.9%	74.4%
	24-Divisadero	59.2%	62.0%	57.9%	53.7%	54.7%	56.3%	57.3%
Grid	5-Fulton	69.6%	63.5%	63.1%	63.2%	55.5%	56.6%	61.0%
	6-Haight/Parnassus	67.2%	70.3%	72.4%	66.2%	59.5%	60.5%	58.3%
	21-Hayes	74.7%	66.0%	75.3%	69.5%	71.0%	65.7%	83.9%
	31-Balboa	68.5%	59.0%	60.0%	54.9%	54.9%	49.2%	60.1%

Neighborhood OTP - 2019 Western Addition versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	McAllister St&Fillmore St SE-FS/BZ	61.8%	68.3%	61.8%	61.0%	57.9%		
	7-Haight/Noriega	Haight St&Masonic Ave SE-FS/BZ	54.6%	59.2%	60.8%	55.9%	52.0%	66.8%	
		Market St & South Van Ness Ave S-N/SI	55.4%	61.1%	61.3%	57.5%	44.7%	63.4%	
	22-Fillmore	Fillmore St&Haight St SE-NS/BZ	72.3%	62.4%	59.3%	54.8%	66.0%	70.5%	70.6%
		Fillmore St&McAllister St SE-NS/BZ	64.3%	59.5%	55.9%	53.2%	56.4%	68.1%	73.2%
		Fillmore St&Sutter St SE-NS/BZ	62.6%	56.6%	54.2%	48.0%	54.2%	62.3%	71.6%
	24-Divisadero	Divisadero St&Eddy St SE-NS/BZ	47.3%	48.8%	44.5%	46.7%	44.7%	47.5%	50.8%
		Divisadero St&Sutter St NE-FS/BZ	48.9%	57.1%	54.8%	48.0%	46.0%	53.7%	34.9%
		Divisadero St&Sutter St SW-FS/BZ	54.8%				27.0%		57.4%
	38-Geary	Geary Blvd & Fillmore St SE-MB/BZ	61.1%	61.7%	63.2%	55.1%	55.0%	47.8%	54.4%
		O'Farrell St&Van Ness Ave SW-NS/BZ	56.6%	49.0%	52.2%	44.6%	49.2%	41.6%	51.3%
	38R-Geary Rapid	Geary Blvd & Fillmore St SE-MB/BZ	72.6%	67.6%	68.2%	75.1%	71.0%		
		O'Farrell St&Van Ness Ave SW-NS/BZ	72.2%	61.1%	57.1%	63.8%	65.2%		
Grid	5-Fulton	McAllister St&Fillmore St SE-FS/BZ	67.3%	70.6%	69.4%	68.2%	53.3%	60.8%	48.2%
	6-Haight/Parnassus	Haight St&Fillmore St SE-FS/BZ	66.5%	67.1%	70.1%	66.6%	57.9%	55.6%	31.7%
	21-Hayes	Hayes St&Divisadero St SE-FS/BZ	77.6%	71.4%	79.4%	78.2%	80.5%	70.9%	79.3%
Muni Metro	KT-Ingleside/Third	Duboce Ave&Church St SW-NS/SI				33.3%	24.8%	61.0%	

Line OTP - 2019 Western Addition versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	72.9%	58.4%	61.3%	55.0%	46.3%		
	7-Haight/Noriega	63.9%	54.1%	54.8%	51.5%	52.0%	56.4%	
	22-Fillmore	67.7%	68.6%	65.1%	59.8%	59.8%	64.5%	76.1%
	24-Divisadero	70.2%	67.4%	60.8%	59.1%	59.7%	59.9%	59.4%
Grid	5-Fulton	63.1%	49.6%	47.1%	48.5%	54.2%	66.0%	45.4%
	6-Haight/Parnassus	61.9%	63.9%	69.7%	65.3%	65.0%	59.3%	57.9%
	21-Hayes	68.1%	58.5%	65.3%	59.8%	58.6%	59.6%	70.8%
	31-Balboa	62.0%	55.0%	54.7%	55.3%	51.8%	51.9%	50.5%

Neighborhood OTP - 2019 Western Addition versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	McAllister St&Fillmore St NW-FS/BZ	73.1%	62.9%	62.3%	51.8%	56.7%		
	7-Haight/Noriega	Haight St&Masonic Ave NW-FS/BZ	63.2%	54.8%	53.6%	56.1%	56.0%	56.2%	
		Market St&Van Ness Ave N-NS/SI	76.1%	63.8%	56.7%	51.1%	55.1%	70.5%	
	22-Fillmore	Fillmore St&Haight St NW-NS/BZ	68.4%	62.8%	59.6%	56.2%	57.9%	61.0%	70.3%
		Fillmore St&McAllister St SW-FS/BZ	74.7%	65.0%	60.5%	56.5%	59.4%	58.4%	71.0%
		Fillmore St&Sutter St SW-FS/BZ	78.5%	75.1%	69.1%	68.2%	72.1%	71.5%	75.4%
	24-Divisadero	Divisadero St&Eddy St SW-FS/BZ	79.9%	78.8%	71.6%	70.2%	71.5%	68.2%	83.1%
		Divisadero St&Sutter St SW-FS/BZ	81.7%	82.2%	79.3%	72.0%	75.5%	67.3%	48.8%
	38-Geary	Geary Blvd&Fillmore St NW-FS/BZ	46.4%	33.6%	28.2%	35.9%	46.0%	48.7%	57.7%
		Geary Blvd&Van Ness Ave NW-FS/BB	65.0%	49.4%	41.7%	48.5%	61.6%	64.4%	72.8%
	38R-Geary Rapid	Geary Blvd&Fillmore St NW-FS/BZ	71.7%	62.5%	65.1%	65.7%	67.8%		
		Geary Blvd&Van Ness Ave NW-FS/BB	75.6%	66.0%	69.4%	66.7%	75.8%		
	47-Van Ness	Van Ness Ave&O'Farrell St W-MB/BZ	64.4%	70.0%	61.9%	57.2%	57.7%	60.3%	69.8%
	49-Van Ness/Mission	Van Ness Ave&O'Farrell St W-MB/BZ	71.4%	71.4%	71.4%	69.6%	73.9%	64.6%	85.2%
Grid	5-Fulton	McAllister St&Fillmore St NW-FS/BZ	61.9%	53.2%	49.2%	49.5%	45.8%	57.0%	58.0%
	6-Haight/Parnassus	Haight St&Fillmore St NW-FS/BZ	57.3%	59.6%	62.3%	61.6%	63.4%	56.7%	57.4%
	21-Hayes	Hayes St&Divisadero St NW-FS/BZ	61.3%	52.2%	54.7%	48.6%	47.7%	45.8%	81.8%
Owl	90-San Bruno Owl	Van Ness Ave&O'Farrell St W-MB/BZ							60.5%

OTP - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

Better Performance	More than 5% above	Worse Performance	More than 5% below	No Significant Difference	Within 5%

Line OTP - 2019 Western Addition versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	64.5%	67.6%	64.8%	61.1%	56.1%		
	7-Haight/Noriega	63.1%	65.2%	62.6%	62.3%	55.5%	66.0%	83.2%
	22-Fillmore	73.5%	68.6%	66.2%	59.5%	64.1%	70.9%	74.4%
	24-Divisadero	59.2%	62.0%	57.9%	53.7%	54.7%	56.3%	57.3%
Grid	5-Fulton	69.6%	63.5%	63.1%	63.2%	55.5%	56.6%	61.0%
	6-Haight/Parnassus	67.2%	70.3%	72.4%	66.2%	59.5%	60.5%	58.3%
	21-Hayes	74.7%	66.0%	75.3%	69.5%	71.0%	65.7%	83.9%
	31-Balboa	68.5%	59.0%	60.0%	54.9%	54.9%	49.2%	60.1%

Neighborhood OTP - 2019 Western Addition versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	McAllister St&Fillmore St SE-FS/BZ	61.8%	68.3%	61.8%	61.0%	57.9%		
	7-Haight/Noriega	Haight St&Masonic Ave SE-FS/BZ	54.6%	59.2%	60.8%	55.9%	52.0%	66.8%	
		Market St & South Van Ness Ave S-N/SI	55.4%	61.1%	61.3%	57.5%	44.7%	63.4%	
	22-Fillmore	Fillmore St&Haight St SE-NS/BZ	72.3%	62.4%	59.3%	54.8%	66.0%	70.5%	70.6%
		Fillmore St&McAllister St SE-NS/BZ	64.3%	59.5%	55.9%	53.2%	56.4%	68.1%	73.2%
		Fillmore St&Sutter St SE-NS/BZ	62.6%	56.6%	54.2%	48.0%	54.2%	62.3%	71.6%
	24-Divisadero	Divisadero St&Eddy St SE-NS/BZ	47.3%	48.8%	44.5%	46.7%	44.7%	47.5%	50.8%
		Divisadero St&Sutter St NE-FS/BZ	48.9%	57.1%	54.8%	48.0%	46.0%	53.7%	34.9%
		Divisadero St&Sutter St SW-FS/BZ	54.8%				27.0%		57.4%
	38-Geary	Geary Blvd & Fillmore St SE-MB/BZ	61.1%	61.7%	63.2%	55.1%	55.0%	47.8%	54.4%
		O'Farrell St&Van Ness Ave SW-NS/BZ	56.6%	49.0%	52.2%	44.6%	49.2%	41.6%	51.3%
	38R-Geary Rapid	Geary Blvd & Fillmore St SE-MB/BZ	72.6%	67.6%	68.2%	75.1%	71.0%		
		O'Farrell St&Van Ness Ave SW-NS/BZ	72.2%	61.1%	57.1%	63.8%	65.2%		
Grid	5-Fulton	McAllister St&Fillmore St SE-FS/BZ	67.3%	70.6%	69.4%	68.2%	53.3%	60.8%	48.2%
	6-Haight/Parnassus	Haight St&Fillmore St SE-FS/BZ	66.5%	67.1%	70.1%	66.6%	57.9%	55.6%	31.7%
	21-Hayes	Hayes St&Divisadero St SE-FS/BZ	77.6%	71.4%	79.4%	78.2%	80.5%	70.9%	79.3%
Muni Metro	KT-Ingleside/Third	Duboce Ave&Church St SW-NS/SI				33.3%	24.8%	61.0%	

Line OTP - 2019 Western Addition versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	72.9%	58.4%	61.3%	55.0%	46.3%		
	7-Haight/Noriega	63.9%	54.1%	54.8%	51.5%	52.0%	56.4%	
	22-Fillmore	67.7%	68.6%	65.1%	59.8%	59.8%	64.5%	76.1%
	24-Divisadero	70.2%	67.4%	60.8%	59.1%	59.7%	59.9%	59.4%
Grid	5-Fulton	63.1%	49.6%	47.1%	48.5%	54.2%	66.0%	45.4%
	6-Haight/Parnassus	61.9%	63.9%	69.7%	65.3%	65.0%	59.3%	57.9%
	21-Hayes	68.1%	58.5%	65.3%	59.8%	58.6%	59.6%	70.8%
	31-Balboa	62.0%	55.0%	54.7%	55.3%	51.8%	51.9%	50.5%

Neighborhood OTP - 2019 Western Addition versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	McAllister St&Fillmore St NW-FS/BZ	73.1%	62.9%	62.3%	51.8%	56.7%		
	7-Haight/Noriega	Haight St&Masonic Ave NW-FS/BZ	63.2%	54.8%	53.6%	56.1%	56.0%	56.2%	
		Market St&Van Ness Ave N-NS/SI	76.1%	63.8%	56.7%	51.1%	55.1%	70.5%	
	22-Fillmore	Fillmore St&Haight St NW-NS/BZ	68.4%	62.8%	59.6%	56.2%	57.9%	61.0%	70.3%
		Fillmore St&McAllister St SW-FS/BZ	74.7%	65.0%	60.5%	56.5%	59.4%	58.4%	71.0%
		Fillmore St&Sutter St SW-FS/BZ	78.5%	75.1%	69.1%	68.2%	72.1%	71.5%	75.4%
	24-Divisadero	Divisadero St&Eddy St SW-FS/BZ	79.9%	78.8%	71.6%	70.2%	71.5%	68.2%	83.1%
		Divisadero St&Sutter St SW-FS/BZ	81.7%	82.2%	79.3%	72.0%	75.5%	67.3%	48.8%
	38-Geary	Geary Blvd&Fillmore St NW-FS/BZ	46.4%	33.6%	28.2%	35.9%	46.0%	48.7%	57.7%
		Geary Blvd&Van Ness Ave NW-FS/BB	65.0%	49.4%	41.7%	48.5%	61.6%	64.4%	72.8%
	38R-Geary Rapid	Geary Blvd&Fillmore St NW-FS/BZ	71.7%	62.5%	65.1%	65.7%	67.8%		
		Geary Blvd&Van Ness Ave NW-FS/BB	75.6%	66.0%	69.4%	66.7%	75.8%		
	47-Van Ness	Van Ness Ave&O'Farrell St W-MB/BZ	64.4%	70.0%	61.9%	57.2%	57.7%	60.3%	69.8%
	49-Van Ness/Mission	Van Ness Ave&O'Farrell St W-MB/BZ	71.4%	71.4%	71.4%	69.6%	73.9%	64.6%	85.2%
Grid	5-Fulton	McAllister St&Fillmore St NW-FS/BZ	61.9%	53.2%	49.2%	49.5%	45.8%	57.0%	58.0%
	6-Haight/Parnassus	Haight St&Fillmore St NW-FS/BZ	57.3%	59.6%	62.3%	61.6%	63.4%	56.7%	57.4%
	21-Hayes	Hayes St&Divisadero St NW-FS/BZ	61.3%	52.2%	54.7%	48.6%	47.7%	45.8%	81.8%
Owl	90-San Bruno Owl	Van Ness Ave&O'Farrell St W-MB/BZ							60.5%

Western Addition

Service Gaps - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line Gaps - 2019 Western Addition versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	2.2%	0.0%					
	7-Haight/Noriega	14.4%	14.3%	18.2%	16.5%	15.6%	10.8%	4.0%
	22-Fillmore	11.4%	11.1%	13.8%	14.0%	8.1%	8.7%	17.7%
	24-Divisadero	21.4%	12.6%	17.5%	15.0%	13.6%	16.5%	20.5%
Grid	5-Fulton	16.6%	14.1%	14.9%	16.1%	8.6%	10.6%	16.4%
	6-Haight/Parnassus	13.5%	9.2%	12.9%	12.1%	9.5%	13.4%	3.3%
	21-Hayes	12.8%	10.1%	14.5%	12.0%	8.9%	12.7%	6.4%
	31-Balboa	12.6%	14.7%	24.4%	16.3%	13.5%	17.0%	33.6%

Neighborhood Gaps - 2019 Western Addition versus 2019 Systemwide (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	McAllister St&Fillmore St SE-FS/BZ	0.1%	0.0%					
	7-Haight/Noriega	Haight St&Masonic Ave SE-FS/BZ	13.0%	15.1%	19.5%	17.0%	14.8%	7.9%	
		Market St & South Van Ness Ave S-N/SI	17.0%	17.1%	20.3%	18.3%	15.2%	8.3%	
	22-Fillmore	Fillmore St&Haight St SE-NS/BZ	13.7%	13.7%	14.8%	14.9%	10.5%	10.5%	18.0%
		Fillmore St&McAllister St SE-NS/BZ	14.8%	14.4%	15.3%	15.7%	11.0%	10.3%	20.9%
		Fillmore St&Sutter St SE-NS/BZ	16.6%	15.2%	18.6%	16.7%	12.6%	10.5%	26.3%
	24-Divisadero	Divisadero St&Eddy St SE-NS/BZ	27.7%	15.3%	22.7%	16.6%	8.9%	11.2%	18.8%
		Divisadero St&Sutter St NE-FS/BZ	31.8%	17.3%	24.0%	16.7%	10.9%	13.0%	43.2%
		Divisadero St&Sutter St SW-FS/BZ	100.0%				100.0%		28.8%
	38-Geary	Geary Blvd & Fillmore St SE-MB/BZ	16.2%	10.9%	10.8%	15.4%	14.8%	10.1%	33.9%
		O'Farrell St&Van Ness Ave SW-NS/BZ	18.1%	11.4%	14.1%	15.5%	14.6%	10.4%	33.7%
	38R-Geary Rapid	Geary Blvd & Fillmore St SE-MB/BZ	3.1%	6.1%	7.2%	5.0%	5.1%		
		O'Farrell St&Van Ness Ave SW-NS/BZ	4.5%	6.8%	9.2%	6.2%	3.5%		
Grid	5-Fulton	McAllister St&Fillmore St SE-FS/BZ	13.3%	12.8%	15.0%	13.9%	5.5%	6.1%	13.7%
	6-Haight/Parnassus	Haight St&Fillmore St SE-FS/BZ	13.2%	8.3%	14.5%	13.1%	6.9%	15.0%	
	21-Hayes	Hayes St&Divisadero St SE-FS/BZ	7.2%	8.7%	10.2%	9.5%	8.3%	11.1%	4.7%
Muni Metro	KT-Ingleside/Third	Duboce Ave&Church St SW-NS/SI				94.4%	64.1%	90.8%	

Line Gaps - 2019 Western Addition versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	7.7%	12.9%	11.8%	10.8%	7.9%		
	7-Haight/Noriega	22.2%	17.0%	19.6%	17.5%	17.7%	12.9%	
	22-Fillmore	18.5%	10.2%	12.5%	15.1%	9.9%	11.4%	12.8%
	24-Divisadero	10.1%	13.4%	17.0%	15.7%	13.6%	13.3%	7.0%
Grid	5-Fulton	17.7%	13.5%	16.2%	17.9%	18.1%	10.8%	17.5%
	6-Haight/Parnassus	13.0%	11.5%	10.8%	15.2%	7.3%	13.6%	8.3%
	21-Hayes	23.6%	8.7%	14.7%	9.2%			7.5%
	31-Balboa	12.5%	19.7%	18.6%	23.8%	17.9%	18.6%	1.8%

Neighborhood Gaps - 2019 Western Addition versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	McAllister St&Fillmore St NW-FS/BZ	5.2%	14.1%	11.1%	10.4%	9.6%		
	7-Haight/Noriega	Haight St&Masonic Ave NW-FS/BZ	21.2%	17.7%	17.9%	18.9%	16.0%	10.4%	
		Market St&Van Ness Ave N-NS/SI	13.6%	14.1%	13.5%	14.0%	15.9%	11.8%	
	22-Fillmore	Fillmore St&Haight St NW-NS/BZ	23.7%	11.1%	14.7%	14.9%	10.9%	9.7%	19.1%
		Fillmore St&McAllister St SW-FS/BZ	19.9%	10.6%	13.5%	13.9%	10.3%	10.5%	18.8%
		Fillmore St&Sutter St SW-FS/BZ	15.6%	7.9%	9.8%	12.0%	9.7%	10.8%	19.4%
	24-Divisadero	Divisadero St&Eddy St SW-FS/BZ	5.8%	10.1%	12.7%	13.0%	12.3%	13.8%	3.8%
		Divisadero St&Sutter St SW-FS/BZ	5.0%	8.8%	9.7%	12.6%	11.6%	13.8%	6.4%
	38-Geary	Geary Blvd&Fillmore St NW-FS/BZ	12.2%	11.3%	14.8%	17.9%	12.4%	8.1%	22.7%
		Geary Blvd&Van Ness Ave NW-FS/BB	12.4%	10.1%	14.4%	16.7%	11.0%	7.0%	23.8%
	38R-Geary Rapid	Geary Blvd&Fillmore St NW-FS/BZ	6.9%	7.6%	10.0%	7.8%	5.6%		
		Geary Blvd&Van Ness Ave NW-FS/BB	5.1%	6.0%	7.0%	6.5%	5.7%		
	47-Van Ness	Van Ness Ave&O'Farrell St W-MB/BZ	15.1%	13.6%	15.8%	15.4%	19.3%	14.3%	
	49-Van Ness/Mission	Van Ness Ave&O'Farrell St W-MB/BZ	12.0%	8.0%	8.8%	7.3%	4.1%	4.7%	
Grid	5-Fulton	McAllister St&Fillmore St NW-FS/BZ	13.3%	14.2%	19.1%	19.1%	16.7%	9.4%	11.6%
	6-Haight/Parnassus	Haight St&Fillmore St NW-FS/BZ	11.8%	10.2%	10.5%	15.7%	7.5%	14.5%	0.0%
	21-Hayes	Hayes St&Divisadero St NW-FS/BZ	31.9%	8.2%	18.4%	12.3%			
Owl	90-San Bruno Owl	Van Ness Ave&O'Farrell St W-MB/BZ							24.2%

Western Addition

Service Gaps - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

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

Line Gaps - 2019 Western Addition versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	2.2%	0.0%					
	7-Haight/Noriega	14.4%	14.3%	18.2%	16.5%	15.6%	10.8%	4.0%
	22-Fillmore	11.4%	11.1%	13.8%	14.0%	8.1%	8.7%	17.7%
	24-Divisadero	21.4%	12.6%	17.5%	15.0%	13.6%	16.5%	20.5%
Grid	5-Fulton	16.6%	14.1%	14.9%	16.1%	8.6%	10.6%	16.4%
	6-Haight/Parnassus	13.5%	9.2%	12.9%	12.1%	9.5%	13.4%	3.3%
	21-Hayes	12.8%	10.1%	14.5%	12.0%	8.9%	12.7%	6.4%
	31-Balboa	12.6%	14.7%	24.4%	16.3%	13.5%	17.0%	33.6%

Neighborhood Gaps - 2019 Western Addition versus 2018 (INBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	McAllister St&Fillmore St SE-FS/BZ	0.1%	0.0%					
	7-Haight/Noriega	Haight St&Masonic Ave SE-FS/BZ	13.0%	15.1%	19.5%	17.0%	14.8%	7.9%	
		Market St & South Van Ness Ave S-N/SI	17.0%	17.1%	20.3%	18.3%	15.2%	8.3%	
	22-Fillmore	Fillmore St&Haight St SE-NS/BZ	13.7%	13.7%	14.8%	14.9%	10.5%	10.5%	18.0%
		Fillmore St&McAllister St SE-NS/BZ	14.8%	14.4%	15.3%	15.7%	11.0%	10.3%	20.9%
		Fillmore St&Sutter St SE-NS/BZ	16.6%	15.2%	18.6%	16.7%	12.6%	10.5%	26.3%
	24-Divisadero	Divisadero St&Eddy St SE-NS/BZ	27.7%	15.3%	22.7%	16.6%	8.9%	11.2%	18.8%
		Divisadero St&Sutter St NE-FS/BZ	31.8%	17.3%	24.0%	16.7%	10.9%	13.0%	43.2%
		Divisadero St&Sutter St SW-FS/BZ	100.0%				100.0%		28.8%
	38-Geary	Geary Blvd & Fillmore St SE-MB/BZ	16.2%	10.9%	10.8%	15.4%	14.8%	10.1%	33.9%
		O'Farrell St&Van Ness Ave SW-NS/BZ	18.1%	11.4%	14.1%	15.5%	14.6%	10.4%	33.7%
	38R-Geary Rapid	Geary Blvd & Fillmore St SE-MB/BZ	3.1%	6.1%	7.2%	5.0%	5.1%		
		O'Farrell St&Van Ness Ave SW-NS/BZ	4.5%	6.8%	9.2%	6.2%	3.5%		
Grid	5-Fulton	McAllister St&Fillmore St SE-FS/BZ	13.3%	12.8%	15.0%	13.9%	5.5%	6.1%	13.7%
	6-Haight/Parnassus	Haight St&Fillmore St SE-FS/BZ	13.2%	8.3%	14.5%	13.1%	6.9%	15.0%	
	21-Hayes	Hayes St&Divisadero St SE-FS/BZ	7.2%	8.7%	10.2%	9.5%	8.3%	11.1%	4.7%
Muni Metro	KT-Ingleside/Third	Duboce Ave&Church St SW-NS/SI				94.4%	64.1%	90.8%	

Line Gaps - 2019 Western Addition versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	7.7%	12.9%	11.8%	10.8%	7.9%		
	7-Haight/Noriega	22.2%	17.0%	19.6%	17.5%	17.7%	12.9%	
	22-Fillmore	18.5%	10.2%	12.5%	15.1%	9.9%	11.4%	12.8%
	24-Divisadero	10.1%	13.4%	17.0%	15.7%	13.6%	13.3%	7.0%
Grid	5-Fulton	17.7%	13.5%	16.2%	17.9%	18.1%	10.8%	17.5%
	6-Haight/Parnassus	13.0%	11.5%	10.8%	15.2%	7.3%	13.6%	8.3%
	21-Hayes	23.6%	8.7%	14.7%	9.2%			7.5%
	31-Balboa	12.5%	19.7%	18.6%	23.8%	17.9%	18.6%	1.8%

Neighborhood Gaps - 2019 Western Addition versus 2018 (OUTBOUND)

Service Category	Route Name	Stop Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	5R-Fulton Rapid	McAllister St&Fillmore St NW-FS/BZ	5.2%	14.1%	11.1%	10.4%	9.6%		
	7-Haight/Noriega	Haight St&Masonic Ave NW-FS/BZ	21.2%	17.7%	17.9%	18.9%	16.0%	10.4%	
		Market St&Van Ness Ave N-NS/SI	13.6%	14.1%	13.5%	14.0%	15.9%	11.8%	
	22-Fillmore	Fillmore St&Haight St NW-NS/BZ	23.7%	11.1%	14.7%	14.9%	10.9%	9.7%	19.1%
		Fillmore St&McAllister St SW-FS/BZ	19.9%	10.6%	13.5%	13.9%	10.3%	10.5%	18.8%
		Fillmore St&Sutter St SW-FS/BZ	15.6%	7.9%	9.8%	12.0%	9.7%	10.8%	19.4%
	24-Divisadero	Divisadero St&Eddy St SW-FS/BZ	5.8%	10.1%	12.7%	13.0%	12.3%	13.8%	3.8%
		Divisadero St&Sutter St SW-FS/BZ	5.0%	8.8%	9.7%	12.6%	11.6%	13.8%	6.4%
	38-Geary	Geary Blvd&Fillmore St NW-FS/BZ	12.2%	11.3%	14.8%	17.9%	12.4%	8.1%	22.7%
		Geary Blvd&Van Ness Ave NW-FS/BB	12.4%	10.1%	14.4%	16.7%	11.0%	7.0%	23.8%
	38R-Geary Rapid	Geary Blvd&Fillmore St NW-FS/BZ	6.9%	7.6%	10.0%	7.8%	5.6%		
		Geary Blvd&Van Ness Ave NW-FS/BB	5.1%	6.0%	7.0%	6.5%	5.7%		
	47-Van Ness	Van Ness Ave&O'Farrell St W-MB/BZ	15.1%	13.6%	15.8%	15.4%	19.3%	14.3%	
	49-Van Ness/Mission	Van Ness Ave&O'Farrell St W-MB/BZ	12.0%	8.0%	8.8%	7.3%	4.1%	4.7%	
Grid	5-Fulton	McAllister St&Fillmore St NW-FS/BZ	13.3%	14.2%	19.1%	19.1%	16.7%	9.4%	11.6%
	6-Haight/Parnassus	Haight St&Fillmore St NW-FS/BZ	11.8%	10.2%	10.5%	15.7%	7.5%	14.5%	0.0%
	21-Hayes	Hayes St&Divisadero St NW-FS/BZ	31.9%	8.2%	18.4%	12.3%			
Owl	90-San Bruno Owl	Van Ness Ave&O'Farrell St W-MB/BZ							24.2%

Western Addition

Peak Period Crowding

% Trips Over Capacity

Route	AM Peak	School	PM Peak	Grand Total
5	8.6%	1.5%	8.0%	6.1%
5R	14.9%	0.6%	11.7%	9.1%
6	8.5%	0.8%	6.6%	5.3%
7	16.7%	12.4%	16.3%	15.1%
21	10.5%	0.3%	5.6%	5.5%
22	10.2%	8.2%	7.2%	8.5%
24	7.8%	9.3%	7.6%	8.2%
31	2.6%	1.8%	2.6%	2.3%

Notes: Crowding data for Muni Metro rail lines is not yet available. Updated data will be available as newly procured light rail vehicles become equipped with new automatic passenger counters.

Travel Time to Key Destinations

Western Addition Starting Location: Buchanan St/Turk St Midday - Arrive at 9am

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Safeway (Webster St)	31	5	0	3	8	0.63
SF General Hospital	5, 9, 9R, 21, 22, 31, 33	36	1	30	35	1.03
City College of San Francisco Ocean Campus	5, 5R, 22, 31,43, 49, KT	53	0	40	45	1.18
Downtown – 4th & Market	5, 5R, 21, 31, 38, 38R	18	0	24	29	0.62
Jefferson Square Park	31	5	0	6	11	0.45

Western Addition Starting Location: Buchanan St/Turk St Midday - Arrive at 12pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Safeway (Webster St)	31	6	0	3	8	0.75
SF General Hospital	5, 9, 9R, 21, 22, 31, 33	42	1	28	33	1.27
City College of San Francisco Ocean Campus	5, 5R, 22, 31,43, 49, KT	52	0	30	35	1.49
Downtown – 4th & Market	5, 5R, 21, 31, 38, 38R	18	0	22	27	0.67
Jefferson Square Park	31	4	0	4	9	0.44

Western Addition Starting Location: Buchanan St/Turk St PM Peak - Arrive at 5pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Safeway (Webster St)	31	5	0	3	8	0.63
SF General Hospital	5, 9, 9R, 21, 22, 31, 33	39	1	28	33	1.18
City College of San Francisco Ocean Campus	5, 5R, 22, 31,43, 49, KT	55	0	40	45	1.22
Downtown – 4th & Market	5, 5R, 21, 31, 38, 38R	20	0	22	27	0.74
Jefferson Square Park	31	5	0	4	9	0.56

Western Addition Starting Location: Buchanan St/Turk St Night - Leave at 8pm

Location	Routes	Transit travel time (minutes)	# of transfers	Auto travel time (minutes)	Auto travel time + parking time	Transit to Auto travel time
Grocery store – Safeway (Webster St)	31	5	0	3	8	0.63
SF General Hospital	5, 9, 21, 22, 31, 33	36	1	24	29	1.24
City College of San Francisco Ocean Campus	5, 22, 31,43, 49, KT	51	0	26	31	1.65
Downtown – 4th & Market	5, 21, 31, 38	15	0	26	31	0.48
Jefferson Square Park	31	4	0	3	8	0.50

Western Addition

Service Delivery

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	188.3	31,644.5	99.4%
	Frequent	6,279.1	196,728.4	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,774.8	78,969.5	97.8%
	Owl	68.1	10,168.5	99.3%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	1,103.4	26,195.3	95.8%
	Systemwide	21,927.8	629,584.8	96.5%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Western Addition	Frequent	7	437.7	9,743.8	95.5%
		22	149.2	7,878.2	98.1%
		24	305.5	609,172.1	99.9%
	Grid	5	860.9	19,196.6	95.5%
		6	404.4	8,867.5	95.4%
		21	586.2	9,621.7	93.9%
		31	253.9	11,472.7	97.8%
	Rapid Bus	5R	245.6	8,176.0	97.0%

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Western Addition

Accessibility

OTP - Legend for 2019 Line vs 2019 Systemwide

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

Line OTP - 2019 Citywide Accessible versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	62.9%	62.9%	51.1%	50.3%	48.8%	51.3%	81.7%
	9-San Bruno	52.7%	57.0%	52.4%	48.2%	50.5%	55.6%	55.7%
	9R-San Bruno Rapid	56.1%	61.5%	60.0%	50.8%	37.7%		
	14-Mission	60.6%	59.0%	60.1%	59.9%	50.3%	51.3%	47.2%
	14R-Mission Rapid	54.0%	57.2%	55.2%	53.1%			
	30-Stockton	73.1%	64.0%	61.4%	57.0%	60.9%	66.9%	70.8%
	38-Geary	60.7%	56.1%	55.2%	51.0%	54.7%	48.1%	53.6%
	38R-Geary Rapid	72.1%	68.0%	69.0%	70.4%	68.0%		
	49-Van Ness/Mission	62.4%	63.8%	59.4%	63.6%	57.7%	56.4%	71.6%
Grid	31-Balboa	68.5%	59.0%	60.0%	54.9%	54.9%	49.2%	60.1%
Specialized	8AX-Bayshore A Express	55.4%	39.7%					
	8BX-Bayshore B Express	60.6%	50.0%					

Line OTP - 2019 Citywide Accessible versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	64.9%	58.4%	50.4%	42.7%	44.6%	52.3%	71.2%
	9-San Bruno	55.5%	50.2%	48.2%	46.9%	40.4%	49.4%	56.0%
	9R-San Bruno Rapid	46.3%	40.6%	40.9%	42.1%	47.9%		
	14-Mission	58.4%	53.7%	58.9%	56.1%	47.2%	48.3%	48.3%
	14R-Mission Rapid	68.0%	64.0%	53.9%	51.2%	46.4%		
	30-Stockton	67.3%	69.3%	70.1%	66.8%	65.0%	68.2%	62.2%
	38-Geary	60.0%	51.1%	46.3%	49.8%	56.5%	58.8%	64.4%
	38R-Geary Rapid	72.1%	63.5%	64.4%	65.2%	65.9%		
	49-Van Ness/Mission	49.9%	49.5%	51.3%	50.1%	49.1%	43.1%	50.3%
Grid	31-Balboa	62.0%	55.0%	54.7%	55.3%	51.8%	51.9%	50.5%
Specialized	8AX-Bayshore A Express			48.8%	34.2%	22.0%		
	8BX-Bayshore B Express			39.7%	41.8%	27.9%		

OTP - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

Better Performance	More than 5% above	Worse Performance	More than 5% below	No Significant Difference	Within 5%

Line OTP - 2019 Citywide Accessible versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	62.9%	62.9%	51.1%	50.3%	48.8%	51.3%	81.7%
	9-San Bruno	52.7%	57.0%	52.4%	48.2%	50.5%	55.6%	55.7%
	9R-San Bruno Rapid	56.1%	61.5%	60.0%	50.8%	37.7%		
	14-Mission	60.6%	59.0%	60.1%	59.9%	50.3%	51.3%	47.2%
	14R-Mission Rapid	54.0%	57.2%	55.2%	53.1%			
	30-Stockton	73.1%	64.0%	61.4%	57.0%	60.9%	66.9%	70.8%
	38-Geary	60.7%	56.1%	55.2%	51.0%	54.7%	48.1%	53.6%
	38R-Geary Rapid	72.1%	68.0%	69.0%	70.4%	68.0%		
	49-Van Ness/Mission	62.4%	63.8%	59.4%	63.6%	57.7%	56.4%	71.6%
Grid	31-Balboa	68.5%	59.0%	60.0%	54.9%	54.9%	49.2%	60.1%
Specialized	8AX-Bayshore A Express	55.4%	39.7%					
	8BX-Bayshore B Express	60.6%	50.0%					

Line OTP - 2019 Citywide Accessible versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	64.9%	58.4%	50.4%	42.7%	44.6%	52.3%	71.2%
	9-San Bruno	55.5%	50.2%	48.2%	46.9%	40.4%	49.4%	56.0%
	9R-San Bruno Rapid	46.3%	40.6%	40.9%	42.1%	47.9%		
	14-Mission	58.4%	53.7%	58.9%	56.1%	47.2%	48.3%	48.3%
	14R-Mission Rapid	68.0%	64.0%	53.9%	51.2%	46.4%		
	30-Stockton	67.3%	69.3%	70.1%	66.8%	65.0%	68.2%	62.2%
	38-Geary	60.0%	51.1%	46.3%	49.8%	56.5%	58.8%	64.4%
	38R-Geary Rapid	72.1%	63.5%	64.4%	65.2%	65.9%		
	49-Van Ness/Mission	49.9%	49.5%	51.3%	50.1%	49.1%	43.1%	50.3%
Grid	31-Balboa	62.0%	55.0%	54.7%	55.3%	51.8%	51.9%	50.5%
Specialized	8AX-Bayshore A Express			48.8%	34.2%	22.0%		
	8BX-Bayshore B Express			39.7%	41.8%	27.9%		

Accessibility

Service Gaps - Legend for 2019 Line & Neighborhood vs 2019 Systemwide

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

Line Gaps - 2019 Citywide Accessible versus 2019 Systemwide (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	13.8%	13.2%	18.3%	18.0%	16.4%	14.0%	33.3%
	9-San Bruno	26.8%	21.2%	25.8%	32.3%	29.2%	16.3%	100.0%
	9R-San Bruno Rapid	16.8%	14.4%	17.6%	17.6%			
	14-Mission	17.5%	13.2%	18.3%	17.5%	13.2%	17.1%	22.3%
	14R-Mission Rapid	12.6%	13.4%	14.6%	12.5%			
	30-Stockton	11.2%	1.6%	1.9%	1.8%	4.3%	7.4%	6.3%
	38-Geary	28.9%	24.1%	25.2%	27.9%	22.8%	18.5%	35.0%
	38R-Geary Rapid	3.7%	5.9%	7.2%	5.5%	4.4%		
	49-Van Ness/Mission	18.0%	9.3%	13.0%	10.2%	5.6%	5.3%	14.6%
Grid	31-Balboa	12.6%	14.7%	24.4%	16.3%	13.5%	17.0%	33.6%
Specialized	8AX-Bayshore A Express	10.3%	9.1%					
	8BX-Bayshore B Express	11.8%	10.8%					

Line Gaps - 2019 Citywide Accessible versus 2019 Systemwide (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	16.1%	14.2%	19.3%	12.5%	14.9%	15.9%	3.3%
	9-San Bruno	23.5%	23.3%	33.3%	31.6%	32.6%	22.1%	10.0%
	9R-San Bruno Rapid			20.8%	18.0%	22.4%		
	14-Mission	21.3%	19.0%	20.0%	20.7%	16.1%	22.2%	16.6%
	14R-Mission Rapid	25.0%	13.8%	11.5%	14.7%	8.8%		
	30-Stockton	6.6%	2.2%	2.2%	3.0%	7.7%	6.6%	5.9%
	38-Geary	23.0%	23.7%	28.0%	28.0%	18.5%	14.4%	21.4%
	38R-Geary Rapid	6.1%	7.2%	9.1%	6.8%	5.3%		
	49-Van Ness/Mission	22.1%	12.8%	15.0%	12.5%	9.8%	9.4%	9.7%
Grid	31-Balboa	12.5%	19.7%	18.6%	23.8%	17.9%	18.6%	1.8%
Specialized	8AX-Bayshore A Express			25.7%	14.0%	6.1%		
	8BX-Bayshore B Express			1.6%	17.5%	0.0%		

Service Gaps - Legend for 2019 Line & Neighborhood vs 2018 Line & Neighborhood

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

Line Gaps - 2019 Citywide Accessible versus 2018 (INBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	13.8%	13.2%	18.3%	18.0%	16.4%	14.0%	33.3%
	9-San Bruno	26.8%	21.2%	25.8%	32.3%	29.2%	16.3%	100.0%
	9R-San Bruno Rapid	16.8%	14.4%	17.6%	17.6%			
	14-Mission	17.5%	13.2%	18.3%	17.5%	13.2%	17.1%	22.3%
	14R-Mission Rapid	12.6%	13.4%	14.6%	12.5%			
	30-Stockton	11.2%	1.6%	1.9%	1.8%	4.3%	7.4%	6.3%
	38-Geary	28.9%	24.1%	25.2%	27.9%	22.8%	18.5%	35.0%
	38R-Geary Rapid	3.7%	5.9%	7.2%	5.5%	4.4%		
	49-Van Ness/Mission	18.0%	9.3%	13.0%	10.2%	5.6%	5.3%	14.6%
Grid	31-Balboa	12.6%	14.7%	24.4%	16.3%	13.5%	17.0%	33.6%
Specialized	8AX-Bayshore A Express	10.3%	9.1%					
	8BX-Bayshore B Express	11.8%	10.8%					

Line Gaps - 2019 Citywide Accessible versus 2018 (OUTBOUND)

Service Category	Route Name	AM Peak	Mid-Day	School	PM Peak	Evening	Night	Owl
Frequent Local & Rapid Bus	8-Bayshore	16.1%	14.2%	19.3%	12.5%	14.9%	15.9%	3.3%
	9-San Bruno	23.5%	23.3%	33.3%	31.6%	32.6%	22.1%	10.0%
	9R-San Bruno Rapid			20.8%	18.0%	22.4%		
	14-Mission	21.3%	19.0%	20.0%	20.7%	16.1%	22.2%	16.6%
	14R-Mission Rapid	25.0%	13.8%	11.5%	14.7%	8.8%		
	30-Stockton	6.6%	2.2%	2.2%	3.0%	7.7%	6.6%	5.9%
	38-Geary	23.0%	23.7%	28.0%	28.0%	18.5%	14.4%	21.4%
	38R-Geary Rapid	6.1%	7.2%	9.1%	6.8%	5.3%		
	49-Van Ness/Mission	22.1%	12.8%	15.0%	12.5%	9.8%	9.4%	9.7%
Grid	31-Balboa	12.5%	19.7%	18.6%	23.8%	17.9%	18.6%	1.8%
Specialized	8AX-Bayshore A Express			25.7%	14.0%	6.1%		
	8BX-Bayshore B Express			1.6%	17.5%	0.0%		

Accessibility

Peak Period Crowding

% Trips Over Capacity

Route	AM Peak	School	PM Peak	Grand Total
8	11.2%	20.9%	7.1%	13.0%
8AX	17.4%	21.6%	11.0%	16.6%
8BX	9.2%	12.1%	10.8%	10.7%
9	3.7%	2.4%	3.4%	3.2%
9R	1.8%	1.5%	3.5%	2.3%
14	0.5%	1.5%	0.7%	0.9%
14R	16.1%	12.8%	16.5%	15.1%
30	12.2%	11.6%	4.5%	9.5%
31	2.6%	1.8%	2.6%	2.3%
38	4.2%	1.1%	5.6%	3.6%
38R	22.5%	9.7%	21.2%	17.8%
49	8.1%	6.9%	3.8%	6.3%

Notes: Crowding data for Muni Metro rail lines is not yet available. Updated data will be available as newly procured light rail vehicles become equipped with new automatic passenger counters.

Service Delivery

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	188.3	31,644.5	99.4%
	Frequent	6,279.1	196,728.4	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,774.8	78,969.5	97.8%
	Owl	68.1	10,168.5	99.3%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	1,103.4	26,195.3	95.8%
	Systemwide	21,927.8	629,584.8	96.5%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Accessible	Frequent	8	466.7	12,965.8	96.4%
		14	564.2	12,975.6	95.7%
		30	359.7	11,803.9	97.0%
		38	224.8	10,853.1	97.9%
		49	370.2	12,514.9	97.0%
	Grid	9	760.8	13,887.9	94.5%
		31	253.9	11,472.7	97.8%
	Rapid Bus	9R	199.3	6,846.2	97.1%
		14R	237.5	11,666.3	98.0%
		38R	88.4	11,482.0	99.2%

Accessibility

Appendix C: Accomplishments to Date

Accomplishments to date are listed by Equity Strategy Neighborhood and by line.

Line	Citywide Accessibility	Bayview	Chinatown	Outer Mission / Excelsior	Inner Mission	Oceanview / Ingleside	Tenderloin / SOMA	Visitacion Valley	Western Addition	Accomplishments to Date
5 Fulton									X	Implemented 5R
									X	6th and Market Muni Forward Capital Project
									X	Adjusted Owl running time
8 Bayshore	X		X	X				X		Increased service
	X		X	X				X		San Bruno Ave. Improvement Project
8AX/8BX Bayshore Express	X		X	X				X		San Bruno Ave. Improvement Project
9/9R San Bruno	X				X			X		Boarding islands on 11th St. and Bayshore Boulevard
	X				X			X		Upsized 9R to articulated buses
	X				X			X		Potrero Ave. Streetscape and San Bruno Ave Improvement Projects
10 Townsend			X		X		X			Extended Sansome contraflow lane
			X		X		X			Service Increase
12 Folsom			X		X		X			Extended Sansome contraflow lane
			X		X		X			Service Increase
14/14R Mission & Mission Rapid	X			X	X		X			Upsized to articulated buses
	X			X	X		X			14 Mission Rapid Project
27 Bryant					X		X			27 Bryant Improvement Project
29 Sunset		X		X		X		X		Increase service frequency in the AM peak
30 Stockton	X		X							Transit Priority Project
44 O'Shaughnessy		X		X						Added school tripper
48 Quintara					X					Service extended Great Highway all day
54 Felton		X		X		X				54 Felton Realignment Project
M Oceaniview-Ingleside						X				Service increase
						X				Two-car weekend service
						X				West Portal Pilot
KT Ingleside-Third		X								3rd St. signal improvements
		X				X				Service increase
		X				X				Two-car trains