Muni Service Equity Strategy

San Francisco Municipal Transportation Agency
Fiscal Year 2021 and Fiscal Year 2022

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 defining a proactive process for the agency to identify and correct transit performance disparities. The policy was crafted in partnership with advocates working with seniors, people with disabilities, affordable housing, equity/social justice, and public health, collectively known as the Equity Working Group.

Full text of the Equity Policy can be found in Appendix A. In summary, 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 initial 2016 Equity Strategy focused on operationalizing the Equity Policy, identifying the key neighborhoods to focus on, and two to 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 developed in collaboration with the Equity Working Group. The second Equity Strategy (2018) identified an additional 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 adds the Treasure Island neighborhood, incorporates service delivery as a new transit performance metric, and emphasizes how Equity Policy principles are being integrated into all aspects of transit planning and operations. This approach represents a more effective way to address Equity Strategy neighborhood transit needs. In

practice, this approach 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 and the identification of Equity Strategy neighborhoods, and transit routes heavily used by seniors and people with disabilities. As well as the approach to quantitative and qualitative data analysis that was used to identify key transit needs.

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

Chapter 4: Budget Recommendations summarizes funding mechanisms to support 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 provide 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).

2 Approach

This section lays out the approach the SFMTA followed to craft the Equity Strategy:

- Define Equity Strategy Neighborhoods and routes
- Seek and analyze qualitative data through stakeholder engagement to guide us in identifying key needs and vetting recommended solutions
- Analyze quantitative data to further investigate transit needs in Equity Strategy Neighborhoods
- Identify the most pressing transit service needs for each neighborhood and recommend responsive strategies

2.1 Equity Strategy Neighborhood and Key Routes Selection

The neighborhood selection methodology uses the following criteria, which is specified in the Equity Policy or was determined in consultation with the Equity Working Group:

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

For the 2016 Equity Strategy, the following seven neighborhoods were identified: Bayview, Chinatown, Excelsior/Outer Mission, Inner Mission, Tenderloin, Visitacion Valley, and Western Addition. In addition, we analyzed the routes most heavily utilized 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 introduced an additional neighborhood, Treasure Island. A map of the current Equity Strategy neighborhoods is shown in 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.

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

Figure 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 to obtain input. For the 2018 Equity Strategy, a Caltrans Planning Grant funded 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, conducting community workshops, and holding focus groups with Muni operators.

For the 2020 update to the Equity Strategy, the SFMTA leveraged the channels through which we regularly gather feedback on experiences with transit service from community members as well as front-line staff such as transit operators. We used the qualitative data gathered through these methods to determine key transit needs in Equity Strategy Neighborhoods, as well as develop recommendations to address those key needs.

2.2.1 Engaging with existing commissions and community-based organizations

SFMTA's Transit Planning and Operations Divisions regularly engages with communities in response to inquiries, feedback, and concerns. The SFMTA also proactively engages community groups and stakeholders to get feedback on recent changes, gather qualitative data on performance issues that have been flagged, or to vet a potential service change. While many of these interactions are with individuals, we also regularly work with City commissions and organizations that represent key stakeholder groups. In the period covered by this Equity Strategy update, we engaged groups representing a broad set of stakeholders, including:

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

2.2.2 Feedback via SFMTA community processes

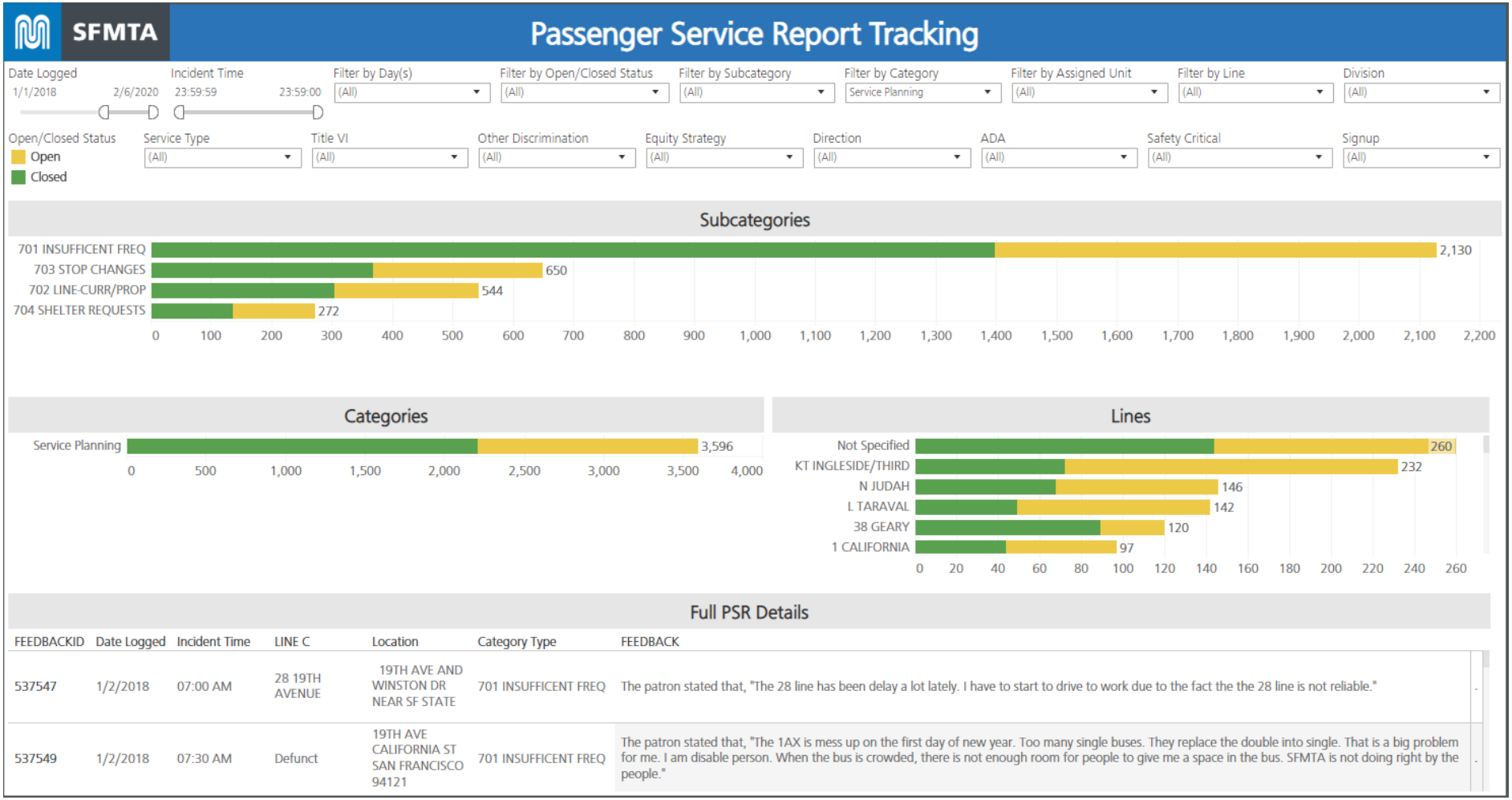
The SFMTA has invested in engaging in numerous community-based planning processes. These provide an additional avenue through which we gather substantive feedback to inform the Equity Strategy. For example, recommendations and insights from the Bayview Community-Based Transportation Plan and the Southeast Muni Expansion Planning Process greatly influenced the key neighborhood needs and recommendations in 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 extracts patterns of customer-reported service issues for Equity Strategy routes. Using this dashboard, we see which lines have the greatest propensity for certain feedback categories such as crowding, pass-ups, and much more. We are also able to filter feedback type by day of the week or by time of day to fine-tune suggestions.

The most valuable feature is that we can not only see feedback categorized and as a set of numbers, but can access all comments for queried categories. This allows us to understand the specifics of an incident and understand the impact that unmet service needs have on everyday riders.

Figure 2: Customer feedback dashboard for analysis



2.2.4 Operator feedback

Muni operators are experts on the routes they serve. In fact, many grew up in, live in, or continue to have social ties in Equity Strategy Neighborhoods. Partnering with operators provides an expansive on-the-ground network to identify problems and solutions. We gather feedback from operators through monthly meetings at each division, which are open to all operators, as well as monthly office hours.

Operator feedback 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 and provides invaluable context to problem areas as well as potential solutions.

2.2.5 Field visits

When an issue is flagged by a customer or concerning data trends, field visits are often our first response. Meeting with residents and riders out in the field ensures 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 best way for us to understand how consistent this problem is on specific lines.

Planners also regularly ride their assigned lines and visit their terminals to get a firm understanding of the issues at hand.

2.2.6 Communications Staff Feedback Overview

The agency's Communications District Liaison's program helps ensure that we continue to stay connected to communities even when there is no active project or "ask" from the community. These staff members are tuned in to the most pressing issues in the neighborhood, overall feelings about service, and the most persistent transit issues.

2.3 Quantitative Data - Transit Performance Analysis

On-time performance, service gaps, crowding, and travel time comparison to/from key destinations using Muni vs private auto are used to evaluate the transit performance of the Equity Strategy routes. In this update, we added another service delivery metric in an effort to capture the impact, both qualitative and quantitative, of the operator shortage.

Assessing the percentage of schedule service not delivered for routes serving Equtiy Strategy Neighborhoods in comparison to systemwide helps us ensure that the operator shortage and

corresponding service gaps are not disproportionately experienced by riders in the Equity Strategy Neighborhoods, seniors, and people with disabilities.

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.

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.

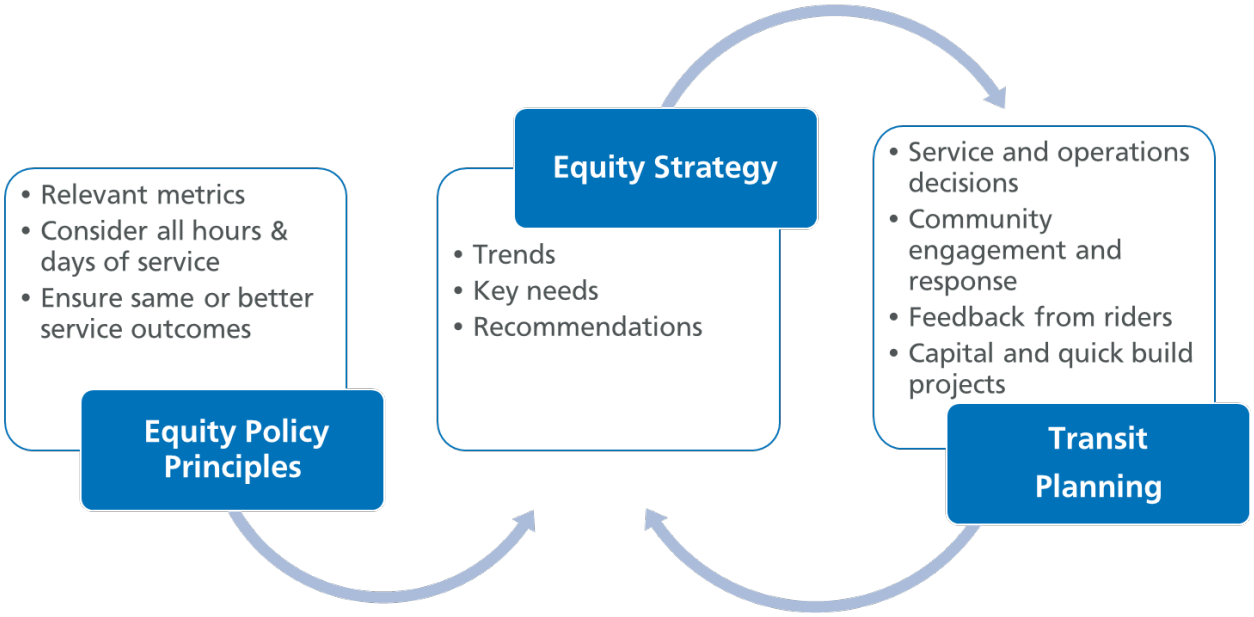
In most cases, we found that feedback patterns throughout the year (from sources including community engagement activities, feedback through 311, and operator feedback) were supported by data analysis of the various metrics. For example, we heard from young people and parents about crowding and pass-ups on the 29 Sunset, 24 Divisadero, and 44 O'Shaughnessy routes. Data from Automatic Passenger Counts (APC) backed this up, showing 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 the Equity Strategy is embedded in the SFMTA transit planning culture and standard operating procedures. Many findings 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 has intended to achieve: a way to ensure that the transit service needs of communities with concentrations of people who have been historically marginalized were sought, 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 3.

Figure 3: Equity Strategy informs all aspects of transit service planning



3.1 Key Theme: Crowding

While findings in this Equity Strategy are organized by neighborhood, highlighting the principal transit service needs and issues facing each area, an overarching theme of crowding emerged. The crowding metric 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

The Equity Policy does not call out women's issues as an area of study. However, we are learning from our peers. LA Metro's groundbreaking report, Understanding How Women Travel[2], draws a correlation between crowding and the perception of many women who feel unsafe, noting that crowded transit vehicles may be barrier for those who do not feel safe without sufficient distance between themselves and other passengers.

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

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 disembark and thus the vehicle cannot accommodate more riders. When this happens on less frequent routes, waiting for a bus with enough space to board can mean waiting 20 minutes or more.

Crowding and pass-ups disproportionately affect women and people with low income, seniors, students, and people with disabilities. For people whose work or school hours are not flexible, being passed up while waiting for the bus can risk the loss of a job or enduring academic penalties. The odds of being passed up are much greater for people who use wheelchairs or other mobility aids since these require sufficient room at the front of the bus. Even when a bus with loads close to crowded 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.

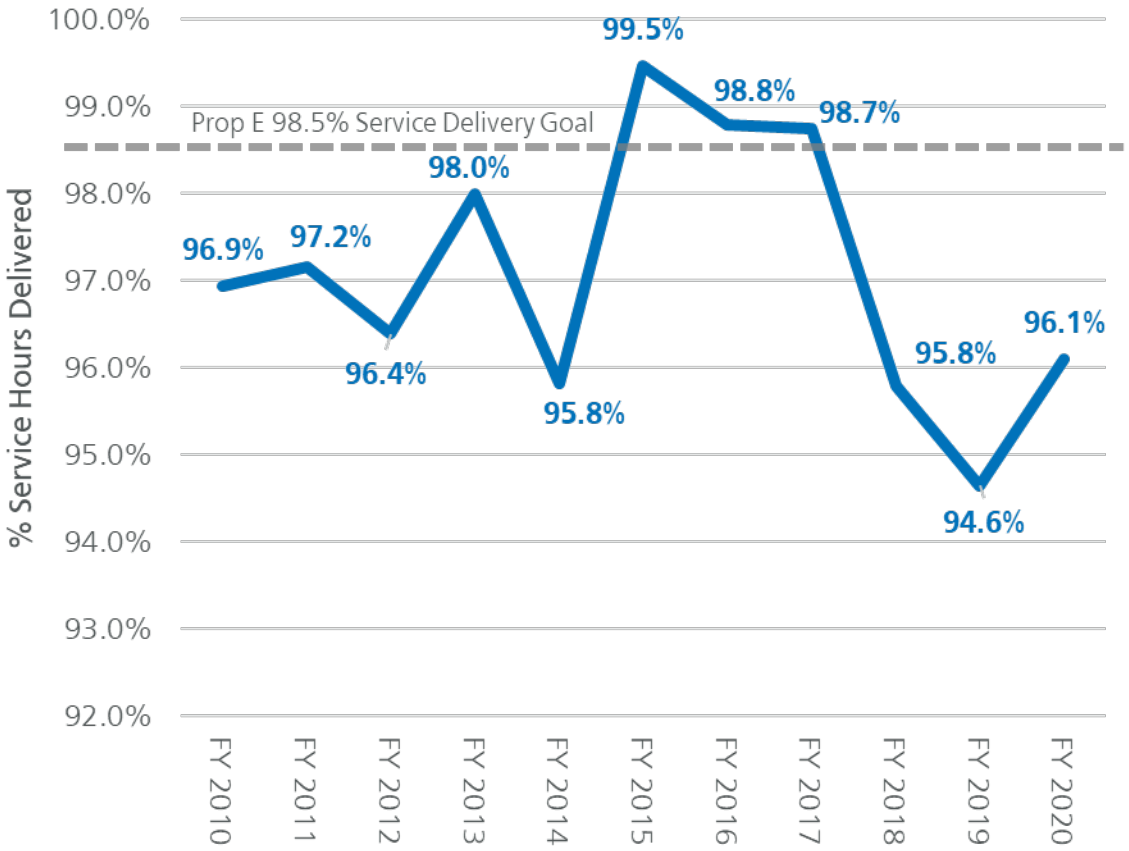
> *"There are not enough buses on the commute time...I was just at the stop for 20 minutes waiting for the bus and it passed right by and have to wait another 20 minutes, now I will be late for work... There is almost 7 other people waiting and the bus pulled up and was packed. I am a teacher and need to prepare for my class. Having a bus just pass me by while I've 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 has a long way to go in being fully staffed with operators, we have stemmed the downward trend and made significant strides (see Figure 4 for the trend of service delivery from Fiscal Years 2010 to present). At current estimates, 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 are important lessons to consider when weighing any future fare programs.

Figure 4: Service Delivery – Fiscal Year 2010 to Fiscal year 2020



In response to key neighborhood needs related to crowding, we have identified several responses. For lines currently served by smaller, 40-foot vehicles and whose topography is compatible with 60-foot 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.

Another cost-effective measure for addressing crowding during compressed periods of time, such as when school lets out, is tripper service. Trippers boost capacity for a short period of time. This may mean having an empty bus waiting for school to let out and continue along a route or providing additional service 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 an 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

Table 3: Weekday Peak Hour Crowding

Inbound
% Trips Over Capacity

Route	AM Peak	PM Peak	Grand Total
5	16.7%	0.6%	8.6%
5R	31.6%	0.3%	15.9%
8	6.8%	6.7%	6.8%
8AX	17.4%		17.4%
8BX	9.2%		9.2%
10	15.4%	25.5%	20.4%
12	2.8%	15.1%	8.9%
14R	31.2%	0.3%	15.7%
29	14.5%	9.8%	12.2%
38	6.9%	0.4%	3.6%
38R	34.8%	8.7%	21.8%
43	29.5%	1.2%	15.3%
44	24.9%	5.6%	15.3%
45	12.6%	3.7%	8.2%
47	14.3%	13.5%	13.9%

Outbound
% Trips Over Capacity

Route	AM Peak	PM Peak	Grand Total
5	0.1%	15.3%	7.7%
5R	0.0%	23.2%	11.6%
8	11.5%	8.6%	10.0%
8AX		11.0%	11.0%
8BX		10.8%	10.8%
10	26.4%	32.1%	29.2%
12	8.7%	4.4%	6.5%
14R	0.0%	28.6%	14.3%
29	12.7%	21.7%	17.2%
38	1.3%	10.3%	5.8%
38R	4.7%	32.5%	18.6%
43	2.4%	14.6%	8.5%
44	8.6%	33.0%	20.8%
45	15.3%	30.2%	22.7%
47	13.3%	1.6%	7.5%

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 very peaked demand, 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 the 16 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

Table 4: Weekday 2-4PM Crowding

Inbound
% Trips Over Capacity

Route	2- 4PM	Grand Total
8	5.3%	5.3%
14R	2.1%	2.1%
24	0.7%	0.7%
29	23.5%	23.5%
30	17.5%	17.5%
43	1.8%	1.8%
44	11.8%	11.8%
45	15.7%	15.7%
48	16.7%	16.7%

Outbound
% Trips Over Capacity

Route	2- 4PM	Grand Total
8	42.1%	42.1%
8AX	21.6%	21.6%
14R	23.2%	23.2%
24	17.4%	17.4%
29	30.6%	30.6%
30	5.5%	5.5%
43	21.8%	21.8%
44	36.8%	36.8%
45	21.8%	21.8%
48	5.3%	5.3%

Note: Data collected 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

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

Table 5: Weekend Crowding

Inbound
% Trips Over Capacity

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%

Outbound
% Trips Over Capacity

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 collected on Saturdays between 1/1/2019 to 8/1/2019

3.2 Notable Findings

3.2.1 Impact of Missed Service

Uncertainty introduced by missed service due to the SFMTA's ongoing operator shortage impacts people with lower incomes the most. Opting for a last-minute taxi or TNC ride when other transit options are not available is not as accessible to riders with financial restraints. This financial disparity is further intensified by fees associated with "lateness," such as late pick up fees in childcare.

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- 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. I've 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 happened last week too 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.

- *Rider on 19 Polk*

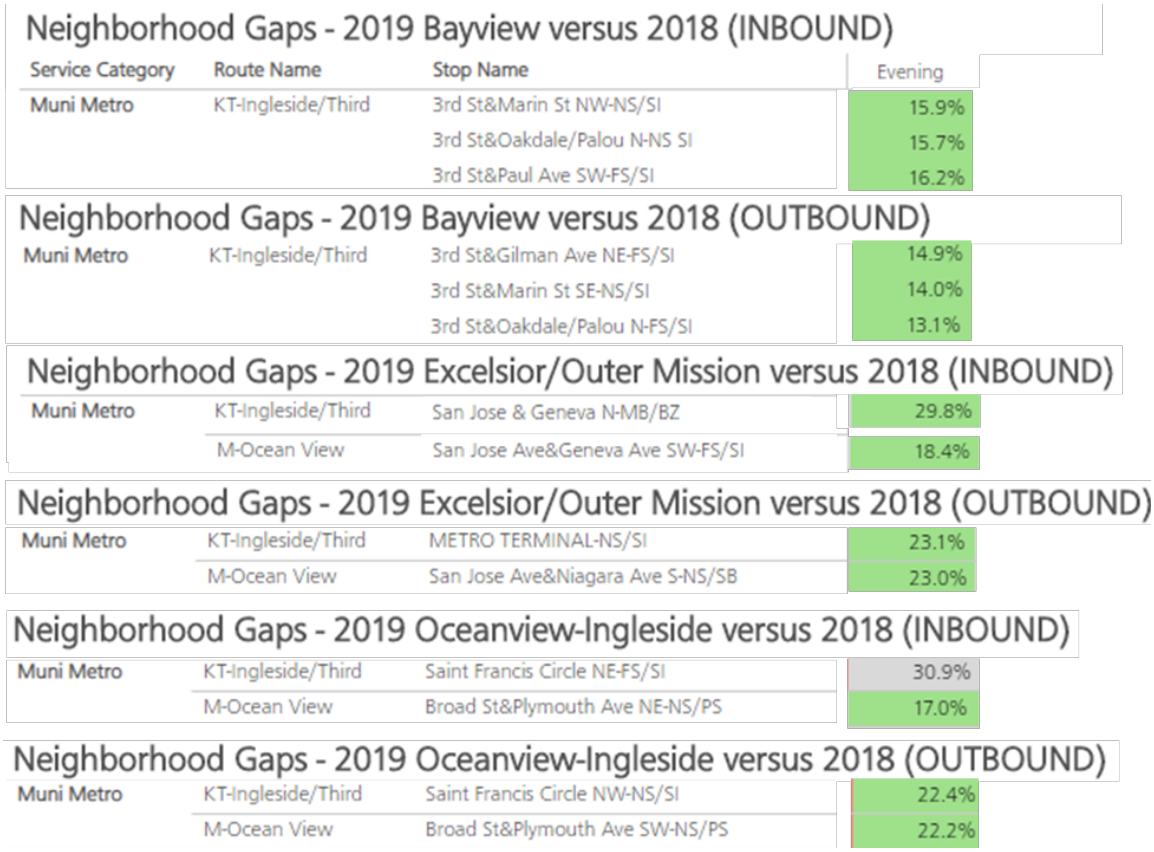
In response to significant missed service due to operator shortage, the Transit Planning group worked with Dispatch Operations on a set of guidelines that prioritizes service delivery on Equity Strategy routes along with rapid routes. This means that runs not filled on these lines are prioritized for being filled by extra board operators or those working on their regular day off. This is the first instance since the inception of the Equity Strategy in which the designation of Equity Strategy routes has been used to protect service on a route instead of prioritizing the route for an increase in investment.

Although a few 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 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 Ingleside 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 5: 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 compared to 2018.

3.2.3 8 Bayshore and 8BX Bayshore Express during peak hours

In general, the 8 Bayshore and 8BX Bayshore Express from Ingleside through Visitacion Valley saw a clear improvement in headway adherence from 2018. This change can be partially traced to returning the route to the Stockton and 4th Street alignment after being on construction reroute for approximately seven years due to Central Subway construction. This change was bolstered by the new transit-only lane on lower Stockton.

Figure 6: 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%		

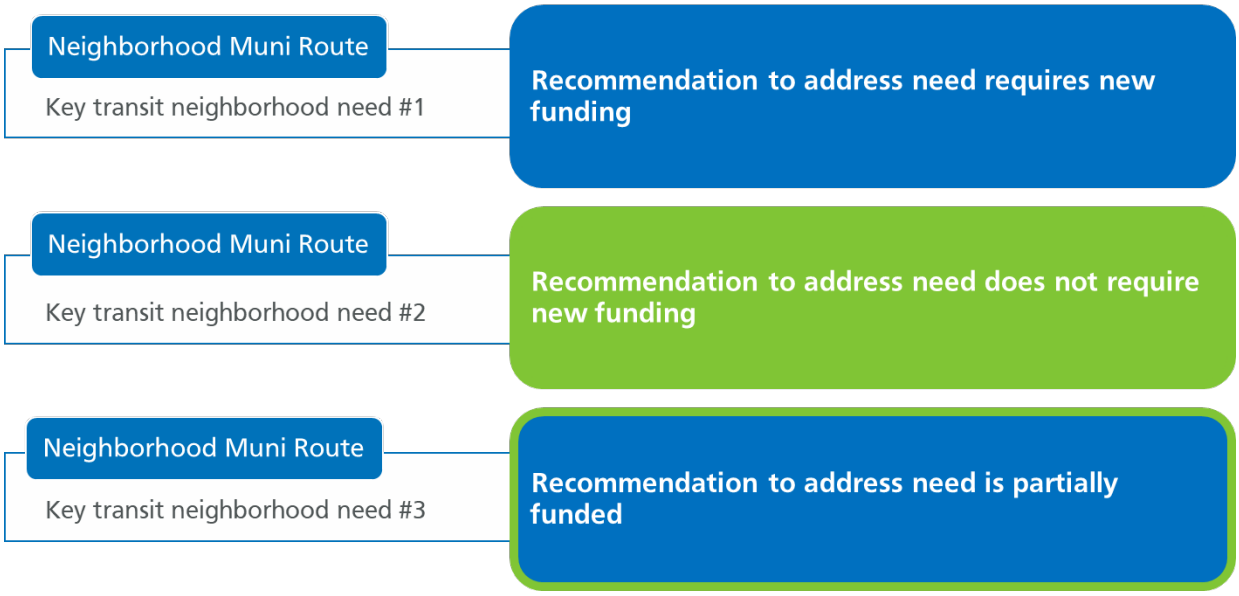
Note: Green shading represents headway gaps that decreased by 5 or more percentage points (improved service) between 2018 and 2019. Red shading represents headway gaps that increased by 5 or more percentage points (decreased service) between 2018 and 2019.

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 Neighborhoods listed in the figures below. 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.

The legend highlights whether a recommendation requires new funding (blue), does not require new funding (Green), or is partially funded is provided (blue with green outline).

Figure 7: Legend for Funding Status of Recommendations



For the Bayview, our recommendations to address routes that carry riders to, from and within the neighborhood, includes new funding for the KT Ingleside-Third, 9 San Bruno, 8 Bayshore, 29 Sunset, and 44 O'Shaughnessy routes to address long travel times, service gaps, and crowding. In response to long travel times along the T-Third, we recommend not only funding transit signal priority improvements but also exploring a bus-based express connection from the Bayview to Downtown. While the 54 Felton will benefit from a targeted evening service increase, the 29 Sunset and 44 O'Shaughnessy both warrant an increase in service that matches the robust demand that both routes see throughout most hours of service.

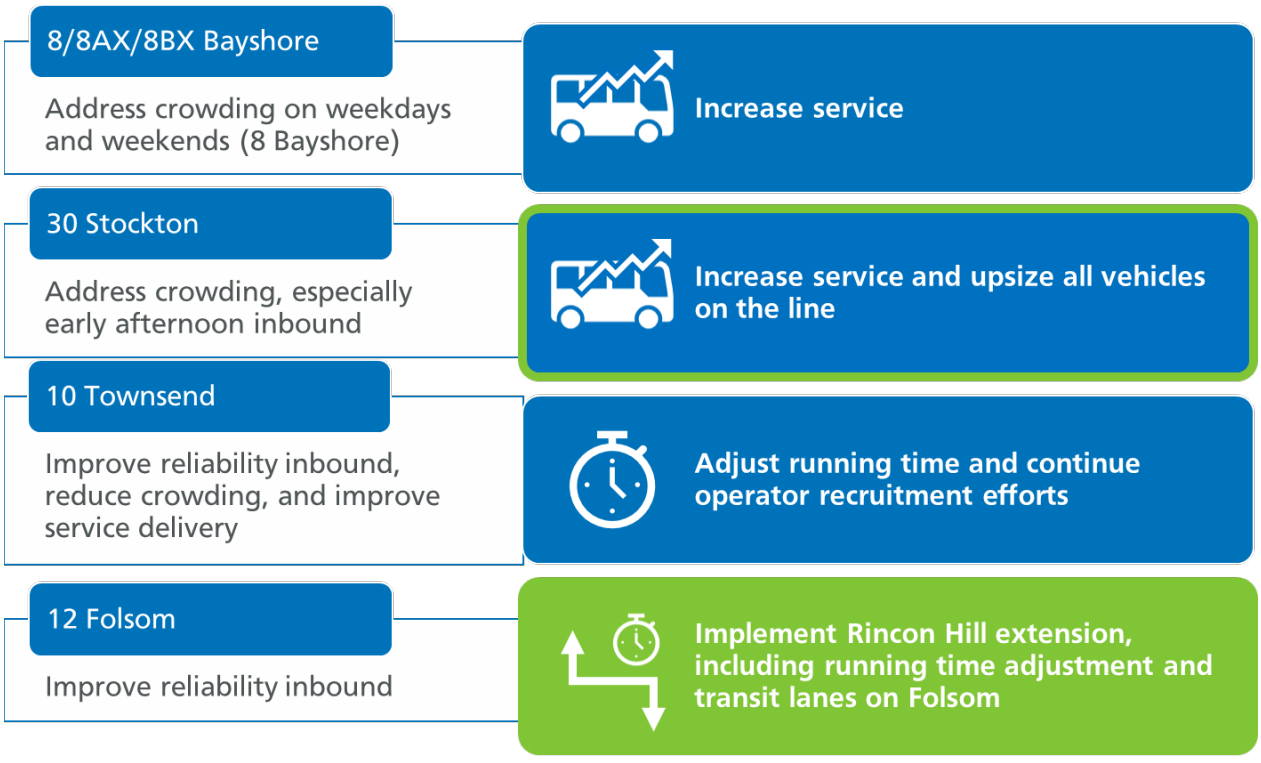
The 19 Polk, 44 O'Shaughnessy, and 54 Felton will all benefit from the transit quick build program's goal to address the ten slowest segments of Muni, four of which are on these lines. The quick build program currently has enough funding to tackle the ten "hot spots" and implementation is expected by 2021. The other significant improvement underway that the 19 Polk will benefit from is new operator recruitment and hiring. As one of the Equity Strategy routes with low service delivery numbers, the 19 Polk's service and performance will increase greatly with full staffing. Last, we will continue to monitor the current reroute on the 23 Monterey caused by construction so that we can better understand how the reroute is impacting rider experience and operations.

Figure 8: Bayview: Key Needs and Recommendations

For Chinatown, our recommendations include new funding to support increased service and reducing crowding on the following routes: 8/8AX/8BX Bayshore, 30 Stockton, and 10 Townsend. To achieve this, we're recommending additional funding for increased service on the 8/8AX/8BX Bayshore during weekdays and weekends.

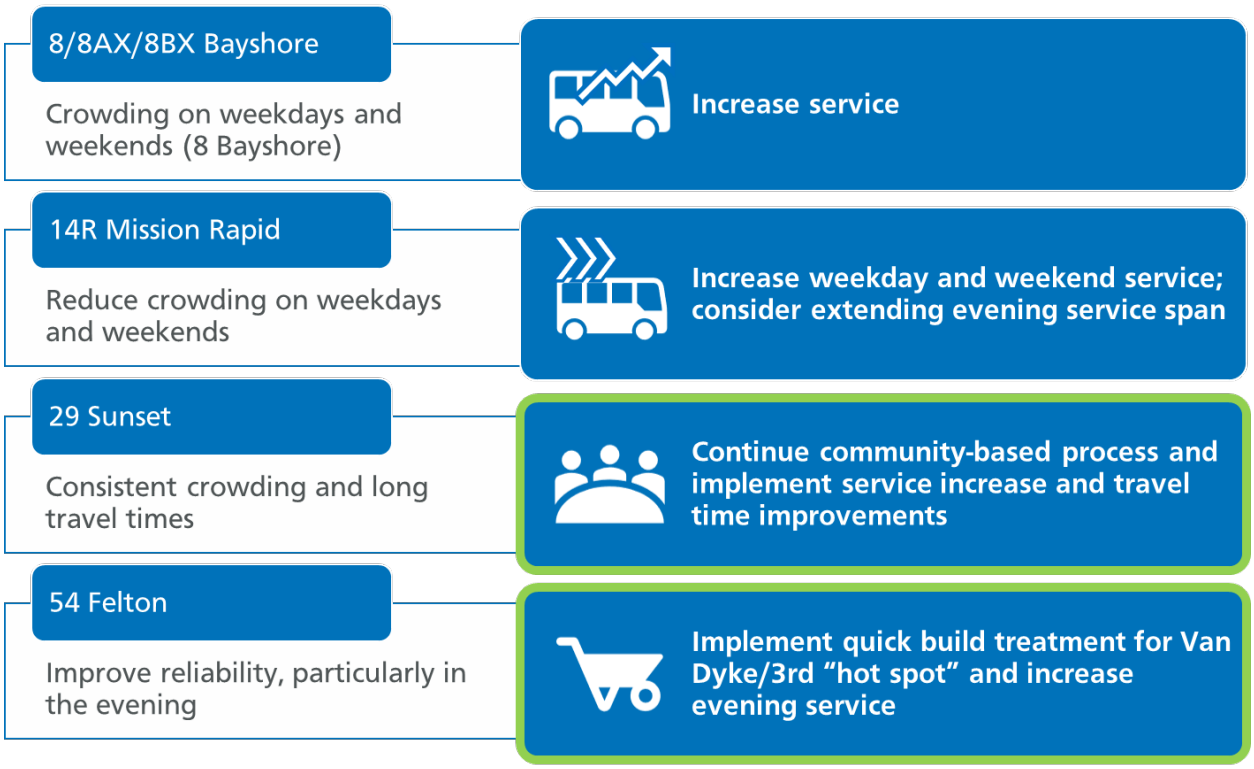
To address crowding on the 30 Stockton route, particularly during early afternoon inbound trips, we're recommending increased service as well as upsizing of all vehicles, the latter of which we can implement without additional funding. For the 10 Townsend our recommendations to improve reliability, reduce crowding, and improve service delivery would require new funding to adjust running times. The line will also benefit from ongoing operator recruitment efforts for improved service delivery. To improve reliability of inbound trips on the 12 Folsom route, we expect implementation of the Rincon Hill extension and adjusted running times to make a significant difference. These improvements are currently funding.

Figure 9: Chinatown: Key Needs and Recommendations



For the Excelsior/Outer Mission, we recommend funding an increase in service to address crowding, service gaps and more along the following routes: 8/8AX/8BX Bayshore, 14R Mission Rapid, 29 Sunset, and 54 Fulton. While these service increases require new funding, the quick build program will tackle one of the ten slowest segments in Muni on the 54 Felton with current funding. And, the ongoing community-based process to identify the most effective way to address crowding and travel time with increased service will also continue with current funding.

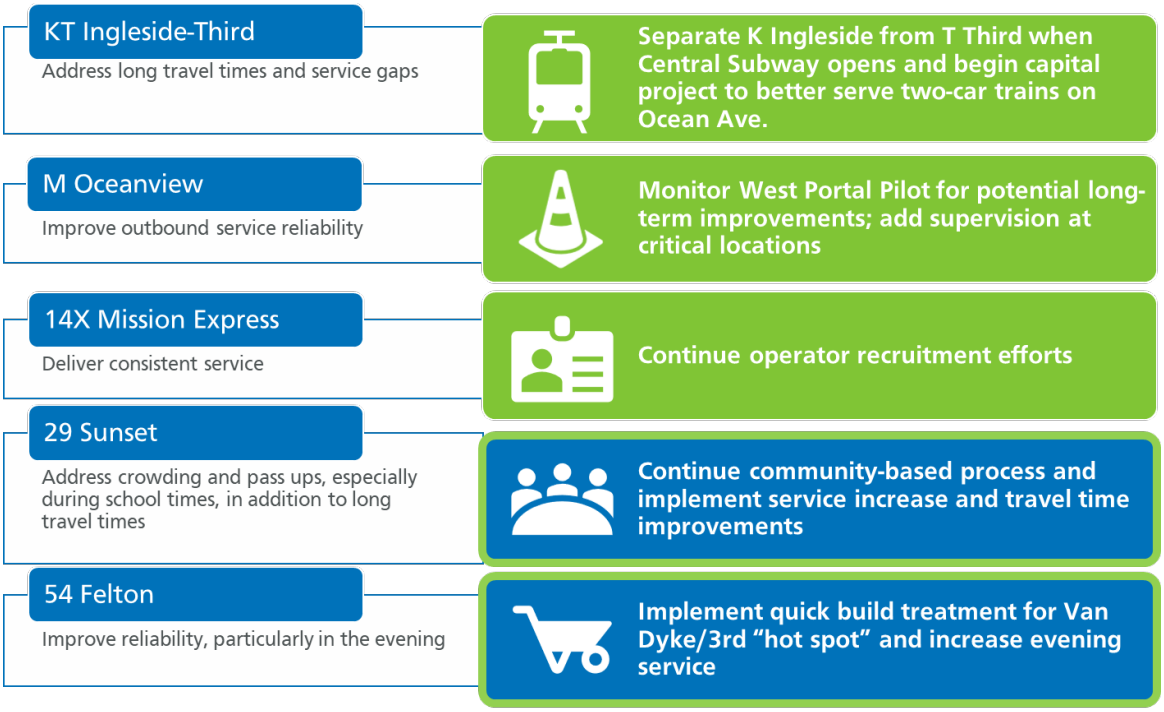
Figure 10: Excelsior/Outer Mission: Key Needs and Recommendations



For Ingleside/Oceanview, our recommendations to address rider needs in the neighborhood include improving service and reliability without the need for new funding along the KT-Ingleside-Third, M Oceanview, and 14X Mission Express routes. Our specific recommendation for the KT Ingleside-Third line is to separate the K Ingleside and T Third lines once Central Subway opens and begin capital improvements to better serve two-car trains on Ocean Avenue. Our recommendation for the M Oceanview route is monitor the West Portal Pilot for potential improvements as well as add supervision at critical locations in the area. The 14X Mission Express will benefit significantly from ongoing operator recruitment efforts, as it is currently one of the Equity Strategy routes with service delivery rates lower than its service category.

While the community-based process to inform a service increase on the 29 Sunset is funded, the service increase itself requires new funding. The recommended evening service increase on the 54 Felton is also not funded but the line will benefit from quick build treatments on the 3rd and Van Dyke segment.

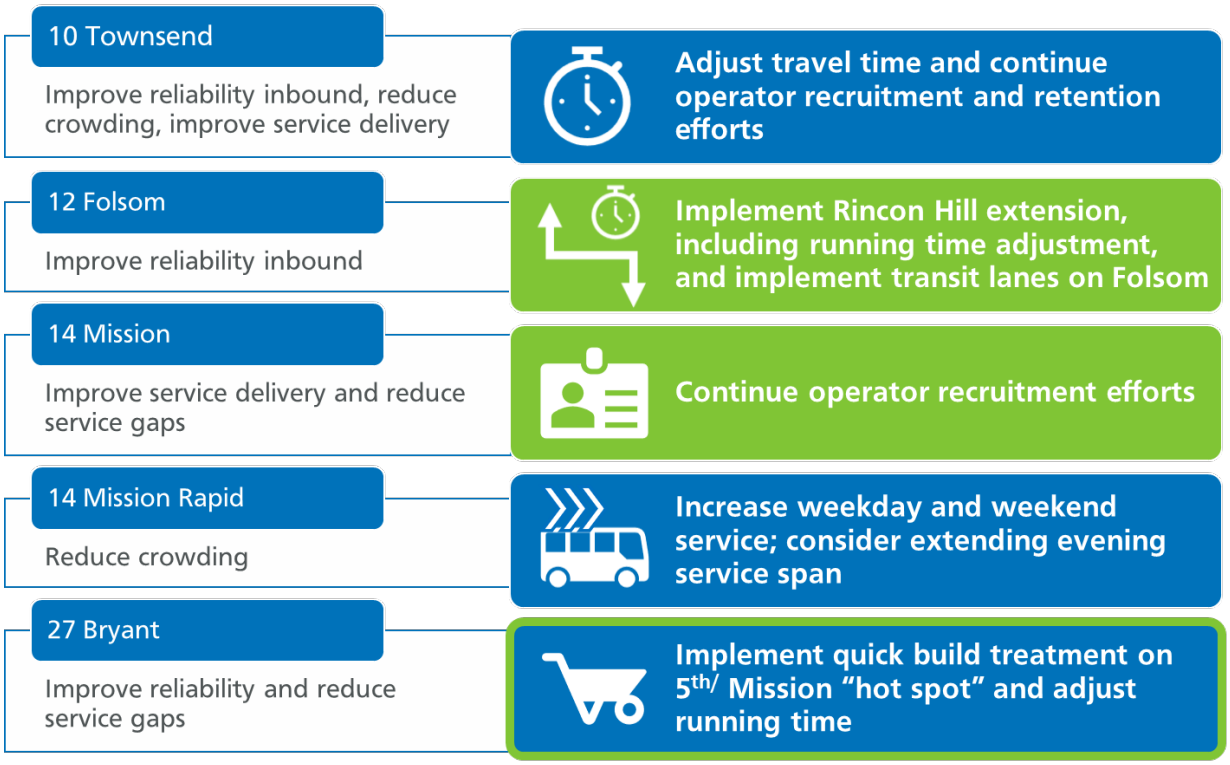
Figure 11: Ingleside/Oceanview: Key Needs and Recommendations



For the Inner Mission, our recommendations include funding improvements to address crowding and reliability issues on the 10-Townsend, 14R Mission Rapid, and 27 Bryant routes. Recommendations for the 10 Townsend include adjusting travel time and continuing operator recruitment and retention efforts. To reduce crowding on the 14R Mission Rapid we recommend new funding to increase weekday and weekend service in addition to exploring opportunities for extended evening service. Adjusting running time on the 27 Bryant will require new funding but the quick build treatment for the 5th and Market segment will not.

The 14 Mission's lower-than-average service delivery rates will benefit from the current operator recruitment efforts, which will also improve headway adherence. And, the planned route extension to Rincon Hill and related running time adjustment are funded and expected to be in place by the end of 2020.

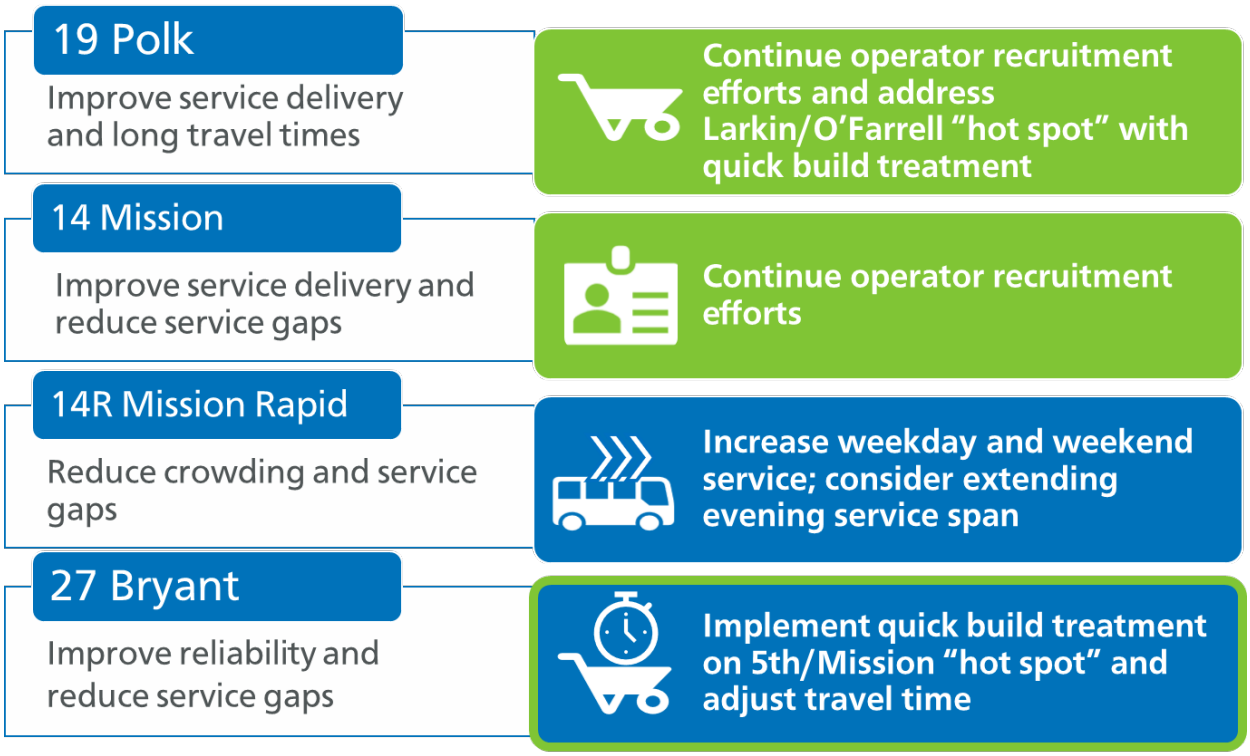
Figure 12: Inner Mission: Key Needs and Recommendations



For Tenderloin/SOMA, continuing operator recruitment efforts will make a significant difference in addressing issues for the 19 Polk and 14 Mission, both routes that currently see low service delivery. Also currently funded are the quick build treatment for the Larkin and O'Farrell segment on the 19 Polk and the 5th and Mission segment on the 27 Bryant, both of which are among Muni's ten slowest segments.

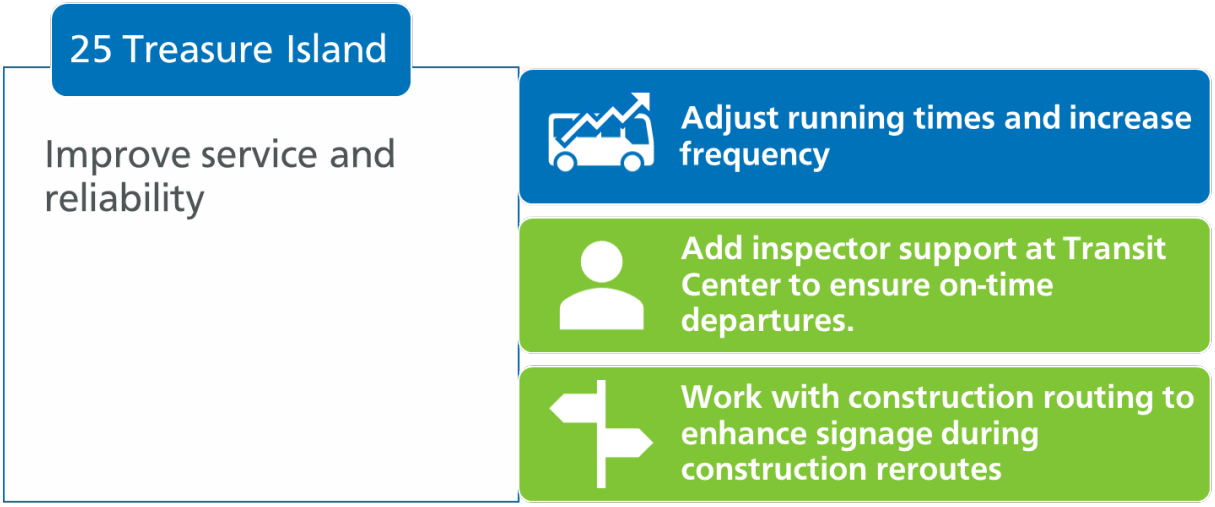
Recommendations to address key neighborhood needs that will require new funding include added weekday and weekend service on the 14R Mission Rapid as well as running time adjustment for the 27 for improved reliability.

Figure 13: Tenderloin/SOMA: Key Needs and Recommendations



For Treasure Island, the enhancements recommended will address the need for improved service and reliability on the 25 Treasure Island route. With additional funding, we could adjust running times and increase Muni frequency. By adding inspector support at the Transit Center to ensure on-time departures and supplementing signage during construction reroutes, we can make noticeable upgrades to the experience of our riders without any additional funding required by the agency.

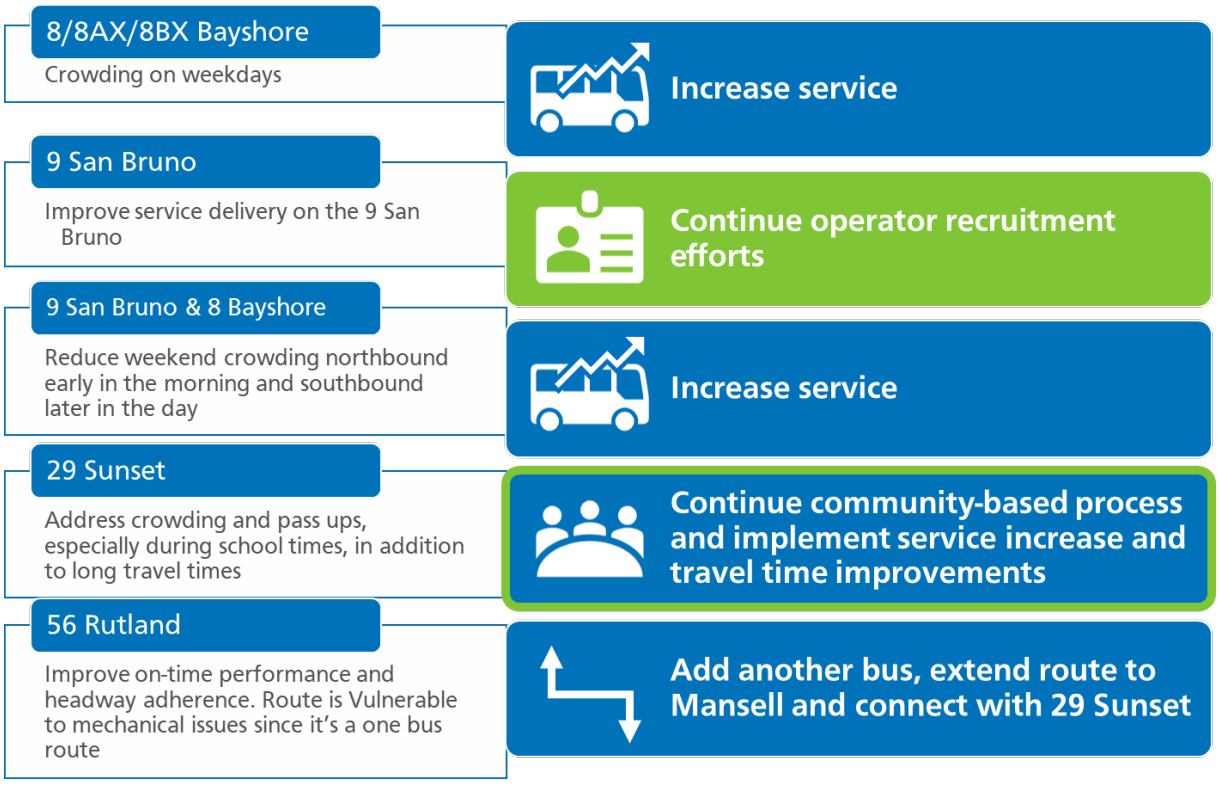
Figure 14: Treasure Island: Key Needs and Recommendations



For Visitacion Valley, we recommend a series of improvements to multiple Muni routes that we hope will improve the experience of our riders travelling to, from, and within the neighborhood. For the 8/8AX/BX Bayshore we recommend increasing service to address crowding. For the 8 Bayshore route in particular, a key need is to reduce weekend crowding northbound early in the morning and southbound later in the day, which we recommend solving with additional bus service. We have the same recommendation for the 9 San Bruno, which will benefit from continuing our operator recruitment efforts for improved service delivery.

We can address crowding and pass ups that especially take place during school times on the 29 Sunset by increasing service on the line with additional funding. The current community process for the line will ensure the most effective use of added service. Last, we recommend that the 56 Rutland service be increased from a one to a two-bus route. This will greatly improve reliability on the line, in terms of service management opportunities as well as resiliency in the face of mechanical breakdowns. As part of this service increase we recommend that the route be extended to connect with the 29 Sunset.

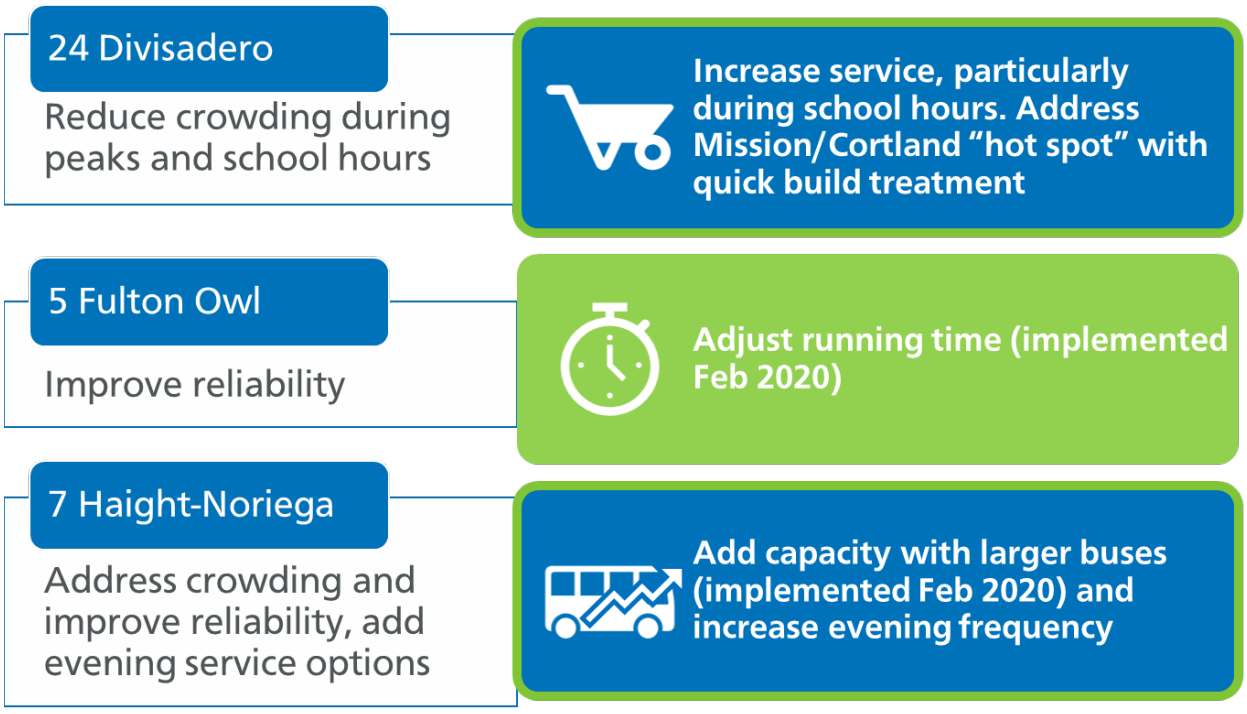
Figure 15: Visitacion Valley: Key Needs and Recommendations



For Western Addition, we heard loud and clear the need for increased capacity on the 24 Divisadero for school entrance and dismissal times. Although increasing service will require new funding, addressing the slow "hot spot" segment on Mission and Cortland will be a short term improvement that requires no additional funding. Two of the recommended improvements were implemented as this report was being written, added running time for the 5 Owl for improved reliability and "upsizing" of the 7 Haight-Noriega with 60' vehicles. We are already hearing very positive feedback regarding the capacity increase and recommend a targeted frequency increase in the evening for the route to meet service frequency standards.

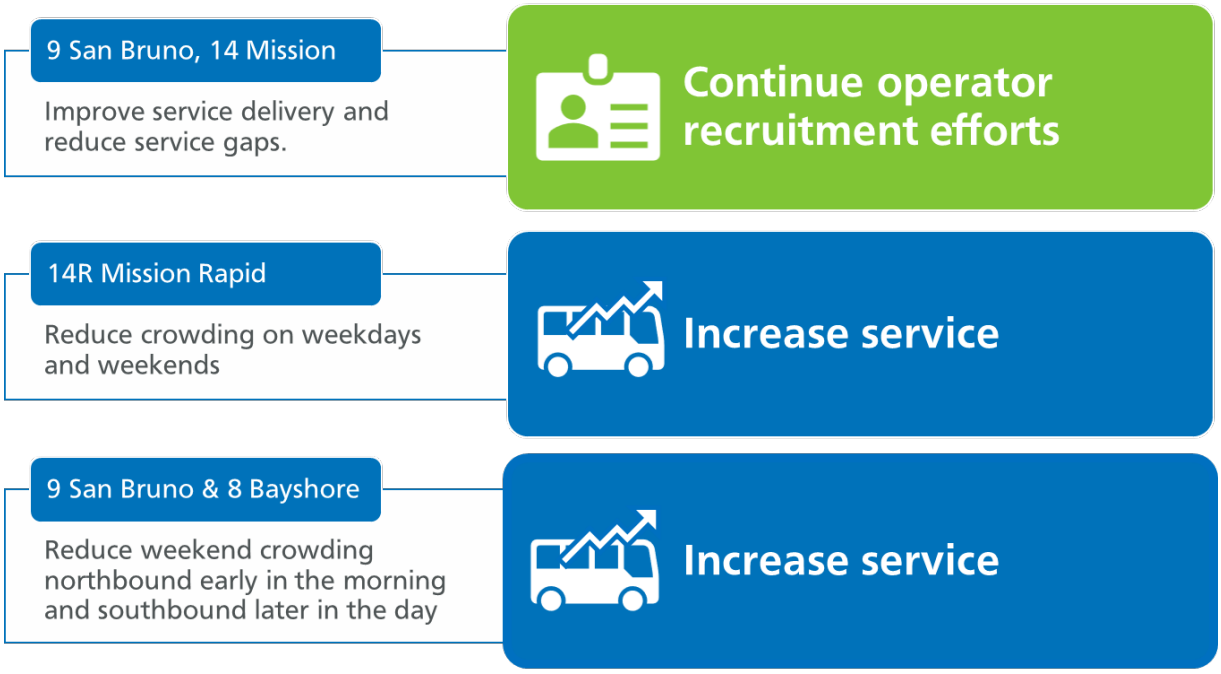
Last, because of its geographic placement in close proximity to the Downtown area, the neighborhood sees some of the greatest impacts from crowding. This is because many of the lines traveling inbound through the neighborhood are already full by the time they reach Western Addition in the morning peak.

Figure 16: Western Addition: Key Needs and Recommendations



For Citywide recommendations, continued investment in the 14R Mission Rapid, 9 San Bruno, and 8 Bayshore routes will have a substantial impact in alleviating the crowding challenges faced by riders who rely on these routes to get where they need to go. While increasing service on those routes will require new funding, we can also have a citywide impact with our recommended strategies to improve service delivery and reduce service gaps on both the 9 San Bruno and 14 Mission with our continued operator recruitment efforts.

Figure 17: 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. These include both work already underway and new strategies for 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, and 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 is 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 how incorporating specific transit equity-related areas of focus are a 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 citywide is on par with our system average, which we also expect to improve year over year.

6 Appendices

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

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.

SFMTA
Municipal
Transportation
Agency

Muni Service Equity Policy

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

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

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

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

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

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

[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.

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

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	147.8	29,699.8	99.5%
	Frequent	6,279.1	196,728.3	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,036.0	74,806.2	98.6%
	Owl	42.4	5,320.0	99.2%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	633.7	14,894.5	95.7%
	Systemwide	18,263.0	571,548.9	96.8%

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%

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%

Bayview

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

Inbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
19	2.6%	2.2%	2.6%	2.4%
23	0.1%	4.4%	2.1%	2.2%
24	14.7%	0.7%	0.3%	5.2%
29	14.5%	23.5%	9.8%	16.0%
44	24.9%	11.8%	5.6%	14.1%
54	0.9%	7.8%	5.1%	4.6%
56	1.8%	0.0%	0.0%	0.6%

Outbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
19	3.4%	5.0%	2.6%	3.7%
23	2.1%	0.2%	1.1%	1.1%
24	0.2%	17.4%	14.8%	10.8%
29	12.7%	30.6%	21.7%	21.6%
44	8.6%	36.8%	33.0%	26.1%
54	8.9%	4.2%	5.4%	6.2%
56	0.0%	0.0%	0.0%	0.0%

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	147.8	29,699.8	99.5%
	Frequent	6,279.1	196,728.3	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,036.0	74,806.2	98.6%
	Owl	42.4	5,320.0	99.2%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	633.7	14,894.5	95.7%
	Systemwide	18,263.0	571,548.9	96.8%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Bayview	Connector	56	0.0	905.5	100.0%
	Frequent	24	387.9	14,246.8	97.3%
	Grid	19	880.8	10,123.1	91.3%
		23	262.0	4,687.8	94.4%
		29	645.0	15,466.7	95.8%
		44	715.2	15,168.5	95.3%
		54	405.2	7,620.1	94.7%
	Muni Metro	KT	316.6	21,874.6	98.6%
	Owl	91	24.4	3,775.9	99.4%

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%

Chinatown

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%

Chinatown

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%

Peak Period Crowding

Inbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
1	22.7%	6.3%	3.1%	10.7%
8	6.8%	5.3%	6.7%	6.3%
8AX	17.4%			17.4%
8BX	9.2%			9.2%
10	15.4%	7.2%	25.5%	16.0%
12	2.8%	3.4%	15.1%	7.1%
30	8.0%	17.5%	4.0%	9.8%
45	12.6%	15.7%	3.7%	10.7%

Outbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
1	3.9%	14.2%	33.0%	17.0%
8	11.5%	42.1%	8.6%	20.7%
8AX		21.6%	11.0%	16.3%
8BX		12.1%	10.8%	11.5%
10	26.4%	10.4%	32.1%	23.0%
12	8.7%	6.8%	4.4%	6.6%
30	15.3%	5.5%	5.1%	8.6%
45	15.3%	21.8%	30.2%	22.4%

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	147.8	29,699.8	99.5%
	Frequent	6,279.1	196,728.3	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,036.0	74,806.2	98.6%
	Owl	42.4	5,320.0	99.2%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	633.7	14,894.5	95.7%
	Systemwide	18,263.0	571,548.9	96.8%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Chinatown	Frequent	1	581.5	18,844.0	96.9%
		8	1,100.6	27,957.0	96.1%
		30	387.7	21,248.2	98.2%
	Grid	10	534.8	8,755.1	93.9%
		12	365.3	8,138.1	95.5%
		45	294.6	10,830.7	97.3%
	Owl	91	24.4	3,775.9	99.4%

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%

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%

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%

Peak Period Crowding

Inbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
8	6.8%	5.3%	6.7%	6.3%
8AX	17.4%			17.4%
8BX	9.2%			9.2%
14	1.1%	0.0%	0.0%	0.4%
14R	31.2%	2.1%	0.3%	11.2%
14X	4.5%			4.5%
29	14.5%	23.5%	9.8%	16.0%
43	29.5%	1.8%	1.2%	10.8%
44	24.9%	11.8%	5.6%	14.1%
49	13.9%	2.6%	3.3%	6.6%
52	1.0%	0.0%	0.0%	0.3%
54	0.9%	7.8%	5.1%	4.6%

Outbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
8	11.5%	42.1%	8.6%	20.7%
8AX		21.6%	11.0%	16.3%
8BX		12.1%	10.8%	11.5%
14	0.0%	2.9%	1.5%	1.5%
14R	0.0%	23.2%	28.6%	17.3%
14X		1.4%	3.1%	2.3%
29	12.7%	30.6%	21.7%	21.6%
43	2.4%	21.8%	14.6%	12.9%
44	8.6%	36.8%	33.0%	26.1%
49	1.5%	11.1%	4.4%	5.7%
52	0.0%	1.5%	4.1%	1.9%
54	8.9%	4.2%	5.4%	6.2%

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

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	147.8	29,699.8	99.5%
	Frequent	6,279.1	196,728.3	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,036.0	74,806.2	98.6%
	Owl	42.4	5,320.0	99.2%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	633.7	14,894.5	95.7%
	Systemwide	18,263.0	571,548.9	96.8%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Excelsior/ Outer Mission	Connector	52	22.8	2,806.3	99.2%
	Frequent	8	1,100.6	27,957.0	96.1%
		14	633.6	20,506.8	96.9%
		49	300.8	17,666.6	98.3%
	Grid	29	645.0	15,466.7	95.8%
		43	964.0	17,081.1	94.4%
		44	715.2	15,168.5	95.3%
		54	405.2	7,620.1	94.7%
	Owl	91	24.4	3,775.9	99.4%
	Rapid Bus	14R	308.0	11,882.4	97.4%
	Specialized	14X	248.1	3,316.1	92.5%

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

Inbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
29	14.5%	23.5%	9.8%	16.0%
54	0.9%	7.8%	5.1%	4.6%

Outbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
29	12.7%	30.6%	21.7%	21.6%
54	8.9%	4.2%	5.4%	6.2%

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

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

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	147.8	29,699.8	99.5%
	Frequent	6,279.1	196,728.3	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,036.0	74,806.2	98.6%
	Owl	42.4	5,320.0	99.2%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	633.7	14,894.5	95.7%
	Systemwide	18,263.0	571,548.9	96.8%

Neighborhood Service Delivery

Neighborhood	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Oceanview-Ingleside	Grid	29	645.0	15,466.7	95.8%
		54	405.2	7,620.1	94.7%
	Muni Metro	KT	316.6	21,874.6	98.6%
		M	248.0	11,690.2	97.9%

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%

Inner Mission

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

Inbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
9	7.0%	2.3%	0.5%	3.3%
9R	3.1%	0.2%	0.1%	1.2%
10	15.4%	7.2%	25.5%	16.0%
12	2.8%	3.4%	15.1%	7.1%
14	1.1%	0.0%	0.0%	0.4%
14R	31.2%	2.1%	0.3%	11.2%
19	2.6%	2.2%	2.6%	2.4%
22	11.7%	6.8%	9.6%	9.3%
24	14.7%	0.7%	0.3%	5.2%
27	1.8%	2.8%	6.9%	3.8%
33	1.3%	2.1%	6.5%	3.3%
48	10.5%	16.7%	0.5%	9.2%
49	13.9%	2.6%	3.3%	6.6%
55	0.0%	7.4%	5.6%	4.3%

Outbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
9	0.4%	2.6%	6.3%	3.1%
9R	0.2%	2.7%	6.1%	3.0%
10	26.4%	10.4%	32.1%	23.0%
12	8.7%	6.8%	4.4%	6.6%
14	0.0%	2.9%	1.5%	1.5%
14R	0.0%	23.2%	28.6%	17.3%
19	3.4%	5.0%	2.6%	3.7%
22	9.0%	9.5%	4.9%	7.8%
24	0.2%	17.4%	14.8%	10.8%
27	0.7%	0.3%	0.3%	0.4%
33	0.3%	4.4%	1.1%	1.9%
48	13.3%	5.3%	8.6%	9.1%
49	1.5%	11.1%	4.4%	5.7%
55	4.4%	0.0%	0.0%	1.5%

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

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

Service Delivery

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	147.8	29,699.8	99.5%
	Frequent	6,279.1	196,728.3	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,036.0	74,806.2	98.6%
	Owl	42.4	5,320.0	99.2%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	633.7	14,894.5	95.7%
	Systemwide	18,263.0	571,548.9	96.8%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Inner Mission	Frequent	14	633.6	20,506.8	96.9%
		22	418.7	16,621.2	97.5%
		24	387.9	14,246.8	97.3%
		49	300.8	17,666.6	98.3%
	Grid	9	819.5	12,005.4	93.2%
		10	534.8	8,755.1	93.9%
		12	365.3	8,138.1	95.5%
		27	275.1	7,551.3	96.4%
		33	211.4	8,650.3	97.6%
		48	366.5	9,733.0	96.2%
	Rapid Bus	9R	326.7	9,037.6	96.4%
		14R	308.0	11,882.4	97.4%

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%

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/BB							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%

Tenderloin / SOMA

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

Inbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
10	15.4%	7.2%	25.5%	16.0%
12	2.8%	3.4%	15.1%	7.1%
14	1.1%	0.0%	0.0%	0.4%
14R	31.2%	2.1%	0.3%	11.2%
19	2.6%	2.2%	2.6%	2.4%
27	1.8%	2.8%	6.9%	3.8%
31	4.1%	0.8%	0.2%	1.7%
38	6.9%	1.3%	0.4%	2.9%
38R	34.8%	7.4%	8.7%	17.0%
47	14.3%	7.3%	13.5%	11.7%
49	13.9%	2.6%	3.3%	6.6%

Outbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
10	26.4%	10.4%	32.1%	23.0%
12	8.7%	6.8%	4.4%	6.6%
14	0.0%	2.9%	1.5%	1.5%
14R	0.0%	23.2%	28.6%	17.3%
19	3.4%	5.0%	2.6%	3.7%
27	0.7%	0.3%	0.3%	0.4%
31	1.2%	2.7%	5.0%	3.0%
38	1.3%	0.7%	10.3%	4.1%
38R	4.7%	12.4%	32.5%	16.5%
47	13.3%	6.5%	1.6%	7.1%
49	1.5%	11.1%	4.4%	5.7%

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	147.8	29,699.8	99.5%
	Frequent	6,279.1	196,728.3	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,036.0	74,806.2	98.6%
	Owl	42.4	5,320.0	99.2%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	633.7	14,894.5	95.7%
	Systemwide	18,263.0	571,548.9	96.8%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Tenderloin	Frequent	14	633.6	20,506.8	96.9%
		38	770.3	20,632.3	96.3%
		47	537.9	13,672.7	96.1%
		49	300.8	17,666.6	98.3%
	Grid	10	534.8	8,755.1	93.9%
		12	365.3	8,138.1	95.5%
		19	880.8	10,123.1	91.3%
		27	275.1	7,551.3	96.4%
		31	344.1	10,256.5	96.6%
	Rapid Bus	14R	308.0	11,882.4	97.4%
		38R	303.3	17,886.7	98.3%

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 TI 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 TI 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 TI 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 TI 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

Inbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
25	0.2%	0.0%	0.0%	0.1%

Outbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
25	0.0%	0.0%	1.3%	0.4%

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

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

Treasure Island

Service Delivery

System Service Hours Delivered

Systemwide	Service Category	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Systemwide	Connector	147.8	29,699.8	99.5%
	Frequent	6,279.1	196,728.3	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,036.0	74,806.2	98.6%
	Owl	42.4	5,320.0	99.2%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	633.7	14,894.5	95.7%
	Systemwide	18,263.0	571,548.9	96.8%

Neighborhood Service Delivery

Neighborhood	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Treasure Island	Connector	25	52.7	7,230.1	99.3%

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

Inbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
8	6.8%	5.3%	6.7%	6.3%
8AX	17.4%			17.4%
8BX	9.2%			9.2%
9	7.0%	2.3%	0.5%	3.3%
9R	3.1%	0.2%	0.1%	1.2%
29	14.5%	23.5%	9.8%	16.0%
56	1.8%	0.0%	0.0%	0.6%

Outbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
8	11.5%	42.1%	8.6%	20.7%
8AX		21.6%	11.0%	16.3%
8BX		12.1%	10.8%	11.5%
9	0.4%	2.6%	6.3%	3.1%
9R	0.2%	2.7%	6.1%	3.0%
29	12.7%	30.6%	21.7%	21.6%
56	0.0%	0.0%	0.0%	0.0%

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	147.8	29,699.8	99.5%
	Frequent	6,279.1	196,728.3	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,036.0	74,806.2	98.6%
	Owl	42.4	5,320.0	99.2%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	633.7	14,894.5	95.7%
	Systemwide	18,263.0	571,548.9	96.8%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Visitacion Valley	Connector	56	0.0	905.5	100.0%
	Frequent	8	1,100.6	27,957.0	96.1%
	Grid	9	819.5	12,005.4	93.2%
		29	645.0	15,466.7	95.8%
	Muni Metro	KT	316.6	21,874.6	98.6%
	Owl	90	18.0	1,544.1	98.8%
		91	24.4	3,775.9	99.4%
	Rapid Bus	9R	326.7	9,037.6	96.4%

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

Inbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
5	16.7%	0.7%	0.6%	6.0%
5R	31.6%	0.5%	0.3%	10.8%
6	17.2%	0.2%	0.2%	5.9%
7	30.1%	10.5%	2.5%	14.4%
21	18.6%	0.0%	0.0%	6.2%
22	11.7%	6.8%	9.6%	9.3%
24	14.7%	0.7%	0.3%	5.2%
31	4.1%	0.8%	0.2%	1.7%

Outbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
5	0.1%	2.3%	15.3%	5.9%
5R	0.0%	0.6%	23.2%	7.9%
6	0.2%	1.5%	13.3%	5.0%
7	1.1%	14.5%	29.2%	14.9%
21	0.1%	0.7%	10.4%	3.7%
22	9.0%	9.5%	4.9%	7.8%
24	0.2%	17.4%	14.8%	10.8%
31	1.2%	2.7%	5.0%	3.0%

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	147.8	29,699.8	99.5%
	Frequent	6,279.1	196,728.3	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,036.0	74,806.2	98.6%
	Owl	42.4	5,320.0	99.2%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	633.7	14,894.5	95.7%
	Systemwide	18,263.0	571,548.9	96.8%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Western Addition	Frequent	7	312.9	11,815.3	97.4%
		22	418.7	16,621.2	97.5%
		24	387.9	14,246.8	97.3%
	Grid	5	860.9	19,196.6	95.5%
		6	166.2	11,478.8	98.6%
		21	269.8	9,097.8	97.0%
		31	344.1	10,256.5	96.6%
	Rapid Bus	5R	197.8	12,484.3	98.4%

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%		

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

Inbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
8	6.8%	5.3%	6.7%	6.3%
8AX	17.4%			17.4%
8BX	9.2%			9.2%
9	7.0%	2.3%	0.5%	3.3%
9R	3.1%	0.2%	0.1%	1.2%
14	1.1%	0.0%	0.0%	0.4%
14R	31.2%	2.1%	0.3%	11.2%
30	8.0%	17.5%	4.0%	9.8%
31	4.1%	0.8%	0.2%	1.7%
38	6.9%	1.3%	0.4%	2.9%
38R	34.8%	7.4%	8.7%	17.0%
49	13.9%	2.6%	3.3%	6.6%

Outbound
% Trips Over Capacity

Route	AM Peak	2-4PM	PM Peak	Grand Total
8	11.5%	42.1%	8.6%	20.7%
8AX		21.6%	11.0%	16.3%
8BX		12.1%	10.8%	11.5%
9	0.4%	2.6%	6.3%	3.1%
9R	0.2%	2.7%	6.1%	3.0%
14	0.0%	2.9%	1.5%	1.5%
14R	0.0%	23.2%	28.6%	17.3%
30	15.3%	5.5%	5.1%	8.6%
31	1.2%	2.7%	5.0%	3.0%
38	1.3%	0.7%	10.3%	4.1%
38R	4.7%	12.4%	32.5%	16.5%
49	1.5%	11.1%	4.4%	5.7%

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	147.8	29,699.8	99.5%
	Frequent	6,279.1	196,728.3	96.8%
	Grid	8,768.5	192,938.0	95.5%
	Muni Metro	1,036.0	74,806.2	98.6%
	Owl	42.4	5,320.0	99.2%
	Rapid Bus	1,355.4	57,162.0	97.6%
	Specialized	633.7	14,894.5	95.7%
	Systemwide	18,263.0	571,548.9	96.8%

Neighborhood Service Delivery

Neighborho..	Service Category	Route	Total Missed Hours	Total Scheduled Hours	Average % Delivered
Accessible	Frequent	8	1,100.6	27,957.0	96.1%
		14	633.6	20,506.8	96.9%
		30	387.7	21,248.2	98.2%
		38	770.3	20,632.3	96.3%
		49	300.8	17,666.6	98.3%
	Grid	9	819.5	12,005.4	93.2%
		31	344.1	10,256.5	96.6%
	Rapid Bus	9R	326.7	9,037.6	96.4%
		14R	308.0	11,882.4	97.4%
		38R	303.3	17,886.7	98.3%

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