

The criteria below are being used to evaluate the project packages. The evaluation will use the criteria to document the relative performance of each package, as an input to future planning efforts that will further develop the most promising ideas.

Note that though it is not identified below, the issue of **equity** is a key focus and underlying reason for this study.

CRITERION	DEFINITION	RATIONALE
Capacity	Amount of space created for passengers during the peak hour at key points in each study corridor	Finding ways to increase transit capacity to and from the San Francisco Core is a key goal of the study.
Utilization	The extent to which transit capacity provided in each package is expected to be used by passengers across the system	It is important to ensure that increases in transit capacity are proportional to anticipated demand in different parts of the system.
Reliability	Estimated consistency in time between vehicle arrivals, adherence to vehicle schedules, and length of passenger waiting time	When buses and trains are unable to follow their fixed schedules, capacity at any given point along affected lines is lower than expected. This is a key service challenge on both corridors, making reliability an important prerequisite to increasing capacity throughout the system.
Resiliency	The estimated number of passengers disrupted and average delay per customer associated with unexpected incidents (i.e. a malfunctioning train)	The cascading effects of unexpected incidents can cause significant delays and dramatically reduce transit capacity at key times. The inconveniences associated with such delays are a major customer service issue.
Efficiency	The amount of additional capacity gained per dollar of up-front capital costs and operations/maintenance costs over time	In a time of limited budgets for infrastructure investment, it is important to prioritize projects that give the most benefit per dollar.