



SFMTA

# Bayview Shuttle

## Community Congress

April 23, 2025



# Welcome!

Please grab some food and find a seat.

We'll begin at 5:40.

In the meantime, get to know your neighbor:

- Name and organization
- Your favorite spring activity or community event



# January Meeting Recap

## January 22nd Meeting Minutes

### **Operations:**

- Explore alternative access points for BART (Glen Park BART)
- Consider expansion of service hours
- Outreach to non-app users
- Community reporting

### **Marketing/Outreach:**

- Push notifications to promote service and community events
- Rider interviews
- Outreach to non-app users and areas without comprehensive transit access
- Community reporting

### **Data Reporting:**

- SFMTA created public dashboards should include:
  - Information on popular pickup and dropoff locations
  - Heat maps that show the scale of requests at different streets/multi-unit housing areas in the community
  - Emissions reductions

# Bayview Community Pathways



[BayviewPathway@SFMTA.com](mailto:BayviewPathway@SFMTA.com)



# Rocking the Boat



## ROCKING THE BOAT

at India Basin Waterfront Park  
[chris@rockingtheboat.org](mailto:chris@rockingtheboat.org)

# California Air Resources Board (STEP) Grant



Previous Timeline

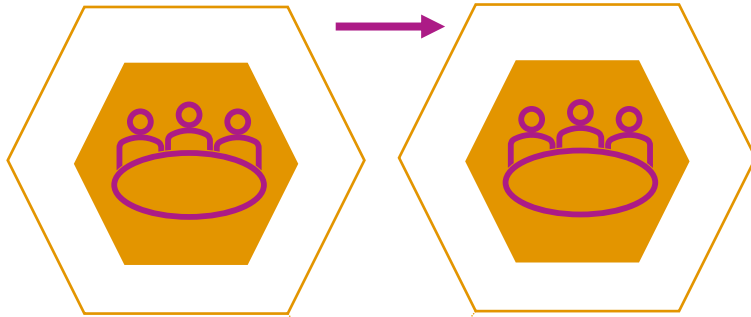
# STEP Grant Updates

**October 2022**

Community outreach  
planned to begin

**April 2023**

Community outreach  
began



Finalizing contracts with CBO partners and convening of project committees took longer than anticipated due to limited staff capacity

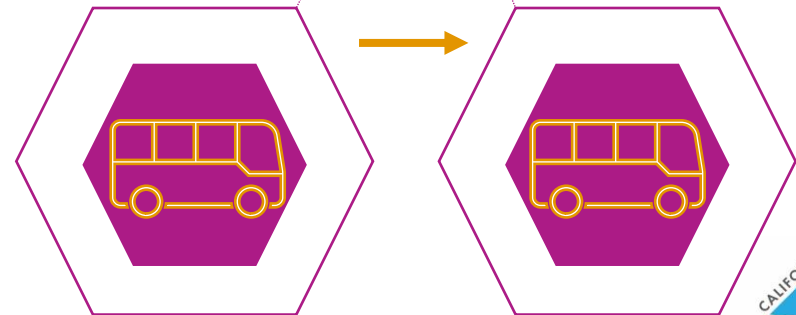
The project team developed a comprehensive public outreach plan and ensured community feedback was incorporated into the vendor RFP and contract negotiations

**April 2023**

Shuttle operations  
planned to begin

**November 2024**

Shuttle operations  
began



# Grant Next Steps

Due to project delays, the Bayview Shuttle project is under budget for and is not on track to utilize all the grant funds by March 2026.

## Budget Revision Request

- Maximum 10% shift of project funds within existing project tasks
- Project team recommends utilizing those funds for incomplete [Bayview Community-based Transportation Plan](#) projects
- Requires CARB written approval

## Grant Amendment

- Provides flexibility to re-allocate grant funds to other activities
- Project team will discuss with STEP Steering Committee amendment proposals
- Requires official amendment



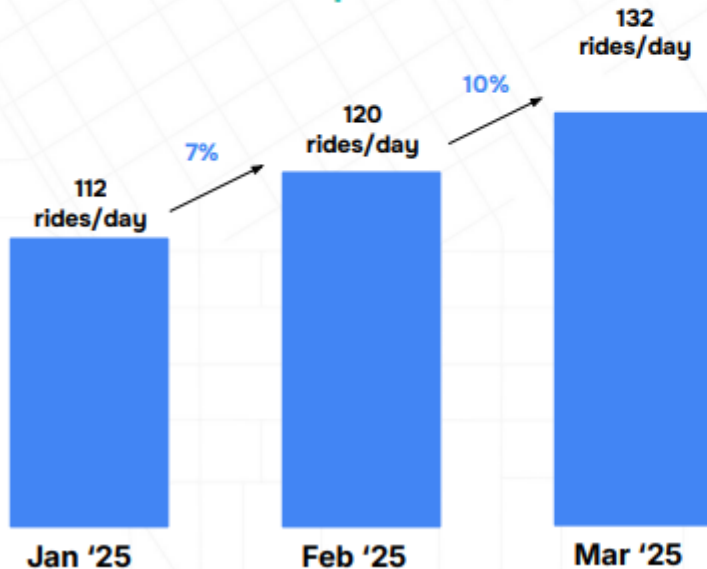
## Metrics Review

The Shuttle continues to grow rapidly and efficiently, while still maintaining high quality of service and customer satisfaction

### Key Metrics:

- **95%** met demand
- **12 minute** average pickup ETA
- **1 > ETA** deviation from communicated pickup time
- **362** riders have completed 5+ bookings!
  - Up from 200 riders in Dec '25
- Daily ride record of **235 rides** on 4/2/25!
- **4.9/5 average ride rating**, 96.5% 5-star rating

### Ridership Growth



Data from Q1 (Jan 1

# Metrics Review

## Q1 '25 vs. Q4 '24 Metrics Comparison



Data from 50 service days in Q4 vs. 50 most recent service days in Q1

## Metrics Review

# Additional Service Metrics

## Key Metrics:

- Request status breakdown (Q1 '25)
  - Completed ride: **64.5%**
  - Unaccepted proposal: **19.5%**
  - Cancellation: **8%**
  - Seat unavailable: **5%**
  - No-show: **2%**
- Total ambulatory trips: **8,242**
- Total wheelchair trips: **166** (2% of all trips)
- Percent of rides booked in app: **95+%**
- Shared ride percentage during commute hours: **~50%**



Data from Q1 (Jan 1 - March 31)

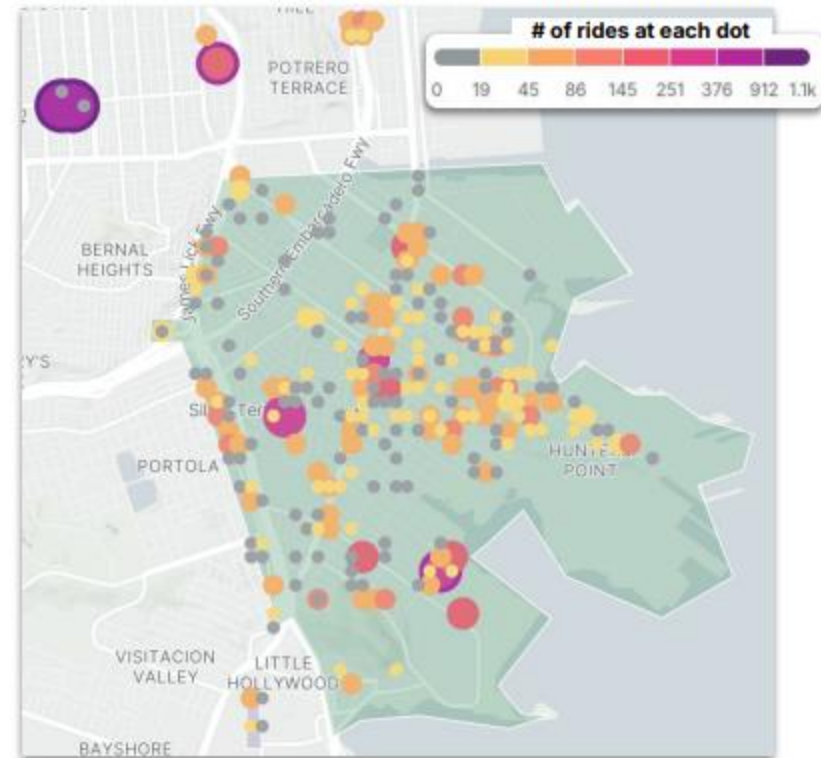
## Metrics Review

Riders continue to rely on island zones, with uptick in ridership in apartment complexes

### Popular Locations

- 24th Street BART
- 22nd St Caltrain
- SF General Hospital
- Alice Griffith Apartments
- Bayview Plaza/Lucky
- Foods Co
- T-Corridor Stops on 3rd Street

~35% of trips begin/end at these 3 destinations



Data from Q1 (Jan 1 - March 31)



## Service Updates

# Service Hour Enhancements

The Bayview Shuttle will extend its hours! A few of the potential options include:

### **Current hours:**

- M-F: 7 am - 7 pm
- Weekends: 10 am - 6 pm

### **Option 1 - extended weekday (recommended)**

- M-F: 6 am - 8 pm
- Weekends: 10 am - 6 pm

### **Option 2 - extended morning hours**

- M-F: 5 am - 7 pm
- Weekends: 7 am - 6 pm

### **Option 3 - extended weekend hours**

- M-F: 7 am - 7 pm
- Weekends: 7 am - 7 pm



## Potential Zone Extensions

### 1 Extension Option 1 - North

This zone extends coverage north to Cesar Chavez St. Important destinations covered by the proposed zone extension include several employers and over 2,000 jobs (but very few residents).

#### Zone Summary



**+200**  
Persons



**0.3**  
Square Miles



**6%**  
Car-Free  
Households



**+2,100**  
Jobs



**600**  
Persons per  
Square Mile



**23%**  
At or Below  
Poverty Line

 Proprietary & Confidential.



## Potential Zone Extensions

### 2 Extension Option 2 - Glen Park BART

This zone extends coverage to the **Glen Park BART Station**. In general, Via recommends avoiding 'islands' of service far from the microtransit zone as this can have negative impacts on cost per trip. The existing service already offers connections to the 24th St BART Station.

Overall, given the potential negative cost per trip impacts and existing BART connection at 24th St Station, this change is **not recommended**.



# Which service option is preferred?

## Option 1 - Weekdays

M-F (6 am – 8 pm)  
Sa/Su (10 am – 6 pm)

## Option 2 - Mornings

M-F (5 am – 7 pm)  
Sa/Su (7 am – 6 pm)

## Option 3 - Weekends

M-F (7 am – 7 pm)  
Sa/Su (7 am – 7 pm)

## Option 4 - Other?

None of the options listed



# Community Congress Bylaws

## Article II Section 4

Congress members can be removed for 3 unexcused absences or misconduct, upon:

- Formal notice
- Placement of the issue on a Community Congress meeting agenda
- Vote of the Congress

Congress members shall give 5 business days notice for resignation, except for resignations forced by personal emergencies.

## Article III Section 4

Public notice of Congress meetings shall be posted a week before regular meetings

## Article III Section 7

Absolute (simple) majority of the membership of the Congress is required for a quorum.

## Article III Section 8

Congress will conduct an absolute (simple) majority vote for Congress decisions in person and/or via email.

# Request for Delegates

## Project Goal: Build community relationships & ensure community control

- ❖ Community oversight and guidance over service design elements is crucial for a strong service performance
- ❖ Five delegates are inactive members (3+ unexcused absences)
- ❖ Community Congress should be representative of community-based organizations and community residents

# Committee Update(s)

# Thank you!

[Post-Meeting Survey:](#)

