



**SFMTA**  
Municipal  
Transportation  
Agency

# Commuter Shuttle Program Mid-Year Review

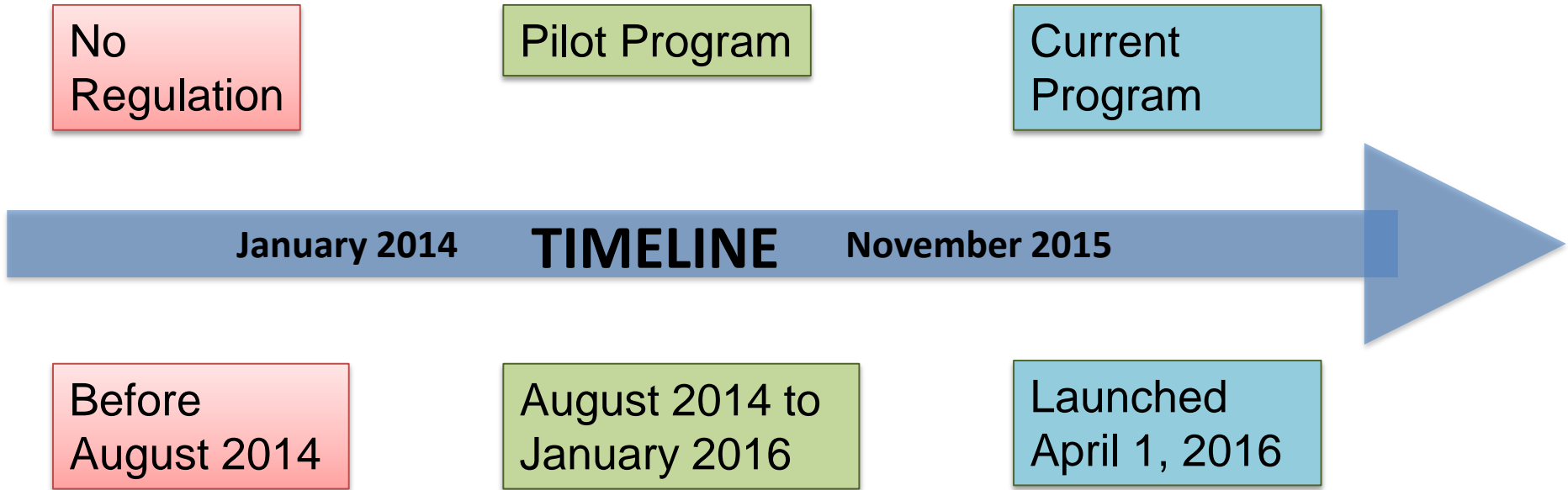
November 15, 2016  
SFMTA Board of Directors

# Shuttles in San Francisco

- Around for over a decade
- Licensed at the state
- Legally allowed on San Francisco streets
- Help reduce VMT/GHG



# Shuttle Program History





# Why a Commuter Shuttle Program?

- Allows for regulation of shuttles
- Better operation of city streets
- Address neighborhood concerns
- Minimize conflicts between users



# Commuter Shuttle Program

- Pilot helped inform current program design:
  - Large buses on Caltrans-designated arterials only
  - Cleaner vehicles
  - Increased enforcement



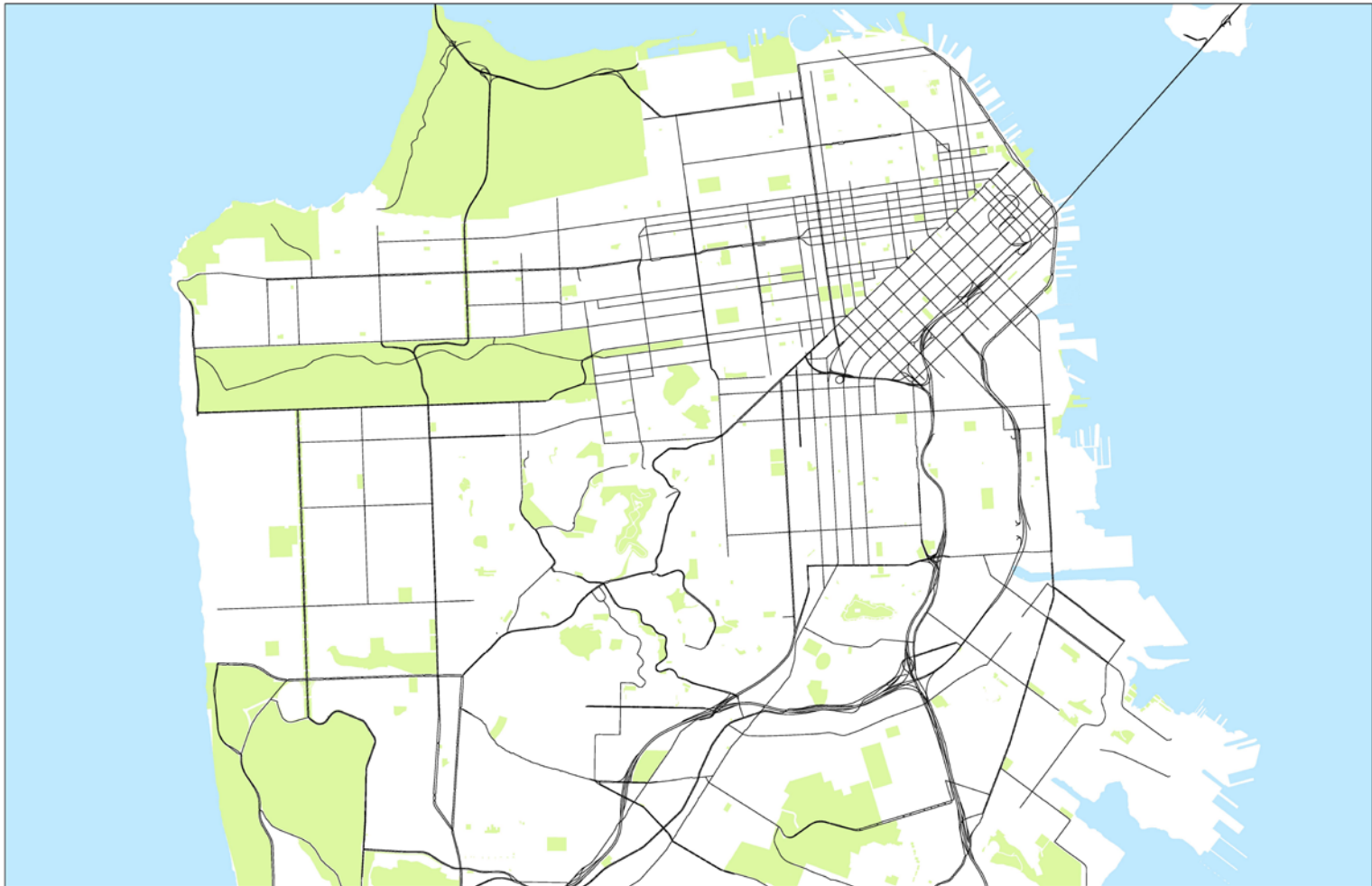
# Commuter Shuttle Program

- Access to network of designated shuttle zones – 125 zones maximum
- Voluntary participation
- Cost-neutral, because state law won't allow more
  - \$2.1 million in permit fees through August 2016

# Pilot and Program

	Pilot	Program
Permitted Companies	16	17
Trips	76% intercity	86% intercity
Daily Riders	8,500	9,800
Daily Stop Events	3,200	3,200
Daily Vehicles	300	360-390
Resident Complaints	On average 30 a month	On average 30 a month

# Large Vehicles Restricted to Arterials



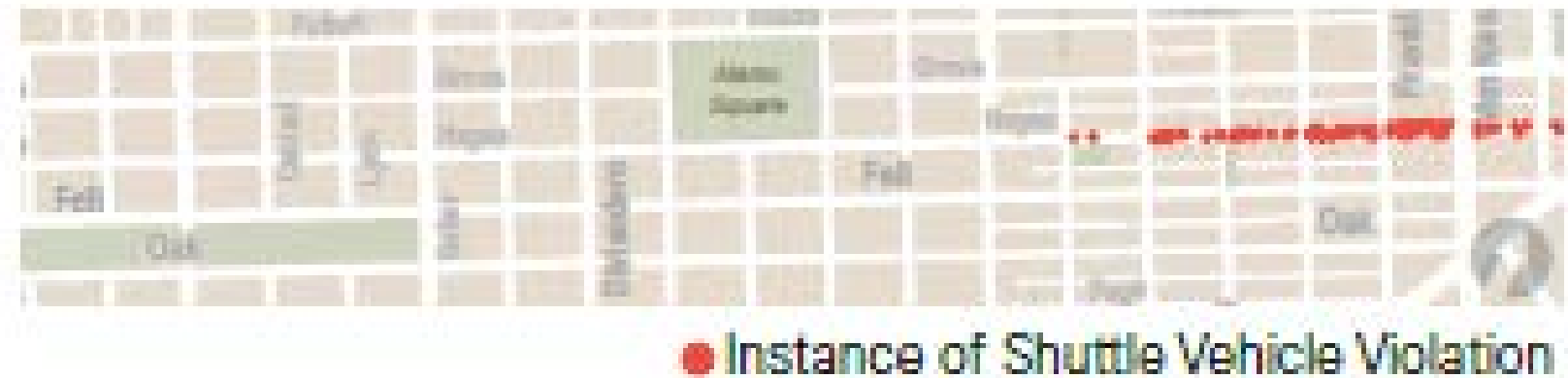


# Shuttle Travel on Non-Arterials Minimized

**April 2016**



**August 2016**



# Loading Locations

- 109 total zones  
(max of 125)
- Shared Muni zones
  - Pilot: 72%
  - Program: 57%
- Non-arterial streets
  - Pilot: 26%
  - Program: 9%



# Clean Fleet Requirements

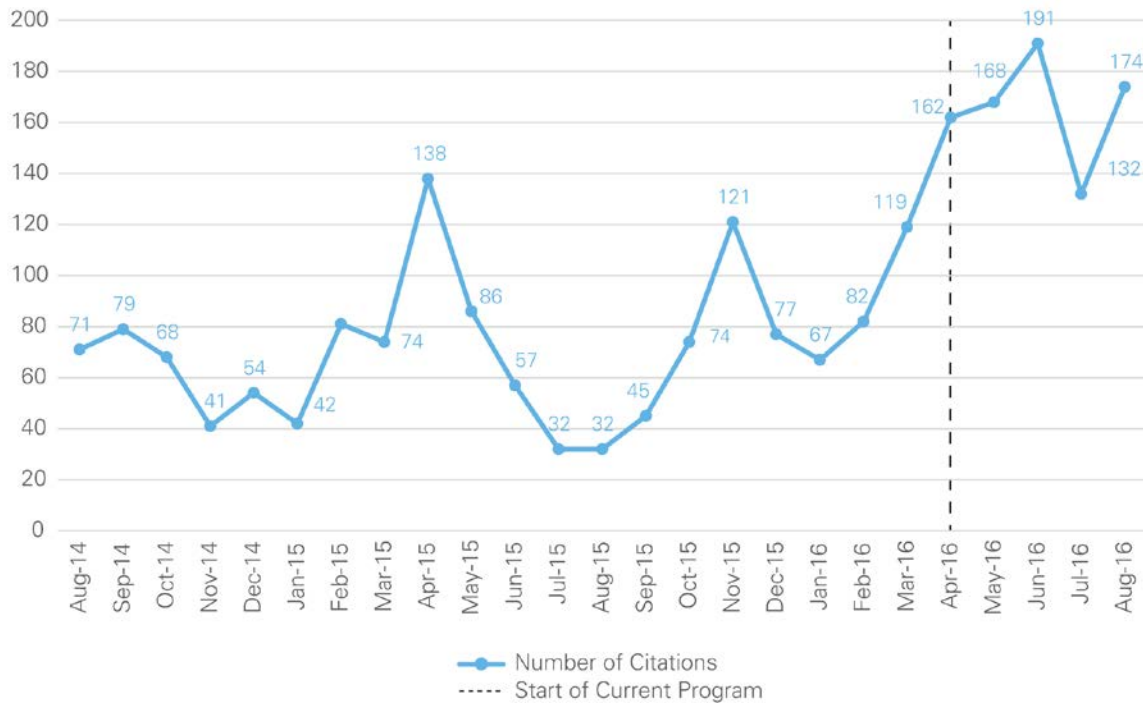
Meet 2012 emissions standards or better

- Pilot: 59%
- Program: 76%



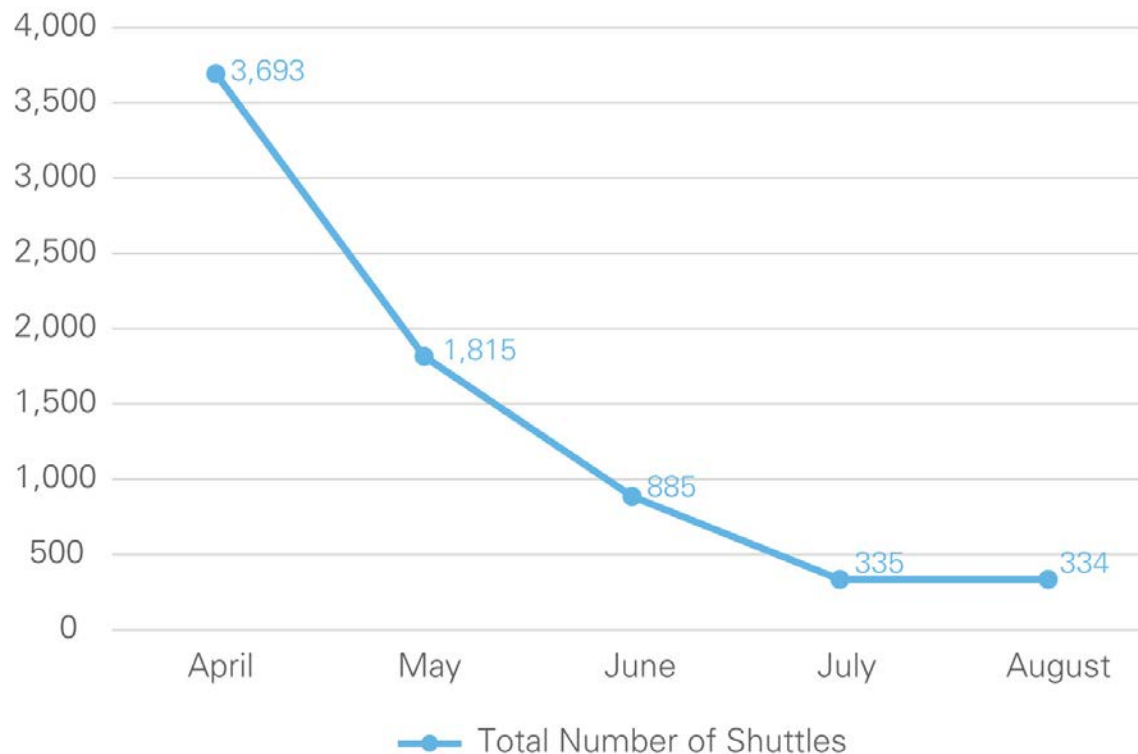
# Dedicated Enforcement Team

- Dedicated team of parking control officers (PCOs)
  - 1,095 citations issued since April
  - \$178,619 in citations



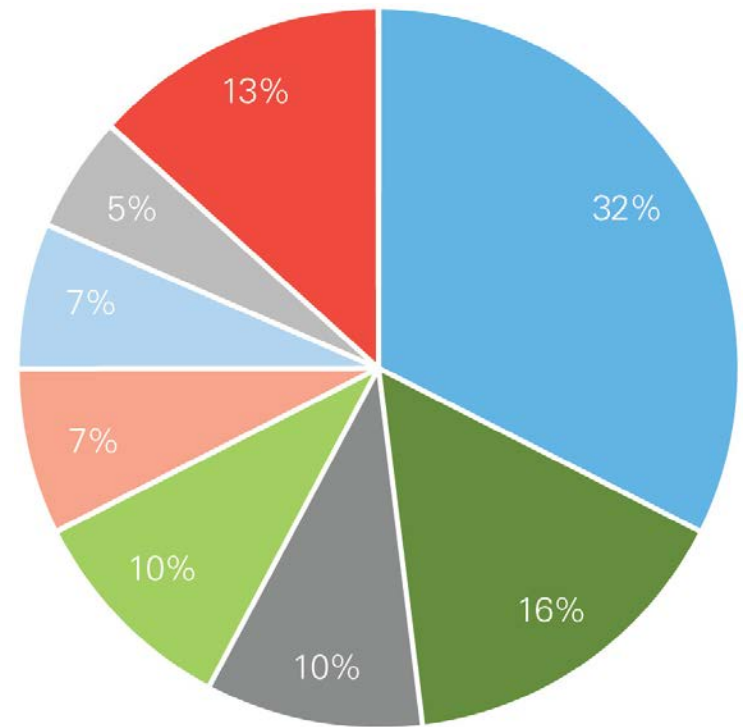
# Admin Fees Collected for Travel on Restricted Streets

- \$250 each
- \$514,000 in penalties since April



# Complaints

- 20 - 30 complaints each month
- Complaints shared with operators and PCOs
- Program adjusted based on feedback



- Unauthorized stop
- Unauthorized street
- Blocking bike lane
- Unpermitted shuttle
- Unsafe driving
- Blocking travel lane
- Other
- Idling/ Staging



# Program Challenges

- Lack of stop coverage in select areas
- Concentrated impact on select corridors
- Discontinuity in arterial network
- Enforcement resources
- Policy maker request for consideration of a hub approach



# Looking Forward

- Continued enforcement, dynamic to changing conditions
- Stop coverage
- Dispersion of shuttle volumes
- Expand data analysis capabilities



# Timeline

- Current program authorized through March 31, 2017
- MTAB proposal targeted for early 2017





# Impacts of the Program

- Program has succeeded in that there are:
  - Reduced Muni conflicts
  - Fewer shuttles on smaller streets
  - Cleaner vehicles
  - Reduced potential for service disruption
  - Resources dedicated to enforcement