



# Bayview Community Shuttle Program



## Bayview Shuttle Community Congress Wednesday October 18, 2023 from 5:30-7PM MINUTES

- 5:30 Welcome/Sign In/ Dinner
  - Staff
    - Hana O'Neill
    - Robert Lim
    - Dalila Adofo
  - Delegates
    - Christopher Whipple
    - Jackie Deng
    - Amanpreet Khosa
    - Marie Visto
    - Adrian Gaino
    - Ashante Smith
    - Carolyn Gage
    - Erica Choy
    - Phyllis Magdaluyo
  - 7 Members of the public
- 5:40 Announcements
  - 2 announcements made
- 5:45 Shuttle Request for Proposal (RFP) Update
  - Received multiple proposals and the evaluation team will make a recommendation to select a vendor in December
  - No comments
- 5:55 Shuttle Service Planning Survey Results
  - Received 629 surveys. Top three locations outside of Bayview in surveys are: Chinatown, San Bruno Ave, Downtown, SF General Hospital and BART
  - Generic answers were local grocery stores, doctors offices, parks and schools
  - Most respondents asked for morning peak hours, midday and evening commute peak. Small percentage for late evening.
  - 57% of respondents want weekday service and 43% want weekend service
  - Demographics on par with Census Bureau. Lack of youth respondents. Underrepresentation of Hispanic and Latino respondents.
  - Community Questions/Responses:



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- Were surveys distributed to senior services, youth, churches, Alice Griffith, on the Hill?
  - 5 CBO partners that helped pass out surveys and conduct events locally from May to September. Still have opportunities for the community to give input.
- Needs to be more specific outreach to churches and youth as was stated in the last meeting. Not everyone goes up to tables at events. Need to go to people versus expect them to come to you. Should be able to pay local youth or residents to survey.
- Not enough people know about this.
- People should be a part of choosing locations/nodes
- Don't currently have a way to get to the Caltrain station in a timely manner.
- 6:05 Shuttle Service Planning Draft Examples
  - Developed 3 alternative maps of the service area and how that impacts wait times, days of service and hours of shuttle operation.
  - First map is the initial concept with only service in Bayview Hunters Point in addition to key destinations like BART, Caltrain, SF General Hospital as a stop. This results in medium wait time (15-20 minutes), 7 days of service and up to 12 hours of service time.
  - Second Map is an extended service area that includes the areas around 24th St BART, 22nd St Caltrain station and SF General, instead of being listed as fixed point destinations in Alternative A as well as Little Hollywood, Visitacion Valley and 22nd Caltrain station. This results in longer wait times, only weekday service, and 12 hours of service time.
  - Third Map is a neighborhood focused map that keeps the geographic boundaries of Alternative A but removes the fixed point destinations. This results in shorter wait times (up to 15 minutes), 7 days a week service and up to 16 hours of service.
  - Community Responses:
    - The Service Area should just be Bayview Hunters Point so this program can be successful and then expand. Shuttle should not be a taxi. Goal of the shuttle is to fill in gaps and work with existing SFMTA services (MUNI).
    - Caltrain should not be a stop because no one uses it. Caltrain is not a sufficient system to get around the city or get to downtown; it takes



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you down the peninsula. I know people who take Samtrans (292) and Bart, yes but not Caltrain. Caltrain is also very expensive.

- People don't use Caltrain because they don't have sufficient access to it. Might use it if they had access.
- Don't want to lose weekend service for service expansion. There is a huge need for access to the San Bruno corridor. We got to do that.
- Chinatown takes you out too far out of the service area. Should connect to the metro that goes to chinatown. Got to streamline what we are talking about.
- I thought one of the objectives was to assist people who could not afford muni and people who are disabled that live on the hill that can not get off the hill. We need to rethink SF General Hospital. Many have transferred to Kaiser and UC mission bay. Suggest a small expansion to that point.
- Agree with UC and Kaiser to be a part of this. Problem about Kaiser and UC mission bay is its huge. If you just drop off to one place you can have a hard time getting around the entire campus especially if you can not navigate their shuttle service. If you just had surgery there is no way you can walk from the T-line to the campus.
- One more aspect of it is, is this shuttle getting you to other services or getting you to the destination? The answer changes the service of the shuttle. When presenting the three map alternatives can you explain if this plan gets you to more places vs get you from place A to place B.
  - See this service as a combination of getting to a place directly and if I can not get there directly, what's the connection I can make that brings my transfers from 3 to 2. One of the top answers (76 responses to the survey) was that I want a connection to 3rd and Palou where there are 4 or 5 different bus lines because that saves me 30 minutes and saves me from an additional bus ride to get to the T. Or get me somewhere to reduce my travel time overall.
- This project is funded by the California Air Resources Board (CARB) which means the goal is to get more people on public transportation and reduce greenhouse gas emissions and bonus is to help fill in transportation gaps.



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- Like the idea of 16 hour service hours to help people who get home late or start/end overnight shifts and are willing to have a smaller service area for that.
- Shuttle should be cheaper than Muni as some community members can't afford Muni anymore.
- It would help differences if you can have specifics of how the plan is affected when dropping certain destinations.
- Should have more service hours with shorter wait times. Should not be waiting longer than 15 minutes.
  - Send more comments via email to [BayviewShuttle@sfmta.com](mailto:BayviewShuttle@sfmta.com)
- 6:25 Shuttle Outreach Project Committee Report
  - Main point is we wrapped up 15 community events that we had in the span of 3-4 months. When we contract with a vendor early next year, we're going to be telling people how the shuttle works and will be getting people to sign up. Will have 30 events starting early next year.
- 6:35 Transportation Resource Center Report
  - Jackie Deng from Community Youth Center (CYC) presents. Conducted 6 sessions to 130 residents and has done street walks to promote transportation resource centers. Transportation center helps residents apply for clipper cards and serves as a one stop shop for transportation resources.
  - Community Questions/Response:
    - Outreach needs to be extended as the average community member does not know about this.
    - Resource cards should be distributed when community members get on the shuttle with these resources that spells out how to get discounted fares etc.
    - Should have something more modern like a display of resources on the shuttle instead of cards.
- 6:45 Workforce Development Project Committee Report
  - On hold until Vendor is on board. 2 CBO's are tasked with recruiting people and getting them into a training program to become shuttle operators.
- 6:55 Post-Event Survey
  - Post-event survey will be emailed to attendees
- 7:00 Adjournment
  - Next Meeting: January 24,2024 location and time TBD.
  - Any suggestions of a new location email [dalila@bvhpadvocates.org](mailto:dalila@bvhpadvocates.org).