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FOR IMMEDIATE RELEASE

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****PRESS RELEASE****

San Francisco Launches Bayview Community Shuttle

Service Aims to Address Transportation Inequity in Bayview-Hunters Point

SAN FRANCISCO, CA – The San Francisco Municipal Transportation Agency (SFMTA), District 10 Supervisor Shamann Walton, the California Air Resources Board, the Bayview Hunters Point community and [Via](#) held a celebration today for the launch of the Bayview Community Shuttle. The shuttle is an on-demand service that gives the public access to a new transportation option within minutes of booking. With fares equal to Muni, the new service improves connectivity within Bayview Hunter’s Point and the broader city. Members of the public can book rides through a mobile app or phone call to arrange rides.

“For too long this neighborhood has needed safer and easier access to transportation,” said **District 10 Supervisor Shamann Walton**. “I’m proud that we’re rolling out a shuttle service that can help break down the obstacles that our residents have historically had to navigate on their own. I thank everyone who’s taken part in the public process to find ways to elevate this service to meet us where we are and get us where we need to be.”

“When I was sworn into the SFMTA Board of Directors, I hoped to see meaningful change in underserved neighborhoods like Southeast San Francisco,” said **SFMTA Director Dominica Henderson**. “We need to continue to prioritize equitable, safe and climate-friendly transportation for Bayview-Hunters Point residents. I’m thrilled that our staff is committed to these goals and working with [Via](#) to provide state-of-the-art vehicles for a community that deserves them.”

Stemming from the [Bayview Community-Based Transportation Plan](#) published in 2020, community partners and Bayview Shuttle Community Congress delegates planned and finalized major project elements, including the service area, outreach plan and driver training curriculum. In doing so, the community ensured that the shuttle service matched their needs. The goals established by community feedback include:

- Improve community mobility
- Improve community health and reduce emissions
- Invest in the community and create jobs
- Connect residents and transportation services
- Support and supplement existing transit service
- Build community relationships and ensure community control



"I'm thankful to our ancestors who sacrificed and paved the way for us," said **Carolyn Gage, a Bayview Shuttle Community Congress delegate**. "Their years of activism and advocacy on behalf of the community put us in a position where we can move into the future with a climate-friendly transportation option in Bayview-Hunters Point. I'm grateful for those today and in the past that brought this resource to my community."

"I live within Bayview and experienced the lack of transportation access firsthand, just like countless other Bayview residents," said **Raymond Zhang, a Program Coordinator at Community Youth Center of SF, one of the community partners on the project**. "The launch of Bayview Shuttle is a testament to our community identifying a shared goal and uniting to work together to take action against a long-standing problem. I am honored to be part of the team that contributed to the launch, and I will continue to work and provide our community with support in securing the transportation resources they need."

Operated by [Via](#), the Bayview Shuttle is funded through the [California Air Resources Board Sustainable Equity Transportation Project](#) (STEP) grant. STEP is a project within the California Climate Investments, a statewide initiative that puts billions of Cap-and-Trade dollars at work reducing greenhouse gas emissions, strengthening the economy and improving public health and the environment – particularly in disadvantaged communities.

"Many communities in California that are overburdened with pollution also lack travel options that increase their access to jobs and other opportunities," said **California Air Resources Board member Cliff Rechtschaffen**. "The Bayview Shuttle project is a zero-emissions solution that both improves air quality and expands transportation options, helping residents live healthier lives."

"A Community Shuttle only works if it is accessible, feels welcoming and gets people where they need to go," said **SFMTA Director of Transportation Jeffrey Tumlin**. "We are grateful to Supervisor Shamann Walton and the community for helping us understand how to address where transportation has fallen short. We thank the California Air Resources Board for recognizing the importance of safe and low-carbon transportation in Bayview-Hunters Point, and we thank Via for working with us to provide a service that meets these goals."

The shuttle service is designed to be accessible for everyone. During all hours of operation, the service will offer spacious standard vehicles and wheelchair-accessible vehicles (WAVs) that passengers can request through their user profiles. All vehicles are inspected to provide a comfortable and safe ride. To book the ride, customers can use the service mobile app or call the Bayview Shuttle Customer Support line. From there, a Bayview Shuttle will be there to pick them up within 15 minutes. Passengers can use the app or Bayview Shuttle Customer Care line to ask agents questions with language options that include English, Spanish, Cantonese and Filipino.



Shuttle service runs seven days of the week, operating from 7 a.m. to 7 p.m. Monday through Friday, and 10 a.m. to 6 p.m. on weekends. During those hours, passengers can travel anywhere in the service area. Pickups and drop offs outside the service area take place at designated zones where riders can begin or end the trips they take to and from the Bayview community. The zones are located at SF General Hospital, 24th St./Mission BART, 22nd St. Caltrain station and Bayshore Caltrain station. For people with limited mobility, they can set up their user profiles to specify door-to-door service. Learn more about the service area and how to ride with the Bayview Shuttle Mobile App or ride-booking hotline here at the [service landing page](https://www.sfmta.com/CommunityShuttle) (SFMTA.com/CommunityShuttle).

Shuttle Fares

For the first month, until Dec. 11, 2024, all rides are free. After that, no matter the destination, type of vehicle, or service (door-to-door compared with corner-to-corner) the price is equal to the typical fare the rider would pay on Muni. For those eligible for discounted fares, the cost will be \$1.25 or free if qualified for the [Free Muni](#) program. Either way, each passenger handles their own ride payment. Riders will have the chance to pay on-board using fare readers, paying via Clipper Card or the MuniMobile app. Customers who have questions on how to use the service or qualify for discounts are encouraged to utilize the [Bayview Transportation Resource Center](#) at 5009 3rd St., a one-stop transportation hub where anyone can get their transportation-related questions answered.

This project is funded until March 2026. SFMTA staff will continue the work to find ways to extend the service.

To learn more about the service please visit the [service landing page](https://www.sfmta.com/CommunityShuttle) SFMTA.com/CommunityShuttle.

To share feedback at any time about the Bayview Shuttle Program, you can reach out to us at BayviewShuttle@SFMTA.com.

ABOUT SFMTA

The San Francisco Municipal Transportation Agency (SFMTA) is a department of the City and County of San Francisco responsible for the management of all ground transportation in the city. The SFMTA has oversight over the Municipal Railway (Muni) public transit, as well as bicycling, paratransit, parking, traffic, walking, and taxis. Established by voter mandate in 1999, the SFMTA aggregated multiple San Francisco city agencies, including the Department of Parking and Traffic, Muni, and since 2007, the Taxi Commission.