



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

Rocking the Boat



ROCKING THE BOAT

at India Basin Waterfront Park
chris@rockingtheboat.org



California Air Resources Board (STEP) Grant

October 2022
Community outreach begins

December 2025
Project report due



August 2022
Grant agreement finalized

April 2023
Shuttle begins operations

March 2026
Pilot end date

Previous Timeline

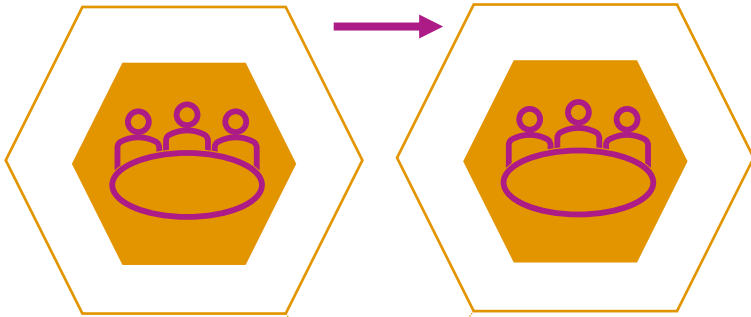
STEP Grant Updates

October 2022

Community outreach planned to begin

April 2023

Community outreach began



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

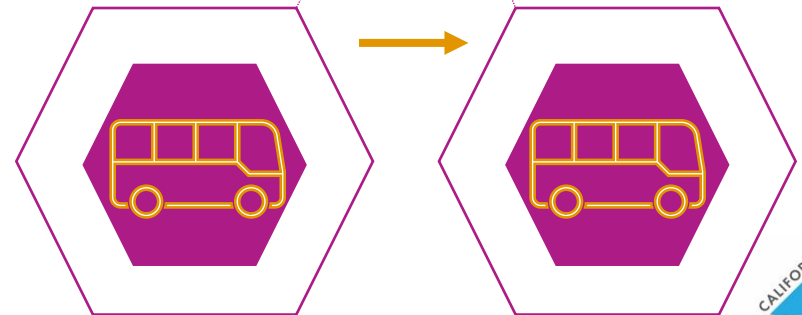
Finalizing contracts with CBO partners and convening of project committees took longer than anticipated due to limited staff capacity

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

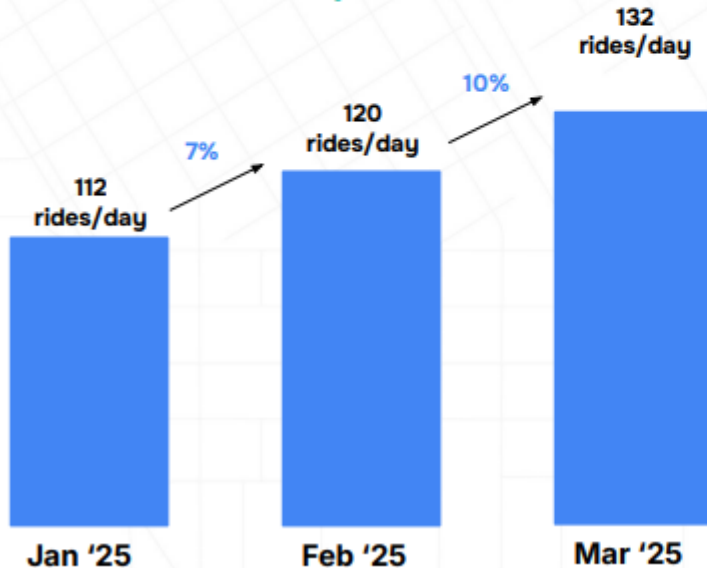
Metrics Review

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)

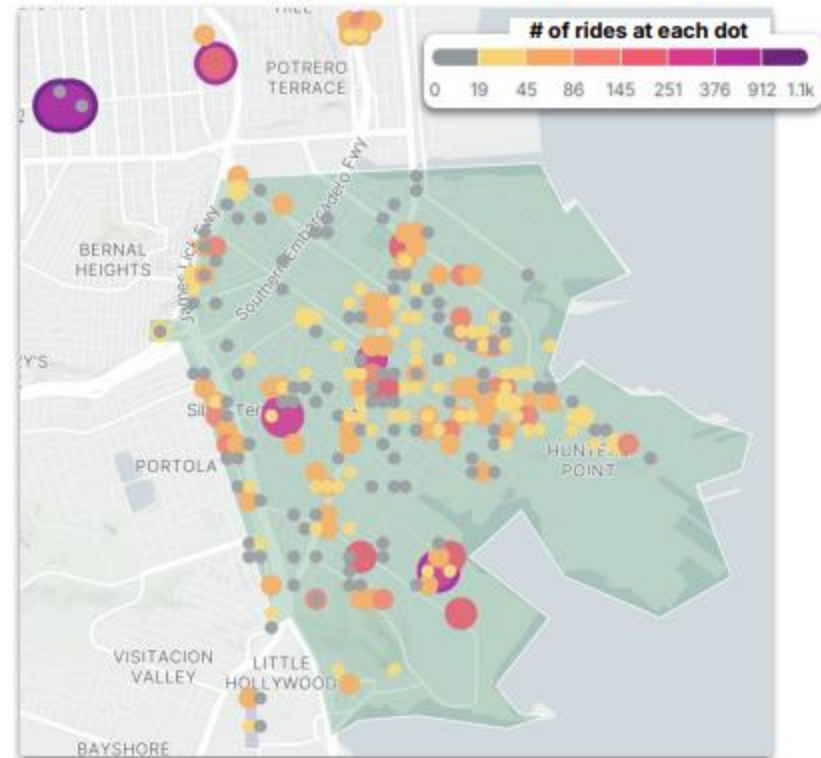
Metrics Review

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)

VIA Proprietary & Confidential.



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

VIA 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:](#)

