



**Information and Presentation Requests Matrix – 2025**

Reference Number	By	Request	Staff Responsible	Status	Response
250105.01 (Email)	Connor Skelly	Now that we are a few months in, what is the estimated cost per ride of the Bayview Shuttle? If that data isn't available, can you share the monthly ridership data for the shuttle so far, and the total budget for the project?	Javaun Garcia	Complete	<p>This may be more information than requested but I thought it might be helpful in case there is specific data/metrics that the delegate wanted to look into. You'll find our preliminary data below for the period 11/12 - 1/15, November 12<sup>th</sup> was our launch date. Also, I can communicate this at the CAC presentation, but we'll have additional data reported every month from this point forward. We're working on finalizing our data collection plan with our vendor, Via, and will share more information about data collection at our Community Congress this upcoming Wednesday from 5:30-7:00 at the SECC. I encourage you or anyone within your network to attend if they're available!</p> <p>Concerning the budget, our grant agreement award was for \$10.5 million. Of that, \$8.5 million was dedicated to operations of the Bayview Shuttle. Our total contract with our vendor is \$4.3 million but is broken down through yearly renewal options. To keep in mind - this is a pilot project with an end date of March 2026. We plan to for an extension to continue operations past that date from CARB, but authorization of that extension is dependent on legislative approval of future CARB budgets.</p> <p><b>Rides</b></p> <ul style="list-style-type: none"> <li>The Bayview Shuttle received 7,609 ride requests</li> </ul>



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					<p>since our launch on November 12<sup>th</sup></p> <ul style="list-style-type: none"> <li>• Of those, 4,921 rides were completed - 64.6%               <ul style="list-style-type: none"> <li>○ In November (795) we averaged 81 ride requests per day and 42 rides completed per day</li> <li>○ In December (2,599) we averaged 123 ride requests per day and 84 rides completed per day</li> <li>○ In January (1,527) we averaged 151 ride requests per day and 102 rides completed per day</li> <li>○ Rides that were requested but uncompleted are classified in the following categories:                   <ul style="list-style-type: none"> <li>• Unaccepted proposals - most common other category, around 20%, accounts for rides proposed but the user did not accept the booking</li> <li>• Cancellations - rider cancels (around 6-7%)</li> <li>• Seat Unavailable - not enough room on the vehicle (around 3%)</li> <li>• No Shows - ride canceled because rider did not board within the allotted time (2 min. wait period)</li> <li>• Invalid - ride request outside of the</li> </ul> </li> </ul> </li> </ul>



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					<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>service area &lt;1%</li> <li>• Other Error - &lt;1%</li> </ul> </li> <li>• Our highest day for ridership was 1/15 where 168 rides were completed and 230 were requested               <ul style="list-style-type: none"> <li>◦ This compares to 16 rides completed day of launch (950% growth)</li> </ul> </li> <li>• Utilization (rides per driver hour) and productivity (rides per vehicle hour) both have steadily increased               <ul style="list-style-type: none"> <li>◦ Utilization: November 1, December 2.1, January 2.5</li> <li>◦ Productivity: November 1.9, December 2.8, January 3.3</li> </ul> </li> <li>• Most trips occur within the main service zone (Bayview Hunter's Point community - 55-65%), with the second most common pickup/dropoff location being the 24<sup>th</sup> St. Mission stop (25 - 30%)</li> </ul> <p><b>Rider Experience</b></p> <ul style="list-style-type: none"> <li>• Average ride duration - 10.9 mins (varies by month)</li> <li>• Average ride distance 2.2 miles (varies by month)</li> <li>• Approximately 33% of bookings are shared (more than one passenger on board)</li> </ul> <p><b>Ridership Growth</b></p> <ul style="list-style-type: none"> <li>• Most accounts were created the week of the launch</li> </ul>



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					<p>(617) but still growing</p> <ul style="list-style-type: none"> <li>• Total of 1,719 accounts were created               <ul style="list-style-type: none"> <li>◦ 127 accounts created the week of 1/6</li> </ul> </li> <li>• 903 unique riders requested a ride               <ul style="list-style-type: none"> <li>◦ In January, 66% of riders were return riders and 34% were first-time users (varies by month)</li> <li>◦ The week of 1/6, riders took an average of 4.1 rides</li> </ul> </li> </ul> <p><b>Rider Rating</b></p> <ul style="list-style-type: none"> <li>• The service has maintained an average 4.9 (out of 5 points) rating for all months               <ul style="list-style-type: none"> <li>◦ Average a 30.2% completion rate for the rating</li> </ul> </li> </ul> <p><b>Rider App Installs</b></p> <ul style="list-style-type: none"> <li>• Most apps were installed the week of the launch (671) but still growing</li> <li>• Total of 2,277 installations thus far               <ul style="list-style-type: none"> <li>◦ 222 installations the week of 1/6</li> </ul> </li> </ul>
250105.02 (Emails)	Connor Skelly	Is there a reason there is such little enforcement of the 5-minute loading zone / no parking signs in front of the new YMCA Kapuso Childcare Center? The new	Shawn McCormick	Complete	We have been in this area regularly. On that side of the street, we have issued 110 citations last year and already 10 citations this year for safety violations including No Parking, Red Zones, Wheel Chair Access Ramps, Fire Hydrants and



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		housing complex went up with no parking, so residents often park all day there, making it very difficult and dangerous for families to do dropoff/pickup.			Crosswalks. Sixty seven of those citations for No Parking zones.  We will continue to monitor and check the area regularly.
250206.01	Sue Vaughan	What is the ridership on the connector routes after 7pm?	Sean Kennedy	Pending	
250206.02	Sue Vaughan	How many infractions have there been with commuter shuttle buses between July 1, 2023- June 30, 2024, broken down by company.	Philip Cranna	Complete	This information was emailed to the CAC on 2/28/25
250212.01 (Email)	Sue Vaughan	What rules or guidelines guide the decision about where to install automatic countdown signals and where to install ones that require pedestrian activation?	Kimberly Ng	Pending	
250306.01	Aaron Leifer	Requested an update on cell service in the tunnels.	Lisa Walton	Pending	
250306.02	Sue Vaughan	How many school tripper buses does Muni have and what are the routes	Kimberly Ng Sean Kennedy	Pending	
250317.01 (Email)	Jonathan Bünemann	Several neighbors are reporting drivers blowing through the stop sign On Bay Street at Webster. A likely contributor for this is that the stop sign is regularly obscured by campers parking in the	Kimberly Ng	Pending	











