



Bayview Community Shuttle Program: Community Congress

Date: Wednesday January 22, 2025 5:30-7:00 PM

Address: Southeast Community Center
1550 Evans St San Francisco, CA 94124

Room: Visitacion Valley Room

Agenda (with minutes)

5:30	Welcome/Sign In/Dinner
5:40	October 23, 2024, Community Congress Meeting
5:45	<p>Shuttle Service Performance Presentation</p> <p>Summary of Minutes:</p> <ul style="list-style-type: none"> ● <i>Community shared interest in: accessing Bayview Shuttle at Glen Park BART, expanded service hours, heat map separating origin and destination requests, wayfinding instructions for riders to find the shuttle, free rides for CC members. Further details below agenda.</i>
6:05	<p>Data Collection Plan</p> <p>Summary of Minutes:</p> <ul style="list-style-type: none"> ● <i>MTA could track the following data: prominent rider request areas, emissions from shuttle, charger locations / emissions</i> ● <i>Data to track: large events in Bayview with high potential ride volume, best ways to outreach senior citizens and other harder to reach populations. Further details below agenda.</i>
6:15	<p>Future Performance Reporting Method(s)</p> <p>Minutes: see below agenda</p>
6:45	<p>Committee Reports and Updates</p> <p>Minutes: see below agenda</p>
6:55	Post-event Survey

7:00	Adjournment
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January 22 Community Congress Minutes

Marketing/Outreach

- Push notification to users when ridership/demand is low; also to community based organizations; push notification to promote event where there will be a shuttle located (can we do push notices to riders who are at a certain location)?
- 60 second interviews with riders to promote (Angel project)?
- Should advertise the program to transit planners/policy makers
- Data shows 95% of bookings via app; inform need to more outreach to senior population; HPS CAC suggested direct mailings
- At large events, can there be a shuttle at the event to promote service; provide a surge of shuttles at these events at dedicated hours; would like to use shuttle as marketing tool with informational flyers to promote
- Couple shuttle service with workforce events

Data Reporting

- Would like the heat map to be separated by origin and destination requests as opposed to all the requests on one map
- Slide 7: maps are not shown at the same scale so want to have it to better exemplify the magnitude of the service in improve access
- Track where people are being picked up, particularly multi-unit housing; overlay of the streets for heat maps
- Location of the chargers – nick responded that onsite location in Bayview operations site
- Account for emissions being emitted due to charging
- Ability to track where request are originating to inform outreach efforts
- Any way to track how many residents are being survey – Javaun: only via survey
- Would like an agenda item to discuss focused outreach to areas where there are poor existing transit access

- Dashboard – static or dynamic dashboard; would like infographics to help digest the information

Operations

- Asked why 24th Street Bart was chosen as one of the access points; want Glen Park BART to be considered for ease of loading zone +
- App should provide wayfinding directions for riders with directions to meet up with vehicle
- Would like expansion of service hours
- Would like the rides to be free for members of Community Congress
- Concerns about ensuring that the service is reaching those with poor transit access

Verbatim Summarized Responses

5:40 Meeting Minutes: October 23, 2024, Community Congress Meeting

5:45 Shuttle Service Performance Presentation

Slide 7: maps are not shown at the same scale so want to have it to better exemplify the magnitude of the service in improve access

Karen: what kinds of complaints have been received

Nick: primarily about confusion on the pick up points (e.g 24th Street Bart); disconnect between driver and rider due to traffic congestion; unawareness of the service design – must educate about the shared ride component of service

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Would like the rides to be free for members of Community Congress



Question about joining the budget committee; Javaun: might be about the steering committee which is biannual; Michelle provided information about the citywide budget process

Would like expansion of service hours

6:05 Data Collection Plan

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