



SFMTA
Municipal
Transportation
Agency

Commuter Shuttle Program Mid-Year Review & Hub Study

December 1, 2016

SFMTA Citizens Advisory Committee

Shuttle Program History

No
Regulation

Pilot Program

Current
Program

January 2014

TIMELINE

November 2015

Before
August 2014

August 2014 to
January 2016

Launched
April 1, 2016

Why a Commuter Shuttle Program?

- Allows for regulation of shuttles
- Better operation of city streets
- Address neighborhood concerns
- Minimize conflicts between users

Commuter Shuttle Program

- Access to network of designated shuttle zones – 125 zones maximum
- Voluntary participation
- Large buses on Caltrans-designated arterials only
- Cost-neutral, because state law won't allow more
 - \$2.1 million in permit fees through August 2016

Pilot and Program

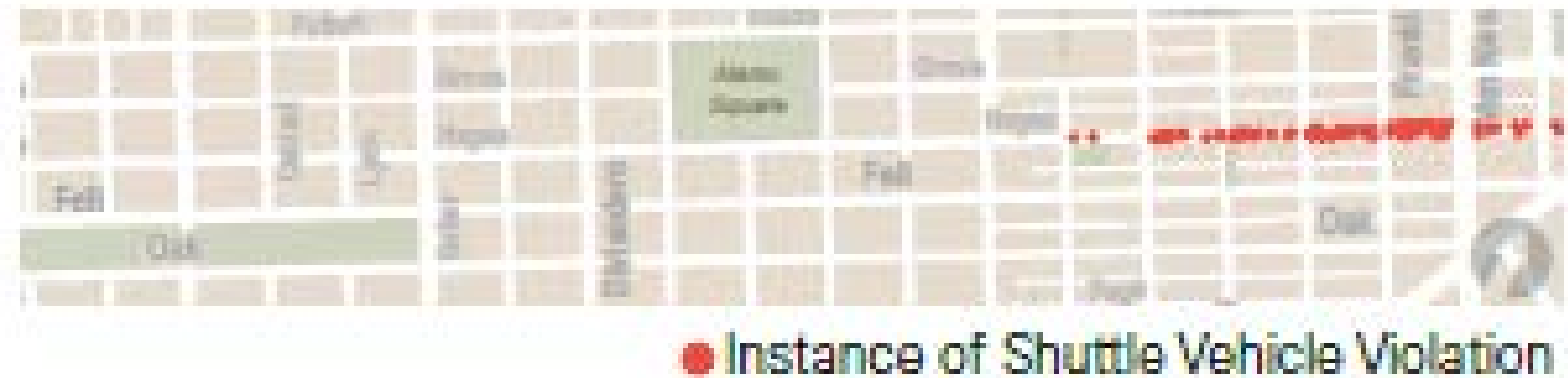
	Pilot	Program
Permitted Companies	16	17
Trips	76% intercity	86% intercity
Daily Riders	8,500	9,800
Daily Stop Events	3,200	3,200
Daily Vehicles	300	360-390
Resident Complaints	On average 30 a month	On average 30 a month

Shuttle Travel on Non-Arterials Minimized

April 2016



August 2016



Loading

- 110 total zones (max of 125)
- Stops made in shared Muni zones
 - Pilot: 72%
 - Program: 57%
- Stops made on non-arterial streets
 - Pilot: 26%
 - Program: 9%



Clean Fleet Requirements

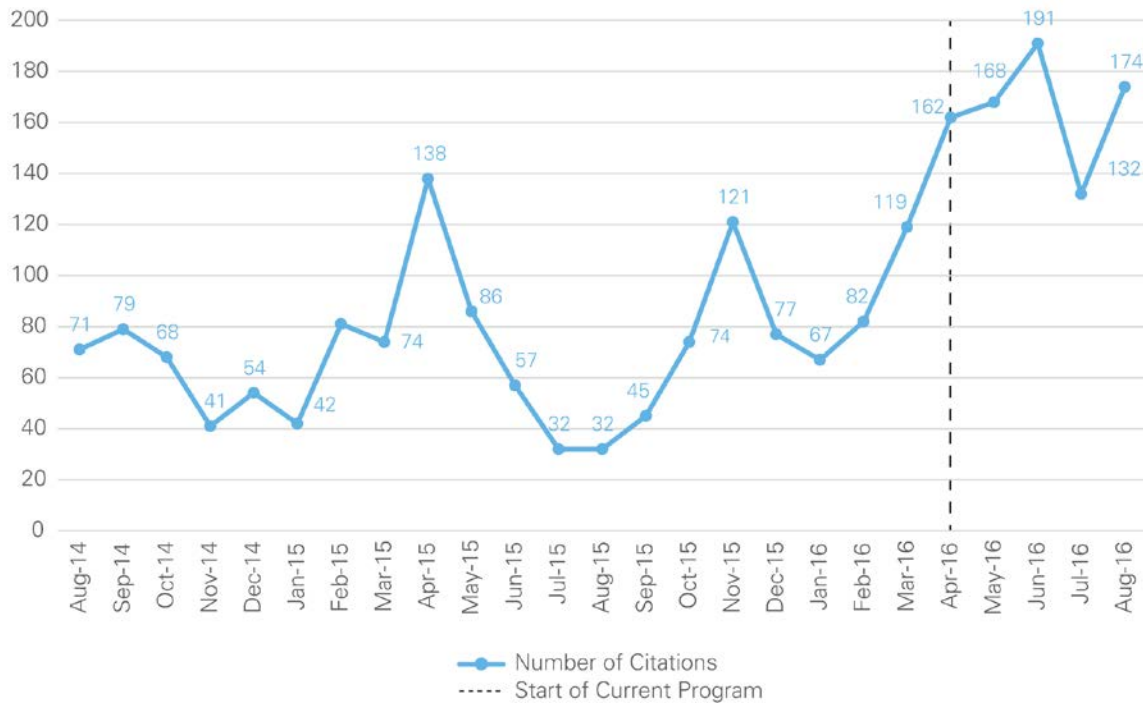
Meet 2012 emissions standards or better

- Pilot: 59%
- Program: 76%



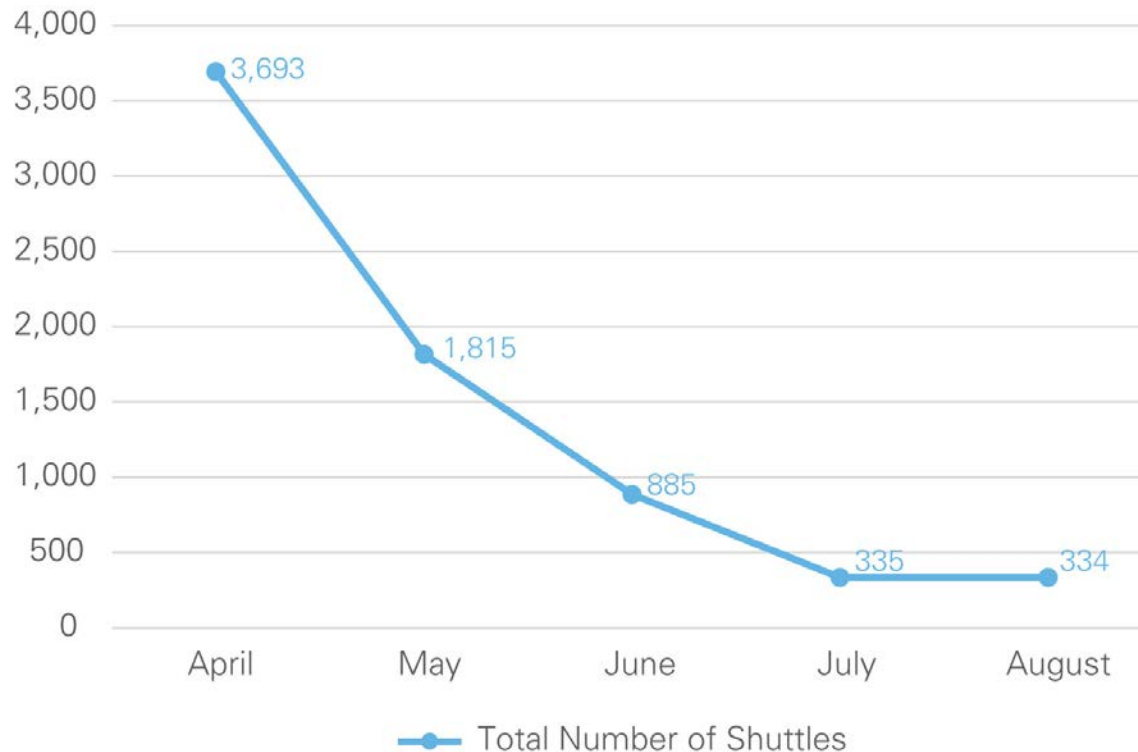
Dedicated Enforcement Team

- Dedicated team of parking control officers (PCOs)
 - Monthly average of 165 citations issued since April
 - Monthly average of \$29,255 in citation revenue



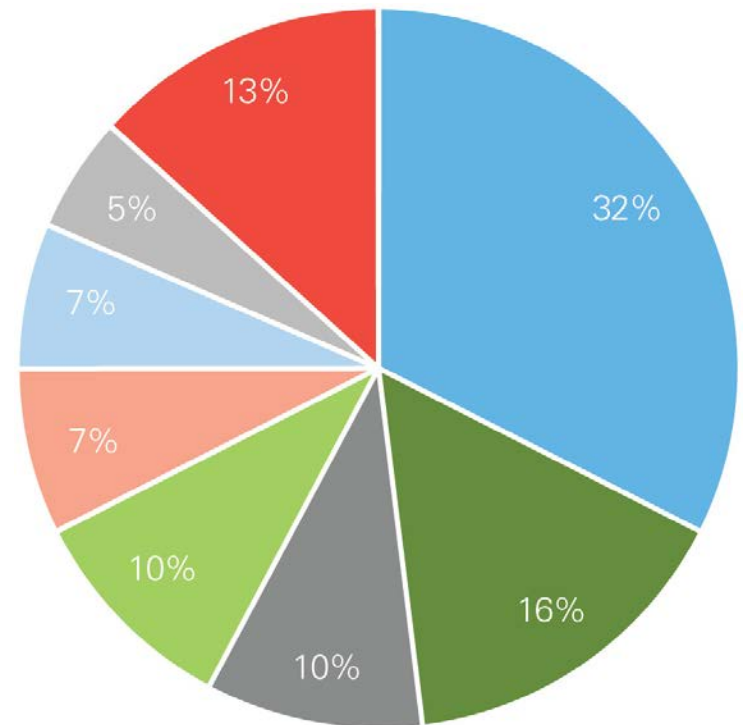
Admin Fees Collected for Travel on Restricted Streets

- \$250 each, detected using GPS data
- \$514,000 in penalties since April



Complaints

- 20 - 30 complaints each month
- Complaints shared with operators and PCOs
- Program adjusted based on feedback



- Unauthorized stop
- Unauthorized street
- Blocking bike lane
- Unpermitted shuttle
- Unsafe driving
- Blocking travel lane
- Other
- Idling/ Staging

Program Challenges

- Lack of stop coverage in select areas
- Concentrated impact on select corridors
- Discontinuity in arterial network
- Enforcement resources
- Policy maker request for consideration of a hub approach

Impacts of the Program

- Program has succeeded in that there are:
 - Reduced Muni conflicts
 - Fewer shuttles on smaller streets
 - Cleaner vehicles
 - Reduced potential for service disruption
 - Resources dedicated to enforcement

Hub Study

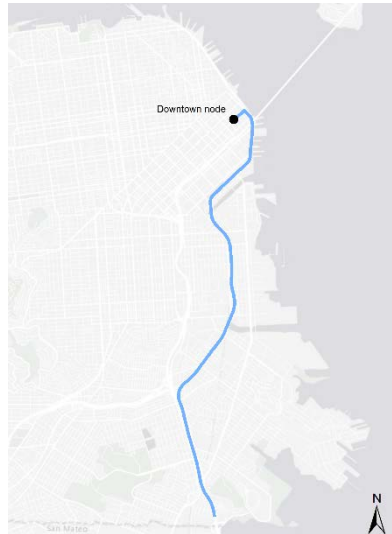
Background:

- In February 2016, Board of Supervisors identified interest in studying a “hub” model that has fewer designated shuttle zones
- SFMTA & SFCTA agreed to study an alternative model

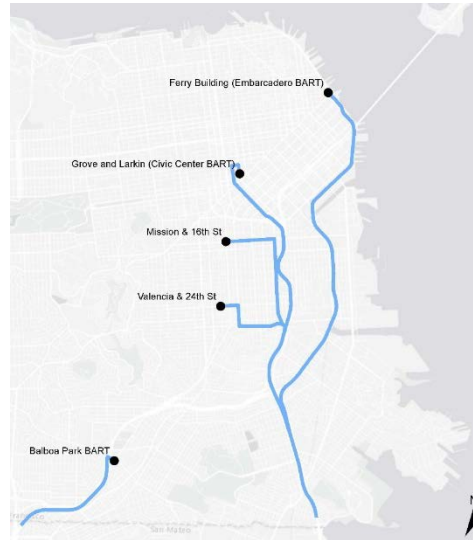
Purpose:

- Evaluate alternative approach
- Does a “hub” better meet the goals of a commuter shuttle program?

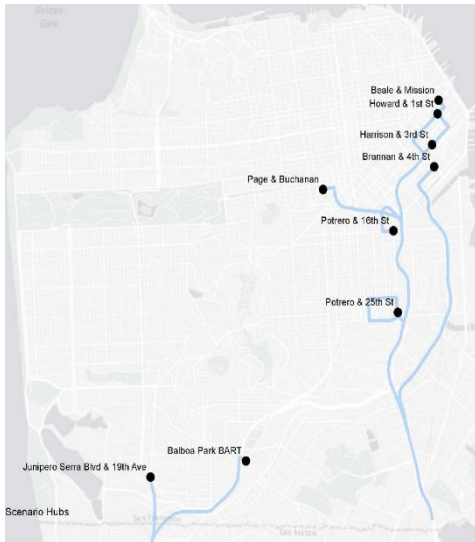
Four Scenarios



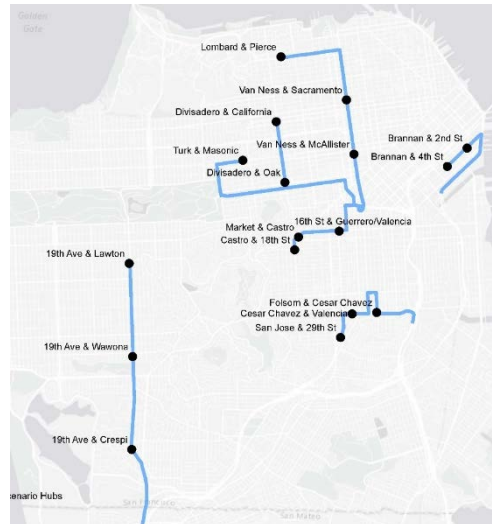
Single Hub



BART Oriented

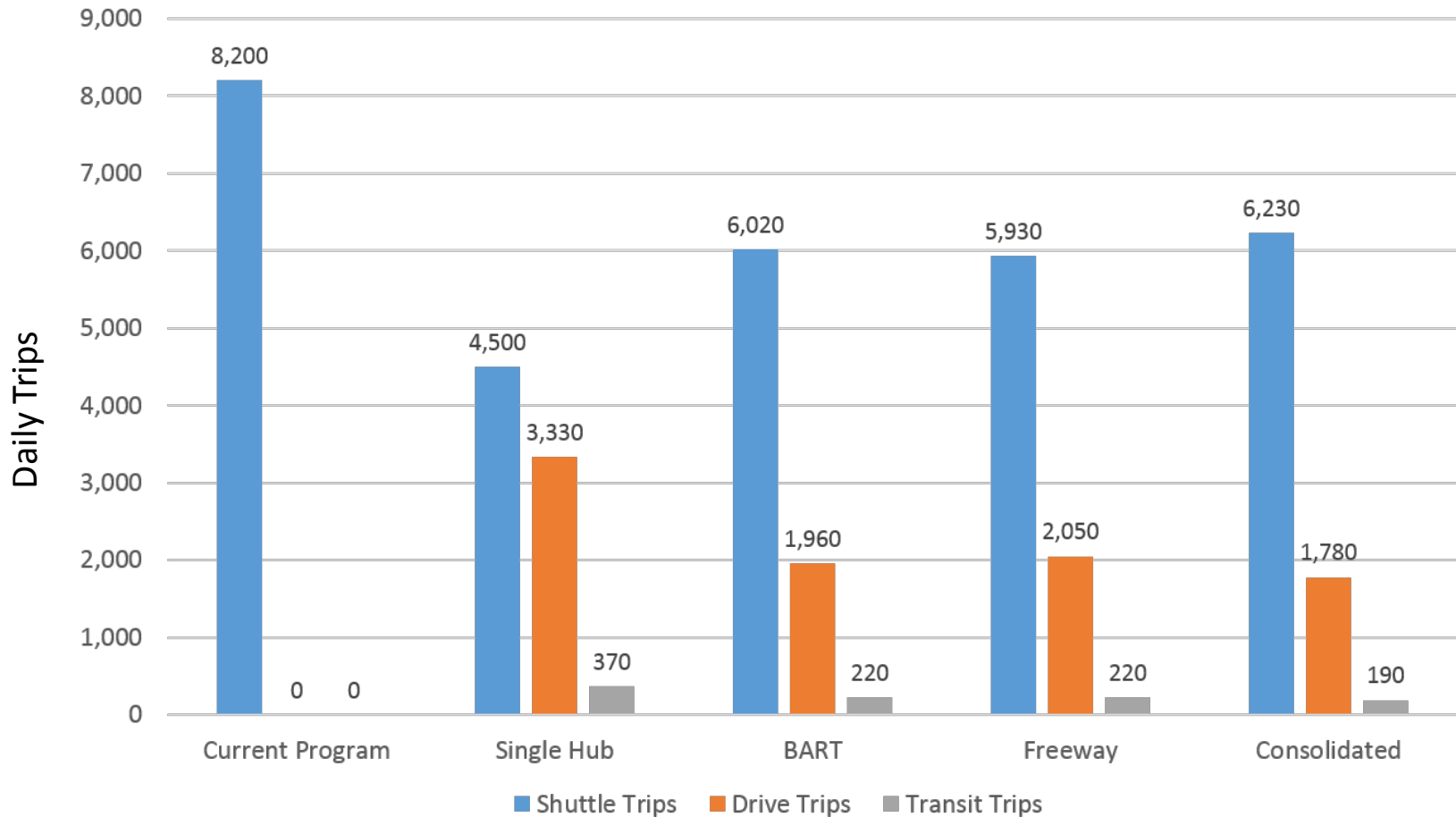


Freeway



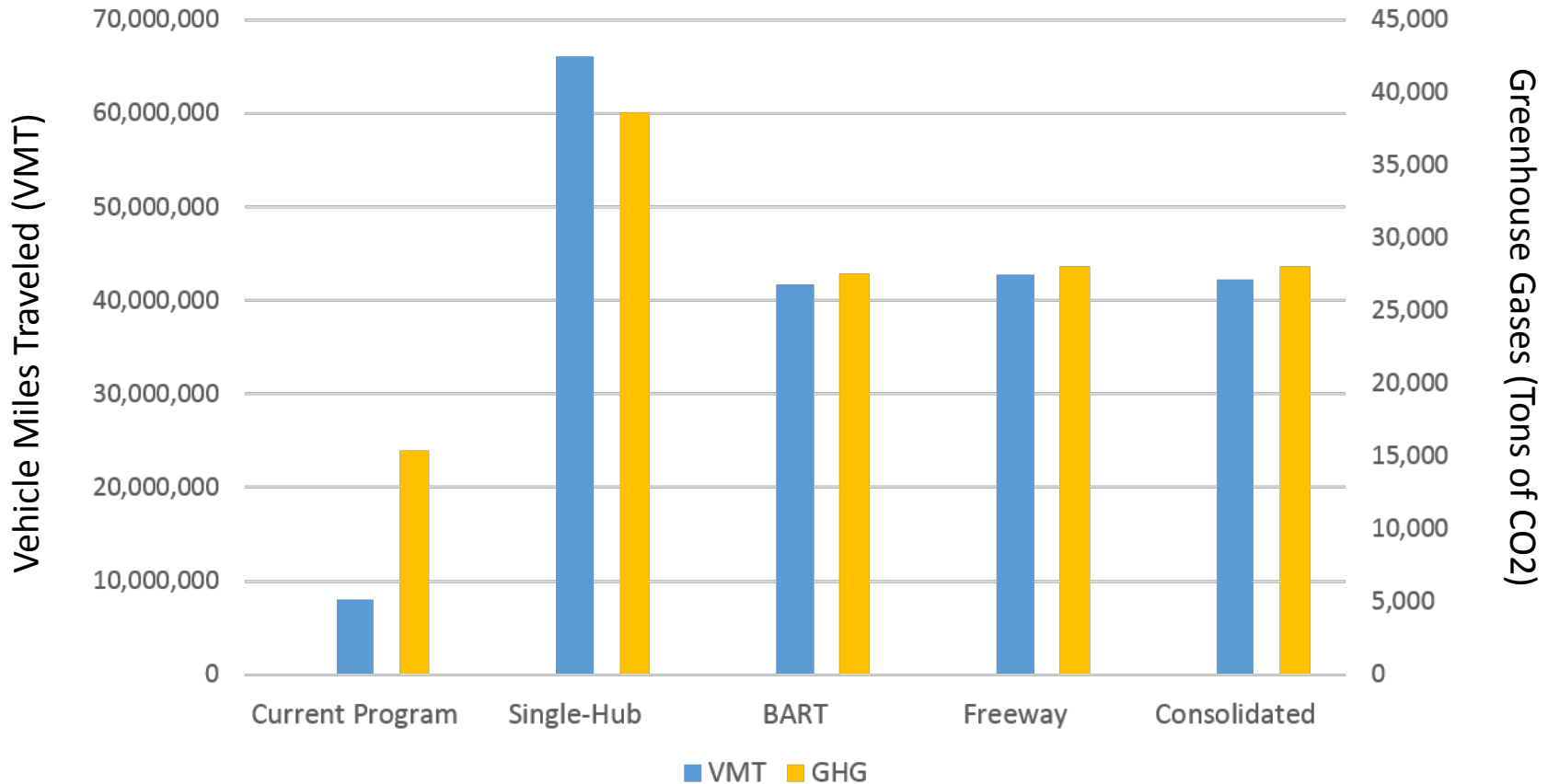
Consolidated Network

Mode Shift



- Shuttle ridership predicted to drop 24% to 45%
- 1,780-3,300 more cars on the road

Annual VMT and GHG Emissions



- 50% to 85% reduction in shuttle VMT on surface streets
- 5x-8x increase in automobile VMT due to ridership decrease

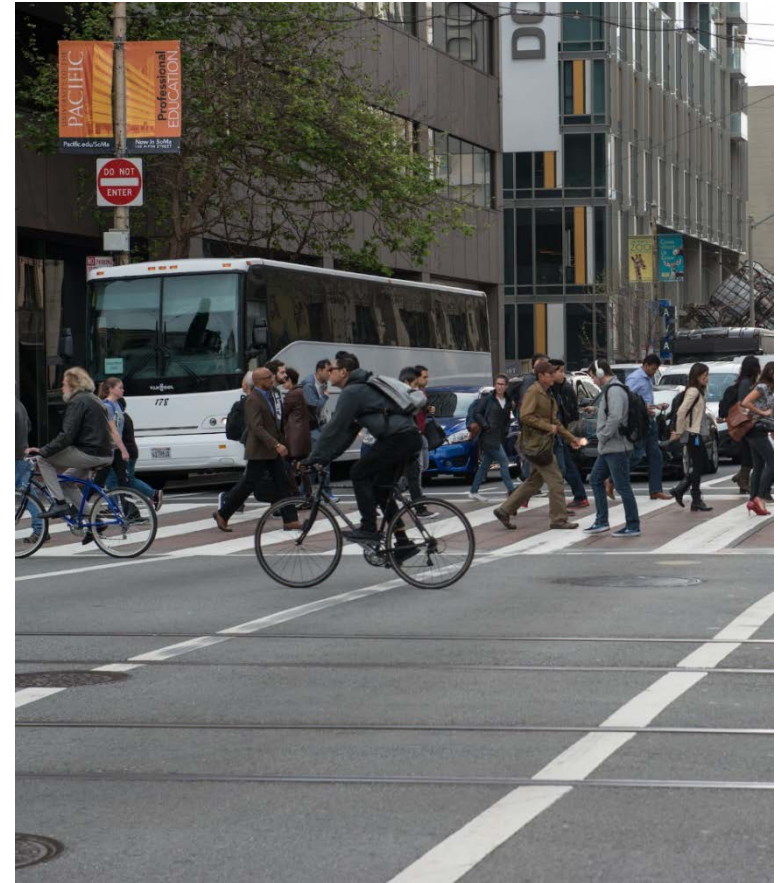
Safety & Impacts on Muni

Safety

- Increase in VMT is an indicator of increased risk of collisions
- The single-hub has the largest increase in VMT

Impacts on Muni

- All scenarios would result in fewer conflicts with between shuttles and Muni



Additional Impacts

Shuttle Travel on Non-Arterials

- All scenarios: *reduced* travel on non-arterial streets

Area Parking Impacts

- All scenarios: *more* competition for parking
- Most scenarios would require *significant removal* of parking

Unauthorized Shuttle Stops & Program Enforcement

- All scenarios: likely to result in *more* unauthorized stops
- All scenarios: require *more* enforcement

Timeline

- Current program authorized through March 31, 2017
- MTAB proposal targeted for early 2017

