San Francisco Municipal Transportation Agency
Citizens' Advisory Council

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	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 12th 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! 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. **Rides** • The Bayview Shuttle received 7,609 ride requests

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					since our launch on November 12th
					• Of those, 4,921 rides were completed - 64.6%
					o In November (795) we averaged 81 ride requests per day and 42 rides completed per day
					o In December (2,599) we averaged 123 ride requests per day and 84 rides completed per day
					o In January (1,527) we averaged 151 ride requests per day and 102 rides completed per day
					o Rides that were requested but uncompleted are classified in the following categories:
					• Unaccepted proposals - most common other category, around 20%, accounts for rides proposed but the user did not accept the booking
					• Cancellations - rider cancels (around 6-7%)
					• Seat Unavailable - not enough room on the vehicle (around 3%)
					• No Shows - ride canceled because rider did not board within the allotted time (2 min. wait period)
					• Invalid - ride request outside of the

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					service area <1%
					 • Other Error - <1%
					 • Our highest day for ridership was 1/15 where 168 rides were completed and 230 were requested
					    o This compares to 16 rides completed day of launch (950% growth)
					 • Utilization (rides per driver hour) and productivity (rides per vehicle hour) both have steadily increased
					    o Utilization: November 1, December 2.1, January 2.5
					    o Productivity: November 1.9, December 2.8, January 3.3
					 • 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 24th St. Mission stop (25 - 30%)
					
					 Rider Experience
					 • Average ride duration - 10.9 mins (varies by month)
					 • Average ride distance 2.2 miles (varies by month)
					 • Approximately 33% of bookings are shared (more than one passenger on board)
					
					 Ridership Growth
					 • Most accounts were created the week of the launch

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					(617) but still growing
					• Total of 1,719 accounts were created
					    o 127 accounts created the week of 1/6
					• 903 unique riders requested a ride
					    o In January, 66% of riders were return riders and 34% were first-time users (varies by month)
					    o The week of 1/6, riders took an average of 4.1 rides
					
					Rider Rating
					• The service has maintained an average 4.9 (out of 5 points) rating for all months
					    o Average a 30.2% completion rate for the rating
					Rider App Installs
					• Most apps were installed the week of the launch (671) but still growing
					• Total of 2,277 installations thus far
					    o 222 installations the week of 1/6

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?	Simon Hochberg	Complete	On average, there are approximately 1100 daily weekday passenger trips on the Connector Routes from 7pm to 12am. This is approximately 9% of daily ridership on the Connector Routes.
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?**	Sean Kennedy	Complete	We have our ped signal guidelines which basically says we default to fixed time (meaning pedestrians do not have to push the button). But can go with actuation (i.e. somebody DOES have to push the button) if transit priority corridor, if a state highway, or to open new crosswalks, engineering judgment, etc.
250306.01	Aaron Leifer	Requested an update on cell service in the tunnels.	Sohail Warsi	Complete	This topic is scheduled for the May 1st CAC agenda.
250306.02	Sue Vaughan	How many school tripper buses does Muni have and what are the routes	Jessica Garcia	Complete	We have a total of 21 school trippers. Please see the website linked below that provides more detail on what schools have trippers and alternative service for students.

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					https://www.sfmta.com/getting-around/muni/routes-stops/muni-routes-serving-city-schools
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 angled spots in front of the stop sign. What actions can SFMTA take to address this issue?	Sean Kennedy	Complete	We appreciate the flag and will send out some staff to investigate.
250411.01 (Email)	Sue Vaughan	I would like a list of the school trippers and their scheduled arrival times at SFUSD middle schools.	Jessica Garcia	Complete	This information was emailed to the CAC on 5/30/25.
250411.02 (Email)	Sue Vaughan	If the SFMTA keeps a record of late arriving morning school trippers at middle schools, I would like to see the list of morning late arrivals at Hoover Middle School for the month of March. Many students are arriving 10 to 30 minutes late and claiming the bus was late. This is daily.	Jessica Garcia	Pending	
250421.01 (Email)	Sue Vaughan	Can the SFMTA direct contractors to put up correct signage and can correct information about where to stop be	Leslie Bienenfeld	Pending	

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		shared with operators?			
250519.01 (Email)	Sue Vaughan	What additional Muni service was available, if any, on Sunday, May 18 for Bay to Breakers? Was Muni Metro operational at all stations?	Kimberly Ng Sean Kennedy	Pending	
250530.01 (Email)	Sue Vaughan	I would like to know the number of citations issued on Market Street between Van Ness and Main Street from January 2020 until the present for: a) traffic code violations of any type; and, b) violations specifically of Traffic Code Section 601 (24) and (25).	Shawn McCormick	Complete	This information was emailed to the Council on August 4th.
250602.01 (Email)	John Lisovsky	My question is about the sign on the front of the bus that displays the next stop, please hold on, stop requested, and the time and date. I'm curious roughly how much of the time it's programmed to display each of those functions. Are there rough percentages? I find that often, I have no idea what the next stop is because that information is	Kimberly Ng Mark Hansen Lupita Ibarra	Complete	Rather than percentages of time, the internal sign messages work based on triggers, like when a bus approaches a stop or a rider requests a stop. Staff can choose whether the triggered messages will play for a pre-determined amount of time or for a certain number of flashes before disappearing. Right now, STOP REQUEST and the upcoming stop names are set to display for 20 seconds, while PLEASE HOLD ON is set to flash 9 times when an operator closes the doors. Unfortunately, this is one global setting in the system, so staff can't change the length for different messages.

![SFMTA logo]

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		deprioritized and rarely shown.			Another wrinkle is that if a different message triggers during those 20 seconds or 9 flashes, then it interrupts what's on the sign and moves on to the next thing. The way this system was designed by the manufacturer means the messages can interrupt one another on lines with closely spaced stops, and it's not smart enough to go back to the upcoming stop name by default. As you pointed out, this can lead to instances where it feels like the stop name does not display for enough time.
250605.01	Aaron Leifer	How does the SFMTA's fare box recovery compare to similar metro systems?	Diana Hammons Jillian Johnson	Complete	

Transit System	2023 Fare Recovery Rate
CalTrain	25%
BART	24%
MUNI	9%
Alameda-Contra Costa Transit District "AC Transit"	8%
Santa Clara Vallety Transportation Authority	6%

Source 2023 NTD Annual Agency Profiles (Operating Expenses divided by Fare Revenues)

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					https://www.transit.dot.gov/ntd/transit-agency-profiles
250605.02	Aaron Leifer	What do the SFMTA labor costs look like in dollars per group versus FTE per group?	Bree Mawhorter	Complete	Please refer to the slide presentation from the Board Workshop on April 22, 2025. (Presentation emailed to the Council on August 4th)
250605.03	Aaron Leifer	Requested a presentation on the LRV replacement project and how the Siemens cars are holding up.	Joe Speaks	Pending	
250630.01 (Email)	Sue Vaughan	If possible, can we get the total number of tickets issued for violations of SFTC Division I, Section 7.2.72 (vehicles operating illegally in a transit-only zone)? There may be a corresponding California Vehicle Code under Rules of the Road. July 1, 2024 through June 30, 2025. What is the fine for this violation and how many tickets have been issued?	Shawn McCormick	Complete	7.2;.72 is a moving violation not parking. Driving in the transit only lane. We don't have any details on that. It would be SFPD.
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