



SFMTA

Commuter Shuttle Program Update



Citizens' Advisory Council (CAC)

December 4, 2025

Taxis, Access & Mobility Services – Streets Division

Commuter Shuttle Program

- ❖ Pilot program launched in August 2014 to regulate commuter shuttles for first time
- ❖ SFMTA Board formally established the Commuter Shuttle Program in November 2015 (revised in March 2016)
- ❖ Taxis, Access & Mobility Services assumed program administration in 2018
- ❖ **"Opt-in" voluntary program** for shuttle operators to **use designated curb space for a fee** and follow permit terms & conditions
- ❖ Mostly, but not exclusively, for regional transport of commuting workers



Commuter Shuttle Program Goals

- ❖ Improved regulation of shuttles
- ❖ Better operation of city streets
- ❖ Address neighborhood concerns
- ❖ Minimize conflicts between users



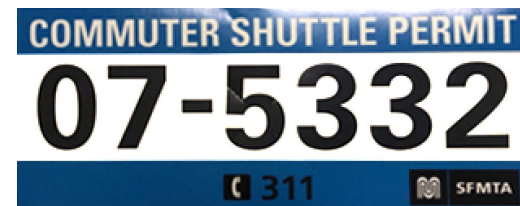
Shuttle Permit Terms

- ❖ Active loading only
- ❖ No staging in zone
- ❖ Pull to front of zone
- ❖ Pull in to curb/no loading in travel lane
- ❖ No unpermitted vehicles in zone



Program Status

- ❖ **12 shuttle companies opted in** to the *voluntary* permit program for the 2025-26 fiscal year
- ❖ **99 designated shuttle stops**
- ❖ **Stop Use permit fees** (\$9.35 per "Stop Event")
- ❖ SFMTA issues **administrative citations** for permit violations and **parking citations** for violations of parking requirements
- ❖ Shuttle Permit Authorization Stickers on vehicles for identification
- ❖ Signage at designated shuttle stops

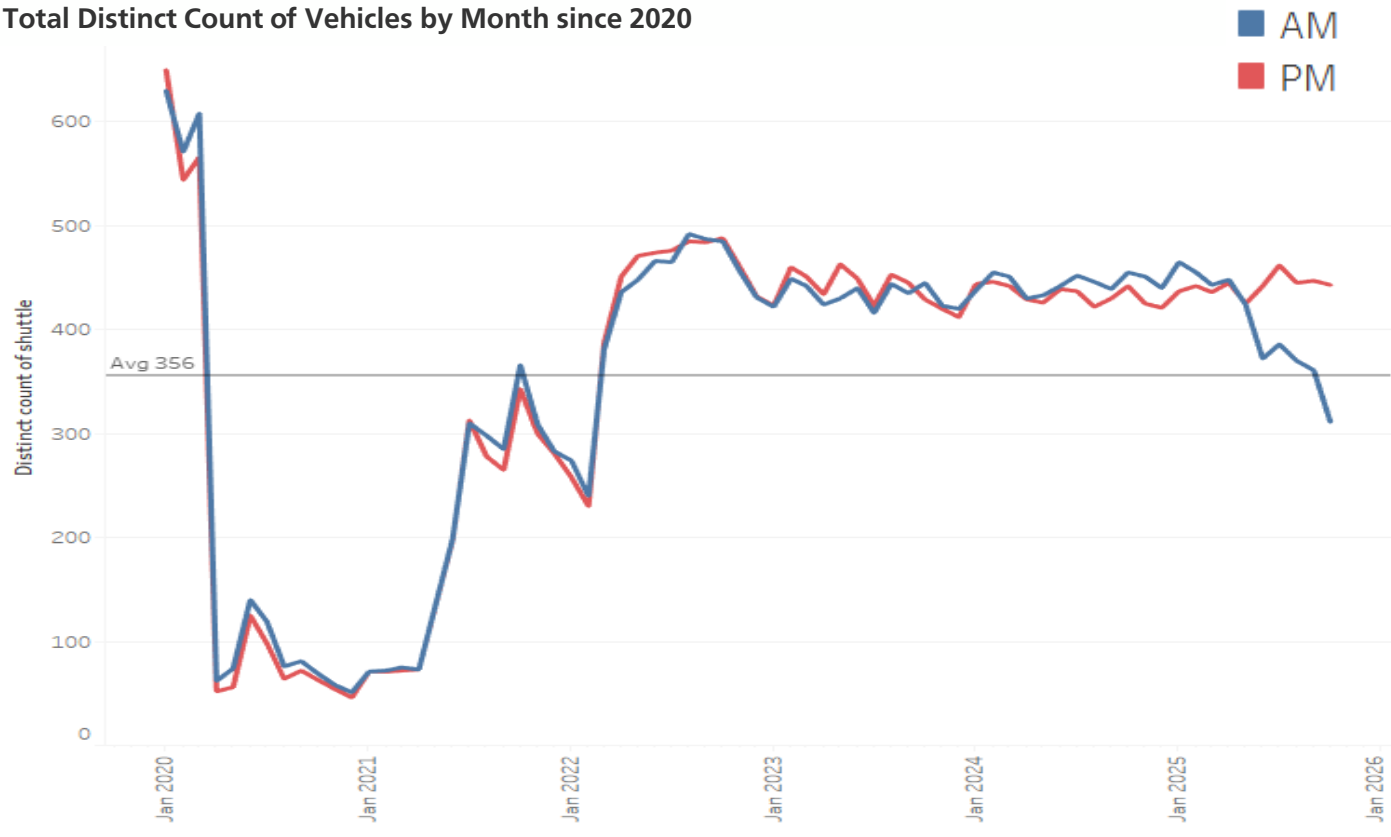


Shuttle Vehicles in Operation

- ❖ In 2025, on average 197 permitted shuttles are in operation in the morning and 214 in the afternoon/evening

Permitted Shuttles Operating in AM and PM

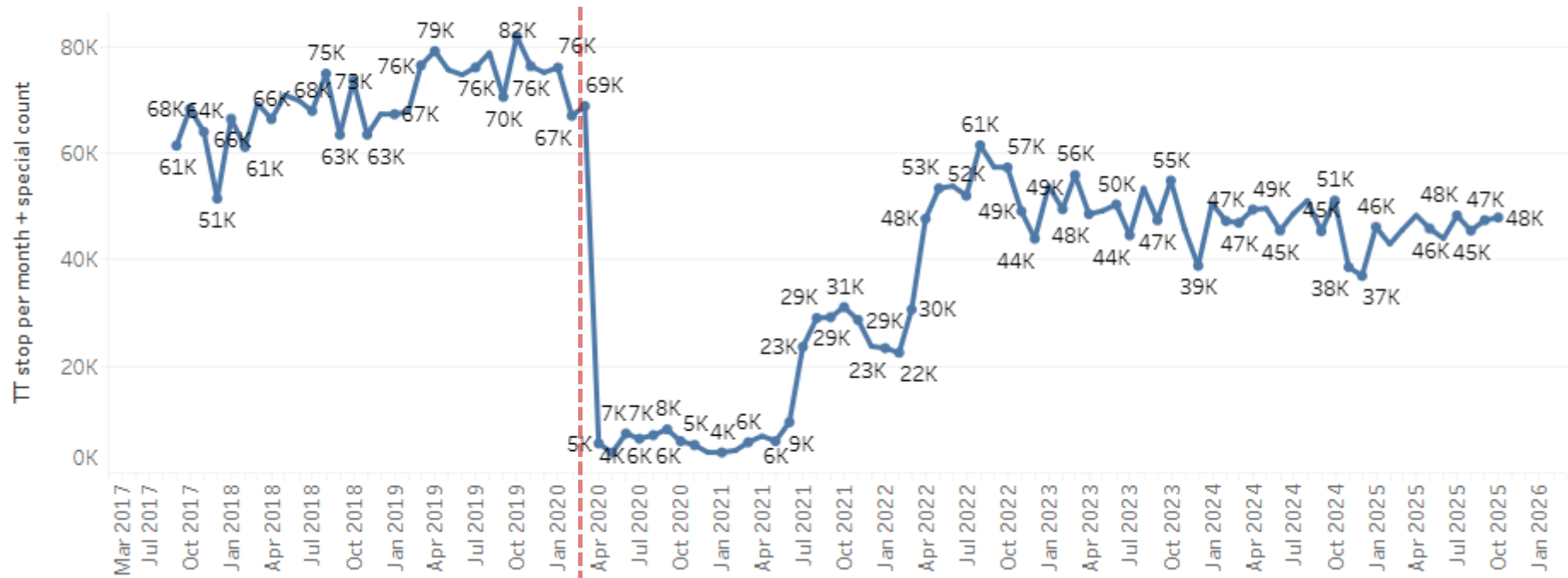
Total Distinct Count of Vehicles by Month since 2020



Shuttle Stop Usage over Time

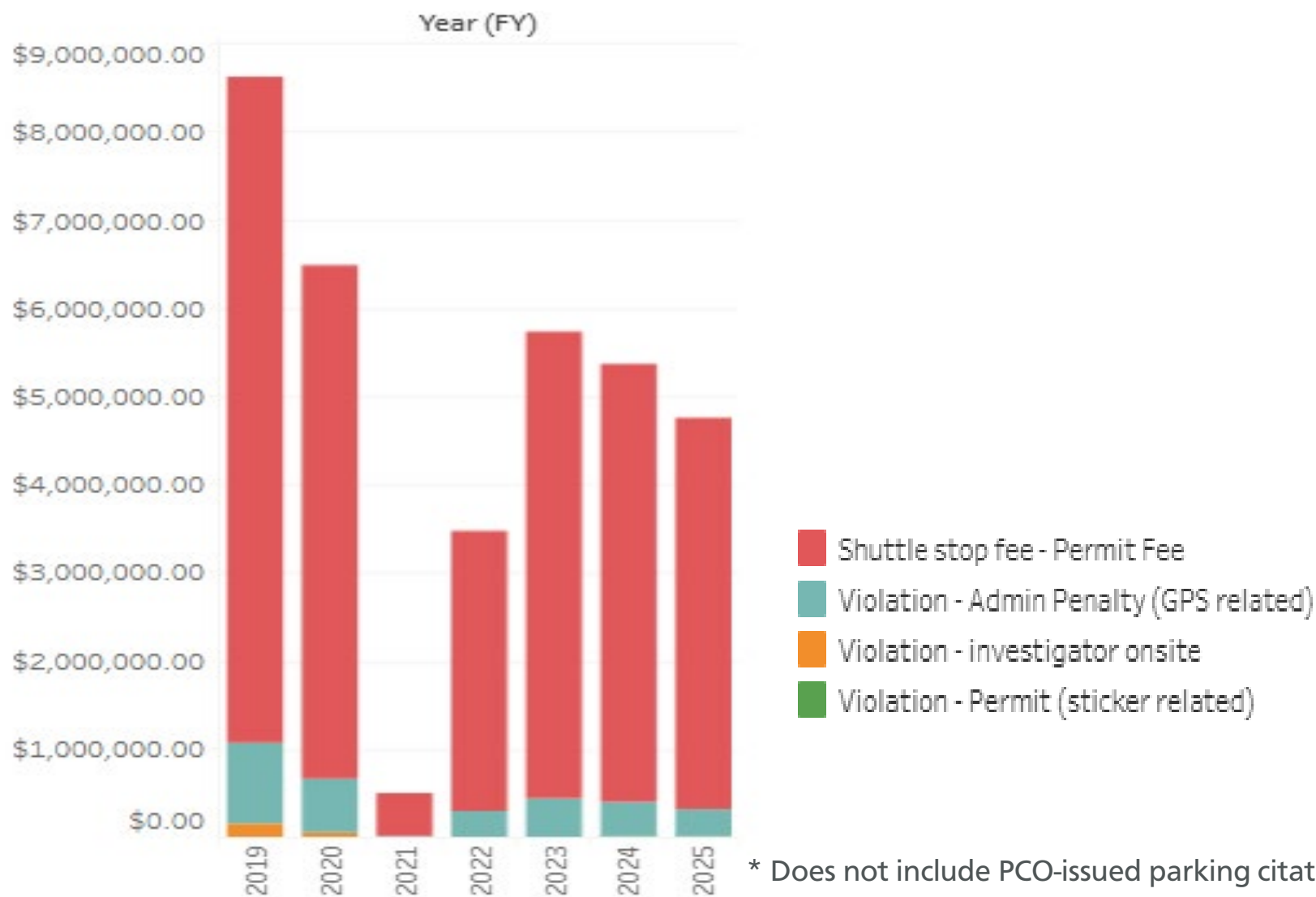
- ❖ ~46,000 monthly Stop Events on average in 2025 (61% of pre-pandemic 2019 average)

Total monthly stop usage for all shuttle companies



COVID-19 shelter-in-place
order March 2020

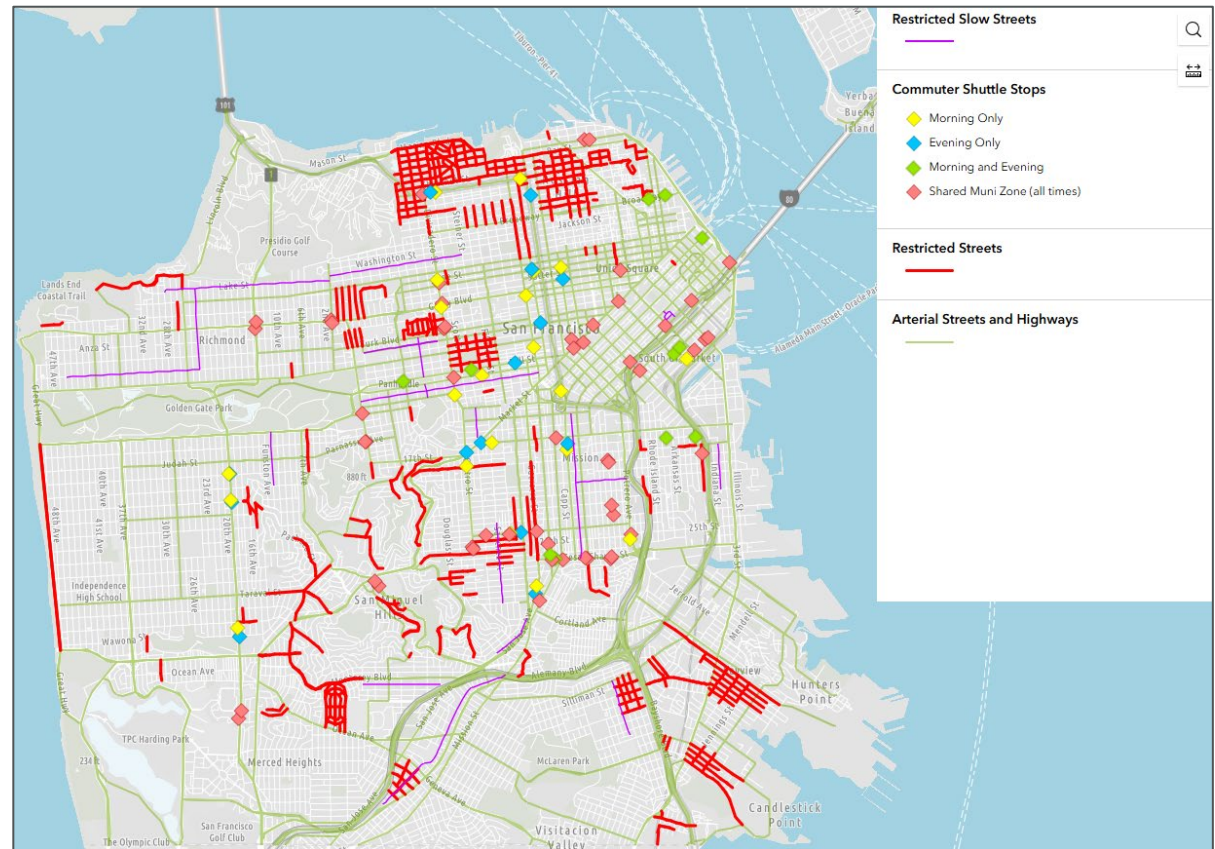
Revenue from Fees & Fines*



Commuter Shuttle Online Map

❖ Public-facing tool to inform users about:

- Designated stop locations (including site photos)
- Restricted & allowable streets for shuttle use



sfmta.com/maps/commuter-shuttle-program-interactive-map

Designated Stop Locations

- ❖ **99 Designated Stops** for permitted shuttles to load/unload passengers
- ❖ **New Shared Muni Stops require MTAB approval**

Zone Type	Description	Standard Color Curb Type	Effective Period
Shuttle Bus Only	Zones designated for the loading or unloading of passengers by permitted Shuttle Buses	White	AM-peak, PM-peak, AM & PM peak
Shared Muni Stops	Muni zones designated for shared use by permitted Shuttle Buses	Red	At all times
Peak Extension Zone	Zones designated for loading or unloading based on demand to extend existing Muni zone	White or Red	AM-peak, PM-peak, AM & PM peak

Types of Enforcement

❖ **Administrative:**

- Automated data-driven citations to enforce permit terms, such as shuttle use of restricted streets
- Dedicated Investigators in TAMS

❖ **Parking:**

- Partnership with PCOs for on-street enforcement of parking rules at commuter shuttle stops
- Dedicated team of PCOs and PCO Supervisors paid for with per-stop fees collected
- Benefits to Muni when enforcing Shared Muni Stops

Enforcement Tools

- ❖ Real-time GPS data, every 5 seconds
- ❖ Administrative penalties for using restricted streets
 - Staff & Investigators can issue
- ❖ Citations
 - Dedicated PCO team
 - Mobility Investigators



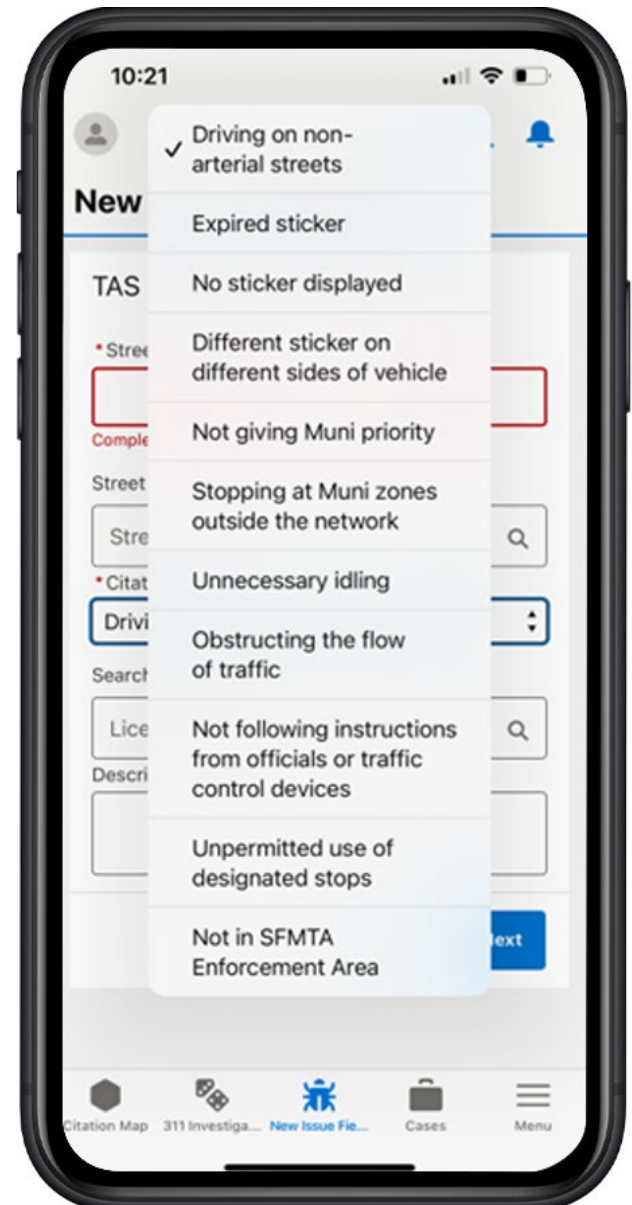
Shuttle Penalties Observed Violations

❖ Administrative Violations

- ❖ SF Transportation Code, Div II, 914
- ❖ Non-compliance with Program Rules
- ❖ Response to Complaints
- ❖ Issued by **Investigators**

❖ Beyond typical [parking](#) violations

- ❖ California Vehicle Code
- ❖ SF Transportation Code, Div I, 7.X
- ❖ Issued by both **PCOs** and **Investigators**



Enforcement Goals

- ❖ Ensure large shuttles don't travel on residential streets
- ❖ Fast GPS next day notice to reduce reoccurring issues
- ❖ Only designated stop locations used for loading/unloading passengers
- ❖ Ensure curb zones are clear for shuttle use at designated and shared Muni stops
 - **Parking citations issued to all vehicles**, including non-shuttles
- ❖ Improve street safety
 - Prevent shuttles from blocking travel lanes, intersections, bike lanes, etc.
- ❖ Minimize transit impacts
 - At shared stops, ensure **Muni vehicles are prioritized** and can pull in to curb

Thank you!

Questions?