



Bayview Shuttle

Community Congress

July 29, 2026



Will begin at 5:40.

Agenda

1

Introductions

Bayview Shuttle Team · Community Members · New Delegate Confirmation

2

Project Progress

Background · Service Performance

3

Next Steps

Service quality · Ridership & fare recovery · Diversified funding

4

Next Meeting

October 2026

A photograph of a group of people in a parking lot on a rainy day. A yellow van with a purple stripe and license plate 59509B4 is parked on the left. A man in a yellow raincoat stands next to the open van door, gesturing towards a woman in a plaid coat who is holding a camera. Other people with umbrellas are visible in the background. Orange traffic cones are placed on the wet pavement. The entire image is overlaid with a semi-transparent dark purple filter.

Introductions

Bayview Shuttle Team



SFMTA

- Leads program planning, funding & performance monitoring
- Facilitates the Community Congress
- Sets service standards & long-term direction



Via

- Oversees day-to-day shuttle operations
- Hires & trains community drivers
- Optimizes routing & service design



SFAAACD & CYC

CYC

- Staffs the Transportation Resource Center
- Conducts community transportation inventory

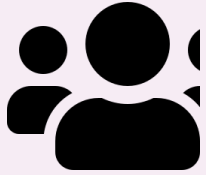
SFAAACD

- Coordinates Community Congress meetings
- Leads community youth tour program & outreach



All three report to the Bayview Shuttle Community Congress

New Community Members



Welcome first-time attendees!

- ✓ Your name & who you show up for
- ✓ How you or others use the Bayview Shuttle
- ✓ What you hope this program achieves



Interested in becoming a delegate? Let us know!

Community Congress Bylaws



Membership

- Must live, work, or worship in D10, or have historical ties to the area
- 15 seats total; vacancies filled by open enrollment



Meetings

- Regular meetings quarterly - 3rd Wednesday of the last month of the quarter
- Removed after 3 unexcused absences, misconduct, or by vote



Quorum & Voting

- Quorum: absolute (simple) majority of membership
- Decisions by absolute (simple) majority vote, in person or via email
- Consensus sought for broader community issues

Delegate Confirmation — Voting Procedure

Confirmation allows:

-  Voting Community Congress member
-  Term until November 30, 2027
-  Receive delegate stipend payments

- 1

Quorum

An absolute (simple) majority of Congress membership must be present.
- 2

Nominees

Nominees and their submitted bios are introduced to the Congress.
- 3

Motion

A member moves to confirm the full slate of nominees in one combined vote.
- 4

Second

Another member seconds the motion before it can be discussed.
- 5

Discussion & Comment

Members deliberate; the community may offer public comment.
- 6

Vote

An absolute majority vote confirms the slate; the Coordinator records it.

Eligibility: lives, works, or worships in D10 (or has historical ties)



Public Comment

A yellow and purple Bayview Shuttle van is parked in a parking lot. The van has "Bayview Shuttle" written on its side in large, stylized letters. A smaller logo with the text "BAYVIEW SHUTTLE" is visible on the front door. The background shows a building and some trees. The entire image is overlaid with a semi-transparent purple filter.

Project Progress

Background · Service Performance · Service Expansion

Path to Today



"We are a great community that would hugely benefit from being better connected to this thriving city."

— Lara Pesce Ares, 2020 Community-Based Transportation Plan



Service Performance

The Bayview Shuttle continues to grow as a vital transportation resource for the Bayview-Hunters Point community.



95.9k+

Rides completed since launch
Nov 2024 – Jun 2026



19,359

Rides completed this quarter
Apr 1 – Jun 30, 2026



1,619

Unique riders this quarter
Apr 1 – Jun 30, 2026

92%

Avg. met demand

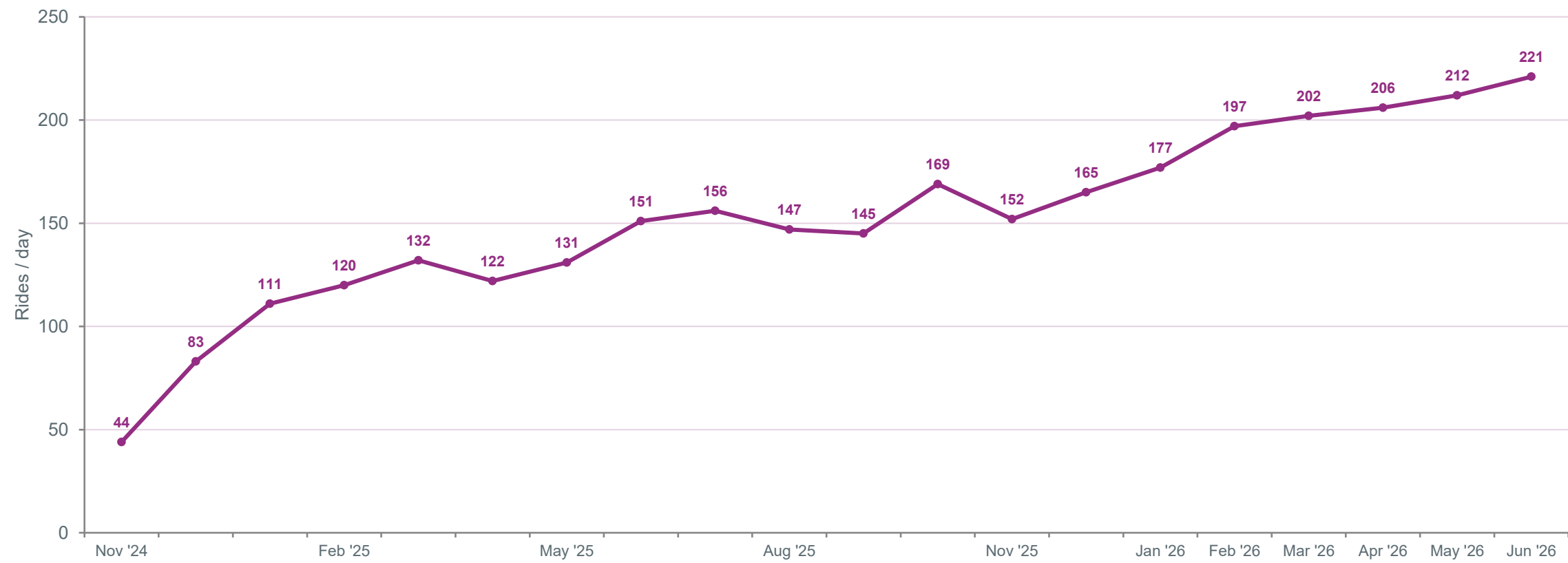
15.6 min

Avg. pickup ETA

4.9 / 5

Avg. ride rating

Ridership Growth — Rides per Day



Nov '24 → Mar '26 +359%.

Q2 2026: +7% (Apr → Jun).

Q2 2026 — Key Metrics by Month

Metric	April	May	June	Q2 Total
Total requests	8,129	8,338	8,544	25,011
Completed rides	6,174	6,558	6,627	19,359
Unique riders	937	985	1,026	1,619
Met demand %	92%	92%	93%	92%
Avg. pickup ETA	15.7 min	15.6 min	15.3 min	15.6 min
Avg. ride rating	4.92 / 5	4.94 / 5	4.92 / 5	4.93 / 5

Rider Profile & Booking Snapshot



Ride Booking Method



- Mobile App — 26,618 (95.8%)
- Agent — 1,175 (4.2%)

27,793 total completed bookings, Jan–Jun 2026



Payment Method



- Clipper/MuniMobile — 9,043 (93.1%)
- Transit Pass — 671 (6.9%)

Of 9,714 riders self-reporting payment method (Jan–Jun 2026)



User Profile Type



- Youth — 6,025 (59.4%)
- Disabilities — 2,352 (23.2%)
- Clipper Start — 1,035 (10.2%)
- Senior — 723 (7.1%)

Of 10,135 riders self-reporting user profile (Jan–Jun 2026)



Public Comment

Lucky BAYVIEW

Next Steps

Bayview Shuttle

BAYVIEW
SHUTTLE



Financial Snapshot



\$7.11M

Total shuttle operations funding



\$3.34M

Cumulative spend to date

Through June 2026



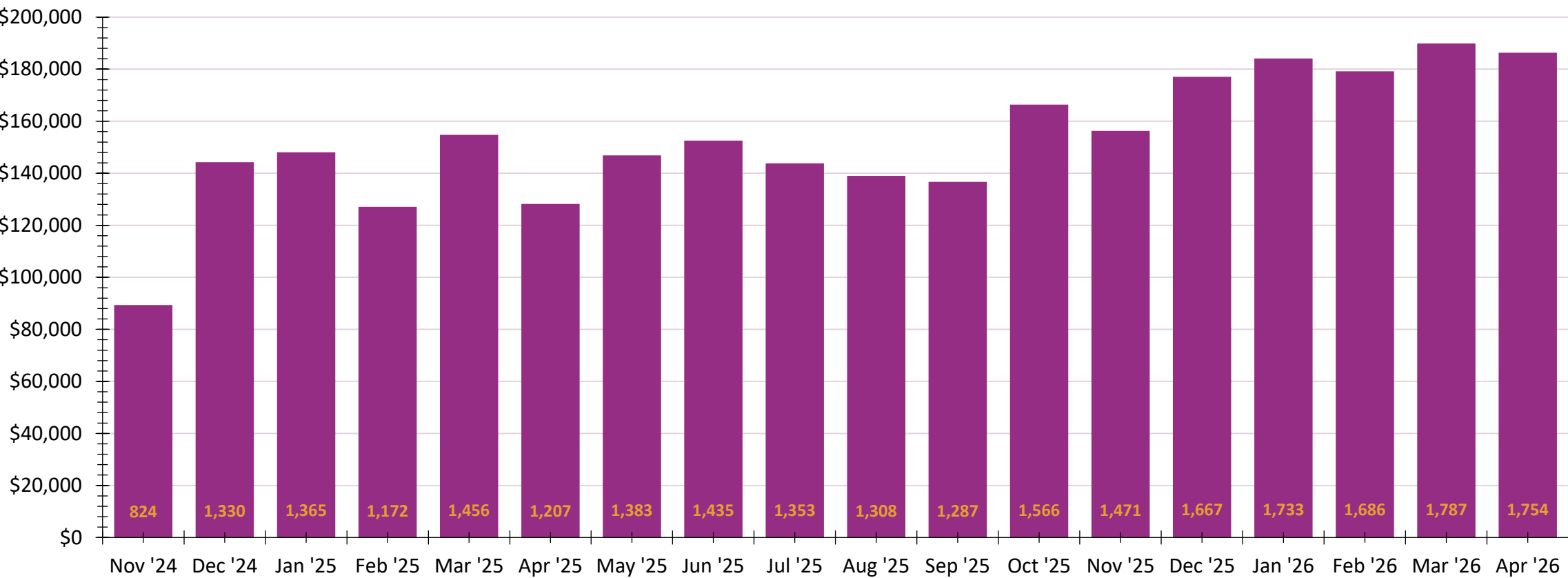
\$3.77M

Remaining balance

53% of total allocation

Vehicle Hours vs. Cost — Monthly

Number = vehicle hours that month



Cost Analysis

Mode Type	Bayview Shuttle	Paratransit	Cable Car	Light Rail Vehicle	Streetcar	Motor Bus	Trolley Bus
Avg. Cost-per-trip	\$23.44 (since July 2025)	\$111.92	\$20.64	\$8.53	\$8.29	\$6.59	\$5.12

Priorities for the Program



Maintaining High Service Quality

- Sustain strong 4.9/5 ride ratings
- Hire and train local residents as drivers
- Hold pickup ETAs steady as service grows



Increased Ridership & Fare Recovery

- Consistent increase in ridership
- Keep high productivity (rides per vehicle hour)
- Strengthen fare recovery



Diversified Funding Model

- Pursue additional grant opportunities
- Explore potential city & partner contributions
- Research opportunities to diversify funding sources

Addressing Future Funding Needs



Lower Costs

- Reduce service frequency or hours
- Shrink the service area or zones
- Right-size the vehicle fleet
- Hold off on further zone expansion

AND/
OR



Increase Funding

- Pursue additional grant opportunities
- SFMTA general-fund support
- CBO & community partnerships
- Event-based sponsorships
- Strengthen fare recovery

Group Solutions



Cost & Service Ideas



Funding & Partnership Ideas



Service Maintenance



Other Ideas



Public Comment



Next Meeting

October 2026



Survey link: <https://forms.gle/A4QsG9jc5TNYsEGs8>