



SFMTA
Municipal
Transportation
Agency

Commuter Shuttle Program Mid-Year Review

November 30, 2016

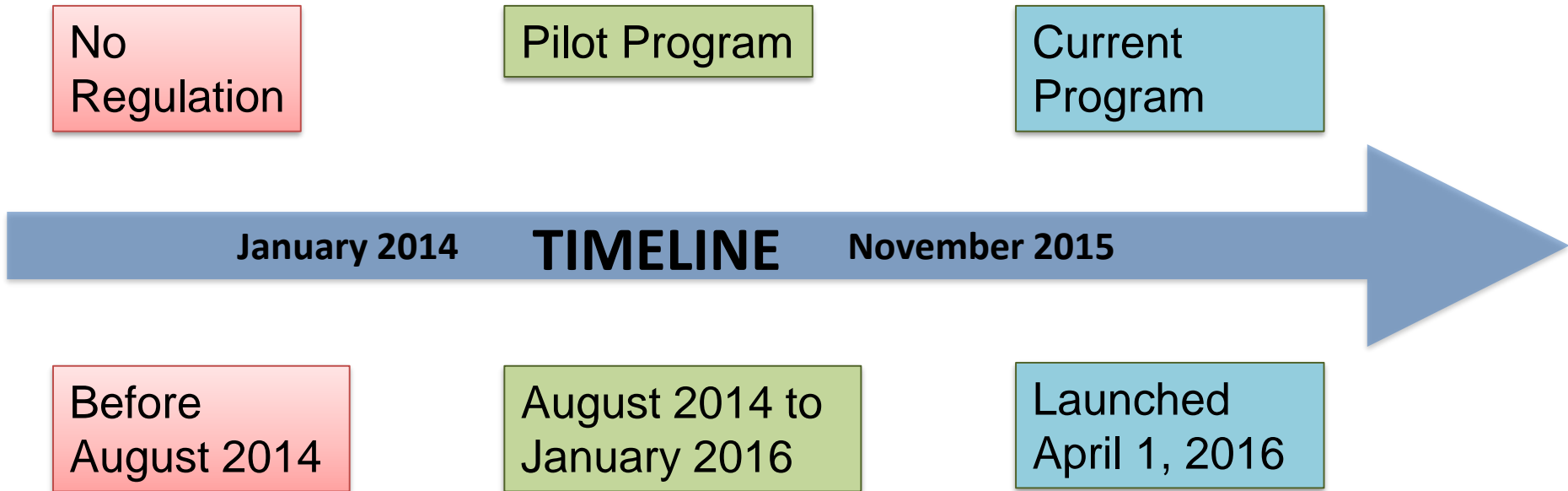
SFCTA Citizens Advisory Committee

Shuttles in San Francisco

- Around for over a decade
- Licensed at the state
- Legally allowed on San Francisco streets
- Help reduce VMT/GHG



Shuttle Program History



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

- Pilot helped inform current program design:
 - Large buses on Caltrans-designated arterials only
 - Cleaner vehicles
 - Increased enforcement

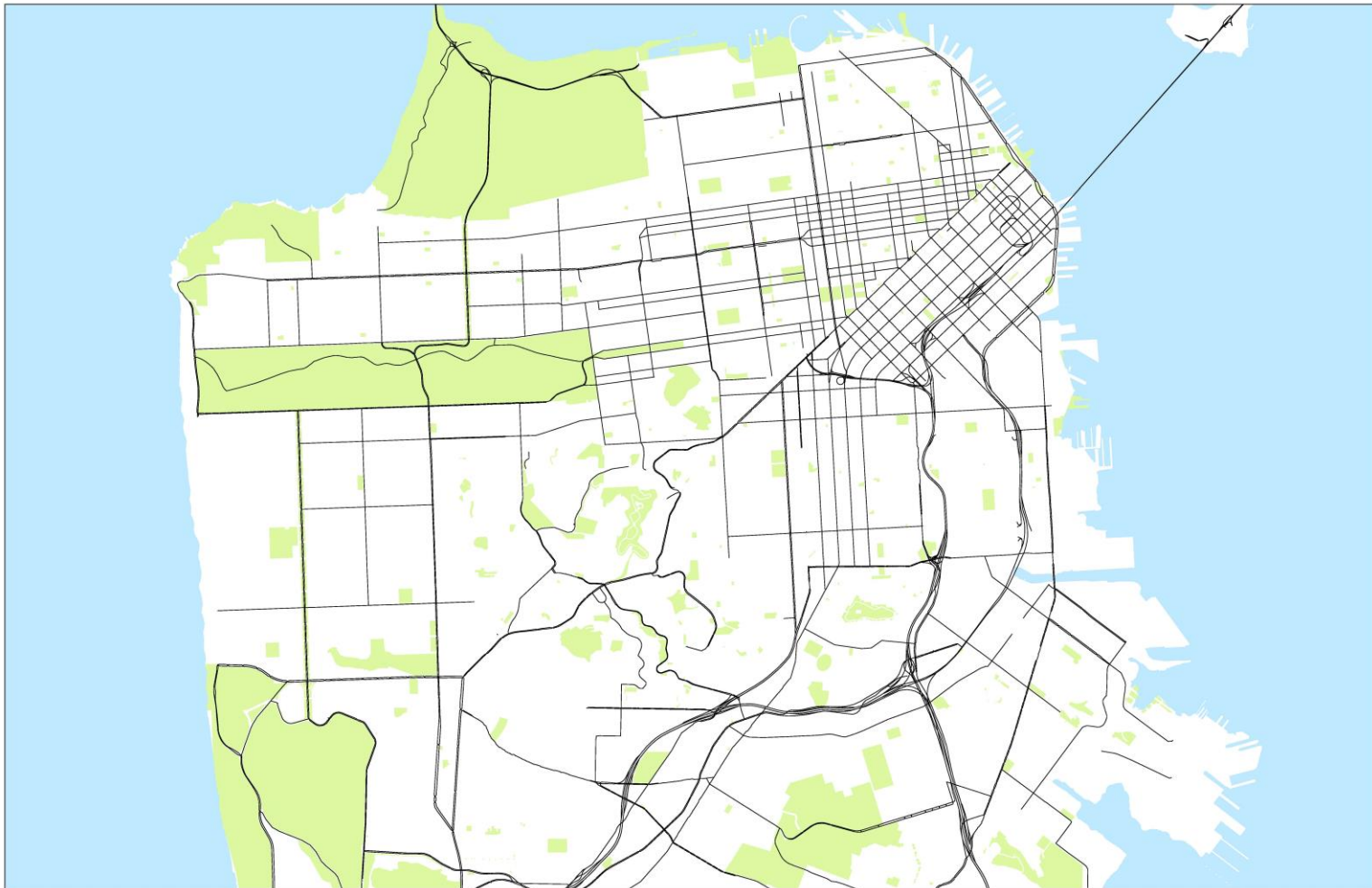
Commuter Shuttle Program

- Access to network of designated shuttle zones – 125 zones maximum
- Voluntary participation
- 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

Large Vehicles Restricted to Arterials



Shuttle Travel on Non-Arterials Minimized

April 2016



August 2016



● Instance of Shuttle Vehicle Violation

Shuttles on Hayes Street (restricted)

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

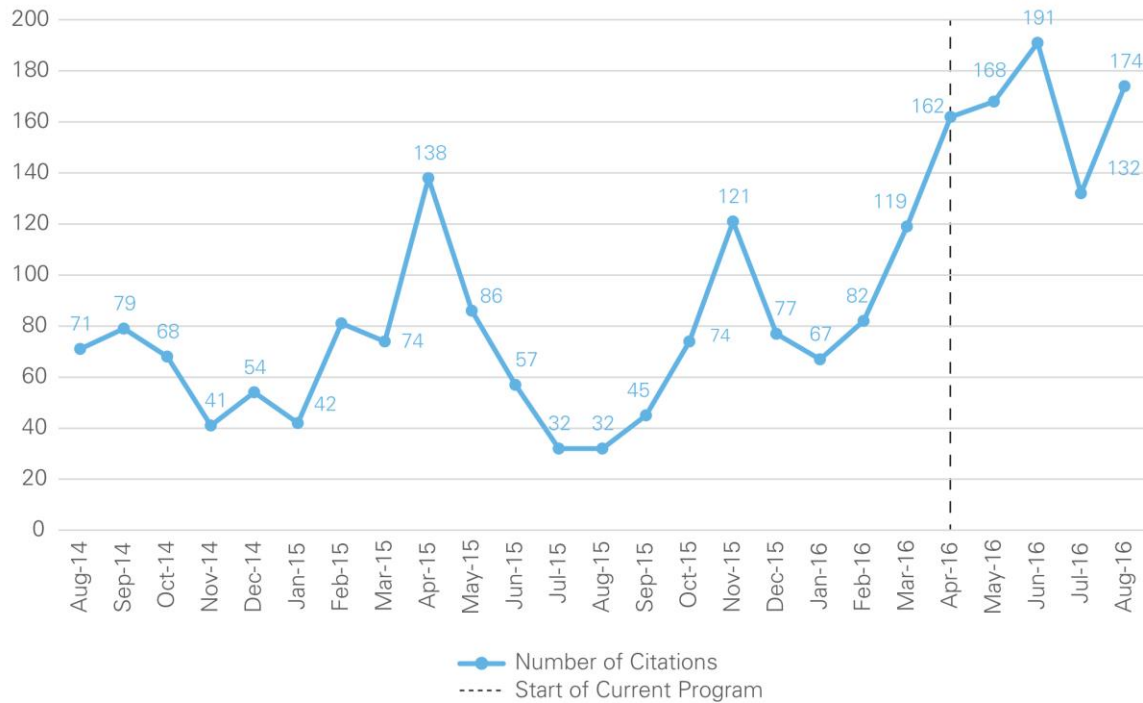
Meet 2012 emissions standards or better

- Pilot: 59%
- Program: 76%



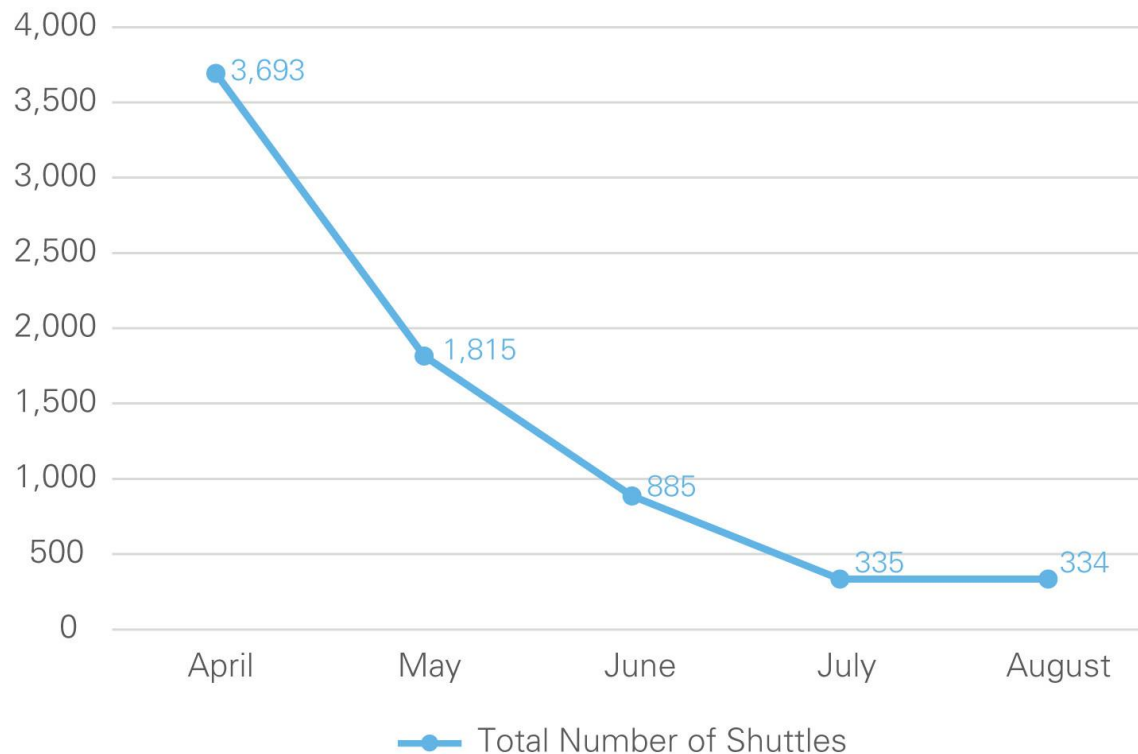
Dedicated Enforcement Team

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



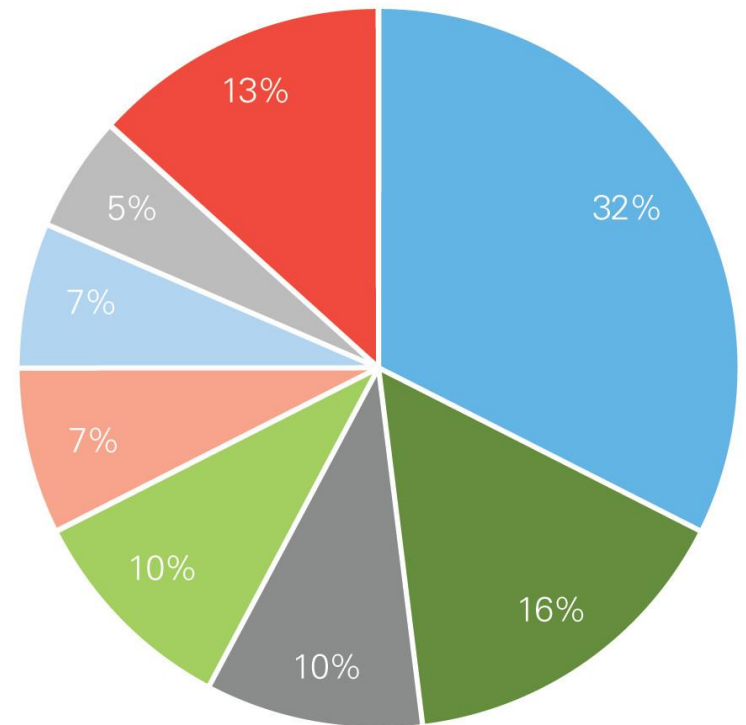
Admin Fees Collected for Travel on Restricted Streets

- \$250 each
- \$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

Looking Forward

- Continued enforcement, dynamic to changing conditions
- Stop coverage
- Dispersion of shuttle volumes
- Expand data analysis capabilities

Timeline

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



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