

“Our Community, Our Shuttle”



Bayview Shuttle Program





**BAYVIEW
SHUTTLE**

By  **ovia**



BAYVIEW
Community-Based
Transportation Plan



METROPOLITAN
TRANSPORTATION
COMMISSION



San Francisco
County Transportation
Authority



Project Background

- Identified as a top priority in the Bayview Community-Based Transportation Plan (2020)
- Recipient of the California Air Resources Board (CARB) Sustainable Transportation Equity Projects grant
 - Received \$10.5M in grant funding
- Pilot project with an end date of March 2026
- Identified six goals:
 - Improve community mobility
 - Improve community health and reduce emissions
 - Invest in the community and create jobs
 - Connect residents and transportation services
 - Support and supplement existing transit services

Project Committees



Community Congress

15-person body that acts as the oversight board for the project led by BVHPCA



Outreach

Group focused on outreach that includes CYC, HPF, MNC, One Bayview, and SFAACD



Transportation Resource Center

Led by CYC and supported by BACR to act as a community hub and resource for transportation-related questions



Workforce Development

Led by APRI and supported by YCD to recruit, train, and hire local drivers



How it Works

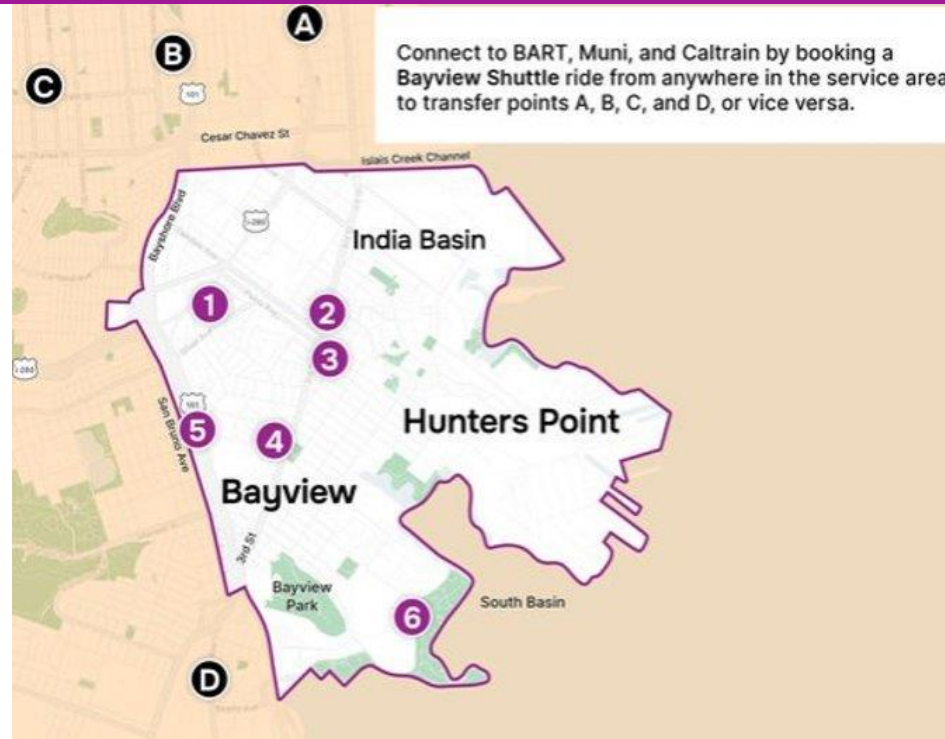
Service Zone

Transit hubs.

- A** 22nd St Caltrain Station
- B** San Francisco General Hospital
- C** 24th St BART Station
- D** Bayshore Caltrain Station

Example destinations.

- 1** Thurgood Marshall Academic High School
- 2** Bayview Opera House (BVOH)
- 3** Bayview Hunters Point YMCA
- 4** Dr. George W. Davis Senior Center
- 5** San Bruno Ave Business Corridor
- 6** Candlestick Point State Recreation Area



Bayview Shuttle is an on-demand corner-to-corner public rideshare service that takes you around Bayview and Hunters Point, and connects you to Muni, key transit hubs for BART and Caltrain, and SF General Hospital.

How it Works



Book a ride and get picked up in a branded vehicle with other passengers headed in the same direction as you.

The service is corner-to-corner which means that you'll be picked up a short walk from your origin location

Wheelchair accessible vehicles are available, offering door-to-door service for riders with limited mobility

Service Hours

Monday - Friday
7:00AM - 7:00PM

Saturday - Sunday
10:00AM - 6:00PM

Ride Fares

\$2.75 per rider

\$1.35 per rider (Discounted programs)

Youth ages 18 and under ride for FREE

Payment Methods

Clipper (Reloadable card, physical or digital)

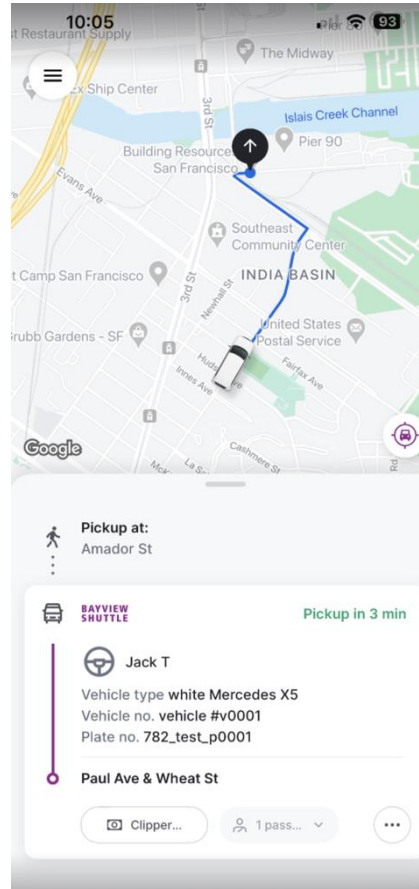
MuniMobile app (digital ticket)

Lifeline Monthly Pass for those eligible

How to Use

Bayview Shuttle App

Download the **Bayview Shuttle** app on your smartphone from the App Store or Google Play Store. Available in English, Spanish, Cantonese, and Tagalog



Phone Booking

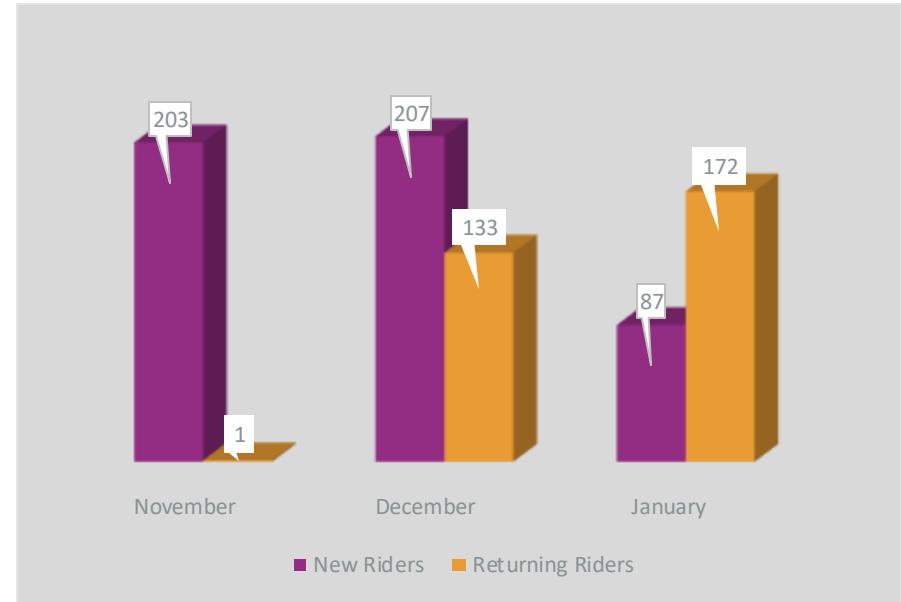
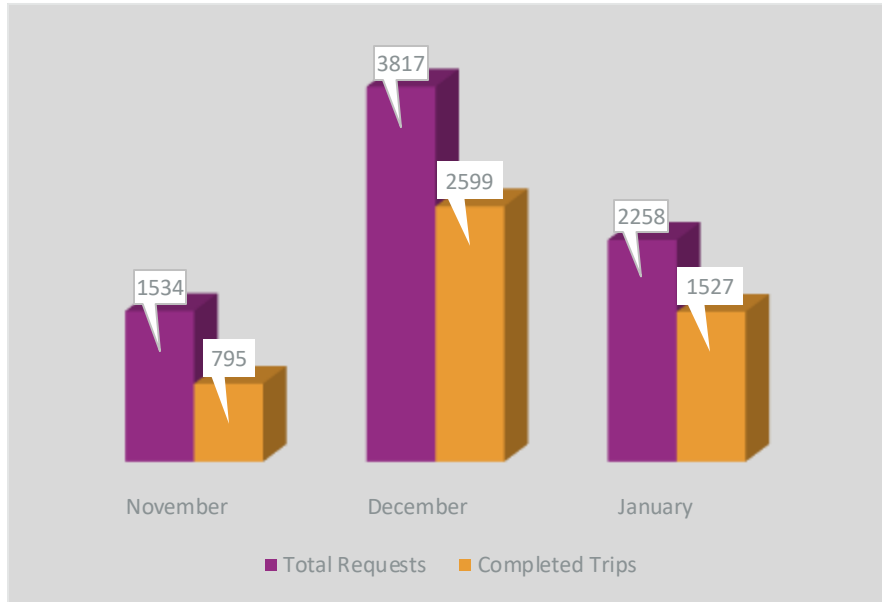
Call Bayview Shuttle Customer Support to be assisted by an agent.

(415) 837-1801

Ms. Taylor, your account is ready to go! Would you like for me to book a ride for you?



Performance Updates



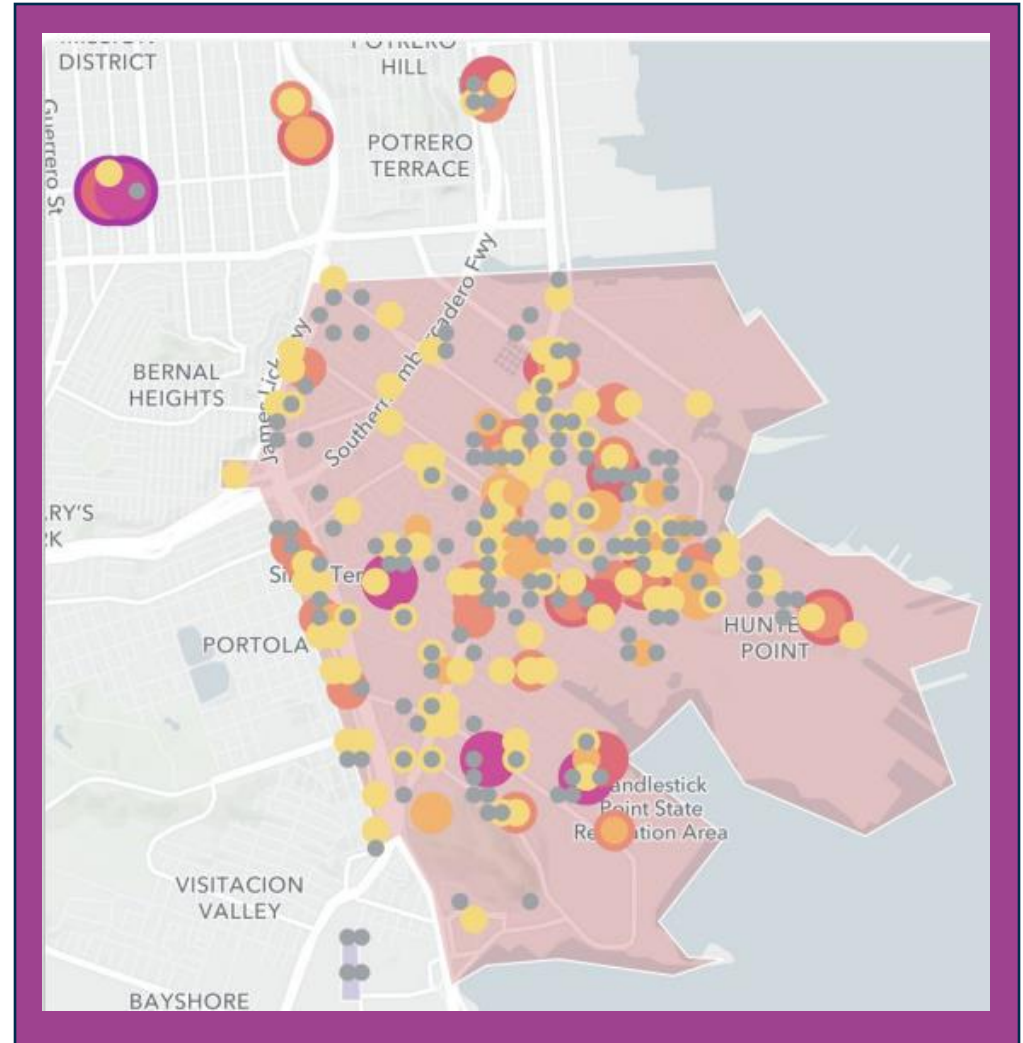
Other Key Metrics:

- Met 97% of ride requests
- 10 min. avg. pickup ETAs
- 4.9 average ride rating
- 175 riders completed 5+ bookings
- 1> ETA deviation from estimated pickup time

Performance Updates

Popular Destinations

- 24th St. BART
- SF General Hospital
- 22nd St. Caltrain
- Candlestick Rec Area + Literacy for Environmental Justice
- Westbrook Apartments
- Foods Co
- T-Corridor Stops on 3rd St.



Other Impacts



Employment Impacts

- Bayview Shuttle creates jobs directly - **60% of Via's drivers live in the Bayview + Hunter's Point**
- Bayview Shuttle offers access to an additional **16,000 jobs** within 30 minutes of their residence

Environmental Impacts

- Via vehicles have traveled 11,450+ miles, contributing to **4 tons of CO2 reduction** compared to the same mileage covered by private, gas-powered vehicles
- **20%** of Bayview Shuttle riders use the service instead of a private vehicle
- **44%** of riders are using the Bayview shuttle to connect to/from public transportation

Thank you!

Contact Information:

BayviewShuttle@sfmta.com

415-646-4947

[SFMTA.com/BayviewShuttle](https://sfmta.com/BayviewShuttle)

General Feedback Form

