



SFMTA

Commuter Shuttle Program



San Francisco County Transportation Authority
Community Advisory Committee

May 24, 2023

Commuter Shuttles in San Francisco

- ❖ Have been in service for over a decade
- ❖ Licensed by the California Public Utilities Commission
- ❖ Legally allowed on San Francisco streets
- ❖ SFMTA Permit Program allows use of designated zones and shared Muni stops



Commuter Shuttle Program History



- ❖ August 2014 to January 2016 – 18-month pilot
- ❖ February 21, 2017 - the SFMTA Board approved the Commuter Shuttle Program
- ❖ 2018 - Taxis, Access & Mobility Service Division assumed program administration

Commuter Shuttle Program Goals

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



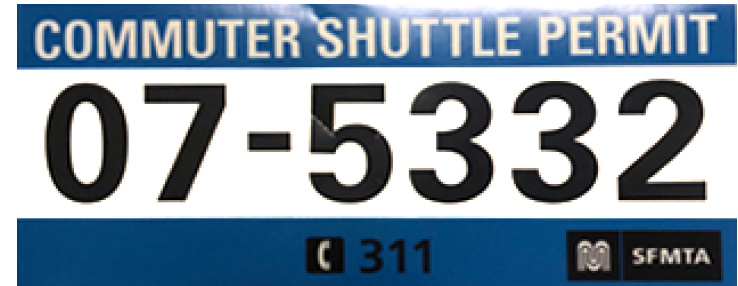
Current Commuter Shuttle Program

- ❖ Commuter Shuttle vehicles are regulated by the California Public Utilities Commission
- ❖ Commuter Shuttles are private vehicles sponsored by employers used typically to transport employees to work sites
- ❖ SFMTA's Commuter Shuttle Program is voluntary
 - Opt-in program allows commuter shuttles to use designated zones for pick-up and drop-off and allows shared use of some Muni stops
 - Shuttle operators pay an \$8.60 fee for each pick-up/drop-off stop event



Current Commuter Shuttle Program

- ❖ 15 shuttle companies operate 882 shuttles
- ❖ There are 99 designated shuttle zones
 - 52 Shared Muni Stops
 - 5 Peak Time Extended Muni Stops
 - 42 Commuter Shuttle White Zones
- ❖ Permit and Stop fees set at legal maximum (cost-neutral)
- ❖ SFMTA issues administrative citations for 17 types of permit violations and parking citations for violations of parking requirements such as double parking, obstructing traffic and not pulling to curb.
- ❖ Stickers on Vehicles



Shuttle Permit Terms

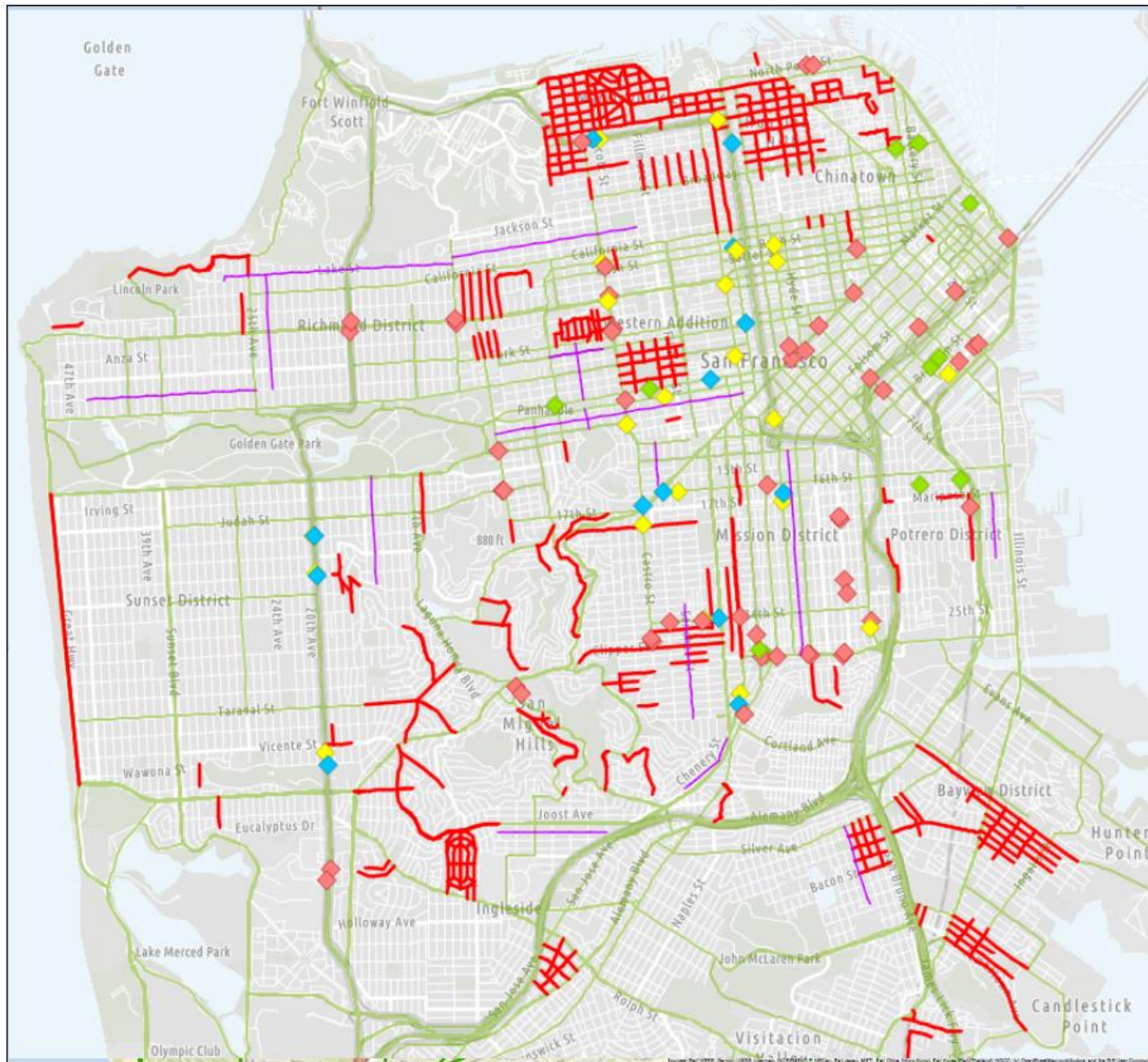
- ❖ Shuttles over 35 feet in length only allowed to operate on arterial streets
- ❖ Active loading only while at stops
- ❖ “How’s My Driving?” sticker
- ❖ GPS tracking data requirement
- ❖ Vehicle emissions standards
- ❖ Ridership reports



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





Commuter Shuttle Program Stop Locations & Permitted Streets Effective 1/23/2020

Commuter Shuttle Stops

- ◆ Morning Only
- ◆ Evening Only
- ◆ Morning and Evening
- ◆ Shared Muni Zone (all times)

Commuter Shuttle Street Restrictions

- 9+ Passenger Bus Prohibited
- 3+ tons Prohibited
- 3+ tons & 9+ Passenger Bus Prohibited
- 9+ tons Prohibited
- Unrestricted Arterial
- Non-Arterial Street



Scale: 1:20,000

One Mile

Go Online Interactive Commuter Shuttle Map

<https://www.sfmta.com/maps/commuter-shuttle-program-interactive-map>

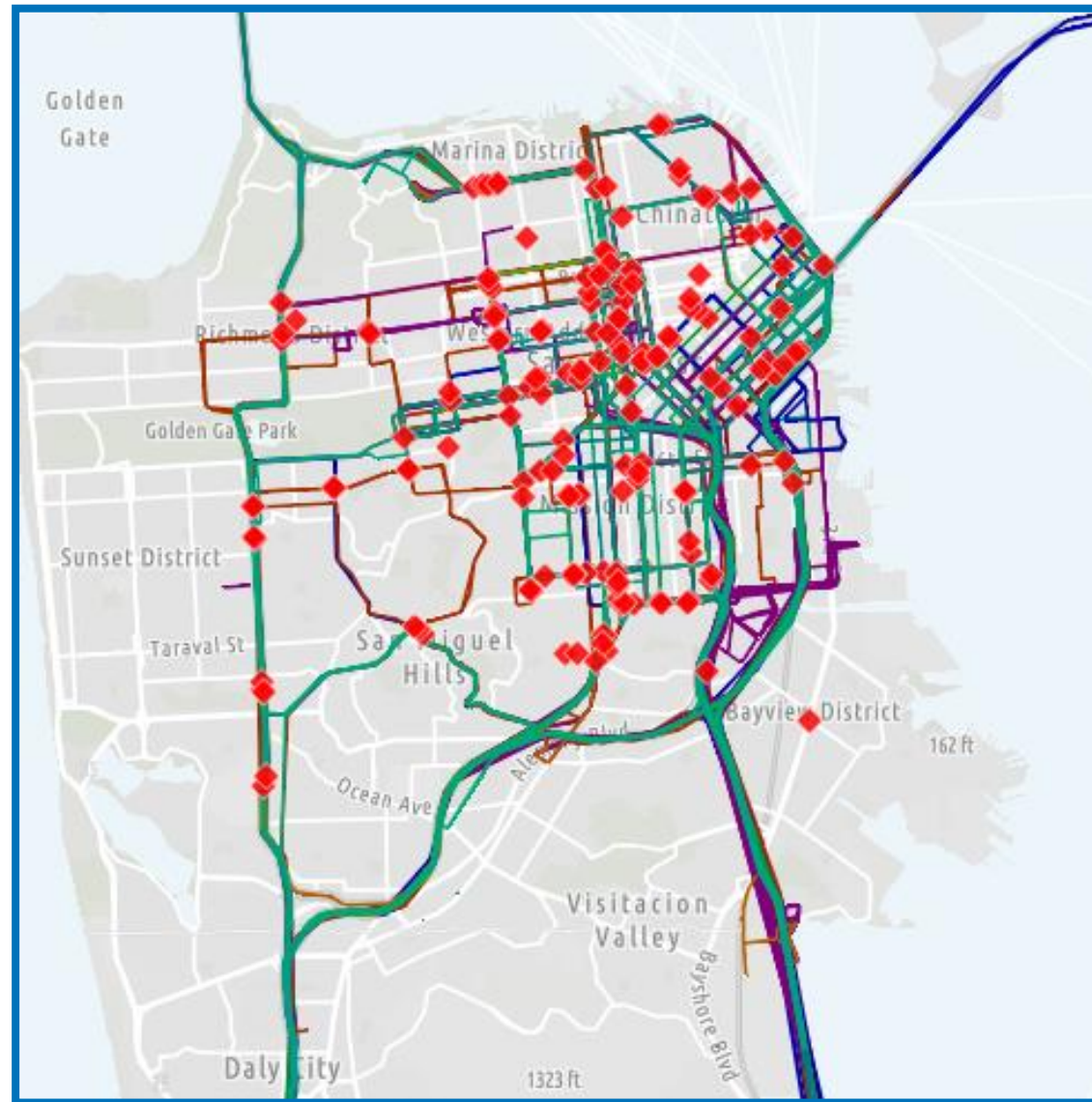
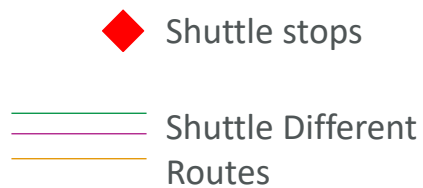


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Commuter Shuttle Routes

- ❖ Within San Francisco
- ❖ Outside of San Francisco



Enforcement Goals

- ❖ Ensure large shuttles don't travel small residential streets
- ❖ Only authorized stop locations used
- ❖ Ensure zones are clear for shuttle use
- ❖ Improve safety
 - Avoid shuttles blocking travel lanes, intersections, bike lanes
- ❖ Minimize transit impacts
 - In shared zones, ensure Muni can pull to curb

Enforcement Priorities

- ❖ Maintain unblocked travel lanes for vehicles and bikes
- ❖ Ensure only shuttles with valid permit use the stop network
- ❖ Ensure unpermitted vehicles do not obstruct the shuttle zone
- ❖ Minimize idling/staging

Enforcement Tools

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



Shuttle Administrative Penalties Observed Violations

❖ Administrative Violations

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

❖ Parking violations

- ❖ California Vehicle Code
- ❖ SF Transportation Code, Div I, 7.2
- ❖ Issued by both **PCOs** and **Investigators**

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New Issue Field Report

TAS - Enforcer Screen Flow II EPT 1.82 s

* Street Number

Complete this field.

Street

Street Name

* Citation

Expired sticker

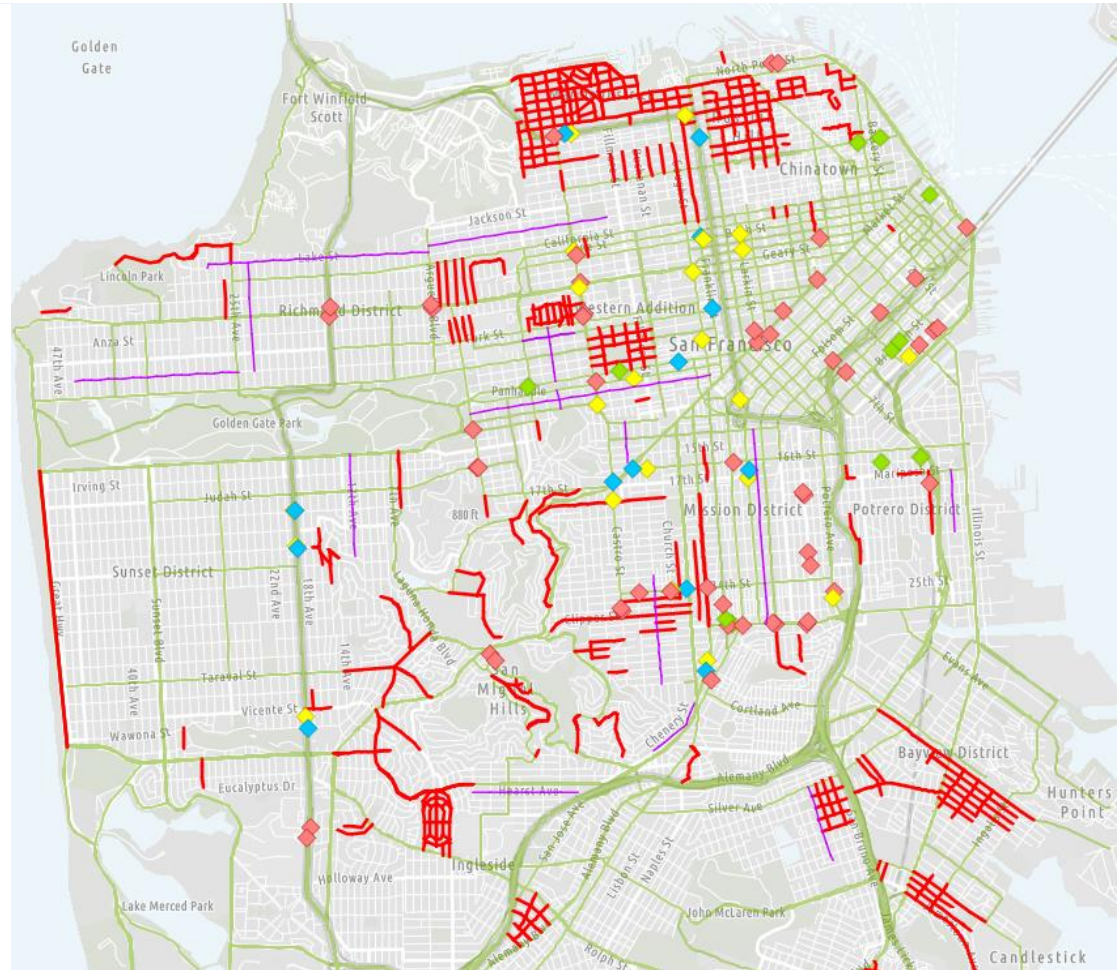
- Driving on non-arterial streets
- ✓ Expired sticker
- No sticker displayed
- Different sticker on front and back of vehicle

Citation Map 311 Investig... New Issue F... Cases Menu

Shuttle Administrative Penalties – GPS-Automated

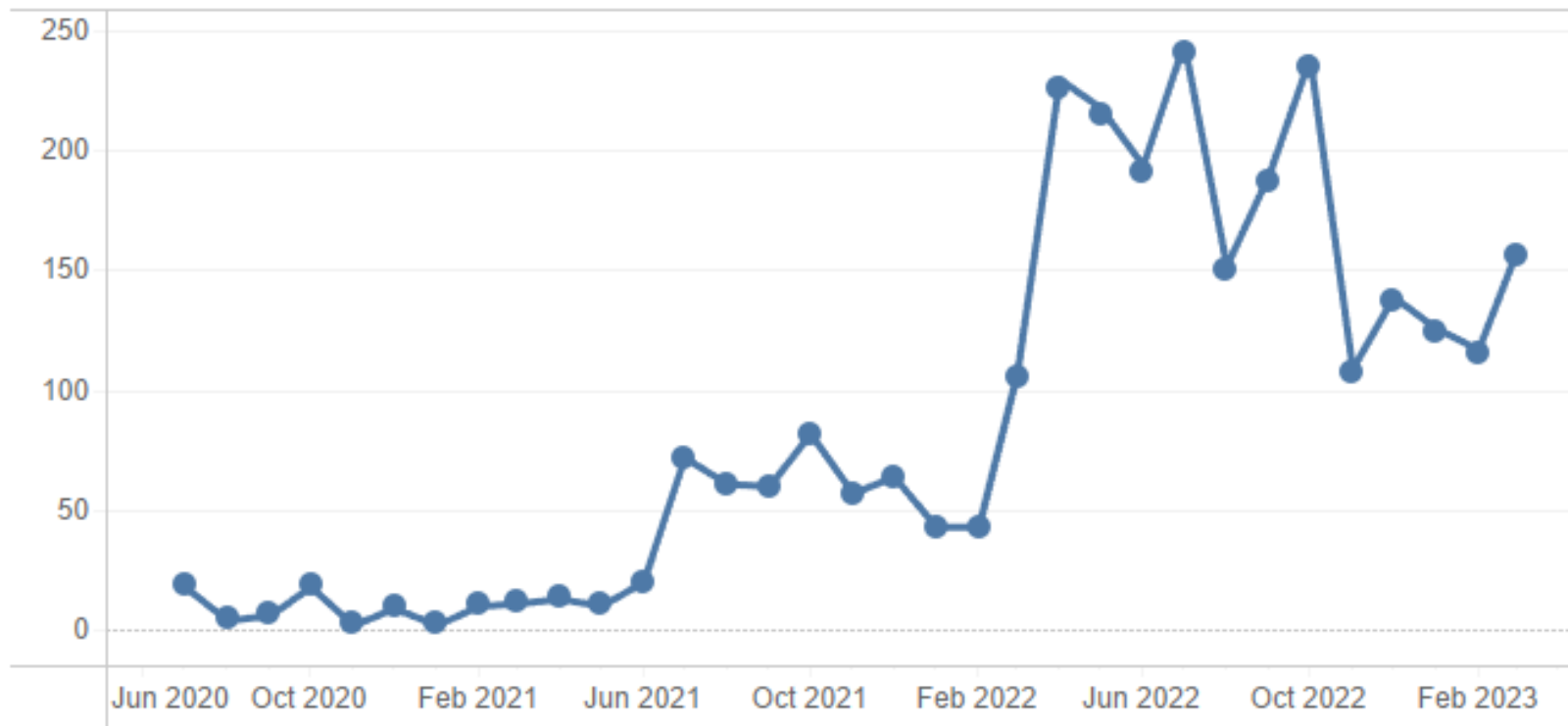
❖ The SFMTA's Commuter Shuttle Program includes a network of stops and five street designations:

1. **Green** – Arterial street data maintained by California Department of Transportation
2. **Red** – Streets with weight and passenger restriction
3. **White** – Non arterial street restrict shuttle > 35 feet
4. **Purple** – Slow Streets
5. **Exempted Streets**



Commuter Shuttle Program Administrative Penalties

Shuttle Admin Penalty



Commuter Shuttle Program Fees & Fines

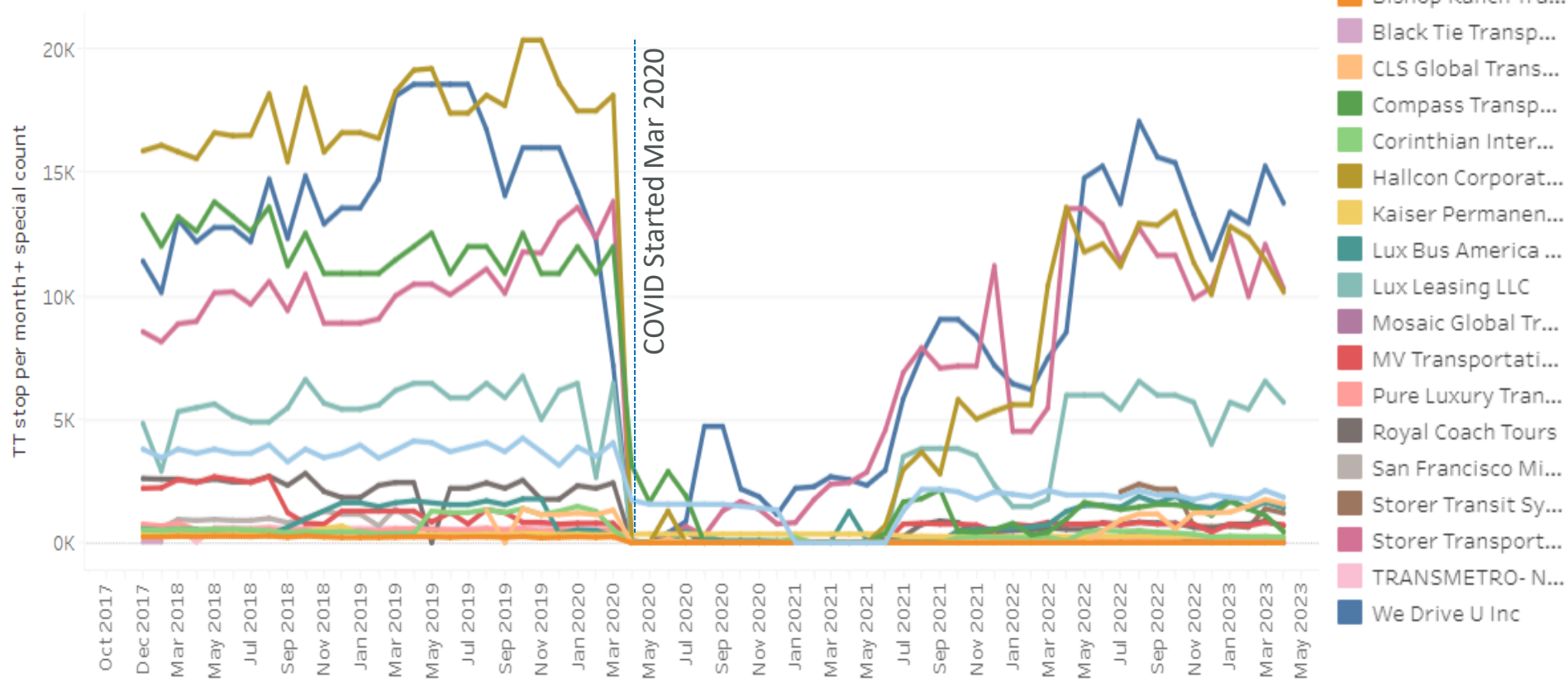
Year (FY)	Activities	Grand Total
2019	Commuter Shuttle Administrative Penalties*	\$1,068,500
	Commuter Shuttle Permit Fees	\$7,544,690
	Commuter Shuttle Parking Fines	\$1,181,137
2019 Total		\$9,794,327
2020	Commuter Shuttle Administrative Penalties*	\$670,750
	Commuter Shuttle Permit Fees	\$5,710,655
	Commuter Shuttle Parking Fines	\$1,036,821
2020 Total		\$7,418,226
2021	Commuter Shuttle Administrative Penalties	\$29,000
	Commuter Shuttle Permit Fees	\$557,218
	Commuter Shuttle Parking Fines	\$1,760
2021 Total		\$587,978
2022	Commuter Shuttle Administrative Penalties	\$286,500
	Commuter Shuttle Permit Fees	\$3,218,499
	Commuter Shuttle Parking Fines	\$91,281
2022 Total		\$3,596,280

Estimated Commuter Shuttle Passengers Ridership by Permittee FY23 (year to date)

Company Name	Avg Daily Boardings in SF	
	FY 19	FY 23
Bauer's Intelligent Transportation	1,450	100
CLS Global Transportation	300	50
Compass Transportation	2,567	109
Corinthian International Parking Services	383	23
Hallcon (Loop Transportation)	2,134	1,036
Kaiser Permanente		200
Lux Bus America	48	109
Lux Leasing	1,000	975
Mosaic Global Transportation		15
MV Transportation Mission Bay	1,200	580
Pure Luxury Transportation	50	7
Royal Coach Tours	475	108
Storer Transit Systems		70
Storer Transportation Service	1,663	549
We Drive U	1,500	430
TOTAL	12,770	4,361

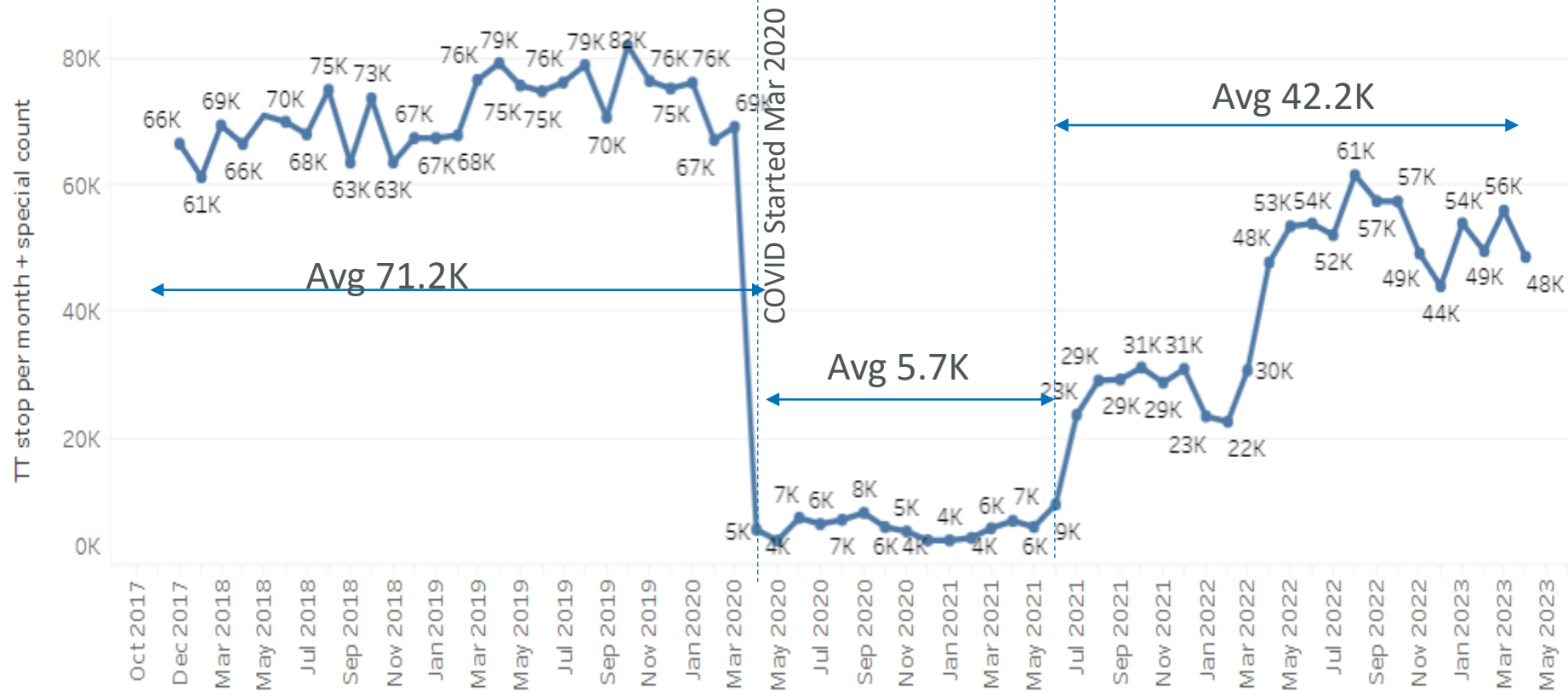
Total Monthly Stops by Company

Total monthly stop usage by shuttle company



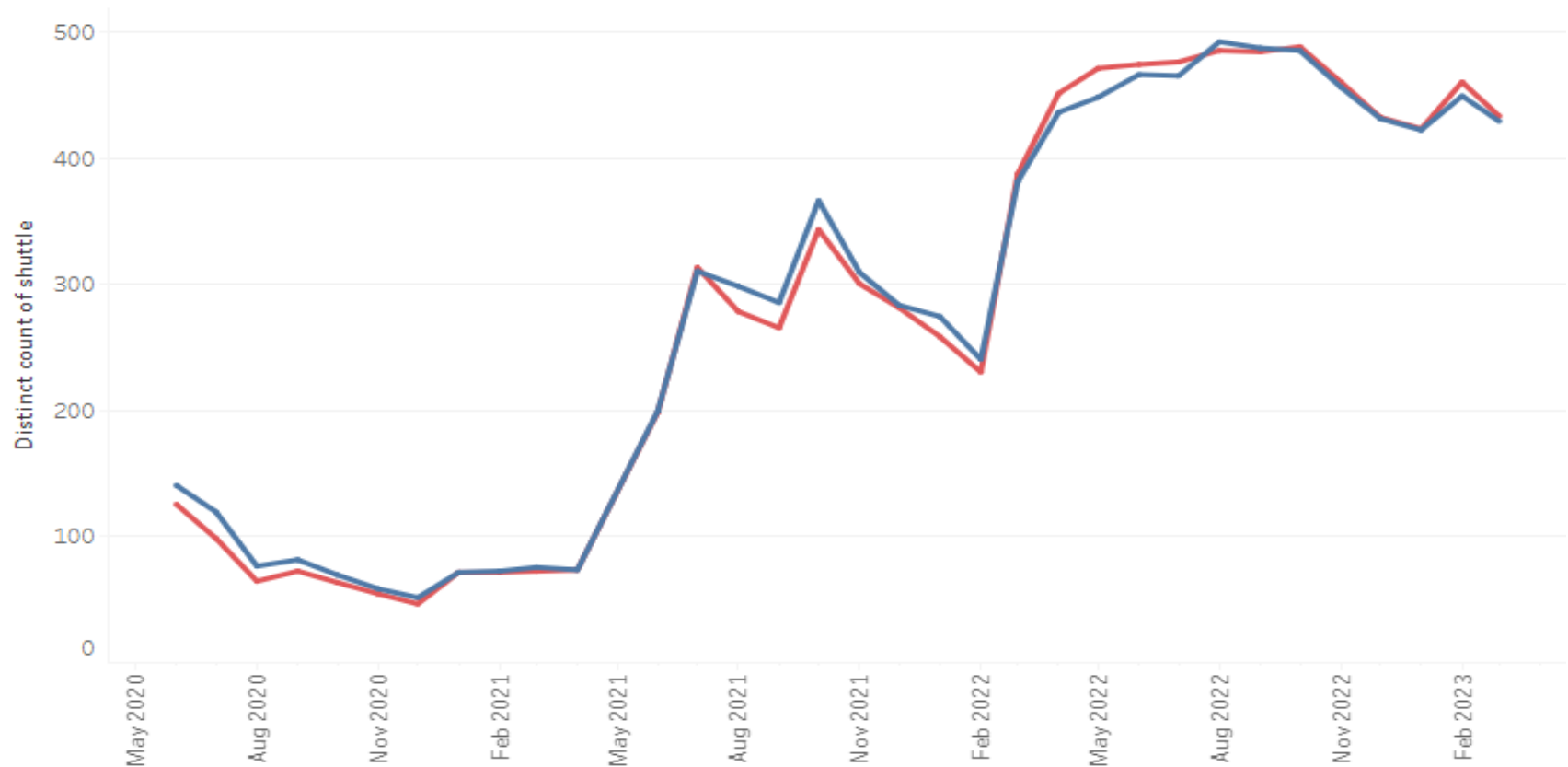
Total Monthly Stops

Total monthly stop usage for all shuttle companies



Commuter Shuttle Program – Shuttle Operated in AM & PM

Total distinct count of lic# in AM & PM by month



Q&A

Thank You!