

District 4 Community Shuttle Study



San Francisco
County Transportation
Authority

Community Advisory Committee - Agenda Item 12
November 19, 2025

Background

The **District 4 Mobility Study**, completed in 2022, recommended piloting an on-demand shuttle to improve access to local destinations and reduce car mode share.

SFCTA Board allocated **Neighborhood Transportation Program (NTP) funds** to develop a planning study for a **District 4 on-demand shuttle**, initiated at the request of former Commissioner Gordon Mar

Study Objectives

- **Design on-demand shuttle (microtransit) service** based on local needs and industry best practices
- **Develop a strategy for potential implementation** informed by public input
- **Analyze business case** – e.g. benefits, costs, and funding options

On-Demand Shuttle Concept

- An on-demand shuttle, or microtransit, is a transit service that **operates without a fixed schedule or fixed route**
- Customers request and **share rides with other customers** traveling in a similar direction within an established service area



Peer Review

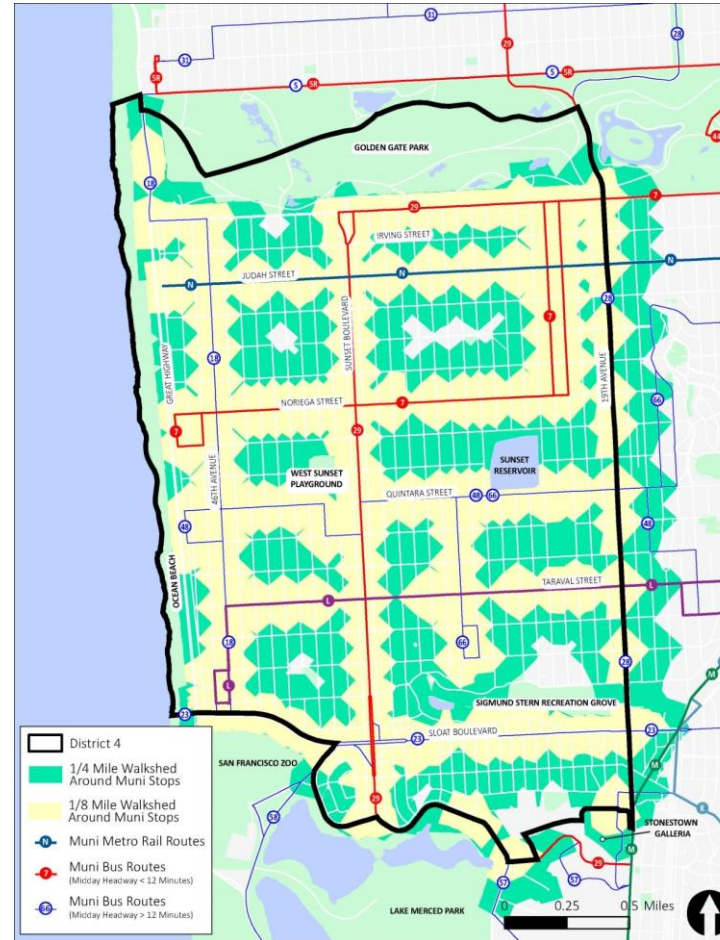
Select findings include:

- Optimal service area: **5-7 square miles**, covering shopping, schools, transit hubs, and key destinations
- Designed mainly as a **coverage solution**, not high-ridership or low-cost service
- Most agencies started with **small pilots** before expanding
- Services are **popular with the public and elected officials**
- **Turnkey contracting** is standard, customized to agency needs
- Fares set **at or below local transit rates** and leveraged **existing fare media**
- Targeted **~15-minute pick-up** and **~10-minute trip times**; prioritize service quality over ridership growth
- Provided **Wheelchair Accessible Vehicle trips** while balancing cost-efficiency

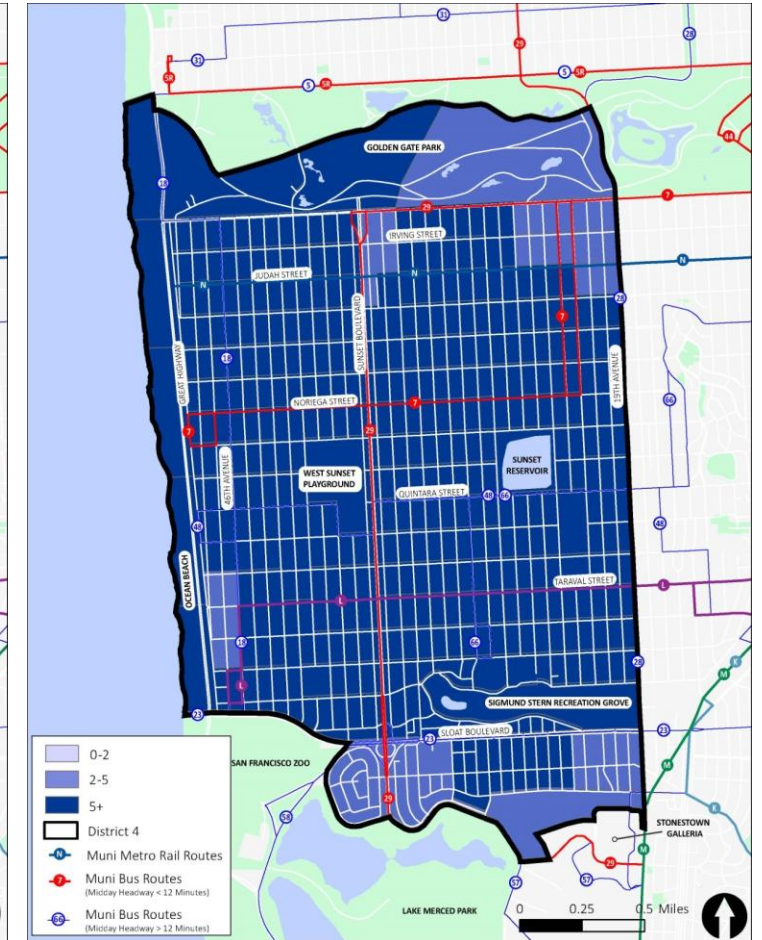


Opportunity Assessment

- D4 land use and size match successful peers
- Transit does not offer a competitive alternative for many local trips
- An on-demand shuttle could be a good fit



Transit Stop Walksheds



Transit/SOV Travel Time Ratio
for Local Trips

Outreach Phase 1 – Fall 2023

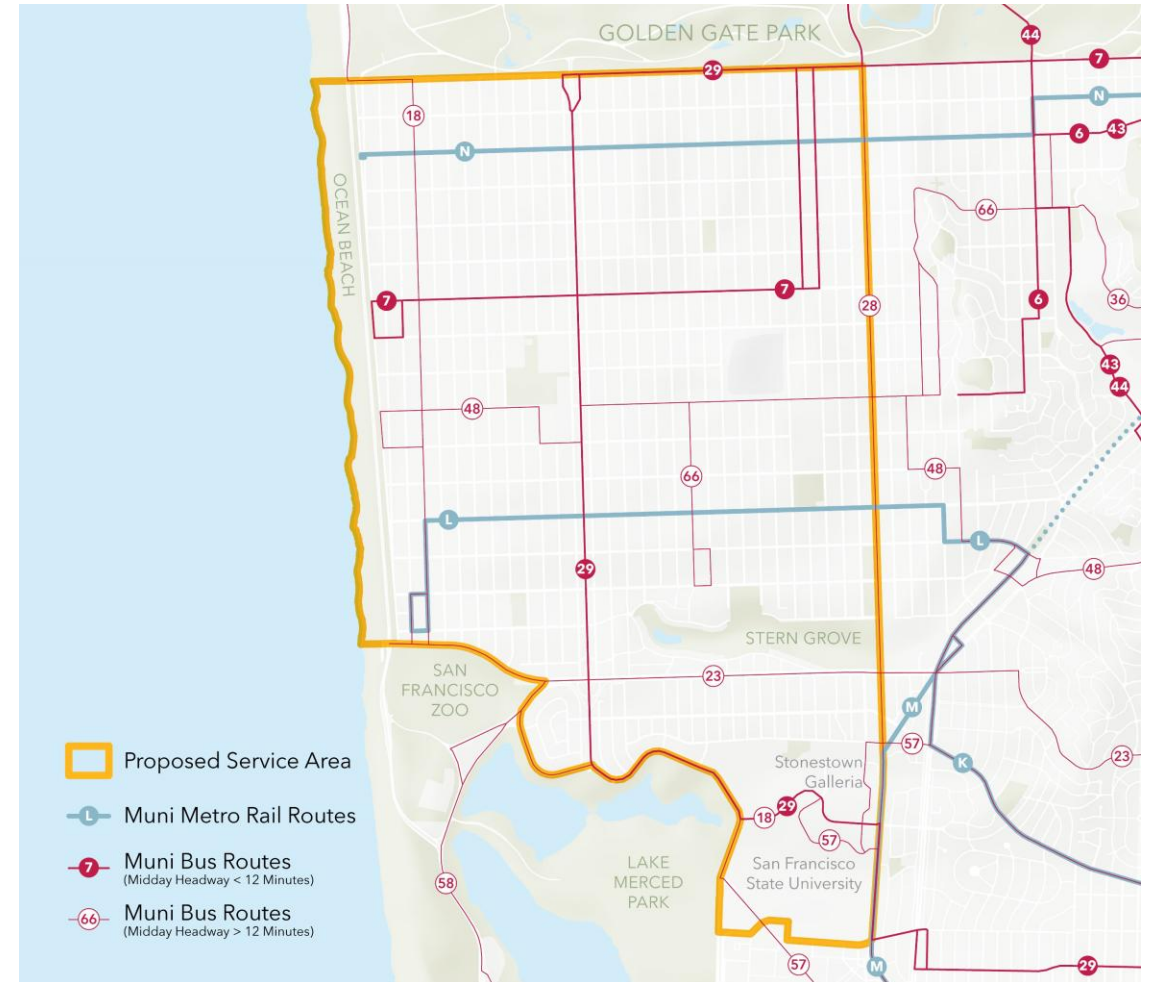
- **Asked about service design features and community priorities for an on-demand shuttle**
- Community survey (865 responses)
- Focus group discussions with community leaders
 - Outer Sunset Neighbors
 - Sunset Mercantile
 - Senior Power
 - Wah Mei School
 - Sunset Cultural District



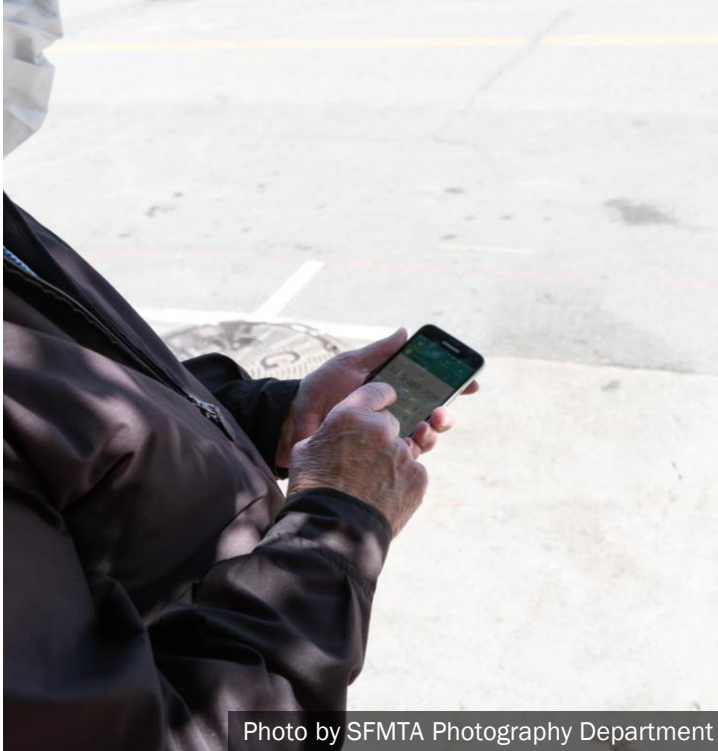
Service Area and Hours of Operation

- All of District 4, Stonestown Galleria Mall, and San Francisco State University
- Weekdays 6 a.m. to 10 p.m.
- Weekends 9 a.m. to 9 p.m.

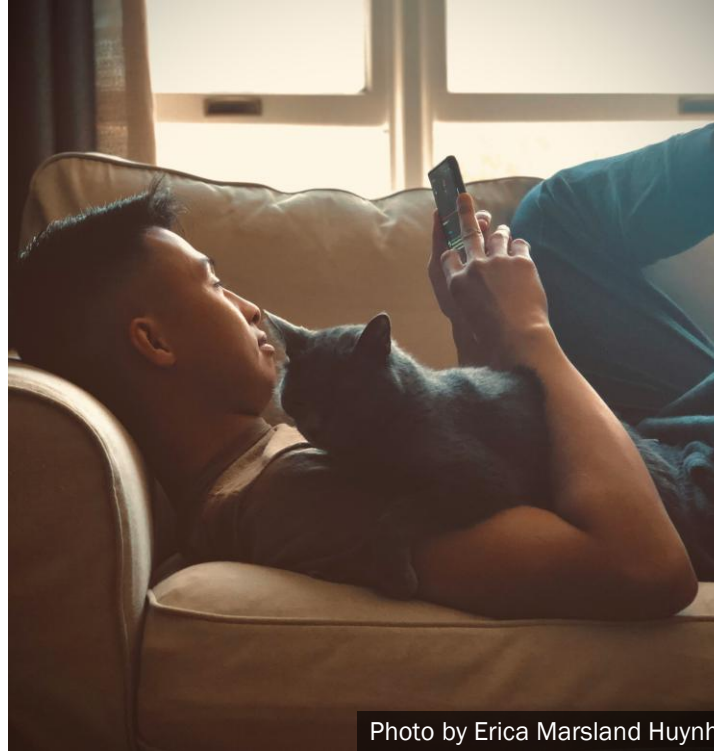
*Scalable to available resources



Trip Request



Request the shuttle through a smartphone app or multilingual call center



Wait between 10 to 20 minutes for your vehicle pick up

*Scalable to available resources



Walk to nearest intersection for pick up (door-to-door for seniors)

Trip Experience



Pay fare with your Clipper Card or smartphone app



Travel for 15 to 25 minutes, may pick up others along the way



Arrive at final destination or connect to Muni service to travel further

Outreach Phase 2 – Summer 2025

- **Phase 2 outreach presented proposed service design and funding strategy options**
- Virtual Town Hall and presentation at Outer Sunset Merchants and Professionals meeting
- Key takeaways:
 - Broad community support for proposed service design
 - Some described service as premium service that could merit higher fares
 - Great interest in making sure service is accessible for seniors



Demand and Cost Estimates

Estimated weekday demand:

~300 passenger trips

Estimated annual operating cost:

\$2.5 – 3 million

One-time implementation costs:

approximately \$600K

Operating cost per trip:

~\$25 to \$30

Implementation Strategy

- Considering costs, limited funding options, and demand uncertainties, **best practice is to launch service as a pilot** before making long-term commitments
- Pilot purpose:
 - **Gauge actual demand**, general public support, and broader market assessment
 - **Adjust service design** to better serve community needs
 - **Assess viability** of long-term implementation

Pilot Funding

As a pilot, on-demand service may be funded by a **combination** of:

- **Revenues** from operations (e.g. fares, advertising)
- **External grants** or earmarks (federal or state)
- **Local funding** (e.g. Prop L, SFMTA, General Fund)
- **Sponsorships** or business partnerships

Example of Funding Structure for 1-year Pilot

FUNDING SOURCE	LOW END		HIGH END	
	\$	%	\$	%
REVENUES	\$141,000	5%	\$141,000	4%
EXTERNAL GRANTS	\$986,333	32%	\$1,153,000	32%
LOCAL FUNDING	\$986,333	32%	\$1,153,000	32%
SPONSORSHIP	\$986,333	32%	\$1,153,000	32%
TOTAL	\$3,100,000	100%	\$3,600,000	100%



Long Term Funding

If there is desire to continue the service long term, the **funding structure would change**:

- **Revenues** → Continue
- **External grants** → No longer available
- **Local funding** → Needs to cover a higher share
 - SFMTA
 - General Fund
 - New revenue measure
- **Sponsorships** → Continue
- **District 4 Community** → New source
 - Business partnerships
 - Business Improvement District / Parking Benefit District
 - Development fees
 - Higher fares

Next steps

- **Westside Network Study** will assess the potential role of a District 4 on-demand shuttle alongside other mobility programs (e.g., SFMTA's Essential Trip Card, Access for All/Fog City service)
- **Other initiatives**, such as SFMTA's Bayview Community Shuttle and a proposed on-demand shuttle on Treasure Island will also inform how a District 4 shuttle fits within San Francisco's broader mobility network.
- **Complete final report.** Staff anticipate returning to CAC in early 2026 with final report as an action item.

Questions?

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