



# Shuttle Bus Service

## TDM MEASURE:

The Development Project shall provide local shuttle service. The local shuttles will primarily provide service between the project site and regional transit hubs, commercial centers, and/or residential areas. Local shuttle service shall be provided free of charge to residents, tenants (employees), and guests. Shuttle stop locations shall be posted with shuttle schedules (or frequency and hours). The property owner must also include documentation that the shuttle service plan has been sent to Carli Payne ([carli.payne@sfmta.com](mailto:carli.payne@sfmta.com)) for SFMTA review.

Shuttle service lines may not replicate Muni transit service lines, unless recommended for approval by the SFMTA Director or designee. Shuttles must stop at legal curb space and comply with parking and traffic regulations. Eligible shuttle service should typically run from 7 AM to 8 PM, continuously, and must offer headways of 15 minutes or better during peak hours (generally 7 AM to 9 AM and 4 PM to 6 PM on weekdays), and headways of 30 minutes or better during off-peak periods (which should generally run at least until 8 PM, unless unnecessary for the particular land use). Shuttle service should be provided in vehicles with engines that meet the most recent emissions standards adopted by the California Air Resources Board.

### OPTION A

POINTS:

**Seven points** for providing 15 minute headways or less during peak hours and 30 minute headways or less during off-peak hours, as defined above.

**7**

### OPTION B

POINTS:

**Fourteen points** for providing 7.5 minute headways or less during peak hours and 30 minute headways or less during off-peak hours, as defined above.

**14**

#### APPLICABILITY:

This measure is applicable to any Development Project in land use categories A, B, and C that does not have a Muni Rapid network connection within ¼ mile from the project site. No shuttle service lines shall replicate a Muni service line, unless recommended for approval by the SFMTA Director or designee.

#### POINTS:

**7 or 14** ○○○○○○○○  
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NOTE: A project sponsor can only receive up to 14 points between HOV-2 and HOV-3.

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DEVELOPMENT  
REVIEW:

The Development Project shall submit a conceptual service plan describing the hours of operation, stop location(s), routes, and headways for the shuttle service. The property owner shall also submit plans that identify the location and dimensions of potential shuttle stops at the project site and the proposed destination(s) stops. The plans should identify any other relevant information that may be helpful in understanding potential conflicts at the proposed shuttle stop locations (e.g., proximity to transit stops, crosswalks, etc.) If requesting loading zones from SFMTA, the property owner shall include documentation of these requests.

City staff will review the feasibility and adequacy of the proposed service plan, including the shuttle stop locations, and provide a staff recommendation regarding the shuttle stop locations and service. If SFMTA and Planning Department staff recommend the shuttle stop locations and service should be approved, City staff will assign TDM points based on the level of implementation.

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PRE-OCCUPANCY  
MONITORING AND  
REPORTING:

The property owner shall submit a detailed service plan to the City for review and approval. The TDM coordinator shall facilitate a site inspection by Planning Department staff to verify that the shuttle stop locations were constructed according to the approved plan.

Additionally, City staff shall provide the TDM coordinator with a copy of the approved TDM Plan. The TDM coordinator will provide City staff with a signed letter agreeing to distribute the TDM Plan via new employee packets, tenant lease documents, and/or deeds. If available, the TDM coordinator will also submit any additional information regarding this measure (e.g., online sign-up portals or additional marketing materials) that demonstrates how the property owner will offer shuttle services. City staff may contact the TDM coordinator for further information regarding this measure.

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ONGOING  
MONITORING AND  
REPORTING:

The property owner shall submit the shuttle schedule, routes, and contact information for the shuttle operator. City staff shall verify that the provided services comply with the standards specified in the project approvals.

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RELEVANT  
MUNICIPAL  
CODE(S):

Planning Code Section 151.1(i), Environment Code Section 427, Transportation Code Section 914, Bay Area Air Quality Management District Regulation 14, Rule 1.