THIS PRINT COVERS CALENDAR ITEM NO.: 10.3

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY

DIVISION: Streets

BRIEF DESCRIPTION:
Authorizing the Director of Transportation to execute the Second Amendment to Contract No. SFMTA-2023-24 with Nomad Transit, LLC (Via) to operate, manage, and maintain the Bayview Shuttle on behalf of the San Francisco Municipal Transportation Agency (SFMTA) as part of the "Our Community, Our Shuttle: Bayview-Hunters Point Equitable Mobility" Program, to (1) increase the contract amount by $2,538,008, for a total contract amount not to exceed $6,880,000, (2) extend the term by 12 months through March 15, 2028, and (3) update the scope of services and certain standard contract clauses.

SUMMARY:
- In 2020, the SFMTA was awarded $10,569,100 from the California Air Resources Board (CARB) Sustainable Transportation Equity Project (STEP) grant for the "Our Community, Our Shuttle: Bayview-Hunters Point Equitable Mobility" program.
- The program was developed from the Bayview Community-Based Transportation Plan.
- The STEP grant funds Bayview Shuttle operations, street improvements, workforce development, the Transportation Resource Center (TRC), and the Community Congress.
- On July 24, 2024, the SFMTA finalized a contract with Via to develop, launch, market, operate, manage, and maintain the Bayview Shuttle as an on-demand shuttle service.
- CARB extended the STEP grant to fund shuttle operations and supportive activities through November 30, 2027. CARB requires continued operation of the Bayview Shuttle as part of the STEP grant.
- The First Amendment extended the contract term through March 15, 2027.
- The Second Amendment extends the contract term through March 15, 2028, to align with the CARB grant extension and allow for final reporting and administrative closure, and increases the contract amount by $2,538,008.
- The Second Amendment fully funds shuttle operations through November 30, 2027, using CARB STEP grant funds and amends average monthly revenue hours, performance metrics, and adds quarterly hiring informational sessions and terms for leasing the SFMTA vehicles to the scope.

ENCLOSURES:
1. SFMTAB Resolution
2. Second Amendment to Contract No. 2023-24 with Nomad Transit, LLC

APPROVALS: **DATE**
DIRECTOR Julie Kirschbaum November 12, 2026

SECRETARY November 12, 2026

ASSIGNED SFMTAB CALENDAR DATE: November 17, 2026

PURPOSE

Authorizing the Director of Transportation to execute the Second Amendment to Contract No. SFMTA-2023-24 with Nomad Transit, LLC (Via) to operate, manage, and maintain the Bayview Shuttle on behalf of the San Francisco Municipal Transportation Agency (SFMTA) as part of the "Our Community, Our Shuttle: Bayview-Hunters Point Equitable Mobility" Program, to (1) increase the contract amount by $2,538,008, for a total contract amount not to exceed $6,880,000, (2) extend the term by 12 months through March 15, 2028, and (3) update the scope of services and certain standard contract clauses.

STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES

This action supports the following SFMTA Strategic Plan Goals and Objectives:

Goal 1: Identify and reduce disproportionate outcomes and resolve past harm towards marginalized communities.

Goal 5: Deliver reliable and equitable transportation services.

Goal 7: Build stronger relationships with stakeholders.

This action also supports the City's Transit First Policy with the following principles:

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.

2. Public transit, including taxis and vanpools, is an economically and environmentally sound alternative to transportation by individual automobiles. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.

10. The City and County shall encourage innovative solutions to meet public transportation needs wherever possible and where the provision of such service will not adversely affect the service provided by the Municipal Railway.

DESCRIPTION

Our Community, Our Shuttle: Bayview-Hunters Point Equitable Mobility Background

"Our Community, Our Shuttle: Bayview-Hunters Point Equitable Mobility" is a grant-funded program designed to provide community shuttle service, workforce development opportunities, transportation resources, and community oversight in the Bayview–Hunters Point neighborhood.
The Bayview Shuttle is one of five program elements funded through the California Air

Resources Board (CARB) Sustainable Transportation Equity Project (STEP) grant. The shuttle operates as a pilot on-demand service providing trips within the Bayview–Hunters Point neighborhood and to designated external destinations, including the 24th Street Mission BART station, the 22nd Street and Bayshore Caltrain Stations, and Zuckerberg San Francisco General Hospital.

Since launching in November 2024, the Bayview Shuttle has experienced significant growth in ridership. Average daily ridership increased from 83 rides per day in December 2024, the first full month of service, to a peak of 217 rides per day in July 2026. Rider satisfaction remains consistently high, with an average rating of 4.9 out of 5.0 throughout the service period.

This program reflects the SFMTA's acknowledgement of historic disinvestment in the Bayview–Hunters Point community and longstanding gaps in transit connectivity for a geographically isolated neighborhood. In response to community priorities identified through outreach conducted as part of the Bayview Community-Based Transportation Plan, the SFMTA pursued and secured CARB STEP grant funding, with a community shuttle identified as a top transportation priority.

In addition to shuttle operations, the CARB STEP grant funds the following program elements:

- Street safety improvements
- Workforce development
- Transportation Resource Center
- Community Congress

Together, these elements support the program's overarching goals, which were developed collaboratively with the community:

- Improve Community Mobility: Connect residents to critical destinations, especially those most geographically isolated or those most vulnerable to transportation challenges.
- Improve Community Health & Reduce Emissions: Reduce automobile reliance and emissions in a community with a long history of emissions-based chronic health conditions. Reduce stress through more mobility options that fit trip needs. Support city-adopted Climate Action goals.
- Invest in the Community and Create Jobs: Create sustainable opportunities for employment and wealth-building to complement transportation solutions.
- Connect Residents to Transportation Solutions: Increase resident awareness of all the transportation services available to them and increase enrollment in free or reduced-cost Muni pass programs.
- Support and Supplement Existing Transit Services: Use the community shuttle to supplement existing Muni service, never to replace it. Use ridership data from the community shuttle to improve Muni effectiveness in the future.
- Build Community Relationships & Ensure Community Control: Maintaining trust with the community is critical. The program team will hold regular meetings in Bayview-

Hunters Point to encourage resident participation, to demonstrate transparency, and to ensure accountability.

Contract with Nomad Transit LLC

Nomad Transit, LLC, the contracted entity doing business as Via, has played an integral role in the development, launch, and management of the Bayview Shuttle. As the highest scorer in the August 2023 Request for Proposals (RFP), Via developed an on-demand microtransit service model based on community-identified priorities. Onboarded as a project partner before the launch of the service in November 2024, Via helped with the design of the service model, marketing, and promotion of the Bayview Shuttle.

The contract with Via was executed in July 2024, and Via first presented to the community in August 2024, where they proposed the service model and outlined service-related trade-offs. This initial service design was approved by the Community Congress and Via worked with SFMTA staff, community partners, and community members to prepare for the launch of the service; this included finalizing marketing materials for the service, launching a digital service campaign, procuring/wrapping vehicles, and recruiting/hiring drivers for the service. The service successfully launched on November 12, 2024.

Since then, Via has remained engaged with the SFMTA and community residents through the Bayview Shuttle Community Congress to monitor and make improvements to the service. Community Congress involvement and feedback led to an expansion of hours of operation for the service (6 am – 8 pm weekdays/ 9 am – 6 pm on weekends). These changes resulted in ridership growth for the service (129% since 2024), increased productivity (number of rides/hour), and improved cost efficiency. All these positive performance metrics coincide with a consistent 4.9/5.0 rider satisfaction rating. Via also provides numerous channels for feedback to improve the management and delivery of service, including consistent attendance and participation at project-related meetings, regular reporting, and a customer service center.

Proposed Contract Amendment

The original CARB STEP grant term was initially set to expire on March 31, 2026, but on March 13, 2026, CARB approved an amendment extending the grant term and funding for shuttle operations and supportive activities through November 30, 2027. The 18-month grant extension provided more time to spend the previously allocated grant funds, supporting shuttle operations for a total of 3 years.

The First Amendment to the contract with Via was finalized on March 15, 2026, and exercised the first additional one-year option, extending the contract through March 15, 2027. To support continued implementation through the extended CARB STEP grant term, the SFMTA proposes a Second Amendment to the Via contract extending term through March 15, 2028. This Second Amendment would align the Via contract timeline with that of the grant extension, allowing continued operation of the Bayview Shuttle through the end of the grant term of November 30, 2028, and also provides approximately 15 weeks of additional time to

support final reporting, contract closeout, invoicing and administrative closure.

Scope of Work under the Second Amendment:

1. **Shuttle Operations:** Provide all technology and software, supplies and materials, equipment, and labor and personnel, including, without limitation, drivers, supervisors, mechanics, and dispatchers, required to develop, launch, market, operate, manage, and maintain the Bayview Shuttle for the contract term.
2. **Vehicle Lease Options:** Option for the SFMTA to elect to own and lease vehicles to the contractor for Bayview Shuttle service.
3. **Monthly Target Revenue Hour**s: Target 1,900 revenue hours as the monthly average based on available grant funding to accommodate expanded hours while maintaining high service quality.
4. **Vehicle-Hour Rate Change**: Inflation-adjusted hourly rate (from $106.25 to $110.29) with potential rate reduction(s) if the SFMTA elects to own and lease vehicles to the contractor for the service.
5. **Hiring Information Sessions:** Hosting quarterly information sessions open to the public to recruit drivers and/or provide hiring-related updates.
6. **Data Reporting:** Submitting data reports for specifically identified service-related metrics at fixed frequencies (bi-weekly, monthly, annually) to the SFMTA and CARB.

The proposed Second Amendment would maintain alignment with CARB STEP grant requirements, ensure continuity of shuttle operations through the extended grant term, and support an orderly contract closeout consistent with the amended grant schedule.

STAKEHOLDER ENGAGEMENT

After hearing strong support from community members to pursue an extension, the SFMTA met with community stakeholders to review the grant and proposals. CARB provided early feedback recommending that the project team continue the Bayview Shuttle and the partnership with Via through the extension period due to strong performance. In meetings with project committees in July and August 2025, SFMTA staff garnered feedback for continuing the Bayview Shuttle along with other proposals and received positive feedback overall. The SFMTA continued to solicit feedback from the community during quarterly Community Congress meetings and monitored rider experiences through feedback and comments left in data reports.

ALTERNATIVES CONSIDERED

One alternative to amending the Via contract would be procuring a new partner to operate, manage, and maintain the Bayview Shuttle supported by the CARB STEP grant. However, this alternative would require a significant amount of lead time to release a new procurement and onboard a new contractor, creating a risk of service gaps and potentially disrupting the delivery or quality of service. Because CARB places a strong emphasis on sustained partnerships as part of the STEP program, transitioning to a new partner could jeopardize grant compliance and undermine community trust.

Via is uniquely positioned to continue operating the Bayview Shuttle. As part of their ongoing support for the service, Via developed and monitored the Bayview Shuttle app, which ~90% of riders utilize to book rides. The mobile ride reservation application is available in English, Spanish, Chinese, and Filipino, with other accessibility-related features that allow it to serve diverse populations. Additionally, Via employs 15 drivers who operate the shuttle. Drivers, which are mostly hired directly from the community, are one of the most common reasons for a high rating and/or positive feedback left for the service. Via's reliability as a partner that has demonstrated itself through the delivery of a high-quality service is what the community requested. Their performance, established trust, and reliability directly supports CARB STEP grant objectives. Staff do not recommend procuring a new partner for the extension period.

For these reasons, staff determined that amending the existing contract with Via is the most effective approach to ensure continuity of services, maintain compliance with the grant requirements, and support successful implementation of the program through the extended grant term.

FUNDING IMPACT

A CARB STEP grant totaling $10,569,100 funds the Our Community, Our Shuttle: Bayview–Hunters Point Equitable Mobility program. On June 21, 2022, the SFMTA Board of Directors approved acceptance of $10,569,100 in grant funding from CARB (Resolution No. 220621056). This grant fully funds the Our Community, Our Shuttle: Bayview–Hunters Point Equitable Mobility program, including the proposed contract amendment with Via.

The proposed Second Amendment is funded entirely by the CARB STEP grant and has a not-to-exceed contract value of $6,880,000. This is a proposed increase of $2,538,008 from the original contract amount of $4,341,992. In addition to Bayview Shuttle operations supported through this amendment, STEP grant funding also supports a youth-led community tour program, the Transportation Resource Center, and the Bayview Shuttle Community Congress, which are implemented by additional contractors and SFMTA staff. The amendment will not impact funding for other program activities, as sufficient grant funds remain to support all activities through the extension period (April 2026 – November 2027).

The Bayview Shuttle is part of California Climate Investments, which uses billions of Cap-and-Invest dollars to fund projects that reduce harmful emissions, protect public health, strengthen local economies, and support natural environments. With a strong focus on communities most impacted by pollution and limited access to resources, California Climate Investments helps build a more equitable and sustainable future.

Per the terms of the CARB grant agreement, the funds must be spent by March 31, 2028, and any unused funds will revert to CARB.

ENVIRONMENTAL REVIEW

The Bayview Shuttle Program is subject to the California Environmental Quality Act (CEQA). CEQA provides statutory exemption e from environmental review under California Public Resources Code section 21080(b)(10), for projects for the institution or increase of passenger or commuter services on rail or highway rights-of-way already in use, including modernization of existing stations and parking facilities. For purposes of this paragraph, "highway" shall have the same meaning as defined in Section 360 of the Vehicle Code, which includes "streets".

On April 20, 2022, the SFMTA, under authority delegated by the San Francisco Planning Department, (Case Number 2022-002952ENV) determined that the then-proposed Bayview Community Shuttle Program is statutorily exempt from environmental review under California Public Resources Code section 21080(b)(10). Authorizing the Director of Transportation to execute the Second Amendment to Contract No. SFMTA-2023-24 with Nomad Transit LLC (Via) would not result in a direct or reasonably foreseeable indirect physical change to the environment beyond the scope analyzed in the statutory exemption.

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and may be found in the records of the Planning Department by Case Number at https://sfplanninggis.org/pim/ or 49 South Van Ness Avenue, Suite 1400 in San Francisco, and are incorporated herein by reference.

OTHER APPROVALS RECEIVED OR STILL REQUIRED

The SFMTA Contract Compliance Office has approved this procurement.

The City Attorney has reviewed this calendar item.

RECOMMENDATION

Staff recommend that the SFMTA Board of Directors authorize the Director of Transportation to execute the Second Amendment to Contract No. SFMTA-2023-24 with Nomad Transit, LLC (Via) to operate, manage, and maintain the Bayview Shuttle on behalf of the San Francisco Municipal Transportation Agency as part of the "Our Community, Our Shuttle: Bayview-Hunters Point Equitable Mobility" Program, to (1) increase the contract amount by $2,538,008, for a total contract amount not to exceed $6,880,000, (2) extend the term by 12 months through March 15, 2028, and (3)update the scope of services and certain standard contract clauses.

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No. _____

WHEREAS, In 2020, the San Francisco Municipal Transportation Agency (SFMTA) applied for and was awarded $10,569,100 from the California Air Resources Board (CARB) Sustainable Transportation Equity Project (STEP) grant for the "Our Community, Our Shuttle: Bayview-Hunters Point Equitable Mobility" program (Program); and,

WHEREAS, The CARB STEP grant funds the Program's Bayview Shuttle operations, street safety improvements, workforce development, the Transportation Resource Center, and administration of the Community Congress; and,

WHEREAS, On July 24, 2024, the SFMTA executed Contract No. SFMTA-2023-24 (Contract) with Nomad Transit LLC (Via) to operate, manage, and maintain the Bayview Shuttle for an initial not-to-exceed amount of $4,341,992 and an initial term expiring March 15, 2026; and,

WHEREAS, The original CARB STEP grant term expired on March 31, 2026, and on March 13, 2026, CARB approved an amendment extending program funding through November 30, 2027; and,

WHEREAS, The Via Contract First Amendment, finalized March 15, 2026, extended the terms of the Contract through March 15, 2027; and,

WHEREAS, CARB requires continued operation of the Bayview Shuttle as conditions of the STEP grant; and,

WHEREAS, Via has been a high performing partner, helping to develop, launch, and improve the Bayview Shuttle; and,

WHEREAS, The Second Amendment to the Via Contract would extend the term through March 15, 2028, increase the contract amount by $2,538,008 for a total not-to-exceed amount of $6,880,000, continue all previous responsibilities and revise the scope to amend average monthly revenue hours, performance metrics, and add quarterly hiring informational sessions and terms for leasing SFMTA vehicles to the scope, as well as update standard contractual clauses; and,

WHEREAS, The SFMTA Board previously approved participation in the CARB STEP Program on June 21, 2022 (Resolution No. 220621-056); and,

WHEREAS, The Bayview Community Shuttle Program is subject to the California Environmental Quality Act (CEQA). CEQA provides a statutory exemption from environmental

review under California Public Resources Code section 21080(b)(10) for a project for the institution or increase of passenger or commuter services on rail or highway rights-of-way already in use, including modernization of existing stations and parking facilities. For purposes of this paragraph, "highway" shall have the same meaning as defined in Section 360 of the Vehicle Code, which includes "streets"; and,

WHEREAS, On April 20, 2022, the SFMTA, under authority delegated by the Planning Department, determined (Case Number 2022-002952ENV) that the Bayview Community Shuttle Program is statutorily exempt from CEQA under California Public Resources Code Sections 21080(b)(10); and,

WHEREAS, Authorizing the Director of Transportation to execute the Second Amendment to Contract No. SFMTA-2023-24 with Nomad Transit LLC (Via) would not result in a direct or reasonably foreseeable indirect physical change to the environment beyond the scope analyzed in the statutory exemption; and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and may be found in the records of the Planning Department by Case Number at https://sfplanninggis.org/pim/ or 49 South Van Ness Avenue, Suite 1400 in San Francisco, and are incorporated herein by reference; now, therefore, be it

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors authorizes the Director of Transportation to execute the Second Amendment to Contract No. SFMTA-2023-24 with Nomad Transit, LLC (Via) to operate, manage, and maintain the Bayview Shuttle on behalf of the San Francisco Municipal Transportation Agency as part of the "Our Community, Our Shuttle: Bayview-Hunters Point Equitable Mobility" Program, increasing the contract amount by $2,538,008, for a total contract amount not to exceed $6,880,000, extending the term by 12 months through March 15, 2028, and updating the scope of services and standard contract clauses.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of November 17, 2026.

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Secretary to the Board of Directors
San Francisco Municipal Transportation Agency