



SFMTA



Paratransit Contract Amendment

SFMTA Board of Directors

January 6, 2026

Overview of Action Requested

Amend the paratransit program operating agreement to stabilize contract costs through Fiscal Year 27-28.

Board approval will:



Extend the current agreement with Transdev for Paratransit Broker and Operation Services for a two-year period, beginning July 1, 2026 and ending June 30, 2028



Increase the not to exceed amount by \$30,831,549 for a total Contract amount not to exceed \$339,102,572



Authorize submittal of the extension of the Agreement to the Board of Supervisors for approval, under Charter 9.118

Paratransit Program Overview

Required by the Americans with Disabilities Act (ADA) since 1990

Muni has provided paratransit services through a contractor since **1978**

Same service hours & area as Muni

- **575,000** annual trips in FY24/25
- **18,000** customers

Services Designed to Improve Cost-Efficiency and Customer-Friendliness

- SF Access
- Group Van
- Paratransit Taxi
- Essential Trip Card
- Shop-a-Round
- Van Gogh Recreation



Contract Overview

Competitive Solicitation Process

- Contract started on July 1, 2016 as a five-year contract with a five-year option.
- Option years were exercised. Current agreement with Transdev is set to expire on June 30, 2026.

Full Service Turnkey Model

- Direct service, subcontracting of other providers, and program administration (fare media sales, eligibility, enrollment, etc.)

Contract Costs

- \$308M over 10 years
- Monthly invoice for actual costs + fixed fee

Program Highlights



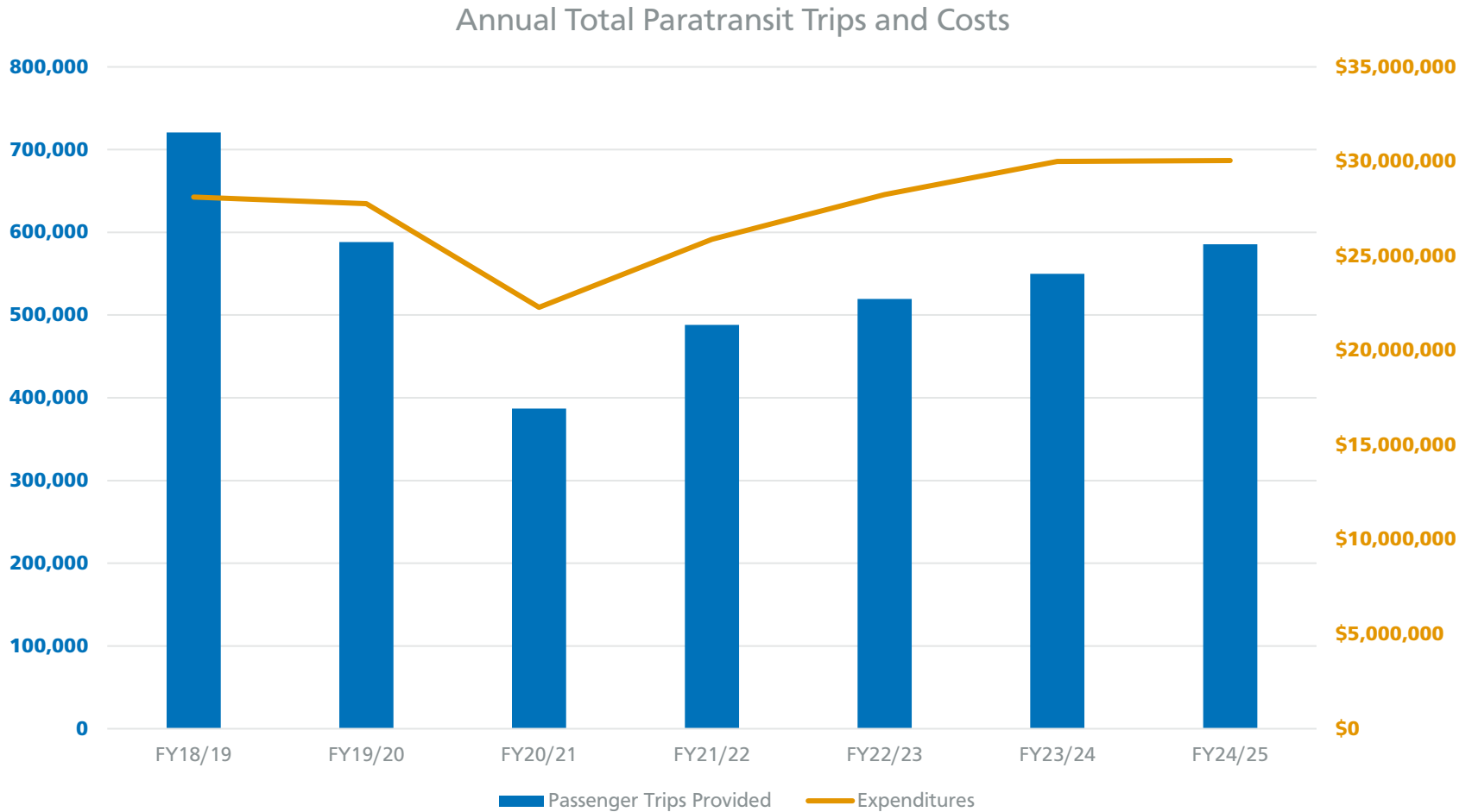
High Performance

- 90% overall satisfaction with SF Paratransit service
- 95% on time performance

Streamlining Initiatives

- Extended Paratransit eligibility to five years
- Expedited recertification for individuals with permanent disabilities
- Introduced online tools for trip booking & adding value to accounts
- Piloted first electric Paratransit cutaway vehicle

FY19-25 Trips and Expenditures



Negotiated Savings

Identified cost reductions through June 30, 2028, some of which will be applied retroactively upon execution of the amendment, and include the following:

- Rate reductions in the G&A and Management Fees
- Reduced monthly facilities lease (rent)
- Right sizing the labor force to align with current demand trends
- Pausing requirement for an annual customer satisfaction survey
- Other administrative and operational efficiencies

Two Year Contract Extension

Budget Savings (\$M)

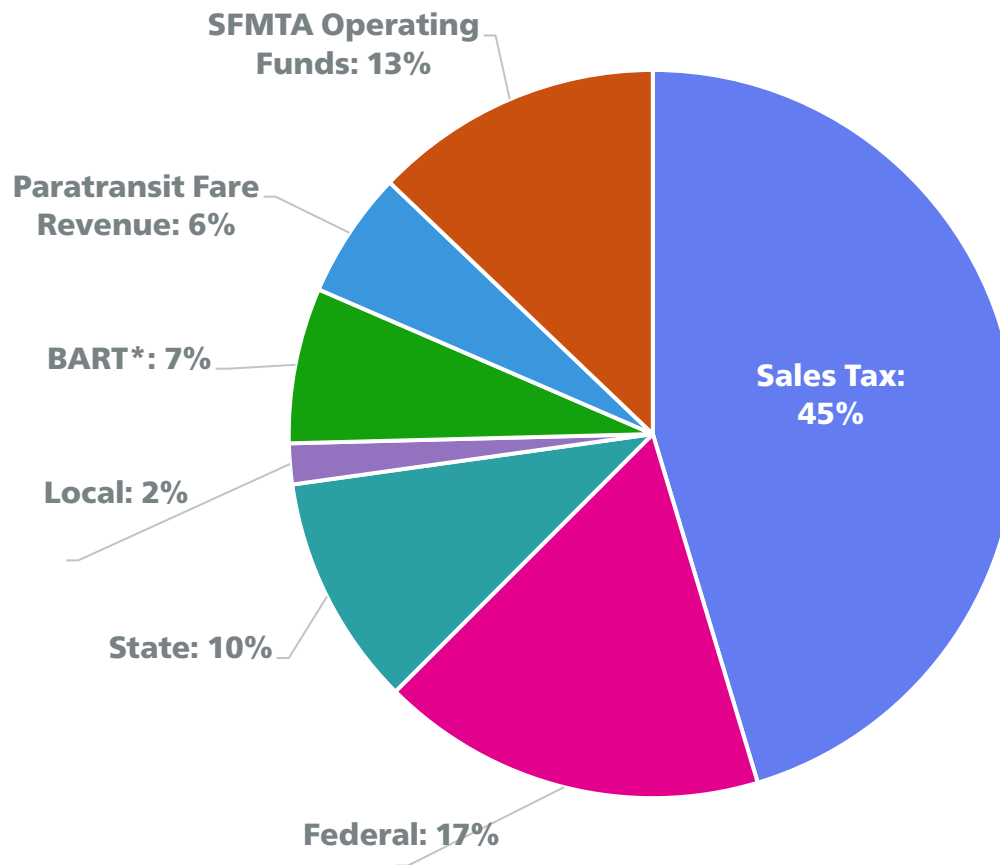
Budget	FY26-27	FY27-28	Change
Base Budget	32.2	33.1	3%
Adjusted Budget	31.1	31.9	3%
Budget Savings	1.1	1.2	

Proposed Budget Amount (\$M)

Category	FY26-27	FY27-28
Adjusted Budget	31.1	31.9
Contingency	0	1.0
Proposed Contract Total	31.1	32.9

FY27-28: Budget & Funding Sources

Funded by mix of local, state, and federal sources, and fare revenue.
SFMTA Operating budget augments the dedicated external sources.



* Cost sharing agreement to fulfill BART's ADA Paratransit requirements in San Francisco

Next Steps

Stabilize program costs during fiscal uncertainty

Complete several in-progress projects to modernize and improve regional integration

- Paratransit taxi debit card system modernization
- Clipper for paratransit fare payment pilot
- One-seat/one-ride intercounty pilot with the Metropolitan Transportation Commission

Continue exploring efficiency and cost-saving opportunities

- Evaluate potential city-owned sites for admin or operational use
- Advance new revenue opportunities, including exploring Medi-Cal reimbursement
- Increase scheduling and dispatch productivity

Incorporate findings in the next Request for Proposals (RFP)

Timeline If Extension Approved

2026

Clipper Pilot Go-Live (Early Winter)
Expected Award Announcement of 5310 Funding (January)
Board of Supervisors Approval (Winter/Spring)
One Seat/One Ride Pilot Goes Live (Spring)
Current Contract Expires (6/30/26)
Issue RFP for Paratransit (Summer/Fall)

2028

Transition period if new vendor is selected (January-June)
End of Requested Extension (6/30/28)
Service Starts Under New Contract (7/1/28)

Replace Taxi Debit Card Payment System
Conclusion of One Seat /One Ride pilot (Spring)
Evaluate Medi-Cal Reimbursement
Select vendor and finalize new paratransit agreement

2027

Stakeholder Engagement



- Paratransit Coordinating Council briefed at the December 10th Executive Committee and are in support
- Colleagues at Office on Disability & Accessibility and Department of Disability & Aging Services support the extension

Thank You!