



SFMTA



# Paratransit Contract Amendment

Budget and Finance Committee

February 11, 2026

# 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

- 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.)

## Action Requested

- 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.

# 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

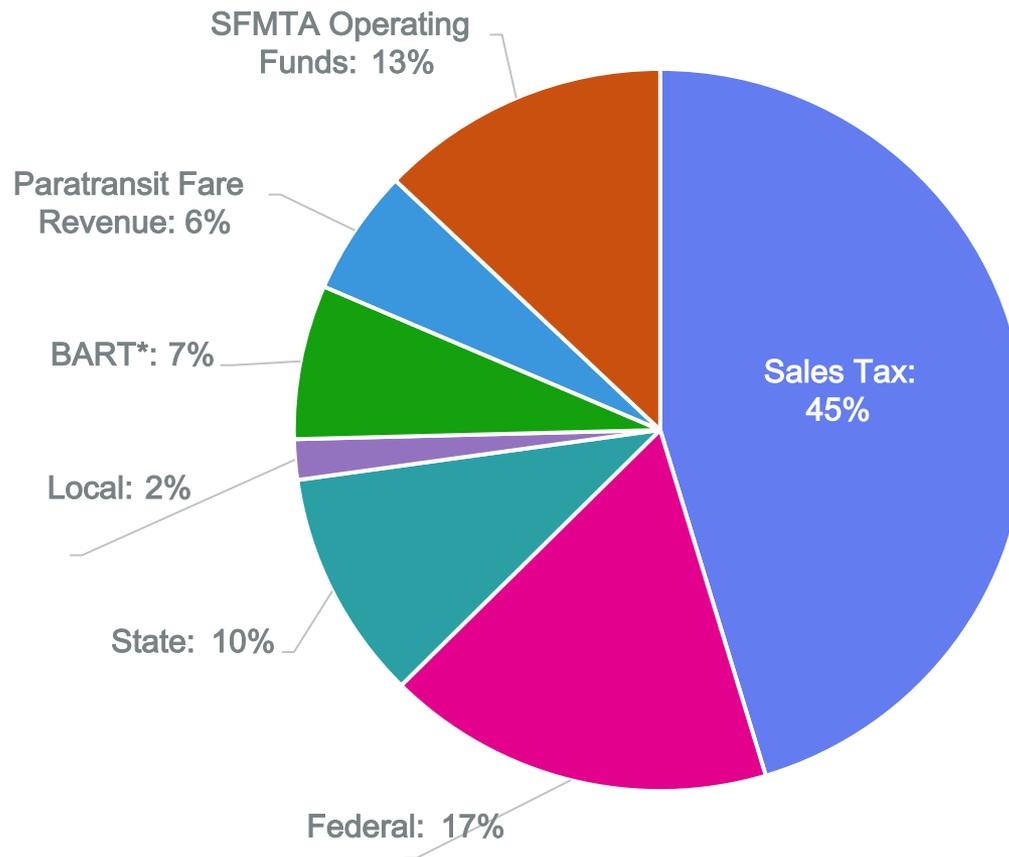
# Negotiated Savings

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

# 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)**

# Thank You!

## Staff Contact

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