



SFMTA

SF Paratransit Program and Five Year Contract Option

Annette Williams

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Budget and Finance Committee

SF Paratransit Program

SF Access

- Traditional ADA service – prescheduled, door-to-door shared van



Group Van Service

- Group transportation to/from single location

Taxis

- Same day, general public taxis, includes 40 wheelchair accessible taxis
- All SF taxis required to participate

Future Paratransit Agreement

- Current agreement with Transdev ends on June 30, 2021
 - A five year option with a pre-negotiated budget was included in the original agreement
- SFMTA board is recommending to exercise the option
 - Cost Effective – structured cost plus fixed fee
 - Excellent rider satisfaction with focus on customer service
 - Responsiveness and flexibility of contractor, particularly during COVID-19
 - Positive labor relations

COVID-19 Taxi Service: Essential Trip Card (ETC) Program



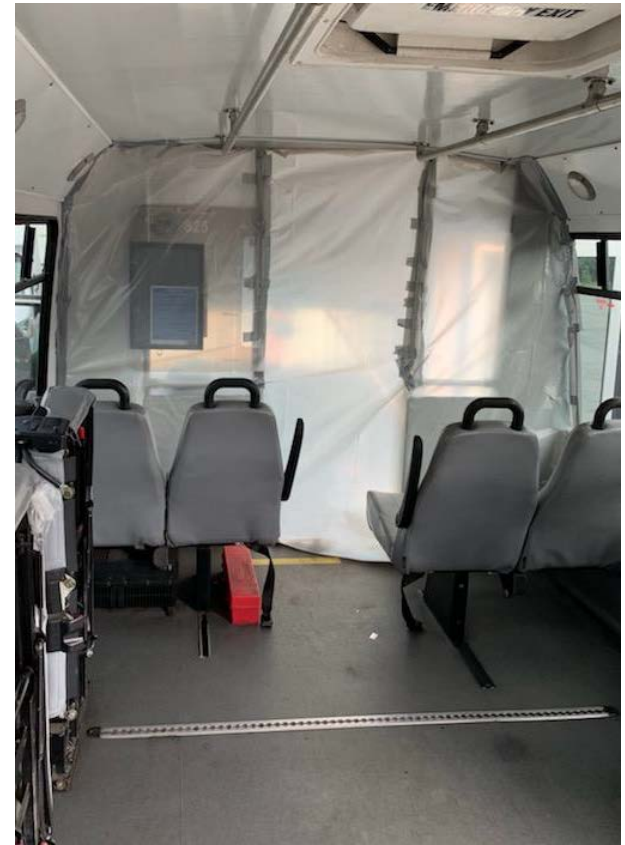
- Subsidized taxi program for seniors/ disabled to complete essential trips during pandemic
- Launched in April 2020 to complement Muni Core Service for seniors and persons with disabilities
- Over 3,600 registered riders who have completed 52,000 trips

COVID-19 Van Services:

- **Emergency Medical Transportation Service:**

Operating seven days a week, this service provides transport of potential PUIs to sheltered housing sites. In operations since March 2020

- **Pier 94 Shuttle:** This shuttle, which operates every day from 9AM - 8PM, provides transport from a temporary housing site at Pier 94 to nearby points of interest. In operations since May 2020.



Thank you for your on-going support
of SF Paratransit, particularly during
the pandemic.

Contact Information

Annette Williams

Manager, Accessible Services

San Francisco Municipal Transportation
Agency

annette.williams@sfmta.com