



Regional Paratransit Pilot Programs Update



Regional Network Management Customer Advisory Group

October 20, 2025

Agenda item 4c – Attachment A

Paratransit Transfer Trip Challenges

Multi-agency transfer trips pose challenges for the customer experience and transit operations.

For Riders:

- Complicated to book one trip with multiple agencies
- Can be physically difficult
- Can result in long wait times

For Transit Agencies:

- Unpredictable trips can be disruptive to paratransit operations and spill over to other operations
- Requires a disproportionate share of resources



Cross Jurisdictional Paratransit Transfer Trips

Pilots to Address Paratransit Transfer Challenges

	One-Seat Ride Pilots	Regional Paratransit Trip Booking Pilot
Improved booking experience for riders	X	X
Potentially more comfortable trip for riders	X	
Streamlined scheduling for transit agencies	X	X
Potentially more cost-effective to deliver the trip	X	X
Better interagency coordination	X	X
Protect reliability of core service	X	

Transformation Action Plan: Fund Subregional One-Seat Paratransit Pilots



Goals

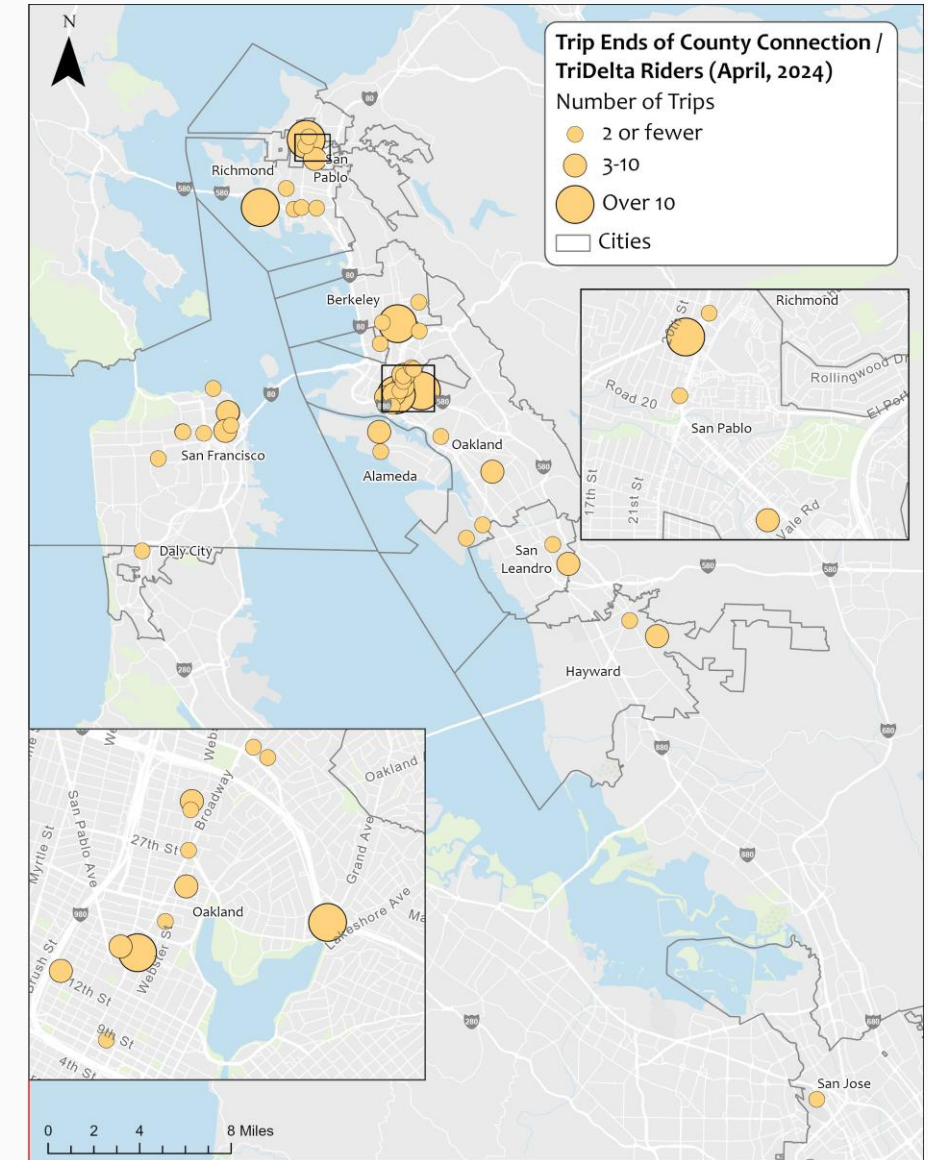
- Streamline operations for agencies and trips for riders by providing non-transfer trips
- Implementation should be feasible without new vehicles, hiring staff or changing labor agreements
- Enhance coordination partnership between agencies
- Identify conditions and operating parameters necessary for financial sustainability

Objectives

- Test many models under different conditions
- Allow factors to constrain pilot use, such as defining trip purpose and limiting times
- Assess implications for induced demand

Pilot Selection Methodology

- Screened paratransit trip data from nearly all Bay Area operators for common origins and destinations of interagency transfer trips
- Used trip data to prepare maps to identify popular destinations in adjacent service areas
- With this information, MTC and transit agencies discussed opportunities for partnerships and operating models of one-seat service
- Identified list of potential pilots to test as many different models as possible



Potential One-Seat Ride Pilots

Area	Pilot Type	Status
San Mateo and San Francisco	Extending into neighboring jurisdictions	Feasible; advance to final planning with SamTrans and SFMTA
Vallejo	Expansion beyond existing corridor in adjacent service areas	Feasible; advance to final planning with NVRTA
Southern Alameda County and Northeast Santa Clara County	Mutual limited-service area with existing fleet	Feasible; advance to final planning with East Bay Paratransit (AC Transit and BART) and VTA
Sonoma County and Marin County	Multi-agency cooperative cost-sharing service	Feasible; advance to final planning with Marin and Sonoma county operators

Potential One-Seat Ride Pilots

Area	Pilot Type	Status
Southern Solano County and Contra Costa County	Expanding current one-seat ride program into a new service area with a dedicated third-party operator	Under consideration for future post-pilot implementation; SolTrans not able to participate currently
Regionwide	A program to establish a reimbursement fund for trips by agencies who want to try one-seat rides but do not want to join a pilot.	Determining if worth exploring
Destinations near BART	A program to escort paratransit riders on BART trips instead of taking a paratransit for a cheaper, faster trip.	Determining if worth exploring

One-Seat Ride Pilot Funding, Evaluation, Timeline

Pilot Funding

- Cost estimates on proposed pilots under \$1M in total

Evaluation

- Caltrans Planning Grant
- Consultant to be selected this fall
- Technical Advisory Committee will refine evaluation criteria
- Possible criteria include: customer benefits, changes in demand, service efficiency, cost-effectiveness and long-term sustainability

Timeline

- Late Fall: Finalize pilot details
- November/December 2025: RNM Council/Committee Action on Pilot Program Recommendations
- 2026: Begin pilots for term of one year

FTA Enhancing Mobility Innovation: Regional Paratransit Trip Booking (RPTB) Project

Goals

- Eliminate the need for customers to book separate rides for each leg of their trip
- Streamline paratransit operations by improving booking process for transfer trips
- Reduce administrative workload from coordinating transfer trips
- Increase data availability about transfer trips
- Support and enhance established coordination partnerships between agencies

Objectives

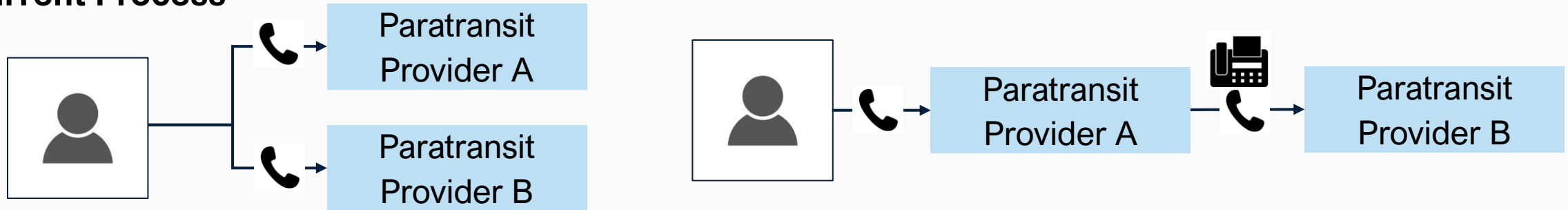
Create a software platform that:

- Facilitates identification of paratransit service providers for desired origins and destinations
- Facilitates data communication across paratransit systems
- Supports automated transit agency processes for booking transfer trips



Paratransit Trip Booking Efficiencies

Current Process



Model A:

- Rider responsible for contacting both providers
- Providers may or may not contact each other

Model B:

- Rider contacts first paratransit provider
- First paratransit provider contacts next provider

Pilot Process



- Rider responsible for contacting for first provider
- Software facilitates coordination between providers
- Scheduling staff from both providers confirm trip

Regional Paratransit Trip Booking Project Process, Partners, and Timeline

- Partners
 - VTA Access
 - AC Transit and BART: East Bay Paratransit
 - SamTrans Redi-Wheels
- MTC regularly engaged with stakeholders and partners to confirm and reconfirm requirements
- Evaluation results will inform potential of expanding to other operators (subject to funding availability)

Timeline

- Summer 2025: Execution of \$600,000 contract with Flexlynqs software vendor
- Fall 2025 – Spring 2026: Software development
- Summer 2026: Software testing with East Bay Paratransit and VTA
- Sept/Oct 2026: Pilot deployment
- Summer 2026: Samtrans Redi-Wheels integration
- Oct-Dec 2026: Monitoring and evaluation
- Dec 2026: FTA Agreement ends