

Metropolitan Transportation Commission
Regional Network Management Committee

January 9, 2026

Agenda Item 2b

**Proposed Regional Paratransit Trip Pilot Projects and Contract - Regional Paratransit
Trip Pilot Program: Steer Davies & Gleave Inc. (\$350,000)**

Subject

Proposed project recommendations and consultant contract for evaluation of the Regional Paratransit Trip Pilot Program (One-Seat Rides).

Background

As with fixed routes, paratransit service requires a transfer when traveling across transit agency service boundaries. Although paratransit transfer trips account for less than 10% of all paratransit rides, they have an outsized impact on operations and riders. In many cases, riders must book their trip with multiple agencies. Transfer trips can be physically rigorous, and when vehicles are delayed in reaching the transfer point, riders may be left waiting in potentially vulnerable situations for the next vehicle. Delays during transfer trips can cause significant vehicle dwell time and hinder on-time performance. Transfer trips take considerable resources and time for transit agencies to book, schedule, dispatch, and deliver.

Through the Transit Transformation Action Plan, MTC is working with the region's transit agencies to address paratransit transfer trip challenges by piloting regional paratransit "one-seat ride" service that will provide a trip to a rider's destination, eliminating the need for a transfer when crossing transit agency service boundaries. In September 2025, the Commission set aside (programmed) approximately \$1 million in Transit Transformation Action Plan funding to support one-seat ride paratransit pilot activities for a term of one year.

Pilots Selection Process

MTC has been working with transit agencies to advance pilot projects with the following operational goals: (1) implementation without new vehicles or staff; (2) no changes to existing labor agreements; and (3) testing of a variety of pilot concepts in different locations under varying circumstances.

To determine likely pilot projects, project staff (1) screened transfer trip data across the region for common origins and destinations outside candidate transit agency service areas, (2) used trip data to prepare maps to identify popular destinations outside these service areas, (3) discussed opportunities with transit agencies for partnerships and operating models of one-seat service, (4) presented seven pilot options to the Regional Network Management Council for discussion, and (5) selected the four currently feasible pilot options for the draft recommended Regional Paratransit Trip Pilots. The recommended pilots are ready to be implemented in Spring 2026 and will last for one year.

Recommended Pilots

Table 1 below lists the recommended pilots and provides details such as the general service area, participating transit agencies, the type of pilot, and the estimated pilot costs.

Table 1. Recommended Projects for the Regional Paratransit Trip Pilots

#	Area	Transit Agencies	Pilot Type	Estimated Pilot Costs for 1 Year
1	Marin County and Sonoma County	Golden Gate Transit, Marin Transit, Sonoma County Transit	Multi-agency cooperative cost-sharing service	\$60,000
2	San Francisco and San Mateo County	SFMTA, SamTrans	Limited service extending into neighboring jurisdiction for medical trips	\$52,000
3	Napa County and City of Vallejo	Napa Valley Transportation Authority	Expansion beyond existing service area to an adjacent service area corridor	\$17,000
4	Alameda County and Santa Clara County	AC Transit, BART, VTA	Limited mutual service area	\$201,000
			TOTAL	\$330,000

The estimated pilot costs are based on the incremental costs for providing one-seat rides instead of traditional transfer trips for the term of one year. MTC will provide a fixed baseline allocation for pilot costs. If the actual pilot costs exceed the estimated pilot costs, MTC may allocate additional funds to ensure each agency is made whole for the incremental cost in providing one-seat ride pilot service. Unused funding will be returned to the overall pool to be used in other Transformation Action Plan for accessibility-related initiatives. The detailed cost estimate methodology for the Regional Paratransit Trip Pilots is detailed in Attachment C.

Pilot Program Evaluation

MTC received a Caltrans Sustainable Transportation Planning Grant to complete a comprehensive evaluation of the pilot services as well as existing one-seat ride services in the region. MTC issued a Request for Proposals (RFP) in July 2025 to procure a consultant team to conduct the project. Required services are authorized by Contract and are based on the preliminary Scope of Work included in the RFP. The RFP allows for services through April 30, 2027. In response to the RFP, MTC received proposals from: 1) Arcadis U.S, Inc.; 2) Nelson\Nygaard Consulting Associates, Inc.; and 3) Steer Davies & Gleave Inc. An evaluation team of MTC staff, a current Bay Area transit agency ADA services manager, and a former Bay Area transit agency general manager reviewed and scored the proposals based on the following evaluation criteria and weights: Qualification and Team Experience (20%); Project Understanding and Approach (30%); Price (20%); Cost Effectiveness (20%); and Presentation (10%).

Based on the evaluation results, the panel recommends the selection of Steer Davies & Gleave Inc. The Steer team demonstrates its qualifications and experience conducting similar evaluation projects, working with complex transit data, and collaborating with an extensive set of stakeholder agencies in the Bay Area. The team displayed a strong understanding of the project, providing a thorough and thoughtful approach to complete tasks, and proposed a reasonable price and cost-effective staff rates.

Transit agency representatives will serve as technical advisory committee members and will work with the consultant to select evaluation criteria. The evaluation will also quantify customer benefits and evaluate feasibility and scalability, along with other factors needed to determine whether one-seat ride services should be adopted by the region's transit agencies in the long-

term. The project team is aiming to have the evaluation of all existing one-seat ride services and the pilots beginning in Spring 2026. The evaluation of the pilot service must be finalized by June 30, 2027.

Next Steps:

Upon approval, staff will allocate State Transit Assistance Population-based funds to transit agencies in amounts consistent with the estimated pilot costs. Staff will provide a progress update to the Regional Network Management Council toward the end of 2026 after the pilots have commenced.

Issues:

If the transit agencies experience substantial delays in launching the pilot service beyond spring 2026, the one-year pilot period may extend past the evaluation grant's completion deadline of June 30, 2027.

Recommendation:

Approval of the projects presented in Table 1 for the Regional Paratransit Trip Pilots and authorization for the Executive Director or designee to enter into a contract in an amount not to exceed \$350,000 with Steer Davies & Gleave Inc. for the Regional Paratransit Service Evaluation project.

Attachments:

- Attachment A: Small Business Enterprise Status
- Attachment B: Request for Committee Approval – Summary of Proposed Contract
- Attachment C: Regional Paratransit Trip Pilot Cost Estimate Methodology
- Attachment D: Presentation



Andrew B. Fremier

Small Business Enterprise Status

	Firm Name	Role on Project	SBE** Yes / No	If SBE Yes, List #
Prime Contractor	Steer Davies & Gleave Inc.	Provide regional paratransit service evaluation services	No	
Subcontractor	Left Turn Right Turn Ltd (LTRT)	Provide analytical support and stakeholder engagement support and facilitation	No	
Subcontractor	Transportation Management & Design, Inc. (TMD)	Provide paratransit service expertise and lead development of the toolkit of best practices	Yes	CA CUCP 49228

Footnote:

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract

Work Item No.:	1626
Consultant:	Steer Davies & Gleave Inc. Oakland, CA
Work Project Title:	Regional Paratransit Service Evaluation
Purpose of Project:	Evaluate existing regional paratransit service and pilot projects and provide a toolkit for regional paratransit service implementation strategies under varying operating conditions.
Brief Scope of Work:	Complete a comprehensive evaluation of existing regional paratransit services and up to five additional pilots. The evaluation will include the development of a methodology to assess existing service and pilot projects from the perspective of rider experience, cost-effectiveness, and other criteria. Accounting for various operating conditions, and assuming solutions will vary, the consultant will evaluate which regional paratransit service methods or models are most appropriate for implementation based on varying conditions found throughout the region. The work products will include 1) an evaluation of all regional paratransit service, including pilots, and 2) a tool kit of regional paratransit service strategies for MTC and transit agencies to help provide more effective paratransit service with limited resources.
Project Cost Not to Exceed:	\$350,000 (Federal - FTA 5304)
Funding Source:	Caltrans Planning Grant Fiscal Year 2024-25
Fiscal Impact:	Funds available in Fiscal Year 2025-26 MTC Budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract with Steer Davies & Gleave Inc. to conduct the Regional Paratransit Service Evaluation, described above and in the Regional Network Management Committee Summary Sheet dated January 9, 2026, and that the Chief Financial Officer is authorized to set aside \$350,000 for such contract.

Regional Network
Management Committee:

Alicia John-Baptiste, Chair

Approved: January 9, 2026