

2023 Prop L 5-Year Prioritization Program

# Paratransit

Approved: July 25, 2023



**San Francisco  
County Transportation  
Authority**

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This report was prepared by the San Francisco County Transportation Authority in coordination with the San Francisco Municipal Transportation Agency.



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# 1. Introduction

In November 2022, San Francisco voters approved Proposition L (Prop L), extending the ½-cent sales tax to fund transportation improvements and approving a new 30-year Expenditure Plan, which superseded the prior Proposition K Expenditure Plan. The Prop L Expenditure Plan determines eligibility for sales tax funds through a list of 28 programs. It also sets caps for the maximum amount of Prop L funds that will be available for specific programs over the 30-year Expenditure Plan period, totaling up to an estimated \$2.6 billion (2020 \$'s). In order to fully fund the programs, the Expenditure Plan assumes that the Prop L dollars will leverage (or match) another \$23.7 billion (2020 \$'s) in other federal, state, regional, and local funds for a total program cost of \$26.3 billion (2020 \$'s). Some of those leveraged funds will be distributed to San Francisco through funding formulas. In other cases, San Francisco project sponsors will have to aggressively compete for discretionary funds in order to fully fund the Expenditure Plan programs.

The Expenditure Plan includes a number of requirements, including the development of 5-Year Prioritization Programs (5YPPs) as a condition for receiving allocations in each program in the Expenditure Plan. The 5YPPs are intended to provide a stronger link between project selection and expected project performance, to support on time, on-budget project delivery, and optimize use of federal, state and regional matching funds. Other major benefits of the 5YPPs include:

- Provide transparency about how Prop L projects are prioritized,
- Enable public input early and throughout the planning process, and
- Improve agency coordination within and across projects at the earlier stages of the planning process.

The desired outcome of the 5YPPs is the establishment of a strong pipeline of grant-ready transportation projects that can be advanced as soon as funds (including Prop L, federal, state, and other funds) are available. The 5YPPs are critically important to help achieve the leveraging needed to fully fund the Expenditure Plan programs.

As its centerpiece, each 5YPP contains a 5-year Program of Projects (or project list), ideally including project descriptions, schedule milestones, cost estimates, and full funding plans showing Prop L funds by fiscal year and other matching funds. The Program of Projects (project list) for Paratransit is contained in Section 7 of this document.

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## 2. Eligibility and Expected Fund Leveraging

### 2.1 | ELIGIBILITY

Eligibility for Paratransit as identified in the voter approved Prop L Expenditure Plan is as follows, with amounts shown in millions of 2020 dollars:

“Continued support for paratransit door-to-door van, taxi, and other transportation services for seniors and people with disabilities who are unable to use fixed route transit service. Includes operations support, replacement of accessible vans, and replacement and upgrades of supporting equipment such as debit card systems. Sponsor Agency: SFMTA. The first \$227M is Priority 1 and the remainder is Priority 2. Total Funding: \$1,270M; EP: \$297M.”

SFMTA stands for San Francisco Municipal Transportation Agency. Priority 1 funds correspond to the conservative sales tax revenue forecast and Priority 2 to the optimistic forecast.

### 2.2 | EXPECTED FUND LEVERAGING

Leveraging Prop L funds against non-Prop L fund sources is necessary to fully fund the Expenditure Plan programs. Prop L sales tax funds will be used as seed funding for planning and project development to make projects competitive for discretionary fund sources, and to serve as local match needed to secure federal, state, regional, and other grant funding.

Based on Priority 1 (conservative forecast) funding levels, for Paratransit, the Prop L Expenditure Plan assumes that for every \$1 of sales tax revenue spent, on average it would be leveraged by about \$4.29 in non-Prop L funds. The Transportation Authority reviews leveraging at the project and project phase (e.g. planning, design, construction) level as well as for each Expenditure Plan program as a whole.

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## 3. Public Engagement

Transportation Authority staff conducted public engagement to inform the development of the 5YPPs. This section summarizes feedback heard from that engagement, as well as information provided by project sponsors regarding public engagement and community support.

During the Prop L Expenditure Plan development, the Transportation Authority conducted a robust outreach process from Spring 2021 - Winter 2022. The New Expenditure Plan for San Francisco's Half-Cent Sales Tax for Transportation: Outreach Findings report can be found on the Transportation Authority website. Key themes emerged from this process including strong support for providing a stable funding source for paratransit operations and improving overall accessibility for seniors and people with disabilities.

As part of development of the 2023 5YPPs, the Transportation Authority conducted outreach and hosted public meetings to gather input about which specific projects and project types should be funded through Prop L in the next five years and to seek input on how to select projects for each Expenditure Plan program. The meetings included a virtual meeting for interested members of the former Expenditure Plan Advisory Committee who helped develop Prop L and representatives of equity-focused community-based organizations; a virtual town hall; and presentations at community group meetings, as requested. There was also an online multi-lingual survey and opportunities for public input through the Transportation Authority's website and at multiple Transportation Authority Community Advisory Committee and Transportation Authority Board meetings. The Transportation Authority website also includes a list of staff contacts to facilitate public engagement directly with project sponsors.

To learn more, visit [sfcta.org/ExpenditurePlan](https://sfcta.org/ExpenditurePlan). The findings from the 5YPP outreach process will be published on this webpage in September 2023.

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## 4. Performance Measures

Prop L requires the establishment of performance measures for each program in the Expenditure Plan. The intent is to demonstrate the system performance benefits of sales tax projects (e.g. reduced transit travel time), to ensure funds are being used cost effectively, and to inform programming of future Prop L funds, as well as programming and prioritization of other funds by the Transportation Authority (e.g. Transportation Fund for Clean Air, Prop AA Vehicle Registration Fee funds).

After reviewing San Francisco's Congestion Management Program and consulting with eligible sponsoring agencies, the Transportation Authority recommends that the following performance measures be applied to projects included in the Paratransit 5YPP:

- Number of trips (overall)
- On-time percentage by mode (SF Access, Group Van, Taxi)
- Cost per passenger trip
- Number of complaints per 1,000 trips
- Number of Paratransit wheelchair passenger trips made on taxi vehicles funded by the Ramp Taxi Incentives Program

While not recommended as performance measures, the Transportation Authority will also track the following metrics for this program to understand trends and to help evaluate future requests:

- Number of Paratransit program ramp taxi trips originating in Equity Priority Communities
- Number of ramp taxi vehicle owners receiving the subsidy each month.

## 5. Project Delivery Snapshot

Since this is the inaugural Prop L 5YPP, we are looking to the prior Prop K sales tax program to assess project delivery trends for similar types of projects. Project delivery for previously-funded projects is one important consideration when we evaluate project sponsors' proposed requests for Prop L funding, particularly with respect to project readiness.

As required by the Prop L Expenditure Plan, the next 5YPP update will be informed by a citywide geographic distribution of sales tax project allocations and the distribution of projects located in Equity Priority Communities and/or benefiting disadvantaged populations.

### Prop K Project Delivery

The Transportation Authority has funded Paratransit operations since Prop B, the predecessor to Prop K, passed in 1989.

Table 1 shows the Project Status of open Paratransit operations grants under Prop K.

Table 1. Prop K Project Status

SPONSOR	PROJECT NAME	PHASE(S) FUNDED	FY OF ALLOCATION	ALLOCATED (AS OF JUNE 2023)	REMAINING BALANCE (AS OF JUNE 2023)	OPEN FOR USE?
SFMTA	Paratransit	Operations	2021/22	\$10,233,010	\$2,639,648	Yes
SFMTA	Paratransit	Operations	2022/23	\$13,300,000	\$4,931,778	Yes

Delivery of the original scope for the FY 2021/22 Prop K Paratransit grant is complete and the FY 2022/23 grant will be complete by the end of June 2023. With respect to the FY 2021/22 Prop K grant, Transportation Authority staff approved an administrative amendment to allow SFMTA to use the remaining balance of \$2,639,648 toward FY 2022/23 Essential Trip Card expenses and FY 2023/24 Paratransit operations, in light of the fiscal challenges facing the SFMTA's operating budget. The full FY 2021/22 grant amount was not needed since paratransit trips continue to come in lower than pre-pandemic levels.

The Paratransit program has faced several project delivery challenges in recent years. Several of these challenges and how SFMTA is working to address them are described below.

SF Paratransit trip volumes continue to be impacted by the COVID-19 pandemic and subsequent changes in travel behavior. To date, in FY 2022/23, SF Paratransit is at

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72% of pre-pandemic ridership levels. While trips completed through SF Access and Paratransit taxi are at about 70 - 80% of their pre-pandemic figures, Group Van service has continued to lag in ridership recovery. Group Van service is operating at 33% of pre-pandemic ridership as agencies (e.g. Adult Day Health Care agencies) continue to work with their clients to resume consistent in-person attendance. Staff at SFMTA and SF Paratransit continue to stay in communication with the agencies served through the Group Van service and add routes as needed.

Over the past several years, SF Paratransit has encountered issues with hiring for key positions, such as drivers. This has been an ongoing issue throughout the Bay Area region given the demand for commercial drivers. To ensure that there are enough drivers to meet demand, SFMTA and SF Paratransit have implemented several initiatives to recruit and retain these essential employees. Initiatives include increasing the hourly wage for several positions, including drivers, to be more competitive. SFMTA and SF Paratransit have also introduced a performance bonus, where employees with perfect attendance could earn an additional bonus. The goal is to not only reduce callouts that affect service delivery but also to improve employee morale.

There have also been issues with vehicle procurement due to the worldwide supply chain issues involving the microchip shortage. SFMTA has several vehicles that are approaching the end of their useful life and would be eligible for federal funds to replace them. However, SFMTA has had issues placing orders with the current vendor as there are no production dates available. In the meantime, the SF Paratransit maintenance team has been working to keep the vehicles in excellent condition. SFMTA staff have been evaluating similar cutaway vehicle models with other vendors to ensure that SFMTA can procure replacement vehicles expeditiously. [Note that paratransit vehicles can be funded by Prop L through the Paratransit program or Muni Maintenance program. Given that the Paratransit program is the one that can support Paratransit operations, Transportation Authority staff recommend funding Paratransit Vehicles through the Muni Maintenance program.]

SFMTA and SF Paratransit are committed to ensuring that there is a robust ramp taxi program. Due to the higher vehicle and maintenance cost, taxi drivers have been hesitant to participate in the ramp taxi program. To address these financial constraints, SFMTA has implemented several incentive programs for the ramp taxi program that are tied to performance. These include a per-trip incentive for both Paratransit and general public wheelchair trips, the ability to earn Airport Short Passes, which allow drivers to cut to the front of the line at the airport, and a vehicle incentive to help drivers offset the cost to purchase and maintain a ramp taxi vehicle. SFMTA also sponsored a Train-the-Trainer class, which certified individuals to train new ramp taxi drivers on how to operate and secure a wheelchair user in a ramp taxi.

Looking ahead, SFMTA is conditionally approved to serve as the Local Access Fund Administrator for the California Public Utility Commission's (CPUC) Access for All

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funds, which are collected through a \$0.10 fee on each Transportation Network Company (TNC) trip (e.g. Uber, Lyft) in San Francisco County. SFMTA will be responsible for establishing a competitive grant process to identify eligible Access Providers and distribute the funds in a way that best fits the needs of passengers requiring on-demand wheelchair accessible vehicle transportation service in San Francisco. The Access for All program can fund new, existing, or expanded programs/services as long as they meet the criteria set by the CPUC. There is approximately \$4 million available for eligible Access Providers in San Francisco, and the SFMTA intends to release the application in early 2024. Depending on the Access Providers that apply and are selected to participate in the SFMTA's Access for All program, SFMTA's ramp taxi incentive costs could potentially be funded through the Access Fund, offsetting some paratransit operating costs.

Lastly, the SFMTA has indicated that there is a need for a permanent SF Paratransit facility within San Francisco. Paratransit services are required by the Americans with Disabilities Act and it has becoming increasingly difficult to find a property within San Francisco for Paratransit operations. The current SF Paratransit facilities, including reservations and dispatch, maintenance, and vehicle operations, are spread across three properties in San Francisco and Brisbane. There are long term plans to redevelop the area that currently houses the primary operations facility. A permanent facility would also allow SFMTA to invest in the necessary infrastructure to eventually support a fleet of electric vehicles.

## 6. Project Prioritization

The intent of establishing and documenting a methodology to select proposed projects is to provide the Transportation Authority Board, the public, and project sponsors with a clear understanding of how projects are prioritized for funding within each Prop L program. Working in consultation with project sponsors and drawing upon the Transportation Authority's experience with prioritizing projects for grant funding, Transportation Authority staff developed a set of Prop L program-wide criteria to help select projects in each of the 28 Prop L programs. In addition, most programs also have program-specific criteria to inform priorities such as improving transit reliability and travel time or replacing assets at the end of their useful lives. The Prop L program-wide criteria include:

- Project readiness
- Relative level of need or urgency
- Benefit to disadvantaged populations
- Level and diversity of community support

- Leveraging

The above criteria, along with any program-specific criteria, are scored for each proposed project. In addition, the evaluation process also considers a fair geographic distribution and cost-effectiveness.

San Francisco's [Equity Priority Communities](#) are an important factor in assessing projects and benefits to disadvantaged populations. See the map on the Transportation Authority's website: <https://epc-map.sfcta.org/>.

The Project Scoring Table in Section 7 shows the Prop L program-wide criteria, the program-specific criteria, criteria definitions, and maximum possible points for projects proposed for the Paratransit 5YPP. For each proposed project, the project sponsors first scored the project and then Transportation Authority staff reviewed and refined the scoring, as needed, to ensure consistent application of the prioritization criteria.

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## 7. Project List

This section shows how each project proposed for funding from the Prop L Paratransit program ranked based on the prioritization methodology described in Section 6; the 5-Year Program of Projects or Project List recommended for Prop L funds; and Anticipated Leveraging. The Project Information Forms with details on scope, schedule, cost, funding are included in Appendix A.

The Transportation Authority advanced funds for the Paratransit program in the Prop L Strategic Plan Baseline beyond the pay-as-you-go amounts to provide funding stability for this critical program for seniors and persons with disabilities. The baseline includes \$13 million in FY 2023/24 with an annual inflationary increase until funds run out.

**Prop L Project Submissions Evaluation - EP 14 Paratransit**

		Prop L-Wide Criteria					Program Specific Criteria			
District	Projects	Project Readiness	Relative Level of Need or Urgency (time sensitive)	Benefits to Disadvantaged Populations	Level and Diversity of Community Support	Leveraging	Safety			Total
<b>Operations (sub-program)</b>										
Citywide	Paratransit	5	0	5	5	2	2			19
<b>Total Possible Score</b>		5	4	5	5	4	4			27
District	Projects	Project Readiness	Relative Level of Need or Urgency (time sensitive)	Benefits to Disadvantaged Populations	Level and Diversity of Community Support	Leveraging	Safety	Improves Customer Experience	Replaces Asset at End of Useful Life	Total
<b>Capital Projects (sub-program)</b>										
	N/A									0
<b>Total Possible Score</b>		5	4	5	5	4	4	2	2	31
<p><b>Project Scoring Key:</b> Projects are assessed using Transportation Authority Board adopted Prop L-wide criteria and program specific prioritization criteria. In general, the better a project meets the criteria as defined, the more points the project is assigned.</p>										
<p><b>Project Readiness:</b> Highest possible score is 5. Project is likely to need funding in the fiscal year proposed. Factors to be considered include, but are not limited to adequacy of scope, schedule, budget and funding plan relative to current project status (e.g. expect more detail and certainty for a project about to enter construction than design); whether prior project phases are completed or expected to be completed before beginning the next phase; and whether litigation, community opposition or other factors pose a significant risk to project advancement, as proposed.</p>										
<p><b>Relative Level of Need or Urgency (time sensitive):</b> Highest possible score is 4. Project needs to proceed in the proposed timeframe to enable construction coordination with another project (e.g. minimize costs and construction impacts), to support another funded or proposed project (e.g. signal conduit installation coordination with a street resurfacing project) or to meet timely use of funds deadlines associated with matching funds.</p>										
<p><b>Benefits to Disadvantaged Populations:</b> Highest possible score is 5. Project provides direct benefits to disadvantaged populations, including communities historically harmed by displacement, transportation policies, and projects that utilized eminent domain. Project directly impacts the ability of disadvantaged populations to access transportation (e.g. new or enhanced infrastructure, new service or improved service, improved safety, etc.), whether or not the project is directly located in an Equity Priority Community. Points are based on the description of benefits presented in the Project Information Form.</p>										
<p><b>Level and Diversity of Community Support:</b> Highest possible score is 5. Project has clear and diverse community support, including from disadvantaged populations and/or was developed out of a community-based planning process.</p> <p>Five points for a project that 1) is in an adopted community based plan or with evidence of diverse (neighborhood level and citywide) community support and 2) has documented support from disadvantaged populations.</p> <p>Three points for a project not in an adopted community based plan, but with evidence of support from <i>both</i> neighborhood stakeholders and citywide groups. Project does not have documented support from disadvantaged populations.</p> <p>One point for a project not in an adopted community based plan, but with evidence of support from <i>either</i> neighborhood stakeholders or citywide groups. Project does not have documented support from disadvantaged populations.</p> <p>Zero points for a project that was neither developed out of a community-based planning process nor had other forms of demonstrated community support.</p>										

**Prop L Project Submissions Evaluation - EP 14 Paratransit**

	<b>Leveraging:</b> Highest possible score is 4. Project demonstrates actual or potential leveraging of Prop L funds, as indicated in the funding plan. Factors to consider include the status of other fund sources and the likely competitiveness for securing non-Prop L funds from discretionary sources.
	<b>Safety:</b> Highest possible score is 4. Project improves safety and/or improves security. Projects that address documented safety issues and/or improve safety for multiple parties (e.g. passengers, operators/paratransit staff, pedestrians, and other street users) will be given additional priority. Points are based on the safety information presented in the Project Information Form.
	<b>Improves Customer Experience (Capital Projects Only):</b> Highest possible score is 2. Project improves customer experience (e.g. provides more user friendly options for payment).
	<b>Replaces Asset at End of Useful Life (Capital Projects Only):</b> Highest possible score is 2. Project replaces vehicle or assets at end of useful life and/or supports electrification of the paratransit fleet, as appropriate.

**2023 Prop L 5-Year Project List (FY 2023/24 - FY 2027/28)**

**14- Paratransit**

**Programming Year**

Pending July 25, 2023 Board Meeting

Agency	Project Name	Phase	Fiscal Year of Allocation					Total
			2023/24	2024/25	2025/26	2026/27	2027/28	
SFMTA	Paratransit	Operations	\$13,113,000					\$13,113,000
SFMTA	Paratransit	Operations		\$13,506,000				\$13,506,000
SFMTA	Paratransit	Operations			\$13,911,000			\$13,911,000
SFMTA	Paratransit	Operations				\$14,329,000		\$14,329,000
SFMTA	Paratransit	Operations					\$14,758,000	\$14,758,000
<b>Funds Requested in 2023 5YPP</b>			\$13,113,000	\$13,506,000	\$13,911,000	\$14,329,000	\$14,758,000	\$69,617,000
<b>Cumulative Remaining Programming Capacity</b>			\$56,504,233	\$42,998,233	\$29,087,233	\$14,758,233	\$233	\$233

**2023 Prop L 5-Year Project List (FY 2023/24 - FY 2027/28)**

**14- Paratransit**

**Cash Flow (Maximum Annual Reimbursement)**

Pending July 25, 2023 Board Meeting

Project Name	Phase	Fiscal Year of Reimbursement						Total
		2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	
Paratransit	Operations	\$9,835,000	\$3,278,000					\$13,113,000
Paratransit	Operations		\$10,130,000	\$3,376,000				\$13,506,000
Paratransit	Operations			\$10,433,000	\$3,478,000			\$13,911,000
Paratransit	Operations				\$10,747,000	\$3,582,000		\$14,329,000
Paratransit	Operations					\$11,069,000	\$3,689,000	\$14,758,000
<b>Cash Flow Requested in 2023 5YPP</b>		\$9,835,000	\$13,408,000	\$13,809,000	\$14,225,000	\$14,651,000	\$3,689,000	\$69,617,000
<b>Cash Flow in 2023 Draft Strategic Plan Baseline</b>		\$13,112,724	\$13,506,106	\$13,911,289	\$14,328,628	\$14,758,486	\$0	\$69,617,233
<b>Cumulative Remaining Cash Flow Capacity</b>		\$3,277,724	\$3,375,830	\$3,478,119	\$3,581,746	\$3,689,233	\$233	\$233

### Anticipated Leveraging

The table below compares Prop L Expenditure Plan assumptions with anticipated leveraging for the recommended projects based on the Project Information Forms. At time of allocation, Transportation Authority staff will again compare the actual leveraging to the expected leveraging.

Table 2. Prop L Leveraging: Expected vs. Anticipated for Fiscal Years 2023/24 – 2027/28

PROGRAM	EXPECTED LEVERAGING IN EP (NON-PROP L FUNDS)	ANTICIPATED LEVERAGING (NON-PROP L FUNDS)
Paratransit	81.1%	61%

Anticipated leveraging in this 5YPP is below expected leveraging in the Expenditure Plan as averaged over the proposed 5-year program and on an annual basis. For FY 2023/24, the lower than usual leveraging is due to SFMTA reducing contributions to paratransit from its operating budget and relying solely on the sales tax (including \$2 million in Prop K cost savings, plus Prop L) to fill the gap. We recognize the fiscal challenges facing SFMTA resulting from the City's slow recovery from the pandemic and the impact of remote work, both of which are depressing the General Fund, fare revenues, and other sources that support SFMTA's operating budget. We will work with agency staff seeking to improve leveraging in future years, including increasing the SFMTA's contribution, looking to other funding sources (e.g., FTA formula funds, BART's contribution) to keep pace with increased costs or at least grow over time, and identifying new revenue sources for this important program. We will also continue to closely monitor the annual paratransit costs and will deobligate any leftover sales tax funds returned to the Paratransit program in Prop L.



## Appendix A

### Prop L Sales Tax Program Project Information Form (PIF) Template



Project Name and Sponsor			
<b>Project Name:</b>	Paratransit		
<b>Implementing Agency:</b>	SFMTA		
Prop L Expenditure Plan Information			
<b>Prop L Program:</b>	14- Paratransit		
<b>Prop L Sub-Program (if applicable):</b>	N/A		
<b>Other Prop L Programs (if applicable):</b>			
Project Information			
<b>Brief Project Description for MyStreetSF (80 words max):</b>	SF Paratransit provides transportation to seniors and people with disabilities who are unable to use the Muni bus or light rail service. Those who are eligible for ADA Paratransit, according to federal criteria, have access to a van and taxi program. Additionally, SF Paratransit has other transportation programs, including Shop-a-Round, Van Gogh, and the Essential Trip Card program, as well as a Mobility Management Center, that is available to all seniors and people with disabilities.		
<b>Project Location and Limits:</b>	Citywide		
<b>Supervisory District(s):</b>	Citywide		
<b>Is the project located on the 2022 Vision Zero High Injury Network ?</b>	Yes	<b>Is the project located in an Equity Priority Community (EPC)?</b>	Yes
<b>Which EPC(s) is the project located in?</b>	Citywide		
<b>Detailed Scope (may attach Word document):</b> Please describe in detail the project scope, any planned community engagement, benefits, considerations for climate adaptation and resilience (if relevant), and coordination with other projects in the area (e.g. paving, Vision Zero).	<p>All the paratransit services provided increase the mobility and accessibility of public transit among seniors and people with disabilities. By providing these transportation resources and services to the segment of the population that is most reliant on public transit, SFMTA contributes to their ability to live independently.</p> <p>The attached Word document provides a more detailed scope of the Paratransit program.</p>		
<b>Attachments:</b> Please attach maps, drawings, photos of current conditions, etc. to support understanding of the project.	Attachment 1. Detailed Scope		
<b>Type of Environmental Clearance Required:</b>	N/A		
<b>Coordinating Agencies:</b> Please list partner agencies and identify a staff contact at each agency.	Jonathan Cheng, San Francisco Municipal Transportation Agency Michael Zaugg, Department of Aging and Disability Services		

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<b>Project Delivery Milestones</b>	<b>Status</b>	<b>Work</b>	<b>Start Date</b>		<b>End Date</b>	
<b>Phase</b>	<b>% Complete</b>	<b>In-house - Contracted - Both</b>	<b>Quarter</b>	<b>Fiscal Year (starts July 1)</b>	<b>Quarter</b>	<b>Fiscal Year (starts July 1)</b>
Planning/Conceptual Engineering						
Environmental Studies (PA&ED)						
Right of Way						
Design Engineering (PS&E)						
Advertise Construction						
Start Construction (e.g. Award Contract)						
Operations (i.e. paratransit)	0%	In-house and Contracted	Q1-Jul-Aug-Sep	2023/24	Q4-Apr-May-Jun	2023/24
Open for Use						
Project Completion (means last eligible expenditure)					Q4-Apr-May-Jun	2023/24
<b>Notes</b>						

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



**Project Name:** Paratransit

Project Cost Estimate	Funding Source			Source of Cost Estimate
	Phase	Cost	Prop L	
Planning/Conceptual Engineering	\$ -	\$ -	\$ -	
Environmental Studies (PA&ED)	\$ -	\$ -	\$ -	
Right of Way	\$ -	\$ -	\$ -	
Design Engineering (PS&E)	\$ -	\$ -	\$ -	
Construction	\$ -	\$ -	\$ -	
Operations (i.e. paratransit)	\$ 33,893,026	\$ 13,113,000	\$ 20,780,026	FY 23/24 based on current Paratransit agreement.
<b>Total Project Cost</b>	<b>\$ 33,893,026</b>	<b>\$ 13,113,000</b>	<b>\$ 20,780,026</b>	
<b>Percent of Total</b>		<b>39%</b>	<b>61%</b>	

**Funding Plan - All Phases - All Sources** **Cash Flow for Prop L Only (i.e. Fiscal Year of Reimbursement)**

Fund Source	Prop L Program	Phase	Fund Source Status	Fiscal Year of Allocation (Programming Year)	Total Funding	2023/24	2024/25	2025/26	2026/27	2027/28
Prop L	14- Paratransit	Operations	Planned	2023/24	\$13,113,000	\$9,835,000	\$3,278,000	\$ -	\$ -	\$ -
Prop K (123-910024) for FY24		Operations	Allocated	2021/22	\$ 2,000,000	\$ -	\$ -	\$ -	\$ -	\$ -
Federal Transit Administration Section 5307		Operations	Planned	2023/24	\$ 5,585,157	\$ -	\$ -	\$ -	\$ -	\$ -
State Transit Assistance Block Grants		Operations	Programmed	2023/24	\$ 3,300,000	\$ -	\$ -	\$ -	\$ -	\$ -
BART ADA Contribution		Operations	Planned	2023/24	\$ 2,134,502	\$ -	\$ -	\$ -	\$ -	\$ -
Department of Disability and Aging Services		Operations	Planned	2023/24	\$ 500,000	\$ -	\$ -	\$ -	\$ -	\$ -
SFMTA Operating Budget		Operations	Planned	2023/24	\$ 7,260,367	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total By Fiscal Year</b>					<b>\$33,893,026</b>	<b>\$ 9,835,000</b>	<b>\$3,278,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**Notes**  
 The current Paratransit agreement expires in June 2026. SFMTA will be issuing a Request For Proposal in 2025 for a new agreement, which will include FY26/27 and FY27/28.  
  
 Leveraging for FY 23/24 is lower than expected in part due to the use of Prop K funds. The Transportation Authority will work with SFMTA staff seeking to improve leveraging in future years, including increasing the SFMTA's contribution, looking to other funding sources (e.g., FTA formula funds, BART's contribution) to keep pace with increased costs or at least grow over time, and identifying new revenue sources for this important program. We will also continue to closely monitor the annual paratransit costs and will deobligate any leftover sales tax funds returned to the Paratransit program in Prop L.

## Attachment 1. Detailed Scope - Paratransit

### Background

The SFMTA provides paratransit services to persons with disabilities, in compliance with the Americans with Disabilities Act (ADA). Paratransit van and taxi program services are provided to persons with disabilities who are unable to independently ride bus or light rail service some or all the time and are certified eligible according to federal criteria. Additionally, SF Paratransit has other transportation programs, including Shop-a-Round, Van Gogh, and the Essential Trip Card program, as well as a Mobility Management Center, that is available to all seniors and people with disabilities. Paratransit in San Francisco is administered by a broker that delivers service through a diverse set of providers and resources, including 144 city-owned vehicles, 65 of which are less than 5 years old, private taxis and group vans associated with community-based organizations throughout the city. On June 14, 2016, the Board of Supervisors approved a contract with Transdev to provide paratransit broker services through June 30, 2021, with an option for a five-year extension, and in an amount not to exceed \$142,902,104. On May 14, 2021, the Board of Supervisors approved exercising the option for the five-year extension recommended by the SFMTA Board and increased the not to exceed amount to \$308,271,023. SFMTA will be issuing a Request for Proposals for Paratransit Broker and Operating Services in 2025 as this current agreement will expire in June 2026.

### **Detailed Description of Services**

- **Paratransit Services:**

The paratransit broker services include determination of client eligibility, customer service, overseeing and monitoring the operation of the taxi debit card system, procuring, subcontracting, and oversight of van and taxi services, and reporting and record keeping. Transdev itself operates the SF Access service and a portion of the Group Van services. All other transportation services for which the Broker is responsible are procured via contracts with other providers. In addition, the Broker is responsible for the continued development and implementation of the mobility management program, including activities to make it easier for San Francisco's disabled and senior residents to navigate the transportation services available to them, including the Shop-a-Round and Van Gogh shuttles and Ramp Taxi Incentives programs. The broker also administers the Essential Trip Card (ETC) program, which was initiated in response to the COVID-19 pandemic and reduced Muni service and will continue to operate.

Specific paratransit services are described below:

- 1) Taxi – Provides individual paratransit taxi trips to ADA-eligible paratransit users using both sedans and wheelchair accessible ramped taxis.
- 2) SF Access – Provides pre-scheduled, shared-ride door-to-door van service in City-owned vehicles for ADA eligible paratransit users.
- 3) Intercounty – Pre-scheduled paratransit trips provided to paratransit users to or from Muni's service area in San Francisco, to or from destinations in Alameda County, Marin, and Contra Costa County. These trips are provided by the East Bay Paratransit Consortium and Marin Access.
- 4) Group Van – Provides pre-scheduled group trips for ADA-eligible paratransit users who are going to a common destination such as an Adult Day Health Centers, developmentally disabled work sites, senior nutrition programs etc.

## Attachment 1. Detailed Scope - Paratransit

- 5) Department of Aging and Adult Services Group Van – Provides pre-scheduled group van services to senior centers funded by the Department of Disabled and Aging Services.

SFMTA and SF Paratransit conducted a Customer Satisfaction Survey in October 2022. This was the first survey conducted since the COVID-19 pandemic. Among the highlights include:

- 89% overall satisfaction with the SF Paratransit program
- 92% satisfaction with the surveyed SF Paratransit trip
- 96% satisfaction with the SF Paratransit Broker services
- 55% of riders indicated that their Paratransit trip was for medical/dialysis appointments

The requested funds would also support the following non-ADA transportation services operated by the SF Paratransit program:

- 1) Shop-a-Round – Provides van and taxi service to qualifying seniors and people with disabilities to and from grocery stores in San Francisco.
- 2) Van Gogh – Provides van service to groups of seniors and people with disabilities to attend social and recreational activities and events throughout San Francisco.
- 3) Essential Trip Card – Provides a limited number of subsidized taxi service to qualifying seniors and people with disabilities to help individuals complete “essential trips” amidst reduced Muni service stemming from the COVID-19 pandemic.
- 4) Mobility Management Center - A one-stop information and referral center for older adults and people with disabilities to help them make informed decisions about their travel options. SFMTA’s Mobility Management Center is located within the SF Paratransit Office

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



Prop L Supplemental Information Please fill out each question listed below (rows 2-8) for all projects.	
<b>Project Name</b>	<i>Paratransit</i>
<b>Relative Level of Need or Urgency (time sensitive)</b>	This is an ongoing operations project. Funding for this project is urgent given that SFMTA has a forthcoming allocation request form that will help pay for expenditures in FY23/24.
<b>Prior Community Engagement/Level and Diversity of Community Support (may attach Word document):</b>	This project provides funding for Paratransit services in San Francisco to seniors and people with disabilities. This includes several non-ADA transportation services include the Shop-a-Round, Van Gogh, and Essential Trip Card program as well as mobility management activities. These services support the identified gaps in the Coordinated Public Transit-Human Services Transportation Plan, which was developed by the Metropolitan Transportation Commission. The Paratransit Coordinating Council serves as an advisory body to SFMTA and provides feedback about service quality. This committee is diverse and is comprised of paratransit riders, representatives from community based organizations, and service providers.
<b>Benefits to Disadvantaged Populations and Equity Priority Communities</b>	This project serves seniors and people with disabilities in San Francisco with door-to-door van and taxi service for individuals who are unable to use the Muni service. Approximately 57 percent of Paratransit riders are non-white and 23 percent indicated a preferred language other than English, with Chinese, Russian, and Spanish being the most common non English languages preferences. The average income of a Paratransit rider is about \$17,400. In addition, through the Paratransit program, additional transportation services are available to seniors and people with disabilities who do not qualify for ADA Paratransit services, such as the Essential Trip Card program, Shop-a-Round, and Van Gogh, as well as Mobility Management, which provides them with information on other transportation modes, assistance with fare program applications, and travel training. In particular, we emphasize conducting outreaches in Equity Priority Communities and have printed material available in non English and accessible formats. In our most recent Customer Satisfaction Survey, there was a 89% satisfaction rate with the SF Paratransit program along with a 92% satisfaction rate with their most recent Paratransit trip.
<b>Compatability with Land Use, Design Standards, and Planned Growth</b>	Yes
<b><u>San Francisco Transportation Plan Alignment (SFTP)</u></b>	Safety and Livability, Equity, Accountability and Engagement, Economic Vitality
	SF Paratransit provides transportation to seniors and people with disabilities who are unable to use the Muni system to complete their activities of daily living through San Francisco. The most common reported trip purpose was for medical appointments, followed by errands, such as grocery shopping, and social/recreational activities. Additionally, services provide many with transportation to their jobs. There is ongoing community engagement from the Paratransit Coordinating Council, an advisory body comprised of paratransit riders, representatives from community based organizations, and service providers as well as outreach events.

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<p>The next section includes criteria that are specific to each Expenditure Plan program. The questions that are required to be filled out for each program will auto-populate once the Prop L program is selected on the Scope &amp; Schedule tab.</p>	
<p><b>14- Paratransit</b></p>	
<p><b>Safety (Operations and Capital Projects)</b></p>	<p>All of our Paratransit vehicles are equipped with DriveCam technology that triggers upon established unsafe driving actions and Mobileye technology which detects pedestrians and bicyclists crossing in front of the vehicle. The vehicles also are equipped with an externally-audible alarm alerting pedestrians that the bus is turning. In addition, all new drivers must undergo classroom and behind the wheel safety training, including SFMTA's Large Vehicle Urban Driving Safety training, and all drivers must participate in bi-monthly safety meetings.</p>
<p><b>Improves Customer Experience (Capital Projects)</b></p>	<p>SF Paratransit has focused on expanding options for individuals to communicate and utilize our services. Individuals can now reserve van trips via Access Online as well as pay for their taxi value through the Taxi Online portals. Mobility management staff have also been conducting in-person and virtual outreach to educate seniors and people with disabilities about the city's transportation options and fare programs. In addition, in spring 2024, SF Paratransit will be the pilot agency to allow SF Access van riders to use the updated Clipper Card for fare payment.</p>
<p><b>Replaces Asset at End of Useful Life (Capital Projects)</b></p>	<p>SFMTA is developing a plan to support electrification of the paratransit fleet as part of fleet replacement project, which is funded separately.</p>

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



Project Name and Sponsor			
<b>Project Name:</b>	Paratransit		
<b>Implementing Agency:</b>	SFMTA		
Prop L Expenditure Plan Information			
<b>Prop L Program:</b>	14- Paratransit		
<b>Prop L Sub-Program (if applicable):</b>	N/A		
<b>Other Prop L Programs (if applicable):</b>			
Project Information			
<b>Brief Project Description for MyStreetSF (80 words max):</b>	SF Paratransit provides transportation to seniors and people with disabilities who are unable to use the Muni bus or light rail service. Those who are eligible for ADA Paratransit, according to federal criteria, have access to a van and taxi program. Additionally, SF Paratransit has other transportation programs, including Shop-a-Round, Van Gogh, and the Essential Trip Card program, as well as a Mobility Management Center, that is available to all seniors and people with disabilities.		
<b>Project Location and Limits:</b>	Citywide		
<b>Supervisory District(s):</b>	Citywide		
<b>Is the project located on the 2022 Vision Zero High Injury Network ?</b>	Yes	<b>Is the project located in an Equity Priority Community (EPC)?</b>	Yes
<b>Which EPC(s) is the project located in?</b>	Citywide		
<b>Detailed Scope (may attach Word document):</b> Please describe in detail the project scope, any planned community engagement, benefits, considerations for climate adaptation and resilience (if relevant), and coordination with other projects in the area (e.g. paving, Vision Zero).	<p>All the paratransit services provided increase the mobility and accessibility of public transit among seniors and people with disabilities. By providing these transportation resources and services to the segment of the population that is most reliant on public transit, SFMTA contributes to their ability to live independently.</p> <p>The attached Word document provides a more detailed scope of the Paratransit program.</p>		
<b>Attachments:</b> Please attach maps, drawings, photos of current conditions, etc. to support understanding of the project.	Attachment 1. Detailed Scope		
<b>Type of Environmental Clearance Required:</b>	N/A		
<b>Coordinating Agencies:</b> Please list partner agencies and identify a staff contact at each agency.	Jonathan Cheng, San Francisco Municipal Transportation Agency Michael Zaugg, Department of Aging and Disability Services		



**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<b>Project Delivery Milestones</b>	<b>Status</b>	<b>Work</b>	<b>Start Date</b>		<b>End Date</b>	
<b>Phase</b>	<b>% Complete</b>	<b>In-house - Contracted - Both</b>	<b>Quarter</b>	<b>Fiscal Year (starts July 1)</b>	<b>Quarter</b>	<b>Fiscal Year (starts July 1)</b>
Planning/Conceptual Engineering						
Environmental Studies (PA&ED)						
Right of Way						
Design Engineering (PS&E)						
Advertise Construction						
Start Construction (e.g. Award Contract)						
Operations (i.e. paratransit)	0%	In-house and Contracted	Q1-Jul-Aug-Sep	2024/25	Q4-Apr-May-Jun	2024/25
Open for Use						
Project Completion (means last eligible expenditure)					Q4-Apr-May-Jun	2024/25
<b>Notes</b>						

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<b>Project Name:</b>	Paratransit
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Project Cost Estimate	Funding Source			Source of Cost Estimate
	Phase	Cost	Prop L	
Planning/Conceptual Engineering	\$ -	\$ -	\$ -	
Environmental Studies (PA&ED)	\$ -	\$ -	\$ -	
Right of Way	\$ -	\$ -	\$ -	
Design Engineering (PS&E)	\$ -	\$ -	\$ -	
Construction	\$ -	\$ -	\$ -	
Operations (i.e. paratransit)	\$ 34,743,157	\$ 13,506,000	\$ 21,237,157	FY 24/25 based on current Paratransit agreement.
<b>Total Project Cost</b>	<b>\$ 34,743,157</b>	<b>\$ 13,506,000</b>	<b>\$ 21,237,157</b>	
<b>Percent of Total</b>		<b>39%</b>	<b>61%</b>	

**Funding Plan - All Phases - All Sources** **Cash Flow for Prop L Only (i.e. Fiscal Year of Reimbursement)**

Fund Source	Prop L Program	Phase	Fund Source Status	Fiscal Year of Allocation (Programming Year)	Total Funding	2023/24	2024/25	2025/26	2026/27	2027/28
Prop L	14- Paratransit	Operations	Planned	2024/25	\$ 13,506,000	\$ -	\$10,130,000	\$3,376,000	\$ -	\$ -
Federal Transit Administration Section 5307		Operations	Planned	2024/25	\$ 5,752,712	\$ -	\$ -	\$ -	\$ -	\$ -
State Transit Assistance Block Grants		Operations	Planned	2024/25	\$ 3,300,000	\$ -	\$ -	\$ -	\$ -	\$ -
BART ADA Contribution		Operations	Planned	2024/25	\$ 2,198,000	\$ -	\$ -	\$ -	\$ -	\$ -
Department of Disability and Aging Services		Operations	Planned	2024/25	\$ 600,000	\$ -	\$ -	\$ -	\$ -	\$ -
SFMTA Operating Budget		Operations	Planned	2024/25	\$ 9,386,445	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total By Fiscal Year</b>					<b>\$ 34,743,157</b>	<b>\$ -</b>	<b>\$10,130,000</b>	<b>\$ 3,376,000</b>	<b>\$ -</b>	<b>\$ -</b>

**Notes**

The current Paratransit agreement expires in June 2026. SFMTA will be issuing a Request For Proposal in 2025 for a new agreement, which will include FY26/27 and FY27/28.

Leveraging for FY 24/25 is lower than expected. The Transportation Authority will work with SFMTA staff seeking to improve leveraging in future years, including increasing the SFMTA's contribution, looking to other funding sources (e.g., FTA formula funds, BART's contribution) to keep pace with increased costs or at least grow over time, and identifying new revenue sources for this important program. We will also continue to closely monitor the annual paratransit costs and will deobligate any leftover sales tax funds returned to the Paratransit program in Prop L.

State Transit Assistance (STA) Block Grant funds are programmed by the Transportation Authority Board. Any future programming of STA funds is subject to approval by the Transportation Authority Board.

## Attachment 1. Detailed Scope - Paratransit

### Background

The SFMTA provides paratransit services to persons with disabilities, in compliance with the Americans with Disabilities Act (ADA). Paratransit van and taxi program services are provided to persons with disabilities who are unable to independently ride bus or light rail service some or all the time and are certified eligible according to federal criteria. Additionally, SF Paratransit has other transportation programs, including Shop-a-Round, Van Gogh, and the Essential Trip Card program, as well as a Mobility Management Center, that is available to all seniors and people with disabilities. Paratransit in San Francisco is administered by a broker that delivers service through a diverse set of providers and resources, including 144 city-owned vehicles, 65 of which are less than 5 years old, private taxis and group vans associated with community-based organizations throughout the city. On June 14, 2016, the Board of Supervisors approved a contract with Transdev to provide paratransit broker services through June 30, 2021, with an option for a five-year extension, and in an amount not to exceed \$142,902,104. On May 14, 2021, the Board of Supervisors approved exercising the option for the five-year extension recommended by the SFMTA Board and increased the not to exceed amount to \$308,271,023. SFMTA will be issuing a Request for Proposals for Paratransit Broker and Operating Services in 2025 as this current agreement will expire in June 2026.

### **Detailed Description of Services**

- **Paratransit Services:**

The paratransit broker services include determination of client eligibility, customer service, overseeing and monitoring the operation of the taxi debit card system, procuring, subcontracting, and oversight of van and taxi services, and reporting and record keeping. Transdev itself operates the SF Access service and a portion of the Group Van services. All other transportation services for which the Broker is responsible are procured via contracts with other providers. In addition, the Broker is responsible for the continued development and implementation of the mobility management program, including activities to make it easier for San Francisco's disabled and senior residents to navigate the transportation services available to them, including the Shop-a-Round and Van Gogh shuttles and Ramp Taxi Incentives programs. The broker also administers the Essential Trip Card (ETC) program, which was initiated in response to the COVID-19 pandemic and reduced Muni service and will continue to operate.

Specific paratransit services are described below:

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## Attachment 1. Detailed Scope - Paratransit

- 5) Department of Aging and Adult Services Group Van – Provides pre-scheduled group van services to senior centers funded by the Department of Disabled and Aging Services.

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- 96% satisfaction with the SF Paratransit Broker services
- 55% of riders indicated that their Paratransit trip was for medical/dialysis appointments

The requested funds would also support the following non-ADA transportation services operated by the SF Paratransit program:

- 1) Shop-a-Round – Provides van and taxi service to qualifying seniors and people with disabilities to and from grocery stores in San Francisco.
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**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



Prop L Supplemental Information Please fill out each question listed below (rows 2-8) for all projects.	
<b>Project Name</b>	<i>Paratransit</i>
<b>Relative Level of Need or Urgency (time sensitive)</b>	This is an ongoing operations project.
<b>Prior Community Engagement/Level and Diversity of Community Support (may attach Word document):</b>	This project provides funding for Paratransit services in San Francisco to seniors and people with disabilities. This includes several non-ADA transportation services include the Shop-a-Round, Van Gogh, and Essential Trip Card program as well as mobility management activities. These services support the identified gaps in the Coordinated Public Transit-Human Services Transportation Plan, which was developed by the Metropolitan Transportation Commission. The Paratransit Coordinating Council serves as an advisory body to SFMTA and provides feedback about service quality. This committee is diverse and is comprised of paratransit riders, representatives from community based organizations, and service providers.
<b>Benefits to Disadvantaged Populations and Equity Priority Communities</b>	This project serves seniors and people with disabilities in San Francisco with door-to-door van and taxi service for individuals who are unable to use the Muni service. Approximately 57 percent of Paratransit riders are non-white and 23 percent indicated a preferred language other than English, with Chinese, Russian, and Spanish being the most common non English languages preferences. The average income of a Paratransit rider is about \$17,400. In addition, through the Paratransit program, additional transportation services are available to seniors and people with disabilities who do not qualify for ADA Paratransit services, such as the Essential Trip Card program, Shop-a-Round, and Van Gogh, as well as Mobility Management, which provides them with information on other transportation modes, assistance with fare program applications, and travel training. In particular, we emphasize conducting outreaches in Equity Priority Communities and have printed material available in non English and accessible formats. In our most recent Customer Satisfaction Survey, there was a 89% satisfaction rate with the SF Paratransit program along with a 92% satisfaction rate with their most recent Paratransit trip.
<b>Compatability with Land Use, Design Standards, and Planned Growth</b>	Yes
<b><u>San Francisco Transportation Plan Alignment (SFTP)</u></b>	Safety and Livability, Equity, Accountability and Engagement, Economic Vitality
	SF Paratransit provides transportation to seniors and people with disabilities who are unable to use the Muni system to complete their activities of daily living through San Francisco. The most common reported trip purpose was for medical appointments, followed by errands, such as grocery shopping, and social/recreational activities. Additionally, services provide many with transportation to their jobs. There is ongoing community engagement from the Paratransit Coordinating Council, an advisory body comprised of paratransit riders, representatives from community based organizations, and service providers as well as outreach events.

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<p>The next section includes criteria that are specific to each Expenditure Plan program. The questions that are required to be filled out for each program will auto-populate once the Prop L program is selected on the Scope &amp; Schedule tab.</p>	
<p><b>14- Paratransit</b></p>	
<p><b>Safety (Operations and Capital Projects)</b></p>	<p>All of our Paratransit vehicles are equipped with DriveCam technology that triggers upon established unsafe driving actions and Mobileye technology which detects pedestrians and bicyclists crossing in front of the vehicle. The vehicles also are equipped with an externally-audible alarm alerting pedestrians that the bus is turning. In addition, all new drivers must undergo classroom and behind the wheel safety training, including SFMTA's Large Vehicle Urban Driving Safety training, and all drivers must participate in bi-monthly safety meetings.</p>
<p><b>Improves Customer Experience (Capital Projects)</b></p>	<p>SF Paratransit has focused on expanding options for individuals to communicate and utilize our services. Individuals can now reserve van trips via Access Online as well as pay for their taxi value through the Taxi Online portals. Mobility management staff have also been conducting in-person and virtual outreach to educate seniors and people with disabilities about the city's transportation options and fare programs. In addition, in spring 2024, SF Paratransit will be the pilot agency to allow SF Access van riders to use the updated Clipper Card for fare payment.</p>
<p><b>Replaces Asset at End of Useful Life (Capital Projects)</b></p>	<p>SFMTA is developing a plan to support electrification of the paratransit fleet as part of fleet replacement project, which is funded separately.</p>

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



Project Name and Sponsor			
<b>Project Name:</b>	Paratransit		
<b>Implementing Agency:</b>	SFMTA		
Prop L Expenditure Plan Information			
<b>Prop L Program:</b>	14- Paratransit		
<b>Prop L Sub-Program (if applicable):</b>	N/A		
<b>Other Prop L Programs (if applicable):</b>			
Project Information			
<b>Brief Project Description for MyStreetSF (80 words max):</b>	SF Paratransit provides transportation to seniors and people with disabilities who are unable to use the Muni bus or light rail service. Those who are eligible for ADA Paratransit, according to federal criteria, have access to a van and taxi program. Additionally, SF Paratransit has other transportation programs, including Shop-a-Round, Van Gogh, and the Essential Trip Card program, as well as a Mobility Management Center, that is available to all seniors and people with disabilities.		
<b>Project Location and Limits:</b>	Citywide		
<b>Supervisorial District(s):</b>	Citywide		
<b>Is the project located on the 2022 Vision Zero High Injury Network ?</b>	Yes	<b>Is the project located in an Equity Priority Community (EPC)?</b>	Yes
<b>Which EPC(s) is the project located in?</b>	Citywide		
<b>Detailed Scope (may attach Word document):</b> Please describe in detail the project scope, any planned community engagement, benefits, considerations for climate adaptation and resilience (if relevant), and coordination with other projects in the area (e.g. paving, Vision Zero).	<p>All the paratransit services provided increase the mobility and accessibility of public transit among seniors and people with disabilities. By providing these transportation resources and services to the segment of the population that is most reliant on public transit, SFMTA contributes to their ability to live independently.</p> <p>The attached Word document provides a more detailed scope of the Paratransit program.</p>		
<b>Attachments:</b> Please attach maps, drawings, photos of current conditions, etc. to support understanding of the project.	Attachment 1. Detailed Scope		
<b>Type of Environmental Clearance Required:</b>	N/A		
<b>Coordinating Agencies:</b> Please list partner agencies and identify a staff contact at each agency.	Jonathan Cheng, San Francisco Municipal Transportation Agency Michael Zaugg, Department of Aging and Disability Services		

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<b>Project Delivery Milestones</b>	<b>Status</b>	<b>Work</b>	<b>Start Date</b>		<b>End Date</b>	
<b>Phase</b>	<b>% Complete</b>	<b>In-house - Contracted - Both</b>	<b>Quarter</b>	<b>Fiscal Year (starts July 1)</b>	<b>Quarter</b>	<b>Fiscal Year (starts July 1)</b>
Planning/Conceptual Engineering						
Environmental Studies (PA&ED)						
Right of Way						
Design Engineering (PS&E)						
Advertise Construction						
Start Construction (e.g. Award Contract)						
Operations (i.e. paratransit)	0%	In-house and Contracted	Q1-Jul- Aug-Sep	2025/26	Q4-Apr- May-Jun	2025/26
Open for Use						
Project Completion (means last eligible expenditure)					Q4-Apr- May-Jun	2025/26
<b>Notes</b>						



**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<b>Project Name:</b>	Paratransit			
<b>Project Cost Estimate</b>		<b>Funding Source</b>		
<b>Phase</b>	<b>Cost</b>	<b>Prop L</b>	<b>Other</b>	<b>Source of Cost Estimate</b>
Planning/Conceptual Engineering	\$ -	\$ -	\$ -	
Environmental Studies (PA&ED)	\$ -	\$ -	\$ -	
Right of Way	\$ -	\$ -	\$ -	
Design Engineering (PS&E)	\$ -	\$ -	\$ -	
Construction	\$ -	\$ -	\$ -	
Operations (i.e. paratransit)	\$ 35,520,947	\$ 13,911,000	\$ 21,609,947	FY 25/26 based on current Paratransit agreement.
<b>Total Project Cost</b>	\$ 35,520,947	\$ 13,911,000	\$ 21,609,947	
<b>Percent of Total</b>		<b>39%</b>	<b>61%</b>	

<b>Funding Plan - All Phases - All Sources</b>				<b>Cash Flow for Prop L Only (i.e. Fiscal Year of Reimbursement)</b>						
<b>Fund Source</b>	<b>Prop L Program</b>	<b>Phase</b>	<b>Fund Source Status</b>	<b>Fiscal Year of Allocation (Programming Year)</b>	<b>Total Funding</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>	<b>2026/27</b>	<b>2027/28</b>
Prop L	14- Paratransit	Operations	Planned	2025/26	\$ 13,911,000	\$ -	\$ -	\$ 10,433,000	\$ 3,478,000	\$ -
Federal Transit Administration Section 5307		Operations	Planned	2025/26	\$ 5,925,293	\$ -	\$ -	\$ -	\$ -	\$ -
State Transit Assistance Block Grants		Operations	Planned	2025/26	\$ 3,300,000	\$ -	\$ -	\$ -	\$ -	\$ -
BART ADA Contribution		Operations	Planned	2025/26	\$ 2,264,000	\$ -	\$ -	\$ -	\$ -	\$ -
Department of Disability and Aging Services		Operations	Planned	2025/26	\$ 700,000	\$ -	\$ -	\$ -	\$ -	\$ -
SFMTA Operating Budget		Operations	Planned	2025/26	\$ 9,420,654	\$ -	\$ -	\$ -	\$ -	\$ -
				<b>Total By Fiscal Year</b>	<b>\$35,520,947</b>	<b>\$ -</b>	<b>\$0</b>	<b>\$ 10,433,000</b>	<b>\$ 3,478,000</b>	<b>\$ -</b>

**Notes**

The current Paratransit agreement expires in June 2026. SFMTA will be issuing a Request For Proposal in 2025 for a new agreement, which will include FY26/27 and FY27/28.

Leveraging for FY 25/26 is lower than expected. The Transportation Authority will work with SFMTA staff seeking to improve leveraging in future years, including increasing the SFMTA's contribution, looking to other funding sources (e.g., FTA formula funds, BART's contribution) to keep pace with increased costs or at least grow over time, and identifying new revenue sources for this important program. We will also continue to closely monitor the annual paratransit costs and will deobligate any leftover sales tax funds returned to the Paratransit program in Prop L.

State Transit Assistance (STA) Block Grant funds are programmed by the Transportation Authority Board. Any future programming of STA funds is subject to approval by the Transportation Authority Board.

## Attachment 1. Detailed Scope - Paratransit

### Background

The SFMTA provides paratransit services to persons with disabilities, in compliance with the Americans with Disabilities Act (ADA). Paratransit van and taxi program services are provided to persons with disabilities who are unable to independently ride bus or light rail service some or all the time and are certified eligible according to federal criteria. Additionally, SF Paratransit has other transportation programs, including Shop-a-Round, Van Gogh, and the Essential Trip Card program, as well as a Mobility Management Center, that is available to all seniors and people with disabilities. Paratransit in San Francisco is administered by a broker that delivers service through a diverse set of providers and resources, including 144 city-owned vehicles, 65 of which are less than 5 years old, private taxis and group vans associated with community-based organizations throughout the city. On June 14, 2016, the Board of Supervisors approved a contract with Transdev to provide paratransit broker services through June 30, 2021, with an option for a five-year extension, and in an amount not to exceed \$142,902,104. On May 14, 2021, the Board of Supervisors approved exercising the option for the five-year extension recommended by the SFMTA Board and increased the not to exceed amount to \$308,271,023. SFMTA will be issuing a Request for Proposals for Paratransit Broker and Operating Services in 2025 as this current agreement will expire in June 2026.

### **Detailed Description of Services**

- **Paratransit Services:**

The paratransit broker services include determination of client eligibility, customer service, overseeing and monitoring the operation of the taxi debit card system, procuring, subcontracting, and oversight of van and taxi services, and reporting and record keeping. Transdev itself operates the SF Access service and a portion of the Group Van services. All other transportation services for which the Broker is responsible are procured via contracts with other providers. In addition, the Broker is responsible for the continued development and implementation of the mobility management program, including activities to make it easier for San Francisco's disabled and senior residents to navigate the transportation services available to them, including the Shop-a-Round and Van Gogh shuttles and Ramp Taxi Incentives programs. The broker also administers the Essential Trip Card (ETC) program, which was initiated in response to the COVID-19 pandemic and reduced Muni service and will continue to operate.

Specific paratransit services are described below:

- 1) Taxi – Provides individual paratransit taxi trips to ADA-eligible paratransit users using both sedans and wheelchair accessible ramped taxis.
- 2) SF Access – Provides pre-scheduled, shared-ride door-to-door van service in City-owned vehicles for ADA eligible paratransit users.
- 3) Intercounty – Pre-scheduled paratransit trips provided to paratransit users to or from Muni's service area in San Francisco, to or from destinations in Alameda County, Marin, and Contra Costa County. These trips are provided by the East Bay Paratransit Consortium and Marin Access.
- 4) Group Van – Provides pre-scheduled group trips for ADA-eligible paratransit users who are going to a common destination such as an Adult Day Health Centers, developmentally disabled work sites, senior nutrition programs etc.

## Attachment 1. Detailed Scope - Paratransit

- 5) Department of Aging and Adult Services Group Van – Provides pre-scheduled group van services to senior centers funded by the Department of Disabled and Aging Services.

SFMTA and SF Paratransit conducted a Customer Satisfaction Survey in October 2022. This was the first survey conducted since the COVID-19 pandemic. Among the highlights include:

- 89% overall satisfaction with the SF Paratransit program
- 92% satisfaction with the surveyed SF Paratransit trip
- 96% satisfaction with the SF Paratransit Broker services
- 55% of riders indicated that their Paratransit trip was for medical/dialysis appointments

The requested funds would also support the following non-ADA transportation services operated by the SF Paratransit program:

- 1) Shop-a-Round – Provides van and taxi service to qualifying seniors and people with disabilities to and from grocery stores in San Francisco.
- 2) Van Gogh – Provides van service to groups of seniors and people with disabilities to attend social and recreational activities and events throughout San Francisco.
- 3) Essential Trip Card – Provides a limited number of subsidized taxi service to qualifying seniors and people with disabilities to help individuals complete “essential trips” amidst reduced Muni service stemming from the COVID-19 pandemic.
- 4) Mobility Management Center - A one-stop information and referral center for older adults and people with disabilities to help them make informed decisions about their travel options. SFMTA’s Mobility Management Center is located within the SF Paratransit Office

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



Prop L Supplemental Information Please fill out each question listed below (rows 2-8) for all projects.	
<b>Project Name</b>	<i>Paratransit</i>
<b>Relative Level of Need or Urgency (time sensitive)</b>	This is an ongoing operations project.
<b>Prior Community Engagement/Level and Diversity of Community Support (may attach Word document):</b>	This project provides funding for Paratransit services in San Francisco to seniors and people with disabilities. This includes several non-ADA transportation services include the Shop-a-Round, Van Gogh, and Essential Trip Card program as well as mobility management activities. These services support the identified gaps in the Coordinated Public Transit-Human Services Transportation Plan, which was developed by the Metropolitan Transportation Commission. The Paratransit Coordinating Council serves as an advisory body to SFMTA and provides feedback about service quality. This committee is diverse and is comprised of paratransit riders, representatives from community based organizations, and service providers.
<b>Benefits to Disadvantaged Populations and Equity Priority Communities</b>	This project serves seniors and people with disabilities in San Francisco with door-to-door van and taxi service for individuals who are unable to use the Muni service. Approximately 57 percent of Paratransit riders are non-white and 23 percent indicated a preferred language other than English, with Chinese, Russian, and Spanish being the most common non English languages preferences. The average income of a Paratransit rider is about \$17,400. In addition, through the Paratransit program, additional transportation services are available to seniors and people with disabilities who do not qualify for ADA Paratransit services, such as the Essential Trip Card program, Shop-a-Round, and Van Gogh, as well as Mobility Management, which provides them with information on other transportation modes, assistance with fare program applications, and travel training. In particular, we emphasize conducting outreaches in Equity Priority Communities and have printed material available in non English and accessible formats. In our most recent Customer Satisfaction Survey, there was a 89% satisfaction rate with the SF Paratransit program along with a 92% satisfaction rate with their most recent Paratransit trip.
<b>Compatability with Land Use, Design Standards, and Planned Growth</b>	Yes
<b><u>San Francisco Transportation Plan Alignment (SFTP)</u></b>	Safety and Livability, Equity, Accountability and Engagement, Economic Vitality
	SF Paratransit provides transportation to seniors and people with disabilities who are unable to use the Muni system to complete their activities of daily living through San Francisco. The most common reported trip purpose was for medical appointments, followed by errands, such as grocery shopping, and social/recreational activities. Additionally, services provide many with transportation to their jobs. There is ongoing community engagement from the Paratransit Coordinating Council, an advisory body comprised of paratransit riders, representatives from community based organizations, and service providers as well as outreach events.

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<p>The next section includes criteria that are specific to each Expenditure Plan program. The questions that are required to be filled out for each program will auto-populate once the Prop L program is selected on the Scope &amp; Schedule tab.</p>	
<p><b>14- Paratransit</b></p>	
<p><b>Safety (Operations and Capital Projects)</b></p>	<p>All of our Paratransit vehicles are equipped with DriveCam technology that triggers upon established unsafe driving actions and Mobileye technology which detects pedestrians and bicyclists crossing in front of the vehicle. The vehicles also are equipped with an externally-audible alarm alerting pedestrians that the bus is turning. In addition, all new drivers must undergo classroom and behind the wheel safety training, including SFMTA's Large Vehicle Urban Driving Safety training, and all drivers must participate in bi-monthly safety meetings.</p>
<p><b>Improves Customer Experience (Capital Projects)</b></p>	<p>SF Paratransit has focused on expanding options for individuals to communicate and utilize our services. Individuals can now reserve van trips via Access Online as well as pay for their taxi value through the Taxi Online portals. Mobility management staff have also been conducting in-person and virtual outreach to educate seniors and people with disabilities about the city's transportation options and fare programs. In addition, in spring 2024, SF Paratransit will be the pilot agency to allow SF Access van riders to use the updated Clipper Card for fare payment.</p>
<p><b>Replaces Asset at End of Useful Life (Capital Projects)</b></p>	<p>SFMTA is developing a plan to support electrification of the paratransit fleet as part of fleet replacement project, which is funded separately.</p>

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



Project Name and Sponsor			
<b>Project Name:</b>	Paratransit		
<b>Implementing Agency:</b>	SFMTA		
Prop L Expenditure Plan Information			
<b>Prop L Program:</b>	14- Paratransit		
<b>Prop L Sub-Program (if applicable):</b>	N/A		
<b>Other Prop L Programs (if applicable):</b>			
Project Information			
<b>Brief Project Description for MyStreetSF (80 words max):</b>	SF Paratransit provides transportation to seniors and people with disabilities who are unable to use the Muni bus or light rail service. Those who are eligible for ADA Paratransit, according to federal criteria, have access to a van and taxi program. Additionally, SF Paratransit has other transportation programs, including Shop-a-Round, Van Gogh, and the Essential Trip Card program, as well as a Mobility Management Center, that is available to all seniors and people with disabilities.		
<b>Project Location and Limits:</b>	Citywide		
<b>Supervisory District(s):</b>	Citywide		
<b>Is the project located on the 2022 Vision Zero High Injury Network ?</b>	Yes	<b>Is the project located in an Equity Priority Community (EPC)?</b>	Yes
<b>Which EPC(s) is the project located in?</b>	Citywide		
<b>Detailed Scope (may attach Word document):</b> Please describe in detail the project scope, any planned community engagement, benefits, considerations for climate adaptation and resilience (if relevant), and coordination with other projects in the area (e.g. paving, Vision Zero).	<p>All the paratransit services provided increase the mobility and accessibility of public transit among seniors and people with disabilities. By providing these transportation resources and services to the segment of the population that is most reliant on public transit, SFMTA contributes to their ability to live independently.</p> <p>The attached Word document provides a more detailed scope of the Paratransit program.</p>		
<b>Attachments:</b> Please attach maps, drawings, photos of current conditions, etc. to support understanding of the project.	Attachment 1. Detailed Scope		
<b>Type of Environmental Clearance Required:</b>	N/A		
<b>Coordinating Agencies:</b> Please list partner agencies and identify a staff contact at each agency.	Jonathan Cheng, San Francisco Municipal Transportation Agency Michael Zaugg, Department of Aging and Disability Services		

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<b>Project Delivery Milestones</b>	<b>Status</b>	<b>Work</b>	<b>Start Date</b>		<b>End Date</b>	
<b>Phase</b>	<b>% Complete</b>	<b>In-house - Contracted - Both</b>	<b>Quarter</b>	<b>Fiscal Year (starts July 1)</b>	<b>Quarter</b>	<b>Fiscal Year (starts July 1)</b>
Planning/Conceptual Engineering						
Environmental Studies (PA&ED)						
Right of Way						
Design Engineering (PS&E)						
Advertise Construction						
Start Construction (e.g. Award Contract)						
Operations (i.e. paratransit)	0%	In-house and Contracted	Q1-Jul- Aug-Sep	2026/27	Q4-Apr- May-Jun	2026/27
Open for Use						
Project Completion (means last eligible expenditure)					Q4-Apr- May-Jun	2026/27
<b>Notes</b>						

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<b>Project Name:</b>	Paratransit
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Project Cost Estimate Phase	Cost	Funding Source		Source of Cost Estimate
		Prop L	Other	
Planning/Conceptual Engineering	\$ -	\$ -	\$ -	
Environmental Studies (PA&ED)	\$ -	\$ -	\$ -	
Right of Way	\$ -	\$ -	\$ -	
Design Engineering (PS&E)	\$ -	\$ -	\$ -	
Construction	\$ -	\$ -	\$ -	
Operations (i.e. paratransit)	\$ 36,586,881	\$ 14,329,000	\$ 22,257,881	FY 26/27 is an estimate based on expected contract cost.
<b>Total Project Cost</b>	\$ 36,586,881	\$ 14,329,000	\$ 22,257,881	
<b>Percent of Total</b>		<b>39%</b>	<b>61%</b>	

**Funding Plan - All Phases - All Sources** **Cash Flow for Prop L Only (i.e. Fiscal Year of Reimbursement)**

Fund Source	Prop L Program	Phase	Fund Source Status	Fiscal Year of Allocation (Programming Year)	Total Funding	2023/24	2024/25	2025/26	2026/27	2027/28
Prop L	14- Paratransit	Operations	Planned	2026/27	\$ 14,329,000	\$ -	\$ -	\$ -	\$ 10,747,000	\$ 3,582,000
Federal Transit Administration Section 5307		Operations	Planned	2026/27	\$ 6,103,052	\$ -	\$ -	\$ -	\$ -	\$ -
State Transit Assistance Block Grants		Operations	Planned	2026/27	\$ 3,300,000	\$ -	\$ -	\$ -	\$ -	\$ -
BART ADA Contribution		Operations	Planned	2026/27	\$ 2,332,000	\$ -	\$ -	\$ -	\$ -	\$ -
Department of Disability and Aging Services		Operations	Planned	2026/27	\$ 800,000	\$ -	\$ -	\$ -	\$ -	\$ -
SFMTA Operating Budget		Operations	Planned	2026/27	\$ 9,722,829	\$ -	\$ -	\$ -	\$ -	\$ -
				<b>Total By Fiscal Year</b>	<b>\$ 36,586,881</b>	<b>\$ -</b>	<b>\$0</b>	<b>\$ -</b>	<b>\$ 10,747,000</b>	<b>\$ 3,582,000</b>

**Notes**

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Leveraging for FY 26/27 is lower than expected. The Transportation Authority will work with SFMTA staff seeking to improve leveraging in future years, including increasing the SFMTA's contribution, looking to other funding sources (e.g., FTA formula funds, BART's contribution) to keep pace with increased costs or at least grow over time, and identifying new revenue sources for this important program. We will also continue to closely monitor the annual paratransit costs and will deobligate any leftover sales tax funds returned to the Paratransit program in Prop L.

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## Attachment 1. Detailed Scope - Paratransit

### Background

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### **Detailed Description of Services**

- **Paratransit Services:**

The paratransit broker services include determination of client eligibility, customer service, overseeing and monitoring the operation of the taxi debit card system, procuring, subcontracting, and oversight of van and taxi services, and reporting and record keeping. Transdev itself operates the SF Access service and a portion of the Group Van services. All other transportation services for which the Broker is responsible are procured via contracts with other providers. In addition, the Broker is responsible for the continued development and implementation of the mobility management program, including activities to make it easier for San Francisco's disabled and senior residents to navigate the transportation services available to them, including the Shop-a-Round and Van Gogh shuttles and Ramp Taxi Incentives programs. The broker also administers the Essential Trip Card (ETC) program, which was initiated in response to the COVID-19 pandemic and reduced Muni service and will continue to operate.

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## Attachment 1. Detailed Scope - Paratransit

- 5) Department of Aging and Adult Services Group Van – Provides pre-scheduled group van services to senior centers funded by the Department of Disabled and Aging Services.

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- 55% of riders indicated that their Paratransit trip was for medical/dialysis appointments

The requested funds would also support the following non-ADA transportation services operated by the SF Paratransit program:

- 1) Shop-a-Round – Provides van and taxi service to qualifying seniors and people with disabilities to and from grocery stores in San Francisco.
- 2) Van Gogh – Provides van service to groups of seniors and people with disabilities to attend social and recreational activities and events throughout San Francisco.
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**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



Prop L Supplemental Information Please fill out each question listed below (rows 2-8) for all projects.	
<b>Project Name</b>	<i>Paratransit</i>
<b>Relative Level of Need or Urgency (time sensitive)</b>	This is an ongoing operations project.
<b>Prior Community Engagement/Level and Diversity of Community Support (may attach Word document):</b>	This project provides funding for Paratransit services in San Francisco to seniors and people with disabilities. This includes several non-ADA transportation services include the Shop-a-Round, Van Gogh, and Essential Trip Card program as well as mobility management activities. These services support the identified gaps in the Coordinated Public Transit-Human Services Transportation Plan, which was developed by the Metropolitan Transportation Commission. The Paratransit Coordinating Council serves as an advisory body to SFMTA and provides feedback about service quality. This committee is diverse and is comprised of paratransit riders, representatives from community based organizations, and service providers.
<b>Benefits to Disadvantaged Populations and Equity Priority Communities</b>	This project serves seniors and people with disabilities in San Francisco with door-to-door van and taxi service for individuals who are unable to use the Muni service. Approximately 57 percent of Paratransit riders are non-white and 23 percent indicated a preferred language other than English, with Chinese, Russian, and Spanish being the most common non English languages preferences. The average income of a Paratransit rider is about \$17,400. In addition, through the Paratransit program, additional transportation services are available to seniors and people with disabilities who do not qualify for ADA Paratransit services, such as the Essential Trip Card program, Shop-a-Round, and Van Gogh, as well as Mobility Management, which provides them with information on other transportation modes, assistance with fare program applications, and travel training. In particular, we emphasize conducting outreaches in Equity Priority Communities and have printed material available in non English and accessible formats. In our most recent Customer Satisfaction Survey, there was a 89% satisfaction rate with the SF Paratransit program along with a 92% satisfaction rate with their most recent Paratransit trip.
<b>Compatability with Land Use, Design Standards, and Planned Growth</b>	Yes
<b><u>San Francisco Transportation Plan Alignment (SFTP)</u></b>	Safety and Livability, Equity, Accountability and Engagement, Economic Vitality
	SF Paratransit provides transportation to seniors and people with disabilities who are unable to use the Muni system to complete their activities of daily living through San Francisco. The most common reported trip purpose was for medical appointments, followed by errands, such as grocery shopping, and social/recreational activities. Additionally, services provide many with transportation to their jobs. There is ongoing community engagement from the Paratransit Coordinating Council, an advisory body comprised of paratransit riders, representatives from community based organizations, and service providers as well as outreach events.

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<p>The next section includes criteria that are specific to each Expenditure Plan program. The questions that are required to be filled out for each program will auto-populate once the Prop L program is selected on the Scope &amp; Schedule tab.</p>	
<p><b>14- Paratransit</b></p>	
<p><b>Safety (Operations and Capital Projects)</b></p>	<p>All of our Paratransit vehicles are equipped with DriveCam technology that triggers upon established unsafe driving actions and Mobileye technology which detects pedestrians and bicyclists crossing in front of the vehicle. The vehicles also are equipped with an externally-audible alarm alerting pedestrians that the bus is turning. In addition, all new drivers must undergo classroom and behind the wheel safety training, including SFMTA's Large Vehicle Urban Driving Safety training, and all drivers must participate in bi-monthly safety meetings.</p>
<p><b>Improves Customer Experience (Capital Projects)</b></p>	<p>SF Paratransit has focused on expanding options for individuals to communicate and utilize our services. Individuals can now reserve van trips via Access Online as well as pay for their taxi value through the Taxi Online portals. Mobility management staff have also been conducting in-person and virtual outreach to educate seniors and people with disabilities about the city's transportation options and fare programs. In addition, in spring 2024, SF Paratransit will be the pilot agency to allow SF Access van riders to use the updated Clipper Card for fare payment.</p>
<p><b>Replaces Asset at End of Useful Life (Capital Projects)</b></p>	<p>SFMTA is developing a plan to support electrification of the paratransit fleet as part of fleet replacement project, which is funded separately.</p>

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



Project Name and Sponsor			
<b>Project Name:</b>	Paratransit		
<b>Implementing Agency:</b>	SFMTA		
Prop L Expenditure Plan Information			
<b>Prop L Program:</b>	14- Paratransit		
<b>Prop L Sub-Program (if applicable):</b>	N/A		
<b>Other Prop L Programs (if applicable):</b>			
Project Information			
<b>Brief Project Description for MyStreetSF (80 words max):</b>	SF Paratransit provides transportation to seniors and people with disabilities who are unable to use the Muni bus or light rail service. Those who are eligible for ADA Paratransit, according to federal criteria, have access to a van and taxi program. Additionally, SF Paratransit has other transportation programs, including Shop-a-Round, Van Gogh, and the Essential Trip Card program, as well as a Mobility Management Center, that is available to all seniors and people with disabilities.		
<b>Project Location and Limits:</b>	Citywide		
<b>Supervisory District(s):</b>	Citywide		
<b>Is the project located on the 2022 Vision Zero High Injury Network ?</b>	Yes	<b>Is the project located in an Equity Priority Community (EPC)?</b>	Yes
<b>Which EPC(s) is the project located in?</b>	Citywide		
<b>Detailed Scope (may attach Word document):</b> Please describe in detail the project scope, any planned community engagement, benefits, considerations for climate adaptation and resilience (if relevant), and coordination with other projects in the area (e.g. paving, Vision Zero).	<p>All the paratransit services provided increase the mobility and accessibility of public transit among seniors and people with disabilities. By providing these transportation resources and services to the segment of the population that is most reliant on public transit, SFMTA contributes to their ability to live independently.</p> <p>The attached Word document provides a more detailed scope of the Paratransit program.</p>		
<b>Attachments:</b> Please attach maps, drawings, photos of current conditions, etc. to support understanding of the project.	Attachment 1. Detailed Scope		
<b>Type of Environmental Clearance Required:</b>	N/A		
<b>Coordinating Agencies:</b> Please list partner agencies and identify a staff contact at each agency.	Jonathan Cheng, San Francisco Municipal Transportation Agency Michael Zaugg, Department of Aging and Disability Services		

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<b>Project Delivery Milestones</b>	<b>Status</b>	<b>Work</b>	<b>Start Date</b>		<b>End Date</b>	
<b>Phase</b>	<b>% Complete</b>	<b>In-house - Contracted - Both</b>	<b>Quarter</b>	<b>Fiscal Year (starts July 1)</b>	<b>Quarter</b>	<b>Fiscal Year (starts July 1)</b>
Planning/Conceptual Engineering						
Environmental Studies (PA&ED)						
Right of Way						
Design Engineering (PS&E)						
Advertise Construction						
Start Construction (e.g. Award Contract)						
Operations (i.e. paratransit)	0%	In-house and Contracted	Q1-Jul- Aug-Sep	2027/28	Q4-Apr- May-Jun	2027/28
Open for Use						
Project Completion (means last eligible expenditure)					Q4-Apr- May-Jun	2027/28
<b>Notes</b>						

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



**Project Name:** Paratransit

Project Cost Estimate	Phase	Cost	Funding Source		Source of Cost Estimate
			Prop L	Other	
Planning/Conceptual Engineering		\$ -	\$ -	\$ -	
Environmental Studies (PA&ED)		\$ -	\$ -	\$ -	
Right of Way		\$ -	\$ -	\$ -	
Design Engineering (PS&E)		\$ -	\$ -	\$ -	
Construction		\$ -	\$ -	\$ -	
Operations (i.e. paratransit)		\$ 37,684,322	\$ 14,758,000	\$ 22,926,322	FY 27/28 is an estimate based on expected contract cost.
<b>Total Project Cost</b>		\$ 37,684,322	\$ 14,758,000	\$ 22,926,322	
<b>Percent of Total</b>			<b>39%</b>	<b>61%</b>	

**Funding Plan - All Phases - All Sources** **Cash Flow for Prop L Only (i.e. Fiscal Year of Reimbursement)**

Fund Source	Prop L Program	Phase	Fund Source Status	Fiscal Year of Allocation (Programming Year)	Total Funding	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29
Prop L	14- Paratransit	Operations	Planned	2027/28	\$ 14,758,000	\$ -	\$ -	\$ -	\$ -	\$ 11,069,000	\$ 3,689,000
Federal Transit Administration Section 5307		Operations	Planned	2027/28	\$ 6,286,143	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
State Transit Assistance Block Grants		Operations	Planned	2027/28	\$ 3,300,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
BART ADA Contribution		Operations	Planned	2027/28	\$ 2,402,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Department of Disability and Aging Services		Operations	Planned	2027/28	\$ 800,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SFMTA Operating Budget		Operations	Planned	2027/28	\$ 10,138,179	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total By Fiscal Year</b>					<b>\$37,684,322</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 11,069,000</b>	<b>\$ 3,689,000</b>

**Notes**  
 The current Paratransit agreement expires in June 2026. SFMTA will be issuing a Request For Proposal in 2025 for a new agreement, which will include FY26/27 and FY27/28.  
 Leveraging for FY 27/28 is lower than expected. The Transportation Authority will work with SFMTA staff seeking to improve leveraging in future years, including increasing the SFMTA's contribution, looking to other funding sources (e.g., FTA formula funds, BART's contribution) to keep pace with increased costs or at least grow over time, and identifying new revenue sources for this important program. We will also continue to closely monitor the annual paratransit costs and will deobligate any leftover sales tax funds returned to the Paratransit program in Prop L.  
 State Transit Assistance (STA) Block Grant funds are programmed by the Transportation Authority Board. Any future programming of STA funds is subject to approval by the Transportation Authority Board.

## Attachment 1. Detailed Scope - Paratransit

### Background

The SFMTA provides paratransit services to persons with disabilities, in compliance with the Americans with Disabilities Act (ADA). Paratransit van and taxi program services are provided to persons with disabilities who are unable to independently ride bus or light rail service some or all the time and are certified eligible according to federal criteria. Additionally, SF Paratransit has other transportation programs, including Shop-a-Round, Van Gogh, and the Essential Trip Card program, as well as a Mobility Management Center, that is available to all seniors and people with disabilities. Paratransit in San Francisco is administered by a broker that delivers service through a diverse set of providers and resources, including 144 city-owned vehicles, 65 of which are less than 5 years old, private taxis and group vans associated with community-based organizations throughout the city. On June 14, 2016, the Board of Supervisors approved a contract with Transdev to provide paratransit broker services through June 30, 2021, with an option for a five-year extension, and in an amount not to exceed \$142,902,104. On May 14, 2021, the Board of Supervisors approved exercising the option for the five-year extension recommended by the SFMTA Board and increased the not to exceed amount to \$308,271,023. SFMTA will be issuing a Request for Proposals for Paratransit Broker and Operating Services in 2025 as this current agreement will expire in June 2026.

### **Detailed Description of Services**

- **Paratransit Services:**

The paratransit broker services include determination of client eligibility, customer service, overseeing and monitoring the operation of the taxi debit card system, procuring, subcontracting, and oversight of van and taxi services, and reporting and record keeping. Transdev itself operates the SF Access service and a portion of the Group Van services. All other transportation services for which the Broker is responsible are procured via contracts with other providers. In addition, the Broker is responsible for the continued development and implementation of the mobility management program, including activities to make it easier for San Francisco's disabled and senior residents to navigate the transportation services available to them, including the Shop-a-Round and Van Gogh shuttles and Ramp Taxi Incentives programs. The broker also administers the Essential Trip Card (ETC) program, which was initiated in response to the COVID-19 pandemic and reduced Muni service and will continue to operate.

Specific paratransit services are described below:

- 1) Taxi – Provides individual paratransit taxi trips to ADA-eligible paratransit users using both sedans and wheelchair accessible ramped taxis.
- 2) SF Access – Provides pre-scheduled, shared-ride door-to-door van service in City-owned vehicles for ADA eligible paratransit users.
- 3) Intercounty – Pre-scheduled paratransit trips provided to paratransit users to or from Muni's service area in San Francisco, to or from destinations in Alameda County, Marin, and Contra Costa County. These trips are provided by the East Bay Paratransit Consortium and Marin Access.
- 4) Group Van – Provides pre-scheduled group trips for ADA-eligible paratransit users who are going to a common destination such as an Adult Day Health Centers, developmentally disabled work sites, senior nutrition programs etc.



## Attachment 1. Detailed Scope - Paratransit

- 5) Department of Aging and Adult Services Group Van – Provides pre-scheduled group van services to senior centers funded by the Department of Disabled and Aging Services.

SFMTA and SF Paratransit conducted a Customer Satisfaction Survey in October 2022. This was the first survey conducted since the COVID-19 pandemic. Among the highlights include:

- 89% overall satisfaction with the SF Paratransit program
- 92% satisfaction with the surveyed SF Paratransit trip
- 96% satisfaction with the SF Paratransit Broker services
- 55% of riders indicated that their Paratransit trip was for medical/dialysis appointments

The requested funds would also support the following non-ADA transportation services operated by the SF Paratransit program:

- 1) Shop-a-Round – Provides van and taxi service to qualifying seniors and people with disabilities to and from grocery stores in San Francisco.
- 2) Van Gogh – Provides van service to groups of seniors and people with disabilities to attend social and recreational activities and events throughout San Francisco.
- 3) Essential Trip Card – Provides a limited number of subsidized taxi service to qualifying seniors and people with disabilities to help individuals complete “essential trips” amidst reduced Muni service stemming from the COVID-19 pandemic.
- 4) Mobility Management Center - A one-stop information and referral center for older adults and people with disabilities to help them make informed decisions about their travel options. SFMTA’s Mobility Management Center is located within the SF Paratransit Office

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



Prop L Supplemental Information Please fill out each question listed below (rows 2-8) for all projects.	
<b>Project Name</b>	<i>Paratransit</i>
<b>Relative Level of Need or Urgency (time sensitive)</b>	This is an ongoing operations project.
<b>Prior Community Engagement/Level and Diversity of Community Support (may attach Word document):</b>	This project provides funding for Paratransit services in San Francisco to seniors and people with disabilities. This includes several non-ADA transportation services include the Shop-a-Round, Van Gogh, and Essential Trip Card program as well as mobility management activities. These services support the identified gaps in the Coordinated Public Transit-Human Services Transportation Plan, which was developed by the Metropolitan Transportation Commission. The Paratransit Coordinating Council serves as an advisory body to SFMTA and provides feedback about service quality. This committee is diverse and is comprised of paratransit riders, representatives from community based organizations, and service providers.
<b>Benefits to Disadvantaged Populations and Equity Priority Communities</b>	This project serves seniors and people with disabilities in San Francisco with door-to-door van and taxi service for individuals who are unable to use the Muni service. Approximately 57 percent of Paratransit riders are non-white and 23 percent indicated a preferred language other than English, with Chinese, Russian, and Spanish being the most common non English languages preferences. The average income of a Paratransit rider is about \$17,400. In addition, through the Paratransit program, additional transportation services are available to seniors and people with disabilities who do not qualify for ADA Paratransit services, such as the Essential Trip Card program, Shop-a-Round, and Van Gogh, as well as Mobility Management, which provides them with information on other transportation modes, assistance with fare program applications, and travel training. In particular, we emphasize conducting outreaches in Equity Priority Communities and have printed material available in non English and accessible formats. In our most recent Customer Satisfaction Survey, there was a 89% satisfaction rate with the SF Paratransit program along with a 92% satisfaction rate with their most recent Paratransit trip.
<b>Compatability with Land Use, Design Standards, and Planned Growth</b>	Yes
<b><u>San Francisco Transportation Plan Alignment (SFTP)</u></b>	Safety and Livability, Equity, Accountability and Engagement, Economic Vitality
	SF Paratransit provides transportation to seniors and people with disabilities who are unable to use the Muni system to complete their activities of daily living through San Francisco. The most common reported trip purpose was for medical appointments, followed by errands, such as grocery shopping, and social/recreational activities. Additionally, services provide many with transportation to their jobs. There is ongoing community engagement from the Paratransit Coordinating Council, an advisory body comprised of paratransit riders, representatives from community based organizations, and service providers as well as outreach events.

**Prop L Sales Tax Program  
Project Information Form (PIF) Template**



<p>The next section includes criteria that are specific to each Expenditure Plan program. The questions that are required to be filled out for each program will auto-populate once the Prop L program is selected on the Scope &amp; Schedule tab.</p>	
<p><b>14- Paratransit</b></p>	
<p><b>Safety (Operations and Capital Projects)</b></p>	<p>All of our Paratransit vehicles are equipped with DriveCam technology that triggers upon established unsafe driving actions and Mobileye technology which detects pedestrians and bicyclists crossing in front of the vehicle. The vehicles also are equipped with an externally-audible alarm alerting pedestrians that the bus is turning. In addition, all new drivers must undergo classroom and behind the wheel safety training, including SFMTA's Large Vehicle Urban Driving Safety training, and all drivers must participate in bi-monthly safety meetings.</p>
<p><b>Improves Customer Experience (Capital Projects)</b></p>	<p>SF Paratransit has focused on expanding options for individuals to communicate and utilize our services. Individuals can now reserve van trips via Access Online as well as pay for their taxi value through the Taxi Online portals. Mobility management staff have also been conducting in-person and virtual outreach to educate seniors and people with disabilities about the city's transportation options and fare programs. In addition, in spring 2024, SF Paratransit will be the pilot agency to allow SF Access van riders to use the updated Clipper Card for fare payment.</p>
<p><b>Replaces Asset at End of Useful Life (Capital Projects)</b></p>	<p>SFMTA is developing a plan to support electrification of the paratransit fleet as part of fleet replacement project, which is funded separately.</p>