

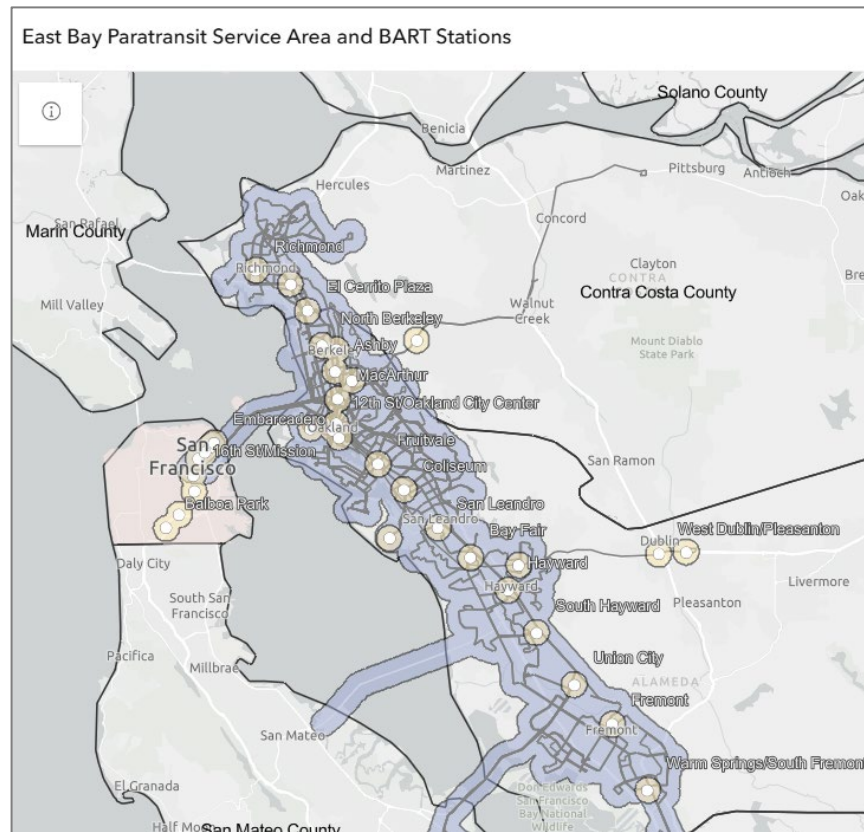
MTC One Seat
Ride Pilot Project
between East Bay
Paratransit (EBP)
and Santa Clara
VTA

AC Transit/BART
Interagency Liaison
Committee
July 8, 2026

Traditional ADA Paratransit Service

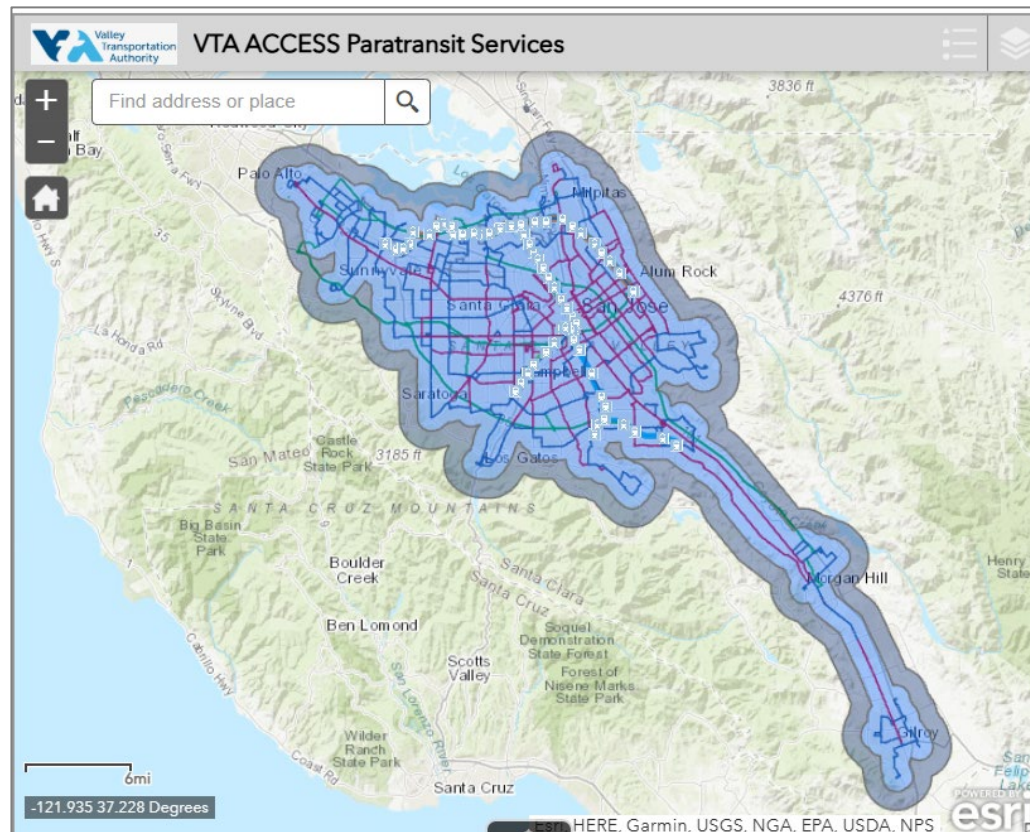
East Bay Paratransit

Pinole - Fremont - San Francisco



VTA Paratransit

Milpitas - Palo Alto - Gilroy



Proposed Pilot Scope

- ▶ **Roles:** Agencies serve trips that originate in their respective service areas.
- ▶ **Service area:**
 - ▶ EBPC: Fremont, Hayward, Newark, Union City
 - ▶ VTA: Milpitas, San Jose, Campbell
- ▶ **Timeframe:** Proposed start September 1, 2026 for one year
- ▶ **Service hours:** Still TBD
- ▶ **Fare:** Each agency will collect a \$10 fare.
- ▶ **Cost sharing & funding:** No agency cost sharing. MTC to provide up-front subsidy to cover agency costs.

Riders Goal: Deliver a convenient regional paratransit service with reduced transfers that is accessible, reliable and gets people where they need to go

Obectives:

- ▶ Reduce paratransit transfers and travel time
- ▶ Maintain current service performance and satisfaction
- ▶ Enhance regional paratransit accessibility

Metrics:

- ▶ Number of transfers
- ▶ Average travel tie
- ▶ On-Time performance
- ▶ Rider satisfaction
- ▶ Total regional paratransit trips (OSR's)
- ▶ Total trips by existing/new riders
- ▶ Total trips by origin and destination

Agency Goal: Deliver regional paratransit service with operational and administrative efficiency

Objectives:

- ▶ Minimize additional operating costs
- ▶ Maximize vehicle occupancy and reduce deadhead
- ▶ Reduce operating cost per passenger

Metrics:

- ▶ Total operating and administrative cost of OSR trips
- ▶ Cost per revenue mile and hour
- ▶ Average vehicle occupancy
- ▶ Late, no-show and cancellation rates
- ▶ Pax per revenue mile/hour
- ▶ Deadhead percent by mile/hour
- ▶ Cost per pax/mile/hour

Next Steps

- ▶ Finalize pilot proposal
- ▶ Work with OCR to determine Title VI analysis timing, if necessary
- ▶ Import maps and fare
- ▶ Communicate with existing riders

Thank you