



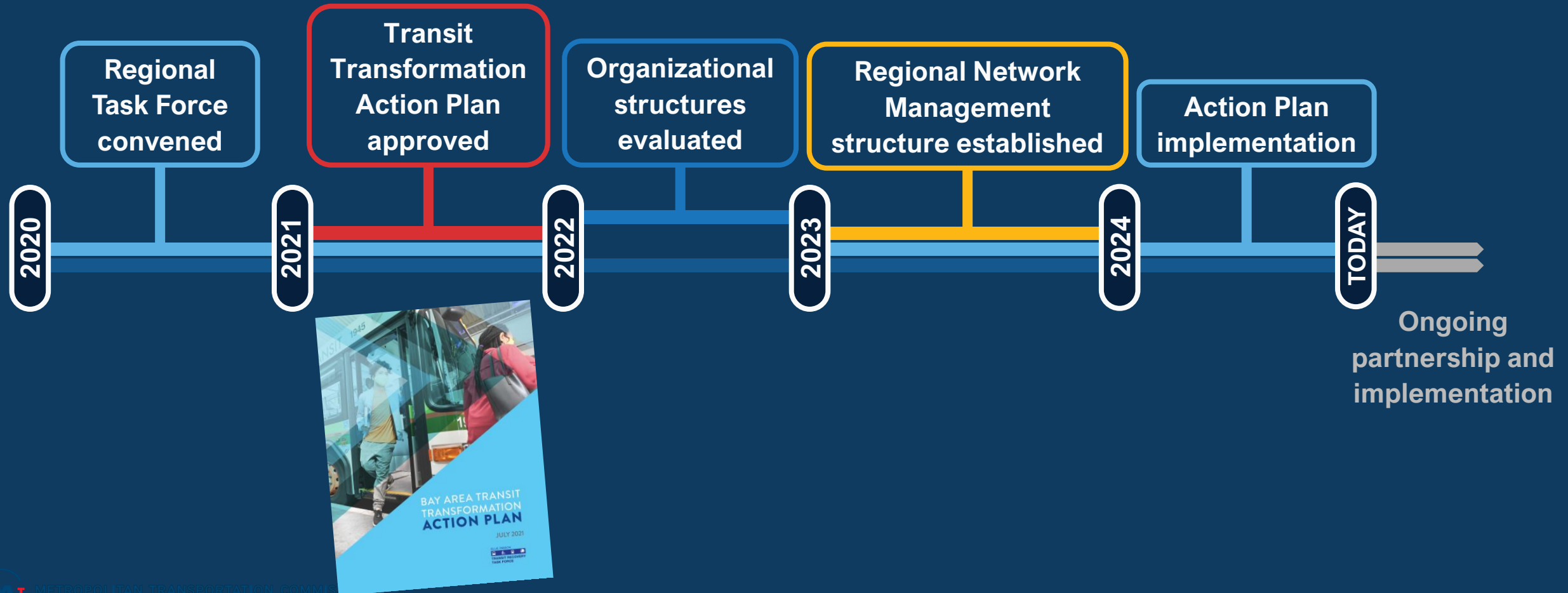
Regional Network Management Update:

Program Overview &
One Seat Ride Paratransit Pilot

August 13, 2026



Our Story Starts in 2020



Regional Network Management Structure

Partnerships, Governance and Coordination

Purpose, Mission and Vision

To shape the San Francisco Bay Area's transit system into a more connected, more efficient and more rider-focused mobility network across the entire region

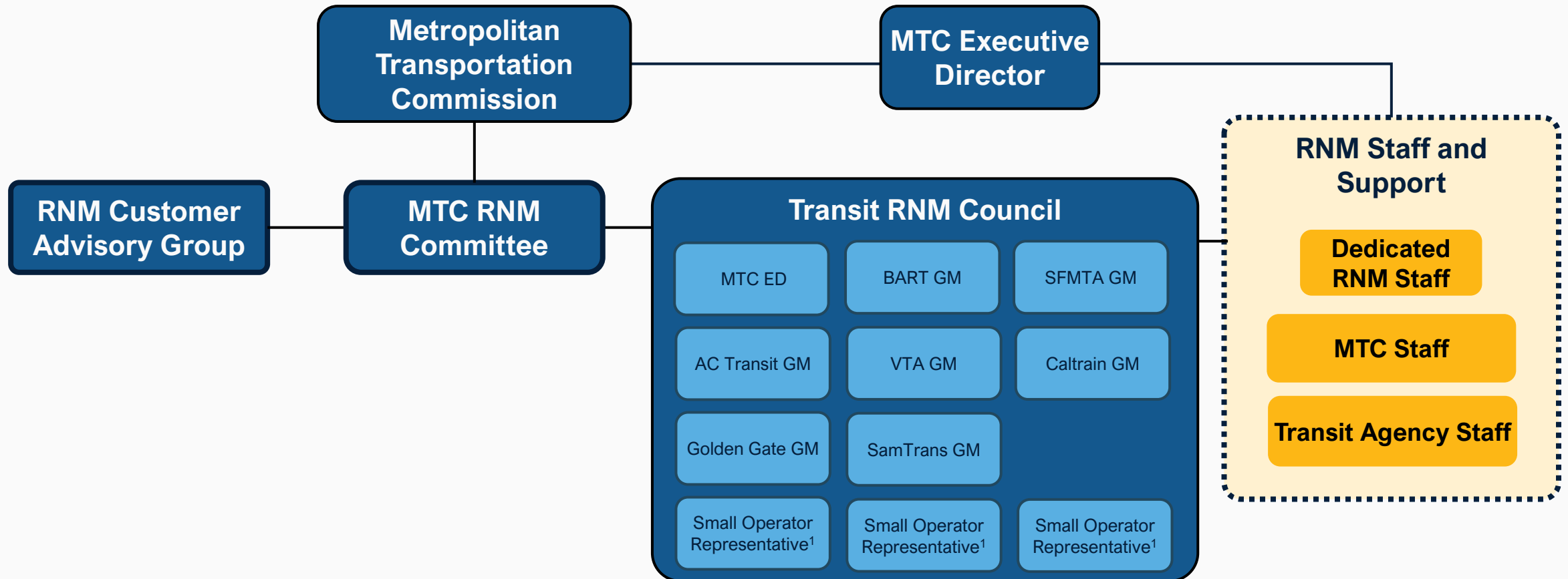
Mission:

To drive transformative improvements in the customer experience for regional Bay Area transit

Vision:

To advance regional goals in equity, livability, climate, and resiliency through a unified regional transit system that serves all Bay Area populations

Collaborating for Transit Transformation



Action Plan and Programs

Action Plan Anchors Initial Program Focus Areas

Fares and Payment

Simpler, consistent and equitable fares.

Customer Information

Make transit easier to navigate and more convenient.



Transit Network

A unified, efficient and reliable transit network.

Accessibility

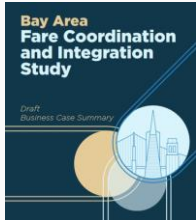
Improving services for older adults and people with disabilities.

Transforming Studies Into Reality for Riders

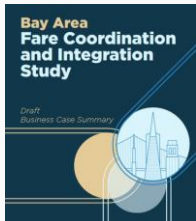
Rider Focus



- 12 million+ trips since 2020
- \$9 million+ in customer savings per year
- 80,000+ enrolled customers
- Improved transit access and affordability



- First pass accepted on all Clipper operators
- 18 million+ trips since 2024
- 100,000+ participants
- Generates 30% more transit trips by users



Free/Discounted Transfers

- 3 million+ trips received free/discounted transfers since 12/10/2025
- \$7 million+ in customer savings
- \$2.85 discount on interagency transfers

Adult riders with lower incomes, greater barriers

Employers/institutions, supports increased mobility

Riders with more complex journeys

BayPass Phase 1 Pilot Key Findings

On average, **SFSU, SJSU** and **UC Berkeley** students with access to **Clipper BayPass**:

Took
30%
More transit
trips



~2X more
transit trips for
low-income students*

Made **163% more**
inter-transit-agency
transfers

Students were
6%-15% less likely to
leave their university
between Fall 2022-Fall 2023

**Compared to middle and high-income students*

BayPass Phase 2 Early Findings

Launched January 2024

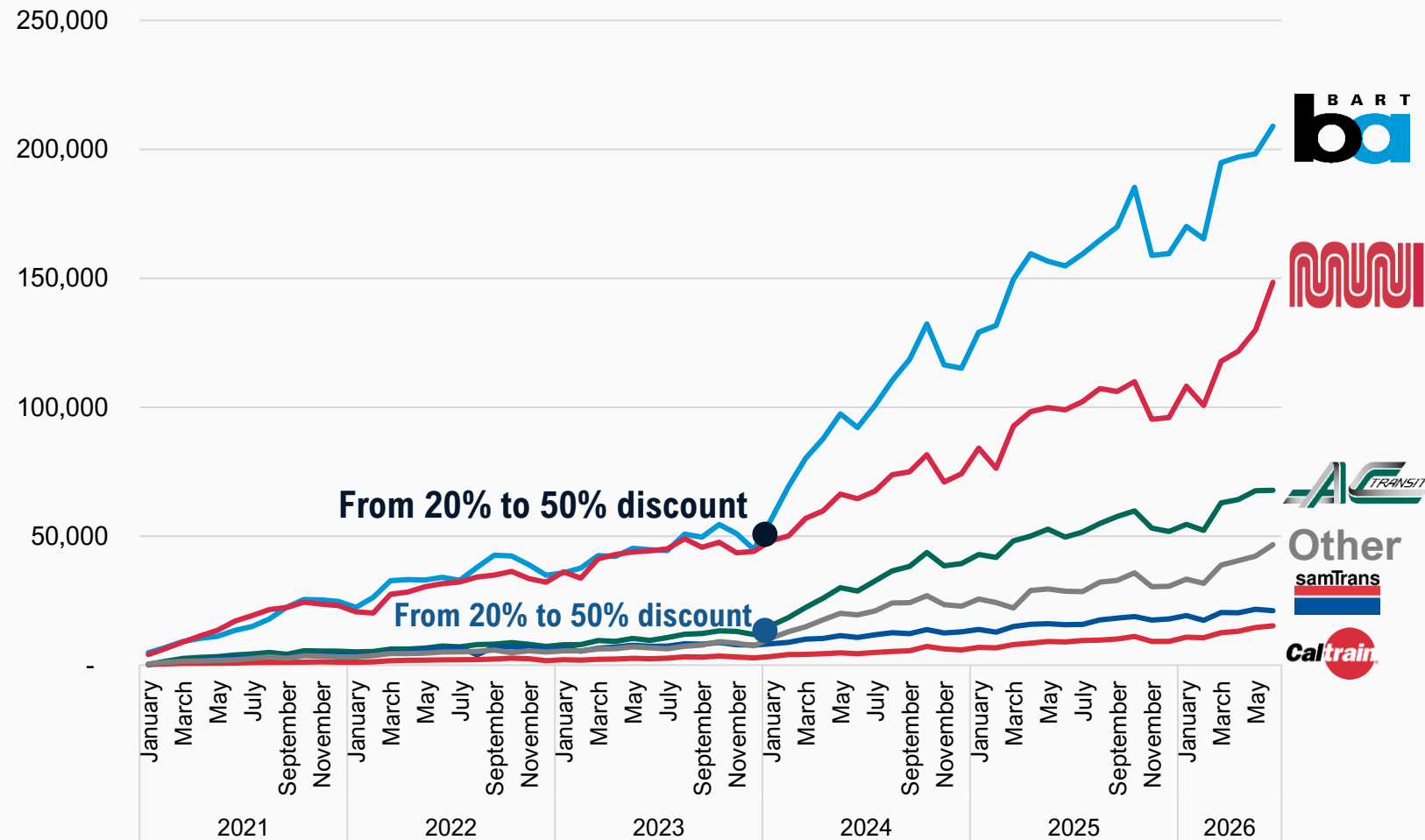
Preliminary findings indicate
users took **35% more transit
trips** in 2024 than in 2023



Clipper START ridership has grown for all transit agencies, with BART and AC Transit experiencing a sharp uptick in ridership in 2024 after these agencies increased the discount to 50%.

- **42%** of trips to date are on BART
- **30%** of trips to date are on SF Muni
- **13%** of trips to date are on AC Transit

Clipper START Ridership (per month)



Data from July 2020 through June 2026

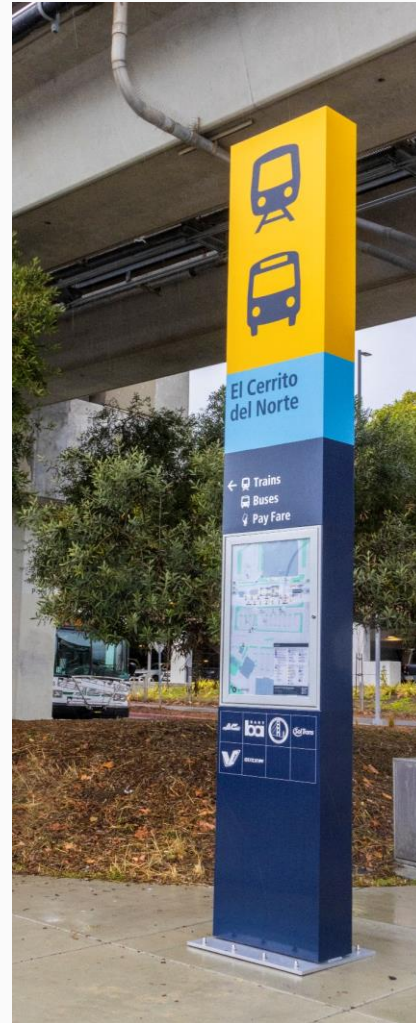
[illegible]

Over two dozen agencies, each with its own sign and map design!

Delivering Clear, Predictable and Consistent Information

Rider benefits

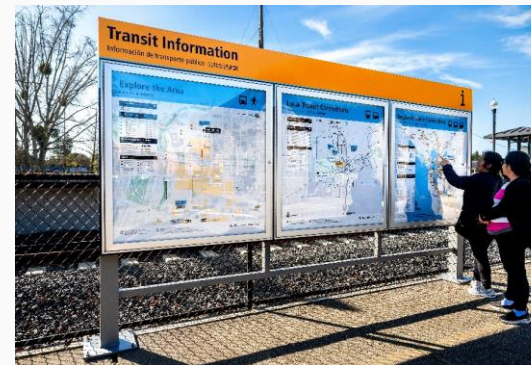
- Find and navigate transit more easily
- Reduce confusion and information overload
- Learn one system, not over two dozen different ones



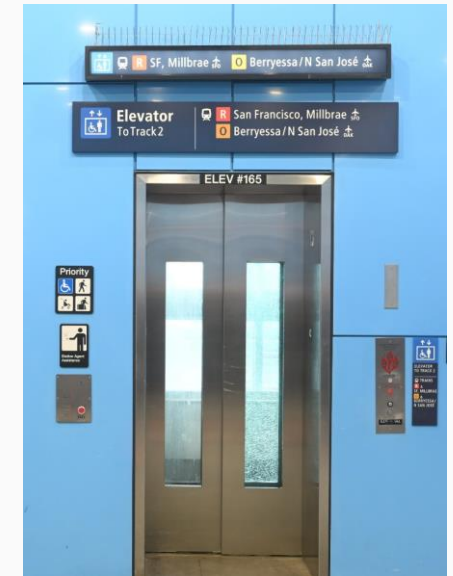
Network and
facility identity



Bus stops



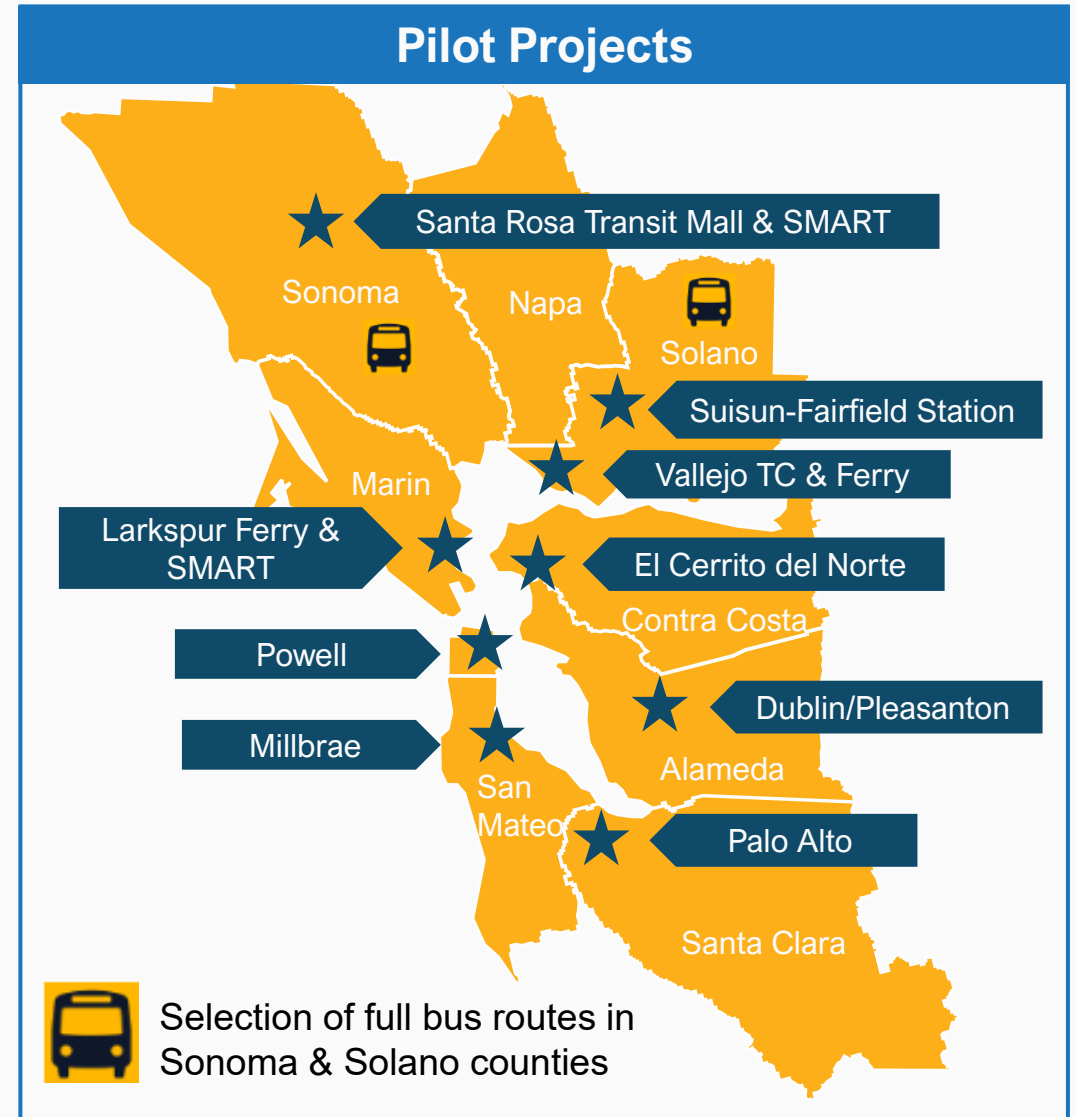
Local and regional
transit maps



Rail stations

Prototype Evaluation and Upcoming Pilot Projects

Nearly **90%** of survey respondents said it was **"easy" or "very easy"** to navigate prototype locations at El Cerrito del Norte and in Santa Rosa after new signs and maps were installed, an improvement of up to 32 percentage points.



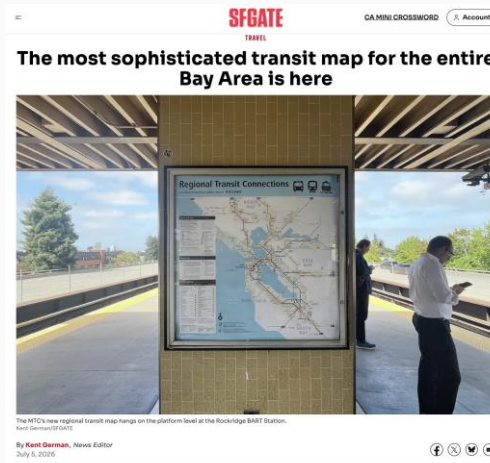
Collaboration With BART

Regional Map deployment

Embarcadero platform



Civic Center concourse



Rockridge platform

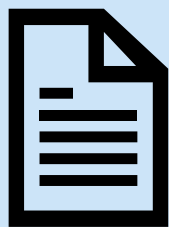
Accessibility improvements



Iterative bus stop tactile panel development for BART transfer centers

Regional Efforts to Improve the Transit Network

Policy



Transit Priority Policy for Roadways

Adopted January 2026
(MTC Resolution No. 4739)

Planning



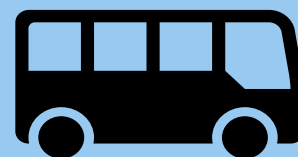
Transit Priority Roadway Assessment

Plan Bay Area 2050+
(and Transit 2050+)

Caltrans **Coordination**

- District 4 Transit Plan
- Director's Policy on Transit
- Transit Implementation Plan

Funding & Technical Assistance

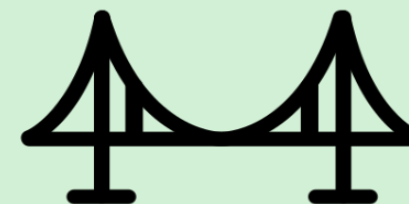


Transit Performance Initiative (TPI)

Bus Accelerated Infrastructure Delivery (BusAID)

Innovative Deployments to Enhance Arterials (IDEA)

Project Delivery



Forward Initiatives

- Bay Bridge Forward
- Richmond-San Rafael Bridge Forward
- Dumbarton Bridge Forward

Improving Options for Older Adults and People With Disabilities

Regional Initiatives



Mobility Management

Designate in each county a Mobility Manager that serves as a single point of contact for riders needing transportation services and coordinates transportation agencies serving for older adults, people with disabilities and low-income populations.



One-seat Paratransit Rides

Pilot one-seat paratransit rides to enable eligible riders to travel to their destinations without having to change vehicles.



Standardizing Paratransit Eligibility Practices

Standardize ADA paratransit eligibility practices to improve consistency, quality, and uniformity of assessments and provide referrals to other services.



Improving Paratransit Service

Explore service improvements, policy changes, and technology enhancements to increase efficiencies and improve the paratransit customer experience.

Transformation Action Plan: Fund Subregional One-Seat Paratransit Pilots



Goals

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

Objectives

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

Adoption of a Paratransit Fare Policy for One Seat Ride Pilot Program Services into Santa Clara County

For Action: BART Board, August 13, 2026

Proposed Pilot Scope

Roles:

- East Bay Paratransit Consortium (EBPC) to serve trips into Santa Clara County
- Santa Clara Valley Transportation Authority (VTA) to serve trips into East Bay
- MTC to provide inter-agency coordination and pilot evaluation

Rider Experience:

- Origin-to-destination service within the pilot area without a transfer
- Riders may opt for traditional transfer service

Funding:

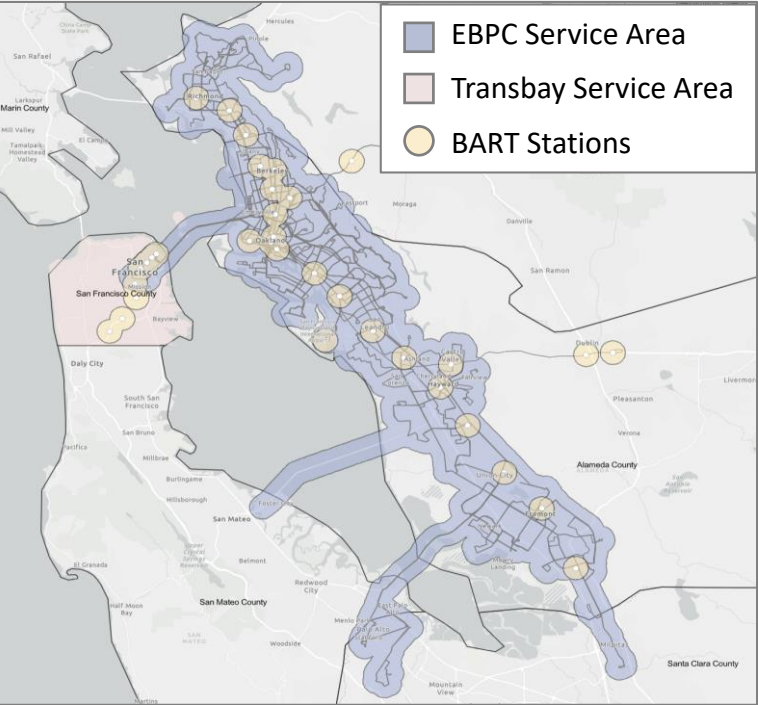
- MTC to fund all operating costs

Timeline:

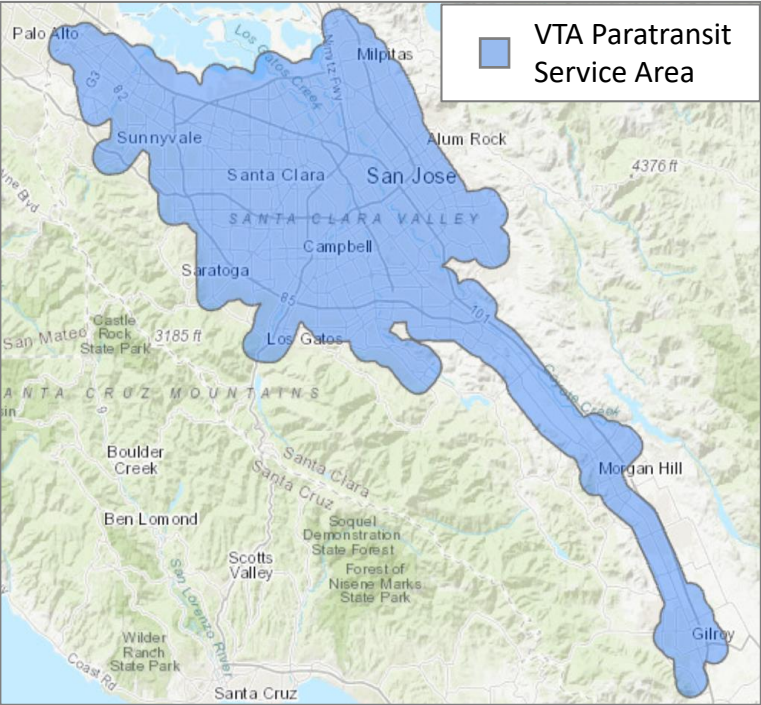
- Fall 2026 estimated start date
- Up to one year in duration

Paratransit Service Areas

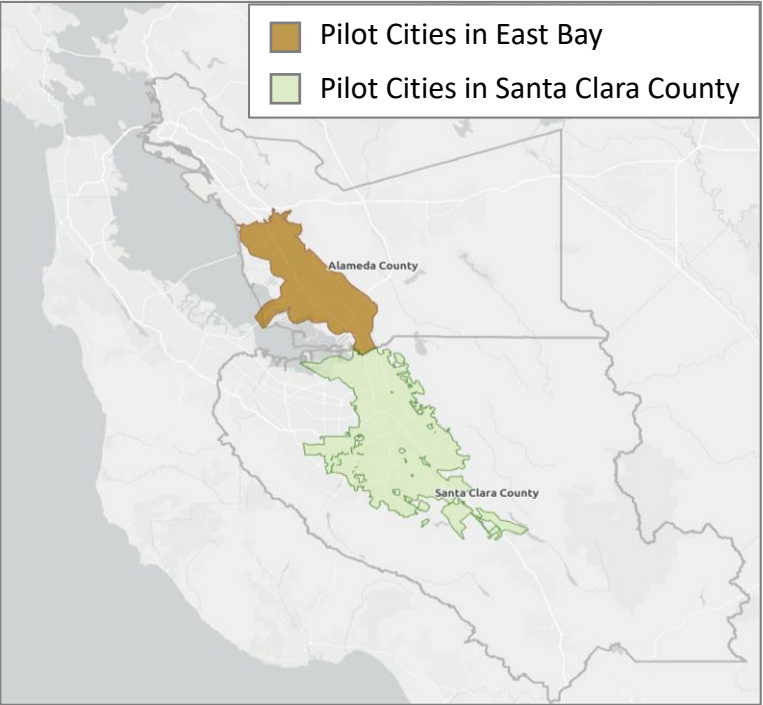
EBPC Service Area



VTA Service Area



One Seat Ride Service Area



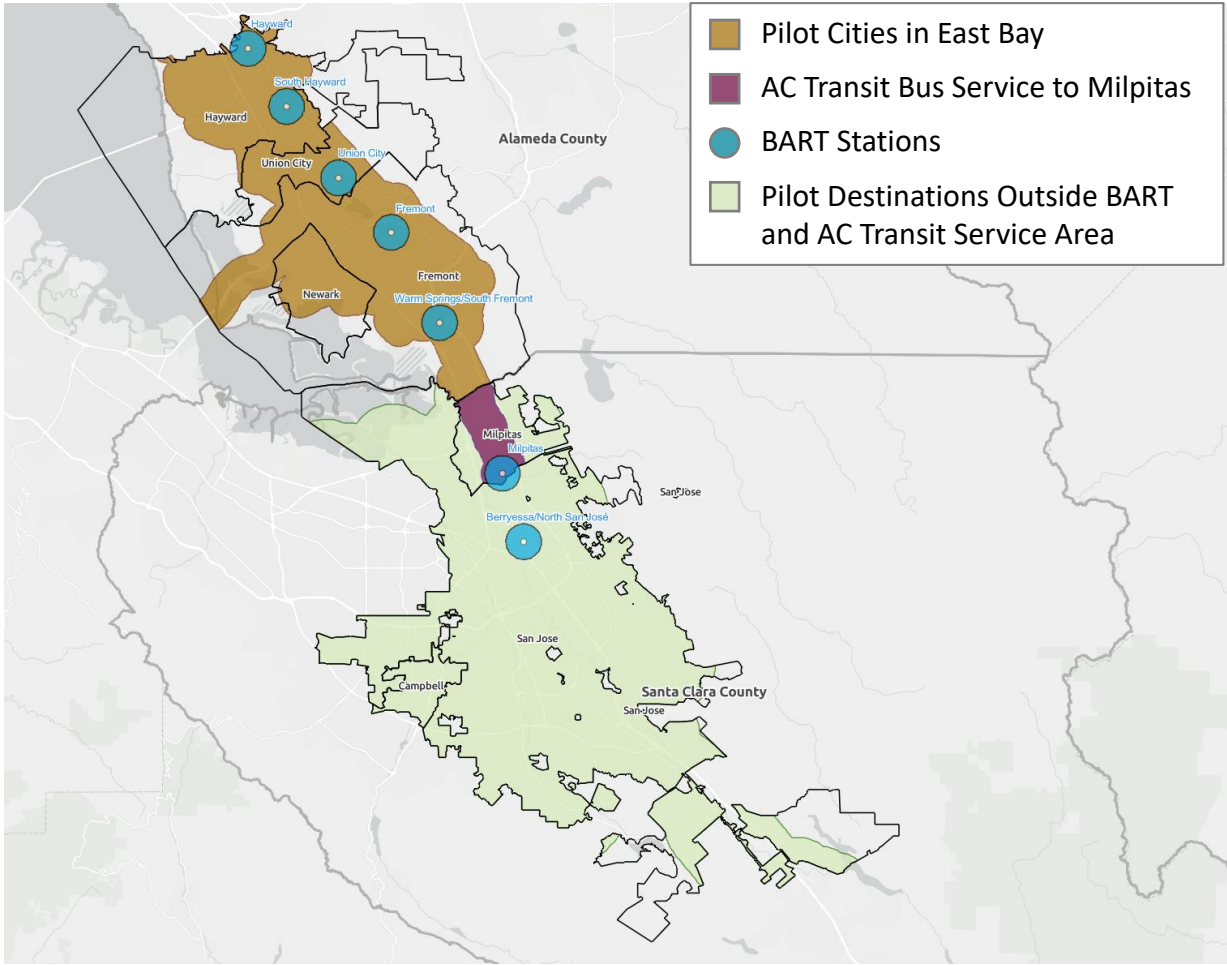
One Seat Ride Fares and Services in Santa Clara County

- **Premium fixed fares** to destinations outside BART and AC Transit service area

Destination	Fare
Beyond BART or AC Transit service area	\$10

- **Distance-based fares** to destinations within BART or AC Transit service area

If trip distance is...	Fare
0 to 12 miles	\$4
More than 12 to 20 miles	\$6
More than 20 miles	\$7



Board Action

It is recommended that the Board adopt the following motion (two-thirds vote required):

MOTION:

Adopt the resolution titled “Adoption of an East Bay Paratransit fare policy for One Seat Ride Pilot Program services into Santa Clara County”

Thank you.