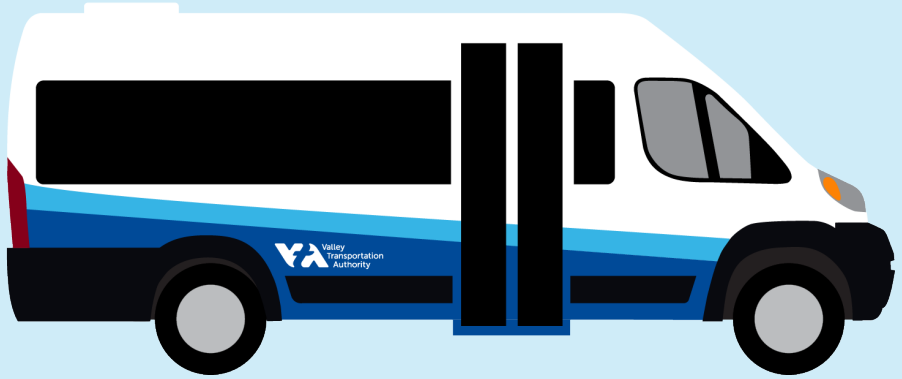


ACCESS

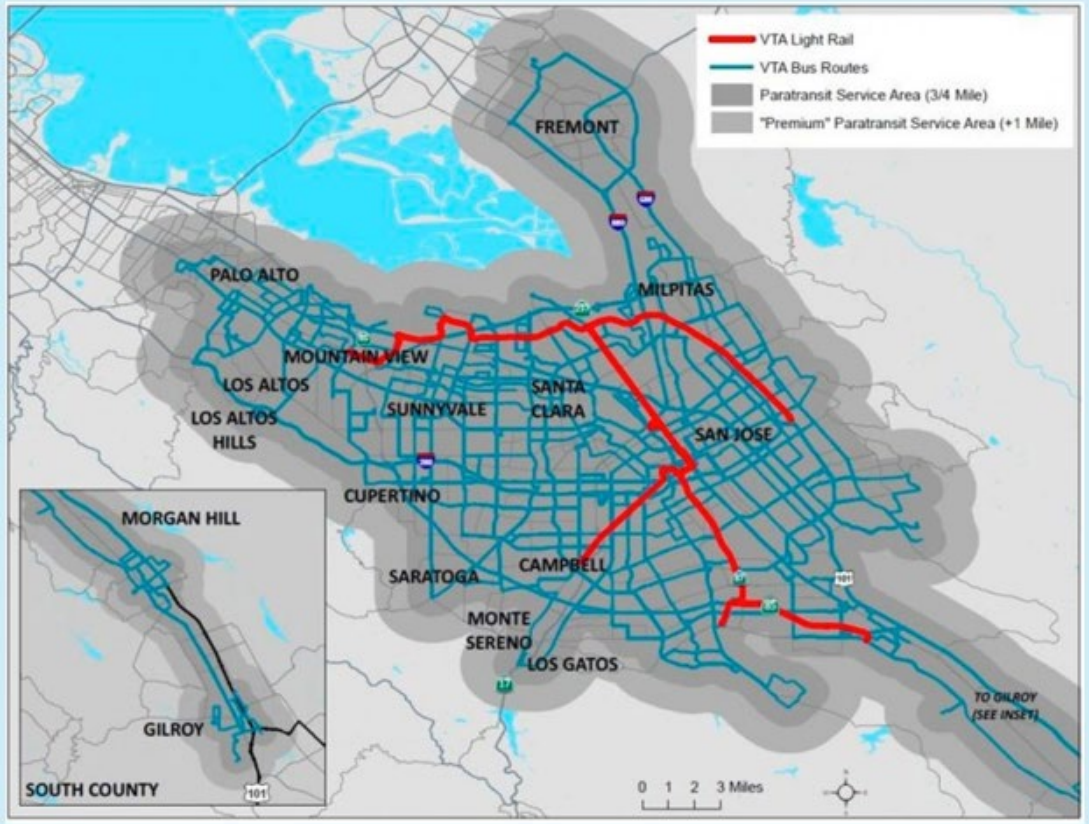
Planning for the Unplanned
Supporting ADA Access during Large-Scale Events

CalACT Spring Conference 2026

VTA Commitment

- Equity and Accessibility
- Critical Transportation Service
- Full Participation in Community Events
- Strong Coordination with Regional Partners, Contractors and our Clients
- Operational Readiness
- Regional mobility

Background



- What is VTA ACCESS Paratransit?
  - Service hours
  - Service Area
  - Fare
- Eligibility Process
  - Data card
  - Phone Interview
  - Determination

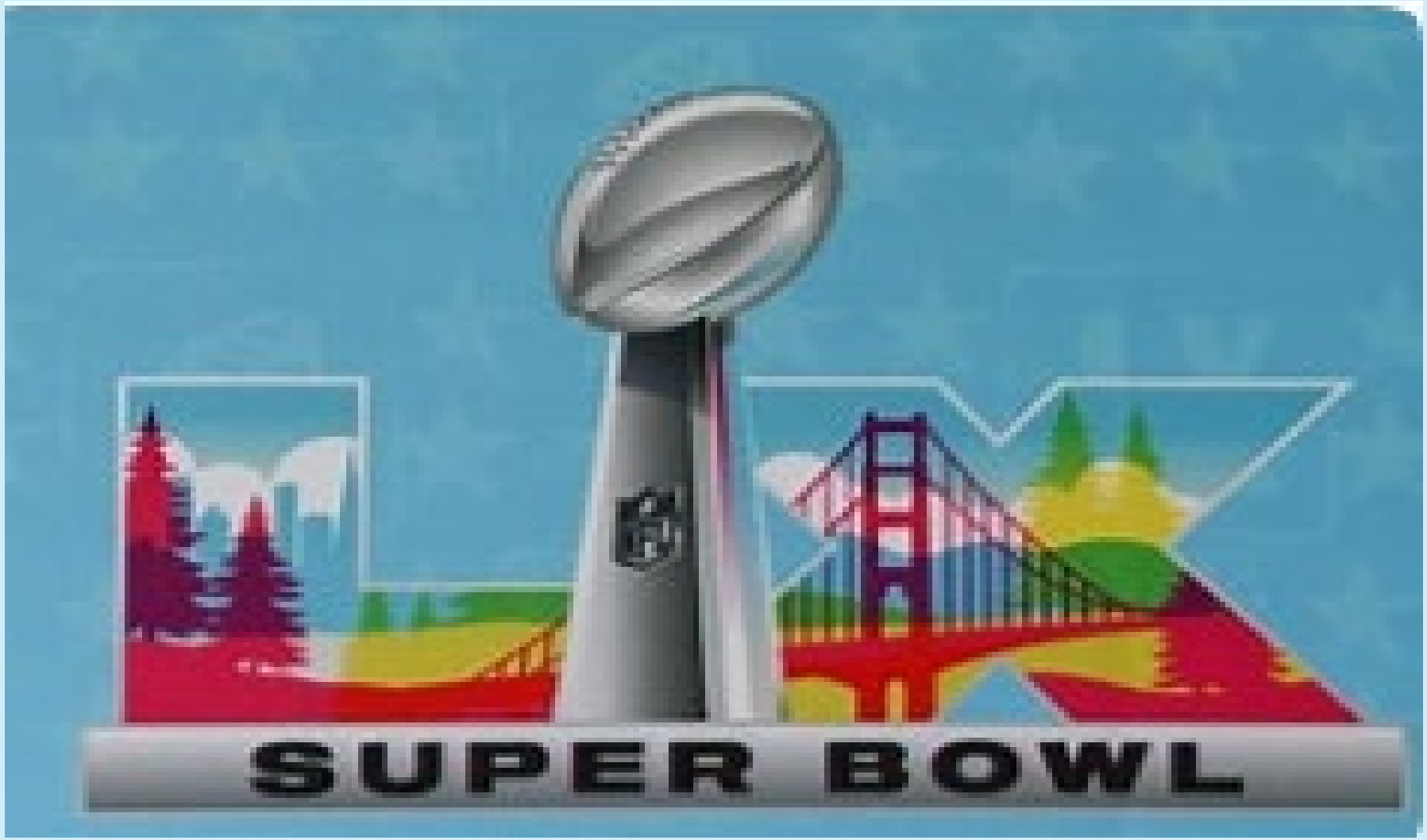
Regional and Visitor Policy

- Bay Area reciprocity (9 counties)
- 21-day visitor eligibility
- Pre-registration encouraged
- Verification with home agency

The Challenge

- Impact on Paratransit core services
- Unpredictable ADA demand
- Unknown visitor volume
- Regional/International travelers
- Complex coordination

LET’S GO TO THE GAMES!



Record Breaking Transportation

- **Total Ridership:** >30,000, which accounted for roughly 20% of the 70,823 total attendees.
- **Safe and Secure:** Riders experienced safe and secure transportation across the system
- **Key Connections:** Approximately 40% of riders (12,000) transferred from Caltrain at Mountain View, while 60% (18,000) used BART at Milpitas.
- **Operational Success:** The agency deployed 22 extra light rail trains and utilized a dual-station (Lick Mill and Great America) exit strategy to manage crowds, beating the NFL's two-hour target
- **Performance:** Despite high demand, the service was described as efficient, with 13,000+ passengers cleared in 90 minutes following the final whistle.

Super Bowl LX Case Study

- Planning beyond normal operations
- Coordination with external and internal partners
  - NFL
  - Bay Area Host Committee
  - Levi's Stadium
  - Local GovernmentS
- Collaboration with Paratransit contractor, Transdev
- Internal VTA teams

Operational Preparedness

Pre-event Planning

Road Closures

Impact to Regular Services

Advance Scheduling

Day of Event

Staging and Traffic Management

Protests

Contact list to riders

Post Event

Staff and Resource Preparedness

- Vehicle and Operators
- On-site Staffing
- Operator briefings
- Vehicle Credentialing
- Communication

Actual Outcome

- 3 ACCESS Riders Transported
- All Levi's Staff
- No reciprocity requests

Key Insights

- Planning for demand does not guarantee utilization
- But lack of planning = service failure

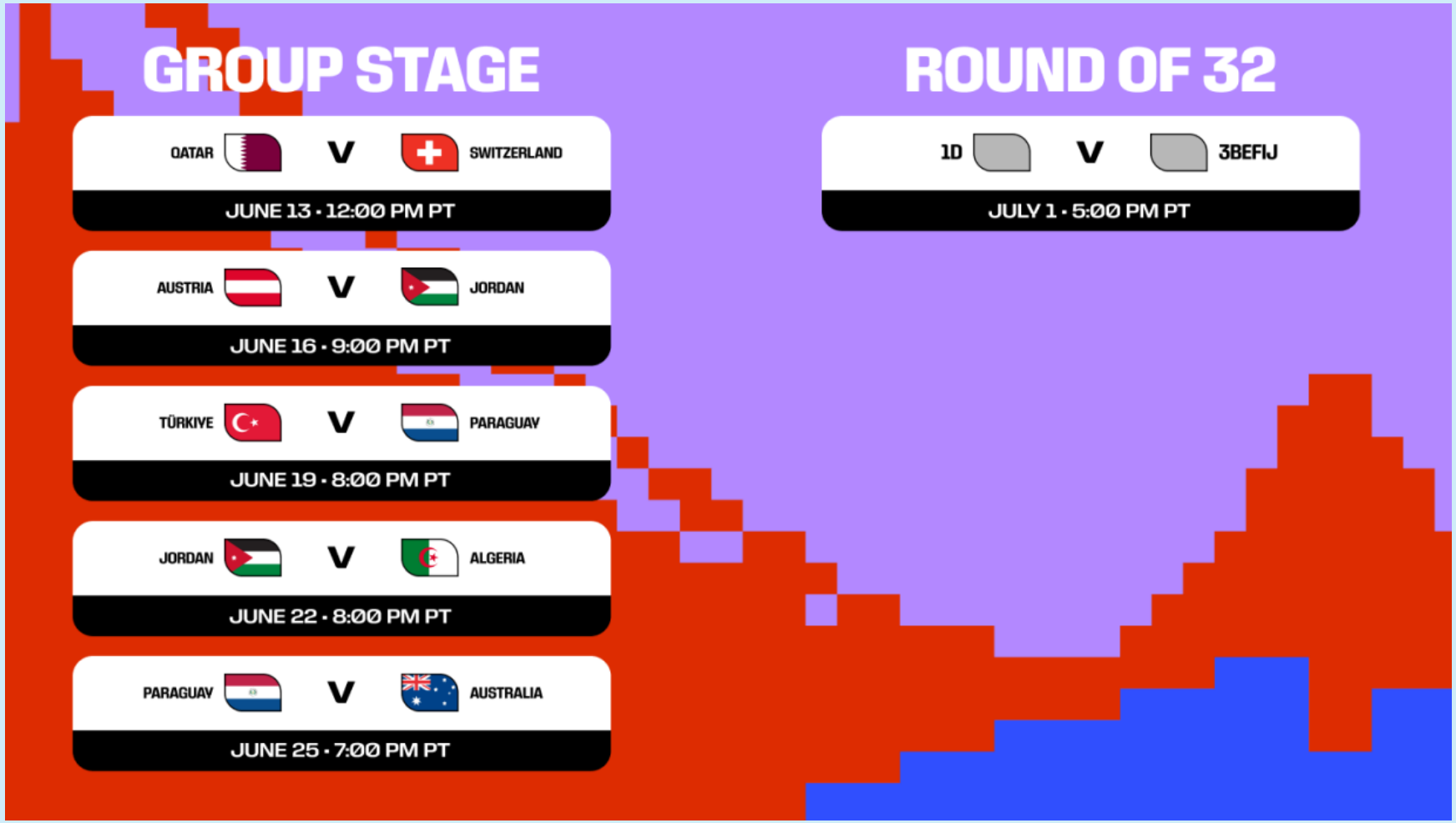
Lessons Learned

- Plan for peak scenarios
- Build scalable operations
- Strengthen coordination
- Improve outreach timing

Best Practices

- Early coordination
- Early booking campaigns
- Integrated communication
- Scenario Planning

BIG Pivot – FIFA World Cup



Thank You