

## **East Bay Paratransit**

1750 Broadway

Oakland, CA 94612

### **Service Review Advisory Committee (SRAC) Meeting**

**12:30 pm to 2:30 pm**

**Tuesday, February 7, 2023**

**The Service Review Advisory Committee will not be convening at its Committee Room but will instead move to a remote meeting.**

### **Virtual Meeting Information**

**Link:** <https://us02web.zoom.us/j/81682933987?pwd=dEl1S1VUVFVjZjJraVVKNWU0MUNrUT09>

**Webinar ID 816 8293 3987**

**Password: 000484**

### **For Public Access Dial-in Information**

**Number: 1-669-900-6833**

**Webinar ID: 816 8293 3987**

**Password: 000484**

### **SRAC Members:**

Kiran Agarwal

Shawn Fong

Sharon Montgomery

Letitia Tumaneng

Larry Bunn

David Fritz

Michelle Rousey

Roland Wong

Yvonne Dunbar

Don Queen, Chair

Mary Seib

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	<u>TOPIC</u>	<u>TIME</u>
1)	Introduction of individuals present: <ul style="list-style-type: none"><li>• SRAC Members</li><li>• East Bay Paratransit Staff</li><li>• Members of the Public</li></ul>	12:35 pm
2)	Zoom Meeting Introduction and Expectations	12:45 pm
3)	Public Comments (this is an opportunity for members of the public to comment on items, not on the agenda. No response from staff, other than a clarification of East Bay Paratransit policies, or SRAC action will be taken on any public comments. Speakers are allowed up to three (3) minutes to present comments)	12:50 pm
4)	Approval of SRAC Minutes from December 6, 2022 (Attachment 1)	1:00 pm
5)	Broker's Report by Cyndi Lopez (Attachment 2)	1:05 pm
6)	Software Procurement by Daniel Mariano (Attachment 3)	1:20 pm
7)	EBP New Logo & Look for Vehicles by Laura Timothy (Attachment 4)	1:40 pm
8)	Measure BB Application by Laura Timothy (Attachment 5)	1: 55 pm
9)	Brown Act by Mallory Nestor	2:10 pm
10)	Memory of Janet Abelson	2:20 pm
11)	Report from SRAC Members	2:25 pm
12)	SRAC Adjournment/ Next SRAC Meeting date (Tuesday, April 4, 2023)	2:30 pm

**Please do not wear scented products so individuals with environmental sensitivities may attend the meeting.**

**Please turn off your cell phones during the meeting.**

**PUBLIC SPEAKERS:** Speakers wishing to address subjects not listed on the agenda will be invited to address the committee under the "public comments" section of the agenda. Speakers who wish to address a specific agenda item will be invited to address the committee at the time the item is being considered. Individuals addressing the committee should limit their comments to three (3) minutes.

**PUBLIC TRANSPORTATION and ACCESSIBILITY:** All AC Transit bus lines servicing Downtown Oakland stop within walking distance of the meeting location. This site can also be reached via BART to the 19<sup>th</sup>

street Oakland Station. Public meetings at the East Bay Paratransit Office are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome.

**ALTERNATIVE FORMATS:** East Bay Paratransit will provide written agenda materials in appropriate alternative formats, or disability-related modifications or accommodations, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please direct requests for disability-related modifications or accommodations to the SRAC Coordinator, at 510-902-5999.

**SIGN LANGUAGE INTERPRETER:** Call the SRAC Coordinator at 510-902-5999 five days in advance to request a sign-language interpreter.

**East Bay Paratransit's (EBP)  
Service Review Advisory Committee (SRAC)  
Meeting Minutes from December 6, 2022**

The meeting came to order at 12:32 pm.

**1. Introduction of Members Present:**

Janet Abelson Vice Chair  
David Fritz  
Sharon Montgomery  
Letitia Tumaneng

Larry Bunn  
Shawn Fong  
Michelle Rousey  
Roland Wong

Yvonne Dunbar  
Don Queen, Chair  
Mary Seib

**SRAC Members Absent:**

Kiran Agarwal

**Staff:**

Mallory Nestor-Brush, Accessible Services Manager – AC Transit  
Laura Timothy, Manager of Access, Accessibility, and Paratransit – BART  
Cynthia Lopez, General Manager – Broker/Transdev  
Stephanie Castillo, Assistant General Manager – Broker/Transdev  
Brandon Chan, IT – Broker/Transdev  
Jasher Nowland, Quality Assurance Manager– Broker/Transdev  
Julieann Siu, Supervisor - Broker/Transdev  
Pamela Lee, Supervisor - Broker/Transdev  
Kim Ridgeway, Senior Program Specialist – AC Transit  
Elena Van Loo – Senior Administrative Analyst – BART  
Lisa Cappellari, PCO – Consortium, Paratransit, Inc.  
Alicia Brown, PCO – Consortium, Paratransit, Inc.  
Ana Cisneros, PCO – Consortium, Paratransit, Inc.

**Board Members:**

Robert Raburn – BART Board of Directors  
Diane Shaw – AC Transit Board of Directors

**Guests:**

Krystle Pasco & Dorothy Suchkova – Alameda CTC  
Naomi Armenta & Marvin Ranaldson – Nelson/Nygaard  
Kacei Conyers - The CIL  
Eldwin (no last name given)

## **2. Zoom Meeting Introduction and Expectations**

Lisa Cappellari informed the participants that the meeting was being recorded and then proceeded to read the Zoom SRAC meeting rules and conduct.

## **3. Public Comments**

Eldwin asked if the minimum amount on the Contactless Fare App could be lowered from \$40 to \$20 since there are some riders that cannot afford the \$40 minimum.

## **4. Approval of SRAC minutes from, October 4, 2022**

Motion: Fong/Rousey approved the October 4, 2022 meeting minutes. The motion was carried by the following vote:

Ayes – 8: Janet Abelson, Larry Bunn, Shawn Fong, David Fritz, Don Queen, Michelle Rousey, Letitia Tumaneng, Roland Wong

Nays – 0

Abstentions – 2: Sharon Montgomery, Yvonne Dunbar

Absent - 1: Kiran Agarwal

Motion carried unanimously.

## **5. Broker's Report – By Cynthia Lopez, General Manager – Broker/Transdev**

Cyndi Lopez gave an update on COVID-19 procedures and protocols including face mask requirements, PPE inventory, vaccination mandates, and staffing levels. All Service providers continue to rehire to backfill previous openings. The Broker's office, AC Transit, and BART continue to work on strategies for attracting individuals to the transportation field and become Paratransit drivers.

The Annual Customer Satisfaction Survey results were completed and presented at the October 4<sup>th</sup> SRAC Meeting. EBP's General Manager, Quality Assurance Manager, and Assistant General Manager reviewed the action report and all the comments. As a result, the Quality Assurance Manager

created a customer service-oriented workshop for all EBP employees to focus on areas needing improvement. The workshop will take place sometime by the end of 2022.

Cyndi Lopez also reported on the successful soft rollout of the Contactless Fare Payment app on September 1<sup>st</sup>. EBP staff continues to work with participants to sign up and help answer questions on how to download and use the App. These users continue to give feedback to improve the process of the App.

Cynthia Lopez also gave a verbal report on Key Performance Indicators (KPIs) for the first half of FY 22/23. Trip volume over the last six months continues to increase as more people resume normal activities. The Broker's office is currently working with five overflow taxi companies. Three have wheelchair-accessible vehicles, the other two operate sedan vehicles. The Broker's office works directly with all overflow providers on extra training on the needs of EBP riders, including customer service, disability sensitivity, and resolving complaints.

This fiscal year shows an increase in ridership by 45.6%, and 43.3% more total passengers compared to the same quarter of the previous year. Weekday Ridership increased 44.1%, and 36% on the weekends this year over the last year. Cancellations decreased by 12.5% as more passengers started to resume regular travel patterns. Productivity during this fiscal year increased by 16.1% for trips and 13.1% for passengers. Requests for same-day go-back trips increased overall 178% over the total request from the previous fiscal year. Productivity has increased by 16.1% for trips and 14.31% for overall passengers due to the increased demand for rides. The average trip length in minutes and miles decreased by 13.9% and 11.% due to the extra efforts of our scheduling staff.

Cyndi Lopez gave thanks to the scheduling department who continues to monitor and manage all trips including subscription rides and Regional Center Trips. The Regional Center is planning to be back full-time starting January 2023 which will impact the service since there are still limited resources. Special attention will be paid to providing great service due to the high demand during peak hours.

The on-time performance decreased by 1.7%, to 97%, compared to the same period in FY 20-21. There was an increase in registered active riders in FY 22/23 by 23.5% with an increase in determinations for eligibility rising at about 95% over the previous year.

EBP continues to do satellite In-Person Assessments (IPAs) bi-weekly in Fremont, which will continue through December 31<sup>st</sup> allowing riders more access to services without having to make a trip to the Broker's Office in Oakland.

## **6. Alameda CTC Equity Initiative Inclusive Engagement Guide – by Krystle Pasco.**

Krystle Pasco, Alameda CTC, gave a presentation on the Alameda CTC work Equity Initiative which was rolled out in March 2022. Alameda CTC, along with other agencies, has been working closely with the Commission on Justice Equity Diversity and Inclusion (or JEDI) Ad Hoc Committee on this effort.

The ongoing and Recent Equity Planning work includes Countywide Transportation, the 2020 Transportation plan and Community-Based Transportation plan, community engagement, and focuses on the needs low-income communities, and communities of color across the county.

In addition, Equity supports many on-going programs including Paratransit for our older adults and people with disabilities, Affordable Student Transit Pass Program and safe routes to schools.

### **The Equity in Paratransit Program includes the following**

- Distribution of Measure B/BB Paratransit funds based on a PAPCO-adopted formula based on age, disability, and income.
- Distribution of discretionary funds to support mobility management and needs not already met through ADA services and City programs
- Partnerships with local CBOs to further address unique needs.

### **The Opportunity to elevate and expand equity at Alameda CTC includes:**

- Moral obligation to acknowledge past and current inequities in transportation.
- Federal, state, and regional policies and funding applications require robust consideration of equity.
- Opportunity to rethink our approach to planning and projects, especially working with communities.

**Equity Statement:**

Alameda CTC adopted a clear statement of commitment to advancing racial, socio-economic, and environmental justice as the key components to further institutionalizing equity at the agency.

The agency adopted this equity statement in September as it seeks to recognize the existence of inequity and disadvantages and to state a clear commitment to do what is in its power to repair past and current harms and to keep a positive vision of equitable to work towards.

It reads as follows:

- Alameda CTC recognizes inequities in marginalized communities and is committed to advancing racial, socio-economic, and environmental justice in order to maintain the diversity of our communities. Alameda CTC adopts and implements deliberate policies, systems, and actions to deliver transportation funding, projects, and programs that result in more equitable opportunities and positive outcomes for marginalized communities.
- The Race and Equity Action Plan (REAP) is an action plan that fulfills this commitment.

**Alameda CTC Equity Initiative:**

- Currently working on two documents for Alameda CTC Equity Initiative:
  - Race and Equity Action Plan (REAP) to outline concrete actions that agency leadership and staff can take to advance racial and socioeconomic equity and environmental justice in their respective departments, operations, programs, and policies.
  - Agency-wide Inclusive Engagement Guide (IEG) to describe goals, objectives, and desired outcomes with respect to equitable engagement across all agency-led projects, programs, and plans.

**Input on Inclusive Engagement Guide:**

- Goal: Ensure that equity communities, with specific emphasis on low-income, people of color, older adults, and people with disabilities, are proactively engaged and that their voices shape the

outcomes of transportation projects, programs, and plans throughout Alameda County.

- Engagement activities:
  - Release of a survey to be used in listening sessions and distributed to CBOs
  - Virtual Listening Sessions, including presenting at Alameda CTC's PAPCO, AC Transit's ACC, and East Bay Paratransit's SRAC

Comments and Results so far about the project are:

To continue offering different engagement methods as people access information in different ways, for example:

- In-person engagement allows for more Q&A
- Online tools are accessible at any time
- Continue offering phone call-in options for those with limited vision and dexterity
- Compensation and/or providing food and drinks may encourage feedback
- No preference for when to provide input (day of the week and times of the day)
- Comfortability with providing input to a gov't agency like Alameda CTC and views the agency as a trusted source of relevant news and information
- Frustration with transportation projects that seek input too late in the process when many decisions have already been made.

Krystle Pasco then asked all members of the SRAC to give feedback on the following questions:

#### Question #1

If you were asked to provide feedback on a transportation plan, what's the ideal way of getting your input?

1. In person, at a booth or table where I am already traveling
2. At a scheduled in-person event, such as at a community building or local library
3. At a scheduled small group discussion, either in-person or virtually
4. Online comments (website, social media)
5. Online survey feedback
6. Via a phone number provided
7. Other

**Sharon Montgomery, Shawn Fong, and David Fritz** commented on items 1 and 2 especially 1 for all of those who are computer-illiterate, or smartphone illiterate.

**Shawn Fong** commented that it is very important that when explaining the type of “Transportation project” is well communicated, especially to older adults as sometimes they get transportation projects mixed up with other types of projects (i.e. freeways, roads)..

**Michelle Rousey** asked how feedback is going to be used or implemented since many times feedback seems like is not implemented in any way. Michelle also commented that she liked options 3,4, and 5 of question 1.

#### Question#2

Please rank the following, with 1 being the most likely to encourage you to provide feedback.

1. Provide food and drinks
2. Provide childcare
3. Provide information/presentation at an event I am already attending
4. Get compensated
5. Provide accessible accommodations (wheelchair access, interpretation, materials in other languages and formats)
6. I would rather provide feedback virtually (via the website, social media, and other platforms)
7. Advertise in local, community papers or radio programs that I trust
8. Written survey or feedback

**David Fritz and Michelle Rousey, Kacei Conyers, and Larry Bunn** commented on #4 and #6. Food and drinks are always nice, and compensation is appreciated as well.

**Janet Abelson, and Don Queen, Roland Wong:** Commented on #5 accessible accommodations should not be an option; it’s a requirement.

#### Question #3

What can we do better in order to get your feedback on our transportation projects, programs, and plans?

**Michelle Rousey** responded that clear and direct questions are the best way to get the best answers, especially when asked for feedback from the elderly and people with disabilities.

Kryslle concluded by stating that upcoming activities and deliverables include Community Engagement, Race and Equity Action Plan (REAP) and Inclusive Engagement Guide. She stated that more information can be found at [AlamedaCTC.org/Equity](https://AlamedaCTC.org/Equity).

## **7. After Action Report by Cynthia Lopez**

Cynthia Lopez gave a presentation on the After-Action Report of the Tabletop Exercise that took place on October 28<sup>th</sup> and 29<sup>th</sup> 2022.

Every year all staff from the EBP Broker's office go through training to understand and learn how to properly respond to an emergency situation that could impact EBP service, as well as a recovery plan. The training was given by Gary Gleason, Nusura, who has been working with East Bay Paratransit for over 13 years.

Once the Action Report was completed all staff from the Broker's office were trained hands-on for the following exercises.

- Exercises and Objectives
  - Initial notification/incident briefing
  - Emergency declaration/activation of the DOC
  - Internal and external notifications
  - Management of the incident response operations
- Core Capabilities
  - Situational Assessment
  - Operational Coordination
  - Public Information and Warning
  - Critical Transportation

After the exercise was done, Staff debriefed by discussing the exercise and observations.

Cyndi Lopez showed pictures of staff during the exercise, and stated that a regular schedule of quarterly practice sessions is in place.

Cyndi concluded by reminding the SRAC that the East Bay Paratransit Emergency Action Guide attached to the SRAC packet and encouraged everyone to fill it out and send it back to EBP to have on file in case of an emergency. Anyone who doesn't have the Emergency Action Guide can request a hard or electronic copy.

crisis even if it's out of the service area.

**Mallory Nestor** thanked Cindy Lopez and the EBP staff. EBP is committed to the Emergency plan, and training, and is dedicated to serving all EBP customers to the best of our ability in an emergency.

All riders should feel comfortable knowing the fact that EBP does have dedicated employees that care about the system, care about riders, and will know what to do in the event of an emergency.

## **8. Report from SRAC Members**

Director Raburn asked all members' permission to adjourn the meeting with respect in honor of Hale Zukas who passed away on November 30<sup>th</sup> at the age of 79<sup>th</sup>. Mr. Zukas was a pioneer in disability rides advocacy and a co-founder of the Berkley Center for Independent Living. He was a founding member of BART Accessibility tasks force and served for many years on the Paratransit Advisory Planning Committee PAPCO. Director Raburn stated that he had the pleasure of working with Hale Zukas on the Alameda County Transportation Citizen Watch Dog Committee and that Hale's reports at the end of the year were paragraph after paragraph, all full of great information.

**Mallory Nestor Brush** asked all SRAC members and Staff to raise their mugs. She then recited "Holliday Cheers, we made it through another virtual year! Our contact has been a square on Zoom, but maybe, just maybe we will be in person soon. On behalf of AC Transit, BART, and East Bay Paratransit employees, we appreciate each of your commitments to the service, and to the community. East Bay Paratransit wishes all of you Happy Holidays and a Happy New Year!"

## **9. Next SRAC Meeting date**

The next SRAC meeting is Tuesday, February 7th, 2023, at 12:30 pm. This will be a virtual meeting.

## **10. SRAC Adjournment**

The meeting adjourned at 2:14 PM.

**EAST BAY PARATRANSIT**  
**Performance Report for the SRAC**  
**Systemwide**

	<b>FY 21/22 Oct-Dec</b>	<b>FY 22/23 Oct-Dec</b>		<b>Variance</b>
<b>Ridership Statistics</b>				
Total Passengers	80,078	102,877		28.5%
ADA Passengers	69,742	90,913		30.4%
% Companions	0.8%	0.8%		-4.8%
% of Personal Care Assistants	12%	11%		-10.2%
Average Passengers/ Weekday	1,105	1,421		28.6%
Average Pass/ Weekend & Holidays	409	526		28.7%

**Scheduling Statistics**

% Rider Fault No Shows & Late Cancels	3.4%	2.9%		-14.4%
% of Cancellations	21.0%	20.5%		-2.2%
Go Backs/ Re-scheduled	1,365	1,702		24.7%

**Effectiveness Indicators**

Revenue Hours	61,517	77,136		25.4%
Passengers/Revenue Vehicle Hour	1.30	1.33		2.5%
ADA Passengers per RVHr.	1.13	1.18		4.0%
Average Trip Length (miles)	11.57	11.74		1.4%
Average Ride Duration (minutes)	52.9	50.9		-3.8%
Total Cost	\$9,154,438	\$10,832,101		18.3%
Total Cost per Passenger	\$114.32	\$105.29		-7.9%
Total Cost per ADA Passenger	\$131.26	\$119.15		-9.2%

**On Time Performance**

Percent on-time	97.8%	96.0%		-1.8%
Percent 1-20 minutes past window	2.0%	3.5%		73.2%
% of trips 21-59 minutes past window	0.2%	0.6%		138.6%
% of trips 60 minutes past window	0.003%	0.017%		420.8%

**Customer Service**

Total Complaints	200	318		59.0%
Timeliness	46	78		69.6%
Driver Complaints	108	118		9.3%
Equipment / Vehicle	-	3		-
Scheduling and Other Provider Complaints	11	33		200.0%
Broker Complaints	35	86		145.7%
Commendations	107	83		-22.4%
Avg. wait time in Queue for reservation (min)	1.7	1.8		1.5%

**Safety & Maintenance**

Total accidents per 100,000 miles	4.58	4.28		-6.5%
Roadcalls per 100,000 miles	1.21	1.92		58.7%

**Eligibility Statistics**

Total ADA Riders on Data Base	12,276	9,999		-18.5%
Total Certification Determinations	1,013	861		-15.0%
Initial Denials	15	10		-33.3%
Denials Reversed	-	2		-



# PARATRANSIT SOFTWARE PROCUREMENT

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1/26/23 UPDATE

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**08**

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# Overview of Existing System

- **Eligibility Process** – Manual written application process, decision letters
- **Reservations Process** – Manual process through phone, automated callback system
- **Scheduling** – Daily manifests created
- **Dispatching** – Communications
- **Data Collection** – Metric tracking, KPI/Compliance Reports
- **Vehicles** – Dedicated fleet fitted with mobile computers for electronic manifest

# Overview of Planned Functionality

- **System Design** – Open API architecture, commingling and trip brokering support
- **Eligibility Process** – Web support, Automated workflow
- **Reservations Process** – App support
- **Service Analysis/Planning** – Trip optimization on dynamic conditions
- **Scheduling** – Automated notifications, Simulated ETAs
- **Dispatching** – Dashboard tracking trip/vehicle/route statuses
- **System Interaction** – App support for real time vehicle tracking and rider/pickup info, feedback system for rides/driver, account payment
- **Data Collection** – Machine learning to optimize system algorithms

# What is SaaS?

**Software as a service(SaaS):** Paying for software on a recurring periodic basis to access a custom-configured instance of centrally-designed and managed platform

# Saas SWOT

## S

Strengths

- Deployed quicker than custom solutions, ease-of-integration
- Iterative service, flexible updates
- Reduced overhead, remote management
- Cloud native apps typically faster and powerful

## W

Weaknesses

- Inherently customized initially to client's desires

## O

Opportunities

- Modules continually improved from feedback from other clients' users
- Typically lower in cost, more easily predictable monthly fees

## T

Threats

- Less input on driving future features/roadmap



Trans**SIGHT**  
CONNECTING THINGS. INNOVATING

# What is Commingling?

- **Commingling:** Running an ADA paratransit service in conjunction with non-ADA demand-response service while sharing resources

# Commingling Options

OPTION

1

## COMMINGLED FLEETS

Shared fleet of vehicles, but individual vehicle can be assigned either paratransit or demand-response.

OPTION

2

## COMMINGLED SHIFTS

Driver can be assigned between serving paratransit or demand-response in same shift.

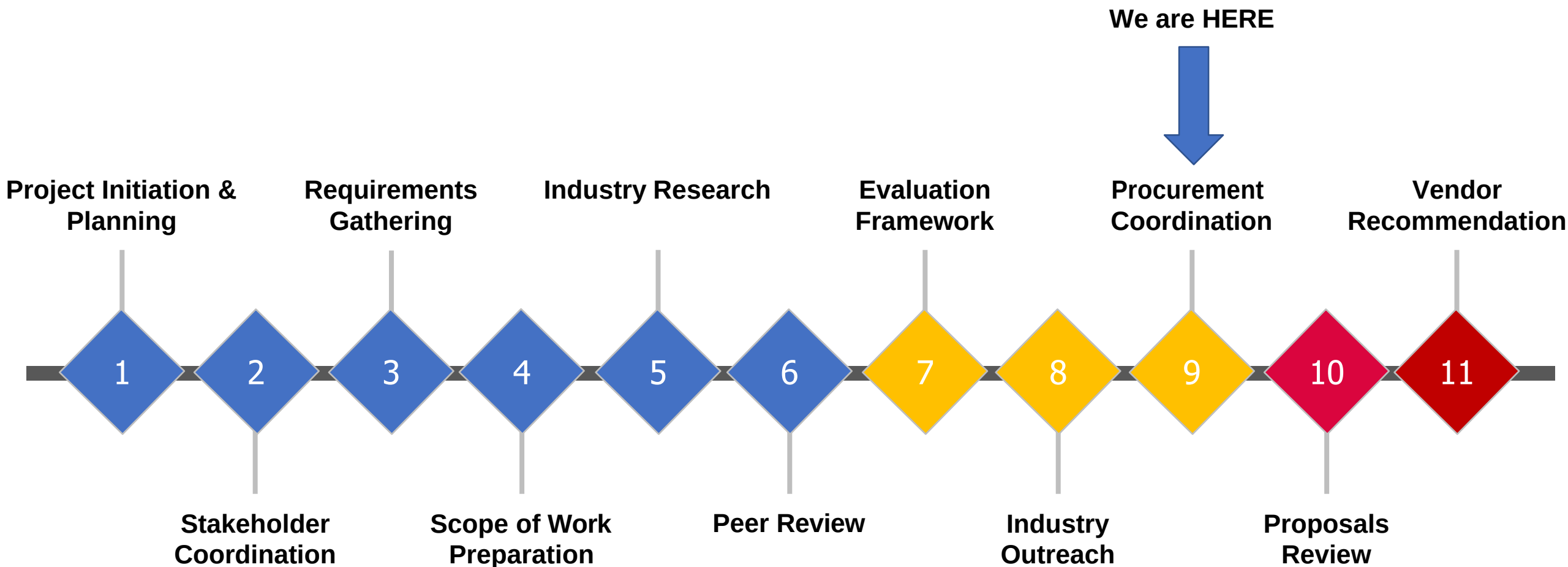
OPTION

3

## COMMINGLED TRIPS

Riders from either service can be grouped in same vehicle.

# Key Tasks



# Key Next Steps

FINAL  
REVIEW

1

Approval from project  
team of documents



TIMELINE  
APPROVAL

2

Align timeline with  
procurement



DELIVERABLE  
APPROVAL

3

Procurement review of  
deliverables



RFP  
PACKAGE

4

Create RFP package  
with Procurement

# Questions?



AC Transit & BART Service since 1997

**New Logo Look – Accessible Buses  
Service Review Advisory Committee (SRAC)  
Presentation  
February 7, 2023**

# Existing Logos



Logo - Black and White



Current Shuttles

## New Logo Identity



# Existing Vehicles with New Logo



# Concept #1 - Bus Mockup



# Concept #1- Van Mockup



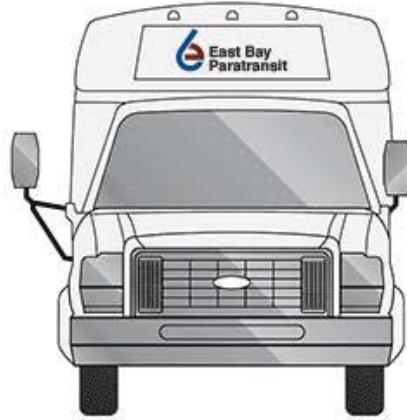
## Concept #2 - Bus Mockup



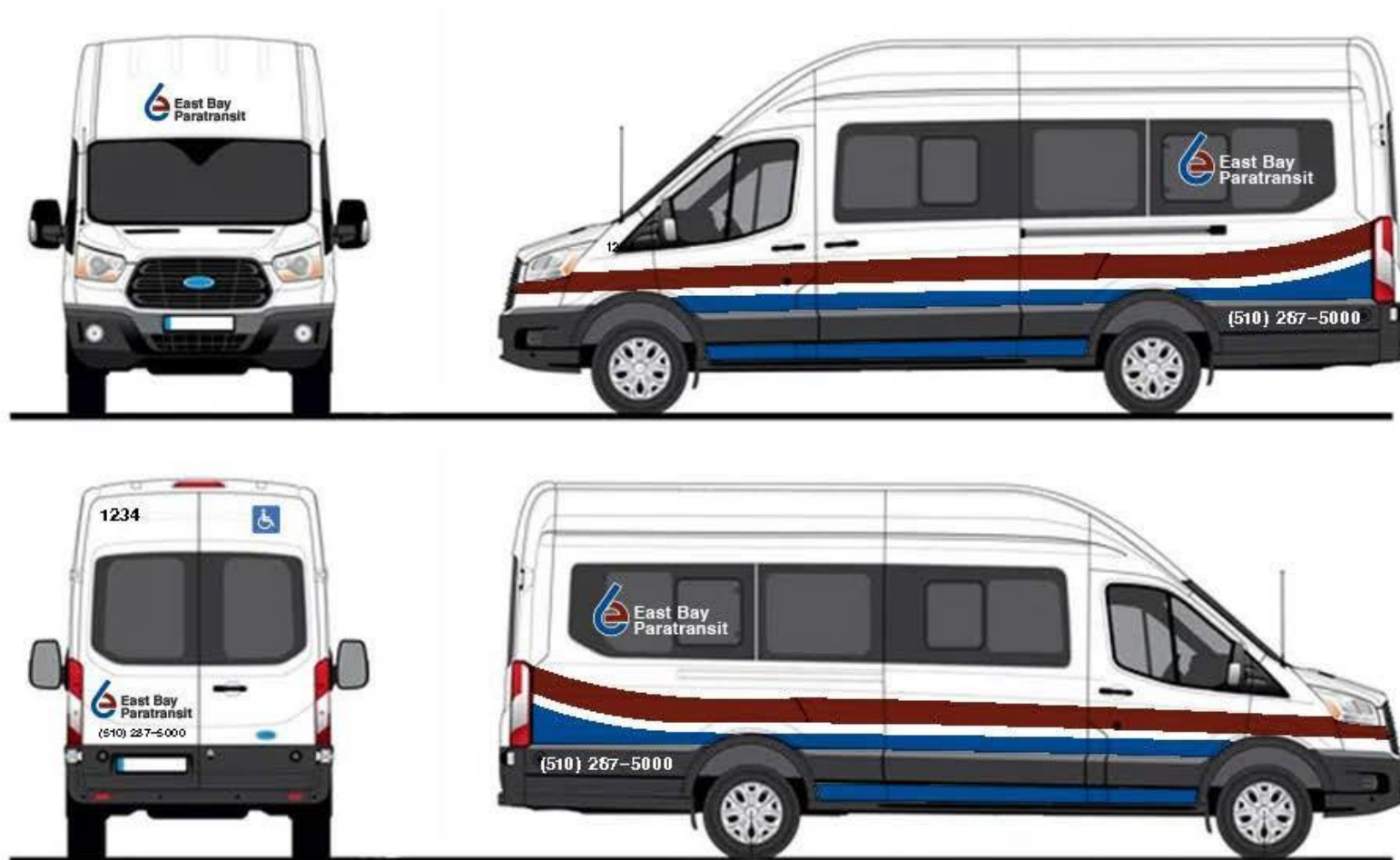
## Concept #2 - Van Mockup



# Concept #3 – Bus Mockup



# Concept #3 – Van Mockup



Thank you.  
Questions?

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## East Bay Paratransit

1750 Broadway  
Oakland, CA 94612

**From:** East Bay Paratransit Consortium (EBPC) Staff

**Subject:** Paratransit Funding Application to be submitted to the Alameda County Transportation Commission (ACTC) for FY 23/24 Measure BB

**Date:** Meeting of February 7, 2023

Enclosed is the draft of EBPC's response to the annual application for Measure BB funding questions. Measure BB is a sales tax measure that was passed in Alameda County and generates funds for transit services and programs. EBPC is required to submit an annual application to the Alameda County Transportation Commission (ACTC) in order to receive these dollars.

In the legislation that created the Measure, AC Transit and BART were awarded a percentage of the total estimated revenues generated that are to be used for ADA paratransit services.

Staff recommends the SRAC approve the FY 23/24 Measure BB Paratransit Funding Application and instruct staff to inform Alameda County Transmission of the SRAC Action. The final application will be made available upon request.

**A. Explain the impact of the COVID-19 pandemic on the FY 2022-23 and FY 2023-24 programs.**

The impact from the COVID-19 pandemic has continued to cause a decrease in ridership, leading to a decrease in fare revenue received. Ridership from July-December of 2022 was only 56% of ridership from July-December 2019. However, ridership in the last half of 2022 was 35% greater than the second half of 2021, so there is some improvement.

**3. If proposing any service or program changes in FY 2023-24 from the current year, FY 2022-23, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

EBPC will continue in FY23/24 to provide ADA-mandated service in compliance with Federal law. No changes to service delivery are proposed in FY23/24.

**4. Looking ahead, beyond FY 2023-24, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

EBPC staff and our paratransit Broker are discussing:

- Award a new Broker Contract (5 yr + 5 yr option)
- Procure new upgraded Scheduling Software and initiate 12-month period of testing and implementation.
- Work with Regional Center of the East Bay (RCEB) on cost sharing for the additional service and trips associated with their programs.
- Working with MTC to Incorporate EBPC fare tickets into the Clipper system