East Bay Paratransit
1750 Broadway

Oakland, CA 94612

East Bay Paratransit Access Committee (EBPAC) Meeting
12:30 pm to 2:30 pm
Tuesday, September 2, 2025

The East Bay Paratransit Access Committee (EBPAC) will be convening at its
Committee Room
1750 Broadway Oakland, CA 94612

Or

Hybrid

Virtual Meeting Information

Link:https://us02web.zoom.us/j/82951090036?pwd=LaUqaG9Q0e6hCjrmeZmCByVtzjB7re.1

Webinar ID: 829 5109 0036
Password: 000484

For Public Access Dial-in Information
Number: 1-669-900-6833
Webinar ID: 853 4480 9647
Password: 000484

EBPAC Members:

Warren Cushman	Yvonne Dunbar	Shawn Fong
Anthony Lewis	Sharon Montgomery	Michelle Rousey
Mary Seib	Letitia Tumaneng	Roland Wong

East Bay Paratransit
1750 Broadway

Oakland, CA 94612

	TOPIC	**TIME**
1.	Introduction of individuals present: • EBPAC Members/New Members • Agency Staff • East Bay Paratransit/Paratransit Coordinator Staff • Members of the Public	12:35 pm
2.	Zoom Meeting Introduction and Expectations	12:40 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 EBPAC 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 July 1, 2025 Minutes (Attachment 1)	1:00 pm
5.	Recommendation from the Nominating Committee: • Introduction of the recommended new member • Action to approve and seat the member recommended by the Nominating Committee.	1:05 pm
6.	RTC Clipper Access Card Issuance Report FY 24-25 by Lydia Elias (Attachment 2)	1:15 pm
7.	Alameda County Needs Assessment by Naomi Armenta (Attachment 3)	1:35 pm
8.	Broker's Report by Cyndi Lopez (Attachment 4)	1:50 pm
9.	Member Reports	2:10 pm
10.	Next EBPAC Meeting Tuesday, November 04, 2025	2:20 pm
11.	EBPAC Adjournment	2:30 pm

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

Please turn off your cell phones during the meeting.

VIRTUAL PUBLIC MEETINGS: The public can access the meeting via call-in or virtual options. The agenda for this remote meeting provides an opportunity for members of the public to directly address the committee in real time. No action shall be taken if a disruption prevents members of the public from offering public comments using either call-in or virtual options.

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 two (2) minutes.

PUBLIC PARTICIPATION IN VIRTUAL MEETINGS: To join by Zoom teleconference or video conference, click the link to join the webinar: https://us02web.zoom.us/j/85344809647?pwd=U0tGM3BvbHJlVnFvVFhTbmhUTTlaQT09

To listen in by phone, dial (669) 900-6833 and enter Webinar ID 853 4480 9647 when prompted.

If joined by call, to speak on an item, dial *9 (star nine) to "raise your hand" when the agenda item is called. If joined through Zoom, select "raise your hand" feature to indicate you wish to speak on an item.

When called to speak, the host will unmute you. You will be called by your name (if by Zoom) or the last four digits of your phone number (if call-in). Comment time is limited to two (2) minutes per speaker. If you choose not to speak, dial *9 (star nine) or click "lower your hand" in Zoom. The telephone number(s) are subject to change:

Ana Cisneros (EBP Paratransit Coordinator): (510) 902-5999

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 19th 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 accommodation to the EBPAC Coordinator, at 510-902-5999.

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

East Bay Paratransit
Access Committee (EBPAC)
Meeting Minutes from July 1, 2025

The meeting came to order at 12:30 pm.

1. Introduction of Members Present:

Anthony Lewis	Letitia Tumaneng	Mari Seib
Michelle Rousey	Roland Wong	Sharon Montgomery
Shawn Fong	Warren Cushman	Yvonne Dunbar

EBPAC Members Absent: 0

Staff:
Ryan Greene-Roesel, Accessible Services Manager – BART
Kevin McDonald, Manager of Access Programs - BART
Mallory Nestor-Brush, Accessible Services Manager – AC Transit
Kimberly Ridgeway, Accessible Services – AC Transit
Cynthia Lopez, General Manager – Broker/Transdev
Brandon Chan, IT Systems Admin – Broker/Transdev
Jasher Nowland, Quality Assurance Manager – Broker/Transdev
Lisa Cappellari, PCO – Consortium, Paratransit, Inc.
Alicia Garcia, PCO – Consortium, Paratransit, Inc.
Ana Cisneros, PCO – Consortium, Paratransit, Inc.

Guests:
Naomi Armenta – Nelson/Nygard
Diane Shaw – AC Transit Board of Directors
Michai Freeman – Centers for Independent Living
Mark Weinstein – AP3 Transportation
Coolidge Wallace – AP3 Transportation
Maria Henderson – AC Transit
Lucky Maxwell – Center for Independent Living
Janet Douglas – EBP Rider

2. **Zoom Meeting Introduction and Expectations**
   Alicia Garcia informed the participants that the meeting was being recorded and then proceeded to read the Zoom EBPAC meeting rules and expectations.

3. **Public Comments:**

   Naomi Armenta announced that Alameda CTC is strongly committed to transportation for older adults and people with disabilities throughout Alameda County. As part of this commitment, Alameda CTC is conducting a Paratransit Needs Assessment to understand these communities' current and future transportation needs and challenges. This year-long effort will update the 2017 Paratransit Needs Assessment, which will propose strategies and create actionable plans to make it easier to travel throughout Alameda County and address needs identified through the community engagement process.

   This assessment will also align with the development of Alameda CTC's 2026 Countywide Transportation Plan (CTP) update. By coordinating with the CTP efforts, the assessment can inform the overall CTP recommendations, ensuring the needs of older adults and people with disabilities are highlighted and identifying needs and recommendations that fit within broader, countywide planning efforts. The assessment is expected to conclude in early 2026.

   To learn more about the assessment and engagement opportunities, please complete the survey (linked below) and stay updated by visiting www.AccessAlameda.org/NeedsAssessment. The survey is available in English, Spanish, and Chinese. If you need help with other languages or formats, contact paratransit@alamedactc.org.

   Naomi Armenta also mentioned that the Alameda CTC is hosting an open house focused on the Paratransit Needs Assessment at the Joint Paratransit Advisory and Planning Committee (PAPCO) and Paratransit Technical Advisory Committee (ParaTAC) meeting. Please join us at 1:30 PM PT on July 28, 2025, in the Mary V. King Conference Room at Alameda CTC's offices at 1111 Broadway, Suite 800, Oakland, CA 94607. Reach out to paratransit@alamedactc.org for more information.

4. **Approval of EBPAC Minutes from May 6, 2025**

   Motion: Warren Cushman moved to approve the minutes. Mary Seib seconded the motion.

   Ayes – 8
   Nays – 0
   Abstentions –
   Absent – 1

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

   Cyndi Lopez updated the audience on activities related to the Broker's office. She reviewed data from January through April of the current fiscal year, 24-25, compared to the same period in the previous fiscal year.

   Cyndi stated that the East Bay Paratransit (EBP) service currently provides shared-ride public transportation within ¾ of a mile from a fixed-route AC Transit bus or BART station during regular service hours, offering a complementary service to fixed-route or rail transit.

   Cyndi provided staffing updates from the Broker's Office at 1750 Broadway. She announced that Jasher Nowland, former Call Center and Quality Assurance manager, accepted the position of Assistant General Manager. Jasher Nowland replaced William Gant, who left in April. Cyndi mentioned that she can't think of a more qualified person who truly cares about passengers and providing excellent customer service. She also recognizes the responsibilities involved in delivering ADA Paratransit services to the public, along with some of the challenges that come with it. This is my small way to say congratulations, Jasher.

   Cyndi said the Broker's offices are still reviewing candidates for the posted Customer Service Manager position. This role will help with the daily operations of our call center, support staff taking reservations, and handle customer service questions and concerns for East Bay Paratransit.

   The Brokers' Office continues to hold weekly classes for all new drivers, called the East Bay Paratransit class. These classes cover important details about

contracts, the range of service areas, disability sensitivity training, and service expectations. They also provide weekly customer service refresher training for drivers or staff who need assistance with difficult situations.

Service providers have started ordering and planning for much-anticipated bus replacements. We will inform you when we have a firm timeline for deploying new lift vans into revenue service. We expect the first new vehicles to enter the fleet in late fall and winter of 2025.

San Francisco Paratransit will implement a small fare increase for van-specific paratransit services starting July 1st, 2025. The new one-way trip fare will be $2.85, 10 cents higher.

Staff continues collaborating with the software vendor, Spare, to develop a new trip scheduling platform to replace the current system. They anticipate having a functional test environment within the next few months to begin trip testing, with a goal of launching the software in spring 2026. The local team at the Broker's Office regularly meets with Spare's software engineers to create a customized tool for their service.

FY 24-25, when comparing the months of January through April to the same period last year, shows total passengers increased by 8.3% and ADA passenger ridership increased by 3.4%.

There was a 14.1% decrease in companions riding and a 40.4% increase in PCA ridership.

Weekday ridership increased by 7.3%, while weekend and holiday ridership increased by 15.7%.

Cyndi Lopez provided an update on the script modifications and announcements made when customers call. These changes inform riders about shared ride services, helping them plan accordingly. While in the queue, riders are told that their ride might not be direct and could take as long as it would on a fixed-route transit bus or train, including transfers and wait times. The staff worked on updating this messaging for service-related reminders, and these updates were finalized and rolled out last month.

EBP experienced a decrease in rider-fault no-shows and cancellations by 36.1%, and cancellations and rescheduled or go-back-scheduled trips increased by 4.3%.

The call center supervisors, leads, and dispatch staff continually work to improve service efficiency. They do this by reviewing recorded calls and verifying GPS or AVL data in real time to pinpoint the exact location of buses when passengers call in. Additionally, they gather original booking call details before dispatching vehicles again. These efforts aim to keep the system operating as punctually as possible.

Revenue hours declined by 1.3%, passenger productivity rose by 9.8%, and trips per hour increased by 4.8%.

The average trip length decreased by 2.9%, and the average time spent in the vehicle decreased by 4.5%.

The on-time performance stayed steady, with a slight decline of 0.8%. When comparing the same months year over year, we averaged 95.1% on time for this period. We transported 13,449 more riders than last year and completed 4,911 more trips over these four months compared to the previous fiscal year.

Cyndi Lopez reported a 20.2% overall decrease in complaints, including drops in most categories such as timeliness, driver-related issues, and scheduled trip concerns. However, there was a slight increase in complaints about vehicles or other equipment, which is expected to decline as providers start replacing older vehicles with newer ones over the next 12 to 18 months. Overall, complaints per passenger revenue fell by 31.9%.

Commendations dropped by 13.1% this fiscal year, and the average wait time to book a reservation fell by 58.5%.

The average wait time in the queue for booking a ride dropped by 58.5%. She credits this improvement to changes in how customer service calls are handled, such as requests to cancel rides or questions about a ride's location. By tweaking how these calls are managed, free agents can now handle booking-related calls during busy times, helping to lower wait times.

Accidents during the first four months of this fiscal year increased by 16.6%, rising from 3.38 to 3.94 compared to the previous year. However, there was a 25.1% decrease in road calls or bus breakdowns. While waiting to make new

vehicle purchases, all service providers have been maintaining their fleets through large-scale upgrades and investments such as replacing engines and transmissions. Up to 30% have completed lift inspections over the past several months, ensuring the buses stay operational until new vehicles are purchased.

Broker and dispatch staff collaborate to reduce delays during service disruptions caused by mechanical issues. This usually involves rescheduling trips or freeing space so service providers can respond quickly to bus replacements in the field, ensuring drivers stay on schedule.

Regarding eligibility numbers, the total number of eligible active riders from January through April increased by 7.2% to 12,138 riders. Total determinations also rose by 20.2%.

Cyndi reported a significant increase in denials, which went from 7 to 13 during this period. She highlighted the importance of continuing to assist individuals with signing up for the OPT-in RTC card application during the interview assessment process. Additionally, the travel training program currently has about 39 registered participants. Cyndi mentioned that two individuals are close to starting the training. The program is available for those interested in navigating the fixed-route bus system and the BART line.

Two certification analysts are completing their travel training certification to offer these services. While individuals who sign up can still use paratransit, these additional options provide more transportation choices on days when specialized services might not be necessary.

In summary, East Bay Paratransit staff, including the broker and all service providers, are working to meet this year's increasing demand while minimizing declines in customer and rider experiences. They continue implementing initial and refresher training and make necessary adjustments for all team members. This process is expected to continue through the end of the fiscal year.

Lucky Maxwell, when was the last time the disability sensitivity training was updated for all the drivers?

Michelle Rousey mentioned that Warren Cushman and she recently completed the sensitivity training with Jasher Nowland.

Jasher Nowland thanked Warren and Michelle for their time on the program and mentioned that the disability sensitivity training is always open for reviews, adjustments, and modifications. There is a new driver training, and if any of our riders or members would like to participate in the sensitivity training, please come to our office and share your experiences with the drivers before they hit the road.

Warren Cushman expressed concerns about the PCA increase. Is the rise affecting the Paratransit service?

Jasher Nowland agreed with the increase in PCA travel, but no in-depth analysis has been conducted. Jasher suggests reviewing the applications to see how many of these, compared to last year, are adding PCA to their applications. Currently, the primary concern is vehicle capacity.

Roland Wong wondered about the Contactless payment app. When will phase 2 be available?

Mallory Nestor stated that the app will be updated with Spare Software. Phase 1 is scheduled for March and April 2026, while Phase 2 is expected to be available in 2027.

Shawn Fong inquired about the RTC Clipper card. Is there data available on it? Or can the topic be added to the agenda for the next EBPAC meeting?

Mallory Nestor, The Bay Area Partnership Accessibility Committee (BAPAC) reports on this topic each month. It can be added to the agenda and discussed at the next EBPAC meeting.

Michelle Rousey asked if East Bay Paratransit will increase their fares in July 2025?

Mallory Nestor announced that, effective July 1, 2025, the fare increase will apply only to the fixed routes. East Bay Paratransit will probably raise its fare prices next year. The committee will be presented with this information.

Lucky Maxwell voiced her concern about the rising number of people being denied Paratransit services. She inquired whether there is data on the denials, the process, and the reasons for being denied.

Shawn Fong expressed her appreciation to East Bay Paratransit and its staff for the noticeable decrease in customer service complaints, acknowledging

the positive impact of the staff's adjustments and improvements. She praised the team for their efforts overall. Shawn also thanked the East Bay certification staff for working together and their willingness to collaborate with our Tri-City staff as we coordinate and manage mobility services to ensure that every East Bay Paratransit applicant also meets with our Ride-On Tri-City staff. Additionally, she highlighted their work with people from Union City to get them approved for ADA Paratransit so they can opt into our Ride-On Tri-City Program.

Shawn Fong then asked about passenger trips and how many were regional transfer trips. She aimed to examine regional improvements for trip transfers and pilot the One Seat Ride Programs. Is there a report on these trips provided to Fremont, Newark, and Union City residents?

Mallory Nestor mentioned that the system can run a report on the city of origin for all trips. She also noted that Jon Canapary, who conducts the annual survey, reported last year's geographic breakdown for the four zones, and the report was fairly evenly distributed among the groups.

Michai Freeman submitted questions in the Q&A, which were read aloud for the record. Her questions were as follows: How are complaints collected? Are complaints and commendations forms on the Paratransit buses?

Jasher Nowland responded that all buses have comment cards. You can also email us on our website, call us, or leave a voicemail.

Shawn Fong also expressed her appreciation to the East Bay certification staff regarding the satellite office in Fremont. Thank you for collaborating and for your willingness to work with our staff as we coordinate and handle mobility management to ensure that every East Bay Paratransit applicant who comes also meets with our Ride-On Tri-City staff. Also, thank you for working with people from Union City to get them approved for ADA Paratransit so they can opt in for our Ride-On Tri-City Program. Considering that East Bay Paratransit works with Alameda County and Western Contra Costa County, I believe there's a need for better coordination and bridging of services, not just ADA, but city-based programs for all riders.

Michai Freeman submitted questions in the Q&A, which were read aloud for the record. Her questions were as follows: Asking for clarification, is the ADA service boundary set by the ADA or the AC Transit Board?

Mallory Nestor explained BART, and AC Transit established East Bay Paratransit to comply with the ADA regulations. Currently, the board is upholding the three-quarter-mile rule.

6. **Drivers of the Month for April, May, & June by Cynthia Lopez**

The Drivers of the Month Program for 2025 is a chance to identify and recognize excellence within our driver ranks. Candidates are nominated (and vetted) based on several criteria:
   - Accident/Incident Free
   - No valid complaints
   - Commendations
   - Good attendance
   - Skill level, communication, and cooperation with Broker Dispatch/Staff

The selected individuals received a Certificate of Recognition, a Driver of the Month lapel pin, and a $25.00 gift card.

The driver of the month for April 2025:
   - Coolidge Wallace – AP3 Transportation
The driver of the month for May 2025:
   - Jose Ochoa – MV Transportation (14-year EBP)
The driver of the month for June 2025:
   - Joe Bragdon – (17-year EBP)

Cynthia Lopez mentioned that Mr. Wallace has worked for EBP for several years. She also informed the East Bay Paratransit Committee that Mr. Wallace was honored as our April Driver of the Month. Cynthia Lopez shared this information with the EBPAC committee on April 15th, 2025. Mr. Coolidge Wallace, our service provider AP3 Transportation driver, met the WEST CAT bus driver in person to pick up our passenger, Ms. Jeanette Douglas, who was in the community room. Ms. Douglas was in the WEST CAT vehicle but was unconscious and unresponsive. After attempting to assist the other driver without success, Mr. Wallace performed CPR and chest compressions on Ms. Douglas while calling 911. Ms. Douglas was transported to a local hospital for immediate and ongoing treatment. A few days later, Cynthia called Ms.

Douglas to check on her. She was still in the hospital, but was on her way to a successful recovery. Ms. Douglas expressed her gratitude and appreciation to Mr. Wallace for his CPR and first aid training that helped save her life.

Cynthia Lopez thanks Mr. Coolidge Wallace on behalf of East Bay Paratransit, AC Transit, BART, AP3, and Ms. Douglas. We honor and appreciate you for taking the time, dedication, and courage to rely on your training when needed. Remember that what you do matters, and don't underestimate the impact of your everyday interactions on people's lives. Mr. Wallace, please accept this award as a small token of our appreciation. We value everything you do! Thank you so much.

Director Diane Shaw expressed her appreciation and thanked Mr. Wallace for his efforts.

7. **Members Report**
   Shawn Fong announced that the Tri-City Program, which serves Southern Alameda County, Fremont, Newark, and Union City, has launched its same-day wheelchair accessible service on July 2, 2025. It allows riders to pre-book or request an on-demand ride with a wait time of 30 to 45 minutes. In addition to our TNC Ride Program or Ride Hailing Services, we are excited to introduce subsidized rides outside the Tri-City area and longer trips into neighboring counties as part of the program.

   Shawn reported that it is a pilot project offering up to 4 subsidized rides outside the area, including Alameda County, Santa Clara County, San Mateo County, and San Francisco County, with a subsidized rate. The rider pays the first $8.00 of the trip; the program subsidizes up to $42.00 in TNC rides.
   The program is intentionally designed for riders who need to travel longer distances to healthcare facilities. Many riders are choosing TNC rides for these trips instead of regional transfer trips, and they are receiving better service. Shawn expressed happiness about all the new services available to the community.

8. **Regional Measures – Maria Henderson**

   Maria Henderson briefly updated SB63, the Connect Bay Area Act.

Maria announced on June 2nd that Bill SB63 was passed in the California Senate with a 28-10 vote. The bill is scheduled to go to the Assembly Transportation Committee on Monday, July 7th.

At their May 28th board meeting, the AC Transit Board of Directors expressed support and sought an amended position. Two documents will be sent out after the meeting: the updated presentation from MTC staff on SB63 and a letter from AC Transit to the chair of the Assembly Transportation Committee explaining our support and requesting amendment positions.

The County Transportation Authorities, ACTC, CCTA, and SFCTA, are developing a funding expenditure plan for the revenue measure. The deadline to submit the plan application is August 11th. San Mateo and Santa Clara Counties must also choose to participate in the bill for future revenue measures by August 11th.

At the last MTC Commission meeting held on Wednesday, June 25th, MTC staff presented their proposal for the transit transformation program's funding allocations under SB63. The proposal assumes a future five-county regional measure recommending the allocation of $45 million annually toward transit transformation efforts.
The proposal allocates $25 million for fare integration programs, such as Clipper start and free and reduced-cost transfers between transit agencies. $10 million is allocated for accessibility upgrades and $10 million for mapping, wayfinding, and transit priority projects.

Warren Cushman mentioned that the proposal's wayfinding aspect is underrepresented and poorly thought out. Warren wants to highlight a part that relates to accessibility in some way. Hoping more people with disabilities will review the wayfinding component of what SB63 includes.
 Warren also mentioned that the Alameda County Transportation Commission and other tax authorities, specifically ACTC, are engaged in ongoing discussions between ACTC and the executive director, the CEO of AC Transit. Warren asked if all ACTC staff are fully connected and to what extent staff members communicate with each other regarding AC Transit and ACTC.

Maria Henderson frequently corresponded with ACTC and CCTA. Our General Manager, Claudia Burgos, interim Executive Director of External Affairs,

Marketing Communications, is scheduled to meet with ACTC's executive director and deputy executive director on July 2nd.

9. **Next EBPAC Meeting**

      The next EBPAC meeting is on Tuesday, September 2, 2025

10.   **EBPAC Adjournment**

      The meeting adjourned at 1:43 pm

RTC Clipper Access Card Report FY24-25

RTC Clipper Access Program Activity Report FY24-25

Fiscal Year 2024-2025

This activity report contains two tables which illustrate the Regional Transit Connection (RTC) Clipper Access applications received during fiscal year 2024-2025, from July 1, 2024 through June 30, 2025. The report demonstrates that a majority of RTC applications were approved this past fiscal year. Additionally, the largest portion of application types continue to be from existing cardholders with renewal and replacement card applications combined making up nearly 60% of applications for the program.

Transit Agencies	Applications Received	
	Approved	**Denied**
AC Transit	2261	233
BART	1582	12
County Connection	400	9
TriDelta Transit	366	9
FAST	58	5
Golden Gate	233	3
LAVTA	107	13
Napa Valley Vine	15	1
Petaluma	9	4
SFMTA	3851	149
SamTrans	313	7
VTA	1833	84
Santa Rosa City Bus	148	5
Solano Call Center	44	0
Soltrans	201	12
Sonoma County Transit	24	35
SMART	44	2
TransSIGHT (Verifier-mail-in)	1714	174
Grand Total	**13203**	**757**
% of Total	**95%**	**5%**

Transit Agencies	Application Type							Grand Total	% of Total
	Basic	Medical	Renewal	Replacement	Attendant	Defective Card	FYI ONLY		
AC Transit	588	393	564	914	16	18	1	2494	18%
BART	207	417	352	482	35	101	0	1594	11%
County Connection	58	127	151	54	5	14	0	409	3%
TriDelta Transit	85	51	132	94	4	9	0	375	3%
FAST	32	10	15	6	0	0	0	63	0%
Golden Gate	32	54	47	86	5	12	0	236	2%
LAVTA	44	27	40	6	2	1	0	120	1%
Napa Valley Vine	5	6	4	1	0	0	0	16	0%
Petaluma	10	0	3	0	0	0	0	13	0%
SFMTA	457	1007	1190	1203	68	74	1	4000	29%
SamTrans	40	71	109	81	17	2	0	320	2%
VTA	272	518	360	527	36	204	0	1917	14%
Santa Rosa City Bus	30	40	35	39	2	7	0	153	1%
Solano Call Center	15	5	18	3	2	1	0	44	0%
Soltrans	56	28	64	47	1	17	0	213	2%
Sonoma County Transit	59	0	0	0	0	0	0	59	0%
SMART	20	13	12	1	0	0	0	46	0%
TransSIGHT (Verifier-mail-in)	84	68	964	316	370	86	0	1888	14%
Grand Total	2094	2835	4060	3860	563	546	2	13960	

| % of Total | 15% | 20% | 29% | 28% | 4% | 4% | 0% | | |

Data Source: Salesforce

RTC Clipper Access 3-Year Card Issuance Report (FY22-23 through FY24-25)

This bar graph focuses on New, Renewal and Replacement RTC cards issued in the past three fiscal years (FY22-23 through FY24-25). New is a combination of Basic and Medical applications which new applicants submit. The spike of renewal cards issued in FY23-24 is due to the DMV Disabled Placard renewal cycle that occurs every two years.

RTC Clipper Access Cards Issued FY22-23 through FY24-25
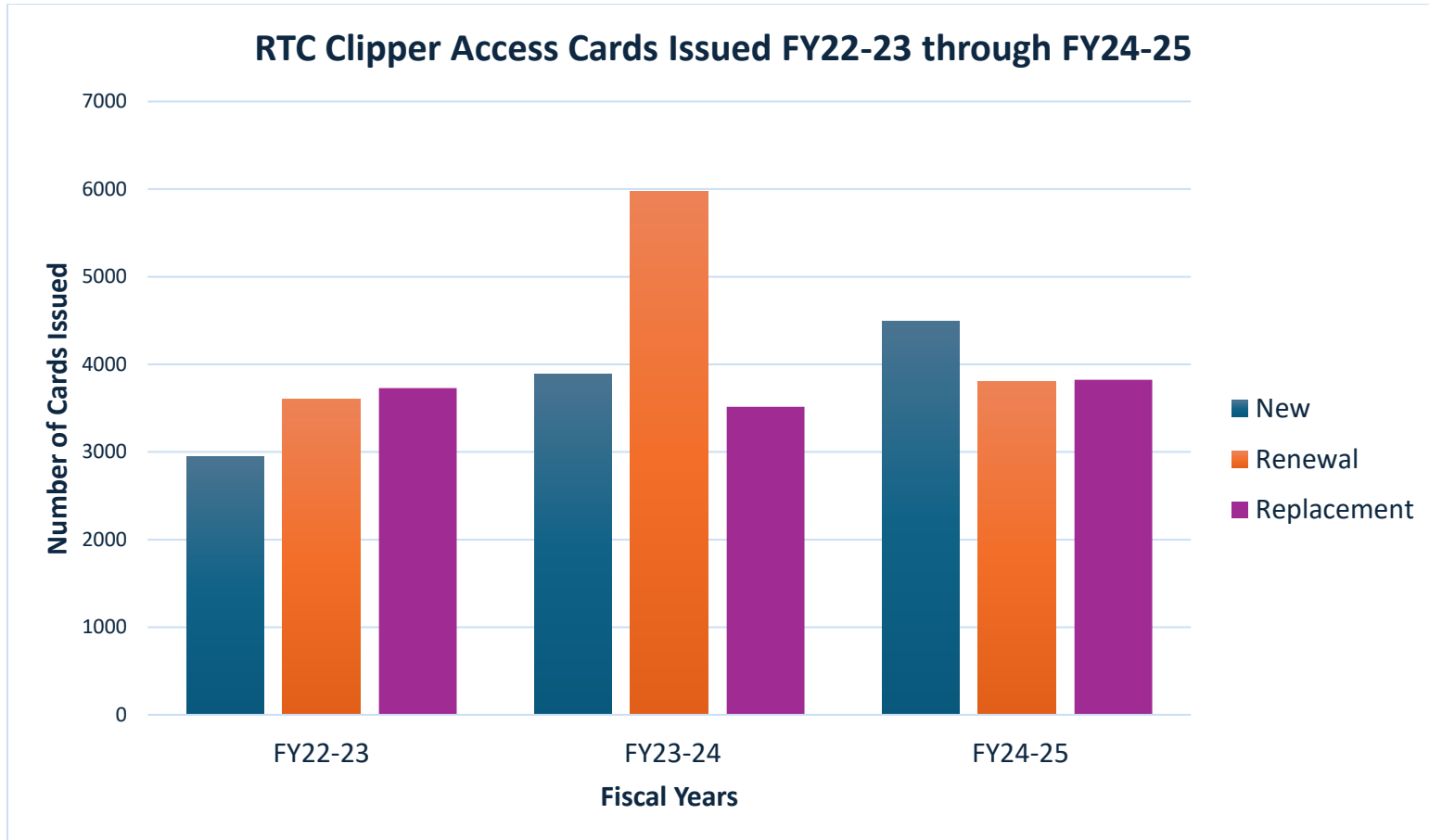
Data Source: Salesforce

RTC Clipper Access Card Issuance for ADA-Paratransit Eligibility Category Only

Fiscal Year 2024-2025 (FY24-25)

This table details the **new** RTC Clipper Access cards issued in FY24-25 (July 1, 2024 through June 30, 2025) that were under the ADA-Paratransit eligibility category only. Please note, the RTC Opt-In Form process was incorporated across agencies' paratransit application process in Spring 2024.

Agency where ADA Eligibility was Established	Eligibility Category: ADA-Paratransit	% of Total
County Connection (LINK Paratransit)	4	1%
East Bay Paratransit	247	55%
FAST (DART Paratransit)	4	1%
Golden Gate/Marin (Marin Access Paratransit)	1	0%
LAVTA (Wheels Dial-a-Ride Paratransit)	4	1%
Napa County Transit (VINE GO Paratransit)	1	0%
Petaluma Paratransit	4	1%
San Francisco Paratransit	20	4%
San Mateo County (Redi-Wheels and Redi-Coast Paratransit)	4	1%
Santa Clara County (VTA Access)	106	24%
Santa Rosa Paratransit	3	1%
Soltrans Paratransit	1	0%
Sonoma County Paratransit	26	6%
Tri Delta Transit Paratransit	18	4%
Union City Paratransit	1	0%
WestCAT Dial-a-Ride Paratransit	1	0%
TransSIGHT (Verifier-mail-in)	1	0%
Grand Total	**446**	

Data Source: Salesforce

MEMORANDUM

To: **East Bay Paratransit Access Committee**

From: **Nelson\Nygaard and Alameda CTC**

Date: September 2, 2025

Subject: **Alameda County Mobility Needs Assessment for Older People and People with Disabilities**

Recommendation

The East Bay Paratransit Access Committee (EBPAC) members will receive an update on the Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities. Committee members will have an opportunity to provide input at the meeting.

Summary

The Alameda County Transportation Commission (Alameda CTC) is initiating an Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities (Paratransit Needs Assessment) to identify the current and future needs of older adults and people with disabilities in Alameda County and create actionable plans to meet those needs. This is a key opportunity to evaluate changing needs and connect with Alameda County stakeholders to use their experiences to identify opportunities to build better and more accessible transportation networks.

Background

The Paratransit Needs Assessment will serve as an update to the 2017 Assessment of Mobility Needs of People with Disabilities and Seniors in Alameda County. Since 2017, the transportation landscape has changed drastically, with new travel patterns, innovative and dynamic services, and funding and operational constraints for providers.

Alameda CTC and regional transportation entities have also strengthened their commitment to equity, emphasizing transportation solutions for low-income residents and communities of color. An updated Paratransit Needs Assessment will provide an up-to-date understanding of the needs of older adults and people with disabilities that, in turn, will shape the future of Alameda CTC's countywide Paratransit program.

Furthermore, the Paratransit Needs Assessment aligns with the development of the 2026 Countywide Transportation Plan (CTP) update. By coordinating with the CTP efforts, the Paratransit Needs Assessment can inform the overall CTP recommendations, ensuring the

needs of older adults and people with disabilities are highlighted and also identify needs and recommendations that fit within broader, countywide planning efforts.

The Paratransit Needs Assessment tasks are outlined in the table below.

Task	Description
Task 1: Project Management	Ongoing project management
Task 2: Existing Conditions	Evaluation of existing conditions, including: ▪ Description and demographics of Alameda County. ▪ Description of existing transportation services and programs in Alameda County. ▪ Funding landscape. ▪ Infrastructure and pedestrian safety measures; capital investments. ▪ Technology accessibility. ▪ Overview of existing equity considerations. ▪ Overview of existing local, regional, state, and federal partnerships. ▪ Program data analysis.
Task 3: Peer Reviews of Relevant Programs	Review of four local programs and two national peers. ▪ Contra Costa Transportation Authority (Contra Costa County, CA) ▪ Solano Transportation Authority (Solano County, CA) ▪ San Francisco Municipal Transportation Agency and Metropolitan Transportation Commission (San Francisco County, CA) ▪ Transportation Authority of Marin County (Marin County, CA) ▪ Regional Transportation Authority (Cook County, IL) ▪ Rappahannock-Rapidan Regional Commission Regional Transportation Collaborative (Culpeper, Fauquier, Madison, Orange, and Rappahannock Counties, VA)
Task 4: Community Engagement	Development of a community engagement plan; community engagement events; summary of engagement and outcomes; and collection of feedback on priority recommendations
Task 5: Identification of Needs and Recommendations	Summary of findings from previous tasks and identification of strategies and solutions to meet the identified needs
Task 6: Identify Initial Implementation Processes	Development of detailed implementation plans for priority recommendations
Task 7: Complete Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities	Preparation of final report and presentations to ParaTAC, PAPCO, the Planning, Policy, and Legislation Committee (PPLC), and the Commission

Since March 2025, the Paratransit Team has been reviewing demographic data, program data, safety data, and program/partnership data. The team is currently drafting an existing conditions report. The presentation will provide key findings from existing conditions.

Community Engagement

The team has attended several community events throughout the summer. Throughout September, the team will continue to engage with older adults and people with disabilities at pop-up events throughout the region. These will be held at senior centers or other events if appropriate. The team has also put together a survey, which will close September 30, 2025. The team encourages EBPAC members to take the survey and share it with their networks. The survey is available here: https://www.surveymonkey.com/r/ZY5LTMX

Next Steps

The team will wrap up the existing conditions report and finalize the peer review this summer. The team will identify needs and draft the needs assessment report throughout fall and winter 2025. The draft plan is expected to be complete in early spring 2026.

Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities

East Bay Paratransit Access Committee| September 2, 2025
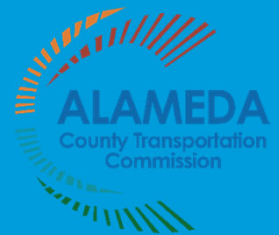
Agenda

- Paratransit Needs Assessment Overview

- Existing Conditions

- Committee Engagement

- Community Outreach

- Discussion

Paratransit Needs Assessment Overview

- The goal of the Alameda County Mobility Needs Assessment for Older Adults and People with Disabilities (Paratransit Needs Assessment) is to **identify the current and future needs** of older adults and people with disabilities in Alameda County and to create an actionable plan to meet those needs.

- This effort will **propose solutions and strategies** to make it easier to travel throughout Alameda County.

- This assessment will **update** the 2017 Needs Assessment.

- This assessment aligns with the 2026 updates to the **Countywide Transportation Plan (CTP)** and the **Countywide Active Transportation Plan (CATP)**.

Needs Assessment Components

- Look at **existing and future conditions** in Alameda County for where needs currently exist and where needs may develop, including transportation infrastructure and facilities to determine existing gaps and accessibility barriers.

- Review relevant local and national **peer programs** to understand best practices that Alameda CTC may consider implementing.

- Conduct **community engagement** to understand the lived experiences of those who utilize accessible transportation.

- Develop **recommendations for potential strategies** that can address the identified needs.

Existing Conditions

Transportation services are provided throughout Alameda County:

- Americans with Disabilities Act (ADA)-paratransit

- City programs

- Community-based/non-profit transportation

Alameda CTC Mobility Needs Assessment Existing Paratransit Services

Current paratransit service areas and city programs

East Bay Paratransit (AC Transit and BART)

Union City Paratransit (Union City program)

Wheels Dial-a-Ride (LAVTA)

LINK Paratransit (County Connection)

City programs (includes taxi and TNC programs, van and group trips, meal delivery, mobility management and training, and accessible shuttles)

0   5   10 Miles

Data Sources: MTC GTFS, Alameda County Open Data Portal

Existing Conditions (continued)

- Alameda County is **getting older** and transportation programs for older adults will need to meet increased demand.

- Older adults and people with disabilities primarily **live in the same areas where transportation service is concentrated.**

  ➢ Additionally, Alameda County's High Injury Network (HIN) overlaps with areas where older adults and people with disabilities are concentrated. **Safety improvements along the HIN will need to consider strategies to increase access and mobility for these communities.**

- The majority of older adults have **access to transportation** but may not use it or do not know how to use it.

Existing Conditions (continued)

- **Need to improve access to digital literacy and resources**
  - ➢ There is a need for more affordable internet access and technical training on digital devices for older adults.
  - ➢ Various assessments have found that older adults also struggle with digital mediums to book and pay for paratransit.

- **Funding Concerns**
  - ➢ The funding landscape is changing, and future funding may not adequately meet transit agencies and cities' costs to provide reliable and high-quality accessible transportation.
  - ➢ At the same time, many non-profits or community-based organizations who may be able to run volunteer driver programs, meal delivery, or other programs may be unaware of funding opportunities, such as 5310 funding through MTC.

Committee Engagement

Alameda CTC PAPCO and ParaTAC members provided input at their March 2025 meetings:

➤ Rising costs and **limited funding** may impact availability, affordability, variety, and quality of services provided.

➤ There are **barriers to reaching and communicating with limited English speakers** even with culturally competent outreach efforts.

➤ There is a need to better understand the **technological advances** of the transportation industry and the impact of the **digital divide** that was made clear during and post-COVID.
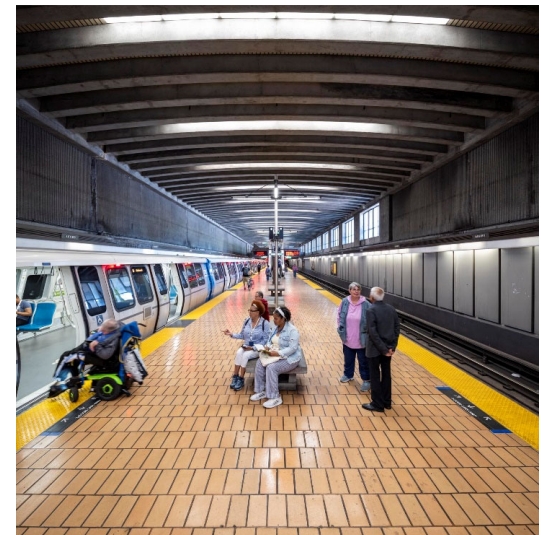
Committee Engagement (continued)

➢ Riders often don't know where to call across cities and counties to access services. A single point of initial interest and referral (like a mobility manager) seems necessary to **increase awareness of services and an understanding of how to use them**.

➢ There is limited availability and reliability for **on-demand wheelchair accessible vehicle (WAV) services**.

➢ More **data on specific transportation needs** for different populations is needed so providers can better understand longer term trends that will help them plan for demand in the future.

Community Outreach

Alameda CTC has begun conducting outreach to receive community input on needs and challenges with accessing paratransit in Alameda County. Events and meetings attended to date include:

Date	Event	Host Organization(s)
Mar 15, 2025	Transition Conference and Resource Fair	Alameda County and Contra Costa County Developmental Disabilities Councils
Jun 13, 2025	Annual Convention	United Seniors of Oakland and Alameda County (USOAC)
Jun 24, 2025	San Leandro Senior Resource Fair	City of San Leandro Human Services
Jul 18, 2025	Age Friendly Council Meeting	Alameda County Social Services Agency
Jul 25, 2025	ADA Anniversary Event (materials sharing)	Community Resources for Independent Living (CRIL)
Aug 7, 2025	Albany Senior Center Community Resource Expo	City of Albany Recreation and Community Services
Aug 9, 2025	Allen Temple Arms Baptist Annual Holistic Health Fair	Allen Temple Baptist Church

Community Outreach (continued)

Survey

- Alameda CTC started collecting survey responses on June 22nd. The survey will close at the end of September.

- Currently collected 50 responses (as of August 26th)
  - 142 in English
  - 2 in Chinese

What destinations are most difficult for you to get to? Check all that apply.
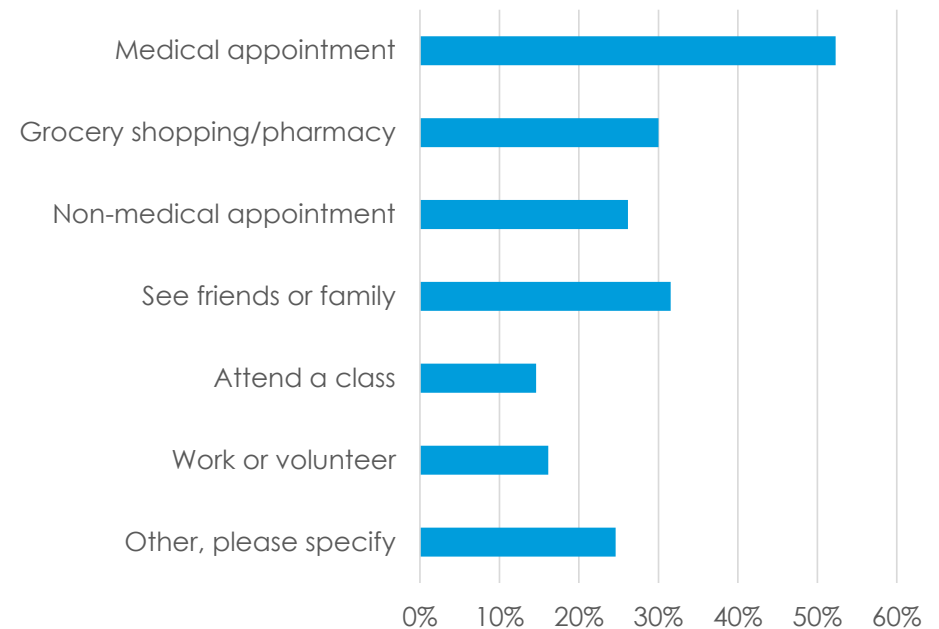
Community Outreach (continued)

Upcoming Events

- September

  - ➢ East Bay Paratransit Access Committee Meeting
  - ➢ AC Transit General Manager's Access Committee
  - ➢ Bayview Council for the Blind
  - ➢ Pop-ups in Pleasanton, Union City, Castro Valley, and other areas
  - ➢ USOAC Healthy Living Festival
  - ➢ Alameda County AAA Senior Information and Assistance Roundtable

- October

  - ➢ Fremont Wellness Expo

Community Outreach (continued)

- Please <u>fill out the survey</u> and share the survey with other stakeholders. The survey will be open through September 30th.

- Reach out if you're hosting an event or a meeting that you'd like us to attend or provide a presentation.

- Any questions, translation or format requests, or requests for survey assistance can be directed to paratransit@alamedactc.org.

WE WANT TO HEAR FROM YOU!

ALAMEDA County Transportation Commission

Take our survey to share feedback about your transportation needs and interests in Alameda County.

ALAMEDA County Transportation Commission

WE WANT TO HEAR FROM YOU!

Take our survey to share feedback about your transportation needs and interests in Alameda County.

Our Ask of You

- Take the survey

- Send out the survey link to your community

- Let us know about any upcoming events you'd like us to attend

ALAMEDA
County Transportation
Commission

Questions & Answers

Thank You

For more information, visit
www.AlamedaCTC.org
or contact paratransit@alamedactc.org

EAST BAY PARATRANSIT

Performance Report for the EBPAC

Systemwide

	FY 23/24	FY 24/25		Variance
Ridership Statistics	Jul'23-Jun'24	Jul'24-Jun'25		
Total Passengers	480,098	519,603		8.2%
ADA Passengers	424,954	442,435		4.1%
% Companions	1.0%	0.9%		-10.9%
% of Personal Care Assistants	11%	14%		32.9%
Average Passengers/ Weekday	1,641	1,761		7.3%
Average Pass/ Weekend & Holidays	603	671		11.2%
Scheduling Statistics				
% Rider Fault No Shows & Late Cancels	2.2%	1.3%		-39.5%
% of Cancellations	19.1%	19.1%		-0.1%
Go Backs/ Re-scheduled	5,777	5,921		2.5%
Effectiveness Indicators				
Revenue Hours	368,103	363,333		-1.3%
Passengers/Revenue Vehicle Hour	1.30	1.43		9.6%
ADA Passengers per RVHr.	1.15	1.22		5.5%
Average Trip Length (miles)	11.82	11.53		-2.5%
Average Ride Duration (minutes)	52.0	49.3		-5.2%
Total Cost	$55,815,224	$62,711,409		12.4%
Total Cost per Passenger	$116.26	$120.69		3.8%
Total Cost per ADA Passenger	$131.34	$141.74		7.9%
On Time Performance				
Percent on-time	96.4%	94.8%		-1.6%
Percent 1-20 minutes past window	3.06%	4.24%		38.2%
% of trips 21-59 minutes past window	0.52%	0.87%		66.7%
% of trips 60 minutes past window	0.03%	0.05%		93.5%
Customer Service				
Total Complaints	1,399	1,523		8.9%
Timeliness	322	347		7.8%
Driver Complaints	655	678		3.5%
Equipment / Vehicle	20	30		50.0%
Scheduling and Other Provider Complaints	93	107		15.1%
Broker Complaints	309	361		16.8%
Complaints per Revenue Passenger	0.4%	0.4%		-1.1%
Commendations	667	837		25.5%
Commendations per Revenue Passenger	0.2%	0.2%		14.0%
Avg. wait time in Queue for reservation (min)	1:43	1:25		-18.1%
Safety & Maintenance				
Total accidents per 100,000 revenue miles	3.60	3.27		-9.1%
Roadcalls per 100,000 total miles	2.85	2.82		-1.0%
Eligibility Statistics				
Total ADA Riders on Data Base	11,609	12,140		4.6%
Total Certification Determinations	1,007	1,402		39.2%
Initial Denials	24	33		37.5%
Denials Reversed	1	2		0.0%