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## **East Bay Paratransit**

1750 Broadway

Oakland, CA 94612

### **East Bay Paratransit Access Committee (EBPAC) Meeting**

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

**Tuesday, November 4, 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=LaUqaG9Q0e6hCjrmeZmCByVtziB7re.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  
Anthony Lewis  
Mary Seib  
Roland Wong

Yvonne Dunbar  
Sharon Montgomery  
Deborah Strych

Shawn Fong  
Michelle Rousey  
Letitia Tumaneng

## East Bay Paratransit

1750 Broadway

Oakland, CA 94612

|     | <b><u>TOPIC</u></b>                                                                                                                                                                                                                                                                                              | <b><u>TIME</u></b> |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1.  | Introduction of individuals present: <ul style="list-style-type: none"><li>• EBPAC Members/New Members</li><li>• Agency Staff</li><li>• East Bay Paratransit/Paratransit Coordinator Staff</li><li>• Members of the Public</li></ul>                                                                             | 12:35 pm           |
| 2.  | Zoom Meeting Introduction and Expectations                                                                                                                                                                                                                                                                       | 12:40 pm           |
| 3.  | Public Comments (this is an opportunity for public members 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 September 2, 2025, Minutes (Attachment 1)                                                                                                                                                                                                                                                            | 1:00 pm            |
| 5.  | EBP 2025 Customer Survey Results by Jon Canapary (Attachment 2)                                                                                                                                                                                                                                                  | 1:05 pm            |
| 6.  | Drivers of the Month by Jasher Nowland (Attachment 3 )                                                                                                                                                                                                                                                           | 1:30 pm            |
| 7.  | Broker's Report by Jasher Nowland                                                                                                                                                                                                                                                                                | 1:40 pm            |
| 8.  | Member Information Exchange, Goals and Priorities<br>by Michelle Rousey                                                                                                                                                                                                                                          | 2:00 pm            |
| 9.  | Member Reports                                                                                                                                                                                                                                                                                                   | 2:10 pm            |
| 10. | Next EBPAC Meeting Tuesday, January 6, 2026                                                                                                                                                                                                                                                                      | 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 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 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 September 2, 2025**

The meeting came to order at 12:30 pm.

**1. Introduction of Members Present:**

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

**EBPAC Members Absent: 2**

**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  
Lucky Maxwell – Center for Independent Living  
April Lewis – Rydetrans  
Sophia Constantine – Nelson/Nygard  
Lydia Elias – Bay Area Metro

**2. Zoom Meeting Introduction and Expectations**

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

### **3. Public Comments:**

**Michai Freeman** submitted questions in the Q&A, which were read aloud for the record. Her questions were: When will a Paratransit SUV accessible van with an in-floor ramp (the ramp deploys from under the van) be available for public use? She also wants to know how many SUV-accessible vans are in the EBP fleet.

**Lucky Maxwell** expressed her concerns about the EBP Eligibility Department, as it has been challenging to get in touch with that department, and asked if someone could get back to her via email.

### **4. Approval of EBPAC Minutes from July 1, 2025**

Motion: Anthony Lewis moved to approve the minutes. Warren Cushman seconded the motion.

Ayes – 7

Nays – 0

Abstentions – 0

Absent – 2

### **5. Recommendation from the Nominating Committee:**

Introduction of the recommended new member and take action to approve and seat the member recommended by the Nominating Committee.

The East Bay Paratransit Access Committee (EBPAC) Nominating Committee interviewed to fill a long-standing Zone 5 vacancy (Western Contra Costa County—El Cerrito, Richmond, San Pablo).

Under the new EBPAC structure, the Nominating Committee, which includes one AC Transit staff member, one BART staff member, and two EBPAC members, interviews and recommends applicants for membership to the

Service Review Committee (SRC). If the SRC approves, the applicant is then presented to the full EBPAC for seating.

On August 14, 2025, the Nominating Committee interviewed Deborah Strych and had the following, verbatim, remarks:

- Ms. Strych is an excellent choice. She will bring a new perspective to the committee.
- Ms. Strych has ambitious, powerful goals for herself, the community, and supporting EBPAC objectives. She seems very energetic and already has ideas for improvements.
- Ms. Strych has a solid understanding of paratransit. She maintains a positive outlook and offers constructive ideas for implementing changes. She provides valuable insight to the Committee, including the perspective of someone who is legally blind. She also appears willing and able to attend meetings and seems eager to be an active participant.
- Ms. Strych will support the EBPAC with her knowledge of paratransit services, new ideas, and passion for assisting others.

The Nominating Committee recommends that Deborah Strych serve on the EBPAC for the aforementioned reasons. We appreciate your consideration in approving the recommendation.

**Deborah Strych** introduced herself to all committee members and staff. She mentioned that she lives in El Cerrito, is legally blind, and is a retired healthcare worker from Contra Costa County. She uses public transit for regional trips and local East Bay Paratransit trips.

**Michelle Rousey** welcomed Deborah to the committee and asked the committee to approve the seat recommended by the nominating committee. Michelle requested a motion to approve.

### **Approval to approve the nominating committee's recommendation of Deborah Strych**

Motion: Warren Cushman moved to approve. Shawn Fong seconded the motion.

Ayes – 7  
Nays – 0

Abstentions – 0

Absent – 2

## **6. RTC Clipper Access Card Issuance Report from Fiscal Year 24- 25**

Lydia Elias presented a report on the Regional Transit Connection (RTC) Clipper Access Program Activity Report for FY24-25.

Regional Transit Connection (RTC) is the discounted Clipper Card for people with qualifying disabilities, also known as the RTC Clipper Access.

The activity report features two tables showing the Regional Transit Connection (RTC) Clipper Access applications received during FY 24/25. The report shows that about 95% of RTC applications were approved in the last fiscal year, with 5% denied. Additionally, most applications still come from existing cardholders, mainly for renewal and replacement cards.

The total number of applications received from all Transit Agencies in FY24/25 was 13,960. About 60% of these were renewals and replacements. The larger processing centers included AC Transit, BART, SFMTA, VTA, and Santa Clara County. Applications from the Eligibility Verifier TranSIGHT were also received; these are mail-in and account for approximately 14% of the total.

### **RTC Clipper Access 3-Year Card Issuance Report**

This graph displays the number of new, renewal, and replacement RTC cards issued over the past three fiscal years. The report covers new applications, such as basic and medical eligibility applications, renewals, and replacements. Over the last three fiscal years, from FY22-23 to FY24-25, most application counts range between 3,000 and 5,000 for each category. However, there was a spike in FY23-24, with 6,000 renewals due to the biennial renewal cycle for the DMV disabled placard.

The last table displays new RTC cards issued in FY24/25 under the ADA Paratransit Eligibility category. Paratransit was added as an eligibility option for the RTC program. We are collaborating with regional transit agencies to include an RTC opt-in form alongside the paratransit application process. The program was launched in Spring 2024. The goal is to create a single point of service for customers or riders who want to obtain an RTC card when using

fixed-route services. East Bay Paratransit has processed about 55% of these applications, while Santa Clara County – VTA Access has processed 24%.

**Mallory Nestor** appreciated Lydia Elias' presentation and gave a thumbs up to the East Bay Paratransit staff. The certification analysts have done a great job. It aligns with the start of our new travel training program. Riders who opt in automatically receive the RTC discount card. This also encourages them to use fixed routes at a lower cost instead of East Bay Paratransit for trips they can't take. Mallory thanked Cindy, her staff, Jasher, Patricio, and the certification analysts for their phenomenal work.

**Warren Cushman** discussed the travel training program and wanted to remind everyone that travel training isn't limited to East Bay Paratransit. Warren asked Lydia whether someone obtaining an RTC card will have access to Clipper 2.0 and whether they will also have access, or when they might expect to gain access through Clipper.

**Lydia Elias** responded the RTC card is a Clipper card, so it will work with the next-generation Clipper system, or Clipper 2.0. For example, if someone gets an RTC card or has had one before, they can keep using it until the new system launches. Lydia mentioned that for paratransit the Clipper card project is currently in development. It will be rolled out in phases across the region. There is no fixed date for the overall launch of the next-generation Clipper system. A pilot agency, SFMTA and SF Paratransit, are working with Trapeze, their paratransit software vendor. The goal is to deploy it region-wide. However, there is no specific date for when Clipper will be on paratransit, but progress is being made.

**Michelle Rousey** commented, "Wouldn't it be easier to add money to a credit card instead of many different cards?"

**Mallory Nestor** East Bay Paratransit has a contactless payment app, and Clipper 2 will be an option within that system. You can pay with a Clipper card or use the contactless payment app or Clipper once it launches. The system will accept either method, both will be accessible through our existing contactless payment platform.

## **7. Alameda County Needs Assessment**

Naomi Armenta and Sophia Constantine from Nelson/Nygaard and Alameda CTC presented on the Alameda County Needs Assessment for older adults and people with disabilities.

The Alameda County Transportation Commission is beginning an Alameda County Mobility Needs Assessment for older adults and people with disabilities (Paratransit Needs Assessment). The project aims to identify the current and future needs of these groups in Alameda County and develop practical plans to address those needs. We will propose solutions and strategies to enhance transportation throughout Alameda County.

The Paratransit Needs Assessment will update the 2017 Evaluation of Mobility Needs for People with Disabilities and Seniors in Alameda County. Since 2017, the transportation landscape has changed significantly, with new travel patterns, innovative and dynamic services, and funding and operational challenges for providers. Alameda CTC and regional transportation agencies have also increased their focus on equity, prioritizing transportation solutions for low-income residents and communities of color. An updated Paratransit Needs Assessment will provide current insights into the needs of older adults and people with disabilities, helping to shape the future of Alameda CTC's countywide Paratransit program.

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 a current understanding of the needs of older adults and people with disabilities, guiding the future of Alameda CTC's countywide Paratransit program. Since March 2025, the Paratransit Team has been reviewing demographic, program, safety, and partnership data. The team is currently preparing an existing conditions report. The presentation will highlight key findings from this report.

Furthermore, the Paratransit Needs Assessment supports the development of the 2026 Countywide Transportation Plan (CTP) update. By aligning with the CTP efforts, the assessment can inform the overall CTP recommendations, ensuring that the needs of older adults and people with disabilities are prioritized and that needs and suggestions fit within broader, countywide planning initiatives.

The team has participated in several community events throughout the summer. In September, the team will continue engaging with older adults and people with disabilities at pop-up events across the region. These will be held at senior centers or other suitable locations.

The tasks for the Paratransit Needs Assessment are outlined as follows:

- **Task 1: Project Management**
  - Ongoing project management
- **Task 2: Existing Conditions**
  - 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

To conclude the presentation, Sophia Constantine reminded everyone that the survey will close on September 30, 2025. She encourages EBPAC members to participate in the survey and share their results with the community.

The survey is available here: <https://www.surveymonkey.com/r/ZY5LTMX>.

**Warren Cushman** mentioned that several services form a transportation patchwork in Alameda County. He believes the biggest challenge is coordination—how these different services connect, feed off each other, and complement one another—especially in an area with many different modes. Funding remains a major issue, and internal operations of the systems are also significant concerns. While there are many other issues, coordination is the top priority. He wonders how they manage to keep track of everything. It's quite a challenge, considering all the different services—nonprofits, cities, East Bay Paratransit, and not to mention fixed routes. How do all those pieces come together?

**Sophia Constantine** noted that many services, both nonprofit and community-based, require better understanding. The needs assessment helps identify and clarify which services are available—possibly those not listed on Access Alameda or similar platforms. We should start considering strategies Alameda CTC can adopt or ways to improve coordination. Some of this responsibility also falls on the Alameda CTC paratransit program, led by Naomi and other colleagues, to implement these strategies. We have been

working on mapping out where all these services are, what they offer, who provides them, and how the current coordination functions.

**Mallory Nestor** thanked Naomi and Sophia. She believes this will also align with MTC's process for nominating mobility managers in each county who can manage the results. The mobility manager's role is to identify available resources and determine the best way to coordinate them.

**Anthony Lewis** mentioned that the Alameda County TNC program, the rideshare service we use, and the bus passes residents receive have been very successful. He believes several hundred passes are available on AC Transit in Alameda County. The problem with the ride-sharing program is that residents in Alameda are limited to three round-trip rides per month, with no service on weekends. The available services only run between 8:15 a.m. and 5 p.m. Anthony asked if the city could use this survey to assess how underserved residents are compared to places like San Leandro and Hayward, where services appear much more comprehensive. How are they providing such services while we're restricted to three monthly rides and no weekend options? Could this help the city consider allocating funds to expand transportation options for Alameda residents?

**Naomi Armenta** explained that the survey is not meant to reach such a detailed level. However, Tony, the program plan review process you participate in as a PAPCO member in the spring will let you review all city programs, along with our applications and documentation, including policies. Naomi again reminded everyone to complete the survey or email comments for the record.

**Michell Rousey** noted that cuts along our fixed routes have been observed. Now, as she experiences some effects of the cuts that began on July 1st, she expects to hear more consumer feedback about how these service reductions are impacting paratransit and fixed routes.

## **8. Drivers of the Month Program 2025 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 July 2025:**

- Adrian Cervantes – Transdev (9-years EBP)

**The driver of the month for August 2025:**

- Maria Vasquez – MV Transportation (7-year EBP)

**The driver of the month for September 2025:**

- Koo Kim – Transdev (8-year EBP)

## **9. Brokers Report by Cynthia Lopez**

**Cyndi Lopez** updated the audience on activities related to the Broker's office. She reviewed data from July 1<sup>st</sup> through June 30<sup>th</sup> for the year 24/25 compared to the same period of the previous fiscal year, 23/24.

Cyndi stated that the East Bay Paratransit (EBP) service currently offers shared-ride public transportation within  $\frac{3}{4}$  of a mile of a fixed-route AC Transit bus or BART station during regular service hours, providing 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, a former Call Center and Quality Assurance manager, has accepted the position of Assistant General Manager. In August, Francisco Acosta was welcomed as the new customer service department manager. Francisco has spent the past few weeks familiarizing himself with East Bay Paratransit, its team members, and all related matters. He is preparing to support the customer service team in achieving its goals and objectives for the call center.

The Brokers' Office continues to hold weekly classes for all new drivers, known as the East Bay Paratransit class. These classes cover important topics such as contracts, service area coverage, disability sensitivity training, and service expectations. They also provide weekly customer service refresher

courses for drivers or staff who need assistance with handling difficult situations.

We recently increased our hiring of bilingual agents in Spanish and Chinese to meet the rising demand for communication in these languages. You can still call when our bilingual agents are unavailable. Our regular agents are trained to use a third-party translation service, Language Link, to assist with trip booking needs.

Service providers have started ordering and planning for highly anticipated bus replacements. We will notify you once we have a confirmed schedule for deploying new lift vans into revenue service. We expect the first new vehicles to join the fleet in late fall or winter 2025.

Staff continues collaborating with Spare, the software vendor, to develop a new trip scheduling platform to replace the current system. They expect to have a functional test environment within the next few months to start trip testing and launch 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.

The team and both agencies, AC Transit and BART, have recently started attending a Spare symposium with other agencies already using the software to understand any planned and unplanned issues they encounter after rollout and their concerns. We also listen to how they handle those concerns or resolve problems. We're trying to apply these situations to our service to minimize the impact on our system when we make the switch.

The Broker's office recently sent letters to some individuals who might be affected by the upcoming AC Transit route change. It is actively exploring and including alternative transportation options that people can use when East Bay Paratransit is unavailable, whether due to time of day or location.

The data for FY 24-25 show that total passengers increased by 8.3% compared to the previous fiscal year, and ADA passenger ridership increased by 4.1% overall.

There was a 10.9% decrease in companions' riding and a 32.9% increase in PCA ridership.

Weekday ridership increased by 7.3%, while weekend and holiday ridership increased by 11.2%.

Cyndi Lopez revised the script updates and announcements given when customers call. These updates inform riders about shared ride services, helping them plan ahead. 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 39.1% decrease in rider-fault no-shows and cancellations, and cancellations and rescheduled 19.%, go-back-scheduled trips increased by 2.5%.

The call center supervisors, leads, and dispatch staff continuously work to improve service efficiency. They do this by reviewing recorded calls and verifying GPS or AVL data in real time to find 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 running as on time as possible.

Revenue hours slightly declined this fiscal year by 1.3%, passenger productivity increased by 9.8%, and trips per hour increased by 5.5%.

The average trip length dropped by 2.5%, and the average time in the vehicle declined by 5.2%.

On-time performance remained steady, with a slight decline of 1.6%. Over the fiscal year, we averaged 94.1% on time.

Cyndi Lopez reported an 8.9% increase in complaints about vehicles or other equipment, which is expected to decrease as providers start replacing older vehicles with newer ones over the next 12 to 18 months. Overall, complaints per passenger revenue fell by 18.1%.

During the past fiscal year, accidents decreased by 9.1%, and road calls or bus breakdowns dropped by 1.1%. While waiting for new vehicle purchases, all service providers have been maintaining their fleets through extensive upgrades and investments, such as replacing engines and transmissions. All

service providers have completed lift inspections over the past several months, ensuring the buses stay operational until new vehicles are acquired.

Broker and dispatch staff collaborate to reduce delays during service interruptions caused by mechanical issues. This usually involves rescheduling trips or freeing up 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 in fiscal year 24/25 increased by 4.6% to 12,140 riders, and total determinations also rose by 39.2%.

Cyndi reported that the certification department continues 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 four 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 needed.

In summary, East Bay Paratransit staff, including the broker and all service providers, are working to meet this year's increasing demand while reducing declines in customer and rider experiences. They continue to implement 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.

**Anthony Lewis** questioned how ridership could increase while revenue hours decline. What's happening?

**Cyndi responded,** 'Yes, that's correct.' Ridership has increased in both trips and the number of people riding the bus, but the revenue hours—the total hours we spend on the road—have not gone up. We addressed this by taking several steps, including regrouping with the adult day programs and consolidating riders going to the same destination. We also maximized the

use of subscription and standing order trips where possible and reallocated some of the drivers' lunch breaks, as well as route start and end points.

**Director Shaw** thanked Cyndi and the team for the excellent job handling no-shows and hours with no increased revenue. She believes services will improve once the new vehicles are on the road and the new software, 'Spare,' is expected to arrive in 2026. Director Shaw has high expectations and hopes these improvements will boost service for all riders. She also asked if ridership is tracked by parts of the county, such as North County, Center County, South County, or by city, or through any other method.

Cyndi thanked Director Shaw and said that she takes no credit. "Most of the call center and dispatch improvements relate to service quality and are due to Jasher's work with our staff." Our team collaborates closely, frequently coordinating and checking in to ensure that changes are heading in the right direction; if not, we look for other solutions.

**Anthony Lewis** asked, "When taxis pick us up, does the taxi company have the riders' information?" He had a driver who was surprised he had a dog, as that information was not reflected on the taxi driver's manifest.

Cyndi responded, "Yes, it is. All the information gets sent to the taxi provider. If I may ask, did that person arrive in a sedan? If yes, that taxi company is not currently in our software system, and often, the complete information isn't fully transmitted to the company. EBP is working on reducing the use of taxis and hopes to serve everyone with an EBP bus or van."

**Shawn Fong** also highly praises East Bay Paratransit for increasing the number of passengers transported last fiscal year compared to the previous year, while maintaining good service quality. Reflecting Director Shaw's comments and previous requests to analyze, they suggest breaking down some of the ride data by different county areas. Shawn believes this is especially relevant as we consider the county-wide needs assessment that the Alameda County Transportation Commission is conducting. I am interested and willing to support some research. Shawn offered to volunteer their local Ride On Tri-City program to explore the differences between services, especially those fully enrolled with East Bay Paratransit, to understand the advantages, disadvantages, and rider experiences. This could provide a snapshot of how we might improve coordination and manage demand more effectively.

**Mallory Nestor** wanted the committee to know that the Annual Customer Satisfaction Survey has been completed and will be presented to the AC Transit Board of Directors in October, followed by the EBPAC at the November meeting. The survey is broken down by geography and zone.

**Michelle Rousey** asked when the survey was conducted and whether it was done before or after the realignment.

**Mallory Nestor** replied that the survey was conducted in May 2025, and the realignment occurred in August.

**10. Members Report**

None

**11. Next EBPAC Meeting**

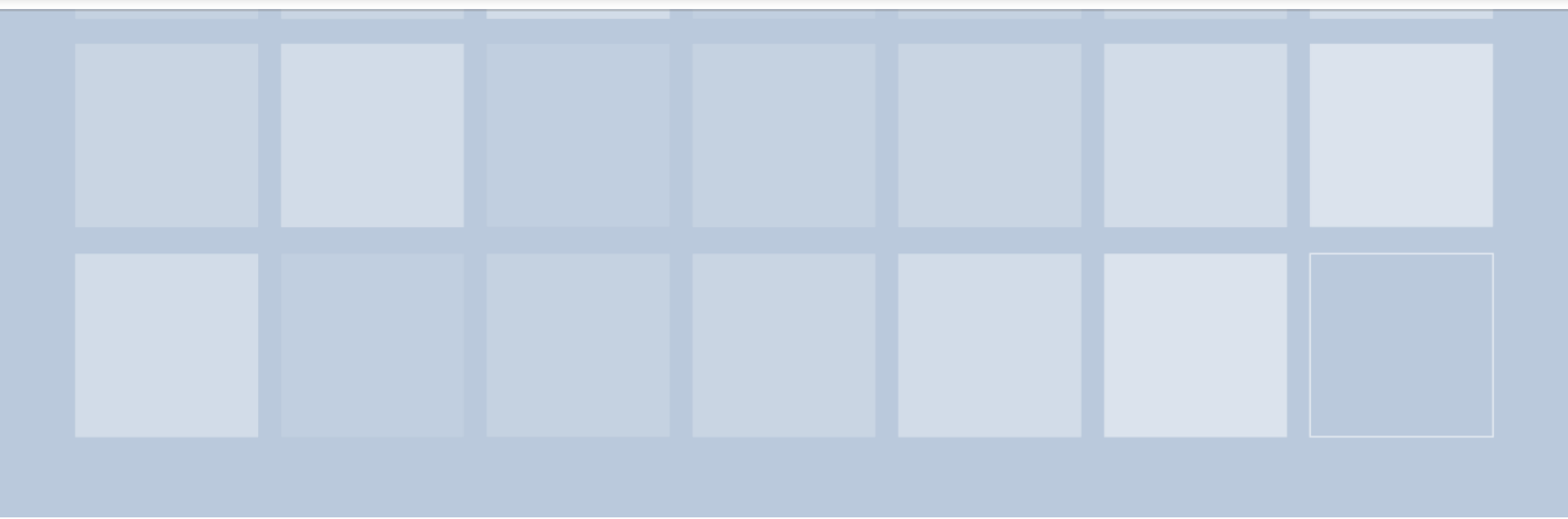
The next EBPAC meeting is on Tuesday, November 4, 2025

**12. EBPAC Adjournment**

The meeting adjourned at 2:10 pm



# East Bay Paratransit 2025 Customer Survey Results



# Survey Overview

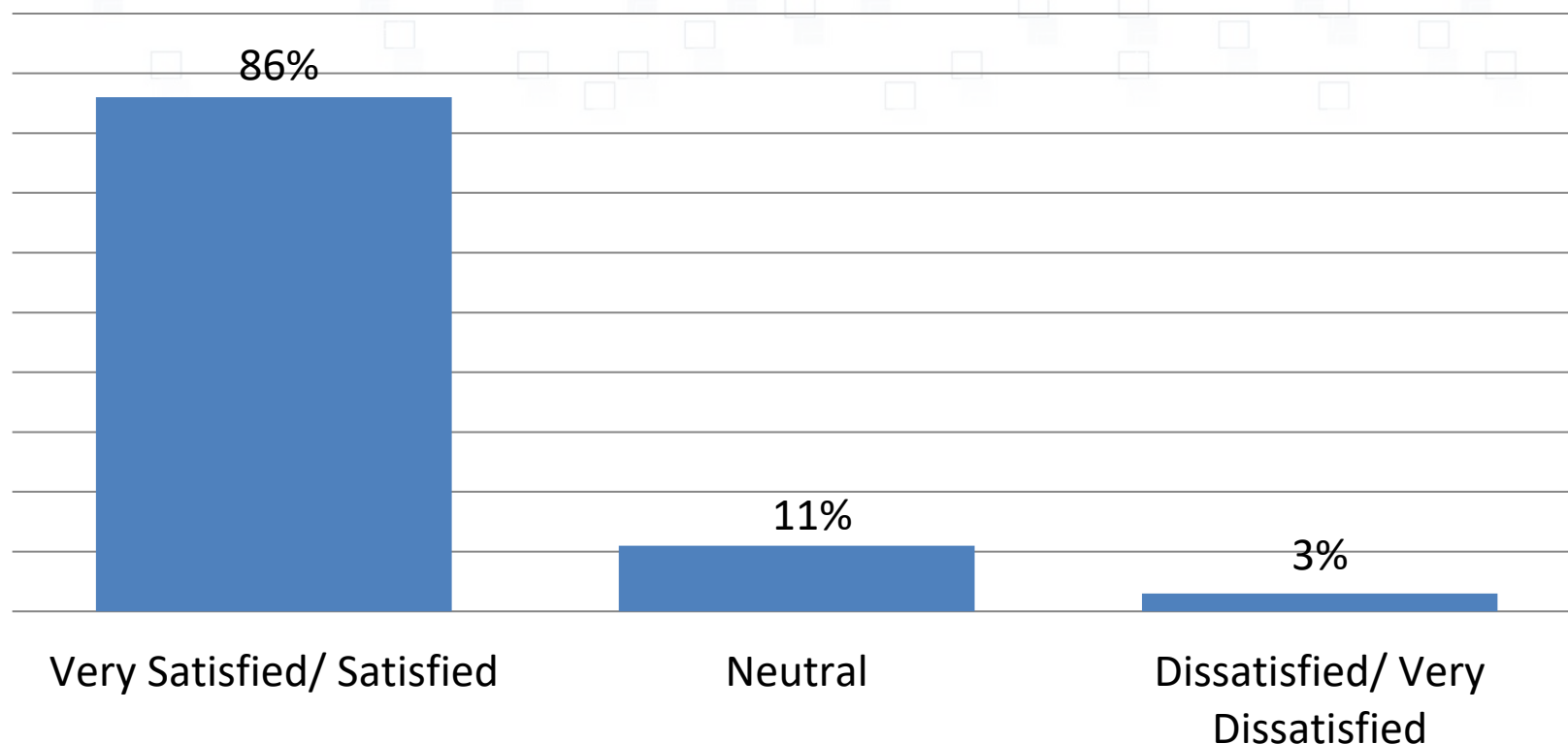
- Customer satisfaction survey
- Conducted annually
- Tracking questions to measure improvements and declines over time
- Dates of fieldwork: May to June 2025
- Sample size: 457
- Conducted by Corey, Canapary & Galanis Research in San Francisco

# Survey Methodology

- Telephone survey
- Conducted by professional interviewers
- Random selection of riders
- Riders asked about their most recent trip
- Efforts to be inclusive
  - Attendant assisted interviews
  - Interview family members, if needed

# Overall Satisfaction

Thinking about your experience with East Bay Paratransit during the last year, which of the following comes closest to describing your rating of the services provided to you?



# Overall Satisfaction Comparison

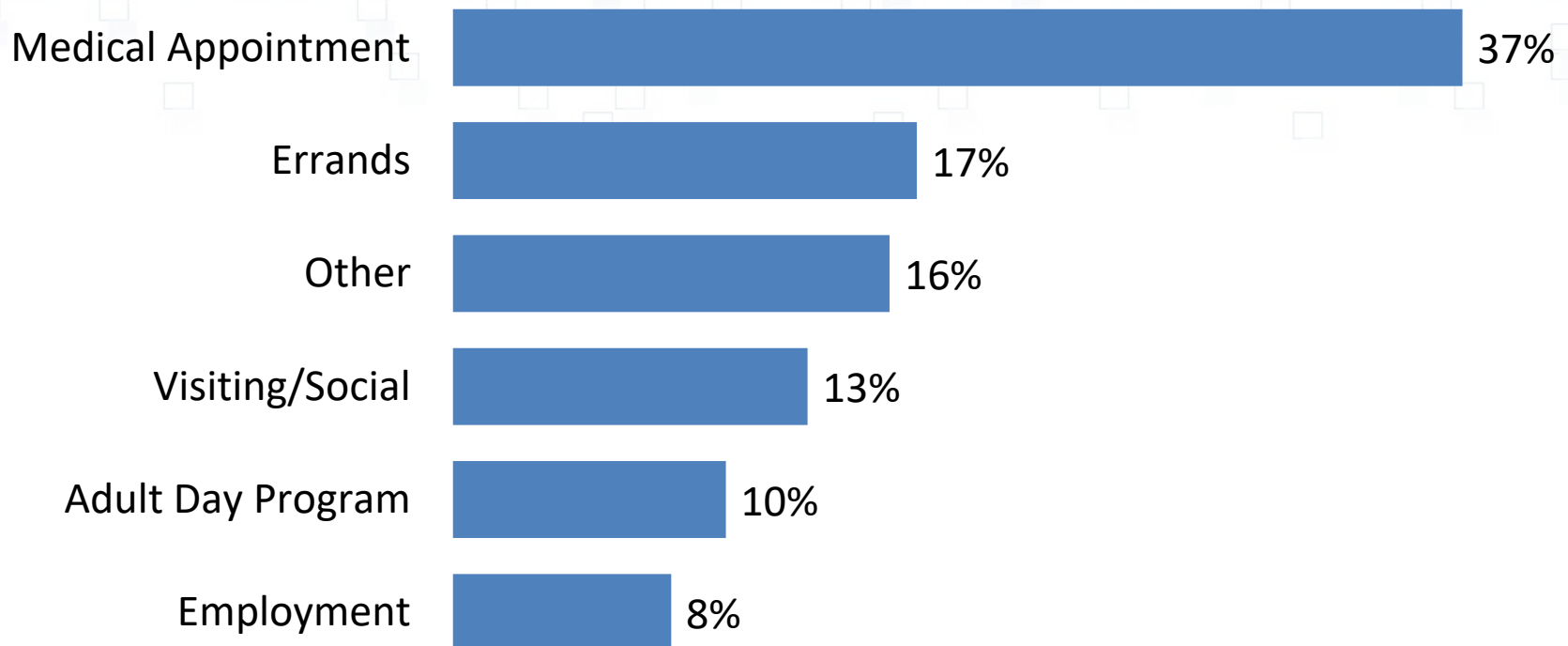
|                   | 2025 | 2024 | 2023 | 2022 |
|-------------------|------|------|------|------|
| Very Satisfied    | 42%  | 44%  | 35%  | 39%  |
| Satisfied         | 44%  | 42%  | 44%  | 43%  |
| Dissatisfied      | 2%   | 2%   | 3%   | 5%   |
| Very Dissatisfied | 1%   | 1%   | 2%   | 1%   |
| Neutral           | 11%  | 11%  | 13%  | 12%  |

86% 

3% 

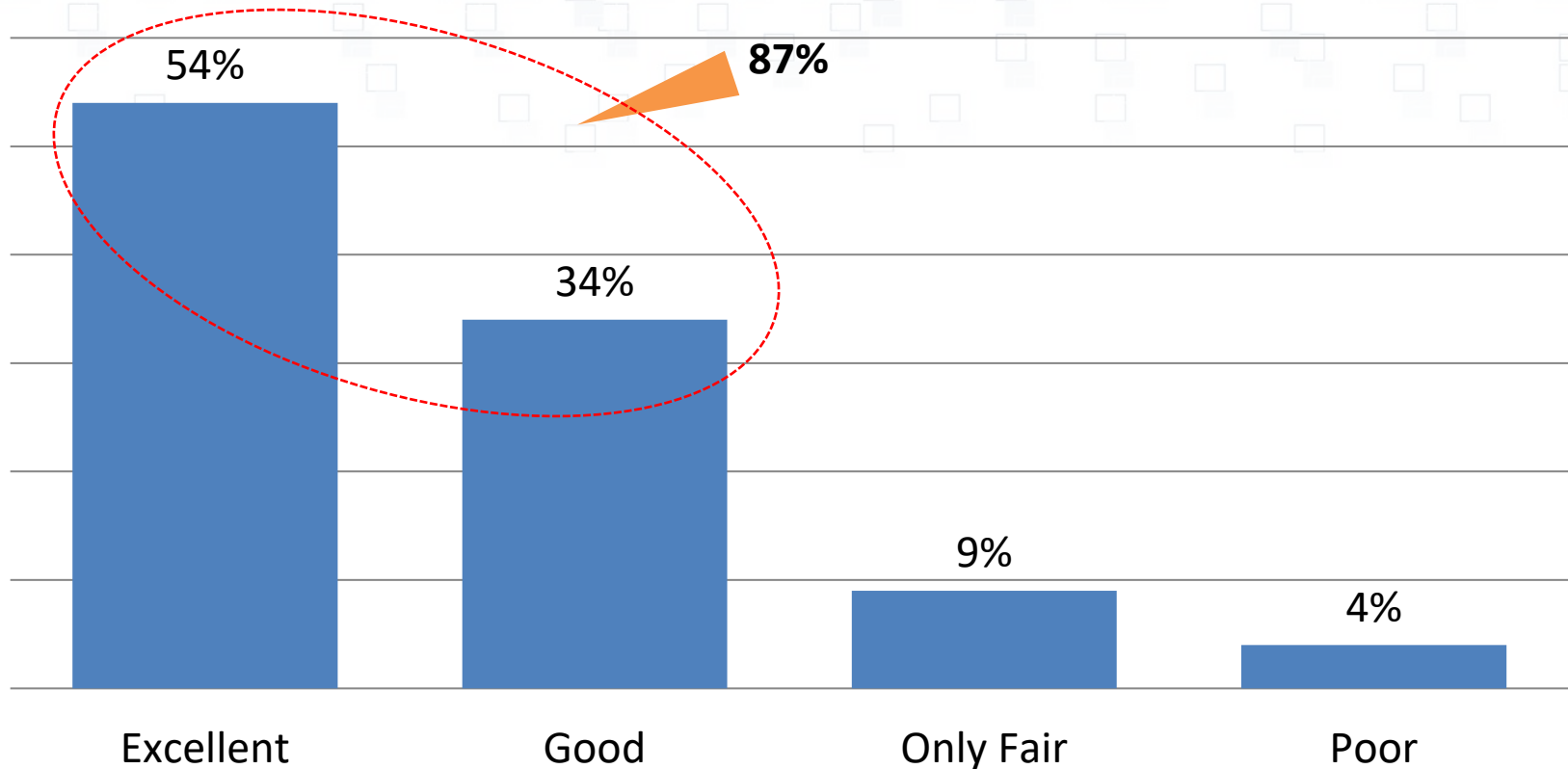
# Trip Purpose

What was the main purpose of this trip ?



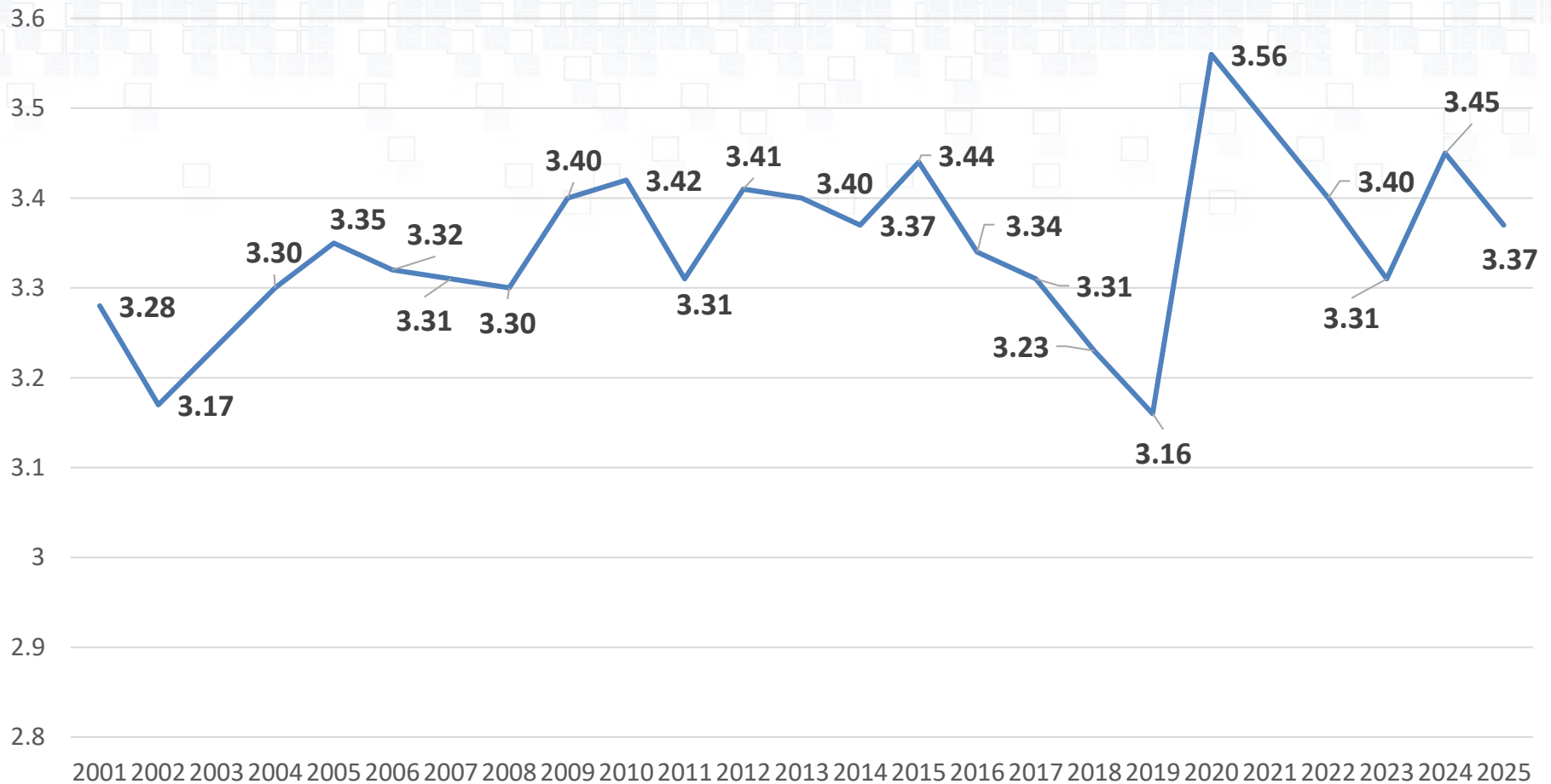
# Surveyed Trip Satisfaction

Overall, would you say the quality of service on this surveyed trip was Excellent, Good, Only Fair, or Poor?

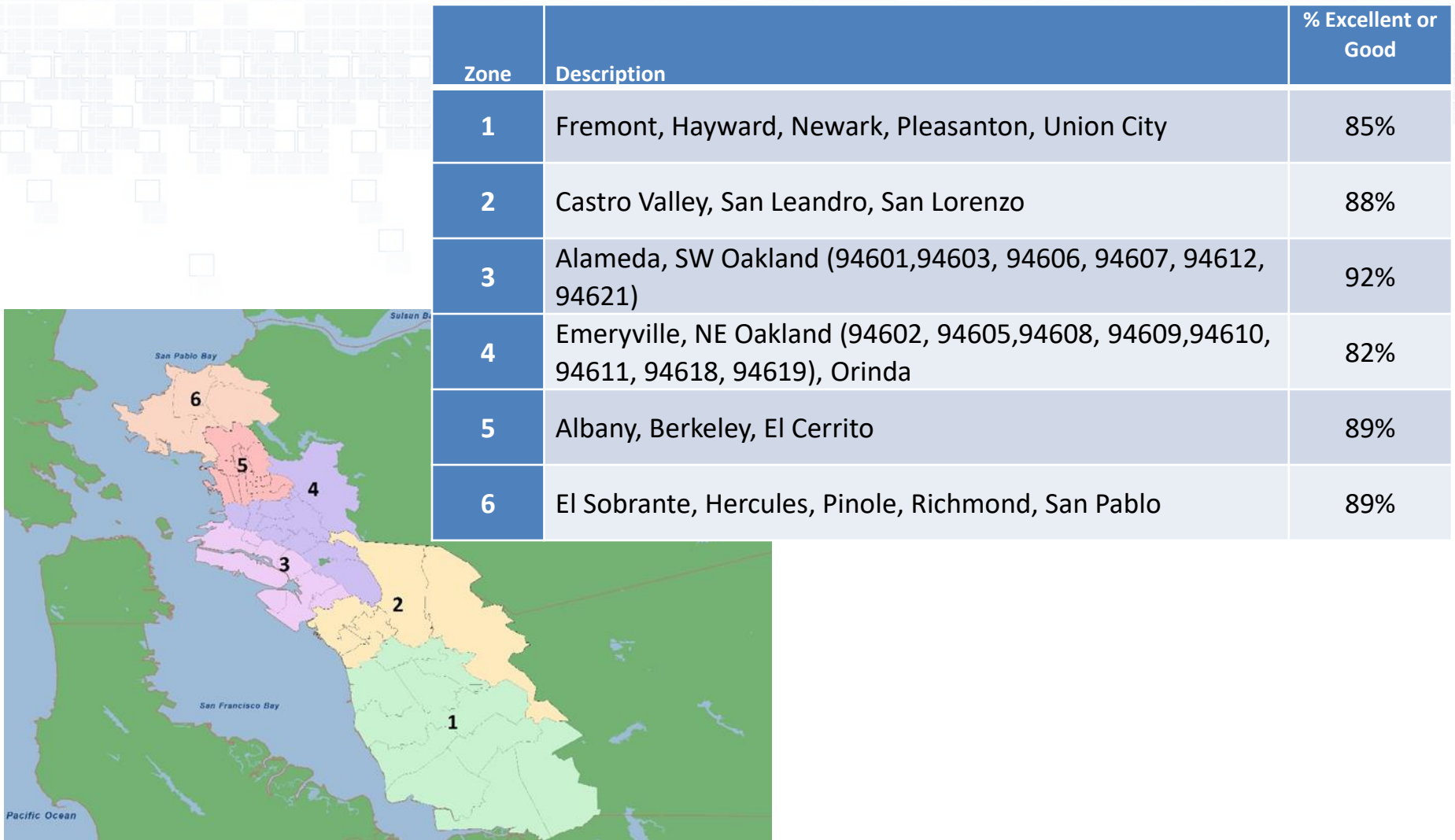


# Surveyed Trip Satisfaction

Overall, would you say the quality of service on this surveyed trip was Excellent, Good, Only Fair, or Poor?



# Trip Satisfaction by Zone



# Rating of Aspects of Surveyed Trip

Percentage Excellent or Good:

| Aspect                                 | 2025 | 2024 | 2023 | 2022 |
|----------------------------------------|------|------|------|------|
| Courtesy of the driver                 | 97%  | 94%  | 92%  | 91%  |
| Driving skill of the driver            | 95%  | 95%  | 93%  | 92%  |
| Driver's skill in finding their way    | 94%  | 95%  | 93%  | 89%  |
| Overall condition of the vehicle       | 92%  | 91%  | 92%  | 88%  |
| Condition and ease of use of seatbelts | 91%  | 91%  | 90%  | 89%  |
| Comfort of the ride                    | 85%  | 85%  | 86%  | 83%  |

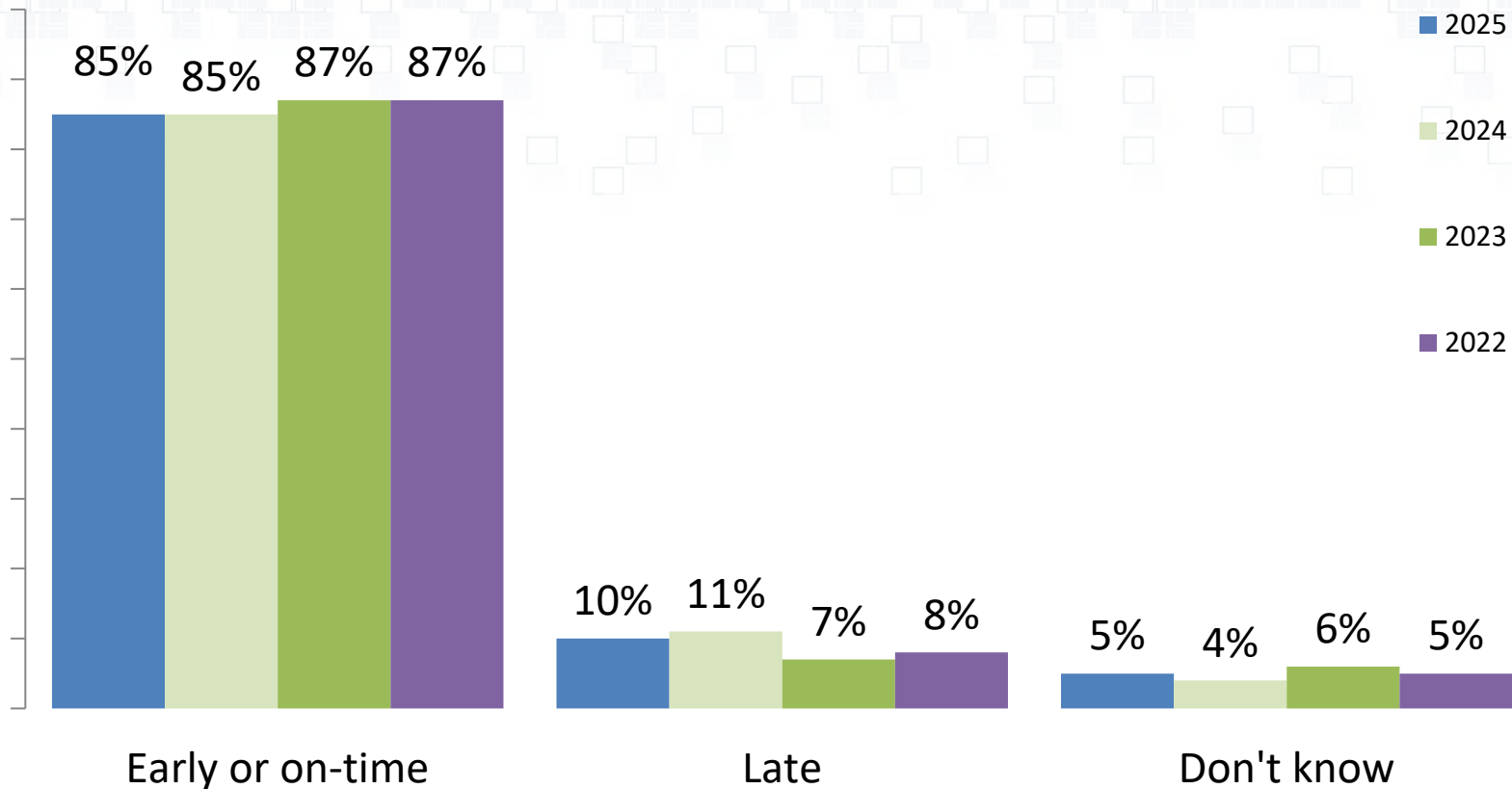
# Rating of of Reservationists/Agents

Percentage Excellent or Good:

| Aspect                              | 2025 | 2024 | 2023 | 2022 |
|-------------------------------------|------|------|------|------|
| Courtesy of phone reservationists   | 92%  | 93%  | 91%  | 90%  |
| Skill of the reservationist         | 90%  | 92%  | 91%  | 88%  |
| Courtesy of customer service agent  | 88%  | 86%  | 89%  | 80%  |
| Skill of the customer service agent | 83%  | 82%  | 83%  | 75%  |

# On Time Performance

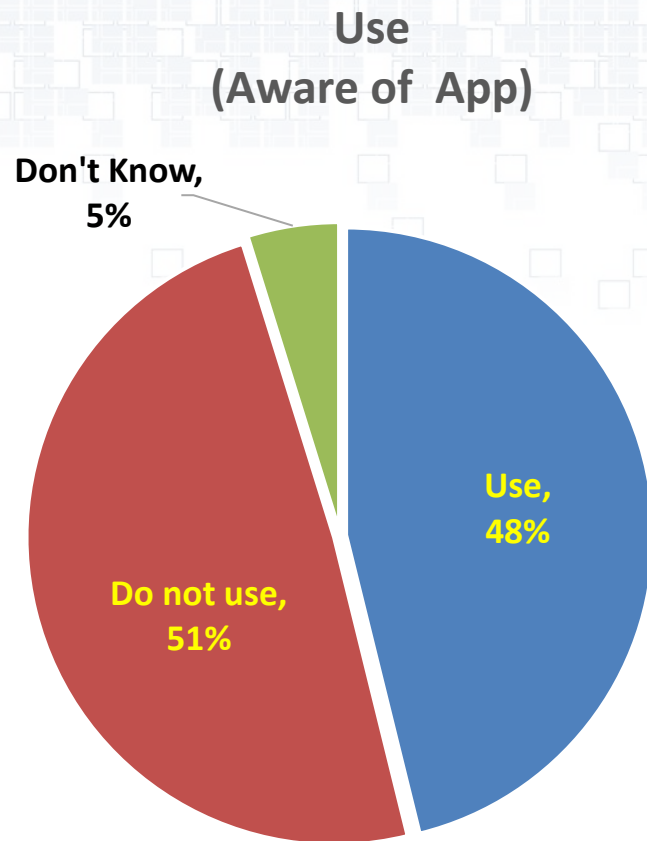
Did the driver arrive on time or were you picked up before or after this time period?  
(Note: partial question wording)



# Usage and Demographics

- On average, riders use Paratransit about 5 times per week
- One-third (33%) have been using East Bay Paratransit for less than 2 years
- Most (88%) customers own a cell phone. Of those who have a cell phone, over three-quarters (83%) own a smart phone.
- Half (52%) of respondents have access to a computer. Two thirds of respondents (63%) use email and nearly the same share of respondents (60%) access the internet for other purposes.
- Nearly half (46%) are under 65 years of age

# Fare Payment App



## Barriers to Use

Too Complicated/Unsure How to Set Up/Use App/Not Computer Savvy

Prefer Cash/Tickets

Visual Impairment

Security/Privacy Concerns

Don't Like/Can't Afford Minimum Required Balance/Deposit

Don't Have Smart Phone/Computer

# In Summary...

Despite some softening, level of satisfaction with service remains high.

- 86% are very or somewhat satisfied overall
- Satisfaction on surveyed trip also rates highly (87% Excellent/Good)
- Some factors that contribute to trip satisfaction improvement include slightly higher ratings for drivers and reservationists.

# Thank you...

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

|                                  | <b>FY 24/25<br/>Jul-Sep</b> | <b>FY 25/26<br/>Jul-Sep</b> | <b>Variance</b> |
|----------------------------------|-----------------------------|-----------------------------|-----------------|
| <b>Ridership Statistics</b>      |                             |                             |                 |
| Total Passengers                 | 127,761                     | 135,744                     | 6.2%            |
| ADA Passengers                   | 110,507                     | 114,322                     | 3.5%            |
| % Companions                     | 0.86%                       | 0.93%                       | 7.4%            |
| % of Personal Care Assistants    | 13%                         | 15%                         | 17.5%           |
| Average Passengers/ Weekday      | 1,710                       | 1,822                       | 6.5%            |
| Average Pass/ Weekend & Holidays | 654                         | 684                         | 4.5%            |

**Scheduling Statistics**

|                                       |       |       |       |
|---------------------------------------|-------|-------|-------|
| % Rider Fault No Shows & Late Cancels | 1.3%  | 1.3%  | 0.0%  |
| % of Cancellations                    | 18.8% | 19.2% | 2.5%  |
| Go Backs/ Re-scheduled                | 1,514 | 1,389 | -8.3% |

**Effectiveness Indicators**

|                                 |              |              |       |
|---------------------------------|--------------|--------------|-------|
| Revenue Hours                   | 92,171       | 91,911       | -0.3% |
| Passengers/Revenue Vehicle Hour | 1.39         | 1.48         | 6.5%  |
| ADA Passengers per RVHr.        | 1.20         | 1.24         | 3.7%  |
| Average Trip Length (miles)     | 11.70        | 11.37        | -2.8% |
| Average Ride Duration (minutes) | 50.0         | 48.2         | -3.6% |
| Total Cost                      | \$15,352,304 | \$17,640,558 | 14.9% |
| Total Cost per Passenger        | \$120.16     | \$129.95     | 8.1%  |
| Total Cost per ADA Passenger    | \$138.93     | \$154.31     | 11.1% |

**On Time Performance**

|                                      |       |       |       |
|--------------------------------------|-------|-------|-------|
| Percent on-time                      | 95.2% | 95.1% | -0.1% |
| Percent 1-20 minutes past window     | 4.0%  | 4.1%  | 2.0%  |
| % of trips 21-59 minutes past window | 0.8%  | 0.8%  | -0.8% |
| % of trips 60 minutes past window    | 0.04% | 0.05% | 31.6% |

**Customer Service**

|                                               |       |       |        |
|-----------------------------------------------|-------|-------|--------|
| Total Complaints                              | 395   | 400   | 1.3%   |
| Timeliness                                    | 70    | 109   | 55.7%  |
| Driver Complaints                             | 195   | 191   | -2.1%  |
| Equipment / Vehicle                           | 9     | 6     | -33.3% |
| Scheduling and Other Provider Complaints      | 34    | 22    | -35.3% |
| Broker Complaints                             | 87    | 72    | -17.2% |
| Complaints per Revenue Passenger              | 0.42% | 0.37% | -12.2% |
| Commendations                                 | 246   | 229   | -6.9%  |
| Commendations per Revenue Passenger           | 0.26% | 0.21% | -19.3% |
| Avg. wait time in Queue for reservation (min) | 1:53  | 0:51  | -55.0% |

**Safety & Maintenance**

|                                   |      |      |        |
|-----------------------------------|------|------|--------|
| Total accidents per 100,000 miles | 2.47 | 6.92 | 179.8% |
| Roadcalls per 100,000 miles       | 2.36 | 2.58 | 9.4%   |

**Eligibility Statistics**

|                                    |        |        |         |
|------------------------------------|--------|--------|---------|
| Total ADA Riders on Data Base      | 11,953 | 12,111 | 1.3%    |
| Total Certification Determinations | 813    | 933    | 14.8%   |
| Initial Denials                    | 10     | 10     | 0.0%    |
| Denials Reversed                   | 2      | -      | -100.0% |