
East Bay Paratransit

1750 Broadway

Oakland, CA 94612

East Bay Paratransit Access Committee (EBPAC) Meeting

12:30 pm to 2:30 pm

Tuesday, September 05, 2023

**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/84068507819?pwd=d3YzZlQyMldWeVZwYTdlZHBWNXFKdz09>

Webinar ID: 840 6850 7819

Password: 000484

For Public Access Dial-in Information

Number: 1-669-900-6833

Webinar ID: 840 6850 7819

Password: 000484

EBPAC Members:

Kiran Agarwal
Anthony Lewis
Michelle Rousey
Roland Wong

Yvonne Dunbar
Sharon Montgomery
Mary Seib

Shawn Fong
Don Queen, Chair
Letitia Tumaneng

| | <u>TOPIC</u> | <u>TIME</u> |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1) | Introduction of individuals present: <ul style="list-style-type: none"> • 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 | 12:45 pm |
| 3) | Public Comments (this is an opportunity for members of the public to comment on items, not on the agenda. No response from staff, other than a clarification of East Bay Paratransit policies, or EBPAC action will be taken on any public comments. Speakers are allowed up to three (3) minutes to present comments) | 12:50 pm |
| 4) | Swearing in of EBPAC Members by Office of AC Transit District Secretary | 12:55 pm |
| 5) | EBP Access Committee Charter/Bylaws (Information Only) by Mallory Brush (Attachment 1 & 2) | 1:00 |
| 6) | Approval of Minutes from February 7, 2023 (Attachment 3) | 1:05 |
| 7) | Approval of Minutes from June 06, 2023 (Attachment 4) | 1:10 |
| 8) | Broker's Report by Cyndi Lopez (Attachment 5) | 1:15 pm |
| 9) | Driver Appreciation by Cyndi Lopez | 1:25 pm |
| 10) | Member Recruitment (Attachment 6) | 2:00 pm |
| 11) | Report from EBPAC Members | 2:10 pm |
| 12) | Next EBPAC Meeting date (Tuesday, November 7, 2023) | 2:25 pm |
| 13) | EBPAC Adjournment | 2:30 pm |

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

Please turn off your cell phones during the meeting.

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/84068507819?pwd=d3YzZlQyMldWeVZwYTdIZHBWNXFKdz09>

To listen in by phone, dial (669) 900-6833 and enter Webinar ID 840 6850 7819 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:

Felicia Bard (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 SRAC 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.



Attachment 1

East Bay Paratransit Access Committee (EBPAC)

Committee Charter

1. Establishment

The Service Review Committee (SRC) of the East Bay Paratransit Consortium (EBPC) hereby affirms the establishment of the East Bay Paratransit Access Committee (EBPAC) on August 24, 2023.

The EBPAC shall advise staff and the SRC on planning and policies to provide high quality paratransit services. The Committee shall advocate for safe, reliable, and responsive services in accordance with the Americans with Disabilities (ADA). The Committee shall also provide a public forum, encouraging participation in reviewing the state of the ADA paratransit service.

2. Purpose

The purpose of the EBPAC is to assess, comment, and assist EBPC on issues such as:

- Procedure and policy changes
- Budgets and funding claims
- Provide input on updates to East Bay Paratransit document and correspondence
- Observe driver training
- Conduct outreach to local community members, seniors and individuals with a disability to inform them of paratransit services

3. Membership

The Committee shall consist of 16 positions, 8 of which must be East Bay Paratransit riders, two from the zonal areas, 6 individuals representing city based paratransit programs, PCC's and District Advisory bodies and 2 social service agencies that represent seniors and/or individuals with a disability.

4. Membership – Terms, Appointment and Reappointments

- A. Committee member terms shall be two (2) years, after which members may be eligible for reappointment.
- B. The term of the initial appointees shall commence on August 24, 2023 through July, 2024.
- C. The SRC shall have the discretion to determine whether an appointee(s) shall be reappointed to the Committee.

5. Membership – Vacancy

- A member shall lose their seat if they have two consecutive unreported absences, rendering their position vacant.



Attachment 1

East Bay Paratransit Access Committee (EBPAC)

- The EBPAC Coordinator shall conduct formal recruitments to fill any vacancy.

6. Board Liaison

The President of the Board of Directors , for both AC Transit and BART, shall annually appoint a liaison representative and alternate representative from the Board of Directors for the Committee.

7. Meetings

- A. The Committee shall hold at least 6 meetings per year, typically held the first Tuesday afternoon in the months of January, March, May, July, September and November, unless otherwise stated.
- B. Meetings shall be conducted in accordance with Ralph M. Brown Act and Robert's Rules of Order.
- C. Meetings shall be hybrid. Members may attend in-person or virtually. If in-person the location must be accessible.
- D. Meeting materials, including agendas, prior meeting minutes, and other attachments shall be reviewed by the Chair ahead of a scheduled meeting.
- E. If no quorum at the meeting start, members present may conduct an informal discussion on agenda items but may not take action.
- F. Meetings shall be open to the public and public participation is encouraged.
- G. Public notice shall be given for all meetings and publicly available at least 72 hours in advance of meeting.

8. Minutes

Designated East Bay Paratransit Staff shall prepare meeting notices, agendas, and keep a record of its proceedings and transactions.

9. Officers

- A. Members interested in applying for Officer (Chairperson, Vice Chairperson) positions must submit statement of interest and qualifications to EBPAC Coordinator by June 15th.
- B. Officer terms shall be one (1) year.
- C. Officers may reapply for their Chair position but shall not serve more than two (2) consecutive years in the same position.

10. Contacts

Please direct any questions regarding the Committee to:

| POSITION | NAME | EMAIL |
|-------------|--------------|--------------------------------|
| Coordinator | Felicia Bard | feliciab@connectwithclutch.com |



Attachment 1
East Bay Paratransit Access Committee (EBPAC)

| GOVERNANCE | |
|-------------------------------|-----------------|
| Committee Establishment Date: | August 24, 2023 |
| | |
| | |

DRAFT

Attachment 2- DRAFT

BYLAWS of the EAST BAY PARATRANSIT ACCESS COMMITTEE (EBPAC)

The authority for the establishment of East Bay Paratransit's Access Committee is the Joint Powers Agreement between AC Transit and BART.

1. Mission Statement and Responsibilities. The mission of the EBPAC is to:

ADVISE the East Bay Paratransit Consortium (EBPC), the Service Review Committee (SRC), and through it the policy boards, on planning, policy, and other matters related to the creation and provision of Americans with Disabilities Act (ADA) complementary paratransit services by the EBPC.

ADVOCATE for high quality paratransit service which is safe, reliable, convenient, courteous, responsive to changing needs, and is consistent with the spirit, letter and intent of the ADA.

PROVIDE a forum for public input and participation in the review, assessment, and evaluation of the ADA paratransit service.

EBPAC members have the following responsibilities:

1. Attend the EBPAC meetings.
2. Thoroughly review pre-meeting materials in advance of the meetings and be prepared to discuss and comment on items on the agenda and offer advice.
EBPAC members shall routinely review:
 - Quarterly performance data for the ADA system
 - Projected budgets and demand levels
 - Measure B claims
 - Proposed changes to policies or major operating procedures
 - Customer satisfaction surveys
3. Volunteer to serve on the eligibility appeals panel, the service suspension appeals panel, or the Nominating Committee.
4. Be willing to communicate information about East Bay Paratransit to their community.
5. Stay abreast of issues in their community that affect paratransit riders and communicate this information to staff.
6. Participate with staff in community education and outreach activities.
7. Respond to special study requests or inquiries for data from staff.

Attachment 2- DRAFT

2. Attendance. Attendance shall be taken at every regularly scheduled meeting. For the EBPAC to function effectively and conduct business, EBPAC members who know they will be absent at a regularly scheduled meeting, shall call the EBPC Coordinator the day before the meeting up to no later than 11:00 am on the day of the meeting to report the absence. This allows the EBPAC Coordinator to determine whether a quorum will be available for the meeting. A quorum is needed to take action. A quorum is defined as 51% of the filled EBPAC positions. Quorum may be achieved by in-person or virtual attendance.

If the EBPAC member is unable to report the absence by 11:00 am on the day of the meeting, the member shall notify the EBPAC Coordinator as soon as possible, or the absence shall be considered unreported.

EBPAC members shall lose their seat on the EBPAC if they have two consecutive unreported absences for regularly scheduled meetings. However, the EBPC coordinator will contact the EBPAC members by mail before they lose their seat.

3. Agendas. The development of agendas shall be a joint effort between the Chair, EBPAC members, and the staff, all of whom may suggest topics for inclusion in the agenda. The Chair, in collaboration with the EBPC Coordinator, shall finalize the agenda. If the meeting must adjourn before all agenda items have been taken, any remaining items shall be carried over to the next agenda.

4. Meeting Protocols.

A. Meetings shall be conducted in accordance with the Ralph M. Brown Act and Robert's Rules of Order.

B. All meetings shall be held in an accessible location, including virtually. Preference shall be given to room locations that have windows that open. In consideration of attendees with Multiple Chemical Sensitivities, agendas shall be posted with a request that all attendees refrain from wearing scented products. Materials shall be available in accessible format, when requested.

C. Regular EBPAC meetings generally shall be held the first Tuesday afternoon of the months of January, March, May, July, September, and November unless other meeting dates are scheduled. If it is not possible to hold the EBPAC meeting on the first Tuesday afternoon of one of the above months, the Paratransit Coordinator shall include an item on the preceding meeting's agenda so EBPAC members can decide on the affected month's meeting date.

Attachment 2- DRAFT

If it is too late to agendaize a future change in dates, EBPAC members shall be advised of a new date or a change in time or location, by the EBPC Coordinator at least 15 days in advance of the meeting.

D. If there is no quorum when the meeting is scheduled to begin, members present can conduct a discussion on informational items, but not take action. In this situation, members of the public who want to make comments shall be asked if they would prefer to make their comments without a quorum present, or if they would rather wait and see if a quorum of EBPAC members arrive.

E. EBPAC members must be present either in-person or virtually.

5. Meeting Conduct

EBPAC members shall be courteous, shall respect each other's comments, and shall wait to be called on by the Chair before speaking. EBPAC members engaging in disruptive or abusive behavior shall be in violation of protocols on meeting conduct. EBPAC members shall subscribe to the following meeting principles:

- Listening respectfully without interruption or distracting body language
- Making brief statements using plain language
- Understanding/respecting other's disabilities
- Dealing with issues as opposed to personalities
- Minimizing repetition/acknowledging previous comments
- Honoring time limits on discussion
- Tolerating each other's differences of opinion.

6. Election of Officers

A. At the May meeting, any current committee member wishing to apply for one of the Officer positions (Chairperson, Vice Chairperson) shall be encouraged to provide a brief statement of interest and qualifications to the EBPC Coordinator, no later than June 15th. The statement should identify which Officer position the EBPAC member is applying for. Individuals requesting assistance to complete the statement may contact the EBPC Coordinator. The purpose of the statement is to provide EBPAC members with background information on individuals interested in serving as officers. Any current member is still entitled to apply for an officer position if they do not submit a statement in advance.

Statements received shall be mailed to the EBPAC as part of the meeting materials distributed in advance of the September meeting.

Attachment 2- DRAFT

Officer positions last one year. Officers may apply to serve in the same position the following year, but no Officer may serve in the same position for more than two years in a row.

At the September meeting, the election of officers shall take place under the following protocol:

- The election of the Chair shall be conducted by the EBPC Coordinator. Once the Chair has been elected, the new Chair shall take over running the meeting, with the election of the Vice-Chair as the next order of business.
- The EBPC Coordinator shall read the list of members who provided a statement, and for which position they applied. In addition to the members who have declared their interest by submitting their statement, members may nominate themselves or others for the officer positions.
- Once nominations are closed, all members who are nominated, including those who have not provided a statement in advance may each have up to five minutes to make remarks about their interest and qualifications in being an officer, if they choose.
- A roll call vote shall be taken of the members present, unless only one individual has been nominated for the officer position. In this case a motion to approve the nominee shall be presented and members shall vote aye or nay.
- If there are more than two nominees for an officer position, there shall be an immediate run off vote between the two individuals with the highest number of votes. The individual with the majority of votes shall be elected for the officer position.

B. If the position of Chair becomes vacant during the course of the fiscal year the Vice-Chair shall automatically become Chair and shall conduct the election of a new Vice Chair.

C. If both the position of Chair and Vice-Chair become vacant during the course of the fiscal year, the EBPAC Coordinator shall conduct the election of a new Chair, who shall then take over the meeting and oversee the election of a Vice-Chair.

D. If both officers are absent at the same meeting, the EBPAC Coordinator shall conduct the election of a Chair pro-temps for the duration of that particular meeting.

7. Nominating Committee

This committee shall include staff members from both AC Transit and BART and one current EBPAC member. The EBPAC member shall be appointed to the Nominating Committee by the EBPAC Chair, usually during the September meeting.

Attachment 2- DRAFT

The purpose of this committee is to select representatives for zonal and Social Service Agency positions. New applicants must complete the EBPAC member application form and submit it to the EBPC Coordinator. Current incumbents wishing to return for another term must inform the EBPAC Coordinator of their wish to continue. Incumbents do not need to complete another application.

The EBPC Coordinator shall establish a date and location for the Nominating Committee meeting.

Once application forms from interested, new candidates are received, the EBPC Coordinator shall provide the Nominating Committee with:

- a list of incumbents seeking re-appointment
- written applications from new candidates interested in membership.

After the Nominating Committee has evaluated applications from new, interested candidates and the list of incumbents wanting to return for another term, the Committee shall recommend appointments to the SRC of those individuals deemed most capable of serving on the EBPAC, for each position.

8. Amendments to the Bylaws

Amending the EBPAC bylaws shall require two meetings. Notice of the proposed changes or Amendments must be given at the meeting previous to the final consideration and vote. Changes and Amendments shall be approved by a 2/3's vote of members.

Attachment 3

East Bay Paratransit's (EBP) Service Review Advisory Committee (SRAC) Meeting Minutes from February 7, 2023

The meeting came to order at 12:38 pm.

1. Introduction of Members Present:

| | | |
|-----------------|------------------|-------------------|
| Kiran Agarwal | Larry Bunn | David Fritz |
| Shawn Fong | Don Queen, Chair | Sharon Montgomery |
| Michelle Rousey | Mary Seib | Letitia Tumaneng |
| Roland Wong | | |

SRAC Members Absent:

Yvonne Dunbar

Staff:

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

Board Members:

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

Guests:

Linda Nemeroff – AC Transit Board Administrative officer/District Secretary

Naomi Armenta – Nelson/Nygaard
Natalie Maxwell – Center for Independent Living- Berkeley CA
Daniel Mariano - Center for Independent Living – Berkeley CA
Mark Weinstein – AP3 Systems

2. Zoom Meeting Introduction and Expectations

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

3. Public Comments

None

4. Approval of SRAC minutes from, December 6, 2022

Motion: Rousey/Seib approved the December 6, 2022 meeting minutes.
The motion was carried by the following vote:

Ayes – 10: Kiran Agarwal, Larry Bunn, David Fritz, Shawn Fong, Don Queen, Sharon Montgomery; Michelle Rousey, Mary Seib, Letitia Tumaneng, Roland Wong

Nays – 0

Abstentions – 0:

Absent - 1: Yvonne Dunbar

Motion carried unanimously.

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

Cyndi Lopez gave an update on COVID-19. Cyndi strongly recommended the use of face masks when riding the bus. Drivers carry a small supply of face masks which are available to all individuals upon request.

All Service providers continue to rehire to backfill previous openings.

The Broker's office, AC Transit, and BART continue to work on strategies for attracting individuals to the transportation field and become Paratransit drivers.

Cyndi Lopez also mentioned that the Broker's office works directly with extra training for all overflow providers on the needs of EBP riders, including customer service, sensitivity training, and resolving complaints.

The overflow providers also participate in the complaint investigation and the response process as a requirement for the customers who call with concerns.

Cyndi Lopez also reported that the Broker's office started working on a Customer Service workshop for internal staff and new hires that places a greater emphasis on de-escalation techniques and how to resolve trip booking-related issues.

All Service Providers recently completed the second of three 100% fleet lift inspections for this fiscal year. EBP is planning on using this data to make decisions on vehicle replacement schedules in the future. EBP is aware that most of the transportation agencies and manufacturers are backed up on orders due to Covid. This will cause vehicle replacements to be slower over the next couple of years.

Cyndi Lopez also reported that the Contactless Fare Payment app is now live and the integration with the existing scheduling software makes it easier to pay for your rides without the need to carry cash or tickets. EBP staff continues to work with participants to sign up and help answer questions.

Cynthia Lopez also gave a verbal report on Key Performance Indicators (KPIs) for Quarter 2 in FY 22-23.

This fiscal year shows an overall increase in ridership of about 30.4%, for trips and 43.3% more total passengers compared to the same quarter of the previous year. Weekday Ridership increased by 28.6%, and 28.7% on the weekends. Cancellations decreased by 2.2% as more passengers started to resume regular travel patterns. Productivity increased by 4% for trips and 2.5% for passengers. Requests for same-day go-back trips

increased overall by 337% over total requests from the previous fiscal year for a variety of reasons. For example, dialysis patients sometimes are not ready to go when their driver arrives, and instead of making the driver wait and be late for the next pick up, the driver proceeds in route. The rider is then picked up later that same day. Average trip length in minutes and miles increased by 1.4% and the length of time on the bus decreased by 3.8% due to the extra help from the overflow service providers and the extra efforts of our scheduling and operations team.

On-time performance decreased by 1.8%, and late trips increased by 3.5% in the 1 to 20 min late category. There were very low increases in the other categories. These are typically due to weather conditions and other delays such as traffic accidents and BART delays. Complaints rose by 59% with most of them related to timelines and driver concerns. Operations and dispatch teams have worked to address peak travel concerns by trying to adjust vehicle allocations on the road during busy times.

EBP continues to do satellite In-Person Assessments (IPAs) bi-weekly in Fremont, which will allow riders more access to services without having to make a trip to the Broker's Office in Oakland.

Mary Seib asked if a report could be brought back at a later SRAC meeting on what is being done to improve on-time performance.

6. Software Procurement by Daniel Mariano

Daniel Mariano, from TransSight, gave a presentation on EBP Software procurement. Daniel reported that currently, the software that EBP owns is about a decade old, and the life of the existing software is coming to an end. The purpose of Software Procurement is to obtain a modern platform that can integrate with newer technologies and processes.

The current system handles several operations aspects, including the reservation process, scheduling, dispatching, and data collection:

Eligibility Process: Manual writing of application processes, decision EBP has found a list of features that will help with the performance and customer service satisfaction of the paratransit system, including:

- **System Design** – Open API architecture, commingling, and trip brokering support

- **Eligibility Process** – Web support, Automated workflow
- **Reservations Process** – Including app support
- **Service Analysis/Planning** – Trip Optimization
- **Scheduling** – Including automated notifications and simulated ETAs
- **Dispatching** – Dashboard tracking trip/vehicle/route statuses
- **System Interaction** – App support for real-time vehicle tracking, feedback system for rider/driver, account payments
- **Data Collection** – KPIs and optimization of system algorithms

Commingling – Running an ADA paratransit service in conjunction with a non-ADA demand-response service while sharing resources. There are three different options:

- **Option 1 Commingled Fleets** – Shared fleet of vehicles, but the individual vehicle can be assigned either paratransit or demand-response.
- **Option 2 Commingled Shifts** – The driver can be assigned between serving paratransit or demand-response in same the shift
- **Option 3 – Commingled Trips**- Riders from either service can be grouped in the same vehicle.

All three options have been included in the software procurement, but it can take 3-5 years before all of this is fully integrated into the system.

Key tasks of the project are almost complete, from procurement coordination, and requirement gathering, Scope of Work, industry research and outreach, peer review, and evaluation framework. EBP is currently in the Procurement Coordination of the plan which is getting closer to finalizing and putting the RFP out for contract.

David Fritz asked if the new software is going to allow same-day reservations.

Laura Timothy responded that the software will have the capability to do that, but that is a program change that is above and beyond the ADA. EBP would have to work through that as it is not a requirement of the paratransit program.

Sharon Montgomery commented that she likes the commingling idea as that will alleviate the concerns of many passengers. Sharon also asked what the cost would be to replace the software.

Laura Timothy responded EBP will bring this to the AC Transit and BART Boards, presenting the estimated cost of engineering, and the cost of the project, which is in the millions of dollars. However, EBP is not only buying the initial software service, it also comes with the implementation, training, and four years of operating and maintenance.

7. EBP New Logo & Look for Vehicles by Laura Timothy.

Laura Timothy gave a presentation on the new EBP logo, which contains an E and B; combining the two together resembling an active wheelchair. The colors were kept the same maroon and blue. This new logo was presented at a previous SRAC meeting and received feedback from the Committee.

Laura showed pictures of the existing vehicles, adding the new logo above the driver door cabin, and on the back of the buses, keeping the colors the same, and adding the phone number on all four sides of the vehicles.

Laura also showed pictures of two different types of designs for the new vehicles.

- Concept #1 has maroon and blue stripes on the back end of the vehicles with the EBP logo on all four sides.
- Concept #2 has maroon and blue stripes all along the side of the vehicle and on the back, with the EBP logo on all four sides and on top of the driver's cabin. The phone number is in white on the blue stripe. On the van mockup, the EBP logo is in between the blue and maroon stripes.
- Concept #3 The stripes are very similar to concept #2, except the vehicle the stripes go up at the tail end of the vehicle. The EBP logo is also on all four sides and on top of the driver's cabin. The van mockup is the same; the stripes go up the tail end of the van, and the EBP logo is on all sides of the vehicle.

Michelle Rousey commented that she liked concept #1 because it has the logo above the driver's cabin door, which makes it easier to distinguish.

David Fritz liked concept #3 because the phone number shows up more on black paint.

Shawn Fong liked concept #1, liked having the phone number on all four sides of the vehicle, and the phone number on the blue paint because it stands out more.

8. Measure BB Application by Laura Timothy

Laura Timothy displayed a draft of EBP's annual Measure BB application for FY 23/24. The application is submitted to the Alameda County Transportation Commission (ACTC). Measure BB is a sales tax measure that was passed in Alameda County and generates funds for transit services and programs. EBPC is required to submit an annual application to ACTC in order to receive these dollars.

Laura presented questions from the application, which included the impact of Covid-19 and any changes to the EBP service. The last question asked about major future services, which EBP included the award of a new Broker Contract, new upgraded scheduling software, and initiating a 12-month period of testing and implementation. Working with MTC to incorporate EBP fare tickets into the Clipper System, and developing a pilot program for regional trips were also included.

Motion: Rousey/Fong approved the Measure BB Application.

The motion was carried by the following vote:

Ayes –10: Kiran Agarwal, Larry Bunn, David Fritz, Shawn Fong, Don Queen, Sharon Montgomery; Michelle Rousey, Mary Seib, Letitia Tumaneng, Roland Wong

Nays – 0

Abstentions – 0

Absent 1: Yvonne Dunbar

Motion carried unanimously.

9. Brown Act by Linda Nemeroff

Linda Nemeroff, AC Transit District Secretary, gave a presentation on Hybrid meetings & Brown Act Teleconference procedures for Legislative Bodies, including an explanation of Hybrid Meetings, stating some attendees will be in person while others join via phone or video conference.

The Brown Act is a California open meeting law and is intended to provide transparency and access to public meetings and have specific rules for members of Legislative Bodies. The SRAC is a Legislative body under the Brown Act.

Currently, the Brown Act offers three teleconference options.

- AB 361 teleconference procedures, which Can no longer be used when the Covid-19 State of Emergency ends on February 28, 2023.
- AB 2449 teleconference procedures are in effect through January 1, 2026. Practical application will begin on March 1, 2023.
- Traditional teleconference procedures.

AB 2449-Requirements

- A quorum of the legislative body must participate in person from a single physical location within the local agency's jurisdiction that is open to the public.
- Less than a quorum of the members *may* utilize teleconferencing, (add the part where they need to disclose their address and that that location must be accessible. Any member who wants to teleconference without publicly noticing their location may do so for just cause" or "emergency circumstances", and must participate through audio and video technology.

The member who is teleconferencing must publicly disclose at the meeting before any action is taken, whether any other individual 18 years of age or older are present in the room at the remote location with the member, and the general nature of the member's relationship with any such individuals.

- Roll Call votes are required.
- Provides two circumstances by which a member can teleconference without notice of their teleconference location.

AB 2449 – Just Cause

- The member must notify the legislative body at the earliest opportunity possible, including at the start of the meeting, of their need to participate remotely for just cause, including a general description of

the circumstances relating to their need to appear remotely at the given meeting. This provision **cannot be used by any member for more than two meetings per calendar year.**

“Just Cause” is defined as:

- Childcare or caregiving needs that require them to participate remotely
- A contagious illness that prevents a member from attending in person
- A need related to a physical or mental disability not otherwise accommodated by the ADA
- Travel while on official business of the legislative body or another state or local agency.

AB 2449- Emergency Circumstances

“Emergency Circumstances” – A physical or family emergency that prevents a member from attending in person. The following requirements apply:

- A member **must** make the request as **soon as possible**. If the request does not allow sufficient time to place proposed action on the request on the posted agenda for the meeting, the legislative body may take action at the beginning of the meeting.
- **Must** have a separate request for each meeting.
- The legislative body **must** take **action** to **approve the request**. The legislative body shall request a general description of the circumstances relating to the need to appear remotely at the given meeting.
- Members do not need to disclose any medical diagnosis or disability, or any personal medical information that is already exempt under existing law.

AB 2449- Limits on Use

The provisions of AB 2449 shall not serve as a means for any member of a legislative body to participate in meetings of the legislative body solely by teleconference from a remote location for:

- A period of more than three consecutive months or 20 percent of the regular meetings within a calendar year, or
- No more than two meetings if the legislative body regularly meets fewer than 10 times per calendar year.

AB 2449- Additional Conditions :

- **Must** provide a two-way audiovisual platform or a two-way telephonic service and live webcast of the meeting.
- Agenda **must** provide notice of the ways members of the public may access the meeting and offer public comment.
- Agenda shall identify and include an opportunity for all persons to attend and address the legislative body directly via a call-in option, via an internet-based service option, and at the in-person location of the meeting.
- In the event of a disruption in broadcasting the meeting, the legislative body cannot take any further action on items appearing on the meeting agenda until public access to the meeting via the call-in option or internet-based service option is restored.
- Actions taken on agenda items during a disruption that prevents the legislative body from broadcasting the meeting may be challenged.
- Cannot require the public to submit comments in advance of the meeting and must provide an opportunity for the public to address the legislative body and offer comments in real-time.
- Individuals desiring to provide public comment through the use of an Internet website, or another online platform, not under the control of the local legislative body, that requires registration to log in to a teleconference may be required to register as required by the third-party internet website or online platform to participate.
- Swift resolution of requests for reasonable accommodation.

If someone is not eligible to attend using either the Just Cause provision or The Emergency Circumstances provision under 2449, and cannot attend a meeting in person, they can then use the Traditional Teleconference Requirements, which requires the following.

- A quorum must participate from locations within the boundaries of the District.
- Agenda must list each teleconference location and be posted at each teleconference location: 72 hours in advance of regular meetings; 24 hours in advance of special meetings.
- Teleconference locations shall be ADA-accessible to the public.

- Must use a speaker phone (at minimum) at the teleconference location so that members of the public who attend the meeting are able to hear the meeting and participate in the meeting.
- All votes must be taken by roll call.
- Meeting may be accessed by phone, video or both.

To conclude AB 2449 is a very complicated piece of legislation, not convenient, and very difficult to manage administratively.

Michelle Rousey commented that the SRAC is not part of the main body, this is a small sub-group, and the Brown Act should be adjusted in a manner so that no one should be disclosing their home address when telecommuting. It is so inconvenient, there is not going to be a reasonable accommodation for people with disabilities without the exemption of two times out of the year. Michelle also commented that this is going to be making a lot of the members stop wanting to be part of any committees, AB 361 should be continued, and questioned the Governor for not continuing it when there are still major issues with viruses and people are still getting sick and dying to this day. Michelle asked to reach out to the County to not have AB 361 go through, and these changes not be set in stone.

Mallory Nestor recommend EBP staff draft the letter to Governor Newsom, authorizing Don Queen's signature on behalf of the SRAC.

Mary Seib asked if the letter to Governor Newsom could be sent out within 7 to 10 days, and asked for a moratorium on AB 2449 to have all committees covered as well.

Motion: Fong/Rousey approved staff to draft a letter, and have Don Queen sign the letter to Governor Newsom on behalf of the SRAC.

The motion was carried by the following vote:

Ayes –10: Kiran Agarwal, Larry Bunn, Shawn Fong, David Fritz, Sharon Montgomery; Don Queen, Michelle Rousey, Mary Seib, Letitia Tumaneng, Roland Wong

Nays – 0

Abstentions – 0

Absent 1: Yvonne Dunbar

Motion carried unanimously.

10. Memory of Janet Abelson

Donald Queen commented “We’ve heard the sad news about Janet Abelson who passed away a week ago. I met her at East Bay paratransit, she was mayor of El Cerrito where I live. A very popular mayor. She turned her fundraising money back to the people if she didn’t spend it all. She was really an advocate a strong advocate, and we are really going to miss her.

Mallory Nestor-Brush commented “I’ve known Janet for 36 years when I started at County Connection and it was amazing to me, here she was after a horrific accident when she was younger, in a wheelchair, bringing her baby, Sarah, to the PCC meetings in a little nappy and conducting her business. She has been a wonderful friend. You could always go to her. She would attend our new bus operator training over decades. She was an original member of the AAC and I’m so happy she was at the December meeting to participate with everyone. A phenomenal woman. So active in her community. Cared about everything. Watches her grandkids. A phenomenal advocate. And really a very calm and reasonable voice in the community. So, along with Hale, we have lost a lot of history and a lot of knowledge and a lot of advocacy that has gotten us to where we are today and she was a part of that. The Board of Directors is presenting a resolution to her family. If you would like to attend, the meeting will be at 5 pm on February 22nd. If any members would like to make any comments, we can provide the transcript of comments to her family that are made here today. Also, there is a celebration of life scheduled at the El Cerrito Community Center. So, we will give information out if anyone would like to attend. “

Michelle Rousey commented, “Janet was something else. I’ve known her for I don’t know how many years, but she was someone who knew what she wanted and how she wanted things, and she made sure her voice for her area and all areas was heard. We don’t have the advocates like we used to – voicing their concerns in a productive way. She will be missed and I hope her family knows what a force she was in the community for the advocacy work she’s done for many years. “

Director Diane Shaw commented, “I haven’t known Janet long. I did go to her retirement ceremony they had for her about three weeks ago and in so all of her family was there. A lot of people talked about all of the things that she has provided and given it all of the work that she’s done. So, I know they’re well aware of how amazing and important she was. And it was nice she had that recognition while she was still alive and well. It was amazing to hear all the people talk about her up in the El Cerrito Area.”

Director Robert Raburn commented, “ going back in time Janet Abelson was in the trenches fighting for access about 20-25 years ago. Janet was an ally for all of us. At the time I was working on bicycle advocacy, and I can recall visiting a site where I had to reach over a Cal Trans guard rail to push a pedestrian button to trigger a signal so that we could go to the bay trail together, and Janet took me up there to show me that thing, and of course, that was corrected. Janet was a fighter.”

11. Report from SRAC Members

Larry Bunn and David Fritz requested agenda items for the upcoming SRAC meetings: A report on how Regional Transfer Trips are done with EBP, and Same-day Service.

12. Next SRAC Meeting date

The next SRAC meeting is Tuesday, April 4th, 2023, at 12:30 pm.

13. SRAC Adjournment

The meeting adjourned at 3:14 PM.

Attachment 4

East Bay Paratransit's (EBP) Service Review Advisory Committee (SRAC) Meeting Minutes from June 06, 2023

The meeting came to order at 12:43 pm.

1. Introduction of Members Present:

Kiran Agarwal
Michelle Rousey

Shawn Fong

Don Queen, Chair

Introduction of Members Present via Zoom:

Yvonne Dunbar

Sharon Montgomery

Mary Seib

Letitia Tumaneng

Roland Wong

SRAC Members Absent: 0

Staff:

Mallory Nestor-Brush, Accessible Services Manager – AC Transit
Laura Timothy, Manager of Access, Accessibility, and Paratransit – BART
Cynthia Lopez, General Manager – Broker/Transdev
Stephanie Castillo, Assistant General Manager – Broker/Transdev
Rad Chihaby, IT – Broker/Transdev
Jasher Nowland, Quality Assurance Manager– Broker/Transdev
Julieann Siu, Supervisor - Broker/Transdev
Brian Thomas - Broker/Transdev
Kim Ridgeway, Senior Program Specialist – AC Transit
Lisa Cappellari, PCO – Consortium, Paratransit, Inc.
Alicia Brown, PCO – Consortium, Paratransit, Inc.
Ana Cisneros, PCO – Consortium, Paratransit, Inc.

Board Members:

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

Guests:

Jon Canapary – Corey, Canapary & Galanis

Naomi Armenta – Nelson/Nygaard
Mark Weinstein – AP3 Systems

2. Zoom Meeting Introduction and Expectations

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

3. Public Comments

None

4. Approval of SRAC minutes from, February 6, 2022

Motion: No Action was taken members did not make a quorum.

Ayes –

Nays –

Abstentions – 0:

Absent -

Motion.

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

Cyndi Lopez gave an update on COVID-19. EBP is no longer requiring the use of a face mask. Cyndi strongly recommended the use of face masks when riding the bus to limit exposure to others.

All Service providers continue to rehire and provide ongoing classes for drivers. The Broker's office, AC Transit, and BART continue to work on strategies for attracting individuals to the transportation field and become Paratransit drivers.

Cyndi Lopez also mentioned that the Broker's office works directly with service providers to offer extra training for all overflow providers on the needs of EBP riders, including customer service, sensitivity training, and resolving complaints.

The overflow providers also participate in the complaint investigation and the response process as a requirement for the customers who call with concerns.

Cynthia Lopez also gave a verbal report on Key Performance Indicators (KPIs) for the first half of FY 22-23 (July-December 2022).

This fiscal year shows an overall increase in ridership of about 35.5%, for trips and 37.4% more total passengers compared to the same six months of the previous year. Weekday Ridership increased by 35.9%, and 33.2% on the weekends. Cancellations decreased by 7.3% as more passengers started to resume regular travel patterns. Productivity increased by 9.6% for trips and 8.0% for passengers. Requests for same-day go-back trips increased overall by 19.3% over total requests from the previous fiscal year for a variety of reasons. For example, dialysis patients sometimes are not ready to go when their driver arrives, and instead of making the driver wait and be late for the next pick-up, the driver proceeds in route. The rider is then picked up later that same day. Average trip length in minutes and miles increased by 8.8% and the length of time on the bus decreased by 4.7% due to the extra help from the overflow service providers and the extra efforts of our scheduling and operations team.

On-time performance decreased by 1.8%, and late trips increased by 3.0% in the 1 to 20 minutes late category. There were very low increases in the other categories. These are typically due to delays such as traffic accidents and BART delays. Complaints rose by 59.6% with most of them related to timelines and driver concerns. Operations and dispatch teams have worked to address peak travel concerns by trying to adjust vehicle allocations on the road during busy times.

Rider retraining regarding COVID on passenger rides

EBP continues to work on Customers Service-related workshops for our staff and new hires that place a higher emphasis on de-escalation techniques, and how to resolve booking-related issues, preventing them from happening. The training is going well and we have received an increased number of customers who have communicated how pleased they were with their booking experience.

EBP updated the database for riders with expiring or inactive eligibility currently it shows 9,999 active riders for the first half of the FY.

EBP continues to do satellite In-Person Assessments (IPAs) bi-weekly in Fremont. And working with the San Pablo Senior Center to start doing satellite IPAs in the north region, which will allow riders more access to services without having to make a trip to the Broker's Office in Oakland.

Don Queen asked how high the percentage of 60 or more minutes late trips was.

Cyndi Lopez: responded the percentage is 0.017% bit higher than the previous FY 0.002% due to additional riders.

6. EBP Contactless Fare App Survey Results- by Jon Canapary

Jon Canapary, from Corey, Canapary & Galanis Research.

Jon gave a presentation on the results of the annual survey of the EBP Contactless Fare App. The survey was conducted via telephone by staff from Corey, Canapary & Galanis.

Jon reported that the survey was conducted in February 2023 and was conducted among the app users and riders who have downloaded the app and have used the app at least once. The number of EBP users at the time was 422 total of 237 completed surveys were conducted. Achieving a very high response rate on the survey effort: 56%. (237 completed/422 qualified app users)

The survey method was chosen to provide unbiased, statistically valid data, and broke the questionnaire down into different faces.

- How was the experience of downloading and getting the app set up
- Adding funds to the app
- Using the app itself
- Other features of the app that need to be added in the future

Key observations of the survey

App Use

- Half (55%) of riders have used the app within the past week and nearly all 95% plan to continue to use it.
- About three-quarters-71% of respondents use the app exclusively to pay their fares.
- 26% of those who still use paper tickets or cash do so because they either have tickets or cash left over.
- 24% have issues with the minimum funds required for use on the app
- Three-quarters 76% of respondents use the app themselves.

App Satisfaction

- Respondents were extremely positive about the app with a high share of respondents 94% rating the app as excellent or good overall.
- The three individual app attributes were also highly rated:
 - *Downloading and Setting up of the App (91 % excellent or good)*
 - *Paying for a Ride Using the App (89% excellent or good)*
 - *Ease of adding funds to the app (87% excellent or good)*
- The reason for low ratings was generally concerns about how the app works and the required minimum required amount of funds.

Potential Additional App Functions riders would like to see in the near future.

- 96% The ability to cancel a trip using the app was the most popular proposed function of the app.
- Over 90% of respondents would like to see a feature similar to Uber/Lyft to track where van is.
- 59% Automatic loading of the card was the least popular function this is using your own credit card to automatically load up funds to the app.

Michelle Rousey asked what's the minimum deposit amount in the app

Laura Timothy responded the minimum amount is \$40.00

Don Queen asked if drivers know where to check if the trip has been paid.

Cyndi Lopez responded, yes, all drivers should know where to check, and can always call dispatch to confirm information if extra help is needed.

Roland Wong commented I'm a very satisfied user of the app. Roland asked if during the survey did the team ask about being able to make reservations on the App?

Jon Canapary responded yes it was asked during the potential additional functions in the future and it was highly rated like the ability to cancel a trip.

7. Same-day Trips by Mallory Nestor

Mallory Nestor gave a presentation on EBP Same-day Trips.

Mallory mentioned that there are other sources of transportation like Taxis, Uber, Lyft, and Social Services programs that provide services to their community, City-based programs in Alameda County, that can provide same-day service, and ADA Paratransit services, which are governed by Federal regulation and both agencies received federal dollars for the service, but EBP is bonded and restricted in some cases to ADA-specific services, and along with other sources of transportation, there is also non-emergency transportation and 911.

EBP provides service to all riders who have made a request reservation a day before. The administrative offices are open 7 days a week from 8:00-500 pm for reservation. Service is provided 21/7 all 365 days. ADA Paratransit service is available and cannot deny service based on trip purpose; zero denials is our goal.

EBP gets audited by the Federal government every three years, and both agencies AC Transit and BART are on different schedules which doubles the ADA compliance audits with the Federal Government regulations and guide service.

Under the ADA EBP can negotiate pickup times to either an hour early or an hour after the requested pickup time. EBP does accept appointment time reservations, and Real-time scheduling is available on our service, which is used for "same-day trips or Go-backs." For example, these trips are for individuals who are on dialysis and are not ready to leave when a driver has arrived.

EBP allows you to make reservations 7 days in advance.

Scheduling a trip on the same day is considered above and beyond the ADA. EBP does not have the service capacity and the funding to allow for same-day service and is not required under federal law to provide same-day service.

Same-day-Service impacts routes in a negative way and adds a financial burden to EBP. The industry standard for agencies is to schedule trips at minimum 1-day in advance.

EBP has looked at service pilots in other areas to provide same-day service as non-ADA for certified riders by using taxis or TNC (Technology Network Companies). Attempted to reach out to Uber to come speak on their services, but unable to commit. One of the biggest challenges for EBP is that Taxis and TNCs generally use sedans that are not wheelchair-accessible vehicles. Agencies lack good data for tracking usage and analyzing costs. Lack of consistent quality training for taxi/TNC drivers. The costs typically increase by 3% or more due to increased demand, and taxis/TNCs generally don't do shared rides which decreases efficiency.

The uncertain security as to background checks for taxi/TNC drivers, and uncertain participation in drug & alcohol testing for all drivers is another factor.

EBP receives federal funding and in order to operate EBP has certain regulations that have to comply, including DOJ compliance, criminal, drug, and alcohol checks. Generally, taxis/TNCs do not follow these regulations, which puts EBP in a critical situation in regard to liability to provide the service without assurance of certain insurance requirements, and drug and alcohol testing.

Michelle Rousey asked if it is going to be looked at more to move to same-day transit with accessible and affordable options.

Laura Timothy responded some agencies have been able to do both where they provide ADA and same-day for paratransit eligible riders. Studies showed inconclusively the impacts on ADA. Hoping to procure new software that will provide more flexibility and address concerns.

Roland Wong commented I travel to San Francisco and they do have a Non-ADA taxi program that is wheelchair accessible. I wonder if Alameda County and East Bay Paratransit have spoken with SFMTA regarding any options.

Laura Timothy responded San Francisco does have a great program and one of the great advantages is that the San Francisco agency operates as a city, and county, all in one. EBP is working on new programs but has a big geographical area and a lot of jurisdictions which makes it more complicated.

Shawn Fong commented that City-based programs have many complications with respect to ADA Paratransit services providing same-day service. Measure B-BB-funded programs in Alameda County are doing same-day transportation services for example Ride-On Tri-City program in Alameda County. Alameda County was one of the first programs to provide same-day service and now TNCs with our current services with Lyft. Shawn Fong stated that according to data, from the beginning of the program which started at the end of 2019 using Lift service only not using the call center, there have been 24,430 trips. The total cost is \$229,000 about \$10.00 per ride.

Shawn also mentioned that as a City-Based program, they're very conscious of the service inequity around wheelchair assessable vehicles. Ride-On Tri-City continues to find a different source of transportation like Uber which now has more wheelchair-accessible vehicles but are more available in the Northern part of Alameda County, than Southern but also not always reliable and only available during certain hours of the day.

Shawn mentioned as an advocate for all people with disabilities, and as an advocate for her program participants in southern Alameda County, Fremont, Newark, and Union City, she does see a need for same-day accessible transportation. It is getting to become an issue of equity and fairness, and the ability of adults with disabilities to be able to have the same level of access, as anyone.

Michelle Rousey commented that having different programs in different cities is difficult what needs to happen is for all programs to speak among each other and agree to provide accessible same-day transportation in all cities and counties.

Laura Timothy praised Alameda County for passing Measure B in order to pilot the projects for senior and disabled populations. Commends their navigation of the projects as Alameda is densely populated and large in area.

Alameda county funding goes directly to EBP, expressed advocacy is very important.

8. East Bay Paratransit Regional Trips by Mallory Nestor

Mallory Nestor-Brush gave a presentation on East Bay Paratransit Regional transfer trips.

Mallory explained that Regional Transfer trips are long-distance Paratransit trips outside of the East Bay Paratransit services.

- Part of the trip is on EBP, and part is on a different ADA Paratransit service.
- In many cases you can make a reservation for the whole trip through EBP.
- EBP has a dedicated Regional Trip Coordinator to help schedule trips.
- EBP will contact the other Paratransit provider to arrange the part of the trip that is on their service.

EBP does travel in and out of San Francisco without needing to transfer. EBP connects with the majority of all ADA Providers. Transfers with WestCAT at Target in Pinole, Orinda BART with County Connection, Dublin, Pleasanton BART Station for Wheels, Pleasanton Paratransit, El Cerrito the transfer is at Safeway, El Cerrito del Norte, and SolTrans, Daily City BART, Redi Wheels, and Fremont transfers with VTA.

For transfer trips clients do pay fares to both agencies going and coming to EBP and to the corresponding agency who is providing the next part of your trip.

The volume of Regional Transfer trips during FY 18/19 pre-pandemic

- Total Trips - 12,037
- WestCAT - 2,031
- County Connection Link - 6,328
- Wheels Dial-a-Ride - 2,314
- Marin Access - 50
- Redi-Wheels - 610
- VTA - 705

EBP and the Program Coordinator's goals are to make your trip nice and smooth. EBP wants good connections and does not want you waiting on our buses waiting for your connection. The Regional Trip Coordinator does a fantastic job and there are times when things are out of our control.

One-Seat-Ride is a pilot program in Contra Costa County. EBP participated for a short period of time and is now requesting EBP to provide the service again. The biggest challenge for EBP is the challenge of the Same-day trips. For example, if the subcontractor is through CTA's program in Contra Costa County Connections sends a rescue vehicle if the Contra Costa program fails to make the trip. The program is expecting EBP to make the rescue trips EBP is trying to stay away from that. The second issue EBP has is that the client would only pay half of the fare starting from the origination point of the trip, getting premium services.

MTC at the regional level is coordinating all the activities of all operators to look at Regional Trips. MTC has a better model for all the providers not just Contra Costa County. EBP is participating in those efforts there will be sub-regional pilot projects that will probably be implemented in the year.

EBP has a trip request form that needs to be filled out by the Call Center the request gets submitted, and reviewed by the Regional Trip Coordinator, once completed the Regional Coordinator will schedule the trips based on meeting time. Once completed the coordinator will call with all details of the reservation.

Shawn Fong asked how far in advance the Regional Trip coordinator needs to book a reservation, and if VTA is now requesting coordination or not. If a client on the other side of Alameda County needs transportation and doesn't need EBP doing the part of the trip could we use our local Tri-City Program

Cyndi Lopez responded the majority of service providers do request a minimum of 3 days. Yes, VTA does require a reservation now too.

9. Report from SRAC Members

Michelle Rousey invited all SRAC members to attend the DuckDuckGo meetings which cover details from transportation state-wide and many

different needs for all people with disabilities. The meetings are over the phone or via Zoom.

10. Next SRAC Meeting date

The next SRAC meeting is Tuesday, September 5, 2023, at 12:30 pm.

11. SRAC Adjournment

The meeting adjourned at 3:14 PM.

Attachment 5

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

| | FY 21/22 Jul-Jun | FY 22/23 Jul-Jun | | Variance |
|----------------------------------|-----------------------------|-----------------------------|--|-----------------|
| Ridership Statistics | | | | |
| Total Passengers | 316,792 | 419,288 | | 32.4% |
| ADA Passengers | 274,708 | 370,032 | | 34.7% |
| % Companions | 0.9% | 0.8% | | -8.4% |
| % of Personal Care Assistants | 12% | 11% | | -11.8% |
| Average Passengers/ Weekday | 1,080 | 1,436 | | 33.1% |
| Average Pass/ Weekend & Holidays | 408 | 523 | | 28.3% |

Scheduling Statistics

| | | | | |
|---------------------------------------|-------|-------|--|--------|
| % Rider Fault No Shows & Late Cancels | 3.3% | 2.8% | | -14.4% |
| % of Cancellations | 21.5% | 19.7% | | -8.2% |
| Go Backs/ Re-scheduled | 5,206 | 6,135 | | 17.8% |

Effectiveness Indicators

| | | | | |
|---------------------------------|--------------|--------------|--|-------|
| Revenue Hours | 244,497 | 322,042 | | 31.7% |
| Passengers/Revenue Vehicle Hour | 1.30 | 1.30 | | 0.5% |
| ADA Passengers per RVHr. | 1.12 | 1.15 | | 2.3% |
| Average Trip Length (miles) | 11.95 | 11.92 | | -0.2% |
| Average Ride Duration (minutes) | 53.4 | 52.2 | | -2.2% |
| Total Cost | \$36,310,979 | \$44,272,945 | | 21.9% |
| Total Cost per Passenger | \$114.62 | \$105.59 | | -7.9% |
| Total Cost per ADA Passenger | \$132.18 | \$119.65 | | -9.5% |

On Time Performance

| | | | | |
|--------------------------------------|-------|-------|--|--------|
| Percent on-time | 97.8% | 96.9% | | -0.9% |
| Percent 1-20 minutes past window | 2.0% | 2.7% | | 35.4% |
| % of trips 21-59 minutes past window | 0.2% | 0.4% | | 56.6% |
| % of trips 60 minutes past window | 0.0% | 0.0% | | 319.2% |

Customer Service

| | | | | |
|------------------------------------------|-----|-------|--|-------|
| Total Complaints | 841 | 1,067 | | 26.9% |
| Timeliness | 183 | 265 | | 44.8% |
| Driver Complaints | 417 | 458 | | 9.8% |
| Equipment / Vehicle | 6 | 11 | | 83.3% |
| Scheduling and Other Provider Complaints | 57 | 85 | | 49.1% |
| Broker Complaints | 178 | 248 | | 39.3% |
| Commendations | 384 | 465 | | 21.1% |
| Ave. wait time in Queue for reservation | 1.8 | 1.7 | | -8.1% |

Safety & Maintenance

| | | | | |
|-----------------------------------|------|------|--|------|
| Total accidents per 100,000 miles | 3.72 | 3.97 | | 6.7% |
|-----------------------------------|------|------|--|------|

| | | | | |
|-----------------------------|------|------|--|-------|
| Roadcalls per 100,000 miles | 1.47 | 2.47 | | 68.4% |
|-----------------------------|------|------|--|-------|

Eligibility Statistics

| | | | | |
|------------------------------------|--------|-------|--|--------|
| Total ADA Riders on Data Base | 13,496 | 9,981 | | -26.0% |
| Total Certification Determinations | 3,184 | 3,626 | | 13.9% |
| Initial Denials | 30 | 26 | | -13.3% |
| Denials Reversed | 1 | 2 | | 100.0% |

EBPAC Brokers Report September 2023
Program Coordinators Office
8/24/2023

Attachment 6
EBPAC MEMBERSHIP ROSTER

| Name | Zonal Representatives (8) |
|-------------------|---------------------------------------------------------------|
| Michelle Rousey | Zone 1 - Northern Alameda County |
| Sharon Montgomery | Zone 1 - Northern Alameda County |
| Mary Seib | Zone 2 - Central Alameda County |
| Yvonne Dunbar | Zone 2 - Central Alameda County |
| Letitia Tumaneng | Zone 3 - Southern Alameda County |
| Vacant | Zone 3 - Southern Alameda County |
| Don Queen | Zone 5 - Western Contra Costa County |
| Vacant | Zone 5 - Western Contra Costa County |
| Name | Organizational Representatives (6) |
| Kiran Agarwal | AC Transit Accessibility Advisory Committee (AAC) |
| Roland Wong | BART Accessibility Task Force (BATF) |
| Anthony Lewis | Alameda CTC Paratransit Advisory & Planning Committee (PAPCO) |
| Vacant | CCTA Paratransit Coordinating Council (PCC) |
| Shawn Fong | Alameda County City Based Paratransit - City of Fremont |
| Vacant | Contra Costa County City Based Paratransit |
| Name | Social Services Agency Representatives (2) |
| Vacant | SSAR 1 |

| | |
|--------|--------|
| Vacant | SSAR 2 |
|--------|--------|

Zone 1 - Northern Alameda County - Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont

Zone 2 - Central Alameda County - Castro Valley, Hayward, San Leandro, San Lorenzo

Zone 3 - Southern Alameda County - Fremont, Newark, Union City

Zone 5 - Western Contra Costa County - El Cerrito, Richmond, San Pablo

How to Apply:

Call Ana at 510-902-5999

Email AnaC@paratransit.org

East Bay Paratransit website - scroll to bottom - link to EBPAC information

<https://www.eastbayparatransit.org/srac-rider-advisory-committee.htm>