
East Bay Paratransit

1750 Broadway

Oakland, CA 94612

Service Review Advisory Committee (SRAC) Meeting

12:30 pm to 2:30 pm

Tuesday, June 6, 2023

The Service Review Advisory Committee will be convening at its

Committee Room

1750 Broadway, Oakland CA 94612.

Virtual Meeting Information

Link <https://us02web.zoom.us/j/81482860121?pwd=b1dXMUJkbVYxYjRrdnpBdWVfY3Z1Zz09>

Webinar ID: 814 8286 0121

Password: 000484

For Public Access Dial-in Information

Number: 1-669-900-6833

Webinar ID: 814 8286 0121

Password: 000484

SRAC Members:

Kiran Agarwal
Don Queen, Chair
Mary Seib

Yvonne Dunbar
Sharon Montgomery
Letitia Tumaneng

Shawn Fong
Michelle Rousey
Roland Wong

	<u>TOPIC</u>	<u>TIME</u>
1)	Introduction of individuals present: <ul style="list-style-type: none"> • SRAC Members • East Bay Paratransit 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 SRAC action will be taken on any public comments. Speakers are allowed up to three (3) minutes to present comments)	12:50 pm
4)	Approval of SRAC Minutes from February 07, 2022 (Attachment 1)	1:00 pm
5)	Broker's Report by Cyndi Lopez (Attachment 2)	1:05 pm
6)	EBP Contactless Fare App Survey Results By Jon Canapary (Attachment 3)	1:20 pm
7)	Same-Day- Trips by Mallory Nestor (Attachment 4)	1:40 pm
8)	East Bay Paratransit Regional Trips by Cyndi Lopez (Attachment 5)	1:55 pm
9)	Report from SRAC Members	2:10 pm
10)	Next SRAC Meeting date (Tuesday, August 1, 2023)	2:25 pm
11)	SRAC 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.

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

PUBLIC TRANSPORTATION and ACCESSIBILITY: All AC Transit bus lines servicing Downtown Oakland stop within walking distance of the meeting location. This site can also be reached via BART to the 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 accommodations to the SRAC Coordinator, at 510-902-5999.

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

**East Bay Paratransit's (EBP)
Service Review Advisory Committee (SRAC)
Meeting Minutes from 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.

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

	FY 21/22 Jul-Dec	FY 22/23 Jul-Dec		Variance
Ridership Statistics				
Total Passengers	150,913	204,415		35.5%
ADA Passengers	130,623	179,533		37.4%
% Companions	0.9%	0.8%		-8.6%
% of Personal Care Assistants	13%	11%		-9.5%
Average Passengers/ Weekday	1,025	1,393		35.9%
Average Pass/ Weekend & Holidays	386	514		33.2%

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	3.2%	2.9%		-10.4%
% of Cancellations	21.5%	19.9%		-7.3%
Go Backs/ Re-scheduled	2,669	3,184		19.3%

Effectiveness Indicators

Revenue Hours	120,675	151,299		25.4%
Passengers/Revenue Vehicle Hour	1.25	1.35		8.0%
ADA Passengers per RVHr.	1.08	1.19		9.6%
Average Trip Length (miles)	12.19	11.61		-4.7%
Average Ride Duration (minutes)	55.4	50.6		-8.8%
Total Cost	\$17,957,281	\$20,987,132		16.9%
Total Cost per Passenger	\$118.99	\$102.67		-13.7%
Total Cost per ADA Passenger	\$137.47	\$116.90		-15.0%

On Time Performance

Percent on-time	98.3%	96.5%		-1.8%
Percent 1-20 minutes past window	1.6%	3.0%		92.9%
% of trips 21-59 minutes past window	0.2%	0.4%		169.4%
% of trips 60 minutes past window	0.002%	0.017%		920.8%

Customer Service

Total Complaints	349	557		59.6%
Timeliness	71	132		85.9%
Driver Complaints	186	220		18.3%
Equipment / Vehicle	-	5		0.0%
Scheduling and Other Provider Complaints	21	51		142.9%
Broker Complaints	71	149		109.9%
Commendations	203	199		-2.0%
Avg. wait time in Queue for reservation (min)	2.0	1.5		-24.4%

Safety & Maintenance

Total accidents per 100,000 miles	4.65	4.56		-1.9%
Roadcalls per 100,000 miles	1.43	1.81		26.5%

Eligibility Statistics

Total ADA Riders on Data Base	12,276	9,999		-18.5%
Total Certification Determinations	1,606	1,958		21.9%
Initial Denials	20	18		-10.0%
Denials Reversed	1	2		100.0%

BACKGROUND / INTRODUCTION

INTRODUCTION

The East Bay Paratransit Consortium (also called East Bay Paratransit) created a smartphone app to allow customers to pay for their trips. This app eliminates the need for riders to carry cash or paper tickets and provides some additional functionality to help riders manage their East Bay Paratransit trips. East Bay Paratransit contracted Corey, Canapary & Galanis (CCG) to evaluate app users. CCG created a survey instrument to assess:

- Overall user satisfaction;
- User perception of the app's existing features and features users want the app to provide;
- User opinions of potential new functions for the app; and
- Demographic data of app users

THE SURVEY

The survey method was chosen to provide unbiased, statistically valid data, collected by an independent research company. Key characteristics of the survey are:

- Random sample of riders.
- All respondents had used the app at least one time.
- Survey was administered on the telephone by professional researchers.
- Questions elicited both objective information and subjective rider assessments.
- In total, 237 completed surveys were conducted. We achieved a very high response rate on this survey effort: 56%. (237 completes / 422 qualified app users)

The report presents the results in both graphic and text format. For ease of understanding, the responses to some questions have been translated to scaled numeric scores. For example, in reporting on such questions as *Question 12* where respondents rated the app as excellent, good, only fair, or poor, the responses were assigned the numbers 4 through 1, respectively. Then the numeric scores for all the responses were added up and divided by the number of respondents, to compute an average score.

Please be aware some figures may look as if they are not summed correctly (in that they do not add up to 100% or the total number of surveys). This is due to rounding.

KEY OBSERVATIONS

App Use

- Half (55%) of riders have used the app within the past week and nearly all (95%) plan to continue to use it.
- Three-quarters (71%) of respondents use the app exclusively to pay their fare.
- Those who still use paper tickets or cash do so because they either have tickets or cash left over (26%) or have issues with the minimum funds required for use on the app (24%).
- 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 excellent or good overall.
- The three individual app attributes were also highly rated:
 - *Downloading and Setting up 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).*
- Reasons for low ratings were generally concerns about how the app works and the required minimum required amount of funds.

Potential Additional App Functions

- The ability to cancel a trip using the app was the most popular proposed function of the app (with 96%) saying they would at least probably use.
- Automatic loading of the card was the least popular function. However, well over half of respondents (59%) said they would at least probably use this function.



East Bay Paratransit



AC Transit and BART Service since 1997

Same Day Trip Concerns

Title 49 Code of Federal Regulations (CFR) Part 37

Service Criteria for Complementary Paratransit

Title 49 CFR Part 37 states:

The entity shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day.

- (1) The entity shall make reservation service available during at least all normal business hours of the entity's administrative offices, as well as during times, comparable to normal business hours, on a day when the entity's offices are not open before a service day.

Title 49 CFR Part 37 states:

- (2) The entity may negotiate pickup times with the individual, but the entity shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual's desired departure time.
- (3) The entity may use real-time scheduling in providing complementary paratransit service.
- (4) The entity may permit advance reservations to be made up to 14 days in advance of an ADA paratransit eligible individual's desired trips.

Scheduling a trip on the same day is considered above and beyond

EBP does not have the service capacity to allow for same-day service and is not required under federal law in regard to the ADA to provide same-day service.

Same Day Service Would:

- Impact routes in a negative way
- Add financial burden to EBP
- Industry standard for agencies is to schedule trips at minimum 1-day in advance.

Same Day Service Pilots in Other Areas

Some agencies provide same day service as non-ADA service for certified riders by using taxis or TNCs.

- Taxis and TNCs generally use sedans which are not wheelchair-accessible
- Agencies lack good data for tracking usage and analyzing costs
- Lack of consistent quality of training for taxi/TNC drivers
- Costs typically increase 3% or more due to increased demand
- Taxis/TNCs generally don't do shared rides; decreased efficiency
- Uncertain security as to background checks for taxi/TNC drivers
- Uncertain participation in drug & alcohol testing for drivers



East Bay Paratransit

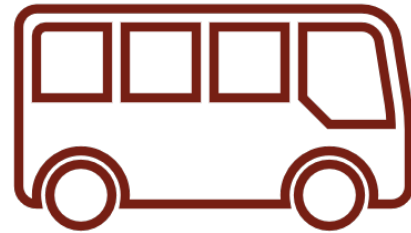


Thank you!

Questions?



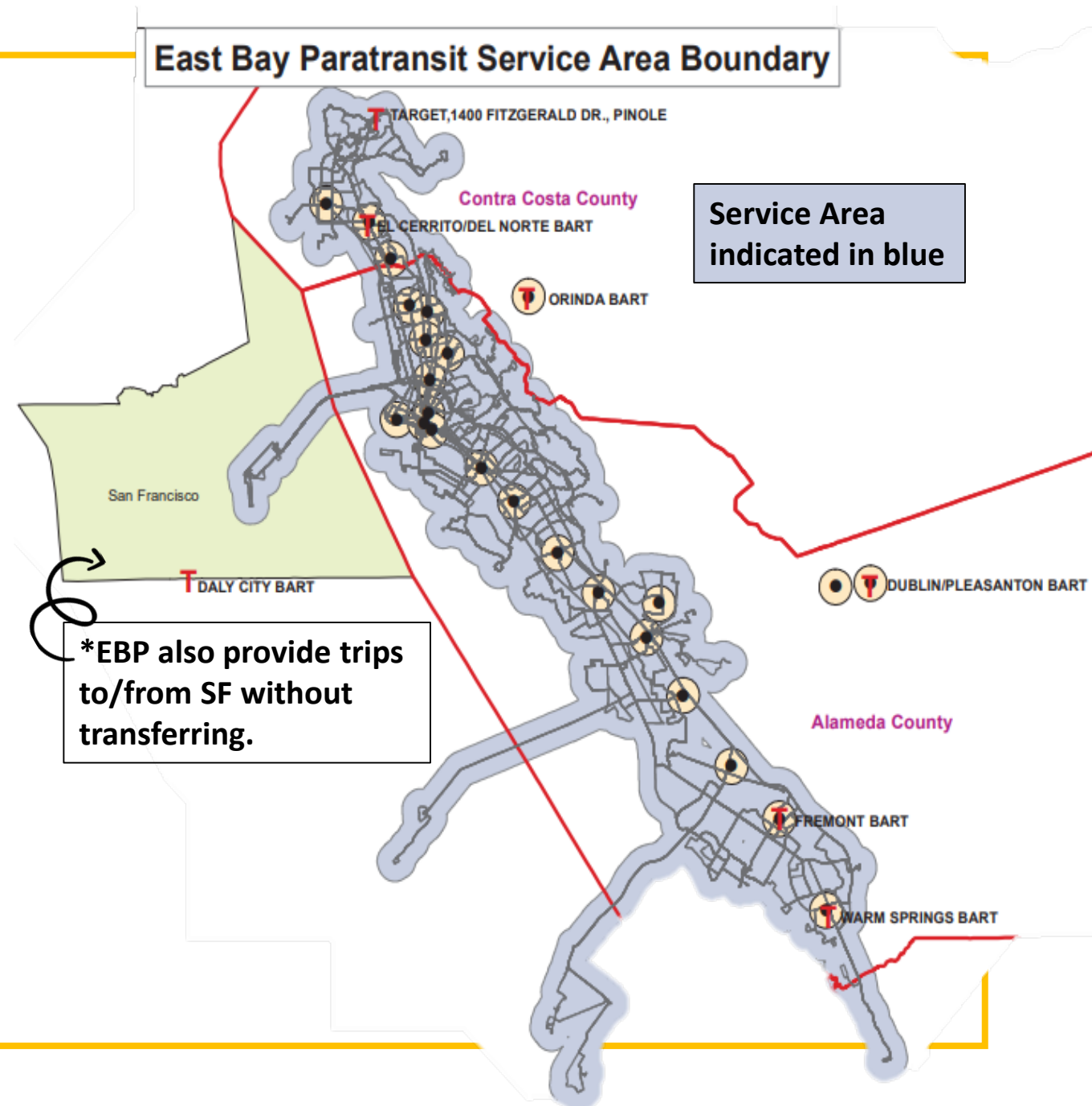
REGIONAL TRIPS



Regional trips are long distance paratransit trips outside the area of 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.
- We will contact the other paratransit provider to arrange the part of the trip that is on their service.

Regional Trip Index



East Bay Paratransit Regional Trip Request Form

Notify caller that whenever possible; trips should be requested at least 2 business days in advance!
We cannot guarantee a trip with another agency.

Connecting Agency	
Service Date ____/____/____	Day of Week _____
Client Name _____	ADA ID# CO _____
Check all that apply:	
<input type="radio"/> Ambulatory	<input type="radio"/> Wheelchair
<input type="radio"/> Cane	<input type="radio"/> Other (Specify): _____
<input type="radio"/> Attendant	<input type="radio"/> Companion
<hr/>	
Origin	
Pick Up Time _____	Appt Time (at destination) _____
Address _____	Apt/Suite _____
City/Zip _____	Telephone (____) ____-____
Notes: _____	
<hr/>	
Destination	
Return Time _____	Alternate Pick Up Time _____
Address _____	Apt/Suite _____
City/Zip _____	Telephone (____) ____-____
Notes: _____	
<hr/>	
Transfer Information	
Going Meet Time _____	Return Meet Time _____
Transfer Point _____	Transfer Point _____
EB Fare \$ _____	EB Fare \$ _____
Transfer Agency Fare \$ _____	Transfer Agency Fare \$ _____
Trip Number # _____	Trip Number # _____

Trip taken by: _____

Date: ____/____/____

Date Faxed to Agency ____/____/____

Confirmed with PAX/Transfer Agency ____/____/____

2









Regional Request Form is filled out, reviewed, and submitted to the Regional Coordinator

5



Regional Coordinator will schedule trip based on the meet time

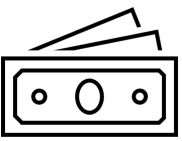
Target (1400 Fitzgerald Dr.), Pinole		WestCAT
Orinda BART		County Connection Link
Dublin/ Pleasanton BART		Wheels Dial-a-Ride/ Pleasanton Paratransit
Safeway (11450 San Pablo Ave.), El Cerrito		Marin Access
Daly City BART		Redi-Wheels
Fremont BART, Warm Springs BART		VTA

2



Driver takes you to the designated meet point

5



There will be 2 separate fares, one for EBP and one for the corresponding agency

Regional Trip Statistics (FY18-19)

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

