

# East Bay Paratransit

1750 Broadway  
Oakland, CA 94612

## Service Review Advisory Committee (SRAC) Meeting

12:30 pm to 2:30 pm

Tuesday, October 5, 2021

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

### Virtual Meeting Information

**Link:** <https://us02web.zoom.us/j/87965644855?pwd=c1hRYXVSZjlwRkRIOGhqUGt0VWhlQT09>

**Webinar ID:** 879 6564 4855

**Password:** 000484

### For Public Access Dial-in Information

**Number:** 669-900-6833

**Webinar ID:** 879 6564 4855

**Password:** 000484

### SRAC Members:

Janet Abelson, Vice Chair

Shawn Fong

Mary Seib

Shawn Costello

Sharon Montgomery

Letitia Tumaneng

Yvonne Dunbar

Don Queen, Chair

Roland Wong

	<u>TOPIC</u>	<u>TIME</u>
1)	Introduction of individuals present: <ul style="list-style-type: none"><li>• SRAC Members</li><li>• East Bay Paratransit Staff</li><li>• Members of the Public</li></ul>	12:30pm
2)	Zoom Meeting Introduction and Expectations	12:35pm
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 clarification of East Bay Paratransit policies, or SRAC action will be taken on any public comments).	12:40pm
4)	Approval of SRAC Minutes from August 3, 2021 (Attachment 1)	12:50pm
5)	Blue Ribbon Task Force presented by Hannah Lindelof	1:00pm
6)	Contactless Fare Payment presented by Laura Timothy	1:20pm

7)	Broker's Report presented by Cyndi Lopez (Attachment 2)	1:45pm
8)	Update on Hybrid Meetings by Mallory Nestor-Brush	2:00pm
9)	Report from SRAC Members	2:10pm
10)	Report from EBPC Staff	2:20pm
11)	Next SRAC Meeting date (Tuesday, December 7, 2021)	2:25pm
12)	SRAC Adjournment	2:30pm

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

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

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

**PUBLIC TRANSPORTATION and ACCESSIBILITY:** All AC Transit bus lines servicing Downtown Oakland stop within walking distance of the meeting location. This site can also be reached via BART to the 19<sup>th</sup> street Oakland Station. Public meetings at the East Bay Paratransit Office are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome.

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

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

**East Bay Paratransit's (EBP)  
Service Review Advisory Committee (SRAC)  
Meeting Minutes from August 3, 2021**

Vice Chair Don Queen called the virtual meeting to order at 12:33 PM.

**1. Roll Call**

**SRAC Members Present:**

Janet Abelson (12:40pm)	Shawn Costello
Yvonne Dunbar	Sharon Montgomery (1:07pm)
Don Queen, Vice Chair	Mary Seib
Letitia Tumaneng (12:51)	Roland Wong

**SRAC Members Absent:**

Shawn Fong

**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  
Jasher Nowland, Quality Assurance Manager – Broker/Transdev  
Josh Wilson, IT Manager – Broker/Transdev  
Kim Ridgeway, Senior Program Specialist – AC Transit  
Lisa Cappellari, PCO – Consortium, Paratransit, Inc.  
Alicia Brown, PCO – Consortium, Paratransit, Inc.  
Renee Martinez, PCO – Consortium, Paratransit, Inc.

**Board Members:**

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

**Guests:**

Naomi Armenta – Nelson/Nygaard  
Elena Van Loo – Senior Administrative Analyst – BART  
Prerna Saxena – TransSIGHT  
Roderick McFarland – Manager of Creative Services – BART  
Edward Chen – EBP Rider  
Michelle Rousey – EBP Rider

**2. Zoom Meeting Introduction and Expectations**

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

**3. Public Comments**

No public comments.

**4. Approval of SRAC minutes from April 6, 2021**

Motion: Abelson/Seib approved the April 6, 2021 meeting minutes. The motion carried by the following vote:

Ayes – 5: Janet Abelson, Yvonne Dunbar, Don Queen, Mary Seib, Roland Wong.

Nays – 0

Abstentions – 5: Kevin Barranti, Shirley Eastman, Shawn Fong, Robert L. Kearney, Jr., Sharon Montgomery

Motion carried unanimously.

**Approval of SRAC minutes from June 1, 2021**

Motion: Abelson/Wong approved the June 1, 2021 meeting minutes. The motion carried by the following vote:

Ayes – 5: Janet Abelson, Yvonne Dunbar, Don Queen, Mary Seib, Roland Wong.

Nays – 0

Abstentions – 1: Shawn Fong

Motion carried unanimously.

**5. Update on Hybrid SRAC Meetings by Mallory Nestor-Brush**

*Mallory Nestor-Brush*, gave an overview on Hybrid meetings, including the Meeting Owl (a 360 degree camera which also tracks audio).

*Mallory* informed the committee of the Brown Act requirements for teleconferencing. *Mallory* also stated that she would reach out to AC Transit's Legislative Affairs/Community Relations Department to request that the

Governor extend the Brown Act waiver beyond September 30, 2021 or to exempt advisory bodies who are not elected officials.

MOTION: Janet Abelson/Mary Seib moved that EBP staff compose a letter to Governor Gavin Newsom requesting to extend the waiver and that each member be provided a letter template to send individually, in support of exempting advisory bodies.

Ayes – 8: Janet Abelson, Shawn Costello, Yvonne Dunbar, Sharon Montgomery, Don Queen, Mary Seib, Letitia Tumaneng, Roland Wong.

Nays – 0

Abstentions – 0

Motion carried unanimously.

**6. Contactless Fare Payment by Laura Timothy**

*Laura Timothy* presented a PowerPoint of the Contactless Payment App, displaying visual designs of EBP’s new look and logo for the app.

**7. Approve the Election of SRAC Chair & Vice Chair for FY 2021-22**

*Lisa Cappellari* opened nominations for the SRAC Chair.

Janet Abelson nominated Don Queen. Don accepted the nomination.

Yvonne Dunbar nominated Mary Seib. Mary respectfully declined.

Don Queen assumed the position of SRAC Chair for 2021-2022.

Don Queen opened nominations for the SRAC Vice Chair.

Shawn Costello nominated himself.

Yvonne Dunbar nominated Janet Abelson. Janet accepted the nomination.

Each candidate was given the opportunity to speak about their qualification and why they feel they should be elected Vice Chair.

Janet Abelson was elected the SRAC Vice Chair for 2021-2022 by the following votes:

Janet Abelson:

Ayes – 7: Janet Abelson, Yvonne Dunbar, Sharon Montgomery, Don Queen, Mary Seib, Letitia Tumaneng, Roland Wong.

Shawn Costello:

Ayes – 1: Shawn Costello

**8. Assignment by the Chair to Panels and the Nominating Committee**

The SRAC Chair made appointments to the Eligibility Appeals Panel, Service Suspension Appeals Panel, and Nomination Committee as follows:.

Eligibility Appeals Panel:

Shawn Costello

May Seib (back up)

Service Suspension Appeals Panel:

Yvonne Dunbar

Janet Abelson (back up)

Nominating Committee:

Janet Abelson

**9. Broker's Report by Cyndi Lopez**

*Cyndi Lopez* reviewed the broker's report, which included a number of key performance indicators. The data presented compared the current period, April – June 2021, to the same period in the previous fiscal year.

**10. Vaccination Update by Mallory Nestor-Brush**

*Mallory Nestor-Brush* stated that among Transdev staff and service providers, 60% are vaccinated which compares favorably with fixed route service, where only 40% are vaccinated. *Mallory* recognized Transdev for all their hard work and efforts.

**11. Report from SRAC Members**

None.

**12. Report from EBPC Staff**

*Lisa Cappellari* announced EBP is looking for 5 additional SRAC members:

1 representative from Zone 1 (Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont)

1 representative from Zone 3 (Fremont, Newark, Union City)

1 representative from Zone 5 (El Cerrito, Richmond, San Pablo)

2 representatives from social service agencies

*Lisa* also displayed the SRAC Meeting Schedule for the FY 21-22.

**13. Next SRAC Meeting**

The next SRAC meeting is Tuesday, October 5, 2021. This will be a virtual meeting.

**14. SRAC Adjournment**

The meeting adjourned at 2:39 PM.

<b>EAST BAY PARATRANSIT</b>			
<b>Performance Report for the SRAC</b>			
<b>Systemwide</b>			
	<b>FY 19/20</b>	<b>FY 20/21</b>	<b>Variance</b>
<b>Ridership Statistics</b>	<b>Jul - Jun</b>	<b>Jul - Jun</b>	
Total Passengers	556,431	199,825	-64.1%
ADA Passengers	475,656	168,776	-64.5%
% Companions	0.8%	0.9%	23.8%
% of Personal Care Assistants	14%	15%	6.1%
Average Passengers/ Weekday	1,957	670	-65.8%
Average Pass/ Weekend & Holidays	555	275	-50.4%
<b>Scheduling Statistics</b>			
% Rider Fault No Shows & Late Cancels	2.5%	3.0%	22.8%
% of Cancellations	25.9%	29.2%	12.9%
Go Backs/ Re-scheduled	8,146	4,380	-46.2%
<b>Effectiveness Indicators</b>			
Revenue Hours	342,100	174,373	-49.0%
Passengers/Revenue Vehicle Hour	1.63	1.15	-29.5%
ADA Passengers per RVHr.	1.39	0.97	-30.4%
Average Trip Length (miles)	10.0	13.9	38.7%
Average Ride Duration (minutes)	43.2	62.0	43.7%
Total Cost	\$39,180,953	\$26,060,262	-33.5%
Total Cost per Passenger	\$70.41	\$130.42	85.2%
Total Cost per ADA Passenger	\$82.37	\$154.41	87.5%
<b>On Time Performance</b>			
Percent on-time	91.3%	99.2%	8.7%
Percent 1-20 minutes past window	6.6%	0.7%	-89.1%
% of trips 21-59 minutes past window	2.0%	0.0%	-97.8%
% of trips 60 minutes past window	0.12%	0.00%	0.0%
<b>Customer Service</b>			
Total Complaints	2,156	445	-79.4%
Timeliness	606	67	-88.9%
Driver Complaints	829	261	-68.5%
Equipment / Vehicle	23	10	0.0%
Scheduling and Other Provider Complaints	124	22	-82.3%
Broker Complaints	574	85	-85.2%
Commendations	788	293	-62.8%
Ave. wait time in Queue for reservation	1.5	1.7	10.3%
<b>Safety &amp; Maintenance</b>			
Total accidents per 100,000 miles	2.90	4.30	48.1%
Roadcalls per 100,000 miles	2.64	1.77	-32.8%
<b>Eligibility Statistics</b>			
Total ADA Riders on Data Base	14,019	11,722	-16.4%
Total Certification Determinations	3,378	1,378	-59.2%
Initial Denials	66	-	-100.0%
Denials Reversed	3	1	0.0%
<b>Attachment # 2</b>			