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## East Bay Paratransit

1750 Broadway

Oakland, CA 94612

### Service review Advisory Committee (SRAC) Meeting

12:30 pm to 2:30 pm

Tuesday, December 7, 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/87011148922?pwd=SkISblgwckxkN1dMVit2SDI2UW1qdz09>

Webinar ID: 870 1114 8922

Password: 000484

#### For Public Access Dial-in Information

Number: 1-669-900-6833

Webinar ID: 870 1114 8922

Password: 000484

#### SRAC Members:

Don Queen, Chair  
Janet Abelson, Vice Chair  
Mary Seib

Shawn Costello  
Sharon Montgomery  
Letitia Tumaneng

Yvonne Dunbar  
Shawn Fong  
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).	12:45pm

4)	Approval of SRAC Minutes from October 5,2021 (attachment 1)	12:55pm
5)	Recommendation from the Nominating Committee and Action to approve new Committee Members by Paratransit Coordinator's Office <ul style="list-style-type: none"> <li>• Introduction and brief comments from applicant</li> <li>• SRAC Action on Recommended Members</li> </ul>	1:05pm
6)	Fare App Accessibility Group Testing by Laura Timothy	1:15pm
7)	One-Way Trip Booking by Jasher Nowland	1:30pm
8)	Broker's Report by Cyndi Lopez (Attachment 2)	1:45pm
9)	Report from SRAC Members	2:05pm
10)	Next SRAC Meeting date ( Tuesday February 1, 2022)	2:20pm
11)	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 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 October 5, 2021**

Chair Don Queen called the virtual meeting to order at 12:34 PM.

**1. Roll Call**

**SRAC Members Present:**

Janet Abelson, Vice Chair

Shawn Fong

Mary Seib

Roland Wong

Yvonne Dunbar

Don Queen, Chair

Letitia Tumaneng (12:52 pm)

**SRAC Members Absent:**

Shawn Costello

Sharon Montgomery

**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

Brandon Chan, IT – 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.

Renee Martinez, PCO – Consortium, Paratransit, Inc.

Ana Cisneros, PCO – Consortium, Paratransit, Inc.

**Board Members:**

Robert Raburn – BART Board of Directors

**Guests:**

Hannah Lindelof – Strategic Planning Group Manager - BART

Naomi Armenta – Nelson/Nygaard

David Fritz – 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**

David Fritz – “There is room for improvement, I also when I am able take regular transit rather than East Bay Paratransit for my own mobility issues. In spite of the fact that there are improvements needed at East Bay Paratransit and AC Transit, I am really impressed on how things run for both.”

## **4. Approval of SRAC minutes from August 3, 2021**

Motion: Seib/Wong approved the August 3, 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. Contactless Fare Payment by Laura Timothy**

Laura Timothy gave an overview of the Paratransit Contactless Fare Payment app. Laura displayed the new logo, and reviewed functions of the app including how to create an account and profile, how to pay for trips, and how to access upcoming, cancelled and completed trips.

Laura mentioned that EBP staff will conduct internal testing, then do accessibility testing, in which Committee members will be invited to participate and give feedback. The Customer service Department, Call Center, and drivers will all receive training, as well.

Mary Seib stated that, for the purpose of “ Inclusivity and Exclusivity “ was there any SRAC member asked to participate?

Laura Timothy replied that this item has been brought to the SRAC approximately 3 times for the Committee’s input. And the SRAC will also be a part of the accessibility testing.

David Fritz asked:

1. if money is uploaded immediately when the customer adds to their account,
2. Can a customer get a refund if they paid for a trip through the app, but needs to cancel the trip,
3. If there a transaction fee on the app, like when one purchases paper tickets.
4. Will this app allow people to schedule trips, and
5. Does the app work with paying for regional trips.

Laura responded:

1. Yes, the money does upload or post immediately to the account,
2. Refunds can be handled through customer service when the person calls to cancel the trip.
3. There is no transaction fee for using the app.
4. Scheduling and cancelling trips still need to be done through the Call Center. However, In the next one-two years we are looking for new software that would include some of those newer aspects like scheduling trips on line, and
5. Yes, regional trips can be paid for with the app.

David Fritz also asked if there any chance in the future we would be able to use the clipper card on EBP?

Laura responded that staff is working hard on getting Clipper 2.0 for all Paratransit across in the Bay Area. Clipper 2.0 has to develop a connection that would work with Paratransit Software, so It’s probably a couple of years down the road.

## **6. Blue Ribbon Task Force by Hannah Lindelof**

Hannah Lindelof, Strategic Planning Group Manager - BART gave an overview of the Metropolitan Transportation Commission (MTC) Blue Ribbon Transit Recovery Task Force (Blue Ribbon). This included the Transformation Action Plan and Network Management.

## **7. Broker's Report by Cyndi Lopez**

Cyndi Lopez reviewed the broker's report, which included a number of key performance indicators. The data presented included annual data for FY July – June 2021, to the same period in the previous fiscal year.

Shawn Fong ask if rider vaccine status is affecting the in-person assessments (IPA).

Cyndi Lopez replied that EBP does ask if the individual is vaccinated, however it is not a requirement to complete their assessment. She also stated modifications were made to the certification office to accommodate adequate spacing and appointments are spaced out enough to limit the number of people in the office.

Jasher Nowland added during the IPA scheduling, staff informs the applicant of expectations and requirements, such as a temperature check and face mask. Staff will also ask the rider if they feel comfortable providing their vaccination status. The applicant's vaccination status will be notated on the appointment information to indicate to the team if further precaution is needed during the assessment. Jasher added it is not a requirement for the rider to provide their vaccination status.

Director Robert Raburn asked if the mask exemption request form is available to employees or for the rider.

Cyndi Lopez responded that this process was suggested by the FDA, to have a mandate in place for the rider and to have the exemption form signed off by their doctor. This was implemented on April 18<sup>th</sup> 2020. EBP

communicates these processes with riders and applicants. If there is a mask exemption signed off by the rider's doctor, the client's file is updated for drivers to know that they're exempt. Face shields are then offered to the rider as well as the driver.

Director Robert Raburn asked about the level of vaccinations among EBPC workers.

Cyndi Lopez responded that overall the three Service providers were at about 67%; and Broker's office is at about 70%.

Don Queen asked when new vans are being ordered and stated he would like to see the SRAC be a part of the selection of new vehicles.

Mallory Nestor-Brush responded that the SRAC was included on the last vehicle procurement in 2013. The SRAC will absolutely be included in the next vehicle procurement.

## **8. Update on Hybrid Meetings by Mallory Nestor-Brush**

Mallory Nestor-Brush reported that Governor Newsom signed AB-361 that suspended some of the mandatory provisions of the Brown ACT through January 2024 if there is a state of emergency, but it requires a legislative body to take action every 30 days. The SRAC will continue to hold virtual meetings and staff will update the Committee as more information is relayed.

## **9. Report from SRAC Members**

None.

## **10. Report from EBPC Staff**

Renee Martinez announced her resignation from Paratransit, Inc. and introduced Ana Cisneros as the newest member of the Paratransit Coordinators Office (PCO) from Paratransit, Inc.

## **11. Next SRAC Meeting**

The next SRAC meeting is Tuesday, December 7, 2021. This will be a virtual meeting.

## **12. SRAC Adjournment**

The meeting adjourned at 2:12 PM.



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

	<b>FY 20/21 Jul-Sep</b>	<b>FY 21/22 Jul-Sep</b>	<b>Variance</b>
<b>Ridership Statistics</b>			
Total Passengers	49,497	70,835	43.1%
ADA Passengers	41,836	60,881	45.5%
% Companions	1.1%	0.9%	-11.5%
% of Personal Care Assistants	14%	13%	-9.0%
Average Passengers/ Weekday	660	949	43.9%
Average Pass/ Weekend & Holidays	260	360	38.6%

**Scheduling Statistics**

% Rider Fault No Shows & Late	2.6%	3.1%	19.3%
% of Cancellations	42.7%	22.0%	-48.5%
Go Backs/ Re-scheduled	1,066	1,304	22.3%

**Effectiveness Indicators**

Revenue Hours	41,175	59,158	43.7%
Passengers/Revenue Vehicle Hour	1.20	1.20	-0.4%
ADA Passengers per RVHr.	1.02	1.03	1.3%
Average Trip Length (miles)	13.9	12.9	-7.4%
Average Ride Duration (minutes)	59.1	58.3	-1.3%
Total Cost	\$6,068,770	\$8,802,843	45.1%
Total Cost per Passenger	\$122.61	\$124.27	1.4%
Total Cost per ADA Passenger	\$145.06	\$144.59	-0.3%

**On Time Performance**

Percent on-time	99.3%	98.8%	-0.5%
Percent 1-20 minutes past window	0.7%	1.1%	62.0%
% of trips 21-59 minutes past window	0.0%	0.1%	250.0%
% of trips 60 minutes past window	0.00%	0.00%	0.0%

**Customer Service**

Total Complaints	112	149	33.0%
Timeliness	13	25	92.3%
Driver Complaints	82	78	-4.9%
Equipment / Vehicle	0	0	0.0%
Scheduling and Other Provider Comp	3	10	233.3%
Broker Complaints	14	36	157.1%
Commendations	64	96	50.0%
Ave. wait time in Queue for	2.0	2.2	10.3%

**Safety & Maintenance**

Total accidents per 100,000 miles	2.75	4.69	70.6%
Roadcalls per 100,000 miles	1.89	1.67	-11.6%

**Eligibility Statistics**

Total ADA Riders on Data Base	13,395	11,541	-13.8%
Total Certification Determinations	354	593	67.5%
Initial Denials	-	5	0.0%
Denials Reversed	-	1	0.0%