

# **East Bay Paratransit**

1750 Broadway  
Oakland, CA 94612

## **Service Review Advisory Committee (SRAC) Meeting**

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

**Tuesday, February 4, 2020**

**East Bay Paratransit Office, 1750 Broadway, Oakland  
Community Room, 1<sup>st</sup> Floor**

### **SRAC members:**

**Janet Abelson**

**Bridget Cooney**

**Shawn Fong**

**Don Queen, Vice-Chair**

**Letitia Tumaneng**

**Kevin Barranti**

**Yvonne Dunbar**

**Robert L Kearey, Jr.**

**Michelle Rousey**

**Roland Wong**

**Arnold Brillinger, Chair**

**Shirley Eastman**

**Sharon Montgomery**

**Mary Seib**

	<b><u>TOPIC</u></b>	<b><u>TIME</u></b>
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>	12:30 pm
2)	Reminder to the audience about room safety and exits	12:35 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 clarification of East Bay Paratransit policies, or SRAC action will be taken on any public comments).	12:40 pm
4)	Approval of SRAC Minutes from October 1, 2019 (Attachment 1)	12:50 pm
5)	Driver Training Presentation by Cyndi Lopez	1:00 pm
6)	Discussion of upcoming FY 20/21 Measure B/BB application preparation and receipt of comments/suggestions from members, by Laura Timothy (Attachment 2)	1:30 pm

7)	Broker's Report, presented by Cyndi Lopez, Transdev General Manager (Attachment 3, Performance Data)	1:50 pm
8)	Secret Rider Program Update by Estephania Castillo (Attachment, 4)	2:05 pm
9)	Report from SRAC Members	2:15 pm
10)	Next SRAC meeting date (Tuesday, April 7, 2020)	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 this 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 510-446-2005.

**SIGN LANGUAGE INTERPRETER:** Call the SRAC Coordinator at 510-446-2005 (Voice) or 510-287-5065 (TTD) five days in advance to request a sign-language interpreter.

**Service Review Advisory Committee (SRAC)  
Meeting Minutes from October 1, 2019**

Vice Chair Don Queen called the meeting to order at 12:31 PM.

**1. Roll Call**

**SRAC Members Present:**

Janet Abelson	Kevin Barranti
Yvonne Dunbar	Shirley Eastman
Shawn Fong	Sharon Montgomery
Don Queen, Vice-Chair	Michelle Rousey
Mary Seib	Letitia Tumaneng
Roland Wong (12:45 PM)	

**SRAC Members Absent:**

Arnold Brillinger, Chair  
Bridget Cooney  
Robert L Kearney, Jr.

**Staff:**

Mallory Nestor-Brush, Accessible Services Manager – AC Transit  
Laura Timothy – Manager of Access, Accessibility and Paratransit – BART  
Robert Raburn – BART Board of Directors  
Cynthia Lopez – General Manager – Broker/Transdev  
Stephanie Castillo, Assistant General Manager – Broker/Transdev  
Jasher Nowland, Certification Manager – Broker/Transdev  
Josh Wilson, IT Manager – Broker/Transdev  
Selicia Ashley – Certification Team Lead – Broker/Transdev  
Kim Ridgeway – Accessible Services Specialist – AC Transit

**Guests:**

Naomi Armenta – Nelson/Nygaard  
Renee Jones – EBP Rider  
Baseemah Shabazz – EBP Rider

## **2. Review of Orientation and Security Considerations:**

Jasher Nowland provided a briefing on the emergency and evacuation procedures of the Community Room.

## **3. Public Comments**

EBP Rider Baseemah Shabazz expressed that she feels drivers should receive more pay and there should be more driver incentives. Baseemah also expressed that rides are sometimes rough, and dispatchers should take a paratransit trip to experience the ride. She also mentioned that sometimes the vehicles are not adequately cleaned. She further stated that she has had a panic attack due to being stranded. She closed that she does appreciate paratransit, however would like to be picked up on time.

EBP Rider Renee Jones stated that on 7/30/2019 she was involved in a life-threatening situation on board one of the paratransit vehicles. Another incident in 2014 required the assistance of CHP. She explained that the driver involved in the 7/30/2019 incident was a new driver and she had to assist them because the driver was being attacked by another passenger on the bus. Renee had to intervene to help the driver. The passenger did not speak English, and the driver spoke very little English. The situation stemmed from the driver picking up the wrong passenger, which was caused due to a language barrier. She requested that drivers are trained better, improved training for bilingual drivers, and to ensure that drivers can read, write, and are proficient in English.

Kevin Barranti stated that training is very important and that drivers are not being properly trained. He stated that he experienced a situation in which the driver pulled in to the wrong location when coming to pick him up and his neighbor had to assist the driver with finding the correct location. He also mentioned that navigation is not working properly and that he requires door to door assistance, but the drivers are not doing so and stating to him that there are not specific instructions on their manifests.

Don Queen mentioned that many of the issues are a result of the driver shortage.

Cynthia Lopez stated that there is currently a thorough training program for the drivers, and she is willing to show it to any interested SRAC members. She also explained that there is an expectation of drivers to be able to communicate in English.

Mary Seib stated that a lot of these problem have been issues for over two years, including the add-ons issue, which the SRAC still has not received the procedural changes in writing. She requested to get something in writing.

**4. Approval of SRAC minutes from August 6<sup>th</sup>, 2019 (Attachment 1)**

Janet Abelson moved to approve the August 6, 2019 meeting minutes and Michelle Rousey seconded.

Ayes – 9: Don Queen, Janet Abelson, Yvonne Dunbar, Letitia Tumaneng, Kevin Barranti, Michelle Rousey, Roland Wong, Shirley Eastman, Sharon Montgomery

Nays – 0

Abstentions – 2: Mary Seib, Shawn Fong

Motion carried unanimously.

Mary Seib commented that Yvonne Dunbar made a request regarding the committee members being provided cookies, which was not reflected in the meeting minutes.

**5. Update to SRAC of study conducted by nelson/Nygaard, about Regional trips and Regional Center of the East Bay riders.**

Laura Timothy provided an update that BART and AC Transit are continuing to look at regional trips and communicate with regional centers. The service continues to be stressed during peak times because of regional center service. She explained that management has been

reviewing subscription trips and that per the ADA only 50% of trips provided per hour can be booked as subscription service to prevent capacity constraints. Currently East Bay Paratransit is accommodating 16,000 trips per year to regional centers. Laura thanked AC Transit for applying for a 5310 grant that can fund the 2-year study of continuing to look the into regional trip service. Laura further explained that regional trips are costly, long, and time consuming.

Shawn Fong commended AC Transit and BART for the work that's been done to investigate regional trip service. She expressed her desire of looking into trips that cross county lines. Shawn also mentioned a new pilot that is going to start soon with subsidized trips being provided by TNCs in the Tri-city area. Shawn explained hopes of coordinating with AC Transit and BART.

Letitia Tumaneng commented that dialysis patients do not have a choice when they can schedule their trips. Their appointments are determined by the dialysis centers. She asked if EBP can set up rides specifically for dialysis, as it's a medical need.

Laura Timothy answered that the ADA prohibits an agency from prioritizing trips based on trip purpose. She then explained that a presentation can be given to explain this in more detail.

Shirley Eastman commented that most programs start at 9:00am, and some at 8:00am. She explained that Wisdom Day Path has changed times for the program's afternoon pick up times. Some of their participants are picked up as early as 1:15 to avoid peak times. The change in these times have made a significant difference. Shirley went on to explain that drivers have been nice and respectful to their participants.

Laura Timothy stated that this type of cooperation will help service the needs of the riders and improve the service. She then mentioned that regional centers could train their staff to be available to help board passengers.

Laura Timothy stated the issue dialysis riders may have emergencies that cause them to not be ready for their return trip. EPB has a no-strand policy. She reiterated that subscription service can only be up to 50% to avoid a capacity constraint. She went on to explain that the regional centers have shifted a lot of their participants onto paratransit service. This has caused EBP to begin to exceed the allowed limit of subscription service at peak periods.

Mary Seib commented that flexibility is needed. She explained that communication is important to ensure that everyone knows what's going on. She then mentioned that she would like to know what grants AC Transit and BART is applying for, and that the information is presented to the SRAC.

Sharon Montgomery proposed that skilled nursing facilities be contracted with for ambulatory passengers. She then requested that pick-ups for IPAs be timelier, to prevent anyone from feeling uncomfortable.

#### **6. Discussion with Jasher Nowland about the Secret Rider Program (Attachment 2)**

Jasher explained that he wanted to propose reinitiating the Secret Rider Program. He explained the program was launched in 2009 and focused on getting objective client feedback. The main target points were trip timeliness, driver behavior, safety, and vehicle cleanliness. After a few years, the program was discontinued. Jasher requested member comments on the possibility of reinitiating the program, with new questions that pertain to current EBP service, and suggestions on simplifying the process for participants.

Letitia Tumaneng suggested including an area to provide feedback on a client's communication with a dispatcher.

Michelle Rousey suggested reviewing other paratransit agency's secret rider programs. She mentioned that it would be good to start with a checklist and make it as easy as possible for participants, including online options such as Survey Monkey.

Shawn Fong suggested providing tickets as an incentive for participants. Shawn also suggested recruiting participants from different areas, and with different disabilities.

Roland Wong suggested including the type of mobility device the participant is using when taking the trip.

**7. Driver of the Month for August presented by Cyndi Lopez**

Driver Morris from AParatransit was presented a Driver of the Month Award.

Driver Christopher Campos from First Transit was presented a Driver of the Month Award.

Driver Maria Vazquez from MV Transportation was presented a Driver of the Month Award.

**8. Broker's Report, presented by Cyndi Lopez, Transdev General Manager (Attachment 3, Performance Data)**

Cyndi Lopez presented the following Broker's Report:

Cyndi Lopez discussed the service provider's current Collective Bargain Agreements (CBA's) and driver recruitment and retention.

Jasher Nowland, previously announced as the new Customer Service Manager will be the main SRAC (point of contact) and will be working jointly with Selicia Ashley on all things related to the Service Review Advisory Committee meetings.

There has been a drop-in passenger ridership over the summer months compared to the same period last fiscal year, and a modest drop in



average passengers traveling during weekdays (a -4.7% drop), vs. an 8.5% increase in passengers riding on the weekend.

Other KPI's show a drop in Trips Per Hour and Passengers Per Hour. On-Time performance dropped slightly by -1.4% (at 89.5%). We are currently working on ways to increase both Productivity and On-Time performance.

There has been an increase of 8.3% in total complaints; you will see the largest quantity of these complaints for timeliness (noted by OTP) and driver related complaints, (a 29.9 % increase). Road Supervisors are working directly with Customer Response and Operations to make sure we address high complaint generating drivers.

There has also been a loss of EBP Broker Staff due to the highly competitive job market. Much like the driver retention issue, we've had to look internally and evaluate our pay structure to stay competitive with the job market.

One bit of good news is the reduction of equipment and vehicle complaints (a -47.6% reduction) over the same time period last fiscal year due to the newer vehicles making their way into our fleet. Another positive note is the (-25.7%) reduction in total accidents and (-23.4) reduction in road calls for the 1<sup>st</sup> quarter of this fiscal year. Cynthia Lopez concluded the Broker's Report.

Janet Abelson asked if the reduction in trips performed is due to TNCs?

Cyndi Lopez responded that's a possibility because a rider may call to get an ETA, then cancel their trip and take Lyft or Uber and that some TNCs have wheelchair accessible vehicles.

Michelle Rousey asked if EBP staff are having a hard time retaining call center agents?

Cyndi Lopez answered that Oakland's costs of living continue to increase, and entry level salaries continue to be a concern. She explained that this is something that's currently being investigated.

Mary Seib commented that Add-ons are missing from the report. She asked Cyndi Lopez if there has been any improvement with passenger add-ons?

Cyndi Lopez responded that passenger add-on complaints have been decreasing due to staff monitoring unscheduled trips throughout the day. She also explained that dispatchers have been provided with more training. Cyndi stated in the past that she gave a quick dispatcher training presentation and she is willing to give the presentation again if desired.

Mary Seib also asked how often is driver training?

Cyndi Lopez responded that drivers receive 40 hours of training in a classroom setting, followed by 20 hours of behind the wheel training. She went on further to explain that drivers are also given Transdev training as well as an extra layer of veteran driver shadowing. Once the driver completes the training, they're on their own and subject to random spot checks from the safety and training and compliance team.

Sharon Montgomery asked if there are any hiring incentives for new drivers? She also asked if anything is being done to retain drivers?

Cindy replied that there are signing bonuses for new drivers, advertisement of open driver positions, as well as job fairs. She went on to explain that 2 of the 3 providers are doing well at recruitment. She stated that EBP staff and the providers have been working together to figure out how to improve recruitment and retention.

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

Janet Abelson commented that Contra Costa County is considering an extension to the half-cent sales tax. She explained that this would help provide more money for paratransit services. Janet stated that a 19-city majority must agree to put it on the ballot. Janet further explained that Measure H is an important source of revenue.

Mary Seib asked what can be done when a driver does not follow traffic laws, specifically at a red light? She then requested to have her email address posted for board members to have access to.

Yvonne Dunbar requested to have her email address posted as well.

Laura Timothy reminded the SRAC members that they cannot hold sequential meetings per the Brown Act.

Robert Raburn asked if there is an emergency protocol to report issues?

Cyndi Lopez responded that there are two protocols. There's a protocol with broker dispatch, and a protocol with window dispatch.

**10. Next SRAC Meeting**

The next SRAC meeting will take place on Tuesday, December 2<sup>nd</sup>, 2019.

**11. SRAC Adjournment**

The meeting adjourned at 2:02 PM

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## East Bay Paratransit

1750 Broadway  
Oakland, CA 94612

**To:** SRAC Members  
**From:** East Bay Paratransit Staff  
**Date:** for February 4, 2020 SRAC Meeting  
**Subject:** Paratransit Plan and Funding Claim to be submitted to the Alameda County Transportation Commission as part of the Application for FY20/21 Measure B and BB funding

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Every year East Bay Paratransit (EBPC) is required to submit an annual application to the Alameda County Transportation Commission (ACTC) to obtain funding generated by Measure B and Measure BB for East Bay Paratransit operations.

AC Transit and BART each submit an individual application for this funding. The application is identical except for contact information and a few calculations using the 69%/31% standard split between the two agencies

Attached is the application for FY19/20 funding for BART, which was submitted last year. East Bay Paratransit is now preparing the applications for FY20/21. We ask SRAC members to review the prior year application enclosed and be prepared to comment or offer suggestions for completion of the FY20/21 funding request. We appreciate your assistance.

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Phone: (510) 287-5000 or Fax: (510) 287-5069

[www.eastbayparatransit.org](http://www.eastbayparatransit.org)

Attachment 2

# East Bay Paratransit

1750 Broadway

Oakland, CA 94612



## FY 2019-20 Annual Paratransit Program Plan Application for Measure B and BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities in Alameda County.

### Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2019-20 Program Plan Excel workbook contains a tab to report on FY 2017-18 performance and budget (Attachment A Table). The FY 2017-18 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2017-18 compliance report.*
3. References:
  - a. FY 2019-20 MB and MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2019)
  - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised December 2018
  - c. Alameda CTC Timely Use of Funds Policy, adopted December 2015

**Submit the Word and Excel files listed above electronically via email by February 28, 2019 to Krystle Pasco at [kpasco@alamedactc.org](mailto:kpasco@alamedactc.org).**

*Be sure to include your agency name and FY 19-20 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY19-20\_Paratransit\_Program\_Application.doc).*

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467.



CONTACT INFORMATION	
Agency:	BART as part of the East Bay Paratransit Consortium
Contact Name:	Laura Timothy
Title:	Manager of Access, Accessibility and Paratransit
Phone Number:	510 464-6446
E-mail Address:	ltimoth@bart.gov

Date Submitted: **February 28, 2019**

## TYPES OF SERVICES PROVIDED

1. **What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or

- Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.

**A. Provide a short narrative description of your agency's FY 2019-20 program.**

BART and AC Transit, operating as the East Bay Paratransit Consortium (EBPC), fund and operate the EBPC's ADA paratransit program to fulfill their requirements under the Americans with Disabilities Act. The primary objective of this partnership is to deliver high quality, cost effective paratransit service that meets the service criteria of the ADA.

**B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

ADA services are targeted to meet the needs of individuals who are prevented from using accessible fixed route services because of their disabilities. BART, as part of EBPC, is obligated and does comply with all regulations for ADA service.

**C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.**

12 Regional Center of East Bay sites located in San Leandro, Hayward, Oakland, Union City and Fremont.

1 - Hospital in Oakland

1 – Adult Education Center - Oakland

1– Senior (Alzheimer's) Center - Berkeley

**D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.**



The average trip length as calculated by our scheduling software was 9.5 miles for the first-half of FY18-19.

Regional Center of the East Bay does permit their clients to choose any service site regardless of the distance.

**2. Will your agency's program for FY 2019-20 conform to the Paratransit Program Implementation Guidelines, as required?**

☒ Yes

☐ No

**A. If "No", explain below and contact Alameda CTC staff to discuss** (prior to February 28, 2019)

N/A

**3. If proposing any service or program changes in FY 2019-20 from the current year, FY 2018-19, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

EBPC will continue in FY19/20 to provide ADA mandated service in compliance with Federal law. No changes to service delivery are proposed in FY19/20; however, as required by law, EBPC will incorporate into the service area any service expansion of AC Transit.

**4. Looking ahead, beyond FY 2019-20, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

EBPC staff and our paratransit Broker are discussing.

- Upgraded Scheduling Software that is internet based
- incorporating EBPC fare tickets into the Clipper system
- providing a paperless option for fare collection
- Development of an ambassador program to encourage more use of BART as part of a trip.

#### **PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW**

- 5. The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested.**

**If your FY 2019-20 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

Capital funding might be considered for new or upgraded scheduling software expenditures.

#### **DEVELOPMENT OF PROGRAM PLAN**

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

EBPC staff works with its rider committee, the Service Review Advisory Committee (SRAC) and the EBPC executive committee, the Service Review Committee (SRC), when considering changes in the ADA paratransit plan or design. Comments and support for changes are obtained prior to implementation. Meetings of these committees are publicly noticed, and public comment is welcome.

The SRAC consists of 12 EBPC riders from all over the service area & 4 members from city programs or SS Agencies with ADA riders as clients. The SRAC meets every other month and an announcement about the SRAC is included in phone hold messages, so interested individuals may attend.

Meeting materials are sent to everyone who requests them.

The SRAC reviewed the FY19/20 B/BB application plan and recommended staff forward the application approval to ACTC on March 5, 2019.

**7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

EBPC conducts an annual satisfaction survey asking about aspects of the service. Data from the survey & tracking of service indicators & customer comments/complaints are used to determine areas needing adjustments to improve the service.

The SRAC receives a regular report from the Broker with statistics and data about operations and customer service.

**8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.**

- Customer Service agents place calls to riders alerting them if their trip will be significantly late, as a result of comments at SRAC meetings.
- The request for use of credit cards to purchase EBPC fare tickets was raised at a SRAC meeting. EBPC responded and established a link in its website at [www.eastbayparatransit.org](http://www.eastbayparatransit.org) which allows credit card purchases. A kiosk is also available at the main office which takes credit cards.
- To keep riders and their care givers updated on Emergency Planning for EBPC, a rider's brochure was developed and widely circulated.

**9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.**

- Interactive Voice Response (IVR) System- that sends reminder phone messages of scheduled trips for the next day and provides eminent arrival call when the vehicle is close to the pick-up location.
- On-going modifications to scheduling software to zone vehicles more effectively particularly subscription trips going to the same center.
- New phone system installed with improved reporting features making monitoring easier for complaint resolution. Training and maintenance are simplified allowing for ease of trouble shooting.

**10. Was this program plan approved by a governing body (or is it scheduled for action)?** *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

☐ Yes  
☒ No

A. If "Yes", provide the name of the governing body and planned or actual approval date.

EBPC's rider advisory committee, the Service Review Advisory Committee reviewed the program plan on March 5, 2019.

**OUTREACH**

**11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment B.

Outreach by staff at information events is conducted consistent with federal & State Title VI and related requirements. EBPC informs users about the program with brochures and Rider's Guides. EBPC has Multi-lingual staff available for customer services and outreach events.

The phone tree allows selection of languages other than English.

EBPC works closely with many organizations supporting low income individuals & meets with agencies and individuals to provide information. EBPC has its own website & EBPC is mentioned on BART's and AC Transit's websites. All three websites list support from Alameda County's Measures B and BB.

## ELIGIBILITY AND ENROLLMENT

### **12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).**

A new applicant must complete a written application & an in-person interview. Occasionally, medical verification is required. Every three years, riders must re-certify. Most recertifying riders use a short form application primarily to update rider information. Some recertifying riders with temporary or conditional eligibility may be required to complete the full ADA application & possibly return for another interview.

### **13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.**

Once the interview & written application are complete applicants may use services upon receipt of their determination letter, assuming they are found eligible. If a determination has not been made within 21 days after the application and interview are complete, the ADA requires the agency to provide presumptive eligibility and service for that applicant until the determination is made.

## CUSTOMER SATISFACTION

### **14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

Complaints can be submitted through a variety of methods: on-board vehicle complaint cards, phone calls, email, through the EBPC website, and in person. Complaints are typically taken by the call center at the Broker's Office. A small number of complaints are received directly at AC Transit or BART; some are forwarded by outside agencies. All complaints are responded to and tracked by type. Complaints are reported to the SRAC as part of the Brokers report.

Response clerks research the complaint using tracking data (phone tapes, AVL data, route mapping, etc.) Complaint details are used to determine areas of service which need attention and/or improvements or modification of service practices.

Once investigated, the complaint is sent to the appropriate party (Service Provider or Broker management) for follow-up and customer response.

Senders of complaints receive a post card or phone call with thanks, explaining complaints are used to review and improve the system. The sender is told to call in 2 weeks for the outcome of the research. Riders requesting alternative formats receive post cards in their specified format.

Once a resolution has been reached then a letter is drafted to the sender of the complaint summarizing the following: the issue of the complaint, the investigation outcome and a summary of the resolution.

Complaints needing additional response are sent to AC Transit/BART management and a letter to the individual is drafted.

**A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

Complaints are summarized into these categories: Driver complaints; on-time performance issues; vehicle problems; scheduling concerns; & Broker complaints. Staff reviews complaint statistics every month. Every 2 months at their meeting, the SRAC receives a report with a complaint breakdown and summary.

Complaints about individual staff are shared & made a part of their file. The individual is counseled or re-trained. Progressive discipline procedures are used with individuals receiving multiple complaints.

Complaints about vehicles are investigated and repairs are made, if necessary.

**B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

Complaint statistics and details are used to determine areas of the service needing attention. Information uncovered in the complaint process is used to improve the service, most often through specific attention and retraining of individual employees and holding them accountable or through modification of service practices.

**EXPECTED DEMAND/USE OF SERVICES**

**15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.**

<b>Registrants at beginning of FY 2017-18</b>	18,891
<b>Registrants at end of FY 2017-18</b>	18,896
<b>Current Registrants for FY 2018-19</b>	15,304
<b>Projected Registrants for FY 2019-20</b>	15,800

Note: Due to changes in Certification Management and staff, purging of inactive records was not completed in FY17/18 and the first part of FY18/19. The data base was cleaned in December 2019, as is reflected in the figure provided for Current registrants in FY18/19 above.

**A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.**

On our system, we find the addition of newly certified riders are generally balanced by those leaving our program through death, moving out of the service area or transferring to living arrangements where they no longer need ADA paratransit.

Nevertheless, we do see some small growth in numbers each year, as baby boomers age. This is the reason for the addition of about 500 additional riders to the date base over the December 2019 figure.

**16. Do you expect the total number of one-way trips provided by your program in FY 2019-20 to increase, decrease or stay the same compared to the current year, FY 2018-19? Why?**

For FY19/20, EBPC budgeted a 1.15% increase in projected passengers transported above the FY 18/19 budgeted passenger number. This is primarily due to continuing Improvements in the economy which makes it easier for families to afford more frequent transit service for EBPC riders plus an increasing number of Regional Center of the East Bay trips.

**17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

☒ Yes ☐ No

**A.** If "Yes", and if known, what percent of total ridership are companions/attendants? (If providing an estimate, please clearly indicate it as such.)

15% PCA's; 0.9% Companions, as of FY18/19 through Dec. 2018

**18. Please provide the number of trips provided to consumers who required an accessible vehicle, if available.** If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2017-18</b>	171,298
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2018-19</b>	170,033 estimated **
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20</b>	172,140 estimated

\*\* Demand in Fy18/19 has dropped from FY17/18

## VEHICLE FLEET

**19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

## SAFETY INCIDENTS

**20. Describe any safety incidents recorded by your program in FY 2017-18, or to date in FY 2018-19.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

### **FY17/18**

1. A fatality other than a suicide - **0**
2. Injuries requiring immediate medical attention away from the scene for two or more persons) - **0**
3. Property damage equal to or exceeding \$7,500 - **4**
4. an evacuation due to life safety reason - **0**
5. a collision at a grade crossing - **0**

### **FY18/19 (July 1, 2018 to January 31, 2019)**

1. A fatality other than a suicide - **0**
2. Injuries requiring immediate medical attention away from the scene for two or more persons) - **0**
3. Property damage equal to or exceeding \$7,500 - **3**
4. an evacuation due to life safety reason - **0**
5. a collision at a grade crossing - **0**



## FINANCES: PROGRAM REVENUE AND COST

**21. Detail your FY 2019-20 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

**22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

### A. Management/Overhead Costs

Management/Overhead expenses are the fully loaded salary of the Broker's General Manager, split 69%/31% between BART and AC Transit, plus the entire amount of the program coordinator's contract, split 50/50 between the two agencies. Services include coordination, general management of the Broker's office and Program Coordinator oversight. Projected Amount is \$372,672; BART's portion is \$149,060.

### B. Customer Service and Outreach Costs

30% of Broker expenses split 69%/31% between BART and AC Transit are considered Customer Service & Outreach. In FY18/19, these costs are estimated at \$2,139,638 in total, of which BART's share is \$663,288,

This figure includes the call center activity, community outreach to groups and committees, publication of EBPC documents such as the Rider's Guide, ADA Applications, Emergency Guide, etc.

## PROGRAM FUNDING RESERVES

**23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2019-20, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

BART expects no remaining balance of either B or BB DLD funding at the end of FY18/19 or FY19/20.

**MISCELLANEOUS**

**24. Use this space to provide any additional notes or clarifications about your program plan.**

None.

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

YTD comparison

	FY 18/19	FY 19/20	Variance
	July-December	July-December	
<b>Ridership Statistics</b>			
Total Passengers	374,037	367,793	-1.7%
ADA Passengers	316,456	314,114	-0.7%
% Companions	0.9%	0.8%	-11.1%
% of Personal Care Assistants	15%	14%	-6.7%
Average Passengers/ Weekday	2,661	2,599	-2.3%
Average Pass/ Weekend & Holidays	693	709	2.3%
<b>Scheduling Statistics</b>			
% Rider Fault No Shows & Late Cancels	2.90%	2.6%	-10.3%
% of Cancellations	19.60%	18.9%	-3.6%
Go Backs/ Re-scheduled	5,549	5,035	-9.3%
<b>Effectiveness Indicators</b>			
Revenue Hours	210,830	219,744	4.23%
Passengers/Revenue Vehicle Hour	1.77	1.67	-5.6%
ADA Passengers per RVHr.	1.5	1.43	-4.7%
Average Trip Length (miles)	9.48	9.8	3.4%
Average Ride Duration (minutes)	40	42	5.0%
Total Cost	\$21,320,075	\$22,964,056	7.7%
Total Cost per Passenger	\$57.07	\$62.46	9.4%
Total Cost per ADA Passenger	\$67.43	\$73.14	8.5%
<b>On Time Performance</b>			
Percent on-time	87.7%	87.9%	0.2%
Percent 1-20 minutes past window	9.0%	9.0%	0.0%
% of trips 21-59 minutes past window	3.0%	2.9%	-3.3%
% of trips 60 minutes past window	0.30%	0.20%	-33.3%
<b>Customer Service</b>			
Total Complaints	1,545	1,604	3.8%
Timeliness	476	459	-3.6%
Driver Complaints	477	588	23.3%
Equipment / Vehicle	23	14	-39.1%
Scheduling and Other Provider Complaints	94	95	1.1%
Broker Complaints	475	448	-5.7%
Commendations	496	501	1.0%
Ave. wait time in Queue for reservation	1.8	1.3	-27.8%
<b>Safety &amp; Maintenance</b>			
Total accidents per 100,000 miles	4.2	3.1	-26.2%
Roadcalls per 100,000 miles	5	3	-40.0%
<b>Eligibility Statistics</b>			
Total ADA Riders on Data Base	18,283	15,290	-16.4%
Total Certification Determinations	2,090	2,156	3.2%
Initial Denials	49	43	-12.2%
Denials Reversed	4	3	-25.0%

# Secret Rider Report

Secret Rider Program / Customer Satisfaction Survey

\* Required

1. Email address \*

Your email

This is a required question

2. Full Name (First & Last) \*

Your answer

This is a required question

3. Date of Trip \*

Date

4. Pickup Address \*

Your answer

This is a required question

5. Drop-off Address \*

Your answer

This is a required question

6. Was the reservation agent who booked this trip, courteous? \*

Choose

7. Did the Driver provide appropriate assistance on and off the vehicle? \*

Choose

8. Was the driver courteous? \*

Choose

9. If applicable, did the driver secure your wheelchair/mobility device properly? \*

Choose

10. Did the driver arrive within your scheduled pickup time? \*

Choose

11. If you had an appointment, did you make it to your appointment on time? \*

Choose

12. Was the vehicle clean? \*

Choose

13. Did the driver provide a safe trip? \*

Choose

14. Any other observations?

Your answer

A rectangular text input field with a thin border. In the bottom right corner, there is a small icon that looks like a speech bubble or a comment icon.

15. Date Report Completed \*

Date