
East Bay Paratransit

1750 Broadway

Oakland, CA 94612

East Bay Paratransit Access Committee (EBPAC) Meeting

12:30 pm to 2:30 pm

Tuesday, March 5, 2024

**The East Bay Paratransit Access Committee (EBPAC) will be convening
at its**

Committee Room

1750 Broadway, Oakland CA 94612

Or

Hybrid

Virtual Meeting Information

Link: <https://us02web.zoom.us/j/85344809647?pwd=U0tGM3BvbHJlVnFvFhTbmhUTtlaQT09>

Webinar ID: 853 4480 9647

Password: 000484

For Public Access Dial-in Information

Number: 1-669-900-6833

Webinar ID: 853 4480 9647

Password: 000484

EBPAC Members:

Anthony Lewis
Michelle Rousey
Roland Wong

Yvonne Dunbar
Sharon Montgomery
Mary Seib

Shawn Fong
Don Queen, Chair
Letitia Tumaneng

East Bay Paratransit

1750 Broadway

Oakland, CA 94612

	<u>TOPIC</u>	<u>TIME</u>
1)	Introduction of individuals present: <ul style="list-style-type: none">• EBPAC Members/New Members• Agency Staff• East Bay Paratransit/Paratransit Coordinator Staff• Members of the Public	12:35 pm
2)	Zoom Meeting Introduction and Expectations	12:45 pm
3)	Public Comments (this is an opportunity for members of the public to comment on items, not on the agenda. No response from staff, other than a clarification of East Bay Paratransit policies, or EBPAC action will be taken on any public comments. Speakers are allowed up to three (3) minutes to present comments)	12:50 pm
4)	Member Appointment Recommendation Review/Confirmation	12:55 pm
5)	Approval of Minutes from November 7, 2023 (Attachment 1)	1:00 pm
6)	Approval of Minutes from January 2, 2024 (Attachment 2)	1:05 pm
7)	Broker's Report by Cyndi Lopez (Attachment 3)	1:15 pm
8)	Drivers of the Month/Appreciation by Cyndi Lopez	1:20 pm
9)	Measure BB 24-25 Funding Application by Mallory Brush (Attachment 4)	1:30 pm
10)	Broker RFP Update by Mallory Brush	1:35 pm
11)	Contactless Fare Payment Update by Ryan Greene-Roesel (Attachment 5)	1:45 pm
12)	Software RFP Update by Bob Franklin	1:50 pm
13)	EBPAC Vacancies & Recruitment (Attachment 6)	1:55 pm
14)	Report from EBPAC Members	2:00 pm
15)	Next EBPAC Meeting date (Tuesday, May 07, 2024)	2:05 pm
16)	EBPAC Adjournment	2:10 pm

Please do not wear scented products so individuals with environmental

sensitivities may attend the meeting.
Please turn off your cell phones during the meeting.

VIRTUAL PUBLIC MEETINGS: The public can access the meeting via call-in or virtual options. The agenda for this remote meeting provides an opportunity for members of the public to directly address the committee in real time. No action shall be taken if a disruption prevents members of the public from offering public comments using either call-in or virtual options.

PUBLIC SPEAKERS: Speakers wishing to address subjects not listed on the agenda will be invited to address the committee under the “public comments” section of the agenda. Speakers who wish to address a specific agenda item will be invited to address the committee at the time the item is being considered. Individuals addressing the committee should limit their comments to two (2) minutes.

PUBLIC PARTICIPATION IN VIRTUAL MEETINGS: To join by Zoom teleconference or video conference, click the link to join the webinar:
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If joined by call, to speak on an item, dial *9 (star nine) to “raise your hand” when the agenda item is called. If joined through Zoom, select “raise your hand” feature to indicate you wish to speak on an item.

When called to speak, the host will unmute you. You will be called by your name (if by Zoom) or the last four digits of your phone number (if call-in). Comment time is limited to two (2) minutes per speaker. If you choose not to speak, dial *9 (star nine) or click “lower your hand” in Zoom. The telephone number(s) are subject to change:

Felicia Bard (EBP Paratransit Coordinator): (510) 902-5999

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

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

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

ATTACHMENT 1

East Bay Paratransit's Access Committee (EBPAC) Meeting Minutes from November 7, 2023

The meeting came to order at 12:29pm

1. Introduction of Members Present in Person:

Michelle Rousey

Introduction of Members Present via Zoom:

Kiran Agarwal

Shawn Fong

Antony Lewis

Sharon Montgomery

Don Queen

Mary Seib

Roland Wong

EBPAC Members Absent: 2

Staff:

Mallory Nestor-Brush, Accessible Services Manager – AC Transit

Laura Timothy, Manager of Access, Accessibility, and Paratransit – BART

Matthew West – Manager of Accessibility Programs – BART

Cynthia Lopez, General Manager – Broker/Transdev

Brandon Chan, IT Systems Admin – Broker/Transdev

Jasher Nowland, Quality Assurance Manager– Broker/Transdev

Julieann Siu -Broker/Transdev

Elena VanLoo, Accessibility Administration Analyst – BART

Lisa Cappellari, PCO – Consortium, Paratransit, Inc.

Alicia Brown, PCO – Consortium, Paratransit, Inc.

Ana Cisneros, PCO – Consortium, Paratransit, Inc.

Felicia Bard, PCO – Consortium, Paratransit, Inc.

Board Members:

Robert Raburn – BART Board of Directors

Diane Shaw – AC Transit Board of Directors

Guests:

Mark Weinstein – AP3 Systems

Natalie Maxwell – Center for Independent Living

Drennan Shelton – MTC

Naomi Armenta – Nelson/Nygaard

Alec Edges– Nelson/Nygaard

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Hannah Kim – Public
Pi Ra – Public

2. Zoom Meeting Introduction and Expectations

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

3. Public Comments

Hannah Kim brought to attention concerns regarding her parents-in-law and the distance they must walk to have an East Bay Paratransit bus pick them up within the service area. Due to their age, walking three blocks and waiting for an East Bay Paratransit bus is not a safe, long-term solution. A Reasonable Modification Request was submitted but believes a better solution could be met.

Sharon Montgomery suggested to Hannah Kim that she reach out to the City of Oakland for additional resources and an alternate resolution.

Hannah Kim responded the City of Oakland does not pick-up in San Francisco, where her parents-in-law's healthcare services are located.

Laura Timothy mentioned East Bay Paratransit is not able to pick up outside the designated service area and additional arrangements should be made.

4. Approval of EBPAC Committee Charter/Bylaws by Mallory Nestor, AC Transit

Motion: Mary Seib motioned to approve the bylaws of the EBPAC Committee Bylaws. Shawn Fong seconded the motion.

Ayes – 8

Nays – 0

Abstentions – 0

Absent - 2

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Motion approved.

5. Approval of EBPAC minutes from, September 5, 2023

Motion: Shawn Fong motioned to approve September 5, 2023 meeting minutes. Roland Wong seconded.

Ayes – 8

Nays – 0

Abstentions – 0

Absent - 2

Motion approved.

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

Cyndi Lopez gave an update on Quarter 1 for FY 23-24

Cyndi provided reminders about East Bay Paratransit's services. EBP offers shared rider service within $\frac{3}{4}$ mile of a bus or train station. Riders are discouraged from traveling while sick, however masks are no longer required on EBP buses. With increases in cases of cold, flu, and COVID-19, riders are encouraged to wear masks to limit exposure.

Service Providers continue to hire and hold training classes for drivers as trip demand continues to rise. Continued strategies to attract people to the transportation field to become paratransit drivers.

EBP Broker's office is currently trying to hire as employees have left due to attendance or higher paying jobs. Broker and Service Providers continue to look for ways to incentivize existing employees for attendance.

Ongoing training new and refresher training such as the Passenger Assistance, Safety, and Sensitivity training. This is a response to complaints received or incidents in the field. All transportation providers participate actively in the complaint investigation in response as part of the requirement for riders who call with concerns.

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Post-pandemic trip demand continues to climb with trip volume around 68%-70% of pre-pandemic levels. This is in line with transit agencies, including local agencies.

Currently, staff are working on emergency preparedness and best practices via table-top exercises to prepare for potential tsunami or catastrophic flooding in Northern California. This training is completed annually. Exercises review service details, specific scenarios, and examine back-up plans for service during an emergency. Training is likely to be completed by the end of the year.

The first quarter of the fiscal year shows an overall rise in ridership for the 3-month period by 18.5% for total trips and 17.1% overall for passengers riding.

Over the last fiscal year, weekday ridership increased by 17.4% and weekends/holidays by 22.4%. Companions increased by 15.2%; however personal care attendants dropped by 9.9%. The personal care attendant percentage drop correlates with the slight increase in clients from skilled nursing facilities post-covid and a number of clients riding to adult daycare programs, where they may not need a personal care attendant.

The Broker's Office changed the phone script in their continued rider reeducation efforts, instructing them to allow enough time in response to the increased number of complaints about having to share rides. Script seems to be working as they have notified riders their trip may take longer due to non-linear rides.

Productivity dropped by 4.6% for trips, 5.7% for passengers overall, in response to adding vehicles in key areas during peaks to meet demand and increased traffic.

Average trip length decreased by 3.6% and average time on vehicle increased by 2.4 minutes.

Continued help from overflow Service Providers as well as meeting regularly with scheduling and operations teams in an attempt to maximize

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efficiency and respond quickly when situations arise that may prevent the system from running on time.

On-time performance increased by 0.2% with average on-time performance at 97.3% overall. The number of late trips decreased by 6.6% for 1-20 min late category, and by 6.2% for 21-59 minutes, and no increase to the 60+ minutes late category. The difference, although small (2.5% to 2.4%) is due to extra efforts in dispatch due to increased demand and traffic in the Bay Area.

Total complaints rose overall 13.4% with most related to timeliness, followed by driver complaints and scheduling. The Broker's Office road supervisors work in tandem with Service Provider's road supervisors, increasing random spot checks in the field so drivers know they're available if necessary.

As reported last meeting, the Broker's Office identified a need to continue working with Service Providers to provide ongoing and refresher training to newer drivers educating on the unique needs of the clientele and how to provide the best customer service when encountering special circumstances.

The Broker's Office continues to give refresher training to in-house staff and new hires placing emphasis on de-escalation techniques, booking issue resolution, or preventing issues before they happen. Training is going well as shown in the decrease in Broker-related complaints (8.4%) and small decrease in average queue wait time. Currently looking at numbers during peak and adjusting staffing accordingly.

Broker's Office has updated the expiring and inactive rider certifications. Currently shows 10,470 active riders for quarter one. Continues to do satellite, in-person assessments bi-weekly in Fremont, averaging 8 appointments with clients from southern portion of the service area.

Normally staff is sent down every other week and will perform appointments to avoid potential riders traveling to Downtown Oakland. Steps taken to continue efforts to offer additional satellite services in San Pablo to avoid potential clients coming to Downtown Oakland for In-Person Assessments.

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Broker and Service Providers continue to manage the increase in demand post-pandemic and plan to continue this process through the end of the fiscal year.

Broker's Office has continued educational efforts to provide realistic expectations to clients on what to expect from a public transit agency and is going well.

Michelle Rousey suggested the phone messaging be updated to plain language instead of using "non-linear" when referring to rides that are not direct from starting point to destination.

Michelle Rousey stated she would be interested in participating in upcoming training to help new drivers gain experience with diverse disabilities.

Anthony Lewis commented East Bay Paratransit did an excellent job having someone available to assist paratransit riders after an event at the Altarena Playhouse.

Anthony Lewis asked how the Regional Trip program was going as someone had mentioned to him a disconnect in services between East Bay Paratransit and a connecting agency. Concerns raised about not receiving a confirmation call until after 5pm the night before service.

Cyndi Lopez responded that bookings are made until 5pm for the following day, which results in calls to riders after 5pm due to awaiting response from connecting trip provider.

Anthony Lewis asked if someone had a doctor's appointment in a specific region but did not receive a denial call until the evening before, what would the rider do.

Cyndi Lopez mentioned that booking ahead of time, at least 7 days in advance, is likely to guarantee a ride at a specific time and date.

Laura Timothy responded that due to connecting agencies, the Regional Trip Coordinator relies on the other agency to respond with an available

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time. Calling far in advance provides the second agency with more time to respond and is less likely to give riders short notice confirmation. It is not a hard-set rule that a confirmation call will occur after 5 pm.

Anthony Lewis commented it's important to stress that callers make arrangements as early as possible.

Shawn Fong commented that service quality did not suffer with the increase, which is great, and the complaints did not rise much either. She suggested it might be beneficial to agendize regional trips and the process it entails, including the agencies that coordinate with East Bay Paratransit.

Shawn Fong expressed appreciation for the East Bay Paratransit's implementation of the satellite office in Fremont. However, an issue arose where drivers continue to drop riders off in the middle of the buildings rather than the front.

Shawn Fong asked for clarification on whether eligibility certifications have changed from 3 to 5 years.

Mallory Brush mentioned that on a regional level, other agencies have also moved from 3 to 5 years for certification eligibility.

7. Partners Memo Action Plan Accessibility by Drennan Shelton

Drennan Shelton presented on the Partner's Memo Action Plan, which pilots One-Seat Rides in the area.

In 2020, at the beginning of the pandemic, MTC created a task force to distribute COVID relief funding and work on transit transformation via the Bay Area Transit Transformation Plan. Five actions focused on improving paratransit access:

Action 21: Appoints a Mobility Manager in each county that will function as a liaison between transit services in each county. County-based meetings will occur to determine who will serve. Likely to start in summer 2024.

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Action 22: Two pilots in the region for One-Seat rides. Still shared but no transfers. Funds additional pilots and test other methods for delivering non-transfer trips.

Attachment A includes cost breakdown. Develops transfer and cautionary policies for paratransit trips. Guidelines for funding to be released in the coming months.

Staff has asked paratransit councilmembers to consult with transit agencies about the possibility of one-seat rides. MTC has asked the transit agencies to also provide monthly transfer trip data.

Action 23: Integration of the Clipper Next Generation system on paratransit services. Currently staff is working with Trapeze, but once finalized, a “testing environment” will be deployed in San Francisco.

Action 24: Identify key paratransit challenges and recommend reforms.

Staff are wrapping up the Coordinated Plan update.

MTC is looking to coordinate a working group of paratransit riders to advise on activities, likely starting Spring 2024.

Action 25: Standardizing paratransit eligibility practices. Most notable change across transit agencies is the change of eligibility certification from 3 to a 5-year long eligibility period.

Documented practices for eligibility across the region and recommendations to be released early 2024.

Roland Wong asked whether other counties been identified to participate in the program.

Drennan Shelton responded that currently no others have been identified but have developed methods for delivering one-seat rides. It's less about eliminating the transfer trips but rather streamlining rides and processes.

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Roland Wong commented this may not resolve the issue but provide relief regarding intra-county transfers.

Drennan Shelton mentioned transfer trips may not be eliminated but identifying where to relieve the tension of transfers is beneficial.

Shawn Fong commented better coordination across the region is great. Offered to provide data from Ride-On Tri City as they have been piloting a cross-jurisdictional plan in the south region of the Bay Area.

Director Shaw asked if MTC's mobility manager would take on the TNC fund (10 cents per ride) program as Alameda's Fund Access Manager.

Drennan Shelton responded in Alameda County the 10 cents goes to a fund that's been accumulating four years. Currently, there is no Access Fund Administrator from Alameda County, so it has not been accessed for wheelchair accessible rides. The California Public Utilities Commission (CPUC) was supposed to have hired a statewide fund administrator for any county that doesn't have one. In other regions, the MPO has taken on the role, but not in the Bay Area. The drafted coordinated plan will be released soon.

Director Shaw asked if the MTC pilot will help with offsetting costs with MediCare transport costs.

Drennan Shelton responded this is addressed in the drafted plan.

Director Shaw asked whether same-day reservations will be piloted.

Drennan Shelton stated this is addressed in Action 24 as part of the paratransit challenges and reforms.

Director Raburn asked if any members would be interested in assisting to help identify gaps in service not covered by the action plan.

Drennan Shelton responded a few meetings have occurred to identify those gaps but is open to receiving further feedback on possible gaps.

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Michelle Rousey asked if any communication between MediCare/MediCal has occurred to help create a cost-effective process in providing transportation after the changes undergone in Summer 2023.

Drennan Shelton stated legislation was vetoed for transit agencies to recover the cost of providing non-emergency medical transport for MediCare patients, resulting in MediCare patients paying normal fares.

Michelle Rousey responded she hopes the changes no longer require raised fares that affect the consumer.

Shawn Fong shared that non-emergency medical transportation is free for MediCal recipients in HMO plans, but many are unaware those services exist at no cost to the rider. An additional issue with MediCal HMO transportation is each entity has no rider advisory or oversight committee to address the issues that arise in the medical transport services.

Hannah Kim asked what steps to take to provide information on the gaps in service directly to advisory boards.

Director Raburn stated as an elected representative he relies on staff to work through the challenges on the day-to-day and is unable to change the policies regarding paratransit services.

Alicia Brown directed Hannah Kim to contact the Broker's Office to reach a resolution regarding her situation.

Mallory Brush stated AC transit is working on the realignment project which may impact the service area. Suggested that micro-transit may come into play and may be a great commission for Hannah Kim to join and supply public comment.

Sharon Montgomery suggested to Hannah Kim if they have Medicare A or B to explore Alameda Alliance for eligibility as an additional option for transportation.

8. Appeals Panel Appointees by Jasher Nowland

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Jasher Nowland presented on expectations of Appeals Panel Appointees and called for appointments for the Eligibility Appeals and Behavioral Appeals panels.

Michelle Rousey volunteered as primary for the eligibility appeals panel.

Shawn Fong volunteered as an alternate for the eligibility appeals panel.

Donald Queen confirmed Michelle and Shawn for the positions of Primary and Alternate for the eligibility appeals panel.

Yvonne Dunbar will remain as primary for the Behavioral Appeals Panel

Michelle Rousey volunteered as an alternate for the Behavioral Appeals Panel.

Donald Queen approved Yvonne and Michelle as Primary and Alternate for the Behavioral Appeals Panel.

Yvonne Dunbar will remain as primary for the Nominating Committee.

Michelle Rousey volunteered as an alternate for the Nominating Committee.

Donald Queen approved Yvonne and Michelle as the Primary and Alternate for the Nominating Committee.

Director Raburn stated with the suspension of the Service Review Advisory committee; the Nominating Committee will no longer be part of the selection process for new riders but will continue to provide nominations for internal EBPAC members.

Mallory Brush stated a staff member and a member of the Nominating Committee will make initial reviews and interviews of candidates to make recommendations to BART and AC Transit general managers.

9. Report from EBPAC Members

None.

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10. Next EBPAC Meeting

The next EBPAC meeting is Tuesday, January 2, 2024, at 12:30 pm.

13. EBPAC Adjournment

The meeting adjourned at 2:16 pm

ATTACHMENT 2

East Bay Paratransit's Access Committee (EBPAC) Meeting Minutes from January 2, 2024

The meeting came to order at 12:32pm

1. Introduction of Members Present in Person:

Don Queen

Introduction of Members Present via Zoom:

Roland Wong

Michelle Rousey

EBPAC Members Absent: 6

Staff:

Mallory Nestor-Brush, Accessible Services Manager – AC Transit
Bob Franklin, Director, Customer Access and Accessibility – BART
Kimberly Ridgeway, Senior Program Specialist – AC Transit
Elena VanLoo, Accessibility Administration Analyst – BART
Cynthia Lopez, General Manager – Broker/Transdev
William Gantt, Assistant General Manager – Broker/Transdev
Jasher Nowland, Quality Assurance Manager– Broker/Transdev
Brandon Chan, IT Systems Admin – Broker/Transdev
Lisa Cappellari, PCO – Consortium, Paratransit, Inc.
Alicia Brown, PCO – Consortium, Paratransit, Inc.
Felicia Bard, PCO – Consortium, Paratransit, Inc.

Board Members:

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

Guests:

Mark Weinstein – AP3 Systems
Natalie Maxwell – Center for Independent Living
Naomi Armenta – Nelson/Nygaard
Alec Edges– Nelson/Nygaard
Warren Cushman – Community Resources for Independent Living (CRIL)

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2. Zoom Meeting Introduction and Expectations

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

3. Public Comments

Warren Cushman introduced himself to the committee. He is employed at Community Resources for Independent Living (CRIL) as the community organizer, paratransit user, and is interested in serving on the committee. He is prepared to make comments as necessary.

4. Approval of EBPAC minutes from, November 5, 2023

Approval of the November minutes is deferred to March as quorum was not met.

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

Cyndi Lopez gave an update on October 2023 numbers in comparison to October 2022 in fiscal year 2022-23.

Cyndi provided reminders about East Bay Paratransit's services. EBP offers shared rider service within $\frac{3}{4}$ mile of a bus or train station. Riders are discouraged from traveling while sick, however masks are no longer required on EBP buses. With increases in cases of cold, flu, and COVID-19, riders are encouraged to wear masks to limit exposure.

All Service Providers are hiring and holding training classes for drivers. The Broker's Office is working with them to acclimate newer drivers to the busier pace of service as trip demand continues to rise. The Broker's Office is working on strategies that might attract new applicants to become Paratransit drivers.

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The Broker's Office is working with Service Providers to provide ongoing training. The attrition rate is due to basic issues such as attendance. The Broker's office continues to explore methods to boost interest in employment. Sensitivity retraining continues as all Providers participate in the complaint investigation process for customers who call with concerns.

Trip volume is currently 68-70% of pre-pandemic levels, which is on par with local transit agencies.

The spring emergency exercise will be performed in the event of tsunami training and scenarios for backup. The Broker's Office will provide a summary of exercises. EBPAAC members are also welcome to be present during the training exercises.

November 2023 Broker's Office held safety committee meeting, safety for drivers and representatives. Review ongoing incident and accident trends regarding safety concerns. Intention to hold meetings bi-monthly. The Broker's Office plan was used as an example for Transdev in other markets as a need to implement safety committees.

Currently working with EBPC on software development to modernize and increase efficiency. The RFP process is ongoing and some companies, including Transdev, that are analyzing details to bid and hopefully be awarded the contract to run the Broker's Office. EBPC shall provide updates.

Overall rise of 18.1% in ridership compared to FY 22-23. Weekday ridership increased 15% and weekends and holidays 15.5%. Companions increased 37.9%. PCAs dropped by 8.6%. This drop correlates with a small increase in clients riding from skilled nursing facilities or riding to adult daycare programs.

Recently updated script to inform riders that rides may be non-linear in nature meaning they may not go straight to their destination. Riders still hear the messaging that travel time may take as long as fixed-route or train ride.

Productivity dropped 5.3% for trips, and 6.1% passengers overall. Added trips routes to help with increased traffic. Trip length stayed roughly the

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same at 0.1%. Average time on bus increased about 5.6% or 3 minutes due to having more riders per trip. During the busiest times the Broker's Office relies on overflow/day of service and is currently meeting regularly with operations staff to address efficiency and other things that may impact rider experience.

Average on-time performance for October 2023 is 96.2%, up from 95.2% in October 2022. Late trips decreased 18.2% for 1-20-minute category, by 39.7% for 21-59 minutes late category, no changes to 60+ minute late category. Though small, changes are attributed to extra focus on dispatch and addressing of ride increase, traffic conditions, and accidents that may impact timeliness.

Total complaints for October 2023 compared to October 2022 decreased by 6% with complaints about timeliness down about 21.7%. Road Supervisors and Service Provider staff increased the number of spot inspections, so drivers know they have support in the field. The Broker's Office continues to work with Service Providers for ongoing refresher training to educate new drivers on unique needs of riders and how to provide best customer service when encountering circumstances such as disability sensitivity or needing additional assistance.

Broker's Office actively monitors all training for wheelchair securement techniques in response to related accidents regarding wheelchair securements during vehicle loading and unloading.

Broker's office is providing refresher training to in-house staff with new hires that places a greater emphasis on de-escalation tactics. As previously mentioned, they are continuing to train on scheduling and booking related issues. This has resulted in decreased scheduling and wait time complaints as the numbers have decreased by 55% in 2023 from October 2022. Average queue wait time has also decreased from 1 minute 45 seconds in October 2022 to 1 minute 34 seconds in October 2023.

EBP recently updated their rider database to remove inactive or ineligible riders resulting in 10,605 active riders for the month of October 2023. Continued In Person Assessments (IPA) occur in Fremont, averaging 8 clients from the service area. Broker's Office is continuing to work with the City of San Pablo to provide the IPA service to people in the northern

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region. This will reduce the number of applicants needing to travel to the Oakland office.

In summation, East Bay Paratransit staff is continuing to monitor hiring and reeducation of riders and staff post-pandemic.

6. Regional Trip Transfers by Cynthia Lopez, General Manager – Broker/Transdev

Cyndi Lopez gave a short presentation on Regional Trip Transfers.

The Broker's Office provides regional trips- long distance trips generally outside the EBP paratransit service area. Part of the trip will be with EBP, and the second leg will be with another agency's ADA service.

Riders will call the call center and request a trip with a staff member. Once identified the trip is a regional transfer trip, the staff will fill out the request form on behalf of the rider.

Currently, EBP performs connecting transfer trips with WestCAT, County Connection Link, Wheels Dial-A-Ride/Pleasanton Paratransit, Marin Access, Redi-Wheels, and VTA.

EBP has a no drop-and-roll policy, meaning the drivers will wait for the connecting service to arrive before departing the passenger. Each service will have varying fares and call takers will notify riders of the cost for the connecting service.

Trip statistics for October 2023 include: 975 total trips, 162 trips with WestCAT, 614 with County Connection Link, 75 with Wheels Dial-a-Ride, 1 with Marin Access, 64 with Redi-Wheels, and 59 with VTA.

The Broker's office is currently working with VTA to streamline trips and booking process by helping software talk to each other. Updates will be provided further down the line.

Director Shaw asked about the process for assisting passengers who were dropped within the EBP service area coming from other agencies in a

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drop-and-roll scenario. A rider was stranded in Oakland as a result from being dropped.

Cyndi Lopez responded EBP will assist in getting an individual home. They will go into the adjacent service area and bring that individual home.

7. **Paratransit Booking Project by Mallory Brush, AC Transit**

Mallory Brush provided an update on the Regional Paratransit Booking Project. MTC received a grant of \$500,000 for innovation and mobility. EBP is working with VTA to develop middleware for regional agency software to talk to one another. This will assist in making regional trip transfer bookings seamless. Prototype is expected by Spring 2024 and updates will be provided as more information becomes available.

8. **Paratransit Revenue & Expenses by Mallory Brush, AC Transit**

Mallory Brush provided a short explanation of East Bay Paratransit funding sources as a result of pressure to provide on-demand paratransit services. Paratransit is not a cost-efficient program.

The greatest contributor to EBP budget is Measure BB from Alameda County, accounting for 45% of revenue. Fares are less than 1% of annual revenue. Contra Costa County's Measure J funding is approximately 1% of the budget, roughly \$400,000 annually. AC Transit's General Fund provides 34%, while BART's General fund contribution is 19% annually. Continued focus on productivity will assist in reducing costs.

Director Raburn asked if the deficit is covered by Measure BB or from each AC Transit and BART. Asked how the deficit is split.

Mallory Brush responded that each agency's general fund will cover the deficit and the responsibility of covering such deficit is split BART 31%, ACT 69%.

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Director Shaw asked why Contra Costa County is not paying for a larger portion of the Paratransit cost and whether conversations have been readdressed.

Mallory Brush responded that AC Transit did not elect to participate in Measure C funds. When Measure J came along, they took a baseline of the cities and as a result AC Transit was provided with only the left-over portion of funding. Due to CCTA, there is no availability to receive additional funding.

Michelle Rousey asked if there is any advocating that could occur for EBP to receive further funding.

Mallory Brush responded Measure J and Measure X unfortunately do not have additional funding for paratransit services and continued advocacy takes place.

Naomi Armenta clarified Measure X is not a transportation sales tax but is a general sales tax for a variety of human service needs. Some funding has been secured for the Accessible Transportation Strategic Plan. Measure J supports city programs within Western Contra Costa County similar to Alameda's Measure BB.

9. Software RFP by Mallory Brush, AC Transit

Mallory Brush gave an update on the Software RFP process.

BART took the lead on procurement of new software for EBP. Four strong proposals have been received and background references checked, technical evaluations, and cost proposals have been reviewed. Currently entering negotiations with a primary vendor to start the following week. Board approvals will likely take place in March with an 18-to-24-month implementation process. This technological platform will bring EBP up to date.

10. Report from EBPAC Members

None.

ATTACHMENT 2

11. Next EBPAC Meeting

The next EBPAC meeting is Tuesday, March 5, 2024 at 12:30 pm.

12. EBPAC Adjournment

The meeting adjourned at 2:16 pm.

ATTACHMENT 3

EAST BAY PARATRANSIT Performance Report for the EBPA Systemwide

	FY 22/23 Q1	FY 23/24 Q1		Variance
Ridership Statistics				
Total Passengers	101,538	118,917		17.1%
ADA Passengers	88,620	105,036		18.5%
% Companions	0.80%	0.9%		12.5%
% of Personal Care Assistants	12%	11%		-8.3%
Average Passengers/ Weekday	1,368	1,607		17.5%
Average Pass/ Weekend & Holidays	502	615		22.5%

Scheduling Statistics				
% Rider Fault No Shows & Late Cancels	2.90%	2.7%		-6.9%
% of Cancellations	19.3%	18.6%		-3.6%
Go Backs/ Re-scheduled	1,482	1,596		7.7%

Effectiveness Indicators				
Revenue Hours	74,163	92,124		24.2%
Passengers/Revenue Vehicle Hour	1.37	1.29		-5.7%
ADA Passengers per RVHr.	1.19	1.14		-4.6%
Average Trip Length (miles)	11.50	11.90		3.5%
Average Ride Duration (minutes)	49.8	52.6		5.6%
Total Cost	\$10,165,369	\$14,025,412		38.0%
Total Cost per Passenger	\$100.11	\$117.94		17.8%
Total Cost per ADA Passenger	\$114.71	\$133.53		16.4%

On Time Performance				
Percent on-time	97.1%	97.3%		0.2%
Percent 1-20 minutes past window	2.53%	2.36%		-6.7%
% of trips 21-59 minutes past window	0.32%	0.30%		-6.3%
% of trips 60 minutes past window	0.02%	0.01%		-

Customer Service				
Total Complaints	239	271		13.4%
Timeliness	54	65		20.4%
Driver Complaints	102	120		17.6%
Equipment / Vehicle	2	5		-
Scheduling and Other Provider Complaints	18	21		16.7%
Broker Complaints	95	60		-36.8%
Commendations	116	107		-7.8%
Avg. wait time in Queue for reservation (min)	1.69	1.6		-3.2%

Safety & Maintenance				
Total accidents per 100,000 miles	4.80	3.40		-29.2%
Roadcalls per 100,000 miles	1.70	3.20		88.2%

Eligibility Statistics				
Total ADA Riders on Data Base	14,236	10,470		-26.5%
Total Certification Determinations	1,097	770		-29.8%
Initial Denials	8	5		-37.5%
Denials Reversed	-	-		0.0%

ATTACHMENT 3

EAST BAY PARATRANSIT Performance Report for the EBPAC Systemwide

	FY 22/23 Q2	FY 23/24 Q2	Variance
Ridership Statistics			
Total Passengers	102,877	118,258	15.0%
ADA Passengers	90,913	105,277	15.8%
% Companions	0.80%	1.0%	23.2%
% of Personal Care Assistants	11%	10%	-9.3%
Average Passengers/ Weekday	1,421	1,601	12.7%
Average Pass/ Weekend & Holidays	526	636	20.9%
Scheduling Statistics			
% Rider Fault No Shows & Late Cancels	2.95%	2.5%	-15.3%
% of Cancellations	18.78%	19.7%	4.9%
Go Backs/ Re-scheduled	1,702	1,445	-15.1%
Effectiveness Indicators			
Revenue Hours	77,136	93,062	20.6%
Passengers/Revenue Vehicle Hour	1.33	1.27	-4.7%
ADA Passengers per RVHr.	1.18	1.13	-4.0%
Average Trip Length (miles)	11.70	11.80	0.9%
Average Ride Duration (minutes)	51.0	53.1	4.1%
Total Cost	\$10,832,101	\$14,053,809	29.7%
Total Cost per Passenger	\$105.29	\$118.84	12.9%
Total Cost per ADA Passenger	\$119.15	\$133.49	12.0%
On Time Performance			
Percent on-time	96.0%	96.5%	0.6%
Percent 1-20 minutes past window	3.47%	2.99%	-13.8%
% of trips 21-59 minutes past window	0.56%	0.43%	-23.2%
% of trips 60 minutes past window	0.02%	0.03%	-
Customer Service			
Total Complaints	318	289	-9.1%
Timeliness	78	66	-15.4%
Driver Complaints	118	131	11.0%
Equipment / Vehicle	3	2	-
Scheduling and Other Provider Complaints	33	12	-63.6%
Broker Complaints	86	76	-11.6%
Commendations	83	116	39.8%
Avg. wait time in Queue for reservation (min)	1.80	1.70	-5.6%
Safety & Maintenance			
Total accidents per 100,000 miles	4.30	3.30	-23.3%
Roadcalls per 100,000 miles	1.90	2.60	36.8%
Eligibility Statistics			
Total ADA Riders on Data Base	9,999	10,842	8.4%
Total Certification Determinations	861	694	-19.4%
Initial Denials	10	7	-30.0%
Denials Reversed	2	-	0.0%

ATTACHMENT 4



FY 2024-25 Annual Paratransit Program Plan Application for Measure BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of Measure BB Direct Local Distribution (DLD) 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 older adults 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 2024-25 Program Plan Excel workbook contains a tab to report on FY 2022-23 performance and budget (Attachment Table A). The FY 2022-23 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 2022-23 compliance report.*
3. References:
 - a. FY 2024-25 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2024)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised October 2023)
 - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

Submit the Word and Excel files listed above electronically via email by February 29, 2024 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 24-25 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY24-25_Paratransit_Program_Application.doc).

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

Alameda CTC Annual Paratransit Program Plan Application
 Application Period: July 1, 2024 - June 30, 2025

FY 2024-25 Annual Paratransit Program Plan Application Due by February 29, 2024

CONTACT INFORMATION	
Agency:	AC Transit as part of the East Bay Paratransit Consortium
Contact Name:	Mallory Nestor-Brush
Title:	Manager of Accessible Services
Phone Number:	510-891-7213
E-mail Address:	mnestor@actransit.org

Date Submitted: February 29, 2024

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measure BB Direct Local Distribution (DLD), Measures B and BB reserves, and/or paratransit discretionary grant funds?** To answer this question, complete Attachment Table 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 October 2023 (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 Americans with Disabilities Act (ADA).

- **Same-Day Transportation Service:** 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.

Important Implementation Guidelines requirements: Eligible populations include: People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. Older adults 70 years or older without proof of a disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.
 Programs must subsidize at least 50% of the 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.

Important Implementation Guidelines requirements: Specialized Accessible Van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing "premium" service (e.g. same-day).

- **Accessible Shuttle Service:** 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.

Important Implementation Guidelines requirements: By end of the second fiscal year of service, the City's cost per one-way trip per person cannot exceed \$30, including transportation and direct administrative costs. Shuttles are required to coordinate with the local fixed route transit provider.

- **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.

Alameda CTC Annual Paratransit Program Plan Application
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- **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"). If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.
- **Means-Based Fare Programs:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.

Important Implementation Guidelines requirements:

Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.

If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.

- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged.

Important Implementation Guidelines requirements: Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs.

Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.

Mileage reimbursement for volunteer delivery drivers must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

- **Capital Expenditure:** Capital purchase or other capital expenditure.

A. Explain the impact of the COVID-19 pandemic on your FY 2022-23 program.

Pandemic recovery has been a top priority for East Bay Paratransit (EBP), with steady ridership increase of roughly 70% recovery. This aligns with transit agencies in the region. Ridership from July-December 2023 was up 16% from July-December 2022.

EBP has not seen the return of the Regional Center of the East Bay (RCEB) trips to pre-pandemic levels as programs are slowly re-opening and with different schedules. EBP staff worked closely and directly with the Program Directors to ensure that upon reopening peak hour capacity will not be impacted.

B. Provide a short narrative description of your agency's FY 2024-25 program.

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

EBP is actively involved in the Blue Ribbon Task Force efforts via the Metropolitan Transportation Commission's (MTC's) Mobility and Access Transformation Plan including standardization of paratransit eligibility, development of one-seat ride programs, mobility management and continued efforts to integrate paratransit with Clipper 2.

EBP has and will continue to work with MTC and the Santa Clara Valley Transportation Authority (VTA) on the development of middleware to allow different software systems to speak with each other in order to book regional transfer trips.

EBP will continue emergency preparedness training and preparation with the Broker and Service Provider staff, with an emphasis on Tsunami events/occurrences.

C. Explain how the suite of services offered is targeted towards the older adults 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?

Alameda CTC Annual Paratransit Program Plan Application
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ADA services are targeted to meet the needs of individuals who are unable to or are prevented from using accessible fixed route (bus/rail) services due to a disability or health-related condition. Providing ADA paratransit services allows these individuals to travel to medical appointments, get to work, and meet other basic life needs. BART and AC Transit, as the EBPC, is obligated and does comply with all regulations for ADA service.

- D. List the most common trip destinations for older adults 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.**

Based on EBP's Annual Customer Satisfaction Survey conducted in April 2023, 47% of the EBP trips were to medical appointments, 13% were to adult day programs, 14% of trips were for errands, 9% for social/recreational, and 6% for employment. These are the top 5 destinations.

- E. 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 calculated by the EBP scheduling software was 11.9 miles for the first half of FY 23-24.

- 2. Will your agency's program for FY 2024-25 conform to the Paratransit Program Implementation Guidelines, as required?**

Yes

No

Alameda CTC Annual Paratransit Program Plan Application
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A. If “No”, explain below and contact Alameda CTC staff to discuss. (prior to February 22, 2024)

N/A

3. If proposing any service or program changes in FY 2024-25 from the current year, FY 2023-24, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of older adults and people with disabilities in your community to meet their basic life needs.

EBP will continue in FY24/25 to provide ADA-mandated service in compliance with Federal law.

Proposed changes may/will include:

- Implementation of Functional Assessment of Cognitive Transit Skills (FACTS). This testing determines an individual's ability to utilize bus or rail services for some or all of their trips.
- AC Transit, on behalf of EBP, submitted an application for ACTC discretionary funds for the development and implementation of a travel training program that can assist individuals identified above and those riders determined to be conditionally eligible to travel on bus/rail for some or all of their trips.
- Implementation of a new software solution.
- Implementation of Phase 2 of the contactless payment mobile application. See Question 4 below.

4. Looking ahead, beyond FY 2024-25, 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.

The following changes are being considered for FY24-FY25. While these will not have major impacts on service delivery, they may affect EBP operations:

- Award a new Broker Contract (5 year + 5 year option) effective July 1, 2024
- Replacement of routing/scheduling software to improve efficiency and productivity
- Incorporation of EBP fare tickets into the next generation Clipper system
- Designation of a Mobility Manager to coordinate rides
- Exploring one-seat paratransit ride pilots
- Identifying key paratransit challenges and recommend reforms as part of the regional network working groups
- Development and implementation of a travel training program
- Transitioning the EBP fleet to Zero Emission Vehicles
- Implementation of Phase 2 of the EBP Contactless Payment system allowing for the acceptance of cash/checks to fund an account and the ability for

super users, for example RCEB, to manage their clients funds electronically as opposed to purchasing and distributing ticket books

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The October 2023 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 – 5G below and for each item, further explanation is requested. ***If your FY 2024-25 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2023-24 Plan and are unchanged.*** Applicants must address any applicable paratransit projects and programs listed in Attachment Table 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 and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)
 - G. Proposed new Meal Delivery Funding Program** (describe the proposed service – traditional or mileage reimbursement – and the population(s) it serves)

AC transit, on behalf of EBP, submitted an application for ACTC discretionary program funding for the development and implementation of a travel training program.

EBP conducts 100% percent in-person assessments (IPA's) to determine an individual's eligibility for paratransit. Forty-six percent (46%) of these individuals are conditionally eligible meaning that some or all of their trips, if provided with training, could be taken on bus/rail at a lower cost.

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 advisory committee, including the name of the committee, and the date of the meeting.

EBP staff works with its rider committee, the East Bay Paratransit Access Committee (EBPAC) 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.

The EBPAC consists of 16 members: 2 EBP riders from four zonal areas, 2 members from City-based programs, 2 members from Social Service Agencies with ADA paratransit riders as clients, 2 members from the Paratransit Coordinating Councils (CCPCC and PAPCO) and 2 members from the AC Transit and BART Advisory Committees (GMAC and BATF). The EBPAC meets every other month and an announcement about the EBPAC is included in phone hold messages, as well as the Rider Advisory page on the EBP website, so interested individuals may attend either in-person or virtually.

Due to the EBPAC meeting schedule, the committee was not able to comment on this program plan application prior to its submission. However, the EBPAC will be provided with an opportunity to comment at the March 5, 2024 meeting and any comments received will be forwarded to ACTC for inclusion.

- 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 Customer Satisfaction Survey asking about all aspects of the service. Data from the survey, tracking over 75 performance indicators as well as customer comments/complaints received are used to determine areas needing focus and adjustment in order to improve the service.

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

The latest customer survey was conducted in April 2023 to obtain data and included feedback on the newly introduced contactless fare payment application.

A. Describe how the outreach addressed equity and inclusion. (e.g. translations/interpretation, culturally significant locations, select stakeholders, etc.)

EBP continues outreach efforts by conducting bimonthly committee advisory meetings to address both committee and public concerns. Materials in several languages are available on the EBP Website, and interpretation services are available upon request.

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.

The Annual Customer Satisfaction Survey, conducted in April 2023, included questions regarding the contactless fare payment application. Verbatims demonstrated that individual's desired to see the application include multiple, advanced abilities in the future. These findings informed/guided the selection of potential software solutions that would enhance EBP service.

EBP continues to utilize methods implemented previously as a result of community outreach and feedback, including:

- Customer Service agents alerting riders of a significantly late ride
- Continued maintenance efforts to allow use of credit cards to purchase EBP fares virtually.
- Implementation of reworked call center training manual to bolster call taker skills

EBP has also implemented ongoing driver sensitivity training for new and tenured drivers to address the diverse and unique needs of riders.

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

- Development and implementation of the contactless payment system which allows riders to pay for trips using a smart phone or with the call center. The new system is also being built to allow for agencies to subscribe and distribute fares to riders' accounts electronically.
- Interactive Voice Response (IVR) System- which sends reminder phone messages of scheduled trips for the next day and provides imminent arrival calls when the vehicle is close to the pick-up location.
- Dispatch phones with recording capability.
- Partnering with MTC for a Mobility and Technology Innovation FTA grant for development of middleware to allow different scheduling software systems to talk to each other throughout the region for the purpose of scheduling regional transfer trips.
- Developing of next generation routing/scheduling software to improve service productivity and efficiency.

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.

N/A

INFORMATION

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 Table B.

Outreach by staff at outreach events is conducted/consistent with Federal and State Title VI related requirements. EBP has multi-lingual staff available for customer service and outreach events.

The phone tree allows selection of languages other than English.

EBP works closely with many organizations supporting low-income individuals and meets with agencies and individuals to provide information. EBP has its own website and is referred to on both BART's and AC Transit's websites. All three websites list support from Alameda County's Measure BB.

EBP maintains a list of all community resources available to residents of Alameda County. This information is provided to applicants during their IPA.

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 and an in-person assessment (IPA). Occasionally, medical verification is required. Every five 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 and possibly return for another IPA.

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 written application and IPA are complete, eligible applicants may use services upon receipt of their determination letter. If a determination has not been made within 21 days the ADA requires EBP provide presumptive eligibility until the determination is made, meaning the individual can use EBP services.

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 EBP 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 EBPAC as part of the Broker's 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 postcard or phone call with thanks, explaining complaints are used to review and improve the system. Riders requesting alternative formats receive postcards in their specified format.

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

Complaints needing additional response are sent to AC Transit/BART management and a response to the individual is drafted cooperatively by Program Management and the ADA Paratransit Broker. Additionally, a separate 3rd party phone line has been established to receive and process escalated complaints.

Complaints are tracked as part of the key performance and monitored by the Paratransit Coordinator's Office.

- 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 Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

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

Complaints about individual staff, whether Broker or driver, are addressed and made a part of their personnel file, and 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. Complaints as a percentage of revenue passengers were 0.32% as of December 2023.

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, or through modification of service practices.
- Employee of the month for drivers that receive accommodations.
- Driver training materials were reviewed and updated to address the unique needs and sensitivities of riders.

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.

Registrants at beginning of FY 2022-23	13,782
Registrants at end of FY 2022-23	13,496
Current Registrants for FY 2023-24	10,842
Projected Registrants for FY 2024-25	11,005

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.

ATTACHMENT 4

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The addition of newly certified riders is generally balanced by those leaving the program through death, moving out of the service area, or transferring to living arrangements where they no longer need ADA paratransit. The significant decrease from FY 2022-23 to current is due to a re-evaluation of inactive or ineligible riders..

ATTACHMENT 4

Alameda CTC Annual Paratransit Program Plan Application
 Application Period: July 1, 2024 - June 30, 2025

16. What are the current program registrant demographics for FY 2023-24, if available? Fill in the boxes below.

Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	4%
Asian	13%
Black or African American	42%
Hispanic or Latino	16%
Native Hawaiian or Other Pacific Islander	3%
White	28%
Other	3%
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	70%
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	11%
Hearing	<1%
Cognitive/Learning	17%
Psychological	
Invisible	
Household Income	
*data is extracted from annual survey with additional categories not listed in application	
< \$29,750	43%
\$29,751-\$49,600	10%
\$49,601-\$59,520	3%
\$59,521-\$78,850	3%
> \$78,851	6%

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2024-25.

Based on observations from surveys between 2018 and 2023, more passengers between the ages 65 and 80 are riding, while fewer passengers under 65 are riding. More passengers with mobility disabilities have been riding EBP, while fewer with developmental or cognitive disabilities have been riding. Fewer African American's are riding, while more Hispanic/Latino, Asian American/Pacific Islander, and Native American/American Indian are utilizing EBP services. An increasing number of passengers take an average of one to eight trips per week, while fewer passengers are taking nine or more trips per week. Finally, fewer passengers tend to live in a group home setting, and more passengers tend to live alone.

17. Do you expect the total number of one-way trips provided by your program in FY 2024-25 to increase, decrease or stay the same compared to the current year, FY 2023-24? Why?

One-way trips provided in FY 23-24 increased an average of 1% per month, with average monthly ridership of 39,500. If this trend continues, we expect an average of 40,618 trips per month by June 2025.

18. Do the ridership numbers reported in Attachments Table A and Table 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.)*

10% are personal care attendants (PCAs); 1.1% are companions as of December 2023

19. 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.

Number of trips provided to consumers who require an accessible vehicle in FY 2022-23	76,103
Number of trips provided to consumers who require an accessible vehicle in FY 2023-24 as of Dec. 31, 2023	47,714
Number of trips projected to consumers who require an accessible vehicle in FY 2024-25	97,337

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

SAFETY AND PREPAREDNESS

21. Describe any safety incidents recorded by your program in FY 2022-23, or to date in FY 2023-24. Specify for each of the paratransit projects and programs listed in Attachment Table 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.)*

<p>FY22/23</p> <ol style="list-style-type: none"> 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 - 6 4. an evacuation due to life safety reason - 0 5. a collision at a grade crossing - 0 <p>FY23/24 (July 1, 2023 to December 31, 2023)</p> <ol style="list-style-type: none"> 1. A fatality other than a suicide - 0 2. Injuries requiring immediate medical attention away from the scene for two or more persons) - 2 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

22. If possible, describe your city’s or your program’s emergency preparedness plan. Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

<p>The Public Transit Agency Safety Plan (PTASP), specific to EBP, is required to be updated annually and was done so in November 2022. A Safety Consultant, engaged by EBP, conducted an exercise for EBP's operations center followed by an After Action Report (AAR) at that time. Emergency training was provided to a group of drivers and was recorded in order for all the EBP Service Providers to utilize during their regularly scheduled safety meetings. Emergency Plan training will once again take place with the Broker/Service Provider staff, with an emphasis on Tsunami preparedness, in Spring 2024.</p>

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2024-25 program’s total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure B/BB

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discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

- 24. 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 AC Transit and BART, 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. The FY24/25 Projected Amount is \$370,735; AC Transit's portion is \$213,057 and BART's portion is \$157,678.

B. Customer Service and Outreach Costs

Thirty (30) percent of the Broker expenses, split 31%/69% between BART and AC Transit, are considered Customer Service & Outreach. In FY23/24, these costs are estimated at \$2,350,303 in total; AC Transit's share is \$1,621,709 and BART's share is \$728,594.

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

PROGRAM FUNDING RESERVES

- 25. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2024-25, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?**

BART expects no remaining balance of Measure BB DLD funding at the end of FY 23/24 or FY 24/25. AC Transit may have a year-end balance due to the timing of the receipt of the funds.

MISCELLANEOUS

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

None.

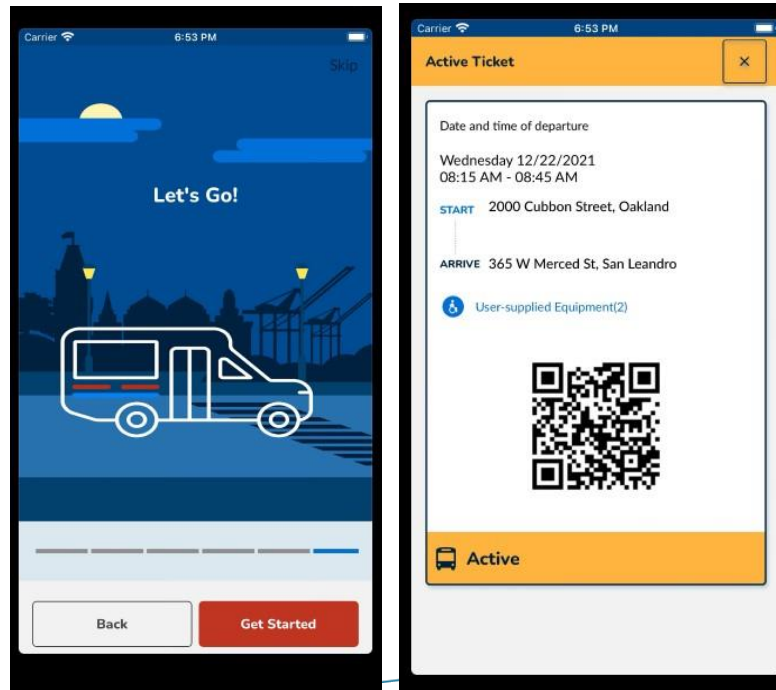
Contactless Paratransit Payment App

Update for EBPAC 3-5-2024



Paratransit Payment Project Goals

- Improve / modernize options for paratransit payment
- Provide a contactless payment option (during COVID)



1

These images show examples of the Paratransit Payment App screens



Survey Results

Feb 2023 App User Survey

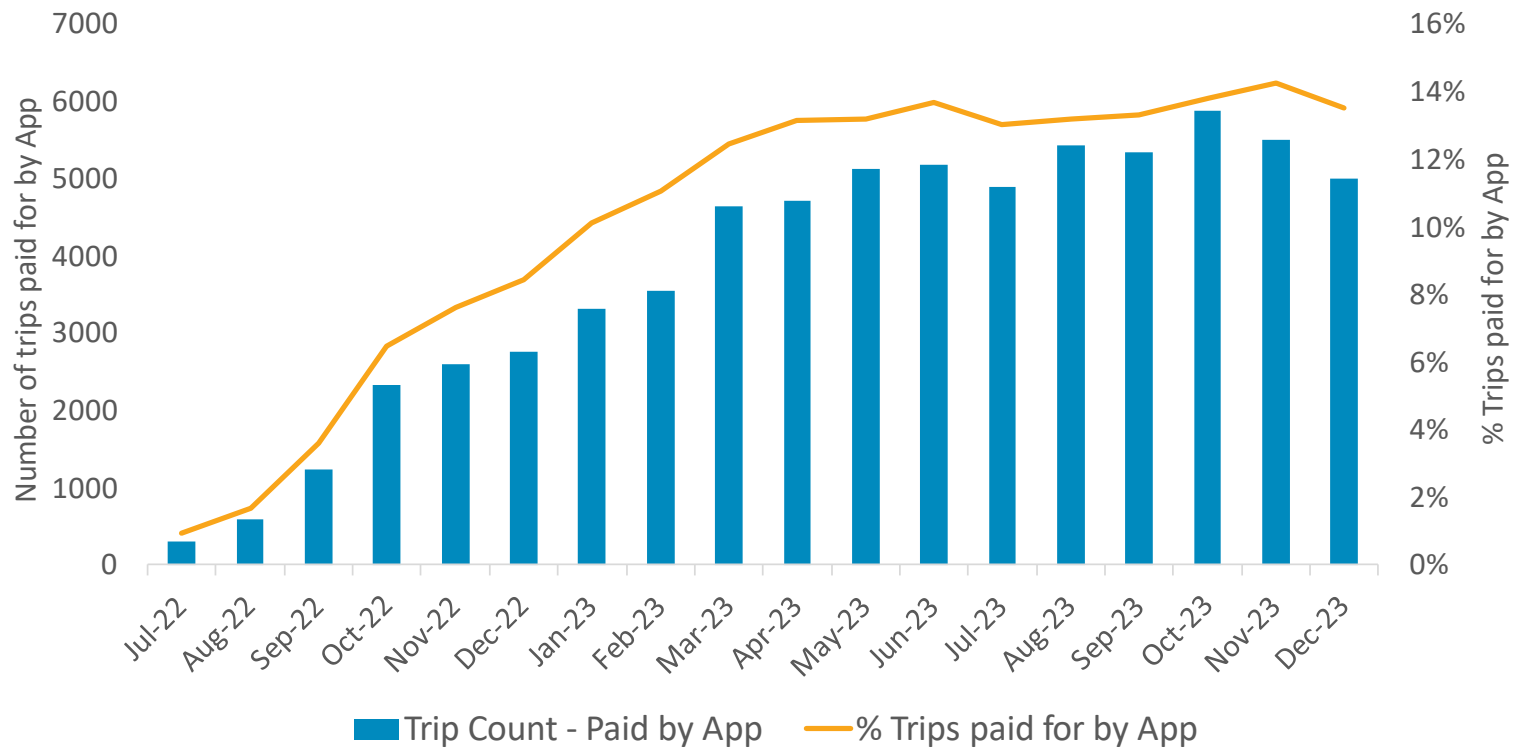
- 94% App users rated it good/excellent overall
- Top concern: minimum balance/wallet required
- Top desired future feature: cancelling a trip

Mar/April 2023 – Overall Survey

- 64% aware of App
- Main barriers:
 - Too complicated/unsure how to set up/not computer savvy
 - Don't have smart phone

ATTACHMENT 5

App usage trends



This graphic shows that the number of trips made with the new Paratransit App grew from 300 per month in July of 2022 to about 6,000 per month in October 2023, and has declined slightly since then. It also shows that the app is currently used for about 14% of trips.

Discussion

- How can we make customers more aware of the App?
- How can we remove barriers to using the App?
- Other comments/improvements to the App

ATTACHMENT 5

EBPAC MEMBERSHIP ROSTER

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

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

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

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

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

How to Apply:

Call Felicia at 510-902-5999

Email feliciab@connectwithclutch.com

East Bay Paratransit website- <https://www.eastbayparatransit.org/srac-rider-advisory-committee.htm>