
East Bay Paratransit

1750 Broadway

Oakland, CA 94612

East Bay Paratransit Access Committee (EBPAC) Meeting

12:30 pm to 2:30 pm

Tuesday, November 07, 2023

**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=U0tGM3BvbHJlVnFvVhFhTbmhUTtlaQT09>

Webinar ID: 853 4480 9647

Password: 000484

For Public Access Dial-in Information

Number: 1-669-900-6833

Webinar ID: 840 6850 7819

Password: 000484

EBPAC Members:

Kiran Agarwal
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)	Committee Thank You Gift	12:55 pm
5)	Approval of EBP Access Committee Charter/Bylaws by Mallory Brush (Attachment 1 & 2)	1:00 pm
6)	Approval of Minutes from September 05, 2023 (Attachment 3)	1:05 pm
7)	Broker's Report by Cyndi Lopez (Attachment 4)	1:15 pm
8)	Partners Memo Action Plan Accessibility by Drennan Shelton (Attachment 5)	1:25 pm
9)	Appeals Panel Appointees by Jasher Nowland (Attachment 6)	1:35 pm
10)	Report from EBPAC Members	1:45 pm
11)	Next EBPAC Meeting date (Tuesday, January 02, 2023)	1:55 pm
12)	EBPAC Adjournment	2:00 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:

<https://us02web.zoom.us/j/84068507819?pwd=d3YzZlQyMldWeVZwYTdIZHBWNXFKdz09>

To listen in by phone, dial (669) 900-6833 and enter Webinar ID 840 6850 7819 when prompted.

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

Committee Charter

1. Establishment

The Service Review Committee (SRC) of the East Bay Paratransit Consortium (EBPC) hereby affirms the establishment of the East Bay Paratransit Access Committee (EBPAC) on August 24, 2023.

The EBPAC shall advise staff and the SRC on planning and policies to provide high quality paratransit services. The Committee shall advocate for safe, reliable, and responsive services in accordance with the Americans with Disabilities (ADA). The Committee shall also provide a public forum, encouraging participation in reviewing the state of the ADA paratransit service.

2. Purpose

The purpose of the EBPAC is to assess, comment, and assist EBPC on issues such as:

- Procedure and policy changes
- Budgets and funding claims
- Provide input on updates to East Bay Paratransit documents and correspondence
- Observe driver training
- Conduct outreach to local community members, seniors and individuals with a disability to inform them of paratransit services

3. Membership

The Committee shall consist of 16 positions, 8 of which must be East Bay Paratransit riders, two from each of the 4 zonal areas, 2 individuals representing city-based paratransit programs in Alameda and Contra Costa Counties, 2 individuals representing Paratransit Coordinating Council's PCC's (CCPCC and PAPCO) and 2 individuals from the District's Advisory bodies (BATF and GMAC) and 2 social service agencies that represent seniors and/or individuals with a disability.

4. Membership – Terms, Appointment and Reappointments

- A. Committee member terms shall be two (2) years, after which members may be eligible for reappointment.
- B. The term of the initial appointees shall commence on August 24, 2023 through July 31, 2024.
- C. The SRC shall have the discretion to determine whether a member shall be reappointed to the Committee.

5. Membership – Vacancy

- A member shall lose their seat if they have two consecutive unreported absences, rendering their seat vacant.
- The EBPAC Coordinator shall conduct formal recruitments to fill any vacancy(ies).

6. Board Liaison

Attachment 1

The President of the Board of Directors, for both AC Transit and BART, shall annually appoint a liaison representative and alternate representative from the Board of Directors for the Committee.

7. Meetings

- A. In addition to Robert's Rules of Order, the Committee shall adopt bylaws to govern procedures that are consistent with state law, including setting a time for regular monthly meetings.
- B. The Committee shall hold at least 6 meetings per year, typically held the first Tuesday afternoon in the months of January, March, May, July, September and November, unless otherwise stated.
- C. Meetings shall be hybrid. Members may attend in-person or virtually. If in-person the location must be accessible.
- D. Meeting materials, including agendas, prior meeting minutes, and other attachments shall be reviewed by the Chair ahead of a scheduled meeting.
- E. If no quorum at the meeting start, members present may conduct an informal discussion on agenda items but may not take action.
- F. Meetings shall be open to the public and public participation is encouraged.
- G. Public notice shall be given for all meetings and publicly available at least 72 hours in advance of meeting and 24 hours in advance of any special meeting.
- H. Discussions regarding committee business shall not be held outside of a publicly noticed meeting.

8. Minutes

Designated East Bay Paratransit Staff shall prepare meeting notices, agendas, and keep a record of the Committee's proceedings and transactions.

9. Officers

- A. Members interested in applying for Officer (Chairperson, Vice Chairperson) positions must submit statement of interest and qualifications to EBPAC Coordinator by June 15th.
- B. Officer terms shall be one (1) year.
- C. Officers may reapply for their Chair position but shall not serve more than two (2) consecutive years in the same position.

10. Contacts

Please direct any questions regarding the Committee to:

POSITION	NAME	EMAIL
Coordinator	Felicia Bard	feliciab@connectwithclutch.com

GOVERNANCE	
Committee Establishment Date:	August 24, 2023

Attachment 1

APPROVED AS TO FORM AND CONTENT:

Jill Sprague
General Counsel/Chief Legal Officer

Crystal Matson
Office of the General Counsel

Michael A. Hursh
General Manager, Chief Executive Officer

Robert M. Powers
General Manager

ATTEST:

Linda A. Nemeroff
Board Administrative Officer/District
Secretary

Attachment 2

BYLAWS of the EAST BAY PARATRANSIT ACCESS COMMITTEE (EBPAC)

The authority for the establishment of East Bay Paratransit's Access Committee is the Joint Powers Agreement between AC Transit and BART.

1. Mission Statement and Responsibilities. The mission of the EBPAC is to:

ADVISE the East Bay Paratransit Consortium (EBPC), the Service Review Committee (SRC), and through it the policy boards, on planning, policy, and other matters related to the creation and provision of Americans with Disabilities Act (ADA) complementary paratransit services by the EBPC.

ADVOCATE for high quality paratransit service which is safe, reliable, convenient, courteous, responsive to changing needs, and is consistent with the spirit, letter and intent of the ADA.

PROVIDE a forum for public input and participation in the review, assessment, and evaluation of the ADA paratransit service.

EBPAC members have the following responsibilities:

1. Attend the EBPAC meetings.
2. Thoroughly review pre-meeting materials in advance of the meetings and be prepared to discuss and comment on items on the agenda and offer advice.
EBPAC members shall routinely review:
 - Quarterly performance data for the ADA system
 - Projected budgets and demand levels
 - Measure B claims
 - Proposed changes to policies or major operating procedures
 - Customer satisfaction surveys
3. Volunteer to serve on the eligibility appeals panel, the service suspension appeals panel, or the Nominating Committee.
4. Be willing to communicate information about East Bay Paratransit to their community.
5. Stay abreast of issues in their community that affect paratransit riders and communicate this information to staff.
6. Participate with staff in community education and outreach activities.
7. Respond to special study requests or inquiries for data from staff.

Attachment 2

2. Attendance. Attendance shall be taken at every regularly scheduled meeting. For the EBPAC to function effectively and conduct business, EBPAC members who know they will be absent at a regularly scheduled meeting, shall call the EBPC Coordinator the day before the meeting up to no later than 11:00 am on the day of the meeting to report the absence. This allows the EBPAC Coordinator to determine whether a quorum will be available for the meeting. A quorum is needed to take action. A quorum is defined as 51% of the filled EBPAC positions. Quorum may be achieved by in-person or virtual attendance.

If the EBPAC member is unable to report the absence by 11:00 am on the day of the meeting, the member shall notify the EBPAC Coordinator as soon as possible, or the absence shall be considered unreported.

EBPAC members shall lose their seat on the EBPAC if they have two consecutive unreported absences for regularly scheduled meetings. However, the EBPC coordinator will contact the EBPAC members by mail before they lose their seat.

3. Agendas. The development of agendas shall be a joint effort between the Chair, EBPAC members, and the staff, all of whom may suggest topics for inclusion in the agenda. The Chair, in collaboration with the EBPC Coordinator, shall finalize the agenda. If the meeting must adjourn before all agenda items have been taken, any remaining items shall be carried over to the next agenda.

4. Meeting Protocols.

A. Meetings shall be conducted in accordance with state law and Robert's Rules of Order.

B. All meetings shall be held in an accessible location, including virtually. Preference shall be given to room locations that have windows that open. In consideration of attendees with Multiple Chemical Sensitivities, agendas shall be posted with a request that all attendees refrain from wearing scented products. Materials shall be available in accessible format, when requested.

C. Regular EBPAC meetings generally shall be held the first Tuesday afternoon of the months of January, March, May, July, September, and November unless other meeting dates are scheduled. If it is not possible to hold the EBPAC meeting on the first Tuesday afternoon of one of the above months, the Paratransit Coordinator shall include an item on the preceding meeting's agenda so EBPAC members can decide on the affected month's meeting date.

Attachment 2

If it is too late to agendize a future change in dates, EBPAC members shall be advised of a new date or a change in time or location, by the EBPC Coordinator at least 15 days in advance of the meeting.

D. If there is no quorum when the meeting is scheduled to begin, members present can conduct a discussion on informational items, but not take action. In this situation, members of the public who want to make comments shall be asked if they would prefer to make their comments without a quorum present, or if they would rather wait and see if a quorum of EBPAC members arrive.

E. EBPAC members must be present either in-person or virtually.

5. Meeting Conduct

EBPAC members shall be courteous, shall respect each other's comments, and shall wait to be called on by the Chair before speaking. EBPAC members engaging in disruptive or abusive behavior shall be in violation of protocols on meeting conduct. EBPAC members shall subscribe to the following meeting principles:

- Listening respectfully without interruption or distracting body language
- Making brief statements using plain language
- Understanding/respecting other's disabilities
- Dealing with issues as opposed to personalities
- Minimizing repetition/acknowledging previous comments
- Honoring time limits on discussion
- Tolerating each other's differences of opinion.

6. Election of Officers

A. At the May meeting, any current committee member wishing to apply for one of the Officer positions (Chairperson, Vice Chairperson) shall be encouraged to provide a brief statement of interest and qualifications to the EBPC Coordinator, no later than June 15th. The statement should identify which Officer position the EBPAC member is applying for. Individuals requesting assistance to complete the statement may contact the EBPC Coordinator. The purpose of the statement is to provide EBPAC members with background information on individuals interested in serving as officers. Any current member is still entitled to apply for an officer position if they do not submit a statement in advance.

Statements received shall be mailed to the EBPAC as part of the meeting materials distributed in advance of the September meeting.

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Officer positions last one year. Officers may apply to serve in the same position the following year, but no Officer may serve in the same position for more than two years in a row.

At the September meeting, the election of officers shall take place under the following protocol:

- The election of the Chair shall be conducted by the EBPC Coordinator. Once the Chair has been elected, the new Chair shall take over running the meeting, with the election of the Vice-Chair as the next order of business.
- The EBPC Coordinator shall read the list of members who provided a statement, and for which position they applied. In addition to the members who have declared their interest by submitting their statement, members may nominate themselves or others for the officer positions.
- Once nominations are closed, all members who are nominated, including those who have not provided a statement in advance may each have up to five minutes to make remarks about their interest and qualifications in being an officer, if they choose.
- A roll call vote shall be taken of the members present, unless only one individual has been nominated for the officer position. In this case a motion to approve the nominee shall be presented and members shall vote aye or nay.
- If there are more than two nominees for an officer position, there shall be an immediate run off vote between the two individuals with the highest number of votes. The individual with the majority of votes shall be elected for the officer position.

B. If the position of Chair becomes vacant during the course of the fiscal year the Vice-Chair shall automatically become Chair and shall conduct the election of a new Vice Chair.

C. If both the position of Chair and Vice-Chair become vacant during the course of the fiscal year, the EBPAC Coordinator shall conduct the election of a new Chair, who shall then take over the meeting and oversee the election of a Vice-Chair.

D. If both officers are absent at the same meeting, the EBPAC Coordinator shall conduct the election of a Chair pro-temps for the duration of that particular meeting.

7. Nominating Committee

This committee shall include staff members from both AC Transit and BART and one current EBPAC member. The EBPAC member shall be appointed to the Nominating Committee by the EBPAC Chair, usually during the September meeting.

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The purpose of this committee is to select representatives for zonal and Social Service Agency positions. New applicants must complete the EBPAC member application form and submit it to the EBPC Coordinator. Current incumbents wishing to return for another term must inform the EBPAC Coordinator of their wish to continue. Incumbents do not need to complete another application.

The EBPC Coordinator shall establish a date and location for the Nominating Committee meeting.

Once application forms from interested, new candidates are received, the EBPC Coordinator shall provide the Nominating Committee with:

- a list of incumbents seeking re-appointment
- written applications from new candidates interested in membership.

After the Nominating Committee has evaluated applications from new, interested candidates and the list of incumbents wanting to return for another term, the Committee shall recommend appointments to the SRC of those individuals deemed most capable of serving on the EBPAC, for each position.

8. Amendments to the Bylaws

Amending the EBPAC bylaws shall require two meetings. Notice of the proposed changes or Amendments must be given at the meeting previous to the final consideration and vote. Changes and Amendments shall be approved by a 2/3's vote of members.

Attachment 3

East Bay Paratransit's Access Committee (EBPAC) Meeting Minutes from September 5, 2023

The meeting came to order at 12:35pm

1. Introduction of Members Present:

Roland Wong

Michelle Rousey

Introduction of Members Present via Zoom:

Sharon Montgomery

Mary Seib

Yvonne Dunbar

Letitia Tumaneng

Kiran Agarwal

Antony Lewis

Shawn Fong

EBPAC Members Absent: 1

Staff:

Mallory Nestor-Brush, Accessible Services Manager – AC Transit

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

Cynthia Lopez, General Manager – Broker/Transdev

William Gantt, Assistant General Manager – Broker/Transdev

Brandon Chan, IT Systems Admin – Broker/Transdev

Jasher Nowland, Quality Assurance Manager– Broker/Transdev

Michael Marquez, Operations Supervisor- Broker/Transdev

Kim Ridgeway, Senior Program Specialist – AC Transit

Jelena Harada, System District Secretary – AC Transit

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

Attachment 3

Guests:

Natalie Maxwell – Center for Independent Living

Alec Etches– Nelson/Nygaard

Naomi Armenta – Nelson/Nygaard

Mark Weinstein – AP3 Systems

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

None

4. Swearing in of EBPAC Members

Mallory Nestor noted that AC Transit and BART Board of Directors suspended activities of the SRAC. A new committee was formed under the General Manager's Service Review Committee.

Jelena Harada led the Oath of Office to swear in members of the newly formed East Bay Paratransit Access Committee.

5. EBPAC Committee Charter/Bylaws by Mallory Nestor, AC Transit

Mallory Nestor encouraged members to read drafts prior to next meeting, November 7, 2023 for committee approval as General Managers were unable to review.

6. Approval of SRAC minutes from, February 7, 2023

Motion: Shawn Fong motioned to approve February 7, 2023 meeting minutes. Roland Wong seconded.

Ayes – 6

Nays – 0

Abstentions – 2

Absent - 1

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Motion.

7. Approval of SRAC minutes from, June 6, 2023

Motion: Shawn Fong motioned to approve June 6, 2023 meeting minutes.
Roland Wong seconded motion.

Ayes – 6

Nays – 0

Abstentions – 2

Absent - 1

Motion.

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

Cyndi Lopez gave an update on fiscal year 2022-23 in comparison to 2021-22.

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 three service providers continue to hire and provide on-going training courses for drivers. Two out of the three service providers are undergoing union negotiations or preparing to open negotiations for pay increases and bonus offers to encourage driver applicants.

The Broker's office works directly with each service provider to offer additional training including passenger assistance, safety and sensitivity training or customer service retraining in response to complaints received.

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All providers participate in complaint investigation as a requirement for customers who call in with concerns.

The Broker's office is working with Service Providers on emergency preparedness, centered around best practices and scenarios in the event of flooding or a tsunami. Training is likely to take place in October.

Overall ridership rose 32.4% from 21-22 to 22-23, while ADA passenger ridership increased 34.7%. Weekday riders increased 33.1% and weekends 28.3%. Ride cancellations decreased 8.2%, but same-day trips/rescheduled trips increased 17.8%. Cyndi explained the increase is likely due to agent error at reservation or the client is not ready when their ride has arrived. There is a no strand policy, so attempts are made to avoid stranding the rider.

Recent efforts have been made in rider re-education as complaints regarding shared rides have increased. Rides may include additional stops or time to accommodate the needs of other riders. Riders are encouraged to plan for additional time on the bus and schedule accordingly.

Fiscal year 22-23's productivity increased 2.3% for trips, 0.5% for passengers, while average trip length stayed relatively the same at -0.2% despite the amount of time on the bus decreasing slightly. Currently utilizing help from supplemental providers to maximize efficiency and offering more shared rides when individuals are going in the same general direction.

On Time Performance decreased by 0.9% with an average On-Time Performance of 96.6% overall. Late trips increased by 2.7% for 1-20 minutes late, 0.2% for 21-59 minutes, and no there were no changes in the 60+ minute category. These differences are typical with the increase in demand and increase in traffic conditions.

Complaints increased by 26.9% with most related to equipment or vehicle issues. The previously fiscal year had 6 equipment-related complaints, but that has increased to 11 in FY23. Working with service providers to address the older fleets and vehicle replacement schedule. The Broker's Office is working to address vehicle availability during peak travel times to accommodate a larger number of riders.

Attachment 3

Service Providers offer ongoing refresher training for newer drivers to address unique circumstances of riders. Currently, a third of the driver workforce is new to bus driving.

The Broker's office continues to provide training to existing staff and new hires that places emphasis on de-escalation, reservation issues, or issue prevention. Many customers report being pleased with the service received at the time of booking. The Broker's office adapted their staff training for the service providers to equip them to answer questions from driver trainees and educate all who work for the East Bay Paratransit service.

The Broker's office updated database with expiring or inactive eligibility, resulting in 9,981 active riders.

In-Person Assessment interviews continue at the satellite office in Fremont biweekly, averaging 5-10 appointments. Cyndi reports being closer to providing satellite assessment services in the Northern portion of the service area to avoid requiring riders to interview in Oakland.

Sharon Montgomery asked if new riders must be disabled or if the service is available to all seniors as well.

Cyndi Lopez responded EBP only provides services for ADA certified individuals currently, including conditions that prevent them from riding fixed route buses or trains.

Jasher Nowland included that to qualify, riders must have a disability or health related condition that prevents an individual from riding AC or BART. No age-related eligibility, but city-based programs and social service agencies may have such eligibility.

Cyndi Lopez added if individuals don't qualify for East Bay Paratransit, they often provide a list of city-based services (i.e., One Paratransit).

Anthony Lewis praised paratransit services and supervisors for ensuring riders were taken care of after an event.

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Anthony Lewis asked about updates to the mobile app.

Cyndi Lopez responded she did not have exact satisfaction percentages, but reports passengers have adapted well and responded generally positive. There was a trial period notifying riders of best times to book rides and a refund process in place, addressing concerns discovered by riders. Stated minor issues with updates to get riders to add new payment types if their phone hasn't updated operating system. Broker's office has staff available to assist one-on-one.

Mallory added that a survey was conducted on the app and can be provided to Anthony.

Shawn Fong asked the status of subscription trips and if there are challenges meeting the demands of riders.

Cyndi Lopez responded they allow a certain number of subscription rides (typically a certain percentage within an hourly basis), working with East Bay Regional Center with riders requesting standing rides to ensure not to overwhelm during particular times of the day. Evolving process/waitlist. Tried to allocate for recurring trips (dialysis, work, etc). Once bandwidth is identified riders are contacted in order of request received

Shawn Fong asked if any neighboring ADA paratransit providers are not in coordination with EBP to schedule regional trips.

Cyndi responded there are few providers EBP does not coordinate with.

Laura confirmed there may be some agencies where there is no specific partnership but try to avoid drop-and-roll.

Sharon asked if Rediwheels had a partnership with East Bay Paratransit as they drop-and-roll often.

Laura Timothy replied it is not a federal regulation to wait, however MTC is working to minimize this issue in the region. East Bay Paratransit does a lot of transfers and pre-trip coordination including communication between drivers and dispatch.

Attachment 3

Kiran Agarwal asked if rides can be stopped or changed mid-trip (ex. sees store on drive home and wants to stop the trip to go in.)

Cyndi Lopez responded that EBP does not allow for same-day changes, with exceptions for emergencies.

Laura Timothy commented it is federal regulation to require that rides, once started, must be completed as scheduled.

Director Shaw asked about ridership variance pre-pandemic compared to fiscal year 22-23.

Cyndi Lopez responded experiencing an increase of 60-70%. Weekday rides pre-pandemic averaged 2500-2700, while post-pandemic weekdays average 1500-1700. Cyndi notes this is industry standard in pandemic recovery.

Director Shaw asked if there was anything in the Broker's emergency preparedness that address animals and what policies surround that in emergency policies.

Cyndi Lopez responded there may be something written down, but there is nothing specifically addressing large scale animal evacuation but will evaluate.

Director Raburn asked if 97% on time performance was normal with a 30% increase in ridership and difficulties with staff retention. Asked for clarification on linear vs non-linear rides and if it contributes to a decrease in overall performance.

Cyndi Lopez stated the pandemic modified services to one-seat rides to minimize exposure which resulted in direct rides to the drop off location. Limiting one-seat rides results in non-linear rides as there are other rider pick-ups and drop-offs prior to their destination.

Pi Ra asked if there was a wait list for subscription rides and typically how long is the wait.

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Cyndi Lopez responded evaluations are based on availability but maintain FTA requirement of 50% of subscription rides within an hour. The purpose of the ride will not determine whether a subscription rider will ride or not. Peak hours (7am-10am & 1pm-4pm) experience spikes in rider requests compared to other times of day. The number of subscription rides has increased since pandemic recovery began.

Mallory Nestor stated trips are not denied but they are on-demand. The goal is always zero-denials. Subscription trips are looked at by the hour.

Natalie Maxwell asked with an increase in riders' and travel time, is there a plan to upgrade air filtration systems.

Cyndi Lopez responded there are no plans currently to update systems. More robust filtration systems may be available in newer vehicles.

Anthony Lewis asked if taxis or regular cars are utilized.

Cyndi Lopez responded a portion of trips are outsourced to taxi services for individuals who would be good candidates (i.e., ambulatory, easily get into sedans). Several supplemental service providers offer wheelchair accessible vans that are often used as overflow taxis.

Anthony Lewis asked to what extent are service providers and supplemental providers comfortable with service animals.

Cyndi Lopez stated the broker's office has worked with providers to bring them up to speed with needs of service, including animals. There is one provider that offers taxi trips for the general public, so they attempt to minimize the trips sent to them.

9. Driver Appreciation by Cyndi Lopez, General Manager – Broker/Transdev

Item moved to November 7, 2023 meeting.

10. Member Recruitment by Mallory Nestor, AC Transit

Mallory Nestor referred members to review the EBPAC roster as there are 6 vacant seats and encouraged them to reach out to peers who may be

Attachment 3

interested. By creating a committee with a hybrid option, the hope is to encourage membership. EBPC staff to reach out to social service agencies.

Shawn Fong asked if there was a per diem or trip reimbursement available to members.

Mallory Nestor responded that they will be reimbursed their fare if using East Bay Paratransit services to attend in person, but a virtual option is available.

Director Raburn asked if AC Transit/BART will continue to interview candidates.

Mallory Nestor responded that EBPC staff and 1 active member of the committee will interview nominees and present to general managers, the general managers will recommend appointments to full group for approval.

11. Report from EBPAC Members

None.

12. Next EBPAC Meeting

The next EBPAC meeting is Tuesday, November 7, 2023, at 12:30 pm.

13. EBPAC Adjournment

The meeting adjourned at 1:59pm

Attachment 4

EAST BAY PARATRANSIT

Performance Report for the EBPAC

Systemwide

	FY 22/23 Jul-Sep	FY 23/24 Jul-Sep		Variance
Ridership Statistics				
Total Passengers	101,538	118,917		17.1%
ADA Passengers	88,620	105,036		18.5%
% Companions	0.8%	0.9%		15.2%
% of Personal Care Assistants	12%	11%		-9.9%
Average Passengers/ Weekday	1,368	1,606		17.4%
Average Pass/ Weekend & Holidays	500	612		22.4%

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	2.9%	2.7%		-7.9%
% of Cancellations	19.3%	18.6%		-3.4%
Go Backs/ Re-scheduled	1,482	1,596		7.7%

Effectiveness Indicators

Revenue Hours	74,163	92,125		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)	11.48	11.89		3.6%
Average Ride Duration (minutes)	50.2	52.6		4.8%
Total Cost	\$10,155,031	\$14,025,412		38.1%
Total Cost per Passenger	\$100.01	\$117.94		17.9%
Total Cost per ADA Passenger	\$114.59	\$133.53		16.5%

On Time Performance

Percent on-time	97.1%	97.3%		0.2%
Percent 1-20 minutes past window	2.5%	2.4%		-6.6%
% of trips 21-59 minutes past window	0.3%	0.3%		-6.2%
% of trips 60 minutes past window	0.0%	0.0%		-

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	63	60		-4.8%
Commendations	116	107		-7.8%
Avg. wait time in Queue for reservation (min)	1.7	1.6		-3.2%

Safety & Maintenance

Total accidents per 100,000 miles	4.82	3.28		-31.8%
Roadcalls per 100,000 miles	1.70	3.22		89.5%

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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%

SRAC Brokers Report November 2023

Program Coordinators Office

11/1/2023

Attachment 5



METROPOLITAN
TRANSPORTATION
COMMISSION

Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
TEL 415.778.6700
WEB www.mtc.ca.gov

Memorandum

Date: October 18, 2023

Subject: Transformation Action Plan Accessibility Items Update Plan

Background

The Bay Area Transformation Action Plan (Action Plan) identified five accessibility-related actions. A summary of the actions, work completed to date, and next steps are listed below.

Action 21: Designate a Mobility Manager to coordinate rides and function as a liaison between transit agencies and other services in each county

- Staff has developed a partial stakeholder list for each county.

Next: Staff plans to begin holding county-based meetings in summer 2024.

Action 22: Fund additional subregional one-seat paratransit ride pilots and develop transfer and cost-sharing policies for cross jurisdictional paratransit trips

- A list of models for delivering one-seat rides and methods to focus one-seat ride pilot service on existing transfer trip demand was developed (See Attachment A). These concepts have been presented for feedback to the transit agencies and paratransit coordinating council members.
- Staff has asked paratransit coordinating council members to discuss with transit agencies the possibility of one-seat ride pilots at their monthly meetings. Transit agencies have been asked to present their current transfer trip demand data with the paratransit coordinating councils, and to share this data monthly with MTC staff.

Next: Staff plans to draft call for proposal guidelines and present them to transit agencies in late 2023/early 2024, with a call for proposals being issued in spring 2024.

Action 23: Integration of ADA-paratransit services on Clipper Next Generation

- Staff is in final negotiations with Trapeze on a contract to make modification to their system that will allow for a connection to Clipper.

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Next: When the Trapeze contract is finalized, a “testing environment” will be created that will allow for a year-long pilot of C2 on SF Paratransit’s regular ADA service.

Action 24: Identify key paratransit challenges and recommend reforms

- Staff is wrapping up the Coordinated Plan update, which will serve as the starting point for this task. This is expected to March 2024.
- MTC staff is developing a list of potential stakeholders to participate on a paratransit working group to advise on activities for this task.

Next: Staff will establish a stakeholder working group in Spring 2024 that will identify top paratransit challenges.

Action 25: Adopt standardized eligibility practices for programs that benefit people with disabilities (ADA-paratransit and RTC Program)

- Current eligibility practices in the Bay Area have been documented and best practices from around the nation have been summarized.
- Draft recommendations have been reviewed by transit agencies.
- Final draft recommendation are being developed.

Next: Final draft recommendations will be presentation to stakeholders in early 2024.

For more information on the Transformation Action Plan accessibility items, please contact Drennen Shelton (415-778-5309 or dshelton@bayareametro.gov).

Attachments:

- Attachment A: Action 22 One-Seat Ride Pilot Program Draft Concepts

Attachment 5

Attachment A



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Transformation Action Plan

One-Seat Ride Pilot Program Draft Concepts (*October 2023*)

Contents

- **Concept of the One-Seat Ride Pilot Program**
- **Existing One-Seat Ride Delivery Models in the Bay Area**
- **Proposed Methods to Focus One-Seat Ride Service on Existing Transfer Trip Demand**

Concept of the One-Seat Ride Pilot Program

A One-Seat Ride (OSR) program provides ADA paratransit rides across existing transit agency service-area boundaries without requiring a transfer. OSR service should continue to be shared-ride service to the extent possible.

The intent of the OSR pilot program is to focus service principally on ADA paratransit trips that are currently being made with transfers. Since paratransit vehicle transfers would no longer need to be coordinated, riders would receive more convenient service while transit agencies (in theory) could achieve cost savings or, at least, avoid incurring added costs. Testing whether this mutual benefit is achievable in practice is one of the aims of the OSR pilot program.

Existing One-Seat Ride Delivery Models in the Bay Area

a. Limited overlapping service. Each agency serves its own customers

Example: Santa Rosa CityBus and Sonoma County Transit (SCT)

SCT already operates within Santa Rosa with at least two routes that go all the way through the city, but its ADA service area leaves out much of the city. Under their agreement, SCT now takes its customers to and from anywhere in the Santa Rosa ADA area. Typically, this would take an SCT paratransit vehicle no more than a mile beyond the strict ADA paratransit service area.

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For its part, Santa Rosa, whose ADA service area roughly corresponds to the city limits, takes its customers to and from points within the SCT ADA corridors extending roughly two miles beyond the Santa Rosa ADA area.

This arrangement requires no on-going coordination or cost-sharing agreement between the two agencies and allows riders to arrange their trips using procedures they are already familiar with. The arrangement was implemented during the pandemic as a way to reduce contact between riders and drivers.

Application: Where two agencies with overlapping service areas maintain separate ADA paratransit operations. Any two agencies with adjoining service areas could agree to extend their service by a limited amount, creating areas of service overlap that would include many of the most-desired cross-boundary trips.

b. Service beyond existing corridors within another agency's service area

Example: Golden Gate Transit and East Bay Paratransit (EBP) service in San Francisco

Both Golden Gate and East Bay Paratransit (BART) have obligations within San Francisco, including trips to and from limited corridors in San Francisco and Marin / the East Bay respectively. Both Golden Gate and EBP provide one-seat ride trips for their customers to and from anywhere in San Francisco and their home jurisdiction. This includes customers who live in San Francisco. Without this arrangement, transfers would need to be arranged between San Francisco Paratransit and both Golden Gate and EBP. In consideration of the effort that San Francisco is spared by this arrangement, the San Francisco Paratransit pays a portion of the trip cost.

Application: Applies where one agency already has an ADA paratransit obligation in a neighboring jurisdiction.

c. Third-party, non-dedicated operators for non-overlapping areas

Example: Solano Inter-city Taxi

The Solano Transportation Authority STA (aka Solano Mobility) operates a taxi subsidy program that allows ADA paratransit registrants to travel between jurisdictions within Solano County. This enables ADA registrants to travel between Vallejo/Benicia, Fairfield, Vacaville, Rio Vista, and Dixon. The system uses a prepaid card. Credit available for taxi rides can be purchased in increments of \$100 for \$40 (or \$20 for qualified low-income users). Accessible vehicles are available, operated by a separate vendor. Fares are based on a zone system. Some representative fares (before the discount) are:

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- Vallejo – Fairfield: \$65
- Fairfield – Vacaville: \$35
- Vacaville – Dixon: \$35

STA's scope is the entire county, but taxis are licensed by individual cities. As a result, users typically need to call two different companies for their going and return trips.

Application: In principle, a similar program could be created wherever two agencies have non-overlapping (or minimally overlapping) service areas. There may be few other cases where an umbrella agency covering multiple agencies could implement a similar program. Where there is no appropriate umbrella agency, the transit agencies would need to negotiate some division of responsibilities for a joint program.

Although the Solano program uses taxis, a similar program could use TNCs instead of taxis. A wheelchair accessible option would be required.

d. Dedicated Contractor

Example: Contra Costa County One Seat Regional Ride Program

County Connection contracts for one-seat ride service on behalf of itself, Tri-Delta Transit, WestCAT, and LAVTA (East Bay Paratransit does not participate). County Connection bills the participating transit agencies based on miles of service provided to riders within each of their service areas.

The contract is with County Connection's regular provider of ADA paratransit service, Transdev. Transdev in turn contracts with a supplemental provider that works with a flexible pool of independent contractors. This arrangement reduces costs compared to using the regular paratransit fleet, both because the supplemental provider has lower rates and because the regular fleet vehicles are not sent out of the service area. However, there are times when the supplemental provider is unable to provide a trip, resulting in the need for a "rescue trip" provided using CCCTA's regular ADA paratransit fleet.

Application: In principle any agency could administer a similar program for itself and one or more adjoining agencies.

e. One agency extends service into a neighboring jurisdiction

Examples: SamTrans service into Santa Clara; WestCAT service to Richmond and San Pablo

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The San Mateo County Transit District (SamTrans) operates some routes in Santa Clara County, but provides ADA paratransit even beyond that, including three specific destinations: the Palo Alto Veterans Administration Medical Center; the Vista Center for the Blind and Visually Impaired; and the REACH program. These locations provide unique services that are not available in San Mateo County. SamTrans does not plan to add more locations.

The Western Contra Costa Transit Authority (WestCAT) provides trips for medical appointments and county services to and from the neighboring cities of San Pablo and Richmond. The service is limited certain hours on weekdays. It avoids the need to arrange a transfer and only takes a vehicle five to ten minutes out of the way.

Application: Applies where an agency can include specific destinations that are requested frequently by its riders and would not cause undue hardship for existing service.

Proposed Methods to Focus One-Seat Ride Service on Existing Transfer Trip Demand

One-Seat Ride service is not a required component of ADA paratransit since it requires operation beyond any one agency's ¾-mile corridor. Therefore, other ADA service criteria regarding fares, trip limits, service hours, etc. do not apply either. This allows for multiple ways to manage cross-jurisdiction trip demand, to keep it similar to the existing level of demand.

Managing demand will reduce financial risks, avoid creating unrealistic expectations, and allow multiple concepts to be tested with the funds available in this pilot program. Some demand management features that may be appropriate in the pilot program are listed below.

a. Limited-service area

One concern about one-seat ride service is that vehicles can be taken far from an operator's core service area, resulting in a lot of unproductive vehicle time that is unavailable for ADA-mandated service. To address this concern, one-seat ride service could be restricted to areas where providing service would require the least amount of unproductive travel beyond an agency's service area. These are also likely to be where there is the greatest demand and, as a result, the greatest opportunity to reduce transfers. The Sonoma County program described earlier is an example of a limitedservice area one-seat ride program.

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b. Limited number of trips per person

Although the ADA regulations prohibit trip limits, no such prohibition would apply to a one-seat ride program. A monthly trip limit per rider would avoid the potential for a handful of riders to use most of the available budget taking frequent rides. In the same vein, subscription trips (trips on a repeated or recurring basis, such as to school, work, religious services, dialysis treatment, etc.) could also be excluded from the pilot.

c. Non-standard fare

Currently, the fare of a transfer trip is the combined fare of the two participating agency's fares. One-seat ride fares could be assessed at using other methods, including distance-based and means-based. It would be reasonable to charge up to an amount equivalent to the combined fares of the two participating agencies.

d. Specific times of service

It may be possible to create a quasi-scheduled shuttle service that would provide trips between specified destinations in each agency's service area. In practice, there are few examples of such service. Soltrans at one time attempted to provide scheduled paratransit service for its riders linking to East Bay Paratransit but found it operationally difficult. Shopping shuttles (described below under "Trip purpose limitations") may be a more feasible concept.

e. Off-peak hours only

Transit agency's may be concerned about one-seat rides taking much-needed vehicles far from the regular service area, so it is not available to carry ADA-mandated trips. A one-seat ride pilot limited to off-peak hours would minimize this issue. Paratransit demand typically peaks around 8 AM and around 2 PM, so off-peak service may result in have very limited hours.

f. Trip purpose limitations

Trips could be limited to certain purposes, for example shopping or medical appointments. In the case of shopping trips, an agency could establish a flexible shuttle service that goes to specific destinations, typically local shopping complexes. Typically, a vehicle collects riders at their homes and goes to the shopping location for that day where the driver may wait for an hour or so before returning to riders' homes. Typically, a weekly schedule identifies a specific location for each day of the week. (San Francisco operates a program of this type, limited to destinations within San Francisco, called Shop-a-Round - <https://www.sfmta.com/getting-around/accessibility/shop-round>.)

Responsibility of the Appeals Panel

- Review appeals and all relevant information carefully.
 - Information mailed in advance of the hearing.
- Make a decision based on the information presented, without any undue outside influence.
- Ensure approved policy and procedures are followed.
- Conduct the hearing in a fair and impartial manner.
- Keep all information confidential.
- Be fair and impartial in judgement.