

East Bay Paratransit

1750 Broadway

Oakland, CA 94612

Service Review Advisory Committee (SRAC) Meeting

12:30 pm to 2:30 pm

Tuesday, June 7, 2022

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

Virtual Meeting Information

Link: <https://us02web.zoom.us/j/83418616876?pwd=NIVCOFNKeStFUWhIU0lZUnJHcmtMZz09>

Webinar ID: 834 1861 6876

Password: : 000484

For Public Access Dial-in Information

Number: 1 669 900 6833

Webinar ID: 834 1861 6876

Password: 000484

SRAC Members:

Don Queen, Chair

Janet Abelson, Vice Chair

Mary Seib

David Fritz

Shawn Costello

Sharon Montgomery

Letitia Tumaneng

Michelle Rousey

Yvonne Dunbar

Shawn Fong

Roland Wong

Kiran Agarwal

	<u>TOPIC</u>	<u>TIME</u>
1)	Introduction of individuals present: <ul style="list-style-type: none">• SRAC Members• East Bay Paratransit 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 SRAC	12:50pm

	action will be taken on any public comments. Speakers are allowed up to three (3) minutes to present comments)	
4)	Approval of SRAC Minutes from April 5, 2022 (attachment 1)	1:00 pm
5)	Fremont Transportation by Shawn Fong (attachment 2)	1:15 pm
6)	Broker's Report By Cyndi Lopez (attachment 3)	1:30 pm
7)	Alameda CTC's E14th/East Bay Green Project by Aleida Andrino-Chavez (attachment 4)	1:50 pm
8)	Report from SRAC Members	2:20 pm
9)	Next SRAC Meeting date (Tuesday, August 2, 2022)	2:25 pm
10)	SRAC Adjournment	2:30 pm

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

Please turn off your cell phones during the meeting.

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

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

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

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

**East Bay Paratransit's (EBP)
Service Review Advisory Committee (SRAC)
Meeting Minutes from April 5, 2022**

Meeting came to order at 12:36 pm.

1. Introduction of Members Present:

Don Queen, Chair

Shawn Costello

Michelle Rousey

David Fritz

Sharon Montgomery (1:14)

Yvonne Dunbar

Mary Seib (12:44)

Kiran Agarwal

SRAC Members Absent:

Janet Abelson, Vice-Chair

Shawn Fong

Roland Wong

Letitia Tumaneng

Staff:

Mallory Nestor-Brush, Accessible Services Manager – AC Transit

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

Cynthia Lopez, General Manager – Broker/Transdev

Stephanie Castillo, Assistant General Manager – Broker/Transdev

Josh Wilson, IT Manager – Broker/Transdev

Brandon Chan, IT – Broker/Transdev

Jasher Nowland, Quality Assurance Manager

Kim Ridgeway, Senior Program Specialist – AC Transit

Elena Van Loo – Senior Administrative Analyst – BART

Lisa Cappellari, PCO – Consortium, Paratransit, Inc.

Alicia Brown, PCO – Consortium, Paratransit, Inc.

Ana Cisneros, PCO – Consortium, Paratransit, Inc.

Board Members:

Robert Raburn – BART Board of Directors

Diane Shaw – AC Transit Board of Directors -

Guests:

Jim Cunradi –Project Manager - AC Transit

Naomi Armenta – Nelson/Nygaard

Kacei Conyers - Program Coordinator -The CIL Center for Independent Living

2. Zoom Meeting Introduction and Expectations

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

3. Public Comments

Kacei Conyers asked where SRAC agenda packets are posted. Alicia Brown responded that Agendas can be found on the East Bay Paratransit Website.

4. Recommendation from the Nominating Committee and Action to Approve new Committee Member:

On March 01, 2022, Director Robert Raburn, Director Diane Shaw, and Janet Abelson met to interview Don Queen.

Mr. Queen stated he has been a member of the SRAC for over 7 years, and had represented the AC Transit Accessibility Advisory Committee for several years. and has always enjoyed being part of such great committees, and would be honored to still be an SRAC member.

Director Robert Raburn, on behalf of the Nominating Committee, gave a strong endorsement and the full board approved Donald Queen to continue membership. Dir. Raburn stated that Mr. Queen has been a stand-out member of this committee and one of the most reliable partners one can ask for.

The Nominating Committee recommended Mr. Queen to represent Zone 5 in Western Contra Costa County.

Motion: Mary Seib, made a motion to accept the candidate.

Motion: Seib/Rousey moved to accept SRAC Committee Membership for Donald Queen

The motion carried by the following vote for Don Queen:

Ayes – 7: Mary Seib, Michelle Rousey, Shawn Costello, Kiran Argawal, Yvonne Dunbar, David Fritz, Don Queen,

Nays – 0

Abstentions – 0:

Motion carried unanimously.

5. Introduction of new member Kiran Agarwal

Lisa Cappellari introduced Ms. Kiran Agarwal who is representing the AC Transit Accessibility Advisory Committee, and now is the newest member of the Service Review Advisory Committee.

Ms. Kiran Agarwal stated that she is also an active commissioner of the Richmond Ageing Community Center and a regular paratransit user. She joined the Committee to better understand how the service works. She is also interested in ways of bringing the cost down to the user as many seniors live on social security and the cost to use the paratransit service is high compared to BART, including satellite monitoring.

6. Approval of SRAC minutes from, February 1, 2022

Motion: Seib/Costello approved the February 1, 2022 meeting minutes. The motion was carried by the following vote:

Ayes – 5: Mary Seib, Don Queen, Michelle Rousey, Don Queen, Yvonne Dunbar

Nays – 0

Abstentions – Kiran Agarwal, Shawn Costello, David Fritz,

Absent 4:

Motion carried unanimously.

7. Fremont Transportation

This agenda item will be presented at the next SRAC meeting on June 7th, 2022.

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

Cynthia Lopez gave a verbal update on Quarter 2 of FY 21/22.

The East Bay Paratransit Broker's office opened up to the public for in-person interviews on March 7th, 2022. EBP continues to practice social distancing, take temperatures, and disinfect the office daily.

EBP still receives PPE inventory from the State of California that includes masks, face shields, gloves, and hand sanitizer, ensuring all Service Providers have plenty of PPE inventory for their drivers and staff.

The face mask mandate by the TSA is still in place until April 18th. As Staff continues to receive updates, information will be communicated to drivers and passengers.

AC Transit and BART implemented a Covid vaccine mandate on March 31st, requiring the Broker's office and the three Service Providers to show proof of vaccine for their employees

As a result of the mandate, 21 drivers had to be moved to other contracted work or have decided to resign. The percentage loss of drivers is about 16%.

EBP stays in touch with all Service Providers, oversees contract compliance, and monitors boarding programs, recruitment, retention, and driver's credentials. EBP takes part in training new hires as well

Cynthia Lopez reviewed the key performance indicators. Trip volume in the last months continues to go up, the majority of trips are from the Regional Centers. The Regional Center is now open Monday- Friday which increases the number of shared rides.

Effective March 31st the use of Taxis has been added to help with the demand during peak hours of the day.

Trips over 60 minutes are still at 0%. The requested go-backs increased by 17.4%. Call Center Staff encourages riders to book a two-way ride and reminds them that EBP does not do same-day rides unless the situation is out of the rider's control. Complaints increased by 66.7% and the wait time in the call queue fell from 1.5 to 1.42 minutes. Personnel are staggered throughout the day to have the most coverage during the peak hours.

Transdev would like to thank the Service Providers and front-line staff and managers for the support and effort put in to cover the increase in demand and the challenge of losing the 21 drivers.

Transdev would also like to thank both Mallory Nestor-Brush, AC Transit, and Laura Timothy, BART, for staying on top of the transportation industry for updates and best practices from other agencies.

Shawn Costello stated that he would like EBP to have sensitivity training for the drivers, and he would like to be part of that training.

9. Update on AB361 by Mallory Nestor-Brush, Accessible Services Manager – AC Transit

Mallory Nestor-Brush gave an update on AB361.

Prior to the pandemic, the Brown Act stated that for any committee member who was teleconferencing, the agenda had to be posted 72 hours prior to the meeting; the address has to be on the agenda; the site has to be accessible; and the site has to have access to a telephone. All of those provisions of the Brown Act were suspended due to the pandemic.

As of today, the Board continues to pass a resolution every 30 days to extend the ability to have hybrid meetings as long as the State of Emergency is in place.

The Board is working on several plans to get the teleconferencing provision modified if in fact the AB 361 expires.

These plans include looking for exceptions for individuals who feel will be in imminent danger if, in fact, they attended an in-person meeting. EBP will continue to update the SRAC as more information is received.

David Fritz stated that he is concerned with having to post his address in order to keep having virtual meetings. It is a safety issue.

Mallory Nestor responded that there is legislation that would modifying the teleconferencing requirements under the Brown Act. AB1944 would eliminate the requirement to disclose your private address and AB2449 would authorize local agencies to teleconference without specifying teleconferencing requirements of the Brown Act.

10. AC Transit's Recommendations for ACTC's San Pablo Avenue Project – Presented By Jim Cunradi

Jim Cunradi, Transportation Planning Manager, AC Transit gave a presentation on recommendations to the Alameda CTC's San Pablo Avenue Project. Jim stated that AC Transit commented on the issue of Paratransit vehicles not being able to operate in the bus transit lanes on the San Pablo Ave.

Because Paratransit is curb to curb; door to door upon request; EBP needs to be able to provide service at all locations along the corridor.

AC Transit recommended a combo "buses and paratransit stops" and or creating room for paratransit stops only.

EBP has some locations on the corridor that are very high volume trip origins and destinations and believes that paratransit stops can be created separately from the bus stops.

Also, Adding loading zones along the corridor will allow paratransit vehicles to board as close to the origin/destination as possible.

The following design recommendations are:

Option1: Designate a spot for paratransit vehicles to pull in curbside and use pavement markings to alert cyclists to the possibility and specify the correct yield conditions.

Option 2: Install separators that paratransit vans can drive over to the curb for locations where pick-ups and drop offs have to happen on San Pablo Ave.

The design does create conditions for paratransit vehicles as they cannot access every property. Alameda CTC is looking into the availability of the use of side streets. Side streets can only be used for limited circumstances as EBP cannot stop in driveways, or on red curbs.

The final impact of the project will affect people who use both fixed-route and paratransit. In order to accommodate the bike lane, and minimize conflicts, Alameda CTC is proposing hybrid bus stop spacing, instead of having a bus stop every two blocks, they are proposing to have them every four blocks.

This might affect paratransit, especially people who are currently able to use the fix-route service as they might have to switch over to paratransit due to increased walking distances.

Finally, AC Transit recommends that all three cities, Berkeley, Emeryville, and Oakland, ensure that all future developments along the San Pablo Ave have off-street or side street access for paratransit vehicles.

Michelle Rousey voiced concern with the spacing of the bus stops in that it will create a huge increase in paratransit ridership which will cause problems overall for paratransit service in the long term.

Laura Timothy Thanked AC Transit for putting together a comprehensive response to this project.

The ability to have a curb that allows the paratransit vehicles to get anywhere from the bike lane to the curb is an essential part of the way EBP delivers service and keep vehicles in view at all times.

Laura also stated that side street access would need to take into account height clearance requirements for EBP vans. BART recommends adding signs to the buses to let bicyclists know that the buses can be on the bike lane.

Jim Cunradi concluded by stating Alameda CTC had not currently identified side streets. . AC Transit has brought up all these access points and has been successful and acknowledged. Alameda CTC has committed to more investigation on all access points.

Mallory Nestor-Brush stated that AC Transit's Planning Department will continue to communicate with the cities to make sure that when they are approving permits for developments to have Paratransit services in mind.

11. Contactless Fare Payment App – By Laura Timothy

Laura Timothy gave a verbal update on the Contactless fare payment App. The payment app is used to pay for trips instead of paying with cash or a ticket.

Once the App is available to download, riders will be able to see scheduled trips, pay for upcoming trips, and see trips paid. Riders can create a wallet and add different methods of payment including credit cards, Venmo, and PayPal.

The final testing of the App is almost completed and then the app will be submitted to App stores.

EBP will have a group of 50 users first download the App and do more testing to ensure the App is properly working. After the testing is done, there will be a launch announcement sometime in June.

EBP will be adding advertisement posters on the EBP buses, the website, and messages while on hold on the phone.

EBP will also have a dedicated phone line and email address available for questions and concerns.

12. Report from SRAC Members

David Fritz; Kiran Agarwal and Mary Seib asked for a future agenda item about fares, and how to help EBP save money and improve the riding conditions.

13. The next SRAC meeting is Tuesday, June 7, 2022, at 12:30 pm. This will be a virtual meeting.

14. SRAC Adjournment

The meeting adjourned at 14:23 PM.

Transportation Services Application Packet (rev. 07/2021)

Ride-On Tri-City! assists seniors and people with disabilities residing in Fremont, Newark and Union City with their transportation needs. Transportation Resource Specialists are available by phone or in-person to discuss an individual's transportation needs and help the individual get connected with the right transportation services and resources. If you have questions about the transportation services listed, call ***Ride-On Tri-City!*** at (510) 574-2053.

Ride-On Tri-City! is a program of the City of Fremont's Human Services Department. The program provides affordable transportation within Fremont, Newark and Union City.

Ride-On Tri-City! transportation services are available to:

- Fremont and Newark residents who are 70 years of age or older; OR,
- Union City residents who are 80 years of age or older; OR,
- Fremont, Newark and Union City residents who are unable to use public transportation independently due to a disability or disabling health condition.

Please Note: Wheelchair-Accessible Van Services for Union City residents are provided by Union City Paratransit. ***Ride-On Tri-City!*** can assist Union City residents (who are disabled and unable to use public transit) get registered for Union City Paratransit.

If you meet the above eligibility criteria for ***Ride-On Tri-City!***, please use the attached application to apply for **ONE** of the following services:

Ride-Hailing Service

Service: Available to Fremont, Newark and Union City residents who are able to use a curb-to-curb service. Subsidized rides with Transportation Network Companies (TNCs like Lyft and Uber) are available within Fremont, Newark and Union City from 8am to 6pm, 7 days a week. Rides are on-demand and usually arrive within 5-20 minutes of ride request. Participants with their own smartphones can get subsidized rides through the Lyft app on their phone. Participants who do not have smartphones can get subsidized Lyft or Uber rides through GoGoGrandparent's Call Center.

Cost: Rider pays the first \$4 of the ride and up to \$16 in additional trip costs is subsidized by the program. Riders are responsible for paying any trip costs over \$20 as well as any tip provided to the driver. Higher subsidies are available for approved out-of-area medical trips on a limited basis. A maximum of 30 subsidized rides can be taken each month. There are no additional charges for companions or attendants traveling with a rider.

Accessibility: Wheelchair accessible vehicles are not widely available with this service.

Taxi Service

- Service:** Available to Fremont, Newark and Union City residents who are able to use a curb-to-curb service. Subsidized taxi rides within Fremont, Newark and Union City are available from 8am to 6pm, 7 days a week. Rides are requested on the same day service is needed.
- Cost:** Taxi vouchers cost \$4 each and subsidize up to \$20 of taxi meter fare. Only 1 voucher can be used per one-way trip. Riders are responsible for paying any fare beyond the \$20 voucher subsidy and any tip provided to the driver. A maximum of 30 taxi vouchers may be purchased per month. There are no additional charges for companions or attendants traveling with a rider.
- Accessibility:** There are no wheelchair accessible taxis available for service at this time.

Wheelchair Accessible Van (WAV) Service

- Service:** Available to Fremont and Newark residents who use wheelchairs or who are ambulatory and require special door-to-door assistance. Rides to and from destinations in Fremont, Newark and Union City are available from 8am to 6pm, 7 days a week, except for major holidays. Reservations are taken up to 7 days in advance; same-day rides are available on a *space-available basis only*.
- Cost:** Rides cost \$4 per one-way trip. Fares are paid using pre-paid vouchers and cost \$40 per book of 10 one-way trip vouchers. Enrolled participants can access a maximum of 30 one-way trips per month. Riders present a pre-paid trip voucher for each one-way ride. There are no additional charges for companions or attendants traveling with a rider.
- Accessibility:** Rides are provided in lift-equipped, wheelchair-accessible vans with drivers who have been trained to provide specialized assistance to seniors and persons with disabilities.

Please return your completed transportation services application to:
(be sure to indicate which service you are applying for)

- Mail:** City of Fremont Human Services - ***Ride-On Tri-City! Program***
P.O. Box 5006
Fremont, CA 94537-5006
- Fax:** (510) 574-2054
- Hand deliver:** Fremont City Hall, Human Services Dept., Bldg. B,
3300 Capitol Ave., Fremont
- Email:** RideOnTriCity@fremont.gov

For more information, please call RIDE-ON TRI-CITY! at (510) 574-2053



Ride-On Tri-City! Application Form (rev. July 2021)

Enroll me in: **(1 service only! If you have questions call 510-574-2053)**

- ☐ **Ride-Hailing: Phone App** (Have own smartphone & can use Lyft App)
☐ **Ride-Hailing: Call Center** (Need to request Lyft/Uber rides through a Call Center)
☐ **Taxi Service** ☐ **Wheelchair Accessible Van Service**

Name: _____
Last Name First Name Middle Initial

Home Phone: (____) _____ **TDD/TTY:** (____) _____

Cell Phone: (____) _____ **Email:** _____

Is this your own cell phone? Yes ☐ No ☐

Is your cell phone an Android or Apple iOS smartphone? Yes ☐ No ☐

If yes, do you have the Lyft app downloaded/account set up on your smartphone? Yes ☐ No ☐

Home Address: _____
Street Address Apt. # City Zip Code

Name of Housing Facility (if applicable): _____

Birth Date: ____/____/____ **Male** ☐ **Female** ☐ **Transgender** ☐ **Declined to state** ☐
Month Day Year

Do you manage your own affairs and deal with your own mail? Yes ☐ No ☐

If "No", mail important correspondence to: Name: _____

Relationship: _____ **Phone:** (____) _____ **Email:** _____

Mailing Address: _____
(if different from above) Street Address or PO Box Apt. # City State Zip Code

1. How did you hear about our transportation services: _____

2. Are you on Medi-Cal? ☐ No ☐ Yes **Medi-Cal #:** _____
☐ Medi-Cal Managed Care Provider: _____ ☐ Fee-for-Service

3. Gross Individual Monthly Income: _____ **Income Source:** _____

4. Gross Household Monthly Income: _____ **# of people in household:** _____

5. What is your living arrangement? ☐ Live alone ☐ Live with spouse/partner
☐ Live with adult children ☐ Live with housemates/roommates
☐ Live in a skilled nursing facility/nursing home ☐ Live in assisted living/residential care home
☐ Other: _____

6. What is your race/ethnicity?
☐ Asian Indian ☐ Chinese ☐ Afghan ☐ African American or Black
☐ White ☐ Hispanic or Latino ☐ Filipino ☐ Other Asian
☐ American Indian or Alaska Native ☐ Native Hawaiian or Pacific Islander
☐ Other: _____

7. What language(s) do you speak? Preferred Language: _____
Other Language(s): _____

8. How do you currently travel to your most frequent destinations? (Check all that apply)

- ☐ ADA Paratransit (i.e. East Bay Paratransit, Union City Paratransit)
☐ Drive myself ☐ Someone drives me ☐ Buses/BART ☐ Taxi
☐ Lyft, Uber, Go-Go Grandparent, other ridehailing app ☐ Other: _____

9. Are you certified for rides through East Bay Paratransit or Union City Paratransit?

- ☐ Fully eligible ☐ Conditionally eligible **Eligibility is valid until:** _____
☐ Not eligible/Denied ☐ Applied, decision pending ☐ Have not applied ☐ Don't know

10. Do you use any of the following mobility aids or equipment? ☐ None

- ☐ Cane ☐ White Cane ☐ Walker/Rollator ☐ Folding Wheelchair
☐ Power Wheelchair ☐ Power Scooter ☐ Service Animal ☐ Portable Oxygen
☐ Crutches ☐ Leg Braces ☐ Communication Device/Board

11. Do you need a wheelchair (WC) accessible vehicle when you travel? ☐ Don't use a WC

- ☐ Yes, always ☐ Sometimes, depends on trip I am taking ☐ No, I can transfer from WC

12. What type of assistance do you need when traveling? ☐ None ☐ Carrying bags

- ☐ Getting to/from front door ☐ Assistance because I am visually impaired ☐ Push wheelchair
☐ Getting in/out of vehicle ☐ Steadying arm when walking ☐ Fold wheelchair or walker
☐ Other: _____

Do you have someone who travels with you to provide you with assistance? ☐ No ☐ Yes

13. Please describe your disability or disabling health condition and explain how this condition prevents you from using public transit (i.e. buses or BART):

14. Is the above condition you describe: ☐ Permanent ☐ Temporary until: _____

15. Please list the destinations you need rides to: _____

16. Emergency Contact: _____ **Relationship:** _____

Cell phone: (_____) _____ Evening phone: (_____) _____

17. Do you need information in an accessible format? ☐ No ☐ Yes - If yes, please check

which format you prefer: ☐ Large Print ☐ Electronic File ☐ Other: _____

I certify that the information in this application is true and correct. I understand that knowingly falsifying information will result in denial of service. I give the City permission to contact me about my paratransit service experience and to verify my enrollment with East Bay Paratransit or Union City Paratransit. I understand that my application information will be kept confidential; only information required to provide service or verify service quality will be disclosed under any circumstances.

Applicant's Signature: _____ **Date:** _____

Person who assisted you with application/Phone #: _____

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

	FY 20/21 Jan-Mar	FY 21/22 Jan-Mar		Variance
Ridership Statistics				
Total Passengers	43,737	72,558		65.9%
ADA Passengers	37,222	63,288		70.0%
% Companions	0.8%	1.0%		13.8%
% of Personal Care Assistants	14%	12%		-15.2%
Average Passengers/ Weekday	600	986		64.3%
Average Pass/ Weekend & Holidays	243	401		64.6%

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	3.1%	3.6%		16.9%
% of Cancellations	24.4%	23.1%		-5.3%
Go Backs/ Re-scheduled	932	1,240		33.0%

Effectiveness Indicators

Revenue Hours	39,733	58,620		47.5%
Passengers/Revenue Vehicle Hour	1.10	1.24		12.4%
ADA Passengers per RVHr.	0.94	1.08		15.2%
Average Trip Length (miles)	13.90	12.04		-13.4%
Average Ride Duration (minutes)	54.5	48.5		-11.1%
Total Cost	\$5,932,050	\$8,639,315		45.6%
Total Cost per Passenger	\$135.63	\$119.07		-12.2%
Total Cost per ADA Passenger	\$159.37	\$136.51		-14.3%

On Time Performance

Percent on-time	99.5%	98.5%		-1.0%
Percent 1-20 minutes past window	0.5%	1.4%		197.9%
% of trips 21-59 minutes past window	0.0%	0.1%		200.0%
% of trips 60 minutes past window	0.01%	0.0%		-66.7%

Customer Service

Total Complaints	109	189		73.4%
Timeliness	18	35		94.4%
Driver Complaints	67	101		50.7%
Equipment / Vehicle	4	3		-25.0%
Scheduling and Other Provider Complaints	7	15		114.3%
Broker Complaints	13	35		169.2%
Commendations	71	72		1.4%
Ave. wait time in Queue for reservation	1.5	1.8		22.5%

Safety & Maintenance

Total accidents per 100,000 miles	5.54	4.11		-25.9%
Roadcalls per 100,000 miles	2.19	1.33		-39.3%

Eligibility Statistics

Total ADA Riders on Data Base	11,838	12,824		8.3%
Total Certification Determinations	329	534		62.3%
Initial Denials	-	-		
Denials Reversed	-	-		



East Bay Greenway Multimodal Project Update



AC Transit Service Review Advisory Committee

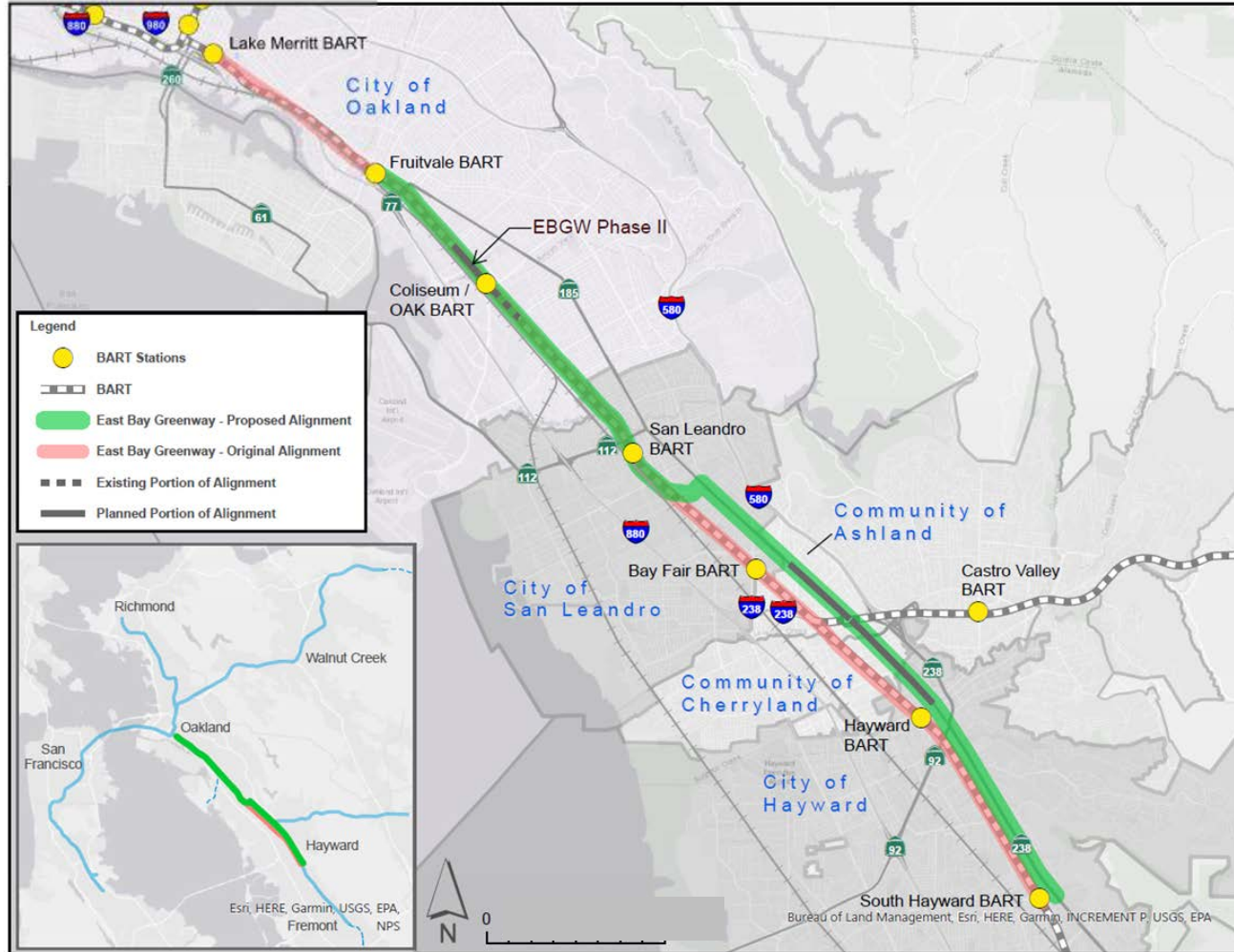
June 07, 2022

Agenda

1. Introductions
2. Project Overview
3. Design Considerations
4. Public Outreach
5. Next Steps

Meeting Purpose: Obtain feedback related to Paratransit Loading Considerations for the Project

Project Overview



- ✓ Provide safe, high-quality option for biking for all ages and abilities
- ✓ Improve pedestrian safety crossing the street
- ✓ Improve transit access and reliability
- ✓ Improvements that attract more people to the area to support local business
- ✓ Improves multimodal connections to BART stations

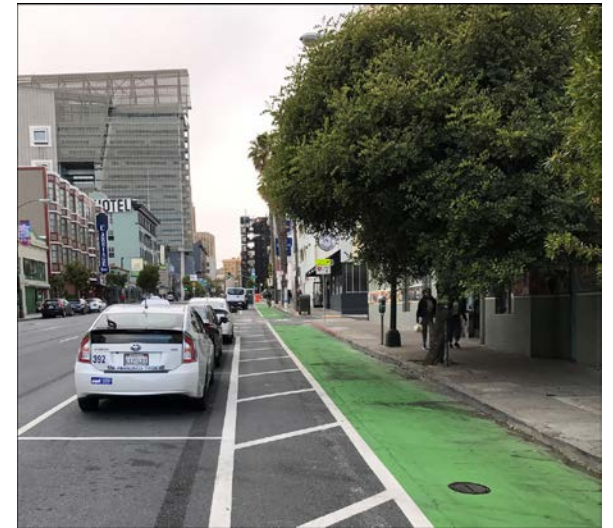
Protected Bicycle Lanes



Source: Alameda CTC



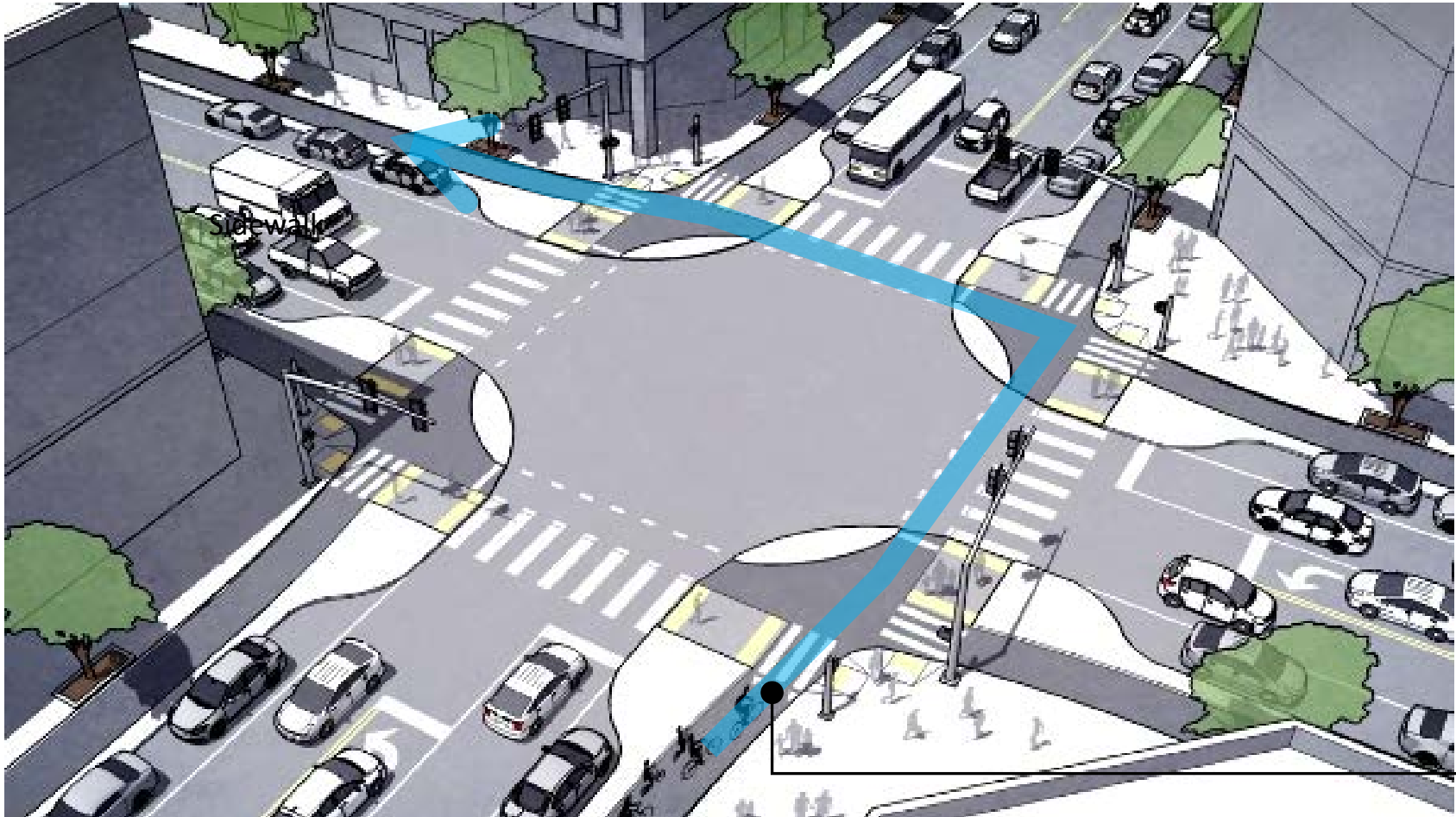
Source: NACTO



Source: Hoodline

For illustrative purposes only.

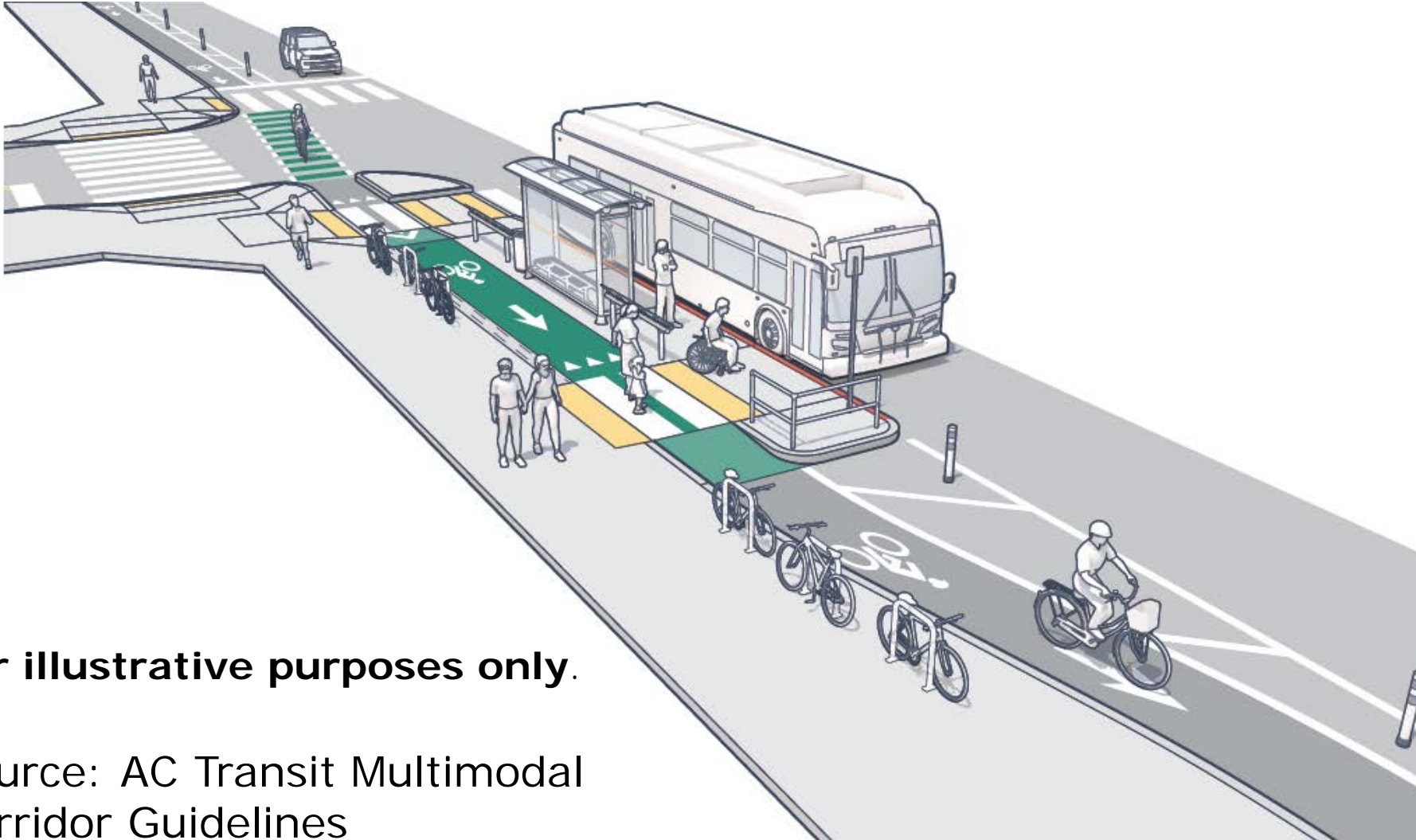
Protected Intersections



For illustrative purposes only.

Source: ProtectedIntersection.com

People Boarding Islands (Bus Stops)



For illustrative purposes only.

Source: AC Transit Multimodal
Corridor Guidelines

Pedestrian Crossings

High-Visibility
Crosswalks



Source:
Alameda CTC

Rectangular Flashing
Beacons



Source: Kittelson

HAWK Signals



Source:
Alameda CTC

ADA Curb Ramps

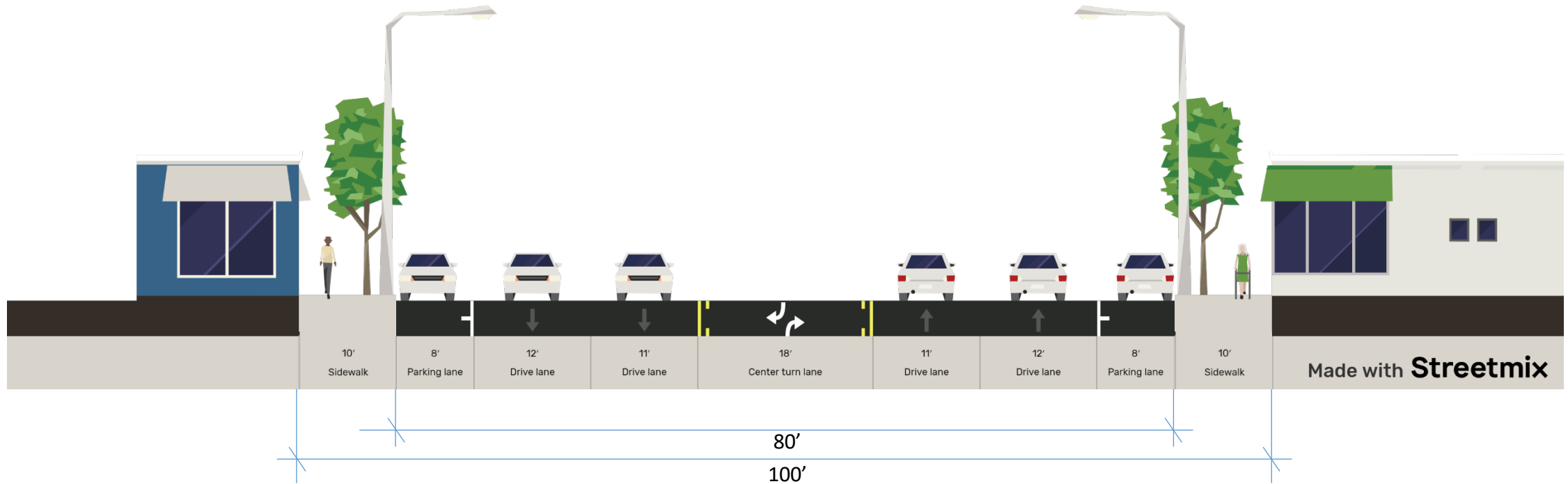


Source: Kittelson

For illustrative purposes only

E 14th St from San Leandro Blvd to Plaza Dr

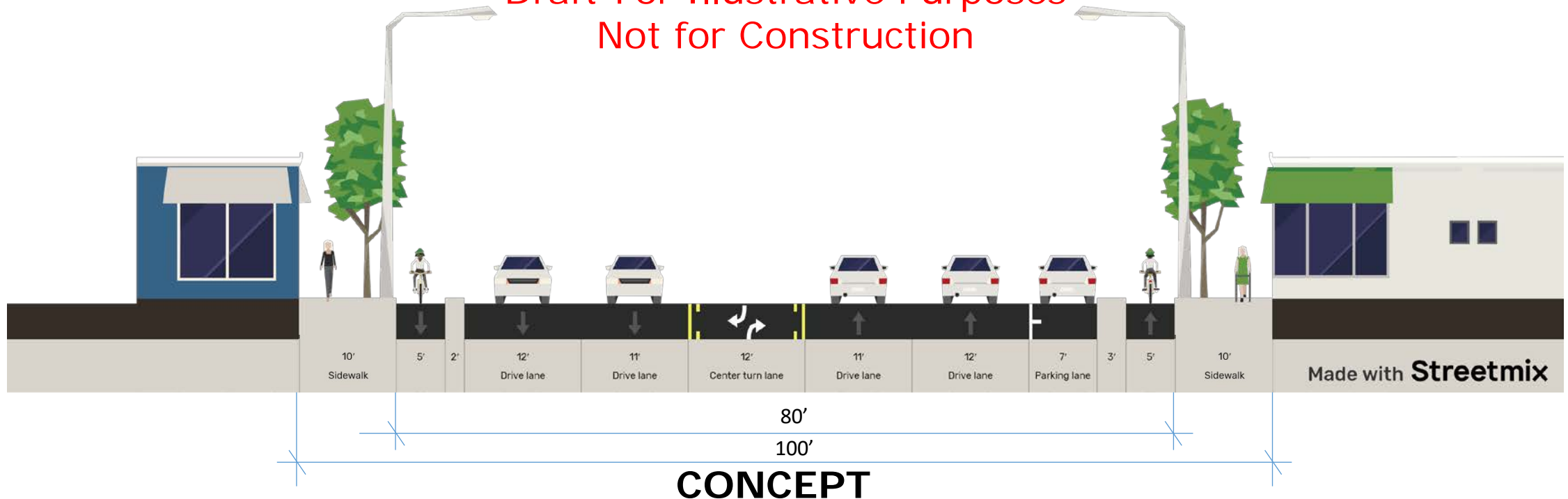
existing section, looking north
City of San Leandro, in Caltrans
ROW



E 14th St from San Leandro Blvd to Plaza Dr

one-way protected bikeway with parking, looking north
City of San Leandro, in Caltrans ROW

Draft-For Illustrative Purposes
Not for Construction



Note: initial recommendation is for parking to be maintained on the east side.

Public Outreach

Key Findings

- Support for safety improvements- need to curb speeds on E.14th St.
- Support for separated bike lanes and protected intersections
- Support for additional pedestrian crosswalks on E. 14th St.
- Support for directional curb ramps
- Consider paratransit loading needs along corridor
- Consider business deliveries and short-term parking needs
- Some businesses between 144th and 143rd Ave. have high demand for parking
- Support for more landscape and placemaking

Project Timeline

Concept Design and
Environmental Clearance

Ongoing – Fall 2022

Final Design

Fall 2022 – Early 2024

Construction (pending funding)

Summer 2024 – Fall 2026

Questions?