

East Bay Paratransit

1750 Broadway

Oakland, CA 94612

Service Review Advisory Committee (SRAC) Meeting

12:30 pm to 2:30 pm

Tuesday, August 2, 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/85854503687?pwd=WDJ6OUlHdW0yYnN3OGFHUWtINDB2UT09>

Webinar ID : 85854503687

Password: 000484

For Public Access Dial-in Information

Number: 1 669 900 6833

Webinar ID: 85854503687

Password: 000484

SRAC Members:

Janet Abelson, Vice Chair
Yvonne Dunbar
Sharon Montgomery
Mary Seib

Kiran Agarwal
Shawn Fong
Don Queen, Chair
Letitia Tumaneng

Larry Bunn
David Fritz
Michelle Rousey
Roland Wong

	<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 action will be taken on any public comments. Speakers are allowed up to three (3) minutes to present comments)	12:50pm
4)	Approval of SRAC Minutes from June 2, 2022 (Attachment 1)	1:00 pm
5)	Introduction of new SRAC Member, Larry Bunn	1:05 pm
6)	EBP Customer Satisfaction Survey by Jon Canapary (Attachment 2)	1:15 pm
7)	Broker's Report by Cyndi Lopez (Attachment 3)	1: 35pm
8)	Contactless Payment App by Laura Timothy (Verbal)	1:50 pm
9)	Report from SRAC Members	2:20 pm
10)	Next SRAC Meeting date (Tuesday, October 4, 2022)	2:25 pm
11)	SRAC Adjournment	2:30 pm

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

Please turn off your cell phones during the meeting.

PUBLIC SPEAKERS: Speakers wishing to address subjects not listed on 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 June 7, 2022**

Meeting came to order at 12:34 pm.

1. Introduction of Members Present:

Janet Abelson, Vice Chair	Kiran Agarwal	Larry Bunn
Yvonne Dunbar	Shawn Fong	David Fritz
Sharon Montgomery	Don Queen, Chair	Michelle Rousey
Mary Seib	Letitia Tumaneng	Roland Wong

SRAC Members Absent:

Sharon Montgomery
Yvonne Dunbar

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
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:

Jhay Delos Reyes – Alameda County Transportation Commission
Aleida Andrino-Chavez - Alameda County Transportation Commission
Naomi Armenta – Nelson/Nygaard
Kacei Conyers - Program Coordinator -The Center for Independent Living

Mark Weinstein – Vice President of Operations - RydeTrans
Shelly Lapkoff
Susan Houghton
Daveed Mandell

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

Shelley Lapkoff, spoke on behalf of her friends who have not been able to finish the eligibility process as they have not been able to do in-person interviews due to their disabilities. Ms. Lapkoff asked for a reasonable modification by requesting interviews be done over the phone or via Zoom, since neither one of them can drive, and transferring from their wheelchairs into a regular vehicle is very difficult.

Susan Houghton, speaking on behalf of her son Robert Houghton, requested a modification to the way East Bay Paratransit operates. Her son attends a day program in Castro Valley and the program will be returning full-time in August. She requested that East Bay Paratransit re-examine its decision to not participate in the “One Seat Program” currently underway in Contra Costa County and the Tri-Valley. Her son gets on a LAVYA/Wheels for just a few miles and then must transfer at the BART station to an East Bay Paratransit van in order to get to Castro Valley. She asked for a reasonable accommodation so that local Tri-Valley residents have the same services as others.

Daveed Mandell, asked to be added to the SRAC mailing list for agendas and meeting information.

4. Approval of SRAC minutes from, April 5, 2022

Motion: Seib/Costello approved the April 5, 2022 meeting minutes. The motion was carried by the following vote:

Ayes – 7: Shawn Costello, David Fritz, Mary Seib, Don Queen, Michelle Rousey, Don Queen, Letitia Tumaneng, Kiran Agarwal

Nays – 0

Abstentions –3: Janet Abelson, Shawn Fong, Roland Wong

Absent 2: Sharon Montgomery, Yvonne Dunbar

Motion carried unanimously.

5. Fremont Transportation- by Shawn Fong

Ms. Shawn Fong gave a presentation on Transportation Resources for seniors and people with disabilities in the cities of Fremont, Newark, and Union City.

The Ride-On Tri-City program is funded by Measure BB through the Alameda County Transportation Commission.

The service offered to individuals in Southern Alameda County is Mobility Management Services.

Transportation Specialists work with folks to assess individual transportation needs and get them linked with the most appropriate services, including:

- Ride-On Tri-City Transportation services
- Medi-Cal covered ADA-Paratransit transportation
- Volunteer driver programs
- DMV information, and older driver safety resources

How to apply for the program:

- Ride-On Tri-City Helpline 510-574-2053
- Fax: 510-574-2054
- Email: RideOnTriCity@Fremont.gov
- Mail: Ride-On Tri-City! Program P.O. Box 5006, Fremont, CA 94537

David Fritz, asked how come East Bay Paratransit does not have a pilot program that could provide on-demand services or services similar to programs like the ones mentioned above?

Michelle Rousey, responded that the issue is more of a legislative and State fix that needs to happen with our transportation. There are many cities that have individual programs, which are good, but not all cities have all these programs, and it's not going to happen unless a legislative order comes into place.

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

Cynthia Lopez gave a verbal update on Quarter 3 of FY 21/22.

The East Bay Paratransit Broker re-adopted the face mask required standard for all individuals riding the vehicle after Alameda County reinstituted its COVID-19 related mask requirements for locations indoors. Currently, all drivers carry a small supply of face masks to offer individuals that need one upon boarding the vehicle if they don't have one.

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

Currently, all Service Providers and the Broker office maintain a 100% vaccination rate for all employees working on the East Bay Paratransit contract. Any new employees coming on board with either the Service Providers or the Broker office need to be vaccinated prior to starting any work for EBP.

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. Taxi services have been added to help with the higher demand during peak hours.

East Bay Paratransit conducted the annual Customer Satisfaction Survey in May. Those findings will be presented at a future SRAC meeting after the results are compiled by the outside firm that conducts the survey.

Testing of the Contactless Fare Payment app was rescheduled due to a few technical items discovered during internal testing. Any SRAC member who would like to sign up for testing should let Cyndi know to be added to the list.

3rd Quarter FY 21/22, shows 65.9% more total passengers during the period, compared to the previous fiscal year. Weekday Ridership was up 64.3%, Weekend Ridership was up by about 64.6%. The increase in ridership is due to the reopening of Regional Centers. The average length of trips in minutes and mileage decreased slightly by 11.3% and 13.4% respectively.

Cyndi thanked the Operations and Scheduling teams, the Service Providers, front line staff and Managers for the extra effort put into managing the day program volume increase, coordinating all trips with the Regional Centers program staff, and negotiating trip window times to be able to manage trip volume during morning and afternoon peak hours. On-time performance dropped and late trips increased. There was an increase in complaints due to a shortage of drivers because of the increase in Regional Center ridership. The wait time in the call queue decreased to 1.42 from 1.5 minutes.

Janet Abelson, asked what was being done to maintain distance between passengers onboard?

Cyndi Lopez, responded that, due to the increase in ridership, drivers try to space out the passengers throughout the vehicle. When there are more than 4 passengers, normally they are all going to the same-day program.

Kacei Conyers, asked if ventilation on the paratransit buses have been updated since the pandemic? And if having the windows down helps?

Cyndi Lopez, responded that EBP Staff continuously discusses what can be done to keep everyone safe and one method is keeping the windows down for a more continuous airflow.

Roland Wong, asked if East Bay Paratransit going to reduce the number of passengers traveling at one time since Alameda County has reinstated the face mask requirement.

Cyndi Lopez, responded that there is no plan to decrease the number of riders per vehicle, especially with the shortage of drivers. However, EBP does try its best to keep trips to the lowest number of passengers possible at the time.

7. Alameda CTC's E14th /East Bay Green Project by Aleida Andrino-Chavez

Aleida Andrino-Chavez and Jhay Delos Reyes, Alameda County

Transportation Commission (Alameda CTC), the agency that plans, funds, and delivers transportation projects in Alameda County with the goal to improve multimodal mobility and expand access, gave a presentation on E14th/East Bay Green Project, and asked for feedback on the project.

The project covers the corridor from Lake Merritt BART Station to South Hayward BART. The purpose of the project is to improve and provide:

- Safe high-quality option for biking for all ages and abilities
- Improve pedestrian safety and 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
- Improvements for transit, bike, and pedestrian modes of transportation.

Alameda CTC is closely coordinating with AC Transit on the location of bus stops, and priority locations along E14th Street and San Leandro Blvd.

Alameda CTC Conducted public outreach at the Bay Fair Farmers Market in February and at the San Leandro BART station, John Muir Middle School in March, and Door-to-door Business Survey to get the following key findings.

- Support for safety improvements needs 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 direction curb ramps
- Consider Paratransit loading needs along the corridor
- Consider business deliveries and short-term parking needs

Alameda CTC is pursuing the opportunity to fund and deliver the proposed project in the next 3 to 5 years. Alameda CTC will continue to work with State, City, and Transit partners in order to conclude the project.

- Concept Design and Environmental Clearance Ongoing – Fall 2022
- Final Design Fall 2022- Early 2024
- Construction (pending funding) Summer 2024-Fall 2026

Kacei Conyers, asked if there will there be user-friendly testers to make sure there is enough ramp space in all the loading zones?

Aleida Andreino-Chavez, responded that there will be in the near future.

Michelle Rousey- voiced concern about the turning radiuses on the platforms and the accessibility of getting on and off the ramps from the buses. She also asked about automatic detecting crosswalks signals nowadays due to COVID to avoid touching points..

8. Report from SRAC Members

Michelle Rousey, stated that Jasher Nowland and I have been working on a Sensitivity training workshop and will be reaching out to SRAC members with the info and for feedback.

David Fritz, suggested having SRAC meetings once a month.

Mallory Nestor-Brush, in response to public comments, stated that East Bay Paratransit has a 30-day temporary medical exemption to become eligible for East Bay Paratransit, but the applicant must come in for an in-person interview within that 30-day period. By law, EBP is required to provide transportation to and from the in-person interview.

East Bay Paratransit is involved with the Blue Task Ribbon Force that was formed to address COVID issues, Regional planning, etc. On June 8th, 2022, the MTC commission awarded a contract to Nelson Nygard for \$230,000 to look at four different tasks for the Blue Ribbon action, Access, and Mobility work plan.

One of those tasks was to fund an additional sub-regional Once Seat Paratransit Ride Pilot program and develop cost-sharing policies for cross-jurisdictional transit trips. East Bay Paratransit will be participating in that program.

East Bay Paratransit is involved at all levels in various venues in order to address some of the concerns today.

9. The next SRAC meeting is Tuesday, August 2, 2022, at 12:30 pm. This will be a virtual meeting.

10. SRAC Adjournment

The meeting adjourned at 14:25 PM.

East Bay Paratransit 2022 Customer Survey Results

Survey Overview

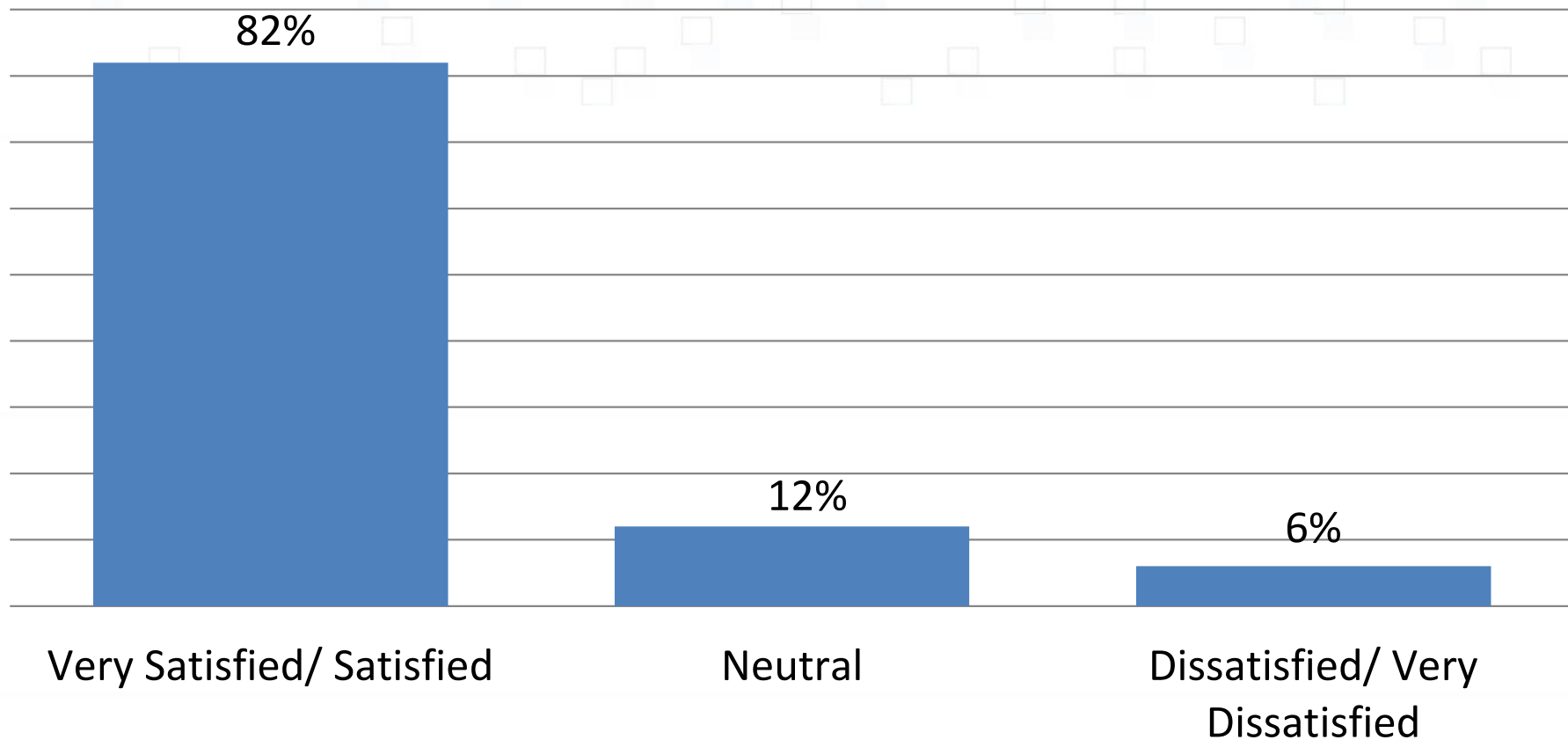
- Customer satisfaction survey
- Conducted annually
- Tracking questions to measure improvements and declines over time
- Dates of fieldwork: May to June 2022
- Sample size: 424
- Conducted by Corey, Canapary & Galanis Research in San Francisco

Survey Methodology

- Telephone survey
- Conducted by professional interviewers
- Random selection of riders
- Riders asked about their most recent trip
- Efforts to be inclusive
 - Attendant assisted interviews
 - Interview family members, if needed


Overall Satisfaction


Thinking about your experience with East Bay Paratransit during the last year, which of the following comes closest to describing your rating of the services provided to you?



Overall Satisfaction Comparison

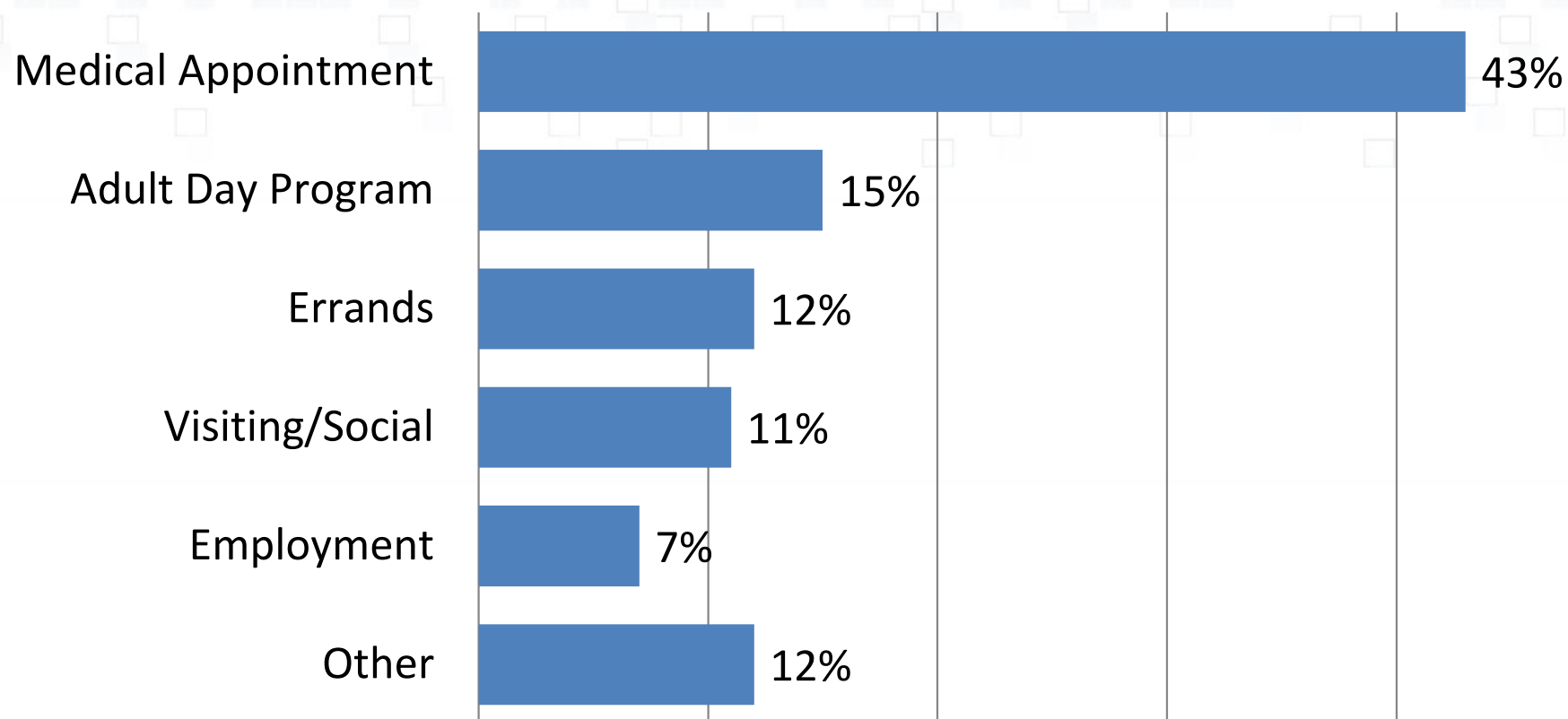
	2022	2020	2019
Very Satisfied	39%	44%	19%
Satisfied	43%	44%	39%
Dissatisfied	5%	2%	13%
Very Dissatisfied	1%	<1%	8%
Neutral	12%	9%	22%

82% 

6% 

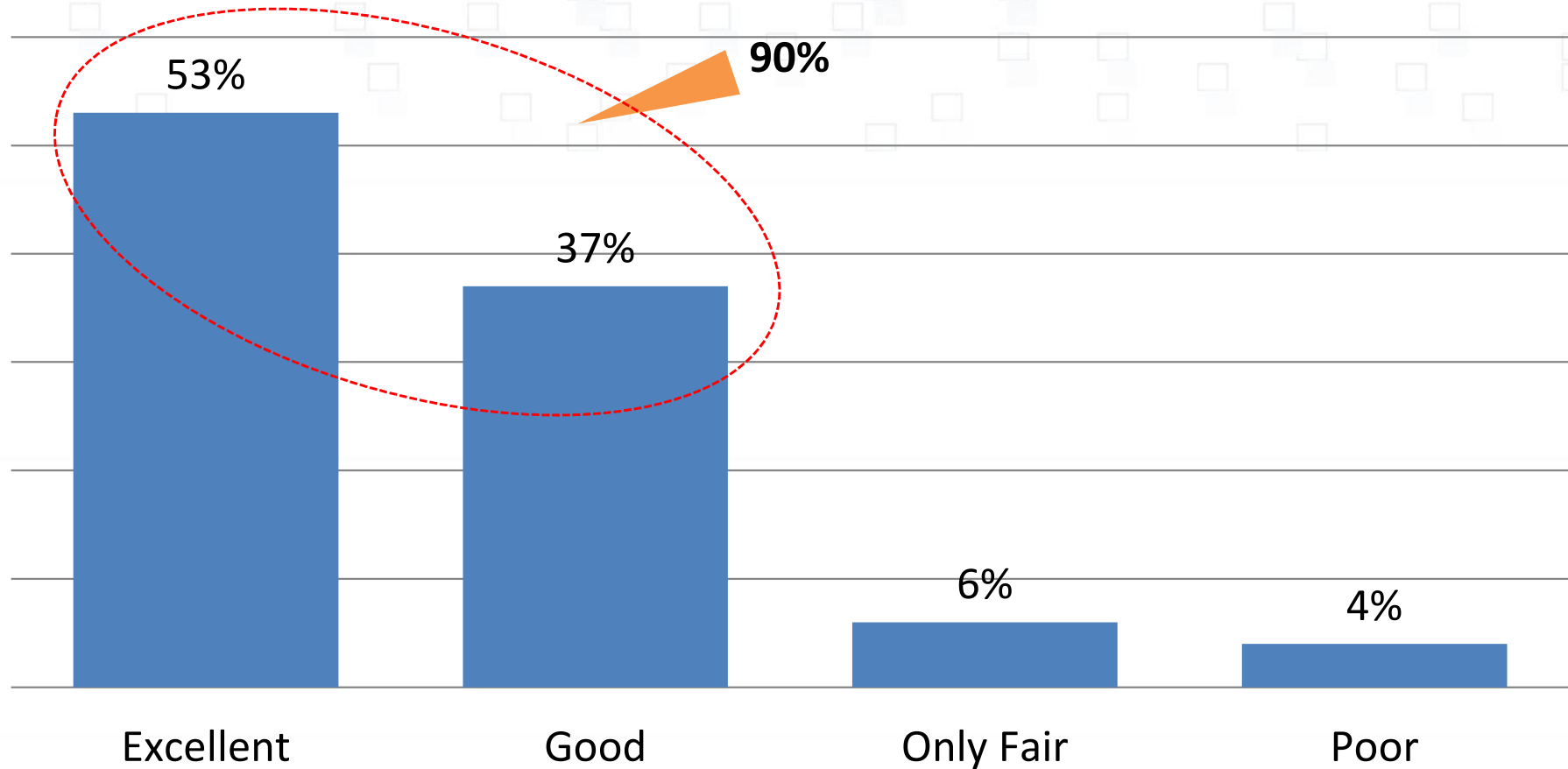
Trip Purpose

What was the main purpose of this trip ?



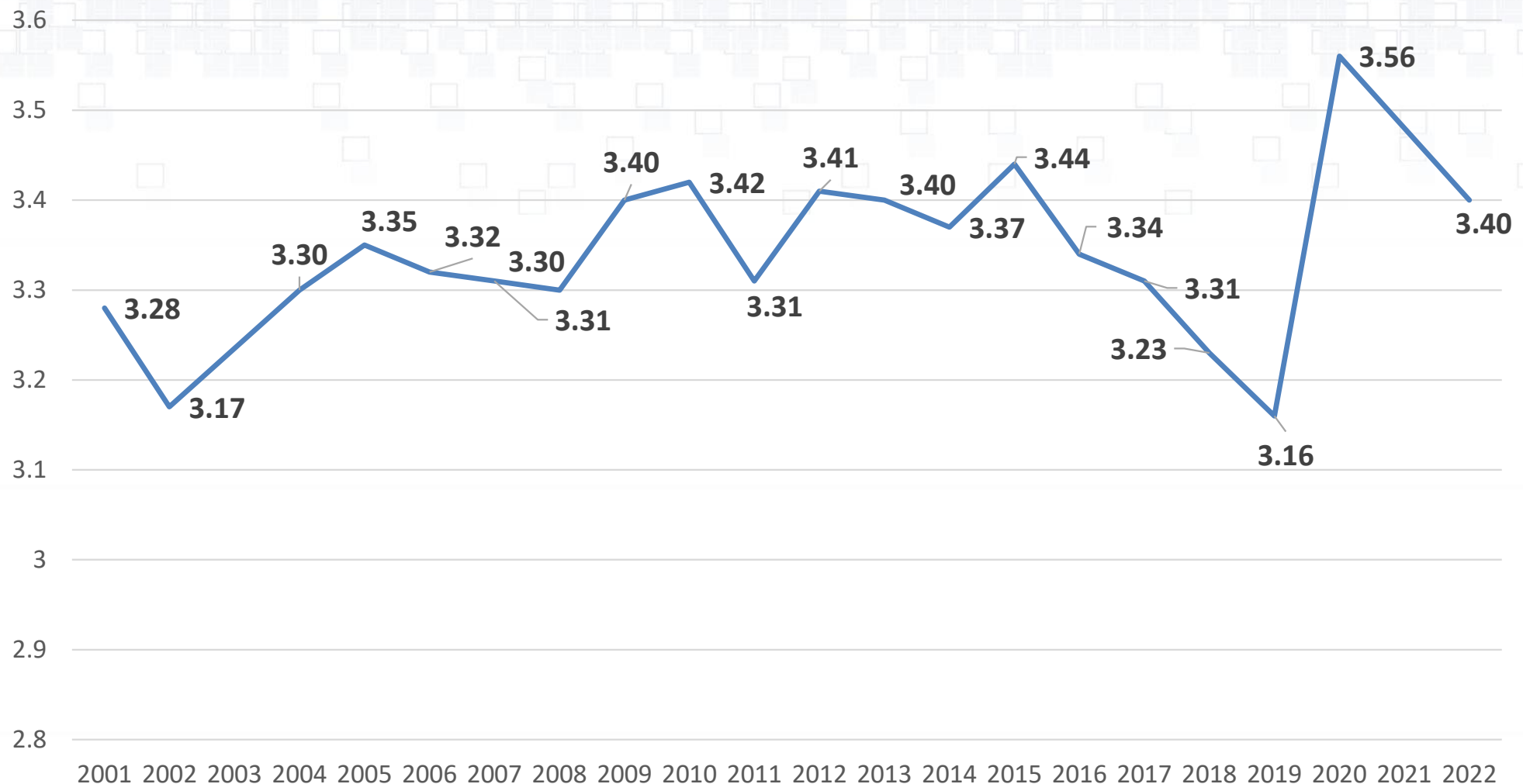
Surveyed Trip Satisfaction

Overall, would you say the quality of service on this surveyed trip was Excellent, Good, Only Fair, or Poor?



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Overall, would you say the quality of service on this surveyed trip was Excellent, Good, Only Fair, or Poor?



Rating of Aspects of Surveyed Trip

Percentage Excellent or Good:

Aspect	2022	2020	2019
Driving skills of the driver	92%	92%	92%
Courtesy of the driver	91%	91%	93%
Driver's skill in tying down your wheelchair or scooter	91%	86%	88%
Driver's skill in finding their way	89%	91%	91%
Condition and ease of use of seatbelts	89%	83%	89%
Overall condition of the vehicle	88%	89%	87%

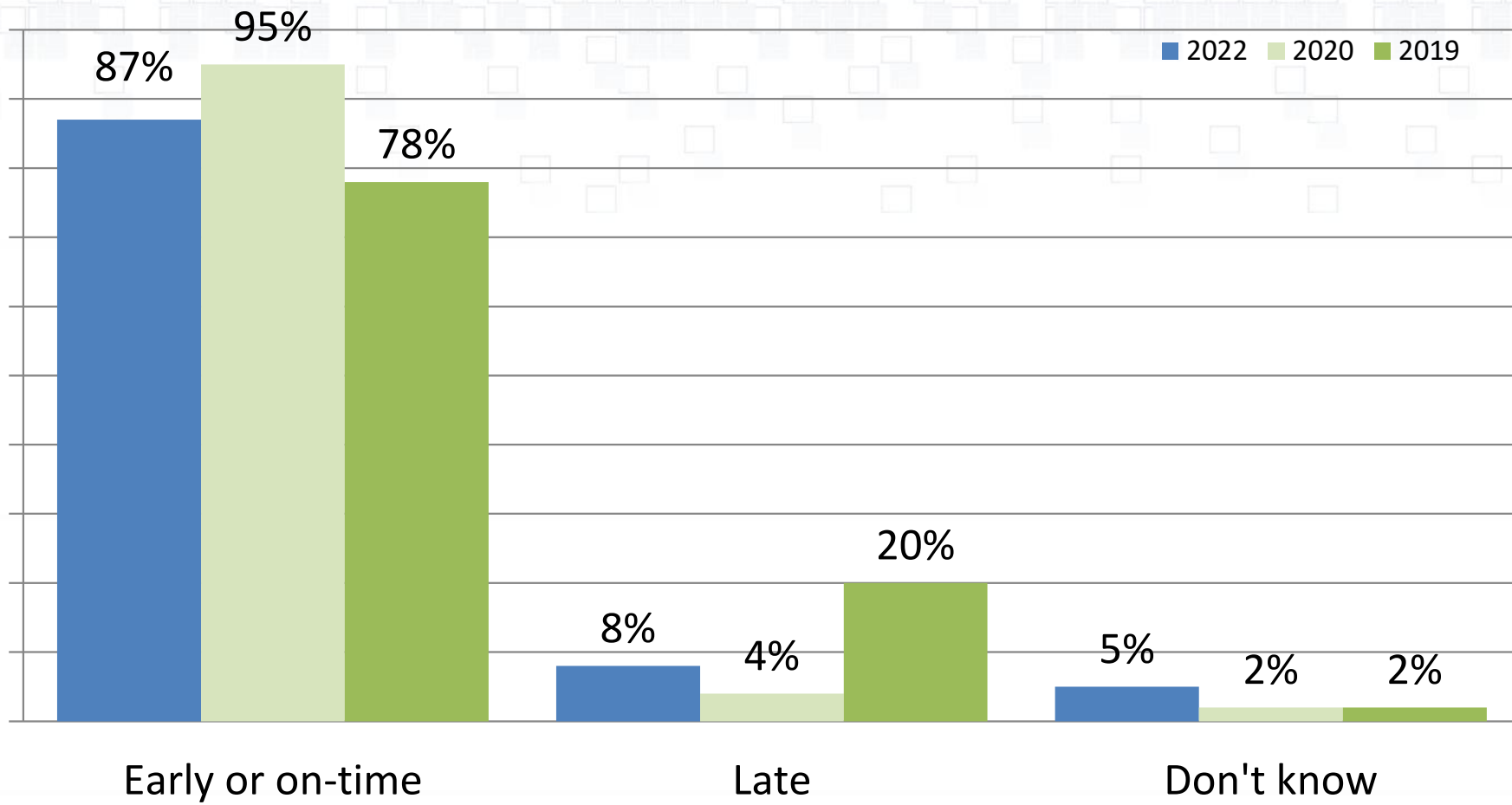
Rating of Aspects of Surveyed Trip

Percentage Excellent or Good:

Aspect	2022	2020	2019
Driver's assistance getting you to / from vehicle	87%	75%	86%
Comfort of the ride	83%	79%	81%

On Time Performance

Did the driver arrive on time or were you picked up before or after this time period?
(Note: partial question wording)

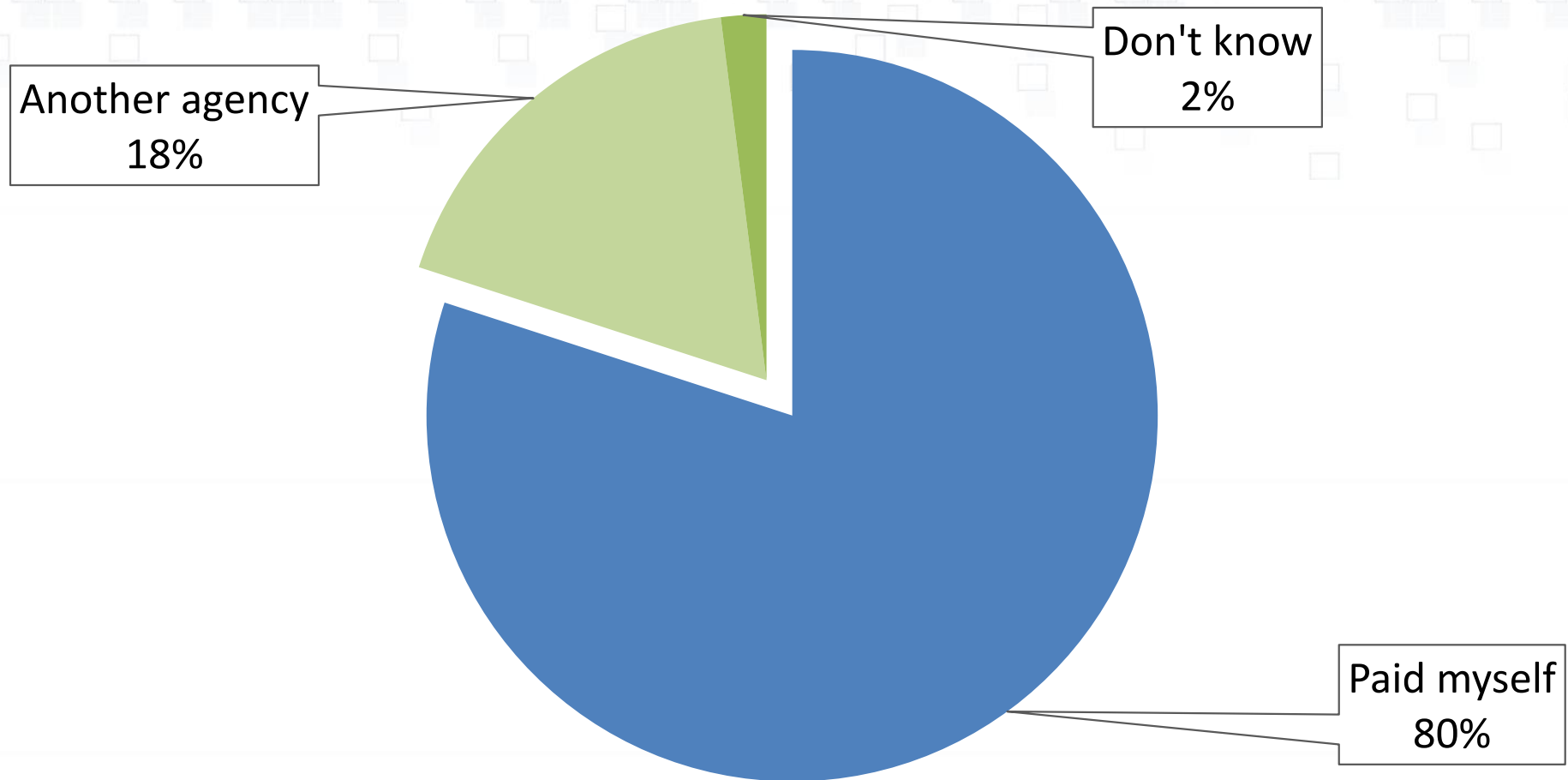


Usage and Demographics

- On average, riders use paratransit about 5 times per week
- About three in ten (28%) have been using East Bay Paratransit for less than 2 years
- Most riders (89%) own a cell phone. Among those with a cell phone, 73% use a smart phone.
- Nearly half (45%) are under 65 years of age

Fare Payment

Did you pay the fare on this trip or was it paid for by another agency?



In Summary...

Level of satisfaction with service remains high.

- 82% are very or somewhat satisfied overall
- Satisfaction on surveyed trip rates highly (90% Excellent/Good)
- Generally, ratings are lower than 2020, but still higher than previous years.
- The slight decrease in satisfaction from 2020 may be related to a transition from pandemic service to more traditional service.

Thank you...

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

	FY 20/21 Apr-Jun	FY 21/22 Apr-Jun		Variance
Ridership Statistics				
Total Passengers	56,294	93,321		65.8%
ADA Passengers	46,816	80,797		72.6%
% Companions	1.0%	0.8%		-18.7%
% of Personal Care Assistants	16%	13%		-20.4%
Average Passengers/ Weekday	748	1,261		68.7%
Average Pass/ Weekend & Holidays	313	468		49.4%

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	3.0%	3.1%		4.4%
% of Cancellations	22.0%	20.5%		-6.6%
Go Backs/ Re-scheduled	1,219	1,297		6.4%

Effectiveness Indicators

Revenue Hours	49,718	65,202		31.1%
Passengers/Revenue Vehicle Hour	1.13	1.43		26.4%
ADA Passengers per RVHr.	0.94	1.24		31.6%
Average Trip Length (miles)	14.04	11.59		-17.4%
Average Ride Duration (minutes)	63.7	48.4		-24.0%
Total Cost	\$7,492,325	\$9,723,038		29.8%
Total Cost per Passenger	\$133.09	\$104.19		-21.7%
Total Cost per ADA Passenger	\$160.04	\$120.34		-24.8%

On Time Performance

Percent on-time	99.1%	96.0%		-3.1%
Percent 1-20 minutes past window	0.9%	3.5%		295.8%
% of trips 21-59 minutes past window	0.1%	0.5%		715.8%
% of trips 60 minutes past window	0.0%	0.0%		100.0%

Customer Service

Total Complaints	104	303		191.3%
Timeliness	18	77		327.8%
Driver Complaints	47	130		176.6%
Equipment / Vehicle	3	3		0.0%
Scheduling and Other Provider Complaints	8	21		162.5%
Broker Complaints	28	72		157.1%
Commendations	78	109		39.7%
Ave. wait time in Queue for reservation	1.7	1.6		-6.6%

Safety & Maintenance

Total accidents per 100,000 miles	6.21	1.72		-72.4%
Roadcalls per 100,000 miles	1.99	1.59		-20.3%

Eligibility Statistics

Total ADA Riders on Data Base	11,722	13,496		15.1%
Total Certification Determinations	345	1,044		202.6%
Initial Denials	-	10		
Denials Reversed	-	-		