

East Bay Paratransit

1750 Broadway

Oakland, CA 94612

Service Review Advisory Committee (SRAC) Meeting

12:30 pm to 2:30 pm

Tuesday, December 6, 2022

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

Mugs and Headbands are NOT optional for this meeting!!!

Virtual Meeting Information

Link: <https://us02web.zoom.us/j/82370667588?pwd=U0I2ejRHTXROQmhiNHo2OTF6NE1kZz09>

Webinar ID 823 7066 7588

Password: 000484

For Public Access Dial-in Information

Number: 1 669 444 9171

Webinar ID: 823 7066 7588

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)	12:50 pm
4)	Approval of SRAC Minutes from October 4, 2022 (Attachment 1)	1:00 pm
5)	Broker's Report by Cyndi Lopez (Attachment 2)	1:05 pm
6)	Alameda CTC Equity Initiative Inclusive Engagement Guide by Krystle Pasco (Attachment 3)	1:20 pm
7)	After Action Report by Jasher Nowland (Attachment 4)	1:50 pm
8)	Report from SRAC Members	2:20 pm
9)	Next SRAC Meeting date (Tuesday, February 7, 2023)	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 a specific agenda item will be invited to address the committee at the time the item is being considered. Individuals addressing the committee should limit their comments to three (3) minutes.

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

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

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 October 4, 2022**

Meeting came to order at 12:33 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:

Janet Abelson
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– Broker/Transdev
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:

Drennen Shelton – Planner at Metropolitan Transportation Commission
Naomi Armenta – Nelson/Nygaard

2. Zoom Meeting Introduction and Expectations

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

3. Public Comments

None

4. Approval of SRAC minutes from, August 2, 2022

Motion: Fong/Rousey approved the August 2, 2022 meeting minutes. The motion was carried by the following vote:

Ayes – 8: Kiran Agarwal, Larry Bunn, Yvonne Dunbar, Shawn Fong, Mary Seib, Don Queen, Michelle Rousey, Letitia Tumaneng, Roland Wong

Nays – 0

Abstentions – David Fritz

Absent 3: Janet Abelson, Yvonne Dunbar, Sharon Montgomery

Motion carried unanimously.

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

Cynthia Lopez gave a verbal report on how FY 21/22 compares to the previous FY 20/21.

On October 2nd EBP moved to update the recorded message on the face mask requirement. It has been changed from required to highly recommended to all individuals riding the vehicle. All drivers carry a small supply of face masks to offer individuals that need one upon boarding the vehicle.

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.

All Service Providers and the Broker's office maintain a 100% vaccination rate for all employees working on the East Bay Paratransit contract. Currently, all Service Providers continue to work to rehire and backfill

openings left by drivers departing due to the vaccination mandate in March 2022. We are still recovering from the loss of about 21 individuals. AC Transit and BART continue to work on plans on how to attract individuals to the transportation field and become Paratransit drivers.

Over the past several months, the trip volume continues to trend up, as more passengers go out and about to resume their normal lives. EBP has added Taxi services to help with the high demand for service and has added three more outside vendors. EBO is keeping close attention to all trips in order to meet everyone's needs on the types of vehicle needed to provide the correct source of transportation.

The Riders Survey results were completed and reported at the last SRAC meeting on August 2nd. EBP internal department is looking closely at the data to determine where we can apply the useful information and make improvements to our current service delivery.

There was a soft rollout of the Contactless Fare Payment app on September 1st. I would like to report that it was a success regarding the number of participants switching to this new method of payment. EBP staff has worked with participants on how to sign up and download and test the App. These users continue to give feedback to fix and improve the process of the App. Currently, there are about 175 active users in the last 30 days, and about 250 accounts made.

The last week of August is our year mark to celebrate our annual employee appreciation week here at the broker's office. Part of the celebrations included raffles, a continental breakfast, lunch, and an ice cream party. We celebrated their anniversaries, with awards based on the number of years worked. The Brokers office has one employee who has worked for over 26 years, and 26 employees or about 44% of our employees are considered veterans as they have worked for 5 or more years. During our celebrations, employees commented on how Covid had changed our lives and the challenges that came with it, making them more aware and conscious of how important our service is to our community.

Fiscal Year 21/22 overall shows an increase in ridership by 62.8%. 58.5% more total passengers overall riding this last fiscal year over the previous. Weekday Ridership nearly doubled at 48.4 % this year over the last

year. Cancellations decreased by 26.5% as more passengers started to resume regular travel patterns. Productivity during this fiscal year increased by 16.1% for trips, and 13.1% for passengers overall. The average trip length in minutes and miles decreased by 14.1% and 12.1%. Thanks to the Broker's scheduling staff who continue to monitor all trips including the subscription rides and the Regional Center Trips Programs to be able to manage the daily trip volume, especially during peak hours. The on-time performance during FY 21/22 decreased by 1.5% to 97%. The number of late trips increased due to more shared rides. Complaints went up mainly due to the increase in trip volume. The average call wait increased from 1.7% to 1.8% due to a higher volume of calls. There was an increase in registered active riders in FY 21/22 by 15.1% with an increase in determinations for eligibility rising at about 131% over the previous year.

EBP continues to do satellite IPAs bi-weekly in Fremont through the end of the year December 31st allowing riders more access to services without having to make a trip all the way down to the Brokers office.

To summarize EBP continues to monitor rises in ridership as we come out of out the last two pandemic years. EBP expects trip volume to continue rising slowly through the end of the current fiscal year.

Shawn Fong Asked if the use of Taxis to supplement rides is for certain parts of the service area, or is it for the entire service area. And is the satellite office in San Pablo still operating? Updates on how the contactless fare app is doing?

Ronald Wong Asked if the Taxis are wheelchair accessible. And how much do Taxi rides cost? Is the cost any different from what EBP charges?

Cyndi Lopez replied that the use of overflow of Taxi providers is used in a couple of different ways. During peak hours which are from (7:00a-9:00a and 1:00p-3:00p) and when the trip volume is extremely high, due to the Regional Center clients, and other programs.

The Scheduling and Dispatch department pays close attention to all trips to determine if the Taxi overflow meets the criteria for all riders keeping in mind that Taxis don't work for everyone.

There are two taxi companies that do have wheelchair-accessible vehicles,

and the rider pays the regular fare amount. EBP arranges with those companies to account for that portion of the payment like the other service providers.

The San Pablo office is not currently operating for IPAs due to the construction and remodeling of the building.

Laura Timothy replied yes the tracking and the usage of the app is being watched; it's still early to report major information. A customer survey was done before the start of the App on usage on smartphones and payments. Toward the end of the year, John Canapary will be conducting another survey to get more feedback from the public focusing on the App.

6. DOC Presentation by Gary Gleason

Gary Gleason from Nusura gave a video presentation on EBP Emergency Preparedness.

Emergency preparedness is very important, in particular organizations that serve people with access and functional needs might need more assistance in times of an emergency.

I have been working with East Bay Paratransit since 2013 and during this time we have written and updated the Emergency Operations plan for East Bay Paratransit. Have developed various tools that people in the Emergency Operations Department could better use and manage resources, to make good decisions during times of emergency.

Also updated was the Passenger Transportation Agency Safety Plan (PTASP) a requirement by Federal Transit Administration. I have done a recent audit of the execution of the safety plan and I have made some recommendations.

The emergency plan consists of preparedness planning and training. In order to develop and execute a good plan you need to explain and practice the plan. All managers, supervisors, drivers, and passengers should practice to give them the opportunity with hands-on exercises so that in case of an emergency they have the tools and the practice they need to be able to respond quickly and effectively precisely in times of crisis.

Training with Managers and Supervisors at EBP has been done in both tabletop and functional exercises doing different scenarios. They have learned how to communicate with other public agencies and passengers on how to respond in any type of emergency. Training will be done with drivers

and dispatchers to make sure they also understand, what is an emergency, and where is the emergency plan located. The training will take place on October 29th, 2022 at the Brokers office. The training will be recorded to be able to share with other service providers to ensure all their staff understands the plan and their role.

To summarize, as a professional working in transit emergency preparedness, I'm going to say the EBP is one the agencies in the state that is the most prepared. EBP puts the time the resources to make their plan effective and makes sure all personnel from the top to the bottom know what the plan is.

There is also the East Bay Paratransit Emergency Guide on paper. I would like for all new all customers to have a copy of it to make sure they all understand their role as a passenger, to be better prepared for any emergency that could arise, and to manage their expectations as to what EBP can and cannot do in times of crisis.

Michelle Rousey Asked how we as consumers can be involved in the process or if can we be part of the training coming up in October.

Laura Timothy Responded more information will be coming; we are meeting with Gary Gleason to get his feedback on different ways to bring more information and get you more involved. Along with the SRAC packet, a copy of the Emergency Guide was sent for your review. I highly recommend going through it as it shows you how to be prepared and what to expect as an EBP rider and how to get yourself ready in case of an emergency.

7. MTC's Regional Paratransit Efforts by Drennen Shelton

Drennen Shelton gave a presentation on the Transit Transformation Action Plan and Mobility work plan and the schedule of activities.

Drennen gave background information on how the project started: on July 2021 the MTC's Blue Ribbon Transit Recovery Task Force was developed by the Bay Area Transit Transformation Action Plan.

There were 27 identified actions in the project, five actions under "Accessibility" more specific to Paratransit services that are important in achieving a more connected, efficient, and user-focused mobility network.

A draft of all five actions and a schedule of the start date for each activity are as follows:

Action 21 Asking each county to designate a Mobility Manager to coordinate rides and function as a liaison between transit agencies in each county, consistent with the Coordinated Plan.

- Facilitating meetings with agencies, organizations, and other parties to discuss the current condition of mobility management and find consensus on which entity should lead mobility management functions. (Fall 2022).
- Document the process and create an analysis for each county (Spring 2023)

Action 22 Funding of additional sub-regional One-Seat Paratransit Ride, Pilot programs, and develop cost-sharing policies for cross-jurisdictional Paratransit trips.

- Design and issue one-seat ride pilot program call for projects; award project funding for up to three pilot programs (Summer 2023)
- Facilitate meetings with transit agency staff to document cost-sharing agreements and transfer practices and policies for the cross-jurisdiction trips (Summer 2023)
- Provide analysis of current agreements and practices; provide recommendations for improvements (Winter 2024)
- Map existing transfer points; provide criteria and minimum standards for safe transfer points (Fall 2023)

Action 23 Integration of ADA Paratransit services on Clipper Next Generation

- Connect the Clipper Next Generation system with ADA Paratransit booking software using advanced programming interfaces (APIs) to enable the two software systems to communicate directly, allowing customers to pay for paratransit rides with their Clipper account (ongoing)

Action 24 Identify key paratransit challenges and recommend reforms through the Coordinated Plan update

- Synthesize recent findings for top issues for paratransit riders (Summer 2022)
- Meet with paratransit coordinating councils, transit accessibility committee members, and other paratransit riders in forums, focus

groups, and other small settings meetings for deep engagement on top issues (Spring 2023)

- Meet with transit staff and paratransit providers to define the top paratransit provision challenges (Fall 2023)
- Prepare recommended solutions and strategies for service improvement along with detailed cost information to accompany each recommendation (Winter 2024)

Action 25 Adopt standardized eligibility practices for programs that benefit people with disabilities (ADA paratransit)

- Meet with transit staff to document current ADA Paratransit eligibility practices (Summer 2022)
- Provide analysis, recommendations, and detailed cost information on changes to make eligibility practices more standard across the region (Fall 2022)

To conclude, attached is the link to the MTC meetings where you all can follow along with the transformation of the Action Plan Accessibility work.

<https://mtc.ca.gov/meetings-events?committee=61866&type=All>

Shawn Fong asked how to bring smaller successful programs on a sub-regional basis and work them into this larger multi-county MTC plan for both eligibility and pilot transfer trips.

Drennen Shelton Responded I totally agree with including all smaller programs in this larger project without hurting the success of any of them. We should be developing programs that are in response to serving the community. We are looking at how we can reform the current system that we have, the ADA Paratransit system, especially in our region where we are doing the very minimum ADA-envisioned service that was laid out in the '90s.

Michelle Rousey Commented in response to your presentation that is to streamline some of the services so they're over not just one county, but many counties to be able to make it work better overall.

Drennen Shelton Responded yes we are trying to streamline and deliver public Paratransit services in a more humane way, something that will work better for the customer and also for the transit agencies.

8. Report from SRAC Members

Michelle Rousey reported that the Healthy Living Festival at the Zoo was great. Different transit agencies were there giving out great information.

10. The next SRAC meeting is Tuesday, December 6th, 2022, at 12:30 pm. This will be a virtual meeting.

11. SRAC Adjournment

The meeting adjourned at 1:45 PM.

EAST BAY PARATRANSIT
Performance Report for the SRAC
Systemwide

	FY 21/22 Jul-Sep	FY 22/23 Jul-Sep	Variance
Ridership Statistics			
Total Passengers	70,835	101,538	43.3%
ADA Passengers	60,881	88,620	45.6%
% Companions	0.9%	0.8%	-12.5%
% of Personal Care Assistants	13%	12%	-9.2%
Average Passengers/ Weekday	949	1,368	44.1%
Average Pass/ Weekend & Holidays	360	500	39.0%

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	3.1%	2.9%	-5.6%
% of Cancellations	22.0%	19.3%	-12.5%
Go Backs/ Re-scheduled	1,304	1,482	13.7%

Effectiveness Indicators

Revenue Hours	59,158	74,163	25.4%
Passengers/Revenue Vehicle Hour	1.20	1.37	14.3%
ADA Passengers per RVHr.	1.03	1.19	16.1%
Average Trip Length (miles)	12.90	11.48	-11.0%
Average Ride Duration (minutes)	58.3	50.2	-13.9%
Total Cost	\$8,802,843	\$10,155,031	15.4%
Total Cost per Passenger	\$124.27	\$100.01	-19.5%
Total Cost per ADA Passenger	\$144.59	\$114.59	-20.7%

On Time Performance

Percent on-time	98.8%	97.1%	-1.7%
Percent 1-20 minutes past window	1.1%	2.5%	128.6%
% of trips 21-59 minutes past window	0.1%	0.3%	246.4%
% of trips 60 minutes past window	0.0%	0.0%	-

Customer Service

Total Complaints	149	239	60.4%
Timeliness	25	54	116.0%
Driver Complaints	78	102	30.8%
Equipment / Vehicle	0	2	-
Scheduling and Other Provider Complaints	10	18	80.0%
Broker Complaints	36	63	75.0%
Commendations	96	116	20.8%
Avg. wait time in Queue for reservation (min)	2.2	1.7	-24.7%

Safety & Maintenance

Total accidents per 100,000 miles	4.71	4.82	2.2%
Roadcalls per 100,000 miles	1.67	1.70	1.7%

Eligibility Statistics

Total ADA Riders on Data Base	11,541	14,236	23.4%
Total Certification Determinations	593	1,097	85.0%
Initial Denials	5	8	60.0%
Denials Reversed	1	-	-100.0%



Memorandum

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE:	November 21, 2022
TO:	East Bay Paratransit Service Review Advisory Committee (SRAC)
FROM:	Krystle Pasco, Senior Program Analyst Kristen Villanueva, Principal Transportation Planner
SUBJECT:	Overview of Alameda CTC's Equity Initiative, Community Engagement, and the Inclusive Engagement Guide

Introduction

The Alameda County Transportation Commission (Alameda CTC) staff will provide an overview and seek input from East Bay Paratransit's Service Review Advisory Committee (SRAC) regarding community engagement for Alameda CTC's Equity Initiative, which will include an Inclusive Engagement Guide. The goal of this work is to ensure that equity communities, with specific emphasis on low income, people of color, older adults, and people with disabilities, are proactively engaged and that their voices shape the outcomes of transportation projects, programs, and plans throughout Alameda County.

Community Engagement

Alameda CTC's Equity Initiative includes developing two main documents:

- **Race and Equity Action Plan (REAP)** to outline concrete actions that Alameda CTC's leadership and staff can take to advance racial and socio-economic equity and environmental justice in their respective departments, operations, programs, and policies.
- **Agencywide Inclusive Engagement Guide (IEG)** to describe goals, objectives, and desired outcomes with respect to equitable engagement across all agency-led projects, programs, and plans.

Engagement on the IEG will be multilayered, with a variety of inputs in order to be informed by emerging best practices and to ensure community members and their voices are part of the process and inform methods and outcomes. The engagement will be countywide, with a specific emphasis on residents in Equity Priority Communities and low income, people of color, older adults, and people with disabilities.

The objectives of the engagement are to:

- Seek input from communities on how to best conduct inclusive and equitable outreach and engagement in order to inform how Alameda CTC implements the REAP and IEG.
- Seek input on how to best work with populations who do not currently and/or have not historically had good access to public processes for transportation projects, programs, and plans, and/or who have been disproportionately impacted by negative impacts of transportation decisions.

There are three main engagement activities.

1. Review of best practices, research lessons learned from national peers, and conduct discussions with industry leaders.
2. Release of a survey to be used in listening sessions, and distributed to CBOs throughout the county, both for the CBOs to fill out and to send to their members to get community input. The survey was available on Alameda CTC's website: www.AlamedaCTC.org/Equity through November 18th. The survey was available in [English](#), [Chinese](#), and [Spanish](#).
3. Discussions through virtual listening sessions, including presenting at existing committees, such as Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) and AC Transit's Accessibility Advisory Committee (AAC), and East Bay Paratransit's Service Review Advisory Committee (SRAC), etc. Additional listening sessions are scheduled for December 14th and 15th.

The survey and discussions with CBOs and community members will include open questions to solicit input on how we can best engage with their communities. This effort is different than outreach typically done by Alameda

CTC to solicit community input on specific transportation projects, programs, and plans. The goal of this engagement is to understand how to better reach a broad audience of people in Alameda County and specifically how to better engage equity communities. Example questions include:

- What does ideal community engagement look like to you?
- How do you like to be contacted?
- How do you like to receive information?
- Any other input on how can we better engage with you and your community to get your input into transportation system changes that affect you?

Inclusive Engagement Guide

The input gathered from the survey and listening sessions, best practices research, as well as discussions with industry leaders will directly inform the IEG. The IEG is a key deliverable for the Equity Initiative, and is an agencywide document that will delineate goals, objectives, and desired outcomes with respect to equitable engagement across all agency-led projects, programs, and plans.

The IEG will institutionalize and standardize inclusive engagement methods, which will include resources and information on Title VI and language assistance. The agency will eventually conduct training for staff and build capacity across departments and provide resources to staff Project Managers for incorporating inclusive engagement into scopes of work. The IEG will include sections focused on CBO engagement and contracting as well. The IEG will be completed in 2023.

Alameda CTC staff requests that East Bay Paratransit SRAC members provide input on how the agency can improve its inclusive engagement and equitable outreach methods and be prepared to discuss on December 6th.



ALAMEDA COUNTY TRANSPORTATION COMMISSION

Inclusive Engagement Listening Session

East Bay Paratransit Service Review Advisory Committee (SRAC) Meeting
December 6, 2022



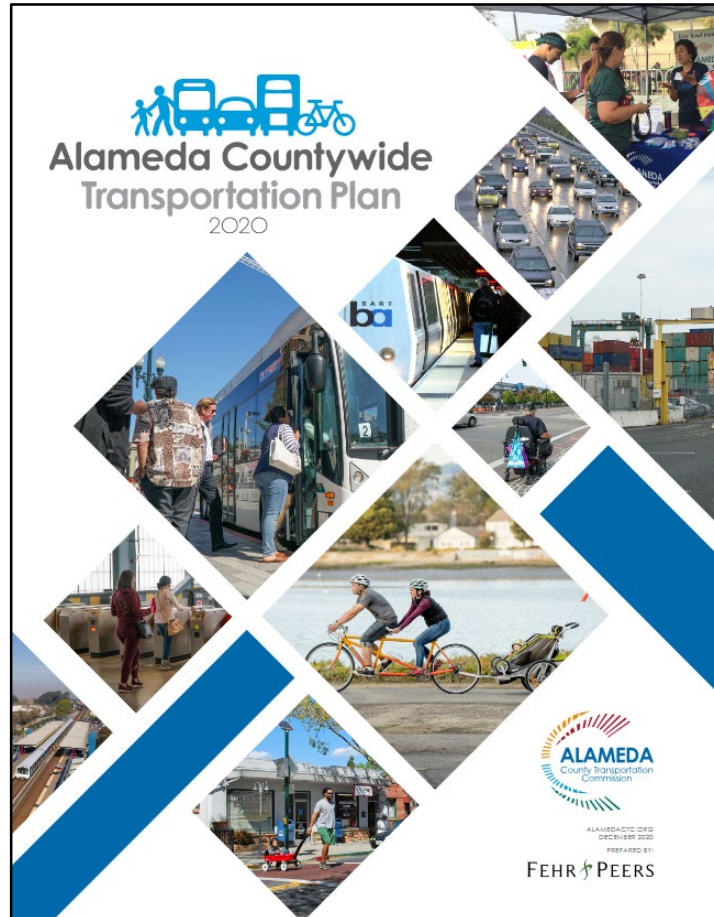
Agenda

Alameda CTC Equity Initiative: Inclusive Engagement Guide

- Background
- Equity Statement and Equity Initiative
- East Bay Paratransit SRAC Listening Session on Inclusive Engagement
- Next Steps

Ongoing and Recent Equity Planning Work

Countywide Transportation Plan



Community Based Transportation Plan



Equity in Alameda CTC Programs



Paratransit



Affordable Student Transit Pass Program



Safe Routes To Schools

Equity in Paratransit Program

- Examples include:
 - Distribution of Measure B/BB Paratransit funds based on a PAPCO-adopted formula based on age, disability, and income
 - Distribution of discretionary funds to support mobility management and needs not already met through ADA services and City programs
 - Partnerships with local CBOs to further address unique needs



Opportunity to elevate and expand equity at Alameda CTC

Moral obligation to acknowledge
past and current inequities in
transportation

Federal, state and regional policies
and funding applications require
robust consideration of equity

Opportunity to rethink our approach
to planning and projects, especially
working with communities

Equity Statement

Alameda CTC recognizes inequities in marginalized communities and is committed to advancing racial, socio-economic, and environmental justice in order to maintain the diversity of our communities. Alameda CTC adopts and implements deliberate policies, systems and actions to deliver transportation funding, projects and programs that result in more equitable opportunities and positive outcomes for marginalized communities.

The Race and Equity Action Plan (REAP) is an action plan that fulfills this commitment.

Alameda CTC Equity Initiative

- Currently working on two documents for Alameda CTC Equity Initiative:
 - **Race and Equity Action Plan (REAP)** to outline concrete actions that agency leadership and staff can take to advance racial and socioeconomic equity and environmental justice in their respective departments, operations, programs, and policies.
 - **Agencywide Inclusive Engagement Guide (IEG)** to describe goals, objectives, and desired outcomes with respect to equitable engagement across all agency-led projects, programs, and plans.

Input on Inclusive Engagement Guide

- **Goal:** ensure that equity communities, with specific emphasis on low-income, people of color, older adults, and people with disabilities, are proactively engaged and that their voices shape the outcomes of transportation projects, programs, and plans throughout Alameda County.
- **Engagement activities:**
 - Release of a survey to be used in listening sessions and distributed to CBOs
 - Virtual Listening Sessions, including presenting at Alameda CTC's PAPCO, AC Transit's AAC, and East Bay Paratransit's SRAC

What We've Heard So Far

- Continue offering different engagement methods as people access information in different ways
 - In-person engagement allows for more Q&A
 - Online tools are accessible any time
 - Continue offering phone/call-in options for those with limited vision and dexterity
- Compensation and providing food and drinks may encourage feedback
- No preference for when to provide input (days of the week and times of the day)
- Comfortable with providing input to a gov't agency like Alameda CTC and views the agency as a trusted source of relevant news and information
- Frustration with projects that seek input too late in the process when many decisions have already been made; engage early and often



East Bay Paratransit SRAC Listening Session

How to make transportation more inclusive

Question #1

To ensure our transportation plans and projects are developed with input from various local communities, we often ask community members for input on transportation needs and priorities. For example, if you were asked to provide feedback on a transportation plan, what's the ideal way of getting your input?

1. In person, at a booth or table where I am already travelling (grocery store, park, community center, bus stop)
2. At a scheduled in-person event, such as at a community building like my local library
3. At a scheduled small group discussion, either in-person or virtually
4. Online comments (website, social media)
5. Online survey feedback
6. Via a phone number provided
7. Other

Question #2

We'd like to know what would help you provide feedback. Please rank the following, with 1 being the most likely to encourage you to provide feedback.

1. Provide food and drinks
2. Provide childcare
3. Provide information/presentation at an event I am already attending
4. Get compensated
5. Provide accessible accommodations (wheelchair access, interpretation, materials in other languages and formats)
6. I would rather provide feedback virtually (via website, social media, or other platform)
7. Advertise in local, community paper or radio program that I trust
8. Written survey or feedback

Question #3

What are some examples of public outreach and engagement methods from other agencies and organizations that you really liked?

Question #4

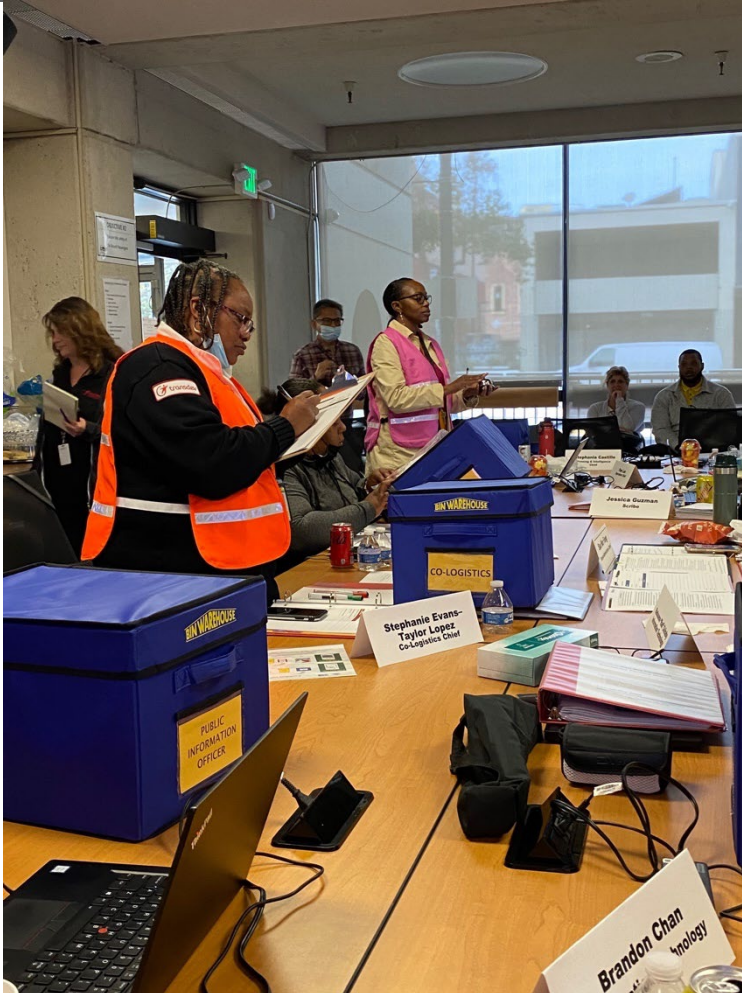
What can we do better in order to get your feedback on our transportation projects, programs, and plans?

Next Steps

- Key upcoming activities and deliverables:
 - Community Engagement
 - Race and Equity Action Plan (REAP)
 - Inclusive Engagement Guide
- More information at AlamedaCTC.org/Equity.

East Bay Paratransit Tabletop Exercise 2022

AFTER ACTION REPORT



November 2, 2022

**1750 Broadway
Oakland, CA 94612
510-287-5000
eastbayparatransit.org**

This page intentionally left blank.

Table of Contents

Exercise Overview.....1

Analysis of Core Capabilities2

 Exercise Scenario.....3

 Exercise Objectives and Core Capabilities5

 Summary of Exercise Results6

 Objective 1: Initial notification/incident briefing7

 Objective 2: Emergency declaration / activation of the DOC8

 Objective 3: Internal and external notifications.....9

 Objective 4: Demonstrated management of incident response and recovery operations10

Appendix A: Exercise Participants A-A

Appendix B: Exercise Participants.....A-B



This page intentionally left blank.

EXERCISE OVERVIEW

Exercise Name	2022 EBPC Tabletop Exercise
Exercise Date	October 28, 2022
Scope	The Tabletop exercise (TTX) was designed to help senior leadership at EBPC to practice emergency response and recovery. Exercise play was conducted from 12:30 p.m. – 3:15 p.m. at the EBPC offices, located at 1750 Broadway, Oakland, CA 94612.
Mission Area(s)	Response and Recovery
Core Capabilities	<ul style="list-style-type: none">• Situational Assessment• Operational Coordination• Public Information and Warning• Critical Transportation
Objectives	<ul style="list-style-type: none">• Initial notification / incident briefing• Emergency declaration / activation of the DOC• Internal and external notifications• Demonstrated management of incident response and recovery operations
Threat or Hazard	Loss of critical infrastructure (roadways), loss of critical supplies (fuel), and public health / welfare threat (HazMat)
Sponsor	East Bay Paratransit Consortium (EBPC)
Participating Organizations	TransDev
Point of Contact	Gary Gleason, Nusura Exercise Director 970-948-7680

See Appendix A for detailed listing of exercise participants.

EXERCISE SCENARIO

Module 1:

At approximately 12:27 p.m. on Friday, October 28 First Transit General Manager contacts the EBPC General Manager to report serious traffic delays that are compromising their service schedule. Google Maps and other route mapping software indicate slowdowns on highways and surface streets north and south of Hayward. Television station KTVU is showing footage of a collapsed overpass. The EBPC General Manager and assistant General Manager are out of the office for a meeting. The EBPC Operations Manager contacts the Alameda County Sheriff's Department non-emergency number and is told that the I-238 overpass has collapsed.

-- STARTEX --

Expected player action steps included:

- Information gathering and assessment are conducted.
- The initial briefing is led by DOC Manager.
- The EBPC DOC Scribe documents key discussions, decisions and times.
- Based upon the initial briefing, exercise players agree to declare an EBPC transit emergency.
- The DOC Manager activates the DOC, asks all personnel to gather their workbox, and assume their emergency response roles and responsibilities.
- EBPC DOC Safety Officer assesses impacts to critical facilities and operations, and develops an incident safety plan.
- The Accessibility Managers for BART and AC Transit notify their respective agencies, determine their activation levels, and gather situational updates.
- The DOC Operations and Logistics Chief gathers situational updates from EBPC service providers.
- The DOC Planning and Intelligence Chief assembles an initial ICS 201 (Incident Briefing Form), and ICS 209 (Incident Status Summary).
- The Finance/Admin Chief establishes a DOC sign-in table, distributes blank ICS 201 (activity log) forms to all DOC personnel, requests service queries from the IT Department, and assembles an initial ICS 203 (Staffing Assignment Form).
- The EBPC DOC Safety Officer assembles a safety briefing.
- The EBPC DOC PIO identifies essential audiences for initial internal and external communications, and works with the DOC Manager on messaging strategy.

Module 2:

At 1:30 p.m., the DOC Manager leads a briefing with DOC staff members. It is confirmed that the EBPC General Manager and Assistant General Manager were pinned under the 238 overpass collapse, but are expected to survive. RydeTrans reports that it had depleted its underground fuel tanks for a required fuel tank inspection, and will not be receiving resupply as anticipated due to traffic conditions.

Expected player action steps included:

- The DOC Manager establishes an operational continuity plan.
- The DOC Manager to approve a messaging strategy and authorize communications with essential internal and external audiences.
- The DOC Planning and Intelligence Chief to develop an Incident Action Plan (IAP), obtain approval from the DOC Manager, and distribute it to DOC staff.
- DOC Operations and Logistics Chief to identify critical resource needs and mutual aid triggers, and oversee/coordinate response and recovery activities.
- The PIO will share essential information with internal and external audiences including DOC staff, floor captains, partner agencies via service providers with frontline staff.
- The DOC Finance/Admin Chief will track incident staffing plan, response activity costs, and anticipated needs for long-term recovery.
- The Safety Officer will oversee the operational safety of incident response in conjunction with responding law enforcement, fire, and EMS.
- The Scribe will document key discussions and decisions.

DOC briefings should cover:

- Nature of the incident
- Current and anticipated impacts on staff, riders, the general public, equipment, facilities
- Resources deployed/actions taken
- Planned response actions/resourced needed
- Incident safety plan
- Assignment of responsibility and authority for planned response actions
- Incident communications plan
- Time for next briefing

Module 3:

At 2:07 p.m., the Alameda County Office of Emergency Services reports an industrial fire near the intersection of Santa Maria and Lorena Avenues. Local law enforcement and fire protection are establish a safety perimeter of ¼ mile around the incident site, and have requested evacuation assistance from AC Transit. Additional road closures and protective action recommendations are expected.

Players should revise their emergency response plans. Expected action steps include:

- The Accessibility Managers for BART and AC Transit will notify their respective agencies, determine their activation levels, and gather situational updates.
- AC Transit may request ADA evacuation assistance from EBPC.
- The DOC Manager will schedule a briefing with situational updates from all command staff.
- The Operations and Logistics Chief + Safety Officer will identify immediate life-safety threats to frontline staff.
- The IT Manager will conduct queries regarding pick-ups or drop-offs in the hot zone.
- The DOC team will develop an updated IAP.
- The DOC team will identify critical resource needs, establish mutual aid options, and triggers.
- Communications will be crafted to share with internal and external audiences.
- The Safety Officer will oversee operational safety of incident response in conjunction with responding law enforcement, fire, and EMS.
- The Scribe will document key discussions and decisions.
- The next briefing is scheduled for 2:45 p.m.

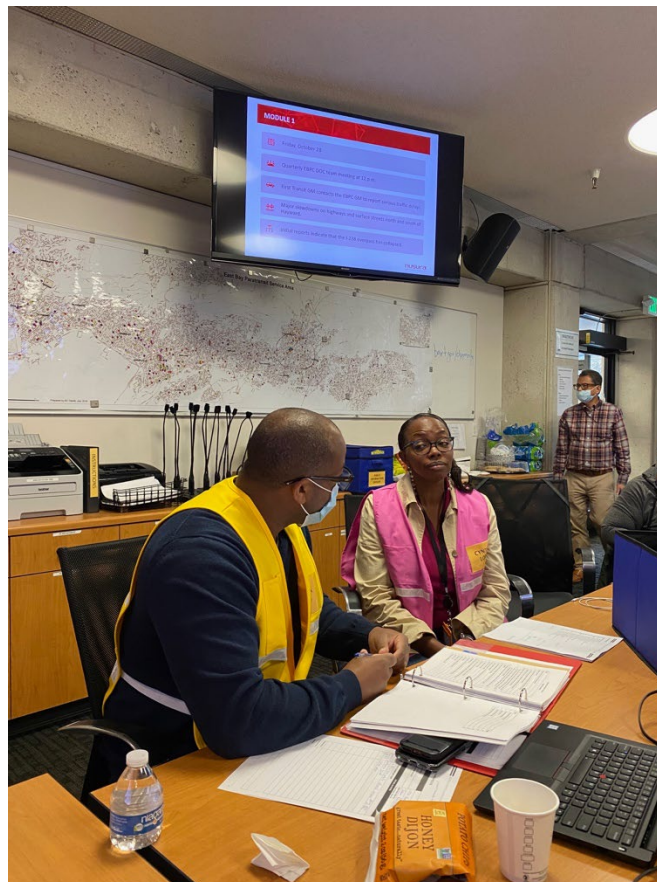
ANALYSIS OF CORE CAPABILITIES

Exercise Objectives and Core Capabilities

Aligning exercise objectives and core capabilities provides a consistent approach for exercise evaluation that supports preparedness reporting and trend analysis. The exercise objectives and core capabilities selected by the exercise planning team are listed below.

TABLE 1. EXERCISE OBJECTIVES AND ASSOCIATED CORE CAPABILITIES

	Objectives	Core Capability
1	Conduct initial notification / incident briefing.	Situational Assessment
2	Issue emergency declaration / activate the DOC.	Operational Coordination
3	Issue Internal and external notifications.	Public Information & Warning
4	Demonstrate management of incident response and recovery operations.	Critical Transportation



SUMMARY OF EXERCISE RESULTS

This After-Action Report (AAR) includes strengths and areas for improvement identified during the exercise. Corrective actions are outlined in the Improvement Plan (IP).

Strengths

Major strengths identified during this exercise include:

- Players quickly adjusted to absence of senior leaders, who were taken out of play as part of the exercise scenario, and developed new staffing plan for the DOC to fill the void.
- Information Technology (IT) is in a much better position to assist with queries that support operational continuity and emergency response decisions.
- DOC team was quick to resolve continuity of operations decisions.
- A sense of teamwork and mutual support was evident throughout.
- PIO prepared and distributed public information internally and to partner agencies.

Areas for Improvement

Major areas for improvement identified during this exercise include:

- Disaster declaration process needs to be considered/followed more closely.
- Information gathering and verification process needs to be refined/improved.
- Operational strategies need to continuously circle back to standing incident objectives: 1) protect essential staff/equipment, 2) protect passengers who are “in-system”, 3) assess ability to maintain operations, and 4) effectively communicate status internally and externally.
- Messaging for dispatchers, call takers needs to be developed more quickly.
- Notification of partner agencies, passengers and staff needs to be more systematic.
- DOC members could make better use of the checklists, ICS forms and other tools in the EOP Toolkit.
- IT team learned that query string for dialysis trips needs to be revised.
- Planning and Intelligence section would benefit from training on development and management of Incident Action Plans and Situation Reports.

The following section provides more detailed assessment of strengths and areas for improvement as they relate to each exercise objective and associated core capabilities.

Objective 1: Conduct initial notification / incident briefing**Related Core Capabilities: Situational Assessment**

Strength 1: DOC manager utilized Floodgate to notify key staff of the emergency activation.

Strength 2: IT team was able to quickly generate queries about location of EBPC resources in relation to exercise scenario.

Strength 3: DOC Manager led situational briefing for DOC staff establishing response priorities

Area for Improvement 1.1: Ensure that incident action plan supports standing incident objectives.

Analysis: Developing an accurate assessment of incident size and scope is critical to effective incident response. Exercise players did not always verify incoming incident information before developing response actions, and actions were not always tied to standing incident objectives. The incident briefing checklist from the EOP Toolkit can be helpful in this process, ensuring that the DOC team is capturing the most essential information with which to establish incident response actions.

Facilitate initial briefing <ul style="list-style-type: none">• Nature of the incident• Current and anticipated impacts on staff, riders, the general public, equipment, facilities• Resources deployed/actions taken• Planned response actions/resourced needed• Assignment of responsibility and authority for planned response actions• Schedule for next briefing	In the first 30 minutes
---	-------------------------

Objective 2: Issue emergency declaration / activate the DOC

Related Core Capabilities: Operational Coordination

Strength 1: EBPC DOC personnel worked together as a cohesive team.

Strength 2: The DOC was activated very quickly after incident notification.

Strength 3: DOC team was quick to resolve continuity of operations concerns.

Area for Improvement 2.1: Follow the process articulated in the EOP for activation of the DOC and declaration of a transit emergency.

- **Reference:** EBPC EOP Toolkit, page 9, Transit Emergency Proclamation

Analysis: Issuing a transit emergency declaration provides the DOC manager and staff additional flexibility regarding scheduling, overtime hours, emergency purchases and operational continuity. A transit emergency declaration also signals to BART, AC Transit and other partner agencies the seriousness of the situation and potential need for mutual aid. According to the EBPC EOP, the DOC can be activated and a transit emergency declared with the concurrence of any two members of the EBPC DOC team. In this exercise, the DOC was activated by the acting DOC manager without formal concurrence of DOC staff. A transit emergency declaration should be signed by the DOC Manager, the the EBPC Safety Officer and the EBPC Board Chair.

East Bay Paratransit Consortium Preparedness Toolkit

4.5 Transit Emergency Declaration

Whereas conditions of unusual peril to the safety of the people and property of California have arisen, and;

Whereas EBPC plays a critical role in helping to protect the health, safety, and welfare of the communities it serves, and;

Whereas these emergency conditions are likely to exceed EBPC's ability to manage while also maintaining service continuity;

By the authority vested in me as the DOC Director, I **proclaim that a Transit Emergency now exists**, and hereby order the activation of EBPC's Departmental Emergency Operations Center to support response and recovery operations as prescribed in the EBPC Emergency Operations Plan.

During the existence of this transit emergency proclamation, the **DOC shall have executive authority over:**

- Routes, schedules, and continuity of operations
- Increased safety/security procedures
- Suspension of personal leave for essential personnel
- Recall of off-duty personnel, within the confines of federally mandated work/rest requirements
- Overtime hours
- Petty cash for emergency protective measures

This Transit Emergency Proclamation is issued as a result of _____
(nature of emergency), which struck on _____ (day) of _____ (month), 20 ____ (year).

This proclamation may be suspended at any time by order of the DOC ~~Director~~ and shall expire within 7 days of issuance unless confirmed and ratified by the EBPC Board of Directors.

Signed by:

Ratified by:

EBPC General Manager

EBPC Board Chair

Date: _____

~~Date:~~ _____

Objective 3: Issue internal and external notifications

Related Core Capabilities: Public information and warning

Strength 1: Regular updates were provided to EBPC personnel via Floor Captains at the Brokers Office and Dispatchers at the provider offices.

Strength 2: Transportation updates were provided to AC Transit, BART and other partner agencies (i.e. dialysis centers - simulated) who would have been impacted by the exercise scenario.

Strength 3: Passengers awaiting pick-up for discretionary trips were notified (simulated) that their trips would need to be rescheduled in order that EBPC could maintain operational continuity for life-sustaining trips.

Area for Improvement 3.1: The EBPC PIO did not have the bandwidth to support emergency public information needs as well as DOC operations management.

- **Reference:** EBPC EOP Toolkit, page 21, Public Information Officer checklist.

Analysis: The exercise scenario pulled senior leadership from exercise play, forcing players to adjust their DOC staffing plan. As a result, the designated PIO was charged with DOC decision making responsibilities as well as communications with internal and external stakeholders. This was not feasible, and warranted a change in staffing plan to ensure that messaging was developed for both internal and external audiences. Further discussion is needed to assess who could have or should have been activated to support PIO and DOC management functions.

Objective 4: Demonstrate management of incident response and recovery operations.

Related Core Capabilities: Critical Transportation

Strength 1: The DOC team quickly found its rhythm, leading to a relatively smooth operational response.

Strength 2: Periodic DOC briefings helped keep DOC team members informed of essential incident updates and changing demands.

Strength 3: DOC staff grasp their respective roles and how they support one another in incident response. Incident documentation by the DOC Scribe was particularly effective on this exercise.

Area for Improvement 4.1: Formalize the Incident Action Planning Process.

- **Reference:** EBPC EOP Toolkit, Section 5 and Section 7

Analysis: Incident Action Plans (IAPs) document planned response activities for each incident period, and tie operational strategies to incident objectives. The Plans Section for EBPC DOC personnel did not appear to be conversant in the IAP process, and may benefit from additional training on this core responsibility.

Area for Improvement 4.2: Greater familiarity with and use of checklists, ICS forms and other tools in the EOP Toolkit.

- **Reference:** EBPC EOP Toolkit, 7.5

Analysis: Exercise players have strong industry experience and organizational history, but do not respond to emergency events on a regular basis. As a result, they are less familiar with the EOP and EOP Toolkit. Several players commented that they would benefit from greater familiarity with these plans, as well as cross-training on other positions within the DOC. This is something EBPC may take on during quarterly safety meetings.

APPENDIX A: EXERCISE PARTICIPANTS

EXERCISE CONTROLLER/EVALUATOR

Exercise Director	Gary Gleason	(970) 948-7680	garylovespowder@gmail.com
-------------------	--------------	----------------	---

EXERCISE PLAYERS

Title	Name	Phones	Email
DOC Manager	Pamela Lee Operations Supervisor	(510) 446-2335 (o) (510) 301-9935 (c)	Pamela.Lee@transdev.com
Deputy DOC Manager, Public Information Officer	Jasher Nowland, Quality Assurance Mgr.	(510) 446-2006 (o) (510) 681-4472 (c)	Jasher.Nowland@transdev.com
DOC Coordinator	Emil Subido	(510) 446-2050 (o) (510) 459-4241 (c)	Emil.Subido@transdev.com
Safety Officer	Patricio Aguilar, Certification Analyst	(510) 446-2005 (o) (650) 630-8322 (c)	patricio.aguilar@transdev.com
Scribe	Jessica Guzman, HR Manager	(510) 446-2001 (o) (650) 255-8953 (c)	Jessica.Guzman@transdev.com
Information Technology	Brandon Chan IT Systems Administrator	(510) 446-2085 (o) (510) 469-1932 (c)	Brandon.Chan@transdev.com
Information Technology	Radouane “Rad” Chihaby, IT Systems	(510) 446-2085 (o) (510) 506-6071 (c)	Radouane.Chihaby@transdev.com
Operations/Logistics	Stephanie Evans-Taylor Contract Compliance Supervisor	(510) 446-2043 (o) (510) 460-2440 (c)	Stephanie.Evans-TaylorLopez@transdev.com
Co-Logistics Chief	Renita Smith Road Supervisor	(510) 446-2025 (o) (510) 459-3163 (c)	Renita.Smith@transdev.com
Finance/ Administration Chief	Sau Nor Fong, Budget and Finance Manager	(510) 446-2019 (o) (510) 220-6172 (c)	sau.fong@transdev.com

EXERCISE OBSERVERS

Title	Name	Phones	Email
TransDev General Manager	Cynthia Lopez	(510) 446-2050 (o) (510) 459-4241 (c)	cynthia.lopez@transdev.com
TransDev Assistant General Manager	Estaphania Castillo	(510) 446-2007 (o) (510) 209-9402 (c)	Estephania.Castillo@transdev.com

APPENDIX B: IMPROVEMENT PLAN

Finding	Comments	Responsible	Timing
1.1: Ensure that incident action plan supports standing incident objectives.	Incident Action Plans (IAPs) formalize planned response activities for each incident period. The DOC Planning and Intelligence Section could benefit from training and practice with incident action planning, including the information gathering and verification process. Online training will be scheduled for first quarter, 2023.	Estephania Castillo	1Q 2023
2.1: Consistently follow the process for transit emergency declaration and activation of the DOC.	Analysis: A transit emergency declaration provides additional flexibility over scheduling, overtime hours, emergency purchases and operational continuity. It also signals to BART, AC Transit and other partner agencies the seriousness of the situation. The DOC team should practice the transit emergency declaration and DOC activation process once per quarter through 2023 – at quarterly safety meetings.	Cynthia Lopez	1Q 2023 2Q 2023 3Q 2023 4Q 2023
3.1: The EBPC PIO did not have the bandwidth to support emergency public information needs as well as DOC operations management.	Analysis: Staffing plans must adjust workload across DOC personnel to prevent any one person from being overwhelmed. Quarterly safety meetings should be used to discuss succession planning and back-up staff for DOC.	Cynthia Lopez Estephania Castillo	1Q 2023 2Q 2023
4.2: Greater familiarity with and use of checklists, ICS forms and other tools in the EBPC EOP Toolkit.	Analysis: DOC personnel were less familiar with the EOP and EOP Toolkit than desired. Reviewing and discussing the EOP Toolkit at quarterly safety meetings will help build familiarity with the tools and cross-training on other positions within the DOC.	Cynthia Lopez Estephania Castillo	1Q 2023 2Q 2023 3Q 2023 4Q 2023