
East Bay Paratransit

1750 Broadway

Oakland, CA 94612

East Bay Paratransit Access Committee (EBPAC) Meeting

12:30 pm to 2:30 pm

Tuesday, July 1, 2025

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

Committee Room

1750 Broadway Oakland, CA 94612

Or

Hybrid

Virtual Meeting Information

Link: <https://us02web.zoom.us/j/82951090036?pwd=LaUqaG9Q0e6hCjrmeZmCBYVtzjB7re.1>

Webinar ID: 829 5109 0036

Password: 000484

For Public Access Dial-in Information

Number: 1-669-900-6833

Webinar ID: 853 4480 9647

Password: 000484

EBPAC Members:

Warren Cushman
Anthony Lewis
Mary Seib

Yvonne Dunbar
Sharon Montgomery
Letitia Tumaneng

Shawn Fong
Michelle Rousey
Roland Wong

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Oakland, CA 94612

	<u>TOPIC</u>	<u>TIME</u>
1.	Introduction of individuals present: <ul style="list-style-type: none">• EBPAC Members/New Members• Agency Staff• East Bay Paratransit/Paratransit Coordinator Staff• Members of the Public	12:35 pm
2.	Zoom Meeting Introduction and Expectations	12:40 pm
3.	Public Comments (this is an opportunity for members of the public to comment on items, not on the agenda. No response from staff, other than a clarification of East Bay Paratransit policies, or EBPAC action will be taken on any public comments. Speakers are allowed up to three (3) minutes to present comments)	12:50 pm
4.	Approval of May 06, 2025 Minutes (Attachment 1)	1:00 pm
5.	Broker's Report by Cynthia Lopez (Attachment 2)	1:10 pm
6.	Drivers of the month by Cynthia Lopez (Attachment 3)	1:40 pm
7.	Member Reports	2:10 pm
8.	Next EBPAC Meeting Tuesday, September 02, 2025	2:20 pm
9.	EBPAC 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.

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

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

PUBLIC PARTICIPATION IN VIRTUAL MEETINGS: To join by Zoom teleconference or video conference, click the link to join the webinar:

<https://us02web.zoom.us/j/85344809647?pwd=U0tGM3BvbHJlVnFvVFhTbmhUTtlaQT09>

To listen in by phone, dial (669) 900-6833 and enter Webinar ID 853 4480 9647 when prompted.

If joined by call, to speak on an item, dial *9 (star nine) to “raise your hand” when the agenda item is called. If joined through Zoom, select “raise your hand” feature to indicate you wish to speak on an item.

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

Ana Cisneros (EBP Paratransit Coordinator): (510) 902-5999

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

ALTERNATIVE FORMATS: East Bay Paratransit will provide written agenda materials in appropriate alternative formats, or disability-related modifications or accommodations, including auxiliary aids or services, to enable individuals with

disabilities to participate in public meetings. Please direct requests for disability-related modifications or accommodation to the EBPAC Coordinator, at 510-902-5999.

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

**East Bay Paratransit
Access Committee (EBPAC)
Meeting Minutes from May 6, 2025**

The meeting came to order at 12:30pm

1. Introduction of Members Present:

Mary Seib

Anthony Lewis

Sharon Montgomery

Michelle Rousey

Shawn Fong

Warren Cushman

Ronald Wong

EBPAC Members Absent: 2

Letitia Tumaneng

Yvonne Dunbar

Staff:

Ryan Greene-Roesel, Accessible Services Manager – BART

Kevin McDonald, Manager of Access Programs - BART

Mallory Nestor-Brush, Accessible Services Manager – AC Transit

Kimberly Ridgeway, Accessible Services – AC Transit

Cynthia Lopez, General Manager – Broker/Transdev

Brandon Chan, IT Systems Admin – Broker/Transdev

Jasher Nowland, Quality Assurance Manager – Broker/Transdev

Lisa Cappellari, PCO – Consortium, Paratransit, Inc.

Alicia Garcia, PCO – Consortium, Paratransit, Inc.

Ana Cisneros, PCO – Consortium, Paratransit, Inc.

Ranita Prasad, PCO – Consortium, Clutch

Guests:

Naomi Armenta – Nelson/Nygard

Diane Shaw – AC Transit Board of Directors

Michai Freeman – Centers for Independent Living

Mark Weinstein – AP3 Transportation

Maria Henderson – AC Transit

Lucky Maxwell – Center for Independent Living

Victor Flores – BART District 7

Jonah Markowitz

Helen Hong Wu

2. Zoom Meeting Introduction and Expectations

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

3. Public Comments:

Helen Hong Wu moved to Oakland in 2023 after retiring as a professor in New York City, where she and her husband had lived for 38 years. Both Helen and her husband have serious health conditions. In New York, they relied on the Access-A-Ride service, which provided door-to-door transportation at an affordable rate.

Following her doctor's recommendations, Helen applied for East Bay Paratransit (EBP) before moving. The application process was straightforward and professional. However, once approved, Helen was shocked to find that the service does not include door-to-door pickup, which they are entitled to under the Americans with Disabilities Act. Because their home is slightly beyond three-quarters of a mile from the active AC Transit route, they are required to walk more than four blocks, including a steep uphill, to the designated pickup location. This location is in front of a stranger's residence, with no shelter or seating, sometimes involving waiting in inclement weather for 30 minutes or longer.

Helen wears a custom-made heavy knee brace to walk, and her husband suffers from leukemia and severe hip issues. Despite explaining their medical conditions, their request for door-to-door service was denied because their situation does not pose a direct threat to health. Helen urges the committee to reconsider this judgment, as a minor adjustment to a driver's route could dramatically reduce their risk and suffering. Refusing it is inhumane, especially since the EBP van already passes near their home. A simple right turn at the intersection of Park Ridge Drive and Brook Park Road would allow a safe pickup at their door without lengthening the route.

Helen has invited members of the advisory committee to walk the route themselves, but no one has responded. She brought in a detailed map to illustrate the situation. Having served on boards and committees herself, Helen understands the value of rules but believes they should not undermine

needs, sensitivity, and compassion. She urges the committee to use their authority to correct this policy decision. Additionally, Helen received no EBP service on weekends because no buses run in their area, which defeats the purpose of paratransit.

Helen has not been able to attend church on Sundays since moving to Oakland, feeling that an important part of her life is lost. After about 15 rides with EBP, all for doctor's visits, every single driver has told them they are the only passengers not picked up from home. Helen questions whether they are truly the only ones held to this rule or if there is a different problem with their application. She is not asking for special favor but for an adjustment that aligns with the law and the mission of EBP. Helen thanks the committee for their time and hopes they will consider her request.

Jonah Markowitz has been experiencing issues with paratransit service recently. He is particularly concerned about the rules regarding when a driver can leave a location if it is closed. Jonah also wants to discuss the policies around who is allowed to ride, as he once allowed a driver to retrieve money for a passenger who had forgotten their fare, as an act of kindness.

Additionally, Jonah feels endangered by a driver who was driving recklessly, which was a very scary experience for him. He has been a loyal user of paratransit and believes that some policies need to be re-examined, particularly those related to driver retraining. Jonah urges the committee to look into these issues and ensure the safety and reliability of the service.

Michai Freeman sent her comments via email, and they are being read on her behalf. Here are Michai's public comments and questions for items not on the agenda:

1. Paratransit riders need to have access to complaint or commendation materials readily available upon request at the time of travel.
2. It is wrong to change the service for paratransit users in Hayward and Union City before notifying users, establishing MOUs with local transit entities, and allowing individuals affected by the change time to comment before the AC Transit Board. Does AC Transit have a written notification policy for service changes that can be reviewed? It would be beneficial for the EB PAC to encourage prior notification before changes and facilitate a policy for paratransit users.

Michai Freeman wants to thank the person who has come forward to share her hardship with the quarter-mile rule. She thanks her for coming and wishes to emphasize that there are others facing similar difficulties. This rule was not made by consumers but by people and policies that may not fully understand the real-life challenges of the most vulnerable individuals who lack reliable paratransit service.

Michai believes that those who feel voiceless and overlooked should have their concerns heard and addressed. She urges that services paid for by consumers should be respected and adjusted to meet their needs.

4. Approval of EBPAC Minutes from March 4, 2025

Motion: Shawn Fong moved to approve the minutes. Roland Wong seconded the motion.

Ayes – 6

Nays – 0

Abstentions – 1

Absent – 2

5. Regional Measures – Maria Henderson

Maria Henderson provided a brief update on SB63, the Connect Bay Area Act.

SB63 was heard in the California State Senate Transportation Committee on Tuesday, April 22nd. Several amendments to the legislation were accepted, including striking the original language related to transit operations, financial responsibility, and the implementation plan, as work has already begun on that. The provisions of the bill will only apply to the counties included in the creation of the transportation revenue measure district, which currently includes Alameda, Contra Costa, and San Francisco counties.

Another amendment requires the MTC to report to the legislature by March 31st, 2026, on the forecasted impacts to ridership for AC Transit, BART, Caltrain, and Muni, as well as planned transportation projects and strategies, and the regional transportation plan. Additionally, a legislative finding and declaration was added to emphasize the need to prioritize increasing ridership on transit in the Bay Area to ensure a sustainable regional network.

SB63 passed out of the Senate Transportation Committee with an 11-3 vote. San Mateo and Santa Clara counties have the option to opt into the measure by July 31st, 2025. The funding plan for the legislation is still being developed in coordination with the county transportation authorities and transit agencies in the Bay Area.

SB633 was also heard on Wednesday, April 23rd, in the California State Senate Revenue and Taxation Committee. The bill advanced out of the committee with a 4-1 vote. The committee accepted the previously mentioned amendments, and Senator Wiener and Assemblymember Ting agreed to additional amendments. These amendments would slightly modify some findings and declarations in the bill to note the importance of expanding the transit system to increase ridership and require the MTC to report to the legislature on publicly available information about ridership projects and their benefits to transit capital projects and the interconnectedness of Bay Area transit systems.

The bill will next go to the Senate Appropriations Committee, where it is expected to be heard in the coming weeks and placed on the committee's suspense file. A Senate Appropriations suspense hearing is possibly scheduled for May 23rd, after which the bill would move to the Senate floor for a vote.

This legislation aims to enable a regional revenue measure on the November 2026 ballot, proposing a sales tax ranging from half a cent to one cent for San Francisco County. The funding expenditure plan is still in development and coordination with the county transportation authorities. This measure is planned to be a 10 to 15-year initiative.

Warren Cushman had a couple of questions regarding the opt-in provisions for Santa Clara and San Mateo counties. He inquires whether it is likely that either of the two counties will opt in and seeks to understand the current wisdom around this opt-in piece.

Maria Henderson explained that there are different variables affecting each county's decision. San Mateo County has its own transportation revenue measure that is up for renewal in a few years, and they are concerned about ensuring its renewal. They are having conversations with the bill authors and the Metropolitan Transportation Commission (MTC) to find a solution that

would allow them to opt in. There are also financial obligations related to BART for San Mateo County.

For Santa Clara County, similar conversations are taking place with the bill authors, MTC, and other external stakeholders. While the discussions are moving in a positive direction, Maria cannot speculate on the final decision.

Warren Cushman had second question regarding the Transit Transformation Action Plan portion of the measure. He inquires whether AC Transit has any current thoughts about supporting this endeavor and whether they will work with not only the MTC but also the community in terms of the Transit Transformation Action Plan.

Maria Henderson explained that discussions are underway regarding what could be included in transit transformation. AC Transit would be supportive of anything that increases ridership for the regional transit system. However, the AC Transit board has not taken a position on specific details yet, so Maria cannot provide further information at this time.

She mentioned that the MTC is expected to release a plan outlining what they would like to see included in transit transformation. Ongoing discussions are taking place among various transit agencies, including AC Transit, BART, Caltrain, and others.

Warren Cushman asked a question regarding the funding aspect of the Transit Transformation Action Plan. He asked whether the funding is completely tied to a sales tax or if there are other possibilities, such as a parcel tax or any other kind of tax. He seeks clarification on whether the funding is strictly based on sales tax at this point.

Maria Henderson confirmed it's strictly sales tax.

Director Shaw added to Maria Henderson's response regarding Warren Cushman's question on transit transformation. She explained that there are already ongoing projects related to transit transformation that are not necessarily part of this bill, and AC Transit is actively participating in them. The scheduling and planning groups at AC Transit meet regularly with other Bay Area agencies to coordinate schedules. AC Transit is also an active

participant in the wayfinding project, with team members involved in that effort.

Director Shaw emphasized that a lot of work is being done on transit transformation, and it is not waiting for additional funding to move forward. However, he acknowledged that the extent of what can be achieved without additional funding is a valid question. She assured that AC Transit is definitely part of the teams working on these initiatives.

Michelle Rousey inquired about plans to enhance services beyond ADA requirements, especially considering the ongoing and upcoming service cuts. She expressed concern about how and when people are informed about these changes. Michelle seeks clarity on the communication process for notifying users about service adjustments.

Maria Henderson explained that it is too early to say, as the legislation needs both houses of the legislature to pass and then be signed by the governor by mid-September. The situation is currently unknown, but hopefully, by the middle or end of the summer, there will be more clarity on the matter.

Michai Freeman inquired about the amount of revenue that would be allocated to paratransit services. She seeks clarification on how much funding raised through the proposed measures would go towards supporting paratransit.

Maria Henderson explained that the exact amount is not known yet. Overall, the measure could raise between \$440 million to \$550 million if it passes on the ballot and is implemented. However, the funding allocations and the expenditure plan have not yet been developed.

Maria Henderson explained that the exact amount is not known yet. Overall, the measure could raise between \$440 million to \$550 million if it passes on the ballot and is implemented. However, the funding allocations and the expenditure plan have not yet been developed. Conversations are ongoing, and comments can always be submitted to the bill authors, Senator Scott Wiener and State Senator Jesse Eddie Green.

Shawn Fong previously mentioned discussions about polling related to a potential sales tax measure to fund transit. She inquired about the current level of support for this measure.

Maria Henderson explained that various agencies, including the Metropolitan Transportation Commission (MTC), have conducted different types of polling on a regional measure at different times. Maria offered to provide links to the information but did not have it readily available.

She mentioned that AC Transit conducted a poll in March 2025, which showed a 75% favorability rating for AC Transit. However, they did not poll on specific taxes. SEIU 1021 conducted polling on specific taxes, but has not seen their data yet. MTC also conducted polling in January, and she would need to review their specific questions. She reiterated that AC Transit only polled on the parcel tax, as that is the only tax they have authority over.

Ryan Greene-Roesel commented that BART conducted some polling, and there are results available on their board's website. She mentioned that specific questions were asked about support for various kinds of taxes, and the results showed above 50% support but less than the threshold needed for a two-thirds adoption.

Ryan noted that the required threshold might depend on how the measure is presented to the public, which could be either 50% or the two-thirds threshold. She offered to share the polling results and emphasized the importance of understanding the support levels for different tax measures.

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

Cyndi Lopez gave an update on activities relating to the Broker's office and a review of quarter three data for the current fiscal year 24-25 January to March compared to the same time period last fiscal year.

Cyndi provided reminders on the East Bay Paratransit (EBP) service. EBP currently offers available shared ride public transportation services within $\frac{3}{4}$ of a mile from a fixed route AC Transit bus or BART station during normal service hours matching fixed route or rail for complementary Paratransit.

Cyndi Lopez provided staffing updates from the Brokers Office at 1750 Broadway. They are currently searching for a replacement assistant general manager to replace Will, who left last month. Joshua and Alan, the Quality Assurance Manager, are serving in an interim role, assisting with the day-to-

day operations of dispatch and scheduling, and working with supervisors, leads, and the call center team to meet service goals. This process is expected to be completed sometime this month.

The Brokers Office continues to hold weekly classes for all new drivers, called the East Bay Paratransit class, where they cover important details about contracts, the range of service areas, disability sensitivity training, and expectations for performing services. They also offer weekly customer service refresher training for drivers or staff who may need help with challenging situations in the field.

Service providers are working with the broker to plan for long-awaited bus replacements, with a definitive timeline expected soon for new lift vans being released into revenue service. The staff is also working with their software vendor, Spare, on building a new trip scheduling platform to replace the existing software. They expect to have a viable test environment within the next couple of months to start trip testing, aiming for a software launch in spring 2026. The local team at the Brokers Office meets regularly with Spare's software engineers to create a customized software tool for their service.

FY 24-25 Quarter 3 show an increase in overall passenger ridership of 7.1%, and an increase in overall passengers riding to 2.2% over the same period the previous year.

There was a decrease in companion riding of 11.6% and an increase of 42.1% in PCA ridership.

Weekday ridership increased by 2.2%. Weekend, and holiday ridership increased by 34%.

Cyndi Lopez provided an update on the modifications to the script and announcements when customers call. These changes educate riders about the shared ride services, helping them plan accordingly. Riders are informed while in the queue that their ride might not be direct and could take as much time as it would on a fixed route transit bus or train, including transfers and wait times. The staff worked on updating this messaging for service-related reminders, and these updates were finalized and rolled out last month.

EBP experienced a decrease in rider fault no-shows and cancellations by 41.3% this FY and cancellations and rescheduled or go back scheduled trips increased by 4%.

The call center supervisors, leads, and dispatch staff are continuously working to improve service efficiency. They achieve this by reviewing recorded calls and verifying GPS or AVL data in real time to determine the exact location of buses when passengers call in. Additionally, they obtain original booking call details before sending vehicles back out. These efforts are aimed at keeping the system running as punctually as possible.

Revenue hours decreased by 1.9% and productivity increased by 9.2% for passengers per hour and 4.1% increase in trips per hour.

The average trip length did decrease by 2.3% and the average time on the vehicle also decreased by 4%.

The on-time performance remained the same with a small decrease of -0.7% and maintained an average of 95.4% for quarter 3 of this fiscal year. There were an extra 8,524 and performed 2,295 more trips in quarter 3 compared to last fiscal year.

Cyndi Lopez reported a decrease in complaints overall by 30.2%, including reductions in most categories such as timeliness, driver-related complaints, and issues related to scheduled trips. However, there was a slight increase in complaints about vehicles or other equipment, which is expected to decrease as providers start cycling in newer vehicles over the next 12 to 18 months. Overall, complaints per passenger revenue decreased by 39.4%.

Commendations during this fiscal year decreased by 13.1%. The average wait time in the queue to book a reservation decreased by 62.5%.

The average wait time in queue for booking a ride decreased by 62.5%. She attributes this improvement to modifications in handling customer service-related calls, such as requests to cancel rides or inquiries about the location of a ride. By adjusting how these calls are managed, free agents are now able to take calls related to booking reservations during peak times, contributing to the reduced wait times.

Accidents during the third quarter of this fiscal year increased by 29.7%, rising from 3.13 to 4.06. However, there was a decrease in road calls or bus

breakdowns by 16.4%. While waiting for the ability to make new vehicle purchases, the broker and dispatch teams continue to work together to minimize delays during service disruptions due to mechanical breakdowns. This is typically managed by moving trips or freeing up space so service providers can respond efficiently with bus replacements in the field, ensuring drivers remain on time.

Regarding eligibility numbers, the total eligible active riders rose by 6.9% this quarter compared to last fiscal year, with a current total of 11,987 active riders. There was also an increase of 23.1% in total determinations.

Cyndi Lopez reported a significant increase in the number of denials in quarter three, doubling from six to twelve. She emphasized the importance of continuing to help individuals sign up for the OPT-in RTC card application during their interview assessment process. Additionally, the travel training program is available for those who want to learn how to navigate the fixed route bus system and BART line. Currently, about 30 individuals have signed up for this program.

Two certification analysts are completing their travel training certification to offer these services. While individuals who sign up can still use paratransit, these additional offerings provide more transportation options for days when specialized services may not be necessary.

To summarize, East Bay Paratransit staff, including the broker and all service providers, are working to meet the rising demand this year while minimizing drops in customer and rider experience. They continue to incorporate initial and refresher training and make necessary adjustments for all team members. This process is expected to continue through the end of the fiscal year.

Shawn Fong began by expressing her appreciation for the noticeable decrease in customer service complaints, acknowledging the positive impact of the adjustments and improvements made by the staff. She commended the team for their efforts across the board.

Shawn then inquired about the onboarding process for the new software, specifically asking if collaboration with Spare Labs would include the availability of a rider app to monitor and schedule rides.

Ryan Greene-Roesel explained the Spare software does have the capability for ride booking. However, in the first phase of deployment, planned for next spring, the focus will be on updating back-office features. Significant work is being done to revamp dispatching and internal booking systems. The initial phase will concentrate on these areas, with rider-focused features being considered for a second phase of deployment.

Anthony Lewis requested comments on the discussion regarding riders being able to provide complaints or commendations in real time. He recalled a previous meeting where it was mentioned that this feature would be available in the future, emphasizing the importance of making it accessible sooner. He inquired if there was any possibility of accelerating the implementation of this feature to allow riders to compliment their experiences.

Additionally, he asked about the differentiation between minor and severe accidents. He questioned whether there was a distinction made between fender benders and incidents involving injuries, noting that injuries are rarely mentioned. He speculated that this might be due to legal reasons and sought clarification on how accidents are categorized.

Cyndi Lopez explained accidents are tracked and categorized by type, with this information reported to the consortium monthly. All accidents and incidents are collected and categorized accordingly, providing a detailed breakdown.

Regarding real-time complaints and commendations, these are currently being handled. Call center agents frequently receive calls from individuals who are still on the bus, either complaining about their driver or reporting a situation. Real-time feedback options are available, whether in person or through a comment line where individuals can speak directly to customer response representatives. This allows riders to provide feedback immediately, rather than waiting until after their ride. **Anthony Lewis** asked if the new app would include the ability for riders to rate their experience, similar to the feature available on Uber where riders can rate their driver after completing a ride. **Cyndi Lopez** explained that the ability for riders to submit feedback is not scheduled for the first phase of the rollout. The initial phase will focus on the scheduling portion and back-office functionalities of the software. However,

the second phase of implementation is expected to include rider and public-facing tools that will allow riders to submit feedback, as previously discussed.

Warren Cushman followed up on Tony Lewis and Shawn Fong's comments by asking Cyndi if there was an estimated schedule or timeframe for when the second phase of implementation would begin.

Ryan Greene-Roesel stated that there is currently no timeline available for the second phase of implementation. However, she assured that a report on the expected timeline would be provided within a few months.

Warren Cushman expressed a desire to receive information about the timeline for the second phase as soon as possible to have a clear understanding of when it will commence. He also raised two additional points. Firstly, he emphasized the importance of user testing before the second phase begins, noting that bugs can occur and suggesting that user testing would help identify and resolve issues.

Secondly, he mentioned an ongoing issue with purchasing coupons from the paratransit website. Despite trying for almost a month, he has been unable to buy coupons and is consistently denied. He sought clarification on what might be causing this problem.

Cyndi Lopez acknowledged that there is a feature for purchasing tickets online through the website but noted that there have been issues with the link. Although a repair was attempted yesterday, further testing revealed that the problem persists. A fix is currently underway.

In the meantime, she suggested that individuals who do not wish to come in person can call the reception, where staff are available to sell tickets. They are happy to assist with the purchase and send the tickets to the customer.

Warren Cushman expressed concern that if the issue with purchasing coupons online persists, it may be necessary to notify the public. He emphasized the inconvenience caused by the inability to obtain coupons and suggested that public notification might be required if the problem continues for much longer. **Michelle Rousey** also suggested putting a message on the website for this issue.

Cyndi Lopez addressed Warren's inquiry about user testing, confirming that it is part of the plan. Once the software is ready for testing, the team intends to

reach out to individuals to assist with user testing. This will help identify and resolve any issues, ensuring that accessibility features are functional and in working order before the software is released.

Michelle Rousey inquired about the progress of implementing disability awareness in training. She asked if additional help from the Advisory Board was needed for this training. If not, she wondered how the Advisory Board could contribute, suggesting the possibility of having a member periodically attend the training sessions to observe.

Jasher Nowland explained about six months ago, he worked with Michelle Rousey and Warren Cushman and developed a disability sensitivity and awareness presentation. This training is provided to all new drivers, analysts, and anyone working in a customer-facing role at East Bay Paratransit. The presentation covers topics such as disability sensitivity, effective communication over the phone, and providing assistance to individuals with visual or hearing impairments. It is an integral part of our onboarding process.

They conduct this training every Tuesday, typically for drivers and dispatchers. The invitation to observe or participate in the training is open. If anyone is interested, send Jasher Nowland an email or call. He can allocate about 15 minutes for you to join a session and will inform the trainers in advance. This will help provide more personalized experience.

Shawn Fong expressed her appreciation for Jasher and the certification department, highlighting the successful collaboration between the Ride on Tri-City program and the certification team. This partnership has ensured seamless referrals for IPA's at the Fremont Satellite Office, effectively utilizing appointment times. She extended her kudos to the certification staff and thanked Jasher for facilitating this process.

Shawn then asked a follow-up question, expressing curiosity about whether there has ever been a regional breakdown of trips provided in different areas of the East Bay Paratransit service area and what that trip distribution might look like.

Jasher Nowland explained the regional trips are reviewed monthly, including trips to and from San Francisco. The current configuration is divided into four zones:

Zone 1: North Hayward to Emeryville, accounting for approximately 55% of the service.

Zone 2: North Hayward to Fremont and Union City, representing about 28%.

Zone 3: Emeryville to Albany and San Pablo, covering around 22%.

Zone 4: San Francisco.

While the analysis does not typically focus on individual cities, it aims to ensure that vehicles are allocated efficiently to the right areas, considering the locations of bus yards to minimize headway and increase efficiency. A more granular breakdown has not been conducted due to time constraints.

Shawn Fong confirmed that the information provided was helpful and expressed curiosity about conducting a future study on the intersection of ADA paratransit and city-based paratransit programs. She suggested examining the overlap of riders using these services, noting that it could be an interesting study. She also expressed interest in looking more closely at this topic within the southern part of Alameda County.

Ryan Greene-Roesel briefly added that the media CTC is currently undertaking an analysis of the various services provided in the county, focusing on trip patterns. She mentioned that they had provided the database of trips to Nelson Nygard upon request. She believes that this analysis will be examined in more detail, which may answer some questions.

Anthony Lewis commended the drivers for their exceptional service on Saturday night. Despite heavy traffic and a 45-minute delay due to a large event at the Lighthouse for the Blind in San Francisco, the drivers remained gracious and tremendous. He expressed the community's deep appreciation for their efforts.

For educational purposes, he inquired about the appeal process for individuals living on the periphery whose services are compromised. He asked if there is a mechanism for this small group to appeal their situations if they meet certain criteria.

Ryan Greene-Roesel answered that there is no appeal process in place. We adhere to the aid limits at this time.

Mallory Nestor responded to the question, it was clarified that the JPA East Bay Paratransit was established to provide ADA-mandated services. The impact of the realign on East Bay Paratransit service coverage will be discussed later verbally.

While comments and feedback are appreciated, and efforts are made to refer individuals to robust city-based programs such as the City of Oakland taxi voucher program, the primary focus remains on ADA services. This direction has been given by both boards of directors.

Warren Cushman commented regarding the training of drivers, that he would be reaching out to coordinate the visit. He expressed interest in attending a training session to observe how the manual, which had a lot of effort put into it, is being utilized. He looks forward to seeing how the drivers respond to the training.

Michai Freeman submitted questions in the Q&A for agenda item 6, which were read aloud for the record. Her questions were as follows:

1. How many SUV accessible vans are there in the AC Transit fleet?
2. What model of vans are these?
3. How many are in use by riders?
4. How can riders indicate that they need to use these vans?

It was suggested that Cyndi or one of her staff members, reach out to Michai to provide answers to these questions.

She clarified that they were assured of the availability of SUV accessible vans for those unable to use hydraulic lifts. On March 21st, they ordered a ride and were assured they could use an SUV accessible van due to their inability to use hydraulic lifts. However, the vehicle provided was not a paratransit SUV, and they were unable to use their right hand.

There were no comment or complaint postcards available for them to use afterward. Despite researching the issue, they are still waiting for an investigation into why they were given inaccurate information.

During a meeting, there was a discussion about SUV accessible paratransit vans being in use. The speaker requested clarification on this matter to ensure that they and other users can access this service if needed.

Mallory Nestor asked if Michai is requesting the breakdown between the larger Type 2 vehicles in the fleet with lifts and the number of smaller ramped vehicles. Michai confirmed that and Mallory will provide that information.

Michelle Rousey expressed her appreciation for the service provided, acknowledging the team's efforts. However, she raised concerns about the limitations of the current ADA services, noting that they do not fully meet the needs of those who are ADA certified. She suggested that it might be beneficial to reassess what is being offered and consider who might be excluded by the stringent rules regarding the three-quarter-mile access to services.

Michelle proposed that the appeal process be reviewed and potentially adjusted to accommodate individuals who are just outside the three-quarter mile limit. She emphasized that this is not a request for immediate staff feedback but rather a heartfelt observation based on her experience. She expressed her distress over the inability to provide services to the most vulnerable individuals who need them, highlighting the emotional impact of this issue.

7. Drivers of the Month for January, February & March by Cynthia Lopez

The Drivers of the Month Program for 2025 is a chance to identify and recognize excellence within our driver ranks. Candidates are nominated (and vetted) by looking at several criteria:

- Accident/Incident Free
- No valid complaints
- Commendations
- Good attendance
- Skill level, communication and cooperation with Broker Dispatch/Staff

The selected individuals received a Certificate of Recognition, Driver of the Month lapel pin and a \$25.00 gift card.

The drivers of the month for January 2025:

- Gilda Williams – Transdev (11 years EBP)

The drivers of the month for February 2025:

- Amin Ahmed – Rydetrans (1 year EBP)

The drivers of the month for March 2025:

- Edrey Andrade – Rydetrans (2 years EBP)

8. Travel Training Update by Jasher Nowland

The East Bay Paratransit Travel Training Initiative, funded by the Alameda County Transportation Commission, aims to help eligible paratransit riders navigate fixed-route transit independently within the service area. Certified travel trainers engage in one-on-one sessions with program participants, tailoring the training to meet their specific needs.

The program offers several advantages, including enhanced independence, access to same-day travel, cost savings, opportunities for community engagement, and improvements in personal well-being. It is provided at no cost to all eligible riders and applicants of East Bay Paratransit in Alameda. East Bay Paratransit receives an average of 170 new applications each month, with approximately 37% of these individuals identified as capable of utilizing fixed-route services for at least some of their trips. The travel training program is promoted during routine inquiries, phone assessments, in-person evaluations, and following eligibility determinations.

From March through April, 17 applicants expressed interest in the program. Currently, one participant has completed training, learning to travel from their home to the grocery store using an AC Transit bus in Hayward. Five people are pending travel training instruction, and travel trainers have spent a total of 11 hours in training.

On Wednesday, April 30th, travel trainers delivered a presentation to college adult leaders and students, some of whom are eligible riders for East Bay Paratransit. They discussed the details of East Bay Paratransit and highlighted the benefits of participating in the travel training program. Some expressed interest in learning how to use AC Transit and BART, while others wanted to learn how to travel from San Ramon and San Jose to the College of Alameda. Efforts continue to educate applicants about the senior Clipper and RTC cards to encourage the use of fixed-route services. To date, four senior Clipper cards have been issued, and 394 RTC applications have been processed.

The team is exploring ways to increase interest and participation in the travel training program. Challenges include getting travel instructions started for interested applicants. Ideas being considered include monthly travel training presentations, advertisements, participant incentives, and clearly explaining that there are no penalties to East Bay Paratransit service once training is

completed. This is identified as a significant barrier to starting the travel training program.

Shawn Fong was curious about the possibility of offering incentives, specifically RTC Clipper cards and senior Clipper cards. She inquired whether senior Clipper cards were available and suggested incentivizing transit use by providing a monthly AC transit bus pass at a cost of \$34 for seniors or qualified disabled individuals.

She believed this approach could effectively encourage transit use by highlighting the significant cost difference between paying \$4 per ride versus \$34 for a monthly bus pass. This idea was seen as a small investment with the potential to encourage people to participate in travel training.

Jasher Nowland expressed gratitude and mentioned that discussions about incentives are ongoing. He welcomed any suggestions from others, indicating that all ideas would be appreciated.

9. Staff Announcements by Mallory Nestor, Ryan Greene-Roesel and Kevin McDonald

Mallory Nestor from AC Transit - AC Transit has undergone a multi-year realignment project post-COVID. This project was presented to the EBAC, GMAC, and AC Transit Part I LLC. Based on initial analysis, 76 individuals were impacted, with eight from San Mateo and the remaining 68 evenly split between Union City and Hayward.

Recent data from July to December 2024 shows that 18 individuals are impacted, with three individuals accounting for 75% of all trips. At the last AC Transit Board meeting, it was decided to consult with these individuals and notify them. Messaging notifications will be sent to the 18 impacted individuals, detailing their trip history.

AC Transit will collaborate with partner agencies, including Union City, City of Hayward, and Shawn's program in Tri-City, which has fewer impacted individuals. Over the next two months, efforts will be made to assist these individuals, particularly the three most affected, in finding suitable alternative transportation options. This update is provided to keep everyone informed, and any questions are welcome.

Warren Cushman expressed agreement with Anthony Lewis and Michelle Rousey, stating that the current situation is untenable. He challenged AC Transit's claim that only 18 people are impacted, believing there are more affected individuals. He referenced an impassioned plea from a learned and aware resident of Oakland, who requested support.

He emphasized the need for AC Transit and BART to consider going beyond ADA requirements, suggesting the development of criteria to do so. He highlighted the impracticality of a bus route that misses picking up a couple by just one corner and stressed the importance of finding alternatives and conducting outreach and education within the community to identify more impacted individuals.

He considered making a motion but instead requested that AC Transit and BART develop criteria to extend services beyond ADA requirements. Finally, He asked Mallory if the couple mentioned earlier is part of the 18 impacted individuals or if they were overlooked.

Mallory Nestor explained that AC Transit had a service reduction in 2000, which affected service to the Oakland Hills, where the couple in question resides. Despite this, they are still eligible for East Bay Paratransit services if they can get within the three-quarter mile buffer.

Mallory emphasized the financial constraints faced by each agency, noting that they provide the best possible service to individuals eligible under ADA rules. The next two years will be critical for both BART and AC Transit, depending on funding from the regional measure or potential further cuts, which could impact East Bay transit services.

Anthony Lewis inquired about an upcoming AC Transit meeting scheduled at the Elks Lodge in Alameda. He mentioned that there have been numerous activities happening at the lodge recently and asked for details about the meeting

Director Diane Shaw- AC Transit meets every two years, we call these breakfast meetings. We meet with all local representatives and key people in the community. There are 7 meetings scheduled, the first one took place in Fremont, the next one will be at the General Office, and also in Alameda. At

these meetings, we speak about all the things going on with AC Transit. Funding programs, the 0-emission program, and the realign service.

Ryan Greene-Roesel – from BART Announced that East Bay Paratransit is in discussion with WestCAT in regards to services East Bay Paratransit provides in the WestCAT service area. East Bay Paratransit has, for many decades provided some service on WestCAT area. Due to EBP financial situation evaluations are being done on how WestCAT could take over to provide some of those services in their area. EBP is working on the operational details, to determine exactly how handoffs with them would work. EBP will report back with more specifics and details, expecting to make some operational changes, with minimal impact on all clients.

Kevin McDonald- from BART Reported The city and the county of San Francisco is implementing a fare increase effective July 1st, 2025. The fare increase also applies to San Francisco Paratransit services, on trips made into and from San Francisco. Trips that exceed 3 quarters of a mile distance from the San Francisco BART station, are required to apply the San Francisco fare. EBP wanted to communicate to you all about the fair increase from \$2.75 current to \$2.85 starting July 1st. As always riders can pay their fare through the East Bay Paratransit app, with cash or with coupons, or a combination of both.

10. Members Report

None

11. Next EBPAC Meeting

The next EBPAC meeting is on Tuesday, July 1, 2025

12. EBPAC Adjournment

The meeting adjourned at 2:31pm

EAST BAY PARATRANSIT**Performance Report for the EBPAC****Systemwide**

	FY 23/24 Jan-Apr '24	FY 24/25 Jan-Apr '25		Variance
Ridership Statistics				
Total Passengers	161,394	174,843		8.3%
ADA Passengers	143,257	148,168		3.4%
% Companions	0.9%	0.8%		-14.1%
% of Personal Care Assistants	10%	14%		40.4%
Average Passengers/ Weekday	35,231	37,788		7.3%
Average Pass/ Weekend & Holidays	5,117	5,923		15.7%

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	1.9%	1.2%		-36.1%
% of Cancellations	19.3%	19.0%		-1.2%
Go Backs/ Re-scheduled	1,796	1,874		4.3%

Effectiveness Indicators

Revenue Hours	122,021	120,429		-1.3%
Passengers/Revenue Vehicle Hour	1.32	1.45		9.8%
ADA Passengers per RVHr.	1.17	1.23		4.8%
Average Trip Length (miles)	11.79	11.45		-2.9%
Average Ride Duration (minutes)	51.1	48.8		-4.5%
Total Cost	\$18,297,091	\$21,366,285		16.8%
Total Cost per Passenger	\$113.37	\$122.20		7.8%
Total Cost per ADA Passenger	\$127.72	\$144.20		12.9%

On Time Performance

Percent on-time	95.9%	95.1%		-0.8%
Percent 1-20 minutes past window	3.31%	4.08%		23.4%
% of trips 21-59 minutes past window	0.70%	0.76%		7.8%
% of trips 60 minutes past window	0.03%	0.03%		4.3%

Customer Service

Total Complaints	570	455		-20.2%
Timeliness	127	120		-5.5%
Driver Complaints	280	223		-20.4%
Equipment / Vehicle	8	7		-12.5%
Scheduling and Other Provider Complaints	46	27		-41.3%
Broker Complaints	109	78		-28.4%
Complaints per Revenue Passenger	0.5%	0.3%		-31.9%
Commendations	288	243		-15.6%
Commendations per Revenue Passenger	0.2%	0.2%		-27.3%
Avg. wait time in Queue for reservation (min)	1:46	0:44		-58.5%

Safety & Maintenance

Total accidents per 100,000 revenue miles	3.38	3.94		16.6%
Roadcalls per 100,000 total miles	3.32	2.49		-25.1%

Eligibility Statistics

Total ADA Riders on Data Base	11,318	12,138		7.2%
Total Certification Determinations	1,000	1,202		20.2%
Initial Denials	7	13		85.7%
Denials Reversed	1	-		0.0%