

# East Bay Paratransit

1750 Broadway  
Oakland, CA 94612

## Service Review Advisory Committee (SRAC) Meeting

12:30 pm to 2:30 pm

Tuesday, June 1, 2021

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

### Virtual Meeting Information

**Link:** [https://us02web.zoom.us/webinar/register/WN\\_g9nmuF2KRvStJAjDI2EH6A](https://us02web.zoom.us/webinar/register/WN_g9nmuF2KRvStJAjDI2EH6A)

**Webinar ID:** 845 4126 0730

**Password:** 000484

### For Public Access Dial-in Information

**Number:** 669-900-6833

**Webinar ID:** 845 4126 0730

**Password:** 000484

### SRAC Members:

Janet Abelson  
Shawn Fong  
Michelle Rousey  
Roland Wong

Bridget Cooney  
Sharon Montgomery  
Mary Seib

Yvonne Dunbar  
Don Queen, Vice Chair  
Letitia Tumaneng

	<u>TOPIC</u>	<u>TIME</u>
1)	Introduction of individuals present: <ul style="list-style-type: none"><li>• SRAC Members</li><li>• East Bay Paratransit Staff</li><li>• Members of the Public</li></ul>	12:30pm
2)	Zoom Meeting Introduction and Expectations	12:35pm
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 clarification of East Bay Paratransit policies, or SRAC action will be taken on any public comments).	12:45pm
4)	Approval of SRAC Minutes from April 6, 2021 (Attachment 1)	12:55pm

5)	Broker's Report presented by Cyndi Lopez (Attachment 2)	1:05pm
6)	Contactless Fare Payment presented by Laura Timothy	1:20pm
7)	Vaccination Update presented by Mallory Nestor-Brush	1:35pm
8)	Measure J Claim Form draft presented by Mallory Nestor-Brush (Attachment 3)	1:50pm
9)	Report from SRAC Members	2:00pm
10)	Report from EBPC Staff	2:10pm
11)	Next SRAC Meeting date (Tuesday, August 3, 2021)	2:25pm
12)	SRAC Adjournment	2:30pm

**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 19<sup>th</sup> street Oakland Station. Public meetings at the East Bay Paratransit Office are wheelchair accessible under the Americans with Disabilities Act. Guide and assistance dogs are welcome.

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

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

**East Bay Paratransit's (EBP)  
Service Review Advisory Committee (SRAC)  
Meeting Minutes from April 6, 2021**

Chair Arnold Brillinger called the virtual meeting to order at 12:37 PM.

**1. Roll Call**

**SRAC Members Present:**

Janet Abelson	Arnold Brillinger, Chair
Bridget Cooney	Yvonne Dunbar
Don Queen, Vice Chair (12:47)	Michelle Rousey
Mary Seib	Letitia Tumaneng
Roland Wong	

**SRAC Members Absent:**

Kevin Barranti	Shirley Eastman
Shawn Fong	Robert L. Kearney, Jr.
Sharon Montgomery	

**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  
Jasher Nowland, Quality Assurance Manager – Broker/Transdev  
Josh Wilson, IT Manager – Broker/Transdev  
Brandon Chan, IT – Broker/Transdev  
Lisa Cappellari, PCO – Consortium, Paratransit, Inc.  
Alicia Brown, PCO – Consortium, Paratransit, Inc.  
Renee Martinez, PCO – Consortium, Paratransit, Inc.

**Members of the Public:**

Naomi Armenta – Nelson/Nygaard  
Rashida Kamara – County Connection Director of Accessible Services  
Robert Raburn – BART Board of Directors  
Diane Shaw – AC Transit Board of Directors  
Kim Ridgeway, Senior Program Specialist – AC Transit

## **2. Zoom Meeting Introduction and Expectations**

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

## **3. Public Comments**

None.

## **4. Approval of SRAC minutes from February 2, 2021**

Motion: Rousey/Seib approved the February 2, 2021 meeting minutes. The motion carried by the following vote:

Ayes – 7: Janet Abelson, Bridget Cooney, Yvonne Dunbar, Don Queen, Michelle Rousey, Letitia Tumaneng, Roland Wong.

Nays – 0

Abstentions – 4: Arnold Brillinger, Shirley Eastman, Robert L. Kearney, Jr., Mary Seib.

Motion carried unanimously.

## **5. Broker's Report by Cyndi Lopez**

*Cyndi Lopez* reviewed the broker's report, which included a number of key performance indicators. The data presented compared the current period, October – December 2021 to the same period in the previous fiscal year. In addition to the broker's report, Cyndi reviewed the "Wearing a Mask" poster and the Mask Exemption form, which are both available on the EBP website.

*Michelle Rousey* asked what accommodations are being considered if someone is fully vaccinated but has issues wearing a mask. *Laura Timothy* responded that the CDC recommends that fully vaccinated individuals should still protect themselves and others by wearing a mask because they can still be COVID positive. *Laura* also stated that EBP will follow these guidelines until changed by the CDC, but EBP can work with passengers on an individual basis who have problems wearing a mask. *Director Raburn* added that EBP is following both CDC and Transit Security Administration (TSA) guidelines by enforcing mask-wearing. BART is working on making sure mask

announcements are being made on all modes of transportation, along with offering masks to passengers when boarding.

## **6. Vaccination Distribution Plan**

*Mallory Nestor-Brush* reported that a majority of broker staff and drivers are vaccinated; staff are continuing to follow COVID-19 protocols such as wearing masks to protect themselves, passengers and other employees. EBP is providing free trips to and from the vaccination site at the Oakland Coliseum. *Laura Timothy* stated EBP was able to help employees onto the waiting list to receive the vaccination in the counties they reside and work in. EBP is also working on a mobile vaccine clinic to come out to one of the yards to have additional staff vaccinated.

*Arnold Brillinger* asked if there are passengers that may not know about the vaccination sites and who unaware Paratransit offers transportation to the sites. *Cyndi Lopez* stated that there are a variety of locations offering vaccinations. Information about and directions to the Oakland Coliseum site are on the EBP website.

*Mary Seib* requested that EBP post a “how to make a mask” tutorial on the website. *Mallory Nestor-Brush* responded that staff will add a link to the website for instructions on how to make a CDC-approved mask.

## **7. One Seat Regional Ride Program**

*Rashida Kamara* gave an overview and update about the One Seat Regional Ride pilot program that aims to streamline current regional ride practices by eliminating required transfers for trips that cross multiple transit service areas. The Committee liked the idea of the program and appreciated the information presented.

## **8. Report from SRAC Members**

None.

**9. Report from EBP Staff**

EBP will continue working on Clipper 2, contactless fare, and will report back at a future SRAC meeting.

**10. Next SRAC Meeting**

The next SRAC meeting is Tuesday, June 1, 2021. This will be a virtual meeting.

**11. SRAC Adjournment**

The meeting adjourned at 2:13 PM.

<b>EAST BAY PARATRANSIT</b>			
<b>Performance Report for the SRAC</b>			
<b>Systemwide</b>			
	<b>FY 19/20</b>	<b>FY 20/21</b>	<b>Variance</b>
<b>Ridership Statistics</b>	<b>Jan - Mar</b>	<b>Jan - Mar</b>	
Total Passengers	152,314	43,737	-71.3%
ADA Passengers	130,880	37,222	-71.6%
% Companions	0.6%	0.9%	35.1%
% of Personal Care Assistants	13%	14%	4.5%
Average Passengers/ Weekday	2,173	602	-72.3%
Average Pass/ Weekend & Holidays	607	241	-60.3%
<b>Scheduling Statistics</b>			
% Rider Fault No Shows & Late Cancels	2.7%	3.1%	14.7%
% of Cancellations	24.3%	24.4%	0.4%
Go Backs/ Re-scheduled	2,250	932	-58.6%
<b>Effectiveness Indicators</b>			
Revenue Hours	91,869	39,733	-56.8%
Passengers/Revenue Vehicle Hour	1.66	1.10	-33.6%
ADA Passengers per RVHr.	1.42	0.94	-34.2%
Average Trip Length (miles)	9.8	13.9	41.8%
Average Ride Duration (minutes)	42.1	64.0	52.1%
Total Cost	\$10,113,678	\$5,932,050	-41.3%
Total Cost per Passenger	\$66.40	\$135.63	104.3%
Total Cost per ADA Passenger	\$77.27	\$159.37	106.2%
<b>On Time Performance</b>			
Percent on-time	90.2%	99.5%	10.3%
Percent 1-20 minutes past window	7.7%	0.5%	-93.9%
% of trips 21-59 minutes past window	2.1%	0.0%	-98.2%
% of trips 60 minutes past window	0.11%	0.01%	-90.8%
<b>Customer Service</b>			
Total Complaints	463	109	-76.5%
Timeliness	137	18	-86.9%
Driver Complaints	179	67	-62.6%
Equipment / Vehicle	9	4	-55.6%
Scheduling and Other Provider Complaints	25	7	-72.0%
Broker Complaints	113	13	-88.5%
Commendations	230	71	-69.1%
Ave. wait time in Queue for reservation	1.5	1.5	-2.0%
<b>Safety &amp; Maintenance</b>			
Total accidents per 100,000 miles	2.49	5.54	122.5%
Roadcalls per 100,000 miles	2.61	2.19	-16.0%
<b>Eligibility Statistics</b>			
Total ADA Riders on Data Base	14,875	11,838	-20.4%
Total Certification Determinations	866	329	-62.0%
Initial Denials	21	-	-100.0%
Denials Reversed	-	-	0.0%



**Measure J Countywide Transportation for Seniors and  
 People with Disabilities Program  
 Program 15 Fiscal Year 2021-2022**

Date	5/26/2021
------	-----------

Claimant Information	
Agency	East Bay Paratransit, on behalf of AC Transit and BART
Contact Person and Title	Mallory Nestor-Brush, Accessible Services Mgr, AC Transit Laura Timothy, Manager of Access & Accessibility, BART
Mailing Address	1750 Broadway, Oakland, CA 94612
Telephone No.	510-287-5000
E-Mail Address	mnestor@actransit.org; Ltimoth@bart.gov

For Internal Use Only	
Received	
Modifications Requested	
Revised Submission	
Subcommittee Reviewed	





**1. Describe your Measure J funded paratransit programs efforts since the COVID-19 Crisis (March 2020 to present).**

East Bay Paratransit (EBP) was established by AC Transit and BART to jointly provide paratransit services mandated by the Americans with Disabilities Act (ADA) throughout the service areas of the two transit agencies. EBP provides ADA paratransit service for people who are prevented from using accessible AC Transit buses or BART trains because of a disability or a disabling health condition.

EBP has continued to provide paratransit service throughout the pandemic. Trips in FY19-20 were only 75% of the number of trips from FY18-19, and trips for FY20-21 are projected to be only 26% of the number of trips from FY18-19.

**2. Which of the programs you listed in your 2019 claim form do you still provide?**

East Bay Paratransit continues to provide ADA paratransit service throughout the area covered by AC Transit and BART. East Bay Paratransit consists of a centralized paratransit Broker, currently TransDev, who is responsible for certification, reservations, scheduling, call center activities, reporting, and contracting with and monitoring of the three service providers. The Broker continues to provide all paratransit-related services with the exception of in-person eligibility certification, which was put on hold throughout the pandemic.

In addition, EBP is still engaged in preliminary discussions about incorporating fare tickets into the Clipper system, providing a paperless option for fare collection, and the possibility of including Technology Network Companies (TNC's) into its service model.

**3. What programs are on hiatus due to COVID-19 related limitations?**

All aspects of EBP's paratransit service have continued throughout the pandemic with the exception of in-person assessments for ADA eligibility certification. Passengers are filling out remote applications and the Broker is granting temporary eligibility to all passengers whose eligibility was about to expire.



**4. Describe how your paratransit program has changed and/or adapted to the Covid crisis (March 2020 onward).**

East Bay Paratransit has implemented social distancing by ensuring that only one passenger is on the bus at a time. EBP also purchased personal protective equipment for the Broker and the service providers, including barriers for the office work spaces.

East Bay Paratransit keeps an inventory of face shields, disinfectant wipes, surgical and N95 masks, hand sanitizer, and gloves. These items are provided free of charge to the Broker and the three service providers.

In April 2020, fare collection was suspended. Fare collection resumed on October 19, 2020.

**5. What additional programs do you offer clients as a result of COVID-19 transportation related issues (include number of trips, meals delivered, etc.)?**

- a. Meal Delivery
- b. Trips to COVID Testing sites
- c. Trips to COVID Vaccination site
- d. Other (explain)

a. Meal Delivery - East Bay Paratransit partnered with Meals on Wheels, Oakland Housing Authority, Alameda County Deliveries, and Spectrum to deliver meals to those sheltering-in-place during the pandemic starting in April 2020 through January 2021. During this time period, EBP delivered 124,500 meals, which cost a total of \$1.6 million.

c. Trips to COVID Vaccination sites - EBP worked in conjunction with the vaccination clinic at the Oakland Coliseum to make available free trips to any eligible passenger with a confirmed appointment.



6. Will your claim be used, entirely or in part, to operate a vehicle that provides service to seniors and/or persons with a disability? If so, please provide a brief explanation.

East Bay Paratransit will use the Measure J funds entirely to operate vehicles that provide ADA paratransit service for people who are prevented from using accessible AC Transit buses or BART trains because of a disability or a disabling health condition.

I \_\_\_\_\_ declare that the information provided in this form is true and accurate to the best of my knowledge. I certify that all Measure J, Program 15 requirements are fulfilled as required by the Countywide Transportation for Seniors and People with Disabilities Program for the Fiscal Year 2021-2022.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title