
East Bay Paratransit

1750 Broadway

Oakland, CA 94612

East Bay Paratransit Access Committee (EBPAC) Meeting

12:30 pm to 2:30 pm

Tuesday, July 7, 2026

**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=LaUqaG9Q0e6hCjrmeZmCByVtziB7re.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:

Anthony Lewis

Mary Seib

Sharon Montgomery

Yvonne Dunbar

Deborah Strych

Michelle Rousey

Shawn Fong

Letitia Tumaneng

Roland Wong

Warren Cushman

East Bay Paratransit

1750 Broadway

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 public members to comment on items, not on the agenda. No response from staff, other than 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 the EBPAC Minutes from March 03, 2026, and May 05, 2026 (Attachments 1 & 2)	1:00 pm
5.	Broker's Report by Francisco Acosta (Attachment 3)	1:15 pm
6.	Drivers of the Month by Brandon Chan (Attachment 4)	1:30 pm
7.	EBP New Vehicle Striping & Interior Layout by Brian Thomas (Attachment 5)	1:45 pm
8.	One Seat Ride project update by Kevin McDonald (Attachment 6)	2:00 pm
9.	Travel Training Program Report by Kim Ridgeway	2:15 pm
10.	Member Information Exchange	2:20 pm
11.	Next EBPAC Meeting Tuesday, September 1, 2026	2:25 pm
12.	EBPAC Adjournment	2:30 pm

Please do not wear scented products, so that 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 when the item is 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 via Zoom) or by the last four digits of your phone number (if by phone). 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 accommodations 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.

**Hybrid Meeting of the
East Bay Paratransit Access Committee (EBPAC)
March 3, 2026**

1. CALL TO ORDER

The meeting came to order at 12:30 p.m.

**2. ROLL CALL and Introduction of Members Present and Guests
EBPAC members Present:**

Warren Cushman	Yvonne Dunbar	Shawn Fong
Anthony Lewis	Sharon Montgomery	Michelle Rousey
Mary Seib	Deborah Strych	Letitia Tumaneng
Roland Wong		

EBPAC Members Absent:

Yvonne Dunbar (excused) Sharon Montgomery
Mary Seib (excused) Letitia Tumaneng

Staff:

Ryan Greene-Roesel, Accessible Services Manager – BART
Kevin McDonald, Manager of Access Programs – BART
Mallory Nestor-Brush, Accessible Services Manager – AC Transit
David Wilkins, Director of Regulatory Programs – AC Transit
Kim Ridgeway, Accessible Services – AC Transit
Julieann Siu, Operations Manager – Broker/Transdev
Francisco Acosta, Quality Assurance Manager- Broker/Transdev
Brandon Chan, IT Systems Admin – Broker/Transdev
Rad Chihaby, IT Systems -Broker/Transdev
Brian Thomas, Compliance Officer – Broker/Transdev
Lisa Cappellari, PCO – Consortium, Paratransit, Inc.
Alicia Garcia, PCO – Consortium, Paratransit, Inc.
Ana Cisneros, PCO – Consortium, Paratransit, Inc.

Guests:

Anthony Silva, AC Transit Board of Directors
Diane Shaw, President, AC Transit Board of Directors
Murphy McCalley, Vice President, AC Transit Board of Directors
Naomi Armenta, Nelson/Nygaard
Alex Gray, Nelson/Nygaard
Gary Gleason, Consultant
Lucky Maxwell – Center for Independent Living
Mark Weinstein – AP3 Transportation
Mallory Nestor Brush introduced David Wilkins, Director of Regulatory Programs, AC

Transit Board of Directors, Murphy McCalley, and Anthony Silva, the newest member of the AC Transit Board of Directors.

3. Zoom Meeting Introduction and Expectations

Lisa Cappellari reviewed the Zoom meeting rules and expectations.

4. Public Comments:

None.

5. Approval of EBPAC Minutes from January 6, 2026

Motion: Shawn Fong moved to approve the minutes. Anthony Lewis seconded the motion.

Ayes – 6

Nays – 0

Abstentions – 0

Absent – 4

Yvonne Dunbar, Sharon Montgomery, Letitia Tumaneng, Mary Seib

6. East Bay Paratransit Emergency Preparedness Program

Gary Gleason reported on, and received comments and questions about, the East Bay Paratransit Emergency Preparedness Program, annual training, and the after-action report.

7. Brokers Report.

Julieann Sui, Operations Manager, provided an update, received comments and questions on the most recent Broker report on the FY 25/26 period compared to the FY 24/25, and provided updates on the new fleet of vehicles and the new software and phone system implementations.

8. Drivers of the Month Program 2026

Brandon Chan, IT, reported on the Drivers of the Month Program, which highlights and recognizes the excellence of EBP drivers.

9. East Bay Paratransit Software Replacement Project Update.

Kevin McDonald, Manager of Access Programs – BART, provided an update and received comments and questions about the software replacement project.

10. Measure BB Application

Mallory Nestor Brush, Accessible Services Manager at AC Transit, reported on the FY26-27 Measure BB application and received comments and questions.

11. Member/Staff Information Exchange & Announcements

Warren Cushman reminded everyone to pay attention to Bay Area Connect, an effort to raise funds for public transportation, including AC Transit and BART.

Shawn Fong reported that the City of Fremont submitted an application for Cycle 5 funding for the Access for All program's Ride On Tri-City wheelchair-accessible, on-demand, same-day ride program.

Michelle Rousey announced that the Aging & Disability, DACLAC, and ADRC Advisory Committee meetings are statewide, not just local, and they meet three times a year to advise on community integration, living, policy, and long-term services for seniors and people with disabilities. Michelle also reported that the Contra Costa Transportation Authority (CCTA) has reorganized the Paratransit Coordinating Council (PCC) into a new body called the Accessibility Advisory Committee (AAC). Both BART and AC Transit have seats on that committee, as does Michelle Rousey. The goal of the AAC is to implement the county's strategic plan for accessible transportation.

12. Future Agenda Items & Next EBPAC Meeting Date

The next EBPAC meeting is scheduled for Tuesday, May 5, 2026, at 12:30 p.m. It will be a hybrid meeting.

13. EBPAC Adjournment

The meeting adjourned at 2:25 pm

**Hybrid Meeting of the
East Bay Paratransit Access Committee (EBPAC)
May 5, 2026**

1. CALL TO ORDER

The meeting came to order at 12:30 p.m.

**2. ROLL CALL and Introduction of Members Present and Guests
EBPAC members Present:**

Anthony Lewis	Deborah Strych	Letitia Tumaneng
Mary Seib	Michelle Rousey	Roland Wong
Sharon Montgomery	Shawn Fong	Warren Cushman
Yvonne Dunbar		

EBPAC Members Absent:

Anthony Lewis, Letitia Tumaneng, Mary Seib (excused), Sharon Montgomery, Shawn Fong (excused), Yvonne Dunbar (excused)

Staff:

Ryan Greene-Roesel, Accessible Services Manager – BART
Kevin McDonald, Manager of Access Programs – BART
Mallory Nestor-Brush, Accessible Services Manager – AC Transit
David Wilkins, Director of Regulatory Programs – AC Transit
Kim Ridgeway, Accessible Services – AC Transit
Jon Huynh, General Manager – Broker/Transdev
Julieann Siu, Operations Manager – Broker/Transdev
Francisco Acosta, Quality Assurance Manager- Broker/Transdev
Brandon Chan, IT Systems Admin – Broker/Transdev
Brian Thomas, Compliance Officer – Broker/Transdev
Lisa Cappellari, PCO – Consortium, Paratransit, Inc.
Alicia Garcia, PCO – Consortium, Paratransit, Inc.
Ana Cisneros, PCO – Consortium, Paratransit, Inc.

Guests:

Anthony Silva, AC Transit Board of Directors
Diane Shaw, President, AC Transit Board of Directors
Murphy McCalley, Vice President, AC Transit Board of Directors
Naomi Armenta, Nelson/Nygaard
Sam Ergina Nelson/Nygaard
Sandeepa Nayak, Kha Creation (website)
Lucky Maxwell – Center for Independent Living
Mark Weinstein – AP3 Transportation

3. Zoom Meeting Introduction and Expectations

Lisa Cappellari reviewed the Zoom meeting rules and expectations.

4. Public Comments:

None.

5. EBPAC Minutes from March 3, 2026 – Not approved because quorum was not met.

Motion:

Ayes –

Nays –

Abstentions –

Absent – 6

Anthony Lewis, Letitia Tumaneng, Mary Seib (excused), Sharon Montgomery, Shawn Fong (excused), Yvonne Dunbar (excused)

6. East Bay Paratransit Website

Sandeepa Kha reported on the East Bay Paratransit Website Update and received comments and questions regarding the website replacement project.

7. Brokers Report.

Julieann Sui, Operations Manager, provided an update on the most recent Broker report covering the FY 25/26 period compared with FY 24/25, received comments and questions, and provided updates on the new fleet of vehicles and the new software and phone system implementations.

8. Drivers of the Month Program 2026

Brandon Chan, IT, reported on the Drivers of the Month Program, which highlights and recognizes the excellence of EBP drivers.

9. EBPAC Members' Recruitment & Attendance

Lisa Cappellari reported and received comments and questions regarding the open vacancies on the committee. A flyer and information on how to apply to become a member were provided.

10. East Bay Paratransit Software Replacement Project Update.

Kevin McDonald, Manager of Access Programs – BART, provided an update and received comments and questions about the software replacement project.

11. Member/Staff Information Exchange & Announcements.

Member Rousey announced the meeting date and time with the Interagency Equity Advisory Committee (EAC), Caltrans (CTC), and the California State Transportation Agency (CalSTA). The meeting is on May 13th and will be held virtually or in person in San Jose, CA. The Disability and Aging Community Living Advisory Committee, a statewide subcommittee, meets on Tuesday, June 4, 2026, at 4 p.m. to work on policy and other aspects of the Master Plan on Aging.

Member Roland Wong announced that the Accessibility Task Force, known as BATF, also has 3 open positions on its committee.

Kevin McDonald provided an update on East Bay Paratransit, BART, and AC Transit, which collectively receive Measure B and Alameda County Measure BB funds for the East Bay Paratransit program. This is an annual approval process. The Alameda County Transportation Commission annually submits the paratransit program plan to the committee for adoption and approval. The proposal was submitted and unanimously accepted, so EBP will receive its share of Alameda County funds this year.

12. Future Agenda Items & Next EBPAC Meeting Date

The next EBPAC meeting is scheduled for Tuesday, July 07, 2026, at 12:30 p.m. It will be a hybrid meeting.

13. EBPAC Adjournment

The meeting adjourned at 2:06 pm

EAST BAY PARATRANSIT
Performance Report for the EBPAAC
Systemwide

	FY 24/25	FY 25/26	Variance
Ridership Statistics	Jul'24-Apr'25	Jul'25-Apr'26	
Total Passengers	430,628	434,566	0.9%
ADA Passengers	367,591	369,241	0.4%
% Companions	0.8%	0.8%	-2.1%
% of Personal Care Assistants	14%	14%	3.0%
Average Passengers/ Weekday	36,875	37,134	0.7%
Average Pass/ Weekend & Holidays	6,188	6,323	2.2%

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	1.3%	1.4%	2.7%
% of Cancellations	19.1%	19.3%	1.2%
Go Backs/ Re-scheduled	4,913	4,066	-17.2%

Effectiveness Indicators

Revenue Hours	302,698	301,238	-0.5%
Passengers/Revenue Vehicle Hour	1.42	1.44	1.4%
ADA Passengers per RVHr.	1.21	1.23	0.9%
Average Trip Length (miles)	11.56	11.43	-1.2%
Average Ride Duration (minutes)	49.4	48.9	-0.9%
Total Cost	\$52,022,561	\$58,506,096	12.5%
Total Cost per Passenger	\$120.81	\$134.63	11.4%
Total Cost per ADA Passenger	\$141.52	\$158.45	12.0%

On Time Performance

Percent on-time	94.8%	94.7%	0.0%
Percent 1-20 minutes past window	4.28%	4.42%	3.2%
% of trips 21-59 minutes past window	0.90%	0.79%	-11.9%
% of trips 60 minutes past window	0.05%	0.06%	15.7%

Customer Service

Total Complaints	1,329	1,174	-11.7%
Timeliness	291	289	-0.7%
Driver Complaints	600	534	-11.0%
Equipment / Vehicle	26	13	-50.0%
Scheduling and Other Provider Complaints	92	56	-39.1%
Broker Complaints	320	282	-11.9%
Complaints per Revenue Passenger	0.4%	0.3%	-18.4%
Commendations	707	564	-20.2%
Commendations per Revenue Passenger	0.2%	0.2%	-26.3%
Avg. wait time in Queue for reservation (min)	1:34	1:02	-33.3%

Safety & Maintenance

Total accidents per 100,000 revenue miles	3.48	3.86	10.9%
Roadcalls per 100,000 total miles	2.45	2.55	4.3%

Eligibility Statistics

Total ADA Riders on Data Base	12,138	11,146	-8.2%
Total Certification Determinations	2,962	2,538	-14.3%
Initial Denials	26	38	46.2%
Denials Reversed	2	2	0.0%

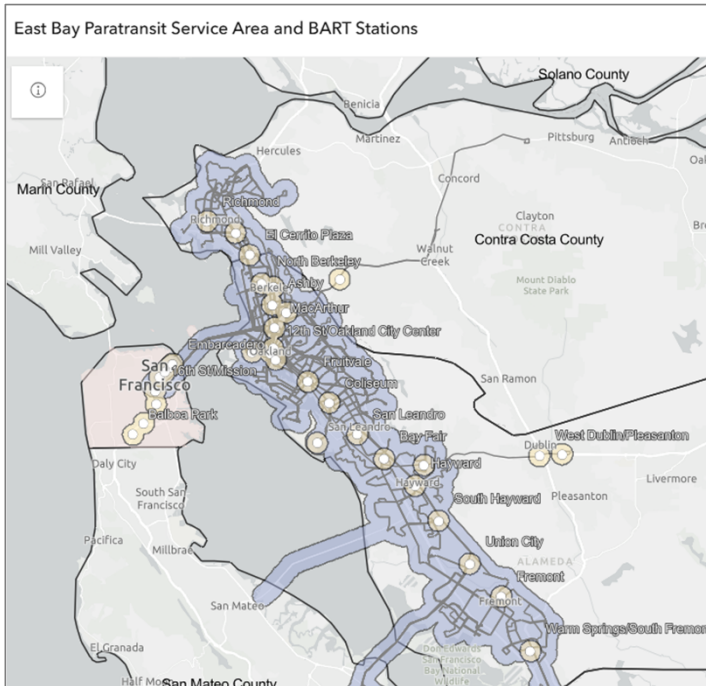
MTC One Seat
Ride Pilot Project
between East Bay
Paratransit (EBP)
and Santa Clara
VTA

EBPAC
July 7, 2026

Traditional ADA Paratransit Service

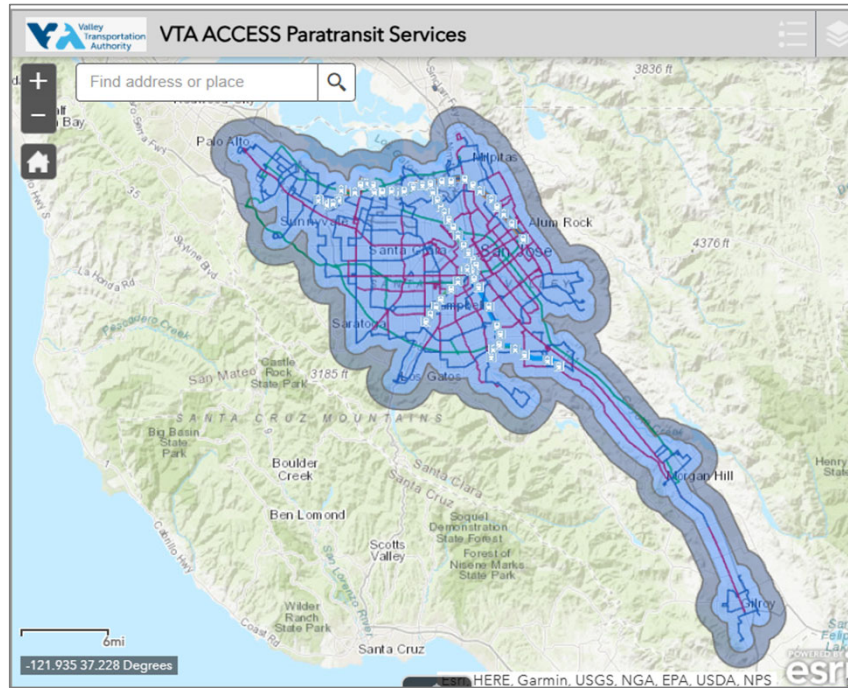
East Bay Paratransit

Pinole - Fremont - San Francisco



VTA Paratransit

Milpitas - Palo Alto - Gilroy



Proposed Pilot Scope

- ▶ **Roles:** Agencies serve trips that originate in their respective service areas.
- ▶ **Service area:**
 - ▶ EBPC: Fremont, Hayward, Newark, Union City
 - ▶ VTA: Milpitas, San Jose, Campbell
- ▶ **Timeframe:** Proposed start **September 1, 2026** for one year
- ▶ **Service hours:** Still TBD
- ▶ **Fare:** Each agency will collect a \$10 fare.
- ▶ **Cost sharing & funding:** No agency cost sharing. MTC to provide up-front subsidy to cover agency costs.

Riders Goal: Deliver a convenient regional paratransit service with reduced transfers that is accessible, reliable and gets people where they need to go

Obectives:

- ▶ Reduce paratransit transfers and travel time
- ▶ Maintain current service performance and satisfaction
- ▶ Enhance regional paratransit accessibility

Metrics:

- ▶ Number of transfers
- ▶ Average travel time
- ▶ On-Time performance
- ▶ Rider satisfaction
- ▶ Total regional paratransit trips (OSR's)
- ▶ Total trips by existing/new riders
- ▶ Total trips by origin and destination

Agency Goal: Deliver regional paratransit service with operational and administrative efficiency

Objectives:

- ▶ Minimize additional operating costs
- ▶ Maximize vehicle occupancy and reduce deadhead
- ▶ Reduce operating cost per passenger

Metrics:

- ▶ Total operating and administrative cost of OSR trips
- ▶ Cost per revenue mile and hour
- ▶ Average vehicle occupancy
- ▶ Late, no-show and cancellation rates
- ▶ Pax per revenue mile/hour
- ▶ Deadhead percent by mile/hour
- ▶ Cost per pax/mile/hour

Next Steps

- ▶ Finalize pilot proposal
- ▶ Work with OCR to determine Title VI analysis timing, if necessary
- ▶ Import maps and fare
- ▶ Communicate with existing riders

The background features a large, solid blue area on the left side. On the right side, there is a complex arrangement of overlapping, semi-transparent green and light blue geometric shapes, including triangles and polygons, creating a layered, abstract effect. The overall composition is clean and modern.

Thank you