East Bay Paratransit

1750 Broadway

Oakland, CA 94612

East Bay Paratransit Access Committee (EBPAC) Meeting
12:30 pm to 2:30 pm
Tuesday, November 03, 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=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:

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

	TOPIC	**TIME**
1.	Introduction of individuals present: • 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 September 01, 2026. (Attachment 1)	1:00 pm
5.	Broker's Report by Robert Stephens (Attachment 2)	1:10 pm
6.	Drivers of the Month by Brian Thomas (Attachment 3)	1:40 pm
7.	East Bay Paratransit One Seat Ride Pilot Project Status Update by Kevin McDonald (Attachment 4)	1:50 pm
8.	EBPAC Recruitment & Attendance by Lisa Cappellari (Attachment 5)	2:10 pm
9.	Member Information Exchange	2:20 pm
10.	Next EBPAC Meeting Tuesday, January 5, 2026	2:25 pm
11.	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)
September 01, 2026

1. CALL TO ORDER

The meeting began 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:

3. Sharon Montgomery, Yvonne Dunbar (excused), Ronald Wong (excused)

Staff:

Ryan Greene-Roesel, Accessible Services Manager – BART
Kevin McDonald, Manager of Access Programs – BART
Kim Ridgeway, Accessible Services – AC Transit
Robert Stephens, Manager – Broker/Transdev
Julieann Siu, Assistant 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:

Diane Shaw, President, AC Transit Board of Directors
Murphy McCalley, Vice President, AC Transit Board of Directors
David Berman, AC Transit
Stephen Jones, AC Transit
Drennen Shelton
Gabino Arredondo
Laura Corona, - AP3 Transportation
Mario Nicolas - Nelson/Nygaard
Lucky Maxwell – Center for Independent Living
Sheela Gunn – Center for Independent Living
Michai Freeman
Mark Weinstein – AP3 Transportation

Christina Roma
Linda B.

4. Zoom Meeting Introduction and Expectations

Lisa Cappellari reviewed the Zoom meeting rules and expectations.

5. Public Comments:

None.

6. EBPAC Minutes from September 1, 2026.

Motion: To approve, Warren Cushman, seconded by Mary Seib.
Ayes – 7
Nays – 0
Abstentions – 0
Absent – 3
Sharon Montgomery, Yvonne Dunbar (excused), Ronald Wong (excused)

7. Contingency Service Plan by AC Transit Planning and External Affairs Departments.

Stephen Jones, Director of Legislative Affairs and Community Relations at AC Transit, and his colleague David Berman outlined AC Transit's contingency plan from its Planning and External Affairs Departments. Stephen and David received questions and comments.

8. Brokers Report.

Robert Stephens, Manager – Broker/Transdev, provided an update on the most recent Broker report covering FY 25/26 compared with FY 24/25, and updates on the new fleet of vehicles, software, and phone system implementations. Training and Safety Updates. Robert received comments and questions.

9. Drivers of the Month Program 2026

Brandon Chan, IT Manager – Broker/Transdev, reported on the Drivers of the Month Program, which highlights and recognizes EBP drivers' excellence.

10. One Seat Ride Project Update.

Kevin McDonald, Manager of Access Programs – BART, presented an update on the MTC One Seat Ride Pilot Program and took questions and comments.

11. Member/Staff Information Exchange & Announcements.

Michelle Rousey: The Disability and Asian Community Living Advisory Committee is a statewide group focused on independent living, social services, transportation, housing, and supports. It has subcommittees, including a transportation subcommittee co-chaired by Warren Cushman and herself, that meets monthly on the second Tuesday at 4 p.m. virtually, with open participation. Receives updates on transportation issues, presents to groups like the EAC, and collaborates on the aging master plan.

12. Future Agenda Items & Next EBPAC Meeting Date

The next EBPAC meeting is scheduled for Tuesday, November 3, 2026, at 12:30 p.m. It will be a hybrid meeting.

13. EBPAC Adjournment

The meeting adjourned at 2:14 pm



East Bay Paratransit

NOVEMBER 3, 2026
EAST BAY PARATRANSIT ACCESS COMMITTEE (EBPAC) MEETING BROKER REPORT

transdev
the mobility company

AGENDA

- Organizational Updates
- Safety and Training Initiatives
- Fleet Updates
- Performance Report



transdev
the mobility company

Organizational Updates



- Focus on the Performance and the Customer Experience
- Approach is Threefold – Engage Customers, Collaborate with Operations, Communicate Changes and Expected Outcomes
- Continue to Improve Vehicle availability in the Service Area

Training and Safety Updates



- Support the Provider with Training and Resources
- Quarterly Safety Meeting – Topical & Interactive
- Assault Awareness and Prevention for Transit Operators – National Transit Institute
- Disability Awareness and Sensitivity Training – Staff Directed train the trainer
- PASS – Passenger Assistance Safety and Sensitivity – Provider level requirement
- New Driver Training – every Tuesday



Fleet Updates

- Replacement vehicles are all in place and in revenue service.
- Updating Provider Replacement and Procurement Schedules
- Fleet will begin incorporating Ford Transit vans.
- Working with service providers to ensure we have the right vehicle type for the service
- The new vehicle decal design has been approved and deployment across all fleets completed.

EAST BAY PARATRANSIT

Performance Report for the EBPAC

Systemwide

	FY 25/26	FY 26/27		Variance
Ridership Statistics	**Jul-Sep**	**Jul-Sep**		
Total Passengers	135,744	130,763		-3.7%
ADA Passengers	114,322	109,935		-3.8%
% Companions	0.93%	0.76%		-18.1%
% of Personal Care Assistants	14.86%	15.17%		2.1%
Average Passengers/ Weekday	1,822	1,758		-3.5%
Average Pass/ Weekend & Holidays	684	653		-4.5%
Scheduling Statistics				
% Rider Fault No Shows & Late Cancels	1.3%	1.9%		41.3%
% of Cancellations	19.2%	20.9%		8.7%
Go Backs/ Re-scheduled	1,389	1,010		-27.3%
Effectiveness Indicators				
Revenue Hours	91,911	92,407		0.5%
Passengers/Revenue Vehicle Hour	1.48	1.42		-4.2%
ADA Passengers per RVHr.	1.24	1.19		-4.4%
Average Trip Length (miles)	11.37	12.03		5.8%
Average Ride Duration (minutes)	48.2	50.4		4.6%
Total Cost	$17,640,558	$19,480,095		10.4%
Total Cost per Passenger	$129.95	$148.97		14.6%
Total Cost per ADA Passenger	$154.31	$177.20		14.8%

EAST BAY PARATRANSIT
Performance Report for the EBPAC
Systemwide

Ridership Statistics	FY 25/26 Jul-Sep	FY 26/27 Jul-Sep	Variance
On Time Performance			
Percent on-time	95.1%	90.8%	-4.5%
Percent 1-20 minutes past window	4.1%	7.5%	83.2%
% of trips 21-59 minutes past window	0.8%	1.8%	134.5%
% of trips 60 minutes past window	0.05%	0.17%	270.2%
Customer Service			
Total Complaints	400	271	-32.3%
Timeliness	109	82	-24.8%
Driver Complaints	191	116	-39.3%
Equipment / Vehicle	6	8	33.3%
Scheduling and Other Provider Complaints	22	11	-50.0%
Broker Complaints	72	54	-25.0%
Complaints per Revenue Passenger	0.37%	0.25%	-33.3%
Commendations	229	120	-47.6%
Commendations per Revenue Passenger	0.21%	0.11%	-48.4%
Avg. wait time in Queue for reservation (min)	0:51	1:00	19.0%
Safety & Maintenance			
Total accidents per 100,000 miles	6.92	3.48	-49.7%
Roadcalls per 100,000 miles	2.58	2.93	13.2%
Eligibility Statistics			
Total ADA Riders on Data Base	12,111	11,594	-4.3%
Total Certification Determinations	933	560	-40.0%
Initial Denials	10	5	-50.0%
Denials Reversed	-	-	-





THANK YOU

- EBP LEADERSHIP TEAM

East Bay Paratransit: Driver of the Month Program 2026



Chance to identify and recognize excellence within driver ranks

Candidates are nominated (and vetted) by looking at several criteria

- ✓ Accident/Incident Free
- ✓ No complaints
- ✓ Commendations
- ✓ Good Attendance
- ✓ Skill Level, Communication and Cooperation with Broker Staff



Selected Individuals Receive:

Certificate of Recognition

Driver of the Month lapel pin



Driver of the Month 2026



Malcolm Graves - RydeTrans (15 Years)



Driver of the Month 2026



Laura Guzman – MV Transportation (12 Years)



East Bay Paratransit





East Bay Paratransit One Seat Ride Pilot Project Status Update

For Information: East Bay Paratransit Access Committee

November 3, 2026

MTC Transformation Action Plan:

Improving Options for Older Adults and People With Disabilities

Regional Initiatives

Mobility Management

Designate in each county a Mobility Manager that serves as a single point of contact for riders needing transportation services and coordinates transportation agencies serving for older adults, people with disabilities and low-income populations.

One-seat Paratransit Rides



Pilot one-seat paratransit rides to enable eligible riders to travel to their destinations without having to change vehicles.

Standardizing Paratransit Eligibility Practices

Standardize ADA paratransit eligibility practices to improve consistency, quality, and uniformity of assessments and provide referrals to other services.

Improving Paratransit Service

Explore service improvements, policy changes, and technology enhancements to increase efficiencies and improve the paratransit customer experience.

One Seat Ride (OSR) Pilot Details

Roles:

- East Bay Paratransit (EBP) serves trips into Santa Clara County
- Santa Clara Valley Transportation Authority (VTA) serves trips into East Bay
- Metropolitan Transportation Commission (MTC) provides funding, coordination, and pilot evaluation

Rider Experience:

- Riders receive origin-to-destination service within the pilot area without a transfer
- Riders may opt for traditional transfer service

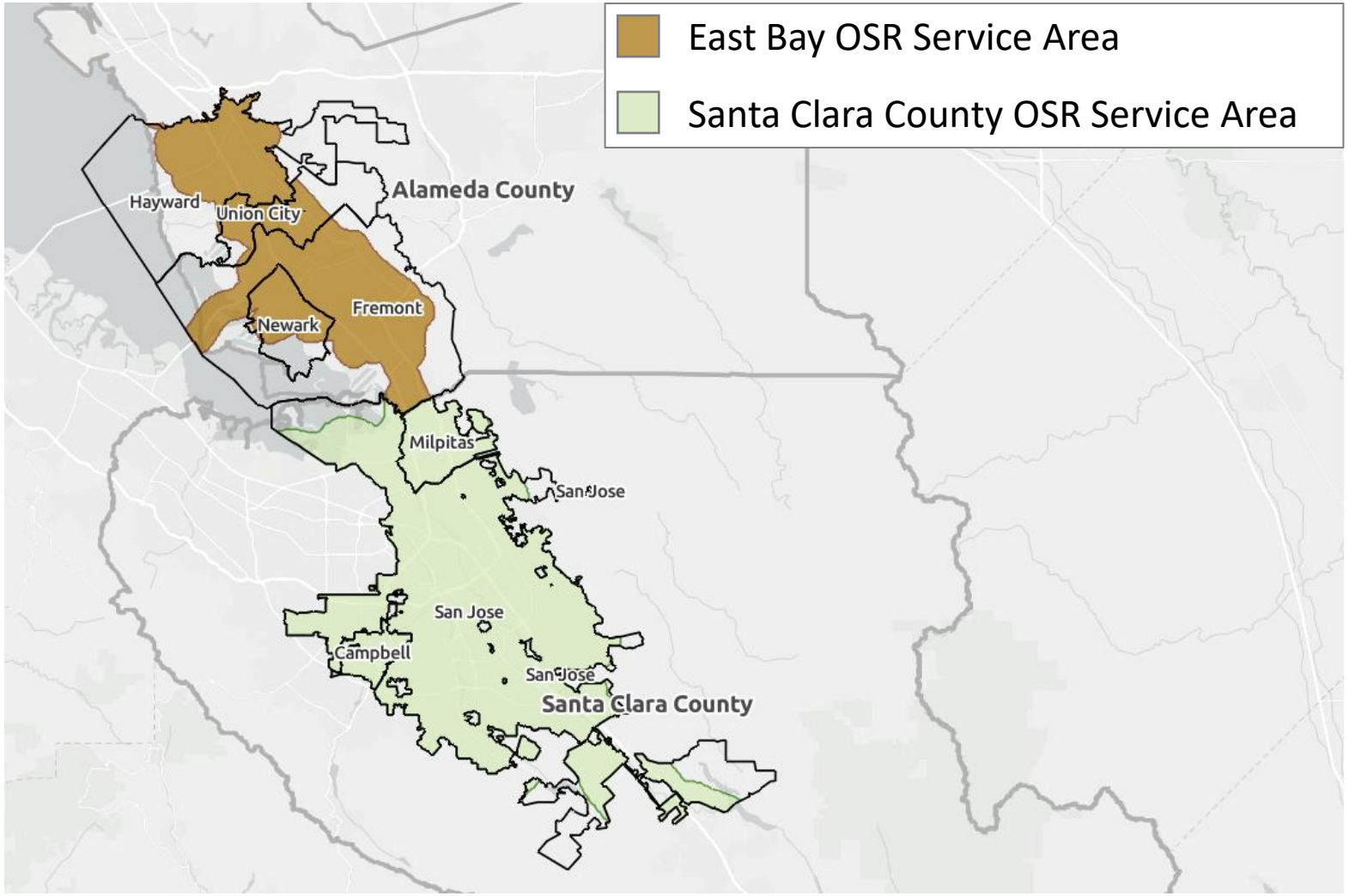
Timeline:

- Pilot service began October 1, 2026
- Up to one year in duration

One Seat Ride Pilot Service Area

- **In the East Bay**
  - Hayward
  - Union City
  - Newark
  - Fremont
- **In Santa Clara County**
  - Milpitas
  - San Jose
  - Campbell

Subject to change



EBP OSR Performance Metrics

Performance Metric	Value	
Number of Unique OSR Riders	3 riders	
Total OSR Trips Provided by EBP	18 trips	
OSR Trip Origins (# of pick-ups)	Fremont: Newark: Hayward: Union City:	17 trips 1 trip 0 0
OSR Trip Destinations (# of drop-offs)	San Jose: Milpitas: Campbell:	18 trips 0 0
Average OSR Trip Distance	26 miles	
Average OSR Trip Duration	64 minutes	
On-Time Performance (at pick-up)	100%	

Reporting period: October 1 - 21, 2026

The table above reports preliminary (unofficial) service data for One Seat Rides provided by EBP. Data does not include One Seat Rides provided by VTA.

Ongoing Actions

- Routine operational meetings between agencies.
- Data collection and reporting to MTC.
- Periodic service review and evaluation with MTC.
- Prior to conclusion of the pilot, the agencies and MTC will conduct a comprehensive analysis to assess the viability of a continued program.

Thank you.

EBPAC Recruitment & Attendance

EBPAC Meeting, November 3, 2026

East Bay Paratransit

EBPAC Charter

Purpose

- Advise staff on planning and policies to provide high quality paratransit services
- Advocate for safe, reliable, and responsive services in accordance with the ADA

EBPAC Bylaws

Responsibilities

- Attend 6 EPBAC meetings per year
- Communicate info about EBP to community
- Participate with staff in community education and outreach activities

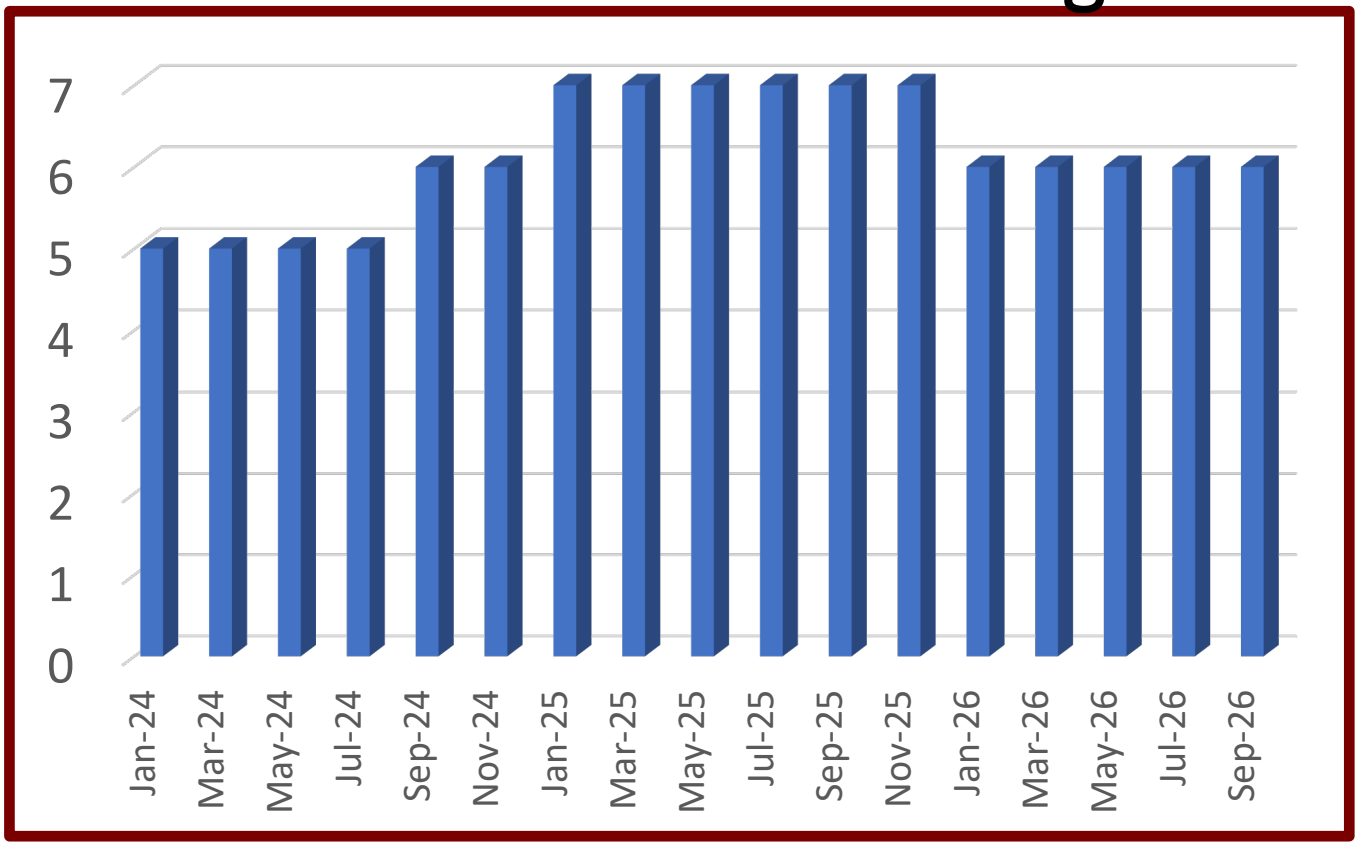
EBPAC Membership

- Membership isn't being fully represented in 2 key areas
  - Filling the vacant seats
  - Current members not attending meetings

East Bay Paratransit

EBPAC Membership

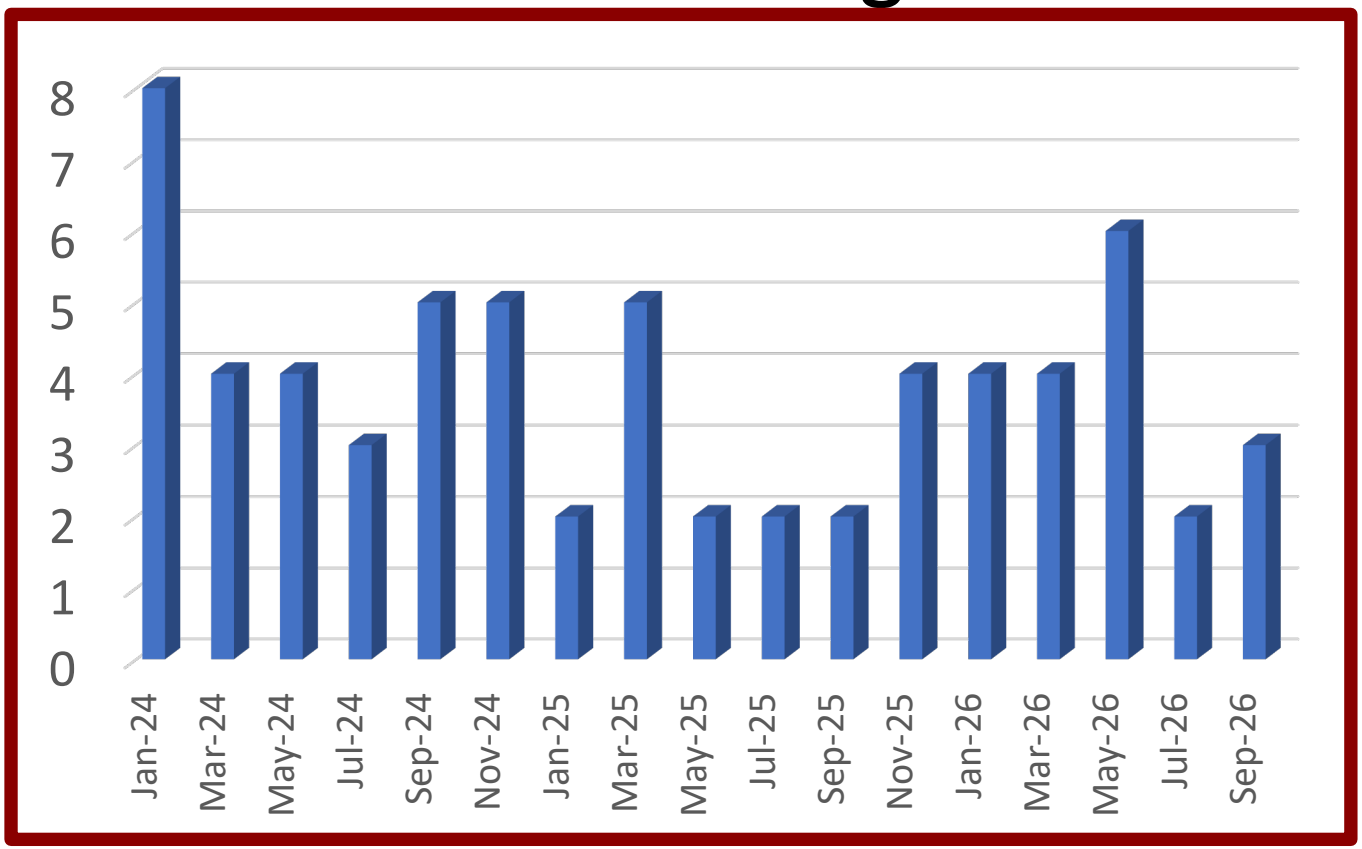
Vacancies out of 16 – average 38%



East Bay Paratransit

EBPAC Membership

Absences – average 38%



East Bay Paratransit

EBPAC MEMBERSHIP ROSTER

Name	Zonal Representatives (8)
Michelle Rousey	Zone 1 - Northern Alameda County - Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont
Sharon Montgomery	Zone 1 - Oakland
Mary Seib	Zone 2 - Castro Valley
Yvonne Dunbar	Zone 2 - San Lorenzo
Letitia Tumaneng	Zone 3 - Fremont
Vacant	Zone 3 - Southern Alameda County - Fremont, Newark, Union City
Deborah Strych	Zone 5 - Western Contra Costa County - El Cerrito, Richmond, San Pablo
Vacant	Zone 5 - Western Contra Costa County - El Cerrito, Richmond, San Pablo
Name	**Organizational Representatives (6)**
Warren Cushman	AC Transit General Manager's Access Committee (GMAC)
Roland Wong	BART Accessibility Task Force (BATF)
Anthony Lewis	Alameda CTC Paratransit Advisory & Planning Committee (PAPCO)
Vacant	CCTA Accessibility Advisory Committee (AAC)
Shawn Fong	Alameda County City Based Paratransit - City of Fremont
Vacant	Contra Costa County City Based Paratransit
Name	**Social Services Agency Representatives (2)**
Vacant	SSAR 1
Vacant	SSAR 2

Zone 1 - Northern Alameda County - Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont

Zone 2 - Central Alameda County - Castro Valley, Hayward, San Leandro, San Lorenzo

Zone 3 - Southern Alameda County - Fremont, Newark, Union City

Zone 5 - Western Contra Costa County - El Cerrito, Richmond, San Pablo

East Bay Paratransit





Join the Committee!

The East Bay Paratransit Access Committee (EBPAC) is seeking interested individuals to serve their community in advising East Bay Paratransit on best practices for service improvements and address the needs of riders.

Available Positions:

Southern Alameda County
Western Contra Costa County
Requirement: Must receive East Bay Paratransit services **AND** live in either Alameda or Contra Costa Counties.

Social Service Agency Representatives
Requirement: Agency must be within Alameda **OR** Contra Costa Counties.

Interested in applying?

Visit **eastbayparatransit.org**
or email the
Paratransit Coordinator
for more information at
ebpco@paratransit.org.

East Bay Paratransit

East Bay Paratransit

1750 Broadway
Oakland, CA 94612

APPLICATION FOR MEMBERSHIP
EAST BAY PARATRANSIT ACCESS COMMITTEE (EBPAC)

Please print in ink or type on this document or attach a separate sheet of paper.

I understand that I am obligated to be complete and truthful in providing information on this application. Please read the attached information sheet before completing this application. If you need help completing the application, or want to request this form in an accessible format, call 510-902-5999.

Name:		**Daytime Phone ( )**
Address:	**Apt.**	**Evening Phone ( )**
City:	**Zip**	**Email**

Answer each question as completely as possible.

1) The EBPAC meets on the first Tuesday of every other month. Regular meetings typically last 2 hours (from 12:30 p.m. to 2:30 p.m.) and are hybrid meetings in which you attend virtually or in person in Oakland, CA.

a. Do you have any restrictions preventing you from attending? ☐ No ☐ Yes
If yes, please explain.

_____
_____
_____

b. Do you have time to prepare for the meetings? If no, please explain.

_____
_____
_____

East Bay Paratransit

EBPAC Bylaws

Attendance

- Reported Absence: EBPAC member reports absence to coordinator before meeting
- Unreported Absence: EBPAC member does not inform coordinator about the absence
- EBPAC members shall lose their seat if they have 2 consecutive unreported absences. Coordinator will contact member before they lose their seat.

EBPAC

We need your assistance and support with attendance and recruitment.

What can you do?

- Volunteer to make phone calls to current EBPAC members who miss a lot of meetings.
- Reach out to people in your network who you think may be good candidates for EBPAC.
- Send colleagues and members of other committees you are on the recruitment flier and EBPAC application.