

EAST BAY PARATRANSIT ADA Paratransit Services



What Is East Bay Paratransit?



**East Bay
Paratransit**

AC Transit and BART formed a partnership in 1994 to provide ADA mandated paratransit service in their overlapping service areas.

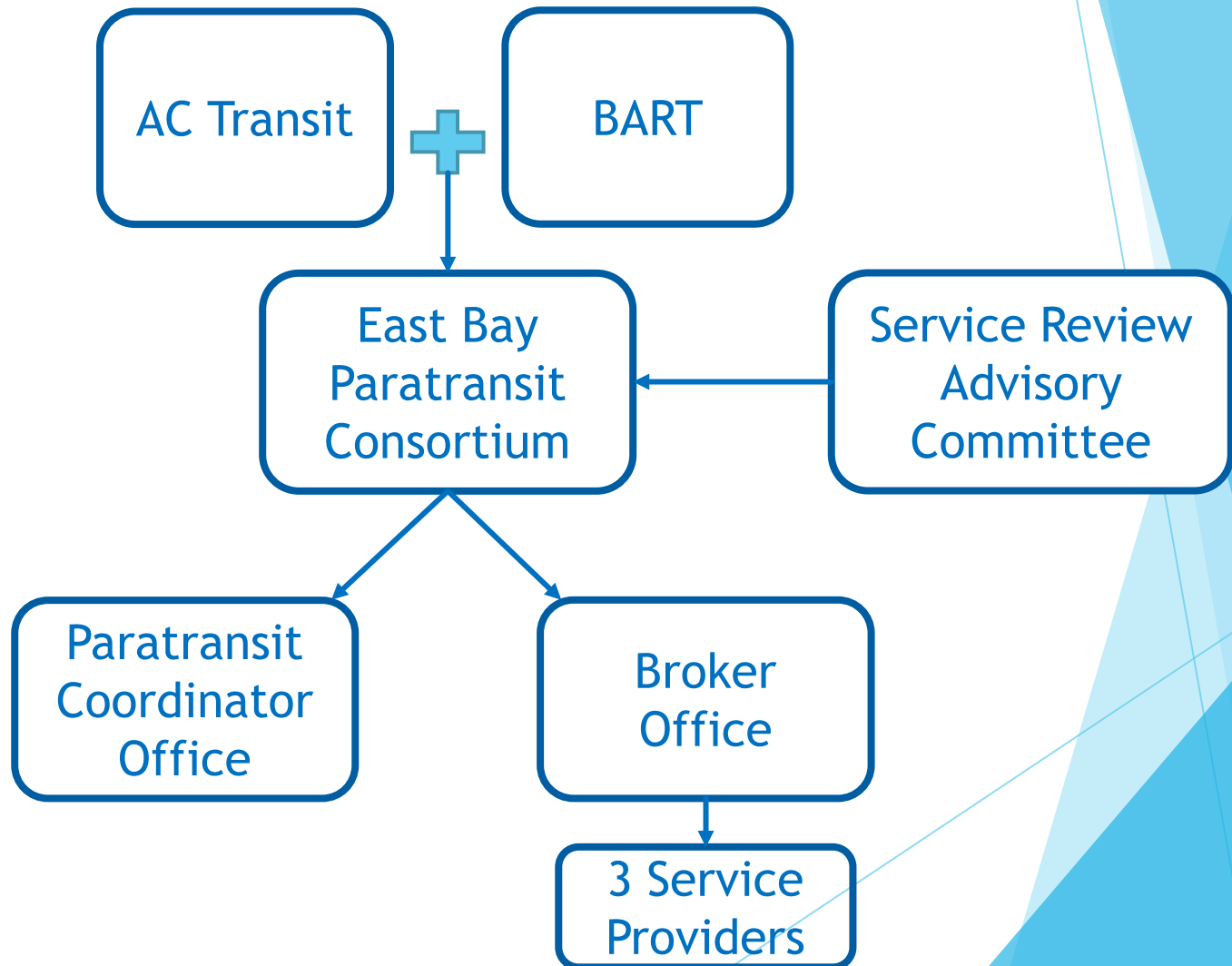
The two agencies share in policy development, management, costs and day-to-day administration.

ADA Paratransit Service

- ▶ Unfunded federal mandate
- ▶ Advanced reservations
- ▶ No trip priority
- ▶ Zero denials
- ▶ Curb-to-curb and door-to-door upon request
- ▶ Travel time comparable to fixed route including wait times and transfers
- ▶ Same service area and hours of operation as fixed route bus and BART
- ▶ Requires In Person Assessment (IPA) of eligibility

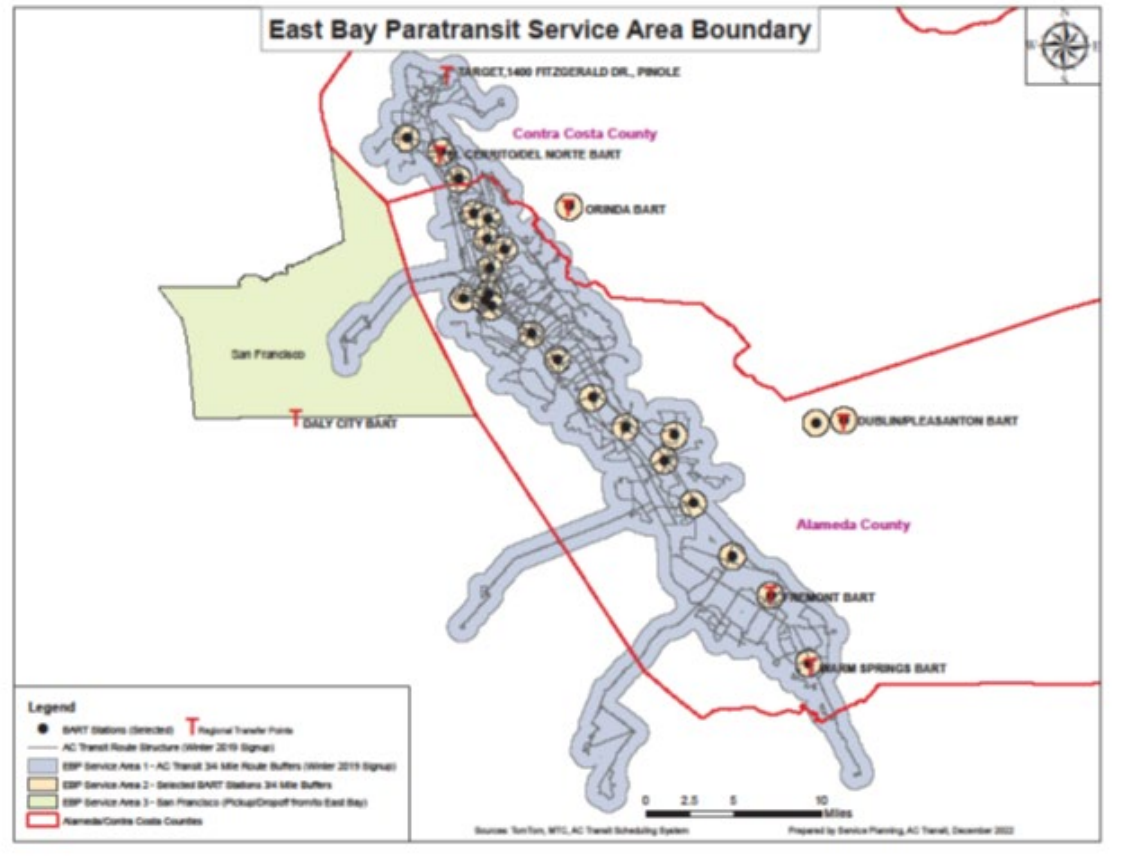


EBP Organization Chart

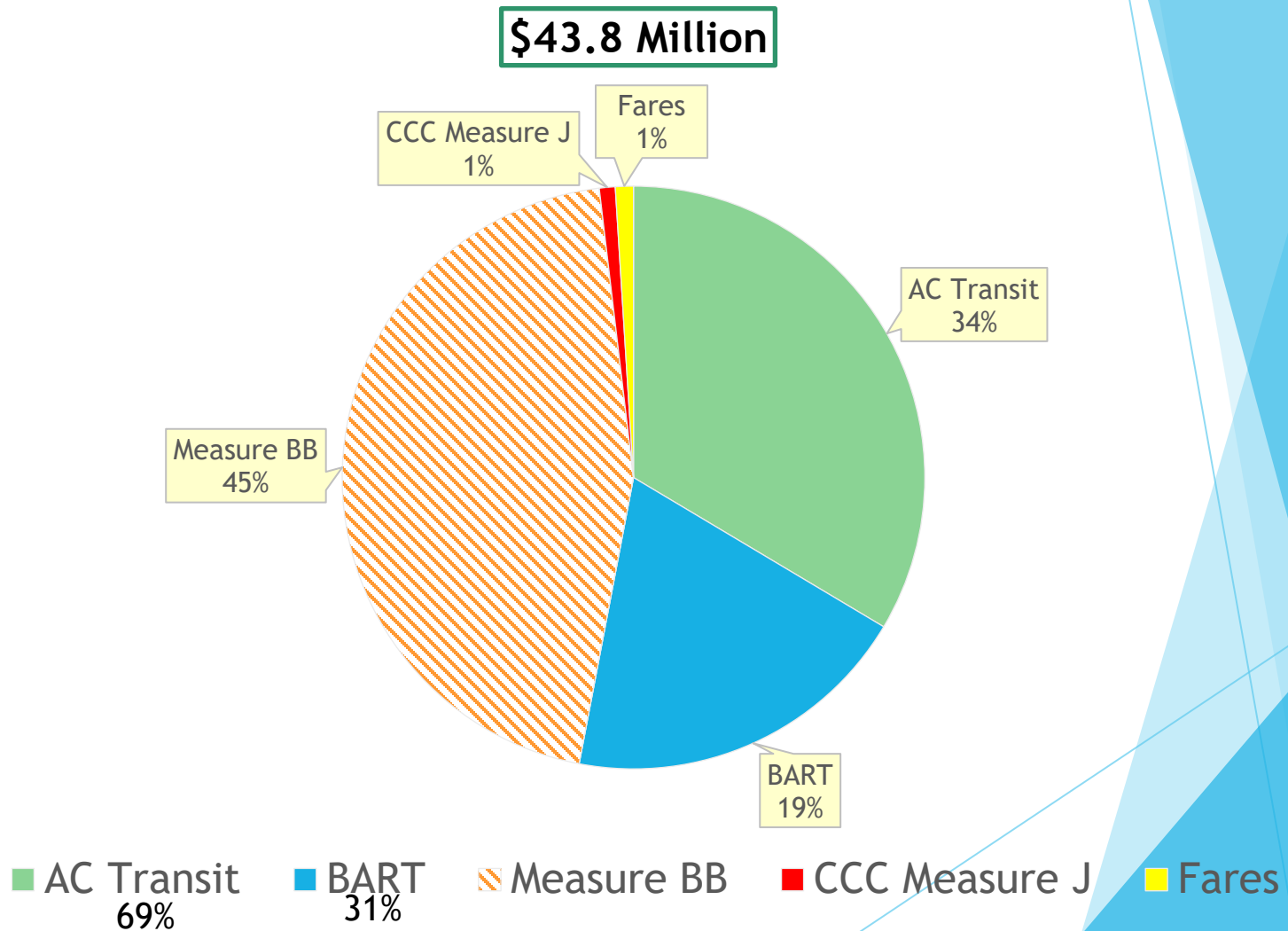


Service Area

- ▶ Overlapping AC Transit and BART Service Area:
 - Pinole to Fremont
 - Into and from San Francisco, with no Transfers
- ▶ Transfer service to 5 Bay Area counties



FY 22/23 Funding Sources



Who is East Bay Paratransit?

Pre-Covid	Current
100 Broker Employees	65 Broker Employees
225 Drivers	186 Drivers
Fleet of 240 Vehicles	Fleet of 202 Vehicles
RydeTrans: 74 vehicles, average age 6.5 years	
MV: 55 vehicles, average age 3.8 years	
First Transit: 73 vehicles, average age 3.8 years	



EBPC Oversight

- ▶ Formal Audit Reviews
- ▶ Oversight of Broker by Program Managers
- ▶ Oversight of Service Providers by Broker



EBP Key Performance Indicators

	Pre-Covid FY18-19	FY21-22	FY22-23 YTD (Jul - Dec '22)
Ridership	741,097	316,792	204,416
On Time Performance	87.6%	97.8%	96.5
Passengers per Hour	1.75	1.3	1.35
Cost per Trip	\$68	\$132	\$115*

** Jul - Nov*

Annual Customer Satisfaction Survey

- ▶ Conducted May-June 2022 by Corey, Canapary, & Galanis Research
- ▶ 420 riders surveyed:
 - ▶ 88% - excellent/good - overall satisfaction
 - ▶ 90% - excellent/good - trip quality



Status of Procurement Efforts

- ▶ Broker/Service Provider Amendment and RFP
 - ▶ Release of RFP was delayed until January/February 2023.
 - ▶ Contract extension up to one year is required to maintain service.
 - ▶ AC Transit to ID steps for contract extension with Transdev.
 - ▶ Board approval of contract extension needed as cost may be up to \$50M (BART \$15.5M. AC \$34.5M).
 - ▶ Board approval of new contract September 2023
 - ▶ Up to 10 years, \$50m+ each year

Status of Procurement Efforts

- ▶ Paratransit Coordinator's Office (PCO) Amendment and RFP
 - ▶ No bids received on initial RFP; re-issue RFP January 2023
 - ▶ Current contractor has agreed to a 6-month extension through June 30, 2023.
 - ▶ Board approval of new contract March/April 2023.
- ▶ EBP Scheduling Software Procurement
 - ▶ BART to lead procurement. Goal is to release the RFP in Spring 2023 & award September 2023
 - ▶ Requirements for new software are being developed to provide flexibility and support regional efforts

On-going Projects/Next Steps

- ▶ MTC's Mobility and Accessibility Plan
 - Designate a Mobility Manager to coordinate rides
 - Fund additional sub regional one-seat paratransit ride pilots
 - Integration of ADA-paratransit services on Clipper Next Generation
 - Identify key paratransit challenges and recommend reforms
 - Adopt standardized eligibility practices for programs that benefit people with disabilities
- ▶ Participation in CCC West County One-Trip-Ride pilot
- ▶ Participation in Regional Network Management Program



Q & A

EBP Rider's Guide:

eastbayparatransit.org/CMS/uploadedFiles/EBPRidersGuide02-08-22.pdf

EBP Emergency Action Guide

eastbayparatransit.org/CMS/uploadedFiles/EBPcondensedVersionForBrailleLargePrint.pdf