

# ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



## STAFF REPORT

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**MEETING DATE:** 1/25/2023

**Staff Report No.** 23-016

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**TO:** AC Transit Board of Directors  
**FROM:** Michael A. Hursh, General Manager/Chief Executive Officer  
**SUBJECT:** Overview of East Bay Paratransit Operations

### BRIEFING ITEM

**AGENDA PLANNING REQUEST:** ☒

**RECOMMENDED ACTION(S):**

Consider receiving an overview of the East Bay Paratransit (EBP) system. [Requested by Director Shaw - 10/26/2022].

Staff Contact:  
Ramakrishna Pochiraju, Executive Director of Planning & Engineering

**STRATEGIC IMPORTANCE:**

Goal - Convenient and Reliable Service  
Initiative - Service Quality

Complimentary paratransit service fulfills the American with Disability Act (ADA) mandate and provides critical accessible alternative service to those who cannot travel on AC Transit's fixed-route service or BART's trains.

**BUDGETARY/FISCAL IMPACT:**

There is no budgetary/fiscal impact associated with this Briefing report. However, operating contracted paratransit service carries a significant cost. The Paratransit Broker contract covers all aspects of operations and is split with BART. It is also AC Transit's most expensive contract, especially given the contract duration. AC Transit is responsible for 69% of the cost and BART is responsible for 31%. The District's share of the contract comes out to \$28,569,956 annually. There are other ancillary costs to support operations such as wireless communications, Language Link and the Paratransit Coordinator's Office that bring AC Transit's annual contribution to paratransit close to \$30 million. These costs are expected to increase as AC Transit and BART seek a new Broker contract in the next fiscal year.

**BACKGROUND/RATIONALE:**

This report is intended to provide the Board of Directors an overview of the East Bay Paratransit system and will include the following:

- Organizational Structure
- Definition of Americans with Disabilities Act (ADA) paratransit

- Service Area
- Funding Sources and Operational Split
- Employees
- Fleet Composition
- Oversight Activities (Attachment 1)
- Key Performance Indicators
- Annual Customer Satisfaction Survey
- Status of EBP Procurement Efforts and
- Ongoing Projects/Next Steps

As highlighted in the presentation (Attachment 2), there are a number of key activities and procurements that staff are undertaking to ensure uninterrupted continuation of the program for its thousands of riders. Staff plans to return to the Board to seek action on some of these items.

In addition, staff is fully engaged in initiatives to improve regional coordination for paratransit service through the Bay Area Transit Transformation Action Plan. These initiatives look into the feasibility of coordinated regional trips and fares. Staff plans to return to the Board with updates as these initiatives progress.

**ADVANTAGES/DISADVANTAGES:**

There are no disadvantages to this report.

**ALTERNATIVES ANALYSIS:**

No alternative analysis was conducted by staff for this Briefing Item.

**PRIOR RELEVANT BOARD ACTION/POLICIES:**

None.

**ATTACHMENTS:**

1. Program Oversight Protocols
2. EBP FY22-23 Presentation

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**Approved/Reviewed by:**

Robert del Rosario, Director of Service Development and Planning  
Ramakrishna Pochiraju, Executive Director of Planning & Engineering