

### 3. Update on Past Items

#### A. Service and Operations Updates - BART and AC Transit

##### AC Transit:

AC Transit is currently operating about 88 percent of pre-pandemic service and carrying 72% of pre-pandemic ridership. The primary limitation to achieving 100 percent of pre-pandemic service is a shortage of bus operators. The District is working diligently on three fronts to address this workforce shortage:

- 1) Increase hiring and training.
- 2) Improve operator retention by actively working to address operator concerns, including better service reliability and restroom access.
- 3) Identify causes for absenteeism and address them to build up attendance

The District does not expect to get back to full pre-pandemic service in the near future given the workforce shortage and fiscal constraints. The Board of Directors approved some trimming of published schedules for the August 2023 service change to better align with actual available operators. This effort should also result in improved reliability for customers. This is reflected in our service-operated KPI, which is constantly improving and approaching the District's goal. For our December 2023 Sign-up, AC Transit will implement further service reliability improvements on lines 6 and 86.

##### BART:

#### Accessibility Improvement Program (AIP)

BART is coordinating with AC Transit on the Accessibility Improvement Program (AIP) to improve accessibility in and around BART stations and better meet the needs of the disabled community. The project includes replacing sections of bus and passenger loading zones, ramps, sidewalks and accessible paths. Architectural improvements include handrails, wall protrusion detection, wheelchair-accessible phones, TTY devices, courtesy phones; and electrical work includes lighting improvements at elevator lobbies.

The construction work will require bus bay relocations at Bay Fair, Fremont, Hayward, Castro Valley, Fruitvale, and Richmond stations. The first phase of work at Bay Fair started on October 16, and Fremont will start soon. BART has been coordinating closely with AC Transit to develop the phasing plans, messaging to passengers, and is providing construction updates as needed. Due to multiple relocations at most stations, bus bay numbering will be used to support passengers in finding their buses. The project is planned to last from one to five months at each station, depending on the extent of work and phasing needed, will not implement work at adjacent stations, and is planned to be completed in Fall 2024.

#### B. Regional Mapping and Wayfinding Project - BART

On October 13, MTC's Regional Network Management Committee approved the award of a contract with Corporate Sign Systems to manufacture prototype signage for implementation at the two prototype sites, El Cerrito Del Norte BART Station and Santa Rosa Transit Mall/SMART Station. Due to the long lead time for design and fabrication of some sign types, installation of prototypes at these stations is now planned for April 2024.

## **C. Paratransit Update - BART and AC Transit**

### **EBP Software Procurement**

The RFP was posted on 8/25/2023 with a preproposal meeting held on 9/7/2023. The procurement is for a 7-year service agreement for software as a service composed of a 2-year implementation period and followed by 5 years of operation and maintenance. BART has received and responded to several rounds of questions from potential bidders. The original response due date was extended from 10/3/2023 to 10/17/2023 due to requests from potential bidders for additional time. It is anticipated that the proposals will be reviewed and a recommendation for award will be brought to both Boards early 2024.

### **Broker RFP**

The Broker RFP was released prior to the AC/BART ILC meeting. The procurement is for a 5-year base period and a 5-year option period. Proposals will be received on January 30, 2024. It is anticipated that a recommendation for award will be brought to both Boards in March, 2024.

### **Paratransit Coordinators Office (PCO) RFP**

The RFP for the PCO will be re-released. The proposal is for a 5-year fixed fee. Proposals will be received January, 2024. It is anticipated that a recommendation for award will be brought to both Boards in March, 2024.

### **Service Review Advisory Committee (SRAC) / East Bay Paratransit (EBP) Access Committee**

On August 9 and August 24, the AC Transit and BART Board's, respectively, temporarily suspended the activities of the SRAC and in turn, created the EBP Access Committee. The EBPAC will continue to advise the Service Review Committee (SRC), comprised of the General Managers and/or their designees, and staff. The EBPAC held their first hybrid meetings on September 5 and November 7, 2023. The EBPAC is actively recruiting to fill several vacant spots.