

# EAST BAY PARATRANSIT ADA Paratransit Services



# What Is East Bay Paratransit?

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**East Bay  
Paratransit**

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

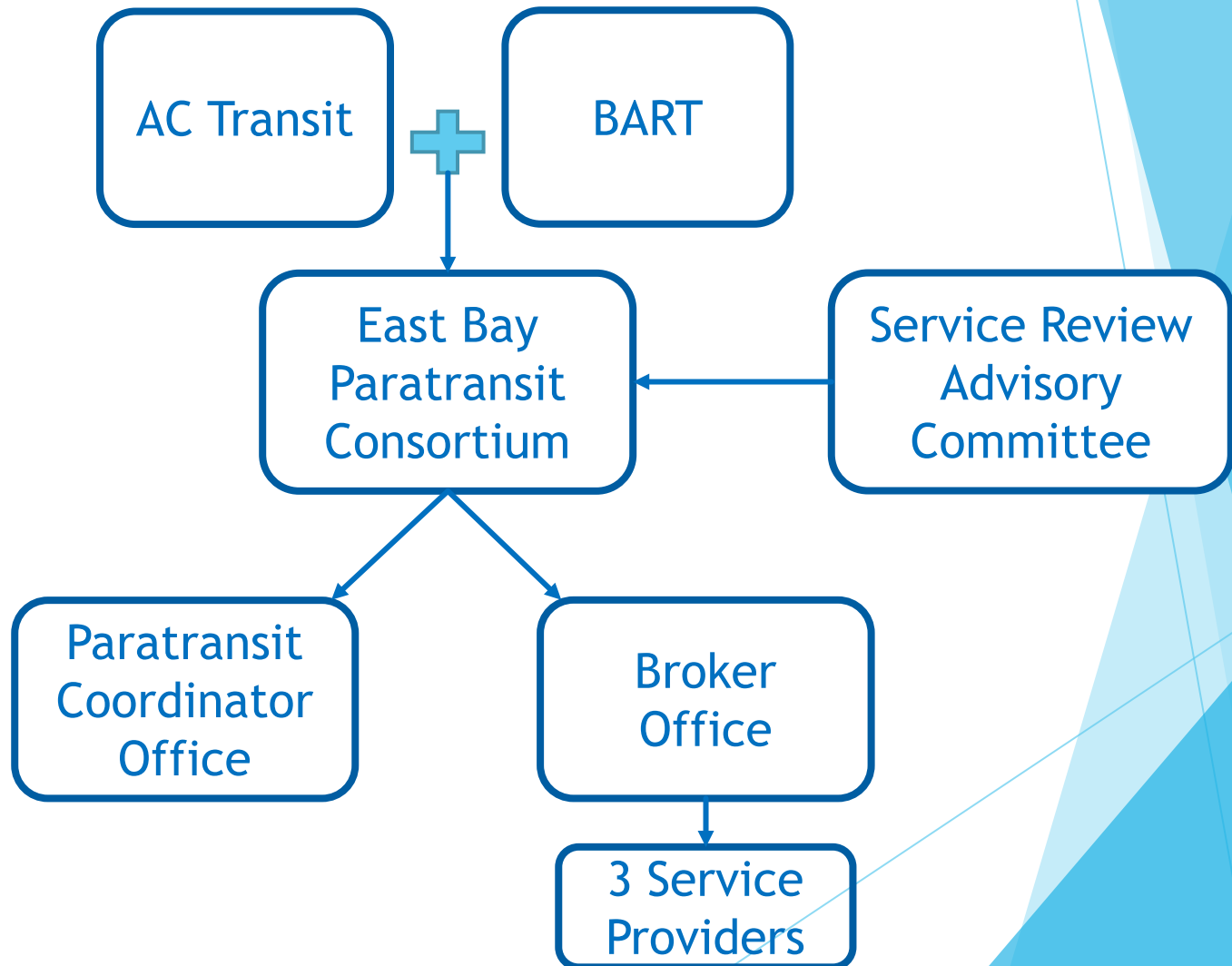
The two agencies share in policy development, management, costs and day-to-day administration.

# 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

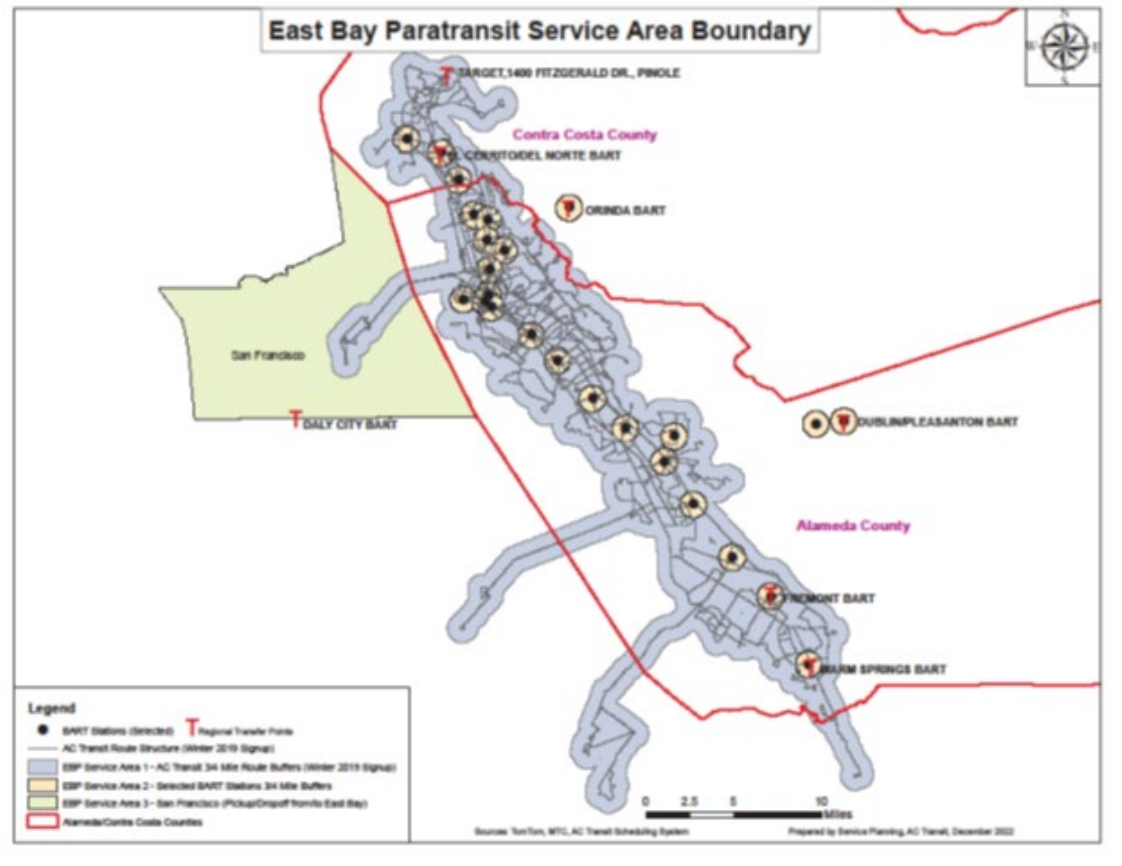


# EBP Organization Chart

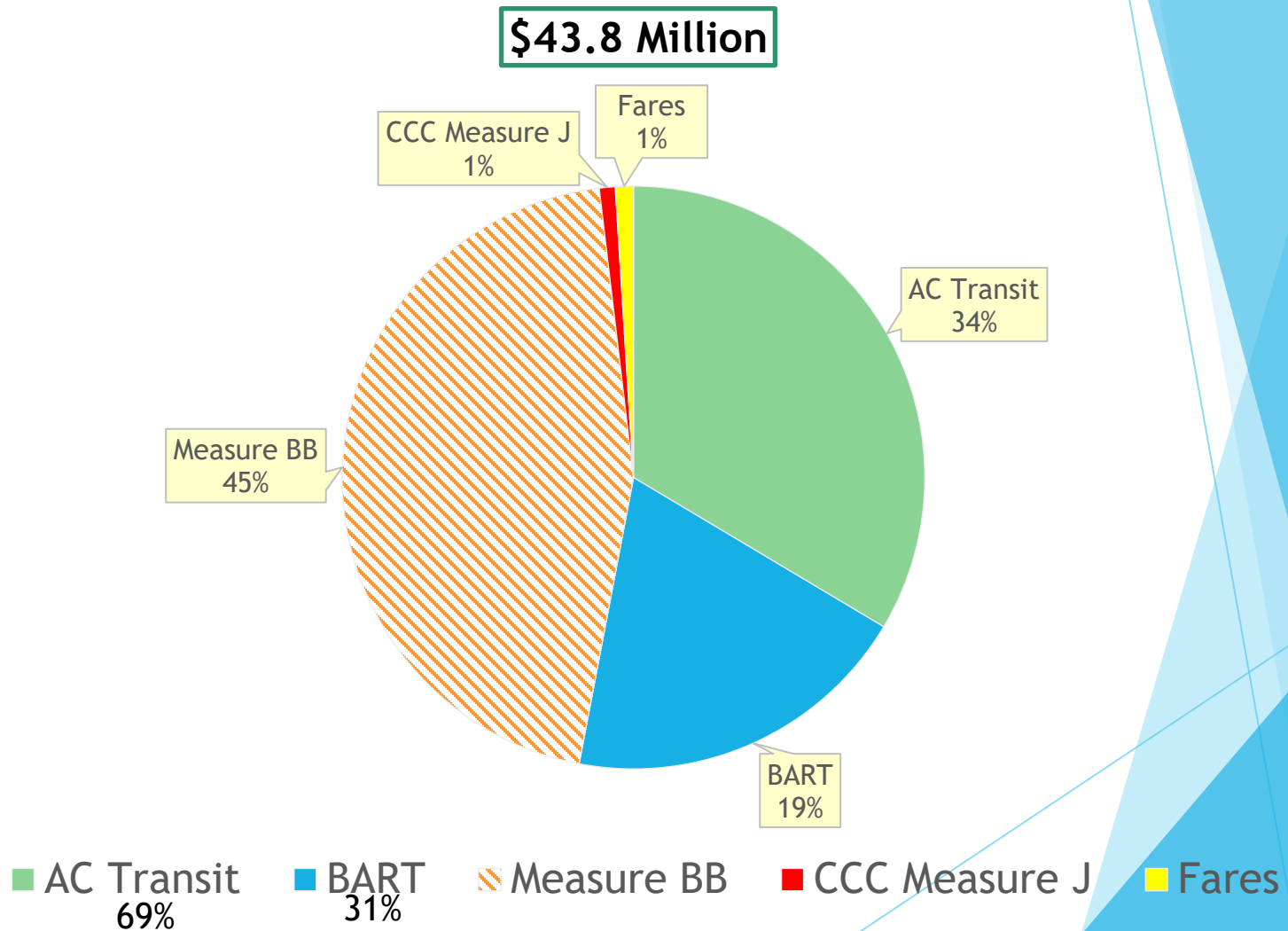


# Service Area

- ▶ 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



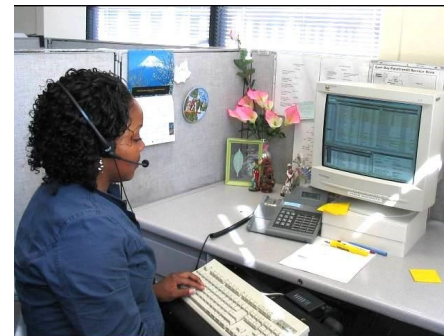
# Who is East Bay Paratransit?

| 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<br>FY18-19 | FY21-22 | FY22-23 YTD<br>(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

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- ▶ 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

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- ▶ 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

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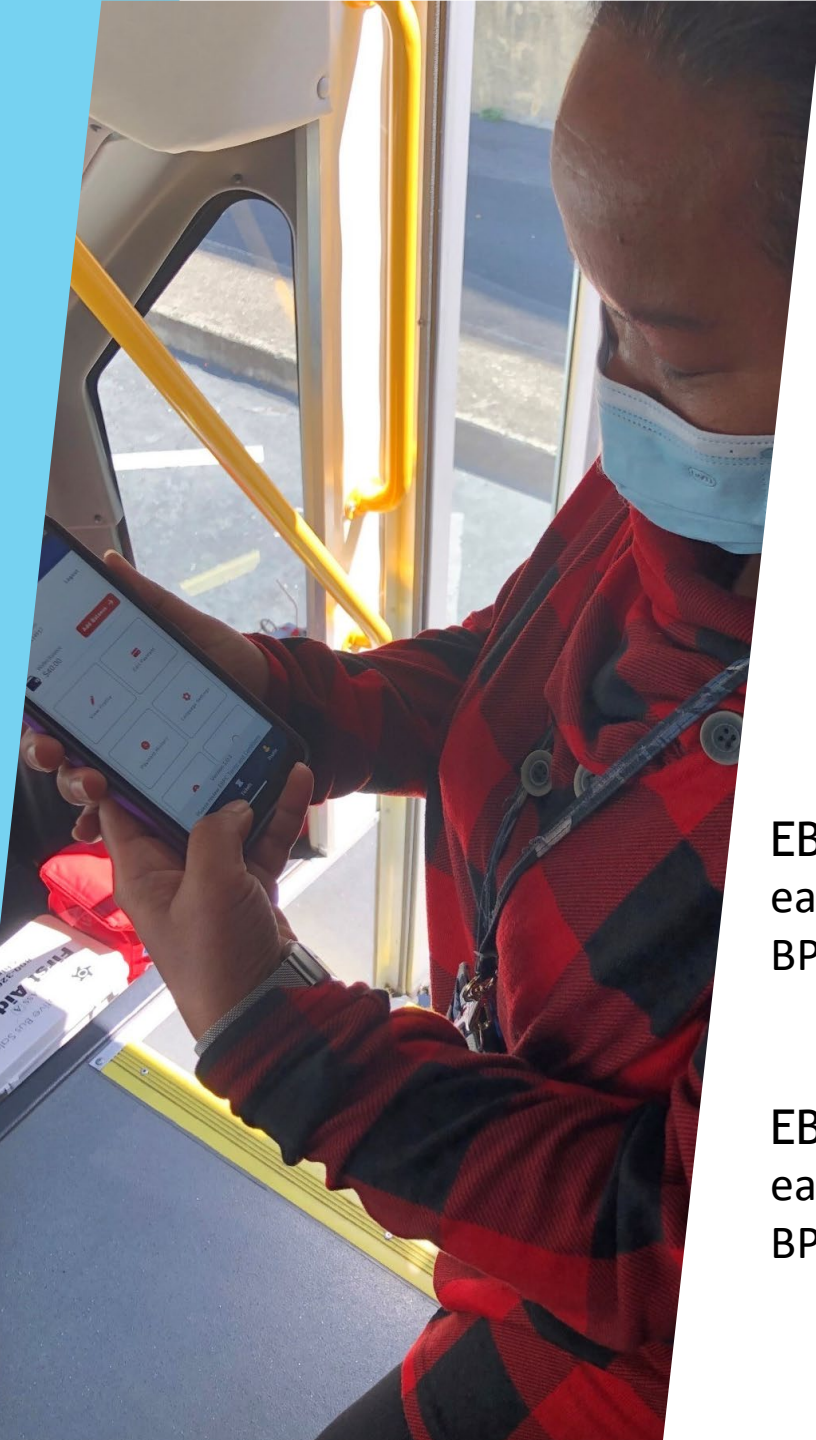
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- ▶ Paratransit Coordinator's Office (PCO) Amendment and RFP
  - ▶ No bids received on initial RFP; re-issue RFP January 2023
  - ▶ Current contractor has agreed to a 6-month extension through June 30, 2023.
  - ▶ Board approval of new contract March/April 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

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- ▶ 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](http://eastbayparatransit.org/CMS/uploadedFiles/EBPRidersGuide02-08-22.pdf)

## EBP Emergency Action Guide

[eastbayparatransit.org/CMS/uploadedFiles/EBPcondensedVersionForBrailleLargePrint.pdf](http://eastbayparatransit.org/CMS/uploadedFiles/EBPcondensedVersionForBrailleLargePrint.pdf)