EAST BAY PARATRANSIT ADA Paratransit Service

AC/BART Interliaison Committee
December 3, 2025



1. Description of Service What Is East Bay Paratransit?



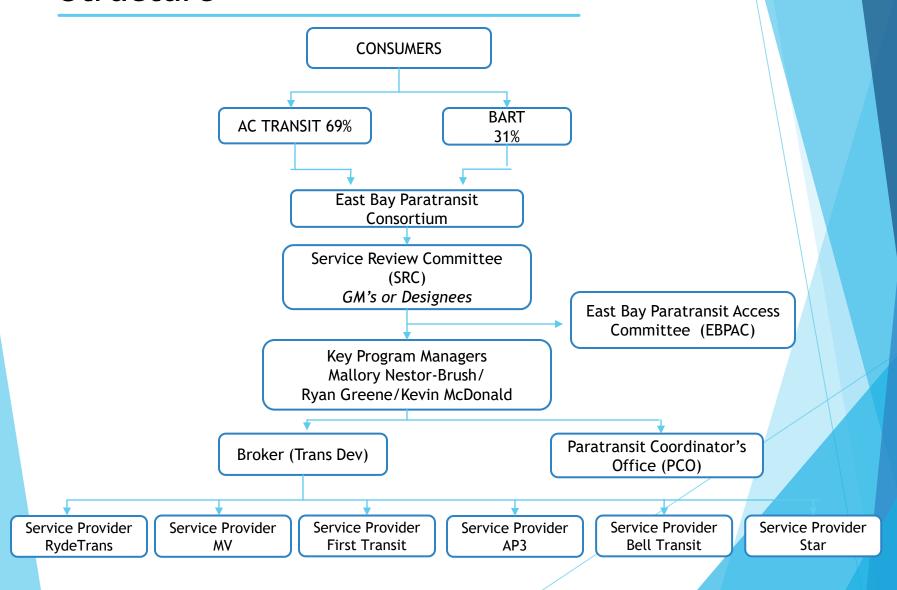




AC Transit and BART formed a partnership to provide ADA mandated paratransit service in their overlapping service areas.

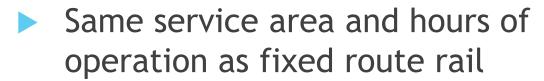
The two agencies share in the responsibility of policy development and day-to-day administration.

Description of Service Delivery Structure



ADA Paratransit Service

- Unfunded mandate
- Advanced reservations
- No trip priority
- Zero denials

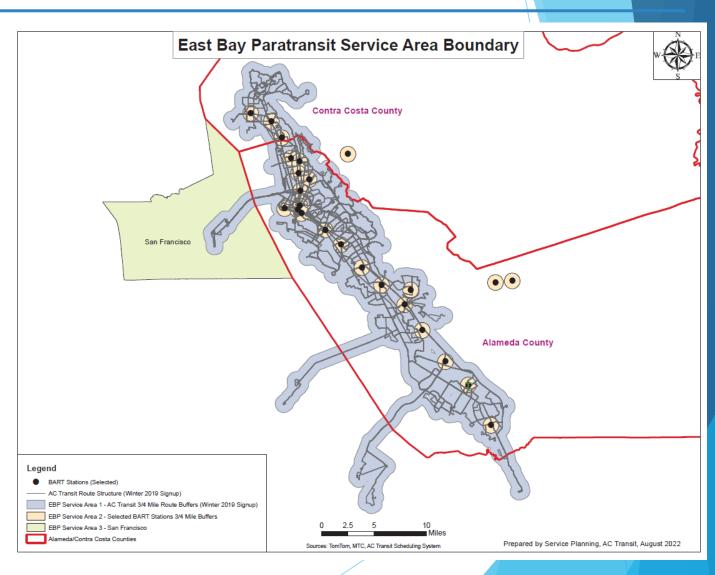


Requires In-person assessment (IPA)

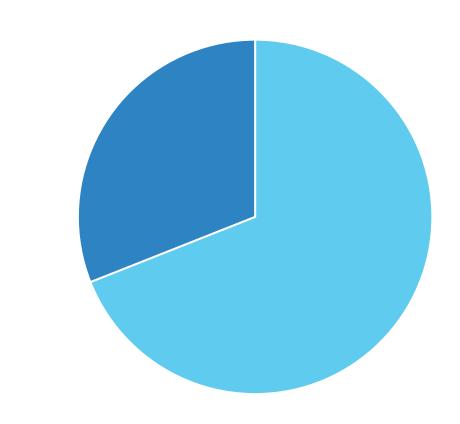


Description of Service Where Does EBP Operate?

- Overlapping AC Transit and BART Service Area:
- Pinole to Fremont
- San Francisco
- Transfer service to 5Bay Area counties



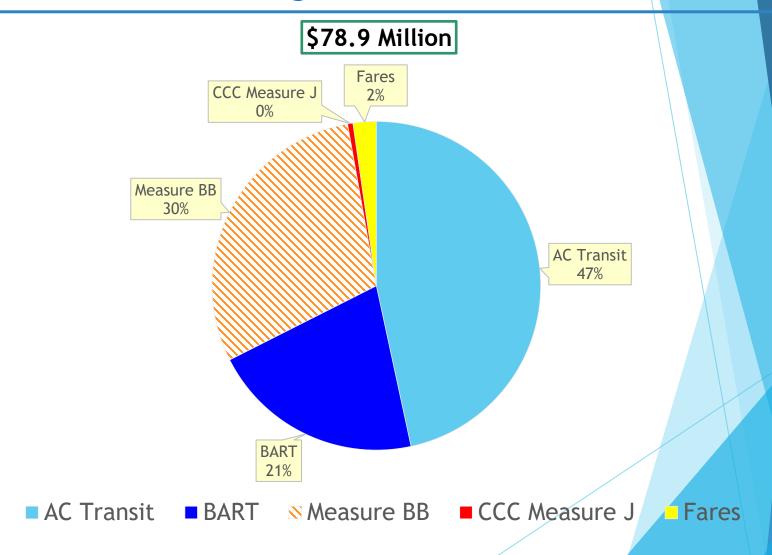
BART and AC Transit Share Expenses



AC Transit 69%

■ BART 31%

Total EBP budget for FY 25/26



Who is East Bay Paratransit?

Pre-Covid	Current			
100 Broker Employees	78 Broker Employees			
225 Drivers	278 Drivers			
Fleet of 240 Vehicles	Fleet of 224 Vehicles			
RydeTrans: 52 vehicles, average age 8 years				
MV: 60 vehicles, average age 7 years				
First Transit: 66 vehicles, average age 8 years				
AP3: 14 vehicles, average age 14 years				
Bell Transit: 22 vehicles, average age 10 years				
Star: 10 vehicles, average age 8 years				

- AC Transit and BART Staff
- One of the top 3 largest paratransit services in the Bay Area



EBP Key Performance Indicators

	Pre-Covid FY18-19	FY23-24	FY24-25
Ridership	741,097	480,098	519,603
On Time Performance	87.6%	96.4%	94.8%
Passengers per Hour	1.75	1.3	1.4
Cost per Trip	\$58	\$116	\$121

EAST BAY PARATRANSIT

Performance Report for the EBPAC Systemwide

•	FY 23/24	FY 24/25	Variance
Ridership Statistics	Jul'23-Jun'24	Jul'24-Jun'25	
Total Passengers	480,098	519,603	8.2%
ADA Passengers	424,954	442,435	4.1%
% Companions	1.0%	0.9%	-10.9%
% of Personal Care Assistants	11%	14%	32.9%
Average Passengers/ Weekday	1,641	1,761	7.3%
Average Pass/ Weekend & Holidays	603	671	11.2%
Scheduling Statistics	003	071	11.270
% Rider Fault No Shows & Late Cancels	2.2%	1.3%	-39.5%
% of Cancellations	19.1%	19.1%	-0.1%
Go Backs/ Re-scheduled	5,777	5,921	2.5%
Effectiveness Indicators	3,777	3,921	2.570
Revenue Hours	368,103	363,333	-1.3%
Passengers/Revenue Vehicle Hour	1.30	1.43	9.6%
ADA Passengers per RVHr.	1.15	1.43	5.5%
Average Trip Length (miles)	11.82	11.53	-2.5%
Average Ride Duration (minutes)	52.0	49.3	-5.2%
Total Cost	\$55,815,224	\$62,711,409	12.4%
Total Cost per Passenger	\$116.26	\$120.69	3.8%
Total Cost per ADA Passenger	\$131.34	\$141.74	7.9%
On Time Performance	00.40/	04.00/	4.00/
Percent on-time	96.4%	94.8%	-1.6%
Percent 1-20 minutes past window	3.06%	4.24%	38.2%
% of trips 21-59 minutes past window	0.52%		66.7%
% of trips 60 minutes past window	0.03%	0.05%	93.5%
Customer Service			
Total Complaints	1,399	1,523	8.9%
Timeliness	322	347	7.8%
Driver Complaints	655	678	3.5%
Equipment / Vehicle	20	30	50.0%
Scheduling and Other Provider Complaints	93	107	15.1%
Broker Complaints	309	361	16.8%
Complaints per Revenue Passenger	0.4%	0.4%	-1.1%
Commendations	667	837	25.5%
Commendations per Revenue Passenger	0.2%	0.2%	14.0%
Avg. wait time in Queue for reservation (min)	1:43	1:25	-18.1%
Safety & Maintenance			
Total accidents per 100,000 revenue miles	3.60	3.27	-9.1%
Roadcalls per 100,000 total miles	2.85	2.82	-1.0%
Eligibility Statistics			
Total ADA Riders on Data Base	11,609	12,140	4.6%
Total Certification Determinations	1,007	1,402	39.2%
Initial Denials	24	33	37.5%
Denials Reversed	1	2	0.0%

On-going Projects/Next Steps

MTC's Mobility and Accessibility Plan

- Designate a County-wide Mobility Manager to coordinate rides and information
- Fund additional sub-regional one-seat paratransit ride
 - Contra Costa County One-Seat Ride program
 - EBP and VTA One-Seat Ride pilot program
- Integration of ADA-paratransit services on Clipper Next Generation
- Identify key paratransit challenges and recommend reforms
- Participation in Regional Paratransit Trip Booking Project
- Adopt standardized eligibility practices for programs that benefit people with disabilities
- Implementation of new software

#