

# EAST BAY PARATRANSIT ADA Paratransit Service

SR 25-557 Item 2.C.

AC/BART Interliaison Committee  
December 3, 2025



# 1. Description of Service

## What Is East Bay Paratransit?

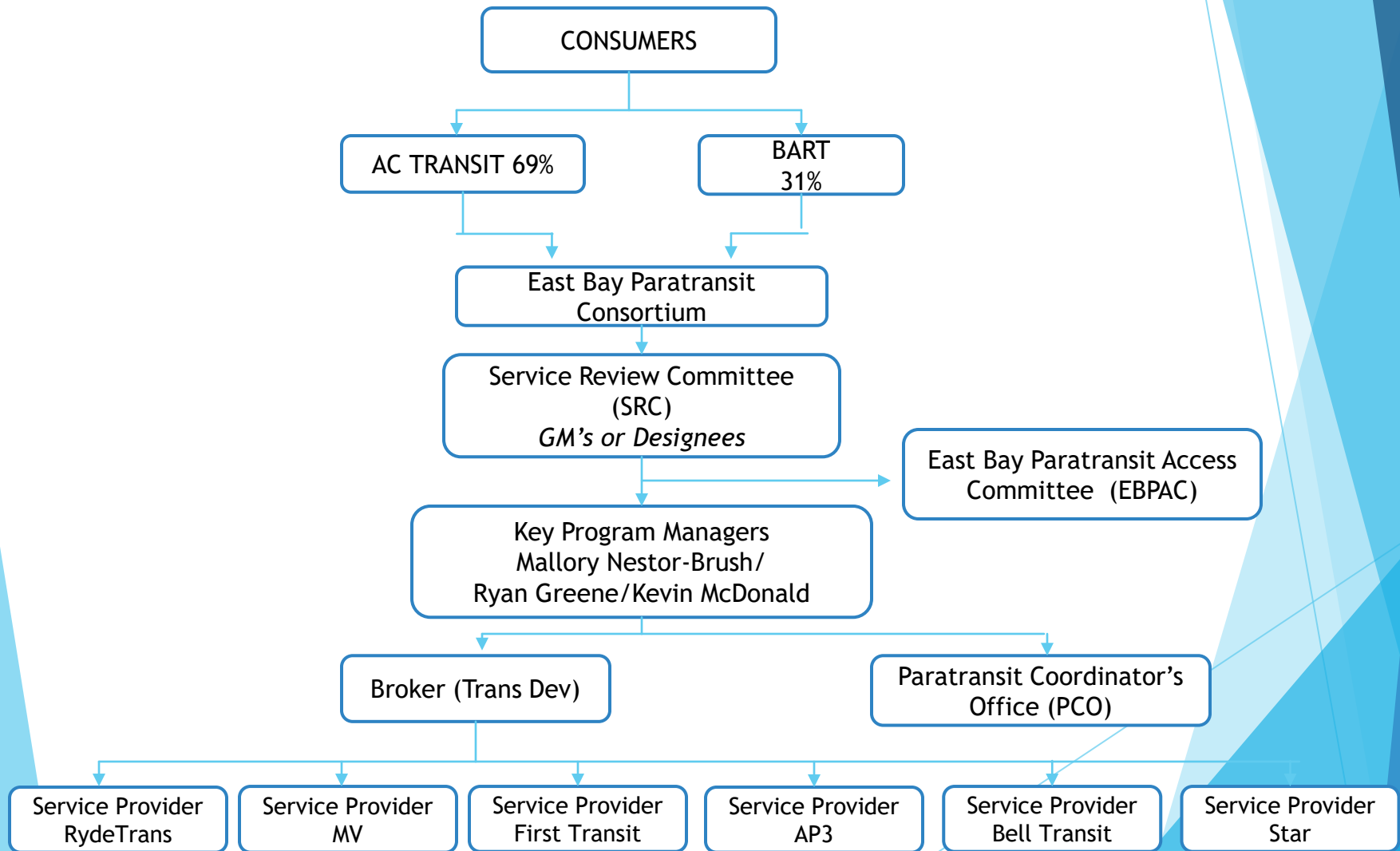
---



**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

---

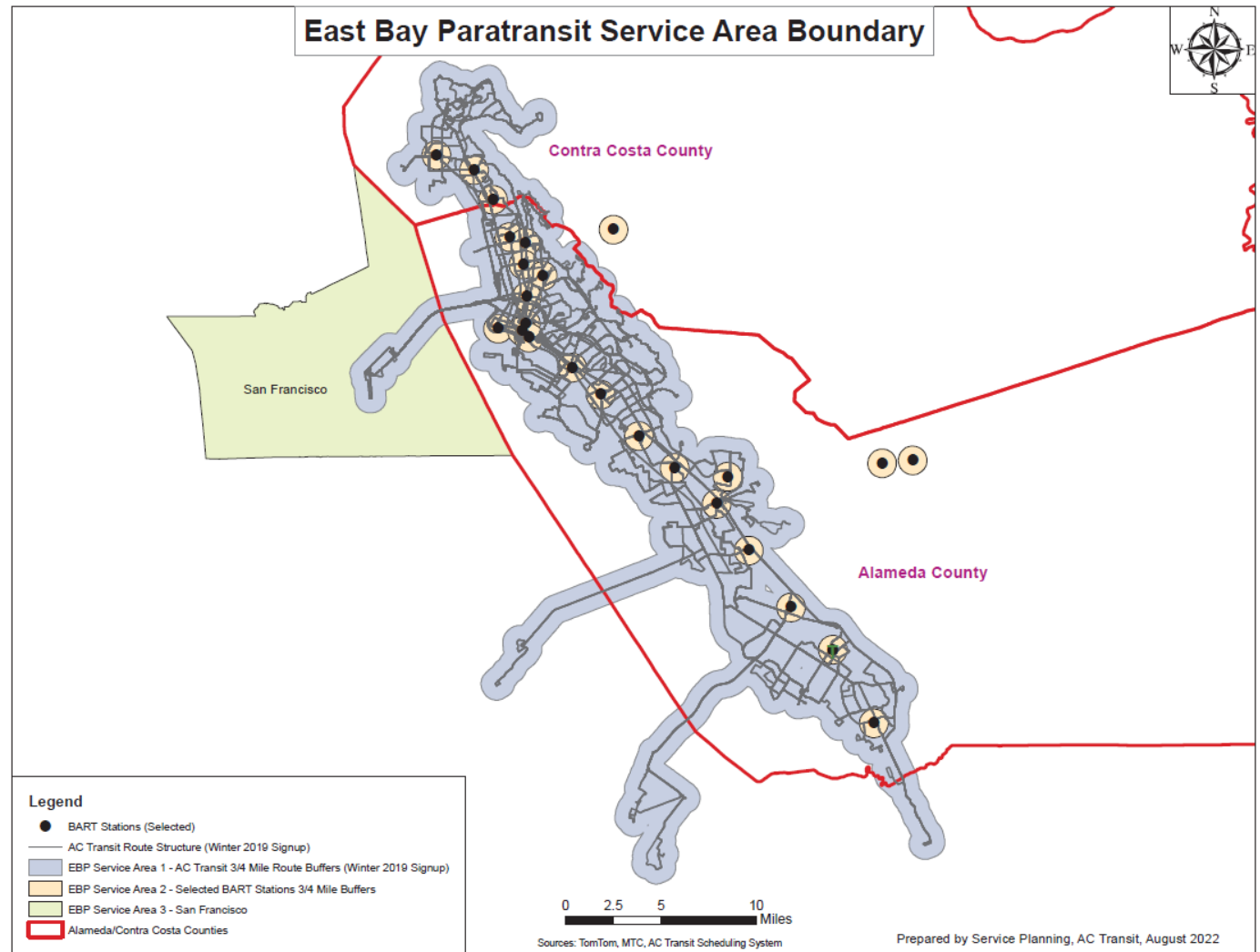
- ▶ Unfunded mandate
- ▶ Advanced reservations
- ▶ No trip priority
- ▶ Zero denials
- ▶ Same service area and hours of operation as fixed route rail
- ▶ Requires In-person assessment (IPA)



# Description of Service

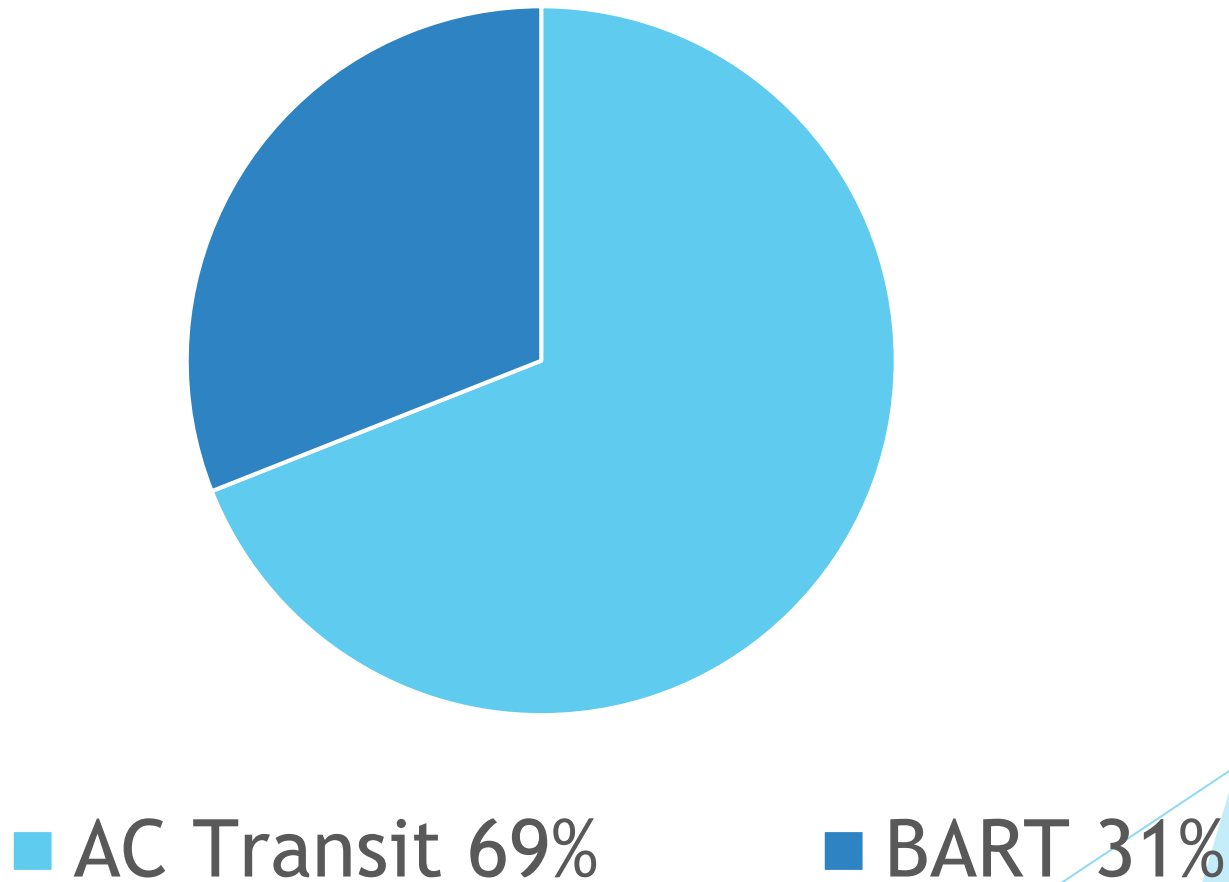
## Where Does EBP Operate?

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



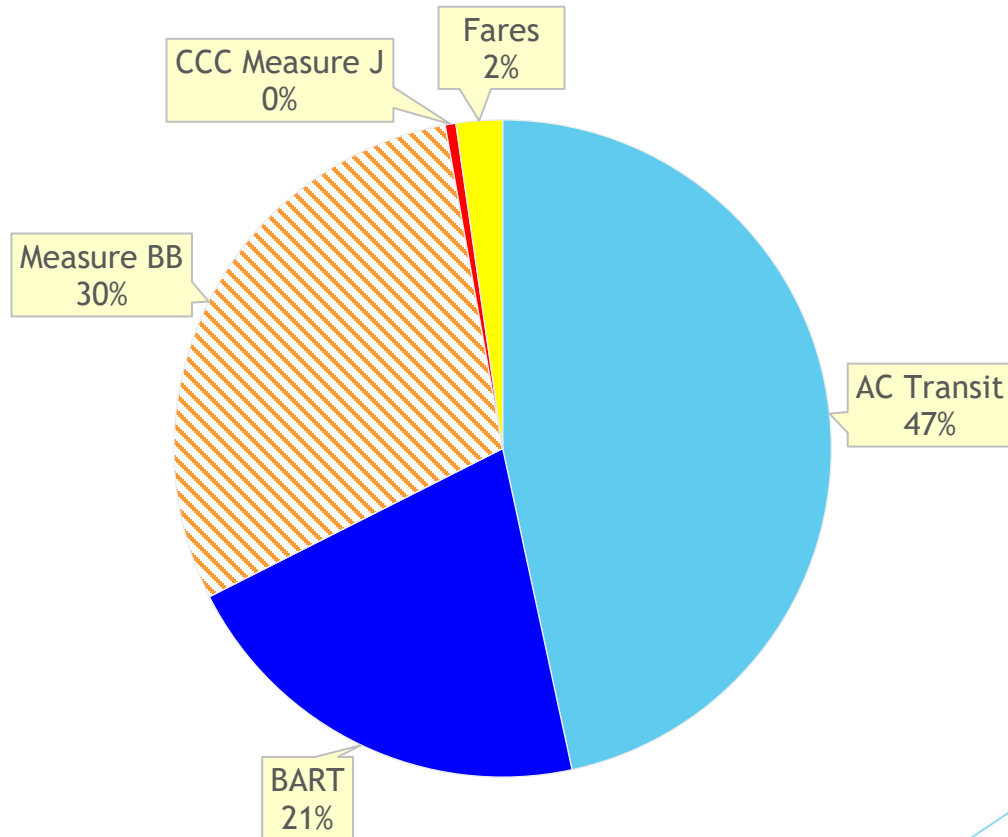
# BART and AC Transit Share Expenses

---



# Total EBP budget for FY 25/26

**\$78.9 Million**



■ AC Transit ■ BART ■ Measure BB ■ CCC Measure J ■ Fares

# 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<br>FY18-19 | FY23-24 | FY24-25 |
|------------------------|----------------------|---------|---------|
| Ridership              | 741,097              | 480,098 | 519,603 |
| On Time<br>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<br>Jul'23-Jun'24 | FY 24/25<br>Jul'24-Jun'25 | Variance |
|-----------------------------------------------|---------------------------|---------------------------|----------|
| <b>Ridership Statistics</b>                   |                           |                           |          |
| 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%    |
| <b>Scheduling Statistics</b>                  |                           |                           |          |
| % 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%     |
| <b>Effectiveness Indicators</b>               |                           |                           |          |
| Revenue Hours                                 | 368,103                   | 363,333                   | -1.3%    |
| Passengers/Revenue Vehicle Hour               | 1.30                      | 1.43                      | 9.6%     |
| ADA Passengers per RVHr.                      | 1.15                      | 1.22                      | 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%     |
| <b>On Time Performance</b>                    |                           |                           |          |
| 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%                     | 0.87%                     | 66.7%    |
| % of trips 60 minutes past window             | 0.03%                     | 0.05%                     | 93.5%    |
| <b>Customer Service</b>                       |                           |                           |          |
| 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%   |
| <b>Safety &amp; Maintenance</b>               |                           |                           |          |
| 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%    |
| <b>Eligibility Statistics</b>                 |                           |                           |          |
| 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

Q&A