

### 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 the primary limitation to achieving 100 percent of pre-pandemic service is a shortage of bus operators. Even at 88 percent of pre-pandemic service, AC Transit is short operators which is resulting in some missed service each day. 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 this calendar year given the workforce shortage and hiring challenges and the Board 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.

The District has kicked off a major new network initiative called Realign. We have begun holding engagement events and collecting surveys about how passengers are using the system. That survey can be found at [actransit.org/realign](https://actransit.org/realign).

##### BART:

##### Service Changes:

Starting September 11, 2023, BART will roll out a reimagined service plan that is responsive to post-pandemic commute patterns and ridership growth opportunities. This will include:

- 20 min service on all lines, at all times, including nights and weekends, except on the Yellow Line
- 10 min service on the Yellow Line between Pittsburg/Bay Point, Mon to Fri before 9pm
- 9 trains per hour will serve SFO

For more information, including graphics showing train frequencies by line segment, see the passenger bulletin: <https://www.bart.gov/news/articles/2023/news20230427>

##### 2023 Bus Bridges:

Staff from AC Transit and BART have been coordinating on up to twelve bus bridge weekends in 2023. The first six of the bus bridges, which started in February, support multiple projects near Rockridge, Orinda and Lafayette Stations. These have been going well and the remaining weekends are scheduled for:

- May 13-14
- May 27-29 (includes Memorial Day)
- June 10-11 (contingency)

Six additional bus bridges will take place for work near Fremont Station. The planned dates are as follows, but they are subject to change:

- August 12-13
- August 26-27
- September 23-24
- October 14-15
- October 28-29
- November 11-12

## B. AC Transit Restroom Access - BART and AC Transit

Construction of the Fremont Restroom/Lunchroom/Kitchenette is now in progress after delays due to difficulties procuring construction materials. The tentative completion date is approximately November 2023 not including installation of the sprinkler system. Bay Fair, Coliseum and West Oakland restrooms are currently estimated to be completed in 2025.

The restroom used by AC Transit operators at Downtown Berkeley was moved to the adjacent restroom so that the it could be upgraded and opened to the public.

## C. Paratransit Update - BART and AC Transit

### Status of the Broker/Service Provider RFP and Contract Extension

It was the intention of staff to release the RFP in the Fall of 2022 in order to allow the prospective proposers ample time (90 days) to conduct a competitive procurement and allow a sufficient amount of time for a transition, if necessary. This did not occur. As such, a one-year contract extension is necessary in order to ensure the continuity of the EBP service through June 30, 2024.

The AC Transit Board will consider this item on May 10, 2023. The BART Board will consider this item on May 25, 2023.

The RFP will be released in June/July. An award is expected by November.

### Status of the Paratransit Coordinator's Office (PCO) RFP and Contract Extension

The PCO is an independent third-party contract that coordinates the activities of the agencies and is a critical component necessary for the evaluation of the technical proposals and more importantly the detailed cost analysis of the larger Broker/Service Provider RFP.

The PCO RFP was released in October 2022. No Proposals were received. The current vendor, Paratransit, Inc., has agreed to continue as the PCO with a new subcontractor Clutch through June 30, 2024. Clutch is a certified micro transit and women owned business.

The AC Transit Board will consider this item on May 10, 2023. The BART Board will consider this item on May 25, 2023.

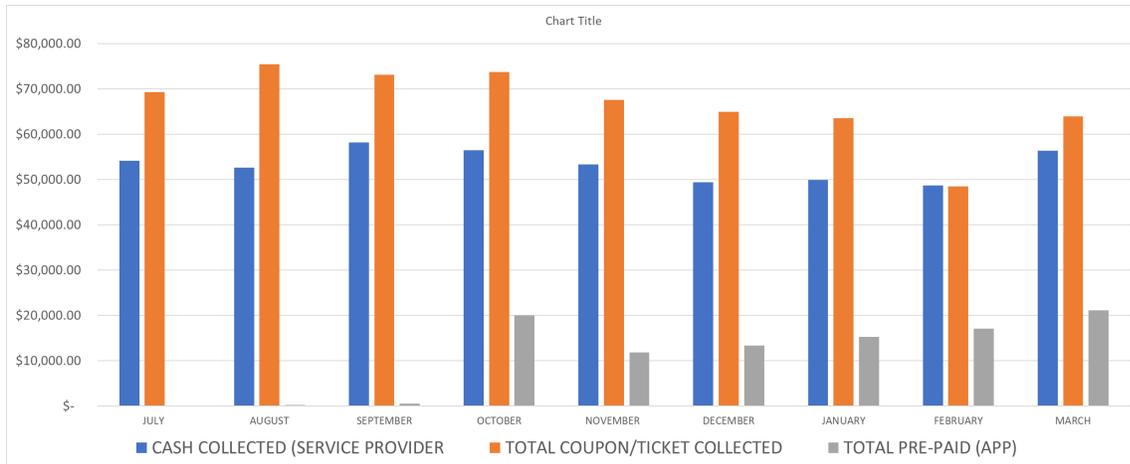
The PCO RFP will re-solicited in the Winter of 2023/24. An award is expected in March/April 2024.

### Status of EBP Software Procurement

The RFP for the EBP Software is at staff is 85% and under review by internal stakeholders at both of the agencies. Looking to release the RFP June/July an award expected in the Fall/Winter of 2023.

### Status of EBP Contactless Payment App

The EBP Contactless Payment App is continuing to perform well with more riders using it as their payment method each month. As of May 1, 2023, there were 898 users and over 117K paid trips using the App since the beginning of the program. Trips paid by using the app have continued to increase each month.



A customer satisfaction survey of users was conducted in February 2023 of existing app users to find out how customers are using the app and get feedback. All the respondents had used the app at least one time. The survey was conducted by Corey, Canary & Galanis to assess overall user satisfaction, perception of existing features and user opinions of potential new functions for the app. Not having to carry cash was the most popular feature of the app. Also popular was the ability to prepay for a trip and the ability to see trip information on the app.

In total, 237 completed surveys were conducted. Key observations from the survey are:

#### App Use

- Half (55%) of riders have used the app within the past week and nearly all (95%) plan to continue to use it.
- Three-quarters (71%) of respondents use the app exclusively to pay their fare.
- Those who still use paper tickets or cash do so because they either have tickets or cash left over (26%) or have issues with the minimum funds required for use on the app (24%).
- Three-quarters (76%) of respondents use the app themselves.

#### App Satisfaction

- Respondents were extremely positive about the app with a high share of respondents (94%) rating the app excellent or good overall.

- The three individual app attributes were also highly rated: Downloading and Setting up the App (91% excellent or good), Paying for a Ride Using the App (89% excellent or good), Ease of adding funds to the app (87% excellent or good).
- Reasons for low ratings were generally concerns about how the app works and the required minimum required amount of funds.

Potential Additional App Functions

- The ability to cancel a trip using the app was the most popular proposed function of the app (with 96%) saying they would at least probably use it.
- Automatic loading of the card was the least popular function. However, well over half of respondents (59%) said they would at least probably use this function.