

**SERVICE REVIEW ADVISORY COMMITTEE MEETING
SEPTEMBER 6TH, 2011 MINUTES**

**1) SRAC ROLL CALL AND INTRODUCTION OF INDIVIDUALS
PRESENT**

SRAC members present: Don Queen, Ellen Paasch, Janet Abelson, Peter Crockwell, Harriet Saunders, Robert L. Kearney, Lin Zenki

Staff present: Mallory Nestor-Brush; Kim Huffman, AC Transit; Laura Timothy, BART; Mary Rowlands; Myisha Grant, Program Coordinator's Office; Mark Weinstein; Rosa Noya, Veolia/Paratransit Broker.

Members of the public present: Alicia Williams, Gary Brown, Lonnie Brown Jr., Myralyn Grant, Mary Lawrence, Leonard Huffman, Earl Perkins, Lillian Gibson, and Naomi Armenta.

**2) RECOMMENDATION FROM THE NOMINATING COMMITTEE:
ACTION TO APPROVE AND RE-SEAT ONE INCUMBENT MEMBER
PLUS TWO NEW MEMBERS AS RECOMMENDED BY THE
NOMINATING COMMITTEE**

MOTION: Saunders / Kearney to accept the recommendation from the Nominating Committee and seat incumbent member Sharon Powers and two new Social Service agency members: Pricilla Mathews from Bay Area Community Services (BACS) and Sister Ansar Muhammad from the United Seniors of Oakland. Unanimous.

3) APPROVAL OF SRAC MINUTES FROM JULY 5, 2011 MEETING

MOTION: Abelson / Paasch to approve the minutes. Unanimous.

4) PUBLIC COMMENTS

Gary Brown inquired if AC Transit and BART were going to merge.

Alicia Williams asked the committee if AC Transit plans to reinstate fixed route weekend service in the area where she lives, because she cannot access EBPC service on the weekend as there are no buses running.

Mallory Nestor did respond, saying there is no bus that operates within $\frac{3}{4}$ of a mile from Ms. William's house on the weekend, so no ADA paratransit service is available at that time. Until AC Transit receives additional funding or finds some other mechanism for expansion, bus service and also paratransit service will not be available at that location. Pricilla Matthews asked about the $\frac{3}{4}$ mile rule. Mallory explained the ADA obligation for bus companies is the provision of paratransit within $\frac{3}{4}$ of a mile on either side of an operating fixed route bus. When there is no bus running, EBPC is no longer obligated to provide paratransit.

Lonnie Brown, Jr. said on her most recent rides, the drivers have parked in the street, not close enough to the curb.

Mary Lawrence said that received excellent customer service from a paratransit driver named Cornelius. She felt that he really looked out for the passengers.

Leonard Huffman said he wanted to note he was impressed with the service he receives from the reservation agents. However, he noted when riders are added on to a run, the notes about the disability of the added rider are not always communicated to the driver. This is problematic for individuals with sight impairments if the driver is not expecting a rider with that disability.

Harriette Saunders said she wanted to say she felt the drivers do an excellent job. However, she is also concerned about add-ons. She said sometimes the driver has to back track to pick up the added rider. This made her late recently for an EBPC certification appeals panel meeting. Mallory Nestor recommended including add-ons as a topic for the next agenda.

Lillian Gibson said she was happy she received the SRAC package and minutes the last several times.

5) UPDATE FROM STAFF ON THE TRANSFER OF AC TRANSIT'S PARATRANSIT OPERATIONS (CALLED D8) TO THE THREE PRIVATE SERVICE PROVIDERS

Mallory Nestor-Brush made the following comments:

Due to severe financial challenges faced by AC Transit over the last couple of years, the Board has evaluated a number of cost savings options.

One action adopted by the Board was to close AC Transit's paratransit unit, called D8. Analysis showed EBPC could save up to \$1.6M by removing D8 as one of the providers. The 42 vans used in the D8 operation are still owned by AC Transit but have been leased to Veolia, who in turns leases them to the 3 private providers for \$1.00 per year. All vehicles were inspected prior to transfer. All D8 employees were offered a severance package or the opportunity to transfer to the fixed route service of AC Transit.

Everyone worked hard to make the transition smooth and it was completed prior to the July 1 start of this new fiscal year with virtually no impact to the riders. This change is good for EBPC. AC Transit's union rules required 8 hour shifts. Now there are 42 vehicles available without restrictions and the schedulers can do a better job of covering peak hours with part time runs or split shifts.

Laura Timothy from BART agreed the transition went smoothly, that there will be costs savings without reductions in service, and EBPC expects the transition to 3 private providers will result in more flexible scheduling.

6) UPDATE FROM STAFF ON THE NEW OFF-SITE INTERVIEW LOCATION IN SAN PABLO

Veolia's Certification manager Rosa Noya gave a brief update on the new off-site interview location at the San Pablo Senior center. Interviews are conducted in San Pablo every Wednesday starting at 9am, with the last interview scheduled for 3:30pm. There are two analysts at the location, one doing the interviews; the other ensuring the process is proceeding smoothly. Individuals coming to the Senior Center for other reasons than an interview have many questions and want to speak to the EBPC staff.

Access to the scheduling software is available through a lap top. This assists in obtaining arrival times and checking up on rides for the interviewees. In the month of August 60 Contra Costa residents came to the San Pablo interview site. Of those 60 applicants, 63% used EBP service to the interview, and 37 % came on their own. Feedback indicates

applicants are very happy with the convenience and accessibility of the San Pablo interview site.

Don Queen asked if there have been issues maintaining confidentiality at the new site. Noya said there have been no issues so far. She explained the area where interviews are conducted is closed off.

7) USE OF MDC'S TO REPORT ON-TIME PERFORMANCE

Mark, Weinstein explained that starting July 1st, EBPC changed the way on-time performance data is captured. Previously a five day sample was used and was based on driver's recording the pick-up time on their manifest. However, this data is now collected by the Mobile Data computers (MDC's) in the vehicles. The data is very timely. For example, on-time data from yesterday is available today. Generally, the on-time performance of about 98% of all trips delivered will be captured. With so much instant data, EPBC hopes to manage the service better and provide the most accurate picture as possible of what is happening on the street. The MDC's do not allow the driver to hit the arrival button until the vehicle is within 100 feet of the GPS location for the pick-up.

Prior to July, a number of comparison tests were done to see how the MDC data and the 5 day sampling data compared. While there were some very small differences, it was so close, there was no reason not to convert to the MDC data at the start of this year. The previous 5-day sampling technique was accurate and statistically valid, but the MDC's will provide a much more complete picture. So with data shared with the SRAC for the month of July 2011 and beyond, it will be based on MDC information.

8) BROKER'S REPORT

Mark Weinstein made the following comments:

- Statistics in the meeting materials compare FY 09/10 with FY 10/11, which just ended.
- Service demand in 10/11 resulted in transporting 40,000 more passengers or 2,600 trips on average per weekday.
- The increase is mostly the result of Social Service agencies using EBPC as their transportation solution. The largest agency is Regional Center of the East Bay.

- The increase in demand was, to a large degree, accommodated without significant increases in the fleet, resulting in very high productivity in 10/11 of 1.83.
- Even with higher productivity, on-time performance did not decrease significantly: from 94% overall in 09/10 to 93.6% in 10/11.
- At the Broker's office, Janice Carter, Veolia's previous Customer Services Manager returned to Oakland and took up her old job. She had transferred to a Veolia site in Southern California but is glad to be back to the Bay Area.

Comments from the audience included:

- A concern that many trips are still too circuitous.
- VTA in Santa Clara County requires paid-in-advance accounts, even for occasional riders to their service area.
- Too many add-ons appear to be happening frequently, making riders originally scheduled on the run, late.
- What happens to riders who do not have their fare or have not been given their fare by employees of the rest home where they reside.

9) REPORT FROM SRAC MEMBERS

Sharon Powers said on a trip from her home to a PAPCO meeting she received a call saying the vehicle was outside. Sharon made her way to the vehicle, but was told she had already been reported by the driver as a no-show and the driver refused to transport her. Mark Weinstein said he'd look into the trip and that the driver should have transported Sharon.

Robert Kearney asked about safety at MTC. Mark Weinstein said vans coming to MTC for the SRAC meeting should drop passengers off across the street in the bus stop. If there is a rider in the front seat of a sedan, the drop off should also be at the bus stop. In both cases, EBPC does not want passengers de-boarding onto the street in front of MTC.

10) NEXT SRAC MEETING AND ADJOURNMENT

The next SRAC meeting will be November 1, 2011.

**EAST BAY PARATRANSIT
Performance Report for the SRAC**

Systemwide

Ridership Statistics

	July -August 10/11	July -August 11/12
Total Passengers	127,224	125,102
ADA Passengers	107,682	105,700
% Companions	1.4%	1.4%
% of Personal Care Assistants	14%	14%
Average Passengers/ Weekday	2,559	2,539
Average Pass/ Weekend & Holidays	905	838

Scheduling Statistics

% Rider Fault No Shows & Late Cancels	2.6%	2.5%
% of Cancellations	21.5%	23.7%
Go Backs/ Re-scheduled	2,214	1,672

Effectiveness Indicators

Revenue Hours	68,910	67,965
Passengers/Revenue Vehicle Hour	1.85	1.84
ADA Passengers per RVHr.	1.56	1.56
Average Trip Length (miles)	10.05	9.99
Average Ride Duration (minutes)	38.4	38.6
Total Cost	\$5,530,627	\$5,601,549
Revenue Miles	1,082,350	1,056,143
Total Cost per Passenger	\$43.47	\$44.78
Total Cost per ADA Passenger	\$51.36	\$52.99
Total Cost per Revenue Hour	\$80.26	\$82.42

On Time Performance

Percent on-time	95.6%	94.0%
Percent 1-20 minutes past window	3.7%	5.0%
% of trips 21-59 minutes past window	0.8%	0.9%
% of trips 60 minutes past window	0.03%	0.07%

Customer Service

Total Complaints	405	533
Timeliness	95	142
Driver Complaints	180	227
Equipment / Vehicle	14	10
Scheduling and Other Provider Complaints	51	60
Broker Complaints	65	94
Commendations	260	311

Safety & Maintenance

Total accidents per 100,000 miles	4.62	3.88
Roadcalls per 100,000 miles	4.63	3.76

Eligibility Statistics

Total ADA Riders on Data Base	19,039	22,216
Total Certification Determinations	1,165	825
Initial Denials	34	37
Denials Reversed	3	1