

EAST BAY PARATRANSIT FY 21/22 Program Plan Review



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.

What Does East Bay Paratransit Do?

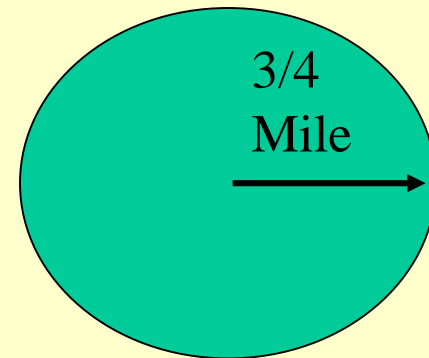
EBP Provides:

- Transit service for people who are prevented from using fixed route due to a physical or cognitive disability.
- Mandated ADA trips.
- No Trip Priority:
 - Medical Appointments
 - Senior Daycare and Adult Day Workshops
 - Errands (i.e. Bank, Post Office)
- Same days and hours as fixed route.
- Fares no more than twice the non-discounted fixed route adult fare.
- Curb to curb (with door to door upon request).
- No more than 50% standing orders (subscription trips).
- Advanced reservations.
- Shared Rides.
- Regional Trip Connection.

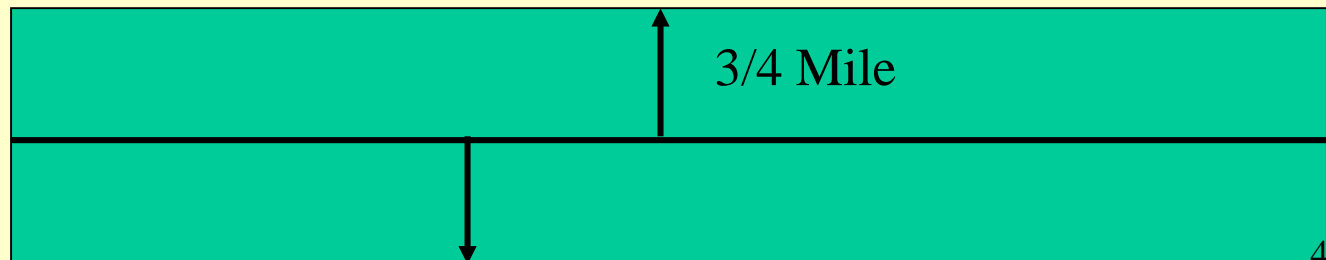
Where and When Is Service Provided?

- Within $\frac{3}{4}$ mile of an AC Transit bus route or BART station
- Day/Hours when bus or trains are operating
- Service to regional transfer points

Any BART Station

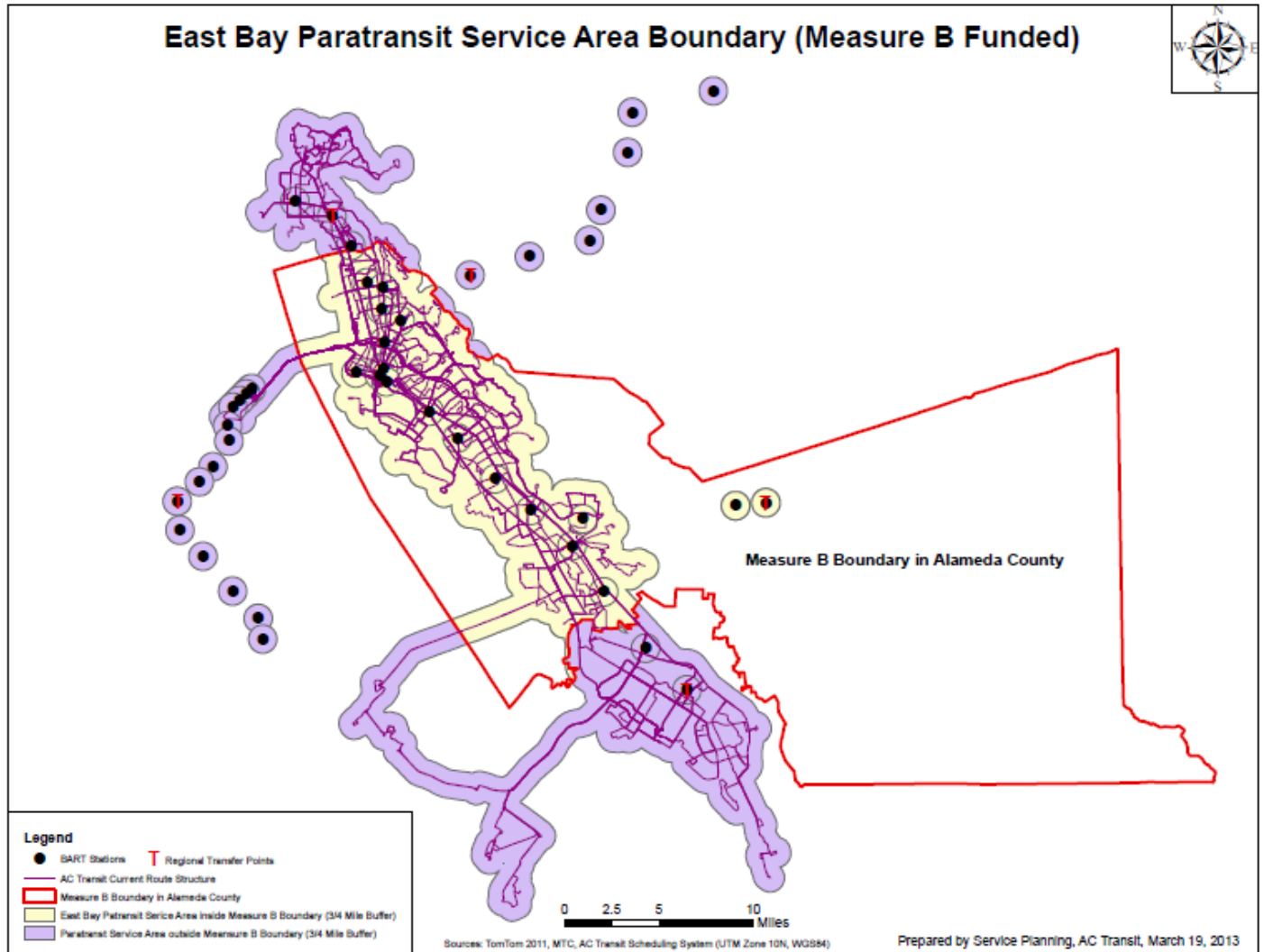


AC Transit Routes



Where Does EBP Operate?

- Overlapping AC Transit and BART Service Area:
 - Pinole to Fremont
- San Francisco
- Transfer service to 8 Bay Area counties



Measure B & BB Program Plan

AC Transit and BART each submit their own applications.

But...

we work together to provide a unified
East Bay Paratransit Program Plan

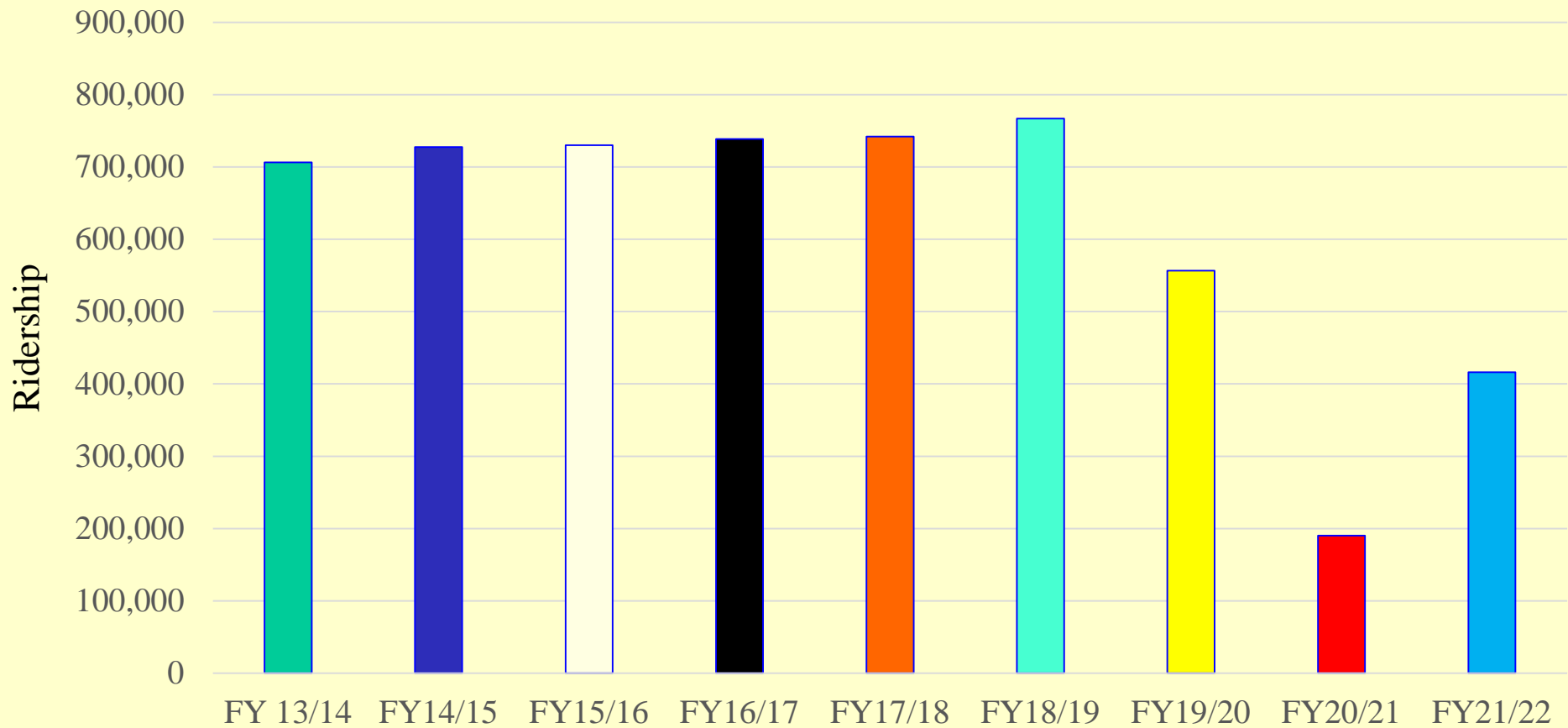
East Bay Paratransit Ridership



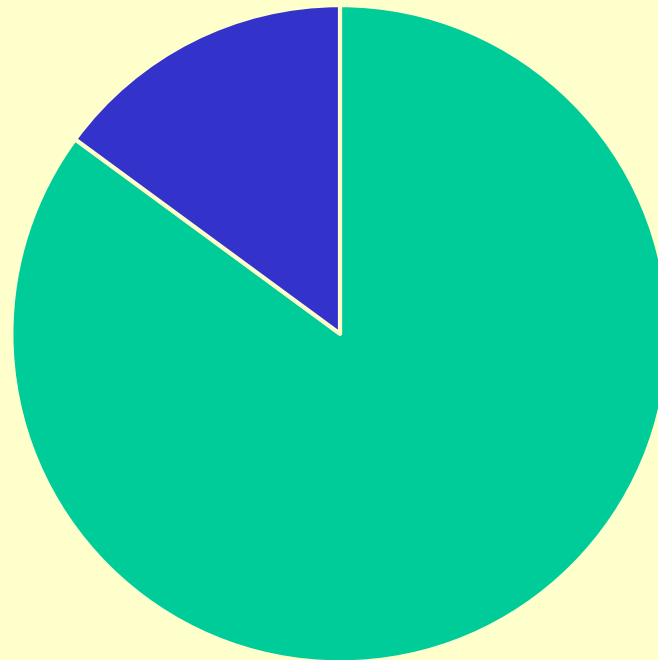
Projected for FY 21-22

- More than 416,000 passengers transported
- More than 1,600 one way trips per weekday

EBP Ridership Growth



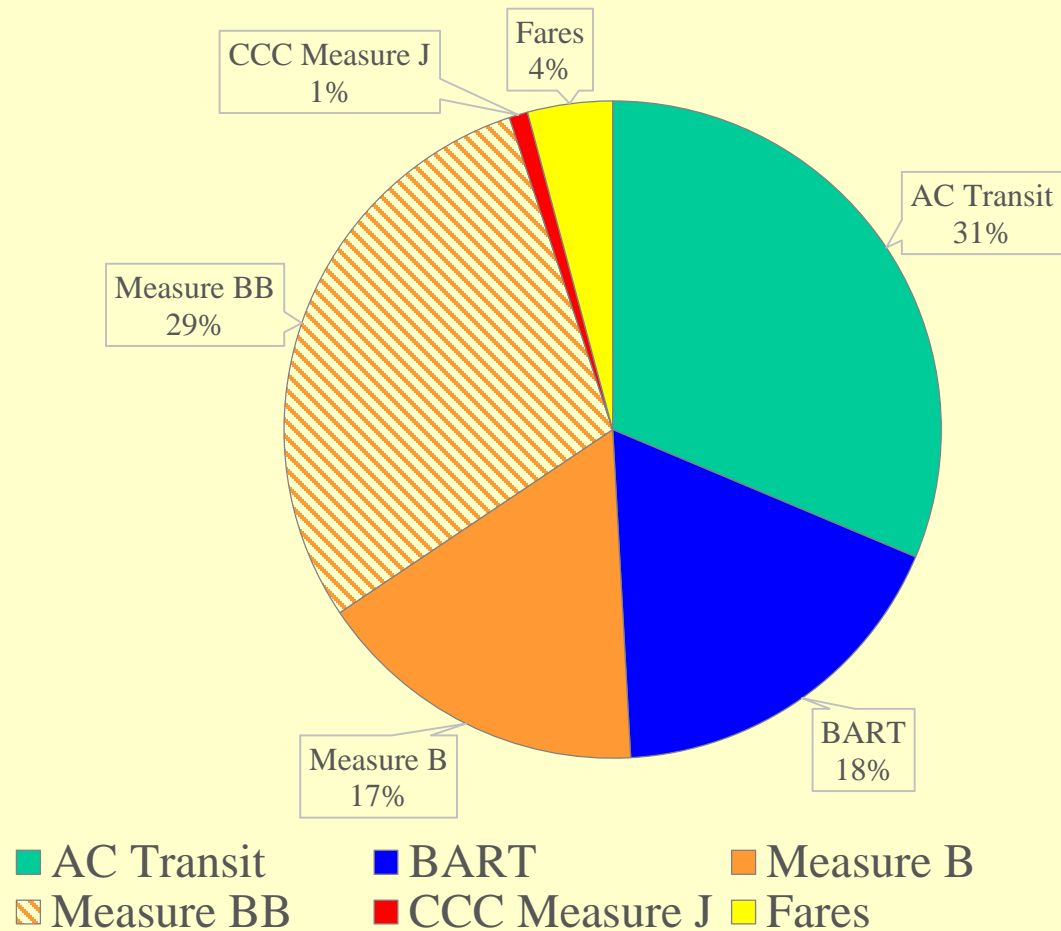
BART and AC Transit Share Expenses



■ AC Transit 69% ■ BART 31%

Total EBP budget for FY 21/22

\$37.2 Million



Community Engagement and Outreach



- Meal delivery assistance April 2020-January 2021 (over 118,000 meals at a cost of \$1.5 million)
- Provided CDC COVID-19 guidelines and mask requirements via our website and call service agents
- Oakland Coliseum Vaccination site trips
- SRAC meetings are currently being held on Zoom
- Annual Customer Satisfaction survey and a survey for Contactless Fare Payment were conducted

Changes from last year

- Expect gradual increase in ridership as vaccinations increase and as counties start to reopen.
- Implementation of contactless payment for riders.
- Transitioning back to shared rides while maintaining social distancing requirements.
- Transitioning back to conducting in person eligibility certification.

Challenges Ahead

- Increasing ridership while maintaining social distance requirements
- Increasing traffic congestion
- Increasing trips to Regional centers and Social service programs due to changes in their programs participant size and schedules

EBP Response to COVID-19 Challenges



- Robo calls to notify riders about changes.
- Early outreach to riders with on-hold messages and call center screening to keep riders and drives safe.
- Implemented high level of vehicle cleaning.
- Masks, gloves and sanitizer for drivers
- Developed procedures to handle Covid-19 positive riders & drivers to prevent spread.
- 20 remote licenses
- Physical improvements to broker call center

Moving Forward ... new for FY 21/22

- Develop and implement contactless payment system
- Developing specifications for an Upgraded Scheduling Software
- Working with MTC to incorporate EBP fare tickets into the Clipper system
- Working on a Regional Trip coordination plan

Q&A

