



# **ALAMEDA-CONTRA COSTA TRANSIT DISTRICT AGENDA**

## **Special Joint Meeting of the AC Transit Board of Directors and the Accessibility Advisory Committee**

East Bay Paratransit Office Community Room  
1750 Broadway  
Oakland, California 94612

**Wednesday, July 11, 2018 at 1:00 p.m.**

### **MEMBERS OF THE BOARD OF DIRECTORS**

ELSA ORTIZ, PRESIDENT (WARD 3)

JOE WALLACE, VICE PRESIDENT (WARD 1)

GREG HARPER (WARD 2)

MARK WILLIAMS (WARD 4)

JEFF DAVIS (WARD 5)

H. E. CHRISTIAN PEEPLES (AT-LARGE)

JOEL YOUNG (AT-LARGE)

### **MEMBERS OF THE ACCESSIBILITY ADVISORY COMMITTEE**

PAMELA FADEM, CHAIR

BARBARA WILLIAMS, VICE CHAIR

JANET ABELSON

JAMES ROBSON

DON QUEEN

MARY CLUTTS

ERIKA BRUHNS

WILL SCOTT

CHONITA CHEW

JIM GONSALVES

MAUREEN GILHOOLY

SHIRLEY CRESSEY

TANYA WASHINGTON

HALE ZUKAS

### **AC TRANSIT BOARD OFFICERS**

MICHAEL A. HURSH, GENERAL MANAGER

DENISE C. STANDRIDGE, GENERAL COUNSEL

LINDA A. NEMEROFF, DISTRICT SECRETARY

## MEETING PROCEDURES

**Public Comment:** Members of the public wishing to present comments should complete a Speaker's Form and submit it to the District Secretary. For subjects not listed on this agenda, the public will be invited to speak under the "PUBLIC COMMENTS" section of the regular meeting agenda. For specific agenda item(s), speakers will be invited to address the Board at the time the item is being considered. All speakers are allowed two (2) minutes to present comments. Individuals wishing to present more detailed information are encouraged to submit comments in writing. Written comments are included in the record for meeting(s), and as such, are available for public inspection and may be posted to the District's website.

**Electronic Devices:** All electronic devices (cell phones, pagers and similar-sounding devices) shall be placed on mute, vibrate or silent mode during Board meetings pursuant to District Ordinance No. 12.

**Order of Agenda Items:** The Board may discuss any item listed on this agenda and in any order.

**Agenda Planning:** The Agenda Planning portion of the agenda is designed to assist the Board and staff in the preparation of future Board agendas. Each item requested shall have the concurrence of at least two Directors in order to place a proposed agenda item on a future agenda.

## LIVE AUDIO STREAMING OF BOARD MEETINGS

Live audio streaming and an archive of previously recorded meetings is available on the District's website at [www.actransit.org](http://www.actransit.org). For technological reasons, recordings of meetings held outside of the Board Room cannot be streamed to the web.

## AVAILABILITY OF AGENDA RELATED MATERIALS

Written agenda related materials for all open session regular meetings are available to the public 72 hours prior to the meeting or at the time the materials are distributed to a majority of the Board. Written materials presented at a meeting by staff or a member of the Board will be available to the public at that time, or after the meeting if supplied by an outside party. Agenda related materials are available on the District's website or by contacting the District Secretary's Office.

## ACCESSIBLE PUBLIC MEETINGS

Meetings of the Board of Directors are accessible to individuals in wheelchairs. Written materials in appropriate alternative formats, disability-related modification/accommodations must be made three business days in advance of the meeting or hearing to help ensure availability. Subject to availability, sign language and foreign language interpreters will be provided upon request with 72-hour notice. Please direct requests for disability related modification or accommodation and/or interpreter services to Linda A. Nemeroff, District Secretary, 1600 Franklin Street, Oakland, California, 94612 or call (510) 891-7201.

The East Bay Paratransit Offices are generally served by bus lines 6, 12, 18, 33, 51A, 72, and 72M. The nearest accessible bus service is provided at the intersection of Broadway and 17<sup>th</sup> Street in Oakland. The nearest accessible BART station is the 19<sup>th</sup> Street Station in Oakland.

District Ordinance No. 13 prohibits bringing non-service animals to District facilities unless specifically authorized by federal or state law.

To accommodate individuals with severe allergies and environmental illnesses, meeting participants should refrain from wearing scented products to the meeting.

<b>SPECIAL JOINT MEETING OF THE BOARD OF DIRECTORS AND THE ACCESSIBILITY ADVISORY COMMITTEE</b> President Elsa Ortiz and Vice Chair Barbara Williams Presiding Wednesday, July 11, 2018 at 1:00 p.m.		<b>PRESENTER</b>
<b>1.</b>	<b>INTRODUCTIONS/ROLL CALL</b>	
<b>2.</b>	<b>PUBLIC COMMENT</b> Any person may directly address the Board/Committee at this time on any items of interest to the public that is within the subject matter and jurisdiction of the Board. Speakers wishing to address a specific agenda item will be invited to address the Board at the time the item is being considered. Two (2) minutes are allowed for each item.	
<b>3.</b>	<b>DISCUSSION ITEMS</b>	
3A.	AAC/Operators Training. (Verbal)	Vice Chair Williams
3B.	Improvements and Advancements in Wheelchair Technology and Impact on Bus Service. (Verbal)	Director Harper
3C.	Disability Awareness Etiquette Pamphlet. (Attachment)	Beverly Greene 891-7255
3D.	AAC Priorities and Board Expectations and Goals for the AAC. (Attachment)	Vice Chair Williams
<b>4.</b>	<b>BOARD/COMMITTEE/STAFF COMMENTS</b> (Government Code Section 54954.2)	
<b>5.</b>	<b>ADJOURNMENT</b>	



**The following etiquette tips address some situations involving individuals with disabilities:**

**Individuals with Mobility Impairments**

- Don't assume limitations based on appearance or use of a mobility device
- Do not touch or lean on a mobility device (including cane or walker) without being asked
- Ask if the individuals needs assistance before helping
- Be careful about the language you use. (i.e. Passenger using a wheelchair, as opposed to "wheelchair passenger")

**Individuals who are blind or visually impaired**

- Verbally greet and identify yourself; extend the same courtesy when leaving a room.
- Ask if the individuals needs assistance before helping
- Offer your arm instead of taking the arm of the indivual. As you walk, announce direction, steps, opening doors, etc.
- Do not pet a service animal without permission of the owner.

**Individuals who are deaf or Hard of Hearing**

- Be aware of the methods the individual uses to communicate: sign language, lip reading, etc).
- Always maintain eye contact and speak directly to the individual rather than a sign language interpreter.
- Do not put your hands in front of your face or eat while communicating.
- Speak in a normal tone, unless the individual requests that you raise your voice.

**Individuals with Speech Impairments**

- Be patient and listen. Do not complete words or sentences for the individual.

**PLAIN TEXT VERSION**

- It's okay to say you don't understand. Ask the individual to repeat. If the individual is able, ask him/her to write it down.
- Speak in your normal tone and cadence.

**Some additional tips**

- **Individuals with Respiratory Impairments or Chemical Sensitivities:** use fragrance-free products like lotions. Items like cologne, especially heavy use can trigger a reaction for this individual.
- **Individuals with Psychiatric Impairments:** do not assume or stereotype. Recognize and respect the differences and respect personal space.
- **Individuals with Cognitive Impairments:** do not assume the individual has below-average intelligence. Treat him as an adult and speak directly to the individual, with your normal tone and cadence.

For more information about disability etiquette, please see the following resources:



## The following etiquette tips address some situations involving individuals with Disabilities

---

### INDIVIDUALS WITH MOBILITY IMPAIRMENTS

- Don't assume limitations based on appearance or use of a mobility device
- Do not touch or lean on a mobility device (including cane or walker) without being asked
- Ask if the individuals needs assistance before helping
- Be careful about the language you use. (i.e. Passenger using a wheelchair, as opposed to "wheelchair passenger")

### INDIVIDUALS WHO ARE BLIND OR VISUALLY IMPAIRED

- Verbally greet and identify yourself; extend the same courtesy when leaving a room.
- Ask if the individuals needs assistance before helping
- Offer your arm instead of taking the arm of the individual. As you walk, announce direction, steps, opening doors, etc.
- Do not pet a service animal without permission of the owner.



## INDIVIDUALS WHO ARE DEAF OR HARD OF HEARING

- Be aware of the methods the individual uses to communicate: sign language, lip reading, etc).
- Always maintain eye contact and speak directly to the individual rather than a sign language interpreter.
- Do not put your hands in front of your face or eat while communicating.
- Speak in a normal tone, unless the individual requests that you raise your voice.

## INDIVIDUALS WITH SPEECH IMPAIRMENTS

- Be patient and listen. Do not complete words or sentences for the individual.
- It's okay to say you don't understand. Ask the individual to repeat. If the individual is able, ask him/her to write it down.
- Speak in your normal tone and cadence.

## SOME ADDITIONAL TIPS

- Individuals with Respiratory Impairments or Chemical Sensitivities: use fragrance-free products like lotions. Items like cologne, especially heavy use can trigger a reaction for this individual.
- Individuals with Psychiatric Impairments: do not assume or stereotype. Recognize and respect the differences and respect personal space.
- Individuals with Cognitive Impairments: do not assume the individual has below-average intelligence. Treat him as an adult and speak directly to the individual, with your normal tone and cadence.

### FOR MORE INFORMATION ABOUT DISABILITY ETIQUETTE, PLEASE SEE THE FOLLOWING RESOURCES

United States Department of Labor  
<https://www.dol.gov/odep/topics/ndeam/>

Office of Disability Employment Policy  
<https://orders.gpo.gov/odep.aspx>

Job Accommodation Network  
<https://askjan.org/training/library.htm>





### **AAC Top Priorities**

The Accessibility Advisory Committee (AAC) has developed its top priorities for 2018. The AAC approved the following as Top Priorities at the April 10, 2018 meeting:

- Advocate for fair, affordable and accessible AC Transit service, and equipment that is accessible, and encourage AC Transit to be an industry leader in accessibility.
- Advocate for increasing State and Federal funding for public transit especially to maintain accessibility and affordability for our rider community.
- Support and participate in driver training to ensure drivers are proficient, sensitive to the needs of seniors and people with disabilities, and help create an atmosphere that is welcoming of all riders.
- Support and participate in customer service training for both phone and in-person customer service staff to ensure respectful, accessible, and appropriate information and service for seniors, people with disabilities and all riders on AC Transit.
- Support and engage in activities to increase ridership of seniors, people with disabilities and young people on the fixed route transit system when appropriate. This includes general education to increase the public's knowledge and understanding of the needs of seniors, people with disabilities and young people and a commitment of removing barriers throughout the transit system.