

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, APRIL 11, 2017
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from March 14, 2017**
 - 2. AAC Member Etiquette**
 - 3. Quarterly ADA Complaints**
 - 4. Lift/Ramp Road Call Report**
-

MEETING LOCATION

**East Bay Paratransit Office
1750 Broadway
Oakland, CA 94612
1:00 P.M.**

Transit to AAC Meeting

**All AC Transit bus lines service downtown Oakland stops within walking distance of the meeting location.
This site can also be reached via BART to the 19th Street Oakland station.**

For additional information about the Accessibility Advisory Committee, contact Tammy Kylo, Secretary to the Committee, at 510-891-7175.

AGENDA
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
EAST BAY PARATRANST OFFICE
1750 BROADWAY, OAKLAND, CA 94612
1:00 P.M., TUESDAY, APRIL 11, 2017
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

MARY CLUTTS

PAMELA FADEM

JIM GONSALVES

DON QUEEN

WILL SCOTT

BARBARA WILLIAMS

CHONITA CHEW

SHIRLEY CRESSEY

SALEEM SHĀKIR GILMORE

SUSAN GONZALEZ

JAMES ROBSON, CHAIR

TANYA WASHINGTON

HALE ZUKAS

1. Roll Call and Introduction of New Members and Guests
2. Order of Agenda
3. Approval of Minutes for March 14, 2017 [Attachment 1]
4. Overview of Interns at AC Transit (Emily Cruz)
5. Review of AAC Member Etiquette [Attachment 2]
6. Review of Quarterly ADA Complaints [Attachment 3]
7. Chair's Report
8. Board Liaison Report
9. Review of Lift/Ramp Road Call Report [Attachment 4]
10. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
11. ACTC PAPCO Report (Hale Zukas)
12. Public Comments
13. Member Communications and Announcements
14. Staff Communications and Announcements
15. Set Next Agenda & Meeting Date
16. Adjournment

ATTACHMENTS:

Meeting Minutes: March 14, 2017	[Attachment 1]
AAC Member Etiquette	[Attachment 2]
Quarterly ADA Complaints	[Attachment 3]
Lift/Ramp Road Call Report	[Attachment 4]

Staff to the Accessibility Advisory Committee:

Mallory Nestor-Brush, Accessible Services Manager	(510) 891-7213
Kim Ridgeway, Accessible Services Specialist	(510) 891-7261
Tammy Kylo, Administrative Coordinator	(510) 891-7175

ALTERNATIVE FORMATS: AC Transit will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service to Tammy Kylo, Administrative Coordinator, AC Transit, 1600 Franklin Street, Oakland, CA 94612. Written requests will be honored for the calendar year in which the request was made, but must be renewed after January 1 for the next calendar year with the same information listed above.

SIGN LANGUAGE INTERPRETER: A sign language interpreter will gladly be provided for persons with a hearing impairment. If an interpreter is needed for a specific meeting, please call (510) 891-7175 at least **five days** prior to the meeting.

NO SCENTED PRODUCTS: Please refrain from wearing scented products at the meeting, as there may be persons present with environmental illnesses.

PUBLIC SPEAKERS: Speakers wishing to address subjects not listed on this agenda will be invited to address the committee under the “public comments” section of the agenda. Speakers who wish to address a specific agenda item will be invited to address the committee at the time the item is being considered. Time limitations: Individuals addressing the committee should limit their comments to three (3) minutes.

**ATTACHMENT 1
DRAFT MINUTES
SPECIAL MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
MARCH 14, 2017**

The meeting came to order at 1:09 p.m.

1. Roll Call and Introduction of Guests

AAC members present:

Janet Abelson	Shirley Cressey
Pam Fadem	Steve Fort
Saleem Shākir Gilmore	James Robson, Chair
Will Scott	Barbara Williams
Hale Zukas	

AAC members absent:

Chonita Chew (excused)	Jim Gonsalves
Yuli Jacobson (excused)	Don Queen (excused)

Staff: Mallory Nestor-Brush, Accessible Services Manager
Tammy Kyllö, Administrative Coordinator
Kim Ridgeway, Accessible Services Specialist
Steven Keller, Executive Director of Safety, Security & Training
Linda Nemeroff, District Secretary
Kathleen Eichmeier, Assistant District Secretary

Guests: Alessandro Maione
Chris Mullin

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Fadem/Scott approved the February 28, 2017 AAC meeting minutes. The motion carried by the following vote:

AYES – 7: Abelson, Fadem, Fort, Robson, Scott, Williams, Zukas
ABSTENTIONS – 2: Cressey, Gilmore
ABSENT – 4: Chew, Gonsalves, Jacobson, Queen

4. Completion of Conflict of Interest Form 700

District Secretary staff assisted the AAC members with completing and signing the Conflict of Interest Form 700 for the previous year. Staff will follow-up with the members who were absent.

5. Overview of Safety and Security

Steven Keller, Executive Director of Safety, Security and Training, gave an overview of his role in bus stop accessibility, including riding each new route before it goes into revenue service and looking for any potential accessibility issues boarding and alighting buses. Steven encouraged the Committee to reach out to him if they encounter any bus stops in the service area that are not accessible.

Steven also gave an overview of safety tips including TipNow, an AC Transit smart phone application that allow riders to anonymously send safety and security issues to AC Transit's Operations Control Center (OCC), which has a direct line to the County Sherriff's Department for dispatch if necessary. Steven also spoke about CCTV cameras on every bus, and assured the Committee that even if one camera was not working, there are 8 more cameras on both the interior and exterior of the vehicles. Steven mentioned that AC Transit has been granted permission to put cameras on the front of the BRT buses so that if cars are parked in a bus zone, a photo of the license plate can be taken and sent to the Sherriff's department who will issue a ticket. AC Transit is currently working on getting permission to expand the camera installation to every bus in the fleet.

6. Chair's Report

Chair Robson shared information about the upcoming BART station shut down between 19th Street/Oakland and Fruitvale stations for maintenance. Tammy Kylo will send the Committee a link to the BART website for more information on the shut down and the bus bridges.

7. Board Liaison Report

None.

8. Review of Lift/Ramp Road Call Report

The report, for the period of February 19, 2017 – March 4, 2017, showed 3 lift/ramp road calls; 1 was chargeable. The Committee requested that Maintenance staff attend a future AAC Meeting to give an overview of the lift/ramp maintenance schedule.

9. Service Review Advisory Committee (SRAC) Report

The SRAC met on March 7, 2017 and received a report on East Bay Paratransit's Key Performance Indicators (KPI's) including productivity and on-time performance. The SRAC also conducted a first reading of amendments to their by-laws to improve the member Nominating Committee process.

10. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

11. Public Comments

- Alessandro Maione expressed concern for the change in the line numbers explaining that doing so is confusing, especially to the disabled community.
- Chris Mullin thanked the Committee for inviting the Executive Director of Safety, Security and Training to speak on such an important issue.

12. Member Communications and Announcements

- Shirley Cressey provided information and brochures about El Cerrito's 100th Anniversary Celebration.
- Hale Zukas asked when the Committee would be able to tour the Gillig facility. Mallory Nestor-Brush responded that Gillig is currently in the process of moving its plant from Hayward to Livermore, which is scheduled for May. Staff will explore the possibility of a tour after Gillig has relocated.
- Saleem Gilmore reported that he and his wife adopted a baby on November 30th.

13. Staff Communications and Announcements

Mallory Nestor-Brush reminded the Committee that AB1234 Ethics Training, which occurs every two years, is approaching. To receive a completion certificate, the Committee can attend the May 2nd Joint SRAC, Bart Accessibility Task Force (BATF) and AAC meeting in person, or members can take the class on-line. If they wish to take the class on line they must complete the course by May 2, 2017 and copies of the certificate must be sent to Tammy Kylo by May 5, 2017. Tammy will send a link to the on-line class to the Committee.

14. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, April 11, 2017 at the East Bay Paratransit Office, 1750 Broadway, Oakland, in the Community Room. Agenda items will include an Overview of Interns at AC Transit and Review of Quarterly ADA Complaints.

15. Adjournment

The meeting adjourned at 2:30 p.m.

ATTACHMENT 2
AAC Member Etiquette

- Please arrive promptly at 1:00 pm for monthly AAC Meetings.
- To the extent possible, please stay through the entire meeting. Meetings usually run until approximately 3:30 pm.
- If you are unable to attend a meeting, please contact Tammy Kylo, Secretary to the Committee, at tkylo@actransit.org or 510-891-7175 by **4:00 pm** the **DAY BEFORE** the scheduled meeting.
- Please refrain from wearing scented products at the meeting, as there may be persons present with environmental sensitivities.
- During meetings, if you would like to speak on an item, raise your hand so that the Chair recognizes you and gives you the floor. Please state your name so that members who have a visual impairment, know who is speaking.
- Allow other members to finish speaking. Do not interrupt.
- Please refrain from engaging in side conversations during the meeting. Personal discussions are disruptive and are amplified by the Community Room sound system.
- To the extent possible, please direct your comments to the current topic. Additional comments regarding non-agenda items shall be reserved for “Member Communications and Announcements”.
- Please silence your cell phones (either turn them off or to vibrate). If you must take a call, do not answer inside the meeting room. Please step out and return the call to avoid disruptions.

ATTACHMENT 3
3rd Quarter (January 1 – March 31) FY 15/16 and FY 16/17
Customer Relations ADA Complaints
Comparison

Complaint	3rd Qtr FY 2015-2016	3rd Qtr FY 2016-2017
80 ADA-KNEELER	0	0
81 ADA-SECUREMENT ISSUE	1	0
82 ADA-CALL STOP ISSUE	1	0
83 ADA-PRIORITY SEATING ISSUE	4	5
84 ADA-CONDUCT/DISCOURTESY	13	18
85 ADA-LIFT/RAMP ISSUE	2	1
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	2	1
87 ADA-PASS UP	11	8
88 ADA-REFUSED ACCESS	6	5
89 ADA-GUIDE/SERVICE ANIMALS	1	2
90 ADA-CARRIED BEYOND STOP	0	2
91 ADA-BOARDING AND ALIGHTING ISSUE	2	0
92 ADA-HAZARDOUS OPERATION	1	2
93 ADA-RELATED EQUIPMENT OR SIGNAGE	1	2
94 ADA-PARATRANSIT POLICY CONCERN	0	0
95 ADA-OTHER	1	2
97 REASONABLE MODIFICATION/ACCOMODATION	0	1
Total Complaints	46	49

*** Note that total complaints does not equal total tickets. Tickets can have multiple codes. So the total number of complaints will always be higher than the total number of tickets.

ATTACHMENT 4
 Lift /Ramp Road Call Report
 March 5, 2017 – March 25, 2017

Coach Series	Type	Date	Coach #	Line #	Operator Length of Service	Problem Reported	Problem Found <i>* Indicates Chargeable</i>	Pax Received Ride?
1000 (VH-Ricon)	Ramp	3/17/17	1042	6	25-60 mos.	Kneeler - when deployed makes a loud buzzing noise	Bus hit object on road - Bent leveling arm bracket. Repaired bracket, and adjusted suspension and kneeler.	1014
1400 (Lift U)	Ramp	3/20/17	1458	57	25-60 mos.	Ramp won't stow	ramp stowed but lift light still on - bad sensor*	1451
2100 (VH-Ricon)	Ramp	3/23/17	2108	40	60+ mos.	Lift Stuck	Repaired damaged access door	2108
5100 (VH-Ricon)	Ramp	3/24/17	5138	75	60+ mos.	Switch not working	Replaced kneeling proximity switch. *	5038

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **0** Operators; 13-24 Mos: **0** Operators; 25-60 Mos: **1** Operators; 60+ Mos: **2** Operators
 (79) (94) (138) (247) (752)

Series	Year Added	Type	Qty
1000	2003	True Low Floor Standard (40 ft.)	80
1200	2008	True Low Floor Standard (40 ft.) <Van Hool>	27
1300	2012	Standard Low Floor (40 ft) Gillig	65
1400	2014	Standard Low Floor (40 ft) Gillig	68
1500	2016	Standard Low Floor (40 ft) Gillig	80
2000	2003	True Low Floor Articulated	29
2100	2006-2009	Suburban Articulated	33
2200	2013	Standard Low Floor (60 ft.) <New Flyer>	23
3500	2015	Eldorado Small Transit Vehicle	10
5000	2006	Low Floor Standard (30 ft.)	51
5100	2009	Low Floor Standard (30 ft.)	39
6000	2000-2003	Commuter Coaches <MCI>	46
6100	2013	Commuter Coaches (40 ft.) <Gillig>	54
FC	2010	Fuel Cell Standard (40 ft.)	13
<i>Total</i>			<i>618</i>