

**AGENDA PACKET  
AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
REGULAR MEETING  
TUESDAY, APRIL 12, 2016  
1:00 P.M.**

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**INDEX OF ATTACHMENTS**

1. Minutes from March 8, 2016
  2. AAC Bylaws – Article II Officers
  3. AAC Priorities
  4. ADA Complaints Pass Up/Refused Access
  5. Lift/Ramp Road Call Report
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**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 19<sup>th</sup> 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 12, 2016**  
**REGULAR MEETING**

**AAC MEMBERS:**

**JANET ABELSON**

**CHONITA CHEW**

**PAMELA FADEM**

**SALEEM SHĀKIR GILMORE**

**YULI JACOBSON**

**JAMES ROBSON**

**BARBARA WILLIAMS**

**SCOTT BLANKS, CHAIR**

**SHIRLEY CRESSEY**

**STEVE FORT**

**JIM GONSALVES**

**DON QUEEN**

**WILL SCOTT**

**HALE ZUKAS, VICE CHAIR**

1. Roll Call and Introduction of Guests
2. Order of Agenda
3. Approval of Minutes for March 8, 2016 [Attachment 1]
4. Election of Chair/Vice Chair [Attachment 2]
5. Review AAC Priorities [Attachment 3]
6. Discuss Items for Joint Meeting with Board of Directors
7. Review of ADA Complaints Pass Up/Refused Access [Attachment 4]
8. Chair's Report
9. Board Liaison Report
10. Review of Lift/Ramp Road Call Report [Attachment 5]
11. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
12. ACTC PAPCO Report (Hale Zukas)
13. Public Comments
14. Member Communications and Announcements
15. Staff Communications and Announcements
16. Set Next Agenda & Meeting Date
17. Adjournment

**ATTACHMENTS:**

<b>Meeting Minutes: March 8, 2016</b>	<b>[Attachment 1]</b>
<b>AAC Bylaws – Article II Officers</b>	<b>[Attachment 2]</b>
<b>AAC Priorities</b>	<b>[Attachment 3]</b>
<b>Review of ADA Complaints Pass Up/Refused Access</b>	<b>[Attachment 4]</b>
<b>Lift/Ramp Road Call Report</b>	<b>[Attachment 5]</b>

**Staff to the Accessibility Advisory Committee:**

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

**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 Linda Nemeroff, District Secretary, 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  
REGULAR MEETING OF THE AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
MARCH 8, 2016**

The meeting came to order at 1:05 p.m.

**1. Roll Call and Introduction of Guests**

**AAC members present:**

Janet Abelson	Scott Blanks, Chair
Chonita Chew	Shirley Cressey
Jim Gonsalves (arrived 1:40)	Yuli Jacobson
Don Queen	James Robson
Will Scott	Barbara Williams (arrived 1:08)
Hale Zukas, Vice Chair (arrived 1:29)	

**AAC members absent:**

Pam Fadem (excused)	Steve Fort (excused)
Saleem Gilmore (excused)	

**Staff:** Mallory Nestor-Brush, Accessible Services Manager  
Kim Ridgeway, Accessible Services Specialist  
Tammy Kylo, Administrative Coordinator  
Kathleen Eichmeier, Assistant District Secretary  
Linda Nemeroff, District Secretary

**Guests:** Mary Fowler                      Bernita Thomas  
H. E. Christian Peeples, Board President

**1. Roll Call and Introduction of New Members and Guests**

Each Committee member introduced him/herself offering a short bio, including newly appointment members Chonita Chew and Barbara Williams.

**2. Order of Agenda**

The order of agenda was approved.

**3. Approval of Minutes**

MOTION: Abelson/Robson approved the January 12, 2016 AAC meeting minutes. The motion carried by the following vote:

AYES – 6: Abelson, Blanks, Cressey, Queen, Robson, Zukas

ABSTENTIONS – 5: Chew, Gonsalves, Jacobson, Scott, Williams

ABSENT – 3: Fadem, Fort, Gilmore

#### **4. Completion of Conflict of Interest Form 700**

Linda Nemeroff, District Secretary and Kathleen Eichmeier, Assistant District Secretary, provided assistance to Committee members in completing the Conflict of Interest 700 Form. Members who arrived late to the meeting were asked to complete their forms at the conclusion of the meeting.

#### **5. Review of AAC Member Etiquette**

Kim Ridgeway, Accessible Services Specialist, reviewed the Member Etiquette attachment, which is provided annually for the Committee.

#### **6. Review of Quarterly ADA Complaints**

The Committee reviewed the Quarterly ADA Complaints which showed a comparison of all ADA related complaints for the periods of 2nd Quarter 14/15 and 2nd Quarter 15/16. The Committee noted the significant drop in complaints from 107 to 66.

Kim Ridgeway reminded the committee that the total number of complaints does not equal total number of tickets. A ticket could have more than one complaint code, and thus the number of complaints will always be higher than the number of tickets. Janet Abelson expressed that she felt the number is low because there have been many occasions where she has had complaints, such as pass ups, but did not report them. Chair Blanks encouraged everyone to register a complaint, and that an individual could register the complaint anonymously if they felt uneasy about leaving their names.

The Committee asked Staff to pull out the 18 “ADA-Pass Up” complaints and the 5 “ADA-Refused Access” complaints to review customer’s verbatim complaint. This information will be brought back to the Committee at a future meeting.

#### **7. Chair’s Report**

Chair Blanks encouraged all Committee members to continue to volunteer for the AAC/NBO classes. He expressed that the classes are very beneficial for the New Bus Operators and gives them an opportunity to have one-on-one encounters with and ask questions of individuals with disabilities.

#### **8. Board Liaison Report**

H. E. Christian Peoples, AC Transit Board President reported on the following:

- Contra Costa County’s Transportation Expenditure Plan (TEP) which would expand the ½ cent sales tax to 1 cent for a period of 20 years.
- The American Public Transportation Association meeting in Washington, D.C. the week of March 14<sup>th</sup>.
- The Service Expansion Plan (SEP) will go into effect June 2016 with additional service added quarterly until June 2017.
- Division 3 (Richmond), which is expected to open in December 2016.
- The Board will review and vote on approving a construction contract for the BRT project at the March 9, 2016 Board Meeting.

**9. Review of Lift/Ramp Road Call Report**

The report, for the period of January 3 – February 27, 2016, showed 8 lift/ramp road calls; all 8 were chargeable.

**10. Service Review Advisory Committee (SRAC) Report**

Janet Abelson gave an overview of the SRAC, an Advisory Committee that works with AC Transit, BART and Transdev staff on East Bay Paratransit (EBP) policies, procedures, budgets, and funding claims. The SRAC meets the first Tuesday of every other month in the EBP Community room located at 1750 Broadway, Oakland, CA.

At the March 1, 2016 SRAC meeting, the Committee received a report on efforts to provide a credit card payment option for purchasing paratransit tickets and a report on the Customer Satisfaction Survey by geographic zones.

**11. Alameda County Transportation Commission (ACTC) PAPCO Report**

Mallory Nestor-Brush, on behalf of Hale Zukas, gave an overview of the Paratransit Advisory and Planning Committee (PAPCO), which advises Alameda County Transportation Commission (Alameda CTC) on the development and implementation of paratransit programs, including grant programs. PAPCO meets on the fourth Monday of each month at Alameda CTC, 1111 Broadway, Suite 800, Oakland, CA.

**12. Public Comments**

None.

**13. Member Communications and Announcements**

None.

**14. Staff Communications and Announcements**

Kimberly Ridgeway reported that the next AAC/NBO class is Wednesday, March 16th. There will be no April class. As Michael Flocchini, Training and Education Department Manager, builds more classes, Kim will inform the Committee and request volunteers for future dates.

**15. Set Next Agenda & Meeting Date**

The next AAC Meeting will be held Tuesday, April 12, 2016 at 1750 Broadway, Oakland, CA. Agenda items will be Report on the CAD/AVL system and Elections of the Chair and Vice-Chair.

**16. Adjournment**

The meeting adjourned at 2:30 p.m.

**ATTACHMENT 2**  
**AAC BYLAWS – ARTICLE II OFFICERS**

**SECTION 1. CHAIR.**

The Committee shall select from its membership a Chair who shall preside at all meetings of the Committee. The Chair shall appoint members to all subcommittees and shall serve as ex-officio member to all subcommittees. The Chair shall also perform such other duties as may be requested from time to time by the Committee.

**SECTION 2. VICE CHAIR**

The Committee shall select from its membership a Vice Chair who, in the absence or inability of the Chair to serve, shall have all of the powers and shall perform all of the duties of the Chair. The Vice Chair shall perform such other duties from time to time as may be requested by the Committee.

**SECTION 3. CHAIR AS PRESIDING OFFICER**

The Chair may move, second and debate from the Chair, subject only to such limitations of debate as are imposed on all members. He/she shall not be deprived of any rights and privileges of any member by reason of his/her acting as presiding officer. However, the Presiding Officer is primarily responsible for the conduct of Committee meetings.

The Chair shall be responsible for the maintenance of order and decorum of Committee meetings. The Chair shall determine all Points of Order subject to the right of any member to appeal the determination to the entire Committee. In the event of an appeal, the majority decision of the Committee shall govern and conclusively determine any question of order.

**SECTION 4. STAFF SUPPORT**

As authorized by the Board of Directors, the General Manager, or his/her designee, shall serve as Committee Secretary to prepare meeting notices, agendas, and minutes.

**SECTION 5. SELECTION OF CHAIR/VICE CHAIR**

(a) Term. During the regular meeting in April of every other year, and at any time when there is a vacancy in the office of Chair or Vice Chair, the Committee shall elect one of its members as Chair and one of its voting members as Vice Chair. The regular term of office for the Chair and Vice Chair shall be two years; however, the Chair and Vice Chair shall serve at the direction of the Committee and may be removed by a majority vote of the appointed Committee members. Chair and Vice Chair may not serve two consecutive two year terms.

(b) Temporary/Permanent Vacancies. If the Chair and Vice Chair are both absent from any meeting and/or are unable to act, the meeting shall be called to order by the Committee Secretary whereupon the Secretary shall immediately call for the selection of a Temporary Presiding Officer.

(c) Failure to Elect. If the Committee fails to elect a Chair or Vice Chair, the existing Chair or Vice Chair shall continue in said office until the Committee elects a successor.

**ATTACHMENT 3  
AAC Top Priorities**

**AAC Top Priorities**

The Accessibility Advisory Committee (AAC) has developed its top priorities. Which are:

- Advocate for the most equitable and accessible AC Transit service and equipment, and encourage AC Transit to be an industry leader in accessibility.
- Advocate for increasing State and Federal funding for public transit.
- 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 all riders.
- Support and engage in activities to increase ridership of seniors and people with disabilities on the fixed route transit system. This includes general education to increase the public's knowledge and understanding of the needs of seniors and people with disabilities and a commitment of removing barriers throughout the transit system.

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**ATTACHMENT 4**  
**Customer Relations ADA Complaints Pass Up/Refused Access**

Pass Up Comments (18):

1. Caller said that the bus stopped 2 feet from the curb, opened the door, then closed it and pulled away before she could board. She uses a walker and says this has happened before. Final destination was downtown Oakland. **Line 12**
2. Caller states that he was at the bus stop when the bus passed him by. He is legally blind and did not get the coach number or driver description. The bus was due at 4:25 and was on time. Caller yelled at the bus to indicate his intent to board. Final destination was Fremont Bart. **Line 99**
3. The caller was Harbor Way and Florida at 9:45. The bus drove by at about 9:50. The driver looked over at caller and pointed down the street to the next bus stop. (about 2 blocks). The caller is disabled and can't walk that far. This has been a temporary bus stop for this bus for months. Her destination was Del Norte Bart. Caller did not get the coach number. Caller waved her hand in the street. The driver was a Philippino male. Caller believes this is a new driver. **Line 76**
4. Caller states that he waits for the 22 bus at this stop daily. The 97 bus also stops here and when they arrive at the same time, the 97 driver stops for him but then the 22 just drives past him. This has happened many times. Caller is legally blind. Did not see the coach number or the driver. The bus was on-time. Final destination was South Hayward Bart. **Line 22**
5. Bus was due at 5:26pm. Bus was on time. Caller was at the bus stop and indicated her intent to board. Bus driver was speeding and passed her by. Final destination was Bancroft and Dolores. Did not get a glimpse of the driver. Caller feels that she is being discriminated against. She is disabled and clearly uses a cane. This happens on a semi-regular basis. **Line 89**
6. Woman stepped out to the traffic, waving to bus and bus hit the breaks but then kept going. Had to walk to the next bus stop. Wanting to go to Bart Bayfair. Did not see the driver. **Line 48**
7. Sitting at bus stop that was well lit. Bus did not stop. Has walker could not stand. Did not know what time bus was due. Did indicate intent to board bus. Bus zoomed by her. She was going to Oakland Airport. Did not know if it was on time or behind. Did not get a coach number or see the driver. **Line 21**

8. A blind passenger got passed up by a driver. **Line 51A**
9. Says that the bus passed up a seeing impaired passenger at the stop. Caller was across the street and witnessed this. Bus number 1312. Caller yelled to the driver and it appeared he saw the passenger waiting but still did not stop. Described the driver as African American, Male, 30's. Passenger was about 6 feet away from the bus stop. **Line 51A**
10. The caller said him and his wife are handicap and in wheelchairs and the driver did not let them on the bus; driver has been threatening to do this for a while and the caller said his wife did not have her pass out fast enough and that was the reason for him leaving even though he had his pass out at the time. **Line 76**
11. Caller was standing by the pole, she had her bus pass in her hand. Bus driver looked right at the caller and kept going, he stopped at the next stop down the block. Bus was due at 5PM. Caller didn't get coach number. Caller did indicate to board the bus by waving her hands at the driver. Caller was going to 20th street to connect to a shuttle bus to go to Grand Ave. **Line 18**
12. Caller was calling on behalf of a disabled, elderly passenger. Stated that the passenger was waiting for the 76 at Grove Ave and Fred Jackson Way and at approx. 3:05pm the bus stopped at the stop and told the man that it was full and took off. This caused the man to be late to a doctors appointment. Stated that the bus did appear quite full but it looked like there was able-bodied people in the handicapped seats that should have gotten up. Caller requested that the supervisor contact the man that was passed up. His name is Mr. Howard Smith Jr and would like to be contacted by phone as soon as possible. **Line 76**
13. The 51a drops the 51b drives off before the passengers can get across the street to catch it. The passenger is frustrated and has complained many times but it keeps happening. Has talked to a supervisor only once in 3 months. She has only had only one return phone call. **Line 51A**
14. The caller is disabled and the bus driver did stop at the bus stop but she did not open the door but as soon as the light turned green the driver had pulled off. Bus was due at the location at 5:23pm. Caller was by the sign when the bus pulled up. Driver did look at the caller. She indicated to board the bus by waving her hands. Bus was on time. She did not get the coach number. **Line 99**

15. The bus is due at 6:36 he was at 35th and MacArthur at 7:30 am. Wasn't able to let the bus driver know he was loading bus. He wasn't near the bus. His destination was San Francisco. **Line unknown**
  
16. The bus passed Harrison and 14th at about 12:30. The coach number was 1067. Caller did not know what time the bus was due. So, she would not be able to say it was on time or not. Her destination was Lakeshore and Lake Park. Caller said the driver passed the stop. She was walking to where the bus was stopped. The bus pulled away. She is handicapped and has to use a cane. She did not see the driver. **Line 26**
  
17. The bus was due there at 3:09. The caller was at the bus stop. The caller waved at the bus driver and yelled ya wait stop. The caller is going to bay fair bart. The bus was late time. The caller did not get the coach number. **Line 97**
  
18. Caller states that the bus came on time but drove right past without stopping. Caller was at the bus stop in his wheelchair and says that the driver saw him. He did not see a coach number. Destination was A Street. **Line 89**

Refused Access (5):

1. Caller took the 20 route to Webster and Stargell Ave. Got off the bus and was going to make the connection with the O route to the Fruitvale bart. Stated that when she got off the 20, the O was right behind that bus. She approached the bus, which was still pulled over at the stop, and attempted to board. Stated that the driver would not open the door for her and told her to take the 51. Caller told the driver that she did not need the 51 bus and needed to board this O bus. The driver would not allow her to do so and took off with her standing there. Caller stated that she is disabled. Stated that the driver did not provide a valid reason as to why she could not board. The bus was coach 4090.
  
2. The bus driver claims there was no room on the bus for a disabled man in a wheelchair. Someone else called and observed the man being denied access on the bus. 20th & Broadway at 12:37.
  
3. Passenger is in a wheelchair. The driver refused to let two wheelchair passenger board. Have ridden with this driver before. She has done this several times before. Final destination 40th & mlk, jr.

4. Caller states that she arrived at the bus stop while the bus was still stopped. She waved at him but he refused to let her board. Now she will now be late for catching the 65. She does not want to be contacted.
  
5. Caller was waiting to get on the bus at Broadway and 13th at 8:00. After the other people boarded the caller told the driver she was able to step down to get on the bus. The driver said she wasn't able to accommodate caller because there was a car in the way. The caller said the car drove away as they were speaking. The driver said "I'll tell what" then drove away. The coach number on the bus was 2195.

**ATTACHMENT 5**  
 Lift /Ramp Road Call Report  
 February 28, 2016 – March 26, 2016

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	3/1/16	1018	72R	25-60 mos.	B.O. LIFT/RAMP	cleared by mechanic on road service*	YES
1000 (VH-Ricon)	Ramp	3/16/16	1018	72R	60+ mos.	DRAWER WON'T CLOSE	Repaired/ secured drawer magnet. *	YES
1400 (Lift U)	Ramp	3/12/16	1433	99	60+ mos.	OPERATOR REPORTED COACH WOULD NOT GO INTO GEAR.	replaced ramp proxy switch*	YES
5000 (VH-Ricon)	Ramp	3/22/16	5034	25	7-12 mos.	LIFT NOT WORKING	PANEL BOLT FROM LIFT TRACKS	YES
6100 (Lift U)	Ramp	3/14/16	6136	CB	60+ mos.	DRAWER WON'T CLOSE	Replaced defective latching solonoid.*	YES

**Operator Length of Service Totals:**

0-6 Mos: **1** Operator; 7-12 Mos: **0** Operators; 13-24 Mos: **1** Operators; 25-60 Mos: **3** Operators; 60+ Mos: **3** Operators  
 (63)                      (27)                      (131)                      (163)                      (866)

Series	Year Added	Type	Qty
1000	2003	True Low Floor Standard (40 ft.)	87
1200	2008	True Low Floor Standard (40 ft.) <Van Hool>	27
1300	2013	Standard Low Floor (40 ft) Gillig	65
1400	2014	Standard Low Floor (40 ft) Gillig	68
2000	2003	True Low Floor Articulated	29
2100	2006-2009	Suburban Articulated	33
2200	2013	Standard Low Floor (60 ft.) <New Flyer>	23
4000	2000-2002	Standard Low Floor (40 ft.) <NABI>	39
3500	2015	Eldorado Small Transit Vehicle	2
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.)	12
<i>Total</i>			<i>575</i>
<i>* Please note the 7200's are classified as 4000 series buses.</i>			