

**AGENDA PACKET-Revised
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, APRIL 14, 2015
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from March 10, 2015**
- 2. Lift/Ramp Road Call Report**
- 3. Revised RTC Clipper Card Brochure**

**MEETING LOCATION
AC TRANSIT
1600 Franklin Street, 2nd Floor
1:00 P.M.
Oakland, California 94612**

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

AGENDA-Revised
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
AC TRANSIT
1600 FRANKLIN STREET, OAKLAND, CA 94612
1:00 P.M., TUESDAY, APRIL 14, 2015
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

SHIRLEY CRESSEY

STEVE FORT

JIM GONSALVES

LISAMARIA MARTINEZ

JAMES ROBSON

MARINA VILLENA

SCOTT BLANKS, CHAIR

PAMELA FADEM

SALEEM SHĀKIR GILMORE

YULI JACOBSON

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 10, 2015 [Attachment 1]
4. Discuss Revisions to RTC Clipper Card Brochure (Lysa Hale) [Attachment 3]
5. BRT Update (Mitra Moheb)
6. Follow-up with 25th ADA Anniversary (Michelle Joseph)
7. Discussion of AB1234 Training on May 5, 2015
8. Report on AAC/NBO Class – March 11, 2015
9. Review of Lift/Ramp Road Call Report [Attachment 2]
10. Chair's Report
11. Board Liaison Report
12. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
13. ACTC PAPCO Report (Hale Zukas)
14. Public Comments
15. Member Communications and Announcements
16. Staff Communications and Announcements
17. Set Next Agenda & Meeting Date
18. Adjournment

ATTACHMENTS:

Meeting Minutes: March 10, 2015	[Attachment 1]
Lift/Ramp Road Call Report	[Attachment 2]
Revised RTC Clipper Card Brochure	[Attachment 3]

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 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 10, 2015**

The meeting came to order at 1:03 p.m.

1. Roll Call and Introduction of Guests

AAC members present:

Janet Abelson	Scott Blanks, Chair
Shirley Cressey (arrived at 1:10)	Pam Fadem
Saleem Gilmore	Jim Gonsalves
Yuli Jacobson	Lisamaria Martinez
Don Queen	James Robson
Will Scott	Hale Zukas, Vice Chair

AAC members absent:

Steve Fort (excused)	Marina Villena (excused)
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Staff: Mallory Nestor-Brush, Accessible Services Manager
Kimberly Ridgeway, Accessible Services Specialist
Tammy Kylo, Administrative Coordinator
Michelle Joseph, Director of Marketing and Communications
Linda Morris, Senior Transportation Planner

Guests: H.E. Christian Peeples, Board President
Mary Fowler
Bernita Thomas
Linda VonBraskat-Crowe

2. Order of Agenda

The order of the agenda was approved.

3. Approval of Minutes

MOTION: Abelson/Robson approved the January 13, 2015 AAC meeting minutes.

The motion carried by the following vote:

AYES – 9: Abelson, Blanks, Cressey, Fadem, Gonsalves, Queen, Robson, Scott, Zukas

ABSTENTIONS – 3: Gilmore, Jacobson, Martinez

ABSENT – 2: Fort, Villena

4. Discussion of Efforts and Options for Marketing the 25th Anniversary of ADA

Michele Joseph, Director of Marketing and Communications, solicited the committee members for ideas on marketing the 25th Anniversary of the signing and passing of the ADA. The Committee had the following comments and suggestions:

- Increase public awareness and knowledge on disabilities
- Focus on the importance of the ADA as civil rights legislation; share the history of civil rights
- Develop videos that show all people with disabilities. Short clips on people who ride the bus using the tag: “I am AC Transit.” Upload to YouTube and blast the links; including those signed up for ENews
- “Better ride for everyone – make room for seniors and people with disabilities”
- Committee members could have a button that says “Ask me about ADA and AC Transit – Ride the Bus,” in which they can share information with the public
- Put the AAC flyer on the bus
- Show historical changes over the last 25 years
- “Why do I ride transit,” make it personal, everyone has a story and a reason they ride transit
- Images are very powerful, show more people with disabilities, of all ages, riding the bus (e.g. grandparents with kids)
- Use advertising on the bus, including graphics in securement areas
- Have the event close to the actual anniversary date of the ADA (July)
- Send a Proclamation or resolution on the ADA to other organizations
- Market the event on social media (e.g. Facebook, Twitter) as well as the AC Transit website
- Use bus wraps to raise awareness

Michele thanked the committee and will return next month as a follow-up.

5. Discussion of the Double Decker Pilot

Linda Morris, Senior Transportation Planner, reported that the three-week double decker pilot program started on February 23. It will continue to run until March 15, 2015. Staff will send out the remaining schedule to the Committee. The Double Decker buses is an 80-seat coach with 49 reclining seats in the upper saloon and 31 fixed seats in the lower saloon and is 13 feet 6 inches overall height. There are two ADA compliant wheelchair securement areas.

Linda encourages the Committee to ride and test the double decker bus and provide feedback. The committee members that have boarded the double decker bus had the following feedback:

- Lots of hand rails throughout the bus
- Large steps up in most seats

- The configuration of the seats in the lower saloon seats make it difficult for seniors to sit close to the driver
- The aisle is very narrow for strollers, walkers, etc.
- It is easy to get into the securement areas with wheelchairs
- Some wheelchairs had difficulty getting off due to the angle and slope of the ramp
- The loading, unloading and dwell time was very slow.
- 80 seats makes for a greater capacity of seated riders and make it less necessary to stand.
- It's difficult to walk in the upper saloon because of the low ceiling
- The flip seats in the securement area are nice
- The camera system on board with the screen of stairs and the backdoor is a nice addition

Linda thanked the Committee for the feedback and stated that a staff report will be going to the Board in June.

6. Report on Driver Training Participation

Kimberly Ridgeway, Accessible Services Specialist, reported that the next AAC/New Bus Operator (NBO) training class will be held on March 11, 2015 with AAC Members Janet Abelson, and Scott Blanks in attendance. The next training will be on April 15, 2015.

7. Review of Lift/Ramp Road Call Report

The report for the period of January 25 – February 21, 2015, showed 16 lift/ramp road calls. Of these 16 road calls, six were chargeable or mechanical. Pam Fadern reiterated that ramps can be manually deployed and debris should be cleaned out by the operators. The Committee also asked if there was any way to determine if the person received a ride when there is a road call. Kimberly Ridgeway stated that she had been working with IT and OCC to ensure they are putting that information in the system for each road call. She also mentioned that Tammy Kylo now has access to review the record and we should begin to see that information on reports starting in June.

8. Review of MCI Fleet Lift Report and Wheelchair Lift Cycling Report – MCI (6000 Series)

The Committee received the final MCI Fleet Lift Report and Wheelchair Lift Cycling Report. Drivers are continuing to do a great job in cycling the lifts during the pre-trip with the average percentage of cycled lifts above 93% daily.

9. Chair's Report

Scott Blanks, AAC Chair, reported on the added weekend service beginning March 15, all of which is due to the improvement of AC Transit's financial situation and ridership growth.

10. Board Liaison Report

Board President H. E. Christian Peoples reported that AC Transit's financial situation has improved due to increased revenues and the passing of Measure BB. President Peoples also reported that individuals should attend a Plan ACT open house workshop if they would like to give input into service changes. The workshop discusses the Comprehensive Operations Analysis (COA), which is a detailed study of AC Transit's system to identify core strengths and new opportunities for improvement. The first workshop is March 18th in Richmond. Staff will send the full schedule to the Committee. The March 2015 Board meetings are scheduled for March 11th and March 25th.

11. Service Review Advisory Committee (SRAC) Report

None.

12. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

13. Public Comments

None.

14. Member Communications and Announcements

None.

15. Staff Communications and Announcements

Mallory Nestor-Brush, Accessible Services Manager, stated that the AB1234 Training will be held on Tuesday, May 5, 2015 at MTC. This is a mandatory two-hour training to be held every 2 years for members of appointed committees. The AAC, the BART Accessibility Task Force (BATF) and the Service Review Advisory Committee (SRAC) will all be in attendance. Chair Blanks asked staff to agendize this topic to be discussed next month.

17. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, April 14, 2015 at 1600 Franklin Street, 2th Floor Lobby, Oakland, CA. Agenda items include BRT Update and Follow-up on the 25th Anniversary of ADA.

18. Adjournment

The meeting adjourned at 3:10 p.m.

ATTACHMENT 2
Lift /Ramp Road Call Report
February 22, 2015 – March 28, 2015

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	2/24/15	1079	18	25-60 mos.	RAMP WON'T STOW FLAT	RAMP ARM BUSHING B.O.*	Yes
1000 (VH-Ricon)	Ramp	3/6/15	1028	51A	25-60 mos.	DRAWER NOT SECURE	OPERATOR ERROR	Yes
1000 (VH-Ricon)	Ramp	3/16/15	1069	72R	60+ mos.	BROKEN RESTRAINT DRAWER	BROKEN DRAWER LOCK*	Yes
1000 (VH-Ricon)	Ramp	3/17/15	1022	72	60+ mos.	KNEELER NOT WORKING	KNEELER OUT OF ADJUSTMENTS*	Yes
1000 (VH-Ricon)	Ramp	3/18/15	1024	72M	60+ mos.	DRAWER SENSOR/BUS WON'T MOVE	B.O. DRAWER LOCKING MOTOR*	Yes
1000 (VH-Ricon)	Ramp	3/22/15	1058	72	25-60 mos.	W/CHAIR DOOR KEEPS OPENING	BROKEN DRAWER LATCH*	Yes
1300 (Lift U)	Ramp	2/27/15	1352	88	60+ mos.	RAMP SENSOR WON'T DISENGAGE	DEBRIS UNDER RAMP	Yes
1300 (Lift U)	Ramp	3/5/15	1306	73	12-24 mos.	B.O. RAMP	RAMP FLOORING B.O.*	Yes
1300 (Lift U)	Ramp	3/11/15	1337	54	25-60 mos.	RAMP SENSOR ON	DEBRIS UNDER PLATFORM	Yes
1400 (Lift U)	Ramp	3/2/15	1466	18	7-12 mos.	W/C SENSOR GOING OFF	B.O. PULL RING*	Yes

Coach Series	Type	Date	Coach #	Line #	Operator Length of Service	Problem Reported	Problem Found * Indicates Chargeable	Pax Received Ride?
2000 (VH-Ricon)	Ramp	2/25/15	2007	52	60+ mos.	B.O. KNEELER	NO PROBLEM FOUND	Yes
2000 (VH-Ricon)	Ramp	2/27/15	2018	57	60+ mos.	BUS WON'T MOVE, LIFT ON	FAULTY BUS WIRING- RAMP SYSTEM OK	Yes
2000 (VH-Ricon)	Ramp	3/12/15	2044	40	25-60 mos.	DRAWER PROBLEMS	BUS NODE #4 B.O.	Yes
2100 (VH-Ricon)	Ramp	3/27/15	2104	1	25-60 mos.	RAMP LIGHT ON AFTER USING RAMP	B.O. WIRE CONNECTOR AT PROXL SW.*	Yes

Operator Length of Service Totals:

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

Series	Year Added	Type	Qty
1000	2003	True Low Floor Standard (40 ft.)	95
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	30
2000	2003	True Low Floor Articulated	47
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>	47
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> 569
<i>* Please note the 7200's are classified as 4000 series buses.</i>			

ATTACHMENT 3**REVISED RTC CLIPPER BROCHURE**

REGIONAL TRANSIT CONNECTION (RTC)

Clipper® Discount ID Card

How to Use Your Card

How to Replace or Renew Your Card

Accessibility Features

Important Tips

Clipper®

This brochure explains how to use your Regional Transit Connection (RTC) Clipper card to pay transit fares and how to replace and renew your card. It also describes accessible features and provides important tips.

Contact Us

Need help or have a question? Get in touch with us.

Phone: 877.878.8883

Fax: 925.686.8221

TTY/TDD: 711 or 800.735.2929 (and type "Clipper")

Web: clippercard.comEmail: custserv@clippercard.com

Mail: P.O. Box 318 Concord, CA 94522-0318

Your RTC Clipper Card Two Cards in One!

It's an ID card that proves your eligibility for discount fares on public transit.

It's a Clipper card that you can use to pay fares on public transit around the Bay Area.

Clipper offers other benefits:

It manages your monthly discount passes, discount cash fares and transfers, so you don't have to.

It protects your balance if your card is lost or stolen.

It offers many convenient ways to load passes, tickets or cash value on your card.

HOW TO GET STARTED USING CLIPPER

1. Create an online account (optional)

An online account makes it easier to manage your account. It also allows you to set up Autoload for automatic reloads from your credit card or bank account. To set up an online account for the first time, call Clipper Customer Service.

2. Add value to your card

You can add any combination of value onto your Clipper card, including monthly passes, discount tickets and cash value. For example, if you want to pay your fare on Muni with an unlimited-ride pass but also want to ride BART, you can load a Muni pass as well as cash value for riding BART. If you always pay with cash when riding transit, you can simply add cash value.

You can add value to your card:

- In person
 - At a Clipper retailer (such as Walgreens)
 - At a transit agency ticket machine (BART machines load cash value only; other machines can load passes, tickets and cash value)
 - At a Clipper Customer Service Center or local transit agency ticket office
 - Find a list of locations near you at clippercard.com/retail, or call Clipper Customer Service
 - Generally, you can pay with credit/debit card or cash
- Online at clippercard.com
- By calling Clipper Customer Service
 - If you add value by phone or online, please allow up to five days for your value to be available.

If you add value to your card in person or over the phone, be sure to specify if you want a pass and/or cash value.

- By setting up Autoload
 - Always have value when you need it! If you set up Autoload, your card balance will be replenished whenever your cash balance falls below \$10 or your pass or ticket expires.

HOW TO USE YOUR CARD TO PAY FARES

1. Look for a Clipper card reader:

- Inside the door of a bus or street car

- At the Muni or BART fare gates
- On the Caltrain or VTA platform
- At the ferry terminal

On a cable car, the conductor carries a handheld card reader

2. Tag your card by holding it flat against the Clipper logo.

Clipper card readers automatically check for a valid pass. If you don't have a pass on your card, it will deduct the discounted fare from the cash value on your card and apply any appropriate transfer discount.

3. Wait for a beep and a green light, or for the gates to open, and then continue on.

Once the card reader reads your card, it will beep to indicate you have paid your fare. It will display "OK" and/or the gates will open. A yellow light indicates your value is low. If this occurs, you can still board, but make sure you add value before your next trip.

4. Tag off if you need to at the end of your trip.

If you ride BART, Caltrain, Golden Gate Transit, Marin Transit or San Francisco Bay Ferry, you must "tag off" by tagging your card to a Clipper card reader at the end of your trip. On these agencies, the cost of your fare is calculated by distance, and tagging off ensures you are charged the correct fare.

Visit clippercard.com to learn more about how Clipper works on your transit service.

Check your balance

You can check your balance:

- By looking at the card reader display when you tag your card
- At a ticket machine or at a Clipper Add Value machine
- By logging into your account at clippercard.com
- By calling Clipper Customer Service using the Customer Service numbers on the back of your card
- At a transit agency ticket office or Clipper Customer Service Center

HOW TO REPLACE YOUR CLIPPER CARD

If your card is lost or stolen:

- Call Clipper Customer Service to report it lost/stolen. They will put a block on your lost card, so no one else can use it.
- Call or visit a transit agency to request a replacement card application, or download an application at transit.511.org/rtc.
- Complete the application.

- Submit the application in person at a transit agency office or by mail to the address on the form.
- Include the \$5 replacement fee.
- Allow 7 to 10 days for processing.

If your card is damaged:

- Call or visit a transit agency to request a replacement card application, or download an application at transit.511.org/rtc.
- Complete the application.
- Submit the application in person at a transit agency office or by mail to the address on the form.
- Include the \$5 replacement fee.
- Allow 7 to 10 days for processing.

Carry your damaged card to continue to ride and receive the discounted cash fare until you receive your replacement card.

If your card is defective:

The \$5 replacement fee will be waived if the card is obviously defective. If you think it is defective and wish to have the fee waived, you must take your card to a local transit agency.

Keep the value on your card

If you request a replacement card, Clipper will transfer any unexpired passes and cash value balance to your new card. Clipper also will transfer any Autoload instructions to your replacement card.

HOW TO RENEW YOUR CARD**You should receive a renewal reminder 60 days before your card expires.**

- If you have a “P” (indicating permanent disability) on your card, complete the enclosed renewal application and mail it to the Medical Certifier along with a check or money order for \$3. If you do not receive a renewal application, call your local transit agency at 511 to request one.
- If you do not have a “P” on your card, you must renew in person at your local transit agency.
- Allow 15 to 21 days to receive your card in the mail.

Transferring value and Autoload settings:

- If your old card has a cash value balance when it expires, call Clipper Customer Service after you receive your new card to request the funds be transferred.
- If you had Autoload set up on your card, you’ll need to set it up again on your new card.

If you do not plan to renew your RTC Clipper card and your expired card has cash value remaining, call Clipper Customer Service for a refund.

You may not need an RTC Clipper card!

If you are a senior aged 65+ and you DO NOT travel with an attendant:

- Do not renew your expired RTC Clipper card! Instead, apply for a Senior Clipper card. You get the same fare discounts as an RTC Clipper card, but the Senior card is free, and you never have to renew it.
- You can apply for a Senior Clipper card by mail, email or fax and have your card mailed to you. Or apply in person at a transit agency ticket office or Clipper Customer Service Center and get a card right away.
- Visit clippercard.com/discounts for information on how to apply, or call Clipper Customer Service.

If you have cash value remaining on your RTC Clipper card, after you receive your Senior Clipper card, call Clipper Customer Service to request a transfer of funds to your new card.

ACCESSIBILITY FEATURES

For users with vision impairments:

- **Audio assistance:** Transit agency ticket machines and Clipper Add Value machines are designed with audio buttons and earphone/headphone jacks. The audio button is located on the left side of the machine. Press the button for recorded instructions.
- **Braille:** Ticket machine buttons are labeled in Braille. For touch screen instructions, you may use the audio feature described above.
- **Screen readers:** The Clipper website at clippercard.com is designed to work with screen reader software.
- **Alternate format materials:** Download this brochure in large print format or as a readable PDF at clippercard.com/rtc. You can also call Clipper Customer Service or email custserv@clippercard.com to request this brochure in large print format or as a readable PDF.

For users with hearing impairments:

- **California Relay Service:** Call 711 or 800.735.2929 using TDD/TTY machines and type "Clipper."

IMPORTANT CARD TIPS

- [Do not punch a hole](#) in your card. A hole will cause the card to stop working.
- [Paratransit services](#) do not accept RTC Clipper cards for fare payment.
- [Tag off at the end of your trip](#) when you ride:
 - BART
 - Caltrain
 - Golden Gate Transit
 - Marin Transit
 - San Francisco Bay Ferry

These agencies charge fares based on the distance you travel. If you forget to tag off at the end of your trip, the system will charge you the full distance fare.

Visit clippercard.com to learn more about how Clipper works on your transit service.

[Clipper Customer Service 877.878.8883 TTY/TDD 711 or 800.735.2929](tel:877.878.8883) (and type “Clipper”) clippercard.com

Cut out the RTC Clipper Card Quick Guide below!

RTC CLIPPER CARD QUICK GUIDE*WAYS TO LOAD YOUR CARD*

- In person at a Clipper retailer, transit agency ticket machine or office, or Clipper Customer Service Center
- Call Clipper Customer Service at 877.878.8883
- Online at clippercard.com
- Set up Autoload

CLIPPER CONTACT INFORMATION

Phone 877.878.8883

Fax 925.686.8221

TTY/TDD 711 or 800.735.2929 (and type “Clipper”)

Email: custserv@clippercard.com

Mail: P.O. Box 318 Concord, CA 94522.0318

Web: clippercard.com

RTC Card#: _____

HOW TO USE YOUR CARD

1. Look for a Clipper card reader and hold your card flat against the Clipper logo.
2. Wait for a beep or for the fare gates to open and continue on.
3. Tag your card again at your destination, if necessary.

CARD READER LOCATIONS

- Inside the door of a bus or street car
- At Muni or BART fare gates
- On a Caltrain or VTA platform
- At a ferry terminal

Clipper is the all-in-one transit card accepted on most major Bay Area transit systems.

clippercard.com
877.878.8883