

**AGENDA PACKET  
AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
REGULAR MEETING  
TUESDAY, APRIL 8, 2014  
1:00 P.M.**

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**INDEX OF ATTACHMENTS**

- 1. Minutes from March 12, 2014**
- 2. Quarterly ADA Complaints**
- 3. Fare Change Implementation**
- 4. Lift/Ramp Road Call Report**
- 5. MCI Fleet Lift Report**
- 6. Wheelchair Lift Cycling Report – MCI (6000 Series)**
- 7. Transit Correspondence**

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**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**  
**ACCESSIBILITY ADVISORY COMMITTEE (AAC)**  
**AC TRANSIT**  
**1600 FRANKLIN STREET, OAKLAND, CA 94612**  
**1:00 P.M., TUESDAY, APRIL 8, 2014**  
**REGULAR MEETING**

**AAC MEMBERS:**

**JANET ABELSON**

**SHIRLEY CRESSEY**

**STEVE FORT**

**YULI JACOBSON**

**JAMES ROBSON**

**DEBORAH TAYLOR**

**MARINA VILLENA**

**SCOTT BLANKS, VICE CHAIR**

**PAMELA FADEM, CHAIR**

**JIM GONSALVES**

**DON QUEEN**

**WILL SCOTT**

**HECTOR VARELA**

**HALE ZUKAS**

1. Roll Call and Introduction of Staff Members and Guests
2. Order of Agenda
3. Approval of Minutes for March 12, 2014 [Attachment 1]
4. Discussion regarding Joint Meeting with the Board of Directors
5. Review of Quarterly ADA Complaints [Attachment 2]
6. Chair's Report
7. Election of Chair/Vice Chair
8. Fare Change Implementation (Victoria Wake) [Attachment 3]
9. Board Liaison Report
10. Review of Lift/Ramp Road Call Report [Attachment 4]
11. Review of MCI Fleet Lift Report and Wheelchair Lift Cycling Report–MCI (6000 Series) [Attachments 5 & 6]
12. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
13. ACTC PAPCO Report (Hale Zukas)
14. Public Comments
15. Transit Correspondence [Attachment 7] (Informational Only)
16. Member Communications and Announcements
17. Staff Communications and Announcements
18. Set Next Agenda & Meeting Date
19. Adjournment

**ATTACHMENTS:**

<b>Meeting Minutes: March 12, 2014</b>	<b>[Attachment 1]</b>
<b>Quarterly ADA Complaints</b>	<b>[Attachment 2]</b>
<b>Fare Change Implementation</b>	<b>[Attachment 3]</b>
<b>Lift/Ramp Road Call Report</b>	<b>[Attachment 4]</b>
<b>MCI Fleet Lift Report</b>	<b>[Attachment 5]</b>
<b>Wheelchair Lift Cycling Report</b>	<b>[Attachment 6]</b>
<b>Transit Correspondence</b>	<b>[Attachment 7]</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 12, 2014**

The meeting came to order at 12:05 p.m.

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

**AAC members present:**

Janet Abelson	Scott Blanks, Vice Chair
Shirley Cressey	Pam Fadem, Chair (teleconference)
Steve Fort	Yuli Jacobson
Don Queen	James Robson
Will Scott (arrived at 12:42 p.m.)	Deborah Taylor (arrived at 12:10 p.m.)
Marina Villena	Hale Zukas

**AAC members absent:**

Jim Gonsalves (excused)	Hector Varela (excused)
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**Staff:** Mallory Nestor-Brush, Accessible Services Manager  
Tammy Kylo, Administrative Coordinator  
Kathleen Eichmeier, Assistant District Secretary

**Guests:** None

**2. Order of Agenda**

The order of the agenda was approved.

**3. Approval of Minutes**

MOTION: Blanks/Cressey approved the February 11, 2014 AAC meeting minutes.

8 Yeas: Blanks, Cressey, Fort, Queen, Robson, Taylor, Villena, Zukas

0 Nays

4 Abstentions: Abelson, Fadem, Jacobson, Scott

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

All AAC Members that were present completed the Conflict of Interest Form 700 for calendar year 2013.

**5. Discussion regarding Joint Meeting with the Board of Directors**

The committee reviewed the minutes regarding the Brainstorm Action Items for the 2013 AAC Top Priorities to see what concerns the Board of Directors may have with the action

items. After a lengthy discussion the committee decided better communication with the board is needed to advise the Board of Directors of the AAC activities.

#### **6. Public Comments**

None.

#### **7. Member Communications and Announcements**

Jim Robson shared an email from the League of American Bicyclists regarding “Take Action: Bicyclist Safety MUST Be a Priority”. The email is asking everyone to write to a member of Congress and request them to sign on to a critical bill that would require the U.S. Department of Transportation to establish a specific target to improve the safety of bicyclists and pedestrians. Staff will forward the email to the committee.

#### **8. Staff Communications and Announcements**

None.

#### **9. Set Next Agenda & Meeting Date**

The next AAC Meeting will be held Tuesday, April 8, 2014 at 1:00 pm at 1600 Franklin Street, Oakland, CA, on the 2<sup>nd</sup> floor. Agenda items include Election of Chair/Vice Chair and Review of Quarterly Complaints.

#### **10. Adjournment**

The meeting adjourned at 12:55 p.m.

**ATTACHMENT 2**  
**3rd Quarter (January 1 – March 31) FY 12/13 and FY 13/14**  
**Customer Relations ADA Complaints**  
**Comparison**

Complaint	3rd Qtr FY 2012-2013	3rd Qtr FY 2013-2014
<a href="#"><u>80 ADA-KNEELER</u></a>	0	2
<a href="#"><u>81 ADA-SECUREMENT ISSUE</u></a>	3	11
<a href="#"><u>82 ADA-CALL STOP ISSUE</u></a>	2	0
<a href="#"><u>83 ADA-PRIORITY SEATING ISSUE</u></a>	7	5
<a href="#"><u>84 ADA-CONDUCT/DISOURTESY</u></a>	42	32
<a href="#"><u>85 ADA-LIFT/RAMP ISSUE</u></a>	6	6
<a href="#"><u>86 ADA-DISCOUNT FARE DISPUTE/SHOW ID</u></a>	14	5
<a href="#"><u>87 ADA-PASS UP</u></a>	30	29
<a href="#"><u>88 ADA-REFUSED ACCESS</u></a>	11	14
<a href="#"><u>89 ADA-GUIDE/SERVICE ANIMALS</u></a>	3	5
<a href="#"><u>90 ADA-CARRIED BEYOND STOP</u></a>	2	4
<a href="#"><u>91 ADA-BOARDING AND ALIGHTING ISSUE</u></a>	6	2
<a href="#"><u>92 ADA-HAZARDOUS OPERATION</u></a>	8	4
<a href="#"><u>93 ADA-RELATED EQUIPMENT OR SIGNAGE</u></a>	1	1
<a href="#"><u>94 ADA-PARATRANSIT POLICY CONCERN</u></a>	0	1
<a href="#"><u>95 ADA-OTHER</u></a>	4	3
<b>Totals</b>	<b>139</b>	<b>124</b>

**ATTACHMENT 2**  
**Fare Change Implementation**

DATE: April 3, 2014

TO: Accessibility Advisory Committee

FR: Victoria Wake, Marketing & Community Relations Manager

The information below is copied from Staff Report 14-095, which is being presented to the Board of Directors on April 9, 2014.

The District will implement a new fare policy and pricing changes on July 1, 2014. The changes to local fares include introducing a day pass, eliminating transfers, reducing Clipper cash prices, and reducing the price of the Adult 31-Day Pass. The only change to transbay fares is the elimination of the mag-strip paper version of the free local-to-transbay transfer. (It will in effect on Clipper.) Single-ride cash fares, local and transbay, will not change.

Given the significant fare structure change, an interdepartmental working group has been brought together to develop a comprehensive implementation plan and dedicate substantial staff resources and material expenditure to its execution. Achieving a smooth transition—with systems working properly, operators and other staff fully prepared, and customers well-informed—is the immediate goal. Post-implementation goals include a continuing rise in Clipper usage and trending shift from cash to Clipper; positive trend in the purchase and use of day passes compared to single fares; increased sales of 31-Day passes; and, ultimately, an increase in ridership.

Preparation for the Changes

Facilitated by a productive collaboration between MTC and AC Transit, the Clipper contractor (Cubic) began development of the new Day Pass Accumulator in January. Programming for the day pass and the other Clipper fare changes will be completed and fully tested in April, well in advance of the July 1 implementation.

Reprogramming of the fareboxes to reflect the new fare structure is also underway. The new range of fare-payment scenarios was carefully considered in this reprogramming to ensure ease of transactions with minimal customer-operator issues.

Other technical, policy, and procedural issues have been identified and worked through to resolution, including issues related to inter-operator transfers, non-retail sales of fare media to social service agencies and schools, and the Dumbarton Express, which is not equipped with fareboxes that can issue magnetic-strip media.

### Internal Education

Bus operators will play the key frontline role as the new fare policy goes into effect. Even with a comprehensive passenger education effort, many cash-paying customers will have questions and need clarification when they take their first trips after June 30. To ensure the best customer experience, operators will need to have a thorough understanding of the changes and procedures that go with them, be well versed in various customer scenarios, and be prepared to assist customers as they accustom themselves to the new structure.

To that end, an extensive bus operator education plan—developed with the input of operators and supervisors—has been put into place beginning in March and continuing through June. Elements include instructional materials, posters, and videos, along with multiple question & answer sessions at each division.

Similarly, transportation supervisors, Call Center staff, and Customer Service Center staff will be thoroughly briefed and prepared to assist operators and the public.

### External Education & Promotion

Staff is planning a longer than typical outreach period given the significance of the changes and the importance of repeated exposure to the information. The full range of communications tactics will be employed, including plentiful on-board materials and signage in multiple languages, and possibly the incorporation of messages in the audio and text announcement systems. Electronic media—the website, eNews, and social media—will be fully engaged, and will have value added with several short informational and promotional videos. All at-stop signage that includes fare information will be replaced. Street teams with multi-language skills will be deployed at key locations in the weeks leading up to and immediately following July 1.

The foremost external objective is to adequately inform customers of the specifics of the changes, ensuring to the extent possible that they are well prepared. With creative and positive messaging, the ride-all-day benefit of the day pass will be emphasized, as well as the cash discounts available on Clipper. And although customers will have both cash and Clipper options for the Day Pass, a key, constant message in all communications will be the advantages of moving to Clipper. To that end, a parallel effort will be made to increase awareness of the locations and methods for acquiring Clipper cards and loading value. MTC's assistance will be enlisted in this endeavor.

Beyond direct communication with customers, the external plan includes radio, online, and outdoor advertising focused on the day pass and Clipper; contact with community groups and elected officials, and through them to their constituents; and a media relations



strategy that engages the local press to help get the word out and secures coverage in agency and organizational print and online publications.

### Implementation Schedule

The working timeline for implementation is as follows:

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January-April	▪ Clipper Day Pass Accumulator and other changes developed and programmed by Cubic
February-March	▪ All technical, policy, and procedural issues related to the changes identified and resolved
March	▪ Operator education, customer education, and publicity plans developed ▪ Operator education begins (and continues through June)
April	▪ All messaging and materials developed, including print, signage, online, video, and advertising ▪ Soft launch of public information on website
May	▪ Public-facing communications, outreach, publicity, and media activities begin
June	▪ Public-facing communications, outreach, publicity, media activities, and advertising intensify
July	▪ Fare changes implemented ▪ Roll-out success and customer experience assessed, with outreach continuing as needed
July-December	▪ Clipper and day pass marketing continues

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Attachment: Comparison Summary of Current & New Fares

July 2014 Fare Change Implementation:  
**Summary Comparison of Current Fares & New Fares**

SR 14-095: Attachment 1

**CASH FARES**

**CURRENT**

LOCAL	
Adult	\$2.10
Youth/Senior/Disabled	\$1.05
Transfer	\$0.25
TRANSBAY	
Adult	\$4.20
Youth/Senior/Disabled	\$2.10
Transfer	FREE

**NEW**

LOCAL	
Adult	
Single Ride	\$2.10
Day Pass*	\$5.00
Youth/Senior/Disabled	
Single Ride	\$1.05
Day Pass*	\$2.50
TRANSBAY	
Adult	\$4.20
Youth/Senior/Disabled	\$2.10

\*purchased at farebox, good from 3:01am to 3:00am the following day

**CLIPPER FARES**

**CURRENT with Clipper Cash**

LOCAL	
Adult	\$2.10
Youth/Senior/Disabled	\$1.05
Transfer	\$0.25
TRANSBAY	
Adult	\$4.20
Youth/Senior/Disabled	\$2.10
Transfer	FREE

**NEW with Clipper Cash**

LOCAL	
Adult	
Single Ride	\$2.00
Day Pass*	\$5.00
Youth/Senior/Disabled	
Single Ride	\$1.00
Day Pass*	\$2.50
TRANSBAY	
Adult	\$4.20
Youth/Senior/Disabled	\$2.10
Transfer	FREE

\*automatically activates when fares deducted reach \$5.00/\$2.50 (on third ride) within 3:01am to 3:00am period

**CURRENT with pre-paid Clipper passes**

LOCAL	
Adult 31-Day	\$80.00
Youth 31-Day	\$20.00
Senior/Disabled monthly*	\$20.00
TRANSBAY	
Adult 31-Day	\$151.20

\*also available non-Clipper as a paper sticker on RTC cards

**NEW with pre-paid Clipper passes**

LOCAL	
Adult 31-Day	\$75.00
Youth 31-Day	\$20.00
Senior/Disabled monthly*	\$20.00
TRANSBAY	
Adult 31-Day	\$151.20

\*also available non-Clipper as a paper sticker on RTC cards

M&CR, 4/2/14



Series	Year Added	Type	Qty
1000	2003	True Low Floor Standard (40 ft.)	102
1200	2008	True Low Floor Standard (40 ft.) <Van Hool>	27
1300	2013	Standard Low Floor (40 ft) Gillig	65
<del>1900</del>	<del>1996</del>	<del>Standard High Floor Articulated (60 ft.) - Retired</del>	<del>6</del>
2000	2003	True Low Floor Articulated	56
2100	2006-2009	Suburban Articulated	33
2200	2013	Standard Low Floor (60 ft.) <New Flyer>	23
<del>3000</del>	<del>1998</del>	<del>Standard High Floor (40 ft.) - Retired</del>	<del>46</del>
<del>3100</del>	<del>1998</del>	<del>Standard High Floor (40 ft.) - Retired</del>	<del>52</del>
4000	2000-2002	Standard Low Floor (40 ft.) <NABI>	68
5000	2006	Low Floor Standard (30 ft.)	51
5100	2009	Low Floor Standard (30 ft.)	39
6000	2000-2003	Commuter Coaches <MCI>	77
6100	2013	Commuter Coaches (40 ft.) <Gillig>	16
FC	2010	Fuel Cell Standard (40 ft.)	12
<i>Total</i>			<i>569</i>
<i>* Please note the 7200's are classified as 4000 series buses.</i>			

**ATTACHMENT 5**

**MCI FLEET LIFT REPORT – MARCH 15, 2014**

Listed below is the weekly report of the MCI wheelchair lift status at All Divisions.

Total All Divisions Lifts	<u>77</u>
Working Lifts	<u>75</u>
B.O. Lifts waiting repair	<u>2</u>
P.M. inspections remaining	<u>0</u>
P.M. inspections complete	<u>0</u>
Roadcalls	<u>0</u>

**B.O. by Division**

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Emeryville	E. Oakland	Hayward
2	0	0

**Repaired by Division**

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Emeryville	E. Oakland	Hayward
2	7	1

**P.M. Inspections Due by Division**

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Emeryville	E. Oakland	Hayward
0	0	0

**P.M. Inspections Completed by Division**

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Emeryville	E. Oakland	Hayward
0	0	0

**ATTACHMENT 6**  
**Wheelchair Lift Cycling Report**  
**January 19, 2014 – March 15, 2014**

<b>Date</b>	<b>Number of Lifts Cycled</b>	<b>Percentage of Fleet</b>
1/21/14	136	88%
1/22/14	143	93%
1/23/14	144	94%
1/24/14	146	95%
1/27/14	143	93%
1/28/14	141	92%
1/29/14	148	96%
1/30/14	147	95%
1/31/14	140	91%
2/3/14	144	94%
2/4/14	141	92%
2/5/14	138	90%
2/6/14	136	88%
2/7/14	138	90%
2/10/14	139	90%
2/11/14	141	92%
2/12/14	141	92%
2/13/14	124	81%
2/14/14	138	90%
2/18/14	137	89%
2/19/14	144	94%
2/20/14	131	85%
2/21/14	125	81%
2/24/14	140	91%
2/25/14	135	88%
2/26/14	139	90%
2/27/14	140	91%
2/28/14	135	88%

<b>Date</b>	<b>Number of Lifts Cycled</b>	<b>Percentage of Fleet</b>
3/3/14	142	92%
3/4/14	141	92%
3/5/14	131	85%
3/6/14	133	86%
3/7/14	138	90%
3/10/14	144	94%
3/11/14	143	93%
3/12/14	137	89%
3/13/14	137	89%
3/14/14	143	93%

Note:

- This report is for the MCI fleet only (77 active vehicles).
- Coaches are put into service twice a day.
- This report is only for vehicles in service on dates listed.
- MCI's Operate only Monday – Friday.

**ATTACHMENT 7**  
**Transit Correspondence**

**Rider Complains of 'Mumbling' By Drivers on the Miami Trolley**

In a South Florida federal court case, a rider with a vision impairment complained of "mumbling" by Miami Trolley bus drivers who are supposed to be making stop announcements. The ADA complaint filed in November 2013 states that the system does not have automated stop announcements and drivers have failed to make audible stop announcements. The complainant declares that he's heard drivers occasionally mumbling and they are not loud or clear enough to give riders notice of where the trolley is or what stop is next. The City of Miami replied stating that it has not discriminated against the rider under the ADA, and that The City does not operate the Trolley System, but has a contractor who operates the system and is required to be fully compliant with the ADA. The City has also stated that automated stop announcements are being reviewed for future implementation. The complainant is asking the court to order training and monitoring to ensure The City and the contractor provide stop announcements in compliance with the ADA.

**DOJ Comes Out With Guidance On ADA Coverage for Segways**

The Department of Justice (DOJ) issued a technical assistance document promoting the use of Segways as mobility devices for persons with disabilities. The document reflects rules published in 2010, calling for acceptance of Segways in public facilities under Title II of the ADA, and in places of public accommodation under Title III of the ADA. Though the DOJ materials do not deal with public transportation. The Department of Transportation (DOT) has issued its own guidance on Segways, dating to 2005, in which transit operators are told they must allow Segways on transit vehicles when used as a mobility device by a person with a disability unless they are found to pose a safety risk to other passengers. The DOJ document, entitled "Wheelchairs, Mobility Aids, and Other Power-Driven Mobility Devices", released January 2014, classifies a Segway as an "other power-driven mobility device." "People with disabilities have the right to choose whatever mobility device best suits their needs," the DOJ text says. "For example, someone may choose to use a manual wheelchair rather than a power wheelchair because it enables one to maintain his/her upper body strength. Similarly, someone who is able to stand may choose to use a Segway rather than a manual wheel chair because of the health benefits gained by standing."