INDEX OF ATTACHMENTS

1. Minutes from June 9, 2015
2. Quarterly ADA Complaints
3. Lift/Ramp Road Call Report

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

For additional information about the Accessibility Advisory Committee
contact Tammy Kyllo, 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, JULY 14, 2015
REGULAR MEETING

AAC MEMBERS:
JANET ABELSON    SCOTT BLANKS, CHAIR
SHIRLEY CRESSEY   PAMELA FADEM
STEVE FORT        SALEEM SHĀKIR GILMORE
JIM GONSALVES     YULI JACOBSON
LISAMARIA MARTINEZ DON QUEEN
JAMES ROBSON      WILL SCOTT
MARINA VILLENA    HALE ZUKAS, VICE CHAIR

1. Roll Call and Introduction of Guests
2. Order of Agenda
3. Approval of Minutes for June 9, 2015 [Attachment 1]
4. AC Transit’s Service Expansion Plan (Stephen Newhouse)
5. Follow-up with 25th ADA Anniversary (Victoria Wake/Kim McCarl)
7. Review of Quarterly ADA Complaints [Attachment 2]
8. Chair’s Report
9. Board Liaison Report
10. Review of Lift/Ramp Road Call Report [Attachment 3]
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:
Meeting Minutes: May 12, 2015 [Attachment 1]
Quarterly ADA Complaints [Attachment 2]
Lift/Ramp Road Call Report [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 Kyllo, 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.
The meeting came to order at 1:01 p.m.

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

**AAC members present:**
- Janet Abelson
- Pam Fadem
- Jim Gonsalves (arrived at 1:16)
- James Robson
- Marina Villena
- Shirley Cressey
- Steve Fort
- Don Queen
- Will Scott

**AAC members absent:**
- Scott Blanks (excused)
- Yuli Jacobson (excused)
- Hale Zukas (excused)
- Saleem Gilmore (excused)
- Lisamaria Martinez

**Staff:**
- Mallory Nestor-Brush, Accessible Services Manager
- Kim Ridgeway, Accessible Services Specialist
- Tammy Kyllo, Administrative Coordinator
- Stuart Hoffman, Technical Services Manager
- Mitra Moheb, Senior Project Manager
- Victoria Wake, Marketing and Communications
- Kimberly McCarl, Marketing and Communications
- Claudia Burgos, Legislative Affairs & Community Relations

**Guests:**
- Miguel Martinez, BRT Consultant for Community Outreach
- Mary Fowler
- Bernita Thomas

2. **Order of Agenda**
The order of the agenda was approved.

3. **Approval of Minutes**
MOTION: Scott/Robson approved the May 12, 2015 AAC meeting minutes. The motion carried by the following vote:

**AYES – 6:** Abelson, Fadem, Fort, Queen, Robson, Scott
**ABSTENTIONS – 3:** Cressey, Gonsalves, Villena
**ABSENT – 5:** Blanks, Gilmore, Jacobson, Martinez, Zukas
4. Bus Procurement Update
Stuart Hoffman, Technical Services Manager, reviewed the progress for the purchase of the BRT Buses. Two proposals were received and are under review by procurement. Procurement should make a decision on the award sometime in July 2015. Stuart confirmed that there will be three doors on the curb side, two doors on the street side and two wheelchair securement locations. No fare payment equipment will be on the bus. Fares will be paid on the platform.

Stuart brought in a new redesigned Aries Slim Flip Seat for the AAC to test. The new flip seats could be on the future bus purchases and increase turning radius for individuals in wheelchairs. The thin seat will save a total of 7 inches, 2.5 per ADA space and would increase the aisle width by 5 inches. Also, the prototype has a higher back than current flip seats for additional comfort. The handle to lower the seat is easier to use the seat folds up slowly when not in use.

The Committee requested that Mr. Hoffman return when procurement has completed its final BRT design to review the interior layout before going to the Board for contract award.

Mitra Moheb, BRT Senior Project Manager, introduced the new BRT Community Outreach Consultant, Miguel Martinez.

5. Follow-up with 25th ADA Anniversary
Victoria Wake, Marketing and Communications Manager, introduced Kimberly McCarl, Marketing Administrator, who is in charge of the 25th Anniversary of the ADA celebration. Kimberly will be working with Marketing, Public Affairs and Accessible Services staff to create a time line and event planning. The team will finalize its plans for the campaign and will follow up with the Committee at the July 14th meeting.

6. Discussion and Approval of the ADA Resolution for Board of Directors
The ADA Resolution will go to the Board for approval on June 24, 2015. The Board will use the resolution to forward to cities to engage stakeholders and other officials. The Committee reviewed and made changes to the final draft with the following motion:

MOTION: Fort/Scott approved the ADA Resolution for the June 24, 2015 Board of Directors Meeting. The motion carried by the following vote:
AYES – 6: Abelson, Cressey, Fadem, Fort, Gonsalves, Queen, Robson, Scott, Villena
ABSTENTIONS – 0:
ABSENT – 5: Blanks, Gilmore, Jacobson, Martinez, Zukas
7. Draft Staff Report Reasonable Modification
Mallory Nestor-Brush, Accessible Services Manager, updated the Committee on the Implementation of Reasonable Modification/Accommodation Final Rule. The Department of Transportation (DOT) issued a Final Rule on March 13, 2015, under the Americans with Disabilities Act (ADA). The rule calls for public transportation agency’s providing fixed route and ADA complementary paratransit to develop a process to consider requests for reasonable modification/accommodation to their policies, practices and procedures to ensure program accessibility.

Staff will implement, among other things, the following by the July 13, 2015 deadline:
- Create a new code, under the ADA tab, in the Customer Service Relations Database for reasonable modification/accommodation
- Modify the AC Transit web site to more clearly direct individuals to information regarding Title VI and reasonable modification/accommodation procedures, forms and contact information
- Identify a Reasonable Modification Coordinator by name, contact information, e-mail and physical address
- Print, post and make available all information, including an appeals process, in accessible formats
- Modify the current Title VI car card, per the FTA requirements, and include reasonable modification/accommodation information.
- Develop a Standard Operating Procedure (SOP) for the Operations Control Center (OCC) and the AC Transit Call Center staff to address rider inquiries
- Develop Training Materials and train designated staff (OCC, Call Center, Transportation Management) regarding both Title VI and reasonable modification/accommodation
- Work with OCC to collect data on requests for reasonable modification/accommodation and produce summary reports quarterly.
- Issue a bulletin to all bus operators. Note: this bulletin would reiterate what the operators are currently trained to do, which is, if any individual or situation encountered exceeds or violates the District’s policies and procedures, they are to contact OCC for further instruction.

8. Chair’s Report
None.

9. Board Liaison Report
None.

10. Review of Lift/Ramp Road Call Report
The report for the period of April 19 – May 23, 2015, showed 24 lift/ramp road calls. Of these 24 road calls, eight were chargeable or mechanical. Committee members are
concerned with the problem identified as “Road Hazard”. Staff will inquire to what “Road Hazard” consists of.

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, announced the following:

- Senate Bill SB413 is being reviewed. This bill makes it mandatory for passengers to vacate priority seating when there is a request. Refusal to comply could result in fines.
- The Paratransit Broker’s office will be moving June 26, 2015 from 1722 Broadway to 1750 Broadway, Oakland.
- The Open house for the new Broker’s Office will be July 29th and will also include a Celebration of the 25th Anniversary of the ADA
- AC Transit will be participating in three 4th of July Parades in Alameda, Piedmont and Fremont.

16. Set Next Agenda & Meeting Date
The next AAC Meeting will be held Tuesday, July 14, 2015 at 1600 Franklin Street, Oakland, CA. Agenda item includes Follow-up on the 25th Anniversary of ADA marketing plan.

17. Adjournment
The meeting adjourned at 2:31 p.m.
ATTACHMENT 2
4th Quarter (April 1 – June 30) FY 13/14 and FY 14/15
Customer Relations ADA Complaints
Comparison

<table>
<thead>
<tr>
<th>Complaint</th>
<th>4th Qtr FY 2013-2014</th>
<th>4th Qtr FY 2014-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>80 ADA-KNEELEVER</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>81 ADA-SECUREMENT ISSUE</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>82 ADA-CALL STOP ISSUE</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>83 ADA-PRIORITY SEATING ISSUE</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>84 ADA-CONDUCT/DISCOURTESY</td>
<td>44</td>
<td>26</td>
</tr>
<tr>
<td>85 ADA-LIFT/RAMP ISSUE</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>86 ADA-DISCOUNT FARE DISPUTE/SHOW ID</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>87 ADA-PASS UP</td>
<td>26</td>
<td>18</td>
</tr>
<tr>
<td>88 ADA-REFUSED ACCESS</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>89 ADA-GUIDE/SERVICE ANIMALS</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>90 ADA-CARRIED BEYOND STOP</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>91 ADA-BOARDING AND ALIGHTING ISSUE</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>92 ADA-HAZARDOUS OPERATION</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>93 ADA-RELATED EQUIPMENT OR SIGNAGE</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>94 ADA-PARATRANSIT POLICY CONCERN</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>95 ADA-OTHER</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>97 REASONABLE MODIFICATION/ACCOMODATION</td>
<td>0</td>
<td>1</td>
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<tr>
<td><strong>Total Complaints</strong></td>
<td><strong>125</strong></td>
<td><strong>77</strong></td>
</tr>
</tbody>
</table>

*** 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.
<table>
<thead>
<tr>
<th>Coach Series</th>
<th>Type</th>
<th>Date</th>
<th>Coach #</th>
<th>Line #</th>
<th>Operator Length of Service</th>
<th>Problem Reported</th>
<th>Problem Found * Indicates Chargeable</th>
<th>Pax Received Ride?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000 (VH-Ricon)</td>
<td>Ramp</td>
<td>5/24/15</td>
<td>1076</td>
<td>72M</td>
<td>60+ mos.</td>
<td>BROKEN DRAWER LATCH</td>
<td>BROKEN LATCH*</td>
<td>Yes</td>
</tr>
<tr>
<td>1000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/7/15</td>
<td>1046</td>
<td>73</td>
<td>25-60 mos.</td>
<td>DRAWER WON'T CLOSE</td>
<td>NO PROBLEM FOUND</td>
<td>Yes</td>
</tr>
<tr>
<td>1000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/9/15</td>
<td>1037</td>
<td>51A</td>
<td>25-60 mos.</td>
<td>RAMP ACTIVATED INTERLOCKS</td>
<td>OPERATOR ERROR</td>
<td>Yes</td>
</tr>
<tr>
<td>1000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/10/15</td>
<td>1089</td>
<td>18</td>
<td>60+ mos.</td>
<td>RAM WON'T STOW COMPLETELY</td>
<td>DEBRIS UNDER RAMP</td>
<td>Yes</td>
</tr>
<tr>
<td>1000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/18/15</td>
<td>1049</td>
<td>21</td>
<td>60+ mos.</td>
<td>CONTROL WON'T RELEASE</td>
<td>CHECKED OK FOR SERVICE</td>
<td>Yes</td>
</tr>
<tr>
<td>1000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/20/15</td>
<td>1021</td>
<td>72M</td>
<td>0-6 mos.</td>
<td>B.O. LIFT</td>
<td>ACTUATOR OUT OF ADJUSTMENT*</td>
<td>Yes</td>
</tr>
<tr>
<td>1000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/21/15</td>
<td>1049</td>
<td>73</td>
<td>25-60 mos.</td>
<td>BUS WON'T MOVE AFTER USING RAMP</td>
<td>MAG/TARGET MISALIGNED*</td>
<td>Yes</td>
</tr>
<tr>
<td>1000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/22/15</td>
<td>1049</td>
<td>73</td>
<td>0-6 mos.</td>
<td>B.O. RAMP AND INTERLOCKS</td>
<td>B.O. DRAWER, BENT AND MISALIGNED*</td>
<td>Yes</td>
</tr>
<tr>
<td>1000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/26/15</td>
<td>1021</td>
<td>26</td>
<td>0-6 mos.</td>
<td>RAMP WON'T STOW</td>
<td>MAG SENSOR B.O.*</td>
<td>Yes</td>
</tr>
<tr>
<td>1000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/27/15</td>
<td>1006</td>
<td>72R</td>
<td>60+ mos.</td>
<td>DRAWER KEEPS OPENING</td>
<td>BROKEN DRAWER KNOB*</td>
<td>Yes</td>
</tr>
<tr>
<td>1000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/27/15</td>
<td>1021</td>
<td>52</td>
<td>25-60 mos.</td>
<td>BUS WON'T MOVE AFTER USING RAMP</td>
<td>MAG SENSOR B.O.*</td>
<td>Yes</td>
</tr>
<tr>
<td>1200 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/27/15</td>
<td>1210</td>
<td>76</td>
<td>60+ mos.</td>
<td>RESTRAINT WON'T DEPLOY</td>
<td>BELT B.O.*</td>
<td>Yes</td>
</tr>
<tr>
<td>Coach Series</td>
<td>Type</td>
<td>Date</td>
<td>Coach #</td>
<td>Line #</td>
<td>Operator Length of Service</td>
<td>Problem Reported</td>
<td>Problem Found</td>
<td>Pax Received Ride?</td>
</tr>
<tr>
<td>--------------</td>
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<td>----------------------------</td>
<td>------------------------------------------------------</td>
<td>---------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>1300 (Lift U)</td>
<td>Ramp</td>
<td>6/23/15</td>
<td>1320</td>
<td>O</td>
<td>60+ mos.</td>
<td>RAMP LIGHT/INTERLOCKS ON</td>
<td>B.O. INTERLOCKS CABLE ADAPTER*</td>
<td>Yes</td>
</tr>
<tr>
<td>1400 (Lift U)</td>
<td>Ramp</td>
<td>6/17/15</td>
<td>1440</td>
<td>200</td>
<td>60+ mos.</td>
<td>F/DOOR OPENS BY ITSELF</td>
<td>RAMP CLOSE OUT OUT OF ADJ. *</td>
<td>Yes</td>
</tr>
<tr>
<td>2000 (VH-Ricon)</td>
<td>Ramp</td>
<td>5/28/15</td>
<td>2006</td>
<td>1R</td>
<td>25-60 mos.</td>
<td>DRAWER WON'T CLOSE</td>
<td>BROKEN LOCKING MOTOR</td>
<td>Yes</td>
</tr>
<tr>
<td>2000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/26/15</td>
<td>2013</td>
<td>1</td>
<td>60+ mos.</td>
<td>B.O. RAMP CONTROL DRAWER</td>
<td>OPERATOR ERROR</td>
<td>Yes</td>
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<tr>
<td>2100 (VH-Ricon)</td>
<td>Ramp</td>
<td>5/29/15</td>
<td>2198</td>
<td>1</td>
<td>7-12 mos.</td>
<td>RAMP STOPPED WORKING</td>
<td>NO PROBLEM FOUND</td>
<td>Yes</td>
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<tr>
<td>2100 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/3/15</td>
<td>2103</td>
<td>1R</td>
<td>60+ mos.</td>
<td>DRAWER WON'T OPEN</td>
<td>BROKEN LOCKING MOTOR LINKAGE*</td>
<td>Yes</td>
</tr>
<tr>
<td>2100 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/6/15</td>
<td>2154</td>
<td>40</td>
<td>60+ mos.</td>
<td>B.O. RAMP</td>
<td>HYDRAULIC LEAK*</td>
<td>Yes</td>
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<tr>
<td>2100 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/9/15</td>
<td>2107</td>
<td>1</td>
<td>7-12 mos.</td>
<td>KNEELR NOT RESPONDING</td>
<td>B.O. KNEELEER SWITCH*</td>
<td>Yes</td>
</tr>
<tr>
<td>2200 (New Flyer)</td>
<td>Ramp</td>
<td>6/3/15</td>
<td>2217</td>
<td>1R</td>
<td>25-60 mos.</td>
<td>KNEELER WON'T RAISE</td>
<td>BROKEN KNEELEER SWITCH*</td>
<td>Yes</td>
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<tr>
<td>2200 (New Flyer)</td>
<td>Ramp</td>
<td>6/19/15</td>
<td>2201</td>
<td>O</td>
<td>25-60 mos.</td>
<td>KNEELEER SENSOR UNSET</td>
<td>OPERATOR ERROR</td>
<td>Yes</td>
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<tr>
<td>5000 (VH-Ricon)</td>
<td>Ramp</td>
<td>6/12/15</td>
<td>5006</td>
<td>12</td>
<td>60+ mos.</td>
<td>RAMP WON'T STOW-POLE ON WAY</td>
<td>OPERATOR ERROR</td>
<td>Yes</td>
</tr>
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</table>

**Operator Length of Service Totals:**

- 0-6 Mos: 3 Operator
- 7-12 Mos: 2 Operators
- 12-24 Mos: 0 Operators
- 25-60 Mos: 7 Operators
- 60+ Mos: 11 Operators

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**AC TRANSIT**
<table>
<thead>
<tr>
<th>Series</th>
<th>Year Added</th>
<th>Type</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000</td>
<td>2003</td>
<td>True Low Floor Standard (40 ft.)</td>
<td>87</td>
</tr>
<tr>
<td>1200</td>
<td>2008</td>
<td>True Low Floor Standard (40 ft.) &lt;Van Hool&gt;</td>
<td>27</td>
</tr>
<tr>
<td>1300</td>
<td>2013</td>
<td>Standard Low Floor (40 ft) Gillig</td>
<td>65</td>
</tr>
<tr>
<td>1400</td>
<td>2014</td>
<td>Standard Low Floor (40 ft) Gillig</td>
<td>68</td>
</tr>
<tr>
<td>2000</td>
<td>2003</td>
<td>True Low Floor Articulated</td>
<td>29</td>
</tr>
<tr>
<td>2100</td>
<td>2006-2009</td>
<td>Suburban Articulated</td>
<td>33</td>
</tr>
<tr>
<td>2200</td>
<td>2013</td>
<td>Standard Low Floor (60 ft.) &lt;New Flyer&gt;</td>
<td>23</td>
</tr>
<tr>
<td>4000</td>
<td>2000-2002</td>
<td>Standard Low Floor (40 ft.) &lt;NABI&gt;</td>
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<tr>
<td>3500</td>
<td>2015</td>
<td>Eldarado Small Transit Vehicle</td>
<td>2</td>
</tr>
<tr>
<td>5000</td>
<td>2006</td>
<td>Low Floor Standard (30 ft.)</td>
<td>51</td>
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<tr>
<td>5100</td>
<td>2009</td>
<td>Low Floor Standard (30 ft.)</td>
<td>39</td>
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<tr>
<td>6000</td>
<td>2000-2003</td>
<td>Commuter Coaches &lt;MCI&gt;</td>
<td>46</td>
</tr>
<tr>
<td>6100</td>
<td>2013</td>
<td>Commuter Coaches (40 ft.) &lt;Gillig&gt;</td>
<td>54</td>
</tr>
<tr>
<td>FC</td>
<td>2010</td>
<td>Fuel Cell Standard (40 ft.)</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Total</strong></td>
<td><strong>575</strong></td>
</tr>
</tbody>
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*Please note the 7200’s are classified as 4000 series buses.*