

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, MAY 10, 2016
1:00 P.M.**

INDEX OF ATTACHMENTS

1. **Minutes from April 12, 2016**
 2. **BRT Bus Procurement**
 3. **Future Bus Procurement/Replacement Schedule**
 4. **Excerpts from Operations User Guide (OUG)**
 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 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, MAY 10, 2016
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

CHONITA CHEW

PAMELA FADEM

SALEEM SHĀKIR GILMORE

YULI JACOBSON, VICE CHAIR

JAMES ROBSON, CHAIR

BARBARA WILLIAMS

SCOTT BLANKS

SHIRLEY CRESSEY

STEVE FORT

JIM GONSALVES

DON QUEEN

WILL SCOTT

HALE ZUKAS

1. Roll Call and Introduction of Guests
2. Order of Agenda
3. Approval of Minutes for April 12, 2016 [Attachment 1]
4. Update BRT Bus Procurement (Stuart Hoffman) [Attachment 2]
5. Future Bus Procurement/Replacement Schedule (James Pachan) [Attachment 3]
 - a. Development of internal process for Bus Procurement (Receipt of AAC comments)
6. General Manager Update (Mike Hursh)
7. Chair's Report
8. Board Liaison Report
9. Development of Special Subcommittee to review Operations User Guide (OUG) and update annual Bus Operator ADA training [Attachment 4]
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:

| | |
|--|-----------------------|
| Meeting Minutes: March 8, 2016 | [Attachment 1] |
| BRT Bus Procurement | [Attachment 2] |
| Future Bus Procurement/Replacement Schedule | [Attachment 3] |
| Excerpts from Operations User Guide (OUG) | [Attachment 4] |
| Lift/Ramp Road Call Report | [Attachment 2] |

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)
APRIL 12, 2016**

The meeting came to order at 1:10 p.m.

1. Roll Call and Introduction of Guests

AAC members present:

| | |
|---------------------------|-------------------------------|
| Scott Blanks | Chonita Chew (arrived 1:15) |
| Shirley Cressey | Pam Fadem |
| Steve Fort | Saleem Gilmore (arrived 1:20) |
| Yuli Jacobson, Vice Chair | Don Queen |
| James Robson, Chair | Hale Zukas |

AAC members absent:

| | |
|-------------------------|----------------------------|
| Janet Abelson (excused) | Jim Gonsalves (excused) |
| Will Scott | Barbara Williams (excused) |

Staff: Mallory Nestor-Brush, Accessible Services Manager
Kim Ridgeway, Accessible Services Specialist
Tammy Kylo, Administrative Coordinator

Guests: H. E. Christian Peoples, Board President

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Queen/Robson approved the March 8, 2016 AAC meeting minutes. The motion carried by the following vote:

AYES – 7: Blanks, Chew, Cressey, Jacobson, Queen, Robson, Zukas

ABSTENTIONS – 3: Fadem, Fort, Gilmore

ABSENT – 4: Abelson, Gonsalves, Scott, Williams

4. Election of Chair/Vice Chair

Mallory Nestor-Brush, Accessible Services Manager, opened nominations for AAC Chair 2016-2017.

MOTION: Fadem nominated Robson.

MOTION: Blanks/Fort moved to close nominations. The motion carried unanimously:

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson,
Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

MOTION: Elect James Robson as AAC Chair for 2016-2017. The motion carried unanimously:

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson,
Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

Chair Robson opened nominations for AAC Vice Chair for 2016-2017.

MOTION: Blanks nominated Fadem.

Fadem withdrew from nominations.

MOTION: Fadem nominated Jacobson.

MOTION: Blanks/Cressey moved to close nominations. The motion carried unanimously:

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson,
Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

MOTION: Elect Yuli Jacobson as AAC Vice Chair for 2016-2017. The motion carried unanimously:

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson,
Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

5. Review of AAC Priorities

MOTION: Fort/Blanks moved to accept the change to wording on bullet number 4 to read “Support and engage in activities to increase ridership of seniors, people with disabilities and young people, on the fixed route transit system when appropriate. This includes general education to increase the public’s knowledge and understanding of the needs of seniors, people with disabilities and young people and a commitment of removing barriers throughout the transit system.” The motion carried unanimous:

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson,
Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

MOTION: Jacobson/Blanks moved to accept all four top priorities for the AAC. The motion carried unanimous:

AYES: 10: Blanks, Chew, Cressey, Fadem, Fort, Gilmore, Jacobson, Queen, Robson,
Zukas

ABSENT: 4: Abelson, Gonsalves, Scott, Williams

6. Discuss Items for Joint Meeting with Board of Directors

The Committee brainstormed the following list of items for the Joint Meeting with Board of Directors:

- Review of the Hybrid Fuel Cell bus, including the 1:6 ramp and the slim line flip seats.
- Receive a BRT update that includes equipment and outreach plan.
- Schedule of planned bus procurements.
- Discuss an internal process to ensure the AAC is solicited for comments and input on bus procurements.
- Discuss the Board's expectations of the AAC.

7. Review of ADA Complaints Pass Up/Refused Access

The committee was concerned about the number of ADA Pass-ups (18) and Refused Access (5). The committee received report showing verbatim of all comments for pass-up and refused access for the 2nd quarter (October 1 – December 31).

8. Chair's Report

None.

9. Board Liaison Report

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

- Negotiations have started on a new ATU Collective Bargaining Agreement (CBA)
- The District is awaiting the announcement of the Cap & Trade funds to purchase 10 New Flyer Fuel Cell Busses
- The District hired a new CFO, Construction Manager and HR Manager

10. Review of Lift/Ramp Road Call Report

The report, for the period of February 28 – March 26, 2016, showed 5 lift/ramp road calls; all 5 were chargeable.

11. Service Review Advisory Committee (SRAC) Report

Don Queen reported that the SRAC received an update on the Interactive Voice Response (IVR) system for paratransit users, as well as an update on options for credit card payment for paratransit tickets.

12. 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 participated in Program Plan reviews for Measure B Gap Grant requests as well as approved the extension of some programs for the upcoming fiscal year.

13. Public Comments

None.

14. Member Communications and Announcements

- Blanks reported that the Lighthouse for the Blind is moving to 1155 Market Street, Floors 9, 10 & 11 in San Francisco in approximately three weeks.
- Fadem reported on the Berkeley Emergency Prep Fair at Civic Center Park in Berkeley on Saturday, April 30, 2016 from 10:00 am to 2:00 pm.
- Gilmore reported on Sights and Sounds of East Oakland. An afternoon celebrating the arts of East Oakland at Laney College, April 17, 2016 at 3:00 pm.

15. Staff Communications and Announcements

None.

16. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, May 10, 2016 at 1750 Broadway, Oakland, CA. Agenda items will be Report on the CAD/AVL System and BRT Update on Bus Procurement.

17. Adjournment

The meeting adjourned at 2:46 p.m.

ATTACHMENT 2
BRT Bus Procurement ADA Features

Discussion items for the BRT Bus Procurement Update:

- Wheel chair securement details (forward facing street side Q-Pod and rear facing curb side arm and surfboard)
 - Slim wheelchair line flip-up seating
 - Stop request buttons at wheelchair flip seats
 - Flooring in wheelchair securement area
- Describe which doors have ramps and bridge plates
- Text messaging signs and locations (4 total - 1 double sided)
- Locations the bus number in Braille
- Number of floor mounted seats in front of the bus - including individual flip seats and set of 2 forward facing priority seating areas
- Passenger chimes in wheelchair securement area; rings twice and displays on dash
- International symbol of accessibility (new v. old)
- Rear step height and depth

ATTACHMENT 3
Future Bus Procurement/Replacement Schedule

Projected Annual Bus Replacement / Procurement – FY17 to FY21

| <u>Fiscal Year</u> | <u>Retirement Eligible Buses</u> | <u>Replacement Buses</u> |
|--------------------|--|--|
| FY17 | 39 MCI coaches | 29 - 60 ft. articulated buses 10 - double deck buses |
| FY18 | 51 – 30 ft. Van Hool 24 – 60 ft. Van Hool (articulated) | 40 ft. standard Gillig buses 60 ft. articulated buses |
| FY19 | No eligible replacements | |
| FY20 | 27 – 40 ft. Van Hool | 40 ft. standard buses |
| FY21 | 39 – 30 ft. Van Hool 9 – 60 ft. Van Hool (articulated) | TBD TBD |

The actual replacement schedule is subject to change based upon service levels. If the District expands service beyond current projections, the number of replacement buses could increase beyond the amounts shown.

ATTACHMENT 4

Excerpts from Operations User Guide

Customer Service

Introduction

This section starts with general guidelines for providing quality service that can be applied to all of your customers. As you move through this section, you will find more specific information on how to identify certain disabilities and how to assist your customers who may happen to have a disability. This was written to give you the tools and support that you need to do the best job that you can.

To fully understand how ADA affects our industry, you must read this section in its entirety. Keep in mind, policies or procedures can change. When this happens, an Operations Center Bulletin will be published to give you the new information.

As you read this information, ask yourself: “How might this apply to me in my everyday job?” Make notes herein if that helps you to personalize what you are reading based on your own experiences.

Basic Customer Service

You are in the customer service business. Common sense is your greatest strength in solving any problem. Communication and mutual respect are excellent tools for interacting with your customers. Important points to remember when working with all customers, including persons with disabilities is to

- greet your customers;
- treat your customers how you would like to be treated;
- take notice of your regular customers to develop a friendly and business like connection; and
- ask first before you assist customers to allow them to decide if they want help. Don't be insulted if your offer is turned down.

Understanding What Makes Up Communication

Communication is the key to success. Be aware of what you say and how you say it. How you come across to your customers is more often than not dictated by your tone and facial expressions. When you express how you feel, your messages are made up of the following components:

- 7% is verbal or what you say
- 38% is vocal or your tone of voice, rate, volume and rhythm
- 55% is facial or how you express what you're saying by your facial gestures

You should also be alert to the way your customer communicates and responds to you. To do this effectively, you first must be an active listener. You might notice your customer has difficulty expressing him/her-self; is unable to respond to your questions; or s/he asks you the same question repeatedly. In these cases, adjust how you communicate to best meet your customer's needs. This may mean using simpler words.

Always include in your body language and vocal expression a showing of patience. Another way of looking at this: Communicating with others is not always easy. It takes effort. The effort it takes is that you clearly explain or demonstrate to someone else your intention. And, often, this also entails that you attempt to clearly understand what is being responded back to you. Asking questions politely, repeating your statements, writing or drawing these ideas on paper, or other means may be necessary to make an interaction work. Remember, we are in the business of serving the public and that means effort in how you interact with others and showing your best in courtesy.

Also, be aware that differences in cultures can add many complications to your communication with customers and can create unintended misunderstandings. Patience on your part, therefore, is important.

How Does ADA Affect AC Transit

The Americans with Disabilities Act (ADA) prohibits a transit agency from discriminating against individuals with disabilities in providing transportation service. While service can be denied to any individual who engages in violent, seriously disruptive or illegal conduct, service cannot be denied merely because the individual's disability, appearance or behavior offends, annoys or inconveniences others.

Who is Protected?

Under the ADA a person with a disability...

- has a physical or mental impairment that substantially limits one or more of the major life activities (such as walking, seeing, hearing, learning, working, etc.); or
- has a record of such an impairment; or
- is regarded as having such an impairment.

It's important to know that not all disabilities or impairments are readily visible/noticeable. In many cases you can't tell that a person is disabled just by looking at him/her. This is why understanding how you communicate is key to your customer service success.

The best example of all, a relatively young person asks for you to deploy the ramp. Your immediate response: Deploy the ramp. Why is this a great example? Because it didn't require for you to assess whether or not that relatively young person needed the ramp. Maybe that person needed the ramp for mobility issues or maybe not. But the point is that it is not for you to judge your customers according to what you see but rather interact with their needs-disability related or not.

AC Transit's Responsibilities to ADA

1. AC Transit purchases and deploys buses accessible to individuals with disabilities.
2. AC Transit provides adequate information concerning its transportation service.
3. AC Transit trains employees to proficiency, as appropriate to your duties, so that you can operate vehicles and equipment safely and properly, assist and treat customers respectfully and courteously, and be aware of the differences among individuals with disabilities.
4. AC Transit ensures that adequate time is provided to allow individuals with disabilities to board, seat, and disembark properly and safely.

Bus Operators Responsibilities Under the ADA

1. Unless there is a properly functioning Automatic Voice Annunciator (AVA) on your coach, you must announce stops listed on your call out sheet, transfer points with other fixed routes, major intersections destinations and any stop specifically requested by a customer. You must also identify your bus route and destination, when you open the doors, to intending customers at all stops served by multiple routes.
 - a. You should learn about principal points of interest and street locations along your route to give your customers accurate information.
 - b. Your calling out the stops should be announced distinctly and should be heard by at least the first three rows of the bus. Providing the best customer service would require using the PA system, especially if you operate an articulated bus.
2. You must render assistance to customers when requested for boarding, securing or disembarking. This means you may be required to leave your seat in order to provide assistance in either facilitating the use of the customer lift/ramp, or the securing of a mobility device. Assistance may include, as an example, helping to push a wheelchair or observing your customer maneuver his/her wheelchair up the ramp. Noticing your customer is having difficulty certainly requires that you assist. And the only way you are going to be able to do this is to observe and/or physically assist.
3. You must know how to operate customer lifts/ ramps and how to use the securement systems on all buses in our fleet.
4. You are required to cycle the customer lift/ ramp before leaving the division. It is mandatory that you log on to the AMDT as soon as you board your coach. This allows the AMDT time to boot up. Cycling of the lift/ramp should be performed after you have logged on to the AMDT. If you make a relief on the road, you are required to cycle the customer lift/ramp when reaching the end of your line.
 - a. All defects are to be noted on the defect card.

- b. If your lift/ramp fails, report this immediately to OCC. If your radio is not working, call OCC at your first opportunity. It is not sufficient to wait until the end of the line or shift to report this.
 - i. If the lift/ramp can be repaired in yard, it will be repaired. Maintenance should be contacted.
 - ii. If the lift/ramp cannot be repaired, the vehicle should be swapped out.
 - iii. The vehicle will only be put in service if no other coach is available and the bus in front of, and behind, your bus has an operable lift/ramp.
- c. Buses with failed lift/ramp equipment must be repaired or roadcalled at the earliest opportunity. You must contact OCC to provide the attending customer with information on the next available coach. If the route has 30 minutes, or more, headways, alternative transportation must be provided.
- d. Manual operation of ramp: You can operate the ramp if it fails by following these steps:
 - i. Get as close as possible to the inner most edge of the ramp.
 - ii. Squat or kneel down instead of bending at the hips if possible.
 - iii. Lift as you stand, keeping the force close to your body.
 - iv. Push the ramp pad 90 degrees (up to and past vertical) and it will slowly descend on its own.
 - v. Do not force the ramp down, or stand on it while it descends.
 - vi. The hinge rods and dampening mechanism can be easily damaged if more weight than the ramp itself is pushed against it.
5. If your customer lift/ramp is defective while the bus is in service, and there is more than a thirty (30) minute scheduled headway on the line or segment of the line, you must immediately contact OCC and make arrangements to provide alternative transportation to intending customers with disabilities. You must also explain what arrangements are available. If the customer decides not to use them, this should also be reported to OCC.
6. Any customer (including those who are not disabled) can use the lift/ramp or kneeler. When to use the kneeler:
 - a. For customers who may have difficulty boarding.
 - b. Anytime you use the lift or ramp.
 - c. At the request of any customer.
 - d. To speed up boarding with large groups.
 - e. If you see a need, don't wait to be asked to lower the bus.
7. When employing the use of the lift/ ramp, follow this boarding/alighting order:
 - a. Customers who need to use the lift/ ramp shall get on the bus first.
 - b. Customers who are using mobility devices will board first before customers who do not use mobility devices.
 - c. Customers who are using mobility devices will alight last, after non-mobility using customers have alighted first.

8. You should only allow one person at a time to use the lift/ramp to get onto the bus. If an attendant is traveling with the customer on a lift, for example, s/he can also ride the lift at the same time as the customer in a wheelchair, who is getting on or off of the bus.
 - a. When this happens, the customer in the wheelchair must back onto the platform, and the attendant must stand behind the wheelchair on the inside edge of the platform.
 - b. Be sure to warn the attendant to watch for overhead clearance, especially before you begin to moving a lift platform.
 - c. Check and make sure that the customer's arms and legs are clear from hazards before you start the lift.
 - d. When an attendant rides on a lift with the customer in the wheelchair, the attendant must hold onto the lift's handrails, not the wheelchair's handles.
9. When a customer is unable to put a fare into the fare box due to a disability, or if boarding the 2nd door, which does not have a fare box or Clipper reader, you will help the customer by courteously taking the fare from the customer and putting it into the fare box.
 - a. When handling fares, make it obvious to anyone who may observe that you are placing the money directly into the fare box. When this happens, you are required to notify OCC that you have given help to the customer to handle the fare.
 - b. Clipper: If your customer using Clipper cannot swipe his/her card, you may do so following the same etiquette above. Remember to always return the Clipper Card to the customer before leaving the bus stop.
10. Seats at various locations in the front of the bus are reserved for seniors and customers with disabilities. You must request that other customers vacate those seats when they are needed by seniors and customers with disabilities.
 - a. Seats must be yielded to a customer who is in a wheelchair if that is the only available securement area for the wheelchair. This includes an ambulatory customer, even if disabled. However, you cannot force another customer to move but you are required to ask for the seat to be vacated so that an intending customer in a wheelchair can be accommodated.
11. Prioritization: Depending upon the coach model, up to a maximum of two wheelchairs, scooters, strollers, walkers, and/or grocery carts will be boarded. Remember that it is policy that mobility devices board first, off last.
 - a. Make every attempt to board an intending wheelchair, scooter, or stroller. If unsuccessful, after exhausting all attempts, you must notify OCC of the failure to board before departing.
 - b. If there is a full load (see next point) and if a stroller or walker can be folded so that it can be safely relocated without becoming an obstruction to other customers, aisles or doorways, you must request a person using them to fold the stroller or walker, to vacate the securement area, and to relocate so that an

- intending customer in a wheelchair can be accommodated. If the person declines to relocate, then you must contact OCC for instructions.
12. Per the above point, every attempt must be made to load all intending customers using wheelchairs. All wheelchairs and their users must be transported, however you are not required to load a customer in a wheelchair if the bus already has a full load, or if all securement areas on the coach are already occupied by wheelchairs, scooters, strollers, walkers, and/or grocery carts that cannot be relocated.
 - a. The ADA has removed the term “common wheelchair.” Transit providers must carry a wheelchair and occupant if the lift/ramp and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements such as the wheelchair will block the aisle or vestibule, or interfere with safe evacuation of customers in an emergency.
 - b. Every attempt should be made to board oversized wheelchairs/mobility devices, especially if the oversized mobility device can get onto the lift/ramp and into the wheelchair securement area.
 - c. A full load means that either all seats and/or all securement areas are occupied and there are standees from the rear door to the yellow line. This would be approximately fifteen (15) customers standing behind the wheelchair position and at least fifteen (15) customers standing in front of the wheelchair position to the yellow line. Keep in mind, these are rough numbers and depending on the type of the coach these numbers could vary.
 - d. If a standing load is less than a full load, then you must ask your customers who are sitting in the flip-up seats to vacate those seats, so the customer in the wheelchair can use that space. If customer(s) refuse to vacate, call OCC for instructions.
 13. You cannot deny transportation to a customer using a mobility device because his/her wheelchair, for example, cannot be secured satisfactorily by the vehicle’s securement system. If you are unable to use the system to secure the device, you must use your “best efforts” to restrain or confine the mobility device to the securement area. Furthermore, you must call OCC and report the situation, and warn the customer about the possible hazards.
 14. For mobility devices that are difficult to secure, or that you are unable to satisfactorily secure, you can refer the customer to the AC Transit Wheelchair Marking and Tether Strap program.
 15. You can refuse to carry a customer if he/she refuses to allow his/her wheelchair to be secured. If this happens, then you must call OCC and report that the customer is not being allowed to ride, and explain why. However, you cannot refuse to carry a customer if his/her wheelchair brakes do not work or if his/her chair doesn’t have brakes. Of course, you must secure the wheelchair and contact OCC.
 16. You must allow customers in wheelchairs to board at any stop.
 17. You must allow customers who carry oxygen or a respirator to board and ride.

18. You must allow customers with disabilities or seniors to complete boarding before moving the bus. This means that these customers are to be seated, if seats are available.
19. You must permit anyone who requests to use the customer lift/ramp or kneeler. AC Transit policy defines the lift/ ramp as a “customer - lift/ramp,” and not as a “wheelchair - lift/ramp.” This requires that you allow any individual who asks to use the lift to do so. In other words, a customer doesn’t have to be in a wheelchair and is not required to be in one in order to be able to use the lift/ramp.
20. Any customer can use transit cards to communicate with you. Customers are instructed at the bus stop to hold up one of the following AC Transit-issued cards. The following define these cards:
 - a. The green “LIFT/RAMP” card tells you that your customer needs to use the customer lift/ramp to board the bus.
 - b. The orange “KNEELER” card tells you that your customer wants the front steps lowered.
 - c. The pink “WAIT” card tells you that your customer wants you to wait until s/he is seated before moving the bus.
21. Remember you are there to help and that may include one or all of the following: boarding, securing, disembarking, collecting and depositing fares. If it’s necessary for you to leave your seat, then you must do so. Even though you are expected to assist, you do not have to give “hands-on” help to customers who are transferring from their wheelchairs to a bus seat.
 - a. If assistance is needed, ensure that your customer is ready before you start pushing his/her wheelchair. Always inform your customer of what it is that you are about to do before you do it – whether it is pushing the chair up or down a ramp, for example.
 - b. Be sure to follow their instructions if they want to suggest how you can give the help that they need.
22. A customer in a wheelchair can choose to get onto the lift/ramp facing forward (in toward you, that is the Bus Operator) or backing onto the lift/ramp (facing outward toward the curb) when boarding onto all buses. The choice is up to the customer, unless there is evidence of their wheelchair tipping or some other obvious safety hazard. The exception to this is
 - a. If an attendant is traveling with the customer, the customer in the wheelchair must back onto the lift platform, and the attendant must stand behind the wheelchair on the inside edge of the lift platform.

Note: The attendant can also ride the lift at the same time as the customer in a wheelchair, who is getting on or off of the bus.

 - b. Be sure to warn the attendant to watch for overhead clearance, before you begin to move the lift.
 - c. Check and make sure that the customer’s arms and legs are clear from hazards before you start the lift.

- d. When an attendant rides the lift with the customer in the wheelchair, the attendant must hold onto the lift's handrails, not the wheelchair's handles.
23. You are not required to permit wheelchairs in places other than designated securement locations. Only two (2) designated wheelchair securement locations are available on the bus. However additional wheelchairs can be carried if they can be folded and stored so that they do not block the aisle or exits.
24. Do not pass-up customers with disabilities. If you are unable to pick up a customer who needs to use the lift/ramp or the securement areas are already used by other mobility devices), take these steps:
 - a. Stop and explain the situation.
 - b. Before leaving the stop, notify OCC that an intending customer with a disability cannot board and explain why.
 - c. Do not leave the stop until you have communicated with OCC and you have told the customer what time the next bus will arrive.
25. You must permit service animals to accompany customers with disabilities on the bus. Service animals includes guide dogs for the blind, signal animals for deaf or hearing impaired customers, and service animals for customers with mobility impairments.

Note: service animals include, but are not limited to, dogs.

 - a. Remember that comfort animals are not considered to be service animals under the ADA and must be carried like pets.
26. You must participate in AC Transit-offered awareness and sensitivity training. ADA requires that all staff be trained to proficiency in operating accessibility features of vehicles and equipment. This means that you must be able to perform all ADA required functions.
27. AC Transit has the responsibility of offering effective and continuing training, while you have the responsibility of taking the training seriously and of asking for help when they don't feel proficient or able to perform any required task.
28. The ADA also requires training to include the need for treating persons who have disabilities with courtesy and respect. You must also be able to recognize differences among various kinds of disabilities (such as mobility, hearing, visual, and/or mental disabilities) and to respond to them in an appropriate manner.

Customers with Personal Assistive Devices (or other Mobility Aids)

Customers with disabilities that impair mobility, and some elderly customers, may use personal assistive devices such as crutches, canes, or walkers. These should be placed so that they do not interfere with any movement inside the vehicle. Below are some things you should know about these types of aids: As with any assistance that you provide a customer, always ask before you reach/touch. Your customers will know best how you can help, if you just ask first. There is no exception to this basic human and customer service expectation.

Canes

Most canes are used for assistance and support in standing and walking. However, while canes are used by blind and low-vision customers as “feelers,” they are usually not relied on for physical support. Customers who are using canes generally require only minimum assistance. If it is necessary to assist such a customer, be sure to do so from the side opposite the cane.

Crutches

In general, there are three types of crutches: underarm, forearm, and full arm crutches. Crutches are usually constructed of wood or aluminum and are often used for temporary disabilities, such as fractures and sprains. If the disability is more permanent, the crutch will usually be made of metal and designed for more complete support. It’s difficult for a customer using crutches to achieve and maintain balance when standing or walking. You should never attempt to assist someone with crutches without telling them first. Balance is a problem, and a sudden or unannounced approach could cause a fall.

Walkers

Walkers provide a more stable base than crutches for people who need physical support. Customers using walkers may have a tendency to fall backward and may need assistance when sitting down or standing up. Most walkers collapse easily for storage.

Braces

The two basic types of leg braces are ankle and knee braces. Ankle braces do not extend above the knee, and keep the wearer from dragging the toe. Knee braces may be worn for the ankle and/or the knee and extend almost to the hip. The knee brace is designed to keep the wearer’s knee locked for standing and walking. Customers with braces will need more room than usual to maneuver while sitting down and standing up. Brace wearers may also have difficulty balancing.

Artificial Limbs (Prostheses)

Customers with an arm prosthesis may not seem to have mobility difficulties, but they may need assistance paying fares, and holding on or maintaining balance. Customers with artificial legs will have varying degrees of mobility depending on the level of amputation. An amputee with one or both legs off below the knee and a properly fitting prosthesis will generally have few problems walking. However, amputees with legs missing above the knee may require hand rails for stability when walking. They will be slower using stairs or ramps. In addition, the ability of a person with artificial legs to walk well diminishes with age.

Pain

Many customers with disabilities and our senior customers have chronic pain. Medication cannot always provide complete relief. Since people in pain may be difficult to deal with,

you must try to be patient with them. A comfortable ride can improve the attitude of a customer who is in pain. For example, a person with arthritis can feel considerable pain every time the vehicle hits a bump at a higher than necessary speed.

Wheelchair Marking and Tether Strap Program

AC Transit's Wheelchair Marking and Tether Strap Program is designed to identify key securement points on all types of mobility devices. This program benefits you, the Bus Operator, directly by identifying locations on mobility aids to attach the securement belts/hooks.

Securement points on the mobility device will be marked with yellow tape or yellow tether straps installed by AC Transit staff. The program:

1. Takes the guesswork out of where to attach the securement belts/hooks
2. Reduces the time required to properly secure mobility aids in AC Transit vehicles
3. Is Free!
4. Is voluntary to the customer
- 5.

AC Transit Accessible Services staff will install the yellow markings and/or tether straps, by appointment. If you have a customer who can benefit from the program, please offer your customer a brochure and ask that they call the number recorded on it for an appointment.

Electric Personal Assistive Mobility Devices (EPAMDs) and Segways®

Individuals with a mobility related disability that use an EPAMD, also known as Segways, will be allowed to board AC Transit buses if they show their free AC Transit EPAMD-use permit with photo identification. Those individuals must contact the General Office at (510) 891- 7261 to make an appointment to be approved for a permit. Upon boarding the bus, the passenger must have the EPAMD-use permit visibly displayed upon the EPAMD at all times.

If the customer does not possess and EPAMD-use permit, they must show proof of disability eligibility to be permitted to board with the EPAMD, such as:

- A valid Regional Transit Connection Discount ID Card
- Medicare Card, plus photo ID
- DMV Parking Placard ID Card, plus photo ID
- Disable license plate registrations, plus photo ID

Brief instructions will be on the back side of the permit.

Boarding

1. Bus operators shall permit a person with a disability, who has appropriate ID, and who is using the EPAMD as a mobility device to use the ramp or lift to board an AC Transit bus. The passenger must push or pull the EPAMD to maneuver it onto the ramp or lift.
2. In addition to the AC Transit EPAMD use-permit, a passenger who wishes to board an AC Transit coach with an EPAMD shall also provide any usually acceptable form of identification that indicates the individual has a disability, including, but not limited to the RTC Discount ID card, a Medicare Card (with a photo I.D.), or a California DMV vehicle placard/receipt (with a photo I.D.).
3. While boarding, the passenger shall accompany the EPAMD onto the lift, standing alongside the EPAMD, but may not ride the EPAMD while the lift is moving. The EPAMD shall be in the “off” position, or the safe power-assist mode, while the lift is in motion.
4. On the lift platform, or the ramp, the EPAMD must be pushed with power off, or in the safe power-assist mode only. The EPAMD cannot be walked or ridden in the balance mode on those surfaces.
5. Upon request, bus operators must provide boarding, alighting and/or securement assistance to the passenger.

Securement and Riding

1. When reaching the bus floor, the passenger must maneuver the EPAMD, without assistance from the Bus Operator, to the wheelchair securement area. The EPAMD may be in the “on” position if the customer requires assistance from the EPAMD to maneuver it into the securement position. However, the passenger may NOT ride the EPAMD while on the bus under any circumstances. The EPAMD must then be switched off, or to the safe power-assist mode after securement is completed.
2. EPAMD users shall secure the EPAMD only in the wheelchair securement area. The device must not block the aisle. The EPAMD must be turned off once the passenger has reached the securement area and remain off until the EPAMD is ready to disembark the bus.
3. Securing the EPAMD base: Before securing the EPAMD, red belts shall be prepared, on the floor, so that the EPAMD may be maneuvered into the space and the red belt is visible between the wheels of the device. The 2nd belt shall be wrapped over the base of the Segway®, and the hooks shall be connected together.
4. Securing the handlebars: Using the black belts to secure the steering handle, both belts shall be wrapped under, then over, the top of the seat handle bars, and then the black belts are to be fastened together.
5. For MCI Buses: The securement instruction is standard on the base of the EPAMD. To secure the handle bars, lap belts shall be wrapped behind the seat backs, and then fastened together.

6. The straps available on the bus for the securement of a wheelchair are to be used to secure the EPAMD. A minimum of two straps shall be used to secure the wheels of the EPAMD. The lap/shoulder belt, when wrapped around the column of the EPAMD twice should be sufficient to restrain the device.
7. The placement of the securement straps has been determined to ensure that the EPAMD will not move more than two inches in any direction while the vehicle is in motion. The Bus Operator is responsible for checking that the securements have been applied properly.
8. Because the EPAMD is a self-propelled device, the passenger shall remain as close to the EPAMD as available to assure that it remains under control at all times.
9. EPAMD users may occupy the priority seating for seniors and people with disabilities.

Disembarking

1. After the bus has stopped, Bus Operators shall provide assistance for the removal of the securement straps.
2. The EPAMD must be off, or in the safe power-assist mode, until after the passenger has pushed or pulled the EPAMD off the ramp or lift.
3. The passenger shall be responsible for moving the EPAMD to the ramp or lift area and for handling the EPAMD on the ramp or lift.
4. Bus Operators shall deploy the ramp or lift for the EPAMD to exit.

Policy on Service Animals

A service animal is any animal trained to provide assistance to an individual with a disability. If a customer with or without a disability says the animal is an “assistance animal” and the animal is under control, it is allowed to ride. The Americans with Disabilities Act (ADA) requires access to public facilities and services by service animals, including:

1. Guide dogs for the visually impaired
2. Signal dogs for the hearing impaired
3. Alert/response animals for individuals with seizure disorders
4. Assistance animals for persons with physical disabilities

Customers with disabilities are permitted to ride with service animals of all types. Service animals do not have to be performing service related to the customer’s travel by transit. Service animals in training are also permitted to ride, including those accompanied by a trainer who does not have a disability. Animals other than dogs can also be service animals, such as monkeys that are trained to pick up items, or birds that are trained to detect seizures. Some types of animals, such as snakes and reptiles, cannot be trained to perform assistance, and therefore are not considered service animals. Customers must carry them in a container.

Unclear About an Animal as a Service Animal

When it is not obvious that an animal is a service animal only limited inquiries are allowed. You may ask only two questions, per the Department of Transportation:

1. Is the service animal required because of a disability? ...and
2. What work or task has the animal been trained to perform?

If, after doing this, you are still uncertain about whether to allow an animal to board, contact OCC for further guidance. You cannot ask about the customer's disability, require medical documentation, require a special identification card or training documentation for the animal, or ask that the animal demonstrate its ability to perform the work or task.

Please note: The picture identification for a disabled customer does not have to include a picture of the service animal.

Supervision of a Service Animal

Control and supervision of a service animal is the responsibility of the customer. Service animals must be leashed, on a lead, or otherwise under the physical control of the owner at all times. While a leash does not have to be held at all times, "voice control" by itself is not adequate, and customers must keep animals near enough to them to maintain physical control. Customers should keep animals as far out of the aisle as possible. If necessary, you can ask your non - disabled customers sitting in the wheelchair area or forward-facing seats to allow the customer with his/her service animal to sit there (since this is often the only space available away from the aisle).

If a service animal misbehaves, the customer may be asked to remove the animal. Please contact OCC first. Some examples of misbehavior include:

- Soiling or otherwise damaging the vehicle
- Jumping on other customers or you
- Growling at or harassing other customers, you, or other service animals.

Please remember that service animals are working, so you and others should not touch, pet, or talk to a service animal, unless instructed to by its owner.

Responsibility for Damages

Customers are responsible for any damage or injuries caused by their service animal while on the bus. Most service animals are well socialized and trained not to relieve themselves in public facilities. If an animal appears to be poorly cared for or poses a health concern, request your Superintendent to contact the local animal control board. This will require obtaining identification from the customer, with the assistance of a Supervisor if necessary.

Wheelchair and Lift/Ramp Users with Service Animals

Boarding customers with a service animal should take care to ensure that tails, paws, etc. are not caught in the lift mechanism. Service animals can ride the lift/ramp with the customer providing:

1. Standee lift/ramp users can safely contain the animal at their feet while on the lift/ramp, or
2. If the animal is physically unable to use the steps.

How Many Service Animals Can Board with a Customer?

Customers may travel with more than one service animal, such as when an experienced animal is being used to train a younger one. You may ask the customer to confirm that each animal performs assistance or is in training before allowing to board.

Policy on Pets or Companion Animals

Animals that are pets or companions, and do not perform assistance functions, are not considered to be service animals and must be carried in a container. Pets must be in an enclosed, secured cage or carrying case that is small enough to fit on the owner's lap, and the animal must not endanger or annoy other customers.

ATTACHMENT 5
Lift /Ramp Road Call Report
March 27, 2016 – April 24, 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 | 4/8/16 | 1012 | 72R | 60+ mos. | Ramp won't deploy | replaced broken shaft* | YES |
| 1000 (VH-Ricon) | Ramp | 4/17/16 | 1041 | 45 | 25-60 mos. | Broken lift drawer latch | Changed broken lift drawer latch assembly* | YES |
| 1300 (Lift U) | Ramp | 3/29/16 | 1326 | 45 | 60+ mos. | Ramp not working | Pull ring damaged* | YES |
| 1300 (Lift U) | Ramp | 4/8/16 | 1365 | 18 | 60+ mos. | Drawer won't close | cleared by supervisor | YES |
| 1400 (Lift U) | Ramp | 4/10/16 | 1457 | 76 | 13-24 mos. | Lift would not stow | Found nickel on corner of lift | YES |
| 2000 (VH-Ricon) | Ramp | 4/14/16 | 2014 | 57 | 13-24 mos. | B.O. Kneeler switch at dash. | Changed switch at dash* | YES |
| 2100 (VH-Ricon) | Ramp | 4/23/16 | 2163 | 1R | 13-24 mos. | Drawer won't close | repaired wiring to stow switch* | YES |
| 2100 (VH-Ricon) | Ramp | 3/30/16 | 2194 | 48 | 25-60 mos. | Rear inside cabin of coach filled with smoke | wheelchair ramp motor failed* | YES |
| 2200 (New Flyer) | Ramp | 4/15/16 | 2214 | 1 | 60+ mos. | RAMP not working | ramp motor shaft broken* | YES |

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **0** Operators; 13-24 Mos: **3** Operators; 25-60 Mos: **2** Operators; 60+ Mos: **4** Operators
(39) (27) (133) (267) (795)

| 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> | | | |