

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, NOVEMBER 14, 2017
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from October 10, 2017**
 - 2. December Service Changes**
 - 3. Transbay Tomorrow Update**
 - 4. Review of Ticket Vending Machines**
 - 5. Lift/Ramp Road Call Report**
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MEETING LOCATION

**1600 Franklin Street
2nd Floor Board Room
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)
AC TRANSIT
1600 FRANKLIN STREET, OAKLAND, CA 94612
1:00 P.M., TUESDAY, NOVEMBER 14, 2017
REGULAR MEETING**

AAC MEMBERS:

**JANET ABELSON
MARY CLUTTS
PAMELA FADEM
JIM GONSALVES
DON QUEEN
WILL SCOTT
BARBARA WILLIAMS**

**CHONITA CHEW
SHIRLEY CRESSEY
SALEEM SHĀKIR GILMORE
SUSAN GONZALEZ
JAMES ROBSON, CHAIR
TANYA WASHINGTON
HALE ZUKAS**

1. Roll Call and Introduction of Members and Guests
2. Order of Agenda
3. Approval of Minutes for October 10, 2017 [Attachment 1]
4. Report on Preventative Maintenance and Road Calls (Roland Fecteau)
5. Review of December Service Changes (Michael Eshleman) [Attachment 2]
6. Update on Transbay Tomorrow (Linda Morris) [Attachment 3]
7. Review of Proposed Tickets Vending Machines, TVMs for Bus Rapid Transit (Robert del Rosario) [Attachment 4]
8. Chair's Report
9. Board Liaison Report
10. Review of Lift/Ramp Road Call Report [Attachment 5]
11. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
12. ACTC PAPCO Report (Hale Zukas)
13. Public Comments
14. Member Communications and Announcements
15. Staff Communications and Announcements
16. Set Next Agenda & Meeting Date
17. Adjournment

ATTACHMENTS:

Meeting Minutes: September 12, 2017	[Attachment 1]
December Service Changes	[Attachment 2]
Transbay Tomorrow Update	[Attachment 3]
Review of Ticket Vending Machines	[Attachment 4]
Lift/Ramp Road Call Report	[Attachment 5]

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 Tammy Kylo, Administrative Coordinator, 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
SPECIAL MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
OCTOBER 10, 2017**

The meeting came to order at 1:08 p.m.

1. Roll Call and Introduction of New Members and Guests

AAC members present:

Janet Abelson	Chonita Chew
Shirley Cressey	Pam Fadem
Saleem Shākir Gilmore (1:18)	Susan Gonzalez
James Robson, Chair	Tanya Washington
Barbara Williams	Hale Zukas

AAC members absent:

Mary Clutts (excused)	Jim Gonsalves (excused)
Don Queen (excused)	Will Scott (excused)

Staff: Mallory Nestor-Brush, Accessible Services Manager
Tammy Kylo, Administrative Coordinator
Sally Goodman, Title VI Program Administrator

Guests: Chris Mullin

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Fadem /Cressey approved the September 12, 2017 AAC meeting minutes. The motion carried by the following vote:

AYES – 10: Abelson, Chew, Cressey, Fadem, Gilmore, Gonzalez, Robson,
Washington, Williams, Zukas

ABSENT – 4: Clutts, Gonsalves, Queen, Scott

4. Review of 2017 Update to AC Transit’s Title VI Program

Sally Goodman, Title VI Program Administrator, gave an overview on what Title VI covers and what programs elements have changed. Recipients of Federal funds must document compliance with regulations by submitting an updated Title VI Program to the FTA every three years.

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal funding. Recognizing that low income neighborhoods and communities of color disproportionately bear environmental burdens, Executive Order 12898 mandates a commitment to address environmental justice for people of color and low income populations; Executive Order 13166 requires recipients of Federal funding to provide meaningful access to persons with limited proficiency in English.

AC Transit's 2017 Title VI Program describes how District staff implemented new elements from the 2014 program, includes updated Public Participation and Language Assistance Plans, and codifies sub-recipient monitoring and assistance policies and protocols. It also includes a summary of public engagement efforts, equity analyses, and service monitoring conducted since the last program update; new data, in tables and maps, that describe the AC Transit service area and ridership; and information about how the District handles complaints, recruits to advisory committees, and notifies the public of their rights under the program.

The AAC had the following concerns:

- Why isn't American Sign Language covered under Title VI. Sally replied Title VI prohibits discrimination based on national origin and that is why the District provides foreign language translation and interpretation; American Sign Language, ASL, is protected under the ADA.
- Bus service for the School District is not covered. School service is exempted by the AC Transit Board policy that covers Title VI; however, the Board can direct staff to do an equity study on any proposed changes at any time.

Sally encouraged the AAC to email her with any questions at sgoodman@actransit.org.

5. Discussion on Priority Seating

Mallory Nestor-Brush, Accessible Services Manager, began the discussion of priority seating on AC Transit. Drivers can request a person vacate a seat, but cannot require them to do so. Mallory asked the committee to brainstorm ideas for messages, or slogans for to give to the Marketing Department regarding information to the public. The following are ideas from the AAC:

- Larger graphics behind priority seating
- Hidden disabilities needs public awareness
- Reach out to youths to be part of the solution; youth ambassadors
 - Gift cards to help promote
 - Partner with the City or youth groups
 - Work with teachers on building modules for youth
- Use the wording, "Federal and State requires..."
- Slogans or campaigns

- Make room for all
- Share the space
- Safe and accessible rides for everyone
- Review what other agencies are doing
- AVA – message board on priority seating

The Committee would like to create a sub-committee on priority seating and partnering with youth/youth ambassadors.

6. Chair Report

None.

7. Board Liaison Report

None.

8. Review of Lift/Ramp Road Call Report

The Committee reviewed the report for the period of August 27, 2017 – September 30, 2017. All 7 lift/ramp road calls were chargeable.

9. Service Review Advisory Committee (SRAC) Report

None.

10. Alameda County Transportation Commission (ACTC) PAPCO Report

Hale Zukas reported that ACTC may be discontinuing the wheelchair breakdown program. The shop moved to San Mateo and currently no bids have been received. Committee members were asked to email Hale to refer vendors or have interested vendors contact ACTC.

11. Public Comments

None.

12. Member Communications and Announcements

- Chonita Chew thanked everyone who helped or attended the 14th Annual Healthy Living Festival.
- Hale Zukas reminded the Committee that they can bring their own containers and drink tap water instead of bottle water.

13. Staff Communications and Announcements

Mallory Nestor-Brush, Accessible Services Manager, shared Joyce Roy's email regarding Operators failing to stop close to the curb and how that is hazardous for seniors. Fadem stated that anyone can ask the driver to lower the ramp or kneeler.

14. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, November 14, 2017 at AC Transit, 1600 Franklin Street, 2nd floor Board Room. Agenda items will include a Report on Preventative Maintenance and Road Calls and a Review of December Service changes.

15. Adjournment

The meeting adjourned at 2:30 p.m.

**ATTACHMENT 2
DECEMBER SERVICE CHANGES**

AC Transit conducts four sign-ups each year as required by the Collective Bargaining Agreement (CBA). These occur in March, June, August, and December. The District will implement the upcoming sign-up on December 17, 2017.

The December sign-up is generally reserved for making minor adjustments to service based on feedback received after the June and August sign-ups. This sign-up is focused on adjusting the schedule on several lines to better utilize resources and meet budget goals as well as improve on-time performance and reliability. The changes included in the December sign-up were developed based on discussions with numerous departments and stakeholders, including Transportation, the Driver's Committee, Management and Budget, and Supervision.

The following changes will take place in the December sign-up:

- Schedules and running times will be adjusted on lines 10, 18, 33, 75, 85, 97, 200, 212, 239, 72R, and M.
- Additional trips on Line J to accommodate demand.
- Changes to stops on lines 12, 19, 20, 21, 29, 62, 79, OX, and Z.
- Added supplemental school service trips on lines 604 and 663.

ATTACHMENT 3 TRANSBAY TOMORROW UPDATE

Transbay Tomorrow aims to develop and implement service improvements on the Bay Bridge Transbay network. As AC Transit prepares to move into the new Transbay Transit Center and begin double decker bus operations in 2018, we want to make sure our service meets existing demands and prepare for future changes and service expansions.

The goals of Transbay Tomorrow project include:

- Reconfigure existing service by reducing inefficiencies and creating new routes to meet demand.
- Plan for service expansions for when funds become available.
- Recommend capital improvements that allow for more reliable travel times.
- Recommend a new fare policy for Transbay routes in conjunction with the opening of the new Transbay Transit Center.

The project will address Transbay improvements in three phases with distinct goals:

Phase One – Existing Conditions

- Engage stakeholders and existing passengers in a discussion to improve Transbay service, while soliciting meaningful feedback to better understand their priorities for future service.
- Identify the issues around the current service and discuss the tradeoffs associated with changing the service.

Phase Two – Cost Neutral Plan

- Use the feedback and data from Phase One to develop a cost neutral plan; using our resources more efficiently to better meet existing demand.
- Vet the recommendations through the public, stakeholders and the Board to create an approved plan ready for implementation in August 2018.

Phase Three – Expansion Plan Scenarios and Fare Policy Recommendations

- Fare Policy Board Report.
- Solicit feedback from potential riders and consider new service types.
- Develop expansion scenarios for public review and finalize into an approved plan in preparation for potential Regional Measure 3 (RM3) funds to come online.
- Develop an accompanying capital plan to support the service plan based on recommendations from MTC’s Core Capacity Study with associated RM3 funding.
- Develop a sustainable fare policy.

Guiding Principles for our planning efforts were developed from outreach efforts including our passenger survey:

Meet the existing and future demand

- Create productive routes to capture latent demand. Consider different service models. For example, “point-to-point” involving one or two stop locations in the East Bay on local streets or near freeway entrances and exits.
- Consider accessible park and rides or other transit nodes for these types of shorter lines with potential for high productivity.
- Where demand exists, increase span of service with existing fleet resources.
- Pursue pilots for new Transbay services that alleviate BART over-crowding.
- Deploy double decker buses in areas of highest demand and consider short local East Bay segments or “point-to-point” service models to optimize their use.

Improve speed, reliability, and efficiency

- Reconfigure segments or entire lines for more productive service. Increase bus stop spacing in line with Board Policy standards.
- Reconsider the Local ridership policy on Transbay routes where practical.
- Consider short, medium and long-term capital improvements for transit priority.
- Incorporate the capital recommendations of MTC’s Core Capacity Transit Study where relatable to service proposals.
- Consider new route designs to avoid known areas of congestion or difficulty for buses.

Transbay service should sustain itself

- Consider different funding mechanisms.
- Consider different fare structures.

Think regionally

- Work with regional transit agencies to ensure Transbay service is complimentary not redundant.

Transbay Tomorrow Phase 2: Cost Neutral Proposed Improvements

Following the [Phase 1 work](#), we developed an initial draft plan focusing on the following types of improvements:

Stop Consolidation – This helps speed up the bus along the route, approximately 30 seconds for each stop removed to take account of the bus decelerating and accelerating. Our stop distance standards for Transbay service are $\frac{1}{2}$ to $\frac{2}{3}$ of a mile. Our current stop spacing is on average $\frac{1}{5}$ of a mile. Removing stops makes the route faster for all

passengers and may save enough time on a route to reinvest service elsewhere. In addition, the passenger survey showed the majority of passengers were willing to walk further to a Transbay stop for faster and more frequent service.

Restricting Local Passengers – Some lines already restrict local passengers and help speed Transbay passengers on their way. Restricting local passengers from Transbay lines speeds up the bus two ways. First, the limited movements of passengers boarding and alighting in one direction only. This is especially important on the large green MCI buses that only have one door. Second, the driver no longer has to toggle the Clipper fares between local and Transbay. This action can add substantial delays if a combination of local and Transbay passengers board at one stop.

Truncate Route – Getting on and off the freeway faster allows for a speedier ride for the majority of passengers. We have looked at shortening some longer routes and using the adjacent routes to cover the same areas so there is no loss of service. This speeds up the service for most passengers.

Reconfigure Route – One of the characteristics of our most productive routes is that they use major roads as opposed to minor, residential, roads. There are opportunities to move the route from smaller streets to more major corridors where there may be more opportunities to pick up passengers and move faster. This improves speed and navigability for our buses. In addition, we have proposed filling up an underperforming bus by rerouting it to pick up more passengers in areas of higher demand.

Transit Priority – Providing dedicated right of way allows the bus to bypass traffic congestion. One of the great benefits of moving into the Salesforce Transit Center is the dedicated on and off ramp from the Bay Bridge. The current route to the Temporary Terminal forces our buses along very congested streets. The dedicated right of way not only speeds up the service, it also makes it more reliable.

Span Improvements – As part of the existing conditions analysis, we saw there is clear demand on the first and last trips in the morning and afternoon. Where we saw a lot of demand on these trips we have added one trip earlier or later to help spread the load and capture some latent demand.

Frequency Improvements – Where possible, we have proposed frequency increases on routes needing extra capacity. More buses an hour provides a more reliable and convenient service for passengers.

Use of Double Decker Buses – Fifteen double deckers will go into service in June 2018. We will deploy the buses on those routes that need capacity, serve dense areas and have room for growth.

Reduce Inefficiencies – Our analysis showed there are some inefficient frequencies, route segments and trips. Where possible we have removed these inefficiencies and allocated resources to areas needing more service.

Phase two, where we are now, is a cost neutral plan that incorporated feedback from the existing conditions process to develop a cost neutral plan. These proposals are now available for review and public comment at <http://www.actransit.org/transbay-tomorrow-phase-2-improvements/>

Salesforce Transit Center Update

Construction continues on the facility and the current schedule expects operations to begin in June 2018. Meanwhile, the 5.4 acre rooftop park is scheduled for completion in March. The second phase of the project, to bring rail into the facility, is still contingent upon funding and is currently scheduled for 2025 operations. Retail is the main use of the ground level but this will not be ready for the 2018 opening date. Small retail pop-ups will be operating until the main retail units are ready towards 2019.

The new facility will include 11 more bus bays than the temporary terminal, and will provide space for other regional bus operators: Amtrak, Greyhound, WestCat and MUNI. In addition, the new facility will provide a dedicated bus ramp on and off the Bay Bridge, which will greatly improve Transbay service reliability and speed into and out of San Francisco. The new facility will also feature new types of wayfinding and bus stop electronic signage. Transition planning is active across all departments as the District gears up for June 2018.

ATTACHMENT 4 PROPOSED TICKET VENDING MACHINES (TVMs)

AC Transit is in the process of determining the fare payment policy and structure for Bus Rapid Transit, (BRT). As part of this process, staff is deciding what type of TVM will be appropriate for dispensing bus passes on the BRT station platforms. To help us make this decision, staff is receiving demonstrations from companies that develop slim profile parking pay stations that can effectively serve as TVMs for BRT. These machines may have fewer features than the traditional TVMs such as those at rail stations, but they are significantly more affordable and provide sufficient functionality to suit our needs for BRT.

Staff has received demonstrations from Parkeon, Cale, and IPS. These TVMs will be available for the AAC to review before and after the meeting on November 14, 2017. Please note that the TVMs are customizable. Staff is working with each company to require that the TVMs are accessible.

Parkeon; Strada TVM

- ADA/DDA compliance
- Multi languages
- Audio capability – Text to speech
- Braille guidance

Cale; Web Terminal (CWT)

- ADA Compliance verification
- Meter height 40”
- Audio: Multi-language audio support with pre-recorded messages or sounds at the touch of a button
- Motion sensor light bar

IPS Group; Multi-space Pay Station

- ADA compliance
- Meter height 40”
- Large text on screen
- Alternative languages

ATTACHMENT 5
 Lift /Ramp Road Call Report
 October 1, 2017 – November 4, 2017

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	10/21/17	1019	72R	7-12 mos.	Ramp not working	Adjusted Aproxie switch*	1030
1000 (VH-Ricon)	Ramp	10/24/17	1017	72R	60+ mos.	Kneeler not working	change kneeler switch*	1035
1300 (Lift U)	Ramp	10/2/17	1340	51B	60+ mos.	Belts won't latch	changed wheel chair securement belts*	1556
1300 (Lift U)	Ramp	10/10/17	1308	51A	60+ mos.	Ramp won't close	Replaced some latch on the flipping side of the ramp. *	1208
1500 (Lift U)	Ramp	10/7/17	1570	F	7-12 mos.	Ramp won't lay flat	cleaned debris from under lift platform	1353
2100 (VH-Ricon)	Ramp	10/4/17	2158	1	13-24 mos.	Ramp not working	Repair broken ramp shafts*	2024
5000 (VH-Ricon)	Ramp	10/1/17	5023	19	60+ mos.	Drawer won't close	remover debris from under ramp	1030
6100 (Lift U)	Ramp	10/8/17	6127	200	60+ mos.	Bad proximity switch	Replaced bad proximity switch for the ramp*	6130

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **2** Operators; 13-24 Mos: **1** Operators; 25-60 Mos: **0** Operators; 60+ Mos: **5** Operators
 (57) (108) (178) (237) (712)

Series	Year Added	Type	Qty
1000	2003	True Low Floor Standard (40 ft.)	80
1200	2008	True Low Floor Standard (40 ft.) <Van Hool>	27
1300	2012	Standard Low Floor (40 ft) Gillig	65
1400	2014	Standard Low Floor (40 ft) Gillig	68
1500	2016	Standard Low Floor (40 ft) Gillig	80
2000	2003	True Low Floor Articulated	29
2100	2006-2009	Suburban Articulated	33
2200	2013	Standard Low Floor (60 ft.) <New Flyer>	23
3500	2015	Eldorado Small Transit Vehicle	10
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.)	13
<i>Total</i>			<i>618</i>