

**AGENDA PACKET  
AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
REGULAR MEETING  
TUESDAY, OCTOBER 10, 2017  
1:00 P.M.**

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**INDEX OF ATTACHMENTS**

- 1. Minutes from September 12, 2017**
  - 2. 2017 update to AC Transit's Title VI Program**
  - 3. 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 19<sup>th</sup> 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, OCTOBER 10, 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 September 12, 2017 [Attachment 1]
4. Review of 2017 update to AC Transit's Title VI Program (Sally Goodman) [Attachment 2]
5. Discussion on Priority Seating
6. Chair's Report
7. Board Liaison Report
8. Review of Lift/Ramp Road Call Report [Attachment 3]
9. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
10. ACTC PAPCO Report (Hale Zukas)
11. Public Comments
12. Member Communications and Announcements
13. Staff Communications and Announcements
14. Set Next Agenda & Meeting Date
15. Adjournment

**ATTACHMENTS:**

<b>Meeting Minutes: September 12, 2017</b>	<b>[Attachment 1]</b>
<b>2017 update to AC Transit's Title VI Program</b>	<b>[Attachment 2]</b>
<b>Lift/Ramp Road Call Report</b>	<b>[Attachment 3]</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 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)  
SEPTEMBER 12, 2017**

The meeting came to order at 1:01 p.m.

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

**AAC members present:**

Janet Abelson	Chonita Chew
Mary Clutts	Shirley Cressey
Pam Fadem	Saleem Shākir Gilmore (1:18)
Susan Gonzalez	Don Queen
James Robson, Chair	Will Scott (1:20)
Tanya Washington	Barbara Williams
Hale Zukas (1:05)	

**AAC members absent:**

Jim Gonsalves (excused)

**Staff:** Mallory Nestor-Brush, Accessible Services Manager  
Tammy Kylo, Administrative Coordinator  
Robert del Rosario, Director of Service Development and Planning  
Sally Goodman, Senior Transportation Planner

**Guests:** Jon Gaffney, Golden Gate Transit  
Mieko Walden  
Mike Cole  
Mohamed Alaoui, City of Oakland  
Nick Cartagena, City of Oakland

**2. Order of Agenda**

The order of agenda was approved.

**3. Approval of Minutes**

MOTION: Cressey/Fadem approved the June 13, 2017 AAC meeting minutes. The motion carried by the following vote:

AYES – 11: Abelson, Chew, Clutts, Cressey, Fadem, Gilmore, Gonzalez, Robson, Scott, Washington, Zukas

ABSTENTIONS – 1: Queen

ABSENT – 2: Gonsalves, Williams

#### **4. Review of Telegraph Boarding Islands**

Robert del Rosario, Director of Service Development and Planning, introduced Mohamed Alaoui and Nick Cartagena, from the City of Oakland and gave a summary of Telegraph Boarding Islands. Bus boarding islands are dedicated waiting and boarding areas that streamline transit service and improve accessibility by enabling buses to stop in the travel lane, rather than pulling to the curb. When bicycle facilities are present, boarding islands are separated from the sidewalk by a bike channel, eliminating conflicts between transit vehicles and bikes at stops.

This fall, the City of Oakland Department of Transportation will be constructing four bus boarding islands on Telegraph Avenue at the existing Line 6 and Line 800 bus stops at 24th Street and 27th Street. The islands will be 8 feet wide and 60 feet long. The islands will be sidewalk level and include a bridge across the bikeway to the sidewalk. The maximum cross slope of the islands will be 2%. These islands are unique to the Bay Area because they will be made from temporary recycled materials until The City of Oakland designs and constructs permanent concrete islands. If successful, the temporary islands can be used to improve conditions at other stop locations in the future.

Boarding islands benefits:

- Transit performance by enabling in-line stop and reducing transit vehicle dwell times.
- Eliminate bus-bike “leapfrogging” conflict at stops. At boarding islands, both buses and bicycles can move straight at the stop, in their own dedicated space.
- Provides more space for transit passengers and amenities while maintaining a clear pedestrian path on the sidewalk.
- Allows buses to easily stop flush with the curb as opposed to potentially on an angle with a curb-side stop. This allows for easier and safer egress and ingress, and safer deployment of wheelchair ramps.

The committee had the following concerns:

- Single ramp access for wheelchairs, walkers, etc. on the temporary boarding islands will be congested. Would like to see ramps on both sides for the permanent boarding islands.
- Street furniture decreasing accessibility. The City of Oakland replied that they have a new department that handles curb side management so furniture will be moved.
- Visual signage for accessibility and tactile directional should be installed in appropriate places where needed.

#### **5. Presentation: Communicating with the Deaf Community**

Susan Gonzalez, Committee member, shared the following etiquette tips on working with the deaf community and their interpreters:

- Deaf Community includes Deaf, Deaf Blind, Deaf Disabled, Hard of Hearing, Hearing Loss and Late-Deafened
- Interpreters
  - Legal definition of qualified interpreter – Able to interpret effectively, accurately, impartially, both receptively and expressively using any necessary specialized vocabulary
  - Qualified does not equate with being certified; knowledge, vocabulary, and skill
- Working with Interpreters:
  - Communicate directly with the Deaf individual
  - Don't address or ask questions to the interpreter when they are working
  - Ask the Deaf individual how to best use the interpreter
  - Use your ordinary speaking language style and pace
  - The Deaf individual will finalize the physical placement of the interpreter/s
  - Make sure interpreter has all pertinent documents/handouts/notes
  - Never ask interpreter to not interpret something, includes any personal side conversations that may take place.
- It is okay to....
  - Use your American Sign Language skills if it is appropriate
  - Ask the Deaf individual questions
  - Be nervous

## **6. Chair Report**

Chair Robson read a Thank You card to the committee from Linda Nemeroff, District Secretary.

## **7. Board Liaison Report**

None.

## **8. Review of Lift/Ramp Road Call Report**

The Committee reviewed the report for the period of July 23, 2017 – August 26, 2017. Of the 6 lift/ramp road calls; 4 were chargeable. Fadem commented that the AAC attending the driver's training is making a difference and the operators are more helpful.

## **9. Service Review Advisory Committee (SRAC) Report**

Janet Abelson reported that the SRAC held elections; Arnold Brillinger was elected Chair and Don Queen was elected Vice Chair. The SRAC also appointed members to the Eligibility Appeals Panel, the No-Show Appeals Panel, the Behavior Suspension Appeals Panel and the Nominations Panel, of which Janet was appointed.

## **10. Alameda County Transportation Commission (ACTC) PAPCO Report**

None.

**11. Public Comments**

Mike Cole had the following comments:

- Braille for bus stop signs; should have the stop's number, which routes stop there, and whether I'm on the right side of the street
- Active participation from the disabled community when route planning takes place
- Bus stop announcements are inconsistent - bus announces itself when the door is opened, but unfortunately the announcements can be wrong, announcing the bus's opposite termination point.

**12. Member Communications and Announcements**

Chonita Chew invited everyone to attend the 14th Annual Healthy Living Festival, Thursday, September 21, 2017 from 8 a.m. - 2 p.m. at the Oakland Zoo - 9777 Golf Links Road, Oakland. Chew encouraged everyone to use Line 46 to access the event as parking will be limited.

**13. Staff Communications and Announcements**

None.

**14. Set Next Agenda & Meeting Date**

The next AAC Meeting will be held Tuesday, October 10, 2017 at the East Bay Paratransit Office, 1750 Broadway, Oakland, in the Community Room. Agenda items will include Review of Title VI and a Discussion on Priority Seating.

**15. Adjournment**

The meeting adjourned at 2:50 p.m.

**ATTACHMENT 2**  
**2017 Update to AC Transit's Title VI Program**

Excerpts from Staff Report 17-218a, September 13, 2017 Board Meeting:

As a recipient of Federal funds, AC Transit must follow Federal Transit Administration (FTA) directives to ensure that access to all transit services and the ability to participate in planning processes is equitable and provided in accordance with civil rights and environmental justice laws, orders, and regulations. Recipients of Federal funds must document their compliance with regulations by submitting an updated Title VI Program to the FTA every three years. The last Title VI Program was adopted by the Board in September 2014, and this year's program must be submitted to the FTA by October 1, 2017. Staff presented the proposed updated program to the Board on August 9<sup>th</sup> for review; approval of the program now will ensure that AC Transit remains in full compliance with civil rights and environmental justice mandates.

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. 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, and Executive Order 13166 requires recipients of Federal financial assistance to provide meaningful access to persons with limited proficiency in English.

In 2012 the FTA issued guidance to help transit agencies comply with these mandates. As a recipient of Federal funds, the District follows this guidance to ensure that all transit services, access to services, and the ability to participate in planning processes are equitably distributed and provided without regard to race, color, or national origin.

The updated program contains a record of compliance efforts since the last update, identifies activities for the District's ongoing compliance, and describes efforts which will be undertaken to monitor the District's performance. Integrating awareness of Title VI and environmental justice into the general knowledge base and all activities of the agency continues to be the main goal of the program. Specific processes and activities to support this goal are included in all elements of the program.

The 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 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 program lays out many activities, broad and detailed, which staff will undertake next.

The Title VI Program must be submitted to the FTA by October 1, 2017. Board approval of the program will ensure that AC Transit remains in full compliance with civil rights and environmental justice mandates.

Main Elements of the Title VI Program Update:

1. Assess how we implemented elements from the last Program update
2. Update the Language Assistance and Public Participation plans
3. Other elements in the new Program

**ATTACHMENT 3**  
 Lift /Ramp Road Call Report  
 August 27, 2017 – September 30, 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	8/1/17	1088	54	60+ mos.	Drawer won't stay closed	CHG LATCH WCL DRAWER*	1303
1000 (VH-Ricon)	Ramp	9/19/17	1039	33	60+ mos.	Drawer won't close	repaired drawer and adjusted sensor*	1023
1000 (VH-Ricon)	Ramp	9/21/17	1019	72R	60+ mos.	Ramp won't operate	Broken shafts*	1028
1300 (Lift U)	Ramp	9/4/17	1303	6	60+ mos.	Problem with ramp	replaced hinge and worn backing plate*	1358
1300 (Lift U)	Ramp	9/30/17	1355	18	60+ mos.	Switch won't work	adjusted approxie switch*	1019
2200 (New Flyer)	Ramp	9/8/17	2201	1	60+ mos.	Chains broke on ramp	Broken Chains for W/C ramp (on order)*	1066
2200 (New Flyer)	Ramp	9/29/17	2201	97	13-24 mos.	Ramp won't store	Repaired lift ramp hinge*	2102

**Operator Length of Service Totals:**

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

<b>Series</b>	<b>Year Added</b>	<b>Type</b>	<b>Qty</b>
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>