

**AGENDA PACKET  
AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
REGULAR MEETING  
TUESDAY, SEPTEMBER 13, 2016  
1:00 P.M.**

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**INDEX OF ATTACHMENTS**

1. Minutes from July 12, 2016
2. Joint Board AAC Minutes from June 22, 2016
3. MTC–Human Services Transportation Plan Update
4. Lift/Ramp Road Call Report

**Note:** Committee members, the public and staff are invited to preview a double-decker bus. The bus will be staged on Broadway in front of 1750 Broadway and be available from 12:00 pm to 1:00 pm prior to the regular meeting of the AAC.

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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, SEPTEMBER 13, 2016**  
**REGULAR MEETING**

**AAC MEMBERS:**

**JANET ABELSON**

**SHIRLEY CRESSEY**

**STEVE FORT**

**JIM GONSALVES**

**DON QUEEN**

**WILL SCOTT**

**HALE ZUKAS**

**CHONITA CHEW**

**PAMELA FADEM**

**SALEEM SHĀKIR GILMORE**

**YULI JACOBSON, VICE CHAIR**

**JAMES ROBSON, CHAIR**

**BARBARA WILLIAMS**

**Note: Committee members, the public and staff are invited to preview a double-decker bus. The bus will be staged on Broadway in front of 1750 Broadway and be available from 12:00 pm to 1:00 pm prior to the regular meeting of the AAC.**

1. Roll Call and Introduction of Guests
2. Order of Agenda
3. Approval of Minutes for July 12, 2016 [Attachment 1]
4. Approval of Joint Board AAC Minutes for June 22, 2016 [Attachment 2]
5. MTC-Human Services Transportation Plan Update Brainstorming Session (Drennen Shelton) [Attachment 3]
6. Discussion on Double-Decker Bus Preview
7. Chair's Report
8. Board Liaison Report
9. Review of Lift/Ramp Road Call Report [Attachment 4]
10. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
11. ACTC PAPCO Report (Hale Zukas)
12. Public Comments
13. Member Communications and Announcements
14. Staff Communications and Announcements
15. Set Next Agenda & Meeting Date
16. Adjournment

**ATTACHMENTS:**

<b>Meeting Minutes: July 12, 2016</b>	<b>[Attachment 1]</b>
<b>Joint Board AAC Minutes: June 22, 2016</b>	<b>[Attachment 2]</b>
<b>MTC - Human Services Transportation Plan Update</b>	<b>[Attachment 3]</b>
<b>Lift/Ramp Road Call Report</b>	<b>[Attachment 4]</b>

**Staff to the Accessibility Advisory Committee:**

<b>Mallory Nestor-Brush, Accessible Services Manager</b>	<b>(510) 891-7213</b>
<b>Kim Ridgeway, Accessible Services Specialist</b>	<b>(510) 891-7261</b>
<b>Tammy Kylo, Administrative Coordinator</b>	<b>(510) 891-7175</b>

**ALTERNATIVE FORMATS:** AC Transit will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service to Linda Nemeroff, District Secretary, AC Transit, 1600 Franklin Street, Oakland, CA 94612. Written requests will be honored for the calendar year in which the request was made, but must be renewed after January 1 for the next calendar year with the same information listed above.

**SIGN LANGUAGE INTERPRETER:** A sign language interpreter will gladly be provided for persons with a hearing impairment. If an interpreter is needed for a specific meeting, please call (510) 891-7175 at least **five days** prior to the meeting.

**NO SCENTED PRODUCTS:** Please refrain from wearing scented products at the meeting, as there may be persons present with environmental illnesses.

**PUBLIC SPEAKERS:** Speakers wishing to address subjects not listed on this agenda will be invited to address the committee under the “public comments” section of the agenda. Speakers who wish to address a specific agenda item will be invited to address the committee at the time the item is being considered. Time limitations: Individuals addressing the committee should limit their comments to three (3) minutes.

**ATTACHMENT 1  
DRAFT MINUTES  
REGULAR MEETING OF THE AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
JULY 12, 2016**

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

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

**AAC members present:**

Janet Abelson	Chonita Chew (arrived 1:24)
Shirley Cressey	Pam Fadem
Yuli Jacobson, Vice Chair	Don Queen
James Robson, Chair	Barbara Williams (arrived 1:14)
Hale Zukas	

**AAC members absent:**

Scott Blanks (excused)	Steve Fort (excused)
Saleem Shākir Gilmore	Jim Gonsalves (excused)
Will Scott (excused)	

**Staff:** Mallory Nestor-Brush, Accessible Services Manager  
Tammy Kylo, Administrative Coordinator  
Kim Ridgeway, Accessible Services Specialist  
Sal Llamas, Director of Maintenance  
John Urgo, Transportation Planner

**Guests:** H. E. Christian Peoples, Board President

**2. Order of Agenda**

The order of agenda was approved.

**3. Approval of Minutes**

MOTION: Cressey/Williams approved the June 14, 2016 AAC meeting minutes. The motion carried by the following vote:

AYES – 6: Abelson, Cressey, Queen, Robson, Williams, Zukas

ABSTENTIONS – 3: Chew, Fadem, Jacobson

ABSENT – 5: Blanks, Fort, Gilmore, Gonsalves, Scott

**4. Report on Preventative Maintenance of MCI Lifts/Ramps**

Sal Llamas, Director of Maintenance, provided an update on preventative maintenance of lifts/ramps. Llamas shared the following information:

- AC Transit has dedicated Lift/Ramp classifications mechanics

- 31 mechanics have been trained specifically on lift/ramp maintenance and are distributed throughout the divisions
- Every mechanic on staff has had a total of 268 hours of training
- Monthly task force includes road call analysis, which looks at trends and patterns

The Committee is concerned that the ramps are being road called when they can be manually deployed. The Committee would like a report on manually deployed ramps.

### **5. Follow-up Discussion to Joint Meeting with Board of Directors**

The Committee shared that it was a good meeting with the Board of Directors and recommended having a joint meeting once/twice a year. Pam Fadem stated it was a “breath of fresh air”, and it felt like a team with the GM and Board of Directors all getting on the bus. The committee would like the Priority Seating Policy to be agendized for a future AAC meeting.

### **6. Review of Quarterly ADA Complaints**

The Committee reviewed the Quarterly ADA Complaints which showed a comparison of all ADA related complaints for 4th Quarter 14/15 and 4th Quarter 15/16. The Committee noted the significant drop in total complaints from 77 to 49.

### **7. Chair’s Report**

None.

### **8. Board Liaison Report**

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

- June 22, 2016 Board Meeting
  - Location: Emeryville, City Council Chambers
  - Public Hearing calling for an election on a special tax measure to extend the term of an existing ballot measure for 20 years with no increase, requesting consolidation of the measure with the General Election on November 8, 2016.
  - Report on State Transit Assistance, how it affects the District, the prior State Controller’s Regulations and how recent changes affect AC Transit
- July 13, 2016 Board Meeting
  - Location: El Cerrito, City Council Chambers
  - Approval of Collective Bargaining Agreement with ATU
  - Presentation on MTC Core Capacity Transit Study

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

The report, for the period of June 5 – July 2, 2016, showed 6 lift/ramp road calls; 5 of which were chargeable.

**10. Service Review Advisory Committee (SRAC) Report**

The SRAC elected Don Queen and Janet Abelson as Chair and Vice Chair, respectively. Two new members were seated. Chair Queen appointed Committee members to the Eligibility Appeals Panel, the No-Show Appeals Panel and the SRAC Nominating Committee. The Committee then received an update on the Interactive Voice Response (IVR) which is now making imminent arrival calls on the day of service. Finally, the Committee was informed that General Manager Rashida Kamara resigned and was introduced to Interim General Manager Bob Sahn and Assistant General Manager Jay Jeter.

**11. Alameda County Transportation Commission (ACTC) PAPCO Report**

Hale Zukas reported that the Committee met on June 27, 2016 and received an update on the Hospital Discharge Transportation Service and Wheelchair and Scooter Breakdown Transportation programs.

**12. Flex-Service Marketing Materials**

John Urgo, Transportation Planner, gave an overview of the flex-service marketing materials and an update on the Flex project. AC Transit Flex pilot will start on Monday, July 18, 2016.

- Marketing materials
  - Car cards on busses
  - Website: [actransit.org/flex](http://actransit.org/flex)
  - Brochures for Castro Valley and Newark
  - Press Release
- Outreach
  - Town Hall Meeting – Thursday, August 4, 2016 in Castro Valley
  - Street teams
  - Logo at all the bus stops
  - Social Media

Jim Robson, Chair, shared that it was simple to sign-up and book a trip. A few of the members already have trips booked for the first day of service. John Urgo reminded the committee that all Flex vehicles are fully accessible and riders can indicate a mobility device when booking a trip.

**13. Public Comments**

None.

**14. Member Communications and Announcements**

- Pam Fadem reported that the City of Oakland Emergency Preparedness will be on September 8, 2016 and that volunteers are needed.

- Pam Fadem shared “Shout Their Names”, a town hall to take action against gender-based state violence in CA on Sunday July 31, 2016 at Eastside Arts Alliance, 2277 International Blvd. Oakland, from 3-5 pm.

**15. Staff Communications and Announcements**

Mallory Nestor Brush, Accessible Services Manager, announced that the Operations User Guide (OUG) review team will meet in October.

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

The next AAC Meeting will be held Tuesday, September 13, 2016 at 1750 Broadway, Oakland, CA. Agenda items include Review of the double-decker bus and MTC Coordinated Public Transit–Human Services Transportation Plan Update.

**17. Adjournment**

The meeting adjourned at 3:00 p.m.

**ATTACHMENT 2**  
**Joint Board AAC Minutes from June 22, 2016**

**Special Joint Meeting of the AC Transit Board of Directors and the  
Accessibility Advisory Committee**

East Bay Paratransit Office Community Room  
1750 Broadway  
Oakland, CA 94612

**Wednesday, June 22, 2016 at 1:00 p.m.**

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**MEMBERS OF THE BOARD OF DIRECTORS**

H. E. CHRISTIAN PEEPLES, PRESIDENT (AT-LARGE)  
ELSA ORTIZ, VICE PRESIDENT (WARD 3)  
JOE WALLACE (WARD 1)  
GREG HARPER (WARD 2)  
MARK WILLIAMS (WARD 4)  
JEFF DAVIS (WARD 5)  
JOEL YOUNG (AT-LARGE)

**MEMBERS OF THE ACCESSIBILITY ADVISORY COMMITTEE**

JAMES ROBSON, CHAIR  
YULI JACOBSON, VICE CHAIR

JANET ABELSON  
SCOTT BLANKS  
CHONITA CHEW  
SHIRLEY CRESSEY

PAMELA FADEM  
STEVE FORT  
SALEEM SHĀKIR GILMORE  
JIM GONSALVES

DON QUEEN  
WILL SCOTT  
BARBARA WILLIAMS  
HALE ZUKAS

**AC TRANSIT BOARD OFFICERS**

MICHAEL A. HURSH, GENERAL MANAGER  
DENISE C. STANDRIDGE, GENERAL COUNSEL  
LINDA A. NEMEROFF, DISTRICT SECRETARY

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**SPECIAL JOINT MEETING OF THE BOARD OF DIRECTORS AND THE  
ACCESSIBILITY ADVISORY COMMITTEE**

**President H. E. Christian Peoples and Chair James Robson Presiding  
Wednesday, June 22, 2016 at 1:00 p.m.**

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The Alameda-Contra Costa Transit District Board of Directors held a special joint meeting with the Accessibility Advisory Committee on Wednesday, June 22, 2016. President Peeples and Chair Robson convened the meeting at the Broadway entrance to the East Bay Paratransit Office at 1:00 p.m. for the Ramp Demonstration and Hybrid Electric Bus Tour.

**1. INTRODUCTIONS/ROLL CALL**

**AC Transit Board Members Present:** Joe Wallace, Greg Harper, Mark Williams, Joel Young (arrived at 1:57 p.m.) Elsa Ortiz, H. E. Christian Peeples.

**AC Transit Board Members Absent:** Jeff Davis

**Accessibility Advisory Committee Members Present:** Janet Abelson, Scott Blanks, Shirley Cressey, Steve Fort, James Robson, Pamela Fadem, Hale Zukas, Don Queen, Barbara Williams.

**Accessibility Advisory Committee Members Absent:** Will Scott, Saleem Shakir Gilmore, Chonita Chew, Jim Gonsalves, Yuli Jacobson.

**Also Present:** General Manager Michael Hursh, General Counsel Denise Standridge, District Secretary Linda Nemeroff, Chief Operating Officer James Pachan, Manager of Technical Services Stuart Hoffman, Accessible Services Manager Mallory Nestor-Brush, Media Affairs Manager Robert Lyles.

**2. RAMP DEMONSTRATION**

Members of the Board of Directors and the Accessibility Advisory Committee participated in a demonstration of the 1:6 wheelchair ramp and toured the hybrid electric bus.

*Following the demonstration and tour of the hybrid electric bus, the Board and Committee Members met in the East Bay Paratransit Community Room for the remainder of the meeting.*

**3. PUBLIC COMMENT**

- Pam Fadem thanked the Board for recognizing the 25<sup>th</sup> Anniversary of the Americans with Disabilities Act by marking the occasion with a ceremony celebrating the event.
- Clarence Fischer asked why there was not a monthly pass for Transbay for the disabled community available via Clipper.

**4. DISCUSSION ITEMS**

**4A. Discussion regarding the hybrid electric bus and the 1:6 ramp demonstration.**

**NO ACTION  
TAKEN**

Technical Services Manager Stuart Hoffman noted that the diesel hybrid electric bus was the District’s first and he provided a recap of some of the positive comments he had received from AAC members regarding the ramp and slimmer flip up seats. He added that there were also some minor adjustments that could be made to further improve the bus and welcomed additional feedback from the group on the 1500 series Gillig buses.

On behalf of Member Gonsalves who was absent, Member Abelson shared that he would like to see second (rear) door boarding for wheelchairs because of the difficulties entering the bus through the first door.

On behalf of herself, Member Abelson added that she liked the distance between the front and the back of the wheelchair securement area—more room means it will be easier to ride the bus and will reduce dwell times. A bigger issue, however, was the fourth securement point because it takes time to get into the track. She also commented that she did not like the yellow stripe down the middle of the ramp because it was disorienting to her in determining where the edge is. Overall, she was very pleased with the bus.

Member Cressey liked that the ramp was skid proof which was better for people in wheelchairs and those who use a cane. The angle of the ramp is lower and easier to maneuver. She added that the steps in the rear were lower and wider and it was an improvement over the previous designs.

Member Fort appreciated the wider aisles and was able to maneuver the stairs if he couldn't sit in the first seat.

Member Queen was happy with the bus and felt the side-seats were a lot more comfortable.

Chair Robson noted that he used a manual wheelchair and was able to board the bus fairly easily, but the wheel got hung up on a metal protrusion in the corner and caused it the chair to skid. He added that he would like to see increased traction material between the ramp and the yellow line in the aisle. He was also impressed with the new side seating and thought it should be considered for other buses after it had proven its durability.

Member Fadem thanked Mr. Hoffman and everyone involved for making advancements to increase accessibility of the buses, which she felt had been greatly improved from the first Gillig buses that were purchased. The angle at the entry of the bus has greatly improved and made it easier to board the bus. The ramp appears safer as do the steps on the back which are coated with the same non-skid material. She also liked the yellow stripe on the ramp and felt the slimmer seats in the wheelchair securement area added more room and hoped they would be durable.

Mr. Hoffman thanked the members of the Committee for their constructive comments, noting that it was a team effort.

**No action was taken. The item was provided for review and comment only.**

**4B. Development of a process to ensure AAC comment/review of vehicle procurements well in advance of the prototype arriving on scene.**

**INFORMATION ONLY**

Chief Operating Officer Jim Pachan gave an overview of the District’s process and plan to procure buses and solicited feedback from the group.

Member Abelson advocated for second (rear) door boarding for wheelchairs, noting that it would be quicker and more efficient and would greatly improve service. Mr. Pachan advised that most bus manufacturers only offer front door boarding for wheelchairs, but staff could revisit the pros and cons. Member Abelson felt it would be easier to board through the rear-door and less disruptive to other passengers who are in the front aisle facing seats and/or carry things onto the bus.

Member Fadem thanked staff for giving an overview of the process to develop specifications and purchase new buses. She added that the AAC was concerned that they were not involved in the process until a solicitation went out to procure the buses. She also supported second (rear) door boarding.

Member Zukas reminded everyone that staff explained at the last meeting why the BRT bus specification had to go out early due to pending axle weight restrictions. He added that he did not support rear door boarding and felt the issues raised with the front door loading had been exaggerated.

Mr. Hoffman noted that each bus presented a series of compromises between operators, maintenance, transportation staff and the AAC in order to get the most cost effective and reliable vehicles. He added that operators had expressed concern in the past about leaving the front of the bus to attend to the rear door as well as the difficulty in trying to get the bus close enough to the curb to deploy a ramp.

Director Harper commented that any repositioning of the bus that is necessary should be figured into the time differential.

Member Abelson noted that when rear door boarding began on the Van Hools, she had participated in a tour of the stops on Line 72 to align the second door ramp based on the location of the bus pole. She added that a lot of the poles had been moved and that operators tend to park the bus somewhere other than where she would normally board. She added that sometimes it is impossible for wheelchairs to get to and up the ramp to board the bus and that additional training for operators and alignment of the bus poles in right place may be necessary. Mr. Pachan advised that he would look into the matter.

Member Zukas reported that he always waits by the curb so that he can see the bus and so the operator can see him, and is always moving from that position in order to board.

**Public Comment:**

Clarence Fischer asked what would happen with the new BRT articulated buses in terms of middle door boarding. Mr. Pachan advised that the BRT buses would have a bridge plate for level boarding.

**No action was taken. The item was presented for discussion only.**

**4C. Development of a Priority Seating Policy (SB 413).**

Director of Transportation David Murphy gave an overview of AC Transit’s existing practice to ask able-bodied passengers to vacate the priority seats for seniors and individuals with a disability. He added that San Diego has enacted an ordinance to enforce priority seating and staff was studying that experience to see how it could be applied at AC Transit to enhance service to seniors and individuals with a disability.

**DISCUSSION OF  
A PRIORITY  
SEATING  
POLICY TO  
OCCUR AT A  
FUTURE BOARD  
MEETING**

Member Fadem pointed out that Muni and BART have had signs for years above the seats that indicate that state and federal law requires people to vacate seats for seniors and people with disabilities. She asked why AC Transit did not have similar signage. Mr. Murphy advised that there was room for improvement in how operators ask people to vacate the seats, noting that asking politely usually yielded the best results. General Manager Michael Hursh, who started his career at MUNI, advised that there was no law and the signs were wrong, but they work. He agreed that operator education was key.

Director Wallace suggested that the District educate the public on what they need to do when people with a disability ride the bus or BART because they don't know.

Director Harper agreed and thought it was a good idea to post the law in an effort to try and change the culture, but he also felt that drivers needed the discretion to engage riders to move to another seat if necessary.

**Public Comment:**

Clarence Fischer commented that he has been riding public transit since the Key System and while the District has had a few good people over the years, he felt that the culture of AC Transit has to change. He cited issues the day before on route 239, at 3:01 p.m. on Coach 1309 where a line instructor boarded the bus and forced an individual with a disability to move out of the ADA priority seat so the line instructor could sit down and watch the driver he was training. The line instructor did not sit down in the seat for the duration of the trip, and Mr. Fischer had not yet received a response to his complaint.

If the District were to adopt an ordinance, Member Abelson asked if a fine would be involved and who would enforce it. Mr. Murphy advised there were different types of penalties, including fines, that could be enacted and any infractions would be enforced by the sheriff unless the District wanted to do it administratively. He also said that the sheriff could

be on the bus or at the bus stop and that, generally, the operator could call the Operations Control Center to request assistance.

Member Fadem commented that she would really like to see an ordinance enacted that has penalties but uses soft enforcement in order to change the culture.

Member Zukas suggested that there be an award for operators who politely request that people vacate the seats reserved for seniors and individuals with disabilities. President Peoples advised that “Operator of the Month” award already existed, but a commendation could be issued to the operator.

**No action was taken. The Board is to agendize a discussion of a priority seating ordinance at a future Board meeting.**

4D. **Discussion of a Passive Restraint Policy on Bus Rapid Transit (BRT).**

**INFORMATION ONLY**

Chief Operating Officer Jim Pachan gave an overview of plans for forward and rear-facing wheelchair securement locations on the new BRT buses. He requested feedback from the Committee on whether this was sufficient or whether the Committee would like staff to pursue with the bus manufacturer, New Flyer, the possibility of installing two rear facing surfboard restraint systems on the buses.

Member Abelson reported that she really liked rear facing surfboard securement area and would like to see more of them, but felt the operators didn’t like them.

Member Fadem asked how a passive restraint system would work and what mechanism kept the restraint (arm) up when not in use. Mr. Pachan advised that the arm has a spring-loaded mechanism to pull it down and will stay up when pushed up. He added that some passengers may require the assistance of the operator to pull the arm down if the person is not able to do it themselves.

With regard to the rear facing surfboards, Accessible Services Manager Mallory Nestor-Brush reported that the original devices on the Van Hool buses had an arm which would be considered a passive restraint system because the key is to keep wheelchairs from rolling into the aisle. The arm was removed from the production vehicles. She added that the current BRT passive restraint systems have an arm that can be brought down by the passenger or by the operator if necessary.

Member Zukas felt that having two rear-facing surfboards would make it more difficult to maneuver into the forward facing securement area.

Chair Robson noted that anything that allows greater flexibility and options for people to get on and off the bus quicker is reasonable.

Director Harper commented on the number of carts and strollers on the 1R bus line, noting that there may be a need for more than two wheelchair securements on the BRT buses. He suggested having more standing room on the buses to allow more room for wheelchairs. He felt the AAC should be active in tracking technologies that improve accessibility. Mr. Pachan advised that the third row of doors would have areas where strollers and bicycles can board the bus making crowding less of a concern in the wheelchair securement area.

**No action was taken. The item was provided for information only.**

**4E. AAC Priorities and Board Expectations and Goals for the AAC.**

**INFORMATION ONLY**

Chair Robson provided an overview of the AAC’s goals and priorities.

Director Harper commented on senior disabilities, specifically those involving people that are taller with bad

backs and suggested that the bus stop signage be placed at two different height levels for those that cannot bend down comfortably to read it. Chair Robson concurred as he experienced similar situations.

President Peoples felt the AAC has done a great service to the District and riders. They have figured out what they are the experts in and are active in advocating those issues.

## **5. BOARD/COMMITTEE/STAFF COMMENTS**

With regard to the Service Expansion Plan implementation, Chair Robson reported that Castro Valley would see two routes consolidated into one as well as the initiation of Flex Service. He asked if it were possible to have additional stops (locations inaudible) placed in Castro Valley and suggested locations that would be ideal for them because of their proximity to senior populations. General Manager Michael Hursh advised that staff could look it, noting that the area might be ideal for flex service.

Director Wallace thanked the AAC members for their valuable service.

Members of the AAC thanked the Board for meeting with them to address issues of mutual concern.

## **6. ADJOURNMENT**

There being no further business to come before the Board of Directors and the Accessibility Advisory Committee, the joint meeting adjourned at 2:48 p.m.

**ATTACHMENT 3**  
**MTC-Human Services Transportation Plan Update**  
**(See PDF Attachment for Full Document)**

3



METROPOLITAN  
TRANSPORTATION  
COMMISSION

Bay Area Metro Center  
225 Beale Street, Suite 800  
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TO: ACTC Paratransit Advisory and Planning Committee (PAPCO)                      DATE: July 25, 2016

FR: Drennen Shelton, Planner/Analyst

RE: MTC Coordinated Public Transit–Human Services Transportation Plan Update

**Background**

MTC staff has undertaken an update of the regional Coordinated Public Transit–Human Services Transportation Plan, better known as the “Coordinated Plan.” The current Plan, last updated in 2013, is available (including an executive summary) at: <http://mtc.ca.gov/our-work/plans-projects/other-plans/coordinated-public-transit-human-services-transportation-plan>.

The Plan is a federal requirement under the Fixing America’s Surface Transportation Act (FAST Act) to establish the region’s funding priorities and coordination strategies for the FTA Section 5310 Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities.

MTC’s Plan update will continue to focus on the needs of a broad range of transportation-disadvantaged populations in order to maximize opportunities to improve service coordination among public transit and human service transportation providers. These populations include veterans, seniors, low-income people, and individuals with disabilities.

**Plan Update Progress**

MTC staff convened a Technical Advisory Committee in May to provide oversight on the Plan Update, which includes representatives from public transit agencies, a county congestion management agency, non-profit human services transportation provider, county aging services agency, mobility management center staff. MTC staff has retained a consultant to assist in the following Plan Update tasks which are currently under way:

- Regional demographic profile update
- Current mobility management efforts in the Bay Area
- New research on best practices and innovative strategies in transportation coordination

**Outreach Efforts and Input Requested**

MTC is seeking input from your group, as well as other stakeholder groups and the public, on two key components of the Plan Update effort at this time:

1. To review and, through your knowledge of the needs of transportation users you and/or your agency serves, help update the draft documentation of transportation gaps (see Attachment

**ATTACHMENT 4**  
 Lift /Ramp Road Call Report  
 July 31, 2016 – August 27, 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	8/23/16	1030	57	13-24 mos.	Ramp door won't close	Checked and repaired W/C door *	YES
1000 (VH-Ricon)	Ramp	8/13/16	1041	12	7-12 mos.	Drawer won't close	Repaired drawer*	YES
1000 (VH-Ricon)	Ramp	8/13/16	1066	12	13-24 mos.	B.O. Shaft arm	Re-installed and re-timed fallen shaft arm*	YES
2000 (VH-Ricon)	Ramp	8/8/16	2016	O	25-60 mos.	Ramp will not operate by controls-sticks	Logic Controller, replaced*	YES
2100 (VH-Ricon)	Ramp	8/24/16	2191	1	60+ mos.	Bad hydraulic leak from underside of the ramp	Replaced hydraulic pump motor assy.*	YES
2100 (VH-Ricon)	Ramp	8/2/16	2195	40	25-60 mos.	w/c ramp doesn't stow completely	Repaired ramp and pump motor*	YES

**Operator Length of Service Totals:**

0-6 Mos: **0** Operator; 7-12 Mos: **1** Operators; 13-24 Mos: **2** Operators; 25-60 Mos: **2** Operators; 60+ Mos: **1** 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>			