TO: AC Transit Board of Directors  
FROM: Michael A. Hursh, General Manager  
SUBJECT: Accessibility Advisory Committee Minutes of November 14, 2017

BRIEFING ITEM

RECOMMENDED ACTION(S):
Consider receiving the Accessibility Advisory Committee minutes of November 14, 2017.

BACKGROUND/RATIONALE:
The Minutes for November 14, 2017 were approved by the Accessibility Advisory Committee on December 12, 2017. Major topics included Report on Preventative Maintenance and Road Calls, and a Review of Proposed Tickets Vending Machines for Bus Rapid Transit.

The Accessibility Advisory Committee was established by the Board of Directors in 1991 to review, comment and advise the Board of Directors and District staff regarding the implementation and enhancement of planning programs and services for seniors and people with disabilities. The committee consists of 14 members with two members being appointed by each of the seven elected members of the District’s Board of Directors. Committee members serve a one-year term.

BUDGETARY/FISCAL IMPACT:
There is no budgetary or fiscal impact associated with this report.

ADVANTAGES/DISADVANTAGES:
This report is being provided to inform the Board of the activities of the Accessibility Advisory Committee.

ALTERNATIVES ANALYSIS:
This report does not recommend an action.

PRIOR RELEVANT BOARD ACTION/POLICIES:
Staff Report 17-326 – Accessibility Advisory Committee Minutes of October 10, 2017

ATTACHMENTS:
1. AAC Minutes for November 14, 2017
The meeting came to order at 1:07 p.m.

1. Roll Call and Introduction of New Members and Guests
AAC members present:
Janet Abelson
Mary Clutts
Don Queen
Tanya Washington
AAC members absent:
Shirley Cressey (excused)
Jim Gonsalves (excused)
Will Scott

Staff: Tammy Kyllo, Administrative Coordinator
Kim Ridgeway, Accessible Services Specialist
Michael Eshleman, Service Planning Manager
Roland Fecteau, Assistant Director of Maintenance
Robert del Rosario, Director of Service Development and Planning
Mitra Moheb, Senior Project Manager

Guests: Arnold Brillinger
Tomas Oliva, Parkeon

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

3. Approval of Minutes
MOTION: Abelson/Gilmore approved the October 10, 2017 AAC meeting minutes. The motion carried by the following vote:
AYES – 6: Abelson, Chew, Gilmore, Robson, Washington, Williams,
ABSTENTIONS – 2: Clutts, Queen
ABSENT – 6: Cressey, Fadem, Gonsalves, Gonzalez, Scott, Zukas

4. Report on Preventative Maintenance and Road Calls
Roland Fecteau, Assistant Director of Maintenance, reported on Preventative Maintenance and Road Calls. There are 3 dedicated Lift/Ramp mechanics; however, the work is also being done by Journey Level mechanics. Of the 140 mechanics, 58 have been trained on lift/ramp maintenance, with 280 hours of training. Road calls overall have improved with a total of 51 chargeable road calls in FY 16/17; 17 less than FY 15/16. Roland also reported that a fleet update will be conducted in December 2018 and that Van Hools are continuing to be phased out of the fleet.
Roland confirmed that all ramps can be manually deployed, but the hydraulics and weight of the Van Hools lifts make it much more difficult to deploy than the Gillig. As the Van Hools continue to be phased out, road calls on ramps being unable to re-stow and the issues with drawers should diminish.

5. Review of December Service Changes
Michael Eshleman, Service Planning Manager, gave an overview of the service changes going into effect December 17, 2017. These changes include:

- 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.

Eshleman also mentioned that Planning Staff is researching the F to increase frequency, which could include removing the loop around UC Berkeley. On behalf of the Committee, Eshleman said Planning will look into the B Line and the lack of service during certain times of the day and how that may be able to be improved.

6. Update on Transbay Tomorrow
Robert del Rosario, Director of Service Development and Planning, gave an update on Transbay Tomorrow. 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.

AC Transit will have a financial requirement once the Transbay Terminal is opened, which may cause a potential fare increase for Transbay trips. The AC Transit Board of Directors will hold a Public Hearing in January 2018 to discuss a possible fare increase.

7. Review of Proposed Tickets Vending Machines (TVMs) for Bus Rapid Transit (BRT)
Robert del Rosario, Director of Service Development and Planning, gave an overview of the different types of TVMs, which were on display for review prior to the meeting, and asked the Committee for feedback. AC Transit must use TVMs based on the Federal grant. Approximately 50% of riders along the BRT corridor do not use Clipper, so a pre-boarding fare payment system is necessary. The TVMs must have all of the functionality needed for fare payment and be ADA compliant.

Robert encouraged the Committee to send any feedback to Tammy Kyllo, Secretary to the Committee; to forward to Planning Staff should they have any suggestions, questions or concerns after the meeting.

8. Chair’s Report
None.

9. Board Liaison Report
H. E. Christian Peeples, AC Transit Board of Directors, reported on the following items:
• The MCI bus that the Committee reviewed and commented on in February 2017 is in production and will be available for review at the December 12th AAC meeting and the December 13th AC Transit Board of Directors Meeting.
• The Board is currently reviewing the Public Employee Retirement Act for implementation in 2018.

10. Review of Lift/Ramp Road Call Report
The Committee reviewed the report for the period of October 1, 2017 – November 4, 2017. Of the 8 lift/ramp road calls; 6 were chargeable.

11. Service Review Advisory Committee (SRAC) Report
The SRAC met on November 7 and received a report on the 2017 Customer Satisfaction Survey, Quarter 1 EBP Performance Data and were treated to an inside look at Central Dispatch. The next SRAC meeting will be held on January 2, 2018 at 12:30 pm at East Bay Paratransit, 1750 Broadway, Oakland.

12. Alameda County Transportation Commission (ACTC) PAPCO Report
None.

13. Public Comments
Arnold Brillinger reported that he is continuing to have good experiences on AC Transit. He recently had an incident in which his wheelchair became disengaged and AC Transit Road Supervisors stepped up and helped him get home. He commends AC Transit Drivers and Staff for continued great service.
14. **Member Communications and Announcements**
Chonita Chew complained about the lack of professionalism and courtesy in the Customer Service Center. Robert del Rosario encouraged her to lodge a complaint with CusRel so that the Customer Services Manager will be assigned the complaint to research and follow up.

15. **Staff Communications and Announcements**
None.

16. **Set Next Agenda & Meeting Date**
The next AAC Meeting will be held Tuesday, December 12, 2017 at the East Bay Paratransit Office, 1750 Broadway, Oakland, in the Community Room. Agenda items will include a Report on Future Bus Procurement/Replacement Schedule and Development of 2018 Federal and State Advocacy Program.

17. **Adjournment**
The meeting adjourned at 2:36 p.m.