INFORMATION ITEM

AC TRANSIT DISTRICT
Board of Directors
Executive Summary

Committees:
Executive Committee □  Finance Committee □
External Affairs Committee □  Paratransit Committee □
Operations Committee □  Planning Committee □

Board of Directors □

SUBJECT:

RECOMMENDED ACTION:
☑ Information Only □ Briefing Item □ Recommended Motion

Fiscal Impact:
N/A

Background/Discussion:
The above mentioned minutes were approved by the AAC.

BOARD ACTION: Approved as Recommended [x] Other [ ]
Approved with Modification(s) [ ]

MOTION: WALLACE/PEEPLES to receive minutes for the Accessibility Advisory Committee as presented (7-0-0-0).

Ayes: Vice President Wallace, Directors Peeples, Harper, Jaquez, Bischofberger, Kaplan, President Piras - 7
Noes: None - 0
Absent: None - 0
Abstain: None - 0

The above order was adopted on June 18, 2003.

Rose Martinez, District Secretary
By ________________________________
Prior Relevant Board Actions/Policies:
None

Attachments:
AAC Minutes: February 11, 2003; March 11, 2003 and April 8, 2003

Approved by: Rick Fernandez, General Manager

Prepared by: Kathleen Kelly, Deputy General Manager for Service Development

Date Prepared: May 2, 2003
The meeting was called to order by Chair Abelson at 1:05 p.m.

1. **Roll Call and Introduction of Guests**
   - JANET ABELSON, CHAIR
   - JIM GONSALVES
   - SANDY BISHOP
   - JOHN PARTRIDGE
   - MARVIN DYSON (Absent)
   - LINDA TEIXEIRA
   - MARGARET EDGELOW
   - HALE ZUKAS
   - Staff: Mallory Nestor-Brush, Special Projects Manager
   - Michael Flocchini, Training;
   - Heather Barber, Community Liaison;
   - Joe Bischofberger, AC Transit District Board Liaison
   - Guests: Peter Crockwell, CCB
   - Jerry Grace, Oakland Resident
   - James North, Oakland Resident
   - Charlie Cameron, Hayward Resident
   - Mary Fowler, Oakland Resident

2. **Order of Agenda:**
   BY CONSENSUS, items will be taken out of order to accommodate staff.

3. **Approval of January 14, 2003 Meeting Minutes**
   MOTION: PARTRIDGE/BISHOP to approve the minutes. Unanimous

4. **Public Comments:** None.

5. **Chair's Report:** None.

6. **Board Liaison Report**
   Director Bischofberger reported the District is facing some severe financial challenges. He was confident that accessibility for the senior/disabled helps everyone, and suggested everyone will need to be creative in meeting the future needs for the District.

   Regarding the Public Hearings and proposed route changes, Director Bischofberger felt it will be interesting to see how the elimination of routes will impact paratransit service, especially with the major cuts scheduled for December 2003. The Chair requested an item for the March agenda to discuss the action of the District Board on the proposed route changes/eliminations and the effects on paratransit.

7. **RAC Report:** The January RAC meeting was canceled; no report.

8. **SRAC Report**
   The Chair reported the SRAC has been updating their bylaws, specifically procedures to run the meetings in the absence of no appointed chair/vice chair and
the attendance policy. Action is scheduled on the proposed changes at the March meeting.

In light of the economic outlook, both BART and AC Transit are attempting to provide more efficient paratransit service. Any current service that exceeds the ADA mandated service will be cut. The window for a pickup was increased from 20 minutes to 30 minutes against the recommendation of the SRAC. Staff feels making this change will result in more efficient ride schedules and more flexibility in the scheduling.

There was also a brief discussion on possible paratransit fare increases. Public Hearings are scheduled on fare increases in March, with the AC Transit and BART boards taking action on March 20 and March 27 respectively.

The Chair stated she has not been receiving the TAR regularly.

10. Continuation of Discussion of AAC/Consumer Participation in Operator Training
Michael Flocchini, Training, stated he has found that having a representative from the senior/disabled community interacting in the operator training program to be most effective. He asked how much participation the consumers could commit to the training of operators, including refresher courses.

The members and staff brainstormed ideas for participation from the consumers. The Chair suggested training for the volunteers and the provision of a free pass as a stipend. Mallory suggested the Training Department bring the operators to the General Office when the AAC conducts their regular meetings, as well as have volunteers travel to the Training Center. Margaret stated role playing with the operators has been very successful in the past, and encouraged Mr. Flocchini to consider this for operator/AAC training.

Mr. Flocchini will attend the March meeting to further discuss ways for consumers to participate in operator training.

11. Request for Board of Director Resolution for Betty Mulholland

MOTION: BISHOP/EDGELOW to recommend the Board of Directors approve the following resolution for Betty Mulholland:

WHEREAS, Betty Mulholland served as a member of the AC Transit Accessibility Advisory Committee from July, 2001 to January, 2003; and

WHEREAS, Ms. Mulholland is acknowledged for her outstanding leadership role; and

WHEREAS, Ms. Mulholland's tenure on the Accessibility Advisory Committee is characterized by extensive efforts to represent the concerns of older riders to the AC Transit Board; and

WHEREAS, Ms. Mulholland demonstrated a sincere and steadfast interest in discussions regarding changes affecting older riders and their communities. Ms.
Mulholland’s many accomplishments include her advocacy of pedestrian safety at Transit Centers, specifically the Fruitvale Transit Center; and

WHEREAS, Ms. Mulholland is recognized for her service not only on the Accessibility Advisory Committee but also the Service Review Advisory Committee, the Paratransit Advisory and Planning Committee, County Commission on Aging, United Seniors of Oakland-Alameda County and the California Senior Legislature;

NOW, THEREFORE, the Board of Directors of the Alameda-Contra Costa Transit District resolves as follows:

Section 1. The Board of Directors and staff of the Alameda-Contra Costa Transit District take this opportunity to express to Betty Mulholland their sincere appreciation for her services to the Accessibility Advisory Committee, and extend their warmest regards and best wishes for continued success in future endeavors.

Section 2. This Resolution shall take effect immediately upon its passage by four affirmative votes of the Board of Directors.

Motion carried unanimously.

12. Discussion and Update of Test Wheelchair Securement System

Mallory reported there were good results from the participants in October and November, but then there were problems with the passes and the coach assignments. The project will be reactivated and moved to lines 40/43 on buses 2517 and 2521. New evaluation sheets and route sheets will be provided to the participants. Mallory thanked the members in advance for their participation in the project. All evaluation forms must be returned to the Cleveland Clinic by June 2003.

Hale suggested highlighting the routes/runs for the project on the web site, and also having a phone number that can tell a rider in real time where the bus is located. Mallory will look into these suggestions.

13. Discussion of Braille Disk Demonstration/Committee Field Trip

The field trip will take place on Tuesday, February 25, 2003, at 4:00 p.m. Members and public will meet by the escalator at the Berkeley BART station. Mallory will be mailing a notice of the field trip to concerned community groups for additional participation and comments.

Charlie Cameron stated the Braille plates need to be parallel to the curb, not perpendicular to the curb.

14. Introduction of Heather Barber, Community Liaison for Fremont/Newark

Heather Barber, Director of External Affairs and Liaison for Newark/Fremont, introduced herself and provided a brief background. She has been working as a federal lobbyist for the past four years in Washington, D.C., for a number of organizations in the Bay Area. She has been very active in community outreach. She has an office space in the City of Fremont as well as at the AC Transit General Office.

Ms. Barber is currently working with Director Bischofberger to improve the service in South County. They have met with representatives from the School for the Blind,
and have meetings scheduled with seniors in Fremont and Newark. She welcomes suggestions from the members regarding not only South County, but the whole AC Transit service area.

**Report on Pending Issues Identified by the AAC for Committee Review and Update**

Mallory reviewed the pending issues. Items completed will be removed from the list: Access at BART stations and transit centers; new community liaison position for Fremont/Newark; and setting wheelchair brakes on lift. Mallory is in the process of preparing the Operator Training/Senior Issues materials.

The Chair suggested adding wheelchair boarding to the rodeo. Mallory stated she had spoken with Donna Pate regarding this exact item, but it was too late to be included in this year's competition. She will work with Training on possibly suggesting to APTA that wheelchair boarding and securement be added in upcoming rodeos.

### 16. Member Communications & Announcements

Margaret requested that Mallory add to the list of pending issues the collection of relevant statistics, data i.e, cost of living, SSI increases, information on factors relevant to senior/disabled riders' ability to pay increased fares. Margaret felt this information is crucial to any full discussion on future increases to senior/disabled fares, and will empower the AAC in making a recommendation to the Board on this issue in the future.

Jim reported he and his wife had taken a train trip to Fresno and had made advance reservations for disabled seating. When they boarded the train, the wheelchair-designated seat was occupied, and the woman was not willing to move. They complained to the train staff and were told in the State of California there is no rule on a train that a non-disabled person must relinquish their seat for a disabled rider. Margaret will check with ACTIA and report back.

Margaret stated she had been notified by a blind AC Transit rider that there are problems with the tickets and transfers in South County as both mediums feel exactly the same. This topic will be discussed at the March meeting.

The Chair asked Mallory to check with the District Secretary regarding new member appointments and also check why she is not receiving the Board agendas. Marvin has not attended meetings recently, and the Chair asked Mallory to contact him.

### 17. Staff Communications & Announcements

Director Bischofberger stated the Board has established two new committees, Finance and Paratransit. Director Bischofberger is the chair of the Paratransit Committee. He also reported the District has frozen all open positions.

### 18. Next Agenda & Meeting Date:

To be submitted.

**Adjournment:** The meeting adjourned to March 11, 2003, at 1:00 p.m.
The meeting was called to order by Chair Abelson at 1:10 p.m.

1. Roll Call and Introduction of Guests

JANET ABELSON, CHAIR  JIM GONZALEZ
SANDY BISHOP  JOHN PARTRIDGE
MARVIN DYSON (Excused)  LINDA TEIXEIRA
MARGARET EDGELOW  HALE ZUKAS

Staff:  Mallory Nestor-Brush, Special Projects Manager
        Doug Cross, Accessible Services Manager

Guests:  Joe Bischofberger, AC Transit District Board Liaison
          Peter Crockwell, CCB
          Jerry Grace, Oakland Resident
          Charlie Cameron, Hayward Resident
          Mary Fowler, Alameda Resident

2. Order of Agenda

BY CONSENSUS, items will be taken out of order to accommodate staff.

3. Approval of February 11, 2003 Meeting Minutes

Mary Fowler will be noted as an Alameda resident.

MOTION: GONZALEZ/BISHOP to approve the minutes as amended.
Unanimous

4 Public Comments

Charlie Cameron stated the new route schedule is posted perpendicular to the curb at the Hayward BART station. He stated the route schedule should be placed parallel to the curb so that riders in wheelchairs have access around the saw tooth bus bays, as well as to the route schedules. Charlie also requested staff remove the December 10, 2002 meeting agenda posted in the General Office front window, as well as post the upcoming Public Hearing agendas.
Jerry Grace provided information on the ILRCSF Advocate meetings. The ILRCSF is planning a statewide rally against the State of California's attempts to weaken the ADA by challenging it in the U.S. Supreme Court. The rally is scheduled for 3/15/03. Contact Jessie at ILRC 415-543-6222 for more information.

5. Chair's Report

The Chair reported she had heard a very alarming comment from a state official at a recent redevelopment meeting regarding local transportation funding. The attitude was such that there is perceived mismanagement of funding at the local level, and the State is more capable of handling the funding. The Chair expressed her concern for the potential of the State to try to take funding from transportation at the local level. She added there have been few if any increases in positions at the local government level; however, the number of positions at the State level has greatly increased.

6. Board Liaison Report

Director Bischofberger stated the application form for AAC members has been revised. Board Directors are in the process of making their appointments to the AAC. As in the past, all current AAC members shall continue to serve on the AAC unless or until notified they have not received reappointment. Director Bischofberger also reported the RAC meetings are on hold; the Board has questions regarding the goals and mission statement for the RAC, which will be discussed at the Board’s upcoming retreat.

Director Bischofberger stated AC Transit has very capable and active lobbyists working very hard for the District. The District is presently looking at a $14 million deficit. In spite of layoffs and freezing of positions at the District, the General Manager and Staff are keeping as much service on the streets as possible. The Board has appointed a Finance Subcommittee.

Director Bischofberger stated the Board has appointed a Paratransit Subcommittee, of which he will serve as chair. This Board Subcommittee will work with the SRC and SRAC, and Director Bischofberger will act as the liaison and attend the SRAC meetings. Because approximately 25% of paratransit service in Contra Costa County is provided by East Bay Paratransit, staff is recommending AC Transit's share of the re-authorization of Measure C dollars.

7. RAC Report

The February RAC meeting was canceled; no report.
8. **SRAC Report**

The Chair reported the SRAC has approved new bylaws, as well as removing the meeting attendance requirement. At this time, the fare increase issue is on hold until receipt of the Federal government response on calculating trips. Doug Cross requested the SRAC members on the AAC make every effort to keep the SRAC meetings on the allotted time schedule because many issues on the agendas are not receiving enough time for discussion. The Chair and Margaret Edgelow agreed the SRAC agenda is staff driven, and the Chair and Vice Chair of the SRAC - past or present - do not have control over setting agenda items. It was reported staff members change the agendas. The Chair also stated if an item is very important and needs discussion and input from the SRAC within a certain time frame, staff should not place that item last on the agenda. An important item should be discussed at the beginning of the meeting to allow for adequate input/comment from the members.

9. **Transit Access Report**

Continued to the next meeting

10. **Continuation of Demonstration Braille/Raised Print Bus Stop Identifier Field Trip**

The members discussed the pilot transit tubes. They agreed the tube should be placed at 56" for the Braille discs; a larger font size for the printed material; place the advertising at the top of the tube; printed schedules at the bottom of the tubes; and reduce the amount of schedule information.

Regarding the use of “bus” or the individual stop numbers on the bus poles, the committee agreed to discuss the item of Bus Stop Braille Protocol at the next meeting. The Chair suggested there must be regulations on the font size for bus stop poles that would provide some guidance.

The Committee requested Mallory provide information on the minimum height from the ground to the bottom of the transit tubes; the existing font size of the bus numbers; the regulations on fonts and size of the fonts. Director Bischofberger suggested staff bring the transit tube on a bus pole to the next meeting for the members to recommend placement for access by both ambulatory riders and riders using wheelchairs.

11. **Discussion of Proposed Service Cuts/Impacts on Paratransit and 3/4 Mile Rule**

Doug Cross reported the SDP, Service Deployment Plan, there will be route restructuring in June, September and December of 2003. In response to the
reviewed. With the changes scheduled in June 2003, only one area out of eight will be affected. This is route 59 along Skyline; there will no longer be service on Thornhill. Doug reported this change will not affect a significant number of people, however, he did feel the need to develop an approach to analysis the impact of the changes and have a plan in place to deal with riders affected by the change. AC Transit and BART are looking to the local city programs and especially ACTIA Measure B gap funding to meet this need. Doug also stated he has brought the issue of prioritizing the use of gap funds to PAPCO. Doug stated East Bay Paratransit will no longer provide rides outside the 3/4 mile area paid by city programs.

More discussion on this issue will be scheduled on the SRAC agenda.

12. Continued discussion of Consumer Participation in Driver Training

Michael Flocchini was unable to attend the meeting. He requested staff discuss the issue of the AAC drafting a written proposal regarding consumer participation in the training program. The Committee requested Mallory draft a proposal for their review at the next meeting.

13. Discussion of Fare Media for Individuals with Visual Impairments

Mallory stated Dan Lillin, Staff, was unable to attend this meeting. Dan has been made aware of the difficulty visually-impaired riders are experiencing in the tactile deciphering of a transfer and a ten-ride ticket.

Discussion continued to the April meeting.

14. Report on Pending Issues Identified by the AAC

Regarding “Relevant Date/Statistics for Fare Increase,” Margaret clarified she was asking for information such as cost of living increases for the Bay Area, changes in the Social Security incomes and other data for individuals on fixed incomes. This information could then be used to show the impacts on these riders when the Board proposes fare increases for disabled/senior communities. Once this information is collected, when a fare increase in proposed, the AAC could easily review and update the information as necessary.

15. Member Communications & Announcements

Sandy stated she has had difficulty in getting to the public transportation information on the TravInfo line, 817-1717. The verbal prompt is not working.
Hale stated there is no other option besides verbal prompt. The Chair will forward this comment to the committee working on TravInfo.

The Chair stated there is currently a court case regarding mid-block bus access, which a number of cities have signed on with as friends of the Court. The issue is whose responsibility it is to keep the sidewalk accessible in the mid block. The Chair will determine whether or not to add the issue to the agenda at this time in light of other pressing items for the committee to address.

Margaret encouraged the appropriate staff member to attend the meetings regarding the Union City BART station. AC Transit was not represented at the meeting earlier today, and Margaret was concerned there could be no staff representative attending regularly in light of the recent layoffs.

Janet stated the instructions for securing a wheelchair are located on the bottom of the flip up seats adjacent to the wheelchair securement area. She requested staff look into the placement of the signs.

16. Staff Communications & Announcements

Mallory asked for comments on holding a public meeting prior to the next AAC meeting to discuss the tether program with riders not currently using the tether straps. The public meeting would be advertised on the buses. The members felt riders who do not participate in the tether program are not likely to attend a meeting on the program. They suggested drivers hand out the forms; have staff go to the transit centers.

Mallory had packets for the Line 40/43 Demonstration which will begin 2/17/03.

17. Next Agenda & Meeting Date

Next meeting is scheduled for Tuesday, April 8, 2003, at 1:00 p.m. Agenda to be submitted.

18. Adjournment

The meeting adjourned to April 8, 2003, at 1:00 p.m.
The meeting was called to order by Chair Abelson at 1:05 p.m.

1. Roll Call and Introduction of Guests
   JANET ABELSON, CHAIR  JIM GONSALVES
   SANDY BISHOP  MARVIN DYSON
   MARGARET EDGELOW  HALE ZUKAS
   JOHN PARTRIDGE, VICE-CHAIR  LINDA TEIXEIRA

   Staff:  Mallory Nestor-Brush, Special Projects Manager
           Doug Cross, Accessible Services Manager
           Michael Flocchini, Training

   Guests:  Peter Crockwell, CCB
            Mary Fowler, Alameda Resident
            Director Bischofberger, AC Transit Board Liaison

2. Order of Agenda
   MOTION: EDGELOW/DYSON to approve the Order of Agenda noting Item #12 will be heard at 2:30 p.m. Unanimous

3. Approval of Minutes for the March 11, 2003 Meeting
   Mallory requested Item 16 should reflect the Line 40/43 Demonstration will begin 4/17/03. The demonstration could not begin until the drivers had completed their March sign-ups and the issue of compensating the drivers for training for the demonstration. Mallory expects the packets to be mailed to the participants on April 17, 2003.
   MOTION: ZUKAS/EDGELOW to approve the minutes as amended. Carried with L. Teixeira and M. Dyson abstaining.

4. Public Comments: None

5. Chair's Report
   Chair Abelson informed the AAC she had recently been struck by a car, which was backing up. She now has a large flag attached to her wheelchair. She cautioned others and encouraged them to obtain flags for their wheelchairs.

   The Chair requested Mallory schedule a discussion of proposed service cuts in September and December 2003 for the next meeting.

6. Board Liaison Report
   Director Bischofberger stated the Board will be looking at a new fare recovery system. The Paratransit Committee will be reviewing affects of service cuts on paratransit service on April 17, 2003. Director Bischofberger requested staff keep the AAC
members informed of the dates and times of special meetings of the Board’s committees. Director Bischofberger attended the last SRAC meeting.

**Riders Advisory Committee (RAC) Report**
Sandy reported the RAC did not meet in March, and she is not sure if the RAC will meet in April. The Chair requested Mallory contact the RAC staff member regarding future meeting dates.

8. **Service Review Advisory Committee (SRAC) Report**
Marvin reported there was to be a discussion of possible fare increases for paratransit, however, the discussion has been postponed indefinitely. He stated the FTA had requested information on how the proposed fares were calculated. Staff was unable to provide the data on the fare calculations, and has taken the issue off the agenda until the information can be submitted to the FTA for review.

The Chair stated she has not received copies of the TAR. A system was put in place for AC Transit staff to fax copies of the TAR to the Chair, however, she does not receive them. The Chair also reported that although a process was put in place whereby she would receive copies of the AC Transit Board and Committee agendas, she has not received them regularly. Mallory will follow up with the appropriate staff.

10. **Election of Chair and Vice-Chair**
By Acclamation, Janet Abelson was nominated AAC Chair 2003-04. By Acclamation, John Partridge was nominated AAC Vice Chair 2003-04.

11. **Review/Discussion of Transit Tubes and Braille/Raised Print Identifiers**
Mallory brought a transit tube for demonstration purposes. The members manually and visually tested the height of the tube and placement of the braille identifiers. Mallory explained the size of the tubes will remain the same. The Chair suggested the schedule information be reduced and the font size be increased for better reading. Hale suggested the schedule information remain because riders not familiar with the system may become confused.

**MOTION: EDGELOW/BISHOP** the AAC recommends the Transit Tubes be placed 31" from the ground; the Braille/Raised Print be 61" from the ground on the top cap; the font size increased to 14 pt. for schedule information; encourage the PR Department to seek input from the AAC early in the process of making decisions. **Unanimous**

Mallory suggested the discussion of transit tube placement be postponed until Aaron Priven, Marketing, provides suggestions on the placement. Hale felt the tubes should be placed at the most congested locations where riders would benefit from the information the most. The Chair disagreed, citing the most congested line would probably be Line 51, where no other lines stop.

Discussion will continue in May on tube placement.

12. **Review of Proposal Regarding Consumer Participation in Driver Training**
Mallory prepared a draft recommendation from the AAC to Michael Flochini,
Training, regarding the AAC’s participation in operator training. Mr. Flocchini will respond formally by email to Mallory.

Scheduling of Participants and Training
1. Accessible Services staff recruit and develop a speakers pool - AGREED
2. Accessible Services staff develop a training module on sensitivity and communicating with individuals with disabilities to be used by all participants - TRAINING TO WORK COLLABORATIVELY WITH ACCESSIBLE SERVICES STAFF PRIOR TO IMPLEMENTATION
3. Training and Education Center staff develop a three to six month schedule of both refresher and NBO classes - TRAINING IS DONE ON A DAILY BASIS WITH VARYING SIZED CLASSES. TRAINING DOES NOT EXPECT VOLUNTEERS TO PARTICIPATE EVERY DAY.
4. Accessible Services staff will request/assign volunteers to each NBO/refresher class - AGREED
   Mr. Flocchini stated Training does not expect daily participation by volunteers. The Chair stated that although Training does not expect daily participation, once a volunteer is trained, the volunteer needs to commit to some number of days to participate, along with the travel time necessary.
5. TEC will confirm attendance seven days prior to scheduled class - AGREED
6. To the extent possible, the NBO classroom portion of ADA will occur on the second Tuesday of the month at the General Offices between the hours of 8:30 a.m. and 12:30 p.m. (Except in August when the AAC does not meet.) UNABLE TO COMMIT.
   The Chair suggested Training could be conducted on out-of-service buses, at the GO or TEC.
7. Consumer Participants in NBO and Refresher training conducted at the TEC will be scheduled between mid-morning (10:00 a.m.) and late afternoon (4:00 p.m.) TRAINING ENDS AT 3:30 P.M.
8. Transportation to and from the TEC or the GO will be reimbursed via single ride tickets - PROVISION OF TICKETS NOT UNDER TRAINING DEPARTMENT CONTROL
   The Chair stated travel to the TEC is especially difficult, and when necessary, paratransit could be arranged. Picking up a volunteer from their home with the class participants is a possibility. Mr. Flocchini stated it may be possible for Training Staff to meet the participants at the South Hayward BART station. Doug Cross stated he work to arrange transportation for the participants.
9. When appropriate a box lunch will be made available to the participant - AGREED
   The Chair stated eating with the NBO or refresher operators has been a great opportunity in the past for both herself and the operators. In some cases, everyone brought a dish to share. In this relaxed atmosphere, much communication and education
Mr. Flocchini expressed his appreciation for the AAC's interest in working with Training.

The AAC Training Subcommittee will meet at 11:00 a.m. on Tuesday, May 13, 2003 to further discuss Consumer Participation in Operator Training.

13. Discussion of Fare Media for Individuals with Visual Impairments
Mallory stated Dan Lillin, Treasury, had reviewed the issue of the inability to manually differentiate a 10-ride ticket from a transfer. Although Mr. Lillin has proposed the left corner be notched on a transfer, the 10-ride ticket and 31-day pass are still the same feel. This discussion will continue in May.

14. Discussion of Back-Up Procedures for Inoperable Lifts (Doug Cross)
Doug Cross stated this discussion is for the situation where a rider using a wheelchair is unable to deboard a bus due to an inoperable lift. The discussion arose due to the reduced road supervisor force, which in the past have responded to lift failures. Mr. Cross stated the most recent proposal is for Central Dispatch to have a procedure to be responsible for immediately contacting 911 services. The operators will be directed that no operator or rider will be permitted to assist a rider with a wheelchair off the bus. Only emergency personnel will be allowed to assist a rider in these circumstances due to the risk and liability factors.
The Chair stated the AAC had previously discussed this issue with Michael White, Safety, and had come to the same conclusion of calling for emergency help in this situation. However, the AAC had recommended a 30-minute maximum window for Central Dispatch to contact emergency personnel. The Chair added that the AAC and Mr. White had discussed the possibility of having the fire departments' training officers attend a training at AC Transit on how to deboard a rider and their wheelchair from a bus with an inoperable lift. To date, no training with the fire departments in the service area has been scheduled. Doug stated he would revisit this issue with Michael White.

15. FY2002-2003 Second Quarter Report of Accessible Services Performance Indicators
Continued to May 13, 2003. The Chair requested information on the number, if any, of lift mechanics being laid off in relation to lift reliability over time.

16. Member Communications & Announcements: None.

17. Staff Communications & Announcements
Mallory reported the Board had approved and sent the resolution for Betty Mulholland.

18. Set Next Agenda & Meeting Date
The next meeting date for the AAC is May 13, 2003, at 1:00 p.m.
The Training Subcommittee will meet at 11:00 a.m. on May 13, 2003.

9. Adjournment
The meeting adjourned at 4:35 p.m.