SUBJECT:
Receive December 2004 Minutes of the Accessibility Advisory Committee (AAC)

RECOMMENDED ACTION:

☒ Information Only ☐ Briefing Item ☐ Recommended Motion

Fiscal Impact:
None

Background/Discussion:
The December 14, 2004 minutes were approved by the AAC at their January meeting. The minutes reference two motions. During proceedings related to Agenda Item 8, Service Review Advisory Committee Report, AAC members unanimously passed a motion requesting staff to provide a list of the number of consumers in attendance at SRAC outreach meetings, as well as summarize the issues discussed. During proceedings related to Agenda Item 11, Review and Propose Modifications to AAC Bylaws, AAC members unanimously passed a motion to approve the revised AAC Bylaws [as they are presented in the December monthly packet].

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

MOTION: BISCHOFBERGER/JAQUEZ to receive report as presented (7-0-0-0).

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

The above order was passed on March 2, 2005.

Rose Martinez, District Secretary

By ______________________________
GM Memo No. 05-031
Subject: Receive December 2004 Minutes of the AAC
Date: February 16, 2005
Page 2 of 2

Prior Relevant Board Actions/Policies:
NA

Attachments:
Minutes of the Regular AAC Meeting for December 14, 2004

Approved by: Rick Fernandez, General Manager

Prepared by: Nancy Skowbo, Deputy General Manager for Service Development
Milton Hare, Senior Administrative Assistant, Accessible Services

Date Prepared: February 4, 2005
The meeting was called to order by Chair Abelson at 1:12 p.m.

1. Roll Call and Introduction of Guests
AAC Members:
Janet Abelson, Chair  Pedro Alvarez (Absent)  Sandy Bishop
Margaret Edgelow  Jim Gonsalves (1:25 p.m.)  Frank Lucero
John Partridge, Vice-Chair  Ronald Timpson  Hale Zukas

Staff:
Francis Masson, Accessible Services Specialist

Guests:
Director Joe Bischofberger, AC Transit District Board
Director Dennis Hayashi, AC Transit District Board
Peter Crockwell, CCB Alameda Chapter
Jerry Grace, Oakland Resident
Greg Jurgin, Piedmont Resident
Burrill Hansen, USO
Gary [last name not known]
Sharon Freed, Bus Operator

2. Order of Agenda
MOTION: BISHOP/EDGELOW to accept the Order of Agenda and accommodate staff’s presence. Unanimous

3. Approval of Minutes: November 9, 2004
MOTION: BISHOP/EDGELOW to approve the minutes. Unanimous

4. Public Comments
Jerry Grace stated he had won the Gold Medal in Bowling at the Special Olympics. The Committee congratulated him.

Peter Crockwell stated some CCB members were asking if the buses continue to serve the Oakland Airport. He was directed to contact 511.

Greg Jurgin, Piedmont Resident, requested Planning staff reinstate the 58 Line to the Oakland Airport. With the elimination of this line, getting to the airport has become a very difficult process. Ronald Timpson agreed. Greg also stated he uses the lifts on buses, and if they are not working, he contacts Customer Service. Recently on his regular bus route, the same bus did not have a working lift 2 out of 3 days in a row. Francis Masson will speak with Greg following the meeting.

Janet requested the Quarterly Reports be included in the January packets for review.
5. **Chair's Report:** None.

6. **Board Liaison Report**
   Director Bischofberger introduced Dennis Hayashi, newly elected District Board Member.

7. **Introduction of New Director**
   Director Hayashi, stated his experience with Title VI and VII issues will assist him in his contributions to the District Board and guide him on issues at the AAC level. He stated he will be available to the AAC if there were questions or concerns.

The members welcomed Director Hayashi and requested he make his appointments to the AAC as soon as he is able.

8. **Service Review Advisory Committee Report**
   The Chair stated staff is considering not allowing riders in the front seat of sedans due to safety concerns, and they requested feedback. Staff is also considering requiring frail mobility-impaired riders to use the lift chair for boarding vans. The Chair stated the SRAC received a brief report on outreach, however, some of the outreach is only staff meetings. Margaret Edgelow expressed concern regarding the SRAC outreach.

   **MOTION:** EDGELOW/BISHOP requesting staff to provide a list of the number of consumers in attendance at SRAC outreach meetings, as well as summarize the issues discussed. **Unanimous**

   The Chair reported a brochure is being provided to transit agencies with the questions operators can ask regarding service animals and the task each animal is trained to perform. It is a pocket guide for the operators being provided by Project Action.

   Another article described a lift maintenance situation in Alaska where the transit agency was making extreme efforts to keep lift equipment working in severe weather conditions to no avail. Because the lift equipment was inaccessible, the riders were deemed ADA eligible.

10. **Translink Update**
   Doug Miller and Victoria Wake, Marketing, provided an update on Translink. Presently, staff is obtaining feedback from different groups in the service area, and they requested input from the AAC. Doug stated Translink is a regional system that includes Bay Area transit operators. The different agencies will be phased in as the project progresses. Translink uses a “smart card,” which has a computer chip embedded in the card. This computer chip, together with the card readers on the buses, keeps track of rides, transfers, passes and discounts. “Smart cards” can have value added by using cash, electronic cash, credit cards or debit cards, and checking accounts. There will be vendors in the communities and retail locations throughout the service area where value...
can be added. The AVMs (add value machines) will have a voice feature and a headset. All materials will be printed in accessible formats. There is Braille on the buttons, however, the help guide will be voiced, not Brailled. The AVMs will also verbally provide the value on the cards.

Many members expressed frustration that drivers do not accept their fare payments. Because there are no readers located at the 2nd door on the VanHools, which is the only door that riders with wheelchairs can use to board the bus, drivers do not take the time to process a fare payment after taking the time to properly secure the rider. Often the drivers say the readers are not working. The members stated this is not fair to the District and is a widespread problem throughout the District.

Jim stated that in general, the drivers who properly secure him will accept and process his fare. The drivers who do not properly secure him do not process his payment.

Hale stated the TTD number is incorrect on the Translink card. Margaret suggested putting the California Relay number in place of the TTD number.

Doug and Victoria asked the members questions, such as their preferred payment methods, fare purchase locations, monthly number of rides, et cetera. Margaret asked that Customer Service Training also include dealing with cognitive disabilities along with the visually and hearing impaired training.

Staff is considering changing the senior/disabled discounted pass to a 31-day rolling pass. The pass would begin the 31 days on the first day the pass was used. For those riders who use a credit card for automatic reloading, the system will send a notice to the rider 30 days in advance of their credit card expiration date asking for a new date or credit card. If the rider does not respond prior to the expiration date, the rider will still be able to use the system. The rider will be contacted to provide a new funding source within 48 hours or lose their ability to use the card.

Staff asked the members for their input on doing away with the trim unit and providing transfers for a quarter only with use of the Translink card. Margaret stated this would definitely be a problem in South County where the District has a grid system. Sandy expressed concern for riders on SSI or SSDI. They may not be able to afford to load the minimum on the Translink card. Janet expressed concern for children and teens and theft of the cards. Victoria stated the minimum on the card is $1.00. As to the children and teens, should the cards be lost or stolen, there is the ability to have the card deactivated and put the value on a new card over the phone. Janet suggested placing the children’s school ID numbers on the Translink cards. Victoria stated their birth dates are already on the cards.

11. Review and Propose Modifications to AAC Bylaws
MOTION: EDGELOW/BISHOP to approve the revised AAC Bylaws as presented.
Unanimous
12. **Review Proposed Changes to Resolution 752**
   There was some confusion with the documentation provided.
   **MOTION: EDGELOW/BISHOP** to table the item. Unanimous

13. **Discuss Public Outreach Event**
   The members agreed to continue this item to January 2005. At that time Cynthia Dorsey will present ideas for an event with a focus on fixed-route riders and ideas to increase fixed-route ridership, especially for seniors.

14. **Photoshoot.**
   Completed.

15. **Member Communications and Announcements: None.**

16. **Staff Communications and Announcements**
   Francis Masson stated service changes effective December 19th are mainly minor changes, mostly adjusting running time by one or two minutes. The lines affected are: 13, 40, 43, 50, 51, 76, 87, 94, 218, some Transbay lines and some school lines. Francis suggested riders call 511 or go on line for more information.

17. **Set Next Agenda & Meeting Date**
   The next regularly scheduled meeting is scheduled for Tuesday, January 11, 2005, at 1:00 p.m.
   * Michael Flocchini, Training Tapes
   * DMV Packet
   * AAC Brochure
   * Bus Stop Accessibility Update
   * Proposed Changes to Resolution 752
   * Discussion of Public Outreach
   * Popular Senior/Disabled Destinations Not Well Served by Buses
   * Translink Update - Standing Item

18. **Adjournment**
   The meeting adjourned at 4:30 p.m.