

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, JANUARY 14, 2020
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from December 10, 2019**
 - 2. Development of 2020 Federal and State Advocacy Program**
 - 3. Public Hearing for Fremont/Newark Bus Network Plan Alternatives**
 - 4. Quarterly ADA Complaints**
 - 5. 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 19th 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 PARATRANSIT OFFICE
1750 BROADWAY, OAKLAND, CA 94612
1:00 P.M., TUESDAY, JANUARY 14, 2020
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

CHONITA CHEW

PAMELA FADEM, CHAIR

SANDRA JOHNSON

JAMES ROBSON

TANYA WASHINGTON

HALE ZUKAS

ERIKA BRUHNS

MARY CLUTTS

JIM GONSALVES

DON QUEEN

WILL SCOTT

BARBARA WILLIAMS, VICE CHAIR

1. Roll Call and Introduction of Members and Guests
2. Order of Agenda
3. Approval of Minutes for December 10, 2019 [Attachment 1]
4. Development of 2020 Federal and State Advocacy Program (Claudia Burgos) [Attachment 2]
5. Public Hearing for Fremont/Newark Bus Network Plan Alternatives (David Berman) [Attachment 3]
6. Review of Quarterly ADA Complaints [Attachment 4]
7. Review of Lift/Ramp Road Call Report [Attachment 5]
8. Chair's Report
9. Board Liaison Report
10. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
11. ACTC PAPCO Report (Hale Zukas)
12. Public Comments
13. Member/Staff Communications and Announcements
14. Future Agenda Items & Next Meeting Date
15. Adjournment

ATTACHMENTS:

Meeting Minutes: December 10, 2019	[Attachment 1]
Development of 2020 Federal and State Advocacy Program	[Attachment 2]
Public Hearing for Fremont/Newark Bus Network Plan Alternatives	[Attachment 3]
Quarterly ADA Complaints	[Attachment 4]
Lift/Ramp Road Call Report	[Attachment 5]

Staff to the Accessibility Advisory Committee:

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

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
REGULAR MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
DECEMBER 10, 2019**

The meeting was called to order at 1:05 p.m.

1. Roll Call and Introduction of Members and Guests

AAC members present:

Janet Abelson	Erika Bruhns
Mary Clutts	Pamela Fadem, Chair
Don Queen	James Robson
Tanya Washington (arrived at 1:44)	Barbara Williams, Vice Chair
Hale Zukas (arrived at 1:07)	

AAC members absent:

Chonita Chew (excused)	Jim Gonsalves (excused)
Sandra Johnson (excused)	Will Scott

Staff:

Mallory Nestor-Brush, Accessible Services Manager
Tammy Kyllo, Administrative Coordinator
Kimberly Ridgeway, Accessible Services Specialist
Steven Jones, External Affairs Representative
Julia Kocs, Marketing/Communications Manager
Stephanie Rapp, Marketing/Communications
Claudia Burgos, Director of Legislative Affairs & Community Relations
Linda Nemeroff, District Secretary
Jelena Harada, Assistant District Secretary

Guests:

Diane Shaw, Board of Directors
H.E. Christian Peeples, Board of Directors
Shawn Fong, City of Fremont

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Queen/Robson approved the November 12, 2019 AAC meeting minutes. The motion carried by the following vote:

AYES – 6: Bruhns, Clutts, Fadem, Queen, Robson, Williams

ABSTENTIONS – 3: Abelson, Washington, Zukas

ABSENT – 4: Chew, Gonsalves, Johnson, Scott

4. Review of Legistar Format for AAC Meetings

Linda Nemeroff, District Secretary, reviewed the new Legistar format with the Committee. She reminded them that the new design will have 14-point font. Don Queen will review the link to and give feedback regarding accessibility for the blind.

Linda concluded by explaining that Tammy Kylo will continue to send the Agenda packet via email before each AAC meeting.

5. BRT Update

Steven Jones, External Affairs Representative, and Manager of Public Outreach for BRT, gave an update of the 9.5 mile project, which will run from 20th and Broadway in Oakland to San Leandro BART station with 80% bus only lanes. Construction for the project is 88% complete and passenger service is expected to go into effect March 2020 with no fare payment for the first 90 days.

The BRT Outreach team has been busy getting information to the public, including rider education to help people navigate the system. The BRT Outreach team has attended 403 events, 132 in 2019 alone.

Chair Fadem stated that she'd like to get an update on specific accessibility concerns of the project including platforms, bus interior, and Ticket Vending Machines (TVMs). Also, if there are outreach flyers to deliver some to the Committee for distribution.

Mallory Nestor-Brush, Accessible Service Manager, suggested having a BRT bus, a TVM and involved staff at the February AAC meeting for a detailed briefing.

6. Review of Priority Seating Signage

Stephanie Rapp, Marketing/Communications, reviewed the proposed Priority Seating Signage with the Committee. One will be a blue and white AD Cart that states "PRIORITY SEATING AREA" with three pictograms representing an individual with a disability, a pregnant woman and an individual using a cane. The second will be a clear window decal with black lettering that reads "PLEASE MOVE IF ASKED".

The Committee had the following feedback:

- The pictogram representing an individual with a disability should be the Official International Sign of Accessibility.
- Future bus procurements should have specified coloring on the seats to indicate the priority seating area.

- Consider putting the signage directly on the upper back part of the seat, rather than the windows or AD Card spaces.
- The people in the pictograms looks too similar to one another.

Stephanie concluded that she will organize the comments and bring the revised decals to a future AAC Meeting.

7. Chair's Report

None.

8. Board Liaison Report

Diane Shaw, Board of Director gave a report on:

- The cost of Clipper vs. the cost of cash (provided by Sally Goodman).
- The 2020 Census.
- The 12/11/19 Board meeting, which will include an update on the Strategic Plan and a Draft of the Short-Range Transit Plan.

9. Review of Lift/Ramp Road Call Report

The Committee reviewed the Road Call report for November 3 – November 30, 2019. There were a total of nine (9) road calls, seven (7) being chargeable.

10. Service Review Advisory Committee (SRAC) Report

None.

11. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

12. Public Comments

None.

13. Member/Staff Communications and Announcements

Erika Bruhns reported there is a 5-week Disaster Preparedness for the Disability Community series. She will send the information to Tammy Kyлло to forward to the Committee.

Mary Clutts voiced concern that the Transbay Adult Pass is \$200/month, which is very high. In 2011, it was \$130/month. She wants to know if this comparable to other agencies.

Tammy Kyлло asked anyone who wanted to continue on as an AAC Member in 2020 to indicate their desire to continue serving. Tammy will provide the information to Linda Nemeroff, District Secretary.

Tammy Kylo stated that the Title VI information is due again, and she will send an email to all Committee members to fill out and return.

14. Future Agenda Items & Next Meeting Date

The next AAC Meeting will be held Tuesday, January 14, 2019 at East Bay Paratransit, 1750 Broadway, Oakland, in the Community Room.

Future Agenda Items:

- BRT Update
- FASTER Bay Area
- Review of No Shows/Missed Trips
- AAC Programs/Projects to increase Senior Ridership

15. Adjournment

The meeting adjourned at 2:27 p.m.

ATTACHMENT 2
Development of 2020 Federal and State Advocacy Program

2020 Federal Advocacy Program (draft)

ITEM

Funding

- Grant Opportunities – Secure federal funds for key capital projects and project priorities for:
 - Rehabilitation, expansion, and replacement of aging buses, facilities, technologies and equipment and maintain in a state of good repair;
 - The Capital Investment Grants (CIG) program, Better Utilizing Investments to Leverage Development (BUILD) program, and other programs;
 - Security cameras and wireless access technologies for buses and facilities; and
 - Integration of new mobility tools like demand-responsive bus services.
- Advocate for supplemental funding through the Federal Transit Administration (FTA) to offset rising operating costs without jeopardizing total funding available for capital projects.
- Support operations funding for the Salesforce Transit Center.
- Support/seek additional funding for essential services including, but not limited to services for access to work, school or medical facilities.
- Support/seek additional funding for Accessible /Paratransit Services
- Support federal funds to purchase, upgrade and modernize zero emission buses (ZEBs) and related infrastructure.
- Support policy initiatives that relieve the undue burden of mandatory regulations by requiring all mandates be fully funded to protect the fiscal integrity of the District, including Safety Management Systems (SMS), Public Transportation Agency Safety Plan (PTASP), State of Good Repair, asset management plans, and the Americans with Disabilities Act (ADA).
- Support federal funds to deploy 5G wireless technologies for buses and facilities.
- Seek funding to support the development and deployment of emergency preparedness and cybersecurity strategies for protecting transit related critical infrastructure

Transportation Authorization Principles

- Advocate for the inclusion of transit buses and infrastructure by Congress and the Administration in any initiative to enhance funding or financing opportunities for transportation.
- Ensure that alternative financing proposals do not replace current funding for transit from the Highway Trust Fund.
- Preserve continued guaranteed funding for transit from the Highway Trust Fund/Mass Transit Account, and oppose any efforts to change the 80/20 split for highways and transit that would reduce funding for transit.
- Support funding solutions that generate new revenues that include the gas tax, carbon tax, and vehicle miles traveled (VMT) tax to replenish and sustain long-term growth of the Highway Trust Fund/Mass Transit Account.
- Support FTA and Congressional efforts to make State of Good Repair for transit bus systems a strategic priority and include more funding.
- Support legislation for direct representation of transit districts on Metropolitan Planning Organizations (MPOs).
- Support legislation through the federal highway and transportation authorization for safety requirements based on agency size and transportation mode.
- Support efforts to permit local labor workforce minimums for construction projects funded by grants from the FTA.

Other Transportation Related Advocacy

- Support funding and coordination between federal health agencies and transportation agencies to provide services to clients and support the Coordinating Council on Access and Mobility (CCAM).
- Preserve modal parity by maintaining the commute tax benefit and reinstate the ability of employers to deduct the cost of this benefit.
- Advocate for maintaining the tax exemption on municipal bonds.
- Restore tax exemption for advance refunding bonds.

- Advocate for funding of infrastructure improvements covered by the ADA.
- Advocate for transit-supportive legislation that mitigates climate change and/or calls for environmental stewardship and related funding.
- Support efforts that allow for greater flexibility to the FTA's 20% spare ratio requirement.
- Monitor legislation or regulations related to emerging mobility services and shared data that can be used for transportation and operational purposes.
- Support legislation that requires shared mobility providers to provide anonymous trip-level data to transit providers which can be used for transportation planning and operational purposes
- Oppose efforts that undermine the authority of states and localities to enact their own regulations related to autonomous vehicles (AVs).
- Support funding that invests in apprenticeship, workforce development and workforce training programs.
- Support efforts to develop and deploy new transit data management platforms.
- Support funding to deploy new video security technologies including video analytics and collision avoidance systems.
- Support efforts to collaborate with technology startups in developing innovative transit hardware and software solutions.

Administrative and Non-Transportation Related Advocacy

- Oppose actions that decrease funding for sanctuary cities or California.
- Monitor actions regarding California's Public Employees' Pension Reform Act (PEPRA).
- Support legislation that encourages Single Payer health insurance.

- Monitor progress of the 2020 Census and support actions that ensure an accurate count.
- Support legislation that encourages a decrease in federal clauses and consistency of requirements for federally funded procurements

2020 State Advocacy Program (draft)

ITEM

Funding

- Support innovative funding solutions that stabilize and or generate new revenues for transportation projects that includes funding for transit capital, operations and facilities.
- Support efforts that increase the formula allocation of cap & trade auction revenue to public transit operations and capital investments, and the development of an expenditure plan for cap and trade revenue that provides an equitable investment in mass transit and infill/transit oriented development (TOD).
- Support legislation and programs that would provide funding to offset the costs of climate change initiatives, such as the Innovative Clean Transit regulation and any zero emission vehicles and infrastructure.
- Support efforts for new, sustainable funding for existing transit funding programs, including the State Transit Assistance (STA) program, Transit and Intercity Rail Capital Program (TIRCP), Low Carbon Transit Operations Program (LCTOP) and Affordable Housing Sustainable Communities (AHSC) to offset the decline in available revenue.
- Support efforts that modernize the administration and maintain the consistent allocation of Transportation Development Account (TDA) funds.
- Support efforts that would exempt public transit providers from state sales tax.
- Support local ability to increase fees and gas taxes to be used for local mass transit purposes.
- Support congestion pricing strategies and legislation that provide an equitable multi-modal distribution of generated revenues.

- Support legislative or administrative action to remove state barriers so that Medicaid transportation funds can be used for public transit services, including ADA paratransit services.
- Support funding and coordination between the California Health and Human Services (CHHS) agency, Regional Center of the East Bay (RCEB), and transportation agencies to provide services to clients.
- Support additional funding for essential services including, but not limited to, services for access to work, school or medical facilities.
- Support policy initiatives that relieve the undue burden of mandatory regulations by requiring all mandates be fully funded to protect the fiscal integrity of the District.
- Support efforts to ensure public transit receives a fair share of any new tax revenue, such as online sales tax revenues and vehicle miles traveled tax revenues.
- Support efforts at the California Public Utilities Commission (CPUC) and state legislature for discounted rates of electricity for zero emission vehicles.
- Support efforts that increase production and the number of stations for hydrogen fuel.
- Support funding for operation and maintenance of the Salesforce Transit Center.
- Seek funding for school transportation operations and student transit pass programs, particularly in light of the passage of SB 328
- Support regional transportation funding efforts that provide an equitable allocation of revenue and reflects the capital and operational funding priorities of the District.
- Seek funding to support the deployment and deployment of emergency preparedness and cybersecurity strategies for protecting transit related critical infrastructure

Equipment and Operations

- Support legislation or administrative action that directs Caltrans to establish and maintain HOV and Managed lanes on state highway routes and improve existing lane management to maximize person throughput.

- Support incentives to provide bus only lanes on bridges and transit priority access to State owned bridges.
- Support legislation to exempt public transit and paratransit vehicles from state and local truck route ordinances.
- Support legislation or administrative action that would direct Caltrans to permit permanent use of freeway shoulders by public transit buses and paratransit vehicles.
- Support increased resources for security and safety of buses, operators, employees, riders and facilities.
- Support funding for zero emission vehicle workforce training programs.
Support funding to develop and deploy new transit data management platforms.
- Support funding to deploy new video security technologies including video analytics and collision avoidance systems.
- Support efforts that increase the limit of facility repairs to \$100,000 or more under public contract code 20211(c).
- Support efforts that eliminate a requirement established by the California Air Resources Board (CARB) to replace hybrid Medium-Heavy Duty Diesel Engines (MHDDE) every 8 years or 185,000 miles.

Transit Incentives

- Support legislation to provide incentives for employees and employers to use public transportation to commute to work, including tax credits for purchasing transit passes.
- Support clean air initiatives that encourage increased public transit use.
- Support legislation to provide incentives for local governments and developers to incorporate transit passes into the cost of commercial and residential projects.
- Support legislation to provide funding to subsidize the deployment of means-based and/or fare integration programs

Environment and Transit Supportive Land Use

- Advocate for transit-supportive legislation that addresses climate change, healthy communities and environments.
- Foster transit supportive land use initiatives that require coordination with transit providers in the initial stages of local planning or project development that impacts transit, including density level decisions; and advocate for the required use of: Transit elements in “complete streets” plans to support all transportation modes
- Monitor changes to the California Environmental Protection Agency’s (Cal/EPA) screening process to better account for the disadvantaged communities of the East Bay.

Other Transportation Related Advocacy

- Support efforts to reduce the 2/3 approval threshold for local transportation tax initiatives.
- Support legislation to allow the District to ban persons for specified offenses relating to aggressive, threatening or criminal behavior against district property, assets or personnel and from entering District property, including buses.
- Support efforts that levy fees or taxes on transportation network companies (TNCs) to fund local public transportation.

Monitor legislation or regulations related to emerging mobility services, autonomous vehicles, connected vehicles and shared data that can be used for transportation and operational purposes.

- Support legislation that requires shared mobility providers to provide anonymous trip-level data to transit providers which can be used for transportation planning and operational purposes
- Support funding that invests in apprenticeship, workforce development and workforce training programs.
- Seek revisions to the Metropolitan Transportation Commission’s statutes to include direct representation of transit properties on its governing board.
- Monitor efforts that study or implement a Mileage Road User Fee Program.
- Monitor efforts that study congestion pricing programs

- Support legislation that requires jurisdictions to install Transit Signal Priority equipment in order to receive money for traffic signal upgrades.
- Support efforts to authorize AC Transit to enforce parking in bus stops through the use of forward-facing cameras.

Administrative and Non-Transportation Related Advocacy

- Seek to harmonize treatment of independent public agency retirement systems with large systems (e.g. CalPERS, CalSTRS).
- Support efforts that maintain existing Workers' Compensation regulation.
- Consider efforts to reform tort general damages for all public agencies.
- Monitor actions regarding California's Public Employees' Pension Reform Act (PEPRA).
- Monitor administrative and regulatory compliance legislation that potentially impacts the District.
- Support legislation that eliminates liability for common carriers.
- Monitor progress of the 2020 Census and support actions that ensure an accurate count.

ATTACHMENT 3
Public Hearing for Fremont/Newark Bus Network Plan Alternatives

AC Transit currently operates a transit network in the area that devotes 100% of its resources to network coverage rather than frequent service. Two service scenarios are being considered. Both would invest substantial resources in service in frequent weekday service that would operate at least every 15 minutes. Scenario 1 would invest 50% of the area's existing resources into frequent service, and Scenario 2 would invest 35% of the area's existing resources into frequent service. The remainder in both scenarios would go into coverage-focused service.

At the December 11, 2019 Board meeting, staff provided a comprehensive overview of the two proposed scenarios and the significant analysis and public outreach and involvement efforts undertaken in support of their development. These included an existing conditions analysis that delved into market factors, ridership, and service performance. In addition, staff spent significant time soliciting public opinions through in-person outreach, online information, social media outreach and a general public survey that yielded over 750 responses.

Survey results revealed that most respondents preferred traditional bus service over on-demand services, more frequent service, and prioritized BART, shopping and retail, and service to schools as top priority destinations.

With all this information in mind, staff developed the two scenarios responsive to these needs identified:

Scenario 1: Invest 50% of Resources in Frequent Service, 50% in Network Coverage

Under this scenario, the District would allocate approximately 50% of its resources in Fremont and Newark to providing frequent service (15 minutes or better) and approximately 50% of its resources in this area to providing a minimum level of service coverage. Given that this plan anticipates no new revenue, some lower-performing segments would be discontinued to improve transit access throughout the communities with an emphasis on improving service to BART, shopping and retail destinations, and service to schools.

As part of this scenario, the following existing lines would be discontinued or be generally impacted substantially:

Line 212

Discontinued. Buses would no longer operate on parts of Fremont Blvd south of Washington Blvd. Most existing route segments would still be served by other lines.

Line 215

Discontinued. The new network would no longer serve most existing route segments.

Line 216

Line shortened to operate between Fremont BART and Union City BART. Most other route segments would be served by other lines.

Line 217

Line shortened to operate between Fremont BART and Pacific Commons. Warm Springs Blvd segments would be served by Line 239. Service on existing Mission Blvd route segments would continue to run every 30 minutes.

Line 232

Discontinued. Service along Cedar Blvd and Mission Blvd would no longer be provided, with most other existing route segments served by different lines.

Line 251

Discontinued. Service along Thornton would be provided by a new line operating between the Fremont BART station and the Bayside Newark development. Most other existing route segments would be served by different lines.

Newark Flex

Discontinued. Service along Thornton would be provided by a new line operating between the Fremont BART station and the Bayside Newark development. Some stops would be served by different lines, while others, including in the Ardenwood area, would not be served.

As part of this scenario, the following existing lines would generally see improved service:

Line 99

On weekdays, service would continue to operate every 20 minutes. The Line 210 schedule would be coordinated with Line 99 to provide a bus every 10 minutes on Fremont Blvd.

Line 200

On weekdays, service would run every 15 minutes instead of every 30 minutes. Part of the route would deviate to serve more residential development on Paseo Padre Parkway.

Line 210

On weekdays, service would run every 20 minutes instead of every 30 minutes. No alignment changes proposed.

Line 239

On weekdays, service would run every 15 minutes instead of every 30 minutes. Weekend service would be introduced. Service would serve the Fremont, Warm Springs, and Milpitas BART stations and operate via Walnut, Paseo Padre, Stevenson, Blacow, S. Grimmer, Warm Springs Blvd, and Milpitas BART. Some existing route segments in the Irvington District would no longer be served.

As part of this scenario, new lines would also be introduced.

Scenario 2: Invest 35% of Resources in Frequent Service, 65% in Network Coverage

Under this scenario, the District would allocate approximately 35% of its resources in Fremont and Newark to providing frequent service (15 minutes or better) and approximately 65% of its resources in this area to providing a minimum level of service coverage. Like Scenario 1, given that this plan anticipates no new revenue, some lower-performing segments would be discontinued to improve transit access throughout the communities with an emphasis on improving service to BART, shopping and retail destinations, and service to schools. With fewer resources invested in frequent service, fewer lower-performing route segments would be discontinued, and fewer segments would be made to operate frequently.

Scenario 2 would modify the Scenario 1 proposal in the following ways:

Line 200

Instead of running every 15 minutes on weekdays, the proposed Line 200 would operate every 20 minutes.

Line 239

Instead of running every 15 minutes between Fremont BART and Dixon Landing Road and every 30 minutes between Dixon Landing Road and the Milpitas BART station, Line 239 would run every 15 minutes between Fremont and Warm Springs BART, with no service south of Warm Springs BART. Line 213 would continue to serve parts of Fremont Blvd south of Washington Blvd. Most segments would still be served by other lines.

Line 213

New line would run every 30 minutes, 7 days a week between Fremont BART and Milpitas BART via Walnut, Fremont Blvd, Auto Mall, Osgood, Warm Springs Blvd, and Milpitas Blvd.

As part of this scenario, new lines would be also introduced.

Legal staff evaluated the changes listed and determined they are not substantial enough to require a full CEQA analysis. The changes would fall under a general exemption and staff

will bring full details to the Board following the public hearing. At that time, Staff will also provide the board with a full Title VI service equity analysis.

PUBLIC HEARING:

March 26, 2020

2:00 p.m. and 6: p.m.

Fremont Main Library, 2500 Stevenson Blvd, Fremont, CA 94538

Comments can be sent to Planning@actransit.org or 510-891-7277

Following the public hearings, staff plans to bring a final service plan proposal along with any minor suggested revisions based on comments received through the public hearing process to the Board on Wednesday, April 22nd for final approval.

ATTACHMENT 4

**2nd Quarter (October 1 – December 31) FY 18/19 and FY 19/20
Customer Relations ADA Complaints
Comparison**

Complaint	2nd Qtr FY 2018-2019	2nd Qtr FY 2019-2020	Non-ADA 2nd Qtr FY 2019-2020
39 COMMENDATION	5	1	170
80 ADA-KNEELER	0	1	
81 ADA-SECUREMENT ISSUE	4	2	
82 ADA-CALL STOP ISSUE	1	0	
83 ADA-PRIORITY SEATING ISSUE	0	4	
84 ADA-CONDUCT/DISOURTESY	33	25	543
85 ADA-LIFT/RAMP ISSUE	0	2	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	3	2	
87 ADA-PASS UP	16	11	481
88 ADA-REFUSED ACCESS	10	12	126
89 ADA-GUIDE/SERVICE ANIMALS	3	3	
90 ADA-CARRIED BEYOND STOP	1	0	
91 ADA-BOARDING AND ALIGHTING ISSUE	3	1	
92 ADA-HAZARDOUS OPERATION	0	3	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	2	1	
94 ADA-PARATRANSIT POLICY CONCERN	0	0	
95 ADA-OTHER	0	0	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	81	68	

**ATTACHMENT 5
Lift /Ramp Road Call Report
December 1, 2019 – January 4, 2020**

Coach Series	Type	Date	Coach #	Line #	Operator Length of Service	Problem Reported	Problem Found * Indicates Chargeable	Pax Received Ride?
1300 (Lift U)	Ramp	12/11/19	1347	33	60+ mos.	Drawer won't close	Cleared top of platform piece of metal preventing full closer of platform	1577
1400 (Lift U)	Ramp	12/21/19	1451	40	60+ mos.	Ramp won't stow	Broken Chain*	1330
1500 (Lift U)	Ramp	1/2/20	1524	72	25-60 mos	Ramp stuck	Cleared debree from tracks and lubricated*	1524
1600 (Lift U)	Ramp	12/21/19	1616	90	25-60 mos	Ramp stuck	Cleared penny from door track*	1335
2200 (New Flyer)	Ramp	12/23/19	2220	40	60+ mos.	Doors won't operate	Hold position switch cover to deactivate kneeler to operate doors*	2240

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **0** Operators; 13-24 Mos: **0** Operators; 25-60 Mos: **2** Operators; 60+ Mos: **3** Operators
(37) (33) (104) (356) (857)

Series	Year Added	Type	Qty
1000	2003	True Low Floor Standard (40 ft.)	36
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	2016-2017	Standard Low Floor (40 ft) Gillig	90
1600	2018	Standard Low Floor (40 ft) Gillig	35
2100	2006-2009	Suburban Articulated	33
2200	2013, 2017	Standard Low Floor (60 ft.) <New Flyer>	52
2300	2018	BRT Bus, (60 ft.) <New Flyer Xcelsior>	27
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>	36
6100	2014	Commuter Coaches (40 ft.) <Gillig>	54
6200	2018	Low Floor Double Deckers (42.5 ft.)	15
7000	2018	Fuel Cell (40 ft) New Flyer	10
FC	2010	Fuel Cell Standard (40 ft.)	11
<i>*Total Revenue Vehicle – Active</i>			635

*Some buses are not active or maybe replacements