

**AGENDA PACKET  
AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
REGULAR MEETING  
TUESDAY, APRIL 9, 2019  
1:00 P.M.**

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**INDEX OF ATTACHMENTS**

- 1. Minutes from March 12, 2019**
  - 2. June Service Changes**
  - 3. AAC Top Priorities**
  - 4. 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 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 PARATRANSIT OFFICE  
1750 BROADWAY, OAKLAND, CA 94612  
1:00 P.M., TUESDAY, APRIL 9, 2019  
REGULAR MEETING**

**AAC MEMBERS:**

**JANET ABELSON**

**CHONITA CHEW**

**PAMELA FADEM, CHAIR**

**SANDRA JOHNSON**

**JAMES ROBSON**

**TANYA WASHINGTON**

**CHRIS WILLIAMS**

**ERIKA BRUHNS**

**MARY CLUTTS**

**JIM GONSALVES**

**DON QUEEN**

**WILL SCOTT**

**BARBARA WILLIAMS, VICE CHAIR**

**HALE ZUKAS**

1. Roll Call and Introduction of Members and Guests
2. Order of Agenda
3. Approval of Minutes for March 12, 2019 [Attachment 1]
4. Review June Service Changes (Michael Eshleman) [Attachment 2]
5. Roundtable Discussion on Members Top Accessible Concerns
6. Review AAC Top Priorities [Attachment 3]
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: February 12, 2019</b>	<b>[Attachment 1]</b>
<b>June Service Changes</b>	<b>[Attachment 2]</b>
<b>AAC Top Priorities</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 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)  
MARCH 12, 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
Chonita Chew (1:25 – 2:50)	Mary Clutts
Pam Fadem, Chair	Sandra Johnson
Don Queen	James Robson
Tanya Washington (1:25 – 2:50)	Barbara Williams, Vice Chair (1:40)
Chris Williams (left 2:09)	Hale Zukas (1:10)

**AAC members absent:**

Jim Gonsalves (excused)	Will Scott
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**Staff:**

Tammy Kylo, Administrative Coordinator  
Kim Ridgeway, Accessible Services Specialist  
Mallory Nestor-Brush, Accessible Services Manager  
Linda Nemeroff, District Secretary  
Jelena Harada, Assistant District Secretary  
Ramakrishna Pochiraju, Executive Director of Planning & Engineering  
Claudia Burgos, Director of Legislative Affairs & Community Relations  
Beverly Greene, Executive Director of External Affairs and Marketing  
Steven Jones, External Affairs Representative  
Patricia Broadbent, Senior Project Manager

**Guests:**

Diane Shaw, Board of Directors  
H. E. Christian Peeples, Board of Directors (via Phone)  
Arnold Brillinger, Service Review Advisory Committee (SRAC)  
Shawn Fong, City of Fremont  
Randall Glock  
Kurt Elste, Ventek International  
Gino Spadafore, BRT  
Graham Carey, BRT

**2. Order of Agenda**

The order of agenda was approved.

### **3. Approval of Minutes**

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

AYES – 8: Abelson, Chew, Clutts, Queen, Robson, Washington, B. Williams, Zukas

ABSTENTIONS – 4: Bruhns, Fadem, Johnson, C. Williams

ABSENT – 2: Gonsalves, Scott

### **4. Update on BRT**

Steven Jones, External Affairs Representative, gave an overview of the 9.5-mile-long, \$216 Million BRT project set to begin revenue service in December 2019. The BRT system will consist of 34 total stations, 21 median stations and 13 curb side stations. The 27-bus fleet will consist fully of 60' Hybrid/Low Emission buses. Features of the BRT include, enhanced station lighting and high visibility crosswalks for improved safety, Clipper Card readers on the platforms to speed boarding, level boarding for easier access, and bus only lanes to improve transit frequency. The BRT system will run from Uptown Oakland (19th Street) to the San Leandro BART Station. Construction is still in process, but the full project is currently 58% complete.

The BRT team also includes three Construction Relocation Managers, whose functions include: informing businesses of upcoming work and projected Timeline, coordinating between stakeholders and project team to help minimize disruptions, troubleshooting possible issues such as driveways, parking and access to business, as well as regular check-ins and updates in person and via Social Media, outside Newsletters and the AC Transit Website.

The BRT project has implemented a Project Labor Agreement and Construction Careers Policy with the following targeted hiring goals:

- 50% of all hours to Oakland & San Leandro Residents
- 20% of all hours to Apprentices
- 25% of all Apprentice hours to Disadvantaged Workers

The BRT project has also implemented a Workforce Development Fund in which \$0.10 of every hour worked is collected and granted to local construction training & employment organizations.

Chair Fadem voiced concern about mobility access, especially during rush hour times. Patricia Broadbent, Senior Project Manager, replied that the Systems Activation Group (SAG) will reach out to the AAC to get a “test group” together to navigate the platforms, including boarding.

## **5. BRT Ticket Vending Machine**

The Committee reviewed the Ticket Vending Machines (TVMs). The machines are designed to allow individuals to pay at the BRT boarding station and retrieve a ticket. The machines do not give change, an individual would have to have exact fare or pay with Clipper. Fare Inspectors will be on vehicles to check for tickets or swipe Clipper Cards to ensure individuals have paid before boarding. If a TVM runs out of tickets or needs servicing of any kind, the machine would send a signal to the Operations Control Center (OCC) to resolve the issue(s). After a short discussion, the Committee provided the following feedback:

- The screen contrast is too low.
- The Braille is not correct. There are no spaces between the words.
- The tactile markings are not prominent enough.
- There should be Braille at the top of the machine as well.
- Ticket retrieval is very low to reach, a hinge door is needed to cover the tickets from wind, and the ticket should be able to be retrieved with one hand.
- The machine should be wider to be able to accommodate more Braille.
- The machine needs to be able to be used from a parallel approach.
- Training and outreach are going to be a huge component, and should include the blind and low vision communities.

## **6. Review AAC Member Etiquette**

Kim Ridgeway, Accessible Services Specialist, reviewed the AAC Member Etiquette. Abelson asked, in response to the bullet point “During meetings, if you would like to speak on an item, raise your hand so that the Chair recognizes”, what one would do if they are unable to raise their hand. Chair Fadem responded that one should ask the person next to them to raise his/her hand on their behalf.

## **7. Chair’s Report**

None.

## **8. Board Liaison Report**

Diane Shaw, AC Transit Board of Directors, reported the Board of Directors approved the Facilities Update Plan which would allow the District to get each division ready for the mandated 100% zero emission bus regulation, which goes into effect in 2040. The District is currently looking at both battery electric and hydrogen buses. AC Transit has already procured the first 60’ Hydrogen Bus which would go into the fleet Summer of 2019.

Board of Directors Shaw also informed the Committee about the Alameda County Senior Survey. She said she would send the information to Tammy Kylo to forward to the Committee.

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

The Committee reviewed the Road Call report for January 27 – March 1, 2019. There was a total of seven (7) lift/ramp road calls, 2 being chargeable.

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

Janet Abelson gave an update on the March 5, 2019, SRAC meeting. The SRAC received an overview of the FY 19/20 Measure B/BB Paratransit Plan and Funding Application. The Committee approved the Plan and Application by a majority vote and EBP Staff was instructed to inform Alameda CTC of the SRAC Action.

The Committee was also introduced to the new Human Resources Manager, Jessica Guzman, and received the Paratransit Broker Report, which includes an update on operations and Key Performance Indicators. Finally, the Committee approved an action to adjust the meeting dates of the SRAC bi-monthly meetings. This suggested change in the by-laws action was brought to the Committee in an attempt to avoid meeting that fell on the Tuesday after a major holiday. The Committee approved the change and beginning in 2020, the first meeting will take place in February.

The Committee also reviewed the change in attendance requirements. The by-laws will be modified to reflect the attendance change in which 2 consecutive unexcused absences, could result in a Committee member losing his/her appointment. In the event of 2 consecutive unexcused absences, an EBP staff member would follow up with the SRAC member and decide the status of the member's appointment on a case by case basis.

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

The Alameda CTC PAPCO met on February 25th and received a report on the Alameda County Volunteer Driver Program.

### **12. Public Comments**

Arnold Brillinger reported that Monday, March 18th is Driver Appreciation Day and encouraged everyone to thank their drivers.

### **13. Member Communications and Announcements**

Sandra Johnson reported that the USOAC is hosting the "Our Family Circle" day on April 13th from 6-9 pm. She will send information to Tammy Kylo to forward to the Committee.

Sandra Johnson also reported that on April 26th from 10-12 pm there is a "How Medicare for All Impacts Seniors and People with Disabilities" public forum at the Ed Roberts Campus in Berkeley. She will send information to Tammy Kylo to forward to the Committee.

Pam Fadem reported that The CIL is hosting the 2<sup>nd</sup> Annual Momentum Expo on Saturday, April 27<sup>th</sup> at 10 am at the Ed Roberts Campus in Berkeley. Individuals can go on The CIL website to register for the event.

#### **14. Staff Communications and Announcements**

Kim Ridgeway reported that due to the annual AC Transit Rodeo, there will be no AAC/Veteran Bus Operator session in March. The next session will be held on April 18, 2019.

Mallory Brush, Accessible Service Manager, reported that the AB1234 Ethics Training will take place on Tuesday, May 7<sup>th</sup> at 1:30 pm. Any individual not available on that day must take the online training and send the Certification of Completion to Tammy Kylo. Tammy will send information and reminders to the Committee along with the link for the on-line training.

#### **15. Set Next Agenda & Meeting Date**

The next AAC Meeting will be held Tuesday, April 9, 2019 at East Bay Paratransit, 1750 Broadway, Oakland, in the Community Room. Agenda items will include Discussion on Members Top Accessibility concerns, and Review AAC Priorities.

#### **16. Adjournment**

The meeting adjourned at 3:09 p.m.



## **ATTACHMENT 2 June Service Changes**

The June sign-up is generally reserved for making minor adjustments to service based on feedback received after the December sign-up as well as removing 600-series supplemental service for the summer. However, this sign-up includes two key initiatives:

1. Improving service reliability through runtime and layover adjustments to account for increased congestion, and
2. Reducing service levels on several lines to reduce the number of operators required to operate the scheduled service.

The changes included in the June sign-up were developed based on discussions with numerous departments and stakeholders, including Transportation, the Driver's Committee, Management and Budget, Marketing and Communications, and Supervision.

The following changes will take place in the June sign-up:

- Reliability improvements on Lines 19, 79, 80, the 700-series, U, OX, and F.
- Service-level adjustments to Lines 10, 12, 14, 18, 29, 33, 54, 57, 62, 72R, 73, and 88 to reduce the number of operators required to meet published schedules.

**ATTACHMENT 3  
AAC Top Priorities**

The Accessibility Advisory Committee (AAC) has developed its top priorities for 2018. The AAC approved the following as Top Priorities at the April 10, 2018 meeting:

- Advocate for fair, affordable and accessible AC Transit service, and equipment that is accessible, and encourage AC Transit to be an industry leader in accessibility.
- Advocate for increasing State and Federal funding for public transit especially to maintain accessibility and affordability for our rider community.
- Support and participate in driver training to ensure drivers are proficient, sensitive to the needs of seniors and people with disabilities, and help create an atmosphere that is welcoming of all riders.
- Support and participate in customer service training for both phone and in-person customer service staff to ensure respectful, accessible, and appropriate information and service for seniors, people with disabilities and all riders on AC Transit.
- Support and engage in activities to increase ridership of seniors, people with disabilities and young people on the fixed route transit system when appropriate. This includes general education to increase the public's knowledge and understanding of the needs of seniors, people with disabilities and young people and a commitment of removing barriers throughout the transit system.

**ATTACHMENT 4**  
 Lift /Ramp Road Call Report  
 March 3, 2019 – March 30, 2019

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	3/8/19	1051	72R	60+ mos.	Ramp not working	cleaned debree from tracks*	1051
1000 (VH-Ricon)	Ramp	3/26/19	1049	72R	25-60 mos.	drawer won't stay closed	changed wheel chair drawer lock*	1049
1400 (Lift U)	Ramp	3/15/19	1408	10	60+ mos.	Ramp stuck	Cleared lift	1404
1500 (Lift U)	Ramp	3/6/19	1528	76	60+ mos.	Ramp not leveled	Repositioned Ramp*	1550
1500 (Lift U)	Ramp	3/9/19	1533	72	25-60 mos.	Ramp stuck	debree in tracks RSV*	1533
5000 (VH-Ricon)	Ramp	3/25/19	5009	67	60+ mos.	Door won't open	adj w/c door sensor	5018
5100 (VH-Ricon)	Ramp	3/6/19	5113	96	25-60 mos.	Door would not close	secure loose w/c switch	5012
5100 (VH-Ricon)	Ramp	3/14/19	5125	96	25-60 mos.	Ramp won't lay flat	removed debris from under lift	5128

**Operator Length of Service Totals:**

0-6 Mos: **0** Operator; 7-12 Mos: **0** Operators; 13-24 Mos: **0** Operators; 25-60 Mos: **4** Operators; 60+ Mos: **4** Operators  
 (37)                                      (33)                                      (104)                                      (356)                                      (857)

Series	Year Added	Type	Qty
1000	2003	True Low Floor Standard (40 ft.)	91
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	82
2000	2003	True Low Floor Articulated	28
2100	2006-2009	Suburban Articulated	33
2200	2013	Standard Low Floor (60 ft.) <New Flyer>	23
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	2013	Commuter Coaches (40 ft.) <Gillig>	54
6200	2018	Low Floor Double Deckers (42.5 ft.)	15
FC	2010	Fuel Cell Standard (40 ft.)	13
<i>Total</i>			<b>635</b>