

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, DECEMBER 11, 2018
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from November 13, 2018**
 - 2. Solar Real-Time Signs**
 - 3. 2018 On-Board Survey**
 - 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, DECEMBER 11, 2018
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

CHONITA CHEW

PAMELA FADEM, CHAIR

JIM GONSALVES

JAMES ROBSON

TANYA WASHINGTON

HALE ZUKAS

ERIKA BRUHNS

MARY CLUTTS

MAUREEN GILHOOLY

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 November 11, 2018 [Attachment 1]
4. Review Solar Real-Time Signs [Attachment 2]
5. Review On-Board Survey (Sally Goodman) [Attachment 3]
6. Review of Quarterly ADA Complaints [Attachment 4]
7. Chair's Report
8. Board Liaison Report
9. Review of Lift/Ramp Road Call Report [Attachment 5]
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:

Meeting Minutes: November 13, 2018	[Attachment 1]
Solar Real-Time Signs	[Attachment 2]
2018 On-Board Survey	[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)
NOVEMBER 13, 2018**

The meeting was called to order at 1:03 p.m.

1. Roll Call and Introduction of Members and Guests

AAC members present:

Janet Abelson	Erika Bruhns
Chonita Chew	Mary Clutts
Don Queen	James Robson
Tanya Washington (2:09)	Barbara Williams, Vice Chair
Hale Zukas (1:11)	

AAC members absent:

Pam Fadem (excused)	Maureen Gilhooly
Jim Gonsalves (excused)	Will Scott

Staff: Tammy Kylo, Administrative Coordinator
Kim Ridgeway, Accessible Services Specialist
Mallory Nestor-Brush, Accessible Services Manager
Michael Eshleman, Service Planning Manager
Estee Sepulveda, Legislative Affairs & Community Relations
Chantal Reynolds, Legislative Affairs & Community Relations

Guests: H. E. Christian Peeples, Board of Directors
Arnold Brillinger, Chair, Service Review Advisory Committee (SRAC)

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Clutts/Bruhns approved the October 9, 2018 AAC meeting minutes with the following addition to agenda item 4. Double-Decker Bus Implementations; “Headroom height of 5’ 7” on the second floor is a challenge”. The motion carried by the following vote:

AYES – 8: Abelson, Bruhns, Chew, Clutts, Queen, Robson, Washington, Williams

ABSTENTIONS – 1: Zukas

ABSENT – 4: Fadem, Gilhooly, Gonsalves, Scott

4. Multimodal Corridor Design Manual

Michael Eshleman, Service Planning Manager, reviewed the Multimodal Corridor Design focusing on the five bus stop typologies:

1. Class II Bicycle Facility between the Curb and a General Traffic Lane
2. Class II Bicycle Facility between Curbside Parking Lane and General Traffic Lane
3. Class IV Bicycle Facility (Separated Bikeway) between the Curb and a General Traffic Lane
4. Class IV Bicycle Facility (Separated Bikeway) between the Curb and a Parking Lane
5. Class IV Bicycle Facility (Two-way Separated Bikeway) between the Curb and a Parking Lane

Eshleman explained that cities will continue to put in bike lane and this is a guide AC Transit provides to each city to give guidance on options for accommodating all kinds of mobility options as well as pedestrians.

The Committee raised the following concerns:

- There should be lips on the curbs to ensure mobility devices don't roll off
- There should railings around the bus island to heighten safety

Vice Chair Williams thanked Michael and asked that he come to a future AAC meeting with any updates.

5. Review December 2018 Service Changes

Michael Eshleman, Service Planning Manager, reported on the service changes to be implemented on December 23, 2018. The December sign-up is generally reserved for making minor adjustments to service based on feedback received after the June and August sign-ups. However, this sign-up includes four key initiatives:

- Implementing BART Early Bird Express service,
- Implementing another round of Transbay Tomorrow changes
- Improving reliability on lines serving the San Pablo Avenue corridor
- Implementing the proposals cleared in the Public Hearing held September 12, 2018

The changes included in the December 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 December sign-up:

- Transbay Tomorrow changes to Lines C, FS, G, H, J, L, LA, NL, P, SB, and V. The changes were approved by the Board of Directors on April 25, 2018.

- Service changes to Lines 14, 19, 70, and 96 as approved by the Board at the September 12, 2018 Public Hearing and October 10 Board meeting.
- New Lines 701, 702, 703, 704, 706, 707, 710, and 799 were added for the BART Early Bird Express service.
- Reliability improvements will be made on Lines 72, 72M, and 72R.
- Schedule, time-point, and/or running time adjustments will be made on Lines 12, 28, 51A, 51B, 65, 70, 76, 79, 210, and 216.

The Committee was happy to see the changes on the 72 Lines and glad AC Transit is working on reliability. The Committee was concerned about the bus stop being moved in downtown Berkeley; the stop was on Center (next to the BART elevator) now the seniors and individuals with a disability need to travel an additional two blocks to access the stop.

6. Update on Draft 2019 Legislative Advocacy Program

Estee Sepulveda, Legislative Affairs & Community Relations, presented the draft 2019 Advocacy programs to the Committee and reported on the following:

- Monitor and support funding for school transportation and a universal student transit pass program.
- Support legislation or administrative action that would direct Caltrans to permit permanent use of freeway shoulders by public transit buses and paratransit vehicles.
- Monitor legislation or regulations related to emerging mobility services, autonomous vehicles, and training programs that transition the workforce.
- Integration of new mobility tools like demand-responsive bus services.
- Monitor progress of the 2020 Census and support actions that ensure an accurate count.

The External Affairs Department will take the Draft 2018 Federal and State Advocacy Program to the Board of Directors on January 9th for review and then on January 23rd for a final vote and approval.

7. Chair's Report

None.

8. Board Liaison Report

H. E. Christian Peoples, AC Transit Board of Directors, reported on the following items:

- November 14, 2018 Board Meeting: Report on Proposed Expansion of Alameda CTC Student Transit Pass Program
- Newly Elected Member of the AC Transit Board of Directors; Diane Shaw, Ward 5, will be sworn in on December 7, 2018

9. Review of Lift/Ramp Road Call Report

The Committee reviewed the report for the period of October 1 – November 3, 2018. Of the 6 lift/ramp road calls; 2 were chargeable.

10. Service Review Advisory Committee (SRAC) Report

Janet Abelson reported that the SRAC meeting was held Tuesday, November 6th. The Committee approved new language to be added to the East Bay Paratransit Rider's Guide regarding a pattern and practice of riders scheduling and then cancelling multiple return trips from the same location on a day of service within a short time frame. The Committee also supported Staff's plan to enhance procedures and training for drivers to improve the ease of locating blind, and blind & deaf riders. These procedures include documenting details about sight and hearing impairments during the eligibility interview process and this information being transferred to drivers' manifests. Finally, The Committee received the Broker's Report and approved moving the next SRAC meeting from Tuesday, January 1st to Monday, January 7th at 12:30 pm.

11. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

12. Public Comments

None.

13. Member Communications and Announcements

The Committee asked about an AC Transit Riders' Guide similar to the East Bay Paratransit Riders' Guide. Kimberly Ridgeway, Accessible Services Specialist, stated that there is a Riders' Guide on the AC Transit website under the "Riders' Info" tab. Kim asked that Tammy Kylo send a link to The Committee via email.

14. Staff Communications and Announcements

Tammy Kylo, Administration Coordinator informed the Committee of the Board of Directors swearing in ceremony on December 7, 2018 at noon. Tammy will forward the information to the AAC via email and reminded them that they must RSVP for the event by November 26, 2018

15. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, December 11, 2018 at East Bay Paratransit, 1750 Broadway, Oakland, in the Community Room. Agenda items will include Review Solar Signs, Review of 2018 On-Board Survey, and Review of Quarterly ADA Complaints.

16. Adjournment

The meeting adjourned at 3:09 p.m.

ATTACHMENT 2
Solar Real-Time Signs

WaySine Dynamic Message LED Solar Signs Demonstration

WaySine designs and operates low cost solar powered real-time information sign that are primarily deployed at public and private bus stops.

WaySines easily integrate with your existing AVL system to display real-time arrival information.

Features & Benefits:

- Solar powered with long-life battery backup
- Mounts to existing sign poles and bus shelters
- Completely wireless – does not require power or data infrastructure
- Optional ADA compliant annunciator announces next bus arrival for visually impaired
- Easy to install in just minutes using simple hand held tools
- Available for emergency or PSA messages
- Vandalism and theft resistant with 3M graffiti tear-off sheets and GPS tracking
- Low maintenance designed to last over 5 years in severe weather

ATTACHMENT 3 2018 On-Board Survey

There are different ways of counting populations relevant to the AAC. There were 1,501 riders who paid using the Senior or Disabled fare category:

- 955 Senior (6.5% of all riders)
- 546 Disabled (3.7% of all riders)

Separately about 7% of all riders indicated they were 65 years of age or older (1,039 total responses), however only 262 of these riders did not use the Senior or Disabled fare category on the day they were surveyed.

Adding together the riders who paid the Senior or Disabled fare plus the additional people who said they were age 65 or older, there were 1,763 survey responses, 12% of all survey respondents.

	Senior/Disabled/Age 65+	All Riders
Median Age	66	33
Person of Color	68%	75%
Low-Income (Household Income <\$50,000)	80%	66%
Employed	29%	63%
Speaks a language other than English at home	21%	26%
If yes, speaks English less than very well	44%	25%
How did you pay your fare?		
Clipper	68%	70%
Cash or Paper	23%	26%
Other (almost all RTC sticker)	9%	4%
Local or Transbay		
Local	95%	91%
Transbay	5%	9%
How often do you ride ACT?		
2-3 days/week	36%	30%
5 days/week	28%	41%
7 days/week	31%	20%
Where are you going to/coming from?		
Home	51%	45%
Shopping	16%	6%
Work or work-related	13%	25%
Personal business	11%	4%
Medical/dental	8%	2%
Made this trip without having to transfer	63%	68%
Median number of vehicles available in household	0	1
Owns a smartphone	62%	86%
If yes, has enough data to use the internet today	93%	79%

ATTACHMENT 4
1st Quarter (July 1 – September 30) FY 17/18 and FY 18/19
Customer Relations ADA Complaints
Comparison

Complaint	1st Qtr FY 2017-2018	1st Qtr FY 2018-2019	Non-ADA 1 st Qtr FY 2018-2019
80 ADA-KNEELER	2	0	
81 ADA-SECUREMENT ISSUE	1	1	
82 ADA-CALL STOP ISSUE	0	0	
83 ADA-PRIORITY SEATING ISSUE	1	0	
84 ADA-CONDUCT/DISOURTESY	15	27	499
85 ADA-LIFT/RAMP ISSUE	2	0	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	2	1	
87 ADA-PASS UP	8	15	512
88 ADA-REFUSED ACCESS	3	11	89
89 ADA-GUIDE/SERVICE ANIMALS	0	1	
90 ADA-CARRIED BEYOND STOP	0	1	
91 ADA-BOARDING AND ALIGHTING ISSUE	2	0	
92 ADA-HAZARDOUS OPERATION	1	0	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	3	8	
94 ADA-PARATRANSIT POLICY CONCERN	0	0	
95 ADA-OTHER	1	0	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	41	65	

*** Note that total complaints does not equal total tickets. Tickets can have multiple codes. So the total number of complaints will always be higher than the total number of tickets.

ATTACHMENT 5
 Lift /Ramp Road Call Report
 November 4, 2018 – December 1, 2018

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	11/30/18	1025	47	60+ mos.	Buttons popped out of control unit	Repaired control pendant*	1039
1300 (Lift U)	Ramp	11/11/18	1363	60	25-60 mos.	Alarm buzzer going off while ramp stowed	Broken wire on lift motor	1358
1400 (Lift U)	Ramp	11/21/18	1409	10	60+ mos.	Ramp stuck	Wire damaged and relay	1465
2200 (New Flyer)	Ramp	11/30/18	2213	99	60+ mos.	Ramp won't stow	Tree limb under mat - Cleared	2213

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **1** Operators; 13-24 Mos: **0** Operators; 25-60 Mos: **3** Operators; 60+ Mos: **2** 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>			635