

**AGENDA PACKET  
AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
REGULAR MEETING  
TUESDAY, FEBRUARY 11, 2014  
1:00 P.M.**

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**INDEX OF ATTACHMENTS**

- 1. Minutes from January 14, 2014**
- 2. Draft Outreach Flyer**
- 3. Fare Proposal Update**
- 4. Lift/Ramp Road Call Report**
- 5. MCI Fleet Lift Report**
- 6. Wheelchair Lift Cycling Report – MCI (6000 Series)**
- 7. Transit Correspondence**

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**MEETING LOCATION  
AC TRANSIT  
1600 Franklin Street, 2nd Floor  
1:00 P.M.  
Oakland, California 94612**

**For additional information about the Accessibility Advisory Committee  
contact Tammy Kylo, Secretary to the Committee, at 510-891-7175**

**AGENDA**  
**ACCESSIBILITY ADVISORY COMMITTEE (AAC)**  
**AC TRANSIT**  
**1600 FRANKLIN STREET, OAKLAND, CA 94612**  
**1:00 P.M., TUESDAY, FEBRUARY 11, 2014**  
**REGULAR MEETING**

**AAC MEMBERS:****JANET ABELSON****SHIRLEY CRESSEY****STEVE FORT****YULI JACOBSON****JAMES ROBSON****DEBORAH TAYLOR****MARINA VILLENA****SCOTT BLANKS, VICE CHAIR****PAMELA FADEM, CHAIR****JIM GONSALVES****DON QUEEN****WILL SCOTT****HECTOR VARELA****HALE ZUKAS**

1. Roll Call and Introduction of Staff Members and Guests
2. Order of Agenda
3. Approval of Minutes for January 14, 2014 [Attachment 1]
4. Review Draft of Outreach Flyer (Shirley Cressey) [Attachment 2]
5. Fare Proposal Update [Attachment 3]
6. Chair's Report
7. Board Liaison Report
8. Review of Lift/Ramp Road Call Report [Attachment 4]
9. Review of MCI Fleet Lift Report and Wheelchair Lift Cycling Report–MCI (6000 Series) [Attachments 5 & 6]
10. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
11. ACTC PAPCO Report (Hale Zukas)
12. Public Comments
13. Transit Correspondence [Attachment 7] (Informational Only)
14. Member Communications and Announcements
15. Staff Communications and Announcements
16. Set Next Agenda & Meeting Date
17. Adjournment

**ATTACHMENTS:**

<b>Meeting Minutes: January 14, 2014</b>	<b>[Attachment 1]</b>
<b>Draft Outreach Flyer</b>	<b>[Attachment 2]</b>
<b>Fare Proposal Update</b>	<b>[Attachment 3]</b>
<b>Lift/Ramp Road Call Report</b>	<b>[Attachment 4]</b>
<b>MCI Fleet Lift Report</b>	<b>[Attachment 5]</b>
<b>Wheelchair Lift Cycling Report</b>	<b>[Attachment 6]</b>
<b>Transit Correspondence</b>	<b>[Attachment 7]</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 Linda Nemeroff, District Secretary, 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)  
JANUARY 14, 2014**

The meeting came to order at 1:05 p.m.

**1. Roll Call and Introduction of Guests**

**AAC members present:**

Janet Abelson	Scott Blanks, Vice Chair
Shirley Cressey	Pam Fadem, Chair
Steve Fort	Yuli Jacobson
James Robson	Hector Varela
Marina Villena	Hale Zukas

**AAC members absent:**

Jim Gonsalves	Don Queen (excused)
Deborah Taylor (excused)	Will Scott

**Staff:** Mallory Nestor-Brush, Accessible Services Manager  
Tammy Kylo, Administrative Coordinator  
Kim Ridgeway, Accessible Services Specialist  
Beverly Greene, Director of Legislative Affairs & Community Relations

**Guests:** Patrick J. Forte, Commission on Aging, City of Oakland  
Chris Mullin  
Danielle Roundtree  
Sylvia Stadmire

**2. Order of Agenda**

The order of the agenda was approved.

**3. Approval of Minutes**

MOTION: Villena/Cressey approved the December 10, 2013 AAC meeting minutes.  
8 Yeas. 1 Abstention.

**4. Report on 2014 Federal and State Advocacy Program**

Beverly Greene, Director of Legislative Affairs & Community Relations, gave an overview of the Draft 2014 Federal and State Advocacy Program. The Federal Advocacy Program includes funding, transportation authorization principles, and other advocacy. The State Advocacy Program includes funding, equipment and operations, transit incentives, environment and transit supportive land use, and policy interests. Beverly asked that comments from the AAC on the State or Federal Advocacy Programs, should be forwarded

to her in writing within a week. Beverly will take this item to the board on January 22, 2014.

### **5. Outreach Sub-Committee Report**

Pam Fadem, AAC Chair, reported that the Outreach sub-committee met on January 14, 2014. The sub-committee includes the following members: Scott Blanks, Shirley Cressey, Pam Fadem, Steve Fort, Danielle Roundtree, and Jim Robson. The AAC has identified two Outreach goals:

1. Help spread the word about accessibility services and programs available from AC Transit for seniors and people with disabilities; and
2. Help facilitate the feedback-- both positive and negative- about transit experiences of seniors and people with disabilities.

To accomplish these goals, the AAC will create an outreach flyer that provides information to seniors and people with disabilities about the AAC, accessibility features, how to file a complaint or commendation, and invitation to attend monthly AAC meetings.

### **6. Review of Quarterly ADA Complaints**

Mallory Nestor-Brush, Accessible Services Manager, reported that the ADA-Conduct/Discourtesy complaints were significantly higher compared to the same quarter last year. The Committee commented that including AAC Members in driver training would help lower the number of complaints.

### **7. Chair's Report**

None.

### **8. Board Liaison Report**

None.

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

The report for the period of December 1, 2013 – December 21, 2013, showed 11 lift/ramp road calls. Of these 11 roadcalls, 1 was chargeable, or had a mechanical issue.

### **10. Review of MCI Fleet Lift Report and Wheelchair Lift Cycling Report – MCI (6000 Series)**

Mallory Nestor Brush, Accessible Services Manager, reviewed the MCI Fleet Lift Report and Wheelchair Lift Cycling Report. Drivers are continuing to do a great job in cycling the lifts during the pre-trip with the average percentage of cycled lifts above 94% daily.

**11. Service Review Advisory Committee (SRAC) Report**

Janet Abelson shared that Nusura, the Emergency Planning Consultant for East Bay Paratransit (EBP), gave an overview of the emergency planning efforts. The EBP Broker's Report included an overview of EBP and ridership numbers, which have remained constant.

**12. ACTC PAPCO Report**

Hale Zukas reported that Measure B1 may be put back on the ballot in November 2014.

**13. Public Comments**

None.

**14. Transit Correspondence**

This is an informational item for the committee.

**15. Member Communications and Announcements**

Steve Fort stated that on January 9th, the #12 did not arrive at the scheduled time of 8:48 am to 17th and Broadway. Another #12 arrived at 9:35 am. Another passenger on the bus confirmed that the 8:48 never arrived. Steve was encouraged to contact the Customer Relations Department immediately when he runs into issues.

Steve was also elected President of the local chapter of the California Counsel for the Blind.

**16. Staff Communications and Announcements**

None.

**17. Set Next Agenda & Meeting Date**

The next AAC Meeting will be held Tuesday, February 11, 2014 at 1:00 pm at 1600 Franklin Street, Oakland, CA, on the 2<sup>nd</sup> floor. Agenda items include Review Draft Outreach Flyer and an Update on the Fare Proposal.

**18. Adjournment**

The meeting adjourned at 2:50 pm.

## ATTACHMENT 2 - Draft Outreach Flyer



## AC TRANSIT'S

## ACCESSIBILITY ADVISORY COMMITTEE

**The Accessibility Advisory Committee (AAC)**, established by the AC Transit Board of Directors in 1991, reviews, comments and advises the Board of Directors and District staff regarding the implementation and enhancement of planning programs and services for seniors and people with disabilities. The AAC consists of 14 members who are seniors, individuals with a disability and/or represents such groups

**The AAC has identified two Outreach goals:**

1. Help spread the word about accessibility services and programs available from AC Transit for seniors and people with disabilities; and
2. Help facilitate the feedback-- both positive and negative-- about transit experiences of seniors and people with disabilities.

To accomplish these goals, the AAC invites seniors and people with disabilities to check out the different services listed below, contact AC Transit, and come to the monthly AAC meetings.



## Need Accessible Bus Services?

AC Transit has services to make bus travel more accessible for seniors and people with disabilities, including:

- Reduced Fares
- Travel Training Referrals
- Wheelchair Marking and Tether Strap Program
- Passenger Lift/Ramp/Kneeler
- Community Presentations

**Have you had a good bus experience?  
A bad bus experience? We want to know!**

Contact the AC Transit Customer Relations Department to let AC Transit know the good, the bad and/or to access services listed above. By contacting the Customer Relations Department, AC Transit will have a record of your complaint or commendation, and refer you to the right department.

Tel: 511 or 510-891-4700

Email: [customerrelations@actransit.org](mailto:customerrelations@actransit.org)

TDD/TTY: 711 or 800-735-2929

Mail: AC Transit

1600 Franklin Street, Oakland, CA 94541

Attn: Customer Relations

You are invited to come to the AC Transit Accessible Advisory Committee meetings on the second Tuesday of every month at 1:00 pm, 1600 Franklin St., Oakland, 2nd floor.

Help make AC Transit an accessible system for everyone!  
Let us hear from you!

**ATTACHMENT 3  
Fare Proposal Update**

The Board of Directors approved the Fare Policy on December 11, 2013. All proposals were approved by the Board except the increase in Youth/ Seniors/Disabled pass.

**Effective July 1, 2014**

	Adult	Youth Age 5-18 (No ID Required)	Seniors 65+, Disabled and Medicare Cardholder (ID Required)
<b>Cash</b>			
Local Cash	\$2.10	\$1.05	\$1.05
<b>Day Pass</b>	<b>\$5.00</b>	<b>\$2.50</b>	<b>\$2.50</b>
Transbay Cash	\$4.20	\$2.10	\$2.10
Transbay Transfer*	Free	Free	Free
BART-to-Bus**	\$1.85	\$0.80	\$0.80
* Issue on first bus upon payment of Transbay fare. Applies only to Transbay-to-Local. Good for 120 minutes (2 hours) and one use only.			
** Local trips only. No discount on Transbay			

	Adult	Youth Age 5-18 (No ID Required)	Seniors 65+ Disabled and Medicare Cardholder (ID Required)
<b>Clipper Card Value</b>			
<b>Local e-Cash</b>	<b>\$2.00</b>	<b>\$1.00</b>	<b>\$1.00</b>
Transbay e-Cash	\$4.20	\$2.10	\$2.10
<b>Day Pass e-Cash</b>	<b>\$5.00</b>	<b>\$2.50</b>	<b>\$2.50</b>
<b>Local 31-Day</b>	<b>\$75.00</b>	<b>\$20.00</b>	N/A
Transbay 31-Day	\$151.20	N/A	N/A
Local Monthly	N/A	N/A	<b>\$20.00</b>
Local 7-Day*	\$20.00	\$10.00	\$10.00
Transbay 7-Day*	\$42.00	N/A	N/A
* 7-Day Passes are not available in the 2014 fare structure.			

**Other Passes**

**Local Senior/Disabled Monthly (sticker on RTC Discount Card)      \$20.00**



**ATTACHMENT 4**  
 Lift /Ramp Road Call Report  
 December 22, 2013 – January 18, 2014

<b>Coach Series</b>	<b>Type</b>	<b>Date</b>	<b>Coach #</b>	<b>Line #</b>	<b>Operator Length of Service</b>	<b>Problem Reported</b>	<b>Problem Found</b> <i>* Indicates Chargeable</i>
4000 (NABI)	Lift	1/4/14	7219	40	60+ mos.	B.O. RAMP	<b>RAMP ARM B.O.*</b>
6000 (MCI-Ricon)	Lift	1/3/14	6026	W	60+ mos.	SLIDING SEATS STUCK	ROAD HAZARD
1000 (VH-Ricon)	Ramp	1/10/14	1033	51A	60+ mos.	RAMP WON'T LAY FLAT	DEBRIS UNDER RAMP, RAMP OK.
1000 (VH-Ricon)	Ramp	1/13/14	1069	88	60+ mos.	RAMP NOT WORKING	<b>BROKEN ACTUATOR SHAFTS*</b>
1000 (VH-Ricon)	Ramp	1/15/14	1064	72M	60+ mos.	B.O.RAMP	HYDRAULIC POWER UNIT B.O.
1000 (VH-Ricon)	Ramp	1/15/14	1064	72M	60+ mos.	RAMP MOTOR B.O.	<b>HYDRAULIC POWER UNIT B.O.*</b>
1000 (VH-Ricon)	Ramp	12/26/14	1074	26	12-24 mos.	BUS WON'T KNEEL	<b>KNEELER SWITCH B.O.*</b>
1000 (VH-Ricon)	Ramp	12/30/14	1010	72R	60+ mos.	RAMP DRAWER STUCK	BROKEN DRAWER KNOB
1000 (VH-Ricon)	Ramp	12/30/14	1010	72R	60+ mos.	B.O. DRAWER KNOB	<b>DRAWER PROXIMITY SWITCH B.O.*</b>
2000 (VH-Ricon)	Ramp	1/16/14	2050	40	60+ mos.	KNEELER STUCK, BUS WON'T MOVE	<b>KNEELER SWITCH DEFECTIVE*</b>
2000 (VH-Ricon)	Ramp	12/24/14	2034	97	60+ mos.	DRAWER WON'T LOCK	VANDALISM
2000 (VH-Ricon)	Ramp	12/26/14	2044	40	60+ mos.	DRAWER WON'T OPEN	NO PROBLEM FOUND
2100 (VH-Ricon)	Ramp	1/5/14	2160	1R	7-12 mos.	B.O. KNEELER	<b>B.O. ELECTRICAL CIRCUIT*</b>

<b>Coach Series</b>	<b>Type</b>	<b>Date</b>	<b>Coach #</b>	<b>Line #</b>	<b>Operator Length of Service</b>	<b>Problem Reported</b>	<b>Problem Found</b> <i>* Indicates Chargeable</i>
2200 ( <i>New Flyer</i> )	Ramp	12/23/14	2219	40	60+ mos.	BUS WON'T MOVE AFTER USING RAMP	OPERATOR ERROR
5000 ( <i>VH-Ricon</i> )	Ramp	12/28/14	5041	74	60+ mos.	RAMP ARM BROKE	DEBRIS UNDER RAMP

**Operator Length of Service Totals:**

0-6 Mos: **0** Operator; 7-12 Mos: **1** Operators; 12-24 Mos: **1** Operators; 25-60 Mos: **0** Operators; 60+ Mos: **13** Operators  
 (47) (38) (27) (163) (987)

Series	Year Added	Type	Qty
1000	2003	True Low Floor Standard (40 ft.)	102
1200	2008	True Low Floor Standard (40 ft.) <Van Hool>	27
1300	2013	Standard Low Floor (40 ft) Gillig	65
<del>1900</del>	<del>1996</del>	<del>Standard High Floor Articulated (60 ft.) - Retired</del>	<del>6</del>
2000	2003	True Low Floor Articulated	56
2100	2006-2009	Suburban Articulated	33
2200	2013	Standard Low Floor (60 ft.) <New Flyer>	23
<del>3000</del>	<del>1998</del>	<del>Standard High Floor (40 ft.) - Retired</del>	<del>46</del>
<del>3100</del>	<del>1998</del>	<del>Standard High Floor (40 ft.) - Retired</del>	<del>52</del>
4000	2000-2002	Standard Low Floor (40 ft.) <NABI>	68
5000	2006	Low Floor Standard (30 ft.)	51
5100	2009	Low Floor Standard (30 ft.)	39
6000	2000-2003	Commuter Coaches <MCI>	77
6100	2013	Commuter Coaches (40 ft.) <Gillig>	16
FC	2010	Fuel Cell Standard (40 ft.)	12
<i>Total</i>			<i>569</i>
<i>* Please note the 7200's are classified as 4000 series buses.</i>			

**ATTACHMENT 5****MCI FLEET LIFT REPORT – JANUARY 18, 2014**

Listed below is the weekly report of the MCI wheelchair lift status at All Divisions.

Total All Divisions Lifts	<u>77</u>
Working Lifts	<u>77</u>
B.O. Lifts waiting repair	<u>0</u>
P.M. inspections remaining	<u>1</u>
P.M. inspections complete	<u>3</u>
Roadcalls	<u>0</u>

**B.O. by Division**

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Emeryville	E. Oakland	Hayward
0	0	0

**Repaired by Division**

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Emeryville	E. Oakland	Hayward
3	3	2

**P.M. Inspections Due by Division**

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Emeryville	E. Oakland	Hayward
1	0	0

**P.M. Inspections Completed by Division**

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Emeryville	E. Oakland	Hayward
0	2	1

**ATTACHMENT 6**  
**Wheelchair Lift Cycling Report**  
**December 22, 2013 – January 18, 2014**

Date	Number of Lifts Cycled	Percentage of Fleet
12/23/13	145	94%
12/24/13	143	93%
12/26/13	147	95%
12/27/13	144	94%
12/30/13	150	97%
12/31/13	145	94%
1/2/14	145	94%
1/3/14	143	93%
1/6/14	147	95%
1/7/14	140	91%
1/8/14	147	95%
1/9/14	143	93%
1/10/14	141	92%
1/13/14	148	96%
1/14/14	142	92%
1/15/14	133	86%
1/16/14	142	92%
1/17/14	148	96%

Note:

- This report is for the MCI fleet only (77 active vehicles).
- Coaches are put into service twice a day.
- This report is only for vehicles in service on dates listed.
- MCI's Operate only Monday – Friday.

**ATTACHMENT 7**  
**Transit Correspondence**

**Policies on Strollers in Denver Challenged as Too Permissive**

According to the Colorado Cross-Disability Coalition (CCDC), the Regional Transportation District (RTD) in Denver, CO is giving too much ground to strollers, at the expense of riders who use mobility devices. The CCDC filed a lawsuit against RTC; the agency has been trying to foster an atmosphere of coexistence between passengers who bring strollers on board and passengers who use wheelchairs on RTD buses and trains. RTD launched a campaign telling riders to be prepared to collapse strollers to make way for persons with disabilities who need wheelchair spaces. The CCDC reports that RTD has implemented policies in 2013 that "encourage" violation of disability rights by transit operators. The lawsuit indicated that RTD goes too far in accommodating strollers and other large items to begin with, including a written policy that states that a person bringing a stroller on board "may" be required to collapse it. CCDC states that RTD advised operators that "passengers with packages, oversized baggage, large items, or strollers may use the priority seating area if available." In RTD's latest policy change, bus operators are required to remind customers with large items that they "may need to move" if the securement area is needed for a customer with a mobility device. CCDC contends that operators do not do so.

**Denver Agency Asks U.S. Court To Dismiss Injunction Demand**

RTD is asking a federal judge to dismiss a demand for a court order to improve wheelchair access to buses. RTD tells the court that the agency was already working with the CCDC on a "campaign" aimed at freeing up the securement spaces. RTD contends that by filing the lawsuit, CCDC "cut short efforts to resolve the very situation about which it complains." In its dismissal motion, RTD contends an injunction is not warranted because "RTD policy complies with federal regulations" and RTD "is actively working towards a resolution." RTD indicates it was collaborating with CCDC to implement a campaign comprised of coordinated rollout of a clarified policy, refresher training for bus operators, and a public awareness message. RTC also stated that the agency has implemented a button on the radio in each bus that allows the operator to send a high priority pre-programmed data message to dispatch, which must be pressed in the event that a disabled passenger is unable to board and await further instructions from dispatch.

**Dismissal of Lawsuit Opposed By Wheelchair Users in Denver**

CCDC is insisting that RTD complies with bus accessibility rules only "on paper." CCDC is asking the Denver federal court to deny RTD's request to dismiss a lawsuit. CCDC's lawsuit seeks an injunction to ensure access by wheelchair users to securement spaces on RTD buses. CCDC contends the spaces are frequently blocked by nondisabled riders with strollers or other objects, despite federal regulations that include requiring bus operators to ask them to move. In its response to the dismissal request, CCDC states that RTD has made repeated attempts at setting forth policies that look like these regulations on paper, but they do not achieve the result required by the ADA in practice.