

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, FEBRUARY 12, 2019
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from December 11, 2018**
 - 2. March Service Changes**
 - 3. Proposed Fare Changes/Public Hearing**
 - 4. Rider Etiquette Brochure**
 - 5. AAC By-Laws Excerpts**
 - 6. 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, FEBRUARY 12, 2019
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 December 11, 2018 [Attachment 1]
4. Review March Service Changes (Michael Eshleman) [Attachment 2]
5. Review Proposed Fare Changes/Public Hearing (Name) [Attachment 3]
6. Review 2019 Rider Etiquette Brochure (Michele Joseph) [Attachment 4]
7. Update on BRT Ticket Vending Machines (BRT Staff)
8. Discussion to modify Meeting Place and Regular Meetings in the AAC By-Laws [Attachment 5]
9. Chair's Report
10. Board Liaison Report
11. Review of Lift/Ramp Road Call Report [Attachment 6]
12. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
13. ACTC PAPCO Report (Hale Zukas)
14. Public Comments
15. Member Communications and Announcements
16. Staff Communications and Announcements
17. Set Next Agenda & Meeting Date
18. Adjournment

ATTACHMENTS:

Meeting Minutes: December 11, 2018	[Attachment 1]
March Service Changes	[Attachment 2]
Proposed Fare Changes/Public Hearing	[Attachment 3]
Rider Etiquette Brochure	[Attachment 4]
AAC By-Laws Excerpts	[Attachment 5]
Lift/Ramp Road Call Report	[Attachment 6]

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 11, 2018**

The meeting was called to order at 1:08 p.m.

1. Roll Call and Introduction of Members and Guests

AAC members present:

Janet Abelson	Erika Bruhns
Chonita Chew	Mary Clutts
Pam Fadem, Chair	Don Queen
James Robson	Will Scott (1:15)
Tanya Washington	Barbara Williams, Vice Chair
Hale Zukas (1:25)	

AAC members absent:

Maureen Gilhooly	Jim Gonsalves (excused)
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Staff:

Tammy Kylo, Administrative Coordinator
Kim Ridgeway, Accessible Services Specialist
Mallory Nestor-Brush, Accessible Services Manager
Sally Goodman, Title VI Program Administrator

Guests:

H. E. Christian Peeples, Board of Directors (via Phone)
Arnold Brillinger, Chair, Service Review Advisory Committee (SRAC)
Warren Cushman
Chris Mullin
Sarah Miley, United Seniors of Oakland and Alameda County (USOAC)
Garrett Krueger, WaySine
Ray Alderman, WaySine

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Abelson/Robson approved the November 13, 2018 AAC meeting minutes. The motion carried by the following vote:

AYES – 9: Abelson, Bruhns, Chew, Clutts, Queen, Robson, Washindgton, Williams, Zukas

ABSTENTIONS – 2: Fadem, Scott

ABSENT – 2: Gilhooly, Gonsalves

4. Review Solar Real-Time Signs

Garett Krueger and Ray Alderman presented Solar Real-Time Signs for the Committee to review, as part of a Pilot Project. These solar powered signs would display real-time bus information visually and verbally and have an infrared sensor that will activate a light to illuminate the bus stop for driver visibility and passenger safety. The signs are designed to be used in all weather conditions and the brightness of the LED display will adjust depending on the brightness of natural light. Accuracy of the real-time information is dependent upon GPS on the buses.

The Committee was asked to make recommendations for up to three bus stops where signs could be placed during the Pilot Program. No suggestions were made during the meeting. Tammy Kylo, Secretary to the Committee, suggested that if someone has a suggested bus stop location after the meeting, to e-mail that information to her.

5. Review of On-Board Survey

Sally Goodman, Title VI Program Administrator, provided an excerpt from the most recent On-Board Survey conducted under Title VI regulations. The On-Board survey was accepted by the Board of Directors on July 25th. AC Transit regularly undertakes efforts to obtain an updated profile of its ridership. This helps the District assess service-related issues, such as policies or plans that may impact ridership. With this information, the District can investigate ways to increase ridership, improve engagement with communities of color, low-income populations, and people with limited English proficiency, and explore the possibilities of new fare policies and fare-payment technologies. The ridership profile data is helpful when applying for grants, sharing data with local and national transit agencies, and responding to public requests for information.

Tammy Kylo, Secretary to the Committee, will send the Committee the link to the full Staff Report and Summary of Results from the survey.

6. Review of Quarterly ADA Complaints

The Committee reviewed the Quarterly ADA Complaints which compared ADA Complaints in the 1st Quarter 17/18 to 1st Quarter 18/19. The Committee commented on an increase in the Conduct/Discourtesy, Pass Up and Refused Access categories. Chair Fadem encouraged everyone to continue to report any issues so that they are documented and followed up on.

7. Chair's Report

None.

8. Board Liaison Report

H. E. Christian Peoples, AC Transit Board of Directors, reported that at the next Board Meeting will be on Wednesday, December 12, 2018. The Board will receive a report on the Strategic Plan.

9. Review of Lift/Ramp Road Call Report

The Committee reviewed the Road Call report for November 4 – December 1, 2018. There were a total of four (4) road calls, 1 being chargeable.

10. Service Review Advisory Committee (SRAC) Report

None. The Next SRAC is Monday, January 7th at 12:30 pm.

11. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

12. Public Comments

Warren Cushman, a member of the California Council of the Blind, the Disability Action Network, and Hand in Hand, commented that the East Bay Center for the Blind received a grant to help the Blind and Visually Impaired Community engage more in public transportation. He also reported that the California Council of the Blind is revving up transportation efforts including working directly with transportation agencies.

Chris Mullin, Travel Trainer and Job Coach with the Department of Rehabilitation, commented on a path of travel in Richmond that makes it almost impossible to access some bus stops. Chair Fadem encouraged Chris to contact the City of Richmond and the AC Transit Planner assigned to the area for follow up.

13. Member Communications and Announcements

Tanya Washington asked for ridership data on seniors in Alameda County which will help to push and continue travel training in Alameda County for the United Seniors of Oakland and Alameda County (USOAC).

Erika Bruhns stated that AC Transit has a new Automated Voice Announcement (AVA) system. She encouraged the Committee to provide feedback on the system.

Chair Fadem thanked the AC Transit Staff, the public and the Committee members for their energy and continued efforts for the work they are doing.

14. Staff Communications and Announcements

Mallory Nestor-Brush, Accessible Services Manager, thanked the AAC for all of its energy, efforts, and “thyme”. Each member received a spring of thyme and an AC Transit Holiday Card.

15. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, January 8, 2019 at East Bay Paratransit, 1750 Broadway, Oakland, in the Community Room. Agenda items will include Review Bus Stop Policy, and Road Call Report.

16. Adjournment

The meeting adjourned at 3:02 p.m.

ATTACHMENT 2
March Service Changes

The March sign-up is generally reserved for making minor adjustments to service based on feedback received after the August sign-up. 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 following changes will take place in the March sign-up:

- Reliability improvements on Lines 12, 14, 18, 28, 29, 33, 36, 41, 56, 57, 60, 70, 76, 80, 88, 21, 216, 217, 851, and F.
- Service-level adjustments to Lines 1, 6, 34, and 35 to reduce the number of operators required to meet published schedules.
- Addition of a stop on Line 706 at Fruitvale BART to ensure BART customers in that area have access to the Early Bird Express network between 4:00 a.m. and 5:00 a.m. on weekdays.
- Minor adjustments to lines 10, 800, and 851 to reduce service overlap.

**ATTACHMENT 3
Local Fare Change/Public Hearing**

Local Fare Change Proposal

Over the past year, AC Transit has carried more than 53 million passengers while expanding service and introducing over 100 new buses to replace aging coaches and support our growing ridership.

In order to achieve operational objectives, and continue to provide safe and quality service, AC Transit created a plan that includes a fare change schedule and new rider incentive programs.

Your input is invited on the proposal with the following key components:

- 1. Plan for the future:** Simple and predictable fare schedule that reflects the mobility benefits we provide, while keeping up with rising operational cost.
- 2. Save more with Clipper®:** Incentive discounts of up to 50 cents for Adult Single Ride and Adult Day Pass and up to 25 cents for Youth/Senior/Disabled Single Ride and Day Pass.
- 3. Pay as you go:** Pay for your pass one ride at a time using a mobile fare application to ensure you never spend more than you need to. This proposal, pending the implementation of the mobile application, would include an accumulator function for the Day Pass, the 31-Day Pass, and a new 7-Day Pass.

AC Transit staff recommends the following five-year fare schedule:

STAFF RECOMMENDATION				
Based on Clipper Discount of \$0.25 on Adult Single Ride Cash Fare				
	EFFECTIVE DATES			
	Current	7/1/2019	7/1/2021	7/1/2023
CASH FARES				
Adult single local fare – cash	\$ 2.35	\$ 2.50	\$ 2.75	\$ 3.00
Y/S/D** single local fare – cash	\$ 1.15	\$ 1.25	\$ 1.35	\$ 1.50
Adult Day Pass – cash	\$ 5.00	\$ 5.50	\$ 6.00	\$ 6.50
Y/S/D** Day Pass – cash	\$ 2.50	\$ 2.75	\$ 3.00	\$ 3.25
CLIPPER FARES				
Adult single local fare – Clipper	\$ 2.25	\$ 2.25	\$ 2.50	\$ 2.75
Y/S/D** single local fare – Clipper	\$ 1.10	\$ 1.12	\$ 1.25	\$ 1.37
Adult Day Pass – Clipper	\$ 5.00	\$ 5.00	\$ 5.50	\$ 6.00

Y/S/D** Day Pass – Clipper	\$ 2.50	\$ 2.50	\$ 2.75	\$ 3.00
MULTI-DAY PASSES				
Adult Local 31-Day Pass	\$ 84.60	\$ 84.60	\$ 90.00	\$ 99.00
S/D** Monthly Pass/RTC Sticker	\$ 30.00	\$ 34.00	\$ 37.50	\$ 41.50
Youth 31-Day Pass	\$ 30.00	\$ 34.00	\$ 37.50	\$ 41.50
NEW 7-DAY PASS ON MOBILE PAYMENT APPLICATION				
*Only available upon introduction of mobile app, date to be determined.				
Adult Local 7-Day Pass	N/A	\$ 22.50*	\$ 25.00*	\$ 27.50*
Y/S/D** Local 7-Day Pass	N/A	\$ 11.20*	\$ 12.50*	\$ 13.70*
LOCAL TO TRANSBAY TRANSFERS	check back for details			

**Y/S/D – Youth/Senior/Disabled

ALTERNATE PROPOSAL				
Based on Clipper Discount of \$0.50 on Adult Single Ride Cash Fare				
	EFFECTIVE DATES			
	Current	7/1/2019	7/1/2021	7/1/2023
CASH FARES				
Adult single local fare – cash	\$ 2.35	\$ 2.50	\$ 2.75	\$ 3.00
Y/S/D** single local fare – cash	\$ 1.15	\$ 1.25	\$ 1.35	\$ 1.50
Adult Day Pass – cash	\$ 5.00	\$ 5.50	\$ 6.00	\$ 6.50
Y/S/D** Day Pass – cash	\$ 2.50	\$ 2.75	\$ 3.00	\$ 3.25
CLIPPER FARES				
Adult single local fare – Clipper	\$ 2.25	\$ 2.25	\$ 2.25	\$ 2.50
Y/S/D** single local fare – Clipper	\$ 1.10	\$ 1.10	\$ 1.10	\$ 1.25
Adult Day Pass – Clipper	\$ 5.00	\$ 5.00	\$ 5.00	\$ 5.50
Y/S/D** Day Pass – Clipper	\$ 2.50	\$ 2.50	\$ 2.50	\$ 2.75
MULTI-DAY PASSES				
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NEW 7-DAY PASS ON MOBILE PAYMENT APPLICATION				
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Adult Local 7-Day Pass	N/A	\$ 22.50*	\$ 22.50*	\$ 25.00*
Y/S/D** Local 7-Day Pass	N/A	\$ 11.00*	\$ 11.00*	\$ 12.50*

**LOCAL TO TRANSBAY
TRANSFERS**

check back for details

Note: New Clipper discounts will not be applied if they result in a reduction to current fares.

The AC Transit Board of Directors is also considering an option to increase fares based on the rate of operating cost increases. If a decision is made to increase fares based on operating costs, staff will return to the Board with a detailed plan that will require another public hearing.

The earliest decision on these proposals will occur at the AC Transit Board of Directors meeting on February 27, 2019.

For more details on the proposed changes, please refer to the [Staff Report](#) or call (510) 891-4777.

HOW TO COMMENT

You can provide input by attending any of the scheduled Community Meetings or Public Hearings. You are encouraged to submit comments via email, phone, fax, and U.S. Mail no later than the close of the Public Hearing on February 13, 2019.

Please send or address your comments to:

AC Transit Board of Directors, 1600 Franklin Street, Oakland, CA 94612

Phone: (510) 891-7201

Spanish (510) 891-7291

Chinese (510) 891-7292

TDD: Call 711 and specify (510) 891-4700 TDD: Call 711 and specify (510) 891-4700

Fax: (510) 891-7157

E-mail: planning@actransit.org

COMMUNITY MEETINGS:

- **Monday, January 28, 2019, 6 PM – 8 PM**
Hayward City Hall, Room 2A
777 B St, Hayward, CA 94541
- **Tuesday, January 29, 2019, 6 PM – 8 PM**
El Cerrito City Hall, City Council Chambers
10890 San Pablo Ave., El Cerrito, CA 94530
- **Wednesday, January 30, 2019, 6 PM – 8 PM**
AC Transit General Office, 2nd Floor Board Room
1600 Franklin St, Oakland, CA 94612

PUBLIC HEARINGS

Wednesday, February 13, 2019 at 2 PM and at 5 PM
AC Transit General Offices, 2nd Floor Board Room
1600 Franklin Street, Oakland, CA 94612

Spanish and Chinese interpreters will be available at each scheduled community meeting and Public Hearing. Upon request, AC Transit will supply a sign language interpreter or an interpreter for languages other than those above.

- **For Community Meetings:** Please call (510) 891-4777 to request interpreters by Wednesday, January 23, at 12 p.m.
- **For Public Hearing:** Please contact the District Secretary's Office at (510) 891-7201 by Thursday, February 7, 2019, at 5:00 p.m. to make arrangements for interpreters.

ATTACHMENT 4
Draft 2019 Rider Etiquette Brochure

RIDE WITH KINDNESS

Showing kindness will contribute to creating a pleasant rider experience for all passengers. We encourage you to wear your kindness on your sleeves, while observing the following:

Be patient

Some people need more time than others to board or exit the bus. Give them extra time.

Make room

The priority seating area is for seniors and people with disabilities. Please vacate these seats to those who need them.

Clear the path

Buses can be tight spaces. Keep all bags, strollers or carts out of the aisle.

Ask first

Some people have limitations or mobility devices. Remember to ask a person if they need assistance first, and wait for their response before taking action.

Be courteous

Not all disabilities are visible. Show empathy and support for all types of disabilities.

Respect space

Mobility devices are extensions of a person. Do not touch or lean on a wheelchair, cane or walker without being asked.

Speak up (when requested)

Outward appearances are not always a good measure of a person's hearing ability. Speak in a normal tone unless requested to raise your voice.

Ask for permission

Service animals may be adorable, but they are on the job. Do not touch them without specific permission.

Thank you for helping AC Transit to provide a respectful and courteous passenger experience.

Our bus is our community...let's all ride together.

**ATTACHMENT 5
AAC By-laws Excerpts**

The AAC is will make a recommendation to change the Meeting Place per section 4 and change the regular meeting dates to every other month, per section 5.

AAC By-laws Excerpts

ARTICLE III – MEETINGS

SECTION 1. GENERAL

All meetings of the Committee shall be open to the public.

SECTION 4. MEETING PLACE.

All regular meetings of the Committee, except as noted in the following paragraph, shall be held at the District Offices located at 1600 Franklin Street, Oakland, California.

In the event of a change of meeting place, appropriate and timely public notices shall be given in accordance with requirements of State law.

Reference: GC Section 54954.

SECTION 5. REGULAR MEETING.

Regular meetings of the Committee shall be held on the 2nd Tuesday of each month at 1:00 p.m.

As the need presents, the Committee may meet at other times as provided in Sections 6 through 10 below. Reference: GC Section 54954

ATTACHMENT 6
 Lift /Ramp Road Call Report
 December 30, 2019 – January 26, 2019

Coach Series	Type	Date	Coach #	Line #	Operator Length of Service	Problem Reported	Problem Found * Indicates Chargeable	Pax Received Ride?
6000 (MCI-Ricon)	Lift	1/14/19	6064	O	13-24 mos.	Lift won't lay flat	Adjust lift sensor. *	1026
1000 (VH-Ricon)	Ramp	12/31/18	1081	72R	25-60 mos.	Drawer won't closed	Adjust Lock Box Drawer*	1037
1000 (VH-Ricon)	Ramp	1/17/19	1031	10	60+ mos.	Ramp won't stow	Repaired damaged drawer for ramp	1071
1300 (Lift U)	Ramp	1/10/19	1308	98	25-60 mos.	Drawer rail bent	Replaced ramp on track*	1022
1400 (Lift U)	Ramp	1/23/19	1434	46	60+ mos.	Ramp bent	Adjust lift ramp. *	1301
1400 (Lift U)	Ramp	1/26/19	1414	97	60+ mos.	Ramp Jammed	Ramp cleared	6121
1500 (Lift U)	Ramp	1/12/19	1574	18	25-60 mos.	Switch won't work	Repair rail and latch asy.	1034
1500 (Lift U)	Ramp	1/16/19	1535	72	60+ mos.	Ramp stuck	Cleared Debris From Lift Ramp Channel	1356
2100 (VH-Ricon)	Ramp	1/22/19	2104	40	25-60 mos.	Ramp won't operate	Repaired wire to ramp. *	1094
2100 (VH-Ricon)	Ramp	1/24/19	2159	57	60+ mos.	Drawer won't close	changed drawer latch*	2194

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **0** Operators; 13-24 Mos: **1** Operators; 25-60 Mos: **4** Operators; 60+ Mos: **5** 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