

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, JANUARY 13, 2015
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from November 11, 2014**
- 2. Alternative Bus Stop Lighting**
- 3. Lift/Ramp Road Call Report**
- 4. MCI Fleet Lift Report**
- 5. Wheelchair Lift Cycling Report – MCI (6000 Series)**

**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, JANUARY 13, 2015
REGULAR MEETING

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

1. Roll Call and Introduction of Staff Members and Guests
2. Order of Agenda
3. Approval of Minutes for November 11, 2014 [Attachment 1]
4. Discussion of Alternative Bus Stop Lighting at Various Properties (Mary Archer) [Attachment 2]
5. Update on Upcoming Vehicle Demos and Joint Board Meeting in February
6. Report Out on Driver Training Participation
7. Selection of Two Volunteers for NBO Training Classes (Feb 4, Mar 11)
8. Chair's Report
9. Board Liaison Report
10. Review of Lift/Ramp Road Call Report [Attachment 3]
11. Review of MCI Fleet Lift Report and Wheelchair Lift Cycling Report–MCI (6000 Series) [Attachments 4 & 5]
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: November 11, 2014 | [Attachment 1] |
| Alternative Bus Stop Lighting | [Attachment 2] |
| Lift/Ramp Road Call Report | [Attachment 3] |
| MCI Fleet Lift Report | [Attachment 4] |
| Wheelchair Lift Cycling 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 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)
NOVEMBER 11, 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, Chair |
| Pam Fadem | Steve Fort |
| Jim Gonsalves (arrived at 1:24 p.m.) | Yuli Jacobson |
| Don Queen | James Robson |
| Will Scott | Deborah Taylor |
| Marina Villena | Hale Zukas, Vice Chair (arrived at 1:07) |

AAC members absent:

Shirley Cressey (excused)

Staff: Mallory Nestor-Brush, Accessible Services Manager
Kimberly Ridgeway, Accessible Services Specialist
Mary Archer, Transit Project Supervisor
Michael Flocchini, Training and Education Department Manger

Guests: H.E. Christian Peeples, Board of Directors
Mary Fowler
Randall Glock
Jerry Grace

2. Order of Agenda

The order of the agenda was approved after moving Item 6 to follow Item 3: Approval of Minutes.

3. Approval of Minutes

MOTION: Taylor/Villena approved the October 14, 2014 AAC meeting minutes. The motion carried by the following vote:

AYES – 9: Blanks, Fadem, Gonsalves, Jacobson, Queen, Scott, Taylor, Villena, Zukas

ABSTENTIONS – 3: Abelson, Fort, Robson

ABSENT – 1: Cressey

4. Discussion of Bus Stops

Mary Archer, Transit Project Supervisor, reported on lighting at bus shelters within AC Transit's service area. Mary explained that bus shelters with lighting are under the jurisdiction of the 3rd party vendor, Clear Channel. In general, shelters which have no lighting and no advertising are the responsibility of local jurisdiction (i.e. city or county). AC Transit does not own, install, or maintain shelters or any "furniture" at the bus stops (e.g. benches, trash receptacles, newspaper stands). Tree care is also the responsibility of the local jurisdiction unless the tree is on private property, which is the responsibility of the owner. AC Transit also has limited influence on the design of a shelter, or whether or not a shelter has lighting.

Will Scott stated that he's concerned that the drivers are unable to see passengers waiting for a bus if there is no lighted shelter. Will suggested the possibility of educating the public on the use of ambient light or flash light apps on their cell phones or items that have "blinkie lights", such as key chains.

Director Peoples stated that some other agencies throughout the country have reflectors on the bus stop poles in which an individual can activate when the bus is approaching to alert the driver to an awaiting passenger when the shelter is unlit.

Randall Glock stated that reflector tape on bus stop poles is common. He also stated that solar lights are an option but are expensive to maintain.

Deborah Taylor suggested that the AAC make a recommendation to the Board of Directors especially if the result is a system wide change.

Chair Blanks suggested that we add "Discussion of Recommendations for Bus Stop Lighting" to the December 2014 agenda to review the options.

5. BRT-Access and Functional Needs Subcommittee (AFNS) Report

Scott Blanks, Chair, reported that the last AFNS was in July. The topic was Service Design and Operations presented by AC Transit Service Development Staff. The presentation included the basic BRT route structure and, more importantly, the impact on existing, connecting AC Transit lines to the BRT. Prior to the July meeting four major issues had been addressed: buses, stations, access to stations, and intelligent transportation systems. There was also a discussion of including street intersections in addition to a landmark for announcing and identifying BRT stops. Scott stated that once the City of Oakland approves the 100% design, the BRT team should bring follow up presentations to both the AFNS and the AAC.

Deborah Taylor stated that the Oakland City Council meeting to approve the BRT will be held on November 18th.

Director Peoples stated that the major work on the BRT project will begin in Fall 2015. Revenue service will begin in 2017.

6. Report on AAC Involvement in Driver Training on November 5, 2014

Michael Flocchini, Training and Education Department Manager, reported that five AAC members, Janet Abelson, Yuli Jacobson, Jim Robson, Will Scott and Marina Villena, attended the New Bus Operator (NBO) Training Class on Wednesday November 5, 2014. Along with Accessible Services Specialist, Kim Ridgeway, the committee members were introduced to a class of 12 NBOs who were in week four of their nine week training as well as four training instructors. The AAC members shared stories and experiences with the drivers followed by a Q&A then a brown bag lunch. After lunch the drivers and AAC members participated in hands on training using two buses to board, alight and secure. Drivers interacted with each committee members, used their customer service skills to communicate their actions and discuss any needs each passenger had. Michael expressed that the AAC involvement with Drivers Training was very successful and suggested that the structure be adjusted to include more time for hands on training. Michael also stated that depending on the training schedule, the AAC and drivers training interactions could take place with NBO's or seasoned drivers who have scheduled annual refresher training.

Yuli Jacobson stated that she thought the training was a success and that the drivers had good questions for the committee members. She also states that there was a great discussion of hidden disabilities. Yuli would like to see a more structured agenda for future AAC/Driver Training sessions.

Marina Villena stated that it was a very interesting process, which hopefully leads to better communication between drivers and passengers. She noted that the NBO's were very interested to learn how to service the community.

Janet Abelson states that it was one of the best of these types of trainings that she's attended. She appreciated the free flowing discussions between the drivers and the committee members.

Will Scott noted that there was definite interest on the faces of the drivers and he felt this process made training more humanistic. Will stated that there is a definite need to continue conducting AAC/Driver Training sessions in the future.

Jim Robson states that he appreciated the motivation and enthusiasm of the trainees. He felt drivers' interactions with the AAC members were helpful and encouraged that training be provided for each group of NBOs.

Jim Gonsalves states that it's important that bus operators understand that people with disabilities have the right to ride transit and should not be pushed toward paratransit.

Pam Fadem stated that the attitude of the bus drivers is very important and it sets the tone for all other passengers on the vehicles.

Scott Blanks suggested that AAC members participate when able and that only 2-3, rather than 4-5, members attend per session, including an AAC member who has already experienced the training.

Michael Flocchini stated that future trainings would be held at the Training and Education Center for safety and because of the access to vehicles. Michael will work with Accessible Services Staff on behalf of the AAC to schedule future AAC/Driver Training sessions.

7. Chair's Report

None.

8. Board Liaison Report

Director Peeples reported that:

- The Board of Directors received a review of the financial statements from the auditor on October 22nd. Things are positive. Both Real Estate and Sales Taxes have increased.
- The Board retreat on October 29th included a discussion of Policy 550: Service Standards and Design Policy, Workers Compensation and benefits.
- At an event sponsored by Kaiser on November 8th, AC Transit was awarded \$81M in Federal funding for the BRT project. These funds must be approved by the Appropriations Committee.
- The Board of Directors is voting on two BRT contracts for parking lots and improvements to the 12th Street, 14th Street and Fruitvale intersections as well as the renewal of the Sherriff's Contract at the November 12th Board Meeting.
- The Transbay Terminal is somewhat behind schedule but is moving forward.
- All of the AC Transit Board of Directors who ran in the November election were reelected. BART Board of Director Robert Rayburn was also reelected.

9. Review of Lift/Ramp Road Call Report

The report for the period of September 28, 2014 – November 1, 2014, showed 22 lift/ramp road calls. Of these 22 road calls, six were chargeable or mechanical. Pam Fadem stated that several road calls were due to debris in the tracks and stated that drivers should have the ability to remove debris from the ramp in order to avoid a road call.

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

The Committee 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 91% daily. The Committee will continue to see this report through February 2015.

11. Service Review Advisory Committee (SRAC) Report

The SRAC meeting was held on November 4, 2014. The Committee received a presentation on Emergency Planning, the Broker's Office Report, and an update on Measure BB, which would allot 60% of Paratransit Revenues to AC Transit and BART (for East Bay Paratransit), 30% to city and county paratransit programs and 10% to grant funding.

12. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

13. Public Comments

Jerry Grace commented the Automated Voice Announcements (AVA) on line 72R were inconsistent.

14. Member Communications and Announcements

Jim Robson stated the importance of having buses available for the AAC to review along with the Board of Directors, pertinent AC Transit Staff and representatives from Gillig. He would like to see a side by side comparison of the 1300 and 1400 series buses.

15. Staff Communications and Announcements

None

16. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, December 9, 2014 at 1600 Franklin Street, 2nd Floor, Oakland, CA. Agenda items include Discussion of Recommendation for Bus Stop Lighting.

17. Adjournment

The meeting adjourned at 3:22 p.m.

ATTACHMENT 2
Alternatives for Dawn to Dusk Illumination at Bus Stops

| Low Tech, Low Cost | Estimated Purchase Cost | Pros | Cons | Considerations |
|--|--|--|---|--|
| Hand-held device like iphone, flashlight | none | Most people have these devices. | Not all customers have these devices or realize they can use them to be more visible. | Can be advisory. Not provided by AC. |
| Reflective clothing | none | Commonly available and inexpensive. | Not common for people to wear at night | Can be advisory. Not provided by AC. |
| Reflective bus stop flag | \$75-\$100 | Makes bus stop flag more visible. | Does not make customer more visible. | AC Transit is currently switching out old flags to new reflective flags. Old flags and flag obstruction issues need to be addressed. |
| Blinky lights | .50 to \$1 | Used by other transit agencies. Very popular with customers. | Not all customers will use them as intended | Usually a good giveaway for AC promotion at events |
| Reflective tape wrapped around bus stop pole | ~\$15 per pole. | Makes the pole more visible. | Does not make the customer more visible and requires ongoing maintenance. | |

| High Tech, Mid to High Cost | Estimated Purchase Cost | Pros | Cons | Considerations |
|---|---|-----------------------|--|---|
| Universal Shelter Light Kit | \$595 | Easy to install. | Susceptible to vandalism. Installation would need to be approved by Clear Channel who owns the shelters. | Need to confirm Clear Channel will allow installation on shelters and maintain equipment. |
| <ul style="list-style-type: none"> • Carmanah Outdoor Lighting • Urban Solar Corp • Tolar Free Standing Illumination | ~\$1500-\$3000 (cost depends on features added) | Simple design. Solar. | Susceptible to vandalism. | Considerations for ongoing maintenance costs. |
| Stand Alone Solar Streetlight | \$9000 | High visibility | High cost | Major undertaking |

ATTACHMENT 3
 Lift /Ramp Road Call Report
 November 2 – December 20, 2014

| Coach Series | Type | Date | Coach # | Line # | Operator Length of Service | Problem Reported | Problem Found <i>* Indicates Chargeable</i> |
|------------------|------|----------|---------|--------|----------------------------|---------------------------------|--|
| 6000 (MCI-Ricon) | Lift | 12/17/14 | 6022 | 657 | 60+ mos. | LIFT WON'T STOW | LIFT CHECKED OK |
| 1000 (VH-Ricon) | Ramp | 12/4/14 | 1006 | 72R | 60+ mos. | KNEELER STUCK | OPERATOR ERROR |
| 1000 (VH-Ricon) | Ramp | 12/18/14 | 1009 | 72M | 60+ mos. | DRAWER WON'T STAY CLOSED | B.O. DRAWER AND SENSOR* |
| 1000 (VH-Ricon) | Ramp | 12/18/14 | 1030 | 51A | 60+ mos. | RAMP WON'T RELEASE | OPERATOR ERROR |
| 1000 (VH-Ricon) | Ramp | 12/18/14 | 1030 | 51A | 60+ mos. | RAMP WON'T RELEASE | OPERATOR ERROR |
| 1000 (VH-Ricon) | Ramp | 12/5/14 | 1075 | 70 | 60+ mos. | RAMP WON'T DEPLOY | DEBRIS UNDER RAMP |
| 1000 (VH-Ricon) | Ramp | 12/2/14 | 1084 | 74 | 60+ mos. | DRAWER WON'T CLOSE | B.O. DRAWER* |
| 1000 (VH-Ricon) | Ramp | 11/23/14 | 1085 | 70 | 60+ mos. | LIFT SENSOR B.O. | BENT DRAWER* |
| 1000 (VH-Ricon) | Ramp | 11/12/14 | 1088 | 72 | 60+ mos. | B.O. RAMP | B.O. DRAWER LOCKING MOTOR* |
| 1000 (VH-Ricon) | Ramp | 12/17/14 | 1093 | 18 | 25-60 mos. | RAMP WON'T STOW | B.O. DRAWER AND SENSOR* |
| 1300 (Lift U) | Ramp | 11/10/14 | 1304 | 51 | 60+ mos. | RAMP ALARM ON | RAMP CHECKED OK |
| 1300 (Lift U) | Ramp | 12/17/14 | 1314 | NL | 60+ mos. | BUS STALLED AFTER POT HOLE | ROAD HAZARD |
| 1300 (Lift U) | Ramp | 12/6/14 | 1337 | 51A | 60+ mos. | STRAPS STUCK ON W. CHAIR | OPERATOR ERROR |
| 1300 (Lift U) | Ramp | 11/14/14 | 1338 | 72 | 60+ mos. | RAMP LIFTS / TRIP HAZARD | B.O. LATCH* |

| Coach Series | Type | Date | Coach # | Line # | Operator Length of Service | Problem Reported | Problem Found * Indicates Chargeable |
|--------------------------|-------------|-------------|----------------|---------------|-----------------------------------|----------------------------------|---|
| 1300 (<i>Lift U</i>) | Ramp | 11/25/14 | 1346 | 88 | 60+ mos. | RAMP ACTIVATED INTERLOCKS | B.O. PULL RING/WARPED RAMP* |
| 1300 (<i>Lift U</i>) | Ramp | 11/12/14 | 1347 | 72 | 60+ mos. | B.O. RAMP | B.O. PULL RING* |
| 1300 (<i>Lift U</i>) | Ramp | 11/30/14 | 1359 | 70 | 60+ mos. | WON'T DEPLOY ALL THE WAY | FLOORING CAME OFF* |
| 1300 (<i>Lift U</i>) | Ramp | 11/8/14 | 1362 | 18 | 12-24 mos. | RAMP LIGHT AND ALARM ON | B.O. PULL RING AND LATCH* |
| 1400 (<i>Lift U</i>) | Ramp | 12/3/14 | 1416 | 99 | 60+ mos. | BENT RAMP, WON'T STOW | OPERATOR ERROR |
| 1400 (<i>Lift U</i>) | Ramp | 11/11/14 | 1431 | 62 | 60+ mos. | ALARM ON WHILE BUS IS MOVING | DEBRIS UNDER RAMP |
| 1400 (<i>Lift U</i>) | Ramp | 11/30/14 | 1465 | 76 | 25-60 mos. | RAMP ACTIVATING INTERLOCKS | B.O. LATCH |
| 2000 (<i>VH-Ricon</i>) | Ramp | 11/9/14 | 2012 | 1 | 0-6 mos. | RAMP WON'T LAY FLAT | DEBRIS UNDER RAMP |
| 2100 (<i>VH-Ricon</i>) | Ramp | 12/6/14 | 2106 | 1 | 25-60 mos. | B.O. LIFT AND DOORS | RAMP OK. MINOR ACCIDENT ON DOORS |

Operator Length of Service Totals:

0-6 Mos: **1** Operator; 7-12 Mos: **0** Operators; 12-24 Mos: **1** Operators; 25-60 Mos: **3** Operators; 60+ Mos: **18** Operators
 (63) (27) (131) (163) (866)

| Series | Year Added | Type | Qty |
|--|------------|---|------------------|
| 1000 | 2003 | True Low Floor Standard (40 ft.) | 95 |
| 1200 | 2008 | True Low Floor Standard (40 ft.) <Van Hool> | 27 |
| 1300 | 2013 | Standard Low Floor (40 ft) Gillig | 65 |
| 1400 | 2014 | Standard Low Floor (40 ft) Gillig | 30 |
| 2000 | 2003 | True Low Floor Articulated | 47 |
| 2100 | 2006-2009 | Suburban Articulated | 33 |
| 2200 | 2013 | Standard Low Floor (60 ft.) <New Flyer> | 23 |
| 4000 | 2000-2002 | Standard Low Floor (40 ft.) <NABI> | 47 |
| 5000 | 2006 | Low Floor Standard (30 ft.) | 51 |
| 5100 | 2009 | Low Floor Standard (30 ft.) | 39 |
| 6000 | 2000-2003 | Commuter Coaches <MCI> | 46 |
| 6100 | 2013 | Commuter Coaches (40 ft.) <Gillig> | 54 |
| FC | 2010 | Fuel Cell Standard (40 ft.) | 12 |
| | | | |
| | | | <i>Total</i> 569 |
| <i>* Please note the 7200's are classified as 4000 series buses.</i> | | | |

ATTACHMENT 4**MCI FLEET LIFT REPORT – DECEMBER 20, 2014**

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

| | |
|----------------------------|-----------|
| Total All Divisions Lifts | <u>46</u> |
| Working Lifts | <u>46</u> |
| B.O. Lifts waiting repair | <u>0</u> |
| P.M. inspections remaining | <u>0</u> |
| P.M. inspections complete | <u>1</u> |
| Roadcalls | <u>0</u> |

B.O. by Division

| | | |
|------------|------------|---------|
| Emeryville | E. Oakland | Hayward |
| 0 | 0 | 0 |

Repaired by Division

| | | |
|------------|------------|---------|
| Emeryville | E. Oakland | Hayward |
| 5 | 5 | 2 |

P.M. Inspections Due by Division

| | | |
|------------|------------|---------|
| Emeryville | E. Oakland | Hayward |
| 0 | 0 | 0 |

P.M. Inspections Completed by Division

| | | |
|------------|------------|---------|
| Emeryville | E. Oakland | Hayward |
| 0 | 0 | 1 |

ATTACHMENT 5
Wheelchair Lift Cycling Report
November 2 – December 20, 2014

| Date | Number of Lifts Cycled | Percentage of Fleet |
|----------|------------------------|---------------------|
| 11/3/14 | 81 | 88% |
| 11/4/14 | 83 | 90% |
| 11/5/14 | 84 | 91% |
| 11/6/14 | 86 | 93% |
| 11/7/14 | 86 | 93% |
| 11/10/14 | 84 | 91% |
| 11/11/14 | 87 | 95% |
| 11/12/14 | 78 | 85% |
| 11/13/14 | 84 | 91% |
| 11/14/14 | 85 | 92% |
| 11/17/14 | 88 | 96% |
| 11/18/14 | 85 | 92% |
| 11/19/14 | 87 | 95% |
| 11/20/14 | 90 | 98% |
| 11/21/14 | 86 | 93% |
| 11/24/14 | 87 | 95% |
| 11/25/14 | 86 | 93% |
| 11/26/14 | 85 | 92% |
| 11/28/14 | 84 | 91% |
| 12/1/14 | 80 | 87% |
| 12/2/14 | 85 | 92% |
| 12/3/14 | 85 | 92% |
| 12/4/14 | 89 | 97% |
| 12/5/14 | 87 | 95% |
| 12/8/14 | 90 | 98% |
| 12/9/14 | 90 | 98% |
| 12/10/14 | 87 | 95% |
| 12/11/14 | 87 | 95% |
| 12/12/14 | 89 | 97% |

JANUARY 13, 2015

| Date | Number of Lifts Cycled | Percentage of Fleet |
|-------------|-------------------------------|----------------------------|
| 12/15/14 | 87 | 95% |
| 12/16/14 | 87 | 95% |
| 12/17/14 | 90 | 98% |
| 12/18/14 | 86 | 93% |
| 12/19/14 | 88 | 96% |

Note:

- This report is for the MCI fleet only (46 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.