

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, JULY 14, 2015
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from June 9, 2015**
- 2. Quarterly ADA Complaints**
- 3. Lift/Ramp Road Call Report**

**MEETING LOCATION
AC TRANSIT
1600 Franklin Street, 2nd Floor Lobby
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, JULY 14, 2015
REGULAR MEETING**

AAC MEMBERS:

JANET ABELSON

SHIRLEY CRESSEY

STEVE FORT

JIM GONSALVES

LISAMARIA MARTINEZ

JAMES ROBSON

MARINA VILLENA

SCOTT BLANKS, CHAIR

PAMELA FADEM

SALEEM SHĀKIR GILMORE

YULI JACOBSON

DON QUEEN

WILL SCOTT

HALE ZUKAS, VICE CHAIR

1. Roll Call and Introduction of Guests
2. Order of Agenda
3. Approval of Minutes for June 9, 2015 [Attachment 1]
4. AC Transit's Service Expansion Plan (Stephen Newhouse)
5. Follow-up with 25th ADA Anniversary (Victoria Wake/Kim McCarl)
6. Report on AAC/NBO Class – June 10, 2015
7. Review of Quarterly ADA Complaints [Attachment 2]
8. Chair's Report
9. Board Liaison Report
10. Review of Lift/Ramp Road Call Report [Attachment 3]
11. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
12. ACTC PAPCO Report (Hale Zukas)
13. Public Comments
14. Member Communications and Announcements
15. Staff Communications and Announcements
16. Set Next Agenda & Meeting Date
17. Adjournment

ATTACHMENTS:

Meeting Minutes: May 12, 2015	[Attachment 1]
Quarterly ADA Complaints	[Attachment 2]
Lift/Ramp Road Call Report	[Attachment 3]

Staff to the Accessibility Advisory Committee:

Mallory Nestor-Brush, Accessible Services Manager	(510) 891-7213
Kim Ridgeway, Accessible Services Specialist	(510) 891-7261
Tammy Kyllo, 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)
JUNE 9, 2015**

The meeting came to order at 1:01 p.m.

1. Roll Call and Introduction of Guests

AAC members present:

Janet Abelson	Shirley Cressey
Pam Fadem	Steve Fort
Jim Gonsalves (arrived at 1:16)	Don Queen
James Robson	Will Scott
Marina Villena	

AAC members absent:

Scott Blanks (excused)	Saleem Gilmore (excused)
Yuli Jacobson (excused)	Lisamaria Martinez
Hale Zukas (excused)	

Staff:

Mallory Nestor-Brush, Accessible Services Manager
Kim Ridgeway, Accessible Services Specialist
Tammy Kylo, Administrative Coordinator
Stuart Hoffman, Technical Services Manager
Mitra Moheb, Senior Project Manager
Victoria Wake, Marketing and Communications
Kimberly McCarl, Marketing and Communications
Claudia Burgos, Legislative Affairs & Community Relations

Guests:

Miguel Martinez, BRT Consultant for Community Outreach
Mary Fowler
Bernita Thomas

2. Order of Agenda

The order of the agenda was approved.

3. Approval of Minutes

MOTION: Scott/Robson approved the May 12, 2015 AAC meeting minutes. The motion carried by the following vote:

AYES – 6: Abelson, Fadem, Fort, Queen, Robson, Scott,
ABSTENTIONS – 3: Cressey, Gonsalves, Villena
ABSENT – 5: Blanks, Gilmore, Jacobson, Martinez, Zukas

4. Bus Procurement Update

Stuart Hoffman, Technical Services Manager, reviewed the progress for the purchase of the BRT Buses. Two proposals were received and are under review by procurement. Procurement should make a decision on the award sometime In July 2015. Stuart confirmed that there will be three doors on the curb side, two doors on the street side and two wheelchair securement locations. No fare payment equipment will be on the bus. Fares will be paid on the platform.

Stuart brought in a new redesigned Aries Slim Flip Seat for the AAC to test. The new flip seats could be on the future bus purchases and increase turning radius for individuals in wheelchairs. The thin seat will save a total of 7 inches, 2.5 per ADA space and would increase the aisle width by 5 inches. Also, the prototype has a higher back than current flip seats for additional comfort. The handle to lower the seat is easier to use the seat folds up slowly when not in use.

The Committee requested that Mr. Hoffman return when procurement has completed its final BRT design to review the interior layout before going to the Board for contract award.

Mitra Moheb, BRT Senior Project Manager, introduced the new BRT Community Outreach Consultant, Miguel Martinez.

5. Follow-up with 25th ADA Anniversary

Victoria Wake, Marketing and Communications Manager, introduced Kimberly McCarl, Marketing Administrator, who is in charge of the 25th Anniversary of the ADA celebration. Kimberly will be working with Marketing, Public Affairs and Accessible Services staff to create a time line and event planning. The team will finalize its plans for the campaign and will follow up with the Committee at the July 14th meeting.

6. Discussion and Approval of the ADA Resolution for Board of Directors

The ADA Resolution will go to the Board for approval on June 24, 2015. The Board will use the resolution to forward to cities to engage stakeholders and other officials. The Committee reviewed and made changes to the final draft with the following motion:

MOTION: Fort/Scott approved the ADA Resolution for the June 24, 2015 Board of Directors Meeting. The motion carried by the following vote:

AYES – 6: Abelson, Cressey, Fadem, Fort, Gonsalves, Queen, Robson, Scott, Villena

ABSTENTIONS – 0:

ABSENT – 5: Blanks, Gilmore, Jacobson, Martinez, Zukas

7. Draft Staff Report Reasonable Modification

Mallory Nestor-Brush, Accessible Services Manager, updated the Committee on the Implementation of Reasonable Modification/Accommodation Final Rule. The Department of Transportation (DOT) issued a Final Rule on March 13, 2015, under the Americans with Disabilities Act (ADA). The rule calls for public transportation agency's providing fixed route and ADA complementary paratransit to develop a process to consider requests for reasonable modification/accommodation to their policies, practices and procedures to ensure program accessibility.

Staff will implement, among other things, the following by the July 13, 2015 deadline:

- Create a new code, under the ADA tab, in the Customer Service Relations Database for reasonable modification/accommodation
- Modify the AC Transit web site to more clearly direct individuals to information regarding Title VI and reasonable modification/accommodation procedures, forms and contact information
- Identify a Reasonable Modification Coordinator by name, contact information, e-mail and physical address
- Print, post and make available all information, including an appeals process, in accessible formats
- Modify the current Title VI car card, per the FTA requirements, and include reasonable modification/accommodation information.
- Develop a Standard Operating Procedure (SOP) for the Operations Control Center (OCC) and the AC Transit Call Center staff to address rider inquiries
- Develop Training Materials and train designated staff (OCC, Call Center, Transportation Management) regarding both Title VI and reasonable modification/accommodation
- Work with OCC to collect data on requests for reasonable modification/accommodation and produce summary reports quarterly.
- Issue a bulletin to all bus operators. Note: this bulletin would reiterate what the operators are currently trained to do, which is, if any individual or situation encountered exceeds or violates the District's policies and procedures, they are to contact OCC for further instruction.

8. Chair's Report

None.

9. Board Liaison Report

None.

10. Review of Lift/Ramp Road Call Report

The report for the period of April 19 – May 23, 2015, showed 24 lift/ramp road calls. Of these 24 road calls, eight were chargeable or mechanical. Committee members are

concerned with the problem identified as “Road Hazard”. Staff will inquire to what “Road Hazard” consists of.

11. Service Review Advisory Committee (SRAC) Report

None.

12. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

13. Public Comments

None.

14. Member Communications and Announcements

None.

15. Staff Communications and Announcements

Mallory Nestor Brush, Accessible Services Manager, announced the following:

- Senate Bill SB413 is being reviewed. This bill makes it mandatory for passengers to vacate priority seating when there is a request. Refusal to comply could result in fines.
- The Paratransit Broker’s office will be moving June 26, 2015 from 1722 Broadway to 1750 Broadway, Oakland.
- The Open house for the new Broker’s Office will be July 29th and will also include a Celebration of the 25th Anniversary of the ADA
- AC Transit will be participating in three 4th of July Parades in Alameda, Piedmont and Fremont.

16. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, July 14, 2015 at 1600 Franklin Street, Oakland, CA. Agenda item includes Follow-up on the 25th Anniversary of ADA marketing plan.

17. Adjournment

The meeting adjourned at 2:31 p.m.

ATTACHMENT 2
4th Quarter (April 1 – June 30) FY 13/14 and FY 14/15
Customer Relations ADA Complaints
Comparison

Complaint	4th Qtr FY 2013-2014	4th Qtr FY 2014-2015
<u>80 ADA-KNEELER</u>	0	0
<u>81 ADA-SECUREMENT ISSUE</u>	2	2
<u>82 ADA-CALL STOP ISSUE</u>	1	3
<u>83 ADA-PRIORITY SEATING ISSUE</u>	4	2
<u>84 ADA-CONDUCT/DISOURTESY</u>	44	26
<u>85 ADA-LIFT/RAMP ISSUE</u>	4	2
<u>86 ADA-DISCOUNT FARE DISPUTE/SHOW ID</u>	5	3
<u>87 ADA-PASS UP</u>	26	18
<u>88 ADA-REFUSED ACCESS</u>	11	7
<u>89 ADA-GUIDE/SERVICE ANIMALS</u>	8	0
<u>90 ADA-CARRIED BEYOND STOP</u>	3	4
<u>91 ADA-BOARDING AND ALIGHTING ISSUE</u>	6	6
<u>92 ADA-HAZARDOUS OPERATION</u>	7	2
<u>93 ADA-RELATED EQUIPMENT OR SIGNAGE</u>	0	1
<u>94 ADA-PARATRANSIT POLICY CONCERN</u>	0	0
<u>95 ADA-OTHER</u>	4	0
<u>97 REASONABLE MODIFICATION/ACCOMODATION</u>	0	1
Total Complaints	125	77

*** 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 3
Lift /Ramp Road Call Report
May 24, 2015 – June 27, 2015

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	5/24/15	1076	72M	60+ mos.	BROKEN DRAWER LATCH	BROKEN LATCH*	Yes
1000 (VH-Ricon)	Ramp	6/7/15	1046	73	25-60 mos.	DRAWER WON'T CLOSE	NO PROBLEM FOUND	Yes
1000 (VH-Ricon)	Ramp	6/9/15	1037	51A	25-60 mos.	RAMP ACTIVATED INTERLOCKS	OPERATOR ERROR	Yes
1000 (VH-Ricon)	Ramp	6/10/15	1089	18	60+ mos.	RAM WON'T STOW COMPLETELY	DEBRIS UNDER RAMP	Yes
1000 (VH-Ricon)	Ramp	6/18/15	1049	21	60+ mos.	CONTROL WON'T RELEASE	CHECKED OK FOR SERVICE	Yes
1000 (VH-Ricon)	Ramp	6/20/15	1021	72M	0-6 mos.	B.O. LIFT	ACTUATOR OUT OF ADJUSTMENT*	Yes
1000 (VH-Ricon)	Ramp	6/21/15	1049	73	25-60 mos.	BUS WON'T MOVE AFTER USING RAMP	MAG/TARGET MISALIGNED*	Yes
1000 (VH-Ricon)	Ramp	6/22/15	1049	73	0-6 mos.	B.O. RAMP AND INTERLOCKS	B.O. DRAWER, BENT AND MISALIGNED*	Yes
1000 (VH-Ricon)	Ramp	6/26/15	1021	26	0-6 mos.	RAMP WON'T STOW	MAG SENSOR B.O.*	Yes
1000 (VH-Ricon)	Ramp	6/27/15	1006	72R	60+ mos.	DRAWER KEEPS OPENING	BROKEN DRAWER KNOB*	Yes
1000 (VH-Ricon)	Ramp	6/27/15	1021	52	25-60 mos.	BUS WON'T MOVE AFTER USING RAMP	MAG SENSOR B.O.*	Yes
1200 (VH-Ricon)	Ramp	6/27/15	1210	76	60+ mos.	RESTRAINT WON'T DEPLOY	BELT B.O.*	Yes

Coach Series	Type	Date	Coach #	Line #	Operator Length of Service	Problem Reported	Problem Found * Indicates Chargeable	Pax Received Ride?
1300 (Lift U)	Ramp	6/23/15	1320	O	60+ mos.	RAMP LIGHT/ INTERLOCKS ON	B.O. INTERLOCKS CABLE ADAPTER*	Yes
1400 (Lift U)	Ramp	6/17/15	1440	200	60+ mos.	F/DOOR OPENS BY ITSELF	RAMP CLOSE OUT OUT OF ADJ. *	Yes
2000 (VH-Ricon)	Ramp	5/28/15	2006	1R	25-60 mos.	DRAWER WON'T CLOSE	BROKEN LOCKING MOTOR	Yes
2000 (VH-Ricon)	Ramp	6/26/15	2013	1	60+ mos.	B.O. RAMP CONTROL DRAWER	OPERATOR ERROR	Yes
2100 (VH-Ricon)	Ramp	5/29/15	2198	1	7-12 mos.	RAMP STOPPED WORKING	NO PROBLEM FOUND	Yes
2100 (VH-Ricon)	Ramp	6/3/15	2103	1R	60+ mos.	DRAWER WON'T OPEN	BROKEN LOCKING MOTOR LINKAGE*	Yes
2100 (VH-Ricon)	Ramp	6/6/15	2154	40	60+ mos.	B.O. RAMP	HYDRAULIC LEAK*	Yes
2100 (VH-Ricon)	Ramp	6/9/15	2107	1	7-12 mos.	KNEELR NOT RESPONDING	B.O. KNEELER SWITCH*	Yes
2200 (New Flyer)	Ramp	6/3/15	2217	1R	25-60 mos.	KNEELER WON'T RAISE	BROKEN KNEELER SWITCH*	Yes
2200 (New Flyer)	Ramp	6/19/15	2201	O	25-60 mos.	KNEELER SENSOR UNSET	OPERATOR ERROR	Yes
5000 (VH-Ricon)	Ramp	6/12/15	5006	12	60+ mos.	RAMP WON'T STOW- POLE ON WAY	OPERATOR ERROR	Yes

Operator Length of Service Totals:

0-6 Mos: **3** Operator; 7-12 Mos: **2** Operators; 12-24 Mos: **0** Operators; 25-60 Mos: **7** Operators; 60+ Mos: **11** Operators
 (63) (27) (131) (163) (866)

Series	Year Added	Type	Qty
1000	2003	True Low Floor Standard (40 ft.)	87
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	68
2000	2003	True Low Floor Articulated	29
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>	39
3500	2015	Eldorado Small Transit Vehicle	2
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>			<i>575</i>
<i>* Please note the 7200's are classified as 4000 series buses.</i>			