

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, JULY 9, 2019
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from April 9, 2019**
 - 2. August Service Changes**
 - 3. Public Hearing on August 7, 2019**
 - 4. Quarterly ADA Complaints**
 - 5. Updated AAC Top Priorities**
 - 6. Lift/Ramp Road Call Report**
-

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, JULY 9, 2019
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

CHONITA CHEW

PAMELA FADEM, CHAIR

SANDRA JOHNSON

JAMES ROBSON

TANYA WASHINGTON

CHRIS WILLIAMS

ERIKA BRUHNS

MARY CLUTTS

JIM GONSALVES

DON QUEEN

WILL SCOTT

BARBARA WILLIAMS, VICE CHAIR

HALE ZUKAS

1. Roll Call and Introduction of Members and Guests
2. Order of Agenda
3. Approval of Minutes for April 9, 2019 [Attachment 1]
4. Review August Service Changes (Michael Eshleman) [Attachment 2]
5. Public Hearing on Service Changes Proposals (Michael Eshleman) [Attachment 3]
6. Priority Seating Overview (Mallory Nestor-Brush)
7. Review of Quarterly ADA Complaints [Attachment 4]
8. Updated AAC Top Priorities [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. Future Agenda Items & Next Meeting Date
18. Adjournment

ATTACHMENTS:

Meeting Minutes: April 9, 2019	[Attachment 1]
August Service Changes	[Attachment 2]
Public Hearing on Service Changes Proposals	[Attachment 3]
Quarterly ADA Complaints	[Attachment 4]
Updated AAC Top Priorities	[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)
APRIL 9, 2019**

The meeting was called to order at 1:06 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	Sandra Johnson
Don Queen	Will Scott (1:40)
Tanya Washington (left 3:25)	Barbara Williams, Vice Chair
Hale Zukas (left 3:30)	

AAC members absent:

Jim Gonsalves (excused)	James Robson (excused)
Chris Williams	

Staff: Tammy Kylo, Administrative Coordinator
Kim Ridgeway, Accessible Services Specialist
Mallory Nestor-Brush, Accessible Services Manager
David Berman, Transportation Planner

Guests: Diane Shaw, Board of Directors
Arnold Brillinger, Service Review Advisory Committee (SRAC)

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Queen/Bruhns approved the March 12, 2019 AAC meeting minutes. The motion carried by the following vote:

AYES – 10: Abelson, Bruhns, Chew, Clutts, Fadem, Johnson, Queen, Washington,
B. Williams, Zukas

ABSTENTIONS – 1: Scott

ABSENT – 3: Gonsalves, Robson, C. Williams

4. Review June Service Changes

David Berman, Transportation Planner, reviewed the June Service changes, which will go into effect Sunday, June 16th. David explained that June sign-up is generally reserved for making minor adjustments to service based on feedback received after the December sign-up as well as removing supplemental school service for the summer. This sign up includes two key initiatives: 1. Improving service reliability through runtime and layover adjustments to account for increased congestion, and 2. changing frequency on several lines to reduce the number of operators required to operate the scheduled service. The Committee had concerns about driver recruitment and retention. Mallory Nestor-Brush, Accessible Services Manager, explained that driver shortage is an issue with fixed route and paratransit operators throughout the United States, but staff is researching additional strategies to improve the Districts recruitment and retention efforts.

David concluded with a list of specific reliability improvements on Lines 19, 79, 80, the 700-series, U, OX, and F; and service-level adjustments to Lines 10, 12, 14, 18, 29, 33, 54, 57, 62, 72R, 73, and 88. Staff will send out a link to the updated schedules to the committee when they are available.

The committee request that driver recruitment and retention be added to the agenda for the Joint AAC/Board meeting.

5. Roundtable Discussion on Members Top Accessible Concerns

Chair Fadem asked each AAC Member to express 1-2 specific accessibility concerns. These concerns included:

- Lack of public notification and awareness for schedule changes
- Accessibility of the new BRT Ticket Vending Machine
- Frequency of service, late arrivals, unreliable service
- Bus Overcrowding, especially when service is reduced, and how all riders will be accommodated with less room for wheelchairs, carts and strollers.
- Bus Bunching
- Accessibility of Double Decker Buses
- Lack of Clipper Card Vendors
- Technology Changes
- AC Transit Customer Service Call Center not being local
- Low ridership of the Senior population
- Operators not waiting until riders are seated before taking off
- Safety issues at the bus stop on Sutter and Hopkins
- Keeping buses accessible for people who use mobility devices
- Reinforcing the “wheelchairs on first, off last” policy.

6. Review AAC Top Priorities

The Committee reviewed and discussed the 2018 AAC Top Priorities, and approved the following Top Priorities for 2019:

- Advocate for fair, affordable, accessible and reliable AC Transit service, and equipment that is accessible, and encourage AC Transit to be an industry leader in accessibility.
- Advocate for increasing State and Federal funding for public transit, especially to maintain accessibility and affordability for our rider community.
- Advocate for AC Transit to be transparent regarding all funding and expenses.
- Support and participate in driver training to promote proficiency in, and sensitivity to, the needs of seniors and people with disabilities, and assist drivers in creating an atmosphere that is welcoming of all riders.
- Support and participate in customer service training for both phone and in-person customer service staff to promote respectful, accessible, and appropriate information and services for seniors, people with disabilities and all riders on AC Transit.
- Support and engage in activities to increase ridership of seniors, people with disabilities and young people on the fixed route transit system when appropriate. This includes general education to increase the public's knowledge and understanding of the needs of seniors, people with disabilities and young people and a commitment of removing barriers throughout the transit system.

MOTION: Abelson/Johnson approved the 2019 AAC Top Priorities. The motion carried by the following vote:

AYES – 10: Abelson, Bruhns, Chew, Fadem, Johnson, Queen, Scott, Washington,
B. Williams, Zukas

NAYES – 1: Clutts

ABSENT – 3: Gonsalves, Robson, C. Williams

7. Chair's Report

None.

8. Board Liaison Report

Diane Shaw, AC Transit Board of Directors, reported that:

- AC Transit has implemented a mobile App for Text for real time bus information
- Individuals who don't own a Smart Phone can send a text for real time bus information. Staff to send out instructions to the Committee.
- The Board of Directors will review the Strategic Plan at the next Board Meeting.

9. Review of Lift/Ramp Road Call Report

The Committee reviewed the Road Call report for March 3 – March 30, 2019. There was a total of seven (8) lift/ramp road calls, 4 being chargeable.

Arnold Brillinger stated that he had two incidences with boarding the bus due to ramp issues, on 3/12 and 3/28, neither of which is on the report. Tammy Kylo will contact the Lift/Ramp Department to get clarification.

10. Service Review Advisory Committee (SRAC) Report

None.

11. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

12. Public Comments

Arnold Brillinger shared a flyer he created to pass out on Driver Appreciation Day.

13. Member Communications and Announcements

Sandra Johnson reported that on April 26th from 10-12 pm there is a “How Medicare for All Impacts Seniors and People with Disabilities” public forum at the Ed Roberts Campus in Berkeley.

Mary Clutts reported that At Home With Growing Older (AHWGO) – 10 year anniversary celebration is on Saturday, June 1st at 9:30 am to 3:00 pm, at the Ed Roberts Campus in Berkeley. This should be a great day of celebration and learning for those who are interested in “aging into their future”.

14. Staff Communications and Announcements

Mallory Nestor-Brush, Accessible Service Manager, reminded everyone of the May 7th AB12234 Ethic Training. Tammy Kylo will send the Committee another reminder, via email, with the date, time and additional details. Due to the ethics training, there will be NO May AAC Meeting.

Mallory Nestor-Brush reported that the Secretary to the Board is trying to confirm a date for a Joint Board/AAC meeting on June 12th. Staff will report back to the AAC if that meeting will take place, which would also be in lieu of the regular June AAC Meeting.

15. Future Agenda Items & Next Meeting Date

The next AAC Meeting will be held Tuesday, July 9, 2019 at East Bay Paratransit, 1750 Broadway, Oakland, in the Community Room. Agenda items will include Priority Seating and August Service Changes.

Future Agenda Items:

- Update on Salesforce Transit Center (STC)
- ACT RealTime (Where is my bus)
- Ferry Connections

16. Adjournment

The meeting adjourned at 3:46 p.m.

ATTACHMENT 2

August Service Changes

AC Transit conducts four sign-ups each year as required by the Collective Bargaining Agreement (CBA) with the Amalgamated Transit Union (ATU). These occur in March, June, August, and December with the sign-up in August serving as a system-wide sign-up when operators can bid on work in any of the District's four divisions.

The August sign-up is reserved for activating those lines specifically serving schools, performing minor schedule adjustments to respond to customer and operator input, and to improve system reliability and on-time performance. However, this sign-up is particularly critical as it allows AC Transit to move back into the new Salesforce Transit Center in San Francisco. This will allow us to make use of the dedicated bus-only ramp connecting to the Bay Bridge, the storage facility for buses midday, and improved amenities for customers, operators, and operations staff.

The list of changes are included below:

- Restoring supplementary service for the school year.
- Changes to all San Francisco Transbay routes to move into the new Salesforce Transit Center.
- Schedule adjustments to lines 1, 10, 14, 34, 35, 40, 57, 60, 62, 76, 86, 90, 94, 98, 851, C, E, FS, H, LA, M, and NX to improve reliability and/or address meal & rest issues.

Taken together, these changes will improve service reliability and reduce non-revenue mileage.

ATTACHMENT 3

Public Hearing on Service Change Proposals

AC Transit Board of Directors will hold Public Hearings on **Wednesday, August 7, 2019, at 2:00 p.m. and 6:00 p.m.** at the AC Transit General Offices, Second Floor Board Room, 1600 Franklin Street, Oakland, California

PROJECT DESCRIPTION:

The proposals outlined below are related to multiple projects slated for implementation in FY 2019/20:

Bus Rapid Transit – Line 1 will be eliminated and replaced with BRT service mid- FY 2019/20 and include the following changes:

- BRT will serve Broadway from 11th to 20th, replacing Line 1’s current Lafayette Square stop.
- Peak frequency on BRT is proposed at every seven minutes; improving Line 1’s current 10-minute frequency.
- BRT will replace Line 801 Owl service from downtown Oakland to San Leandro as the Owl.
- Minor adjustments to Lines 14 and 47 are necessary to navigate new turns onto International Boulevard. The following new turn segments are under review:
 - San Leandro Street between 35th and 38th Street
 - High Street between San Leandro Street and International Boulevard

Lines 71 and 376 through Parchester Village in Richmond. To improve coach navigatability, propose adjusting routes to operate along one or more of the following new segments:

- McGlothen Way between Griffin Drive and Phanor Drive
- Payne Dr between Jenkins Way and McGlothen Way
- Griffin Drive between Jenkins Way and McGlothen Way
- Collins Ave between Williams Dr and Giant Road
- Williams Dr between McGlothen Way and Collins Ave.

Line 60 in Hayward – Improve frequency from every 20 minutes to as often as every 15 minutes. This service enhancement is dependent on funding made available through the formation of partnerships.

Improved Headways/Extension of Line 96 in Alameda - The Alameda Transportation Management Association is working with the District to extend Line 96 and improve its frequency to as often as every 15 minutes. This could result in new operations on the following streets:

- Willie Stargell Ave between Fifth St. and Main St.
- Atlantic Ave (Ralph Appezzato Memorial Parkway) between Webster Street and Ferry Point
- Ferry Point between West Tower Ave and West Hornet Ave
- West Pacific Ave between Central Ave and Viking Street
- West Oriskany Ave between Central Ave and Ferry Point
- Viking Street between West Hornet Ave and West Atlantic Ave
- West Hornet Ave between Ferry Point and Viking St
- Orion Street between West Oriskany Ave and West Pacific Ave
- Orion Street between Atlantic Ave and West Midway Ave
- Skyhawk Street between West Pacific Ave and West Oriskany Ave
- Fifth Street between Atlantic Ave and Willie Stargell Ave
- Lexington Street between West Midway Ave and West Tower Ave
- Saratoga Street between West Midway Ave and West Tower Ave
- Pan Am Way between West Red Line Ave and West Midway Ave

The proposed service changes are detailed on AC Transit's website at www.actransit.org, and available in printed format at the District's General Offices, located at 1600 Franklin Street, Oakland, California. Information about the proposals can be obtained by email at planning@actransit.org or by calling (510) 891-7175.

WE NEED YOUR INPUT:

The public is urged to submit written comments by letter, facsimile, or email, which must be received by the close of the final public hearing on August 7, 2019.

- Written comments will receive the same attention as verbal comments received at the hearings. Address written comments to the AC Transit Board of Directors, 1600 Franklin Street, Oakland, California, 94612
- Facsimile at (510) 891-7157
- Email to planning@actransit.org
- Comments may also be submitted by voicemail at (510) 891-7201
 - Spanish-language comments, call (510) 891-7291
 - Chinese-language comments, call (510) 891-7292

ATTACHMENT 4

**4th Quarter (April 1 – June 30) FY 17/18 and FY 18/19
Customer Relations ADA Complaints
Comparison**

Complaint	4th Qtr FY 2017-2018	4th Qtr FY 2018-2019	Non-ADA 1 st Qtr FY 2018-2019
80 ADA-KNEELER	0	0	
81 ADA-SECUREMENT ISSUE	6	3	
82 ADA-CALL STOP ISSUE	4	0	
83 ADA-PRIORITY SEATING ISSUE	4	10	
84 ADA-CONDUCT/DISCOURTESY	30	28	510
85 ADA-LIFT/RAMP ISSUE	1	2	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	2	0	
87 ADA-PASS UP	12	14	387
88 ADA-REFUSED ACCESS	10	17	75
89 ADA-GUIDE/SERVICE ANIMALS	2	4	
90 ADA-CARRIED BEYOND STOP	3	1	
91 ADA-BOARDING AND ALIGHTING ISSUE	3	4	
92 ADA-HAZARDOUS OPERATION	2	0	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	6	4	
94 ADA-PARATRANSIT POLICY CONCERN	0	0	
95 ADA-OTHER	3	2	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	88	89	

ATTACHMENT 5

Updated AAC Top Priorities

The Accessibility Advisory Committee (AAC) has developed its top priorities for 2019. The AAC approved the following as Top Priorities at the April 9, 2019 meeting and updated it at the Joint Board Meeting on June 12, 2019:

- Advocate for fair, affordable, accessible and reliable AC Transit service, and equipment that is accessible, and encourage AC Transit to be an industry leader in accessibility.
- Advocate for increasing Federal, State, regional and local funding for public transit, and paratransit, especially to maintain accessibility and affordability for our rider community.
- Advocate for AC Transit to be transparent regarding all funding and expenses.
- Support and participate in driver training to promote proficiency in, and sensitivity to, the needs of seniors and people with disabilities, and assist drivers in creating an atmosphere that is welcoming of all riders.
- Support and participate in customer service training for both phone and in-person customer service staff to promote respectful, accessible, and appropriate information and services for seniors, people with disabilities and all riders on AC Transit.
- Support and engage in activities to increase ridership of seniors, people with disabilities and young people on the fixed route transit system when appropriate. This includes general education to increase the public's knowledge and understanding of the needs of seniors, people with disabilities and young people and a commitment of removing barriers throughout the transit system.

ATTACHMENT 6

Lift /Ramp Road Call Report
June 1, 2019 – June 30, 2019

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	6/19/19	1102	28	0-6 mos.	Wheel chair tie downs not working properly	Wheel chair belt inoperable	1110
1300 (Lift U)	Ramp	6/20/19	1336	1	60+ mos.	Ramp won't stay down	Adjusted lift ramp which was hanging door up*	1314
1400 (Lift U)	Ramp	6/18/19	1441	NL	13-24 mos.	Ramp chain broken	On log for broken ramp chain*	1301
1500 (Lift U)	Ramp	6/7/19	1549	72	25-60 mos.	Ramp stopped working	Replaced Ramp Relay*	1549
2200 (New Flyer)	Ramp	6/19/19	2214	1	25-60 mos.	Kneeler won't work	CHG Kneeler switch*	1327
5000 (VH-Ricon)	Ramp	6/4/19	5030	93	60+ mos.	Kneeler switch not working	Replaced kneeling switch*	5045
5000 (VH-Ricon)	Ramp	6/6/19	5027	35	0-6 mos.	Ramp won't lay flat	Replaced both ramp shafts*	5029
5000 (VH-Ricon)	Ramp	6/8/19	5048	86	60+ mos.	Ramp won't fold	Replaced control valve*	5137
5100 (VH-Ricon)	Ramp	6/12/19	5110	12	60+ mos.	Ramp does not close	Cleaned under lift platform	5111

Operator Length of Service Totals:

0-6 Mos: **2** Operator; 7-12 Mos: **0** Operators; 13-24 Mos: **1** Operators; 25-60 Mos: **2** Operators; 60+ Mos: **4** 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