

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, JUNE 10, 2014
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from May 13, 2014**
- 2. Customer Relations Complaints, 1300 Series Bus (Gillig)**
- 3. Lift/Ramp Road Call Report**
- 4. MCI Fleet Lift Report**
- 5. Wheelchair Lift Cycling Report – MCI (6000 Series)**
- 6. Transit Correspondence**

**MEETING LOCATION
AC TRANSIT
1600 Franklin Street, 4th Floor Conference Room
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
4th FLOOR CONFERENCE ROOM
1:00 P.M., TUESDAY, JUNE 10, 2014
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

SCOTT BLANKS, CHAIR

SHIRLEY CRESSEY

PAMELA FADEM

STEVE FORT

PATRICK FORTE

JIM GONSALVES

YULI JACOBSON

DON QUEEN

JAMES ROBSON

WILL SCOTT

DEBORAH TAYLOR

MARINA VILLENA

HALE ZUKAS, VICE CHAIR

1. Roll Call and Introduction of Staff Members and Guests
2. Order of Agenda
3. Approval of Minutes for April 8, 2014 [Attachment 1]
4. Review of Fare Changes (Victoria Wake)
5. Chair's Report
6. Board Liaison Report
7. Discussion of Gillig Coaches and Boarding Wheelchairs [Attachment 2]
8. Discussion of Alternate Meeting Locations (Verbal)
9. Review of Lift/Ramp Road Call Report [Attachment 3]
10. Review of MCI Fleet Lift Report and Wheelchair Lift Cycling Report–MCI (6000 Series) [Attachments 4 & 5]
11. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
12. ACTC PAPCO Report (Hale Zukas)
13. Public Comments
14. Transit Correspondence [Attachment 6] (Informational Only)
15. Member Communications and Announcements
16. Staff Communications and Announcements
17. Set Next Agenda & Meeting Date
18. Adjournment

ATTACHMENTS:

Meeting Minutes: May 13, 2014	[Attachment 1]
Customer Relation Complaints, 1300 Series Bus (Gillig)	[Attachment 2]
Lift/Ramp Road Call Report	[Attachment 3]
MCI Fleet Lift Report	[Attachment 4]
Wheelchair Lift Cycling Report	[Attachment 5]
Transit Correspondence	[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 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)
MAY 13, 2014**

The meeting came to order at 1:03 p.m.

1. Roll Call and Introduction of Guests

AAC members present:

Janet Abelson	Scott Blanks, Chair
Shirley Cressey	Pam Fadem
Steve Fort	James Robson
Deborah Taylor	Marina Villena
Hale Zukas, Vice Chair	

AAC members absent:

Jim Gonsalves (excused)	Yuli Jacobson
Don Queen (excused)	Will Scott (excused)

Staff: Mallory Nestor-Brush, Accessible Services Manager
Tammy Kylo, Administrative Coordinator
Michael Flocchini, Training and Education Manager
H.E. Christian Peoples, Board of Directors

Guests: Randall Glock
Jerry Grace

2. Order of Agenda

The order of the agenda was approved.

3. Approval of Minutes

MOTION: Robson/Villena approved the April 8, 2014 AAC meeting minutes. The motion carried by the following vote:

AYES:8: Abelson, Blanks, Fadem, Fort, Robson, Taylor, Villena, Zukas

ABSTAIN:1: Cressey

ABSENT:3: Gonsalves, Jacobson, Queen, Scott

4. Quarterly Training Discussion

Michael Flocchini, Training and Education Manager, shared that he will be attending AAC meetings quarterly to listen and get suggestions from the committee on how to improve the ADA training in New Bus Operator classes and annual refresher classes. Flocchini also reported that they are planning to attend an Outreach at the California School for the Blind

The committee suggested the following:

- AAC members participate in the driver's training. Face to face communication is important. Being available to answer questions drivers may have about seniors/people with disabilities, in transportation, is critical.
- Better training on the procedures for the driver when they are not able to pick-up wheelchair passengers due to the securement area being full.
- More training on soft skills, respect and courtesy.

Flocchini suggested that the Committee invite Operations Staff, including the Division Superintendents to future meetings for comments regarding the drivers.

5. Discussion on Joint Board of Directors Meeting Minutes

AAC members received the minutes via email. No comments.

6. Discussion on Alternate Meeting Locations for the AAC

The Committee discussed moving the location of the AAC meeting to other location, that is near BART and easily accessible, one or twice a year similar to the Board of Directors. Staff will report back on possible dates and locations.

7. Chairs Report

None.

8. Board Liaison Report

Director Peeples reported on the following items:

- April 30, 2014 Board Retreat agenda items included:
 - Mobility Task Force - Coordination and communication of multimodal transportation options, serving all of a community's travel needs using all available travel resources in District 2.
 - Technology Infrastructure: Interdependent Systems that Drive Performance.
- The May 14, 2014 Board of Directors Meeting agenda items include:
 - Instituting a Performance Based system for staff reviews and pay increases.
 - A report on the reopening of the Richmond Division (D3).

9. Review of Lift/Ramp Road Call Report

The report for the period of March 16, 2014 – April 26, 2014, showed 23 lift/ramp road calls. Of these 23 roadcalls, 7 were chargeable or mechanical. Committee members are concerned with the rising number of "No Problem Found" road calls. Nine road calls involved the new 1,300 Series Gillig bus prompting the Committee to request that Staff be present to review bus familiarization/orientation process when new equipment is introduced to the District. Additionally, the Committee is concerned over the number of road calls for ramps that can be deployed manually.

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 92% daily.

11. Service Review Advisory Committee (SRAC) Report

Janet Abelson reported that the SRAC meeting on May 6, 2014 included a presentation and overview of the activation of the Interactive Voice Response (IVR) system at East Bay Paratransit by Scott Witt of Unified Dispatch (UDI). Volunteers were selected to participate in the testing.

12. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

13. Public Comments

None.

14. Member Communications and Announcements

Deborah Taylor attended the community meeting on Emeryville-Berkeley-Oakland Transit Study (EBOTS). The community evaluates ideas for improving transit in West Berkeley, Emeryville and West Oakland. Based on public input, they developed potential options for better connecting these communities to each other and to regional transit destinations by using shuttles or small buses.

Shirley Cressey reminded the committee about the Senior Health Fair in Richmond on May 14, 2014. Staff will send out flyer.

15. Staff Communications and Announcements

Tammy Kylo, Administrative Coordinator, handed out the AAC Outreach Flyer that was approved by the Board of Directors.

16. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, June 10, 2014 at 1600 Franklin Street, 4th Floor, Oakland, CA. Agenda items include Alternate Locations for the AAC Meetings, Review of Fare Changes and a Discussion of Gillig Coaches and Boarding Wheelchairs.

17. Adjournment

The meeting adjourned at 3:08 p.m.

ATTACHMENT 2

Customer Relations Complaints
1300 Series Bus (Gillig)
January 1 – June 4, 2014

Customer Relations Complaints (ALL)

Total Tickets for Period: 207
 Non-ADA Tickets for Period: 194
 ADA Tickets for Period: 13

<u>80 ADA-KNEELER</u>	1
<u>81 ADA-SECUREMENT ISSUE</u>	1
<u>82 ADA-CALL STOP ISSUE</u>	0
<u>83 ADA-PRIORITY SEATING ISSUE</u>	1
<u>84 ADA-CONDUCT/DISOURTESY</u>	6
<u>85 ADA-LIFT/RAMP ISSUE</u>	0
<u>86 ADA-DISCOUNT FARE DISPUTE/SHOW ID</u>	0
<u>87 ADA-PASS UP</u>	1
<u>88 ADA-REFUSED ACCESS</u>	4
<u>89 ADA-GUIDE/SERVICE ANIMALS</u>	1
<u>90 ADA-CARRIED BEYOND STOP</u>	0
<u>91 ADA-BOARDING AND ALIGHTING ISSUE</u>	1
<u>92 ADA-HAZARDOUS OPERATION</u>	0
<u>93 ADA-RELATED EQUIPMENT OR SIGNAGE</u>	0
<u>94 ADA-PARATRANSIT POLICY CONCERN</u>	0
<u>95 ADA-OTHER</u>	0
<u>TOTAL ADA COMPLAINTS**</u>	16

*** Total complaints ≠ total tickets. Tickets can have multiple codes. So the total number of complaints for the period may be higher than the total tickets.*

ATTACHMENT 3
Lift /Ramp Road Call Report
April 27, 2014 – May 24, 2014

Coach Series	Type	Date	Coach #	Problem Reported	Problem Found
4000 (NABI)	Lift	5/9/14	4009	Ramp wont deploy all the way	Hydraulic Hose/Diverter Valve B.O.*
4000 (NABI)	Lift	5/21/14	4055	Keeler problem	No Problem Found
1000 (VH-Ricon)	Ramp	5/3/14	1022	Drawer stays open	Checked Ok
1000 (VH-Ricon)	Ramp	4/28/14	1023	Drawer won't open	No Problem Found
1000 (VH-Ricon)	Ramp	5/6/14	1024	B.O. Securement Drawer	Defective Drawer Mag. Sw.*
1000 (VH-Ricon)	Ramp	5/6/14	1027	Drawer won't stay shut	Vandalized Drawer Knob (Latch)
1000 (VH-Ricon)	Ramp	5/6/14	1086	Slow Ramp	Hydraulic Power Unit B.O.
1000 (VH-Ricon)	Ramp	5/2/14	1093	Drawer Won't Secure	Vandalism
1100 (VH-Ricon)	Ramp	5/12/14	1101	Floor Cover Coming Off	Loose Access Cover
1100 (VH-Ricon)	Ramp	5/20/14	1106	Stuck Ramp	Bent Drawer
1300 (Lift U)	Ramp	5/9/14	1337	Ramp Won't Deploy All The Way	Warranty-Road Hazard
2000 (VH-Ricon)	Ramp	4/27/14	2008	B.O. Securement Drawer	Broken Latch
2000 (VH-Ricon)	Ramp	5/7/14	2019	Ramp Won't Deploy	Hydraulic Power Unit B.O.
2000 (VH-Ricon)	Ramp	5/24/14	2021	Drawer Won't Secure	Operator Error
2000 (VH-Ricon)	Ramp	4/28/14	2034	Drawer Won't Stay Closed	Operator Error
2000 (VH-Ricon)	Ramp	5/14/14	2043	Ramp Won't Stow	No Problem Found
2200 (New Flyer)	Ramp	4/28/14	2216	Ramp Won't Stow	Defective Switch At Dash (Warr.)

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
1900	1996	Standard High Floor Articulated (60 ft.) - Retired	6
2000	2003	True Low Floor Articulated	56
2100	2006-2009	Suburban Articulated	33
2200	2013	Standard Low Floor (60 ft.) <New Flyer>	23
3000	1998	Standard High Floor (40 ft.) - Retired	46
3100	1998	Standard High Floor (40 ft.) - Retired	52
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 4**MCI FLEET LIFT REPORT – MAY 24, 2014**

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

Total All Divisions Lifts	<u>44</u>
Working Lifts	<u>44</u>
B.O. Lifts waiting repair	<u>0</u>
P.M. inspections remaining	<u>0</u>
P.M. inspections complete	<u>2</u>
Roadcalls	<u>0</u>

B.O. by Division

Emeryville	E. Oakland	Hayward
0	0	0

Repaired by Division

Emeryville	E. Oakland	Hayward
2	2	1

P.M. Inspections Due by Division

Emeryville	E. Oakland	Hayward
0	0	0

P.M. Inspections Completed by Division

Emeryville	E. Oakland	Hayward
1	0	1

ATTACHMENT 5
Wheelchair Lift Cycling Report
April 27, 2014 – May 24, 2014

Date	Number of Lifts Cycled	Percentage of Fleet
4/28/14	140	91%
4/29/14	148	96%
4/30/14	148	96%
5/1/14	145	94%
5/2/14	145	94%
5/5/14	145	94%
5/6/14	152	99%
5/7/14	149	97%
5/8/14	146	95%
5/9/14	140	91%
5/12/14	145	94%
5/13/14	149	97%
5/14/14	147	95%
5/15/14	144	94%
5/16/14	145	94%
5/19/14	152	99%
5/20/14	147	95%
5/21/14	150	97%
5/22/14	147	95%
5/23/14	144	94%

Note:

- This report is for the MCI fleet only (58 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 6
TRANSIT CORRESPONDENCE**

Denver Tweaks Stroller Policy, Settling Wheelchair Users' Suit

Regional Transportation District (RTD) in Denver, CO, agreed to tighten stroller policy. The new policy includes the following provisions:

- Strollers must be capable of being stored "behind" priority seating and wheelchair spaces.
- Seats in the securement area cannot be flipped up for anything other than a mobility aid.

Bus drivers will be required to enforce the policy. RTD and the Colorado Cross-Disability Coalition (CCDC) settled a lawsuit brought under ADA. The parties issues a joint statement saying the new policy advises RTD bus operators as follows:

Articles, baggage or packages are not permitted on buses if they are dangerous or restrict free movement of passengers. Articles permitted on the bus must not interfere with the vehicle operation or any other passenger. Grocery carts must be folded or positioned so that they do not block the aisle of the bus. Whatever a passenger brings on the bus must be readily movable. When a passenger with a stroller boards the bus, require the passenger to collapse the stroller prior to boarding. Passengers will not be allowed to board with large strollers or other items that cannot be collapsed and/or stored in the seats behind the Securement Areas and Priority Seating. You must advise the passenger upon boarding to use seats behind the Securement Areas and Priority Seating for themselves and their objects because if they do sit in the Securement Area, they will be required to move if needed by an Individual with a Disability using a Mobility Aid. Do not permit a passenger to fold up the seat to make room for items brought on board the bus, other than a Mobility Aid.

The joint statement says this procedure "will prevent confusion regarding use of the wheelchair securement areas" and "ensure passengers who use mobility aids have access to the bus." Signage in the priority seating area are as follows:

PRIORITY SEATS FOR PERSONS WITH DISABILITIES AND ELDERLY. MAKE SEATS AVAILABLE FOR SUCH PASSENGERS OR UPON REQUEST.

FEDERAL LAW REQUIRES THIS AREA MUST BE VACATED WHEN A PERSON WITH A DISABILITY WHO IS USING A WHEELCHAIR FOR MOBILITY NEEDS THIS SPACE.