

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, JUNE 13, 2017
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from April 11, 2017**
 - 2. June Service Changes**
 - 3. C2 Public Engagement**
 - 4. AC Transit Fare Changes**
 - 5. AAC Top Priorities**
 - 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 PARATRANST OFFICE
1750 BROADWAY, OAKLAND, CA 94612
1:00 P.M., TUESDAY, JUNE 13, 2017
REGULAR MEETING**

AAC MEMBERS:

JANET ABELSON

MARY CLUTTS

PAMELA FADEM

JIM GONSALVES

DON QUEEN

WILL SCOTT

BARBARA WILLIAMS

CHONITA CHEW

SHIRLEY CRESSEY

SALEEM SHĀKIR GILMORE

SUSAN GONZALEZ

JAMES ROBSON, CHAIR

TANYA WASHINGTON

HALE ZUKAS

1. Roll Call and Introduction of New Members and Guests
2. Order of Agenda
3. Approval of Minutes for April 11, 2017 [Attachment 1]
4. Review of June Service Changes (Michael Eshleman) [Attachment 2]
5. C2 Public Engagement [Attachment 3]
6. Review of Fare Changes (Julia Kocs) [Attachment 4]
7. Review of AAC Priorities [Attachment 5]
8. Agenda Items for July 26, 2017 - Joint Meeting with the Board of Directors
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: April 11, 2017	[Attachment 1]
June Service Changes	[Attachment 2]
C2 Public Engagement	[Attachment 3]
AC Transit Fare Changes	[Attachment 4]
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
SPECIAL MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
APRIL 11, 2017**

The meeting came to order at 1:02 p.m.

1. Roll Call and Introduction of New Members and Guests

AAC members present:

Chonita Chew	Shirley Cressey
Pam Fadem	Susan Gonzalez
Don Queen	James Robson, Chair
Will Scott	Tanya Washington
Barbara Williams	Hale Zukas

AAC members absent:

Janet Abelson (excused)	Mary Clutts (excused)
Jim Gonsalves (excused)	Saleem Shākir Gilmore

Staff: Mallory Nestor-Brush, Accessible Services Manager
Tammy Kylo, Administrative Coordinator
Kim Ridgeway, Accessible Services Specialist
Emily Cruz, Senior Human Resources Administrator

Guests: None

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

The Committee approved the minutes with the following addendum added to agenda item 5, Overview of Safety and Security: “Committee members voiced concern for “over policing”, especially of youth on the bus and asked if there were programs for youth within AC Transit. Keller stated that HR handles AC Transit internships and we should request to have HR come to a future AAC meeting to discuss the internship program”.

MOTION: Scott/Fadem approved the March 14, 2017 AAC meeting minutes. The motion carried by the following vote:

AYES – 6: Cressey, Fadem, Robson, Scott, Williams, Zukas

ABSTENTIONS – 4: Chew, Gonzalez, Queen, Washington

ABSENT – 4: Abelson, Clutts, Gonsalves, Gilmore

4. Overview of Interns at AC Transit

Emily Cruz, Senior Human Resources Administrative, provided information on AC Transit's high school and college academic internship programs.

- High School Interns
 - Juniors/Seniors work during the summer, part time
 - Partners mostly with the City of Oakland as well as Contra Costa County
 - Work for 6 weeks
- Academic College Interns
 - Year around, undergraduate and graduate interns in all areas of the District
 - Part time during the school year, but can work full time in the summer
 - Have to be actively enrolled in an academic program
 - Have a direct supervisor, do substantial work
 - Funded through AC Transit's Budget

The Committee expressed the following ideas:

- Develop a program for Best Behavior on the Bus, reflects diversity
- Work with community groups
- Reach out to other Cities, specifically at risk kids

5. Review of AAC Member Etiquette

Jim Robson, Chair, reviewed the AAC Member Etiquette with the Committee.

6. Review of Quarterly ADA Complaints

The Committee reviewed the 3rd Quarter (January 1 – March 31) FY 15/16 and FY 16/17 Customer Relations ADA Complaints Comparison report.

7. Chair's Report

Chair Robson shared that April is National Volunteer Month, which is dedicated to honoring all of the volunteers in our communities as well as encouraging volunteerism throughout the month. He thanked the Committee for their volunteer work with disabled and senior communities.

8. Board Liaison Report

H. E. Christian Peeples, AC Transit Board of Directors, reported the following items:

- AC Transit and Oakland Unified School District (OUSD) have continued to meet regarding supplementary bus service.
- An AC Transit Fuel Cell Bus will be featured in the 2017 Bus & Paratransit Conference in Reno.

9. Review of Lift/Ramp Road Call Report

The Committee reviewed the report for the period of March 5, 2017 – March 25, 2017. Of the 4 lift/ramp road calls; 2 were chargeable.

10. Service Review Advisory Committee (SRAC) Report

None.

11. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

12. Public Comments

None.

13. Member Communications and Announcements

None.

14. Staff Communications and Announcements

Mallory Nestor-Brush reminded the Committee that AB1234 Ethics Training, which occurs every two years, is approaching. To receive a completion certificate, the Committee can attend the May 2nd Joint SRAC, Bart Accessibility Task Force (BATF) and AAC meeting in person, or members can take the class on-line. If they wish to take the class on-line they must complete the course by May 2, 2017 and copies of the certificate must be sent to Tammy Kylo by May 5, 2017. Tammy will send a link to the on-line class to the Committee.

15. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, June 13, 2017 at the East Bay Paratransit Office, 1750 Broadway, Oakland, in the Community Room. Agenda items will include Review of June Service Changes, and Review of Fare Changes.

16. Adjournment

The meeting adjourned at 2:30 p.m.

**ATTACHMENT 2
JUNE SERVICE CHANGES**

AC Transit conducts four sign-ups each year as required by the Collective Bargaining Agreement (CBA). These occur in March, June, August, and December. The District will implement the upcoming sign-up on June 18, 2017.

The June Sign-up will include the implementation of the first stage of Bay Bridge Forward – an initiative sponsored by the Metropolitan Transportation Commission (MTC) that will improve and increase Transbay bus service in the short term (1-2 years). The first stage will include frequency improvements for the summer on lines F, FS, G, J, and H to account for the seasonal increase in demand, primarily generated by student interns commuting to San Francisco.

The complete list of Summer Sign-up modifications are listed below:

- Supplemental school service will be removed for all 600-series lines for the summer.
- Supplemental trips will be removed from Lines 39, 51A, 72M, 76, 94, 95, 97, and 217 for the summer.
- MTC has funded additional trips on Transbay Lines C, F, FS, H, and J through Bay Bridge Forward.
- Running time changes to improve on-time performance on Lines G, LA, NX2, O, P, S, SB, V, and 251.
- Line 33 will have frequency and reliability improved through additional trips.
- Line 29 will have two additional trips.
- Line 45 will have one trip removed.

ATTACHMENT 3 C2 PUBLIC ENGAGEMENT

Clipper is the transit fare-payment system for the San Francisco Bay Area. Currently accepted on 22 public transit agencies, Clipper is responsible for fare payment for close to 800,000 transit trips each weekday, and a little more than half of the transit trips taken in the region. The Metropolitan Transportation Commission (MTC) manages Clipper on behalf of the participating transit operators.

The Clipper system has been in operation for 10 years. MTC and the transit operators are planning for the next generation of Clipper and are seeking input from the public. Previous research yielded feedback about preferences for fare media options (e.g., cards, apps, etc.), equipment, websites, accessibility, security and privacy, integration with other services, transit benefits, transit subsidy programs, customer service, account management and fees.

Based on this input and other research, MTC and the transit operators have developed a vision for a customer-focused, cost-effective, fare-collection system that supports a modern, seamless transit experience.

MTC and the transit operators are specifically seeking input from passengers with disabilities or mobility needs to determine how Clipper might be better able to serve them. Questions they are exploring include:

- How do people with different needs experience using Clipper?
- How comfortable is tagging a card to a card reader? Would another type of fare media (like a phone) be easier or more convenient?
- What do other services do to provide the most helpful accommodation?
- What would make using Clipper a better experience?

Any members of the public can also send an email to futureofclipper@mtc.ca.gov, leave voicemail at 415.778.6680 or write to MTC-Clipper Feedback, Bay Area Metro Center, 375 Beale St., San Francisco, CA 94105.

ATTACHMENT 4 AC TRANSIT FARE CHANGES

NEW FARES EFFECTIVE JULY 1, 2017

For the first time since 2011, AC Transit will increase the cost of fares and passes on July 1, 2017. This fare change reflects an increase originally scheduled for July 1, 2016, but deferred by the AC Transit Board of Directors last year. A fare increase will help AC Transit cover rising inflationary costs and remain fiscally sustainable.

WHAT WILL CHANGE

- All Local and transbay Cash Fares
- All Clipper Local and Transbay Fares
- All 31-Day and Monthly Passes

BEST WAYS TO SAVE

The cost of a Day Pass will not change. It will still be the best way to travel on AC Transit if you're taking more than two local buses in a day. The pass gives you unlimited rides in a day for a flat \$5 fare. The cost for youth, seniors and people with disabilities will stay at \$2.50.

Using Clipper is another way to save. You'll still save on single local fares when you tag your Clipper card on the Clipper card reader.

HOW TO GET A PASS

AC Transit passes are available only with a Clipper card. With a pass on Clipper, you can save big when you ride two or more times per day, and you don't need to carry exact change to get on the bus.

Clipper cards, and most passes, can be obtained at clippercard.com, by phone at (877) 878-8883, or at various retail outlets including Walgreens and Whole Foods Market.

The AC Transit & Clipper Customer Service Center at 1600 Franklin Avenue in Oakland can help you get your Clipper card and assist with the application process to obtain pass and fare discounts.

FOR HELP & MORE INFORMATION

AC Transit Customer Service is ready to answer fare questions and provide additional assistance:

(510) 891-4777

Monday through Friday, 6 a.m. to 7 p.m.

Saturday and Sunday, 9 a.m. to 5 p.m.

Local (Effective July 1, 2017)Cash Fare

Adults	
Single Ride	\$2.25
Day Pass	\$5.00
Youth (5-18) / Senior / Disabled	
Single Ride	\$1.10
Day Pass	\$2.50

Clipper Fare

Adults	
Single Ride	\$2.15
Day Pass	\$5.00
Youth (5-18) / Senior / Disabled	
Single Ride	\$1.05
Day Pass	\$2.50

Local Clipper Passes

Clipper Adult 31-Day Pass	\$81.00
Clipper Youth 31-Day Pass	\$26.50
Clipper Senior/Disabled Pass	\$26.50

Transbay (Effective July 1, 2017)Cash Fare

Adults	\$4.50
Youth (5-18) / Senior / Disabled	\$2.20

Transbay Clipper Passes

Adults – Transbay 31-Day Pass	\$162.00
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**ATTACHMENT 5
AAC TOP PRIORITIES**

The Accessibility Advisory Committee (AAC) has developed its top priorities for 2016. The AAC approved the following as Top Priorities at the April 12, 2016 meeting:

- Advocate for the most equitable and accessible AC Transit service and equipment, and encourage AC Transit to be an industry leader in accessibility.
- Advocate for increasing State and Federal funding for public transit.
- Support and participate in driver training to ensure drivers are proficient, sensitive to the needs of seniors and people with disabilities, and help create an atmosphere that is welcoming all riders.
- 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
 May 7, 2017 – June 2, 2017

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	5/12/17	1026	51B	25-60 mos.	Drawer won't stow	Changed lift drawer motor and adjust drawer target.*	1026
1000 (VH-Ricon)	Ramp	5/26/17	1096	40	25-60 mos.	Drawer would not close	Repaired drawer *	1096
1300 (Lift U)	Ramp	5/26/17	1323	20	7-12 mos.	Lift warning buzzer / battery shutdown	Stow proxi out of adjustment*	1323
1500 (Lift U)	Ramp	5/10/17	1552	F	13-24 mos.	Switch broken	Adjusted proximity switch.*	1017
2000 (VH-Ricon)	Ramp	5/19/17	2012	57	25-60 mos.	Can't secure WC	Replaced cut restraint.	2012
2100 (VH-Ricon)	Ramp	5/31/17	2104	1	25-60 mos.	Lift will not stow flat	Debris in ramp	2104
2100 (VH-Ricon)	Ramp	6/1/17	2108	97	60+ mos.	Drawer won't latch	W/C Drawer Latch Replaced*	2109
5000 (VH-Ricon)	Ramp	5/22/17	5038	85	60+ mos.	Kneeler not workng	Adjust kneeler stop	5029

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **0** Operators; 13-24 Mos: **0** Operators; 25-60 Mos: **1** Operators; 60+ Mos: **2** Operators
 (79) (94) (138) (247) (752)

Series	Year Added	Type	Qty
1000	2003	True Low Floor Standard (40 ft.)	80
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	Standard Low Floor (40 ft) Gillig	80
2000	2003	True Low Floor Articulated	29
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>	46
6100	2013	Commuter Coaches (40 ft.) <Gillig>	54
FC	2010	Fuel Cell Standard (40 ft.)	13
<i>Total</i>			<i>618</i>