

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, MARCH 8, 2016
1:00 P.M.**

INDEX OF ATTACHMENTS

1. **Minutes from January 12, 2016**
 2. **AAC Member Etiquette**
 3. **Quarterly ADA Complaints**
 4. **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, MARCH 8, 2016
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

CHONITA CHEW

PAMELA FADEM

SALEEM SHĀKIR GILMORE

YULI JACOBSON

JAMES ROBSON

BARBARA WILLIAMS

SCOTT BLANKS, CHAIR

SHIRLEY CRESSEY

STEVE FORT

JIM GONSALVES

DON QUEEN

WILL SCOTT

HALE ZUKAS, VICE CHAIR

1. Roll Call and Introduction of New Members and Guests
2. Order of Agenda
3. Approval of Minutes for January 12, 2016 [Attachment 1]
4. Completion of Conflict of Interest Form 700 (District Secretary Staff)
5. Review of AAC Member Etiquette [Attachment 2]
6. Review of Quarterly ADA Complaints [Attachment 3]
7. Chair's Report
8. Board Liaison Report
9. Review of Lift/Ramp Road Call Report [Attachment 4]
10. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
11. ACTC PAPCO Report (Hale Zukas)
12. Public Comments
13. Member Communications and Announcements
14. Staff Communications and Announcements
15. Set Next Agenda & Meeting Date
16. Adjournment

ATTACHMENTS:

Meeting Minutes: December 8, 2015	[Attachment 1]
AAC Member Etiquette	[Attachment 2]
Review of Quarterly ADA Complaints	[Attachment 3]
Lift/Ramp Road Call Report	[Attachment 4]

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)
JANUARY 12, 2016**

The meeting came to order at 1:04 p.m.

1. Roll Call and Introduction of Guests

AAC members present:

Janet Abelson	Scott Blanks, Chair
Shirley Cressey	Pam Fadem
Steve Fort (arrived 1:08)	Saleem Gilmore
Lisamaria Martinez	Don Queen
James Robson	Marina Villena
Hale Zukas, Vice Chair (arrived 1:17)	

AAC members absent:

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

Staff: Mallory Nestor-Brush, Accessible Services Manager
Kim Ridgeway, Accessible Services Specialist
Tammy Kylo, Administrative Coordinator
Beverly Greene, Director of Legislative Affairs & Community Relations
Michael Eshleman, Service Planning Manager
John Urgo, Transportation Planner

Guests: Dollene C. Jones
Shawn Fong, City of Fremont

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Fadem/Robson approved the December 8, 2015 AAC meeting minutes. The motion carried by the following vote:

AYES – 9: Abelson, Blanks, Fadem, Fort, Martinez, Queen, Robson, Villena, Zukas
ABSTENTIONS – 2: Cressey, Gilmore
ABSENT – 3: Gonsalves, Jacobson, Scott

4. Follow-up on Draft 2016 Advocacy Programs

Beverly Greene, Director of Legislative Affairs & Community Relations, reported on the update to the 2016 Advocacy Programs. Based on the Board's discussion on December 9, 2015, staff has revised the 2016 State legislative advocacy program. The 3 additional items for the 2016 State Advocacy Program are:

Policy Interests

- Support efforts to authorize AC Transit to enforce parking and moving violations in bus-only lanes and bus stops through forward-facing cameras and contracted county law enforcement departments.
- Seek to clarify treatment of independent transit agency retirement systems.
- Support legislation that reduces liability for common carriers.

Staff will take the revised 2016 Federal and State Legislative Advocacy Programs to the Board on January 12, 2016.

5. Lines F and J: New Alternatives for Future Service

Michael Eshleman, Service Planning Manager, presented the four new alternatives for Line F and Line J. The initial proposal changes to lines F and J, as well as significant improvements to local service, were part of the Service Expansion Plan (SEP). AC Transit received more than 700 comments regarding the initial proposals for Lines F and J. Comments were negative on the loss of all-day Transbay service along 40th street in Emeryville and Market Street in Oakland. To alleviate the loss of service along Market Street and 40th Street, AC Transit will be significantly improving local service; though this will require some customers to transfer in order to use Transbay service off-peak and during weekends. The four new alternatives are:

Alternative 1: Modified Existing

- Line F: Modified slightly to serve the area around 64th and Shellmound before getting on the freeway to cross the bridge. It will serve the same area in the reverse direction before continuing on its current path. There will be no loss of service along 40th or Market.
- Line J: No changes.

Alternative 2: Current Proposal.

- Line F: Will travel southwest from Berkeley along Adeline before turning west on Alcatraz and 65th then south on Shellmound to access the freeway. Market and 40th will retain peak-hour Transbay service and have enhanced local service to access BART and Line F.
- Line J: From Berkeley, will travel south along Sacramento and Market to access the freeway via Macarthur Blvd.

Alternative 3: Stanford/Powell

- Line F: The loop around UC Berkeley will be eliminated with the trip starting adjacent to campus near Center/Shattuck. From there, Line F will travel to Emeryville via Adeline and onto Stanford/Powell. Prior to entering the freeway, it will loop north along Christie Ave. to 64th then Shellmound. It will do the same upon exiting the freeway in the reverse direction. Market and 40th will retain peak-hour Transbay service and have enhanced local service to access BART and Line F.
- Line J: From Berkeley, will travel south along Sacramento and Market to access the freeway via Macarthur Blvd.

Alternative 4: Split F

- Line F: Split Line F into a Transbay route originating in Emeryville with direct access to the freeway. The remainder of the current Line F will become a local line that will provide timed connections with Line F. Areas currently served by Line F will continue to either have direct all-day Transbay access or will have all-day local service with a timed connection to all-day Transbay service.
- Line J: No changes.

Staff will work with Emeryville, Oakland, and UC Berkeley to adjust the initial proposal to better meet the needs of the areas being served.

The committee thanked Michael for the information, addressing the problem and discussing it with consumers.

6. Line 275 and Line 48 Demand Responsive Flex Service Pilot

John Urgo, Transportation Planner, gave an overview of the Demand Responsive Flex Service Pilot for lines 275 and 48. The pilot will test the viability of replacing a very low-frequency route with a demand responsive service. Switching from fixed route to demand responsive allows AC Transit to increase frequency at major transfer points (e.g. BART stations) serve demand where and when it occurs, enhance the passenger experience and efficiently use operational resources. As demand responsive services grow, the pilot will test how and whether this type of service can be integrated within AC Transit's service types and unionized environment.

Assumptions/Constraints:

- Anticipated mid-March launch for the public – 1 year pilot
- Project will start in the Lines 275 and 48 service area with the existing Lines 275 and 48 running concurrently for at least the first two months
- Service will be bus stop to bus stop, not door to door. People can board anywhere and be dropped off at any existing 275/48 bus stop, upon reservation.

- There will be two “schedule points” (Union City BART and Lido Faire Shopping Center) where passengers will be able to board at scheduled times without prior reservation – every 30 minutes.
- Degree of functionality (e.g. allowing unscheduled passenger boardings) will be limited by level of operator interaction with the technology platform
- System as a Service (SaaS) – DemandTrans will host platform and provide ongoing technical support and system modifications
- Flex service zones may expand to Castro Valley and Warm Springs during pilot period if pilot proves viable
- “Dial a ride” service requires system sign-up as per contract (likely June 2016)
- Buses have 16 seats, with two wheelchair securement areas and a bike rack.

The Committee expressed concern that that not enough public outreach is planned. Chair Scott Blanks would like to test the software to see if it works for those who are visually impaired.

7. Chair’s Report

None.

8. Board Liaison Report

None.

9. Review of Lift/Ramp Road Call Report

The Lift/Ramp road call report covered the period of November 28, 2015 – January 2, 2016. There were a total of 8 road calls; all 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, Accessible Services Manager, informed the Committee about the changes due to the Super bowl. AC Transit provides daily, peak and non-peak Transbay

service from the East Bay to San Francisco, arriving just blocks from Super Bowl City and the NFL Experience.

- While road closures will not affect Transbay routes, residual traffic from detours could cause delays.
- Pending availability, AC Transit will have buses on standby at the Transbay Temporary Terminal throughout the week leading up to the Super Bowl in order to provide additional service when needed.

15. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, February 9, 2016 at 1750 Broadway, Oakland, CA. Agenda items will be discussed and reviewed with the AAC Chair in the next coming weeks.

16. Adjournment

The meeting adjourned at 2:30 p.m.

ATTACHMENT 2
AAC Member Etiquette

- Please arrive promptly at 1:00 pm for monthly AAC Meetings.
- To the extent possible, please stay through the entire meeting. Meetings usually run until approximately 3:30 pm.
- If you are unable to attend a meeting, please contact Tammy Kylo, Secretary to the Committee, at tkylo@actransit.org or 510-891-7175 by **4:00 pm** the **DAY BEFORE** the scheduled meeting.
- Please refrain from wearing scented products at the meeting, as there may be persons present with environmental illnesses.
- During meetings, if you would like to speak on an item, raise your hand so that the Chair recognizes you and gives you the floor. Please state your name so the members who are visually impaired, know who is speaking.
- Allow other members to finish speaking. Do not interrupt.
- To the extent possible, please direct your comments to the current topic. Additional comments regarding non-agenda items shall be reserved for “Member Communications and Announcements”.
- Please refrain from engaging in side conversations during the meeting, for personal discussions are disruptive and are amplified by the Community Room sound system.

ATTACHMENT 3
2nd Quarter (October 1 – December 31) FY 14/15 and FY 15/16
Customer Relations ADA Complaints
Comparison

Complaint	2nd Qtr FY 2014-2015	2nd Qtr FY 2015-2016
80 ADA-KNEELER	1	1
81 ADA-SECUREMENT ISSUE	3	6
82 ADA-CALL STOP ISSUE	1	4
83 ADA-PRIORITY SEATING ISSUE	2	1
84 ADA-CONDUCT/DISOURTESY	24	10
85 ADA-LIFT/RAMP ISSUE	10	2
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	8	4
87 ADA-PASS UP	25	18
88 ADA-REFUSED ACCESS	12	5
89 ADA-GUIDE/SERVICE ANIMALS	5	2
90 ADA-CARRIED BEYOND STOP	4	0
91 ADA-BOARDING AND ALIGHTING ISSUE	6	5
92 ADA-HAZARDOUS OPERATION	4	3
93 ADA-RELATED EQUIPMENT OR SIGNAGE	1	3
94 ADA-PARATRANSIT POLICY CONCERN	0	0
95 ADA-OTHER	1	2
97 REASONABLE MODIFICATION/ACCOMODATION	0	0
Total Complaints	107	66

*** 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 4
 Lift /Ramp Road Call Report
 January 3, 2016 – February 27, 2016

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	1/20/16	1093	F	60+ mos.	Operator reports the ramp interlock will not release	Cleared by mechanic *	YES
1000 (VH-Ricon)	Ramp	2/9/16	1093	18	25-60 mos.	BO w/c compartment door-will not release	Repaired drawer sensor*	YES
1000 (VH-Ricon)	Ramp	2/15/16	1093	26	13-24 mos.	BUS WON'T GO IN GEAR	Repaired drawer box*	YES
1000 (VH-Ricon)	Ramp	2/26/16	1093	57	25-60 mos.	DRAWER WON'T OPEN	reposition sensor on drawer*	YES
1400 (Lift U)	Ramp	1/3/16	1460	76	25-60 mos.	Ramp won't stow correctly	chg. pull ring & repaired latch.*	YES
2100 (VH-Ricon)	Ramp	2/27/16	2192	1	60+ mos.	Lift won't move	broken motor shaft*	YES
2200 (New Flyer)	Ramp	2/3/16	2205	1	0-6 mos.	BO kneeler	chg air govenor*	YES
5100 (VH-Ricon)	Ramp	2/3/16	5109	75	60+ mos.	KNEELER STUCK DOWN	repaired switch issue*	YES

Operator Length of Service Totals:

0-6 Mos: **1** Operator; 7-12 Mos: **0** Operators; 13-24 Mos: **1** Operators; 25-60 Mos: **3** Operators; 60+ Mos: **3** 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> 575
<i>* Please note the 7200's are classified as 4000 series buses.</i>			