

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, MAY 8, 2018
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from April 10, 2018**
 - 2. June Service Changes**
 - 3. AAC/CDL Refresher Sessions Overview**
 - 4. 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, MAY 8, 2018
REGULAR MEETING**

AAC MEMBERS:

JANET ABELSON

MARY CLUTTS

PAMELA FADEM, CHAIR

JIM GONSALVES

JAMES ROBSON

TANYA WASHINGTON

HALE ZUKAS

CHONITA CHEW

SHIRLEY CRESSEY

MAUREEN GILHOOLY

DON QUEEN

WILL SCOTT

BARBARA WILLIAMS, VICE CHAIR

1. Roll Call and Introduction of Members and Guests
2. Order of Agenda
3. Approval of Minutes for April 10, 2018 [Attachment 1]
4. Service Changes for June [Attachment 2]
5. Update on AAC/CDL Refresher Sessions [Attachment 3]
6. Chair's Report
7. Board Liaison Report
8. Review of Lift/Ramp Road Call Report [Attachment 4]
9. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
10. ACTC PAPCO Report (Hale Zukas)
11. Public Comments
12. Member Communications and Announcements
13. Staff Communications and Announcements
14. Set Next Agenda & Meeting Date
15. Adjournment

ATTACHMENTS:

Meeting Minutes: April 10, 2018	[Attachment 1]
June Service Changes	[Attachment 2]
AAC/CDL Refresher Sessions Overview	[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 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 10, 2018**

The meeting was called to order at 1:04 p.m.

1. Roll Call and Introduction of Members and Guests

AAC members present:

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

AAC members absent:

Janet Abelson (excused)	Saleem Shākir Gilmore (resigned)
Maureen Gilhooly (excused)	Jim Gonsalves

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

Guests: H. E. Christian Peeples, Board of Directors
Arnold Brillinger, Chair, Service Review Advisory Committee (SRAC)

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Scott/Robson approved the March 13, 2018 AAC meeting minutes. The motion carried by the following vote:

AYES – 9: Chew, Clutts, Cressey, Queen, Robson, Scott, Washington, Williams, Zukas

ABSTENTIONS – 1: Fadem

ABSENT – 4: Abelson, Gilhooly, Gilmore, Gonsalves

4. Election of Chair/Vice Chair

Mallory Nestor-Brush, Accessible Services Manager, opened nominations for AAC Chair for 2018-2019.

Cressey nominated Fadem.

Robson nominated Williams.

6 for Fadem, 4 for Williams

Pam Fadem elected Chair of the AAC for 2018-2019

Mallory Nestor-Brush, Accessible Services Manager, opened nominations for AAC Vice-Chair for 2018-2019.

Fadem nominated Williams

No other nominations

All approved; carried unanimously

Barbara Williams elected Vice Chair for the AAC for 2018-2019

5. Review AAC Priorities

The Committee discussed the current Top Priorities and briefly discussed additional priorities.

MOTION: Robson/Queen moved to have the following bullet point added to the priorities: “Support and participate in customer service training for both phone and in-person customer service staff to ensure respectful, accessible, and appropriate information and service for seniors, people with disabilities and all riders on AC Transit.” The motion carried by the following vote:

AYES – 9: Chew, Clutts, Cressey, Fadem, Queen, Robson, Washington, Williams, Zukas

ABSTENTIONS –1: Scott

ABSENT – 4: Abelson, Gilhooly, Gilmore, Gonsalves

MOTION: Scott/Clutts moved to accept all five AAC Top Priorities.. The motion carried unanimously:

AYES – 9: Chew, Clutts, Cressey, Fadem, Queen, Robson, Scott, Washington, Williams, Zukas

ABSENT – 4: Abelson, Gilhooly, Gilmore, Gonsalves

6. Priority Seating/Messaging Sub-Committee Report

Pam Fadem reported on the discussion of the Priority Seating Sub-Committee. The Sub-Committee proposed an outreach campaign of positive messages on the interior and exterior of the bus that would say “Please Make Room” or “We All Ride Together”. These messages will include photos of all “priority riders”, be in multiple languages and include pictograms. The next meeting will take place on May 8th at 12:00 pm.

7. Chair's Report

Robson thanked AC Transit Staff for their support of him as Chair of the Committee for the past two years.

8. Board Liaison Report

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

- The Public Hearing for the Transbay Tomorrow Service Plan took place on March 28, 2018. A decision will be made at the April 25, 2018 Board of Directors meeting
- The new Transbay Terminal is scheduled to open October 2018.
- BRT is set to start revenue service December 2019.

9. Review of Lift/Ramp Road Call Report

The Committee reviewed the report for the period of March 4 – March 31, 2018. Of the 4 lift/ramp road calls; 2 were chargeable.

10. Service Review Advisory Committee (SRAC) Report

Mallory Nestor-Brush, Accessible Services Manager, reported that at the SRAC meeting was held on March 6, 2018. The Committee reviewed and approved the FY 18/19 Measure B/BB Paratransit Plan and Funding Application. The Committee also approved Staff's recommendations on East Bay Paratransit's (EBP's) current No-Show/Late Cancellation Policy. The next SRAC meeting will be held May 2, 2018 at 12:30 pm at EBP, 1750 Broadway, Oakland.

11. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

12. Public Comments

Arnold Brillinger stated that he's been getting great customer service from Bus Operators, including nice words as he disembarks the bus.

13. Member Communications and Announcements

- Pam Fadem thanked Jim Robson for his kindness, leadership and inclusiveness as AAC Chair.
- Chonita Chew reminded the AAC about May 25, 2018 – 27th Annual Convention – Empowering seniors.
- Mary Clutts asked for more data on Seniors who ride AC Transit verses number of Seniors in the AC Transit service area.

14. Staff Communications and Announcements

None.

15. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, May 8, 2018 at the East Bay Paratransit Office, 1750 Broadway, Oakland, in the Community Room. Agenda items will include a Review of Customer Service training and June Service Changes.

16. Adjournment

The meeting adjourned at 2:16 p.m.

ATTACHMENT 2

June Service Changes

The June sign-up is generally reserved for making minor adjustments to service based on feedback received after the December sign-up and for removing school service for the summer break. However, given the phased approach for implementation of ACGo (approved by the Board in 2016), the June sign-up will include significant service adjustments to routes serving Hayward, San Leandro, and portions of unincorporated Alameda County (Castro Valley, San Lorenzo). All of these changes underwent CEQA review as part of the Service Expansion Plan effort.

The primary focus on the route adjustments and realignments is to create a more reliable network by breaking up loop routes and matching different segments to demand. Many routes will be shorter and more direct, leading to improved reliability and a system that is more manageable from an operations perspective. The adjustments for the June sign-up include the following:

- Extend Line 60 to Chabot College.
- Replace Line 22 with improvements to Lines 60, 83, and 86.
- Replace Lines 32 and 48 with Line 28 serving San Leandro, Bay Fair, Castro Valley, and Hayward.
- Replace Lines 37 and 85 with Lines 41 and 56 serving Jackson Triangle and South Hayward.
- Replace Lines 75 and 93 with Lines 34 and 45, serving San Leandro, Bay Fair, and Hayward.
- Extend Line 93 to cover portions of discontinued Lines 48 and 85.
- Lengthen weekday spans on new or adjusted lines in areas being served by current Lines 22, 32, 37, 48, 60, 75, 83, 85, 86, 89, and 93.
- Improved frequency on the new or adjusted lines in most or all of the areas being served by current Lines 22, 32, 37, 48, 60, 75, 83, 85, 86, 89, and 93.
- Improve existing weekend service on new or adjust lines being served by current Lines 22 and 32.
- Add weekend service to new or adjusted lines in areas served by existing Lines 37, 48, and 75.

In addition to the changes coming to routes in Hayward, San Leandro, and unincorporated Alameda County, there will be one change in Berkeley: Line 81 between Russel/Claremont and Berkeley Marina will be eliminated and Line 80, which covers much of the route will have its frequency improved to 20 minutes and Line 51B will be extended to the Berkeley Marina every third trip. Most customers along the line will see significant improvements in frequency. This change is being made to address significant reliability issues with Lines 80/81 and to drive improved ridership given Line 81 fell well below the District's productivity standards.

ATTACHMENT 3
AAC/CDL Refresher Sessions Overview

Michael Flocchini, Training and Education Manager and Kimberly Ridgeway, Accessible Services Specialist reviewed the Veteran Operator CDL Annual Refresher Courses and propose the following for AAC inclusion:

- Sessions will take place the 3rd Thursday of each month.
- 10 am – 12 pm

Below are the dates for 2018

Thursday, June 21st

Thursday, July 19th

August (DARK)

Thursday, September 20th

Thursday, October 18th

Thursday, November 15th

Thursday, December 20th

- The AAC will be notified via email on or about the 1st Tuesday of each month, the date of the upcoming session, and a request for volunteers. Volunteers will be selected on a first response/first served basis.
- On the day of the session, Participants will arrive Via Line 86. Schedule/Time Points will be emailed to the participants 2 days before the scheduled session.
 - (i.e. Leave Hayward BART at 9:32 am, arrive at TEC at 9:47 am; Leave TEC a 12:18 pm, arrive at Hayward BART at 12:32 pm)
- Should a session need to be cancelled, the Committee will be informed via email as soon as possible before the scheduled Session. Each volunteer will be moved to the subsequent session, if he/she is available.

ATTACHMENT 4
Lift /Ramp Road Call Report
April 1, 2018 – April 28, 2018

Coach Series	Type	Date	Coach #	Line #	Operator Length of Service	Problem Reported	Problem Found <i>* Indicates Chargeable</i>	Pax Received Ride?
6000 (MCI-Ricon)	Lift	4/22/18	6055	F	13-24 mos.	Drawer won't stay close	Adjusted lift door lock.*	1557
1000 (VH-Ricon)	Ramp	4/19/18	1013	72R	60+ mos.	W/C drawer latch broke	changed drawer latch*	1013
1000 (VH-Ricon)	Ramp	4/27/18	1017	72R	7-12 mos.	Ramp won't stow	Ramp won't release*	1009
1200 (VH-Ricon)	Ramp	4/10/18	1222	22	60+ mos.	Ramp won't settle into track, trip hazard	Cleared by shop RSV	1222
1300 (Lift U)	Ramp	4/5/18	1335	45	25-60 mos.	kneeler switch not working	Replaced broken lift switch*	1047
1400 (Lift U)	Ramp	4/13/18	1460	45	60+ mos.	Damaged pull ring assy, ran over by wheel chair	Damaged pull ring assy, Repaired.	1460
1500 (Lift U)	Ramp	4/20/18	1524	51A	25-60 mos.	Belt stuck on wheel chair	Removed belt	1085
1500 (Lift U)	Ramp	4/25/18	1524	54	60+ mos.	Belt won't work	Replaced wrong belt with proper one*	1084
2200 (New Flyer)	Ramp	4/2/18	2216	40	60+ mos.	Ramp won't store	Adjusted lift ramp which was hanging door up*	2207
5000 (VH-Ricon)	Ramp	4/12/18	5040	85	60+ mos.	Lift stuck	Cleared by shop RSV	5040

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **1** Operators; 13-24 Mos: **1** Operators; 25-60 Mos: **2** Operators; 60+ Mos: **6** Operators
(82) (105) (131) (288) (721)

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>	46
6100	2013	Commuter Coaches (40 ft.) <Gillig>	54
FC	2010	Fuel Cell Standard (40 ft.)	13
<i>Total</i>			630