

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, NOVEMBER 12, 2019
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from October 8, 2019**
 - 2. December Service Changes**
 - 3. 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, NOVEMBER 12, 2019
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

CHONITA CHEW

PAMELA FADEM, CHAIR

SANDRA JOHNSON

JAMES ROBSON

TANYA WASHINGTON

HALE ZUKAS

ERIKA BRUHNS

MARY CLUTTS

JIM GONSALVES

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 October 8, 2019 [Attachment 1]
4. Review Legistar Format for AAC Meetings (Linda Nemeroff)
5. Overview of Supplemental Service (Sean Diest Lorgion)
6. Review December Service Changes (Michael Eshleman) [Attachment 2]
7. Overview of Ferry Connections (Michael Eshleman)
8. Chair's Report
9. Board Liaison Report
10. Review of Lift/Ramp Road Call Report [Attachment 3]
11. Service Review Advisory Committee (SRAC) Report (Janet Abelson)
12. ACTC PAPCO Report (Hale Zukas)
13. Public Comments
14. Member Communications and Announcements
15. Staff Communications and Announcements
16. Future Agenda Items & Next Meeting Date
17. Adjournment

ATTACHMENTS:

Meeting Minutes: October 8, 2019	[Attachment 1]
December Service Changes	[Attachment 2]
Lift/Ramp Road Call Report	[Attachment 3]

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)
OCTOBER 8, 2019**

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

1. Roll Call and Introduction of Members and Guests

AAC members present:

Janet Abelson	Erika Bruhns
Chonita Chew	Mary Clutts
Sandra Johnson	James Robson
Tanya Washington	Barbara Williams, Vice Chair
Hale Zukas	

AAC members absent:

Pam Fadem (excused)	Jim Gonsalves (excused)
Don Queen (excused)	Will Scott

Staff: Tammy Kylo, Administrative Coordinator
Mallory Nestor-Brush, Accessible Services Manager
Cecil Blandon, Director of Maintenance
Diann Castleberry, External Affairs Representative

Guests: Diane Shaw, Board of Directors
H. E. Christian Peoples, Board of Directors
Shawn Fong, City of Fremont

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Bruhns/Johnson approved the September 10, 2019 AAC meeting minutes. The motion carried by the following vote:

AYES – 5: Bruhns, Chew, Clutts, Johnson, Robson

ABSTENTIONS – 4: Abelson, Washington, Williams, Zukas

ABSENT – 4: Fadem, Gonsalves, Queen, Scott

4. Overview of Road Calls

Cecil Blandon, Director of Maintenance, gave an overview of Maintenance Road Calls. The process begins with the driver calling Operations Control Center (OCC) when the bus has a mechanical issue. The Road Call is chargeable when it impacts a passenger service vehicle for more than 6 minutes or when a bus exchange is needed. The mechanic from the closest division will meet the bus if the bus can't move, at a layover or at a timepoint.

Mallory Nestor-Brush, Accessible Services Manager, asked about the road calls when the ramp is stuck due to debris and if service personnel are trained to deploy/sweep the ramp nightly. Cecil replied that all operators and service personnel are trained to manually deploy the ramps. The lift/ramps are cleaned at every Preventative Maintenance (PM) which is approximately every 5-6 weeks. Cecil stated that he will have service personnel start focusing on sweeping the lift/ramps more often.

The Committee voiced the following concerns:

- All operators should perform a pre-inspection and cycle the lift/ramps before leaving the yard.
- Operators should know how to manually deploy the ramp and know the location of the tool if that is necessary to deploy.

5. Review of Quarterly ADA Complaints

The Committee reviewed the Quarterly ADA Complaints which compared ADA Complaints in the 1st Quarter 18/19 to 1st Quarter 19/20. The Committee commented on an increase in the Pass Up and Refused Access categories. The Committee encouraged everyone to continue to report any issues so that they are documented and followed up on. Tammy will email all committee members on how to contact customer service.

6. Chair's Report

None.

7. Board Liaison Report

None.

8. Review of Lift/Ramp Road Call Report

The Committee reviewed the Road Call report for August 25 – September 28, 2019. There were a total of eight (8) road calls, six (6) being chargeable.

9. Service Review Advisory Committee (SRAC) Report

Janet Abelson gave an update on the October 1, 2019, SRAC meeting. The SRAC received an update of a study conducted by Nelson/Nygaard, about Regional trips and Regional Center of the East Bay (RCEB) riders on East Bay Paratransit (EBP). RCEB riders with subscription trips were 50% of the total riders in May. More and more RCEB

riders are using EBP. Afternoon peaks are greatly impacting the system with 15 centers and 1600 daily trips. The SRAC also had a discussion with Jasher Nowland, EBP Quality Assurance Manager, about reactivating the secret Rider Program.

10. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

11. Public Comments

Shawn Fong thanked AC Transit for holding community meetings in Fremont at senior housing regarding Redesign Fremont and Newark Service.

12. Member Communications and Announcements

Janet Abelson encouraged the committee to be prepared for a PG&E's Public Safety Power Shutdown (PSPS). She encouraged the committee to take the time to prepare and make sure they had necessary items, including water, flashlights, batteries, and a generator, if needed, since the power could be out for up to 5 days.

Mary Clutts reported that the doors are being locked at the Salesforce Transit Center late at night and there is no easy wayfinding to catch the NL at 10:00 PM.

Hale Zukas would like the Committee to tour the New Gilling facility in Livermore.

13. Staff Communications and Announcements

Diann Castleberry, External Affairs Rep, gave a brief update on SB328. SB328 is a California Senate Bill, introduced by Senator Portantino, proposing an adjustment in school day start times for middle and high schools, requiring high schools and middle schools to start no earlier than 8:30 am and 8:00 am respectively. The bill currently sits on the Governor's desk where he will either sign or veto the bill. Although AC Transit does not question the intent and potential educational benefits, the concern is that the bill does not address the cost impacts and options for how students will travel to/from home/school.

Diann Castleberry added that impacts are estimated to require an increase from 46 buses to 73 buses in order to provide the same level of service; a 60% increase. There would also be a cost increase from \$10 million to \$16 million annually for supplementary bus service. Currently, AC Transit provides approximately 30,000 daily student trips through its local bus service, and 60 supplementary bus service trips for middle and high schools. Should the Governor sign this bill into law, the change in school bell schedules is expected to begin as early as July 1, 2022 or School Year 2022-23.

14. Future Agenda Items & Next Meeting Date

The next AAC Meeting will be held Tuesday, November 12, 2019 at East Bay Paratransit, 1750 Broadway, Oakland, in the Community Room.

Future Agenda Items:

- Ferry Connections
- School Service

15. Adjournment

The meeting adjourned at 2:20 p.m.

ATTACHMENT 2 December Service Changes

The December sign-up is generally reserved for making minor adjustments to service based on feedback received after the August sign-up. The changes included in this sign-up were developed based on discussions with numerous departments and stakeholders, including Transportation, the Driver's Committee, the BRT Team, Management and Budget, Marketing & Communications, and Supervision.

The following changes will take place in the December sign-up:

- Changes to Line 1 runtimes and routing.
- Routing changes to Lines 14, 47, 96, and several supplementary routes due to new BRT street configuration.
- Line 71 routing change in Parchester Village in Richmond based on feedback heard in September Public Hearing and approval by the Board.
- Extension of Line 217 to Milpitas BART as approved by the Board.
- Added frequency on Line 60 between CSUEB and Chabot College as approved by the Board.
- Elimination of several BART Early Bird Express lines per BART's request due to low ridership.
- Adjustments to multiple lines to improve running times and reliability.

ATTACHMENT 3
Lift /Ramp Road Call Report
September 29, 2019 – November 2, 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	10/2/19	1082	72	25-60 mos	Ramp motor not working	CHG Motor*	1412
1300 (Lift U)	Ramp	10/3/19	1345	18	60+ mos.	Ramp stuck	Straighted ramp and Lubed all latches	1573
1300 (Lift U)	Ramp	10/25/19	1354	52	7-12 mos.	Ramp won't lay flat	replace vinyl and spring plate *	1573
1300 (Lift U)	Ramp	10/2/19	1358	60	25-60 mos	Ramp won't stow	Clean stuck debris in stow mat	1110
1400 (Lift U)	Ramp	10/20/19	1419	97	60+ mos.	Ramp making noise	Re-secured loose metal dust shield	1402
1400 (Lift U)	Ramp	9/28/19	1455	45	7-12 mos.	Kneeler not working	Replaced kneeler switch.*	1444
1500 (Lift U)	Ramp	10/24/19	1582	40	25-60 mos	Ramp not working	change control panel *	1582
2100 (VH-Ricon)	Ramp	10/16/19	2199	57	60+ mos.	Kneeler not working correctly	adjusted kneeler sensor.*	2248
5000 (VH-Ricon)	Ramp	9/29/19	5015	29	60+ mos.	Ramp stuck	Cleared	5108
6100 (Lift U)	Ramp	10/2/19	6146	NX	60+ mos.	Ramp not working	Tighten OCU cable. *	6101

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **2** Operators; 13-24 Mos: **0** Operators; 25-60 Mos: **3** Operators; 60+ Mos: **5** 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