

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, OCTOBER 8, 2019
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from September 10, 2019**
 - 2. Quarterly ADA Complaints**
 - 3. 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 PARATRANSIT OFFICE
1750 BROADWAY, OAKLAND, CA 94612
1:00 P.M., TUESDAY, OCTOBER 8, 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 September 10, 2019 [Attachment 1]
4. Overview of Road Calls (Cecil Blandon)
5. Review of Quarterly ADA Complaints [Attachment 2]
6. Chair's Report
7. Board Liaison Report
8. Review of Lift/Ramp Road Call Report [Attachment 3]
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. Future Agenda Items & Next Meeting Date
15. Adjournment

ATTACHMENTS:

Meeting Minutes: September 10, 2019	[Attachment 1]
Quarterly ADA Complaints	[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)
SEPTEMBER 10, 2019**

The meeting was called to order at 1:06 p.m.

1. Roll Call and Introduction of Members and Guests

AAC members present:

Erika Bruhns	Chonita Chew (left at 2:52 pm)
Mary Clutts	Pam Fadem, Chair
Sandra Johnson (left at 3:02 pm)	Don Queen
James Robson	Tanya Washington
Hale Zukas (arrived 2:27 pm)	

AAC members absent:

Janet Abelson (excused)	Jim Gonsalves
Will Scott	Barbara Williams, Vice Chair (excused)

Staff: Mallory Nestor-Brush, Accessible Services Manager
Kimberly Ridgeway, Accessible Service Specialist
Christine Eduok, Senior Schedule Analyst
Sandra Lewis-Williams, Senior Project Manager
Sally Goodman, Title VI Program Administrator
Aaron Priven, Marketing Administrator

Guests: Diane Shaw, Board of Directors
H. E. Christian Peeples, Board of Directors
Chris Mullin, Travel Trainer, Department of Rehabilitation
Martha Velez, Transbay Joint Powers Authority

Chair Fadem read a letter from Chris Williams who resigned from the AAC due to a change in work schedule.

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Johnson/Queen approved the July 9, 2019 AAC meeting minutes. The motion carried by the following vote:

AYES – 3: Chew, Johnson, Queen

ABSTENTIONS – 5: Bruhns, Cluttz, Fadem, Robson, Washington

ABSENT – 5: Abelson, Gonsalves, Scott, B. Williams, Zukas

4. Update on Salesforce Transit Center and Wayfinding

Martha Velez, Facility Manager of Daily Operations , Transbay Joint Powers Authority (TJPA), gave an update on the Salesforce Transit Center (STC). Martha explained that the STC reopened last week after closing last summer, 6 weeks after the Grand Opening. During the six weeks the STC was open last summer, the TJPA received a lot of feedback from stakeholders and the general public. Some of the feedback included:

- Difficulty with wayfinding
- Unidentifiable Icons on the Pylon signs
- Information on the Pylon signs scrolling too fast
- Difficulty finding the Greyhound Bus
- No orientation to where someone is in the STC, especially in the elevators

The TJPA developed a Wayfinding Gap Analysis Request for Proposal (RFP) for experts and designers to develop a program to improve wayfinding, accessibility and improve orientation of the STC. The TJPA will review the two (2) proposals that were submitted, award and execute a contract. Improvements are expected to be complete one year after contract execution.

The Committee voiced the following concerns:

- Agencies are paying for a contractor to fix issues that should have been part of the delivery of services before the STC opened the first time.
- On the street level, customers can't cross the street to get from AC Transit to Muni. There is a convoluted and dangerous path to transfer from one transit agency to the other.
- The visual overload and free standing vending machines can cause a problem.
- "Wheelchair Mobility Access Maps" should be installed so customers know the easiest way to an accessible route.
- The AAC should be invited to review the updated wayfinding efforts prior to implementation.
- The 11x17 signs are inadequate. The signs need to be much larger and should include bus destinations.

5. Review of ACT Real Time

Sandra Lewis-Williams, Senior Project Manager, provided instructions and a demo of ACT Real Time. AC Transit's real-time information technology provides precise real-time bus locations and departure predictions for every AC Transit stop. With ACT RealTime, buses report their location every fifteen seconds—eight times more frequently than previous software.

ACT RealTime uses data from many sources including real-time bus locations, route information, and service notices to predict when each AC Transit bus will reach every stop on its line. The AC Transit website, third-party apps, 511 and other channels can also access these predictions.

Some factors that may lead to inaccurate reporting of arrival times include operator failure to log into the system, detours, equipment failure and traffic delays (i.e. car crashes).

Sandra stated that there will be consistent monitoring of the technology and software improvements and advances.

6. Discussion of why AC Transit isn't a Clipper Only System

Sally Goodman, Title VI Program Administrator, reported on why AC Transit isn't a Clipper Only system. Sally explained that she understood the concern that other transit agencies are going cashless and that the use of cash is outdated, increases maintenance and staff needs, and costs the District more money than going cashless.

The District must think about many considerations when reviewing fares and fare payment methods. All transit agencies, including AC Transit, must balance financial issues, equity and fairness, and operational efficiency to find the right fare and fare products. The District must consider the Title VI impact. Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, and national origin. Other regulations expand those protections to people on the basis of income. Equity is an important piece of fare payment considerations. AC Transit's most recent onboard survey shows that 75% of riders are people of color and 67% live in low-income households. Almost one in five AC Transit rider live in households with less than \$10,000 income. Many riders live in parts of the service area, where there are "Clipper deserts" in which Clipper retail venders are scarce or not open all hours.

When the Board of Directors voted to change fares in 2013 to introduce the Clipper discount, a Title VI fare equity analysis was conducted. That analysis, which considered the elimination of transfers at the same time, showed that the differences between the impacts on populations protected by Title VI and the impacts on non-protected populations were small. But making it more difficult for people to pay with cash would increase those differences and would likely find that eliminating cash payment would be a violation of the Civil Rights Act.

There is a difference as to how can BART can be a Clipper only system. On BART passengers pay fares at the station. Every station has multiple Ticket Vending Machines (TVM) that accept cash, including the AddFare machines inside the fare gates. The TVMs also allow the purchase of Clipper Cards. On AC Transit, riders pay fares on board the

bus. There are no TVMs at bus stops. And again, Clipper retail vendors are scarce in parts of the AC Transit service area.

However, future innovations could help get more people off of cash payment, including:

- Clipper 2. The next version of Clipper should include a mobile fare app, more retail vendors in the community, and might mean that we can add Clipper functionality to the TVMs on BRT stations.
- Next year, along with the MTC, several Bay Area transit agencies will begin a low-income fare pilot program, which will be all on Clipper.
- Since 85% of AC Transit ridership has smartphones, the District is looking to develop its own mobile fare payment app, which should be active before Clipper 2 goes active.

The Committee asked how much it costs the District to collect cash and asked the difference in median income between BART and AC Transit riders. Sally stated that she did not have those numbers but will report back to the Committee when she is able to get the answers.

7. Chair's Report

None.

8. Board Liaison Report

H. E. Christian Peeples, Board of Directors, reported that:

- The ATU contract ended on July 1st. The ATU membership has voted to authorize a strike, despite ongoing negotiations. Should the union decide to strike, they must give the District 72 hours notice. The Board of Directors will be given a full briefing at the September 11th Board Meeting.
- The California Air Resources Board (CARB) adopted a regulation that all transit agencies must have 100% zero emission vehicles by 2040. By 2028, 100% of AC Transit bus purchases will be zero emission vehicles.

9. Review of Lift/Ramp Road Call Report

The Committee reviewed the Road Call report for August 4 – 24, 2019. Kimberly Ridgeway, Accessible Services Specialist, reported that there was an error on the spreadsheet and that of the eight (8) lift/ramp road calls, 7 were actually chargeable.

10. Service Review Advisory Committee (SRAC) Report

None. The next SRAC meeting will be held Tuesday, October 1st at the East Bay Paratransit offices at 1750 Broadway at 12:30 pm.

11. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

12. Public Comments

Chris Mullin thanked Tammy for helping to broker a meeting with the AC Transit planner covering Western Contra Costa County, to review and improve accessibility of the bus stop at Regatta and North Shore in Richmond.

13. Member Communications and Announcements

Tanya Washington reported that:

- The USOAC Health Living Festival is September 19th at the Oakland Zoo, and they are seeking volunteers for the event.
- The USOAC is now starting travel training in the Eden Area.

Tanya gave both flyers to Kim Ridgeway who will email a copy to the Committee.

Jim Robson encouraged the Committee to:

- Visit the Oakland Zoo. The paths are now very accessible.
- Contact the local police department and specifically ask for a “Welfare Check” if they see someone distressed on the street, rather than just calling the cops on them.

Pam Fadem encouraged the Committee to contact 211 and see if there are Mental Health Crisis Agencies or Homeless Outreach Teams who can help with distressed individuals members of the Committee may come in contact with.

14. Staff Communications and Announcements

None.

15. Future Agenda Items & Next Meeting Date

The next AAC Meeting will be held Tuesday, October 8, 2019 at East Bay Paratransit, 1750 Broadway, Oakland, in the Community Room. Agenda items for the October 8th meeting will be determined.

Future Agenda Items:

- Ferry Connections
- School Service
- Road Call Report from Maintenance

18. Adjournment

The meeting adjourned at 3:21 p.m.

ATTACHMENT 2

**1st Quarter (July 1 – September 30) FY 18/19 and FY 19/20
Customer Relations ADA Complaints
Comparison**

Complaint	1st Qtr FY 2018-2019	1st Qtr FY 2019-2020	Non-ADA 1st Qtr FY 2019-2020
39 COMMENDATION	2	3	208
80 ADA-KNEELER	1	0	
81 ADA-SECUREMENT ISSUE	3	1	
82 ADA-CALL STOP ISSUE	0	1	
83 ADA-PRIORITY SEATING ISSUE	1	4	
84 ADA-CONDUCT/DISOURTESY	30	32	582
85 ADA-LIFT/RAMP ISSUE	2	3	
86 ADA-DISCOUNT FARE DISPUTE/SHOW ID	2	2	
87 ADA-PASS UP	17	20	509
88 ADA-REFUSED ACCESS	11	19	138
89 ADA-GUIDE/SERVICE ANIMALS	1	0	
90 ADA-CARRIED BEYOND STOP	2	0	
91 ADA-BOARDING AND ALIGHTING ISSUE	2	5	
92 ADA-HAZARDOUS OPERATION	0	0	
93 ADA-RELATED EQUIPMENT OR SIGNAGE	4	3	
94 ADA-PARATRANSIT POLICY CONCERN	0	0	
95 ADA-OTHER	0	2	
97 REASONABLE MODIFICATION/ACCOMODATION	0	0	
Total Complaints	78	95	

ATTACHMENT 3

Lift /Ramp Road Call Report
August 25, 2019 – September 28, 2019

Coach Series	Type	Date	Coach #	Line #	Operator Length of Service	Problem Reported	Problem Found * Indicates Chargeable	Pax Received Ride?
1000 (VH-Ricon)	Ramp	8/31/19	1069	72R	25-60 mos.	Ramp stuck	Cleared Debris	1214
1300 (Lift U)	Ramp	8/31/19	1330	51A	60+ mos.	Ramp does not close	Replace ramp sensor also clean out debris and lube*	1310
1300 (Lift U)	Ramp	9/21/19	1332	51A	60+ mos.	Drawer won't close	CLEAN TRACKS & LUBE*	1603
1400 (Lift U)	Ramp	9/11/19	1437	14	60+ mos.	Kneeler stuck	Replaced kneeler switch. *	1460
1400 (Lift U)	Ramp	9/28/19	1455	45	0-6 mos.	Kneeler not working	Replaced kneeler switch. *	1444
1500 (Lift U)	Ramp	9/7/19	1511	14	25-60 mos.	Lift/Ramp stuck	Removed glasses in track	1202
1500 (Lift U)	Ramp	9/17/19	1585	605	7-12 mos.	Bad proximity switch	Adjusted prox. sensor. *	1029
2100 (VH-Ricon)	Ramp	8/28/19	2194	57	60+ mos.	Kneeler not working	Replaced kneeler switch*	2163

Operator Length of Service Totals:

0-6 Mos: **1** Operator; 7-12 Mos: **1** Operators; 13-24 Mos: **0** Operators; 25-60 Mos: **2** Operators; 60+ Mos: **4** 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