

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, OCTOBER 9, 2018
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from September 11, 2018**
- 2. Double-Decker Bus Implementation**
- 3. Report on Proposition 6**
- 4. Customer Service Training Overview**
- 5. Review Disability Awareness Etiquette Tips**
- 6. Lift/Ramp Road Call Report**

Note: Committee members, the public and staff are invited to preview AC Transit double-decker bus. The bus will be staged on Broadway in front of 1750 Broadway and be available from 12:00 pm to 1:00 pm prior to the regular meeting of the AAC.

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 9, 2018
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

CHONITA CHEW

PAMELA FADEM, CHAIR

JIM GONSALVES

JAMES ROBSON

TANYA WASHINGTON

HALE ZUKAS

ERIKA BRUHNS

MARY CLUTTS

MAUREEN GILHOOLY

DON QUEEN

WILL SCOTT

BARBARA WILLIAMS, VICE CHAIR

Note: Committee members, the public and staff are invited to preview AC Transit double-decker bus. The bus will be staged on Broadway in front of 1750 Broadway and be available from 12:00 pm to 1:00 pm prior to the regular meeting of the AAC.

1. Roll Call and Introduction of Members and Guests
2. Order of Agenda
3. Approval of Minutes for September 11, 2018 [Attachment 1]
4. Double-Decker Bus Implementation (Linda Morris)
5. Report on Proposition 6 (Estee Sepulveda) [Attachment 2]
6. Customer Service Training Overview (Margaret Tseng) [Attachment 3]
7. Review Disability Awareness Etiquette Tips (Michele Joseph) [Attachment 4]
8. Chair's Report
9. Board Liaison Report
10. Review of Lift/Ramp Road Call Report [Attachment 5]
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. Set Next Agenda & Meeting Date
17. Adjournment

ATTACHMENTS:

Meeting Minutes: May 8, 2018	[Attachment 1]
Double-Decker Bus Implementation	[Attachment 2]
Report on Proposition 6	[Attachment 3]
Customer Service Training Overview	[Attachment 4]
Review Disability Awareness Etiquette Tips	[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
REGULAR MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
SEPTEMBER 11, 2018**

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
Mary Clutts	Pam Fadem, Chair
Don Queen	James Robson
Will Scott	Hale Zukas

AAC members absent:

Janet Abelson (excused)	Maureen Gilhooly (excused)
Jim Gonsalves (excused)	Tanya Washington (excused)
Barbara Williams, Vice Chair (excused)	

Staff: Tammy Kylo, Administrative Coordinator
Mallory Nestor-Brush, Accessible Services Manager
Michael Eshleman, Service Planning Manager
Linda Morris, Senior Planner

Guests: Mary Arbogast

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Clutts/Robson approved the May 8, 2018 AAC meeting minutes. The motion carried by the following vote:

AYES – 6: Chew, Clutts, Fadem, Queen, Robson, Zukas

ABSTENTIONS – 1: Scott

ABSENT – 5: Abelson, Gilhooly, Gonsalves, Washington, Williams

4. Update Salesforce Transit Center (STC)

Linda Morris, Senior Transportation Planner, reported on the opening of the Salesforce Transit Center (STC) on August 12, 2018. The STC features a quarter-mile-long, 5.4-acre, rooftop park. AC Transit is continuing to work with the Transbay Joint Authority (TJA) to improve wayfinding and signage. The Committee gave the following feedback:

- Pleasant environment; feels more like an airport than a bus station.
- Information screens flip too quickly to read.
- The Main Hall is confusing to riders, needs more signage.
- Locking the main doors at night for security is also confusing to riders on how to get to their bus. Having to go up another elevator across the street is not intuitive. Need better communication to the riders on late night security.
- Wayfinding needs to be improved.
- Love the new open space, very clean.

5. Public Hearing: September 12, 2018 on Proposed December Service Changes

Michael Eshleman, Service Planning Manager, reported on the Public Hearing, Wednesday, September 12, 6:00pm at AC Transit General Offices, Second Floor Board Room. This set of proposals represents adjustments from multiple projects recommended for implementation in December 2018:

- **Line 14** - Move Line 14 onto School Street between Coolidge Avenue and Fruitvale Avenue and E. 27th Street between 23rd Avenue and 25th Avenue to avoid difficult turns.
- **Line 70** - Adjust Line 70 to operate along Barrett Avenue between 19th Street and 23rd Street, Lincoln Avenue between 23rd Street and 13th Street, 13th Street between Lincoln Avenue and Rheem Avenue, and Rheem Avenue between 13th Street and 18th Street.
- **Line 96** - Extend Line 96 into Alameda Point along Monarch Street between W. Midway Avenue and W. Tower Avenue, W. Tower Avenue between Monarch Street and Pan Am Way, and Pan Am Way between W. Tower Avenue and W. Ranger Avenue.
- **Line 217** - BART will open the new Milpitas BART station in 2019 across the street from the current Line 217 terminal at the Great Mall. Line 217 will either be extended from its current terminal at Great Mall via Abel Street and Montague Expressway, or will not run along Calaveras Boulevard and Abel Street, and travel straight down S. Milpitas Boulevard into the new Transit Center south of Montague Expressway.
- **New Bus Storage Facility Lines** - AC Transit Staff needs to convert some deadhead trips to in-service trips in order to transport operators back to their Bus Division from the Bus Storage Facility at the Salesforce Transit Center. These trips will be available for public use.
- **New Park & Ride Line** - The Metropolitan Transportation Commission (MTC) is funding the construction of two new Park & Ride facilities in East Oakland. These facilities will require a new route to provide service on the new streets.

Eshleman stated that if anyone would like to comment on any of the proposals they should email Planning@ACTransit.org.

6. Member's Top Accessibility Concern

This agenda item has been moved to the November 13, 2018 AAC Meeting.

7. Joint Meeting Board/AAC Minutes – Information Only

No discussion.

8. Chair's Report

Chair Fadem requested that each Committee member state what he/she is thankful for, since this is September 11th. Chair Fadem also requested that the members review "Disability Awareness Etiquette Pamphlet" attachment that will be discussed next month.

9. Board Liaison Report

None.

10. Review of Lift/Ramp Road Call Report

The Committee reviewed the report for the period of July 1 – August 31, 2018. Of the 6 lift/ramp road calls; all 6 were chargeable. Members asked if the drivers are cycling the ramps during the pre-trip.

11. Service Review Advisory Committee (SRAC) Report

Mallory Nestor-Brush, Accessible Service Manager, reported that the SRAC met on September 4th. Agenda items included:

- Discussion of a study by Nelson/Nygaard which would address the impacts of Regional trips and the increasing demand from the Regional Center of the East Bay (RCEB).
- SRAC supported EBP Staff's request to update the Rider's Guide with language that categorized the practice of scheduling and canceling multiple return trips from the same location within a short time as fraudulent behavior subject to penalty.
- Update on driver recruitment and retention efforts.

The next SRAC meeting is November 6, 2018 at 12:30 at East Bay Paratransit, 1750 Broadway, Oakland.

12. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

13. Public Comments

Mary Arbogast had the following concerns:

- Line 1:

- Bus stops are too far apart from San Leandro BART to 73rd due to BRT construction,
- This line is too crowded
- Fruitvale Ave has no shelter/bench at stop by Wendy's
- Lift/Ramp has food debris and needs to be cleaned
- Drivers are loading passengers before someone with a walker,

14. Member Communications and Announcements

- Chonita Chew provided information about the Annual USOAC Healthy Living Festival on September 13, 2018.
- Mary Clutts shared information on a new Bay Area Non-profit called At Home with Growing Older, <http://athomewithgrowingold.com/>. They host monthly forums on topics of interest to and about seniors and welcome all who are interested in learning more.

15. Staff Communications and Announcements

None.

16. Set Next Agenda & Meeting Date

The next AAC Meeting will be held Tuesday, October 9, 2018 at the East Bay Paratransit Office, 1750 Broadway, Oakland, in the Community Room. Agenda items will include Review of Customer Service training, Review Disability Awareness Etiquette Tips, and Double-Decker Bus Implementation.

17. Adjournment

The meeting adjourned at 2:33 p.m.

ATTACHMENT 2
Double-Decker Bus Implementation

Following a successful pilot in 2015 the District procured 15 double decker buses, scheduled to run in service before the end of the year. The buses hold 53 seats in the upper deck and 25 in the lower deck seating up to 78 passengers total, or 72 including two wheelchair passengers. This increases each trip's capacity by 21 seats over our existing high capacity MCI bus. Measuring 13.6' tall, the buses are 2.5' taller than the MCI buses.

The double deckers will initially serve Lines FS and J. These routes have high ridership with frequent overcrowding and strong ridership growth potential. Staff are currently working on trimming trees along each route to ensure safe travel. This is the critical path activity and staff are working with cities and a tree-trimming contractor to expedite the work. Meanwhile, operator training is on track and the acceptance of 10 of the 15 buses is scheduled for the end of October.

The District will also monitor and evaluate the bus for a future a high-capacity bus replacement. Part of this evaluation will include a passenger survey in the new year, and staff will report any recommendations to the AC Transit Board in the Spring.

**ATTACHMENT 3
Report on Proposition 6**

Proposition 6 Cuts Funding for Statewide Transportation and Road Repairs

WHAT IS PROPOSITION 6?

Proposition 6 would repeal the 2017 Road Repair and Accountability Act (also known as SB1). Repeal of SB 1 would eliminate \$5.4 Billion in existing transportation and road repair funding throughout California.

The AC Transit Board of Directors has taken an official position to oppose Proposition 6.

HOW MUCH FUNDING WOULD AC TRANSIT LOSE?

- Loss of \$12.3 Million per year of additional funding to provide bus service
- Loss of \$15 Million to purchase 45 Zero Emission Buses
- Loss of \$3.6 Million per year of additional funding for critical capital repairs

ADDITIONAL FUNDING IMPACTS FOR THE REGION AND CALIFORNIA

If Prop 6 passes, this means SB 1-generated funding for the following would be lost:

1. Loss of SB 1-generated funding for public transit
 - a. \$750 Million per year for mass transit
2. Loss of SB 1-generated funding for neighborhood streets, state freeways and bridges
 - a. \$1.5 Billion per year to fix local streets and roads
 - b. \$1.5 Billion per year to repair state highways
 - c. \$400 Million per year to maintain and repair state bridges
3. Loss of SB 1-generated funding to ease congestion in trade and commute corridors
 - a. \$300 Million per year for goods movement and freight projects
 - b. \$250 Million per year for projects to help relieve congestion in vital corridors
4. Loss of SB 1-generated funding to grow a network of pedestrian and bicycle routes
 - a. \$100 Million per year for the Active Transportation Programs for biking and walking

5. Loss of SB 1-generated matching funds
 - a. o \$200 Million per year to match locally generated transportation funds

ROAD REPAIR AND ACCOUNTABILITY ACT (SB1) FUNDING SOURCES:

New revenue sources contained in SB 1 include:

- Increases excise tax on gasoline by 12¢
- Increases excise tax on diesel by 20¢
- Increases the sales tax on diesel by an additional 4%
- Creates a new annual vehicle registration fee based on market value with the highest fee at \$175
- Creates the Road Improvement Fee of \$100 per zero emission vehicle

Passage of Proposition 6 would repeal each of these sources of funding and would require future increases to be approved by voters.

Proposition 6 will appear on your November 6, 2018 ballot.

For more details, please visit or call:

actransit.org/prop6

(510) 891-7296

ATTACHMENT 4 Customer Service Training Overview

Incorporate customer service refresher training for Customer Service Center staff. Customer service refresher training focuses on fundamental customer service skills as well as the possibility of introducing new concepts. Such training programs focuses on improving communication, listening, problem solving, and organizational skills. It will also provide a standard process in dealing with customers and creates a sense of team spirit.

Provide name badges for Customer Service Center (Ticket Office) staff. This allows a more positive and effective customer service culture. Name badges tend to make employees act more professionally as it requires the wearer to accept responsibility for his/her actions. In addition, it also provides clarity to customers when reporting issues or providing commendations.

Continue conducting live call monitoring of Call Center on a weekly basis. Call center utilizes NextBus when providing real-time departure information; 511 and Google maps with a bus stop layer for trip planning. The Google map's bus layer allows the call center to provide accurate location information.

Requested for Language Line phones to be added in Customer Service Center remodel plans. Language Line Solutions provide live interpreting services. Language Line phones, which have 2 handsets, would be installed at each customer service counter allowing the Clerk and customer to simultaneously speak to the interpreter.

Call Center Reports Receiving Daily or Monthly:

- **Phone Analysis Daily Report by Interval** - Displays granular levels of data, such as calls accepted, handled, abandoned, average talk time, handle time, max wait, 20-second service level and 3-minute service level percentages for the day in half hour increments.
- **Disposition Report** – Shows number of calls for a specific service, such as travel, trip planning, complaint/commendation, lost and found, or flex service inquiry.
- **After Hours Call Count MTD (Month to Date)** – Displays number of calls received each half hour by day
- **IVR Disconnect Analysis** – Indicates total number of calls received and number, including percentage, of calls disconnected (dropped call, hung up before reaching center)
- **Phone Analysis MTD (Month to Date) Report by Day** – Displays granular levels of data, such as calls accepted, handled, abandoned, average talk time, handle time, max wait, 20-second service level and 3-minute service level percentages for the month.

ATTACHMENT 5
Review Disability Awareness Etiquette Tips

It's all about respect!

DISABILITY ETIQUETTE TIPS

AC Transit is committed to providing respectful and equal treatment for everyone - and we expect you to do the same! Please keep these tips in mind when interacting with people with disabilities:

- Be considerate of the extra time it might take someone with a disability to board or exit the bus.
- Move to make room for people with disabilities in the priority seating area by the front door. (It's okay to use this area as long as it is not occupied or needed.)
- Keep your bag, stroller, or cart out of the aisle to create a clear path.
- If you'd like to assist a passenger with a disability, ask first and wait until your offer is accepted.
- Don't assume limitations based on appearance or use of a mobility device.
- Place the person before the disability. Use "passenger in a wheelchair" or "person with a disability" rather than "wheelchair passenger" or "disabled person."
- Do not touch or lean on a wheelchair, cane or walker without being asked. Mobility devices are extensions of personal space.
- Ask permission of the owner if you want to pet a service animal.
- Don't grab a person with a vision impairment's arm in order to guide them. Instead, allow them to take your arm.
- Speak in a normal tone, unless the individual requests that you raise your voice.
- Recognize that not all disabilities are visible. Respect the person's request or need whenever possible.

(translate into Spanish and Chinese, include language assistance blurb)

ATTACHMENT 6
 Lift /Ramp Road Call Report
 July 1, 2018 – August 31, 2018

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	9/11/18	1083	10	60+ mos.	Collision with ACT vehicle, drawer stuck	Repaired damaged drawer	1046
1300 (Lift U)	Ramp	9/17/18	1310	62	60+ mos.	Ramp light on unable to get it to turn off	No problem found	1058
1300 (Lift U)	Ramp	9/2/18	1332	73	60+ mos.	Operator cannot deploy lift	Removed foreign object from lift chanel*	1430
1300 (Lift U)	Ramp	9/21/18	1364	S	60+ mos.	Lift/ramp is not secure – audible alarm	Repaired ramp latch	1224
1500 (Lift U)	Ramp	9/11/18	1549	376	60+ mos.	lift wasn't working	Inspect W/C Ramp, Could Not Duplicate Complaint	1528
6000 (MCI-Ricon)	Lift	9/19/18	6066	J	60+ mos.	Lift would not stow	Adjusted lift*	6044

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **0** Operators; 13-24 Mos: **0** Operators; 25-60 Mos: **0** Operators; 60+ Mos: **6** Operators
 (47) (154) (111) (262) (716)

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