

**AGENDA PACKET
AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
REGULAR MEETING
TUESDAY, SEPTEMBER 10, 2019
1:00 P.M.**

INDEX OF ATTACHMENTS

- 1. Minutes from July 9, 2019**
 - 2. Review ACT RealTime**
 - 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, SEPTEMBER 10, 2019
REGULAR MEETING

AAC MEMBERS:

JANET ABELSON

CHONITA CHEW

PAMELA FADEM, CHAIR

SANDRA JOHNSON

JAMES ROBSON

TANYA WASHINGTON

CHRIS WILLIAMS

ERIKA BRUHNS

MARY CLUTTS

JIM GONSALVES

DON QUEEN

WILL SCOTT

BARBARA WILLIAMS, VICE CHAIR

HALE ZUKAS

1. Roll Call and Introduction of Members and Guests
2. Order of Agenda
3. Approval of Minutes for July 9, 2019 [Attachment 1]
4. Update on Salesforce Transit Center and Wayfinding (Martha Velez)
5. Review ACT RealTime (Sandra Williams) [Attachment 2]
6. Discussion of why AC Transit isn't a Clipper Only System (Sally Goodman)
7. Chair's Report
8. Board Liaison Report
9. Review of Lift/Ramp Road Call Report [Attachment 3]
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. Future Agenda Items & Next Meeting Date
16. Adjournment

ATTACHMENTS:

Meeting Minutes: July 9, 2019	[Attachment 1]
Update on ACT RealTime	[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)
JULY 9, 2019**

The meeting was called to order at 1:05 p.m.

1. Roll Call and Introduction of Members and Guests

AAC members present:

Janet Abelson	Chonita Chew
Sandra Johnson	Don Queen
Will Scott	Barbara Williams, Vice Chair
Chris Williams	Hale Zukas

AAC members absent:

Erika Bruhns (excused)	Mary Clutts (excused)
Pam Fadem, Chair (excused)	Jim Gonsalves (excused)
James Robson (excused)	Tanya Washington

Staff: Tammy Kylo, Administrative Coordinator

Mallory Nestor-Brush, Accessible Services Manager
Michael Eshleman, Service Planning Manager
Diann Castleberry, External Affairs Rep

Guests: Diane Shaw, Board of Directors
Arnold Brillinger, Service Review Advisory Committee (SRAC)
Chris Mullin, Travel Trainer, Department of Rehabilitation

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

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

AYES – 7: Abelson, Chew, Johnson, Queen, Scott, B. Williams, Zukas

ABSTENTIONS – 1: C. Williams

ABSENT – 6: Bruhns, Clutts, Fadem, Gonsalves, Robson, Washington,

4. Review August Service Changes

Michael Eshleman, Service Planning Manager, gave an overview of the service changes to be implemented on August 11, 2019. The August sign-up is reserved for activating those lines specifically serving schools, performing minor schedule adjustments to respond to customer and operator input, and to improve system reliability and on-time performance. This sign-up is particularly critical as it allows AC Transit to move back into the new Salesforce Transit Center in San Francisco. This will allow AC Transit to make use of the dedicated bus-only ramp connecting to the Bay Bridge, the storage facility for buses midday, and improved amenities for customers, operators, and operations staff.

The list of changes include:

- Restoring supplementary service for the school year.
- Changes to all San Francisco Transbay routes to move into the new Salesforce Transit Center.
- Schedule adjustments to lines 1, 10, 14, 34, 35, 40, 57, 60, 62, 76, 86, 90, 94, 98, 851, C, E, FS, H, LA, M, and NX to improve reliability and/or address meal & rest issues.
Taken together, these changes will improve service reliability and reduce non-revenue mileage.

The committee is concerned with the stop spacing being too far apart for seniors and people with disabilities to walk.

5. Public Hearing on Service Changes Proposals

Michael Eshleman, Service Planning Manager, reported that the AC Transit Board of Directors will hold Public Hearings on Wednesday, August 7, 2019, at 2:00 p.m. and 6:00 p.m. at the AC Transit General Offices, Second Floor Board Room, 1600 Franklin Street, Oakland, CA.

The proposals outlined below are related to multiple projects slated for implementation in FY 2019/20:

Bus Rapid Transit – Line 1 will be eliminated and replaced with BRT service mid- FY 2019/20 and include the following changes:

- BRT will serve Broadway from 11th to 20th, replacing Line 1’s current Lafayette Square stop.
- Peak frequency on BRT is proposed at every seven minutes; improving Line 1’s current 10-minute frequency.
- BRT will replace Line 801 Owl service from downtown Oakland to San Leandro as the Owl.
- Minor adjustments to Lines 14 and 47 are necessary to navigate new turns onto International Boulevard. The following new turn segments are under review:
 - San Leandro Street between 35th and 38th Street

- High Street between San Leandro Street and International Boulevard

Lines 71 and 376 through Parchester Village in Richmond. To improve coach navigability, propose adjusting routes to operate along one or more of the following new segments:

- McGlothen Way between Griffin Drive and Phanor Drive
- Payne Dr between Jenkins Way and McGlothen Way
- Griffin Drive between Jenkins Way and McGlothen Way
- Collins Ave between Williams Dr and Giant Road
- Williams Dr between McGlothen Way and Collins Ave.

Line 60 in Hayward – Improve frequency from every 20 minutes to as often as every 15 minutes. This service enhancement is dependent on funding made available through the formation of partnerships.

Improved Headways/Extension of Line 96 in Alameda - The Alameda Transportation Management Association is working with the District to extend Line 96 and improve its frequency to as often as every 15 minutes. This could result in new operations on the following streets:

- Willie Stargell Ave between Fifth St. and Main St.
- Atlantic Ave (Ralph Appezzato Memorial Parkway) between Webster Street and Ferry Point
- Ferry Point between West Tower Ave and West Hornet Ave
- West Pacific Ave between Central Ave and Viking Street
- West Oriskany Ave between Central Ave and Ferry Point
- Viking Street between West Hornet Ave and West Atlantic Ave
- West Hornet Ave between Ferry Point and Viking St
- Orion Street between West Oriskany Ave and West Pacific Ave
- Orion Street between Atlantic Ave and West Midway Ave
- Skyhawk Street between West Pacific Ave and West Oriskany Ave
- Fifth Street between Atlantic Ave and Willie Stargell Ave
- Lexington Street between West Midway Ave and West Tower Ave
- Saratoga Street between West Midway Ave and West Tower Ave
- Pan Am Way between West Red Line Ave and West Midway Ave

Community Meeting from 6:00PM – 8:00PM:

- Tuesday, July 23 – Parchester Community Center, 900 Williams Drive, Richmond, 94806
- Thursday, July 25 – BRT Information Center, 3322A International Blvd., Oakland, 94601
- Wednesday, July 31 – Alameda City Hall, 2263 Santa Clara Ave., Alameda 94501
- Thursday, August 1 – Hayward City Hall, 777 B Street, Hayward, 94541

6. Priority Seating Overview

Mallory Nestor-Brush, Accessible Services Manager, reviewed the Operations bulletin regarding Priority seating:

- Drivers must request other customers to vacate the priority seats when they are needed by seniors or an individual with a disability
- Seats must be yielded to a customer who is in a wheelchair as that is the only available securement area for the wheelchair
- Drivers cannot force another customer to move but are required to ask
- If there is a full load and if a stroller or walker can be folded, the driver can request that person using the stroller or walker to fold the device
- If the person declines to relocate, then the driver must contact OCC for instructions
- Every attempt must be made to load all intending customers using wheelchairs
- Wheelchairs should be boarded first and off last

7. Review of Quarterly ADA Complaints

The Committee reviewed the Quarterly ADA Complaints, which compared ADA Complaints in 4th Quarter 17/18 to 4th Quarter 18/19. The Committee commented on an increase in the “Pass Up” and “Refused Access” categories.

8. Updated AAC Top Priorities

The following paragraph was updated during the Joint meeting with the Board of Directors on June 12, 2019:

- Advocate for increasing Federal, State, regional and local funding for public transit, and paratransit, especially to maintain accessibility and affordability for our rider community.

9. Chair’s Report

None.

10. Board Liaison Report

None.

11. Review of Lift/Ramp Road Call Report

The Committee reviewed the Road Call report for June 1 – June 30, 2019. There were nine (9) lift/ramp road calls, 7 being chargeable.

12. Service Review Advisory Committee (SRAC) Report

None.

13. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

14. Public Comments

None.

15. Member Communications and Announcements

Sandra Johnson reported that The California Schools and Local Communities Funding Act will be on the November 2020 ballot. To learn more about this ballot, come to the Center for Healthy Communities, 2000 Franklin Street, Oakland (Laurel Room). September 5th from 9:30AM -12PM, RSVP at 510-663-4086.

Chonita Chew reported that the Healthy Living Festival will be on September 19, 2019, from 8:00AM – 2:00PM at the Oakland Zoo. Pre-Registration is required. Please visit the USOAC website, <https://www.usoac.org/>, for more information to register.

16. Staff Communications and Announcements

Mallory Nestor-Brush, Accessible Service Manager, reminded everyone that there is no meeting in August.

17. Future Agenda Items & Next Meeting Date

The next AAC Meeting will be held Tuesday, September 10, 2019 at East Bay Paratransit, 1750 Broadway, Oakland, in the Community Room. Agenda items will include an Overview of ACT RealTime and an update on Salesforce Transit Center and Wayfinding.

Future Agenda Items:

- Ferry Connections
- School Service
- Road Call Report from Maintenance
- Audio Vehicle Announcements (AVA)

18. Adjournment

The meeting adjourned at 2:27 p.m.

ATTACHMENT 2

AC Transit Real Time

AC Transit's new real-time information technology provides you with precise real-time bus locations and departure predictions for every AC Transit stop.

With ACT RealTime, AC Transit buses report their location every fifteen seconds—eight times more frequently than previous software. Find out how you can access ACT RealTime information, how ACT RealTime works, and more below.

Where can I find ACT RealTime information?

- [Check your computer](http://www.actransit.org/actrealtime/) at <http://www.actransit.org/actrealtime/> for ACT RealTime predictions and an interactive map which shows you the real-time location of your bus.
- [Use your smart phone](#) to view ACT RealTime information optimized for small screens. Add [this page](#) to your home screen so you can access ACT RealTime information with one tap.
- **Call 511** and say “Departure Times” to request a real-time departure prediction. For faster service, have your bus stop ID number ready. If you don't know the ID number, you will be prompted to use the automated backup help system to hear your departure time and learn your bus stop ID number.
- Check electronic at-stop signs and audio. Available at select locations.
- [Use Google Maps](#) to plan a trip with real-time information taken into account.
- [Find a third-party app which accesses ACT RealTime data](#). AC Transit is not affiliated with any of the listed applications. If you do choose to download one of the listed apps, please review each app's Terms and Conditions.

Bus Stop ID Program

When accessing ACT RealTime data, you can get your information faster by using bus stop ID numbers. Each stop is assigned a unique five-digit number to use as a short-cut when making a real-time information request. Bus Stop ID numbers are posted at all AC Transit bus stops.

Why did AC Transit introduce ACT RealTime?

Guided by customer feedback and our commitment to improve your experience, AC Transit launched cutting-edge upgrades to deliver a world-class transit network. These improvements include installing state-of-the-art technology on almost 650 coaches, updating software on more than 100 electronic at-stop signs, and pushing more reliable data to dozens of digital and on-line transit channels.

AC Transit consistently works to provide you with a better rider experience; ACT RealTime is just one more step in that journey. Please help us continue to innovate by [sharing your feedback](#) on ACT RealTime.

How does ACT RealTime work?

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 access these predictions along with other information through the [AC Transit API](#) (application programming interface) to show you where your bus is and when it will arrive at your stop.

ATTACHMENT 3

Lift /Ramp Road Call Report
August 4, 2019 – August 24, 2019

Coach Series	Type	Date	Coach #	Line #	Operator Length of Service	Problem Reported	Problem Found <i>* Indicates Chargeable</i>	Pax Received Ride?
1300 (Lift U)	Ramp	8/7/19	1310	14	60+ mos.	Ramp not working	Replaced faulty proximity switch.	1307
1300 (Lift U)	Ramp	8/8/19	1310	40	25-60 mos	Bad switch	adjusted prox switch & tightened chain	1437
1300 (Lift U)	Ramp	8/2/19	1344	6	60+ mos.	Alarm buzzer off while ramp stowed	Broken wire on lift motor	1204
1400 (Lift U)	Ramp	8/24/19	1410	10	60+ mos.	Latch won't stay closed	Replaced bad latch W/O 02230187	1424
1400 (Lift U)	Ramp	8/5/19	1420	99	60+ mos.	Switch won't work	Replaced proximity switch.	1628
1500 (Lift U)	Ramp	8/23/19	1543	72	25-60 mos	Broken mount	Repaired Cylinder Mount W/O # 2230022	1048
5000 (VH-Ricon)	Ramp	8/5/19	5011	19	25-60 mos	Ramp Stuck	no problem found	5013
5000 (VH-Ricon)	Ramp	8/19/19	5024	34	60+ mos.	Ramp won't close	Debris in wheel chair ramp compartment	5024

Operator Length of Service Totals:

0-6 Mos: **0** Operator; 7-12 Mos: **0** 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