

**MINUTES  
VIRTUAL MEETING OF THE AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
JUNE 14, 2022**

**1. CALL TO ORDER**

The meeting was called to order at 1:01 p.m.

**2. ROLL CALL and Introduction of Members and Guests**

**AAC members present:**

Janet Abelson	Kiran Agarwal
Erika Bruhns, Vice Chair	Chonita Chew
Pamela Fadem	Shawn Fong
David Fritz	Melissa Getz
Daveed Mandell	Sandra Johnson, Chair
James Robson	Tanya Washington
Barbara Williams	

**AAC members absent:**

Hale Zukas

**Staff:**

Tammy Kylo, Administrative Coordinator  
Kim Ridgeway, Senior Program Specialist  
Mallory Nestor-Brush, Accessible Services Manager  
Robert del Rosario, Director of Service Development and Planning  
Linda Nemeroff, District Secretary  
Tabby Davenport, Safety Manager  
Derik Calhoun, Director of Transportation  
Beverly Greene, Executive Director of External Affairs, Marketing & Communications  
Ramakrishna Pochiraju, Executive Director of Planning & Engineering

**Guests:**

Director Peeples, Board of Directors  
Director Shaw, Board of Directors  
Seth Smith, Uber  
Michael Ding, Uber

**3. ORDER OF AGENDA**

The order of agenda was approved.

**4. CONSENT CALENDAR**

**4.A. Approval of Minutes**

MOTION: Abelson/Agarwal approved the May 10, 2022 AAC meeting minutes. The motion carried by the following vote:

AYES – 12: Abelson, Agarwal, Bruhns, Chew, Fadem, Fong, Fritz, Getz, Mandell, Johnson, Robson, Washington

ABSTENTIONS – 1: Williams

ABSENT – 1: Zukas

## **5. REGULAR UPDATES**

### **5.A. COVID-19 Update**

Robert del Rosario, Director of Service Development and Planning, gave an update on service recovery, including work on a redesigned network, which is expected to be implemented in August 2024. Robert also stated that the most recent sign up was implemented on Sunday, June 12th and the next sign up will take place in August, which will include reestablishing school service.

Pam Fadem asked how the changes are publicized, particularly for seniors and people with disabilities. Beverly Greene stated that ways to inform the public about changes include updates on the website, digital and print advertising (e.g. posters), email, eNews, on the mobile app, etc. Beverly also stated that if there are additional suggestions of other ways to reach out to the public to let staff know.

Pam Fadem suggested that sending hard copies of the changes and direct emails to the AAC would help Committee members get information to senior and disabled communities.

Melissa stated that she is not part of the data since the bus no longer goes past her home. Robert responded that the data collected is not just for riders, for all people in the service area, as Staff looks at not only ridership, but areas with little or no service, and areas with high personal car use.

Daveed Mandell suggested surveys are a good tool and Survey Monkey is a good source. He also stated that there needs to be an opportunity for people to have assistance filling out surveys. Daveed also suggested having an audio hotline where people could call listen to the information. Daveed also mentioned that the bus 14 doesn't come as often as people would like and that there isn't proper signage at bus stops especially when stops are moved or changed.

Kiran stated that people need benches especially when buses come every 30 minutes, or every hour. Robert stated that there is a project currently in the works that looks at bus shelters and bus benches. As more information on the project is available, that will be brought back to the Committee.

### **5.B. UberWAV Presentation – Uber's Wheelchair Accessible Vehicle Program.**

Seth Smith, Manager, California Public Policy at Uber, gave an update on Uber's Wheelchair Accessible Vehicle Program. Accessibility features and options on Uber are not only for riders with wheelchairs but also for riders who are blind or low vision and riders who are deaf or hard-of-hearing.

UberWAV provides affordable rides in wheelchair-accessible vehicles (WAV). In certain cities, riders who use motorized wheelchairs or scooters can request a ride in a WAV. WAV driver-partners are certified by a third party in safely driving and assisting people with disabilities. Uber WAV trips are always priced at the equivalent of the Uber X price for the area. That is Uber's lowest price using Uber option rides for an area. Uber is committed to keeping the service affordable for all interested parties. UberWav uses the Uber platform with the APP on a mobile phone.

Shawn Fong asked about the availability of WAV vehicles in the Bay Area and if the Uber drivers tend to be private individuals or is UBER contracting with a wheelchair accessible van service to fill the need. Mr. Smith replied that Uber works with third party fleets that have wheelchair accessible vehicles ready to use. The supply of wheelchair accessible vehicles on the Uber platform at any given time going to vary greatly. In San Francisco and Alameda County there is a more significant presence of WAV vehicles on the platform compared to cities like Fresno. Mr. Smith will send the information to Tammy to send out to the committee members.

Shawn Fong also commented that transit agencies are working with Transit Networking Companies (TNC) like Lyft/Uber to look at some first mile last mile issues. Go Tri-Valley is using Lyft/Uber and will pay half the fare (up to \$5) when someone rides Uber or Lyft in the Tri-Valley area (Dublin/Pleasanton/Livermore).

### **5.C. AAC Roles and Responsibilities**

Linda Nemeroff, District Secretary, provided an overview of the roles and responsibilities of AAC Members and some general information on order and decorum associated with meetings, which included Background of the AAC, Role of the AAC, Responsibility of the AAC Members, Role of the Chair, and Communications.

Chonita Chew asked for clarification on consensus to have a final authority of the group. Linda replied that it takes a while for a body, after discussion, to arrive at consensus and it is important to note that all views have to be heard in order to find out what the comments are amongst the group and where that commonality leads to a recommendation that can survive a vote.

David Fritz asked where do the AAC members have the opportunity to place items on the agenda of a future meeting. Mallory Brush replied that the AAC follows the same policy of the Board Members. On every agenda is Future Agenda Items & Next Meeting Date. During this time, members can request an agenda item, which must be seconded by another committee member. The agenda item is then added to the on-going list of Future Agenda Items in the AAC minutes. Each member can request only one agenda item per meeting.

Pam Fadem requested that the AAC Roles and Responsibilities presentation be available for all new AAC members.

#### **5.D. Discussion of Agenda Items for the July 27, 2022 Joint Board of Directors/AAC Meeting**

Mallory Nestor-Brush, Accessible Service Manager, gave an overview of the annual Joint Board of Directors/AAC meeting. Mallory stated that the AAC Priorities will be one of the agenda items and asked the Committee for suggestions for other items.

The Committee suggested the following:

- The financial state of the District and the implications for restoring service
- Wayfinding
- Bus Shelters

Pam Fadem encouraged the members of the AAC to raise any and all issue at the Joint Board of Directors / AAC Meeting on July 27th.

#### **5.E. Review of Lift/Ramp Road Call Report**

The Committee reviewed the Road Call report for May 1 – June 4, 2022. There was a total of seven (7) road calls; five (5) were chargeable. Tammy noted that Pax Received Ride is blank due to problems with data, however, there is a ticket for IT to fix the problem. Every passenger did receive a ride, the data just doesn't show if it was the same bus or another bus.

Pam Fadem asked how long buses remain active in the fleet. Robert del Rosario replied that buses should last 12 years then get replaced.

Chonita Chew asked when a ramp is stuck do they take the bus back to the division to have it fixed. Mallory replied that it depends on Operator availability. The Operator will call it in as a road call, if there's a vehicle to exchange it with, and have an operator to bring out another bus, they will do so. If not, they will continue in service, and what they have to ensure is that the bus in front of , and the vehicle behind that bus has an operating ramp, and then they will continue their shift.

Derik Calhoun, Director of Transportation, commented that Mallory is correct, and lifts are a priority. Drivers are to contact OCC immediately if they have a down lift. Operators have a way to manually deploy the ramp as well.

### **6. STANDING REPORTS**

#### **6.A. Chair's Report**

None.

#### **6.B. Board Liaison Report**

Director Peoples reported that:

- The District is still struggling with the issue of hiring drivers, and have increased recruitment efforts, including hiring bonus incentives.
- The District is working to get more state funding for transportation for operations and toward zero emission buses compliance.

**6.C. Alameda County Transportation Commission (ACTC) PAPCO Report**

None.

**6.D. Service Review Advisory Committee (SRAC) Report**

Kiran Agarwal reported at the June 7th SRAC meeting:

- The Committee Received a report from Shawn Fong of the City of Fremont, on the Ride On Tri City program, which offers transportation resources for seniors and people with disabilities in Fremont, Newark and Union City.
- The Committee also received the Broker's Report from General Manager Cyndi Lopez that included Key Performance Indicators for January – March 2022.
- And finally, there was a presentation from Alameda CTC on the East Bay Greenway Multimodal Project; which was the same presentation the AAC received in May.
- The next SRAC meeting is August 2<sup>nd</sup> at 12:30 pm and will be virtual.

**7. PUBLIC COMMENTS**

None.

**8. MEMBER/STAFF COMMUNICATIONS & ANNOUNCEMENTS**

Member Communications:

Chonita Chew stated that the USOAC 31st Annual Convention is 7/29 and the Healthy Living Festival will be September 29<sup>th</sup> from 9-2 pm. Chonita will send the information to Tammy to forward to the Committee.

**9. FUTURE AGENDA ITEMS & NEXT MEETING DATE**

The next AAC Meeting will be held Tuesday, June 14, 2022 at 1:00 p.m. This will be a virtual meeting.

David Fritz/Kiran Agarwal: A presentation on what the Accessible Services Department roles and responsibilities.

Shawn Fong/ Daveed Mandell: Wayfinding (already on Future Agenda Items)

Shawn Fong/ Daveed Mandell: Bus Shelters and Results of the Survey

Peoples/Fritz: On Boarding of New AAC Members and Updated information for Veteran AAC Members.

Future Agenda Items:

- Wayfinding [Requested by Daveed Mandell on April 12, 2022]
- 24-hour Customer Service [Requested by David Fritz on April 12, 2022]
- Training Update regarding Manual Deployment [Requested by Pam Fadem on March 8, 2022]
- Accessibility and Safety Issues of BRT Lanes [Requested by Daveed Mandell on March 8, 2022]
- Inaccessible Transfer Points in the Service Area [Requested by Daveed Mandell on March 8, 2022]
- AC Transit Mobile App Inaccessibility [Requested by Daveed Mandell on March 8, 2022]

- Federal and State Guidelines for Underserved Communities [Requested by Pam Fadem on March 8, 2022]
- Accessible Services Department Roles [Requested by David Fritz on June 14, 2022]
- Bus Shelter and Results of the Survey [Requested by Shawn Fong on June 14, 2022]
- On Boarding of New AAC Members and Updated Information for Veteran AAC Members [Requested by Director Peebles on June 14, 2022]

**10. ADJOURNMENT**

The meeting adjourned at 2:54 p.m.

Respectfully submitted,

/s/

Tammy Kylo

Secretary to the Committee