

AAC Minutes

April 9, 2019

**REGULAR MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
APRIL 9, 2019**

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

1. Roll Call and Introduction of Members and Guests

AAC members present:

Janet Abelson	Erika Bruhns
Chonita Chew	Mary Clutts
Pam Fadem, Chair	Sandra Johnson
Don Queen	Will Scott (1:40)
Tanya Washington (left 3:25)	Barbara Williams, Vice Chair
Hale Zukas (left 3:30)	

AAC members absent:

Jim Gonsalves (excused)	James Robson (excused)
Chris Williams	

Staff:

Tammy Kylo, Administrative Coordinator
Kim Ridgeway, Accessible Services Specialist
Mallory Nestor-Brush, Accessible Services Manager
David Berman, Transportation Planner

Guests:

Diane Shaw, Board of Directors
Arnold Brillinger, Service Review Advisory Committee (SRAC)

2. Order of Agenda

The order of agenda was approved.

3. Approval of Minutes

MOTION: Queen/Bruhns approved the March 12, 2019 AAC meeting minutes. The motion carried by the following vote:

AYES – 10: Abelson, Bruhns, Chew, Clutts, Fadem, Johnson, Queen, Washington, B. Williams, Zukas

ABSTENTIONS – 1: Scott

ABSENT – 3: Gonsalves, Robson, C. Williams

4. Review June Service Changes

David Berman, Transportation Planner, reviewed the June Service changes, which will go into effect Sunday, June 16th. David explained that June sign-up is generally reserved for making minor adjustments to service based on feedback received after the December sign-up as well as removing supplemental school service for the summer. This sign up includes two key initiatives: 1. Improving service reliability through runtime and layover adjustments to account for increased congestion, and 2. changing frequency on several lines to reduce the number of operators required to operate the scheduled service. The Committee had concerns about driver recruitment and retention. Mallory Nestor-Brush, Accessible Services Manager, explained that driver shortage is an issue with fixed route and paratransit

operators throughout the United States, but staff is researching additional strategies to improve the Districts recruitment and retention efforts.

David concluded with a list of specific reliability improvements on Lines 19, 79, 80, the 700-series, U, OX, and F; and service-level adjustments to Lines 10, 12, 14, 18, 29, 33, 54, 57, 62, 72R, 73, and 88. Staff will send out a link to the updated schedules to the committee when they are available.

The committee request that driver recruitment and retention be added to the agenda for the Joint AAC/Board meeting.

5. Roundtable Discussion on Members Top Accessible Concerns

Chair Fadem asked each AAC Member to express 1-2 specific accessibility concerns. These concerns included:

- Lack of public notification and awareness for schedule changes
- Accessibility of the new BRT Ticket Vending Machine
- Frequency of service, late arrivals, unreliable service
- Bus Overcrowding, especially when service is reduced, and how all riders will be accommodated with less room for wheelchairs, carts and strollers.
- Bus Bunching
- Accessibility of Double Decker Buses
- Lack of Clipper Card Vendors
- Technology Changes
- AC Transit Customer Service Call Center not being local
- Low ridership of the Senior population
- Operators not waiting until riders are seated before taking off
- Safety issues at the bus stop on Sutter and Hopkins
- Keeping buses accessible for people who use mobility devices
- Reinforcing the “wheelchairs on first, off last” policy.

6. Review AAC Top Priorities

The Committee reviewed and discussed the 2018 AAC Top Priorities, and approved the following Top Priorities for 2019:

- Advocate for fair, affordable, accessible and reliable AC Transit service, and equipment that is accessible, and encourage AC Transit to be an industry leader in accessibility.
- Advocate for increasing State and Federal funding for public transit, especially to maintain accessibility and affordability for our rider community.
- Advocate for AC Transit to be transparent regarding all funding and expenses.
- Support and participate in driver training to promote proficiency in, and sensitivity to, the needs of seniors and people with disabilities, and assist drivers in creating an atmosphere that is welcoming of all riders.
- Support and participate in customer service training for both phone and in-person customer service staff to promote respectful, accessible, and appropriate information and services for seniors, people with disabilities and all riders on AC Transit.
- Support and engage in activities to increase ridership of seniors, people with disabilities and young people on the fixed route transit system when appropriate. This includes general education to increase the public’s knowledge and understanding of the needs of seniors, people

with disabilities and young people and a commitment of removing barriers throughout the transit system.

MOTION: Abelson/Johnson approved the 2019 AAC Top Priorities. The motion carried by the following vote:

AYES – 10: Abelson, Bruhns, Chew, Fadem, Johnson, Queen, Scott, Washington, B. Williams, Zukas

NAYES – 1: Clutts

ABSENT – 3: Gonsalves, Robson, C. Williams

7. Chair's Report

None.

8. Board Liaison Report

Diane Shaw, AC Transit Board of Directors, reported that:

- AC Transit has implemented a mobile App for Text for real time bus information
- Individuals who don't own a Smart Phone can send a text for real time bus information. Staff to send out instructions to the Committee.
- The Board of Directors will review the Strategic Plan at the next Board Meeting.

9. Review of Lift/Ramp Road Call Report

The Committee reviewed the Road Call report for March 3 – March 30, 2019. There was a total of seven (8) lift/ramp road calls, 4 being chargeable.

Arnold Brillinger stated that he had two incidences with boarding the bus due to ramp issues, on 3/12 and 3/28, neither of which is on the report. Tammy Kylo will contact the Lift/Ramp Department to get clarification.

10. Service Review Advisory Committee (SRAC) Report

None.

11. Alameda County Transportation Commission (ACTC) PAPCO Report

None.

12. Public Comments

Arnold Brillinger shared a flyer he created to pass out on Driver Appreciation Day.

13. Member Communications and Announcements

Sandra Johnson reported that on April 26th from 10-12 pm there is a "How Medicare for All Impacts Seniors and People with Disabilities" public forum at the Ed Roberts Campus in Berkeley.

Mary Clutts reported that At Home With Growing Older (AHWGO) – 10 year anniversary celebration is on Saturday, June 1st at 9:30 am to 3:00 pm, at the Ed Roberts Campus in Berkeley. This should be a great day of celebration and learning for those who are interested in "aging into their future".

14. Staff Communications and Announcements

Mallory Nestor-Brush, Accessible Service Manager, reminded everyone of the May 7th AB12234 Ethic Training. Tammy Kylo will send the Committee another reminder, via email, with the date, time and additional details. Due to the ethics training, there will be NO May AAC Meeting.

Mallory Nestor-Brush reported that the Secretary to the Board is trying to confirm a date for a Joint Board/AAC meeting on June 12th. Staff will report back to the AAC if that meeting will take place, which would also be in lieu of the regular June AAC Meeting.

15. Future Agenda Items & Next Meeting Date

The next AAC Meeting will be held Tuesday, July 9, 2019 at East Bay Paratransit, 1750 Broadway, Oakland, in the Community Room. Agenda items will include Priority Seating and August Service Changes.

Future Agenda Items:

- Update on Salesforce Transit Center (STC)
- ACT RealTime (Where is my bus)
- Ferry Connections

16. Adjournment

The meeting adjourned at 3:46 p.m.