

**MINUTES
VIRTUAL MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
DECEMBER 14, 2021**

1. CALL TO ORDER

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

2. ROLL CALL and Introduction of Members and Guests

AAC members present:

Janet Abelson	Erika Bruhns, Vice Chair
Chonita Chew	Mary Clutts
Jonathan Elkus	Pamela Fadem
Shawn Fong	Melissa Getz
Don Queen	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
Michael Flocchini, Training and Education Manager
Angela Mariveles, Senior Attorney, General Counsel
Beverly Greene, Executive Director of External Affairs, Marketing & Communications
Richard Oslund, Director of Management and Budget
Robert del Rosario, Director of Service Development and Planning
Derik Calhoun, Director of Transportation
Chris Durant, Assistant Director of Maintenance

Guests:

Diane Shaw, Board of Directors
H. E. Christian Peeples, Board of Directors
Kacie Conyers, TheCIL

3. ORDER OF AGENDA

The order of agenda was approved.

4. CONSENT CALENDAR

4.A. Approval of Minutes

MOTION: Fadem/Fong & Queen approved the November 9, 2021 AAC meeting minutes. The motion carried by the following vote:

AYES – 12: Abelson, Bruhns, Chew, Clutts, , Fadem, Fong, Getz, Johnson, Robson, Queen, Washington, Williams

ABSTENTIONS – 1: Elkus

ABSENT – 1: Zukas

5. REGULAR UPDATES

5.A. District Financial Update and Service Recovery

Richard Oslund, Director of Management and Budget gave an update on the District financials. The AC Transit Board of Directors approved the fiscal year, 2021-2022, operating budget of \$480 million, which included funds to increase bus service to 85% of pre-pandemic levels. Due to the American Rescue Plan (ARP), the budget was amended to \$499 million in September. Farebox revenues are \$27.2 million, which is about half of the pre-pandemic level. Operating service levels are expected to increase to 85% of pre-pandemic levels in March 2022. Labor expenses are \$363.9 million, (73% of total which is the normal share of labor), and non-labor expense is \$135.1 million. The District is likely facing significant deficits once Federal ARP Act funds run out:

- Expense growth did not stop during the pandemic, mostly driver by wages
 - Operating Service reduction is a temporary cost decrease.
- Revenue growth stopped during the pandemic
 - Ridership and farebox revenue are likely to stay below prior levels

Robert del Rosario, Director of Service Development and Planning, updated the Committee on Service Recovery. On December 5, 2021, Winter service changes brought service levels up to 85%. Line 52 Weekday service was restored to its pre-pandemic hours and frequency, with 67 trips toward the UC campus and 68 trips toward University Village. Students are back on campus for in person instruction and therefore transit demand is back, similarly in San Leandro and Hayward for Chabot College. Line 60 extended from Chabot College to South Hayward BART via Hesperian Blvd. and Tennyson Road.

All future service increases are going to be dependent upon available budget and available operators. Hiring is tough in this economic climate, which is a challenge for many other transit operators in the Bay Area.

The next opportunity for increased service will be June 2022. Staff will give a report on an updated methodology for prioritizing lines for service recovery at the January 26, 2022 AC Transit Board meeting.

The Committee asked for an example of what lines may come back. Robert replied that the previous service priorities, approved by the Board, showed routes in three different tiers; Tier One routes are all the pre-pandemic high productivity routes

Mary Clutts asked about the restoration of line B, since it was mentioned that it might be restored in December, then March and now June. Mary stated that this route would be nothing but revenue generating and is confused by the comment that there are not enough operators. She would like to see equitable distribution of 85% service return and spread that across all routes. Robert replied that all routes don't produce the same amount of ridership, and the District must use

resources in areas with the most ridership and serve neighborhoods identified by MTC as disadvantaged communities. The District must maximize its limited pot of resources, meaning that currently, we unfortunately, won't be able to serve some neighborhoods at this time.

The Committee also had concerns about the hours of service and if all the schedules were updated. Robert explained how hours of service are determined and confirmed that all schedules have been updated.

5.B. Overview of Drivers CDL Training

Michael Flocchini, Training and Education Manager gave an overview of Commercial Driver License (CDL) / Refresher training. This training is a requirement of the Department of Transportation for every bus operator. The Training and Education Center holds 2 CDL classes per week, or 104 per year. Each 8-hour class includes:

- Overview of new Ops bulletins
- General safety and security (working with law enforcement, first responders)
- Bike/ped safety
- Customer relations from boarding to alighting
- De-escalation strategies
- State mandate: sexual harassment, bullying and human trafficking
- Hands on mobility device securement

Though topics may change from time to time, some topics are mandated, and all topics include human interaction, sensitivity training and customer service elements.

Pam Fadem stated that members of the AAC have participated in both new bus operator and CDL refresher classes for over 20 years.

5.C. Update on Operator User Guide on Mobility

Angela Mariveles, Attorney, AC Transit Legal, reported that language was added to the Operator User Guide stating, "You MUST secure all mobility devices and scooters upon boarding." Although securing every mobility device upon boarding has been the practice, the Legal Department wanted to add specific language in the guide that is being reflected in training.

Janet Abelson stated that drivers had not been securing her mobility device. Angela explained that at the start of the pandemic, bus operators, for social distancing purposes, were to ask riders if they would like their mobility device secured. However, as of now, the District has resumed pre-pandemic protocols of securing every mobility device that boards.

5.D. Review of Lift/Ramp Road Call Report

The Committee reviewed the Road Call report for October 31 – December 4, 2021. There were eight (3) road calls; seven (2) were chargeable. All vehicles passed the pre-trip inspection and thus any road call listed occurred in service.

Janet Abelson asked what makes a road call chargeable? Chris Durant, Assistant Director of Maintenance, replied a chargeable road call is an item that is mechanical and not necessarily caused by an operator error.

6. STANDING REPORTS

6.A. Chair's Report

Chair Johnson stated that she was involved in many non-profit organization meetings, including:

- African American Chamber of Commerce EXPO
- California Alliance for Retired Americans
- Fannie Wall Children's Home Board Meeting

6.B. Board Liaison Report

Diane Shaw, AC Transit Board of Directors, reported on the following items:

- California Public Employees' Pension Reform Act (PEPRA) issue is going to be key going forward, which could be a huge problem for the District
- Board of Directors approved mandated on December 8, 2021
- Zero Emission Transit Bus Technology Analysis Report – Volume 2
- The free-ride Holiday Bus is available till midnight, December 31, 2021

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

None.

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

Janet Abelson reported that the SRAC has new officers, Don Queen is Chair and Janet Abelson is Vice-Chair. Member of the Committee also tested the contactless payment app for paying for paratransit trips. The next SRAC meeting is Tuesday, February 1st, via Zoom.

7. PUBLIC COMMENTS

None.

8. MEMBER/STAFF COMMUNICATIONS & ANNOUNCEMENTS

- Shawn Fong reported that she's been engaged in outreach events targeting and working with specific agencies and with families who have resettled to the area. Shawn also reported that the Tri City program has a target reopening date of March/April depending on the state of the pandemic. Her program has also been instrumental in distributing Senior Clipper Cards in south Bay; 147 cards between July 1st and November 30, 2021.
- Pam Fadem wanted to thank AC Transit for keeping the system going with all of the ups and downs of the pandemic as well as the AAC staff in keeping the Committee engaged and reminding us that we are a community together. She wished everyone a happy and healthy end of year for us and our bus system.
- Jim Robson mentioned that he attended LA Metro's version of the AAC and was able to voice his concerns. He received a call back and was updated on the safety items.
- Mallory Nestor Brush reported that she and Tammy met with the District Secretary. There will be a change to the AAC packet notification process. In January, everyone who is on the mailing list will be redirected to sign up for the mailing list through AC Transit e-news. The Committee members will continue to receive information as per usual.
- Mallory also thanked the AAC for their service and wished everyone a happy holiday season.

- Tammy Kylo reported that the 2022 stickers are coming and will be mailed before the end of the year.
- Chair Johnson thanked the AAC and wished everyone happy holidays and a very nice New Year.

9. FUTURE AGENDA ITEMS & NEXT MEETING DATE

The next AAC Meeting will be held Tuesday, January 11, 2021 at 1:00 p.m. This will be a virtual meeting.

Future Agenda Items:

- Review AC Transit Website
- Future Funding regarding the Federal Infrastructure Bill
- Flex Service
- An ombudsman program
- FASTER Bay Area
- AAC Programs/Projects to increase Senior Ridership

10. ADJOURNMENT

The meeting adjourned at 2:22 p.m.

Respectfully submitted,

/s/

Tammy Kylo

Secretary to the Committee