

**DRAFT MINUTES  
VIRTUAL MEETING OF THE AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
JULY 12, 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 (1:06)
Erika Bruhns, Vice Chair	Chonita Chew
Pamela Fadem	David Fritz
Melissa Getz	Daveed Mandell
Sandra Johnson, Chair	Tanya Washington
Barbara Williams	Hale Zukas

**AAC members absent:**

Shawn Fong (excused)  
James Robson (excuse)

**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  
Michael Eshleman, Service Planning Manager  
Claudia Burgos, Director of Legislative Affairs and Community Relations  
Margaret Tseng, Customer Service Manager  
Tabby Davenport, Safety Manager  
Derik Calhoun, Director of Transportation  
Ramakrishna Pochiraju, Executive Director of Planning & Engineering  
Michael Paine, Enterprise Software Engineer  
Manjit Sooch, Director of System and Software Development  
Ahsan Baig, Chief Information Officer  
Candice Kelly, Marketing Administrator  
Nichele Laynes, Marketing & Communications Director

**Guests:**

Director Peeples, Board of Directors  
Director Shaw, Board of Directors

**3. ORDER OF AGENDA**

The order of agenda was approved.

**4. CONSENT CALENDAR**

**4.A. Approval of Minutes**

MOTION: Fadem/Getz approved the June 14, 2022 AAC meeting minutes. The motion carried by the following vote:

AYES – 11: Abelson, Agarwal, Bruhns, Chew, Fadem, Fritz, Getz, Mandell, Johnson, Washington, Williams

ABSTENTIONS – 1: Zukas

ABSENT – 2: Fong, Robson

**5. REGULAR UPDATES****5.A. Service Planning and COVID-19 Safety Update**

Robert del Rosario, Director of Service Development and Planning, reported that service is slowly being added back to pre-pandemic levels based upon resources. AC Transit is still focused on hiring and training new operators to bring back more service based upon the Service Recovery Priorities approved by the Board of Directors earlier this year. Planning is also currently working on designing a new service network for implementation August 2024. This will be brought to the AAC once Planning has additional information to present and receive feedback.

Tabby Davenport, Safety Manager, reported that AC Transit is continuing the mask requirement on board buses. The Wheelchair Securement policy was reinstated approximately 4 weeks ago, in which all mobility devices are required to be secured upon boarding the bus.

**5.B. Review August Service Changes**

Robert del Rosario, Director of Service Development and Planning, reported that the next service changes will go into effect Sunday, August 7, 2022. These changes take into account the priorities of the AC Transit Board of Directors, ATU and the number of available operators. The service changes will focus on resuming school service, minor alignment changes, reliability improvements, and restoring service suspended during the pandemic. Changes include:

- Lines and trips designed to service schools resuming in the Fall.
- Several lines are restored to their pre-pandemic service levels: 12, 18, 29, 33, 57, 71, 72R, 76, 79 and 88.
- In addition, lines 65, 703 and 707 have been partially restored.
- Lines 57, 638, 657, 680, 805 and NX3 operate via Camden Street instead of MacArthur Boulevard between Seminary Avenue and 64th Avenue.

Chonita Chew asked when Line 80 was going to be return to service. Robert replied that the line 80 fell low on the service recovery priorities. The service recovery priorities looked at ridership as well as low income concentrations, and the 80 did not rate very high with those criteria. Once there are more resources available, the Planning Department can look at bringing back the 80.

Daveed Mandell commented that now that school is back, Berkeley buses get filled with Berkeley high students, and then there is no room for other people, including wheelchair users.

Drivers should not be allowed to pack the bus, and there should be separate school buses for Berkeley kids.

Director Peebles asked about the line 79 down Ashby pilot. Robert replied that the pilot didn't get approved due low ridership based on service recovery priorities.

Pam Fadem commented that when the buses get packed there is no room, not only for wheelchairs but also people with walkers. Drivers can encourage particularly the kids to move back, but they don't always listen.

Derik Calhoun, Director of Transportation, replied that he will issue an Operations Bulletin go out to each division as a reminder to request that individuals vacate priority seating for those who need it.

### **5.C. Review AC Transit Realtime Information**

Michael Paine, Enterprise Software Engineer and Project Manager, gave an update on ACT Realtime and how to access it. ACT Realtime is a branded technology hub, developed by AC Transit, for providing district real-time predictions, schedules and other transit information to get directions, stay up to date on the latest service notifications, and track bus arrival, departure predictions, and crowding information. There are multiple ways to access ACT Realtime information:

- Mobile App – Available on Apple and Android devices
- Mobile Website – <https://actransit.org>
- Website – [www.actransit.org](http://www.actransit.org)
- Trip Planner – <http://tp.actransit.org>
- Text Messaging – Access it by texting “ACTRANSIT” to phone number 41411 – “ACTRANSIT 50542” excluding quotes as the text of your message. The 5-digit number is the bus stop ID.
- Email Subscriptions – available by special request
- Twitter - @RideACTAlerts – <https://twitter.com/rideact>
- Facebook - @rideact – Transportation Service – <https://www.facebook.com/rideact>
- On monitors at bus stops
- Google Transit Maps
- MTC 511.Org

Manjit Sooch, Director of Systems and Software Development, stated that 5 years ago AC Transit changed from NextBus to Clever devices. Since the pandemic, there have been huge improvements to the log on rate when operators log on to the bus. There has also been improved technology so riders can access the information in a better way. For example, by using the mobile APP riders can see the bus move every 15 seconds because that's how often the data refreshes.

Daveed Mandell requested more information about the accessibility of all real time information and how to use it. He also suggested that AC Transit consider organizing some community or

focus groups so that blind people can be trained and how to obtain more real time information independently.

#### **5.D. Customer Services Quarterly Report**

Margaret Tseng, Customer Service Manager, gave the Customer Service Quarterly Report which included customer service call volumes, service levels, call disposition, Customer Contact Policy Compliance, customer feedback sources, RTC application processes, and an update on the Call Center RFP Status, including requesting pricing/costs for 24 hour customer service after the contract is awarded.

Daveed Mandell requested more information on wayfinding training materials and implementing training for the call center.

Diane Shaw stated that the number of overall complaints equals the number of inquiries about flex service which indicates that people want flex service back.

David Fritz commented that Flex service should be implemented throughout the service area and that the call center needs to be local.

Director Peeples responded that the fiscal impact of Flex throughout the service area would then reduce the amount of bus service the district can provide to about 10%. Director Peeples also stated that there is no requirement for a local call center for customer service.

Margaret responded that staff is still in the bid process of the RFP, which will go to the Board for approval and contract award when complete. Margaret will give an update at a subsequent meeting.

#### **5.E. Accessible Service Department Roles**

Mallory Nestor-Brush, Accessible Services Manager, gave an overview of the Accessible Services Department including staff, department functions, projects and programs for both fixed route and East Bay Paratransit. In addition to the projects and programs Mallory and Kim participate in numerous committees including, among others, the Bay Area Partnership Accessibility Committee (BAPAC), the ACTC Paratransit Accessibility Planning Committee (PAPCO), ACTC Paratransit Technical Advisory Committee (ParaTAC), Contra Costa Paratransit Coordinating Council, CalACT, CalACT Legislative Committee, West County Mobility Management, MTC Regional Paratransit Coordination and BART and City based ILC's.

Chonita Chew requested assistance with the Healthy Living Festival and would like a Paratransit van to assist with shuttling people with disabilities from the bottom of the Oakland Zoo entrance to the top parking area, which is where the festival takes place. Mallory replied that she will talk to Chonita off-line to see what can be done.

David Fritz stated that the reason he requested this topic is because a lot of the individuals that present at the AAC speak very quickly and can be hard to understand. He is not hearing impaired, but many seniors are, and wanted to know if one of the roles that Mallory or Kim serve

was to educate the presenters and/or staff to make them aware and to speak slowly. Kim replied that whenever there is a request for a presentation, she meets with the presenters to talk about what's being presented and the appropriate way to present that information. Kim encourage all the AAC members, if the speaker is speaking too fast, or don't understand what they are saying, please feel free to speak up.

Pam Fadem thanked Mallory, Kim and Tammy for all the years of work and staffing the AAC and keeping service rolling in AC Transit, especially the last few years with the pandemic.

Melissa Getz also thanked Malloy, Tammy and Kim for all they do for the committee. She appreciates the information and discussion with everyone sharing their ideas.

#### **5.F. Review of Quarterly ADA Complaints**

The Committee reviewed the Quarterly ADA Complaints which compared ADA Complaints in 4<sup>th</sup> Quarter 20/21 to 4<sup>th</sup> Quarter 21/22. Tammy reminded the committee that all complaints are answered within 5 business days. If there is a driver related ADA complaint, the Superintendent pulls the video and a conference with the operator is requested.

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

The Committee reviewed the Road Call report for June 5 – July 2, 2022. There was a total of two (2) road calls; five (0) were chargeable. Tammy noted that both road calls were cleared by the Operator and the passengers were able to continue their ride.

Director Peebles commented that Operations and Maintenance deserve a round of applause, for only having 2 road calls on this report for the month, stating that Maintenance is doing a remarkable job.

Pam Fadem stated that the number of road calls is reduced, meaning that maintenance is doing a phenomenal job, but also these two road calls were both taken care of by the bus operator, which is great!

### **6. STANDING REPORTS**

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

None.

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

Director Peebles reported that the next Board meeting is July 13th and that the Board will continue to keep an eye on the fiscal situation coming up in July surrounding SB917, and the Seamless Transit Transformation Act Bill.

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

None.

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

There was no SRAC meeting this month, but Janet praised East Bay Paratransit for going above and beyond during the pandemic so that individuals can get their essential needs met.

## **7. PUBLIC COMMENTS**

None.

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

Chonita Chew reported on the following United Senior of Oakland and Alameda County Events:

- USOAC Annual Convention, Pleasanton Fairgrounds, July 29th
- 19th Annual Healthy Living Festival, Oakland, Zoo, September 29<sup>th</sup>

Mallory and Tammy reminded the Committee of the July 27th Joint Board/AAC Meeting, which will be via Zoom.

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

The next AAC Meeting will be held Tuesday, September 13, 2022 at 1:00 p.m. This will be a virtual meeting.

David Fritz/Kiran Agarwal: Lyft - Wheelchair accessible Vehicle presentation.

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]
- 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 Peoples on June 14, 2022]

## **10. ADJOURNMENT**

The meeting adjourned at 2:48 p.m.

Respectfully submitted,

/s/

Tammy Kylo

Secretary to the Committee