



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

MINUTES

Board of Directors & Accessibility Advisory Committee Meeting

VIRTUAL MEETING

Phone (669) 900 6833 Webinar ID: 984 8717 5063

Wednesday, July 27, 2022 at 1:00 PM

<https://bit.ly/3vncS8N>

MEMBERS OF THE BOARD OF DIRECTORS:

**ELSA ORTIZ, PRESIDENT (WARD 3)
JOEL YOUNG, VICE PRESIDENT (AT-LARGE)
JOVANKA BECKLES (WARD 1)
JEAN WALSH (WARD 2)
MURPHY MCCALLEY (WARD 4)
DIANE SHAW (WARD 5)
H. E. CHRISTIAN PEEPLES (AT-LARGE)**

MEMBERS OF THE ACCESSIBILITY ADVISORY COMMITTEE:

**SANDRA JOHNSON, CHAIR
ERIKA BRUHNS, VICE CHAIR
JANET ABELSON, KIRAN AGARWAL, CHONITA CHEW,
PAMELA FADEM, SHAWN FONG, DAVID FRITZ,
MELISSA GETZ, DAVEED MANDELL, JAMES ROBSON,
TANYA WASHINGTON, BARBARA WILLIAMS, HALE ZUKAS**

1. CALL TO ORDER

The joint meeting of the Accessibility Advisory Committee and Alameda-Contra Costa Transit District Board of Directors was held on Wednesday, July 27, 2022, at 1:00 p.m.

President Ortiz called the Board of Directors meeting to order at 1:02 p.m. The meeting was then turned over to Director Peeples and AAC Chair Sandra Johnson to co-chair the meeting.

2. ROLL CALL

AC Transit Board Members Present: Ortiz, Young, Beckles, Walsh, McCalley, Shaw, Peeples

ACC Members Present: Sandra Johnson, Erika Bruhns, Janet Abelson, Chonita Chew, Shawn Fong, David Fritz, Melissa Getz, Daveed Mandell, James Robson, Tanya Washington, Barbara Williams, Hale Zukas.

AAC Members Absent: Kran Agarwal, Pamela Fadem.

Staff for the District:

Michael A. Hursh, General Manager

Jill A. Sprague, General Counsel

Linda A. Nemeroff, District Secretary

Staff for the Accessibility Advisory Committee:

Mallory Nestor-Brush, Accessible Services Manager

Kimberly Ridgeway, Senior Program Specialist

Tammy Kylo, Secretary to the Committee

3.A. PUBLIC COMMENT

Warren Cushman introduced himself as an advocate for transit matters in the community and expressed excitement for Daveed Mandell's representation on the Accessibility Advisory Committee.

3.B. ANNOUNCEMENT

Director Peeples commented on the 32nd Anniversary of the Americans with Disabilities Act (ADA) and thanked all the advocates, former board members, and one former staff member who contributed to the advancement of the ADA. Chair Peeples also thanked members of the committee for their efforts to advance and promote ADA awareness at the District.

4. BOARD OF DIRECTORS ITEM

4.A Consider adoption of Resolution No. 22-021 expressing appreciation to Don Queen for dedicated service as a member of the AC Transit Accessibility Advisory Committee. [22-258](#)

Director Peoples read the text of Resolution 22-021 expressing appreciation to Don

Queen for dedicated service as a member of the AC Transit Accessibility Advisory Committee.

Don Queen expressed appreciation to AC Transit Board members for their continued work in creating an accessible transit system.

Members of the Board and the Accessibility Advisory Committee expressed kind words of appreciation to Don Queen for his service on the Accessibility Advisory Committee.

MOTION: MCCALLEY/SHAW to adopt Resolution No. 22-021 expressing appreciation to Don Queen for dedicated service as a member of the AC Transit Accessibility Advisory Committee. The motion carried by the following vote:

Ayes: Ortiz, Young, Walsh, Beckles, McCalley, Shaw, Peeples

5. JOINT MEETING DISCUSSION ITEM(S)

5.A. AAC Roles and Responsibilities.

[22-408](#)

District Secretary Linda Nemeroff gave the presentation and addressed questions from President Ortiz and Member Chew concerning conflicts of interest and the non-binding nature of the Committee's relationship with the District. Accessible Services Manager Mallory Brush addressed questions from Director Beckles regarding the process for Committee members to add items onto the agenda as well as how District staff uses the learned experiences of AAC members to influence the District's decision-making. General Manager Hursh advised that District staff values and learns a lot from the experiences shared by AAC members, stating that members are often asked to review prototype buses and other equipment to better understand the accessibility needs of the public.

5.B. Review of the AAC's Top Priorities.

[22-390](#)

Chairperson Sandra Johnson introduced the discussion of the top priorities of the Accessibility Advisory Committee. Director Walsh thanked the AAC members for their service and guidance to the Board regarding accessibility matters and asked how the list of top priorities list is developed. Chair Johnson explained that several meetings were needed to produce the listed priorities, which were adopted on May 10, 2022. Chair Johnson added that the priorities are considered annually, and more priorities will be developed and presented in the Spring of 2023. Director Walsh welcomed the committee's recommendations and priorities.

Accessible Services Manager Mallory Brush added that the AAC discussed the development of these priorities and felt they were broad enough to cover the understanding of the committee members' roles and responsibilities. Ms. Brush commented that priorities, as established and modified, embraced the comments of newer AAC members.

5.C. District Financial Update and Implications to Restoring Service. [22-389](#)

Chief Financial Officer Chris Andrichak gave the District financial update, including an overview of revenues, expenses and future trends. Director of Service Development and Planning Robert del Rosario presented an overview of service levels and ridership.

Director McCalley commented that budget development should be reported regularly to the Accessibility Advisory Committee before its adoption. At Director McCalley's request, staff explained how the service recovery priorities are developed.

Committee members Fritz, Abelson, and Mandell shared their experience and concerns about the lack of service and lack of training for bus operators, especially in dealing with individuals with disabilities. Committee member Fritz commented that bus service is an essential service and that every AC Transit manager should be trained and called to fill in for absent bus operators and believed that would address the lack of service. Committee member Mandell was concerned that the removal of Transbay routes would remove some local services and suggested that local segments of a Transbay line should be combined with an existing local line to preserve the local portion of the service.

Director Peeples commented that slow bus operator hiring is a nationwide problem and shared that the main reason for low interest in the job is the brutality and assaults the bus operators encounter at work. Director Peeples also mentioned that transit agencies lack the financial means to support thriving transit operations.

Director Beckles was compassionate towards the committee members' negative experiences on the bus and commented that employees need to be professional and helpful.

5.D. Accessible Wayfinding for Visually Impaired. [22-391](#)

Service Information Administrator Aaron Priven gave the presentation. There were no comments from the public.

Director Peeples encouraged staff to seek out the work that BART has done on their wayfinding project. To Director Walsh's question about ways to provide feedback to staff, General Manager Hursh advised that staff was asking for starting guidance and would seek further input from the AAC and the Board as the design matures.

Committee member Mandell commented that the report was developed prematurely without sufficient knowledge of what wayfinding is like from the standpoint of a blind person. Committee member Mandell asked that staff seek the Committee's input before writing a report or deciding on the signage. Committee member Mandell suggested that staff and the Board take a tour around the service area with the blind community to better understand their needs.

Director Beckles thanked the staff for listening and for taking measures to assist and incorporate the suggestions from the blind community and was hopeful that the Committee's suggestions would be incorporated as well. Directors Walsh and Beckles agreed with the idea of a site tour.

Committee member Shawn Fong echoed the concerns that were raised by Daveed Mandel around the need for accurate bus stop identification with customer service. Committee member Fong further added that there is no specific identification of bus stops on apps or the 511 phone service. Committee member Fong suggested that staff collaborate with blind individuals to better understand what is needed to meet their needs in terms of wayfinding.

Director Peeples commented that AAC members had volunteered in the past to train bus operators on assisting individuals with disabilities and that AC Transit is aware of the issues and has been working on remedying the problems.

Committee member Mandell commented that other transit agencies are making bus stops accessible by using smartphones and apps that would provide audible directions when they reach points of interest and guide them to their destination.

Director Shaw asked for a clarification of the staff's ask, and after a brief discussion, there was a majority consensus to discuss the wayfinding and signage design at a future AAC meeting.

5.E. Bus Shelter Update and Advocacy. [22-392](#)

Transportation Planner Carissa Lee gave the presentation. Because there was not ample time for a full discussion of the item, Chair Peeples suggested that the matter be placed on the next AAC agenda for discussion. Staff is to gather feedback and/or recommendations from the Committee and present the information to the Board at a future meeting.

6. BOARD/COMMITTEE/STAFF COMMENTS

(Government Code Section 54954.2)

Director Shaw thanked the AAC members for their thoughtful comments and Accessible Services Manager Mallory Brush thanked the Committee and the Board for holding the joint meeting and their continued support and commitment to making AC Transit more accessible.

7. ADJOURNMENT

There being no further business to come before the Board of Directors and the Accessibility Advisory Committee, the annual joint meeting adjourned at 3:07 p.m.

Respectfully submitted,

/s/

Linda A. Nemeroff
District Secretary