

**MINUTES
REGULAR MEETING OF THE AC TRANSIT
ACCESSIBILITY ADVISORY COMMITTEE (AAC)
FEBRUARY 11, 2020**

1. CALL TO ORDER

The meeting was called to order at 1:04 p.m.

2. ROLL CALL and Introduction of Members and Guests

AAC members present:

Erika Bruhns	Chonita Chew
Mary Clutts	Pamela Fadem, Chair
Sandra Johnson	Don Queen
James Robson	Tanya Washington
Barbara Williams, Vice Chair	

AAC members absent:

Janet Abelson (excused)	Jim Gonsalves (excused)
Will Scott	Hale Zukas (excused)

Staff:

Tammy Kylo, Administrative Coordinator
Kimberly Ridgeway, Accessible Services Specialist
Derik Calhoun, Director of Transportation
David Berman, Transportation Planner
Julia Kocs, Marketing/Communications Manager
Stephanie Rapp, Marketing/Communications

Guests:

Diane Shaw, Board of Directors
H. E. Christian Peeples, Board of Directors
Shawn Fong, City of Fremont
Arnold Brillinger

3. ORDER OF AGENDA

The order of agenda was approved.

4. CONSENT CALENDAR

4.A. Approval of Minutes

MOTION: Robson/Johnson approved the January 14, 2020 AAC meeting minutes. The motion carried by the following vote:

AYES – 9: Bruhns, Chew, Clutts, Fadem, Johnson, Queen, Robson, Williams, Washington

ABSTENTIONS – 0

ABSENT – 4: Abelson, Gonsalves, Scott, Zukas

5. REGULAR UPDATES

5.A. Review March Service Changes

David Berman, Transportation Planner, reported on the Service Changes that will be effective March 29, 2020:

- Allocated major resources to boost reliability on lines 20 and 21.
- Reliability improvements on lines 10, 28, 34, 40, 72R, 99, 200, 216, 232, LA, NL, SB, and U.
- Service-level adjustments on line 60 due to developments with CSU East Bay.
- Minor trip time adjustments to lines 36, 801, and F to better match service to demand.

Tammy will send out the link to the schedule changes when available.

5.B. Overview of No Shows

Derik Calhoun, Director of Transportation, reported on systemwide no-shows and missed trips. Derik explained that 85% of missed trips are workforce issues, in that there is currently a shortage of approximately 58 bus operators to cover all the runs. Though the attrition rate has decreased since September 2019, Transportation and Human Resource departments are working diligently to recruit bus operators, including one recent event that brought in 75 candidates. Fifty of the 75 will be going through the interview process. The District has also expanded the New Bus Operator (NBO) classes from 10-20 per class, looked into recruitment of Military personnel, and the launch of the Transit Development Academy. This program develops the skill set of potential future bus operators including customer service skills and working with and understanding diversity and accessibility in the workplace and the community.

In the interim, the Transportation Department is complying with AC Transit Board Policy 471, which prioritizes trips; Supplemental Service (i.e. School trippers), Transbay service, then local service. The Operations Control Center (OCC) also closely monitors the entire service area, in real time, daily.

Pam Fadem responded that if housing were more affordable, Bus Operators could live and work within the service area. She also stated that she's heard that split shifts are a challenge for drivers. Derik responded that the Collective Bargaining Agreement has specific language that calls for split shifts.

Derik concluded by suggesting a tour of the OCC for the members of the Committee.

5.C. Review of the Priority Seating Signage

Stephanie Rapp, Marketing Communications Administrator, brought an updated version of the proposed Priority Seating Area signage to the AAC. The original signage had three icons: one indicating a person with a disability, one indicating a senior and one indicating a pregnant woman. Feedback from the Accessible Services Department initiated the change to remove the icon of the pregnant woman. Stephanie then updated the other two icons to ensure they were the international symbols.

After a very brief discussion, the Committee felt there should be an icon for the senior community and would have liked to see the icon of a person using a cane put back on the signage.

Director Chris Peeples stated that ultimately the Board of the Directors will approve the final look of the signage.

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

The Committee reviewed the Road Call report for January 5 – February 1, 2020. There were a total of six (6) road calls; all were chargeable.

Arnold Brillinger reported that he had a stuck ramp on a line 18 bus on January 14, 2020 that is not reflected in the report. Tammy responded that she would look into it.

6. STANDING REPORTS

6.A. Chair's Report

None.

6.B. Board Liaison Report

Director Shaw announced that:

1. A resolution was passed by the Board of Directors for a Bus Only lane on the Bay Bridge.
2. Shawn Fong has been appointed as a member of the AAC.

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

None.

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

None.

7. PUBLIC COMMENTS

None.

8. MEMBER/STAFF COMMUNICATIONS & ANNOUNCEMENTS

None.

9. FUTURE AGENDA ITEMS & NEXT MEETING DATE

The next AAC Meeting will be held Tuesday, March 10, 2020 at East Bay Paratransit, 1750 Broadway, Oakland, in the Community Room.

Future Agenda Items:

- BRT Overview
- FASTER Bay Area
- AAC Programs/Projects to increase Senior Ridership

10. ADJOURNMENT

The meeting adjourned at 2:31 p.m.