

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

**1. CALL TO ORDER**

The meeting was called to order at 1:05 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 (excused)

**Staff:**

Tammy Kylo, Administrative Coordinator  
Kim Ridgeway, Senior Program Specialist  
Mallory Nestor-Brush, Accessible Services Manager  
Michael Eshleman, Service Planning Manager  
Robert del Rosario, Director of Service Development and Planning  
Linda Nemeroff, District Secretary  
Jill Sprague, General Counsel  
Derik Calhoun, Director of Transportation  
Chris Durant, Assistant Director of Maintenance  
Beverly Greene, Executive Director of External Affairs, Marketing & Communications  
Steven Jones, External Affairs Representative  
Joe Voelker, External Affairs Representative

**Guests:**

Diane Shaw, Board of Directors  
Elena Van Loo, BART  
Helena Chang, TheCIL

**3. ORDER OF AGENDA**

The order of agenda was approved.

**4. CONSENT CALENDAR**

**4.A. Approval of Minutes**

MOTION: Fong/Robson approved the July 13, 2021 AAC meeting minutes. The motion carried by the following vote:

AYES – 10: Bruhns, Chew, Clutts, Fadem, Fong, Getz, Johnson, Robson, Washington, Williams

ABSTENTIONS – 3: Abelson, Elkus, Queen

ABSENT – 1: Zukas

## 5. REGULAR UPDATES

### 5.A. COVID-19 Service Recovery Priorities Update

Michael Eshelman, Service Planning Manager, reported on Service Recovery Priorities. On September 8, 2021 the Board of Directors approved the staff's methodology and priorities for Transbay service recovery across the next year. Staff prioritized the service types to return to pre-pandemic levels as funding levels and operator ranks return across the next 12-18 months until the District implements a new service network in August 2022. These priorities only apply to the recovery of service until that new network is approved and implemented.

AC Transit served a critical role during the pandemic, carrying essential workers to and from jobs and allowed others to continue to make essential trips. Prior to the pandemic, AC Transit's ridership comprised a majority of low-income customers and people of color. While our ridership dropped from 190,000 riders per weekday to about 44,000 per weekday at the onset of the pandemic, we continued to provide more than 75 percent of pre-pandemic service levels. AC Transit had the third-largest ridership pre-pandemic in the region – behind SF MUNI (this is now known as sfmta) and BART – once the shelter-in-place orders were enacted, AC Transit has become the second-highest ridership agency behind SF MUNI. Ridership has since rebounded to 65,000 riders per weekday and continues to increase despite vehicle capacity restrictions .

The District has developed the following criteria that will drive the service recovery process across the next 12 to 18 months. The criteria are listed in order of importance.

1. Is the bus line below pre-pandemic service levels?  
While AC Transit increased service back to pre-pandemic service levels in August 2020, some still have 7-day service, shortened service days, or no service on weekends, while other lines aren't operating at all. Staff will prioritize recovering service on lines that are below their pre-pandemic levels.
2. Does the bus line serve a Disadvantaged Community?  
The District is focused on socio-economic equity as a key guide to where to recover service.
3. Does the bus line have high ridership or pass-ups?  
Creating a sustainable service network means providing reliable, frequent service in high-ridership areas. Staff will monitor ridership and prioritize recovering service on lines with higher ridership. There are limited operator resources available and every bus added back needs to be as cost-effective as possible.
4. Does the bus line provide critical coverage in the network?  
While not as productive as other services, some lines fill in coverage gaps in the service area and will be brought back to restore the service network as resources allow.

Transbay service is more difficult to fit into the prioritization framework as it generally serves a higher-income demographic than the rest of the network but also plays a key role in regional congestion mitigation. In addition, some Transbay service can be added back efficiently when the service can be tied to Supplementary service. Staff plans to turn on the Transbay network incrementally as resources and opportunities allow, with trips prioritized for the most productive Transbay lines. As a result, some additional Transbay service will be reactivated in August.

**5.B. 2022 Draft Federal & State Advocacy Programs**

Steven Jones, External Affairs Representative, gave a summary of the 2022 State and Federal Advocacy programs. The Legislative Affairs/Community Relations (LA/CR) department will go to the board in December 2021 for approval. LA/CR will give the Committee an update at the January 2022 AAC meeting.

**5.C. Update on Hybrid Meetings and AB 361**

Beverly Greene, Executive Director of External Affairs, Marketing & Communications, gave an update on AB 361 and Hybrid meetings. AB 361 allows local agencies to use teleconferencing without complying with Brown Act restrictions in certain state emergencies. Currently, the bill is on the governor's desk awaiting his signature and is expected to be signed by October 10. Due to the urgency clause, if signed, it will be effective immediately. This would suspend certain Brown Act provisions that would allow for remote meetings to continue until January 1, 2024 as long as the emergency provision outlined in the bill are met.

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

The Committee reviewed the Road Call report for August 1 – August 28, 2021. There were nine (9) road calls; five (5) were chargeable. All vehicles passed the pre-trip inspection and thus any road call listed occurred in service.

**6. STANDING REPORTS****6.A. Chair's Report**

None.

**6.B. Board Liaison Report**

None.

**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**

- Chonita Crew reported that the United Seniors of Oakland and Alameda County (USOAC) Annual Healthy Living Festival will be held on September 30th at the Oakland Zoo. This will be a drive through event though individuals can take AC Transit line 46 up to the zoo that day. For more information and to RSVP, visit [usoac.org](http://usoac.org).
- Pam Fadem reported that she saw the documentary *Crip Camp* at a film festival. This film is about a groundbreaking summer camp that galvanizes a group of teens with disabilities to help build a movement for greater equality. One of the individuals featured in this documentary is the AAC's own Hale Zukas. Pam encouraged everyone to watch it. *Crip Camp* is available on Netflix.
- Jim Robson encouraged the AAC to continue to look into projects that are happening in their own cities. Jim asked Staff to reach out to Alameda CTC to have a representative give an overview of projects in Alameda County at a future AAC meeting.

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

The next AAC Meeting will be held Tuesday, October 12, 2021 at 1:00 p.m. This will be a virtual meeting.

Future Agenda Items:

- Customer Service Training and Key Performance Indicators
- December Service Changes
- Alameda CTC presentation on current projects
- Driver Customer Communication Training regarding Wheelchair Securement
- An ombudsman program
- Wheelchair Securement Policy
- FASTER Bay Area
- AAC Programs/Projects to increase Senior Ridership

## **10. ADJOURNMENT**

The meeting adjourned at 2:10 p.m.