

**MINUTES  
VIRTUAL MEETING OF THE AC TRANSIT  
ACCESSIBILITY ADVISORY COMMITTEE (AAC)  
NOVEMBER 10, 2020**

**1. CALL TO ORDER**

The meeting was called to order at 1:03 p.m.

**2. ROLL CALL and Introduction of Members and Guests**

**AAC members present:**

Janet Abelson	Chonita Chew
Mary Clutts	Jonathan Elkus
Pamela Fadem, Chair	Shawn Fong
Melissa Getz	Sandra Johnson
Don Queen	James Robson
Barbara Williams, Vice Chair	Hale Zukas

**AAC members absent:**

Erika Bruhns  
Tanya Washington

**Staff:**

Tammy Kylo, Administrative Coordinator  
Kimberly Ridgeway, Senior Program Specialist  
Mallory Nestor-Brush, Accessible Services Manager  
Derik Calhoun, Director of Transportation  
Cecil Blandon, Director of Maintenance  
Chantal Reynolds, External Affairs Representative

**Guests:**

Diane Shaw, Board of Directors  
H. E. Christian Peoples, Board of Directors  
Sheela Gunn-Cushman  
Roland Wong  
Chris Mullin  
Alicia Brown, Paratransit, Inc.

**3. ORDER OF AGENDA**

The order of agenda was approved.

**4. CONSENT CALENDAR**

**4.A. Approval of Minutes**

MOTION: Clutts/Johnson approved the October 13, 2020 AAC meeting minutes. The motion carried by the following vote:

AYES – 12: Abelson, Chew, Clutts, Elkus, Fadem, Fong, Getz, Johnson, Queen, Robson, Williams, Zukas

ABSTENTIONS – 0

ABSENT – 2: Bruhns, Washington

## 5. REGULAR UPDATES

### 5.A. Update on Front Door Boarding and Passenger Capacity

Derik Calhoun, Director of Transportation, reported that the District met with ATU on September 17th to discuss the proper procedures for resuming front door boarding. Fare collection and front door boarding resumed October 19th after all the Operators' protective shields were installed. Communication was disseminated to all the operators about proper shield use and fare collection. The District continues to distribute Personal Protective Equipment (PPE) to all staff including masks, gloves and sanitizer. Operators are also provided face shields in the event that a passenger using a mobility device requests that the mobility device be secured.

The District has also implemented Contact Tracking, which is a procedure for tracking any employee who has been exposed to COVID, whether they test positive or not as well as on board masks and sanitizer for riders. Operators will contact the Operations Control Center (OCC) who will contact Road Supervision to refill masks, in route, if the supply is diminished.

AC Transit is also continuing to limit the number of passengers on board based on the size of the bus:

- 30ft feeder coach – 6 passengers (buses are not currently in service)
- 40ft standard coach – 10 passengers
- 45ft commuter coach – 12 passengers
- 60ft articulated coach – 16 passengers
- 44ft double decker coach – 24 passengers

The headsign will read "Drop off Only" once capacity is reached.

The Tempo line has a Passenger Load Info (PLI) mechanism on board that allows OCC to monitor bus capacity. If there is a full load, OCC can notify the next bus of the full capacity of the leading bus. The PLI is currently only on Tempo, but the plan is to roll it out on the entire fleet in stages. Should the District look to increase passenger capacity, staff will have to go to the Board of Directors for approval.

Riders can always receive updates through the AC Transit website and by signing up for eNews.

### 5.B. Update on Bus Cleaning Procedures

Cecil Blandon, Director of Maintenance, reported on the cleaning frequency and the cleaning procedures of buses. Vehicles are disinfected daily at the end of the route. As the bus pulls into the bus bay, the standard nightly cleaning still takes place, but additional cleaning, including foggers, which are non-scented, nontoxic disinfectants are also used. The District is looking at portable equipment in order to disinfect the vehicles during the route, during a layover, so that the vehicles are disinfected at least twice a day.

The Maintenance and Safety Departments, as well as ATU, worked together to conduct ventilation tests on the vehicles. Buses currently have air flow every 77 seconds by keeping all the windows closed except the rear roof hatch and cycling the HVAC system. Filters are also on a 6K mile check and are replaced every 18K miles, unless maintenance determines that they should be replaced sooner.

Cecil concluded by stating that any bus that does not have a working HVAC system will not go into service, which is currently about 100 buses in the fleet.

### 5.C. Review of Quarterly ADA Complaints

The Committee reviewed the Quarterly ADA Complaints which compared ADA Complaints in 1st Quarter 19/20 to 1st Quarter 20/21. The Committee commented that they are happy to see a decrease in

almost all the categories. Chair Fadem encouraged everyone to continue to report any issues through AC Transit's Customer Service so that they are documented and followed up on.

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

The Committee reviewed the Road Call report for August 30 – October 3, 2020. There was a total of nine (9) road calls; five (8) were chargeable. Chair Fadem voiced concern about road calls based on the fact that tracks needed to be cleaned and wondered why that's happening if there is less ridership. Chair Fadem also encouraged everyone to contact Customer Service to report these issues, including if a driver states that a ramp can't be deployed, since ramps are able to be deployed manually.

**6. STANDING REPORTS**

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

None.

**6.B. Board Liaison Report**

Director Shaw reported that:

- The District is asking for feedback on the new mobile app.
- The next Board of Directors meeting will include an Updated Customer Contact Policy.
- There are two new Board Members: Jean Walsh who defeated Greg Harper and represents Ward 4; and Jovanka D. Beckles who defeated Joe Wallace and represents Ward 1.

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

On behalf of Hale Zukas, Mallory Nestor-Brush reported that the PAPCO met on Monday, October 26, 2020 and the Committee received reports on the Paratransit Discretionary Grant Program Progress, the Paratransit Program Implementation Guidelines and Performance Measures and a Mobility Management Update. The next PAPCO meeting January 25, 2021 and will be a virtual meeting

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

None. The next SRAC Meeting is Tuesday, December 1, 2020 and will be a virtual meeting.

**7. PUBLIC COMMENTS**

Sheela Gunn-Cushman stated that the mobile app needs to be accessible, that she had an issue getting East Bay Paratransit Tickets, that she hadn't ridden the bus in several months and wanted to make sure her Clipper Card won't become inactive, and finally that Drop Off Only announcements need to be announced through the Automatic Voice Announcement (AVA) system.

Roland Wong asked if there were any vacant seats on the AAC and how one would go about applying. Mallory Nestor-Brush explained that there are currently no vacancies, but there is a recruitment process that happens annually.

Chris Mullin, who takes the bus about 2-3 times a week, expressed his appreciation for the information dispensed in these meetings, including the report on bus boarding and cleaning procedures. Chris also thanked the staff for conducting smooth monthly meetings.

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

Chair Fadem sent her welcome and congratulations to the two new members of the Board of Directors and looks forward to meeting them and invited them to a future AAC meeting so they can understand what the AAC does.

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

The next AAC Meeting will be held Tuesday, December 8, 2020 at 1:00 p.m. This will be a virtual meeting.

Future Agenda Items:

- Update on COVID State of Health
- Bridge Plate Maintenance/Road Calls
- Ramp Pre-Trip/Relief Deployment
- Manual Ramp Deployment Training
- Board Decisions on Legislation and Policy
- Wheelchair Securement Policy
- FASTER Bay Area
- AAC Programs/Projects to increase Senior Ridership

## **10. ADJOURNMENT**

The meeting adjourned at 2:30 p.m.