

**ADVISORY COMMITTEE
ON ACCESSIBILITY**



Happy Holidays
*(Please note earlier starting time
for December meeting only)*

Agenda for Thursday, December 15, 2005

1:00 p.m.

**Conference Room (Room 109), Administration Building
Golden Gate Bridge, Highway and Transportation District
San Rafael, CA 94901**

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|---|------------|
| 1. Introductions | 5 minutes |
| 2. Approve Agenda | 5 minutes |
| 3. Minutes of November 17, 2005 (<i>copy attached</i>) | 5 minutes |
| 4. Paratransit Services Status Report | 40 minutes |
| a. Provision of Intercounty Service | |
| b. Intercounty Paratransit Service Agreement | |
| c. Other Paratransit Items | |
| d. Inspection of New WSW Modified Van | |
| 5. District-Related Items – Finance-Auditing Committee/Committee of the Whole, November 17, 2005: Five-Year Fare Program (<i>discussion continued from November ACA meeting; copy of staff report attached</i>) | 30 minutes |
| 6. Old Business (follow-up and status reports) | 40 minutes |
| a. Ferry Division Items | |
| 1) Status of Spaulding Vessel Refurbishment | |
| 2) Larkspur Ferry Terminal and Parking Lot Access Issues | |
| b. Review of ACA Rules and Procedures, Election of Officers | |
| c. Appoint 2005 Service Awards Nominating Subcommittee | |
| d. Overhead Light and Assistance Button – Orion Buses | |
| e. GGT Bus Interior Light Lens Covers | |
| f. Access Codes for Toll Rate for Persons with Disabilities Cards | |
| g. Bus Stop Follow-up | |

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| 7. New Business | 5 minutes |
| 8. Marin Paratransit Coordinating Council Report | 5 minutes |
| 9. Staff Report and Information Items | 5 minutes |
| 10. ACA Member Announcements/Comments; Public Open Time
<i>(Members or visitors with specific comments or incidents to report are requested to call Cynthia Petersen, ACA Staff Liaison, at (415) 257-4415 at least two days prior to the meeting)</i> | 5 minutes |

Phonic-ear amplification system available. Sign-language interpreters may be requested by the deaf or hearing impaired by calling 415-257-4415 or TDD 415-257-4554 at least one week prior to the meeting. District Administration Building is served by GGT-accessible Bus Routes 29 and 36. Consult District's website (www.goldengate.org) or call **511** for further GGT bus and ferry schedule information. Information on accessible services is also available on the website. To schedule paratransit transportation to the meeting, call Whistlestop Wheels at 415-454-0964 or 800-454-0964. For further information regarding ACA, call Cynthia Petersen, ACA staff liaison at 415-257-4415.

ADVISORY COMMITTEE ON ACCESSIBILITY



Minutes of Thursday, November 17, 2005

- Members Present: Herschel Ferguson, Dell Harris, Kent Hill, Jan Hummingbird, Herb Meyer, Craig Yates
- Members Excused: Rocky Birdsey, Russ Bohlke, Sandra Gordon, Jean Hunter, Kevin Siemens
- Staff Present: Helen Haas, Customer Relations Supervisor; Karyn Paulson, Administrative Assistant; Cynthia Petersen, Paratransit Coordinator; Glen Woods, Customer Service Representative
- Ex-officio Members: Lauren Bernheim, Senior Transportation Planner, Marin County Transit District (MCTD); Jackie Mulroy, Director of Transportation, Whistlestop Wheels (WSW); Jon Gaffney, Assistant Director of Transportation, WSW
- Visitors: Aileen Green, Hired Hands

The monthly meeting of the Advisory Committee on Accessibility (ACA) was called to order by Vice Chairperson Craig Yates at 1:40 p.m.

1. **Introductions.** Committee members, staff, and visitors introduced themselves.
2. **Agenda.** It was moved/seconded/passed (M/S/P) to approve the agenda as written.
3. **Minutes.** M/S/P to approve the minutes of the September 15 and October 20, 2005, meetings as written.
4. **Paratransit Services Status Report**
 - a. Provision of Intercounty Service. Jon Gaffney distributed copies of the October 2005 WSW statistical report. There were 1,087 intercounty passengers transported during the month of October 2005, down from 1,156 passengers transported in September 2005, and up from 1,016 passengers transported in October 2004. There were 36 requests for Marin intercounty extended trips in October; 32 were provided and 4 were not provided. There continue to be no denials of Americans with Disabilities Act (ADA) mandated service. Passengers-per-revenue-hour continue to be up over 1.00 at 1.13, with WSW maintaining efficiency in this area. A total of 9 comment cards regarding provision of intercounty service (one negative) were received during the first quarter (July – October) 2005.
 - b. Arrival of two new modified vans for use in providing Marin local and District intercounty paratransit service: Eight new Type II paratransit vehicles are now in service. Two new modified vans have also arrived; signage is currently in the process of being added. One modified van will be available for inspection by the Committee at its December 2005 meeting.

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- c. Other Paratransit Items. There were no reportable accidents during the first quarter (June through September 2005). As a result, WSW bus operators were awarded with dinner hosted at the WSW facility. WSW will also host a holiday lunch for drivers as a thank-you for their service during 2005.

5. **District-Related Items**

- a. Board of Directors Meeting – October 14, 2005, Agenda Item 10A, Discussion on Strategic Plan for Achieving Long-Term Financial Stability. See next item.
- b. Finance-Auditing Committee/Committee of the Whole – November 17, 2005. Cynthia Petersen distributed copies of the November 17, 2005 draft PowerPoint presentation and referred members to the staff report for Item 5a included in the ACA agenda packets. Discussion ensued regarding the District's projected financial situation, including expenses, revenue sources, and fare recovery goals.

Marin local fares are set by MCTD and are separate from District fares. Chairperson Kent Hill noted that fares are only a small percent of revenue needed to support transit service. Craig Yates suggested there would be more riders if GGT had more express service and fewer transfers were needed. Ms. Haas responded that ridership is down on GGT's longer trips. Increases in ridership are occurring primarily on Marin local service. Reverse commute options were mentioned as an area that could be improved, with direct service doing a better job of attracting new customers.

It was suggested that service area residents and automobile drivers be surveyed to find out what would attract them to use GGT services. Ms. Haas responded that GGT intends to do more market surveys in 2006 to find out how transit could meet the needs of potential customers who are not currently riding the bus. Herb Meyer suggested polling GGT bus operators. They can be a great source of information on the service. Ms. Haas responded that bus operator input is secured through a variety of internal staff committees, including GGT's Safety Committee and the District Marketing Committee.

With a show of hands, the six (6) ACA members present indicated they use GGT services as follows: 4 members ride GGT buses; 4 members ride WSW; 4 members ride GG ferry. Mr. Yates noted that it has been his experience that it is often effective to meet directly with management and the policymakers of an organization to go over issues of importance to a committee. Ms. Petersen responded that ACA is an advisory committee to the District Board of Directors and has a standing item on the agenda of the Transportation Committee/Committee of the Whole.

Further discussion was carried over to the December meeting, with a request that Al Zahradnik, Planning Director and author of the staff report, be invited to attend the December meeting to assist with continued discussion of Items 5a and 5b.

6. **Old Business (follow-up and status reports)**

- a. Ferry Division Items. Golden Gate Ferry (GGF) items were carried over to the December 2005 meeting.
- b. Follow-up to inspection of GGT Bus No. 1257 (interior light lens covers). Bus Division staff has reviewed ACA's recommendation and has requested further clarification from staff regarding the use of lens covers over the interior lights on GGT buses. Ms. Petersen will follow up and report

back to ACA at its December meeting.

c. Bus Stop Follow-up

- Ms. Petersen advised that work is under way at the bus stop on Third St. west of Grand Ave. in San Rafael. GGT anticipates the bus stop to be reestablished with red curb for the length of the sidewalk (from the corner to the driveway entrance). The sign will be added to the shelter once the shelter has been replaced.
- Construction has begun on the Golden Gate Bridge Toll Plaza Transfer Point Improvement Project.
- Committee members noted that pavement at the Marin City bus stop continues to buckle. The County of Marin is aware of this and is working with the shopping center to try to address the problem.

d. Marin County Transit District Short-Range Transit Plan (SRTP): The Draft SRTP is scheduled for release and public review following its presentation to the MCTD Board in January 2006. Public workshops will be scheduled on both bus transit and paratransit provisions of the document. Ms. Petersen will advise members as soon as copies become available. Depending on the schedule for public comment, it is hoped that the agenda of an ACA meeting early in 2006 can include discussion of the SRTP. There is currently no additional information on the status of efforts to bring accessible taxis to the County of Marin.

7. New Business

- a. Service Awards: Ms. Petersen noted it is time to review commendations received during the year and come up with recommendations for ACA's exemplary service award for 2005. Members will be asked to volunteer for the Awards Subcommittee at ACA's December meeting. The subcommittee will meet after the first of the year, with nominations for the award being presented to the full committee at either the January or the February 2006 ACA meeting.
- b. Election of 2006 Officers: It is also time for nominations for 2006 ACA officers. Chairperson Hill has declined to serve as Chairperson for a second term. It was suggested that the rules of the Committee be reviewed and the role of Chairperson be scheduled for discussion. The Chair could be a rotating position, with staff actually running the meeting. It was M/S/P for Cynthia Petersen to run the December ACA meeting and that this matter be placed on the agenda of the December meeting for further consideration.

8. Marin Paratransit Coordinating Council. Nothing to report.

9. Staff Report and Information Items

- a. Response to Customer Complaints: To follow up on discussion from the October 2005 meeting, Helen Haas reviewed options for acknowledging public comments and complaints received by GGT and GGF. The Call Center has 11 staff employees with Ms. Haas serving as supervisor. The center takes in a large amount of information that needs to be resolved. Often, lack of a mailing address prevents returning a written acknowledgement (such as a postcard) of a call. Comments received electronically get an e-mail note in return. Jan Hummingbird suggested using a pre-addressed comment card similar to the one that WSW has available on its vehicles. Dell Harris noted that talking with a live person works best for him.

Currently, the Call Center has several staff members who have been assigned to specific areas of

customer relations: Glen Woods, Spanish language and disabled issues; Scott Brown, lost and found; Joan Wyman, Regional Transit Connection (RTC) Discount Card and the Toll Rate for Persons with Disabilities (TRPD) program. Ms. Haas is looking into the possibility of assigning another person to handle follow-up on customer complaints. She will keep ACA apprised. Herschel Ferguson noted that Glen Woods is to be commended for his willingness to go above and beyond his job responsibilities to meet the needs of passengers and persons with disabilities.

- b. Toll Rate for Persons with Disabilities Program: Ms. Haas reported that the TRPD program is running out of access code numbers to issue on new TRPD cards. Staff is working to address this problem. It developed partially because there is currently no expiration period for a TRPD card. As a result, there is no way of knowing the status of a TRPD cardholder, which can lead to opportunities for abuse of these cards. Discussion ensued regarding the potential of a three-year expiration period to address this problem, and ACA members expressed no objections to this proposal.

10. **ACA Member Announcements/Comments, Public Open Time**

- Continued items (on the back of the Agenda) will be reviewed for potential elimination at the January 2006 meeting.
- It was M/S/P to change the starting time for the December meeting from 1:30 p.m. to 1:00 p.m. to accommodate the anticipated number of items scheduled to be on the December 2005 ACA agenda. The January 2006 meeting will return to its regularly scheduled starting time of 1:30 p.m.

The meeting was adjourned at 3:35 p.m.

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ADVISORY COMMITTEE ON ACCESSIBILITY

Agenda for Thursday, November 17, 2005
1:30 p.m.



**Conference Room (Room 109), Administration Building
Golden Gate Bridge, Highway and Transportation District
San Rafael, CA 94901**

1. Introductions 5 minutes
2. Approve Agenda 5 minutes
3. Minutes of September 15 and October 20, 2005 (*copies attached*) 5 minutes
4. Paratransit Services Status Report 15 minutes
 - a. Provision of Intercounty Service
 - b. Arrival of two new modified vans for use in provision of Marin local and District intercounty paratransit service
 - c. Other Paratransit Items
5. District Related Items 30 minutes
 - a. Board of Directors Meeting – October 14, 2005, Agenda Item 10A, Discussion on Strategic Plan for Achieving Long-term Financial Stability (*copy of staff report attached*)
 - b. Finance-Auditing Committee/Committee of the Whole – November 17, 2005, Discussion of Five-Year Fare Program (*copy of staff report to be distributed at the meeting*)
6. Old Business (follow-up and status reports) 30 minutes
 - a. Ferry Division Items
 - 1) Status of Spaulding Vessel Refurbishment
 - 2) Larkspur Ferry Terminal and Parking Lot Access Issues
 - b. Follow-up to inspection of GGT bus no. 1257 (interior light lens covers)
 - c. Bus Stop Follow-up
 - d. Marin County Transit District Short-Range Transit Plan
7. New Business 5 minutes
8. Marin Paratransit Coordinating Council Report 5 minutes
9. Staff Report and Information Items 10 minutes

10. ACA Member Announcements/Comments; Public Open Time 10 minutes
(Members or visitors with specific comments or incidents to report are requested to call Cynthia Petersen, ACA Staff Liaison, at (415) 257-4415 at least two days prior to the meeting)

Summary of Continued Items *(Follow-up on these items remains pending. Committee members may ask for a specific item to be brought up for discussion at any time):*

- | | |
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| <ul style="list-style-type: none"><input type="checkbox"/> Front-door vs. rear-door lift buses<input type="checkbox"/> Consideration of Painting Yellow Diagonal Lines on Lift Barrier to Aid the Visually Impaired<input type="checkbox"/> Relocation of Overhead Light/Assistance Button Controls-Rear to Center Flip Seat<input type="checkbox"/> Update of District ADA Transition Plan<input type="checkbox"/> Tether Strap Program | <p>GGT Bus Stops:</p> <ul style="list-style-type: none"><input type="checkbox"/> Mission Ave. and Mary St. (San Rafael)<input type="checkbox"/> Novato Community Hospital<input type="checkbox"/> Town of San Anselmo Safe Route to School Project – Brookside Dr. and Butterfield Rd. Improvements<input type="checkbox"/> GG Bridge Toll Plaza Transfer Points<input type="checkbox"/> 3rd Street and Grand Ave. (San Rafael)<input type="checkbox"/> Strawberry/Tiburon Area |
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ADVISORY COMMITTEE ON ACCESSIBILITY



Minutes of Thursday, October 20, 2005

- Members Present: Rocky Birdsey, Russ Bohlke, Herschel Ferguson, Sandra Gordon, Kent Hill, Jan Hummingbird, Jean Hunter, Kevin Siemens, Craig Yates
- Members Excused: Herb Meyer
- Staff Present: Cassidy Bennett, Safety and Training Supervisor; Helen Haas, Customer Relations Supervisor; Dan Fragiolla, Senior Bus Operator; Angelo Leone, Shop/Facilities Superintendent; Cynthia Petersen, Paratransit Coordinator; Glen Woods, Customer Service Representative
- Ex-officio Members: Jackie Mulroy, Director of Transportation, Whistlestop Wheels (WSW); Jon Gaffney, Assistant Director of Transportation, WSW
- Visitors: Anna Espinosa, Hired Hands; Bill Bodine (new member applicant); Don Dietz (accompanying Bill Bodine); Dell Harris (new member applicant)

The monthly meeting of the Advisory Committee on Accessibility (ACA) was called to order by Chairperson Kent Hill at 1:40 p.m.

1. Introductions. Committee members, staff, and visitors introduced themselves.
2. Agenda. It was moved/seconded/passed (M/S/P) to approve the agenda as written.
3. Minutes. Copies of the September 2005 meeting minutes were distributed and will be considered for approval at ACA's November 2005 meeting
4. Paratransit Services Status Report.
 - a. Provision of Intercounty Service. Jon Gaffney distributed copies of the September 2005 WSW statistical report. There were 1,156 intercounty passengers transported during the month of September 2005, up from 1,037 passengers transported in August 2005, and also up substantially from 996 passengers (16.1%) from September 2004. In addition, there were 50 requests for Marin intercounty extended trips in September; thirty-five were provided and 15 were not. There continue to be no denials of Americans with Disabilities Act (ADA) mandated service. Passengers-per-revenue-hour continues to be up over 1.00 at 1.18 with WSW continuing to maintain efficiency in this area. There will be a quarterly comment card report presented at the November 2005 meeting.
 - b. Other Paratransit Items.
 - The final new Type II paratransit vehicles have arrived. WSW is still waiting for notification of delivery of the two modified vans that have also been ordered.
 - The appeals panel hearing [of eligibility determination of two prospective WSW clients]

has not yet been scheduled.

- The next appeals panel training is anticipated to be scheduled for a date in November 2005. Jan Hummingbird, Jean Hunter, Craig Yates, Helen Haas, and Glen Woods are interested in attending this training once it has been scheduled.
- Cynthia Petersen reviewed the new GGT fares that will go into effect December 11, 2005. This includes a new flat rate East Bay bus and paratransit fare.
- Jan Hummingbird submitted a written proposal that: 1) WSW passengers be allowed to mail in their fare similar to the program available with GGT. She had problems with a ride because she did not have exact change and had a \$5.00 bill. She had offered to pay for a round trip ride but was turned down. Many passengers are in locations where they cannot easily obtain change. 2) WSW's phone message (while on hold to schedule a ride) be modified to encourage passengers to not wear scented products. Ms. Mulroy responded that WSW allows passengers to pay for round trip rides and provides a receipt for that payment that can be used on the return trip. If this did not occur, Ms. Mulroy should have been notified so that she could re-educate the staff who were not aware of the procedure.

5. District Related Items – Transportation Committee/Committee of the Whole, October 13, 2005 – Award of Contract (grant funds) for Bicycle Racks to be Added to the Luggage Bays of MCI Buses: Cynthia Petersen reviewed the staff report and advised that as a result of this grant, the District will be acquiring bicycle racks (similar to AC Transit's) to use in transporting bicycles in the luggage bays of GGT MCI buses. Bike racks cannot legally be used on the front of 45' buses. Once they've been installed, Mr. Siemens suggested adding a bicycle decal to the outside of the luggage bay. Mr. Bodine described an incident where he was left behind after a GGT bus operator became distracted by another passenger getting his/her bike off the bike rack and left without boarding him using the lift. Mr. Dietz sees a problem with attitude. Some GGT bus operators are not people oriented and should not be operating buses. Ms. Haas noted that GGT bus operators can and have been terminated for discipline problems when they occur. Ms. Haas noted due to staffing limitations, Customer Relations cannot always get back to a passenger following receipt of a comment or complaint. She would like to be able to improve that process.

6. Old Business (follow-up and status reports).

a. Ferry Division Items – These items were carried over to the November 2005 meeting.

b. San Rafael District Administration Building Customer Service Desk – Regional Transit Connection Discount Card and Toll Rate for Persons with Disabilities. Ms. Haas advised the new customer service desk location was now up and running. Scheduled hours will be 9:00 a.m. to 3:00 p.m. Monday through Thursday. A new camera will be sought to improve photo quality.

c. Bus Stop Follow-up:

- Rocky Birdsey reported that the bus stop on Third St. west of Grand Ave. in San Rafael had been torn up due to reconstruction of the sidewalk and adjoining building. The bus shelter had also been removed. ACA discussed the need to insure that this stop be reestablished with clear lift deployment areas in the front and back of the shelter and for

the GGT bus stop sign to be installed on the shelter or in an alternative location that does not interfere with clear path of travel of passengers and pedestrians on the sidewalk.

- ACA also discussed the status of the Toll Plaza bus transfer point improvement project. It is hoped that the new shelter will be in place before the old shelter is torn down.
- Bill Bodine noted that the new shelters are up behind the Strawberry Shopping Center but that the benches have yet to be installed. Ms. Petersen will follow up on ACA's comments at its September meeting regarding access to the Reed Blvd. bus stop directly across the street and to the Tiburon Blvd. bus stop across from North Knoll Rd.
- Jan Hummingbird hopes to form a tenants committee to follow-up with the Town of San Anselmo regarding installation of a shelter at the bus stop in front of 2525 Sir Francis Drake Blvd.

- d. Inspection of GGT bus no. 1257 – interior light lens covers: Some time ago, GGT maintenance staff installed sample colored lens covers on the interior fluorescent lights in GGT bus number 1257. These covers were installed as a test for potential use to soften the brightness and reduce interior glare to drivers when operating in “night run” mode (front interior lights off, rear interior lights on). ACA members boarded the bus to inspect the covers, riding into the GGT Body Shop paint booth to simulate darkness and night time driving conditions. The sample light covers were light blue (or gray), blue, and green.

In the course of its inspection, ACA discussed the need for lights to be on when the bus pulls up to a stop so that a waiting disabled passenger can tell if the wheelchair securement area is in use. If the lights are out when the bus reaches a stop, only the entrance lights come on when the doors open. The seating area is not illuminated. Ms. Haas noted that operator bulletins have been issued in the past with instruction to use “night run” when operating in early morning, twilight hours, or after dark. With the days getting shorter, this operating bulletin should probably be run again. Passengers with low vision need the lights in “night run” after dark so they can see inside the bus. Operating in night run would also be important for heightened security and so that security cameras can record incidents that occur on the bus after dark.

ACA discussed if the lens covers were needed for the full length of the bus, for the back half, and which color should be used (light blue/gray, blue or green). At the conclusion of its discussion, it was the consensus of the Committee that it recommends light covers be installed on GGT buses. The following are the results of the ACA member poll regarding which color and where the lens cover should be used:

All green except blue covers in the wheelchair securement area:	2
No lens covers in front, green in the back of the bus:	2
Green lens covers for the full length of the bus:	5

7. Marin Paratransit Coordinating Council. Nothing to report.

8. Staff Report and Information Items.

- A sample of the 2005 Golden Gate Bridge collectible ornament was circulated and ACA members were directed to contact Ms. Petersen if they are interested in ordering an ornament.
- Ms. Haas noted that GGT routes 32 and 34 will be eliminated effective December 11, 2005 and that Marin County Transit District does not appear to have plans to offer alternative service in replace either route;
- MCTD continues to work on its Short Range Transit Plan, including a proposed Local Transit Service component. This plan should be available for public review and comment sometime in the next few months;

9. ACA Member Announcements/Comments; Public Open Time:

- Kevin Siemens will not be able to attend the November, 2005 ACA meeting.
- Bill Bodine submitted a copy of an e-mail he had written to Marin County Supervisor and District Director Hal Brown. Ms. Petersen read the e-mail to the Committee. In his e-mail, Mr. Bodine describes his problem getting his fare to the fare box when he boards using the lift in the back of the bus. He usually asks another passenger to take his fare up front, but sometimes there isn't another passenger available. His e-mail suggests that the bus operator be allowed to handle the fare as an accommodation under the Americans with Disabilities Act. The alternative would be to have a monthly flash pass or a punch card for paying his fare.

In reviewing this e-mail with the Committee, Ms. Petersen noted that this problem will be addressed with implementation of the upcoming Translink fare card program. Card readers will be available at both the front and rear door of GGT buses for paying one's fare. This will eliminate this fare payment problem. GGT is scheduled to be one of the first Bay Area Transit operators implementing Translink system wide in spring or summer, 2006.

As an interim measure, GGT also has a "Mail-in Fare" program specifically to address this problem. The program allows passenger who cannot reach the fare box or cannot handle tickets or cash due to their disability to mail in their fare. Mr. Bodine is enrolled in this program but prefers to pay his fare rather than to mail it in.

As part of the discussion, Mr. Bodine noted that when he asks another passenger if they would mind putting his fare in the GGT fare box, they often give him a questioning look. It appears that many passengers do not realize that GGT bus operators are not permitted to handle fares. At the conclusion of its discussion, ACA approved a motion to recommend that GGT post small signs in the front of its buses or near the fare box stating: "GGT bus operators are not permitted to handle fares." It was suggested that SF Muni may have similar signs posted on its transit buses.

The meeting was adjourned at 4:07 p.m.

**ADVISORY COMMITTEE
ON ACCESSIBILITY**

***Agenda for Thursday, October 20, 2005
1:30 p.m.***



**Conference Room (Room 109), Administration Building
Golden Gate Bridge, Highway and Transportation District
San Rafael, CA 94901**

- | | |
|---|------------|
| 1. Introductions | 5 minutes |
| 2. Approve Agenda | 5 minutes |
| 3. Minutes of September 15, 2005 (<i>to be available at the meeting</i>) | 5 minutes |
| 4. Paratransit Services Status Report | 15 minutes |
| a. Provision of Intercounty Service | |
| b. Other Paratransit Items | |
| 5. District Related Items - Transportation Committee/Committee of the Whole, October 13, 2005 - Award of Contract (grant funds) for Bicycle Racks to be Added to the Luggage Bays of MCI buses (<i>copy of staff report attached</i>) | 10 minutes |
| 6. Old Business (follow-up and status reports) | 60 minutes |
| a. Ferry Division Items | |
| 1) Status of design plans for Spaulding Vessel Refurbishment | |
| 2) Larkspur Ferry Terminal and Parking Lot Access Issues | |
| b. San Rafael District Administration Building Customer Service Desk – | |
| c. Regional Transit Connection Discount Card and Toll Rate for Persons | |
| d. with Disabilities | |
| e. Bus Stop Follow-up, including Golden Gate Bridge Toll Plaza Transfer | |
| f. Point Improvement Project | |
| g. Adjourn to inspect GGT bus no. 1257 – interior light lenses covers | |
| 7. Marin Paratransit Coordinating Council Report | 5 minutes |
| 8. Staff Report and Information Items | 5 minutes |
| 9. ACA Member Announcements/Comments; Public Open Time | 5 minutes |

(Members or visitors with specific comments or incidents to report are requested to call Cynthia Petersen, ACA Staff Liaison, at (415) 257-4415 at least two days prior to the meeting)

Summary of Continued Items *(Follow-up on these items remains pending. Committee members may ask for a specific item to be brought up for discussion at any time):*

- Front-door vs. rear-door lift buses
- Fremont and Pine Streets Bus Stop Signage
- Consideration of Painting Yellow Diagonal Lines on Lift Barrier to Aid the Visually Impaired
- Relocation of Overhead Light/Assistance Button Controls-Rear to Center Flip Seat
- Update of District ADA Transition Plan
- Tether Strap Program

GGT Bus Stops:

- Los Ranchitos Rd. opposite Northgate Drive (San Rafael)
- Doherty Dr. opposite Hall Middle School (Larkspur)
- Mission Ave. and Mary St. (San Rafael)
- Novato Community Hospital
- Town of San Anselmo Safe Route to School Project – Brookside Dr. and Butterfield Rd. Improvements

Phonic-ear amplification system available. Sign-language interpreters may be requested by the deaf or hearing impaired by calling 415-257-4415 or TDD 415-257-4554 at least one week prior to the meeting. District Administration Building is served by GGT accessible bus Routes 29 and 36. Consult District's website (www.goldengate.org) or call **511** for further GGT bus and ferry schedule information. Information on accessible services is also available on the website. To schedule paratransit transportation to the meeting, call Whistlestop Wheels at 415-454-0964 or 800-454-0964. For further information regarding ACA, call Cynthia Petersen, ACA staff liaison at 415-257-4415.

ADVISORY COMMITTEE ON ACCESSIBILITY



Minutes of Thursday, September 15, 2005

- Members Present: Russ Bohlke, Herschel Ferguson, Sandra Gordon, Kent Hill, Jean Hunter, Kevin Siemens, Craig Yates
- Members Excused: Jan Hummingbird, Herb Meyer
- Staff Present: Cynthia Petersen, Paratransit Coordinator; Jim Swindler, Deputy General Manager, Ferry Division
- Ex-officio Members: Jackie Mulroy, Whistlestop Wheels (WSW)
- Visitors: Anna Espinosa, Hired Hands; Dell Harris (new member applicant)

The monthly meeting of the Advisory Committee on Accessibility (ACA) was called to order by Chairperson Kent Hill at 1:40 p.m.

1. Introductions. Committee members, staff, and visitors introduced themselves.
2. Agenda. It was moved/seconded/passed (M/S/P) to approve the agenda with the following additions and corrections: Add item 7. New Business; update remaining section numbers; delete item 9a. Marin County Transit District Public Meetings.
3. Minutes. It was M/S/P to approve the minutes of the July 21 and June 16, 2005 meetings as written.
4. Paratransit Services Status Report.
 - a. Provision of Intercounty Service. Jackie Mulroy distributed copies of the August 2005 WSW statistical report. There were 1,037 intercounty passengers transported during the month of August 2005, up from 950 passengers transported in July 2005, and also up substantially from 869 passengers (19.3%) from August 2004. In addition, there were 51 requests for Marin extended trips in August; forty-one were provided and 10 were not. There continues to be no denials of Americans with Disabilities Act (ADA) mandated service. Passengers-per-revenue-hour continues to be up over 1.00 at 1.19 with WSW continuing to gain in efficiency in this area. Ridership on the Marin local service is also up 8% from the same period in 2004. Extended trip requests are down. This probably reflects that passengers who have been turned down are no longer calling to book a ride. The increase in gas prices does not appear to be a factor in the increase in ride requests.
 - b. Appeals Panel. The Appeals Panel meeting date has not yet been scheduled. Marin County Transit District (MCTD) may go ahead and schedule a paratransit eligibility training session (to train additional appeals panel members) in advance of an appeals panel date.

- c. Other Paratransit Items. When scheduling an inter-operator paratransit transfer, Kevin Siemens suggested that the home operator staff include a note on the transfer information faxed before the trip, any information about a passenger that would be important for a driver or dispatch to know in order to successfully complete the trip.
- d. Inspect on of eight new WSW Type II paratransit vehicles: ACA members adjourned to the parking lot to inspect new WSW vehicle number 60. The vehicle is similar to previous orders except that the flush floor is not longer available and there is an additional small step up into the passenger area. It was the general consensus of the group that they liked the vehicle. WSW will investigate adding additional vehicle identification (unit) numbers to the side of the vehicle near the entrance door and above the wind shield on the inside of the van. Kevin Siemens also suggested that with the next order of new vehicles, WSW consider relocating the heater unit to the 1st row of fixed seats so that the second row could also be equipped with flip seats. This would allow greater flexibility for securing additional wheelchair passengers.

5. District Related Items

- a. Finance Auditing Committee/Committee of the Whole, August 12, 2005; Staff Presentation on a Regional Bus and Ferry Fare Restructure Program and Authorize the Setting of a Public Hearing; Public Hearing Notice for September 22, 2005 to Consider a Proposal to Implement a Regional Bus and Ferry Fare Restructure Program: Cynthia Petersen reviewed the staff report and public hearing notice agenda packet. ACA members had no comments on the proposals.

6. Old Business (follow-up and status reports).

a. Ferry Division Items

- 1) Status of design plans for Spaulding Vessel Refurbishment. Jim Swindler, Deputy General Manager, Ferry Division reported that several bids had been received and the lowest (\$5 Million) had come in over the \$4.2 Million budget available. As a result, the District was in the process of investigating design modifications to help save costs. One measure appears to be to retain the restrooms and upgrade them in their current location rather than relocating them to the stern of the boat. A bicycle only area will be established in the stern area instead. The goal will be to seek revised bids and be under construction some time in November. Chairperson Hill stated he had the opportunity to test a new ramp being considered at Larkspur Ferry Terminal that will enable wheelchair users to board and disembark at the same level when traveling to the SF Giants ball games. Ms. Petersen also reported on security screening measures being tested at Larkspur Ferry Terminal during the month of September.
- 2) Larkspur Ferry Terminal and Parking Lot Access Issues: Mr. Swindler requested this matter be scheduled for discussion on the agenda of the October 2005 ACA meeting.

- b. San Rafael District Administration Building Customer Service Desk – Regional Transit Connection Discount Card and Toll Rate for Persons with Disabilities. Ms. Haas was not available and Ms. Petersen had nothing new to report.

c. Bus Stops.

- 1) Reed Blvd. and Belvedere Dr. (behind Strawberry Shopping Center): Ms. Petersen has confirmed that there is no curb cut to the bus stop across the street from the bus stop under improvement on Reed Blvd. This stop is located within unincorporated Mill Valley under the jurisdiction of the County of Marin and is used by a school route and Route 8 commute service to the Tiburon Ferry. ACA's comments regarding the lack of a curb cut at this location will be forwarded to the County of Marin.
 - 2) Tiburon Blvd. across from No. Knoll Rd. There is also no curb cut or accessible path to this bus stop and this stop is also located in unincorporated Marin County. Tiburon Blvd. is a State Highway so may come under the jurisdiction of Caltrans. Therefore, ACA's comments will be reported to both agencies.
7. New Business: Kevin Siemens suggested the new LCD signs on the Orion buses provide the opportunity to consider special route numbers or destinations signs (similar to what AC Transit uses) for GGT transbay service. Such signs would help passengers differentiate between approaching routes and buses. This matter will be scheduled for discussion at the October 2005 meeting. Principal Planner Ron Downing will be invited to that meeting to participate in the discussion.
8. Marin Paratransit Coordinating Council. The next MPCC meeting will be held on September 19, 2005.
9. Staff Report and Information Items. Ms. Petersen distributed copies of the latest ACA roster and requested that members provide her with any updates and corrections. Ms. Petersen also distributed copies of:
- an article on the new GGT whale bus;
 - photos of improvements made to the disabled parking stall at the San Rafael Transit Center;
 - summary of GGT bus schedule changes effective September 11, 2005;
 - a book entitled "Current State of Transportation for Persons with Disabilities" published by the National Council on Persons with Disabilities.
 - Kevin Siemens requested that staff check the status of the kneeling feature and accessibility signs on the new whale bus.
10. ACA Member Announcements/Comments; Public Open Time: Jean Hunter reported that the Redwoods has a new van for transporting residents and the lift on the new van is already having problems. Also, scheduling is difficult because it is only available for medical appointments on a limited number of days (Wednesdays and Fridays). The Committee reviewed pending items on the back of the agenda to see if any could be dropped and the list shortened. As a passenger on GGT, Dell Harris stated his concerns are related to pass-ups and his chair being accommodated on GGT passenger lifts.

The meeting was adjourned at 3:35 p.m.