



ADVISORY COMMITTEE ON ACCESSIBILITY

***Agenda for Thursday, September 21, 2006
1:00 p.m. (Note earlier start time)***

**~ Special Location ~
Golden Gate Ferry – Larkspur Ferry Terminal
101 East Sir Francis Drake Blvd.
Larkspur, CA 94939**

When you arrive, please go to the ticket agent booth, give your name, state you are there for the ACA meeting, and you will be admitted. The meeting will convene in the covered section of the Larkspur Ferry Passenger Terminal. Business will be conducted at the terminal for approximately one hour, followed by a ride on the Larkspur Ferry to San Francisco and return. Due to time constraints, no refreshments will be served at this meeting.

If you plan to attend, please RSVP by Wednesday, September 20, 2006, to Cynthia Petersen, (415) 257-4415, or cpetersen@goldengate.org. Provide the name of each person who will be participating in (1) the meeting and (2) the ferry ride. Your name(s) will be provided to the ticket agent so that arrangements can be made to let you in.

The lot has been crowded, so allow extra time to enter and leave the facility. As of September 10, Marin Local Route 29 will serve Larkspur Ferry Terminal at bus stops located on East Sir Francis Drake Blvd. You may refer to the back side of this agenda for additional information.

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| 1. Introductions | 2 minutes |
| 2. Approve Agenda | 2 minutes |
| 3. Approve Minutes of July 20, 2006 <i>(copy attached)</i> | 2 minutes |
| 4. Paratransit Services Status Report | 10 minutes |
| a. Provision of Inter-county Service | |
| b. Paratransit Rider's Guide | |
| c. Other Paratransit Items | |
| 5. District-Related Items <i>(copy of report attached)</i> | 5 minutes |
| "Discussion on Strategic Plan for Achieving Long-Term
Financial Stability" for Board Meeting of September 8, 2006 | |
| 6. Old Business <i>(follow-up and status reports)</i> | 20 minutes |

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- a. Marin County Transit District (MCTD) local bus service changes implemented effective September 10, 2006
- b. GG Ferry-related items
- c. Service Award Subcommittee's Nomination – Exemplary GGT/GGF Employee Service Award for 2006
- d. TransLink
- e. Caltrans right-of-way and facility access projects
- f. MCTD and GGT bus stops
- g. First aid training of GGT bus operators

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| 7. New Business | 2 minutes |
| 8. Marin Paratransit Coordinating Council Report | 2 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 |
| 11. Board Larkspur Ferry to San Francisco | 2:10 p.m. |
| 12. Disembark at San Francisco Ferry Terminal <i>(Tour Ferry Plaza)</i> | 2:50 p.m. |
| 13. Board Larkspur Ferry to return to Larkspur | 4:20 p.m. |
| 14. Disembark at Larkspur Ferry Terminal | 4:55 p.m. |

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. Larkspur Ferry Terminal is at East Sir Francis Drake Blvd. by GGT-accessible Bus Route 29. Consult District's web site (www.goldengate.org) or call **511** for further GGT bus and ferry schedule information. Information on accessible services is also available on the web site. 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, July 20, 2006

- Members Present: Russ Bohlke, Herschel Ferguson, Sandra Gordon, Kent Hill, Kevin Siemens
- Members Excused: Rocky Birdsey, Jan Hummingbird, Jean Hunter, Herb Meyer, Craig Yates
- Staff Present: Cynthia Petersen, Paratransit Coordinator; Helen Haas, Supervisor – Customer Service; Angelo Leone, GGT Body Shop and Facilities Superintendent; Josh Widmann, Associate Planner; Glen Woods, Customer Service Representative
- Ex-officio Members: Jon Gaffney, Assistant Director of Transportation, WSW
- Visitors: Jessica Bradley (Hired Hands)

The monthly meeting of the Advisory Committee on Accessibility (ACA) was called to order by Vice Chair Russ Bohlke at 1:42 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.** It was M/S/P to approve the minutes of the June 15, 2006, meeting as written.
4. **Paratransit Services Status Report**
 - a. Provision of Inter-county Service. Jon Gaffney distributed copies of the Fiscal Year End June 2006 WSW statistical report. There were 1,060 inter-county passengers transported during the month of June 2006, down from the previous month (1,073 passengers) but consistent with ridership in June 2005 (1,064 passengers). Marin inter-county extended trips totaled 22 for the month, with all but 4 extended trip requests being provided. There continue to be no denials of Americans with Disabilities Act (ADA) mandated paratransit service. Efficiency is down slightly from 2005, with passengers-per-revenue-hour at 1.01 compared to 1.03 a year ago.

For this fiscal year end report, information was provided on the annual performance of both the Marin local and District inter-county paratransit service on the “Cumulative” page. The inter-county service was within the 30-minute scheduling window (or on-time) 91.14% of the time. The service was also within the limits set to avoid excessive trip lengths 97.68% of the time (on-board ride time). Page 5 of the report summarizes other WSW contracts, including a reference to charter service. Mr. Gaffney explained that WSW is occasionally asked to provide accessible charter

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service, which they operate using exclusively WSW-owned vehicles at a rate of \$75 per hour, 3-hour minimum (gate-to-gate). Mr. Gaffney noted WSW would not be operating the West Marin "Stage" in FY 2006/2007.

- b. Inter-county Paratransit Budget and Service Agreement: Both the District agreement with Marin County Transit District (MCTD) and the MCTD agreement with Marin Senior Coordinating Council (MSCC) were approved earlier in July. As a result, WSW will be the service provider for both the Marin local and District inter-county paratransit services for another year.
- c. Paratransit Rider's Guide: The Marin Paratransit Coordinating Council (MPCC) July meeting has been cancelled. MPCC will continue its review of the final draft to its August meeting.
- d. Other Paratransit Items.
 - WSW transportation administration offices and maintenance base relocated to a new facility at 15 Lindaro Street, San Rafael. As of September 10, 2006, Golden Gate Transit (GGT) Route 42 on Andersen Dr. will be the closest bus route serving the facility.
 - Adjusting the scheduling office hours from 8:00 a.m. to 4:00 p.m. to match MSCC/WSW administrative office hours has been very effective. The extra hour has provided more time to work in last-minute ride requests, avoid adjustments to existing reservations, and accommodate extended ride requests. It has also reduced the amount of staff overtime.

5. District-Related Items

- a. Building and Operating Committee, June 22, 2006: "Approve Actions Relative to Purchase of a Replacement Ferry Vessel"
- b. Transportation Committee, July 13, 2006:
 - 1) Approve Revision to ACA Business Rules
 - 2) Report by MCTD – Changes to Marin Local Service Routes
 - 3) Approve FY 2007 Inter-county Paratransit Service Agreement
- c. Finance Committee, June 13, 2006: "Approve Actions Relative to Purchase of Ten (10) Articulated Buses on Behalf of MCTD"

Regarding the agenda items listed above, Ms. Petersen referred ACA to the staff reports that were attached to the July meeting agenda packet. All actions were approved by the Board of Directors as recommended. Regarding MCTD service changes, Glen Woods will advise ACA of the telephone number to call if problems arise with the third-party shuttle services.

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

- a. Bus Stop Follow-up
 - An on-site visit was held at Kaiser Hospital in Terra Linda to discuss improvements needed at the Montecillo Dr. bus stop. Kaiser agreed to do the work if MCTD provides construction plans for the improvements.
 - There is no new information regarding the stop on Reed Blvd. opposite the Strawberry Shopping Center in Mill Valley.

- GGT maintenance crews have not had a chance to relocate the sign from the pole to the shelter at the bus stop on 3rd St. at Grand Ave. (San Rafael).
 - Major construction in the vicinity of the Transbay Terminal has resulted in the temporary relocation of a number of bus stops in the area.
 - b. Ferry Division Items. There was nothing new to report on this item. Russ Bohlke noted that his Santa Rosa Junior College adaptive physical education class members were planning a July 29, 2006, trip on the Larkspur Ferry.
 - c. Review Committee Calendar. ACA discussed its schedule for upcoming meetings. Due to vacation plans, it was agreed that the August ACA meeting would be cancelled. The September meeting was scheduled for 1:00 p.m. at the Larkspur Ferry Terminal to provide time for discussion prior to the 2:15 p.m. ferry departure to San Francisco. It was agreed the group would return on the 4:25 p.m. ferry to Larkspur, arriving at 4:55 p.m.
7. **New Business – First Aid Training of GGT Bus Operators:** Ms. Petersen explained that GGT does not provide first aid training to its drivers. GGT relies on first responders (police and fire) who have ongoing training and experience to deal with emergencies that might occur on a bus. Committee members noted that GGT does serve some rural areas where a response might take longer and arrive too late. One member suggested that people with disabilities are a fragile population and should move into a populated area so these services are handy. Rural Greyhound drivers have been known to transport passengers directly to the hospital if there is a problem. Mr. Bohlke noted he would rather have assistance from a first responder than someone who has not had the occasion to practice what he/she has learned. Ms. Petersen was asked to find out what training the ferry crew receives, and this item was carried over to the September ACA meeting for further discussion.
8. **Marin Paratransit Coordinating Council.** Nothing to report.
9. **Staff Report and Information Items.** There have been problems with counting the score for the Exemplary Service Award. Ms. Petersen will clarify the results with members of the Subcommittee and report back to the full Committee at the September ACA meeting.
10. **ACA Member Announcements/Comments, Public Open Time.** Regarding the Spare the Air days, Sandra Gordon noted she would take public transit if she could but, for example, travel would take more than one hour from her home to the ACA meeting on public transit versus 15 minutes in her car.
11. **Adjourn to Inspect Modified Orion Bus with Relocated Overhead Light/ Assistance Button Controls:** Members adjourned to inspect a modified Orion bus with the assistance of GGT Body Shop and Facilities Superintendent Angelo Leone. The overhead light controls had been relocated from the rear to the middle flip seat on this modified coach. ACA members discussed the new position and whether or not it was an improvement over the original position under the rear flip seat. It was concluded that neither location was ideal, and relocating the controls or adding a third set of controls was not really an improvement. Since the forward position worked for most members, it was suggested that GGT give priority to the forward position when a passenger in a

wheelchair boards the bus. One ACA member noted that the front tie-down for the forward position was close to the wall and not aligned properly. Other members noted the alarm that sounds when the lift is being deployed was very loud, and the volume needed to be adjusted downward.

At the conclusion of its discussion, ACA members approved the following motion:

Recommendation

(M/S/P) ACA recommends to GGT that the decibel or sound level of the alarm buzzer on the Orion buses be reduced to acceptable levels. Further, to address the problem of passengers reaching the controls for the overhead light and passenger assistance buttons, ACA recommends that bus operators be instructed to ask a passenger boarding in a wheelchair which securement location they would prefer. These instructions should be incorporated into regular GGT bus operator training. ACA further recommends that the controls be left in their current position (under the third flip seat), with the understanding that this matter could be revisited at a later date should future circumstances so warrant.

The meeting was adjourned at 4:05 p.m.