



ADVISORY COMMITTEE ON ACCESSIBILITY

***Agenda for Thursday, October 19, 2006
1:30 p.m.***

**Conference Room (Room 109), Administration Building
Golden Gate Bridge, Highway and Transportation District
1011 Andersen Dr., San Rafael, CA 94901**

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| 1. Introductions | 2 minutes |
| 2. Approve Agenda | 2 minutes |
| 3. Minutes of September 21, 2006
<i>(copies to be distributed at October meeting)</i> | 2 minutes |
| 4. Paratransit Services Status Report | 20 minutes |
| a. Provision of Inter-county Service | |
| b. Other Paratransit Items | |
| 5. Exemplary GGT/GGF Employee Service Awards for 2006 | 2:00 p.m. |
| Terri Fields, Customer Service Representative | |
| Robert Salese, Bus Operator. | |
| 6. District-Related Items <i>(copy of report attached)</i> | 15 minutes |
| Transportation Committee – Committee of the Whole,
October 12, 2006: Status Report on Marin County Transit
District/Golden Gate Transit Local Bus Service Change | |
| 7. Old Business <i>(follow-up and status reports)</i> | 30 minutes |
| a. MCTD and GGT bus stops | |
| b. Ferry Division Items – Follow-up from September 2006
Larkspur Ferry Terminal ACA meeting | |
| c. First aid training of GGT bus operators/GG Ferry staff | |
| d. TransLink | |
| e. Committee Calendar – December 21, 2006 meeting | |
| f. Luggage compartment bike racks now on all GGT 45-ft. MCI buses
<i>(see copy of announcement attached)</i> | |
| 8. New Business - Department of Justice Code of Regulations
Booklet - Rules Implementing Title III of the ADA <i>(Jan Hummingbird)</i> | 10 minutes |

- 9. Marin Paratransit Coordinating Council Report** 5 minutes
- 10. Staff Report and Information Items** 5 minutes
- 11. 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.):*

- Caltrans Right-of-Way and Facilities Access Projects
- Addendum to Long Beach Transit Bus Order – Articulated Buses

Phonic-ear amplification system available. Sign-language interpreters may be requested by the deaf or hearing impaired by calling (415) 257-4415 or TDD **711** at least one week prior to the meeting. District Administration Building is served by GGT-accessible Bus Routes 29 and 36. 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, September 21, 2006

Members Present: Russ Bohlke, Herschel Ferguson, Sandra Gordon, Kent Hill, Jean Hunter, Herb Meyer, Kevin Siemens, Craig Yates

Members Excused: Rocky Birdsey, Jan Hummingbird

Staff Present: Cynthia Petersen, Paratransit Coordinator; Rebecca Wessling, Ferry Terminal Superintendent; Glen Woods, Customer Service Representative

Ex-officio Members: Jackie Mulroy, Director of Transportation, Whistlestop Wheels (WSW); Jon Gaffney, Assistant Director of Transportation, WSW; Suzanne Bourguignon, Senior Planner, Marin County Transit District (MCTD)

Visitors: Bill Bodine, Paula Deselle (Hired Hands), Sally Helberg, Don Dietz

The monthly meeting of the Advisory Committee on Accessibility (ACA) was called to order by Vice Chair Russ Bohlke at 1:02 p.m. This month's meeting was being held earlier than usual and at the Larkspur Ferry Terminal so members could board the ferry to San Francisco at 2:10 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 July 20, 2006, meeting as written.
4. **Paratransit Services Status Report**
 - a. Provision of Inter-county Service. Jon Gaffney distributed copies of the August 2006 WSW statistical report. During the month of August, WSW transported the highest number of monthly passengers ever (1,233) on the District's inter-county paratransit service. This was up 19% from the number of passengers carried in July (1,022 passengers) and also up from ridership in August 2005 (1,037 passengers). Marin inter-county extended trips totaled 9 for the month, with all trip requests being provided. There continue to be no denials of Americans with Disabilities Act (ADA) mandated paratransit service. Efficiency is down from 2005, with passengers-per-revenue-hour at 1.04 compared to 1.19 one year ago.

The inter-county service was within the 30-minute scheduling window (or on-time) 88.36% of the time. The service was also within the limits set to avoid excessive trip lengths 98.76% of the time (on-board ride time). Jean Hunter noted that the percentage of no-shows appears to be going up. Jackie Mulroy responded that WSW will be able to get back on track by sending out warning letters. These were sidelined for a while due to the September 10, 2006, MCTD local bus service changes and the move to WSW's new maintenance facility.

- b. Paratransit Rider's Guide: Marin County Transit District (MCTD) staff will be publishing the latest Paratransit Rider's Guide this month (September 2006).
- c. Other Paratransit Items.
 - Jackie Mulroy announced that Northbay Cooperative Taxi Company now has a ramp-equipped mini-van in its fleet. This van will be available to provide accessible taxi service as an alternative to WSW for Marin residents who can afford regular taxi service.
 - In addition, WSW has received authorization from MCTD to make arrangements with Northbay to assign a limited number of overflow Marin local paratransit trips to Northbay's taxi service when doing so would improve operations of regular local WSW service. Initial arrangements will enable a few extended (non-ADA) trips to be provided. Once arrangements for drug testing and sensitivity training for drivers have been made, limited Marin local ADA trips could be assigned to the service as well. Trips assigned to taxis would be held to approximately 10 per day on an overflow basis only. Passengers will not be able to request the service; WSW will assign a ride to a taxi when it frees a regular WSW van for other, more efficient service. Decisions on which trips to assign to taxis would be made the day before, based on the next day's particular schedule.

Sally Helberg noted that Bill Bodine is not able to use WSW's van because of the topography of their home and his disability. He would be able to use a sedan or taxi service. Ms. Mulroy stated that once the taxi program is up and running, MCTD and WSW will be considering other ways the taxi can be used to serve paratransit customers.

Passengers assigned to a taxi would pay their \$2 paratransit fare, and the taxi company would bill WSW for the remaining cost of the ride. Since WSW operates door-to-door service, the clock would start when the taxi arrives at the curb and charges would be based on the standard meter rate. Craig Yates commended Jackie for the work she has done to get overflow taxi service up and running. He noted that MCTD has also released the RFP for the Marin County Taxi Study. He suggested that the dollars designated for consultants be spent to subsidize paratransit service instead.

- 5. **District-Related Items** - "Discussion on Strategic Plan for Achieving Long-Term Financial Stability" for Board Meeting of September 8, 2006: Ms. Petersen referred members to the staff report included in the agenda packet, specifically Page 4, which recommends that elimination of the District's toll discount programs (including the Toll Rate for Persons with Disabilities) not be included in the list of deficit reduction options that can be considered in upcoming discussions of the District's Financial Strategic Plan. The amount of the TRPD discount, however, will still potentially be up for discussion.

6. **Old Business** (follow-up and status reports)
 - a. **Marin County Transit District (MCTD) local bus service changes implemented effective September 10, 2006:** Suzanne Bourguignon distributed blue comment cards, which the public and ACA members are invited to complete and return to MCTD for review. The comment cards are being tabulated, but no follow-up passenger surveys are planned. To date, MCTD has received a number of comments regarding reduction in late night service, particularly in the Fairfax and Mill Valley areas. Passengers are also concerned about the Santa Venetia changes impacting paratransit service. Individuals are invited to attend the next meeting of the MCTD Board of Directors (9:00 a.m., Tuesday, September 26) to testify in person. Ms. Bourguignon noted there had been relatively low ridership on the new Route 221 Corte Madera shuttle. Larkspur and Corte Madera representatives designed the routing so there needs to be more public comment if passengers want it to serve Marin General Hospital. Ms. Petersen noted that GGT is in the process of following up on the Board of Director's authorization to order six new articulated buses utilizing an existing Long Beach Transit bus procurement contract. These buses will be used in MCTD local service. There may be more information on the details of this bus order at ACA's October meeting.
 - b. **GG Ferry-related items:** Ms. Petersen reported that the Spaulding retrofit would be going back out to bid. Other items pertaining to vessel and facility accessibility were deferred to ACA's October meeting.
 - c. **Service Award Subcommittee's Nomination – Exemplary GGT/GGF Employee Service Award for 2006:** Ms. Petersen tabulated the scores of the Awards Subcommittee, resulting two District employees being recommended for the Exemplary Employee Service Award for 2006. They are Terri Fields, Customer Service Representative, and Robert Salese, Bus Operator. These two District employees will be invited to attend either the October or November ACA meeting to receive their awards.
 - d. **TransLink:** Ms. Petersen reported that the latest projected "revenue ready" date for the new TransLink fare card program is now late October 2006. Following this date, the test program will operate quietly for a few months to make sure everything is working well. Some time after the first of the year, the TransLink program will be officially launched. The Regional Transit Discount Card (RTC) program is being updated to work with TransLink. ACA members will be updated monthly on this project.
 - e. **Caltrans Right-of-Way and Facility Access Projects:** Ms. Petersen heard from a representative at Caltrans who is investigating the status of these projects. Mr. Bohlke reminded staff of ACA's comments regarding the steepness of the sidewalk and the need for a barrier along the edge to protect pedestrians from vehicles over the Rowland Blvd. Overpass. The overpass exceeds the Americans with Disabilities Act Accessibility Guidelines (ADAAG) ramp slope standard of 8.33%. Mr. Bohlke also noted that a southern California group filed a lawsuit regarding the accessibility of some Caltrans facilities in their portion of the state.
 - f. **MCTD and GGT bus stops:** Ms. Petersen distributed copies of photos, and Herb Meyer reported that the new GGT bus stops at the Golden Gate Bridge Toll Plaza were almost finished and looked very nice. Truncated domes have been added to the curb cuts and pedestrian crossings at the San Rafael Transit Center. District staff will

also be working with MCTD to provide input to the City of San Rafael regarding the bus stops within the project area of the West End 4th Street Improvement Project. Jean Hunter requested time at ACA's October meeting to discuss problems at the Kaiser Terra Linda bus stops.

- g. **First Aid Training of GGT Bus Operators/GG Ferry Crews:** This item was carried over to ACA's October meeting.

7. **New Business – None.**

8. **Marin Paratransit Coordinating Council.** A representative of the Marin Bicycle Coalition attended the September MPCC meeting and discussed MBC's "Share the Path" program.

9. **Staff Report and Information Items.** None.

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

- Mr. Bodine noted that he needs a handrail and lift, and the new articulated buses are designed to be equipped with a ramp rather than a lift. Mr. Meyer commented that he is happy with the current articulated buses and the length of their lifts.
- Mr. Hill commented on problems he observed and experienced four times with the operation of the passenger lift between decks on the Spaulding vessel. One time, returning from a Giants game, Mr. Hill was delayed 1½ hours because the crew could not get the lift to work. Discussion ensued regarding relocating the ferry to the modified berth that allows off-loading at the same level. At the conclusion of its discussion, ACA approved the following recommendation (M/S/P):

ACA requests that the circumstances involving the problems with operation of the Spaulding passenger lift be investigated, that alternatives to solve the problem be identified, and that potential recommended solutions be reported by Ferry Division staff back to ACA.

11. **Board Larkspur Ferry to San Francisco:** ACA adjourned to board the 2:15 p.m. Larkspur Ferry (MV Mendocino) to San Francisco, where members spent time before catching the 4:25 return ferry (MV Mendocino). While onboard, ACA members noted the following comments/issues/recommendations regarding the MV Mendocino, which had been part of ACA's original list of comments on the vessel in 2001 and 2003 and which have yet to be addressed:

- a. Height of toilet and available maneuvering room in the accessible restroom;
- b. Accessible seating at the tables restricted by lack of approach and table leg location;
- c. Need for signs or other decals to identify wheelchair or priority seating areas for persons with disabilities when boat is at capacity;
- d. Refreshment vendor available on lower deck with no posted alternative for persons with disabilities to access vendor services.

The meeting was adjourned at 4:55 p.m.