

ADVISORY COMMITTEE ON ACCESSIBILITY

Agenda for Thursday, February 15, 2007
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 | 5 minutes |
| 2. Approve Agenda | 5 minutes |
| 3. Minutes of January 18, 2007 meeting
<i>(copy attached)</i> | 5 minutes |
| 4. GGBHTD-Related Items | 60 minutes |
| a. Intercounty Paratransit Services | |
| 1) Statistical Report and Operations Summary | |
| 2) FY 2007 and FY 2008 Vehicle Procurement | |
| 3) Other Paratransit Items | |
| b. District Matters – Committee/Board of Directors | |
| c. Golden Gate Transit Regional Bus Service | |
| d. Ferry Division | |
| e. TransLink | |
| f. Staff Report and Information | |
| 5. MCTD-Related Items <i>(Informational only)</i> | 20 minutes |
| a. Marin Paratransit Coordinating Council Report | |
| b. Marin County Local Bus and Paratransit Service | |
| c. Other Items | |
| 6. New Business | 5 minutes |
| 7. 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> | 15 minutes |

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

- **Caltrans Right-of-Way and Facilities Access Projects**

Agenda and meeting materials are available in alternative formats, and a phonic-ear amplification system is available upon request. 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 (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, January 18, 2006

- Members Present: Russ Bohlke, Herschel Ferguson, Sandra Gordon, Kent Hill, Jan Hummingbird, Jean Hunter, Kevin Siemens, Craig Yates
- Members Excused: Bill Bodine, Rocky Birdsey, Herb Meyer
- Staff: General Matters: Cynthia Petersen, Paratransit Coordinator; Glen Woods, Customer Service Representative
Specific items: Helen Haas, Customer Relations Supervisor; Jim Swindler, Deputy General Manager – Ferry Division
- 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: Hilda Castillo, Novato Human Needs Center; Ellen Lieber; Chris Schultz, College of Marin Disabled Students Program; Mercedes Silva, Hired Hands

The monthly meeting of the Advisory Committee on Accessibility (ACA) was called to order by Chairperson Craig Yates at 1:35 p.m.

1. **Introductions.** Committee members, staff and visitors introduced themselves. Ms. Petersen distributed copies of the preliminary ACA 2007 Meeting Calendar.
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 November 16, 2006, meeting as written.
4. **GGBHTD-Related Items**
 - a. **Intercounty Paratransit Services**
 - 1) Statistical Report and Operations Summary. Jon Gaffney distributed copies of the December 2006 WSW statistical report. During the month of December, intercounty ridership (947 passengers) decreased compared to the previous month (1,114 passengers in November 2006). However, ridership increased 15.1% compared to the previous December (823 passengers in December 2005). WSW provided 10 of the 28 Marin extended intercounty trip requests. There continued to be no denials of Americans with Disabilities Act (ADA) mandated paratransit service. Efficiency is up from last year, with passengers per revenue hour at .96 compared to .91 in December 2005. The intercounty service was within the 30-minute scheduling window (on-time) 85.78% of the time. The service was within the limits set to avoid excessive trip lengths 96.73% of the time (on-board ride time). The Second Quarter (October –

December 2006) comment card report was also reviewed. Of the nine intercounty service comments, not one was unsatisfactory. Ms. Petersen reported that an advocate had recently spoken favorably regarding WSW service at the January 16, 2007, Sonoma County Transit-Paratransit Coordinating Council (TPCC) meeting.

- 2) Tips for Riding WSW Brochure: Copies of the final "Tips for Riding WSW" brochure were distributed. Jackie Mulroy expressed appreciation to ACA member Jan Hummingbird for her contributions to the text of the brochure.
- 3) Other Paratransit Items:
 - In December, WSW transported 108 passengers using MCTD's Marin local taxi overflow program. The service enables WSW to schedule certain non-mandated overflow local trips that would otherwise not be provided. There is currently only one accessible taxi in Marin County (a mini-van with a ramp that is deployed through the rear door), which is operated by Northbay Taxi Cooperative.
 - WSW, MCTD and District staff are investigating options for procuring paratransit vehicles that will be used in the provision of paratransit service operated by WSW. Two vehicles will be purchased by MCTD using Federal Transit Administration (FTA) Section 5307 Grant funds, and six vehicles will be purchased by WSW using FTA Section 5310 Grant funds administered through Caltrans. All eight vehicles are anticipated to be purchased through the Caltrans 2007 paratransit vehicle contract. The configuration will be similar to current WSW vehicles and include vinyl seats.
- b. **Committee/Board of Directors Report**: Two items, one regarding the District's long-term projected financial situation and one recommending a schedule for public outreach regarding bridge tolls, are tentatively scheduled for the District's January 25, 2007, Finance-Auditing Committee meeting. If these items remain on the agenda, the staff reports should be available on the District's web site (www.goldengate.org) no later than Monday, January 22, 2007.
- c. **Golden Gate Transit Regional Bus Service**: Ms. Petersen summarized the minor changes in GGT regional service proposed for the March schedule change. Ms. Hummingbird stated she appreciates the improved attitude toward passengers with disabilities of GGT bus operators who provide service in the Fairfax area.
- d. **Ferry Division Items**: Jim Swindler reported on the following:
 - The MV Marin is in the shipyard being retrofitted. The retrofit will include a new vertical lift. Because the retrofitted boat will be used primarily for Sausalito service, it is not likely to be available for the ballpark service between Larkspur Ferry Terminal (LFT) and AT&T Park. Mr. Swindler will investigate using Berth 3 at LFT so passengers can board at the same level when using the ballpark special ferry service.
 - A Request for Proposals (RFP) is being prepared to hire an engineering firm to evaluate and make recommendations for improvements to the District's ferry ramps and terminals, including ADA improvements.
- e. **TransLink**: Ms. Petersen provided a status report on GGT implementation of the TransLink fare card program. Ms. Haas explained that delays in implementation of the Regional Transit Connection (RTC) Discount TransLink card were due to problems with the RTC TransLink card printer at the RTC Central Processor's office.
- f. **Update on Toll Rate Program for Persons with Disabilities' (TRPD) Transition**

to Proximity Cards: Ms. Haas reported that notices went out and District staff has been processing TRPD card applications from cardholders without a current application form on file. The new proximity card readers are scheduled to go “live” March 1 at the Golden Gate Bridge. The old TRPD cards will no longer be accepted as of April 1, 2007.

g. **Bus Stops:**

- The sinkhole at the front of the southbound bus pad at Seminary Drive has been reported to Caltrans. As of this date, there is no known time frame for when it will be repaired. Mr. Siemens noted that this problem recently prevented a GGT bus from reaching the bus pad to deploy the lift so he could board. The bus operator radioed dispatch and was instructed to direct Mr. Siemens to another bus stop. Instead, the bus operator repositioned the bus so Mr. Siemens could board from the street. It was the consensus of the ACA that this bus operator should be nominated for an ACA exemplary employee service award.
- Ms. Haas reported on efforts underway to update the sign program for the GGT bus stops on Fremont St. between Market and Howard Streets. Temporary signs are planned while permits are sought from the City and County of San Francisco for permanent signage at these stops.
- Mr. Siemens reported the problem of being passed up by a GGT Route 4 bus on Main near 1st Street in San Francisco.
- Mr. Bohlke commented that the bus stops at the Golden Gate Bridge Toll Plaza are the most beautiful bus stops he has seen anywhere.

h. **Staff Report and Information:** No additional items.

5. **MCTD-Related Items**

a. **Marin Paratransit Coordinating Council (MPCC) Report:** The MPCC met on December 18, 2006, and Suzanne Bourguignon reported that the Marin Taxi Study had been awarded to the IBI Group. The study will be completed in Spring/Summer 2007.

b. **Marin County Local Bus Service:**

- Only minor service changes to Marin local bus service are scheduled for March 2007. The problem with connections between MCTD Route 17 and GGT Route 80 will be corrected. Ellen Lieber requested that the impact on paratransit service and its passengers be taken into consideration before any fixed route bus service changes be implemented. Accessible taxi service is not available in the evenings to get someone home if the buses or paratransit service stops running. MCTD cannot force a private taxi service to operate its accessible vehicle at specific times.
- There are no plans to route MCTD Route 19 via the Strawberry Shopping Center.
- Weekday routing on the Stagecoach is also under review. Public input meetings will be scheduled in West Marin in February.
- MCTD is looking into ways to find additional hours to operate midday shuttle service on North San Pedro Rd.

- c. **Bus Stops:** MCTD is working to develop an internal policy pertaining to bus stops served exclusively by MCTD. For example, insufficient right-of-way or shoulder problems can make needed bus stop accessibility improvements difficult (e.g., the bus stop at Stinson Beach). Craig Yates suggested contacting Caltrans District 4 staff since that bus stop is located on a state highway.
 - d. **Metropolitan Transportation Commission (MTC) Coordinated Transportation Plan – Stakeholders Meeting:** ACA members were referred to the notice regarding this February 12th meeting included in the January ACA meeting packet.
 - e. **2006/07 Vehicle Procurement:** MCTD will be purchasing 10 new low-floor 60-ft. articulated buses to use on Routes 35 and 36 through the Canal area. It is anticipated that these vehicles will be available for service by Spring or Summer 2007. MCTD has received a grant to purchase two 35-ft. buses using the State vehicle procurement contract. These vehicles will be operated on the Stage service. Ms. Hummingbird noted she is no longer able to ride the Stage due to problems with her neck and the lack of headrests on Stage vehicles. Kevin Siemens recommended that Q'Straint securements be used on these vehicles.
 - f. **Staff report and information:**
 - Recruitment for an MCTD general manager is on hold.
 - The Twin City Shuttle (Route 221) is popular with students but the fare is no longer free, which could impact ridership.
 - Ellen Lieber noted it is critical to advise WSW of bus service schedule changes. She was put on standby for a non-mandated paratransit trip when the fixed route bus was actually operating. She also did not receive a callback confirming her ride.
 - Jan Hummingbird stated that, since the accessible taxi has limited capacity and availability, a safety net should be established as part of the paratransit contract to provide short-notice transportation for wheelchair users who have a sudden problem (e.g., they are stranded, they miss the last bus, their wheelchair battery dies, or they need to pick up a sick child).
7. **New Business:** It was M/S/P to adopt the ACA 2007 Calendar distributed at the beginning of the meeting (*copy attached*), confirming that no ACA meetings will be scheduled during August and December 2007.
8. **ACA Member Announcements/Comments, Public Open Time.**
- Kevin Siemens reported that he had difficulty activating the indicator light at the northbound Golden Gate Bridge Toll Plaza bus stop. A GGT bus supervisor was present and he/she couldn't activate it either.
 - Jan Hummingbird provided ACA members with her updated e-mail address.

The meeting was adjourned at 3:42 p.m.