

## ADVISORY COMMITTEE ON ACCESSIBILITY

**Agenda for Thursday, March 20, 2008**



*1:15 p.m. (Please note earlier time)*

Come early to inspect Whistlestop Wheels' newest ADA paratransit vehicle that will be on display in the visitor's parking lot in front of the building.

*Meeting: 1:30 p.m. to 3:30 p.m.*

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

### Information/Recommended Action

- 1. Introductions**
- 2. Agenda** Approve
- 3. Minutes of February 21, 2008, meeting** Approve  
*(Copy of draft meeting minutes will be distributed at the meeting)*
- 4. ACA-related Items** Information
- 5. GGBHTD-Related Items**
  - a. Intercounty Paratransit Services
    - 1) Recap of New Vehicle Inspection Information/Action
    - 2) Statistical Report and Operations Summary Information
    - 3) Paratransit Emergency Planning Efforts Information
    - 4) Review of Current Late Cancellation/No Show Suspension and Appeals Process Policy Information/Action
    - 5) Other Paratransit Items
  - b. District Matters
    - 1) Board Authorization to File Applications for Federal Grants – Fiscal Year 2009 Capital Project Assistance Information
    - 2) Detailed Staff Presentation to ACA on Proposed Golden Gate Bridge Toll Increase – *(Updated Open House and Public Hearing schedule attached)* Information/Action
    - 3) Other items
  - c. TransLink Information
  - d. Golden Gate Ferry – Status report on Past ACA Comments on Golden Gate Ferry Vessels and Facilities Information

- e. Golden Gate Transit (GGT) Regional Bus Service Information
- f. Staff Report and Information Information
  
- 6. Marin Transit-Related Items** Information
  - a. Marin Paratransit Coordinating Council report
  - b. Marin County Local Bus and Paratransit service Information
    - 1) Release of Marin Transit Strategic Marketing Plan
    - 2) Future purchase of seven 35-ft. hybrid vehicles
    - 3) Other items
  - c. Senior Transportation and Travel Training Project
  - d. Marin County Taxi Study – Accessible Taxi Vehicle Procurement Process
  - e. Other Items
  
- 7. New Business** Information
  
- 8. ACA Member Announcements/Comments; Public** Information  
**Open Time** *(Speakers are limited to three 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.)*

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](http://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 (ACA)

*Draft Minutes of Thursday, February 21, 2008*



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

Members Excused: Herschel Ferguson, Herb Meyer

Leave of Absence: Bill Bodine, Jan Hummingbird

Staff: General Matters: Helen Haas, Customer Relations Supervisor; 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; Suzanne Chen-Harding, Senior Planner, Marin Transit

Visitors: Vicky Bohlke; Leroy Shine; Mercedes Silva (Hired Hands);

*The monthly meeting of the Advisory Committee on Accessibility (ACA) was called to order by Chairperson Craig Yates at 1:41 p.m.*

1. **Introductions.** Committee members, staff and visitors introduced themselves.
2. **Agenda.** It was **Moved/Seconded/Passed** (MSP) to approve the agenda for the meeting with the addition of 4.c."Other" under ACA-related Items.
3. **Minutes:** It was M/S/P to approve the minutes of the November 15, 2007, ACA meeting as corrected to include Jean Hunter in the list of attendees.
4. **ACA- related Items**
  - a. **Nomination and Election of 2008 Officers:** Chairperson Yates called for nominations. It was M/S/P to nominate and elect the current slate of ACA officers (Craig Yates, Chair, and Russ Bohlke, Vice-Chair) to serve again in 2008.
  - b. **2008 Calendar of Meetings:** It was M/S/P to approve the 2008 calendar as proposed. The January meeting was cancelled, so a total of nine meetings will be held (February, March, April, May, June, July, September, October and November) in 2008.
  - c. **Other:** A card was received from Jan Hummingbird. Ms. Hummingbird has moved from Fairfax to San Rafael and misses the group at ACA.
5. **GGBHTD-Related Items**
  - a. **Intercounty Paratransit Services**
    - 1) Statistical Report and Operations Summary. Jon Gaffney distributed copies of the statistical reports summarizing Marin local and GGBHTD intercounty Americans with Disabilities (ADA) paratransit services provided by Whistlestop Wheels during the months of December 2007 and January 2008. Intercounty ridership was down 10% in December 2007 (1,009 passengers)

compared to November (1,116 passengers). Ridership was down 7% compared to December 2006 (947 passengers). Efficiency was also down slightly to .93 passengers transported per revenue hour compared to .94 passengers per revenue hour the previous month. Of the 18 intercounty Marin extended trip requests, 12 were provided. During the month of December, the intercounty service was within its 30-minute scheduling window (on-time) 90.02% of the time. There continued to be no denials of ADA-mandated paratransit service during the month.

During the month of January 2008, intercounty ridership was down 3% (980 passengers) compared to the previous month (1,009 passengers in December). Ridership was up 11% compared to January 2007 (879 passengers). Efficiency was also up to .98 passengers transported per revenue hour compared to .93 passengers per revenue hour in December. Of the 10 intercounty Marin extended trip requests, 4 were provided. During the month of January, the intercounty service was within its 30-minute scheduling window (on-time) 89.16% of the time. There continued to be no denials of ADA-mandated paratransit service during the month.

Mr. Gaffney also distributed a summary of the comment cards received regarding WSW Marin local and District intercounty ADA paratransit service during the months of July–December 2007. Of the 65 local comment cards received, 55 complimented Marin local paratransit service. Of the six intercounty comment cards, five complimented intercounty paratransit service. The one complaint received pertained to service being late for a scheduled appointment.

- 2) Other Paratransit Items: Jackie Mulroy had nothing new to report regarding delivery of the two Section 5307 and six Section 5310 grant-fund paratransit vehicles currently on order. Preliminary budget discussions for FY 2009 intercounty paratransit service has begun, with Marin Transit budgeting a 5% increase in operating hours and a 5% increase in overall costs.

**b. District Matters**

- 1) **Short-Range Transit Plan (SRTP), Fiscal Years 2008-2017**: Ms. Petersen reported that the SRTP reviewed by ACA last Fall was approved at the December 14, 2007, Board of Directors meeting.
- 2) **Latest Doyle Drive Toll Discussion**: Ms. Petersen provided the committee with an update on San Francisco County Transportation Authority (SFCTA)'s Doyle Drive Replacement Project and the related SFCTA proposal to establish a congestion toll for Doyle Drive..
- 3) **Proposed Golden Gate Bridge Toll Increase: Members were** referred to the February and March informational open houses and June 11, 2008, public hearing schedule that had been included in the meeting agenda packet. A detailed staff presentation on this matter will be scheduled for the March 20, 2008, ACA meeting.
- 4) **Muir Woods Shuttle bus**: Operation of the Muir Woods shuttle bus (Route 66) was approved for an additional year. For the first four years, this demonstration service has been underwritten by a combination of National Parks and Marin County funding. Suzanne Chen-Harding explained that for next year, 2009, Marin Transit is exploring the concept of partnering with

Golden Gate National Recreation Area (GGNRA).

- 5) **Other Items:** Ms. Petersen announced that Sue Chiaroni, Deputy General Manager, Bus Division, and Angelo Leone, Superintendent of Buildings and Facilities, have both announced their retirements. The Committee asked Ms. Petersen to draft a letter to Ms. Chiaroni and Mr. Leone thanking them for their many years of dedicated service to Golden Gate Transit (GGT) and ACA.
- c. **TransLink – Discussion of GGT Mail-in Fare Program:** Ms. Petersen reported that plans are moving forward for installation of a TransLink Transit Office Terminal that will enable WSW to issue adult, youth and senior TransLink cards. Helen Haas reported that TransLink appears to be meeting the needs of passengers who are unable or who have difficulty keeping track of money or depositing their fare. As a result, the District's Mail-in Fare program may no longer be needed. The District has not received any new applications for the program in the past couple of years. As part of the goal to reduce costs and eliminate duplication, Ms. Haas would like to begin the process of eliminating the Mail-in Fare program.

**The Advisory Committee on Accessibility made a motion (which was duly seconded and passed) to endorse the planned elimination of the District's Mail-In Fare Program.**

- d. **Golden Gate Ferry Service:** Ms. Petersen reported the following on behalf of Jim Swindler, Deputy General Manager, Ferry Division:
- Annual drydocking of the *M.V. Del Norte* is taking longer than anticipated, so vessels continue to operate under a modified schedule.
  - The draft "Request for Proposals" document (for a consultant to evaluate and provide a recommended design for the ramps and other land-side improvements at Larkspur and San Francisco ferry terminals) is in the process of being reviewed by the District's Engineering Department.
  - The new "fast ferry" vessel specifications will be advertised for bid in March, 2008, with construction anticipated to be completed by December 2009. Although similar to the other fast ferries in the fleet, this vessel is anticipated to include a vertical lift between decks and to operate more efficiently (with less air pollution) than the other fast ferries.
  - A \$1.5 million capital project for parking lot improvements (including access) at Larkspur Ferry Terminal has been approved. Final plans will be available for ACA review in the next few months. Construction is anticipated to begin this summer for completion by the end of calendar year 2008.
- Mr. Swindler will schedule someone to attend ACA's March meeting to provide a status report on the Ferry Division's response to ACA's historical ferry vessel access comments.
- e. **Golden Gate Transit Regional Bus Service:** Service changes scheduled to begin March 9, 2008, include adjustments to the US 101 corridor service (Routes 60, 70, 71, and 80) to accommodate construction near the US 580 interchange. At the suggestion of the Bus Passengers Advisory Committee (BPAC), GGT is considering posting carefully worded signs requesting riders to "Be courteous..." and limit cell phone usage, refrain from eating on the bus, and keep packages or luggage off seats so other passengers can use them.
- f. **Staff Report and Information:** There were no additional items to report.

6. **Marin Transit-Related Items**

- a. **Marin Paratransit Coordinating Council (MPCC):** The next MPCC meeting will be held Monday, February 25, 2008. The group will be taking another look at the suspension policy for excessive no-shows and late cancellations. In addition, Metropolitan Transportation Commission (MTC) has issued a call for projects for the Section 5310 Federal grant program for new vehicles and equipment.
- b. **Marin Transit Local Bus and Paratransit Service:** Ms. Chen-Harding distributed copies of Marin Transit's monthly service monitoring report, as well as copies of new schedules for the Route 221 and the West Marin Stage. There was discussion regarding problems with the Route 22 making connections with the Route 23 at the San Anselmo Hub, which will be investigated. Mr. Yates noted that no service on certain holidays precludes transportation for people on Christmas, Thanksgiving, and New Year. Ms. Chen-Harding stated that, right now, there is no money for weekend or holiday service on any of Marin Transit's shuttle service routes.
- c. **Senior Transportation and Travel Training Program:** Marin Transit conducted a travel training orientation in Novato on February 18<sup>th</sup>. Marin Transit continues to look for interested volunteers for its Transit Ambassador program.
- d. **Marin County Taxi Study:** Marin Transit issued a Request for Bid to purchase up to four new accessible minivans and received six bid responses. Marin Transit staff is now in the process of negotiating with local taxi companies to lease the vehicles for use in general public taxi service as part of implementation of the first project recommended by the Marin Taxi Study. North Bay Taxi Cooperative and On-the-Move are the two companies that have expressed interest in potentially leasing the vehicles.
- e. **Other Items:** None.

7. **New Business:** None.

8. **ACA Member Announcements/Comments, Public Open Time.** Mr. Hill announced that he has joined the ranks of ACA members with an e-mail address. Mr. Siemens announced the website of a new disability group: [www.abletobeme.com](http://www.abletobeme.com).

The meeting was adjourned at 3:28 p.m.