



ADVISORY COMMITTEE ON ACCESSIBILITY

***Agenda for Thursday, May 18, 2006
1:30 p.m.***

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

- | | |
|--|------------|
| 1. Introductions | 5 minutes |
| 2. Approve Agenda | 5 minutes |
| 3. Approve Minutes of April 20, 2006 (<i>copy attached</i>) | 5 minutes |
| 4. Paratransit Services Status Report | 30 minutes |
| a. Provision of Intercounty Service | |
| b. No-Show/Late Cancellation Policy/Comments on Updated Client Notification Letter | |
| c. Paratransit Riders Guide | |
| d. Tips for Paratransit Riders | |
| e. Other Paratransit Items | |
| 5. District-Related Items | 5 minutes |
| 6. Old Business (follow-up and status reports) | 45 minutes |
| a. Marin County Transit District Service Implementation Plan | |
| b. Review of ACA Rules and Procedures | |
| c. Election of Officers | |
| d. TransLink Status Report | |
| e. Relocation of Overhead Light/Assistance Button Controls | |
| f. Northbound Fremont St. and Pine St. GGT Commute Boarding Locations in Vicinity of Transbay Terminal | |
| g. Bus Stop Follow-up | |
| h. GGT Bus Transit Rider Tips | |
| 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 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.):*

- | | |
|---|---|
| <input type="checkbox"/> Update of District ADA Transition Plan | GGT Bus Stops: |
| <input type="checkbox"/> Ferry Division Items | <input type="checkbox"/> Novato Community Hospital |
| | <input type="checkbox"/> GG Bridge Toll Plaza Transfer Points |
| | <input type="checkbox"/> Strawberry/Tiburon Area |

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ADVISORY COMMITTEE ON ACCESSIBILITY



Minutes of Thursday, April 20, 2006

Members Present: Russ Bohlke, Herschel Ferguson, Sandra Gordon, Jan Hummingbird, Jean Hunter, Kevin Siemens, Craig Yates

Members Excused: Rocky Birdsey, Kent Hill, Herb Meyer

Staff Present: Rich Hibbs, Transportation Superintendent; Cynthia Petersen, Paratransit Coordinator; Glen Woods, Customer Service Representative

Ex-officio Members: Lauren Bernheim, Senior 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 acting Chairperson Craig Yates at 1:35 p.m.

1. **Introductions.** Committee members, staff, and visitors introduced themselves. Craig Yates announced that he is running as a write-in candidate for the Marin Board of Supervisor's District 1 position currently occupied by Susan Adams.
2. **Agenda.** The agenda was approved as written.
3. **Minutes.** It was Moved/Seconded/Passed (M/S/P) to approve the minutes of the March 16, 2006, meeting as written.
4. **Paratransit Services Status Report**
 - a. **Provision of Intercounty Service.** Jon Gaffney distributed copies of the March 2006 WSW statistical report. Intercounty passengers transported during the month of March totaled 1,200, which is a record and up from the 1,013 intercounty passengers transported in February 2006. It is also an increase (of 24%) from the 971 intercounty passengers transported in March 2005. There were 42 requests for Marin intercounty extended trips in March, and all were provided. There continue to be no denials of Americans with Disabilities Act (ADA) mandated paratransit service. Efficiency continues to be improved (up 15%), with passengers-per-revenue-hour at 1.07 compared to .93 a year ago. There will be a quarterly public comment report in May.

The scheduling system reports that on-time (within the scheduling window) performance of the intercounty service is at 90%. Ms. Petersen pointed out that these on-time results should be used only to monitor trends rather than be considered

indicative of true on-time performance of the system. The scheduling system is designed to work with Mobile Data Terminals (MDT). Without MDTs, it only records one time point at each location. Since the scheduling system must calculate estimated arrival time to the next location, the critical time point that is used is departure time; actual arrival time is not recorded. The following example illustrates how this can affect the calculation of on-time performance: The vehicle is scheduled to arrive between 9:00 and 9:30 a.m., and it arrives at 9:25 a.m., within the on-time performance window. However, the passenger takes 10 minutes to board the vehicle, so the vehicle departs at 9:35 a.m., outside the on-time performance window. Since departure time is the only time recorded, this trip is considered late when it was actually performed on-time.

Ms. Hunter stated one cause of delay boarding passengers at Kaiser is that the driver does not know which doctor the patient is visiting. If that information were known, the volunteer at the front desk could call the department and check on the status of the passenger. Ms. Mulroy stated that the schedulers ask, but the passengers do not always want to state which doctor they are going to visit.

- b. No-Show/Late Cancellation Policy: Ms. Mulroy distributed copies of a draft warning letter that has been revised to incorporate some of Jan Hummingbird's suggestions. This letter would be sent to a client after he/she has three no-shows or late cancellations within a 90-day period. Ms. Hummingbird reviewed the circumstances of her no-shows and why she thought the original letter needed improvements. Ms. Petersen noted the letter offers the client an opportunity to call and explain the circumstances behind the no-shows or late cancellations. Ms. Mulroy responded that a client is always given the opportunity to explain, and anyone who is conscientious and responsive about the issue is going to be excused. Only chronic no-shows and late-cancel abusers have been suspended. Craig Yates suggested having volunteers make reminder calls might help. ACA members will review the letter and return their comments as soon as possible. This item will be on the agenda of the May ACA meeting for further discussion. Jan Hummingbird noted that calling in, even late, does help and suggested that two (2) late cancels be assigned the same value as one (1) no-show. Ms. Mulroy noted that the policy had been adopted after ACA and PCC input and could be considered for modification at any time with concurrence from both groups.
- c. Tips for Paratransit Riders: Cynthia Petersen read Jan Hummingbird's submittal of suggested rider tips. Craig Yates noted that the Rider's Guide needs to state the maximum-size mobility device Whistlestop vehicles can accommodate. Kevin Siemens suggested keeping dimensions of clients' equipment in their files for scheduling rides. Glen Woods noted that GGT's Orion buses have longer lifts. As a member of the Public Information staff, he has been asked to find out which schedules have been assigned Orion coaches and which will use different GGT buses. Some wheelchair users cannot fit on GGT's other buses. Ms. Mulroy stated that for WSW the size is not as much a problem as the sensors on the new vehicles. If the sensors feel anything touch the barriers, the lifts will not operate.

- d. Other Paratransit Items. Mr. Ferguson noted he had observed a WSW driver smoking while operating a WSW bus. Ms. Mulroy stated smoking on buses is against the law and needs to be reported whenever it is observed.

Ms. Petersen advised that the District will be issuing a Request for Proposal for an engineering consultant to investigate the needs and opportunities for improving the District's radio system. This may present an opportunity to address the data needs of the paratransit system, including MDTs and automatic vehicle location devices (AVL) used to improve trip scheduling and reporting of on-time and other performance measures.

5. **District-Related Items** – None.

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

- a. Marin County Transit District (MCTD) Service Implementation Plan and Public Outreach Schedule. Lauren Bernheim, Senior Planner, distributed copies of the service plan currently undergoing public review. Five evening workshops have been scheduled, followed by two public hearings on May 9 and May 16, 2006. The deadline for comment on the draft Service Implementation Plan is May 4. Areas of particular interest include Southern Novato, Kaiser Hospital, College of Marin and Marin General Hospital. Ms. Hummingbird said she thought the report was well done. Jean Hunter noted that rerouting Routes 57 and 59 around Kaiser Hospital has caused problems. Because buses no longer go into the upper parking lot loop, passengers must walk up to the hospital from Nova Albion Rd. Ms. Bernheim stated the buses should be stopping on Montecillo Rd. MCTD is soliciting input to help them provide service to Marin General Hospital from Southern Marin. ACA suggested that the Corte Madera community service route might provide a potential solution. Ms. Bernheim responded that the Route 21 had historically provided this link, but the 21 has not been included in the Plan because of its lack of ridership. Mr. Siemens recommended there be later weekend service on the Route 17. Ms. Bernheim reported that feedback on the proposed Hamilton service changes had been positive. Ms. Hummingbird held up examples of three posters used to promote the public workshops on the Service Implementation Plan. In her opinion, the three-color poster was the best. At the conclusion of its discussion, ACA approved the following motion regarding the proposed Service Implementation Plan:

RECOMMENDATION

(M/S/P)

ACA recommends that the MCTD Service Implementation Plan be amended to include a direct transit connection from Southern Marin to Marin General Hospital.

- b. Review of ACA Rules and Procedures. Ms. Petersen distributed copies of an updated set of rules and procedures incorporating comments made by the Committee at its March meeting. Discussion included "Active" versus "Inactive" membership, since a number of voting members do not attend regularly yet are included in the count for determining a quorum. It was suggested that more excused absences be permitted

and that the definition of “excused” be further defined. Ms. Petersen will prepare a second draft update of the Rules for discussion at ACA’s May 2006 meeting.

- c. Election of Officers. This item was carried over to the May meeting.
 - d. TransLink Status Report. This item was carried over to the May meeting.
 - e. Relocation of Overhead Light/Assistance Button Controls. This item was carried over to the May meeting.
 - f. Northbound GGT Commute Route Boarding Locations in Vicinity of Transbay Terminal (TBT). Kevin Siemens noted that the boarding locations on Fremont and Pine St. in San Francisco are too spread out, covering portions of four blocks. He is concerned about difficulties people with disabilities (i.e., a manual wheelchair rider) might encounter. He suggested that, if nothing else could be done, the last schedule of each commute route should stop at the bus stop closest to TBT. Ms. Petersen will contact the District’s Marketing Department to determine the status of the new sign program for these bus stop locations.
 - g. Bus Stop Follow-up: Mr. Hibbs discussed the rerouting of Routes 57 and 59 in the vicinity of Kaiser Hospital in Terra Linda. A water main break forced the buses out of the main Kaiser parking lot into a new temporary loop turn-around from the lower parking lot onto Montecillo Rd. Jean Hunter, who volunteers at Kaiser, noted that passengers are dropped at the bus stop on Nova Albion Way and must hike up the hill to the main office building. Craig Yates suggested that passengers be dropped at Northgate Mall and take the employee shuttle up to Kaiser. Mr. Hibbs noted this is an employee-only shuttle and Kaiser has no plans to make it available to the general public. Jean Hunter said the stop on the west side of Nova Albion has a shelter and a bench while the stop directly opposite has just a bench. The east-side stop would be more likely to have waiting passengers. Committee M/S/P approving a recommendation that the City of San Rafael be asked to install a shelter at the stop on the east side of Nova Albion Rd.
 - h. GGT Bus Transit Rider Tips. This item was carried over to the May ACA meeting.
7. **New Business:** None.
 8. **Marin Paratransit Coordinating Council.** Nothing to report.
 9. **Staff Report and Information Items.** Nothing to report.
 10. **ACA Member Announcements/Comments, Public Open Time.** None.

The meeting was adjourned at 3:45 p.m.



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and Public Outreach Schedule | |
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Minutes of Thursday, March 16, 2006

Members Present: Russ Bohlke, Herschel Ferguson, Sandra Gordon, Kent Hill, Jean Hunter

Members Excused: Rocky Birdsey, Jan Hummingbird, Herb Meyer, Kevin Siemens, Craig Yates

Staff Present: Helen Haas, Supervisor – Customer Service; Cynthia Petersen, Paratransit Coordinator; Jim Swindler, Deputy General Manager – Ferry Division; Glen Woods, Customer Service Representative

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

Visitors: Priscilla Parks, Hired Hands

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

1. **Introductions.** Committee members, staff, and visitors introduced themselves.
2. **Agenda.** No action was taken on the agenda due to the lack of a quorum.
3. **Minutes.** No formal action could be taken without a quorum. Members did not have any comments on the December 15, 2005, or February 16, 2006, meeting minutes as written.
4. **Paratransit Services Status Report**
 - a. Provision of Intercounty Service. Jon Gaffney distributed copies of the February 2006 WSW statistical reports. The number of intercounty passengers transported during the month of February numbered 1,013, down slightly from 1,027 in January 2006 and up from 910 (10.1%) in February 2005. There were 25 requests for Marin intercounty extended trips in February; 23 were provided and 2 were not. There continue to be no denials of Americans with Disabilities Act (ADA) mandated paratransit service. Efficiency continues to improve, with passengers-per-revenue-hour up in February (1.07) compared to 1.01 in January and .93 in February 2005.
 - b. Other Paratransit Items. Ms. Petersen summarized Jan Hummingbird's concerns regarding Marin local and District intercounty paratransit services' adopted no-show and late cancellation policies. The Committee reviewed what constitutes a no-show and what constitutes a late cancellation. Ms. Hunter noted that even a late cancellation is helpful, but she does not support individuals who are no-shows. Ms. Mulroy advised that Ms. Hummingbird has submitted some suggestions to improve the

wording of the warning letter sent to WSW clients who are on the verge of being suspended from service due to accumulated no-shows or late cancellations. WSW monitors the number and sends the warning letter when three no-shows occur within a rolling 90-day period. Ms. Hummingbird believes the definition of "rolling 90-day period" needs to be added to the Paratransit Rider's Guide. WSW staff is in the process of reviewing these suggestions. Ms. Mulroy noted that a section entitled "Tips for Riding WSW" is also being considered for addition. This section would include suggestions submitted by regular riders of WSW. This matter was deferred to the April ACA meeting so Ms. Hummingbird could be present to participate in the discussion. Ms. Mulroy and Ms. Haas encouraged members to come to the meeting prepared to submit Rider Tip suggestions that could be used in either the Paratransit Rider's Guide or the GG Bus and Ferry Transit Guide.

5. District-Related Items

- a. Status of Muir Woods Service: Ms. Petersen advised that GGT would again operate Route 66 service on behalf of Marin County and National Park Service for 2006, the second of the three-year demonstration period for the service. Frequency of service will be increased to every 30 minutes and a \$2 round-trip fare will be collected when boarding in the westbound direction.
- b. Five-Year Fare Program: The public hearings were held, and staff's recommendation, reflecting a five-year fare program with a 5% per year across-the-board fare increase, was scheduled for consideration by the Finance-Auditing Committee on Thursday, March 23, 2006, and by the full Board on Friday, March 24, 2006.

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

- a. Release of Marin County Transit District (MCTD) Short-Range Transit Plan (SRTP). Lauren Bernheim, Senior Planner, presented the latest information regarding MCTD's SRTP. The revised plan has been released and will be considered by the MCTD Board of Directors at 9:00 a.m. on Monday March 20, 2006. Ms. Bernheim summarized the changes in bus and other services proposed by the plan, including the addition of bike racks at many MCTD bus stops. Ms. Gordon stated the plan does not address transportation from southern Marin to Marin General Hospital. Ms. Bernheim explained that the next step will be to undergo a separate outreach process to review and consider the actual service plan. The service plan will need to be adopted in May to meet the scheduling process for implementation of the service changes in September 2006. Ms. Bernheim advised that MCTD would also be adding a third staff member in May 2006, which should give both Ms. Bernheim and MCTD Director Amy Van Doren some much-needed assistance in meeting their multiple MCTD staff responsibilities. Ms. Petersen reminded members that ACA is an advisory committee to GGBHTD, and any member interested in providing direct input into MCTD transit services or plans should consult MCTD to find out what opportunities there might be.
- b. Review of ACA Rules and Procedures. Ms. Petersen distributed copies of some materials Russ Bohlke had on file regarding ACA historical rules and procedures. One of the documents was a copy of a December 14, 1989, Rules, Policy and Industrial Relations Committee memo to the Board of Directors. The memo summarized three categories of ACA membership. Based on this list, all ACA members would fall under Category 1 (eligible for a Regional Transit Discount Card) or 2 (representing an

agency that serves seniors and persons with disabilities). No current member would be considered a member-at-large. Mr. Bohlke suggested adding the category number of membership next to the name of each member on the Committee Roster. ACA members present agreed the quorum for conducting business or voting on an action item should be 50% of voting members + one. There was discussion of the need to define a category for members who had been historically active but whose current attendance had become sporadic [due to busy schedules, health or other reasons]. These were individuals ACA wants to continue to consider ACA members but who do not attend regularly enough to warrant inclusion in the list of members for purposes of determining a quorum. Based on this discussion, Ms. Petersen will prepare a draft update to ACA's current rules and membership requirements for discussion at ACA's April 20 meeting.

- c. Election of Officers. This item was deferred due to lack of a quorum.
 - d. Relocation of Overhead Light/Assistance Button Controls. GGT Body Shop staff hopes to have a mocked-up bus with the overhead light and assistance button controls relocated for inspection by ACA at its April 20 meeting.
 - e. Northbound GGT Commute Route Boarding Locations in Vicinity of Transbay Terminal. This item was carried over until Kevin Siemens could be present for the discussion.
 - f. Bus Stop follow-up: Ms. Petersen reported that County of Marin Public Works Department inspected the newly installed bus stops on Reed Blvd. behind Strawberry Shopping Center, and corrections have been ordered due to non-compliance with ADA requirements.
 - g. Ferry Division Items. Jim Swindler, Deputy General Manager, Ferry Division, reviewed the status of a number of Ferry Division projects:
 - The Spaulding vessel refurbishment remains on schedule;
 - The engineering design project for the ramps at Larkspur and San Francisco ferry terminals is expected to make the list of FY 2007 Ferry Division capital projects;
 - BART's seismic upgrade of the BART Tube will impact ferry operations at the SF terminal and is considered a two- to three-year project;
 - An automated fare gate project is also under consideration, to be coordinated in conjunction with implementation of TransLink;
 - Definition of the scope of a large parking lot improvement project at LFT is now in progress. Access issues pertaining to the parking lot that have been raised should be addressed in conjunction with this project, if not before.
7. **New Business:** None.
 8. **Marin Paratransit Coordinating Council.** Nothing to report.
 9. **Staff Report and Information Items.** Ms. Petersen will have packets summarizing the 2005 Award Nominations available for distribution to the Service Award Nominating Committee at ACA's April 20 meeting.
 10. **ACA Member Announcements/Comments, Public Open Time.** None.

The meeting was adjourned at 3:40 p.m.