



## **ADVISORY COMMITTEE ON ACCESSIBILITY**

***Agenda for Thursday, July 20, 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**

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|---|------------|
| <b>1. Introductions</b>   | 5 minutes  |
| <b>2. Approve Agenda</b>  | 5 minutes  |
| <b>3. Approve Minutes</b> of June 15, 2006 ( <i>copy attached</i> )   | 5 minutes  |
| <b>4. Paratransit Services Status Report</b>  | 20 minutes |
| a. Provision of Inter-county Service  |            |
| b. Inter-county Paratransit Budget and Service Agreement<br>( <i>see Item 5.b.3) below</i> )  |            |
| c. Paratransit Rider's Guide  |            |
| d. Other Paratransit Items  |            |
| <b>5. District-Related Items</b>  | 20 minutes |
| a. Building and Operating Committee, June 22, 2006: Approve<br>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<br>Purchase of Ten (10) Articulated Buses on Behalf of MCTD<br>( <i>Copies of staff reports attached</i> ) |            |
| <b>6. Old Business</b> (follow-up and status reports)   | 10 minutes |
| a. Bus Stop Follow-up   |            |
| b. Other Ferry Division Items   |            |
| c. Review Committee Calendar  |            |
| <b>7. New Business</b> – First Aid Training of GGT Bus Operators  | 10 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)*
11. **Adjourn to Inspect Modified Orion Bus with Relocated Overhead Light/Assistance Button Controls** 3:00 p.m.

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 | <input type="checkbox"/> GGT/MCTD Bus Stops:                  |
| <input type="checkbox"/> Ferry Division Items                   | <input type="checkbox"/> Novato Community Hospital            |
| <input type="checkbox"/> Caltrans Facilities                    | <input type="checkbox"/> GG Bridge Toll Plaza Transfer Points |
|   | <input type="checkbox"/> Strawberry/Tiburon Area              |

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. District Administration Building is served by GGT-accessible Bus Routes 29 and 36. Consult District's web site ([www.goldengate.org](http://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, June 15, 2006*

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

Members Excused: Rocky Birdsey, Kevin Siemens

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

Visitors: Bill Bodine, Sally Hedberg, Ruth Fabian (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.
2. **Agenda.** It was Moved/Seconded/Passed (M/S/P) to approve the agenda with the addition of item 6.f. Missed Connections at Marin City (Routes 70/22).
3. **Minutes.** It was M/S/P to approve the minutes of the May 18, 2006, as written.
4. **Paratransit Services Status Report**
  - a. Provision of Inter-county Service. Jon Gaffney distributed copies of the May 2006 WSW statistical report. There were 1,073 inter-county passengers transported during the month of May, which was up from April (1,065 passengers) but down 3.4% from the 1,109 inter-county passengers transported in May 2005. Marin inter-county extended trips totaled 32 in May. All were provided. There continue to be no denials of Americans with Disabilities Act (ADA) mandated paratransit service. Efficiency remains up from 2005, with passengers-per-revenue-hour at 1.03 compared to .99 one year ago.
  - b. Inter-county Paratransit Budget and Service Agreement: See item 5 below.
  - c. Short Version – No-Show/Late Cancellation Policy – Client Notification Letter: Ms. Petersen distributed copies of a second revised draft no-show/late cancellation

advisory letter for ACA review. This version responds to ACA's comments at its May 18, 2006, meeting requesting that the letter be more succinct. The text of this letter is shorter and the no-show/late cancellation policy is summarized on an attached second page, which ACA approved. The letter will be sent to the Marin Paratransit Coordinating Council (MPCC) for review at its June 19, 2006, meeting.

- d. Final Draft – Paratransit Rider's Guide: The draft of the Paratransit Rider's Guide will be finalized after review by the MPC, also at its meeting on June 19, 2006.
- e. Other Paratransit Items.
  - WSW transportation administration offices and maintenance base will be moving to its new facility at 15 Lindero Street, San Rafael, as of June 15, 2006. An open house for ACA and the PCC to visit the facility will be scheduled.
  - WSW is also working to get as many Marin extended trip requests accommodated as possible and to reduce the number of not-provided trips. To do this, more time is needed to work in trip requests and to minimize the number of adjustments needed to client reservation times. MSCC/WSW administrative office hours are 8:00 a.m. to 4:00 p.m. Department of Transportation (DOT) rules implementing the ADA call for reservation service to be available during normal business hours of the provider's administrative offices. WSW is currently taking reservations until 5:00 p.m. This does not provide sufficient time to work in last-minute ride requests, avoid adjustments to existing reservations, and accommodate the maximum number of extended ride requests without staff working after-hours. If reservation hours concluded at 4:00 p.m. (consistent with WSW administrative office hours), another hour would be available for paratransit scheduling staff to work in last-minute ride requests and potentially make more service available. ACA members supported this idea. The issue will also be presented to the MPCC at its June 19, 2006, meeting. The draft no-show/late cancellation letter will need to be further updated if this change in reservation hours is implemented.
  - MV Transportation has been awarded the West Marin Stage contract and will be operating the service effective July 1, 2006. The Stage will operate as a deviated fixed route, providing its own paratransit service by deviating up to  $\frac{3}{4}$  mile off the route to accommodate ADA-eligible passengers.
5. **District-Related Items** – "Status Report on FY 06/07 Agreement with Marin County Transit District for Provision of ADA Inter-county Paratransit Service" for Transportation Committee, June 8, 2006: Ms. Petersen reviewed the status report included in the ACA agenda packet. The MCTD Board is scheduled to consider this Agreement at its July 11, 2006 meeting. The GGBHTD Board of Directors Transportation Committee will consider the Agreement on July 13, 2006, with the GGBHTD Board of Directors taking action on July 14, 2006, at its regular meeting.
6. **Old Business** (follow-up and status reports)
  - a. Marin County Transit District (MCTD) Service Implementation Plan. Suzanne Bourguignon reported on the new service plan adopted by the MCTD Board of Directors on May 30, 2006. Transit routing issues in the Kaiser Terra Linda area have been resolved. MCTD will continue to work with the City of Novato and surrounding

community to identify a potential transfer location in southern Novato. The bulk of the service plan will be implemented effective September 10, 2006. Frequency on the Route 23 will increase to every half hour at certain times, but not all day. MCTD is putting together a Request for Proposals (RFP) to operate the Plan's three new local community shuttles: Corte Madera/Larkspur, Santa Venetia, and Marinwood/Terra Linda. The new Stage service (operated by MV Transportation) will utilize small buses (rather than vans) to accommodate the increase in ridership. A large community outreach and public education campaign on the new plan will be launched in August prior to implementation of the service plan. MCTD will also be seeking a new service name and logo through a contest set to start in July 2006.

- b. Relocation of Overhead Light/Assistance Button Controls. This item was carried over to the August meeting, when Kevin Siemens will be available to inspect the modified bus.
- c. Bus Stop Follow-up. Ms. Petersen reported that some construction progress has been made to the Golden Gate Bridge Toll Plaza Bus Stop Transfer Point improvements, but the project is not complete. A temporary shelter was installed in the southbound direction. Herb Meyer has used both the new stops in both directions and likes the improvements. There is more space for the buses to pull in and out. Regarding access issues at the Manzanita Park & Ride lot reported by Kent Hill, Planning staff confirmed that some of them exist. Ms. Petersen will contact Caltrans about these problems and request a status report of the park & ride lot access improvement project undertaken by Caltrans several years ago.
- d. Ferry Division Items. Jim Swindler reported the Spaulding refurbishment bid has been awarded, and questions regarding the lift were addressed at the pre-bid conference. The boat is scheduled for dry-dock October 1, 2006, and on April 1, 2007, it will return for service. The BART retrofit project is still anticipated to impact SF Ferry Terminal operations. However, it is possible that the SF Ferry Terminal will not need to be moved to a temporary location during construction. The District will continue to look for ways to accommodate gangway and other access improvements needed at the existing terminal.
- e. Review Committee Calendar. ACA discussed its schedule for upcoming meetings, hoping meet in September at the Larkspur Terminal and Ferry. In past years, the August meeting has been cancelled due to vacations and other conflicts, but a meeting appears necessary this year to inspect the relocated overhead light/assistance button controls and to receive MCTD's presentation on its new service plan. The July meeting will also occur as scheduled.
- f. Missed Connections at Marin City (Routes 70 and 22). Herb Meyer reported that the service changes effective June 11, 2006, had resulted in missed connections between the northbound Route 70 and the northbound Route 22 at Marin City. Route 70 is arriving 5 minutes after Route 22 departs, and the Route 22 is not receiving the message to hold for Route 70. Glen Woods confirmed that GGT information operators have received several reports of missed connections between Routes 70 and 22 at Marin City. Helen Haas reviewed GGT's "hold for connection" times: 3 minutes during the day and 5 minutes at night. Regardless, bus operators should be

calling Dispatch to ask the connecting bus to hold. This problem will be reported to GGT Operations and Scheduling Department. Operational problems are frequent the first week after a schedule change, and this may work itself out.

7. **New Business:** None.
8. **Marin Paratransit Coordinating Council.** Nothing to report.
9. **Staff Report and Information Items.** Ms. Petersen distributed copies of the Spring/Summer issue of the Golden Gate Gazette.
10. **ACA Member Announcements/Comments, Public Open Time.**
  - Jan Hummingbird distributed copies of an ADA information service phone list and provided members with her new e-mail address.
  - A copy of the Marin Independent Journal was distributed with a picture of Sandy Gordon playing her flute in the Corte Madera Community Band Spring Concert.
  - Craig Yates reported the updated MCTD Taxi RFP is being reformatted and will be reissued in the next couple of months. It was noted that most of the Marin cab companies are now under the same ownership.
  - Bill Bodine reported that the bus stop on the east side of Reed Blvd. opposite the main Strawberry transfer point was inaccessible. This stop is located in unincorporated Marin County, and Marin County Department of Public Works was advised of the problems at this location after Mr. Bodine's complaint in fall 2005. The stop is served by GGT Route 8 commute service and MCTD's local school routes but is not utilized by MCTD's all-day local bus service.
  - Herb Meyer reported that bushes are growing over the path to the bus stop at the Terra Linda bus pad. Bill Bodine noted there is a drop-off adjoining the Tiburon bus pad and a warning sign is needed.

The meeting was adjourned at 3:50 p.m.