



## ADVISORY COMMITTEE ON ACCESSIBILITY

### ***Agenda for Thursday, October 16, 2008***

*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 September 18, 2008, meeting** Information  
*(A copy of the draft minutes for the September meeting is attached.)*
- 4. ACA-related Items** Information
  - a. Recommendations of Awards Subcommittee
  - b. Other items
- 5. GGBHTD-Related Items** Information
  - a. Intercounty Paratransit Services
    - 1) Statistical Report and Operations Summary
    - 2) Update on Delivery and Future Purchase of Paratransit Vehicles
    - 3) Update on Mobile Data Terminal Project
    - 4) Other Paratransit Items
  - b. District Matters – Update of “Welcome Aboard” Pamphlet
  - c. Golden Gate Ferry Service
    - 1) Status Report on New Fast Ferry Procurement (Jim Swindler)
    - 2) Other Items
  - d. Golden Gate Transit Regional Bus Service – Presentation on Regional Transit Overview (Ron Downing)
- 6. Marin Transit-Related Items** Information
  - a. Marin Paratransit Coordinating Council Report
  - b. Marin County Local Bus and Paratransit Service
  - c. Senior Transportation and Travel Training Project
  - d. 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, September 18, 2008*



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

Members Excused: Bill Bodine, Herb Meyer

Staff: General: Cynthia Petersen, Paratransit Coordinator/Planner; Glen Woods, Customer Service Representative  
Specific Items: Jim Swindler, Deputy GM - Ferry Division;

Ex-officio Members: Jackie Mulroy, Director of Transportation, Whistlestop Wheels (WSW); Jon Gaffney, Assistant Director of Transportation, WSW

Visitors: Naté Gibson (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 (MSP) to approve the agenda with the addition under New Business of a discussion regarding the GGT lighting policy when boarding a wheelchair user.
3. **Minutes:** It was M/S/P to approve the draft minutes of the June 17 and July 19 ACA meetings as written.
4. **ACA-related Items:**
  - a. **Appoint representatives to Awards Subcommittee:** Russ Bohlke, Jean Hunter, and Brian Pease volunteered to serve as the FY 2007 and FY 2008 ACA Awards Subcommittee.
  - b. **Review Fall meeting schedule:** Members were reminded that two ACA meetings remain before the end of the year. No ACA meeting is scheduled in December. The October meeting, normally held at the Larkspur Ferry Terminal (LFT), will be held at the usual meeting location (1011 Andersen Drive, San Rafael) due to ongoing construction at LFT. The following items are anticipated to be on the agenda (in addition to regular items):
    - 1) Regional transit service overview, Ron Downing, Principal Planner
    - 2) Update on new Fast Vessel procurement, Jim Swindler
    - 3) Recommendations of ACA's Awards Subcommittee
    - 4) Status report on update of the District's *Welcome Aboard* pamphlet.The November meeting will be held at LFT and will include ACA inspection of the LFT parking lot and access improvement construction project currently underway. To allow enough time for the inspection and other topics, the meeting will begin at 1:00 p.m. It is anticipated there will not be time for the usual ferry ride. Other items to be covered include:

- 1) Status report on update of District's ADA Transition Plan
- 2) Presentation of ACA Service Awards.
- c. **Other:** Ms. Petersen noted that reservations have been made for Friday, December 12, 4-6 p.m., at Whistlestop's Jackson Café to celebrate her pending retirement.

## 5. GGBHTD-Related Items

### a. Intercounty Paratransit Services

- 1) Statistical Report and Operations Summary. Jon Gaffney distributed copies of WSW's statistical report summarizing Marin local and GGBHTD intercounty Americans with Disabilities (ADA) paratransit services provided by WSW during July and August 2008.

For July, intercounty ridership was up 2% (1,096 passengers) compared to the previous month (1,074) and up 11% compared to ridership (986) in July 2007. Efficiency was down from 1.01 passengers to .99 passengers transported per revenue hour compared to June. Of the 19 intercounty Marin extended trip requests in July, 8 were provided. The intercounty service was within its 30-minute scheduling window (on-time) 91.6% of the time. There continued to be no denials of ADA-mandated paratransit service during the month.

For August, intercounty ridership was down 7% (1,024 passengers) compared to the previous month (1,096) and down 13% compared to ridership (1,176) in August 2007. Efficiency was down from .99 passengers to .96 passengers transported per revenue hour compared to July. Of the 3 inter-county Marin extended trip requests in August, none were provided. The inter-county service was within its 30-minute scheduling window 91.15% of the time. There continued to be no denials of ADA-mandated paratransit service in August.

Mr. Gaffney also distributed a copy of the 4<sup>th</sup> Quarter FY 2008 (April-June) WSW Comment Card report. Four of the 34 comments received (11.4%) were complaints; the remainder complimented intercounty service. It is anticipated that the next report (1<sup>st</sup> Quarter FY 2009: July-September 2008) will include complaints about on-time performance because an update to WSW's computer scheduling system resulted in service delays.

- 2) Fiscal Year 2009 Intercounty Paratransit Budget and Agreement: Both Marin Transit and the District's Board approved the FY 2009 Intercounty Paratransit Agreement in August 2008. Ms. Mulroy noted that costs savings are already being realized in the spare parts budget following replacement of problematic vehicles from 2002 with 8 new 2008 paratransit vehicles.
- 3) Update on Delivery and Future Purchase of Paratransit Vehicles: Ms. Mulroy reported that the first of the next vehicles on order from Bus West went into production September 17. The first of these vehicles should be completed mid-to late October 2008. WSW has engaged a resident inspector to monitor construction, and he sends weekly updates and progress reports. When all 16 vehicles arrive, another group of 2002 vehicles with ongoing maintenance problems can be retired.

There was discussion regarding more positive comments now being received on the 8 Type II "Short" vehicles put into service in Spring 2008. Initial feedback had been fairly negative. Adding armrests to the seats along the back of the vehicle may have helped. Passengers now have something to hold onto when the vehicle is underway.

4) Other Paratransit Items:

- The Marin overflow taxi service continues to do well, with one exception: the accessible taxi is not always available when needed for scheduling paratransit rides. Marin Transit now has two rear-door-accessible minivans that will be leased to On-the-Move for use as public taxis, which should improve availability of the accessible taxi used by Northbay Cooperative for the paratransit program. Both the rear-door- and side-door-loading accessible taxis will be monitored to determine which style is more appropriate for future orders of accessible minivans.
- Kevin Siemens reported that there was a problem securing his wheelchair in one of the Transporter WSW vehicles. His chair measures 48" long. Ms. Mulroy will investigate and report back at the October meeting.
- The Committee discussed the availability of wheelchair tie-down loops. GGT supplies yellow securement loops to wheelchair users who regularly ride the bus. WSW has blue securement loops on most vehicles but does not supply them to individual passengers.
- In August, a WSW paratransit van caught fire while on a local route. The passenger and driver were unhurt, but the vehicle was destroyed.
- Emergency procedures and instructions to drivers (in case of earthquake or other disaster) have been placed on each vehicle. WSW has also purchased a generator to keep computers, radio communication and a telephone working at its operations center in case of an emergency.
- Marin Transit has hired a consultant to prepare a Request for Proposals (RFP) to add mobile data terminals to the paratransit fleet operated by WSW.

b. **District Matters**

- 1) Toll Rate for Persons with Disabilities (TRPD) Program – Transaction Displays at Golden Gate Bridge Toll Booths: In response to a question raised at ACA's July meeting, Ms. Petersen said the screens no longer display transactional detail – a result of security and privacy measures implemented with the new card system in 2007. Mr. Yates said he heard that fewer TRPD users are crossing the Bridge since the toll went up September 2, 2008.
- 2) GGT Customer Service Hours and Days of Operation: Effective September 14, 2008, GGT "511" customer service and trip planning hours were changed to the following: Monday-Friday, 7 a.m.-7 p.m.; Saturdays and Holidays, 8 a.m.-6 p.m.; Sundays and New Years, Presidents' and Christmas Days, closed. Members discussed ways passengers with problems could reach GGT after hours or on Sundays. It was suggested that a telephone number be posted so a person could call to leave a message, which would be checked every couple of hours by a live person. Committee noted that WSW dispatchers answer the phone until all paratransit vehicles are out of service. The District's new radio system should help with tracking the status of individual GGT bus schedules.

c. **Golden Gate Ferry Service:** Jim Swindler provided a status report on the following:

- 1) The District is in the process of negotiating price with the single bidder who responded to the RFP for the District's next new fast ferry. A recommendation is anticipated to be presented to the Board of Directors in October. This new fast ferry will be larger, to carry more passengers than the *M.V. Del Norte*. The District is seeking to buy or build a third fast ferry, allowing one to be available as

- back-up when another fast ferry is out of service. Recognizing that the District and the bidder may not come to agreement on price, the District is also in discussion with Washington State Ferry Service (WSFS) to determine costs and modifications necessary to make two out-of-service WSFS fast ferries usable for Golden Gate ferry service.
- 2) The parking lot and access improvement project is now underway at LFT. The bulk of construction should be completed by the end of October.
  - 3) The RFP seeking an engineering firm to evaluate, study options, and recommend a design for access and other needed terminal improvements is anticipated to be issued in the next few weeks.
  - 4) Approval has been received to upgrade and replace restroom facilities serving the LFT waiting area in Spring 2009. Craig Yates requested that the volume be raised for audio announcements broadcast into the restrooms.
- d. **Golden Gate Transit Regional Bus Service:** Copies of the Fall 2008 *Golden Gate Gazette* were distributed, which includes a summary of GGT regional service adjustments effective September 14 (Page 4). Kevin Siemens reviewed a problem with an Orion bus parking too close to the curb while he was on-board, causing the lift to get stuck when it was deployed. To avoid this problem, bus operators should be instructed to park an appropriate distance from the curb. Two ACA members (who use wheelchairs) noted that the TransLink card reader in the back of the bus is not always turned on, and bus operators are still allowing wheelchair users to mail in their fare even though ACA has concurred with elimination of the District's mail-in fare program.
- e. **Staff Report and Information:** No items to report.
6. **Marin Transit-Related Items:**
- a. **Marin Paratransit Coordinating Council** met on September 15, 2008.
  - b. **Marin Transit Local Bus and Paratransit Service:** On behalf of Marin Transit, Ms. Petersen reported that the Marin County Transit District Board approved proceeding with new fare options to coordinate with GGT's new farebox program, including use of day, weekly, and monthly passes. Since there is a 10-week time frame for ordering supplies, these new fare media are not anticipated to be available or implemented before January 2009.
  - c. **Senior Transportation and Travel Training Program:** Nothing to report.
  - d. **Other Items:** None.
7. **New Business:** Mr. Siemens inquired into the policy for GGT bus operators to turn on interior lights when boarding a wheelchair user through the rear door of the bus. Mr. Siemens has low vision and was denied a request to turn on the interior lights. Having the lights on assists him with negotiating the interior of the bus, especially on gray days or when the bus is in shade. Petersen responded that bus operators are supposed to turn on the interior lights in response to a passenger's request. If a bus operator fails to honor such a request, the matter should be reported to Customer Relations.
8. **ACA Member Announcements/Comments, Public Open Time:** None.

The meeting was adjourned at 3:43 p.m.