

ADVISORY COMMITTEE ON ACCESSIBILITY

Agenda for Thursday, June 18, 2009

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** Review
- 3. Minutes of May 21, 2009, meeting** Approve
(Copy of May minutes attached)
- 4. ACA-Related Items** Information
- 5. GGBHTD-Related Items** Information
 - a. Intercounty Paratransit Services: Statistical Report and Operations Summary
 - b. Golden Gate Transit Regional Bus Service
 - c. Golden Gate Ferry Service
 - d. Follow-up to Review of GGT Procedures for Boarding and Transporting Persons with Disabilities
 - e. Facilities Update
 - f. General District Matters
- 6. Marin Transit-Related Items** Information
 - a. Marin Paratransit Coordinating Council Report
 - b. Marin County Local Bus and Paratransit Service
 - c. Update on Mobile Data Terminal Project – Specifications
- 7. New Business** Information
- 8. ACA Member Announcements/Comments; Public Open Time** Information
(Speakers are limited to three minutes. Members or visitors with specific comments or incidents to report are requested to call Harvey Katz, ACA Staff Liaison, at (415) 257-4416 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) 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 Harvey Katz, ACA staff liaison, at (415) 257-4416, or e-mail to hkatz@goldengate.org.

ADVISORY COMMITTEE ON ACCESSIBILITY (ACA)

Draft Minutes of Thursday, May 21, 2009



Members present: Bill Bodine, Kent Hill, Jean Hunter, Brian Pease, Kevin Siemens, Craig Yates

Members excused: Russ Bohlke, Herschel Ferguson, Herb Meyer

Staff: General: Helen Haas, Customer Relations Supervisor; Harvey Katz, Access & Compliance Planner; Karyn Paulson, Administrative Assistant; Glen Woods, Customer Service Representative; Alan Zahradnik, Planning Director
Ferry Division: Jim Swindler, Deputy General Manager
Bus Division: Cassidy Bennett, Safety & Training Instructor

Ex-officio members: Paul Branson, Mobility Manager, Marin Transit; Jon Gaffney, Director of Transportation, Whistlestop Wheels (WSW); Lauren Gradia, Senior Planner, Marin Transit

Visitors: Two relatives of Bill Bodine; Jim Dahle, Hired Hands

Chairperson Craig Yates called the monthly meeting of the ACA to order at 1:35 p.m.

1. **Introductions.** Committee members, staff and visitors introduced themselves.
2. **Agenda.** Members reviewed the agenda.
3. **Minutes.** A quorum of members accepted the minutes for the April 16, 2009, meeting.
4. **ACA-related items.** Nothing specifically discussed.
5. **GGBHTD-related Items**
 - a. **Intercounty Paratransit Services. Statistical Report and Operations Summary.** Jon Gaffney distributed the April 2009 report of services provided in compliance with the Americans with Disabilities Act. GGBHTD intercounty ridership lost some regular riders last month, resulting in a decrease of 13% from April 2008 to 1,049 passenger trips, and a decrease of 7% from March 2009. Efficiency in April decreased to 1.18 passengers per revenue hour. Nine of 15 intercounty Marin extended trip requests were provided. Intercounty service was on-time (within its 45-minute scheduling window) 90.58% of the time. There continued to be no denials of ADA-mandated paratransit service in April. The number of Marin local ADA passenger trips decreased 5% from March and 4% from April of last year. Taxis were utilized for 58 overflow passengers during April. Bill Bodine asked what the statistics were on WSW filling in when GGT has a full bus. Harvey Katz said he hoped Helen Haas would be able to answer later in the meeting.

- b. **Golden Gate Transit Regional Bus Service.** Mr. Katz confirmed what he had announced in previous meetings: Starting June 15, Route 101 will be initiated to replace weekday daytime Route 80 service, creating an express route that would make the same stops in Sonoma County but stop in Marin County only in Novato, San Rafael and the Spencer bus pad. The District hopes to substantially reduce the existing Route 80 travel time from 3 hours. Routes 70 and 71 will provide Marin County service. In addition, all Route 10 trips will move to the Lombard Street/Van Ness Ave. corridor and no longer travel along Geary Blvd. in San Francisco. Route 10 will come as far north as Manzanita and Strawberry. New Route 92 will replace the Route 10 along Geary during commute periods only. Its transfer point will be at the Golden Gate Bridge Toll Plaza. The Marketing Department will provide extensive community outreach and brochures in both English and Spanish.
- c. **Golden Gate Ferry Service.** Jim Swindler announced the *M.V. Napa* has arrived in the Bay Area and is awaiting Coast Guard inspection. After 1½ years of operation, it appears unworn, and it will require only a minimum of work before beginning service here. Boarding may take place only on the port side upper deck, the same level that will contain a snack bar and a new, accessible restroom. It is anticipated to begin service on an interim basis in June and start full-time in July when the *M.V. Del Norte* leaves for a \$4 to \$5 million engine replacement. Mr. Swindler said there is currently no accessible ramp onto the *Napa*, but ACA members may make arrangements with Mr. Katz to visit the vessel. The *M.V. Chinook* remains in Washington and will be rebuilt inside to become fully accessible before it begins service. After all refurbishments are complete, the District will have a complete fleet of high-speed ferries with a high-speed backup vessel.

Mr. Bodine asked if Ferry had any emergency plan, and Mr. Swindler said GGF is one of 30 agencies that trained for nine months, culminating in a Bay Area ferry security exercise last fall. This Vessel Mutual Assistance Plan drill involved over 250 participants who responded to a high-stress terrorist scenario of a bomb onboard one of our ferries, necessitating evacuation and other actions in a maritime environment.

Mr. Swindler announced that next week the process of replacing ferry terminals' shoreside facilities (to include main deck loading) will begin with issuance of a Request for Proposals (RFP) to obtain a consultant to develop the conceptual design for the Larkspur, Sausalito and San Francisco ferry terminals. The designer will work with the Accessibility Board in Washington D.C. and adhere to draft regulations now being discussed. Once the concepts are determined, they will be run by ACA for comment. The project is estimated to cost \$30 to \$40 million, and District is hoping for federal funding. The complete passenger loading/unloading system would be replaced in Sausalito, as well as the Larkspur facility, including slips. The District will work with the Blue & Gold Fleet to develop a Sausalito facility compatible with both ferry systems. A member suggested that signs be posted to address customer confusion: "Board Here for Blue & Gold Ferry" vs. "Board Here for Golden Gate Ferry." Mr. Swindler is working with the City of Sausalito and hoping for stimulus funding.

- d. **Review of GGT Procedures for Boarding and Transporting Persons with Disabilities – Ferry Policies and Procedures.** Jim Swindler explained that the Ferry Division has a written accessibility policy to assist with passenger boarding. He noted the division receives more customer compliments than complaints regarding passenger assistance. Two years ago, ferry workers were given a full day of training, and another day will be scheduled this year. Mr. Swindler will send a copy of the documented policy to Mr. Katz so that it may be distributed at the June ACA meeting.
 - e. **Review of GGT Procedures for Boarding and Transporting Persons with Disabilities – Bus Follow-up.** Helen Haas continued with last month's discussion. She noted that Bus Division Operating Bulletins provide and explain operating procedures to drivers. She would provide pertinent bulletins to Mr. Katz to pass along to interested ACA members. She explained that this Committee prescribed methods and determined certain stops that should be announced by drivers. Cassidy Bennett noted that the bus driver training manual instructs drivers to call out 50 mandatory stops as well as major intersections, transfer points and destination. Ms. Haas is researching bulletins issued to Dispatch, Road Supervisors and mechanics outlining what to do if a patron in a wheelchair cannot board a bus. At minimum, a driver should notify Dispatch of the situation and should let the passenger know what is being done. Different steps would be followed depending on whether the passenger had to wait 30 minutes vs. one hour and whether he/she is already riding on a bus or waiting outdoors. She assured the group that she would find the written procedure and read it at the next ACA meeting.
 - f. **Facilities Update.** Mr. Katz announced that engineer David Lynch will attend the July ACA meeting to present the draft plans and specifications for the Larkspur Ferry Terminal's two fully accessible restrooms with new entrance ramps and automatic sliding doors in the waiting room.
 - g. **General District Matters.** Nothing was brought up.
6. **Marin Transit-Related Items.** Lauren Gradia introduced Paul Branson, new Mobility Manager with Marin Transit and new Marin Transit liaison to ACA. Recently from Contra Costa County Social Services, he will be working on expanding transportation options for seniors and the disabled in Marin County.
- a. Marin Paratransit Coordinating Council Report. Mr. Branson reported that attendance at the May meeting was slim, not even a quorum, and the group discussed potential topics and frequency of future meetings. They reviewed WSW monthly statistics to determine what data are most significant in an aim to provide a more concise report. They agreed to help Mr. Branson with his goals and heard a presentation on emergency evacuation of transit-dependent populations. At separate meetings, the PCC also reviewed WSW's 5310 grant application for submittal to MTC.
 - b. Marin County Local Bus and Paratransit Service. Lauren Gradia announced the issuance of Local Marin County Period Passes on July 1, 2009, now that the revenue-sharing agreement has been approved by MCTD and the District. A Senior/Disabled 31-day monthly pass will cost \$25 for unlimited use within Marin

County, and \$10 will buy a 7-day pass. The time periods will be “rolling”, meaning they will last the valid period from the day and time activated. Passengers may purchase Day Passes on the bus.

- c. Update on Mobile Data Terminal Project. Mr. Branson said the MDT system will enable communication between drivers and Dispatch and use on-line maps, allowing a Dispatcher to change a WSW van’s route “on the fly”. He anticipates the RFP to procure the system will be issued next week, and will bring the MDT specifications to next month’s ACA meeting.

7. New Business.

- a. Lighting on Buses at Night. Kevin Siemens asked if there was a procedure for turning on lights in the old buses while boarding wheelchairs. The old buses must have lights manually turned on before activating a lift, but the new buses do not require lights to activate the lifts, so passengers might be riding up the lift in the dark. Ms. Bennett said there are three light configurations on a bus: OFF, REAR LIGHTING and ON, and the rear lighting is supposed to be on during the night. Every driver works his lights differently, and Mr. Siemens was instructed to note date, time, bus number and location of boarding and call Customer Service if the bus is dark.
- b. Accommodating an Oversized Wheelchair. Mr. Bodine initiated a discussion about the sizes of the buses and the sizes of wheelchairs each one can accommodate because his wheelchair is over 30” x 42”. All GGT buses can accommodate 30” x 42” wheelchairs, but his larger chair doesn’t fit on several GGT bus models.
- c. BART/Muni Stations with Inoperable Elevators in San Francisco. Mr. Katz gave members a heads-up about several BART/Muni stations in San Francisco that are undergoing elevator repair, thus limiting accessibility. The Embarcadero station elevator is closed now through August. From September through December, the Montgomery St. station’s elevator will be closed.
- d. New Radio Automatic Vehicle Location System. Ms. Haas announced progress with the District’s AVL system, noting that requirements capture with staff would begin in two weeks and be followed by design review. The estimated installation date is mid-2011, when automatic enunciation would be set up on buses.
- e. Senior Mobility and Transportation Plan. Mr. Branson said the county’s Adult Services division would be compiling such a plan, with focus groups to be done by a consultant.

8. ACA Member Announcements/Comments; Public Open Time.

- a. Mr. Siemens and Brian Pease noted that the 35-foot Gillig buses being used on Route 66 Muir Woods service are old, with narrow lifts. Both men find it difficult to maneuver their wheelchairs on the lifts.
- b. Mr. Siemens would like staff to remind drivers that they are not complying with ADA regulations when they do not assure that all four points are tied down when securing a wheelchair.

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