

## ADVISORY COMMITTEE ON ACCESSIBILITY

***Agenda for Thursday, October 15, 2009***



*The October meeting is in a changed location at a different time:  
Meet at the ticket booth at the Larkspur Ferry Terminal  
101 East Sir Francis Drake Blvd., Larkspur, CA  
at 12:15 p.m. to board the 12:40 ferry, which returns around 2:00 p.m.*

	<u>Information/Recommended Action</u>
<b>1. Introductions</b>	
<b>2. Agenda</b>	Review
<b>3. Minutes of September 17, 2009, meeting</b> <i>(Copy of September minutes attached)</i>	Approve
<b>4. ACA-Related Items</b>	Action
a. ACA Recruitment	
b. Proposal to Move to Bimonthly Meeting Schedule in 2010	
c. Membership Changes	
<b>5. GGBHTD-Related Items</b>	Information
a. Intercounty Paratransit Services: Statistical Report and Operations Summary	
b. Golden Gate Transit Regional Bus Service	
1) Segway Policy	
c. Golden Gate Ferry Service	
1) Elimination of Muni/Ferry Free Transfer	
d. Facilities Update – Larkspur Ferry Terminal Accessible Restrooms	
e. General District Matters	
<b>6. Marin Transit-Related Items</b>	Information
a. Marin Paratransit Coordinating Council Report	
b. Marin County Local Bus and Paratransit Service	
c. Update on Mobile Data Terminal Project	
<b>7. New Business</b>	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](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 Harvey Katz, ACA staff liaison, at (415) 257-4416, or e-mail to [hkatz@goldengate.org](mailto:hkatz@goldengate.org).

# ADVISORY COMMITTEE ON ACCESSIBILITY (ACA)

*Draft Minutes of Thursday, September 17, 2009*



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

Members excused: Herb Meyer

Staff: General: Harvey Katz, Access & Compliance Planner; Karyn Paulson, Administrative Assistant; Glen Woods, Customer Service Representative  
Specific Matters: Greg Nordin, Transportation Superintendent/Operations

Ex-officio members: Paul Branson, Mobility Manager, Marin Transit; Jon Gaffney, Director of Transportation, Whistlestop Wheels (WSW); Amy Van Doren, Transit Planning Manager, Marin Transit

Visitors: Myrna Uhalde, 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 July 16, 2009, meeting.
4. **ACA-related items.**
  - a. **ACA Recruitment.** The one response we have received for membership is being followed up. Harvey Katz requested leads from members to guide the District in displaying recruitment posters at WSW, CIL, in paratransit vans, the Canal-Community Alliance, and other organizations that members belong to.
  - b. **Renaming Award in Russ Bohlke's Honor.** Mr. Katz announced that the award ACA makes every two years to drivers and other staff who provide exemplary service to seniors and persons with disabilities will be called "The Russ Bohlke Award for Exemplary Service to the Senior and Disabled Community". A letter will be sent to Mrs. Bohlke to let her know how we will be honoring her late husband.
  - c. **Future ACA Meeting at Larkspur Ferry Terminal.** The Committee agreed to hold the October 15<sup>th</sup> meeting aboard the ferry departing Larkspur at 12:40 p.m. that Thursday, remaining onboard when docking at the San Francisco Ferry Terminal to complete the meeting on the return trip, which should arrive at LFT about 2:00 p.m. Staff will arrange to have tables set aside for ACA and provide lunch. Members should meet at the LFT ticket booth about 12:15 p.m.
  - d. **Other.** Mr. Katz announced that Sandra Gordon no longer qualifies to be a member of ACA, per the rules of attendance. She will receive a thank-you letter from the District and Board of Directors. Herb Meyer will be sent a letter asking

him to attend regularly or lose membership. He will, of course, be welcome to attend future meetings that he is able to make. Mr. Katz asked the group to consider changes to the ACA meeting procedure – not for immediate action, but to think over:

- 1) Moving meetings to the fourth Thursday of the month.
- 2) Decreasing meeting frequency. Chairman Yates suggested moving to six times per year, with special meetings when necessary. Staff agreed to draft a bimonthly meeting schedule for consideration.
- 3) Members in attendance agreed to removing the membership category termed “non-voting member”. Members would be able to vote if they fulfilled attendance requirements, and other meeting attendees would be “ex-officio members” (representatives of interested organizations) and “guests”.

## 5. GGBHTD-related Items

- a. **Intercounty Paratransit Services. Statistical Report and Operations Summary.**  
Jon Gaffney distributed new, one-page summaries of the July and August 2009 reports of services provided in compliance with the Americans with Disabilities Act. In July 2009, GGBHTD intercounty ridership decreased 24% from July 2008 to 814 passenger trips, which was also a decrease from the prior month by 7%. The August report indicated GGBHTD intercounty ridership decreased 25% from August 2008 to 768 passenger trips, and decreased 6% from the prior month, July 2009. Mr. Gaffney said 15 regular riders are no longer using the service, hence the 24-25% decline in ridership. Efficiency in July dropped to 0.77 passengers per revenue hour; efficiency in August increased to 1.16 PPRH. Eight of 12 intercounty Marin extended trip requests were provided in July; 9 of 13 in August. Intercounty service was on-time (within its 45-minute scheduling window) 88.55% of the time in July; 93.25% in August. There continued to be no denials of ADA-mandated paratransit service in July or August. Mr. Gaffney explained that the larger report was available electronically if anyone wants it, and asked for comments or suggestions on the new, short report. Mr. Katz requested that revenue miles and times be included; Kevin Siemens asked for an additional category: “GGT Emergency Pickups.” Mr. Gaffney agreed to make these changes.
- b. **Golden Gate Transit Regional Bus Service.** Mr. Katz distributed copies of Quick-Read Posters outlining the draft Rules of Conduct for Golden Gate Transit on one side and for Golden Gate Ferry on the other. Jean Hunter commented that she believed the phrase describing possible consequences of rules violation, which is at the top of the Bus Rules, should have a parallel phrase on the Ferry poster. Discussion of the Bus guideline that luggage “must be stored in [certain locations]” resulted in the recommendation that the poster say “rider is responsible for storing...” Mr. Yates noted that he sees teens on buses whose actions violate the Rules, smoking, vandalizing and creating graffiti, and asked how the Code would be enforced. Mr. Katz said the District’s first action would be to get the offenders off the bus, but the driver would call the police if the situation escalated. Mr. Katz recommended that Mr. Yates write a letter to Teri Mantony, Deputy General Manager, Bus Division, with his suggestions about dealing with violators. Brian Pease asked how good the cameras on the buses were and was told they are generally reliable, except when lights are low. Mr. Katz said he would relay a

request to the Bus Division to make a tape of an empty bus for future Committee viewing. Members were asked to send further comments on the posters to Mr. Katz, Karyn Paulson, or Mr. Yates within a week.

**Golden Gate Ferry Service.** Ferry staff recently received sensitivity/attitudinal training, including one-half day of assisting persons with disabilities. Mr. Pease attended as an observer and praised the training, particularly the fact that it was presented to part-time and ferry crew union hall members, who are likely to be hired on a casual basis. Mr. Katz explained that the plans for refurbishment of the second Washington State vessel are not yet ready for the committee to review.

- c. **Follow-up to Review of GGT Procedures for Boarding and Transporting Persons with Disabilities.** Greg Nordin responded to a request from Bill Bodine to receive the direct phone number to Dispatch by saying that could not be done. Dispatch is too busy to answer phone calls from the public. Mr. Bodine explained that his chair often gets stuck on the lifts of the old buses, and Mr. Nordin recommended that he flag a supervisor in the area. Bus Operations' policy is: If a lift is not functioning and cannot transport a customer, the driver should obtain from Dispatch the arrival time of the next bus. If it is due to arrive within 30 minutes, the customer can wait. If it's scheduled to arrive after 30 minutes, the District is required to send another bus and driver to pick up the customer. If unavailable, Dispatch calls Whistlestop Wheels. The bus operator is not to depart from the bus stop until he has explained the arrangements to the customer so he understands fully. Mr. Yates requested that Mr. Nordin send the rule to Mr. Katz to distribute to all ACA members. Kevin Siemens asked what to do when a bus passes him by and no later buses are scheduled. Mr. Nordin advised him to call the Bridge Sergeants' office so they can patch him through to Bus Operations. Mr. Nordin described the daily pre-trip process that drivers must follow before leaving the bus yard, which includes checking the operation of many coach features and operating the lift to check its functioning. The vibrations from normal bus operation may cause the lift to malfunction. If a lift on a bus becomes broken while in service, the protocol is to exchange the bus with the broken lift with a bus with a working lift.
- d. **Facilities Update.** Progress on the many drawings and specifications for the Larkspur Ferry Terminal's accessible restrooms has been delayed, but ACA will see them once they are 65% complete.
- e. **General District Matters.** Members complimented a new bus stop recently installed near Northgate Mall on Las Gallinas Road, which Mr. Katz does not believe belongs to GGT. Members noted that the bus stop at the corner opposite Macy's contains steps, which can be hazardous to wheelchairs. Mr. Katz said he would investigate who owns the stop and the conditions there relative to their concern. He will also check to see if GGT buses travel into/through the Northgate Mall parking lot and investigate the path of travel for non-motorized vehicles, bicycles and pedestrians.

## 6. **Marin Transit-Related Items.**

- a. Marin Paratransit Coordinating Council Report. The next PCC meeting is scheduled for next Monday, so Marin Transit will bring a report to the October ACA meeting. Meetings have been changed to every other month, with the possibility of special meetings when necessary.
- b. Marin County Local Bus and Paratransit Service. According to the Paratransit

Statistical Reports for July and August distributed by Mr. Gaffney, Marin local ADA passenger trips increased by 1% compared to both July 2008 and June of 2009. August passenger trips declined 5% from one year ago and remained steady compared to the prior month. Amy Van Doren distributed a flyer promoting attendance at workshops to address transportation services and service “gaps” for seniors in Marin County. This would provide input to a Marin Senior Transportation Action and Implementation Plan in central Marin for those over 65. Marin Transit will outline bus service cuts, effective in March 2010, in a presentation to their Board on October 19. Public open houses will begin in October, with a hearing in November. Marin Transit is not planning to remove any routes, just to eliminate trips carrying very few riders and make corresponding schedule adjustments. Before any service is cut, ride checkers are in the field verifying data. When asked, Ms. Van Doren said it is not less expensive to provide Dial-a-Ride-type service because the cost per passenger increases greatly. Marin County is developing a Request for Proposals (due to go out in December) for brokerage service to provide resources in off hours. The West Marin Needs Assessment has been completed and can be viewed on the Marin Transit website.

- c. Update on Mobile Data Terminal Project. MCTD signed a contract with “Mentor” for the MDT Project. Mentor will begin work shortly in order to meet the December 31, 2009, deadline for completion of installation. Economic stimulus funds are being used for this project.

7. **New Business.** Nothing new was brought up.

8. **ACA Member Announcements/Comments; Public Open Time.** Mr. Yates encouraged members to attend a meeting on October 9 (later postponed) at the Metropolitan Transportation Commission headquarters, 101 8<sup>th</sup> Street in Oakland (near the Lake Merritt BART station), to support his efforts against MTC’s desire to eliminate or reduce their joint advisory committees:

- Minority Committee
- Elderly and Disabled Advisory Committee
- Advisory Council

He also suggested that ACA members email comments to MTC, advising them to continue consulting regularly with the senior and disabled community.

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