

ADVISORY COMMITTEE ON ACCESSIBILITY

Agenda for Thursday, April 16, 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



	<u>Information/Recommended Action</u>
1. Introductions	
2. Agenda	Review
3. Minutes of March 19, 2009, meeting <i>(Copy of March minutes attached)</i>	Approve
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. Review of GGT Procedures for Boarding and Transporting Persons with Disabilities – Bus & Ferry Policies and Procedures	
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	
7. New Business	Information
8. ACA Member Announcements/Comments; Public Open Time <i>(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.)</i>	Information

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, March 19, 2009



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

Members excused: Jean Hunter

Staff: General: Helen Haas, Customer Relations Supervisor; Harvey Katz, Access & Compliance Planner; Karyn Paulson, Administrative Assistant; Glen Woods, Customer Service Representative

Bus Division: Cassidy Bennett, Safety & Training Instructor

Ex-officio members: Lauren Gradia, Senior Planner, Marin Transit; Jon Gaffney, Director of Transportation, Whistlestop Wheels (WSW); Jackie Mulroy, Director of Programs, WSW

Visitors: Alena Vunakece, 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. Harvey Katz announced that he is now the District's Access & Compliance Planner and the permanent liaison to ACA.
2. **Agenda.** Members reviewed the agenda and suggested adding "scheduling issues" to "New Business".
3. **Minutes.** A quorum of members accepted the minutes for the February 19, 2009, meeting.
4. **ACA-related items**
 - a. Craig Yates asked that next month's agenda include a topic titled "Review of GGT Procedures for Boarding and Transporting Persons with Disabilities" to cover both bus and ferry policies and procedures.
 - b. Mr. Yates would also like to invite Sonoma County Transit and San Francisco Muni representatives to attend our ACA meetings.
5. **GGBHTD-related Items**
 - a. **Intercounty Paratransit Services.**
 - 1) Statistical Report and Operations Summary. Jon Gaffney distributed the February 2009 report of services provided in compliance with the Americans with Disabilities Act. GGBHTD intercounty ridership was up 3% from February 2008 to 1,031 passenger trips, and increased 6% from January 2009. Efficiency increased a bit at 1.07 passengers per revenue hour in February.

Three of four intercounty Marin extended trip requests were provided. Intercounty service was on-time (within its 45-minute scheduling window) 92% of the time. There continued to be no denials of ADA-mandated paratransit service in January. The number of Marin local ADA passenger trips decreased 6% from January and 9% from the same month last year. No taxis were utilized for overflow passengers during February.

- 2) WSW Policies. Mr. Gaffney reported that WSW is changing its policy on "Service Infractions and Suspension of Service," which covers refusals to disembark, causing bus delays. The organization tries to resolve disputes without an appeals board and has been successful. The term "drop and roll" has recently been clarified. Brian Pease asked whether WSW being 45 minutes late is counted as a no-show and was assured that it did not. Kevin Siemens asked again if someone could answer the question he asked Jackie Mulroy at the January meeting, but neither Ms. Mulroy nor Mr. Siemens could remember the details of the question. Mr. Siemens would brainstorm with Mr. Pease to reformulate the question and contact Mr. Gaffney directly for the answer. Mr. Gaffney passed out business cards so they could contact him.

b. **Golden Gate Transit Regional Bus Service**

- 1) Bus Security Cameras. In response to a request at last month's ACA meeting to view security camera tapes on buses, Mr. Katz explained that the purpose is to capture potential security threats, and tape content is highly confidential. District security noted that the camera view is limited and does not show bus floors and would not likely be of help regarding accessibility issues.
- 2) New Farebox System. Cassidy Bennett explained the new GFI Odyssey farebox system, which went into effect March 16 (3 days ago). As passengers board the bus, they must now tell the driver their final destination and what type of discount they have so the appropriate fare can be charged. If a transfer is needed, the passenger must request it upon boarding and drop it into the farebox of the next bus. Ride Value Tickets will expire after June 30, 2009, and cannot be placed in the new farebox but must be handed directly to the driver. TransLink cards will continue to be valid, as will cash (up to \$20) and a new magnetic stripe Value Card (similar to a BART card), which can be purchased for a "frequent rider" discount. A sticker on the farebox saying "State your Destination" can remind passengers as they board. Mr. Katz suggested referring to the *Golden Gate Gazette* for more details. This new system provides more data to TranStat, the District's statistics-gathering system, including an accurate count of bicycles, youth, seniors, etc. The fareboxes are "probed" at night to retrieve the information they have gathered that day.

- c. **Golden Gate Ferry Service**. The *M.S. San Francisco* has returned to revenue service, so no ferries are in drydock. The former Washington State ferry *M.V. Snohomish* heads to the shipyard at the end of March for up to 4 weeks of vessel upgrades, including an upper loading door. The ferry is due in Larkspur in late April, and after testing, will take over for the *M.V. Del Norte*, which will go out for refurbishment until perhaps September 2009.

- d. **Facilities Update**. In response to Russ Bohlke's question last meeting about the Golden Gate Bridge Toll Plaza restroom, Mr. Katz reported that all fixtures now

meet ADA requirements, according to the District's Engineering Department. Upcoming construction plans include:

- Remodeling and reconstruction of the restroom and ramps at the Larkspur Ferry Terminal in 2009...
- ...followed by remodeling of restrooms at the San Francisco Ferry Terminal...
- ...and accessibility improvements in 2010 to make the Toll Plaza Administrative Building fully ADA-compliant.

Engineering will prepare an ADA Transition Plan in the future that can be reviewed by ACA.

- e. **General District Matters.** Per a request at last month's meeting, Mr. Katz reported on the possibility of ACA learning about accessibility claims brought before the Board of Directors. He found a report on the District's website in the "Board of Directors" section under "Memo from Attorney" on the Consent Calendar that describes each claim. ACA members may call Mr. Katz when they are at their computers and he will walk them through the links to the direct site.

6. Marin Transit-Related Items

- a. Marin Paratransit Coordinating Council Report. No report.
- b. Marin County Local Bus and Paratransit Service.

- Lauren Gradia explained that the new fareboxes on GGT's fleet are also on Marin local shuttles and the West Marin Stage, using the same transfers and cards. By early summer Marin Transit expects to issue a Marin County local *Day Pass*, *Weekly Pass* and *Monthly Pass*. She anticipates that holders of senior/disabled daily passes should be able to travel all day for less than \$2.50, and holders of a monthly senior pass are likely to pay \$25 rather than the \$80 adult fare. Ms. Gradia will bring a table of prices to next month's meeting. Day Passes will be usable the day purchased; Weekly Passes will last from the first day activated for the ensuing week; and Monthly Passes will last from the activation date for one month.
- Ms. Gradia referred ACA members to the MCTD website to review the draft Short-Range Transit Plan. They may also ask her to mail the SRTP. She encourages comments on this 10-year planning document, which includes service cuts and inevitable fare increases, assuming no state revenue for the next 5 years. The public hearing will be April 20.
- Herb Meyer requested adjusting the schedule of Route 22 at Marin City because northbound Route 70 misses the connection by one minute, yet Route 22 later waits at Strawberry and Corte Madera. Ms. Gradia explained that Marin City is **not** a timed transfer point, and Route 22 is aiming to meet timed transfers at the San Anselmo Hub and the San Rafael Transit Center. Route 70 bus drivers are not likely to be able to communicate with Route 22 drivers to request a delay for a connecting passenger because of a weak, old radio system. The new ACIS system should improve that ability.
- On April 2, 2:30, at the Marin Civic Center, Marin Transit will hold a press event to feature the new Marin Transit wheelchair-accessible taxi minivans. The taxis are being leased to On the Move and are currently in service.

- Marin Transit is applying to MTC for grant funding for a Novato Transit Needs Assessment with the aim of redeploying such underperforming routes as 51, 52 and EZ-Rider into areas with potentially more ridership. This assessment is to develop a service plan and improve connections, and is not a rider survey.
- Seasonal Route 66 to Muir Woods begins this year on May 2, running on weekends through September 27. GGT will provide the bus service, but Marin Transit is now the responsible agency, with the National Park Service providing half the funding. Marin Transit is applying for a state bond to purchase two narrower vehicles better able to handle the road to Muir Woods and also reduce leasing costs.
- c. Update on Mobile Data Terminal Project. Details are being finalized regarding specific computer applications to be included on each paratransit vehicle, and a Request for Proposals is due to be distributed in the next 2 or 3 months.

7. New Business

- a. New bus Route 101 is slated to replace weekday Route 80 service beginning in June, creating an express route that would make the same stops in Sonoma County but operate express in Marin County, stopping only in Novato, San Rafael and one South Marin location. In addition, Route 10 service would move from Geary Blvd. to the Lombard Street/Van Ness Ave. corridor, and Route 92 would serve Geary less frequently.
- b. Mr. Katz outlined a change he plans to make to the monthly ACA Agenda format. He would like to drop the "Summary of Continued Items," with the understanding that he will include as a specific agenda item any of the noted topics when new developments arise.

8. ACA Member Announcements/Comments; Public Open Time. Nothing new.

The meeting was adjourned at 3:22 p.m.