

ADVISORY COMMITTEE ON ACCESSIBILITY AGENDA FOR THURSDAY, NOVEMBER 19, 2020

Meeting: 1:30 p.m. to 3:00 p.m.

Meeting will be held on Zoom. See information below:



Join Zoom Meeting

<https://zoom.us/j/96094792076?pwd=Um9BRC9yRmtqc1djaXN3TOZFMXVidz09;>

Meeting ID: 960 9479 2076

Passcode: 404637

1 669 900 6833 US (San Jose)

1. Introductions (2 Minutes)

2. Agenda (2 Minutes)

3. Special Topics

a) COVID 19 response (15 Minutes)

- a. Continued Response
- b. Ridership Impacts

4. ACA-Related Items (10 Minutes)

- a) Accessibility Customer Comments

5. Marin Transit-Related Items (15 Minutes)

- a) Marin County Local Bus and Mobility Management
 - a. Service Changes
- b) Paratransit Service (Inter-county and Local)
 - a. Paratransit Statistics

6. GGBHTD-Related Items (15 Minutes)

- a) Budgetary Impacts
- b) Board of Director's Meeting 11/13
 - a. Layoffs
 - b. Furloughs
 - c. Severance Package

7. ACA Member Announcements/Comments; Public

a) Open Time (3 Minutes per Speaker)

(Speakers are limited to three minutes. Members or visitors with specific comments or incidents to report are requested to call Jon Gaffney at (415) 257-4417 at least two days prior to the meeting.)

(Next Meeting: January 14, 2021 1:30 pm)



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 30. Consult District's web site at <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 (for paratransit eligible riders), call Marin Access Paratransit at (415) 454-0964 or (800) 454-0964. For further information regarding the ACA, call Jon Gaffney, ADA Compliance and Program Manager, at (415) 257-4416 or email jgaffney@goldengate.org

**Advisory Committee on Accessibility
Minutes of August 13, 2020**



Members Present: Patti Mangles (Chair), Peter Mendoza (Vice Chair), Craig Yates, Marcela Vargas, Jaime Faurot, Terry Scussel and Nicole Sykes.

Staff: Carlena Natouf, Customer Service Manager
Collette Martinez, Ferry Operations Manager
Roberta Regan, Administrative Assistant
Jon Gaffney, ACA Compliance and Program Manager

Ex-Officio Members: Guy Egger, Paratransit Ops Manager
Joanna Huitt, Senior Mobility Planner, Marin Transit

Visitors: Director James Mastin

Chair Patti Mangles called the meeting to order at 1:35 p.m.. Meeting was held virtually via zoom.

1. Introductions

2. Agenda - Members reviewed the agenda. No changes were made.

3. Special Topic – COVID 19 Response / State of the District

Jon Gaffney gave a presentation to the group on the District’s response to COVID 19 and the pandemic’s effect on the District. He stated that to date, six employees has tested positive at the District, but at the time of the meeting all of those employees are back to work. He went on to explain that the District has seen additional absences to COVD-related leave for childcare, the schooling of children and for the care of loved ones.

Mr. Gaffney went on to state that the District activated their Emergency Operations Center (EOC) at the onset of the COVID-19 pandemic. He explained that the EOC met twice weekly for the first four months (virtually) and then weekly starting in the second week of August.

Mr. Gaffney described bus and vessel cleaning stating that the process had been enhanced since the beginning of COVID. The District had purchased electrostatic

sprayers for buses and ferries which were used for deep cleanings of vehicles and vessels once a day. Paratransit vehicles were also being cleaned daily with electrostatic sprayers.

Mr. Gaffney then mentioned that all the counties in which the District operates have strict social distancing and face mask requirements. He stated that this is being enforced on all District vehicles and vessels. In response to this passenger limitations on fixed-route buses had been implemented and which allowed for only eight passengers at a time per vehicle. Paratransit vehicles were also limited to a maximum of three passengers at a time. It was explained that all drivers were required to wear Personal Protective Equipment (PPE) including masks and gloves and fare payment was being achieved contactless.

Mr. Gaffney concluded this portion of the meeting by discussing regional efforts that were being made by transit agencies in the nine Bay Area Counties. He stated that the Metropolitan Transportation Commission was spearheading regional coordination throughout our area and that a Blue Ribbon Task Force was formed to standardize the COVID response and rider experience across the counties.

4. Accessibility Customer Comments

Carlena Natouf remarked that the volume of comments had decreased by 40%.

Marcela Vargas asked if bus operators were checking passengers' temperatures as they board. Mr. Gaffney responded by saying this was not the case as doing so would not only cause delays and the District would likely receive pushback from the community.

Nicole Sykes asked if wheelchairs still need to be secured by drivers. She stated that her concern was that this action would prevent adequate social distancing. Mr. Gaffney explained that wheelchairs still needed to be secured. He stated that this would be less of a concern in low-speed flat areas. However, as much of the District's service travels at freeway speeds on significant inclines, not properly securing a wheelchair could lead to serious injury. Ms. Sykes asked if a passenger could deny being tied down. Mr. Gaffney stated that District Policy requires all wheelchairs to be tied down for safety.

Mr. Gaffney mentioned that the brochure that the ACA was previously working on for riders with disabilities had been put on hold as the District's Marketing Department was currently overwhelmed with creating materials for COVID response and outreach.

5. Marin Transit-Related Items / Paratransit Report

Joanna Huitt explained that average weekday Marin Transit local fixed route ridership was down 59% from that which they had seen pre-pandemic. She stated that Main Transit experienced their largest decline in April 2020 and that ridership had slowly increased since then.

She went on to state that due to social distancing on the vehicles, Marin Transit local passengers are experiencing significantly more pass-ups than prior to the pandemic. On August 10, Marin Transit added supplemental service to help alleviate this issue. Carlena Natouf explained that pass-ups on District routes were mostly occurring on westbound Route 40 trips in the morning and on eastbound Route 40 trips in the evening.

Ms. Huitt then discussed a survey that was conducted of Marin Access riders in June/July to help understand the public's main concerns during COVID. She stated that they had received over 600 responses and that full summary of responses would appear on the Marin Transit website.

Craig Yates asked about using UV light to clean buses. Mr. Gaffney and Ms. Huitt stated that UV light was not being used at this time.

Peter Mendoza asked if Marin Transit and Golden Gate Transit could post Public Service Announcements (PSA's) on vehicle head signs about the new supplemental service. Ms. Natouf replied that the District had information about this on their website and that their Marketing Department is working on several PSA's.

Patti mangles commented on a recent Whistlestop trip stating that the driver made sure everyone was safe and in compliance with County ordinances.

6. General District Matters

Mr. Gaffney stated that Bridge officials are still closing the parking lots at the Golden Gate Bridge on weekends due to ongoing gatherings in the lots. He explained that traffic crossing the bridge traffic was only about two thirds of what it was prior to the pandemic.

Mr. Gaffney then discussed various protests that have been held on both the Golden Gate Bridge and in the Larkspur Ferry Terminal parking lot. He stated that all the protests were peaceful and had minor impact on traffic.

Mr. Gaffney explained that ferry ridership was down 99% from where it was prior to the pandemic. Weekend ferry service had been canceled and most passengers appeared to be working remotely.

Mr. Gaffney stated that the District received over \$30 million in the first round of funding from the CARES act. Mr. Yates asked about staff reductions, to which Mr. Gaffney said there had been none at that time.

Mr. Yates inquired about using empty ferries as cooling centers. Mr. Gaffney responded by saying that the District did not feel that was appropriate to do so given the social distancing mandates currently in effect.

7 ACA Announcements/Open time

Many of the ACA members commented on the meeting format. In general there was a consensus that the holding a meeting virtually via zoom was enjoyable and that overall the meeting went well.

At 2:30 p.m., the Advisory Committee on Accessibility meeting was adjourned at the San Rafael District Conference room. The next meeting was announced to be on October 15, 2020 (later changed to November 19, 2020).



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