

BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Agenda for January 15, 2020

Convene at 6:00 p.m. – Adjourn by 8:00 p.m.
Caboose Room – Whistlestop
930 Tamalpais Avenue, San Rafael, CA 94901



Chairperson: Scott Kempf

Vice Chairperson: Brian Bailey-Gates

Members: Win Archibald, Brian Bailey-Gates, Dan Bell, Fredi Bloom, Jon Horinek, Scott Kempf, Valeria Sasser, Dave Troup, Arthur Young

1. Roll Call and Staff Introductions (2 minutes)
2. Approval of November 20, 2019, Meeting Minutes (2 minutes) (*Attached*)
3. Bus Stoppers¹ (10 minutes)
4. New Business (40 minutes)
 - a. Bicycle Policy Changes on Routes 40 and 40X
 - b. Service Changes on Andersen Drive
 - c. “ClipperSTART” Means-Based Fare Program
 - d. Roundup of San Francisco Street Improvement Projects
5. Review of Events and Announcements (2 minutes)
6. Members’ Forum² (10 minutes)
7. Public Comment (2 minutes per speaker)
8. Adjournment

Next Meeting: March 18, 2020

¹ Members to submit observed problems in bus operations, preferably in writing before the meeting, and provide a verbal summary in less than 2 minutes.

² Members to discuss topics not covered on the agenda or that should be added to a future agenda.

BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Meeting Minutes for Wednesday, November 20, 2019

Committee Members Present: Win Archibald, Brian Bailey-Gates, Dan Bell, Fredi Bloom, Scott Kempf, Valeria Sasser, Dave Troup, Arthur Young

Committee Members Absent: Jon Horinek

District Staff Present: Mona Babauta, Deputy General Manager, Bus Division; David Davenport, Senior Planner; Rich Hibbs, Director of Bus Operations; Carlena Natouf, Customer Relations Supervisor; Krystalyn O’Leary, Superintendent of Transportation Operations

Guests Present: Mohamed Osman, Marin Transit



1. **Roll Call:** Scott Kempf opened the meeting at 6:04 p.m. Eight members were present, representing a quorum.
2. **Approval of Meeting Minutes:** BPAC members approved the September 18, 2019, meeting minutes.
3. **Bus Stoppers:** Two bus stoppers were presented:
 - a. Dan Bell experienced an incident where a bus driver on Route 23 left San Anselmo Hub early and was indifferent when the issue was pointed out to him. Carlena Natouf shared the follow-up remarks provided by a supervisor. Rich Hibbs noted that the District would send a resolution email, and Mr. Bell expressed a desire for the email to have a clearer resolution included.
 - b. Arthur Young observed that newer drivers seem to drive slower and more carefully. Mr. Hibbs noted that staff likes to receive and share positive feedback.
4. **New Business:**
 - a. December 2019 Service Changes: David Davenport presented an extensive list of service changes effective December 8, including major changes to routes in Novato, Lucas Valley, Marinwood, and the Sir Francis Drake Corridor that were discussed at previous meetings. Mr. Davenport added that select trips on several routes will be eliminated due to driver availability. Mona Babauta elaborated on driver availability, explaining that the District has sufficient staffing but that vacations, sick leave, and other factors reduce availability. Mr. Bell asked about the size of the shortage, and Ms. Babauta indicated that it is around 30% on any given day. Val Sasser asked how sick time works, and Ms. Babauta noted that drivers are able to call in sick even if they are not sick. Ms. Sasser asked if a strike was planned, and Ms. Babauta stated that an authorization vote had been taken but the District is not yet aware of any planned action. Mr. Kempf inquired about marketing efforts, and Mr. Davenport replied that efforts included signage on board buses and at bus stops, and online notices. Mr. Kempf asked if there would be any ad buys, and

Mr. Davenport agreed to follow up with Marketing to find out if there were any such plans. Mr. Kempf suggested posting flyers in downtown Novato, and Mr. Young suggested postings at Costco too. Mr. Bell asked about the status of the bus stop at Perry and Fourth Streets in San Francisco, and Mr. Davenport indicated that the new bus schedules would note that the stop is currently closed for construction.

- b. Bus Stop Changes Related to December 2019 Service Changes: Mr. Davenport reported that there will be modifications to over 170 bus stops as part of the December service changes. Work will include the installation of three new bus stops, as well as the addition of Golden Gate Transit service to several existing Marin Transit bus stops. For example, in San Anselmo, a new bus stop pole and wheelchair landing pad will be installed at the new southbound stop on Sir Francis Drake at Bank Street. At the northbound stop, only a new sign will be needed. At the existing San Anselmo Hub bus stop, one kiosk will be removed, the remaining kiosk will be transferred to Marin Transit, and a new bus stop sign will be installed. Ms. Sasser emphasized that changes should be convenient to riders, and that proposals should be brought to the committee for input. Mr. Davenport agreed and indicated that the service change at San Anselmo Hub, for example, had been presented to the committee as well as the public. Mohamed Osman indicated that Marin Transit considered the San Anselmo Hub change minor in nature.
- c. Richmond-San Rafael Bridge Bus Stop Changes: Mr. Davenport reported that changes were recently made to the bus stops on each end of the Richmond-San Rafael Bridge in anticipation of the opening of the bridge's bicycle and pedestrian path. A new shelter was installed at the bus stop on the eastbound on-ramp from San Quentin to the bridge, and the City of Richmond reconfigured the street in front of the Tewksbury Turnaround. He noted that the reconfiguration resulted in operational issues for Golden Gate Transit and AC Transit buses. Subsequently, the city temporarily restricted parking in one space to mitigate the issues until permanent changes can be constructed.
- d. Roberts Lake Park & Ride Status: Mr. Davenport informed the committee that the City of Rohnert Park, which owns the park-and-ride lot at Roberts Lake, recently reduced the number of available parking spaces to 16 to address safety concerns. He indicated that ridership data shows about eight boardings per day, so the District anticipates discontinuing service to the lot in the future. The travel time penalty for through riders is not offset by the amount of demand at this location. Mr. Young suggested that a letter to the editor be written about the issue.
- e. Route 2 Weekend Service and Transit Trends in Sausalito: Mr. Davenport presented findings from the Route 2 demonstration project, which provided weekend service starting in March and will run through December 7. The demo has been considered a success, and the District will consider future seasonal weekend service once driver availability improves. He noted that the route performed well between Salesforce Transit Center and downtown Sausalito, so service would likely not operate beyond those points. Roughly half of passengers rode Transbay and a quarter each rode within San Francisco and Marin County, with trips busiest northbound in the midday and southbound in the afternoon. Mr. Davenport added that some customers had switched to Route 2 from Route 30 and the Sausalito Ferry, but that was not a negative impact because overall demand is strong. He noted that Sausalito tourism is down, perhaps as much as 13%, and that the District will be unable to run two vessels on the Sausalito Ferry for the foreseeable future. Therefore, Route 2 would be a useful supplement to existing service based on the level

of travel demand that exists. Mr. Davenport added that future service would likely run in the evening rather than the morning, and Brian Bailey-Gates observed that based on his son's experience working at a bicycle return service in Sausalito over the summer, that would make sense.

- f. BPAC Chairperson/Vice Chairperson Election: Mr. Davenport opened the annual election of chairperson and vice chairperson for the committee. He explained that the election occurs every November for a one-year term, and no term limits exist. The chair runs the meetings and consults with staff on the agenda as needed, and the vice chair is involved with both tasks as needed. The committee voted unanimously for Mr. Kempf and Mr. Bailey-Gates to serve another term as chair and vice chair, respectively.

5. **Review of Events and Announcements**: Mr. Davenport announced that the District's new website will go live later this month. Mr. Osman announced that Marin Transit will extend Route 49 to the San Marin SMART Station starting December 8.

6. **Members' Forum**: Three topics were presented:

- a. Mr. Young suggested that District staff and Marin Transit investigate BARTable, as a similar publication could build ridership to specific points of interest. Mr. Young also observed that it is off-putting when Marin Transit bus drivers do not help customers with information because they work for a different contractor, and Mr. Osman pointed out that driver retention is an issue that must be worked through so everyone can better understand both systems. Mr. Young encouraged both agencies to think beyond the usual in an effort to recruit and build interest in bus driving, such as demonstrating how buses work at local schools.
- b. Mr. Bell asked about Marin Airporter leaving San Rafael Transit Center, and Mr. Davenport indicated that they had operational issues with traffic and the reconfigured streets around the transit center. Mr. Young asked if Marin Airporter has the right to serve bus facilities along Highway 101, and Mr. Davenport confirmed that they do. Mr. Bell observed that the new striping on Third Street seems confusing, and Mr. Hibbs indicated that the striping was installed by SMART and the City of San Rafael. He added that both the District and Marin Transit had provided feedback to the city about traffic signal timing and other issues. Win Archibald observed that the pedestrian markings appear unclear, and Mr. Davenport noted that SMART's contractor is still performing work in the area. Mr. Hibbs agreed to join Mr. Bell and any other interested parties to look at the striping on Third Street after the meeting.
- c. Mr. Young observed that signage along Van Ness Avenue appeared incomplete or difficult to understand. Mr. Davenport reported that the Van Ness Improvement Project is being managed by SFMTA, and its contractor has the street in a constant state of change. Mr. Young expressed a desire for improvements to be made.

7. **Public Comment**: None.

8. **Adjournment**: Mr. Kempf adjourned the meeting at 7:48 p.m.

Members were advised that the next meeting will take place Wednesday, January 15, 2020.