



## **COMMUNICATIONS**

### **BOARD OF DIRECTORS MEETING**

**September 25, 2009**

1. Electronic letter from Sheryl Minkin addressed to Secretary of the District Janet S. Tarantino, dated September 16, 2009, expressing her concerns regarding the frequency and connection time of Golden Gate Transit Bus Route 22, and safety issues at the Paradise Drive/Highway 101 Bus Pad.
2. Response letter from President Albert J. Boro, dated September 18, 2009, addressed to David Schonbrunn, President, Transportation Solutions Defense and Education Fund, (letter dated July 23, 2009), expressing his concerns regarding the recent scheduling changes to Golden Gate Transit Bus Route 10.

**Prepared: September 22, 2009**

## **Patsy Whala**

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**From:** Sheryl Minkin [sheryl.ca@sbcglobal.net]  
**Sent:** Wednesday, September 16, 2009 11:03 PM  
**To:** District Secretary; Jan Tarantino  
**Subject:** Issue Which Requires Immedate Attention

September 16, 2009

To Whom It May Concern:

I have been riding the Golden Gate Transit bus' (GGTB) for 7 years almost on a daily basis. Many times I have called GGT to voice compliments and complaints, but recently I have encountered a series of issues I feel must be addressed in a timely manner.

Having recently begun working at the Village shopping center in Corte Madera I have been shocked by the unsafe, isolated and poorly lit area that passengers have to pass through in order to get to the bus pad at Paradise Dr and Hwy 101.

First I have to walk across a freeway on ramp that has NO demarcation of a crosswalk and hear all kinds of epithets shouted at me, "use the crosswalk", "hey you can't cross here" and of course the filthy language that I cannot mention here.

No crosswalk demarcation seems to be the norm throughout the system and should be rectified immediately! How can you have us crossing highway on ramps right when motorists are speeding up to enter the highway and not give us a crosswalk? I see CalTrans repainting lines all the time (just today on 101 by Town Center on the other side of 101 from the Village) why not a crosswalk? This is a disgracefully hazardous pedestrian situation! Will it take someone getting run over until you act on this woefully neglected issue?

The path that you require passengers to walk under the freeway- is VERY isolated, poorly lit and an invitation for violence. The lights that are currently in the tunnel style path do not even begin to light up that area and are often broken! You need to put light there that will at least allow us to see if someone is standing around down there or coming toward us or from behind. I know in a County of much abundance-we are only "bus people", but we are paying our fare, our taxes and deserve to be safe!

The stores at the Village close at 8:00 PM-most of the employees get to the bus stop about 8:30-yet the #22 bus (which is above ground and safer) comes at 8:23 PM, IF it doesn't blow by the stop earlier! Many an evening I have been running across the parking lot to get there on time only to see the bus going by the stop prior to 8:23.

I have boarded the bus at 8:20 and had the driver continue on instead of waiting...only to stop at a deserted bus stop in downtown Larkspur to catch up to the correct scheduled time. Wouldn't it make more sense to wait at the Village stop and give us a chance to catch the bus after work??

You cut the service of the #21 bus and replaced it with a shuttle that is supposed to service the Village. Really? It comes into the center about 6 times a day and is nowhere to be found when we get off of work. Is this how you support your ridership and keep citizens safe??

Additionally, why wouldn't you schedule the #22 bus to leave the Village stop at 8:30 or 8:35 instead of 8:23? Most shoppers that come to the mall drive there, however, those who do not drive and the people that work at the mall need time to get to the stop...have you even thought about this??

I know that the new schedule has just come out and therefore you will not (if you see fit) change the printed schedule. However, I see all along the way, especially at the College of Marin, passengers running to catch the bus because it passes too soon. Classes at the college also get out about 8:45 and students would appreciate having more time to catch the bus.

This whole situation is aggravated by the fact that the 22 runs only once each hour. **Maybe it would be safer and make more sense to have another #22 going by at 8:50 PM to accommodate the extra passengers requiring this service at that hour.** Since the bus turns around and goes back the other way-it reaches the College, the Village and Town Center long after the stores are closed. Why not make room in the schedule to pick up all these passengers that are waiting to go home after work and school.

If it was your daughter, you would not want them waiting for another HOUR to go home. Why not give us time to get to the bus??

I am seriously expecting a reply to this email and not a thank you for your comments reply. There has to be a solution to this problem-and soon! I intend to petition elected officials, write letters to the editor and attend the public forum meetings until I see you rectify this situation and provide the service we need at that hour of the night!

I look forward to your response and a positive solution to this issue.

Sheryl Minkin  
12 Kientz Lane  
San Anselmo, CA 94960  
415-457-2522

**BY ELECTRONIC MAIL AT David@Schonbrunn.org ONLY**

September 18, 2009

David Schonbrunn, President  
Transportation Solutions Defense  
and Education Fund  
P.O. Box 151439  
San Rafael, CA 94915



Dear Mr. Schonbrunn:

The Golden Gate Bridge, Highway and Transportation District (District) received your letter dated July 23, 2009, regarding your experience with Golden Gate Transit (GGT) Bus Route 10, as well as your concerns about the implementation of bus service changes and the methods the District uses to communicate those changes.


On July 18, 2009, one of our Customer Service Representatives took your verbal comments about two different Bus Route 10 schedules that did not arrive as scheduled. The complaint was processed in our incident system, and assigned to staff in the Bus Transit Division for further investigation. A Bus Supervisor interviewed the Bus Operator involved. The Bus Transit Division continues to monitor the route to ensure that these trips operate correctly.

On June 29, 2009, Bus Route 10 departure/connection times were changed between four to eighteen minutes from what was printed in the Bus and Ferry Transit Guide, in order to facilitate connections at Marin City with departure times of other routes. At the time, we published a "Notice to Customers" regarding the time changes and made them available onboard the buses, and updated the schedule on the District's website. We also posted a sign at the Golden Gate Bridge Toll Plaza for transferring customers to be aware of the new schedule.

The District continues to work on improving our methods for communicating changes in service to our customers. The District has improved our posted signage at hundreds of bus stops, placed sandwich boards and banners at major boarding locations, and recently added the ability for customer's to receive e-mail notification about route specific changes (go to [www.goldengate.org](http://www.goldengate.org) and click on the red envelope on the left side of the page).

We apologize for the confusion you encountered in trying to use our bus service and will continue to strive to improve the District's customer communications. Your suggestions about improving the methods in which we deliver our changes will be considered.

Sincerely,

  
Albert J. Boro, President  
Board of Directors

c: Members, Board of Directors, C Kupersmith, A Zahradnik, R Downing, H Moore (via electronic mail)  
Ray Messier, President, Amalgamated Transit Union, Local No. 1575 (via electronic mail at [rayatu1575@pacbell.net](mailto:rayatu1575@pacbell.net))