

Agenda Item No. 1b  
For: February 12, 2009

## **BUS PASSENGERS ADVISORY COMMITTEE (BPAC)**

### ***Agenda for Wednesday, January 21, 2009***

Convene at 6:00 p.m. – Adjourn by 8:00 p.m.  
Conference Room – Administration Building  
1011 Andersen Drive, San Rafael, CA 94901



MEMBERS, PLEASE BE SURE TO LET US KNOW WHETHER YOU PLAN TO ATTEND. (415) 257-4417

Co-Chairpersons: Ted McLean and Hobart Bartshire

Marin County: Hobart Bartshire, Marcus Ferrone, Michael Ham, Stanton Klose, Dan Knight, Edwin “Ted” McLean, Jo Trotter, Michael Wall, Don Wilhelm

Sonoma County: Win Archibald, Michelle Donnelly, Matt Rogina, Jr.

San Francisco and East Bay: Jim Stone

1. Roll Call (5 minutes)
2. Approval of Meeting Summary for November 19, 2008 (5 minutes)
3. Bus Stopper<sup>1</sup> (10 minutes)
4. Outstanding Business (35 minutes)
  - a. March 2009 Regional Service Changes; Delay of Certain Changes to June 2009
  - b. Public Information Campaign for New Fareboxes and New Fare Media to Replace Ticket Books
  - c. Public Information Campaign for Proposed Passenger Code of Conduct
  - d. Proposed Policy on Segway Usage on Bus and Ferry
5. New Business (10 minutes)
  - a. Proposed Sonoma County Commute Service Changes
  - b. Other
6. Review of Events and Announcements (5 minutes)
7. Public Comment (2 minutes per speaker)
8. Adjourn

Next Meeting: Wednesday, March 18, 2009

---

<sup>1</sup> Members to submit observed problems in bus operations, preferably in writing, and provide a verbal summary in less than 2 minutes.

# **BUS PASSENGERS ADVISORY COMMITTEE (BPAC)**

*Meeting Summary of Wednesday, November 19, 2008*



## **Committee Members Present:**

Marin County: Hobart Bartshire, Marcus Ferrone, Stanton Klose, Dan Knight, Ted McLean, Jo Trotter, Michael Wall, Don Wilhelm  
Sonoma County: Winifred Archibald  
San Francisco/East Bay: N/A

## **Committee Members Absent:**

Michelle Donnelly, Michael Ham, Matt Rogina, Jim Stone

**District Staff Present:** Ron Downing, Principal Planner; Rich Hibbs, Superintendent of Safety and Training; Pete Guthlein, Interim Customer Relations Supervisor; Barbara Vincent, Senior Planner; and David Davenport, Associate Planner

1. **Roll Call:** Ted McLean opened the meeting at 6:10 p.m. Nine members were present, representing a quorum.
2. **Approval of Meeting Summaries:** Mr. McLean made a motion to accept the meeting summaries of May 21 and October 15, 2008, and Don Wilhelm seconded that motion. BPAC members unanimously approved accepting the meeting summaries.
3. **Bus Stopper:**
  - a. Jo Trotter noted that the schedule of the second morning Route 38 bus was moved forward so it missed connecting with Routes 70 and 80 at the Bridge. The Scheduling Department was informed of the problem and changed the schedule back. Ron Downing said Scheduling should endeavor to take connections into account in the future when considering schedule changes.
  - b. Hobart Bartshire mentioned a letter from passenger Yvette Wakefield that he had forwarded to Mr. Downing. Apparently, Ms. Wakefield missed a connection between Routes 22 and 23. A discussion ensued about whether drivers should be instructed to hold for transfers from late buses. Rich Hibbs reported that current policy is for drivers to hold for three minutes during the daytime and five minutes at night. He also noted that Golden Gate Transit's proposed Automatic Vehicle Location system will include a button that drivers can press to send a message to connecting buses to hold for transfers. The committee discussed the need for passengers who make a complaint to give as much specific detail as possible: Time, date, route number, direction of travel, bus number, and description of driver are all important facts that can help Golden Gate Transit staff assist patrons in resolving issues.
  - c. Stanton Klose expressed his concern that buses are pulling around each other at the stops along Sansome Street. He pointed out that the last bus of the evening should be especially careful to pick up all passengers. Mr. Hibbs noted that drivers should not be pulling around each other on Sansome Street. He said that a couple stops on Sansome

Street are being moved back to their original locations now that construction of a nearby building is complete. A road supervisor will be there during rush hour to help direct passengers to the new stops, and Mr. Hibbs will have the supervisor remind drivers not to pass each other at the stops.

**4. Outstanding Business:**

- a. GGT Passenger Survey of Bus and Ferry Riders and Non-Riders: Barbara Vincent reported that field work for bus and ferry on-board surveys is complete, as is the work on the telephone survey. [The contractor later reported that they are still doing follow-up phone calls on the telephone survey, which should be completed the week of November 22.] The next step is to conduct additional focus groups. Ms. Vincent promised to bring in sample questionnaires for the next meeting as well as sample preliminary data if it is available by then.
- b. New Fare Media and Ticket Books: Mr. Downing reminded the committee that the new media for the recently purchased fareboxes will be in the form of stored-value magnetic-stripe fare cards. He reported that the fareboxes are scheduled to be put in service February 2, 2009. The new fare media should be rolled out during January 2009, and current ticket books that expire December 31, 2008, will continue in use through January and February.
- c. Update on Proposed Regional Service Changes for March 2009:
  - 1) Mr. Downing announced that the regional service changes described at October's meeting were presented to the District Board of Directors on October 23, at which time the board authorized a public hearing to receive comments from the public. Mr. Downing also announced that the Board approved a methodology for assigning MCI coaches to trips based on passenger loads, with the threshold being 35 passengers per trip on average. Consideration of distance and comfort issues would be made only after capacity issues were addressed. He told the committee that District staff has been presenting the proposed regional service plan to the public in a series of outreach meetings, and he briefly described the proposed changes. In Tiburon, the Route 9 is to be eliminated, and two afternoon Route 8 trips will be combined into one. Three midday Route 60 trips will be eliminated, and two morning trips will be incorporated into Route 27. On Route 75 Sonoma-Marin commuter service, two low-productivity trips are slated to be cancelled. All these cancellations will permit the District to provide added service on Routes 4, 27 and 54.
  - 2) For Basic service, the plan proposes a new express Highway 101 corridor service in the place of Route 80, which will be called Route 101. The only Marin County stops will be on Redwood Blvd. in Novato and at the San Rafael Transit Center. This service will operate on weekdays only, when Route 71 service is available for local service in Marin County, along with Route 70. Route 80 will operate on weekends and on evenings when Route 101 is not running.
  - 3) In addition, the plan proposes to eliminate Geary Boulevard service on Route 10. Route 10 would operate via Van Ness Avenue and Lombard Street instead, with service extended to the Manzanita Park and Ride Lot and Strawberry. Peak period service would be offered in both directions on Geary Boulevard on a new Route 92.
  - 4) In response to this item, the committee voted to recommend that the Board approve the service changes. Dan Knight made the motion, which was seconded by Mr. Bartshire. The motion passed with one nay, one abstention, and seven yeas.

**5. New Business:**

- a. Proposed Passenger Code of Conduct: Mr. Downing noted that this item is still being prepared by staff. It will probably be ready for the committee to review at January's meeting.
- b. Proposed Policy on Segway Usage on Bus and Ferry: Because of recent FTA guidelines, local transit agencies are developing policies for the use of Segways as mobility devices for persons with disabilities. The District is still preparing its policy, which will be brought to the committee for review.
- c. Discussion of Topic Areas for Committee for 2009:
  - 1) *Smoking at Bus Stops*: A brief discussion was initiated, Mr. Downing pointing out that jurisdiction over bus stops belongs to either the county or city, except in the case of the San Rafael Transit Center. Areas for future research and discussion include current policies of local jurisdictions, enforcement, and a policy for the San Rafael Transit Center.
  - 2) *Cell Phone Use*: Mr. Downing passed out for the committee's review some graphics developed by the Marketing Department encouraging polite use of cell phones that will be used in the form of "car cards" to be posted on District buses.
  - 3) *Composition of Committee*: The committee discussed whether the size of the committee should be adjusted and the advisability of recruiting members from areas such as San Francisco and the Canal district.

**6. Review of Events and Announcements:**

- a. Staffing Changes: Mr. Downing announced that, due to increasing commitments, he will step down from his role as committee liaison. In his place, Ms. Vincent and Mr. Davenport will do their best to keep the committee informed.
- b. Other Announcements: No events or announcements were discussed.

**7. Public Comment:** None.

**8. Adjournment:** Ted MacLean motioned that the meeting adjourn at 8:20 p.m. and was seconded. The motion passed to adjourn the meeting.

Members were advised that the next meeting would be Wednesday, January 21, 2009.