



COMMUNICATIONS

BOARD OF DIRECTORS MEETING February 12, 2010

1. Letters from President Albert J. Boro, addressed to Michelle Donnelly and Donald Wilhelm, dated January 21, 2010, expressing his appreciation for their service as members of the District's Bus Passenger Advisory Committee.
2. Letter from Paul and Patricia Pearson, Members, Aquatic Park Neighbors, addressed to the Golden Gate Bridge Board of Directors, dated January 21, 2010, petitioning the District to re-route GGT buses away from the Aquatic Park Neighborhood, and President Boro's response dated January 27, 2010.
3. Letter from Paul Papazian, addressed to President Albert J. Boro, dated January 23, 2010, requesting a Value Ride card in replacement of Mr. Papazian's previous card that was damaged in one of the District's fareboxes, and President Boro's response dated February 11, 2010.
4. Response letter from President Albert J. Boro, dated January 27, 2010, addressed to Barbara Stein Friedman (letter dated November 6, 2009), informing her that the District actively manages the various activities that occur on the Golden Gate Bridge sidewalks in order to balance the safety needs of all its users, including pedestrians, bicyclists and Bridge workers.
5. Letter from the Armanini Family addressed to the Golden Gate Bridge Board of Directors, dated February 1, 2010, expressing gratitude for adjourning the Board of Directors meeting in memory of their family member, Alma Armanini.
6. Response letter from President Albert J. Boro, dated February 11, 2010, addressed to Elizabeth and Michael Paxson (letter dated December 14, 2009), expressing appreciation for acknowledging the positive experience with the Golden Gate Transit (GGT) Bus Operator while riding the bus from Mill Valley to Saint Hilary School.



January 21, 2010

Michelle Donnelly
1716 Putnam Way
Petaluma, CA 94954

SUBJECT: BUS PASSENGERS ADVISORY COMMITTEE

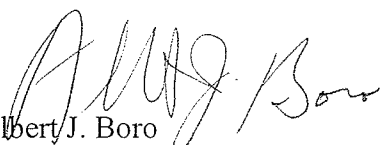
Dear Ms. Donnelly:

The District regretfully accepts your resignation from the Bus Passengers Advisory Committee (BPAC). On behalf of the Board of Directors, I wish to express our sincere appreciation for your active service as a member of BPAC.

The BPAC Committee greatly benefited from your observations and support as a Petaluma representative. Your use of Golden Gate Transit to commute to and from your work in San Francisco allowed you to contribute unique insight and information to the group.

Your interest and dedication to the District is much appreciated. Golden Gate Transit hopes to continue to be able to serve you in the future.

Sincerely,


Albert J. Boro
President, Board of Directors

c: Members, Board of Directors
Planning Department



January 21, 2010

Donald Wilhelm
21 Hayes St.
Novato, CA 94947

SUBJECT: BUS PASSENGERS ADVISORY COMMITTEE

Dear Mr. Wilhelm: *Don*

The District regretfully accepts your resignation from the Bus Passengers Advisory Committee (BPAC). On behalf of the Board of Directors, I wish to express our sincere appreciation for your active service as a member of BPAC.

The BPAC Committee greatly benefited from your observations and support as a Novato representative. Your use of Golden Gate Transit to commute to and from your work in San Francisco for many years allowed you to contribute unique insight and information to the group.

Your interest and dedication to the District is much appreciated. Golden Gate Transit hopes to continue to be able to serve you in the future.

Sincerely,

Albert J. Boto
Albert J. Boto
President, Board of Directors

c: Members, Board of Directors
Planning Department

Patsy Whala

From: Jan Tarantino
Sent: Thursday, January 21, 2010 12:04 PM
To: Patsy Whala
Subject: FW: Re-Route GGT Buses

From: Pat Pearson [mailto:patriciapearson@gmail.com]
Sent: Thursday, January 21, 2010 11:58 AM
To: Jan Tarantino; Fiona.Ma@asm.ca.gov; jennifer.guzman@sen.ca.gov; David Campos; Sean Elsbernd; Carmen Chu; Bevan Dufty; Assemblymember.Ammiano@assembly.ca.gov
Cc: David.Chiu@sfgov.org; Michela.Alioto-Pier@sfgov.org; Sarah.Ballard@sfgov.org; gavin.newsom@sfgov.org; kcarroll@visitfishermanswharf.com
Subject: Re-Route GGT Buses

January 21, 2010

TO:
Board of Directors of the Golden Gate Bridge, Highway and Transportation District
Mark Leno, Senator
Fiona Ma, California State Assemblywoman
Tom Ammiano, California State Assemblyman

CC:
David Chiu, San Francisco Supervisor District 3
Michela Alioto-Pier San Francisco Supervisor, District 2
Gavin Newsom, Mayor of San Francisco
Kevin Carroll, Fisherman's Wharf CBD Executive Director

Dear Golden Gate Transit Board Members and State and City Representatives,
I am a member of the Aquatic Park Neighbors (www.aquaticpark.org), a local San Francisco residents' association representing the neighborhood from Columbus to Van Ness along the waterfront. There are 250+ members in our association, which is comprised of home owners, renters, small business owners and many families with young children.

I am writing you to request that the Golden Gate Transit (GGT) buses to be re-routed away from our residential neighborhood entirely. There are other city bus services that can service the stops located in the Fisherman's Wharf area.

My concerns are as follows:

===> Speed and safety: The GGT buses travel through a primarily residential area, including a school, from Columbus to Van Ness along North Point. The buses travel far too fast and although actual injury-causing accidents may be limited in number, our cyclist and pedestrian neighbors are rightfully fearful of the buses.

===> Speed and building vibration: In recent years, GGT buses were supposed to have been re-routed off of North Point entirely due to the vibration caused by the buses speeding past the residential buildings. Most neighbors' homes vibrate when the buses pass. This is damaging to the buildings and interrupts normal, acceptable living standards. Having the buses off of North Point entirely would help our neighborhood resume this basic standard of living.

===> Increasing traffic volume:

---> Current situation: Currently, the Aquatic Park Neighborhood faces much more traffic and variety of types of traffic on North Point than a typical residential street in San Francisco. There are private automobile traffic, GGT buses, MUNI buses and tourist buses. During the course of any day, there are more MUNI buses than the typical residential street because the buses transit through our area on their way to the Kirkland bus yard, also on North Point Street. Tourist buses, both local and non-local, also add to the congestion: Quackers, tourist fire engines, Mr.

Toad's Wild Ride, Small Yellow Scooters, Cable car buses, and Double-decker buses, and countless other heavy diesel tour buses, just to name a few. There is also the historical cable car along Hyde Street which crosses and stops on North Point a few times per hour. The result is excessive congestion.

---> Future increase in traffic volume: The neighborhood is facing an increasing traffic crisis on North Point Street. The Fisherman's Wharf Community Benefit District has considered putting directional signs encouraging all north and east-bound tourist traffic onto North Point. If this does happen, it would make North Point the primary artery for automobile tourist traffic into one of the top tourist destinations in the United States of America.

====> Three lanes of traffic to become two: The current bicycle lane plan has North Point slated to add two bike lanes, east and west directions. The addition of these lanes will shift North Point from three lanes of traffic down to two lanes of traffic. There is clearly a problem with volume of traffic increasing, but the number of automobile traffic lanes decreasing. The bike lanes are intended to be vital for commuters cycling in from the northwest region of the city and Marin County. However, one must be concerned about the cyclists' safety. Plus, from a traffic standpoint, having only one lane each way will cause additional congestion.

I would like to see the GGT buses re-routed away from our neighborhood entirely. One possible solution is to have the buses travel along Van Ness to Broadway. These streets are not residential in nature and would expedite GGT transit time. The GGT riders that do use the stops in our area could be serviced by the MUNI 10 line or F line. This solution would benefit GGT riders and commuters who will otherwise be exposed to unreasonable transit times and frustrating traffic situations.

Thank you very much for considering my concerns.

Sincerely,

Paul & Patricia Pearson
Fontana West Apartments
1050 North Point, Apts. 1801 & 1802
San Francisco, CA 94109



BY ELECTRONIC MAIL TO patriciapearson@gmail.com ONLY

January 27, 2010

Paul and Patricia Pearson
1050 North Point Street, # 1802
San Francisco, CA 94109

Dear Mr. Pearson and Ms. Pearson:

This is in response to your January 21, 2010, electronic letter to the Board of Directors of the Golden Gate Bridge, Highway and Transportation District (District) Senator Leno, Assemblywoman Ma and Assemblyman Tom Ammiano expressing concerns about Golden Gate Transit (GGT) bus operations along North Point Street and requesting that GGT buses be rerouted away from your neighborhood, possibly onto Broadway Street. District staff has reviewed your concerns regarding GGT and suggestion to reroute buses off of North Point Street and provide the following information for your use.


GGT limits its operation on North Point Street between Van Ness Avenue and Polk Street to weekdays between the hours of about 6:00 a.m. and 9:00 a.m., and between Van Ness Avenue and The Embarcadero to weekdays between the hours of about 3:00 p.m. and 6:00 p.m. During these hours of operation, Bus Operators are required observe the posted speed limit. All GGT Bus Operators are licensed professionals. Safety is the District's number one priority. GGT buses, about 150 in total, represent a very small percentage (less than 1%) of all traffic on North Point Street.

The route of GGT buses and use of San Francisco city streets for bus stops are regulated by the City of San Francisco (the City), primarily through the offices of the Municipal Transportation Agency (MTA) and the Department of Public Works (DPW). The District has worked in full collaboration with the MTA and the DPW departments for over 35 years to effectively deliver, for the benefit of the general public, transit bus service between San Francisco, Marin and Sonoma Counties along designated routes within the City. Besides North Point Street, GGT routes between the Golden Gate Bridge and the two major destinations served by GGT in San Francisco: the Civic Center and the Financial District, include Lombard Street, Van Ness Avenue, 19th Avenue, Geary Boulevard, Webster Street, Golden Gate Avenue, McAllister Street and Beach Street. GGT staff is available to work with MTA and DPW staff should the City desire to change the GGT route alignment within San Francisco.

Letter to Paul and Patricia Pearson
January 27, 2010/Page 2

Thank you for your letter. I appreciate your concerns for preserving the quality of your neighborhood. Should the City desire to pursue your suggestions relative to Golden Gate Transit, they should contact our General Manager, Celia Kupersmith.

Sincerely,



Albert J. Boro
President, Board of Directors

c: Members, Board of Directors
C Kupersmith, Z Johnson, T Mantony, A Zahradnik, M Currie, R Hibbs and D Miller
The Honorable Mark Leno, Member, California State Senate, by electronic mail to Receptionist Jennifer Guzman at Jennifer.guzman@sen.ca.gov
The Honorable Tom Ammiano, Member, California State Assembly, by electronic mail at Assemblymember.Ammiano@assembly.ca.gov
The Honorable Fiona Ma, Member, California State Assembly, by electronic mail at Fiona.Ma@asm.ca.gov
The Honorable David Chiu, President, San Francisco Board of Supervisors, by electronic mail at David.Chiu@sfgov.org
The Honorable Michela Alioto-Pier Member, San Francisco Board of Supervisors, by electronic mail at Michela.Alioto-Pier@sfgov.org
Sarah Ballard, Legislative Aide to Michela Alioto-Pier, by electronic mail at Sarah.Ballard@sfgov.org
The Honorable Gavin Newsom, Mayor, City and County of San Francisco, by electronic mail at gavin.newsom@sfgov.org
Kevin Carroll, Executive Director, Fisherman's Wharf Community Benefit District, by electronic mail at kcarroll@visitfishermanswharf.com

January 22, 2010

My name is Paul Papazian. I am a Senior Advisor for the federal Department of Health and Human Services. I have been commuting to San Francisco from my home in Petaluma by Golden Gate Transit Route 76 for over 25 years.

On September 14, 2009, when I inserted my \$50 Golden Gate Transit (GGT) ticket into a GGT bus' ticket machine to pay my fare, the ticket was not returned to me, it was literally "swallowed up" by the machine. At the time, there was approximately \$33 left on the ticket. The driver had me fill out the "Golden Gate Transit Overpayment of Fare" form (a copy of which is enclosed) and said that I should hear something within a few weeks. When I didn't hear anything, I contacted GGT on 10/13, at which time I talked to a women (I didn't get her name) who said she would look into it. Not hearing anything from her, I re-contacted GGT on 11/2 and then again on 11/19. In both instances, I was transferred to the extension of a Helen Moore. She did not answer either time, so I left messages detailing my experience and asking her to contact me. When she did not get back to me by November 24, I sent an email to GGT. A copy of the acknowledgement of that email is also enclosed. To this date, I have not heard a word.

It's not the money, it's the fact that after over four months, other than an automated response triggered by my email, I've received no response from anybody at GGT. For the most part, GGT service has been great over the last 25 years, and I understand people are overworked, but it doesn't seem too much to ask that someone respond to my inquiry. My home address is: 1611 Flanigan Way, Petaluma, CA 94954. My home phone number is 707-763-576 and my work number is 415-437-8126. Any help you can provide to assure that this matter is, at least, being reviewed and that concerns of this type aren't ignored would be greatly appreciated. Thanks in advance.



Paul G. Papazian

Papazian, Paul (HRSA)

From: Golden Gate Transit [noreply@goldengate.org]
Sent: Tuesday, November 24, 2009 9:01 AM
To: Papazian, Paul (HRSA)
Subject: Your Golden Gate Transit Bus Comment

Ref #9806

Thank you for taking the time to share your experience with Golden Gate Transit. Your input will be reviewed upon receipt by Customer Relations Staff and given appropriate management attention.

Please do not reply to this email.

=====
===== Your comment =====

On 9/14, in paying my fare on the bus, my \$50 Golden Gate Transit yellow ticket was swallowed up by the bus' ticket machine. There was approximately \$35 left on the ticket at the time. The driver had me complete a "Golden Gate Transit Overpayment of Fare" form and indicated that I would be reimbursed. I have the pink copy of that completed form. Since then, I have, on three separate occasions, attempted to check on the status of my case. The first time was on October 13, when I talked to someone (I didn't get the name) who said she would check on it. I never heard back from her. On 11/2, I was directed to Helen Moore and proceeded to leave her a message providing the complete details of what had occurred. She did not respond, so I left a follow-up message with her on 11/19. I still have heard nothing. I think that I'm most bothered by the fact that no one has even bothered to re-contact me. If you need more time, fine. If you need more information, fine. Just don't ignore me,

GOLDEN GATE TRANSIT OVERPAYMENT OF FARE

DATE _____
 DATE OF OVERPAYMENT _____
 SCHED # _____
 ROUTE _____
 RUN# _____
 TIME _____ AM/PM _____
 COACH _____
 LOCATION _____
 DIRECTION _____

OPERATOR _____
 ID# _____
 OPERATOR VERIFY YES _____ NO _____
 RECEIVED CALL FROM _____ PASSENGER _____
 _____ OPERATOR _____
 _____ OTHER _____
 EXPLAIN OTHER _____

PASSENGER INFORMATION
 NAME _____
 ADDRESS _____
 CITY STATE ZIP _____
 PHONE Home _____ Cell _____

FARE INFORMATION
 FARE DEPOSITED _____
 ACTUAL FARE _____
 TOTAL OVERPAYMENT _____
 DISPATCHED BY SUPERVISOR _____

FOR OFFICE USE ONLY

OPERATOR CONTACTED (DATE) _____
 VERIFIED YES _____ NO _____
 SUPERVISOR _____
 OPERATIONS DEPT _____
 APPROVED _____ DENIED _____



February 11, 2010

Paul G. Papazian
1611 Flanigan Way
Petaluma, CA 94954

Dear Mr. Papazian:


Please accept my apology for the delay in responding to your issue concerning the farebox problems you experienced on September 14, 2009. The driver in question did submit the appropriate form, and the Bus Vehicle Maintenance Department checked the farebox of Coach 619 for your missing \$50 Value Card. Unfortunately, no card was recovered.

Normally, we do not replace value cards that cannot be located in the farebox. However, because you have been so patient and persistent in contacting the District about your issue, we are enclosing a replacement card for \$33 that you can use on any Golden Gate Transit bus.

Again, I apologize for the delay in responding to your letter.

We appreciate receiving comments since it is one of the best ways to gather information from our customers and key users of our services. Thank you for taking the time to write to the District with your concerns.

Sincerely,



Albert J. Boro, President
Board of Directors

AJB:JST:plw

c: Members, Board of Directors
C Kupersmith, T Mantony, H Moore and M Currie

Enclosure: Value Card



BY ELECTRONIC MAIL AT starving.paralegal@att.net ONLY

January 27, 2010

Barbara Stein Friedman
Broker Associate
Hill & Co. Real Estate

Dear Ms. Friedman:

Thank you for your comments in your electronic letter of November 6, 2009. First, I apologize for the delay in my response and secondly, I trust that your husband has recuperated.

In response, I would like to offer the following information:

The Golden Gate Bridge, Highway and Transportation District (District), which operates the Golden Gate Bridge (Bridge), is acutely aware of the volume of pedestrian and cyclist activity on the east sidewalk. The situation is heightened now as our work forces are painting the vertical suspender ropes on the east side of the Bridge. This work is temporary, but can only be done from the east sidewalk.

It also should be noted that Phase IIIA of the Golden Gate Bridge Seismic Retrofit Project will have substantial impact on the sidewalks over the next three years. During this construction, the District will continue to provide bicycle access across the Bridge 24 hours a day/7days a week. This construction will replace a segment of sidewalk on both the east and west sides, so bicycles will be shifted from one side to the other to accommodate this construction. Pedestrians will continue to have access to the east sidewalk; however, there will be a period of time where pedestrians will not be able to walk all the way across the Bridge, because of the construction.

The District actively manages the sidewalks to balance the safety needs of all users: pedestrians, bicyclists and workers. A recent example of the active management is shown in a report to the Board's Building and Operating Committee on March 27, 2008, and to the full Board on May 28, 2009. You may access the committee report by clicking on the following link:

<http://goldengate.org/board/2008/Agendas/documents/BO080327s1GGBSidewalkFindings.pdf>

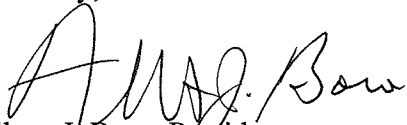
The District's Board of Directors has no plans to change its sidewalk use policies in the near future; however, a number of options are being explored for possible implementation in the future.

Letter to Barbara Stein Friedman
January 27, 2010/Page 2

I would further note that in May 2009, the District launched a new sidewalk safety campaign whereby our bicycle patrols proactively interacted with both commuting cyclists and visitors about the safety requirements of biking on the sidewalk. The District created a brochure that was distributed and continues to be periodically distributed. We also provided this information to the area bicycle rental companies. The brochure is also posted on the District's website at the following link: <http://goldengatebridge.org/bikesbridge/documents/staysafe.pdf>.

Again, I apologize for the delay in responding to your letter, I am sorry for the injuries your husband experienced, and I thank you for taking the time to communicate your concerns to the District.

Sincerely,



Albert J. Boro, President
Board of Directors

AJB:JST:plw

c: Members, Board of Directors
C Kupersmith, D Mulligan, K Witt, L Locati and M Currie

We would like to
thank the Board of
Directors of the
Golden Gate Bridge
for honoring Alma.
The family truly
appreciates your
kindness.

The family of
Alma Armanini
acknowledges
with deep appreciation
your kind expression
of sympathy.

GOLDEN GATE BRIDGE
HIGHWAY AND
TRANSPORT DISTRICT

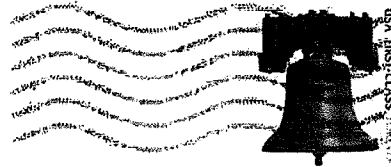
2010 FEB - 1 AM 11:30

SECRETARY OF
THE DISTRICT



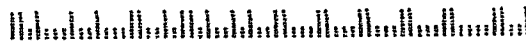
Norma Lombardi
704 Maple Ave
SAN FRANCISCO CA 941
South San Francisco CA 94080

2010 FEB 01 PM 5:17



Golden Gate Bridge
Highway & Transportation Dist.
Box 9000 Presidio Station
San Francisco, Ca
94129-0601

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BY ELECTRONIC MAIL AT epaxson@mac.com ONLY

February 11, 2010

Elizabeth & Michael Paxson
2 Tamalpais Avenue
Mill Valley, CA 94941

Dear Mr. and Mrs. Paxson:

Thank you for the commendation letter you sent regarding Virginia Simpson-Woodson, one of Golden Gate Bridge, Highway and Transportation District's (District) professional Bus Operators. Ms. Simpson-Woodson was pleased to hear that the parents and students from Saint Hilary School were appreciative of her work. Ms. Simpson-Woodson commented to Teri Mantony, Deputy General Manager/Bus Division, that the parents and students worked together and worked hard to make this a successful relationship and she was very grateful that you took the time to compliment her performance.

Regarding whether or not Ms. Simpson-Woodson could be reassigned to the route, this is not possible under the terms of our collective bargaining agreement with Amalgamated Transit Union Local Division No. 1575. Bus Operators bid quarterly for their run assignments based upon seniority, and the District can assign runs only under very specific terms. The run would have to be available at the time Ms. Simpson-Woodson bids for her work, and she would have to choose the available run. Frequently, Bus Operators select varying assignments for a change of pace.

If you would like to send Ms. Simpson-Woodson a communication or token of appreciation, please address it to the attention of Administrative Assistant Monina Ramos at Golden Gate Transit, 1011 Andersen Drive, San Rafael, CA 94901. Ms. Ramos will forward your appreciation to Ms. Simpson-Woodson.

Thank you for your gracious letter. The District has many great Bus Operators and we appreciate your taking the time to tell us *you* think one of them is pretty great too.

Sincerely,

A handwritten signature in blue ink, appearing to read "Albert J. Boro".

Albert J. Boro
President, Board of Directors

c: Members, Board of Directors
Bus Operator Virginia Simpson-Woodson
ZW Johnson, T Mantony, R Hibbs, H Pye, H Moore and M Currie
BOX 9000, PRESIDIO STATION • SAN FRANCISCO, CA 94129-0601 • USA