

BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Agenda for Wednesday, November 18, 2020

Convene at 6:00 p.m. – Adjourn by 8:00 p.m.

Meeting will be held via Zoom:

<https://zoom.us/j/95710820101?pwd=UVBldVpKNHJVUkFacINNOUI0ajJFQT09>

Call-in number: 669-900-6833

Meeting ID: 957 1082 0101

Passcode: 812566



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 (5 minutes)
2. Approval of September 16, 2020, Meeting Minutes (2 minutes) (*Attached*)
3. Bus Stoppers¹ (10 minutes)
4. Outstanding Business (15 minutes)
 - a. San Rafael Transit Center Update
 - b. Clipper START Means-Based Fare Program Update
 - c. MTC Blue Ribbon Transit Recovery Task Force Update
5. New Business (30 minutes)
 - a. December 2020 Service Changes
 - b. COVID-19 Financial Impacts
 - c. BPAC Chairperson/Vice Chairperson Election
6. Review of Events and Announcements (2 minutes)
7. Members' Forum² (10 minutes)
8. Public Comment (2 minutes per speaker)
9. Adjournment

Next Meeting: January 20, 2021

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, September 16, 2020

Committee Members Present: Win Archibald, Brian Bailey-Gates, Dan Bell, Fredi Bloom, Jon Horinek, Scott Kempf, Dave Troup

Committee Members Absent: Valeria Sasser, Arthur Young

District Staff Present: David Davenport, Senior Planner; Carolyn Derwing, Supervising Scheduler and Data Analyst; Hitham Hamdon, Operations Analyst; Rich Hibbs, Director of Bus Operations; Carlena Natouf, Customer Relations Supervisor

Guests Present: Director James Mastin; Mohamed Osman, Marin Transit

1. **Roll Call:** Scott Kempf opened the meeting at 6:23 p.m. Seven members were present, representing a quorum.
2. **Approval of Meeting Minutes:** BPAC members approved the January 15, 2020, meeting minutes.
3. **Bus Stoppers:** None.
4. **Outstanding Business:**
 - a. San Rafael Transit Center Update: David Davenport updated the committee on improvements to the existing interim facility, which are complete except for some ongoing tweaks. The environmental review for the new permanent replacement facility is behind schedule because all three design alternatives are being analyzed, rather than just the preferred alternative. A virtual public meeting is tentatively planned for late October. A draft environmental impact report should be complete by year's end, with a public release scheduled for early 2021. Fredi Bloom asked about the proliferation of traffic signals near the existing transit center, and Mr. Davenport stated that these new signals are permanent installations related to the SMART rail extension.
5. **New Business:**
 - a. COVID-19 Response: Mr. Davenport provided an overview the District's response to the COVID-19 pandemic. The District created a page on its website to list its service impacts and actions across the agency. Golden Gate Transit efforts to manage pandemic impacts include issuing personal protective equipment to employees, installing barriers next to bus driver compartments, requiring patrons to wear face coverings, limiting seating, setting maximum bus capacities, cleaning and disinfecting buses and facilities, and posting social distancing signage and markings. In addition, bus and ferry service has been reduced to better match supply with demand.



Ms. Bloom asked about ventilation on board buses, and Hitham Hamdon noted that buses use HEPA filters. Mr. Kempf asked if there have been bus capacity issues, and Mr. Davenport reported that back-up buses are being deployed where necessary to accommodate impacted passengers. Dan Bell asked about the fiscal state of the District and if employees have been laid off. Mr. Davenport reported that federal funding is expected to run out in November, and layoffs are under consideration. Carolyn Derwing added that traffic on the Golden Gate Bridge is down, affecting toll revenue used to fund transit service. Brian Bailey-Gates asked if back-up trips are running off the extra board, which Mr. Davenport confirmed. Mr. Bailey-Gates also asked for clarification on media coverage of potential layoffs, and Mr. Davenport explained that open positions will count towards layoff totals. Director Mastin expanded on the topic, noting layoffs would occur no sooner than late November only in the absence of additional stimulus funding. Mr. Kempf asked about ridership increases as businesses reopen, and Mr. Davenport observed that while bridge traffic has increased, bus ridership has remained flat since the first round of openings. Transit ridership is unlikely to see another uptick until offices reopen, and Mr. Kempf and Mr. Bailey-Gates suspected that heavy traffic would return first.

- b. Pandemic-Related Service Changes: Mr. Davenport provided an update on service changes since shelter-in-place orders first took effect on March 17. From March until June, select trips were cancelled based on staffing levels. Starting in June, several trips were cancelled and a handful of routes were suspended. A special schedule change occurred in July, and additional trip cancellations and route suspensions took place at that time. More service was suspended in September. Mr. Davenport noted that service was added to Routes 30, 40, and 70 in July to support social distancing. However, future service cuts are expected. Jon Horinek asked if GGT has a core service plan like Muni, and Mr. Davenport noted that Routes 30, 40, 70, and 101 constitute its core service. Mr. Kempf asked if the District has received feedback on service changes, and Mr. Davenport responded that most comments have been related to bus capacity issues.
- c. MTC Blue Ribbon Transit Recovery Task Force: Mr. Davenport informed the committee of the creation of a 30-member Blue Ribbon Transit Recovery Task Force by the Metropolitan Transportation Commission to guide the future of the Bay Area's public transit service in light of the pandemic. The group consists of various agency and stakeholder representatives and has met roughly monthly since May. He reported that the task force released "Riding Together: Bay Area Healthy Transit Plan" in August, which can be reviewed at healthytransitplan.com. Mr. Kempf asked about the District's representation on the task force, and Mr. Davenport confirmed that Denis Mulligan, the District's General Manager, is a member.

6. Review of Events and Announcements: Three announcements were made:

- a. Mohamed Osman reported that Marin Transit has many of the same pandemic policies in place as Golden Gate Transit. Marin Transit is not running school service but did add supplemental service to four routes. Mr. Kempf asked about ridership, and Mr. Osman stated that it is down about 65%. Mr. Kempf asked how that compares to the District, and Mr. Davenport reported that bus ridership is down 80% and ferry ridership is down 97%. He added that GGT is no longer the contractor for Route 17 as of September 13.
- b. Carlena Natouf shared findings of a bus passenger survey taken in May to understand travel behavior during the pandemic and what would trigger former riders to return to

transit. The survey also covered communication preferences. Ms. Natouf shared feedback on safety and service concerns, and noted that District staff is meeting regularly to review back-up service levels.

- c. The committee congratulated Rich Hibbs on his announcement that he will be retiring after 32 years of service.

7. Members' Forum: Mr. Bell asked for outdated schedules to be removed from buses, which he recently discovered while riding Route 228. Mr. Osman and Mr. Davenport reported that neither agency is printing schedules, so Mr. Osman will follow up to make sure they are not still on board buses. Mr. Horinek thanked the District for their hard work during the pandemic and raised the topic of equity with print access. Ms. Natouf clarified that printed schedules can be mailed upon request.

8. Public Comment: None.

9. Adjournment: Mr. Kempf adjourned the meeting at 7:41 p.m.

Members were advised that the next meeting will take place Wednesday, November 18, 2020.