

BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Agenda for Wednesday, September 16, 2020

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

Meeting will be held via Zoom:

<https://zoom.us/j/93599685589?pwd=VGluUaTlxYWFEb1NXcDITaXJSU2YvQT09>

Call-in number: 669-900-6833

Meeting ID: 935 9968 5589

Passcode: 944540



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 January 15, 2020, Meeting Minutes (2 minutes) (*Attached*)
3. Bus Stoppers¹ (10 minutes)
4. Outstanding Business (5 minutes)
 - a. San Rafael Transit Center Update
5. New Business (45 minutes)
 - a. COVID-19 Response
 - b. Pandemic-Related Service Changes
 - c. MTC Blue Ribbon Transit Recovery Task Force
6. Review of Events and Announcements (2 minutes)
7. Members' Forum² (10 minutes)
8. Public Comment (2 minutes per speaker)
9. Adjournment

Next Meeting: November 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, January 15, 2020



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

Committee Members Absent: Fredi Bloom, Valeria Sasser, Arthur Young

District Staff Present: David Davenport, Senior Planner; Calli Gonsalves, Customer Relations Assistant; Rich Hibbs, Director of Bus Operations; Krystalyn O’Leary, Superintendent of Transportation Operations

1. **Roll Call:** Scott Kempf opened the meeting at 6:05 p.m. Six members were present, representing a quorum.
2. **Approval of Meeting Minutes:** BPAC members approved the November 20, 2019, meeting minutes.
3. **Bus Stoppers:** Dan Bell presented two bus stoppers:
 - a. Mr. Bell shared an incident that appeared like unacceptable driver behavior while riding Route 101 in Petaluma. A man asked the driver if the bus stopped in Marin City, and the driver responded that it did not. Rather than suggest that the man transfer buses in San Rafael, the driver said that he could try another bus. Rich Hibbs reported that a supervisor reviewed footage of the incident and determined that the man was a known fare evader and did not intend to pay to ride the bus. Mr. Bell asked what the normal procedure was in this situation, and Mr. Hibbs stated that drivers should assist with directions, request that a customer pay the fare, etc. Mr. Bell agreed to follow up with Mr. Hibbs to close out the issue.
 - b. Mr. Bell asked if it would be possible to install benches on Platform C at the San Rafael Transit Center. David Davenport reported that two 88” benches are scheduled for installation by SMART’s contractor, and an installation date has not yet been announced. The District is working with SMART to address all the items on the punch list.
4. **New Business:**
 - a. Bicycle Policy Changes on Routes 40 and 40X: Mr. Davenport informed the committee of a policy change that will take effect March 8. Bicycles have been allowed inside buses with two doors on Routes 40 and 40X if the front bike rack is full. This practice effectively ended in the fall when the Orion buses were taken out of service, but the policy will now come to an official end. Mr. Davenport added that bicyclists could use the Richmond Bridge’s new bike path as an alternative to the bus. Dave Troup asked if bikes could be allowed inside on the last trip of the night. Mr. Hibbs responded that the policy does not have this exception; however, drivers can use their discretion.
 - b. Service Changes on Andersen Drive: Mr. Davenport reported that the alignment of Route 30 will change starting March 8 to mitigate delays experienced by buses crossing the

SMART tracks in multiple locations. Buses will bypass Lindero Street and the segment of Andersen Drive west of Bellam Boulevard, which has very low ridership, and use the freeway instead. Mr. Davenport noted that this area would continue to be served by westbound trips on Routes 40 and 40X.

- c. “ClipperSTART” Means-Based Fare Program: Mr. Davenport presented a new fare program being launched this spring to provide discounts to low-income customers. The program, which is being spearheaded by the Metropolitan Transportation Commission, will provide 50% off cash fares for adults on most bus and ferry services. A lower fare is already offered for local travel in Marin County and the East Bay, as well as between the East Bay and San Francisco, so no further discount will be applied to those trips. Special event ferries to Oracle Park and Chase Center also will be excluded. Mr. Davenport reported that other participants include Muni, BART, and Caltrain. Muni will provide a 50% discount, while the other two will offer a 20% discount. He added that ClipperSTART is a pilot program expected to last 12-18 months.
- d. Roundup of San Francisco Street Improvement Projects: Mr. Davenport provided a summary of 13 roadway construction projects that are directly affecting Golden Gate Transit operations in San Francisco. Jon Horinek asked about transit signal priority along Van Ness Avenue, and Mr. Davenport confirmed that the project would include that feature upon completion. Mr. Horinek also asked if Van Ness bus stops would have level boarding, and Mr. Davenport responded that they would not. Level boarding would introduce incompatibilities with the kneeling feature buses use at other bus stops. The committee observed that there seem to be many projects going on at the same time.

5. Review of Events and Announcements: Carolyn Derwing announced that the stop at Perry and Fourth Streets in San Francisco would be removed from maps and schedules starting March 8. The last stop will be shown as Fourth and Folsom Streets, which is consistent with current operational practice.

6. Members’ Forum: Five topics were presented:

- a. Win Archibald asked about the status of construction at San Rafael Transit Center. Mr. Davenport responded that SMART’s contractor is working on the punch list. He noted that Route 30 would be modified, and Ms. Derwing added that additional operational changes have not yet been determined. Mr. Kempf observed that traffic issues persist in the area, and Mr. Troup suggested that traffic signals be re-timed. Mr. Davenport indicated that the District had made such a request to the City of San Rafael. Mr. Kempf asked for an update on the permanent replacement of the transit center, and Mr. Davenport replied that a public meeting would be scheduled once environmental review is complete in late spring or early summer.
- b. Brian Bailey-Gates observed that the Gillig buses operating on Route 24 seem to be full and some trips have standees, and he observed staff checking on the issue at the Bon Air bus stop. Mr. Hibbs and Ms. Derwing stated that staff is working on the issue, and more MCI bus assignments and fewer cancellations are expected.
- c. Mr. Bailey-Gates informed the committee that the Fairfax Parkade bus stop shelter now consists of a pop-up tent. Mr. Hibbs observed that a permanent shelter had been installed at the Broadway bus stop, but the Sir Francis Drake bus stop has not yet been constructed by the City of Fairfax.

- d. Dan Bell indicated that the website's trip planner does not seem to be working. Various committee members tested the website and determined that pop-ups need to be enabled. Mr. Bell observed that it does not seem obvious that Marin Transit service is also available and that it should be visible to assist new riders. Mr. Davenport indicated that the trip planner, which includes all transit service, is placed first for this reason. Mr. Horinek pointed out that ferry names seem to be missing from the Google data. Krystalyn O'Leary added that a new automated system now allows people to call 511 and receive the same information available via the Transit app.
- e. Mr. Bailey-Gates reported that the Route 24 trip departing Pine & Battery at 5:20 PM has not been consistently showing up, resulting in crowding on the next trip. Operations staff agreed to review the issue, and Ms. Derwing added that planned MCI bus assignments might help address the issue.

7. Public Comment: None.

8. Adjournment: Mr. Kempf adjourned the meeting at 7:32 p.m.

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