

BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Meeting Minutes for Wednesday, January 18, 2023



Committee Members Present: Scott Kempf, Brian Bailey-Gates, Dan Bell, Mike Combs, Dave Troup, Fredi Bloom

Committee Members Absent: Jon Horinek

District Staff Present: Jason Cave, Schedules Analyst; Carlena Natouf, Customer Relations Supervisor; Krystalyn O'Leary, Director of Transportation; Laura Leahy Bruckman, Manager of Field Operations; Mona Babauta, Deputy General Manager, Bus Division; David Davenport, Principal Planner; Emily DelRoss, Senior Planner.

Guests Present: Mohamed Osman, Marin Transit (MT); Katherine Tsou, Senior Counsel, Hanson Bridgett LLP; David Pilpel

1. **Roll Call:** Scott Kempf opened the meeting at 5:37 p.m. Six members were present, representing a quorum.
2. **Approval of Meeting Minutes:** BPAC members approved the November 16, 2022, meeting minutes.
3. **Bus Stoppers:**
 - a. Dave Troup reported that real-time information does not appear in Transit App when buses are turned off at layover points. Staff explained that operators are required to turn vehicles off when they deboard for breaks, which shuts down the headsign. No technical fix is available at this time. Staff recommends relying on scheduled time listed in app until bus is powered on.
 - b. Mike Combs reported a private employee shuttle identified as Route 101 traveling along Van Ness Avenue, raising concerns about possible confusion for GGT riders. Staff will reach out to SFMTA for assistance.
4. **Ongoing Business:** (None)
5. **New Business:**
 - a. Review of Brown Act: Katherine Tsou provided an overview of the Brown Act, with particular focus on committee member conduct and communications. Due to its creation by formal action from the Board of Directors, BPAC meetings are subject to Brown Act requirements including open and public meetings, limiting discussions to only those items on the agenda, opportunities for public comment, and roll-call voting while meetings are being held via Zoom. Communications outside meetings should be limited and managed through District staff.
 - b. Storm Impacts: Krystalyn O'Leary provided a summary of storm-related impacts to GGT operations. Ridership and service were not negatively impacted. GGT assisted Golden Gate Ferry (GGF) with bus bridge service from Tiburon to San Francisco while ferries

were unable to dock at Tiburon. GGT also assisted SMART by providing bus bridge service at a flooded portion of the tracks.

- c. Customer Service Update: Carlena Natouf presented for the District's Customer Service Department. Topics included department functions, service center statistics, and common customer questions and concerns.
- d. Future Fare Increase: David Davenport presented a Proposed Five-Year Fare Program for Fiscal Years 2023/24 through 2027/28. The new fare program would increase fares on bus, ferry, and paratransit to offset the District's rising operating costs. The proposal includes four options, which are subject to change after receiving public input and Board action. Virtual public meetings and a virtual public hearing will be held in February, with board action expected in March.
- e. Customer On-Board Survey: Emily DelRoss presented the District's upcoming Regional Bus, Ferry, and Bridge User and Non-User Survey. The contract for the survey is expected to be awarded in January, pending Board action. The survey will provide the District with updated information on rider use of the system as well as rider demographics, which will inform future Title VI equity analyses. A survey of non-riders will be included too.
- f. Permanent Approval of Route 114: Ms. DelRoss presented a proposal to make Demonstration Route 114 a permanent part of regular service. The route was implemented in March 2022 in response to requests from the public to reinstitute commute service from Mill Valley to San Francisco and follows similar routing to the previous Route 4, which was discontinued through emergency action in 2020 due to lack of ridership. A Title VI equity analysis will be conducted and Board action is expected in February.

6. Announcements:

- a. Mohamed Osman provided an update on MT operations. A major service change is scheduled for June with public outreach taking place in March. A new ADA-compliant logo will be rolled out in February. Service disruptions over the past three weeks resulted from storm impacts and operator shortages.
- b. Future In-Person Meetings: Mr. Davenport stated that due to the expiration of the Governor's emergency orders on March 1, BPAC will return to meeting in-person for the next scheduled meeting on March 15th. In-person meetings will be held at the Vivalon building, which is adjacent to the San Rafael Transit Center and accessible by public transit, from 6:00 PM to 8:00 PM.

7. Members' Forum:

- a. Mr. Combs inquired about the reinstatement of ferry feeder services. Staff reported that the District's Short-Range Transit Plan did not identify any new bus routes for restoration, or expansion beyond current service, due to financial constraints.
- b. Dan Bell requested an update on the status of the San Rafael Transit Center in the next meeting. Staff will include this item on the agenda for the March meeting.

8. Public Comment: None.

9. Adjournment: Scott Kempf adjourned the meeting at 7:11 p.m.

Members were advised that the next meeting is scheduled to take place in-person at 6:00 P.M. on Wednesday, March 15, 2023 at Vivalon.