

BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Meeting Minutes for Wednesday, July 21, 2021



Committee Members Present: Brian Bailey-Gates, Dan Bell, Fredi Bloom

Committee Members Absent: Jon Horinek, Scott Kempf, Valeria Sasser, Dave Troup, Arthur Young

District Staff Present: David Davenport, Senior Planner; Bill Middleton Jr., Acting Superintendent of Safety and Training; Carlena Natouf, Customer Relations Supervisor

Guests Present: Director James Mastin; Mohamed Osman, Marin Transit; Davis Schwartz, Capital Partners

1. **Roll Call:** Brian Bailey-Gates opened the meeting at 5:38 p.m. Three members were present, which did not represent a quorum.
2. **Approval of Meeting Minutes:** Approval of the meeting minutes for the May 19, 2021, meeting was deferred due to the lack of a quorum.
3. **Bus Stoppers:** Dan Bell recommended that the use of Golden Gate Transit be encouraged as a way to visit the Golden Gate Bridge, and Fredi Bloom and Mr. Bailey-Gates agreed. David Davenport noted that GGT usage to the bridge has increased in light of Muni's current service suspension, and Carlena Natouf reported that she has seen an uptick in hotel concierges calling for transit information after a long pause due to the pandemic.
4. **New Business:**
 - a. **Transit Status Report:** Mr. Davenport presented a transit status report prepared for the District's Transportation Committee meeting on July 22. The report highlighted that traffic and transit usage continues to be down, and that transit service has focused on equity with the need for commuter-oriented service diminished. The District anticipates transit service demand to remain weak until office workers return to San Francisco. In addition, the Board of Directors must adopt the findings of a Title VI equity analysis that shows that disadvantaged riders were not adversely affected by the reduction in commute bus service throughout the pandemic. Ms. Bloom asked if the emergence of the delta variant would have an impact on service, and Mr. Davenport responded that service changes would be dependent upon increased demand. Mr. Bailey-Gates reported that his office anticipates reopening after Labor Day but added that the opening is subject to change due to the delta variant. He asked about the District's feedback process, and Mr. Davenport said the District's rider survey in May is being taken into consideration along with external information from sources like the Bay Area Council.
 - b. **Strategic Plan Workshop:** Davis Schwartz led a discussion with BPAC members to solicit feedback on six questions related to the District's effort to create a new strategic plan.

(1) Mr. Schwartz asked about key bus service issues, and Ms. Bloom suggested additional surveying to gauge the return of riders. Mr. Bailey-Gates noted that the emergence of the delta variant may delay the return of riders, and Mr. Bell indicated that Regional routes are essential and should see a boost in service. (2) Mr. Schwartz asked about the relocation of the San Rafael Transit Center, and the committee reiterated its support of the Move Whistlestop Alternative. (3) Mr. Schwartz asked about bicycle and pedestrian access to transit service, and Mr. Bell suggested that policies treat bikes and e-bikes the same. Ms. Bloom said she likes the idea of bikesharing. (4) Mr. Schwartz asked about regional transit coordination, and Mr. Bell and Mr. Bailey-Gates suggested improved connections to the Larkspur SMART Station. Mr. Bailey-Gates observed that GGT is responsive with service changes, and Mr. Bell indicated his support for the means-based fare program. (5) Mr. Schwartz asked about customer service messaging and wayfinding, and the committee expressed support for new technologies. Mr. Bell and Mr. Bailey-Gates stated that 511 is a good information source. (6) Mr. Schwartz asked about the structure and usefulness of BPAC, and committee members agreed that they serve an important role as the voice of bus riders. They added that sharing observations with District staff allows issues to be addressed before the public complains. Lastly, Mr. Schwartz asked for general feedback, and Mr. Bell stated that bus drivers should see themselves as ambassadors. Mr. Bell and Ms. Bloom emphasized the need to be familiar with Marin Transit services where possible. Mr. Schwartz agreed to update the committee on the strategic plan at a future meeting.

5. Announcements: None.

6. Members' Forum: None.

7. Public Comment: None.

8. Adjournment: Mr. Bailey-Gates adjourned the meeting at 7:30 p.m.

Members were advised that the next meeting is scheduled to take place Wednesday, September 1, 2021, via Zoom.