

# **BUS PASSENGERS ADVISORY COMMITTEE (BPAC)**

*Meeting Minutes for Wednesday, May 17, 2023*



**Committee Members Present:** Scott Kempf, Brian Bailey-Gates, Dan Bell, Dave Troup

**Committee Members Absent:** Fredi Bloom, Mike Combs

**District Staff Present:** Jason Cave, Schedules Analyst; Carlena Natouf, Customer Relations Supervisor; Krystalyn O'Leary, Director of Transportation; Emily DelRoss, Senior Planner

**Guests Present:** Mohamed Osman, Senior Operations Analyst, Marin Transit (MT); Bill Whitney, Principal Project Delivery Manager, Transportation Authority of Marin (TAM); Bri Adams, Parisi Transportation Consulting; Daniel O'Sullivan, Convey, Inc.

- 1. Roll Call and Introductions:** Scott Kempf opened the meeting at 6:08 p.m. Four members were present, representing a quorum.
- 2. Approval of Meeting Minutes:** BPAC members approved the March 15, 2023, meeting minutes pending an edit to include a trip start time of 9:30 am on item 3d.
- 3. Bus Stoppers:**
  - a. Dan Bell reported being unable to ride Route 101 with his bike due to the bike rack being at capacity and requested data on how often this occurs. Staff explained that if a rider is unable to load their bike due to the rack being at capacity, an operator may request that Dispatch assign a supervisor, if available, to transport the rider and their bike. Bike counts and rack capacity are unreliable due to the collection method. However, analysis of preliminary data and anecdotal reports from operations staff suggest that this does not happen on a frequent basis.
  - b. Dave Troup reported confusing trip cancellation email alerts and recommended a clearer method for reporting trip cancellations to customers. Staff explained that the headers at the top of the District's bus schedule webpages are the best source for current trip cancellations. The program used to display schedules on the website does not allow real-time schedule editing, so Marketing staff manually enters trip cancellation alerts. Marketing is exploring automated solutions to replace this manual process.
  - c. Mike Combs requested that trip cancellation notifications include more detailed information, such as the reason for the cancellation and a suggested transit alternative. Staff explained that each messaging mode (email, text, and website) has different character limitations, which dictates how much information can be included. District staff is exploring alternative messaging options that would allow for more streamlined, transparent, and timely dissemination of service information to customers.
- 4. Ongoing Business:**
  - a. San Rafael Transit Center (SRTC) Relocation Update: Emily DelRoss reported recent developments in the project. The Final Environmental Impact Report was adopted by the Board in December 2022 and a preferred alternative was selected. The project is currently

in the preliminary (30%) design phase, and the District is working with City staff to form the Community Design Advisory Group. This group will be comprised of members of the San Rafael community and will provide input into the design process for the new SRTC. The group is expected to be formed in the coming weeks, with the first meeting tentatively scheduled for late June. The group will meet four times through the end of the year, when the preliminary design should be completed. The final design process is expected to begin in the spring of 2024. Pending full funding, the new SRTC could be completed by mid-2027.

- b. Customer Service Update: Carlena Natouf reported that top customer comments for 2023 include pass ups, conduct, cancellations, and public information with most comments pertaining to no-shows, driving, and late service. Top methods of contact were via phone, web, and email, with minimal contacts made in-person. Language translation services were predominantly requested for Spanish speakers, along with some requests for Mandarin translation and only one request for Hindi translation.
- c. Tamalpais Overcrossing Project Update: Emily DelRoss reported that District staff is continuing to work with Caltrans to resolve transit issues related to proposed interchange improvements. District staff met with Caltrans staff in February and April to discuss transit-related concerns, including the retention of the freeway bus pads and pedestrian and bicycle access. Caltrans is conducting analyses to determine the feasibility of modifications requested by the transit agencies and the Town of Corte Madera and will meet with the agencies after the analyses are completed.

## 5. New Business:

- a. 101 Interchange Project Update: Bill Whitney and Bri Adams presented TAM's Improvements to Highway 101 Interchanges and Approaching Roadway project. The study of 12 freeway interchanges is funded by the local transportation sales tax. The study's goal is to improve operations and safety for all users, provide seed money for planning efforts, conduct public outreach, and develop a scope of improvements for each interchange, as well as prioritize near- and long-term changes. The three interchanges at Tiburon Blvd./East Blithedale Avenue, Freitas Parkway, and Alameda del Prado/Nave Drive were selected for advancement to the Project Initiation Document (PID) development and community input phase. TAM will update BPAC as the project advances.
- b. Strategic Plan Update: Emily DelRoss summarized a request made by Board President Theriault for BPAC's input on the District's strategic planning process. The committee acted to include all ideas submitted from each member in a response letter to the President. Ideas were to be submitted to Emily by May 26 for inclusion in the letter, which would be submitted to the Board by June 12.
- c. June Service Changes: Emily DelRoss reviewed service changes that will go into effect on June 11. Changes include an additional trip in each direction on Route 114. A pilot project on Route 130 will extend four southbound and four northbound weekday peak trips into the Canal District, providing one-seat rides to Sausalito and the City. The first five westbound weekday trips on Route 580 will be adjusted to provide better BART connections. Lastly, Routes 101, 130, and 150 will be realigned in the Civic Center area in response to safety concerns at the 7<sup>th</sup> & Market bus stop. Buses will move to a new stop at Larkin & Grove.

**6. Announcements:** None.

**7. Members' Forum:** None.

**8. Public Comment:**

- a. Mohamed Osman provided an overview of Marin Transit service changes that go into effect on June 11. Significant adjustments to routes, service levels, and schedules will better align bus service with ridership demand and improve reliability.

**9. Adjournment:** Scott Kempf adjourned the meeting at 8:06 p.m.

Members were advised that Committee will begin its summer hiatus and that the next meeting is scheduled to take place in-person at 6:00 P.M. on Wednesday, September 20, 2023, at Vivalon.