

BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Meeting Minutes for Wednesday, May 18, 2022



Committee Members Present: Brian Bailey-Gates, Dan Bell, Mike Combs, Jon Horinek, Dave Troup

Committee Members Absent: Fredi Bloom, Scott Kempf

District Staff Present: Mike Abegg, Director of Schedules and Service Development; David Davenport, Principal Planner; Meaghan Goodwin, Digital Communications Program Manager; Carlena Natouf, Customer Relations Supervisor; Krystalyn O’Leary, Acting Director of Operations

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

1. **Roll Call:** Brian Bailey-Gates opened the meeting at 5:37 p.m. Five members were present, representing a quorum.
2. **Approval of Meeting Minutes:** BPAC members approved the March 16, 2022, meeting minutes.
3. **Bus Stoppers:** Topics were discussed by three committee members:
 - a. Dan Bell reported that real-time departure information for commute routes is not being displayed at Salesforce Transit Center. Staff will follow up with the Metropolitan Transportation Commission (MTC) on the issue.
 - b. Dave Troup asked about the e-bike policy on MCI buses. Staff confirmed they are not permitted and noted that it is not currently possible to indicate bus assignments online. Brian Bailey-Gates asked if real-time information could include bus numbers. Staff said it is not possible, but the information is available by calling the customer service center. Staff indicated support for making this information more readily available in the future.
 - c. Mike Combs asked about the performance of Route 114 and the potential to restore ferry feeder service. Staff reported that ridership has met minimum expectations so far and that ferry feeder service could be considered if demand resurfaces. Mike Combs observed that buses are holding for time at the Golden Gate Bridge, and staff agreed to review schedules to reduce the likelihood of occurrences.
4. **Ongoing Business:**
 - a. COVID-19 Update: David Davenport reported that passengers are no longer required to wear masks, but masks are strongly recommended. District staff are still required to wear masks on buses and ferries. He also reported existing bridge traffic and bus and ferry ridership trends, noting a slight improvement from the previous meeting but still far below pre-pandemic levels. Staff continues to monitor the COVID situation and make adjustments where necessary.
 - b. Van Ness Bus Rapid Transit Update: David Davenport stated that bus lanes on Van Ness Avenue opened on April 1. Mike Combs observed that GGT signage is not especially

visible and asked if improvements could be made, asked if local rides are permitted, and pointed out that Google Maps is showing incorrect bus stop locations. Staff said the addition of GGT to Muni's real-time displays in 2023 should help, noted that the District is open to signage changes to enhance the passenger experience, confirmed local rides are permitted, and noted that Google Maps is sometimes slower to update than the Transit app. Committee members were encouraged to contact staff if incorrect bus stop information still appears in the future. Jon Horinek asked if there had been service improvements since the bus lanes opened, and staff reported that Muni had measured an improvement in travel times while GGT had not yet quantified changes.

5. New Business:

- a. June 2022 Service Changes: David Davenport presented a list of service changes effective June 12, including the restoration of Route 150 weekend service, restoration of Route 101 extra peak trips between San Rafael and San Francisco, and truncation of Routes 130 and 150 at the San Rafael Transit Center. Mike Abegg added that Marin Transit Route 36 would be realigned to serve Strawberry. Dan Bell asked about connections between the shortened Route 150 and alternate Marin Transit routes and asked about bus assignments on the new Route 101 trips. Staff indicated that timed transfers would be provided with Routes 35 and 71, and while the Route 101 trips will be assigned Gillig buses, that could change if warranted by high ridership.
- b. Short-Range Transit Plan: David Davenport announced that the District would prepare a Short-Range Transit Plan update this year, with a draft due in September and final plan scheduled for adoption by the Board of Directors in December to meet MTC's deadline. The SRTP will have a planning horizon of five years and present three funding scenarios to demonstrate what the District's future transit service could look like.
- c. Bay Area Transit Coordination Efforts: David Davenport shared an update on regional coordination efforts that could affect the District's transit service, including MTC fare and management studies, Senate Bill 917, and a trial effort to provide a universal Clipper pass to institutional partners. Dan Bell observed that some systems require tag-on and tag-off of Clipper cards while others do not, and Brian Bailey-Gates suggested that standardization would be helpful.

6. Announcements: Two topics were presented:

- a. Meaghan Goodwin requested feedback on a minor change to the trip planner located on the front page of the District's website, which would notify users of the need to turn off pop-up blockers to use the widget. Brian Bailey-Gates and Jon Horinek supported the addition of static text about the issue, and Mike Combs suggested subtlety in the way the notification appears.
- b. Mohamed Osman announced additional Marin Transit service changes effective in June, including the realignment of Route 17 due to Mill Valley construction, cancellation of Route 61M, and new Route 66 service from the Sausalito and Larkspur ferry terminals.

7. Members' Forum: None.

8. Public Comment: David Pilpel suggested that the run book be explained at a future meeting and major stop IDs be included in the Transit Guide, and remembered Bob David, the District's former photographer and graphic designer.

9. Adjournment: Brian Bailey-Gates adjourned the meeting at 7:20 p.m.

Members were advised that the next meeting is scheduled to take place Wednesday, September 21, 2022, via Zoom. [This meeting was later postponed to November 16, 2022.]