

BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Meeting Minutes for Wednesday, May 21, 2025



Location: San Rafael District Conference Room, 1011 Andersen Dr, San Rafael, CA 94901

Committee Members Present: Dan Bell, Mike Combs, Scott Kempf, Odin Palen, Dave Troup

Committee Members Absent: None

District Staff Present: David Davenport, Principal Planner; Melanie Sanborn, Marketing & Communications Specialist; Raymond Santiago, Manager of Traffic Engineering and Transit Facilities

Guests Present: Gordon Hansen, Metropolitan Transportation Commission; Patricia Rodgers; Abby Smith, Marin Transit

1. **Roll Call and Introductions:** Mike Combs opened the meeting at 6:17 p.m. Five members were present, representing a quorum.
2. **Approval of Meeting Minutes:** BPAC members approved the November 20, 2024, meeting minutes.
3. **Bus Stoppers:**
 - a. Dan Bell commented that the real-time display inside Salesforce Transit Center continues not to show some Golden Gate Transit (GGT) departures. David Davenport indicated that the issue relates to when buses are turned on, and therefore transmitting a signal, and extends to other operators serving the facility. District staff will consider potential solutions to the issue and then reach out to the agencies responsible for the display.
 - b. Dave Troup reported that Routes 23 and 101 no longer have convenient connections, which is an issue that began with the August 2024 service changes. David Davenport noted that schedule changes to Route 101 were made at Marin Transit's request. Abby Smith reported that the length of Route 23 prevents it from offering timed transfers in both directions, so service is staggered with Routes 22 and 68 instead.
 - c. Odin Palen reported that GGT real-time information is not showing up on Google Maps. District staff will research and fix the issue.
4. **Ongoing Business:**
 - a. San Rafael Transit Center Relocation Update: Ray Santiago presented on project progress over the past year, which began with public outreach efforts and continues with 30% (preliminary) design that considers Board and community design group feedback. He noted that environmental clearance at the federal level is currently underway and should be complete this fall; the effort includes work with the Federated Indians of Graton Rancheria on archeological testing. Final design is expected to begin next year, with construction following once full funding is obtained. Dave Troup asked if GGT can

continue to use the existing facility until funding is secured, which Ray Santiago confirmed.

5. New Business:

- a. Regional Mapping & Wayfinding Project: Gordon Hansen presented on the project, which includes the recently completed installation of prototype maps and signs at El Cerrito del Norte BART Station and Santa Rosa Transit Mall, real-time departure QR code signs at Route 580 bus stops, and a mini-prototype installation at Powell BART Station. The project will provide a consistent, identifiable set of map and signage design standards that will be used by all Bay Area transit agencies. Current draft guidelines are being refined, and updated maps and signs will be piloted at Larkspur Ferry Terminal, as well as locations outside the GGT service area, in 2026.
- b. Clipper® 2.0 Launch and Related Fare Policy Changes: David Davenport presented on the feature launch and timeline of the Next Generation Clipper program and related fare policy changes. He noted that GGT and Marin Transit would no longer be a combined system, which will have implications for how customers use the system. He also reported that Marin Transit is expected to procure new fareboxes by the end of the year, which will further differentiate the two systems.

6. Announcements:

- a. Headsign and Real-Time Display Feedback Updates: In response to issues previously raised by the committee, David Davenport reported that headsigns for southbound buses on Routes 101, 130, and 150 have been updated from San Francisco Mission & Fremont to San Francisco Salesforce TC. In addition, SFMTA is currently in the process of adding GGT to real-time departure signs at bus stops along Van Ness Avenue.
- b. The group welcomed back Patty Rodgers, who will become a member of the committee effective with the next meeting.

7. Members' Forum: None.

8. Public Comment: None.

9. Adjournment: Mike Combs adjourned the meeting at 8:02 p.m.

Members were advised that the next meeting will take place on July 16, 2025.