



Agenda Item No. (3)(a)–(3)(c)

To: Transportation Committee/Committee of the Whole
Meeting of October 22, 2020

From: Ron Downing, Director of Planning
Denis J. Mulligan, General Manager

Subject: **REPORTS OF DISTRICT ADVISORY COMMITTEES**
(a) **ADVISORY COMMITTEE ON ACCESSIBILITY**
(b) **BUS PASSENGERS ADVISORY COMMITTEE**
(c) **FERRY PASSENGERS ADVISORY COMMITTEE**

Recommendation

There is no recommendation associated with this item.

Summary

The purpose of the formation of the above-mentioned Advisory Committees is to provide the public a forum by which they can communicate their viewpoints and suggestions on the operations of the Golden Gate Bridge, Highway and Transportation District (District), as well as on the bus and ferry transit systems, to the District Board of Directors and staff. These Advisory Committees meet regularly, and designated District staff participates in these meetings. From time to time, these Advisory Committees submit recommendations to the District's Transportation Committee (Committee) for its consideration.

The Secretary of the District is required to provide packets of the Advisory Committees to the Committee.

The documents attached to this report are as follows:

- (a) **ADVISORY COMMITTEE ON ACCESSIBILITY**
Agenda and Minutes from August 13, 2020 meeting
- (b) **BUS PASSENGERS ADVISORY COMMITTEE**
Meeting packet of September 13, 2020
- (c) **FERRY PASSENGERS ADVISORY COMMITTEE**
There is no new meeting information at the time of this mailing.

Fiscal Impact

There is no fiscal impact associated with this item.

Attachments

ADVISORY COMMITTEE ON ACCESSIBILITY AGENDA FOR THURSDAY, AUGUST 13, 2020



Meeting: 1:30 p.m. to 3:00 p.m.

Meeting will be held on Zoom. See information below:

Join Zoom Meeting

<https://zoom.us/j/99397355334?pwd=b3FOWDJHb3hZNERuRk11V21DWXjUT09>

Meeting ID: 993 9735 5334

Passcode: 133854

1 669 900 6833 US (San Jose)

Meeting ID: 993 9735 5334

Passcode: 133854

1. Introductions (2 Minutes)

2. Agenda (2 Minutes)

3. Special Topic – COVID 19 response (15 Minutes)

- a. Vehicle Cleaning
- b. Social Distancing
- c. Personal Protective Equipment
- d. Regional Coordination
- e. Ridership Impacts

4. ACA-Related Items (10 Minutes)

- a) Accessibility Customer Comments
- b) Brochure

5. Marin Transit-Related Items (15 Minutes)

- a) Marin County Local Bus and Mobility Management
 - a. Service Changes
- b) Paratransit Service (Inter-county and Local)
 - a. Paratransit Statistics

6. GGBHTD-Related Items (15 Minutes)

- a) Parking Lot Closures
- b) Budgetary Impacts
- c) Protests – Ferry and Bridge

7. ACA Member Announcements/Comments; Public

- a) Open Time (3 Minutes per Speaker)

(Speakers are limited to three minutes. Members or visitors with specific comments or incidents to report are requested to call Jon Gaffney at (415) 257-4417 at least two days prior to the meeting.)

(Next Meeting: November 19, 2020 1:30 pm)



Agenda and meeting materials are available in alternative formats, and a phonic-ear amplification system is available upon request. Sign-language interpreters may be requested by the deaf or hearing impaired by calling (415) 257-4415 or TDD **711** at least one week prior to the meeting. District Administration Building is served by GGT-accessible Bus Routes 30. Consult District's web site at <http://www.goldengate.org/>, or call **511** for further GGT bus and ferry schedule information. Information on accessible services is also available on the web site. To schedule paratransit transportation to the meeting (for paratransit eligible riders), call Marin Access Paratransit at (415) 454-0964 or (800) 454-0964. For further information regarding the ACA, call Jon Gaffney, ADA Compliance and Program Manager, at (415) 257-4416 or email jgaffney@goldengate.org

Advisory Committee on Accessibility Minutes of August 13, 2020



Members Present:	Patti Mangles (Chair), Peter Mendoza (Vice Chair), Craig Yates, Marcela Vargas, Jaime Faurot, Terry Scussel and Nicole Sykes.
Staff:	Carlena Natouf, Customer Service Manager Collette Martinez, Ferry Operations Manager Roberta Regan, Administrative Assistant Jon Gaffney, ACA Compliance and Program Manager
Ex-Officio Members:	Guy Egger, Paratransit Ops Manager, Whistlestop Joanna Huitt, Senior Mobility Planner, Marin Transit
Visitors:	Director Jim Mastin

Chair Patti Mangles called the meeting to order at 1:35 p.m. Meeting was held virtually via Zoom.

1. Introductions

2. Agenda - Members reviewed the agenda. No changes were made.

3. Special Topic – COVID 19 Response / State of the District

Jon Gaffney gave a presentation to the group on the District's response to COVID-19 and the pandemic's effect on the District. He stated that to date, six employees had tested positive at the District, but at the time of this meeting all of those employees were back to work. He went on to explain that the District has seen additional absences for COVID-related leave for childcare, the schooling of children and for the care of loved ones.

Mr. Gaffney went on to state that the District activated their Emergency Operations Center (EOC) at the onset of the COVID-19 pandemic. He explained that the EOC met twice weekly for the first four months (virtually) and then weekly starting in the second week of August.

Mr. Gaffney described bus and vessel cleaning, stating that the process had been enhanced since the beginning of COVID. The District had purchased electrostatic

sprayers for buses and ferries which were used for daily deep cleanings of vehicles and vessels. Paratransit vehicles were also being cleaned daily with electrostatic sprayers.

Mr. Gaffney then mentioned that all the counties in which the District operates have strict social distancing and face mask requirements. He stated that this is being enforced on all District vehicles and vessels. In response to this, passenger limitations on fixed-route buses had been implemented, which allowed only eight passengers at a time per vehicle. Paratransit vehicles were also limited to a maximum of three passengers at a time. It was explained that all drivers were required to wear Personal Protective Equipment (PPE), including masks and gloves. Fare payment was being achieved contactless.

Mr. Gaffney concluded this portion of the meeting by discussing regional efforts that were being made by transit agencies in the nine Bay Area Counties. He stated that the Metropolitan Transportation Commission (MTC) was spearheading regional coordination throughout our area, and that a Blue Ribbon Task Force was formed to standardize the COVID response and rider experience across the counties.

4. Accessibility Customer Comments

Carlena Natouf remarked that the volume of comments had decreased by 40%.

Marcela Vargas asked if bus operators were checking passengers' temperatures as they board. Mr. Gaffney responded by saying this was not the case, as doing so would not only cause delays, but the District would likely receive pushback from the community.

Nicole Sykes asked if wheelchairs still needed to be secured by drivers. She stated that her concern was that this action would prevent adequate social distancing. Mr. Gaffney explained that wheelchairs still needed to be secured. He stated that this would be less of a concern in low-speed flat areas. However, as much of the District's service travels at freeway speeds on significant inclines, not properly securing a wheelchair could lead to serious injury. Ms. Sykes asked if a passenger could deny being tied down. Mr. Gaffney stated that District Policy requires all wheelchairs to be tied down for safety.

Mr. Gaffney mentioned that the brochure that the ACA was previously working on for riders with disabilities had been put on hold as the District's Marketing Department was currently very busy with creating materials for COVID response and outreach.

5. Marin Transit-Related Items / Paratransit Report

Joanna Huitt explained that average weekday Marin Transit local fixed route ridership was down 59% from pre-pandemic levels. She stated that Main Transit experienced their largest decline in April 2020 and that ridership had slowly increased since then.

She went on to state that due to social distancing on the vehicles, Marin Transit local passengers are experiencing significantly more pass-ups than prior to the pandemic. On August 10, Marin Transit added supplemental service to help alleviate this issue. Ms. Natouf explained that pass-ups on District routes were mostly occurring on westbound Route 40 trips in the morning and on eastbound Route 40 trips in the evening.

Ms. Huitt then discussed a survey that was conducted of Marin Access riders in June/July to help understand the public's main concerns during COVID. She stated that they had received over 600 responses and that a full summary of responses would appear on the Marin Transit website.

Craig Yates asked about using UV light to clean buses. Mr. Gaffney and Ms. Huitt stated that UV light was not being used at this time.

Peter Mendoza asked if Marin Transit and Golden Gate Transit could post Public Service Announcements (PSAs) on vehicle head signs about the new supplemental service. Ms. Natouf replied that the District had information about this on their website and that the Marketing Department is working on several PSAs.

Patti mangles commented on a recent Whistlestop trip stating that the driver made sure everyone was safe and in compliance with County ordinances.

6. General District Matters

Mr. Gaffney stated that Bridge officials are still closing the parking lots at the Golden Gate Bridge on weekends due to ongoing gatherings in the lots. He explained that traffic crossing the bridge traffic was only about two-thirds of what it was prior to the pandemic.

Mr. Gaffney then discussed various protests that have been held on both the Golden Gate Bridge and in the Larkspur Ferry Terminal parking lot. He stated that all the protests were peaceful and had minor impact on traffic.

Mr. Gaffney explained that ferry ridership was down 99% from where it was prior to the pandemic. Weekend ferry service had been canceled and most regular passengers appeared to be working remotely.

Mr. Gaffney stated that the District received over \$30 million in the first round of funding from the CARES act. Mr. Yates asked about staff reductions, to which Mr. Gaffney said there had been none at that time.

Mr. Yates inquired about using empty ferries as cooling centers on warm days. Mr. Gaffney responded by saying that the District did not feel that was appropriate to do so given the social distancing mandates currently in effect.

7. ACA Announcements/Open time

Many of the ACA members commented on the meeting format. In general there was a consensus that the holding a meeting virtually via Zoom was enjoyable and that overall the meeting went well.

At 2:30 p.m., the Advisory Committee on Accessibility meeting was adjourned. The next meeting was announced to be on October 15, 2020 (later changed to November 19, 2020).



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BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Agenda for Wednesday, September 16, 2020

Convene at 6:00 p.m. – Adjourn by 8:00 p.m.

Meeting will be held via Zoom:

<https://zoom.us/j/93599685589?pwd=VGluUaTlxYWFEb1NXcDlTaXJSU2YvQT09>

Call-in number: 669-900-6833

Meeting ID: 935 9968 5589

Passcode: 944540



Chairperson: Scott Kempf

Vice Chairperson: Brian Bailey-Gates

Members: Win Archibald, Brian Bailey-Gates, Dan Bell, Fredi Bloom, Jon Horinek, Scott Kempf, Valeria Sasser, Dave Troup, Arthur Young

1. Roll Call and Staff Introductions (5 minutes)
2. Approval of January 15, 2020, Meeting Minutes (2 minutes) (*Attached*)
3. Bus Stoppers¹ (10 minutes)
4. Outstanding Business (5 minutes)
 - a. San Rafael Transit Center Update
5. New Business (45 minutes)
 - a. COVID-19 Response
 - b. Pandemic-Related Service Changes
 - c. MTC Blue Ribbon Transit Recovery Task Force
6. Review of Events and Announcements (2 minutes)
7. Members' Forum² (10 minutes)
8. Public Comment (2 minutes per speaker)
9. Adjournment

Next Meeting: November 18, 2020

¹ Members to submit observed problems in bus operations, preferably in writing before the meeting, and provide a verbal summary in less than 2 minutes.

² Members to discuss topics not covered on the agenda or that should be added to a future agenda.

BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Meeting Minutes for Wednesday, January 15, 2020



Committee Members Present: Win Archibald, Brian Bailey-Gates, Dan Bell, Jon Horinek, Scott Kempf, Dave Troup

Committee Members Absent: Fredi Bloom, Valeria Sasser, Arthur Young

District Staff Present: David Davenport, Senior Planner; Calli Gonsalves, Customer Relations Assistant; Rich Hibbs, Director of Bus Operations; Krystalyn O’Leary, Superintendent of Transportation Operations

1. **Roll Call:** Scott Kempf opened the meeting at 6:05 p.m. Six members were present, representing a quorum.
2. **Approval of Meeting Minutes:** BPAC members approved the November 20, 2019, meeting minutes.
3. **Bus Stoppers:** Dan Bell presented two bus stoppers:
 - a. Mr. Bell shared an incident that appeared like unacceptable driver behavior while riding Route 101 in Petaluma. A man asked the driver if the bus stopped in Marin City, and the driver responded that it did not. Rather than suggest that the man transfer buses in San Rafael, the driver said that he could try another bus. Rich Hibbs reported that a supervisor reviewed footage of the incident and determined that the man was a known fare evader and did not intend to pay to ride the bus. Mr. Bell asked what the normal procedure was in this situation, and Mr. Hibbs stated that drivers should assist with directions, request that a customer pay the fare, etc. Mr. Bell agreed to follow up with Mr. Hibbs to close out the issue.
 - b. Mr. Bell asked if it would be possible to install benches on Platform C at the San Rafael Transit Center. David Davenport reported that two 88” benches are scheduled for installation by SMART’s contractor, and an installation date has not yet been announced. The District is working with SMART to address all the items on the punch list.
4. **New Business:**
 - a. Bicycle Policy Changes on Routes 40 and 40X: Mr. Davenport informed the committee of a policy change that will take effect March 8. Bicycles have been allowed inside buses with two doors on Routes 40 and 40X if the front bike rack is full. This practice effectively ended in the fall when the Orion buses were taken out of service, but the policy will now come to an official end. Mr. Davenport added that bicyclists could use the Richmond Bridge’s new bike path as an alternative to the bus. Dave Troup asked if bikes could be allowed inside on the last trip of the night. Mr. Hibbs responded that the policy does not have this exception; however, drivers can use their discretion.
 - b. Service Changes on Andersen Drive: Mr. Davenport reported that the alignment of Route 30 will change starting March 8 to mitigate delays experienced by buses crossing the

SMART tracks in multiple locations. Buses will bypass Lindero Street and the segment of Andersen Drive west of Bellam Boulevard, which has very low ridership, and use the freeway instead. Mr. Davenport noted that this area would continue to be served by westbound trips on Routes 40 and 40X.

- c. “ClipperSTART” Means-Based Fare Program: Mr. Davenport presented a new fare program being launched this spring to provide discounts to low-income customers. The program, which is being spearheaded by the Metropolitan Transportation Commission, will provide 50% off cash fares for adults on most bus and ferry services. A lower fare is already offered for local travel in Marin County and the East Bay, as well as between the East Bay and San Francisco, so no further discount will be applied to those trips. Special event ferries to Oracle Park and Chase Center also will be excluded. Mr. Davenport reported that other participants include Muni, BART, and Caltrain. Muni will provide a 50% discount, while the other two will offer a 20% discount. He added that ClipperSTART is a pilot program expected to last 12-18 months.
- d. Roundup of San Francisco Street Improvement Projects: Mr. Davenport provided a summary of 13 roadway construction projects that are directly affecting Golden Gate Transit operations in San Francisco. Jon Horinek asked about transit signal priority along Van Ness Avenue, and Mr. Davenport confirmed that the project would include that feature upon completion. Mr. Horinek also asked if Van Ness bus stops would have level boarding, and Mr. Davenport responded that they would not. Level boarding would introduce incompatibilities with the kneeling feature buses use at other bus stops. The committee observed that there seem to be many projects going on at the same time.

- 5. **Review of Events and Announcements**: Carolyn Derwing announced that the stop at Perry and Fourth Streets in San Francisco would be removed from maps and schedules starting March 8. The last stop will be shown as Fourth and Folsom Streets, which is consistent with current operational practice.

- 6. **Members’ Forum**: Five topics were presented:

- a. Win Archibald asked about the status of construction at San Rafael Transit Center. Mr. Davenport responded that SMART’s contractor is working on the punch list. He noted that Route 30 would be modified, and Ms. Derwing added that additional operational changes have not yet been determined. Mr. Kempf observed that traffic issues persist in the area, and Mr. Troup suggested that traffic signals be re-timed. Mr. Davenport indicated that the District had made such a request to the City of San Rafael. Mr. Kempf asked for an update on the permanent replacement of the transit center, and Mr. Davenport replied that a public meeting would be scheduled once environmental review is complete in late spring or early summer.
- b. Brian Bailey-Gates observed that the Gillig buses operating on Route 24 seem to be full and some trips have standees, and he observed staff checking on the issue at the Bon Air bus stop. Mr. Hibbs and Ms. Derwing stated that staff is working on the issue, and more MCI bus assignments and fewer cancellations are expected.
- c. Mr. Bailey-Gates informed the committee that the Fairfax Parkade bus stop shelter now consists of a pop-up tent. Mr. Hibbs observed that a permanent shelter had been installed at the Broadway bus stop, but the Sir Francis Drake bus stop has not yet been constructed by the City of Fairfax.

- d. Dan Bell indicated that the website's trip planner does not seem to be working. Various committee members tested the website and determined that pop-ups need to be enabled. Mr. Bell observed that it does not seem obvious that Marin Transit service is also available and that it should be visible to assist new riders. Mr. Davenport indicated that the trip planner, which includes all transit service, is placed first for this reason. Mr. Horinek pointed out that ferry names seem to be missing from the Google data. Krystalyn O'Leary added that a new automated system now allows people to call 511 and receive the same information available via the Transit app.
- e. Mr. Bailey-Gates reported that the Route 24 trip departing Pine & Battery at 5:20 PM has not been consistently showing up, resulting in crowding on the next trip. Operations staff agreed to review the issue, and Ms. Derwing added that planned MCI bus assignments might help address the issue.

7. Public Comment: None.

8. Adjournment: Mr. Kempf adjourned the meeting at 7:32 p.m.

Members were advised that the next meeting will take place Wednesday, March 18, 2020.