

BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Meeting Minutes for Wednesday, March 20, 2024



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: Laura Leahy Bruckman, Manager of Transit Field Operations; Jason Cave, Schedules Analyst; Emily DelRoss, Senior Planner

Guests Present: Mohamed Osman, Senior Operations Analyst, Marin Transit (MT); Vaggelis Sotiropoulos.

1. **Roll Call and Introductions:** Mike Combs opened the meeting at 6:15 p.m. Five members were present, representing a quorum.
2. **Approval of Meeting Minutes:** BPAC members approved the November 15, 2023, meeting minutes.
3. **Bus Stoppers:** Dave Troup reported that “Highway 101 Corridor Service” guides were out of stock at the San Rafael Transit Center and inquired if the District is still publishing them. Staff confirmed that these guides are still in print and that Marketing and Customer Service are working together to ensure the guides remain in stock. Mike Combs requested that digital copies be posted on the District website.
4. **Ongoing Business:**
 - a. San Rafael Transit Center Relocation Update: Emily DelRoss presented a summary of the project to date, including project background, public engagement activities, preliminary design updates, and next steps. Members were encouraged to view the March 4, 2024, San Rafael City Council meeting recording, available on the City of San Rafael website, for a more detailed presentation on these topics.
 - b. Tamalpais Overcrossing Project Update: Emily DelRoss reported that District staff are continuing to work with Caltrans to resolve transit issues related to proposed interchange improvements. There have been no significant developments since the last BPAC meeting. Staff will continue to update the Committee as the project develops.
5. **New Business:**
 - a. April 2024 Service Changes: Jason Cave presented the April service changes, which will go into effect on April 14, 2024. Changes include cancellation of select trips on Routes 101, 114, 132, and 580. Route 580X service will be introduced, which follows the same routing as the Route 580 without service to stops at Point Richmond/Tewksbury & Castro nor stops on East Francisco. Minor schedule adjustments will impact trips on multiple routes. Memorial Day, Juneteenth, and the Fourth of July holidays will be included in this

service change. Riders should consult the District website or the printed Transit Guide for schedule details.

- b. Customer On-Board Survey Initial Findings: Emily DelRoss presented an overview of the initial findings of the District's on-board survey, which was administered to riders on buses and ferries during the Spring and Fall of 2023. Results include rider frequency, ethnicity, planned future transit use, service improvement preference, and overall service rating. Further analysis is required and will include the results of the telephone survey, one-on-one interview, and in-person interviews and further comparison with the 2018 survey results.
 - c. 2024 Topics of Interest Discussion: Committee members discussed topics they would like to learn more about in future BPAC meetings. Staff logged all recommendations in a running list and will select from topics when building future meeting agendas. Members were encouraged to continue making such recommendations via the Members' Forum or by emailing the PAC inbox.
6. **Announcements**: Mohamed Osman reported that Marin Transit will begin offering Muir Woods shuttle service from Sausalito on weekends and holidays, through October. Marin Transit will also begin a farebox replacement study which will explore new fare technologies.
 7. **Members' Forum**: Dan Bell requested that the District explore alternative BPAC meeting venues located near the San Rafael Transit Center.
 8. **Public Comment**: None.
 9. **Adjournment**: Mike Combs adjourned the meeting at 7:52 P.M.

Members were advised that the next meeting is scheduled to take place in-person at 6:15 p.m. on Wednesday, May 15, 2024*, at District Conference Room located at 1011 Andersen Drive in San Rafael.

*After the March 20, 2024 meeting a special BPAC meeting was scheduled for April 17, 2024, to allow the Committee to discuss and potentially provide feedback to the District's Draft Final Strategic Plan.