

BUS PASSENGERS ADVISORY COMMITTEE (BPAC)

Agenda for Wednesday, January 23, 2008



Convene at 6:00 p.m. – Adjourn by 8:00 p.m.
Conference Room – Administration Building
1011 Andersen Drive, San Rafael, CA 9901

Co-Chairpersons: Ted McLean and Hobart Bartshire

Marin County: Hobart Bartshire, Marcus Ferrone, Michael Ham, Stanton Klose, Dan Knight, Edwin “Ted” McLean, Jo Trotter, Michael Wall, Don Wilhelm

Sonoma County: Win Archibald, Michelle Donnelly, Matt Rogina, Jr., Christina Rivera

San Francisco and East Bay: Jim Stone

1. Roll Call (5 minutes)
2. Bus Stopper (10 minutes)
3. Marin County Transit District/Marin Transit (5 minutes)
4. Outstanding Business (45 minutes)
 - a. Status of San Francisco Federal Building Employees’ Request Presented at November 14, 2007, BPAC meeting
 - b. Cell Phone Usage on Buses
 - c. General Issues Discussion
 - 1) On-Time Issues at Bus Stops
 - 2) GGT Buses Serving Shared Muni stops in San Francisco
 - 3) Timely information at “511” for service delays due to special events, accidents, etc.
 - d. Other
5. New Business (45 minutes)
 - a. TransLink Update
 - b. GGT Passenger Survey of Bus and Ferry Riders and Non-Riders
 - c. Ferry Passenger Survey (October 2007)
 - d. Meeting Schedule for 2008
 - e. Other
6. Review of Events and Announcements
 - a. Staff (5 minutes)
 - b. Chairpersons (5 minutes)
 - c. Committee Members (2 minutes per speaker)
 - d. Public Comments (2 minutes per speaker)
7. Adjourn

Next Meeting: Wednesday, March 26, 2008

BUS PASSENGER ADVISORY COMMITTEE (BPAC)

Meeting Summary of Wednesday, November 14, 2007



Committee Members Present:

Marin County: Edward “Hobart” Bartshire, Marcus Ferrone,
Stanton Klose, Dan Knight, Ted McLean,
Don Wilhelm

Sonoma County: Winifred Archibald

Guests Present: Sheilagh Creighton, Laura Lee, Glen Lee, Ed Hurd, Joe Reilly, Anthony Perber, Kathryn Dougherty, Larry Sholin, Patricia Garcia, and Daniel Keller – all representing employees at the Federal Building at 7th & Mission Streets in San Francisco

District Staff Present: Ron Downing, Principal Planner; Rich Hibbs Superintendent of Safety and Training

1. **Roll Call:** Ron Downing opened the meeting at 6:05 p.m., noting that there were not sufficient BPAC members present to have a quorum. He then asked the large number of guests which agenda item they were present for. They responded that they were not present for a particular agenda item; however, they did want to discuss their earlier (April 2007) request to the District that inbound San Francisco Financial District bus stops on Howard St. be relocated or the service be rerouted to bring the buses closer to their offices at Mission & 7th Streets. Mr. Downing noted that staff had no advance notice of this group’s desire to speak at the BPAC meeting, and was not fully prepared to discuss this item. In addition, the discussion would normally need to wait until “Public Comments”, after items already scheduled on the agenda had been covered.
2. **Bus Stopper:** No bus stopper items were submitted in advance by BPAC members.
3. **Marin County Transit District/Marin Transit:** Mr. Downing reported that MCTD was not contemplating any major service changes in the December sign-up.
4. **Outstanding Business:**
 - a. **Route 80 alignment change in Petaluma:** Mr. Downing reported that the Copeland St. Transit Mall in Petaluma would formally open on November 29. Ridership on the realigned Route 80 through Petaluma (East Washington St. instead of North Petaluma Blvd.) has been positive, with more boardings and alightings reported on the new alignment versus the old one.
 - b. **Route 91:** The Route 91 demonstration project for midday connections between the San Rafael Transit Center and the Larkspur Ferry has failed to generate sufficient ridership to meet its goals. As part of the approval for Route 91 as a trial service, the District’s Board of Directors requested an update at the six-month point in the demonstration to determine whether the service should be continued. Mr. Downing will present a report to the Board Transportation Committee on December 6, recommending that this service be discontinued effective March 9, 2008.
 - c. **Muir Woods Summer Service Update (Route 66):** Mr. Downing reported that ridership on this service during 2007 surpassed all expectations, with over 33,000 passenger trips carried. This was more than double the approximately 14,500 passenger

trips recorded during Summer 2006. Despite the success of this service during 2007, this is the last year of the three-year demonstration project, and funding for continuing this service in 2008 and beyond is questionable at this time.

5. **New Business:**

- a. **San Francisco Federal Building Employees' Request:** Ted McLean requested that the Federal Building employees be allowed to present their proposals so they would not have to wait until the end of the meeting. Because a quorum was lacking, a motion could not be made to make that change, but all BPAC members present agreed with Ted's request. Daniel Keller presented the group's two concepts for rerouting inbound Financial District buses to directly serve Mission & 7th Sts. and submitted copies of a written proposal detailing their concerns and specific routings that they would like GGT to consider. Mr. McLean would have liked to move that GGT staff investigate and report on the group's proposal, but lacking a quorum, he was unable to do so. Nonetheless, the concept was supported by BPAC members Bartshire and Wilhelm, who wished to make this request part of the record. BPAC members Klose, Ferrone, Archibald and Knight agreed.
- b. **TransLink Hard Launch:** This item was reported on at the September BPAC meeting. Helen Haas was not present at the current BPAC meeting and as a result, staff had no additional information to present.
- c. **Cell Phone Usage on Buses:** BPAC members indicated that they are generally in favor of limiting cell phone usage on buses to brief, quiet conversations. They suggested more signage or posters to communicate a message to riders to be mindful that the use of cell phones in a manner other than briefly or quietly is disruptive to other passengers. The BPAC members present were in favor of some sort of policy on cell phone usage on buses. However, without a quorum, they were unable to take a position. This item will be continued to the next meeting to develop a policy statement, subject to the availability of a quorum.
- d. **General Issues Discussion:**
 - 1) **Bus Operator Seat Belt Usage:** BPAC member Stanton Klose had requested a discussion of this issue, asking why it was not mandatory for bus drivers to wear seat belts. Rich Hibbs responded by explaining that it is not required by law, and as a result, the use of seat belts is up to each individual driver.
 - 2) **On-Time Issues at Bus Stops:** Mr. Klose expressed concern that some timepoints in San Francisco were unrealistic and that buses showed up early or late. Mr. Hibbs responded that at some timepoints buses are subject to variations in traffic delays and may arrive late. However, they could arrive on time, so passengers should plan on being at the bus stop on time. He also indicated that buses should not leave timepoints early, and if Mr. Klose observed this happening, he should report it to Helen Haas, GGT's Customer Relations Supervisor, with as much detail as possible to identify the bus operator involved.
 - 3) **GGT buses serving shared stops with Muni in San Francisco:** Mr. Klose has experienced GGT buses passing by a stop already occupied by a Muni bus yet with GGT passengers waiting there. Mr. Hibbs indicated that GGT bus operators are required to serve all shared stops and be watchful of GGT passengers who may be obstructed by a Muni bus. Again, Mr. Klose was asked to communicate these instances to Helen Haas with as much detail as possible.
 - 4) **Reading Lights on Buses:** Mr. Klose indicated that this issue was discussed to his satisfaction in previous meetings and there was no need to discuss it further.

- 5) **Timely information at “511”** (for service delays due to special events, accidents, etc.): Mr. Klose had requested discussion of this item, asking that “511” display service delay information. Due to Helen Haas not being present at this meeting, this item will be carried over to the next BPAC meeting.

6. **Review of Events and Announcements:** Mr. Downing noted that BPAC has digressed from its normally scheduled meeting sequence due to attendance issues and other special actions required by the Committee, such as holding a special meeting to discuss the draft Short-Range Transit Plan in September. Given that BPAC is to meet every other month, Ron proposed that the next BPAC meeting be two months from this meeting, on Wednesday, January 23, 2008.

7. **Adjourn:** Ted McLean suggested that the meeting adjourn, being unable to make a motion due to the lack of a quorum. Other committee members unanimously agreed and the meeting adjourned at 8:15 p.m.