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# March 6, 2023

## Marin Transit Board of Directors Meeting

### Supplemental Material: Additional Comments on Agenda Item Six

## Summary of Public Comments

<b>Date:</b>	02/28/2023
<b>Source:</b>	Online form
<b>Route:</b>	219
<b>Comment:</b>	I live in the Tiburon Hills and will be going to the office more in 2023 than in prior years via the Tiburon Ferry. It is a shame you are going to remove such a small route that people like me could use to alleviate traffic on the peninsula each day.

<b>Date:</b>	03/01/2023
<b>Source:</b>	Online form
<b>Route:</b>	219
<b>Comment:</b>	Please keep the 219f! This is crucial for getting to and from work in SF (via the ferry). It's been a lifesaver when it's raining. I would not have agreed to go back to the office in SF without this service.

<b>Date:</b>	03/02/2023
<b>Source:</b>	Online form
<b>Route:</b>	22, 29
<b>Comment:</b>	<p>I take two buses to get from Terra Linda to College of Marin. With traffic, and given that there is only one bus per hour in my neighborhood, arriving at the transit center even one minute late can make the difference between being on time or missing an exam. Route 29 has been an important backup for me to get to campus on days when my connecting bus can't make it there in time.</p> <p>More importantly, I want to comment on the reduction of 22 night buses. As someone who works at the outreach center on campus, I know how important the night buses can be. I have personally signed up many people for night classes because they have no alternative, often because they work or take care of family in the daytime, yet are determined to continue their education. While these students make up a lower percentage of night bus riders, they arguably depend on night buses even more than daytime students.</p> <p>As a result, I ask that the nightly buses be kept unchanged. Thank you for your consideration.</p>

<b>Date:</b>	03/03/2023
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<b>Source:</b>	Online form
<b>Route:</b>	29
<b>Comment:</b>	<p>After talking with several students at College of Marin who commute by bus to school from the Canal area, I strongly object to the service changes proposed for route 29.</p> <p>I take a swimming class at the Kentfield campus of COM and overheard a conversation about how these changes in bus service were going to make it very difficult, if not impossible, for these students to continue their education. They are serious, full time students studying nursing, education, public safety and marketing. They already face long and challenging days, most of them are also working evening jobs to support themselves. I talked to them at some length. They are wondering whether they will be able to continue their education at COM if the proposed changes take place.</p> <p>The idea that these students will simply be able make new connections at the transit center is absurd. These changes would increase their travel time by up to thirty minutes or an hour each way, depending on the connections, which, as they already know, are not reliable.</p> <p>Our county's and our society's recovery from Covid is still underway. Our community has invested substantially in new buildings and programs at COM Kentfield, while enrollment is still down. Our county has an ongoing and urgent need for nurses, educators, and public safety employees.</p> <p>It seems totally self-defeating to cut off the very portions of the bus route that students find essential to their continued access to classes at COM. Now is an important time to invest in the future of our underserved populations, not short change them. Over 57% of COM students are members of minority groups. Their transportation needs should be prioritized.</p> <p>If the problem is indeed a shortage of qualified drivers, then let's pay a true living wage to drivers so we can recruit more of them. As an aside, these students also say the drivers of this route are some of the most angry and rude drivers they have ever experienced riding public transportation. Perhaps paying better wages will help us attract better drivers all around.</p> <p>Please find any other means to achieve your desired results. Curtailing this important bus route is simply an unwise move that will harm our students, our college and our community.</p>

	Thank you for your consideration, Pat Ravasio Councilmember, Town of Corte Madera
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<b>Date:</b>	03/04/2023
<b>Source:</b>	Online form
<b>Route:</b>	General
<b>Comment:</b>	Please bring back the express bus from Corte Madera to the city. Bus 132 is getting pretty full, and that one's requires passengers to drive down to the highway.

<b>Date:</b>	03/05/2023
<b>Source:</b>	Online form
<b>Route:</b>	29, 35, 49, 71, 257
<b>Comment:</b>	<p>I am providing the following comments to your June 2023 route service change proposal.</p> <p>I am a long-time rider of transit. My comments come from my own direct experience and from conversations with other riders.</p> <p>ROUTE 49 (and 35) --</p> <p>I urge you to NOT take away service to/fro Nova Albion/Las Gallinas. The 49 currently winds around the smaller Northgate center (the one with Safeway). In doing so, it picks up (and drops off) many passengers at the Northgate/Las Gallinas and Nova Albion/Las Gallinas stops. The proposal would eliminate service at these stops by the 49. The loop is extremely small and involves insignificant time/distance.</p> <p>Both of these stops are relied upon by many riders, more than most any other stop serviced by Marin Transit, including the stop that serves the large Northgate center (with Macys).</p> <p>The proposal would have the 35 route provide service to these two stops (instead of the 49). However, the 35 would also be providing service to/from Terra Linda High School during student commute times. During these student times -- especially -- the seats on the 35 buses would be filled, with little to no available seats for non-student passengers. I've already seen this happen a few times with the current buses serving those two stops, but I highly suspect this negative occurrence would become a regular event.</p>

	<p>I urge you to please NOT take away service by the 49. These two stops serve many different types of riders, including the elderly, employees of the smaller (and larger) Northgate center, residents of the many nearby apartment complexes and houses, caregivers, visitors from the Sheraton Hotel, Kaiser hospital patients, the "homeless," etc.</p> <p>ROUTE 29 --</p> <p>I am highly supportive of restoration of service to East Corte Madera's San Clemente and Paradise Drive. MANY employees of Aegis Living (Paradise Drive) and the Nugget shopping center businesses have been making the long walk to/from the 101 bus pads, in every type of weather condition. Ditto residents of the affordable/senior apartments along San Clemente. Not only should this service help the businesses better attract employees to hire and also customers, but this service is also an asset for the residents and children living in East Corte Madera.</p> <p>ROUTE 71 --</p> <p>Thank you for proposing to increase mid-week mid-day route times. The 71 serves a vital role that will only increase with time. A Golden Gate Transit route no longer serves those 101 bus pads located north of the San Rafael transit center. Transit riders, thus, rely on the 71, including many many employees of Marin businesses. Please Please support this route.</p> <p>ROUTE 257 --</p> <p>I wonder, with concern, if the greatly-lengthened route will have problems maintaining the route schedule.</p> <p>Thank you!</p>
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<b>Date:</b>	03/05/2023
<b>Source:</b>	Online form
<b>Route:</b>	49, 251, 257
<b>Comment:</b>	You are making it a hardship situation for people buying groceries at Hamilton Marketplace to get home if they live on Ignacio or Alameda Del Prado. It is too far to walk with heavy groceries and the changes do not allow people to get home on the Ignacio side without bus transfers. Very poor design.

<b>Date:</b>	03/05/2023
<b>Source:</b>	Online form

<b>Route:</b>	22
<b>Comment:</b>	<p>I'm a frequent rider of Route 22 between Ross/San Anselmo and the San Rafael Transit Center. I don't currently drive and find Route 22 a very important connection. I appreciated the addition of 30-minute headways on weekdays last year. However, I'm concerned by the now-proposed reduction in service hours. No doubt, ridership and productivity are smaller in the evening than during the day, especially given COM accounts for a lot of ridership. But the few people who do take those trips, me included, find them a critical lifeline. In addition, the current schedule meets the MTC guideline on service span of 6 a.m. to 10 p.m.</p> <p>I realize the bus driver shortage has taken a toll on reliability and operations, but I would strongly suggest keeping the route running on weekdays at least until 9 p.m. You could still cut the 10:09 p.m. northbound and 9:00 p.m. southbound trips and see an improvement in productivity.</p> <p>Thanks for your consideration.</p>

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<b>Date:</b>	03/05/2023
<b>Source:</b>	Online form
<b>Route:</b>	General
<b>Comment:</b>	<p>I think this is basically a good plan. I have the following suggestions for improvements:</p> <p>It seems illogical that the 22 should continue to serve Strawberry in the southbound direction when it won't serve the northbound. That SB detour adds a lot of time to the trip. I'd rather see the 22 extended to Sausalito.</p> <p>I'm pleased to see the 23 get 30 minute service. That seems like a good tradeoff for eliminating the 23X express service.</p> <p>Do you have substantial numbers of passengers going from the Canal to Novato? If so, rerouting the 35 is problematic.</p> <p>Do you have substantial numbers of passengers going from the Canal to MGH? If so, rerouting the 29 is problematic.</p> <p>Does the 49 really need to stop at the Civic Center? It's already a milk run. Why not speed it up by eliminating those stops. The 35 serves Civic Center, so southbound riders could transfer at Northgate.</p>

	It seems like the 257 is too indirect and too slow to attract anything more than hardship riders.
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<b>Date:</b>	03/06/2023
<b>Source:</b>	Email
<b>Route:</b>	General
<b>Comment:</b>	<p>Hello</p> <p>I am writing to advocate to keep the Tiburon Ferry feeder hillside routes. The feeder gives Tiburon residents an option to reduce traffic in Tiburon. While ridership may be lower in the past, now that companies are mandating return to work ridership is slowly increasing. It also helps many workers who support the town a way to get to Tiburon</p> <p>The two morning routes and two afternoon routes support a mixed community. Perhaps changes should be made during the days</p> <p>Thank you for your consideration</p> <p>Resident user</p>

<b>Date:</b>	03/04/2023
<b>Source:</b>	Google form
<b>Route:</b>	General
<b>Comment:</b>	<p>On Item 5C, I would like to inquire about whether the current equipment supplied by GMV Syncromatics used for vehicle tracking will be maintained on board all transit vehicles, especially when Golden Gate Transit's vehicles have a different set of equipment used for the same purposes. At the same time, I would also like to ask how much downtime are we looking at in terms of tracking vehicles as your agency migrates to Swiftly, especially when with a different vendor, an agency took months for their vehicles to be trackable again using third-party apps, which can be problematic if I want instantenous information and tracking.</p> <p>On Item 6, I would like to thank Robert and his Planning team for developing the upcoming summer schedule revisions with a consideration for revising Route 257 to operate to Hamilton weekday peak periods and all day weekends and holidays, and for maintaining some service on Route 22 between San Rafael and College of Marin weeknights. I have talked to Robert through phone and email the past few days regarding more details on the service changes in Novato, particularly the loss of Routes 35, 251, and 651, and the expansion of service on Routes 49 and 257. I feel a bit reassured that Routes 49 and 257 (which might be renumbered due to it becoming a local bus route instead of a community shuttle route) will continue to operate with similar service spans and frequencies (weekdays</p>

	<p>every 30 minutes, weekends and holidays every 60 minutes), but I am still concerned as to how the two routes will be operated once the summer schedules are established. I would like to know then:</p> <ul style="list-style-type: none"> <li>- Since there might be cost savings on truncating the 35 to do Canal-Northgate via San Rafael and eliminating the 251 and 651, could the additional funds be used to consider a nighttime service expansion on the 49 and 257, especially when historically, neither route continue on to Novato after 8pm on weekdays (49's last trip is at 8:15pm, 257's last trip is at 8:30pm)? I would like to see either service have their last trip at around 9:15pm or as late as 10:30pm for service workers, students attending COM at night, and commuters who might want to head back north late.</li> <li>- Since the 645 and 651 will be up for elimination in favor of the 35 and 49, will there be an opportunity to insert school trips on either line to give students who need to travel to and from school options to travel? (Preferably, the buses operated by MV can be used for this purpose, but Golden Gate Transit can also pitch in for either route as well.)</li> <li>- Will there be further discussions on interlining both the 49 and 257 on weekdays, especially when both lines start and end at San Marin SMART and San Rafael Transit Center for efficiency purposes? I was considering: <ul style="list-style-type: none"> <li>-- A bus starting as a southbound 49 will continue on as a northbound 257</li> <li>-- A bus starting as a northbound 49 will continue on as a southbound 257</li> </ul> </li> </ul> <p>If timed right, the bus schedules might line up to allow service between Novato and San Rafael via South Novato Boulevard, Ignacio, Northgate Mall, and Marin Civic Center roughly every 10 to 20 minutes, averaging every 15 minutes.</p> <ul style="list-style-type: none"> <li>- Would it be good as well to provide alternating service on Routes 49 and 257 roughly every 30 minutes after 6pm, especially when their departures tend to be close apart (the 49 leaves :15 past, the 257 on the other hand leaves :30 past from San Rafael) that bus bunching might be an issue through certain stops?</li> <li>- Will you offer free rides during the transition period, which would preferably be the week of the transition (the 2nd week of June), and can possibly be extended until the Marin County Fair weekend, so that commuters can familiarize themselves with the new routings and provide timely feedback from riders?</li> </ul>
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On Item 7, it is interesting to note that on Figure 4, the projected cost of fuel per mile for the 40' Gillig electric bus will be the equivalent of \$1.39, \$0.24 less than the comparable 35' BYD electric bus Golden Gate Transit currently operates. However, the bus has not been tested for actual service ever since it was delivered in late-2021 due to a parts shortage, mothballing them for much longer than expected. Two questions:

- When will those Gillig electric buses be finally out for testing and line training for Marin Airpporter operators, in which those are projected to be used on Routes 49 and 257 come June?

- Given that the fuel efficiency for the XHF (XHF30 and XHF35 models) used for West Marin, school runs, and Muir Woods is significantly lower than the hybrid or electric counterparts, shouldn't that be an indication to consider ordering hybrid buses for those services, especially if we are after reducing fuel costs and carbon emissions? Or should a jump to electric buses--if available--be done to address this issue, especially when ridership to West Marin fluctuates more widely than lines along the 101 corridor?

On Item 8, multiple questions and comments:

- On Table 3, a new stop at E Francisco & Medway (SB) next to the Canal District is definitely long overdue, especially when there is a long gap between stops through that part of the 35 and 36 between 2nd & Grand and Bellam & E Francisco (next to the Valero gas station). That stop will also be particularly useful to access additional shops and eateries along Vivian Street, plus a bowling alley. Make sure, though, that there will be an opportunity for buses to either queue jump (if placed before the intersection) or get an extended green light through E Francisco & Medway using a traffic signal priority (TSP), especially when that part of E Francisco can get busy at times.

- Also on Table 3, regarding replacing display cases at Redwood & Grant, can the bus departures display be replaced as well, especially when recently, the NB departures display has not shown anything on its screen while its SB display counterpart intermittently shows problems (like software update needed or simply a blank screen)? It might be better off to get a solar departures screen like what you've been putting on some stops like Las Gallinas at Northgate Mall, multiple 101 bus pads, etc., especially when sometimes, the departure status might be unreliable.

	<p>- Regarding Transit Corridor Improvements, I am pleasantly surprised that South Novato Boulevard is now a target of such needed improvements. However, it looks like under Transit Priority Improvements, none is forthcoming with that corridor, especially when I live next to South Novato Boulevard and more improvements can be had to make it a better transit corridor. While the City of Novato has invested in upgrading some of its non-signalized pedestrian crossings to have flashers and crossing guards, I believe further coordination with the city should be had to improve more intersections by enhancing existing pedestrian crossings and adding more pedestrian crossings to provide better access to residences, shops, schools, and other attractions. Upgrading several traffic signals along the corridor, including South Novato &amp; Sunset, South Novato &amp; Rowland, South Novato &amp; Arthur, South Novato &amp; Center, and South Novato &amp; Diablo, might not be needed for the time being; if warranted, though, multiple consultations should be done for residents, businessowners, stakeholders, and others to make the needed improvements possible. I am looking forward to seeing those improvements happen, especially when South Novato Blvd. deserves more transit ridership.</p>
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