

Ross Valley Yellow Bus Transportation Services

Joint Exercise of Powers Agreement

Joint Committee

November 7, 2023

6:00 PM

San Anselmo Town Hall

525 San Anselmo Ave, San Anselmo, CA 94960

I. CALL TO ORDER AND ROLL CALL 6:00 PM

JEPA Board members:

Town of San Anselmo: Steve Burdo, Dave Donery

Town of Fairfax: Stephanie Hellman, Heather Abrams (absent)

County of Marin: Katie Rice, Nancy Vernon

Ross Valley School District: Chris Landles-Cobb (absent), Marci Trahan

Marin Transit: Christopher Whitlock, Nancy Whelan, Kyle French

II. ORAL COMMUNICATIONS

Persons wishing to address the Joint Exercise of Powers (JEPA) Joint Committee on subjects not on the agenda may do so at this time. Please note, however, that the JEPA is not able to undertake extended discussion or action on items not on the agenda. Matters requiring action will be referred to the joint committee or staff or placed on a future JEPA meeting agenda. Please limit your comments to three (3) minutes.

III. JEPA BUSINESS MEETING

Item	Presenter	Action
A. Accept April 17, 2023, Meeting Minutes	Chairperson	Approve

M/S Dave Donery, Steve Burdo to accept the April 17, 2023, minutes. Unanimous approval.

B. 2023/24 Operations Update	Marin Transit Information
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Marin Transit Operations Analyst Chris Whitlock reported on current operations and service level and one-way pass sales year to date – FY23/24 Total 640 up from 573 FY22/23. Total reflects White Hill, Hidden Valley, and Ross Valley Charter. Ridership is up by 4% over FY22/23 with 8 routes with 50+ students vs. 3 routes. Bus program estimated to remove 270 AM vehicles and 215 PM vehicles from the road to alleviate traffic congestion.

August start up service for Bauer's did see several issues including late departures caused by traffic, vehicle mechanical issue and scheduling error. From early September to mid-October, 87% of 448 trips operated within on time parameters (defined as 10 minutes).

Service issues recorded on August 24, September 26, October 4, and October 6. In event of cancellations, Marin Transit staff works closely with schools' personnel to develop a plan that guarantees all students are provided with alternative transportation options.

To accommodate San Anselmo construction project at Memorial Park, Marin Transit staff deployed a plan to move all students to the public bus stops on Sir Francis Drake (SFD/SF Blvd and SFD/Sunny Hills Dr). The original stop at Memorial Park will be reopened after receiving confirmation from San Anselmo that the project is completed.

Dave Donery, San Anselmo town manager, reported that completion is expected in early December.

Parent registration is now open for Ridepal, a mobile app that provides real-time location of busses. The app will allow alerts and cancelation messages to be sent to registered parents/guardians. Before Ridepal was offered, Marin Transit sent out alerts. Some texting was initially blocked by providers, but Marin Transit has now remedied by using 800 number vs. local.

Marin Transit is experiencing an increase in customer service duties: YTD 32 prorated refunds processed (up from 10 in same period FY22/23), 65 pass reprints and approximately 3,000 email exchanges with schools and families.

Considerations for FY2024/25 include streamlining the pass distribution and lottery process, bell time coordination, simplification or enhancement of other program customizations.

Ross Valley School District Superintendent stated that it would be difficult to make bell changes in the next school year but open to discussions.

San Anselmo Mayor Steve Burdo asked if Bauer's is a union shop, if a compliance target in Bauer's contract and about potential refunds. Marin Transit replied that Bauer's is a union shop, there's no compliance target goal at this point since no GPS tracking and currently there's a no refund policy but prorating is offered for passes surrendered. Mayor Burdo suggested testing texting capabilities with providers to determine issues of blocking before launching.

Fairfax Council member Stephanie Hellman asked about putting into place a multi-channel communication strategy moving forward to ensure that parents and students are notified when necessary.

Members of the public spoke about their experience with the service:

- Great need for reliable bus service
- Hidden Valley students disproportionately affected by unreliable service.
- Families and caregivers greatly impacted by late busses (e.g., late to work, stress/anxiety of leaving child with others)
- No reliable communication
- Would prefer to have Michaels back as bus provider – what was impetus for change?

Marin Transit Director Nancy Whelan responded that Marin Transit went through RFP process as government requirement. Bauer's was selected for the Ride Pal app along with other qualifications.

Bauer's President Mike Stubin apologized for the unreliable service and reported changes in progress to improve service:

- All buses will now come from parking lot as Los Gatos (vs. San Francisco)
- Bus supply has now improved – four new busses will be rolling out into the system and older busses will be traded out.
- Five bus drivers are in training and one fully trained ready to go into the system; can act as back up drivers when needed.
- RidePal app will provide reliable communication and does provide push notifications.

Mr. Stubin noted that he will be looking at metrics in the future.

Supervisor Katie Rice commented the need for smoothing out the bumps in the system given the impacts to families and the amount of work unreliable service caused for Marin Transit. She asked Marin Transit to track hours to make sure they are paid for their work.

C. Set date/time/location/agenda topics for next meeting Information

Next JEPa meeting will be held in San Anselmo chambers (pending any scheduling conflicts) on January 18th at 5:30pm in person.

IV. BOARD MEMBER REPORTS

v. ADJOURNMENT - to the next regular meeting

Respectfully submitted,

Nancy Vernon
County of Marin