



Marin County Transit District Board of Directors

Monday, February 6, 2023, 10 a.m.

Until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the public are encouraged to participate remotely as described here.

Join on Zoom:

<https://www.zoom.us/j/87972683373>

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Access Code: 879 7268 3373

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- To provide written public comment prior to the meeting, please email info@marintransit.org or use the comment form available at <https://www.marintransit.org/meetings> to submit your comments related to topics on this agenda. Please submit your comments no later than **5:00 P.M. Sunday, February 5, 2023** to facilitate timely distribution to the Board of Directors. Please include the agenda item number you are addressing and include your name and address. Your comments will be forwarded to the Board of Directors and will be included in the written public record.
- During the meeting: Ensure that you are in a quiet environment with no background noise (traffic, children, pets, etc.) To raise your hand on Zoom press ***9** and wait to be called upon by the President or the Clerk to speak. You will be notified that your device has been unmuted when it is your turn to speak. You will be warned prior to your allotted time being over. Your comments will be included in the public record.
- Public commenting during public meetings is limited to two minutes per speaker unless a different time limit is announced. The Board President may limit the length of comments during public meetings due to the number of persons wishing to speak or if comments become repetitious or irrelevant.

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10:00 a.m. Convene as the Marin County Transit District Board of Directors

1. Open Time for Public Expression

(Limited to two minutes per speaker on items not on the District's agenda)

2. Board of Directors' Matters

3. General Manager's Report

a. General Manager's Oral Report

b. [Monthly Monitoring Report: November 2022](#)

4. Consent Calendar

- a. [Minutes for January 9, 2023, Board Meeting](#)
- b. [First Amendment with Transdev Services, Inc. for Operations of Marin Access Services and Programs \(#1165\)](#)

Recommended Action: Approve.

5. [Update on San Rafael Transit Center Replacement Project](#)

Recommended Action: Discussion Item.

6. [Set the Public Hearing for the June 2023 Service Changes](#)

Recommended Action: Set the public hearing to receive public comment on the June 2023 fixed route service changes for the March 6, 2023 Board Meeting.

7. [Marin Transit & Marin Access New Logo Implementation Plan](#)

Recommended Action: Discussion Item.

8. [Return to In Person Marin Transit Board of Directors Meetings at the Marin County Civic Center's Board Chambers with Virtual Option](#)

Recommended Action: Approve the return to in person board meetings at the Marin County Civic Center's Board Chambers beginning on March 6, 2023, under the rules of State Assembly Bill 2449 (AB 2449).

Adjourn



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Late agenda material can be inspected in the office of Marin Transit, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. The office is located at 711 Grand Avenue, Suite 110, San Rafael, CA 94901.

In case of Zoom outage dial 515-604-9094. Meeting ID: 142-334-233

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Material de agenda de última hora puede ser inspeccionado en la oficina de Marin Transit, entre las horas de 8:00 am y 5:00 pm. La oficina está ubicada en 711 Grand Avenue, Suite 110, San Rafael, CA 94901.

En caso de interrupción de Zoom, marque al 515-604-9094. ID de Reunión 142-334-233



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Town of San Anselmo

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Director
City of San Rafael

Fred Casissa

Alternate
Town of Corte Madera

January 9, 2023

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

Subject: General Manager Report – Monthly Report: November 2022

Dear Board Members:

Recommendation

This is a recurring information item.

Summary

The attached monthly report provides an overview of Marin Transit operations for the monthly period ending November 30, 2022. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall, Marin Transit systemwide ridership remains robust. Although ridership in November 2022 was 12% lower than the previous month (October 2022), this is due to normal seasonal variation, and ridership compared to the same month in prior years was strong. Total ridership was 23% higher than the previous year (November 2021), and only 14% lower than pre-COVID (November 2019).

Fixed route ridership recovery from the COVID-19 pandemic continues to be very strong, stronger than demand response ridership. Ridership on fixed-route services was at over 88% of pre-COVID levels (comparable to the 90% of pre-COVID levels in the previous month, October 2022); whereas ridership on Marin Access services has plateaued at less than half of pre-COVID ridership (43% of November 2019). Marin Access ridership had started to decline over the last few months, and has dropped below 2021 levels. Marin Access ridership was 12% below November 2021, and 10% below last month (October 2022).

Additional detailed analyses of system performance and trends are provided in separate quarterly and annual reports, including route-level statistics and



financials. These reports are available on the District's website at <https://marintransit.org/service-performance-and-reports>.

Fiscal/Staffing Impact

None.

Respectfully Submitted,

A handwritten signature in black ink that reads "Nancy E. Whelan".

Nancy Whelan
General Manager

Attachment A: Monthly Ridership Report and Customer Comments

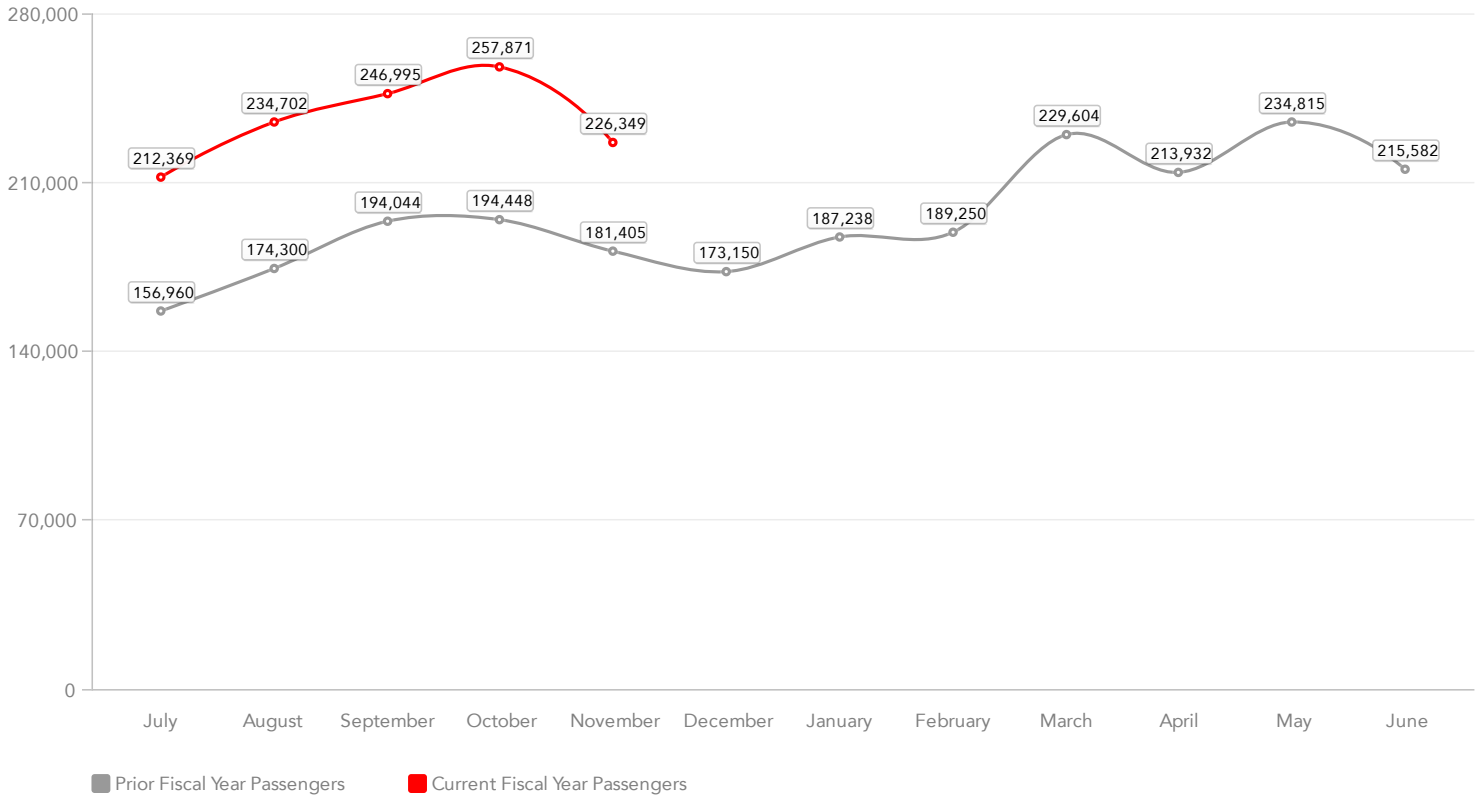


Month: November 2022		Program							Total
Category	Fixed-Route Local	Fixed-Route Shuttle	Stagecoach & Muir Woods	Supplemental & Yellow Bus	Demand Response	Mobility Management	Systemwide		
Commendation	0	0	0	0	1	0	0	1	
Service Delivery Complaint	26	13	2	2	2	0	4	49	
Accessibility	1	0	0	0	0	0	0	1	
Driver Conduct Complaint	6	2	1	0	1	0	0	10	
Driving Complaint	4	1	0	0	0	0	1	6	
Early Trip	0	0	0	0	0	0	0	0	
Equipment Issue	0	0	0	0	0	0	0	0	
Farebox	0	0	0	0	0	0	0	0	
Late Trip	2	2	0	0	1	0	2	7	
Missed Connection	0	0	0	0	0	0	0	0	
Missed Trip	0	0	0	0	0	0	1	1	
No-Show	9	3	0	1	0	0	0	13	
Off-Route	0	0	0	0	0	0	0	0	
Pass-Up Complaint	4	5	1	1	0	0	0	11	
Service Structure Complaint	0	0	2	0	5	0	4	11	
Bus Stop Improvement Request	0	0	0	0	0	0	3	3	
Fares	0	0	0	0	0	0	0	0	
Other Complaint	0	0	0	0	0	0	1	1	
Scheduling Complaint	0	0	0	0	3	0	0	3	
Service Improvement Suggestion	0	0	2	0	2	0	0	4	
Safety Complaint	0	0	0	0	0	0	0	0	
Total Service Hours	9,733	3,370	1,623	270	2,270	-	17,379	17,379	
Commendations per 1,000 Hours	0.0	0.0	0.0	0.0	0.4	-	0.0	0.1	
Complaints per 1,000 Hours	2.7	3.9	2.5	7.4	3.1	-	0.5	3.5	
Total Passengers	167,890	28,078	12,690	8,124	4,674	1,294	232,317	232,317	
Commendations per 1,000 Passenger	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.0	
Complaints per 1,000 Passengers	0.2	0.5	0.3	0.2	1.5	0.0	0.0	0.3	

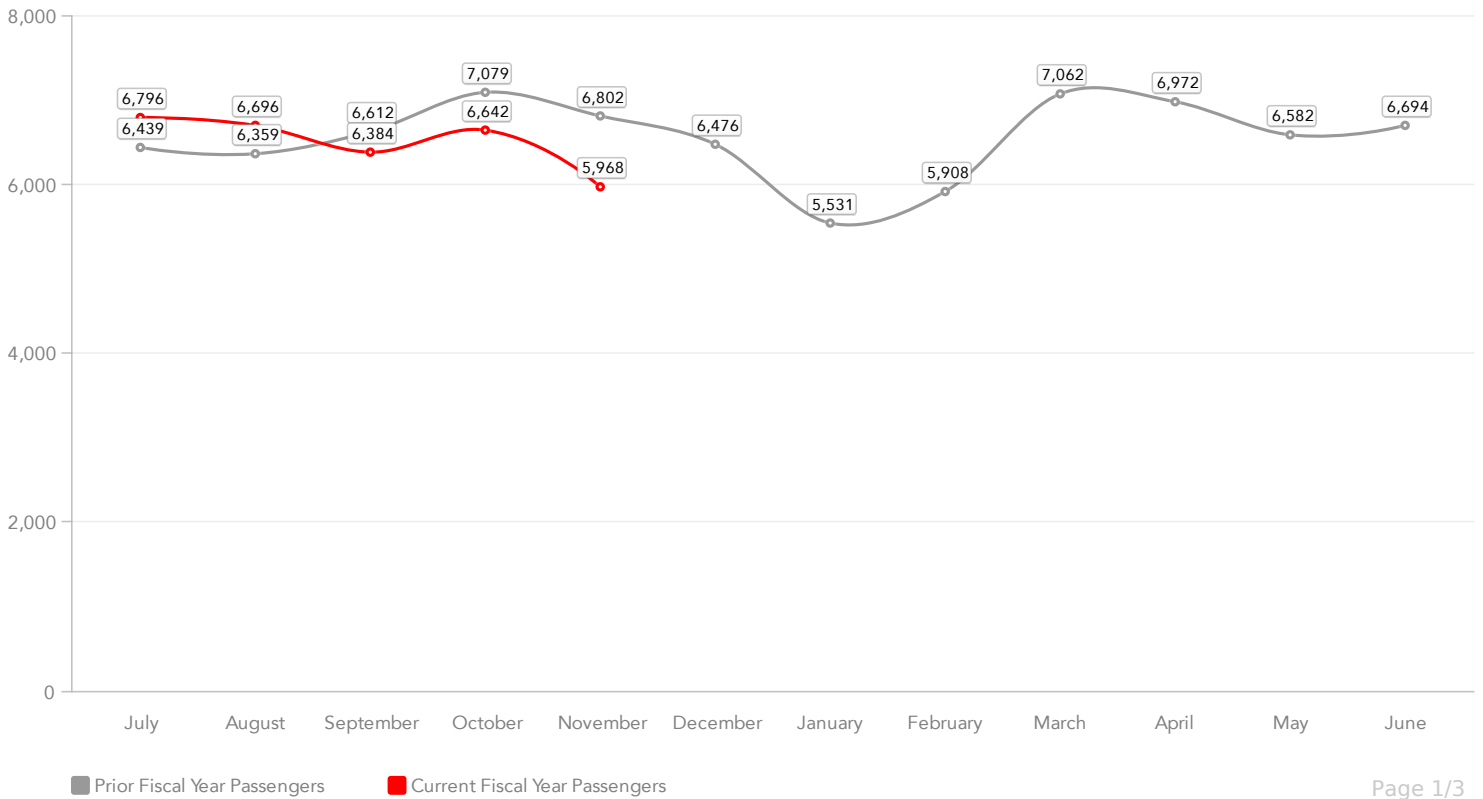
FISCAL YEAR MONTH
2023 All

Year-to-Date Ridership Trends

Fixed-Route Passengers (incl. Yellow Bus) by Month



Demand Response Passengers by Month

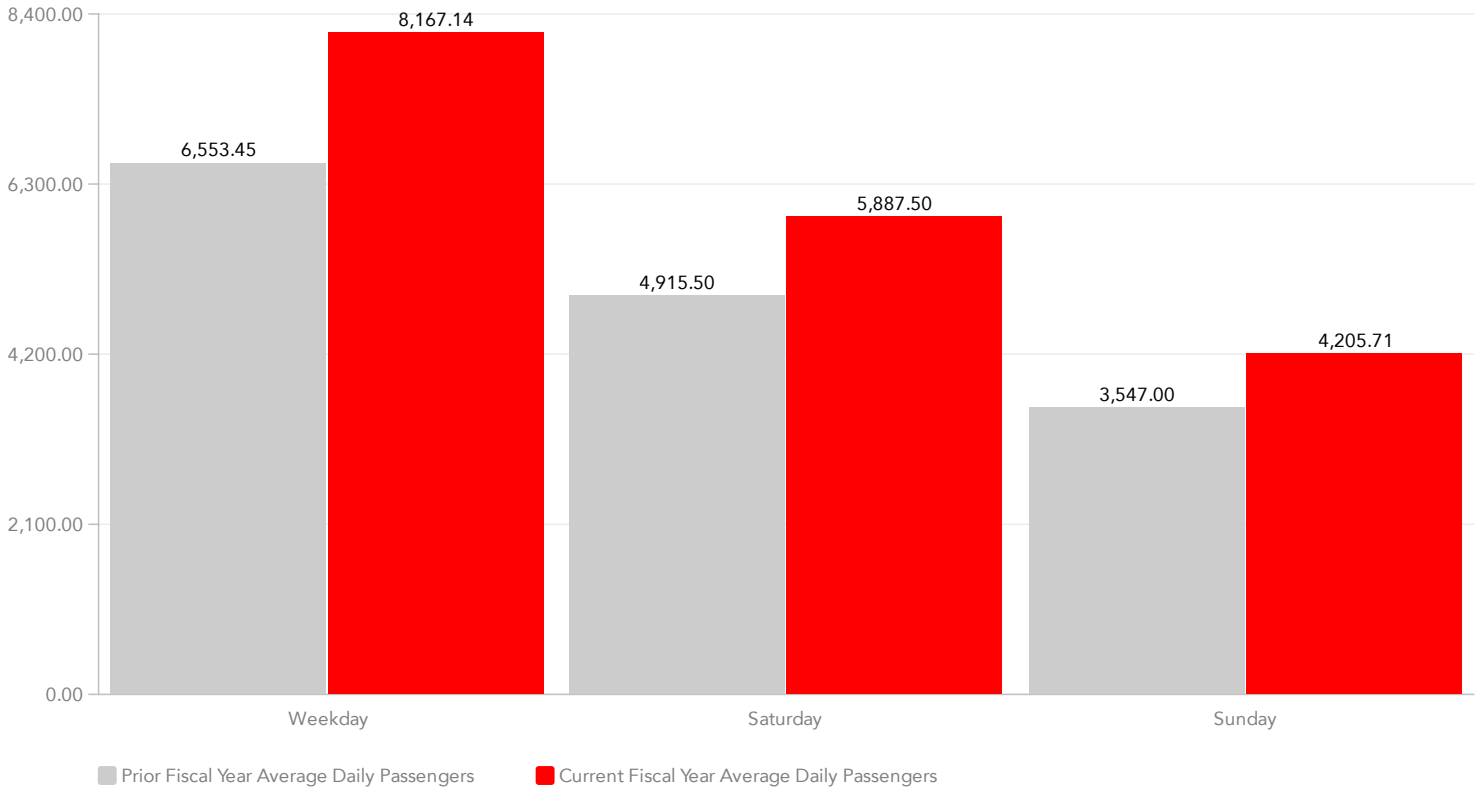


Monthly Comparison

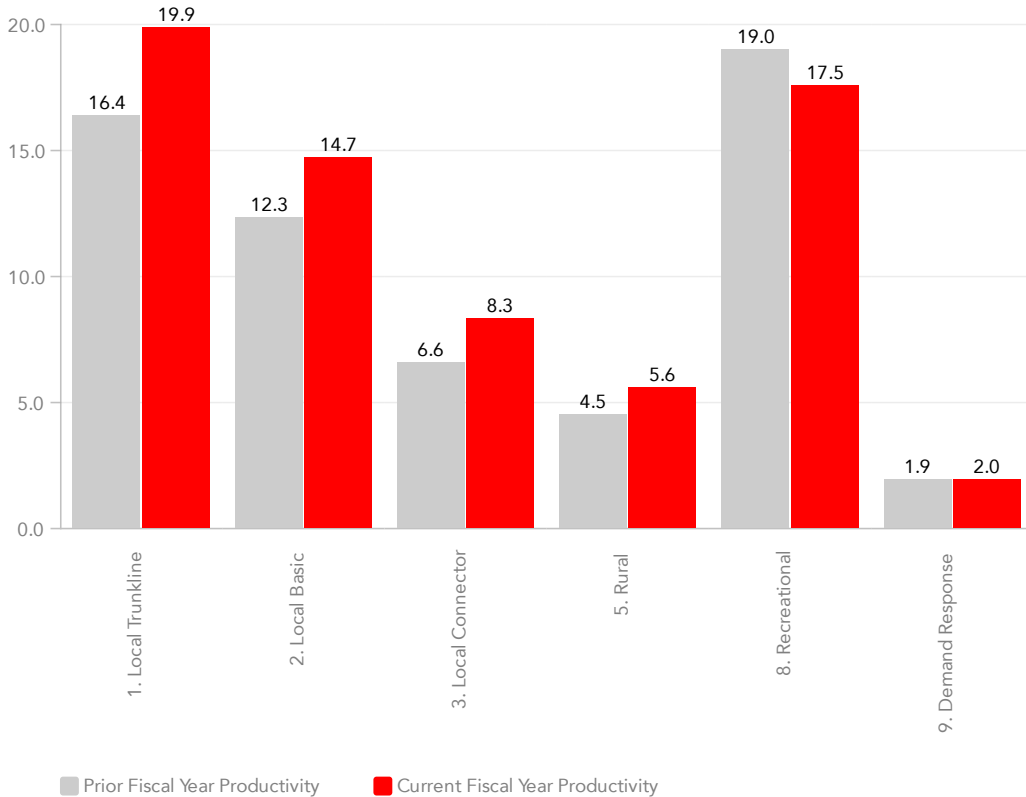
MONTH

Nov

Average Systemwide Daily Passengers



Productivity (pax/hr) by Typology



Route Typologies

- 1. Local Trunkline:
Routes 35, 36, 71X
- 2. Local Basic:
Routes 17, 22, 23, 23X, 29, 49
- 3. Local Connector:
Routes 219, 228, 233, 245, 251, 257
- 5. Rural:
Routes 61, 68
- 8. Recreational:
Routes 66/66F
- 9. Demand Response:
Local Paratransit, Novato Dial-A-Ride,
Rural Dial-A-Ride

REGULAR MEETING OF THE MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

Held Monday, January 9, 2023 at 10:00 A.M.

Roll Call

Present: President Moulton-Peters, Vice President Rice, Second Vice President Lucan, Director Rodoni, Director Colbert, Director Bushey, Director Sackett

Absent: None

Director Casissa was in attendance as a non-voting member.

Until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the public are encouraged to participate remotely via Zoom.

Board President Rice opened the meeting at 9:59 A.M.

1. [Oath of Office for Members](#)

General Manager Nancy Whelan administered the Oath of Office.

2. [Organization of the Transit District](#)

Director Rodoni made a motion to nominate Katie Rice for President, Brian Colbert for Vice President, and Eric Lucan for Second Vice President. Director Sackett seconded the nominations.

M/s: Director Rodoni – Director Sackett

Ayes: President Moulton-Peters, Vice President Rice, Second Vice President Lucan, Director Rodoni, Director Colbert, Director Bushey, Director Sackett

Noes: None

Absent: None

3. [Open Time for Public Expression](#)

President Rice thanked Director Moulton-Peters for her time as Board President in 2022. President Rice greeted the Board, welcomed the new Directors, and thanked General Manager Nancy Whelan. President Rice expressed her excitement for the upcoming year.

President Rice asked if any member of the public wished to speak.

Administrative Assistant & Board Secretary Kate Burt announced that the Board received comments on items three, six-e, and nine from a member of the public via the District's online public comment form. The comments were shared with the Board before the Board meeting.

Ms. Whelan responded to the first public comment, which was directed toward the current item. The comment was regarding a recent accident involving one of the District's buses. Ms. Whelan stated the involved bus did not have any passengers in it, and the bus driver sustained minor injuries. The accident is under investigation.

4. [Board of Directors' Matters](#)

Vice President Colbert reported that a band recently played on Bay Area Rapid Transit (BART), to increase ridership and generate revenue. He added that reactions to the event thus far have been mixed, and he emphasized the importance of due diligence. He wished everyone a happy New Year.

President Rice recommended a recent radio show featuring Therese McMillan from the Metropolitan Transportation Commission (MTC), which included a comment from an individual from San Rafael.

5. [General Manager's Report](#)

a. [General Manager's Oral Report](#)

b. [Monthly Monitoring Report: September 2022](#)

i. [Item 3b – Staff Report](#)

General Manager Nancy Whelan greeted the Board members and welcomed them to their new positions as officers. Ms. Whelan thanked Director Moulton-Peters for her time as Board President in 2022.

Ms. Whelan reported on the District's updated logo. She presented the goal of the redesign process, the challenges of the current logo, and the steps staff took to redesign the logo. The logo will be live on the District's website on February 1, 2023. Staff will present their Logo Roll Out Plan to the Board in February.

Ms. Whelan stated that the District's October 2022 ridership was 89 percent of what it was in October 2019. She contrasted the ridership figure to other Bay Area transit operators' October 2019 and October 2022 ridership. She compared

the total number of October 2022 riders across eighteen Bay Area transit operators.

In October 2022, overall ridership was four percent higher than September 2022, and 31 percent higher than October 2021.

Ridership on fixed-route services in October 2022 was four percent higher than September 2022 and 34 percent higher than October 2021. Marin Access' October 2022 ridership was at 54 percent of its October 2019 ridership, six percent below October 2021, and four percent above September 2022.

Ms. Whelan stated that staff would like to defer the seventh item on the January Board meeting agenda to the February Board meeting. Staff plan to gather additional information about options for public participation at future Board meetings, including a remote option. Initial research by staff found the cost of a hybrid option to be \$36,000 per year. It would also require additional staff availability. Staff will continue to work with Marin County and partner agencies to determine how to best provide public access to Board meetings.

President Rice thanked Ms. Whelan for her report. She asked if there will be any discussion of item seven during the current meeting, or if the District wishes to wait until the February Board meeting, when they will have more information.

Ms. Whelan confirmed she would like defer discussion of item seven until the February Board meeting.

President Rice asked if there would be an opportunity for public comment on item seven at the current meeting.

Director Rodoni said he would like there to be an opportunity for public comment on item seven at the current meeting.

President Rice thanked Director Rodoni for his input.

6. [Consent Calendar](#)
 - a. [Minutes for December 5, 2022 Board Meeting](#)
 - b. [Adoption of Resolution 2023-01 Allowing for Continued Remote Public Meetings Under State Assembly Bill \(AB\) 361](#)
 - c. [Professional Legal Services Agreement with Thompson Coburn LLP](#)
 - d. [Revised Marin Transit Standards of Conduct Policy and Conflict of Interest Code](#)
 - e. [Purchase Agreement with Gillig, LLC for Seven Low Floor Hybrid Diesel-Electric Buses](#)
 - f. [Update on FY 2022/23 Contracting Opportunities and Awards](#)

Director of Operations & Service Development Robert Betts responded to the second public comment, which was directed toward agenda item six-e.

Mr. Betts reviewed item six-e's recommendation. The public comment asked why staff wished to replace the seven 35-foot buses with 35 and 40-foot buses. Mr. Betts answered that while looking for replacement vehicles, staff investigate fleet consistency, ridership demands, and operational restrictions on related routes. Mr. Betts stated the replacement vehicles will be operated by Golden Gate Transit in high ridership areas of the Canal district in San Rafael. For those reasons, staff would like to operate larger Gillig vehicles. Staff plan to keep operating three 35-foot buses due to operational restrictions on local roadways, specifically in the Fairfax area.

Recommended Action: Approve.

M/s: Director Moulton-Peters – Second Vice President Lucan

Ayes: President Rice, Vice President Colbert, Second Vice President Lucan, Director Moulton-Peters, Director Rodoni, Director Sackett, Director Bushey

Noes: None

Absent: None

Abstain: None

7. [Return to In Person Marin Transit Board of Directors Meetings at the Marin County Civic Center's Board Chambers](#)

[Staff Report](#)

Item seven is deferred until the February Board of Directors meeting. No action was taken. No member of the public made a comment on this item.

8. [Evaluation of Free Fare Promotional Programs and Recommendations](#)

[Staff Report](#)

General Manager Nancy Whelan noted that agenda item eight is a follow-up report to an action that the Board took in August 2021, which allowed for fare promotions.

Director of Planning Cathleen Sullivan presented the item as an evaluation related to an item from a Board workshop in March 2021. At that time, staff were directed to address two questions related to fare discounts and ridership barriers. Future research and Board items resulted in the adoption of three fare promotion pilot programs. The pilot programs were conducted in late 2021, through 2022.

Ms. Sullivan outlined the three types of research that staff did prior to the pilot programs, along with three takeaways from the research. Ms. Sullivan reviewed existing fare discounts that the District currently operates.

Ms. Sullivan reported on the three fare promotion pilot programs that the Board approved in August 2021. The first program assisted seniors and disabled individuals. The second program assisted families of low-income students or those who qualify for the District's free Youth Pass. The third program assisted youth over the duration of one summer. Ms. Sullivan listed an overview of the duration, goals, and distribution requirements for each program.

Ms. Sullivan reported on the program for seniors and disabled individuals. She presented on potential external influences, along with an explanation of the timeline and other characteristics of the program. She provided data on ridership both within and outside of the program. Ms. Sullivan gave a summary of the program's operational and financial impact, and rider feedback. Staff do not recommend repeating or permanently instituting the program. Staff are currently considering other programs for seniors and disabled riders.

Ms. Sullivan reported on the program for families of low-income students. Ms. Sullivan described how families could opt in and receive three free monthly passes. Ms. Sullivan reviewed how many families participated, how many passes were activated, and how often the activated passes have been used. Ms. Sullivan listed the program's costs, described ridership and operational impacts, and summarized rider feedback on the program. Staff are exploring options for doing a similar promotion again.

Ms. Sullivan reported on the summer program for youth. The program enabled youth to ride the District's buses for free during the summer of 2022. Ms. Sullivan explained the program's goal and external factors that may have impacted it. She provided data on ridership within and outside of the program. She compared youth summer ridership between 2018 and 2022, which appeared to not be dramatically impacted by the promotion. Ms. Sullivan reported that 51 percent of youth use a Youth Pass for fares and 49 percent use cash or a Clipper card. Of the 51 percent that use Youth Passes, 95 percent receive a Youth Pass for free. Ultimately, staff do not believe cost is a primary barrier to youth ridership. Ms. Sullivan reviewed a financial analysis of the program. She reported

on ridership and operational impacts, as well as rider feedback. Staff believe the program could be repeated, potentially in partnership with other agencies.

Ms. Sullivan stated that the fare promotion programs had a larger equity impact than ridership impact, however it was difficult to isolate the precise impact of specific promotions. Most of the promotions were relatively low-cost.

Ms. Sullivan presented staff's plans for fare promotion programs and research.

Director Sackett expressed appreciation for the report as well as her support of the program for families of low-income students. In contrast to other populations, there is a new group of students every year who may be able to benefit from the program. Director Sackett suggested staff should email families who have not yet activated their monthly pass, or provide families with an alternative to mail communication. Director Sackett stated that the program promotes equity and ridership.

Second Vice President Lucan thanked Ms. Sullivan for her report. He asked how the bus operators verified ages of students during the summer promotion for students, and he wondered how the promotion usage was tracked.

Ms. Sullivan answered that students could show a student identification card, or any other identification of age. While the students did not tag on or off, the bus operator had a button to track how many student riders boarded the bus.

Second Vice President Lucan referred to a prior Board meeting when a Board member asked if it would become feasible for all youth to ride the bus for free. Second Vice President Lucan highlighted that 95 percent of Youth Passes are distributed for free, summer fares are free for youth due to the promotion, and about half of fares from youth are paid. Second Vice President Lucan acknowledged the amount of time staff are spending on the programs. He wondered if it may be productive to simplify and unify the youth fare.

Ms. Sullivan noted that the District collects revenue from youth fares. She added that allowing all youth to ride for free can cause overcrowding, and negatively affect those who rely on the bus regularly.

Second Vice President Lucan requested data on how much revenue the District collects from youth. He stated that while paying a fare may not be a deterrent to youth, not having an easy way of paying is a barrier. He said that although he sees the value of promotions and discounts, the cost of administering the promotions and discounts may be more than the cost of a unified approach.

Director Moulton-Peters expressed gratitude for Ms. Sullivan's report. Director Moulton-Peters stated that the report confirmed trends they have seen before: the District serves transit-dependent riders, and staff should direct their attention to determining how they can grow service. Director Moulton-Peters expressed agreement with Second Vice President Lucan's sentiments. She said she believes staff could find ways to simplify fares and direct their messaging and efforts to riders. She acknowledged that farebox recovery is important, as Marin Access is the most expensive program. She asked if the District could use equipment that would help them understand rider behavior in more detail.

Ms. Whelan explained that Ms. Sullivan's proposed upcoming fare analysis, in preparation for Clipper 2.0, will shed light on many of the Board's questions. Ms. Whelan reported that staff are looking at adjusting equipment and are investigating how they can make the Clipper card more available to all riders.

Director Colbert appreciated the report and commented that these types of reports allow the Board to better understand the data points. He stated the importance of being mindful of equity while understanding riders see value in paying for service. He then suggested that the piecemeal approach to offering rider incentives has reached its limits and encouraged staff to continue outreach efforts.

President Rice called for public comment.

Linda Jackson from the Aging Action Initiative and San Rafael City Schools Board of Education highlighted that 398 of 867 of the promotional free monthly passes were activated. She suggested that there are more low-income families than that at San Rafael City Schools and that staff should seek to expand the impact and set a target for program reach. Ms. Jackson encouraged staff to partner with other agencies to look into the impact of the "public charge" barrier. She stated that while there was communication between the San Rafael School District's public information officer and Marin Transit to publicize the promotion, focus groups may be helpful to find out why the promotion had such results. Ms. Jackson also emphasized the real value of the free summer pass, as it exposes youth to public transportation. She encouraged staff to view the program as a promotion of public transportation to youth. Ms. Jackson requested that the data on senior ridership be presented at Marin Mobility Consortium and Paratransit Coordinating Council meetings. She offered to assist Ms. Sullivan with reaching out to other community organizations, as the community of seniors will be growing in the future.

President Rice stated that there are more families with students who may benefit from the youth pass promotion. She said she is curious about how the District

addresses the potential public charge barrier to free pass adoption. She emphasized the importance of partnering with other community organizations to explore promotions and potential barriers. She requested that staff explore equity further, given the cost of living in Marin County. President Rice stated it is important to note the fare revenue as a percentage of the operating revenue and compare that to other subsidies. She said that the issue of overcrowding is important, and the summer promotion seems like a feasible option for the District. President Rice emphasized that analyzing the pilots is imperative and deserves more focus.

Second Vice President Lucan requested that the Board receive more information on youth revenue and cost at a future meeting.

President Rice added that many of riders are essential workers.

Recommended Action: Receive results from three free fare promotions and authorize staff to proceed with recommended next steps.

M/s: Second Vice President Lucan – Vice President Colbert

Ayes: President Rice, Vice President Colbert, Second Vice President Lucan, Director Moulton-Peters, Director Rodoni, Director Sackett, Director Bushey

Noes: None

Absent: None

Abstain: None

9. [Fixed Route Operations Update](#)

[Staff Report](#)

Director of Operations & Service Development Robert Betts stated the District has faced operational challenges during the COVID-19 pandemic, and they have overcome obstacles. Staff have made adjustments and changes to support the riders and have been successful. The item is a precursor to future Board items.

Mr. Betts shared ridership data from November 2018 and October 2022, for fixed route and demand response rides. Mr. Betts gave several ridership observations.

Mr. Betts presented revenue hour trends from November 2018 and October 2022. He compared those values to Golden Gate Transit's regional bus service.

Mr. Betts explained how traffic has changed from March 2020 to the present. He displayed diagrams that represent how public transit routes start, end, and go through the San Rafael Transit Center. He identified how traffic impacts the situations in the diagrams, and what staff do to manage those impacts.

Mr. Betts listed the five major contracts that the District operates. He outlined progress and challenges in obtaining facilities. He reported on staffing data from September 2022 and December 2022. Mr. Betts explained the proposed actions that the District may take to address challenges. He listed the trends in missed trips that each of the District's programs are experiencing, and stated that the District has a target of a maximum of one percent of trips being missed.

Mr. Betts presented an overview of what service changes are proposed for June of 2023, as well as the timeline for those changes.

President Rice thanked Mr. Betts for his report and asked who created the San Rafael Transit Center runtime diagram.

Mr. Betts confirmed he came up with the diagram.

President Rice complimented Mr. Betts on the diagram.

Vice President Colbert expressed appreciation for the report and asked why some traffic has increased to levels higher than before the COVID-19 pandemic.

Mr. Betts answered that he has seen traffic increase around school sites. Staff track schedule trends over time, and in certain cases staff have had to add more runtime than before the COVID-19 pandemic.

Director Rodoni said he appreciated Ms. Betts' report. He asked how the District's standard of standby time during their routes compares to the industry standard.

Mr. Betts was unsure of an industry standard and added that staff aim to allocate 10 to 12 percent of the total cycle time to layover recovery. Mr. Betts noted that maintaining that allocation can be challenging due to the pulse system that has evolved. Often, the District concentrates layover recovery on one end of a route. That can be variable due to traffic throughout the day.

Director Rodoni asked if Golden Gate Transit's regional bus service is complicating the District's local services.

Mr. Betts answered that it requires ongoing coordination, and the agencies meet regularly. A significant challenge is the lack of service between San Rafael and Novato. Before the pandemic, that route was serviced by Golden Gate Transit.

Director Moulton-Peters stated that flexibility of time is very important. She thanked Mr. Betts for his report. She said that everything in the report could be criteria in the Transportation Authority of Marin (TAM)'s transportation plan. The impact of traffic on public transportation is a topic that TAM is considering. Director Moulton Peters asked General Manager Nancy Whelan if the District still operates their Facilities Siting Ad Hoc Committee.

Ms. Whelan confirmed that in the next few weeks the District will be reconvening the Facilities Siting Ad Hoc Committee.

Director Moulton-Peters said the Facilities Siting Ad Hoc Committee is critical as the District has not yet identified a permanent bus yard.

Mr. Betts responded to the third public comment, which was directed toward the current item. Mr. Betts encouraged a close review of the components of the comment, and stated that he will respond at the February Board meeting.

President Rice asked if a renegotiation of contracts will affect the District's ability to provide service capacity.

Mr. Betts answered that the service change proposal in June will take potential contract challenges into consideration.

President Rice asked how traffic patterns were taken into consideration when forming the service change proposal.

Mr. Betts said staff are looking forward to being involved with the upcoming County-wide transportation planning effort and discussing public transportation's role within the roadway network. The District also has funding for a Congested Corridor Study, which will target progress in key corridors in the County where there are high levels of service and congestion. The District is working with TAM to implement part-time transit lanes in challenging traffic areas.

Recommended Action: Receive an update from staff on current fixed route services; discuss challenges and next steps.

10. [Regional Transit Network Management Update](#)

[Staff Report](#)

General Manager Nancy Whelan provided a timeline of the evolution of the Regional Network Management (RNM) and identified its key goals. Ms. Whelan explained the actions and outcomes of plans that came before the RNM, including the Blue Ribbon Transit Recovery Taskforce, and the Transit Information Action Plan. Ms. Whelan outlined the framework of the RNM council and support staff, which the Metropolitan Transportation Commission (MTC) oversees. The framework resembles the Clipper Executive Board. Alternates at agencies will sign a Memorandum of Understanding (MOU), to establish the RNM framework.

Ms. Whelan highlighted key issues for the District: the relative authority of the RNM versus the authority of transit agency boards, funding of RNM staff, and the fiscal cliffs that many transit operators may face in the next few years.

Ms. Whelan reviewed past actions that led to the RNM, and the next steps of the RNM, including development of the framework, the budget, funding, MOUs, committee formation, and hiring of staff.

President Rice thanked Vice President Colbert and Director Moulton-Peters for attending the Transit Board Forum.

Director Moulton-Peters clarified that the purpose of the RNM is to provide linkage between San Francisco Bay Area transit agencies. She asked if the large transit agencies will be more involved.

Ms. Whelan said that large agencies will be impacted more than small agencies.

Director Moulton-Peters asked if there is a guiding principle for the RNM that discourages changing those systems that are working well. She asked if there will be special consideration for small operators' Transportation Development Act (TDA) funds.

Ms. Whelan suggested that Director Moulton-Peters ask those questions at the Transit Board Forum.

Second Vice President Lucan added that he will be attending the Transit Board Forum as well.

Ms. Whelan noted that the Transit Board Forum will be a public meeting.

President Rice called for public comment.

Linda Jackson stated she is thrilled to hear about the RNM after Ms. Whelan's past presentation on the topic. She encouraged the Board to share information

about the RNM in their newsletters, as well as City Council meetings and TAM Board meetings. Ms. Jackson noted the RNM could benefit or challenge agencies.

Recommended Action: Information.

Adjourn President Rice adjourned the meeting at 11:49 A.M.

SINE DIE

PRESIDENT

ATTEST:

CLERK



711 Grand Ave, #110
San Rafael, CA 94901
ph: 415.226.0855
marintransit.org

Board of Directors

Katie Rice

President
Supervisor District 2

Brian Colbert

Vice President
Town of San Anselmo

Eric Lucan

2nd Vice President
Supervisor District 5

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Director
Supervisor District 4

Maribeth Bushey

Director
City of San Rafael

Fred Casissa

Alternate
Town of Corte Madera

February 6, 2023

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

Subject: First Amendment with Transdev Services, Inc. for Operations of Marin Access Services and Programs (#1165)

Dear Board Members:

Recommendation:

Approve the First Amendment with Transdev Services, Inc. (#1165) to adjust the driver wage scale and to replace Attachment A, Compensation, within the existing contract.

Summary

Your Board authorized Marin Transit's current contract for Operations of Marin Access with Transdev Services (#1065) on September 13, 2021 and it was signed and accepted on October 28, 2021. This contract outlines tiered pricing based on service levels using a fixed and variable rate structure. The tiered pricing allows for an increase in support staff (the monthly fixed fee portion of the cost structure) and front-line staff like drivers (the variable or hourly rate portion of the contract) based on the amount of service provided, as measured in revenue hours.

The current economic conditions have created a very competitive market for front-line staff in transit, particularly drivers. Although the current driver wage scale that went into effect February 1, 2022 was a significant increase over the previous wages, this increase has not kept pace with the labor market demands. Marin Transit has worked in partnership with Transdev during the recent months to identify ways to increase the driver wages without having a significant impact on overall cost for the District.

This proposed amendment reduces a portion of the administrative fixed costs, reallocates some fixed costs to the variable rate, increases driver wages and associated benefits cost, and eliminates the tiered pricing structure. The starting driver wage will be increased by \$2.44 per hour (+12.8%) in February 2023 under this proposal. Current driver wages will be similarly increased. These changes to the compensation plan will minimize the overall cost increases to the District while addressing the labor market demands. As a partner in providing the Marin Access paratransit services, Golden Gate Bridge



Highway and Transportation District (GGBHTD) has also reviewed and accepted this contract amendment.

Fiscal / Staffing Impact

No increase is needed to the current contract Not to Exceed (maximum) amount. Your Board initially authorized a contract Not to Exceed amount for the based contract of \$23.7 million plus an additional \$23.4 million for the option years. The calculated contract maximum was based on the budgeted revenue hours for FY2021/22, along with adjusted Short Range Transit Plan projected hours. Since fewer hours are being operated due to lower demand for paratransit service than projected, no increase in the authorized contract Not to Exceed amount is needed.

The proposed contract amendment would result in a decreased monthly fixed fee and an increased monthly variable fee (cost per revenue hour) as shown in the table below.

Costs for FY 2022/2023 are to be reimbursed at a rate of \$51.08 per revenue hour, as shown in the table below. The fixed monthly administrative fee would be revised to a rate of \$269,604, effective February 1, 2023.

Contract Year	Current Monthly Fixed Fee ⁽¹⁾	Revised Monthly Fixed Fee	Current Cost per Revenue Hour ⁽¹⁾	Revised Cost per Revenue Hour
Year 1 (02/2022 – 06/2022)	\$261,969		\$42.79	
Year 2 (07/2023 - 01/2023)	\$272,186		\$44.46	
Year 2 (02/2023 – 06/2023)	\$272,186	\$269,604	\$44.46	\$51.08
Year 3 (07/2023 – 06/2024)	\$282,229	\$279,552	\$46.10	\$52.96
Year 4 (FY24-25)	\$291,628	\$288,861	\$47.63	\$54.73
Year 5 - Option Year 1 (FY25-26)	\$300,377	\$297,527	\$49.06	\$56.37
Year 6 - Option Year 2 (FY26-27)	\$346,937	\$308,804	\$49.78	\$58.51
Year 7 - Option Year 3 (FY27-28)	\$360,224	\$320,631	\$51.69	\$60.75

1. Current Compensation is based on a tiered level of service based on revenue hours. Current rates shown in the table are based on Tier 2 pricing which is priced for service levels between 42,000 and 54,000 annual hours.

The original contract cost estimate was based on a projected service level (revenue hours) that was much higher than what has actually occurred after the first year of service. Staff developed new cost estimates that take into account the current actuals and new forecasted service hour estimates from the recently adopted Short Range Transit Plan. Using the revised hours under the current contract compensation plan, the updated not-to-exceed value for the base contract is reduced by \$3.3 million (see table below). With the amendment, the base contract not-to-exceed amount is estimated to increase by \$900,000 to \$21.3 million. About 20% of these costs would be funded by GGBHTD for the provision of regional paratransit and the GGBHTD share of local paratransit services.



Contract	Estimated Base Period Contract Maximum
Original Contract (#1065)	\$23.7 million
Original Contract, Updated Hours	\$20.4 million
Amendment, Updated Hours	\$21.3 million

The cost of Marin Access operations is included in Marin Transit’s annual budget. This contract amendment would help to ensure that the Marin Access services continue to operate and meet the District’s expectations.

The increase in driver compensation, outlined in the table below, would help Transdev Services remain competitive in recruitment and retention of quality operators for Marin Access services.

Driver Year	Current Y2	Revised Y2	Revised Y3	Revised Y4	Revised Y5	Revised Y6	Revised Y7
0-1	\$19.06	\$21.50	\$22.15	\$22.81	\$23.49	\$24.20	\$24.92
1-2	\$19.57	\$22.00	\$22.66	\$23.34	\$24.04	\$24.76	\$25.50
2-3	\$20.09	\$22.50	\$23.18	\$23.87	\$24.59	\$25.32	\$26.08
3-4	\$20.60	\$23.00	\$23.69	\$24.40	\$25.13	\$25.89	\$26.66
4-5	\$21.12	\$23.50	\$24.21	\$24.93	\$25.68	\$26.45	\$27.24
5-6	\$21.37	\$23.75	\$24.46	\$25.20	\$25.95	\$26.73	\$27.53
6-7	\$21.63	\$24.00	\$24.72	\$25.46	\$26.23	\$27.01	\$27.82
7-8	\$21.89	\$24.25	\$24.98	\$25.73	\$26.50	\$27.29	\$28.11
8-9	\$22.15	\$24.50	\$25.24	\$25.99	\$26.77	\$27.57	\$28.40
9-10	\$22.40	\$24.75	\$25.49	\$26.26	\$27.04	\$27.86	\$28.69
10-11	\$22.66	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98
11-12	\$22.92	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98
12-13	\$23.18	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98
13-14	\$23.52	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98
14-15	\$23.86	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98
15+	\$24.21	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98
Avg Wage	\$21.25	\$22.26	\$23.23	\$24.34	\$25.48	\$26.62	\$27.69

There is no staffing impact associated with this item.



Respectfully Submitted,

A handwritten signature in black ink, appearing to read "R. Betts".

Robert Betts
Director of Operations and Service Development

Attachment A: Amendment #1 to the Transdev Services Agreement #1065

FIRST AMENDMENT TO AGREEMENT
BY AND BETWEEN THE
MARIN COUNTY TRANSIT DISTRICT AND TRANSDEV SERVICES, INC DATED OCTOBER 28, 2021

THIS AMENDMENT is made and entered into this ___ day of February, 2023 by and between the MARIN COUNTY TRANSIT DISTRICT, (hereinafter referred to as "Marin Transit" or "District") and TRANSDEV SERVICES, INC (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, the District and the Contractor entered into an agreement (#1065); and

WHEREAS, changes in the labor market have made it difficult for the Contractor to hire and retain sufficient drivers to meet the requirements of the contract; and

WHEREAS, the parties wish to amend the agreement to modify the Contractor fixed and variable compensation rates to provide increased driver wages; and

WHEREAS the parties wish to modify the pricing structure to remove the tiered pricing structure and associated tier start-up and tier change costs; and

WHEREAS the contract incorrectly included the option year costs in Maximum costs to the District; and

WHEREAS, the parties wish to correct the Maximum costs to the District to be only the base contract amount.

NOW, THEREFORE, the parties hereby agree to the following amendments as set forth below:

AGREEMENT

- 1) Except as otherwise provided herein all terms and conditions of the agreement shall remain in full force and effect.
- 2) **SEC. 501 3** is replaced in its entirety with:
 3. Maximum Cost to District. In no event will the cost to District for the services to be provided in herein, for the base contract term, exceed the maximum sum of \$23,697,366 excluding reimbursements of Volunteer Driver per mile payments and payments for approved vehicle transmission and engine replacements.
- 3) **Attachment A: Compensation**, of the Agreement with the Contractor is replaced in its entirety with the attached Attachment A.

IN WITNESS WHEREOF, the parties hereto have executed this Addendum on the day first
written above.

CONTRACTOR:

MARIN COUNTY TRANSIT DISTRICT:

By _____



APPROVED AS TO FORM:
County Counsel

Attachment A: Compensation

DISTRICT shall pay CONTRACTOR as follows:

- (1) FIXED and VARIABLE COSTS. DISTRICT shall pay CONTRACTOR a fixed monthly fee and a per revenue hour rate based on the table shown below. These rates will apply until cumulative revenue hours operated under this agreement exceed 60,000 hours annually, as triggered by three consecutive months of 5,000 or more hours operated or an annual total of 60,000, whichever is first. DISTRICT and CONTRACTOR agree to meet at such time to discuss if changes to the rates are needed in an effort to reach an agreement if warranted.

Contract Year	Monthly Fixed Fee	Hourly Rate (Variable per Hour)
Year 1	\$261,969	\$42.79
Year 2 (02/2023 – 06/2023)	\$272,186	\$44.46
Year 2 (02/2023 – 06/2023)	\$269,604	\$51.08
Year 3 (07/2023 – 06/2024)	\$279,552	\$52.96
Year 4 (FY24-25)	\$288,861	\$54.73
Year 5 - Option Year 1 (FY25-26)	\$297,527	\$56.37
Year 6 - Option Year 2 (FY26-27)	\$308,804	\$58.51
Year 7 - Option Year 3 (FY27-28)	\$320,631	\$60.75

- (2) VOLUNTEER DRIVER REIMBURSEMENTS – DISTRICT shall reimburse CONTRACTOR monthly for volunteer driver mileage reimbursements in accordance with the following table:

Program	Reimbursement Rate ¹	Monthly Mileage Cap
STAR – Urbanized Marin	\$0.60 / mile	100
TRIP – West Marin	\$0.60 / mile	400

1. Rates subject to change
 2. Reimbursement Policies
 - a. If a reimbursement form is received after the 10th of following month (ie. received on 10/12/21 for trips that occurred in September), it is processed in the next month
 - b. Reimbursements are not honored if more than one month late (ie. late forms must be received by 10th of month, 2nd month after trips occurred) unless MCTD has approved a policy exception
- (3) DIRECT COSTS - MAJOR VEHICLE REPAIRS – DISTRICT shall reimburse CONTRACTOR for major vehicle repairs (engine replacements and transmission replacements) not under warranty on DISTRICT owned vehicles.
- (4) DIRECT COSTS – COVID-19 PANDEMIC RELATED COSTS - DISTRICT shall reimburse CONTRACTOR for costs associated with the COVID-19 pandemic, including cleaning services and supplies. Any such costs must be pre-approved by MCTD and include supporting documentation.
- (5) DIRECT COSTS -FACILITY EQUIPMENT – DISTRICT shall reimburse CONTRACTOR for facility equipment and materials, as listed in Attachment T to Agreement #1065, or Marin Transit approved

alternatives, up to a maximum amount of \$152,000. All associated assets purchased that remain at the end of the contract shall become property of DISTRICT.

- (6) DIRECT COSTS- INTERNET AND PHONE – DISTRICT shall reimburse CONTRACTOR for costs of providing internet and data, as well as the phone system with DISTRICT pre- approval.
- (7) DIRECT COSTS - OFFICE FURNITURE – DISTRICT shall reimburse CONTRACTOR up to \$80,000 for purchase and installation of desks, conference tables, cubicles and other items pre-approved by District for the 3000 Kerner location. All associated assets purchased that remain at the end of the contract shall become property of the DISTRICT.
- (8) MILEAGE. DISTRICT shall not pay CONTRACTOR for travel by private, leased or hired vehicles as required by this Contract.
- (9) TRAVEL COSTS. DISTRICT shall not pay CONTRACTOR for meals, lodging, or other travel costs not included in this Contract.
- (10) AUTHORIZATION REQUIRED. Services performed by CONTRACTOR and not authorized in this Contract shall not be paid for DISTRICT. Payment for additional services shall be made to CONTRACTOR by DISTRICT if, and only if, this Contract is amended by both parties in advance of performing additional services.
- (11) MAXIMUM CONTRACT AMOUNT. The maximum term of this Contract is three years and five months plus three option years. The maximum amount payable to Contractor under this Contract for the base term shall not exceed \$23,697,064.
- (12) DRIVER WAGE RATES. Contractor shall agree to pay driver wages based on schedule shown below. DISTRICT may, at its sole discretion, audit payroll records as outlined in Section 502 of Agreement #1065

Driver Year	FY 2023 (July – January)	FY 2023 (February – June)	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028
0-1	\$19.06	\$21.50	\$22.15	\$22.81	\$23.49	\$24.20	\$24.92
1-2	\$19.57	\$22.00	\$22.66	\$23.34	\$24.04	\$24.76	\$25.50
2-3	\$20.09	\$22.50	\$23.18	\$23.87	\$24.59	\$25.32	\$26.08
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4-5	\$21.12	\$23.50	\$24.21	\$24.93	\$25.68	\$26.45	\$27.24
5-6	\$21.37	\$23.75	\$24.46	\$25.20	\$25.95	\$26.73	\$27.53
6-7	\$21.63	\$24.00	\$24.72	\$25.46	\$26.23	\$27.01	\$27.82
7-8	\$21.89	\$24.25	\$24.98	\$25.73	\$26.50	\$27.29	\$28.11
8-9	\$22.15	\$24.50	\$25.24	\$25.99	\$26.77	\$27.57	\$28.40
9-10	\$22.40	\$24.75	\$25.49	\$26.26	\$27.04	\$27.86	\$28.69
10-11	\$22.66	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98
11-12	\$22.92	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98
12-13	\$23.18	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98
13-14	\$23.52	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98

Attachment A

14-15	\$23.86	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98
15+	\$24.21	\$25.00	\$25.75	\$26.52	\$27.32	\$28.14	\$28.98
Avg Wage	\$21.25	\$22.26	\$23.23	\$24.34	\$25.48	\$26.62	\$27.69



711 Grand Ave, #110
San Rafael, CA 94901
ph: 415.226.0855
marintransit.org

February 6, 2023

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

Board of Directors

Subject: Update on San Rafael Transit Center Replacement Project

Katie Rice

President
Supervisor District 2

Dear Board Members:

Recommendation

Discussion Item.

Brian Colbert

Vice President
Town of San Anselmo

Summary

The San Rafael Transit Center (SRTC), owned by Golden Gate Bridge, Highway and Transportation District (GGBHTD), is critical to Marin Transit operations and our riders. It is a crossroads for transit service in Marin County and facilitates timed transfer connections between local routes and regional bus and rail services that serve the county and beyond. Marin Transit is currently the largest user of this facility; our services account for 77% of all daily bus trips that serve the facility (June 2022) and nearly all our routes travel through the SRTC.

Eric Lucan

2nd Vice President
Supervisor District 5

A process to redesign the facility has been underway for many years. The GGBHTD Board passed a major milestone for redesign of the facility with adoption of the Final Environmental Impact Report (FEIR) for the SRTC Replacement Project in December and will begin a community design process in the spring. The consultant for the project will provide an overview of the project and its current status at your February meeting. Marin Transit supports the preferred alternative from the FEIR and will work closely with GGBHTD to be involved in the design process and next steps to ensure that the facility meets our operational needs and the needs of our riders.

Mary Sackett

Director
Supervisor District 1

Background

The SMART train extension to Larkspur impacted the functionality of the SRTC and the need to redesign the facility has been an acute need since that time. The GGBHTD Board passed a major milestone with adoption of the Final Environmental Impact Report (FEIR) for the SRTC Replacement Project on December 16, 2022. The FEIR did not identify any significant and unavoidable impacts for the "Move Whistlestop Alternative," which was selected by the Board as the preferred project alternative. Each of the significant impacts identified under the preferred alternative were reduced to less than significant

Stephanie

Moulton-Peters
Director
Supervisor District 3

Dennis Rodoni

Director
Supervisor District 4

Maribeth Bushey

Director
City of San Rafael

Fred Casissa

Alternate
Town of Corte Madera



with mitigation measures applied. The release of the FEIR on October 22, 2022, followed an extensive review period that began with the issuance of a Draft Environmental Impact Report (DEIR) for this project on August 11, 2021.

The consultant for the project will provide an overview of the project at your February meeting (Attachment A). More information about the project can be found on the GGBHTD website here: www.goldengate.org/district/district-projects/san-rafael-transit-center/.

Marin Transit submitted a comment letter (Attachment B) expressing support for the preferred alternative, emphasizing the importance of the facility to our operations, and underscoring our desire to be involved in next steps. The letter also highlighted a few critical issues for Marin Transit in the design process, including designing for safe interactions between modes, safe pedestrian access to/from the SRTC, and platform assignments and supportive uses.

Next Steps

In Spring 2023, GGBHTD will begin a community design process to get input from transit center users and community-based organizations on the look and feel of the new SRTC. In parallel, GGBHTD will begin work on preliminary engineering, funding strategies and property acquisition. After acquiring necessary property and approving the final design, GGBHTD estimates that construction will start in 2025 and take approximately 18 months.

Marin Transit staff is working with GGBHTD to determine how we will participate in the design process and other next steps.

Fiscal/Staffing Impact

None.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Cathleen Sullivan".

Cathleen Sullivan
Director of Planning

Attachment A: San Rafael Transit Center Replacement Project Update

Attachment B: Marin Transit Comments on the Final Environmental Impact Report (FEIR) for the San Rafael Transit Center Replacement Project (without attachments)



SAN RAFAEL TRANSPORTATION CENTER



Relocation Analysis, Environmental Clearance, and Preliminary Design

Project Update Marin Transit Board of Directors February 6, 2023



SAN RAFAEL
THE CITY WITH A MISSION



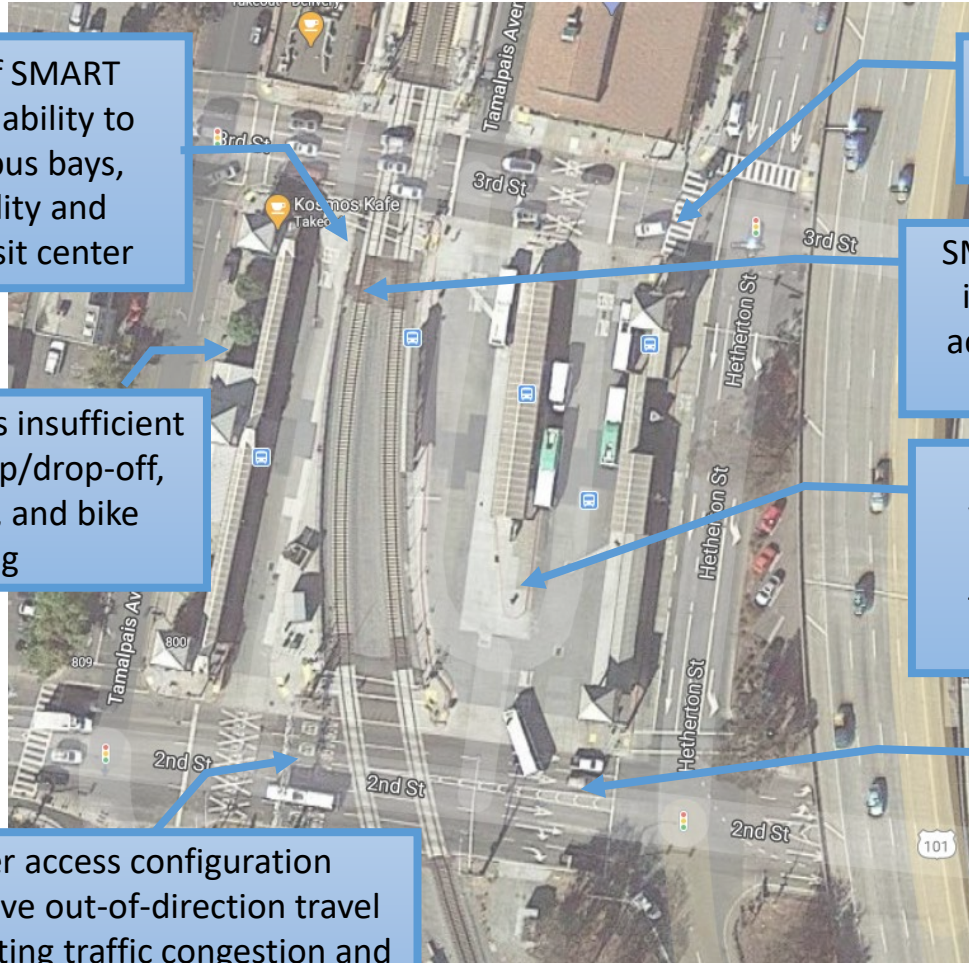


Agenda

- Project Need and History
- Project Description
- Next Steps



Why a New Transit Center is Needed



Construction of SMART tracks impacted ability to access several bus bays, limiting flexibility and usability of transit center

Transit center has insufficient space for pick-up/drop-off, shuttles, taxis, and bike parking

Transit center access configuration requires extensive out-of-direction travel for buses, impacting traffic congestion and increasing operating costs

Third Street serves as a major barrier for pedestrian access and transfers to SMART

SMART tracks bisecting transit center impacts pedestrian circulation and access, increasing transfer times and making wayfinding difficult

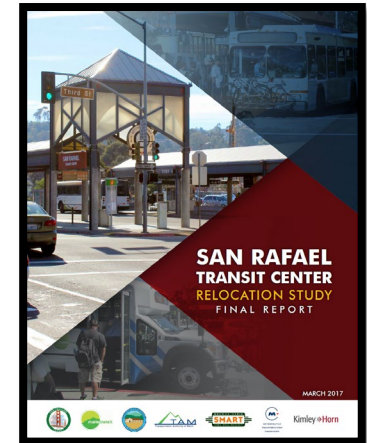
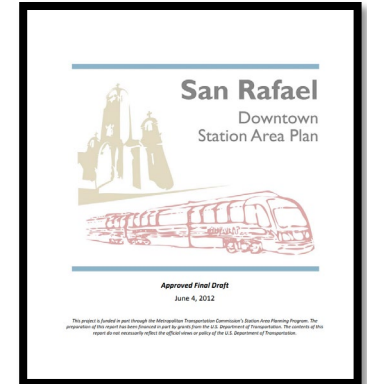
Current transit center was built 30 years ago, lacks sufficient space for customer service, and needs technology, sustainability, and user comfort improvements

Congestion on 2nd Street makes it challenging for buses to exit transit center, increasing travel times and impacting reliability



Project History

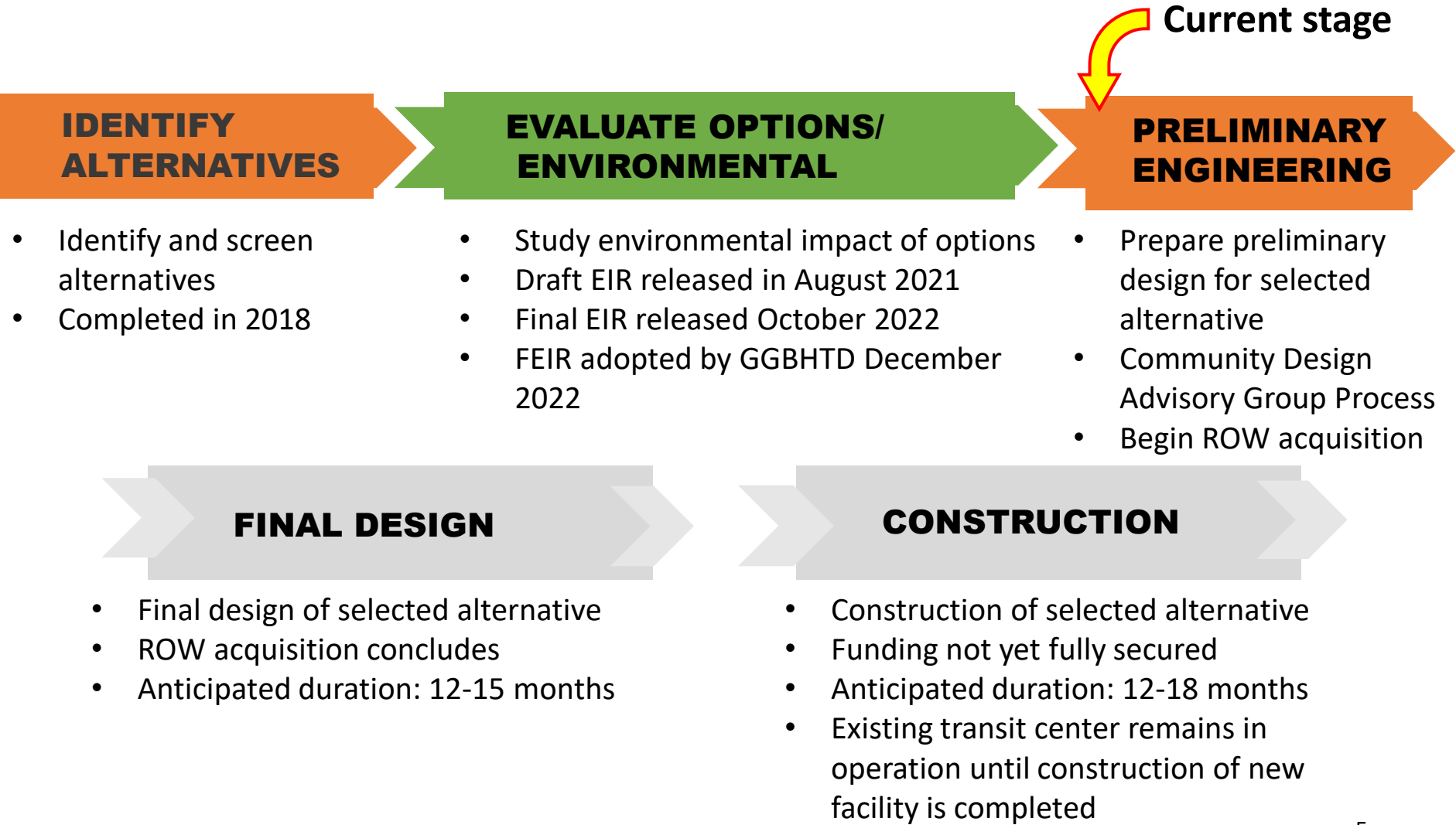
- 2010-2012: City's Downtown Station Area Plan
 - Identified preferred site around SMART station
- 2015-2017: City-led Relocation Study
 - Determined facility requirements
- 2018-2022: CEQA Environmental process
 - Upon community request, started with a clean slate on projects
 - Prior to release of DEIR, project included 9 technical meetings with City staff
 - DEIR Released in August 2021
 - FEIR Released October 2022





SAN RAFAEL TRANSPORTATION CENTER

Relocation Analysis, Environmental Clearance, and Preliminary Design





Public Engagement Process Since 2018



Over 7,000 total in-person and virtual interactions



Seven (7) community meetings



Two (2) Facebook Live events in Spanish with Canal Alliance



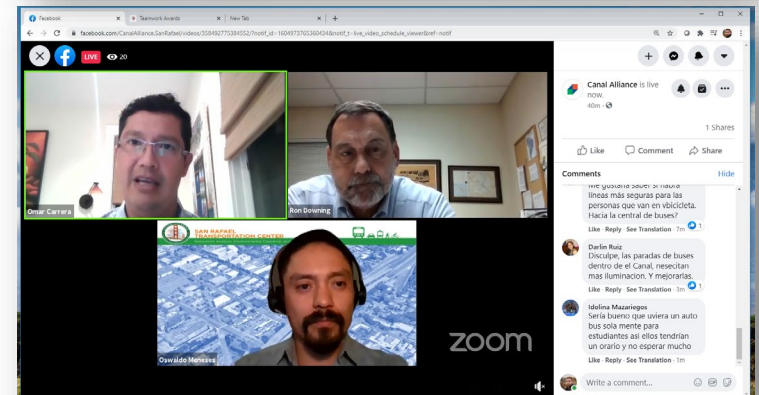
70+ hours tabling at the transit center and food distribution events in Canal neighborhood



Two (2) online/in-person surveys with over 1,200 responses



10 presentations to seven (7) community groups





Analyses Used to Select Adopted Alternative

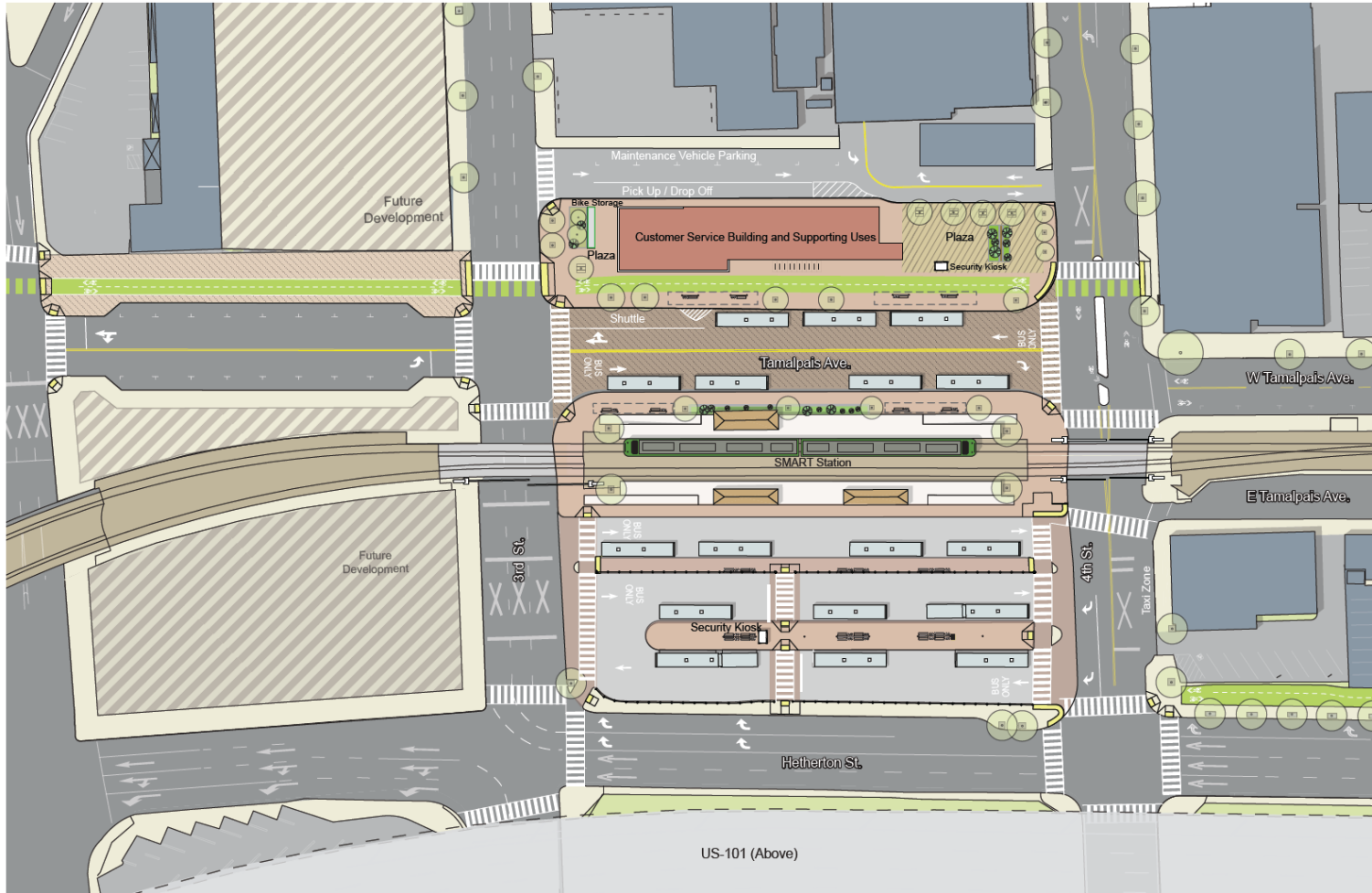
- Technical analysis of transit center usage patterns, pre-COVID, during COVID, and into the future
- Technical analysis of bus operations, traffic circulation, bicycle and pedestrian circulation through downtown San Rafael
- Extensive community engagement and community feedback, particularly from transit riders
- Extensive stakeholder engagement and feedback
- Environmental Analysis



Attachment A

SAN RAFAEL TRANSPORTATION CENTER

Relocation Analysis, Environmental Clearance, and Preliminary Design



Legend

- Feature Tree
- Tree with Tree Well
- Tree
- Platform Seating
- Bus Canopy
- Landscaped Area
- Bike Racks
- Secure Bike Parking
- Security Kiosk
- Bike Path
- Canopy Overhead
- Ped Safety Barrier
- Ticket Machine
- Improved Paving
- Typical Paving



Adopted Alternative (Move Whistlestop Alternative)



Transit Center Features Planned to Include

- 17 bus bays
- Existing SMART Station
- Security
- Clipper machines
- Covered waiting areas and passenger seating
- Bike parking
- Green (LEED) treatments
- Wayfinding
- Customer service and transit information
- Lighting
- Landscaping and public spaces
- Ancillary retail space
- Maintenance parking
- Pick-up/Drop-off space
- Taxi/TNC and shuttle space
- Driver relief facilities
- Public restrooms
- Consideration for Crime Prevention Through Environmental Design (CPTED) strategies



Benefits of Adopted Alternative

- Most significant benefits to transit travel time and reliability, providing improved transit connections and optimizing operating costs
- Reduction in amount of bus circulation on local streets
- Operational flexibility to allow for future potential expansion of transit service and schedules
- New transit center facilities, including enlarged customer service, new shelters, integration of technology, green treatments (LEED), improved waiting areas
- Flexible curb for buses, microtransit, shuttles, TNCs, taxis, pick-up/drop-off



Benefits of Adopted Alternative (cont.)

- Does not require passengers to cross any auto streets for either transfers between buses or transfers between buses and SMART
- New public spaces that will create a sense of place and entry to downtown San Rafael
- Creates a cohesive transit identity and simplifies wayfinding for transit users
- Provides clear lines of sight and active public spaces, creating a safe and secure space for patrons
- Implements a key part of the City's Bicycle and Pedestrian Master Plan, the North-South Greenway on Tamalpais Avenue



Estimated Project Timeline to Completion

- December 2022
 - Board Adopted Findings of Fact, Selected Alternative to Advance (*Move Whistlestop*)
- Winter-Fall 2023
 - Preliminary Engineering, Community Design Advisory Process, Outreach, and Begin ROW Procurement
- Fall 2023
 - District procures Final Design contract
- Winter 2024 – Spring 2025
 - Final Design and ROW Procurement
- Summer 2025
 - District procures Contractor
- Fall 2025
 - Construction Begins
- Winter/Spring 2027
 - Complete Construction and Transition to New Facility



Next Steps

- Begin Preliminary Engineering Phase
 - District will convene a Community Design Advisory Group, including representation from transit riders and other interested groups
 - Additional stakeholder and community engagement
 - Complete preliminary design (30%)

4th and Tamalpais



GGT building elevation along Tamalpais





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December 1, 2022

Raymond Santiago, Principal Planner
Golden Gate Bridge, Highway and Transportation District
1011 Andersen Drive
San Rafael, CA 94901-5318

SUBJECT: Comments on the Final Environmental Impact Report (FEIR) for the San Rafael Transit Center Replacement Project

board of directors

Dear Mr. Santiago:

stephanie moulton-peters
president
supervisor district 3

katie rice
vice president
supervisor district 2

eric lucan
2nd vice president
city of novato

judy arnold
director
supervisor district 5

kate colin
director
city of san rafael

damon connolly
director
supervisor district 1

dennis rodoni
director
supervisor district 4

brian colbert
alternate
town of san anselmo

Marin Transit would like to commend the Bridge District and its consultants on the FEIR and the identification of the locally preferred alternative, Move Whistlestop Alternative. Marin Transit has been an ongoing partner in this effort, and we look forward to seeing this important project get built soon. Based on our involvement in the project's Technical Advisory Committee and attendance at the public workshops and meetings, we feel this document accurately analyzed the potential impacts associated with the project and incorporates the ongoing dialogue and feedback from the stakeholders and the community. We fully support the identified locally preferred alternative based on its ability to fulfill the project's purpose and need statement and minimize any resulting environmental impacts. **In short, this is the only alternative that offers a truly integrated, multimodal transit facility that addresses the safety and experience of the rider in using and navigating the transit network.**

The Marin Transit Board approved a comment letter on the DEIR in late 2021, however it does not appear to have been received by the Bridge District. As such, we have attached it for reference. It echoes the sentiment expressed here of support for the preferred alternative and moving quickly into the next stages of project development.

As you are aware, Marin Transit is currently the largest user of this facility; our services currently account for 77% of all daily trips that serve the facility. While transit ridership levels across the region are down compared to pre-COVID, Marin Transit has experienced one of the most robust recoveries with fixed route ridership currently at 85% of pre-COVID levels. As a crossroads for transit service in Marin, this facility also plays a critical role in our ability to provide timed transfer connections between local routes and regional bus and rail services that serve all of Marin County and beyond. During peak travel hours, local buses alone serve the facility every 7-8 minutes, offering 571 weekday bus trips. Our services play a critical role in providing mobility to those without access to automobiles.

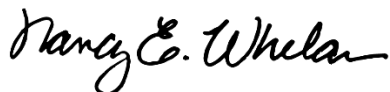
The SMART extension to Larkspur was a welcome addition to the robust public transit network here in Marin County, but it came at the cost of an impacted bus transfer facility in San Rafael. Since that time, Marin Transit has added service and bus operations have been challenged by these constraints, impacting riders, operators and surrounding local roads. Any minor impact to schedule adherence quickly results in too many buses trying to access the limited platform space, creating congestion within the facility that can result in spillover impacts on the adjacent local roadway network. Aside from the added delays and impacts on bus operations, operators miss restrooms breaks, passengers miss connections, and the stability and reliability of the transit services are degraded. San Rafael has also limited pedestrian access to the facility from the east leading to longer walking distances and degraded accessibility for riders. We have a strong interest in an upgraded and relocated Transit Center at this vital location as quickly as possible.

As the Bridge District moves into final design, we wanted to highlight a few critical issues where we would like to be integrally involved:

- We are supportive of a multi-modal center that provides safe and comfortable access by all modes. It is critical to ensure safe interactions between transit riders, other pedestrians, and bike riders, especially at the new platform-level north-south bike path that will cut between the bus platforms and the Customer Service Building. This will be a critical “mixing zone” where design treatments must be thoughtfully considered to ensure safety, especially for vulnerable pedestrians such as seniors, youth, visually impaired riders, and those using mobility devices.
- We support the addition of treatments such as the dual right turn from southbound Hetherton to westbound 4th Street with a separate pedestrian signal phase to maximize pedestrian safety. We encourage any other measures to ensure safe and protected pedestrian access to the new Center.
- Since schedules and routes have been changed since the transit analysis was originally performed, we would like to discuss platform assignment assumptions and how supportive uses (e.g., relief vehicles, driver restrooms, driver breakroom, etc.) will be accommodated onsite.

Marin Transit looks forward to continued collaboration with the Bridge District and the other project partners to create a relocated San Rafael Transit Center that will flexibly meet the multi-modal transportation needs of all customers in the decades to come. We are eager to participate in the final design process and would like to discuss our role and the timing of the next steps of project development.

Sincerely,



Nancy Whelan

General Manager
Marin Transit

Attachment



711 Grand Ave, #110
San Rafael, CA 94901
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City of San Rafael

Fred Casissa

Alternate
Town of Corte Madera

February 6, 2023

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

Subject: Set the Public Hearing for the June 2023 Service Changes

Dear Board Members:

Recommendation

Set the public hearing to receive public comment on the June 2023 fixed route service changes for the March 6, 2023 Board Meeting.

Summary

Staff is asking your Board to set a public hearing to receive public comments and feedback on the proposed fixed route services changes outlined in Attachment A to this letter. These changes will impact 12 of the District's 24 fixed route services, including discontinuation of four routes (23x, 251, 645, and 651). Discontinued routes will have replacement service added to other existing routes as part of this proposal. Although many changes are proposed, service levels will remain steady and only be reduced by approximately 2.8%.

The public hearing requested for the March 6, 2023 will allow the public an opportunity to comment directly to your Board before we ask for approval of these changes. In advance of that meeting, staff will execute a comprehensive outreach and education plan on the proposed service changes that is further outlined in this letter. All feedback from these efforts will be included in your March Board packet for consideration at the public hearing. If approved, the proposed service changes would be implemented on June 11, 2023.

Background

At your January 9, 2023 Board meeting, staff presented an overview of fixed route operations, including ridership trends, service level trends, and emerging challenges. While fixed route ridership has grown to 90% of pre-COVID conditions and service levels have remained steady throughout the pandemic, many factors have emerged (or returned) that are impacting our ability to deliver reliable service in the current environment. These include; growing traffic congestion, driver and staffing shortages, and lack of a District-owned operations and maintenance facility.

Staff have been working collaboratively with our contractors and identified actions that can be taken directly by the District to address these challenges.



These actions include: (1) adjusting service, routing, and schedules to better accommodate driver needs and the impacts of traffic, (2) working on contract amendments to increase driver/staff pay, (3) continuing to improve District-owned facilities, (4) continuing to pursue a dedicated operations and maintenance facility, and (5) exploring contracting options to sustain service beyond June 2023. **The staff recommendation presented to your board specifically addresses the first item from list above through a comprehensive service change proposal.**

Discussion

The primary goal of the June service change proposal is to increase the reliability of service for riders while minimizing the overall impacts on existing rider patterns. The following factors were evaluated and considered in developing the proposal:

1. **Traffic.** Congestion related to increasing traffic volumes continue to impact transit's ability to efficiently operate on local roads and highways in Marin. As traffic volumes have returned, and in some cases exceeded, pre-pandemic levels, congestion has returned to many areas of the county. This growth in congestion, coupled with a lack of investment in transit priority measures, has forced staff to revisit transit runtime globally to improve on-time performance issues.
2. **Driver Shortages and Needs.** Driver shortages and driver workplace conditions, specifically while on route, were both taken into consideration during the development of the service changes. While the total service change is expected to marginally decrease service (-2.8%), the new packaging of the service allows for an estimated 8% decrease in the number of vehicles and drivers needed to support the service. This is done through a more efficient allocation of the service and the development of more full-time shifts. This reduction eases the current pressures of hiring and drivers working overtime. As it relates to workplace conditions, the new routing achieves longer layovers and layovers are at locations closer to supportive driver facilities including restrooms. The added layover time not only improves driver conditions, but also provides padding in the schedule to increase on-time performance.
3. **Regional Transit Changes.** While many changes have been made during, and immediately following the pandemic, perhaps the most significant change in Marin County is the reduction of regional transit services. Approximately half of all regional bus service was cut during the pandemic and is still not restored. Many local transit trips are made on the regional services due to coordinated schedules between the local services and free transfers offered between the routes in Marin County. While some changes, like the doubling of service on Route 71, were made during the pandemic to target regional losses, other changes are still needed to better support local travel in Marin and better connect to the remaining regional bus and ferry services.

June 2023 Service Change Proposal

The service change proposal for June is the most widespread change in terms of the number of routes impacted and the number of service changes since June of 2016. While the District implemented many changes to service during the pandemic, some were temporary and most focused on one or two specific routes. Due to the scale of this change and the outright removal of specific routes, this proposal qualifies



as a “major service change” under our Title VI policy and includes additional public outreach and a comprehensive analysis of impacts.

In total, half of the District’s 24 fixed route services are included in the proposed service change package. Table 1 below shows if the proposal includes a change to the route alignment, a change in service levels (frequency or span of service), and if the route is proposed to be discontinued altogether. Replacement services are shown for any of the discontinued routes. Attachment A provides a more comprehensive description of the exact changes proposed for each route, including graphics showing the alignment adjustments.

Table 1: Service Proposal Summary (by Route)

Route	Alignment Change	Service Level Change (frequency or span of service)	Cancel / Discontinue	Replacement Service
22	(-)	(-)		
23	(+)	(+)		
23x			X	23
29	(+/-)	(+/-)		
35	(-)			
49	(+)			
71		(+)		
219	(-)	(-)		
251			X	49, 257
257	(+)	(+)		
645			X	35
651			X	49, 257

Note: (+) indicates increase, (-) indicates decrease, (+/-) indicates increase in some areas and decrease in other areas

Staff estimates that the cumulative change in fixed route service levels, as measured in revenue hours, will only decline by 2.8%, or approximately 5,200 fewer annual revenue hours.

Outreach and Education Efforts

If your Board approves setting the public hearing for the attached June service change package, staff will immediately release information on the proposal to help the public understand the proposed changes and invite their comments. This information will be shared using a number of different communication channels that will include digital, print, and through verbal communication and outreach. All materials will be translated and available in both English and Spanish.

Digital communication will focus on our website, email communication, digital newsletters, and social media. A dedicated webpage hosted on the District’s website, www.marintransit.org/2023ServiceChanges, will be released and will offer a detailed explanation of the changes including the information shown in Attachment A. An email will be sent to our distribution list first notifying of the proposal and then reminding riders of the public hearing and potential approval



actions taken by the Board. A targeted social media campaign will also be executed to notify subscribers of our Twitter and Facebook accounts. Information and messaging will be shared with our partners who offer similar digital communication through their channels to share.

Posters and signage will be printed and displayed at bus stops, within the vehicles, and at other strategic locations where transit riders get their information. These print materials will make reference to the District's website for more information and offer information on the proposal timeline and public hearing details.

An online comment form will be available to collect feedback from riders on the service change proposal. In addition, paper comment forms will be available at outreach events for riders and staff to fill out. All comments received in advance of the public hearing will be compiled and presented to your Board in advance of the public hearing. Staff will also consider any changes, or tweaks, to the proposal based on the public comment and will include these as part of the public hearing review process.

Finally, due to scale of the service change, staff will also undertake a Title VI analysis to determine if there are any disproportional impacts created by the proposed changes to minority or low-income communities. This analysis, and any proposed impacts of this analysis, will be presented to your Board as part of the public hearing process.

Timeline

If you Board approves setting the public hearing for March 6, 2023, staff will launch the outreach and education efforts, as identified above, immediately. These efforts will continue throughout the month of February and summarized for your meeting in March. These efforts will focus on notifying and educating our riders on the proposal and then collecting feedback from the public for your Board's consideration.

At your March 6, 2023 meeting, your Board will be presented with a summary of the comments received in advance of the meeting and to hear additional public comment during the public hearing. Based on the public comment received in advance of your Board meeting, staff will consider and incorporate any needed changes to address any major concerns from the public. Staff are targeting implementation of the changes for a June 11, 2023

Following approval of the changes, staff will work with our contractors and their staff to develop new driver shifts and training materials for the new routes and schedules. At the same time, staff will launch a new outreach campaign to educate riders on the new routes and schedules.

Fiscal/Staffing Impact

There are no direct financial or staffing impacts associated with setting the public hearing. If this item is approved and the public hearing is set, the financial impacts associated with the proposed service changes will be presented at your March 6, 2023 Board meeting.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Robert Betts".

Robert Betts



Director of Operations & Service Development

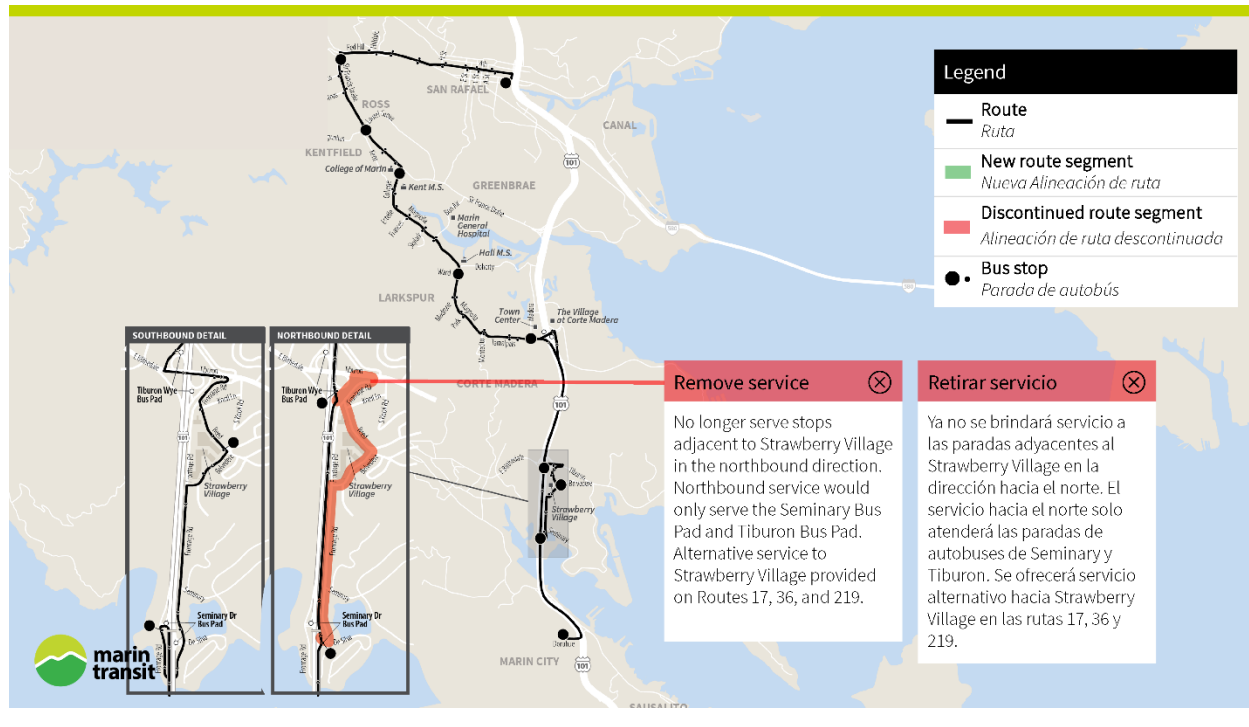
Attachment A: Service Change Details

Attachment B: Presentation



Route 22

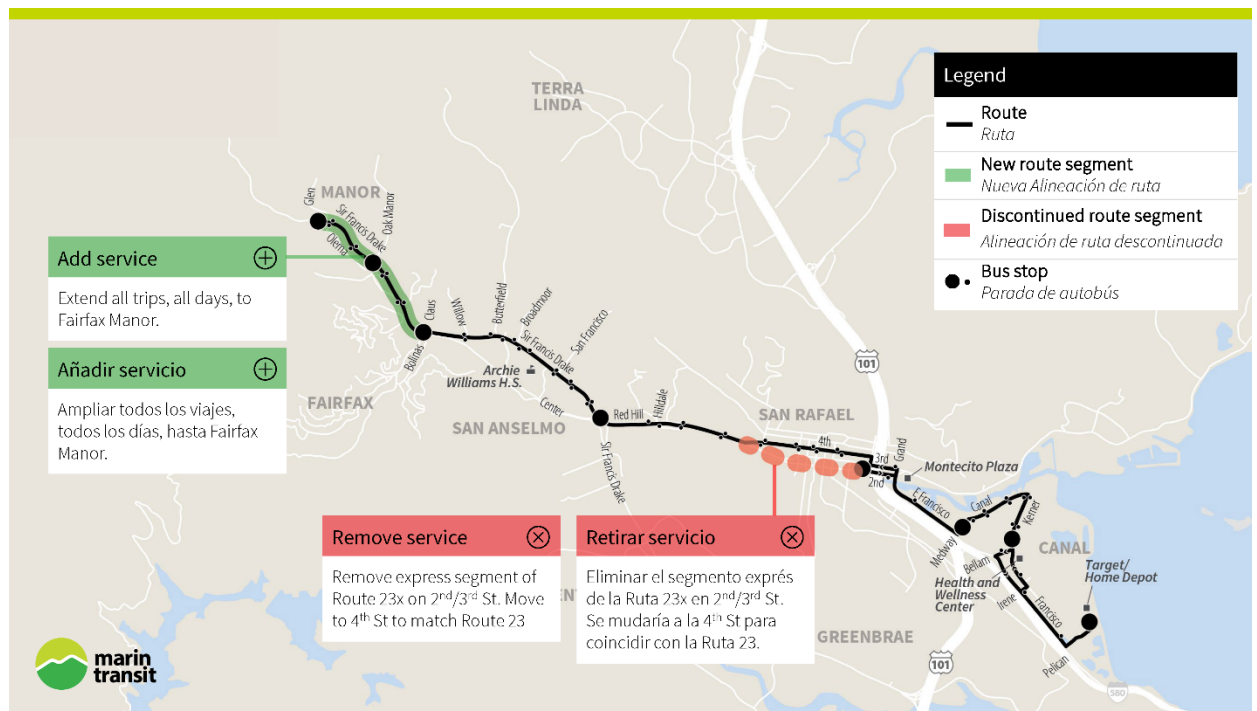
Proposed Alignment Change:	Route 22 would no longer serve stops adjacent to Strawberry Village in the northbound direction.
Proposed Service Level Change:	<p>The following weekday trips would be cancelled:</p> <ul style="list-style-type: none"> • Southbound: 6:30p, 8:00p, 9:00p • Northbound: 8:04p, 9:09p, 10:09p <p>The following weekend trips would be cancelled:</p> <ul style="list-style-type: none"> • Northbound: 8:01p, 9:01p





Route 23/23x

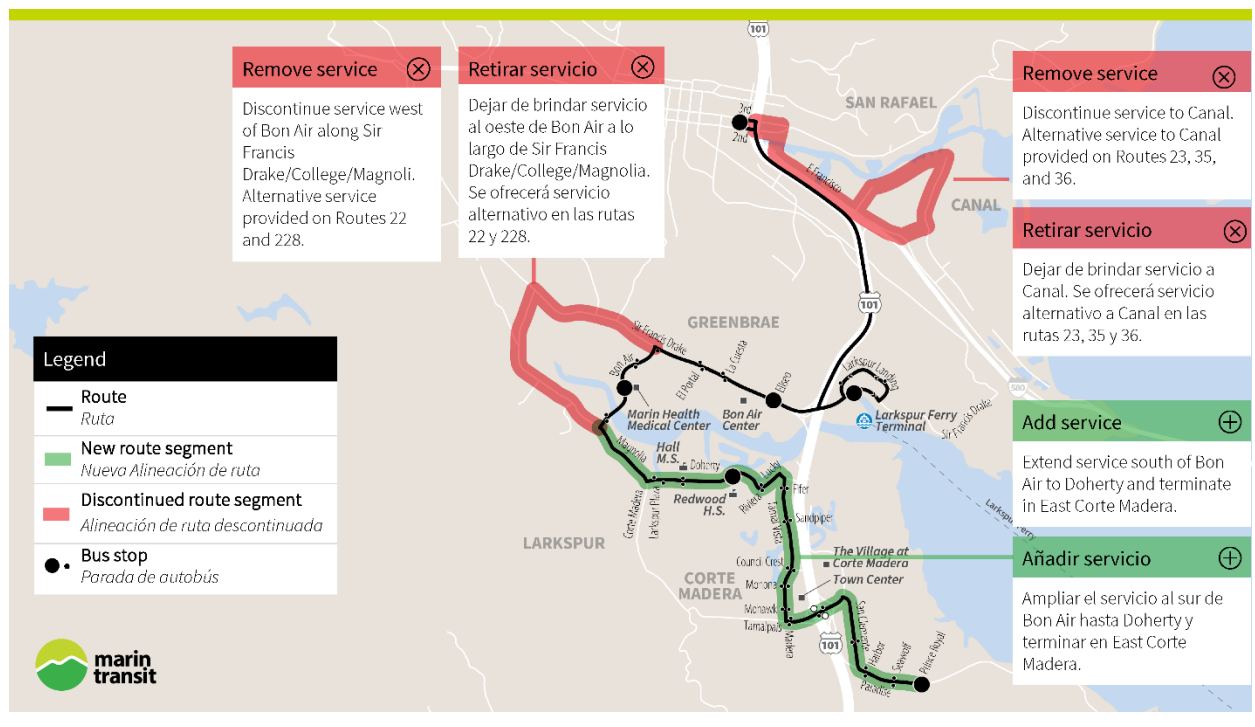
<p>Proposed Alignment Change:</p>	<p>Route 23x would be discontinued and merged with Route 23 to form one route from Fairfax Manor to Shoreline Parkway. All trips would operate along this alignment and it would serve all stops (no express portions in between San Anselmo Hub and the San Rafael Transit Center)</p>
<p>Proposed Service Level Change:</p>	<p>Weekday peak hour service on Route 23 would be increased to operate every 30 minutes.</p>





Route 29

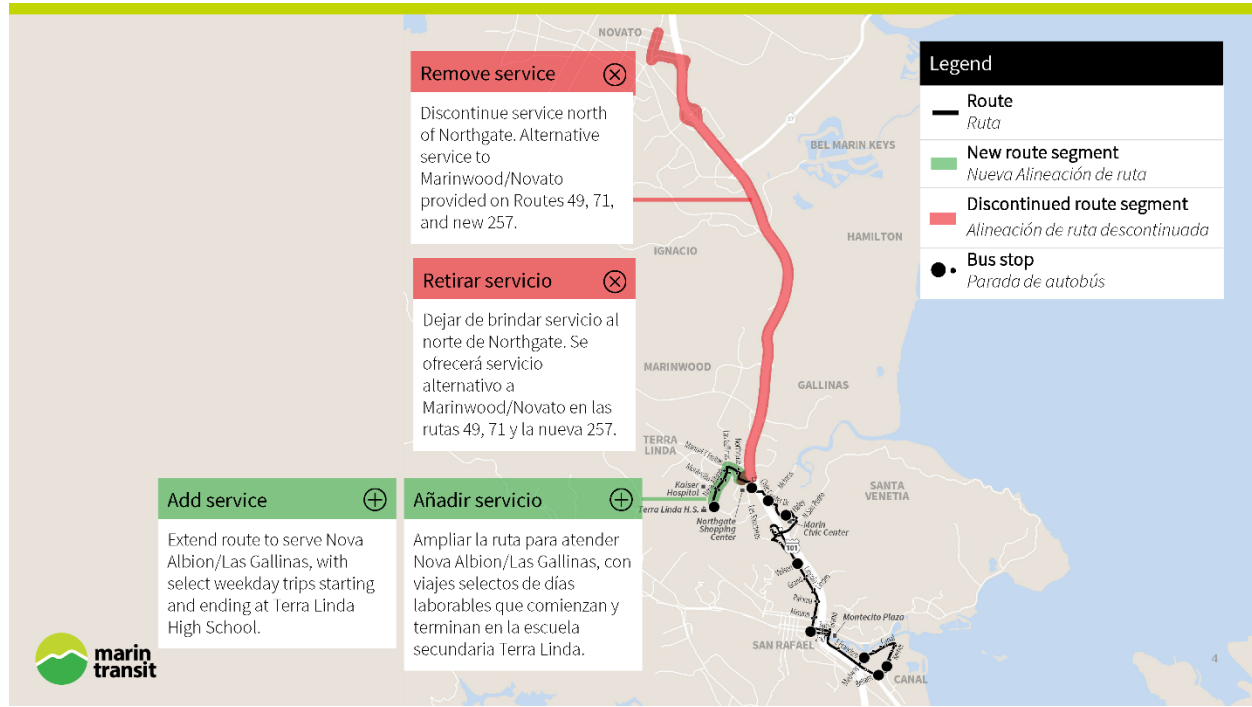
<p>Proposed Alignment Change:</p>	<p>Direct service to/from the Canal would be removed. Service west of Bon Air on Sir Francis Drake and along College Ave would be discontinued.</p> <p>Service would be extended south of Bon Air along Magnolia Ave, along Doherty, Tamal Vista, Tamalpais, San Clemente, and Paradis to East Corte Madera.</p>
<p>Proposed Service Level Change:</p>	<p><i>No significant change</i></p>





Route 35

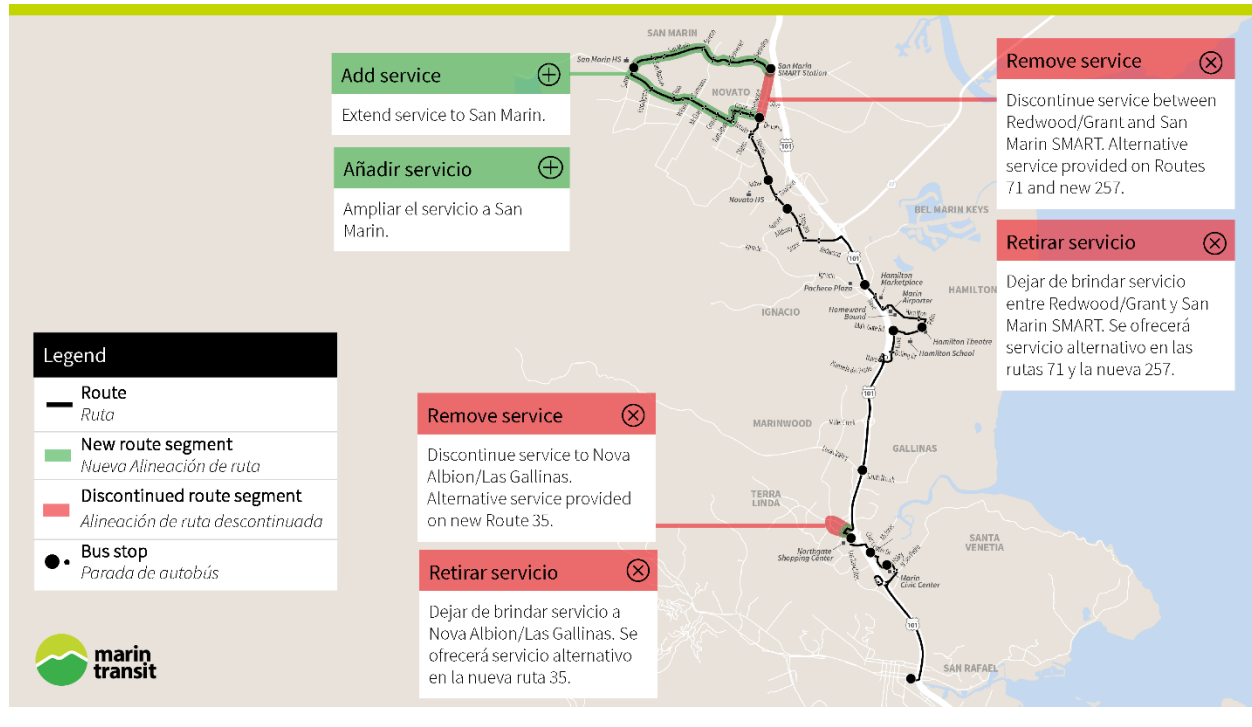
<p>Proposed Alignment Change:</p>	<p>Discontinue service north of Northgate. Extend the route within Northgate to serve Nova Albion/Las Gallinas, with select trips starting and ending at Terra Linda High School.</p>
<p>Proposed Service Level Change:</p>	<p><i>No significant change</i></p>





Route 49

Proposed Alignment Change:	Extend the route to serve San Marin neighborhood via Grant and Novato Blvd. Extend to serve San Marin SMART. Discontinue service between Redwood/Grant and San Marin SMART on this route. See Route 257 proposal for added service in this corridor.
Proposed Service Level Change:	<i>No significant change</i>



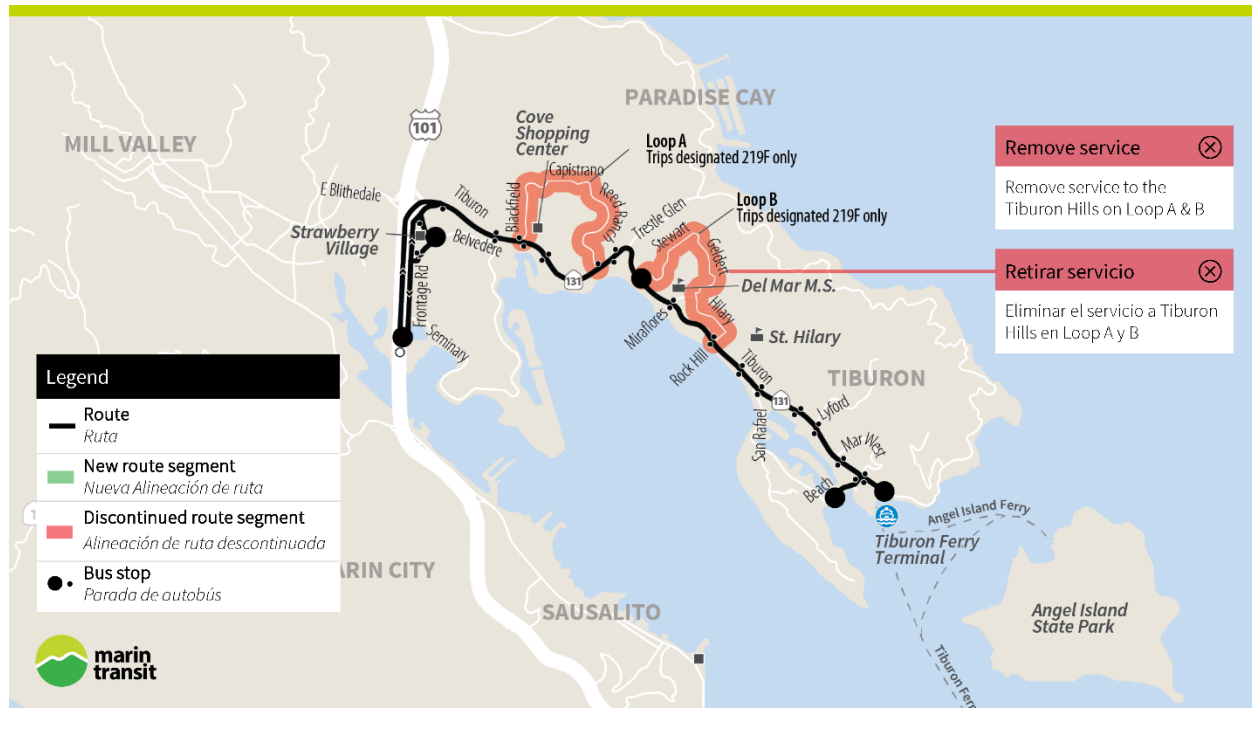
Route 71

Proposed Alignment Change:	<i>No significant change</i>
Proposed Service Level Change:	Add weekday mid-day service to create 30 minute frequency between 5:00 am and 6:00 pm.



Route 219

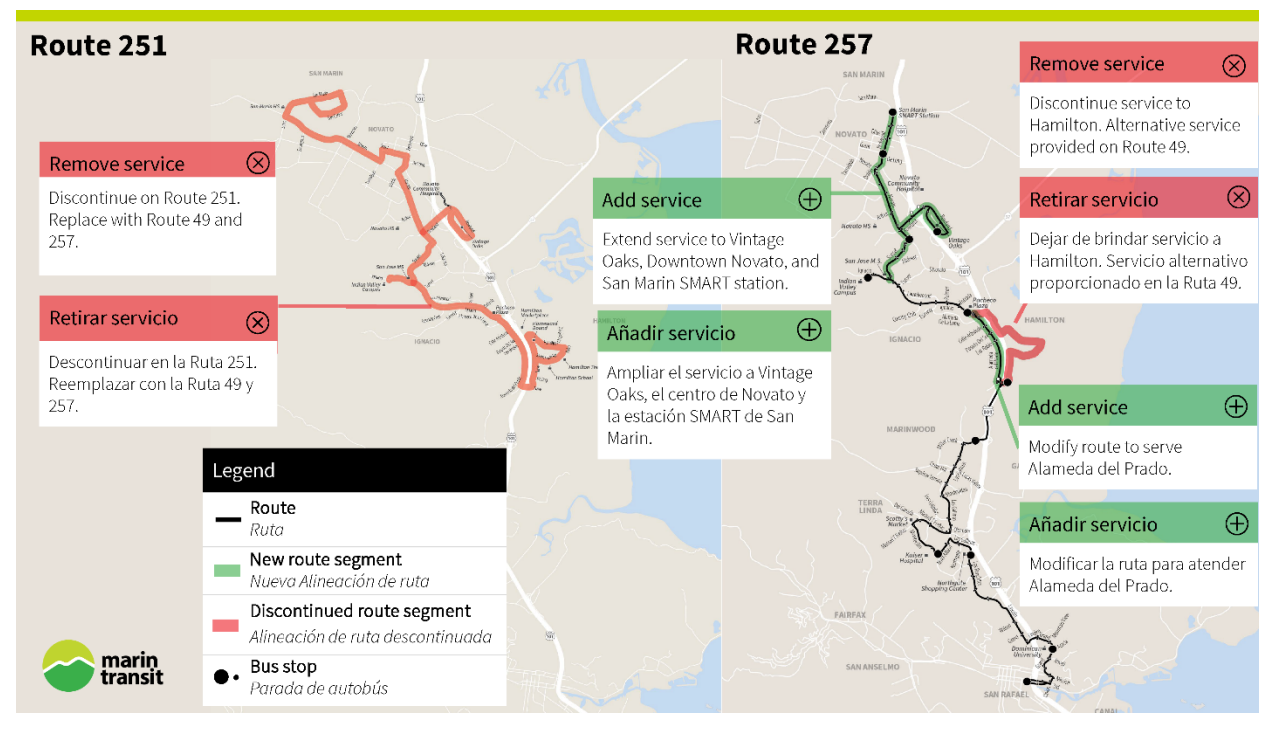
Proposed Alignment Change:	Discontinue service on Loop A & Loop B into the Tiburon Hills
Proposed Service Level Change:	Reduce service frequency from every 20-30 minutes to every 35-40 minutes.





Route 251/257

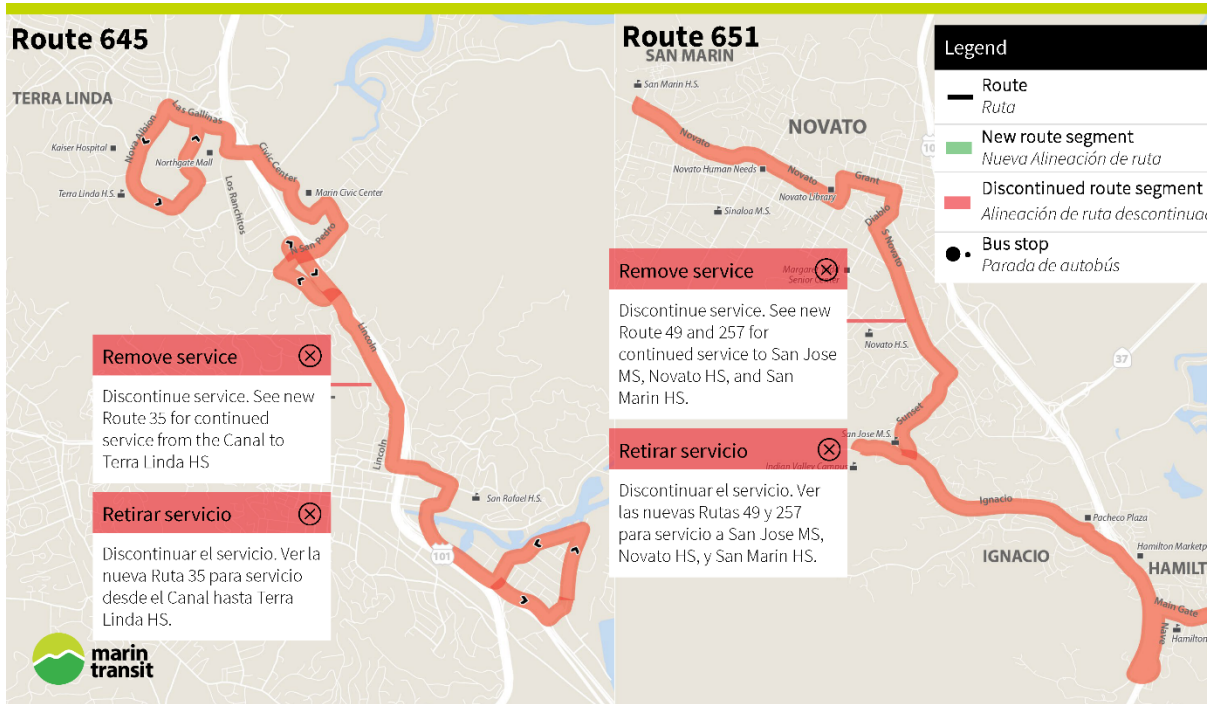
<p>Proposed Alignment Change:</p>	<p>Discontinue service on Route 251 and merge with Routes 49 and 257. Re-align service on Route 257 north of Alameda del Prado interchange to use Alameda del Prado instead of servicing Hamilton. Extend Route 257 north of Indian Valley Campus to serve existing 251 alignment to Downtown Novato. Continue service north of Redwood/Grant to the San Marin SMART station. <i>See new Route 49 for service to San Marin.</i></p>
<p>Proposed Service Level Change:</p>	<p>Increase weekday peak hour service within Novato only to every 30 minutes. Add 60 minute frequency weekend service on Route 257 within Novato only.</p>





Route 645 / 651

Proposed Alignment Change:	Discontinue service. See new Route 35 for continued service from the Canal to Terra Linda HS. See new Route 49 and 257 for continued service to San Jose MS, Novato HS, and San Marin HS.
Proposed Service Level Change:	





Attachment B: Presentation



June 2023 Service Changes

Fixed Route Conditions

- Strong ridership trends
 - 90% pre-COVID conditions
 - Stabilizing trends
- Decreasing reliability
 - Traffic
 - Driver Shortages
- Regional coordination



Potential Actions

- **Adjusting service routing, and schedules to better accommodate driver needs and impacts of traffic**
- Working with contract amendments to increase driver/staff pay
- Continue to improve District-owned operations facilities
- Continue to pursue a dedicated operations & maintenance facility
- Explore contracting options to sustain service beyond June 2023

Overview of Service Change Proposal

- Considered “major service change” per MCTD service change policy
- Includes 12 of the 24 fixed route services
- Estimated decrease of **2.8%** of all fixed route service (revenue hours)
- Estimated decrease of **7.5%** of peak vehicle pullouts (# of vehicle used)
- Public Hearing (requested): March 6, 2023
- Implement Changes: June 11, 2023

Service Change Proposal Summary

Route 22

Route 23/23x

Route 29

Route 35

Route 49

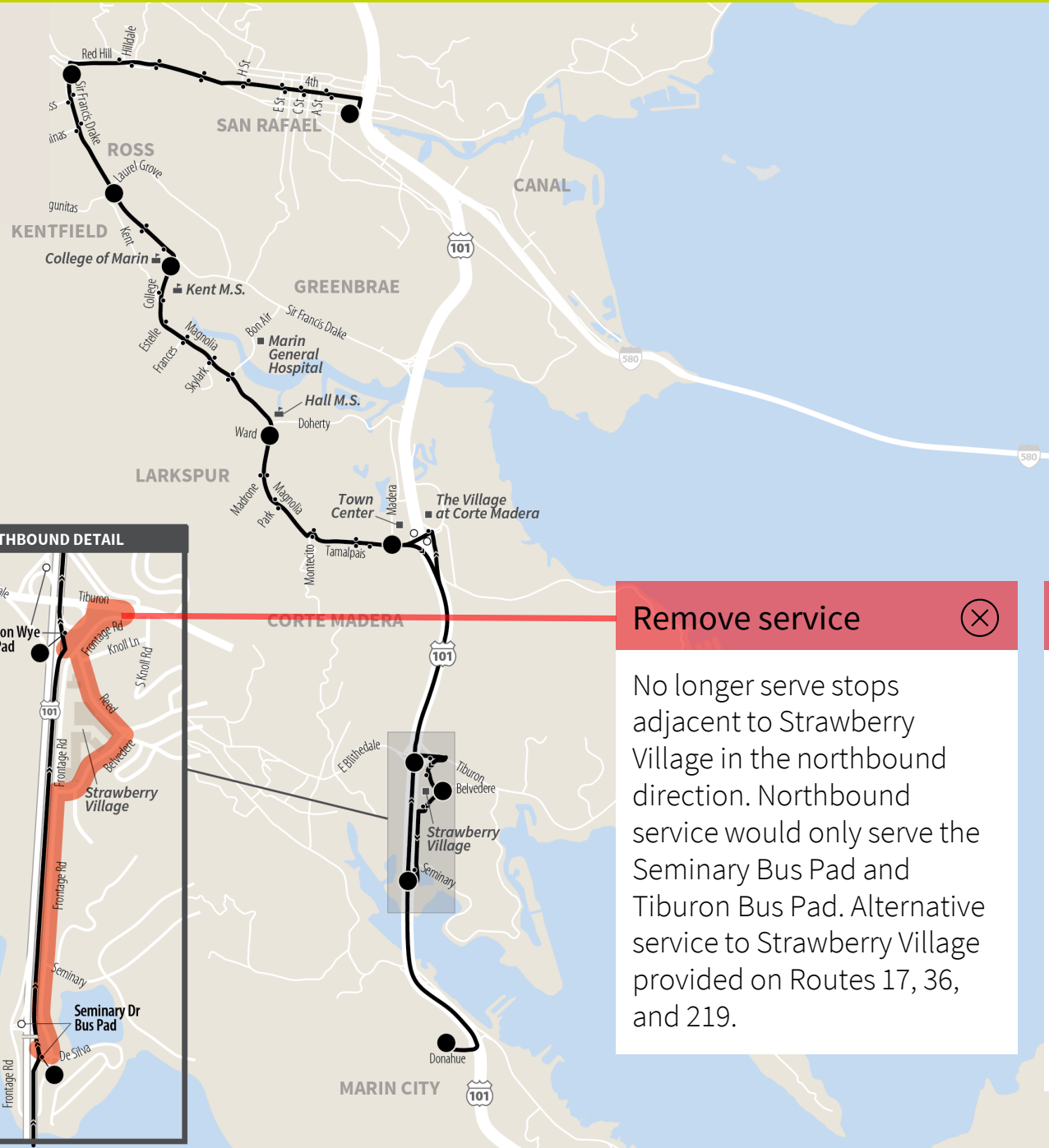
Route 71

Route 219

Route 251 / 257

Route 645 / 651

Attachment B
Route 22



Legend

- Route
Ruta
- New route segment
Nueva Alineación de ruta
- Discontinued route segment
Alineación de ruta descontinuada
- Bus stop
Parada de autobús

Remove service (X)

No longer serve stops adjacent to Strawberry Village in the northbound direction. Northbound service would only serve the Seminary Bus Pad and Tiburon Bus Pad. Alternative service to Strawberry Village provided on Routes 17, 36, and 219.

Retirar servicio (X)

Ya no se brindará servicio a las paradas adyacentes al Strawberry Village en la dirección hacia el norte. El servicio hacia el norte solo atenderá las paradas de autobuses de Seminary y Tiburon. Se ofrecerá servicio alternativo hacia Strawberry Village en las rutas 17, 36 y 219.



Route 22

Reduce Service



The following weekday trips would be cancelled:

- Southbound: 6:30p, 8:00p, 9:00p
- Northbound: 8:04p, 9:09p, 10:09p

The following weekend trips would be cancelled:

- Northbound: 8:01p, 9:01p

Reducir Servicio



Los siguientes viajes de días laborables serian cancelados:

- Dirección Sur: 6:30p, 8:00p, 9:00p
- Dirección norte: 8:04p, 9:09p, 10:09p

Los siguientes viajes de fin de semana serian cancelados:

- Dirección norte: 8:01p, 9:01p

Route 23/23x

Legend	
	Route <i>Ruta</i>
	New route segment <i>Nueva Alineación de ruta</i>
	Discontinued route segment <i>Alineación de ruta descontinuada</i>
	Bus stop <i>Parada de autobús</i>

Add service (+)

Extend all trips, all days, to Fairfax Manor.

Añadir servicio (+)

Ampliar todos los viajes, todos los días, hasta Fairfax Manor.

Remove service (X)

Remove express segment of Route 23x on 2nd/3rd St. Move to 4th St to match Route 23

Retirar servicio (X)

Eliminar el segmento exprés de la Ruta 23x en 2nd/3rd St. Se mudaría a la 4th St para coincidir con la Ruta 23.



Route 23/23x

Add service frequency



Weekday peak hour service on Route 23 would be increased to operate every 30 minutes.

Añadir frecuencia al servicio



El servicio de horas pico entre semana en la Ruta 23 se incrementaría para operar cada 30 minutos.

Attachment B
Route 29

Legend

- Route
Ruta
- New route segment
Nueva Alineación de ruta
- Discontinued route segment
Alineación de ruta descontinuada
- Bus stop
Parada de autobús



Remove service (X)

Discontinue service west of Bon Air along Sir Francis Drake/College/Magnoli. Alternative service provided on Routes 22 and 228.

Retirar servicio (X)

Dejar de brindar servicio al oeste de Bon Air a lo largo de Sir Francis Drake/College/Magnolia. Se ofrecerá servicio alternativo en las rutas 22 y 228.

Remove service (X)

Discontinue service to Canal. Alternative service to Canal provided on Routes 23, 35, and 36.

Retirar servicio (X)

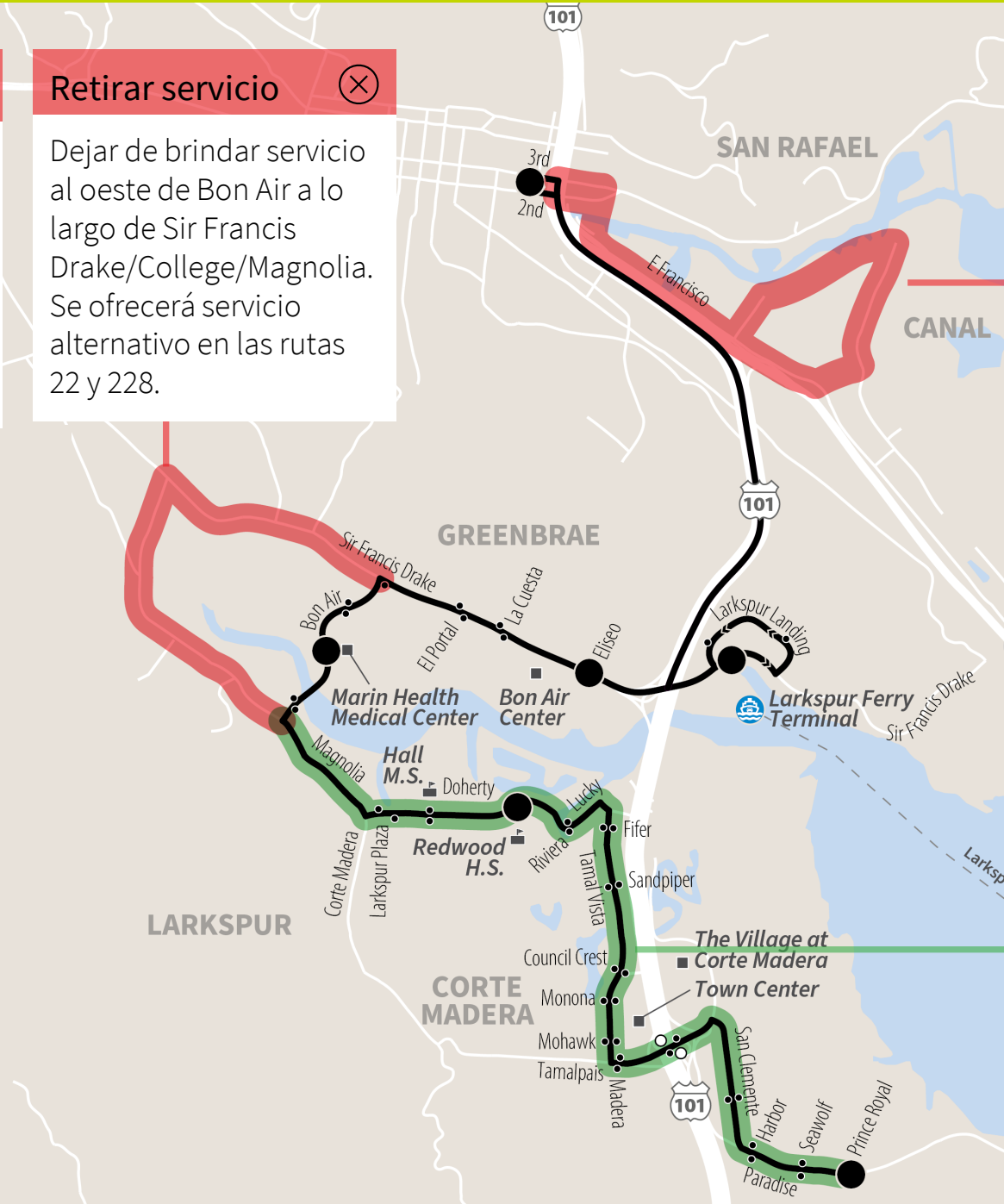
Dejar de brindar servicio a Canal. Se ofrecerá servicio alternativo a Canal en las rutas 23, 35 y 36.

Add service (+)

Extend service south of Bon Air to Doherty and terminate in East Corte Madera.

Añadir servicio (+)

Ampliar el servicio al sur de Bon Air hasta Doherty y terminar en East Corte Madera.



Route 35



Remove service

Discontinue service north of Northgate. Alternative service to Marinwood/Novato provided on Routes 49, 71, and new 257.

Retirar servicio

Dejar de brindar servicio al norte de Northgate. Se ofrecerá servicio alternativo a Marinwood/Novato en las rutas 49, 71 y la nueva 257.

Add service

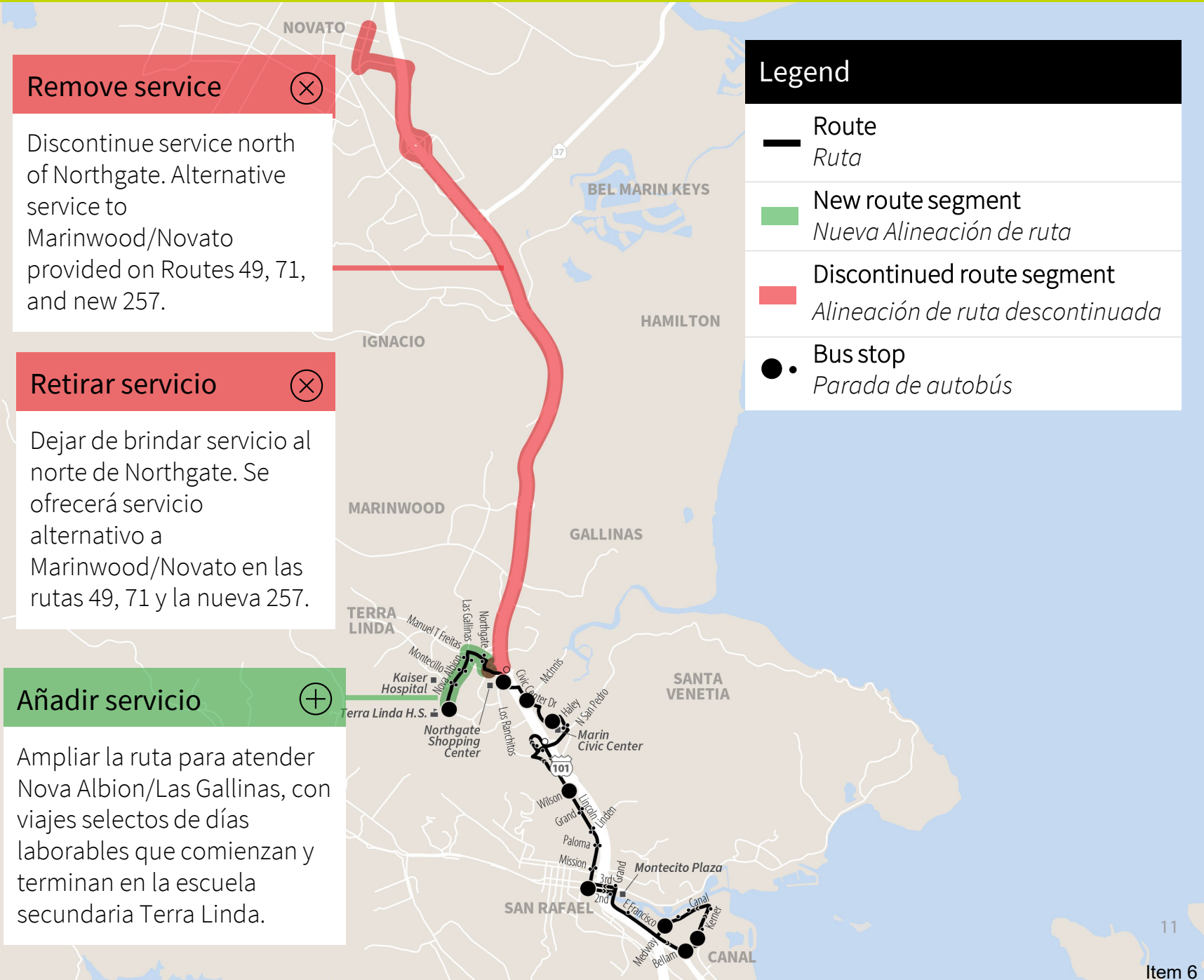
Extend route to serve Nova Albion/Las Gallinas, with select weekday trips starting and ending at Terra Linda High School.

Añadir servicio

Ampliar la ruta para atender Nova Albion/Las Gallinas, con viajes selectos de días laborables que comienzan y terminan en la escuela secundaria Terra Linda.

Legend

- Route
Ruta
- New route segment
Nueva Alineación de ruta
- Discontinued route segment
Alineación de ruta descontinuada
- Bus stop
Parada de autobús



Attachment B
Route 49

Add service (+)

Extend service to San Marin.

Añadir servicio (+)

Ampliar el servicio a San Marin.





Remove service (X)

Discontinue service between Redwood/Grant and San Marin SMART. Alternative service provided on Routes 71 and new 257.

Retirar servicio (X)

Dejar de brindar servicio entre Redwood/Grant y San Marin SMART. Se ofrecerá servicio alternativo en las rutas 71 y la nueva 257.

Legend

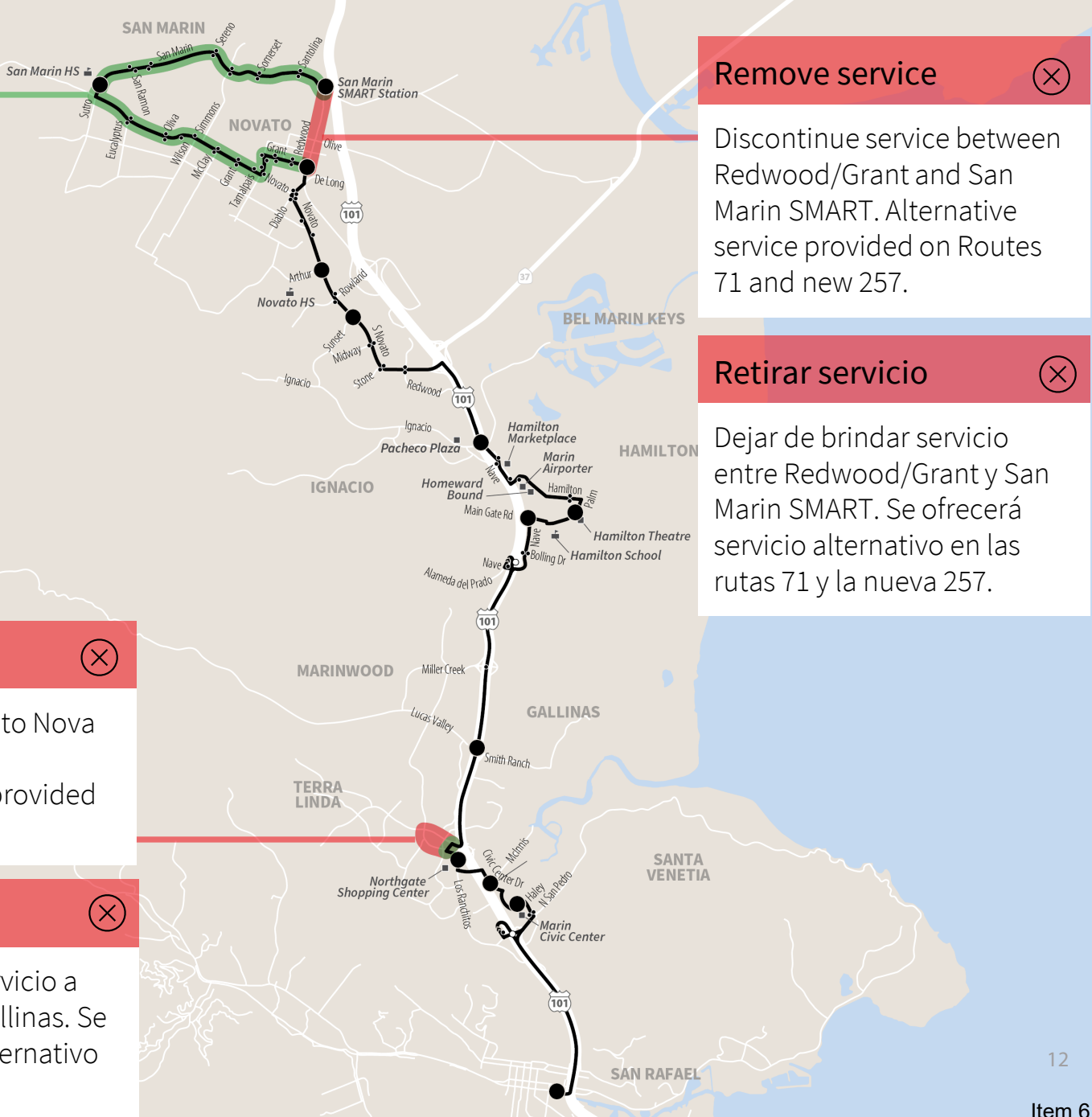
-  Route
Ruta
-  New route segment
Nueva Alineación de ruta
-  Discontinued route segment
Alineación de ruta descontinuada
-  Bus stop
Parada de autobús

Remove service (X)

Discontinue service to Nova Albion/Las Gallinas. Alternative service provided on new Route 35.

Retirar servicio (X)

Dejar de brindar servicio a Nova Albion/Las Gallinas. Se ofrecerá servicio alternativo en la nueva ruta 35.



Attachment B
Route 71

Add service frequency



Add weekday mid-day service to create 30-minute frequency between 5:00 am and 6:00 pm.


Añadir frecuencia al servicio

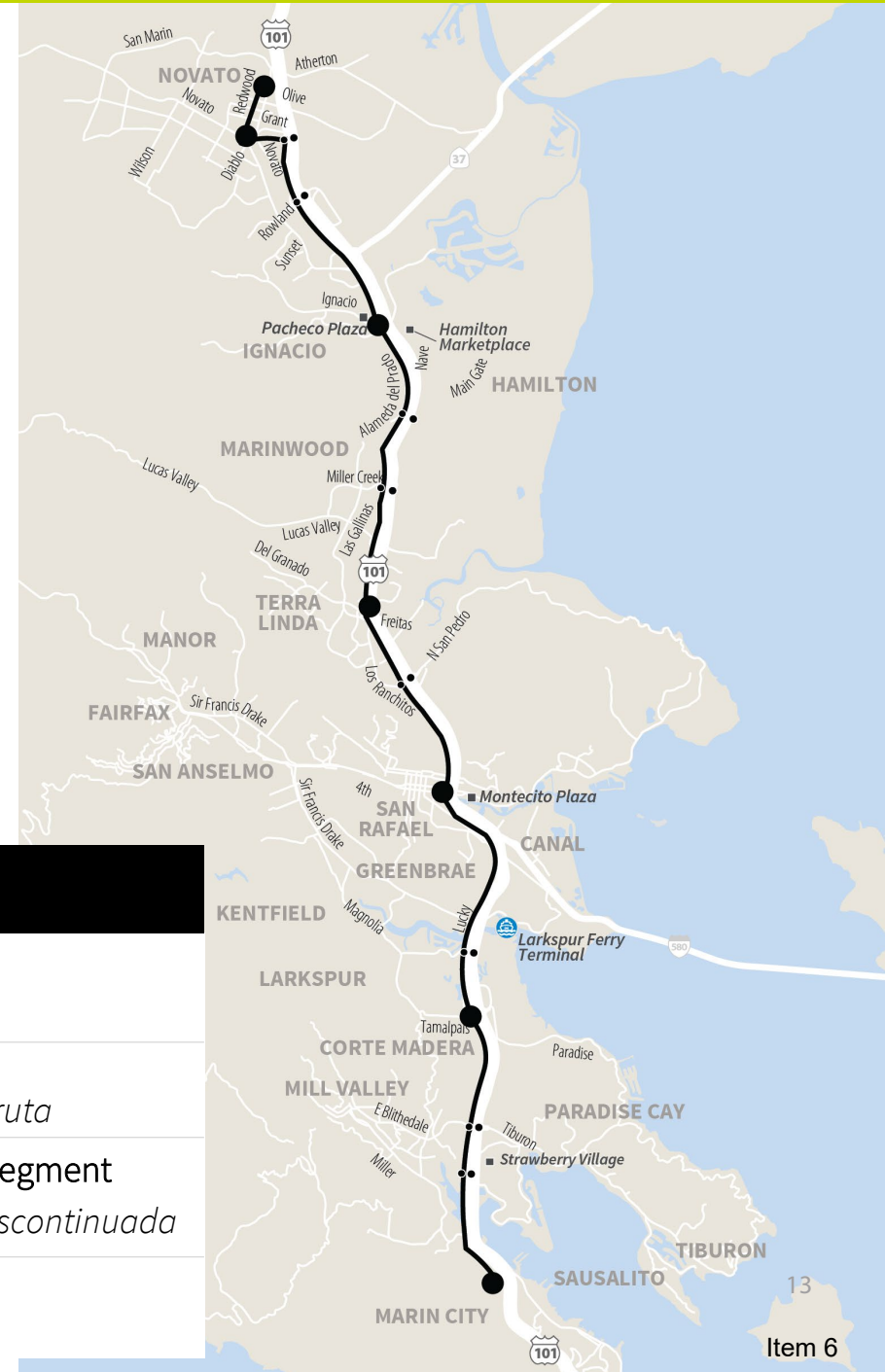


Añadir servicio de día laborable a mitad de día para crear una frecuencia de 30 minutos entre las 5:00 am y las 6:00 pm.





Legend

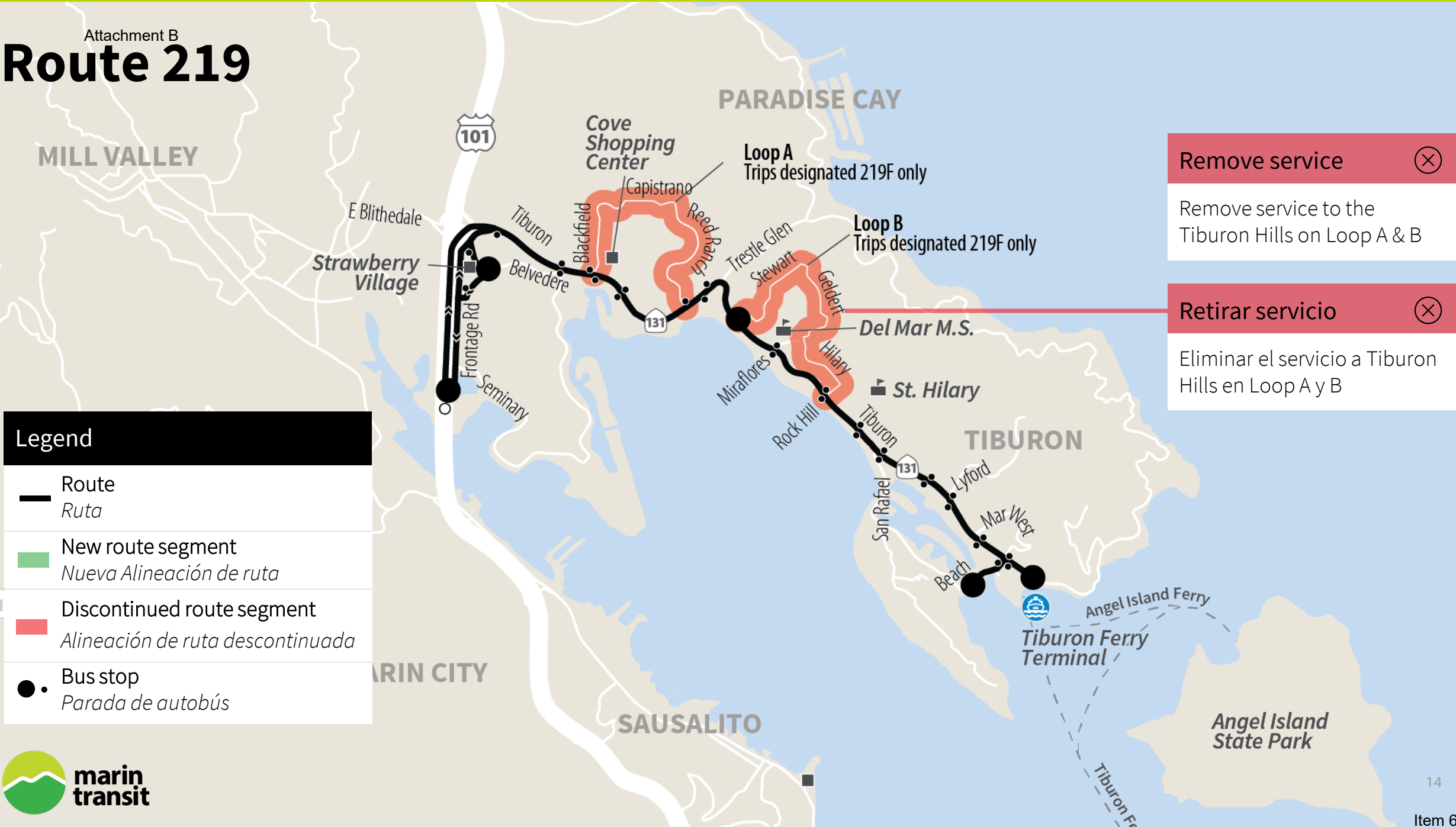
-  Route
Ruta
-  New route segment
Nueva Alineación de ruta
-  Discontinued route segment
Alineación de ruta descontinuada
-  Bus stop
Parada de autobús



Route 219

Legend

-  Route
Ruta
-  New route segment
Nueva Alineación de ruta
-  Discontinued route segment
Alineación de ruta descontinuada
-  Bus stop
Parada de autobús



Route 219

Reduce Service Frequency



Reduce service frequency from every 20-30 minutes to every 35-40 minutes.

Reducir la frecuencia de servicio



Reducir la frecuencia de servicio de cada 20-30 minutos a cada 35-40 minutos.

Route 251

Attachment B

Remove service






Discontinue on Route 251. Replace with Route 49 and 257.

Retirar servicio



Descontinuar en la Ruta 251. Reemplazar con la Ruta 49 y 257.

Legend

-  Route
Ruta
-  New route segment
Nueva Alineación de ruta
-  Discontinued route segment
Alineación de ruta descontinuada
-  Bus stop
Parada de autobús



Route 257

Add service



Extend service to Vintage Oaks, Downtown Novato, and San Marin SMART station.

Añadir servicio



Ampliar el servicio a Vintage Oaks, el centro de Novato y la estación SMART de San Marin.

Remove service



Discontinue service to Hamilton. Alternative service provided on Route 49.

Retirar servicio



Dejar de brindar servicio a Hamilton. Servicio alternativo proporcionado en la Ruta 49.

Add service



Modify route to serve Alameda del Prado.

Añadir servicio



Modificar la ruta para atender Alameda del Prado.

Route 257

Add service frequency



Increase weekday peak hour service within Novato only to every 30 minutes. Add 60-minute frequency weekend service on Route 257 within Novato only.

Añadir frecuencia de servicio.



Aumentar el servicio en hora pico de día laborable solo en Novato a cada 30 minutos. Agregar frecuencia de servicio de fin de semana de 60 minutos en la Ruta 257 solo en Novato.

Route 645

Attachment 2

TERRA LINDA



Remove service



Discontinue service. See new Route 35 for continued service from the Canal to Terra Linda HS

Retirar servicio



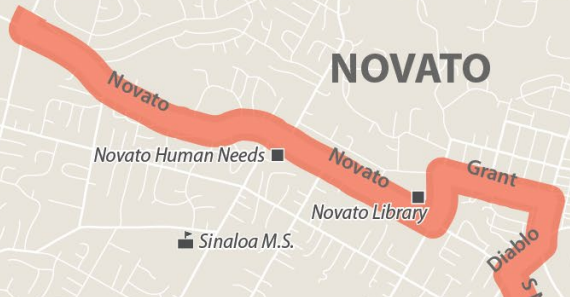
Discontinuar el servicio. Ver la nueva Ruta 35 para servicio desde el Canal hasta Terra Linda HS.



Route 651

San Marin H.S.

NOVATO



Remove service



Discontinue service. See new Route 49 and 257 for continued service to San Jose MS, Novato HS, and San Marin HS.

Retirar servicio



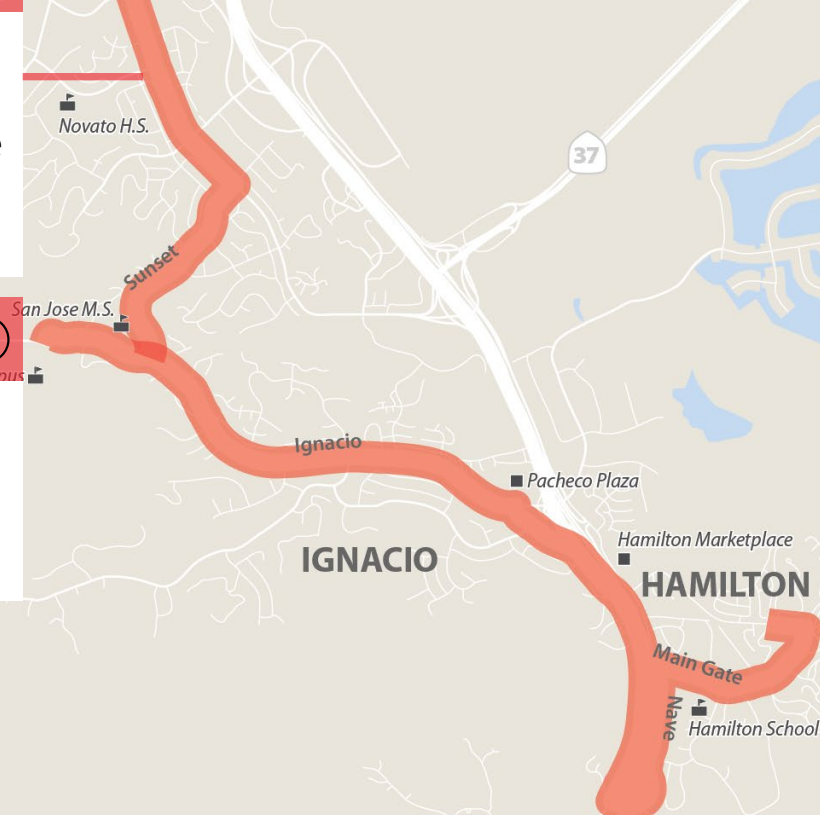
Discontinuar el servicio. Ver las nuevas Rutas 49 y 257 para servicio a San Jose MS, Novato HS, y San Marin HS.

Legend

- Route
Ruta
- New route segment
Nueva Alineación de ruta
- Discontinued route segment
Alineación de ruta descontinuada
- Bus stop
Parada de autobús

IGNACIO

HAMILTON



Next Steps

- Initiate the outreach and education process
 - Digital
 - www.marintransit.org/2023servicechanges
 - Social Media + email distribution
 - Online videos
 - Print
 - In-vehicle notices
 - Bus stops notices
 - In person
 - Staff “in the field”
 - Stakeholder meetings
 - Public Hearing



Proposed Service Changes
These changes would align our service with current ridership demands and improve service reliability. Marin Transit wants to hear from you. Your feedback is important to ensure that our services meet the needs of our community.

Cambios propuestos en el servicio
Estos cambios alinearían nuestro servicio con las demandas actuales de los pasajeros y mejorarían la confiabilidad del servicio. Marin Transit desea escuchar de usted. Sus comentarios son importantes para asegurar que nuestros servicios satisfagan las necesidades de nuestra comunidad.

Review Changes & Provide Comment in February
Infórmese y comente en febrero
www.marintransit.org/2023servicechanges

Routes Impacted Rutas afectadas
22 23 23X 29 35 49
71 219 251 257 645 651

Effective Date for Proposed Changes
Fecha de efectividad para los cambios propuestos
June 11, 2023 11 de junio de 2023

Public Hearing *Audliencia Pública*
Monday, March 6, 2023 - 10:00 AM
lunes, 6 de marzo de 2023 - 10:00 AM
Marin County Civic Center
3501 Civic Center Drive, Room/Sala 330
San Rafael, CA
<https://www.zoom.us/j/87972683373>



Thank you

CONTACT

Robert Betts

**Director of Operations &
Service Development**

rbetts@marintransit.org





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Fred Casissa

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Town of Corte Madera

February 6, 2023

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

Subject: Marin Transit & Marin Access New Logo Implementation Plan

Dear Board Members:

Recommendation

Discussion Item.

Summary

Marin Transit has updated the District's logo and the Marin Access logo. The logo is now "live" on the website and all other materials and capital infrastructure will be updated over time according to the implementation plan presented here. This phased implementation has been designed to minimize cost impacts and staff time required for the effort.

Background

In 2021, Marin Transit staff began a process to update the District logo to comply with ADA requirements and to improve legibility and recognition. In January, the General Manager unveiled the new logo to the Board. Since that time, staff has also updated the Marin Access logo to align with the new Marin Transit logo.

The goals of the logo update were as follows:

1. Meet ADA: White text against green background does not meet ADA color contrast requirements
2. Improve legibility and usability of logo:
 - a. Thin stroke is difficult to see at small sizes
 - b. Color assignment makes logo difficult to read when floated over patterns or photo
 - c. Color assignment does not permit a one-color logo variant

The new Marin Transit and Marin Access logos are shown in Attachment A.

Discussion

The Marin Transit and Marin Access logos appear in many places such as the website, system map, printed materials, bus stop kiosks, and on vehicles. The



new logos officially went “live” on the website on February 1, 2023. The remainder of the implementation of the new logo will occur gradually over time.

This phased implementation plan has been designed to minimize cost impacts and staff time required for the effort. As shown in the plan summary (Attachment B), introducing the new logo in most locations will occur during regular updates of materials to minimize costs and staff time required for implementation. For example, the Rider Guide will be updated with the new logo in June with the services changes that will require a re-print of the Guide anyway. As such, there are limited costs associated exclusively with the logo update. Approximately \$15,000-\$20,000 in consultant costs was incurred to design the logo and develop new templates for District use; costs were within the Board-adopted FY2022/23 operations budget.

The logo implementation plan for some capital assets is still being determined because replacing decals on existing buses requires a larger investment of staff time and signage updates require coordination with external agencies (e.g. sign at San Rafael Transit Center). As such, costs for vehicles and signage upgrades have not been finalized, but are anticipated to be well below \$50,000.

Due to the phased implementation, there will be a period of time during which Marin Transit will be represented publicly by both the old and updated logos. It may take up to a year or more to achieve full consistency of the new logo through the system and materials.

Fiscal/Staffing Impact

There are no fiscal impacts associated with this item. All costs for the logo development were within the District’s board adopted FY2022/23 operations budget. The logo implementation plan was designed to limit expenses; costs and staff time will primarily be required for capital items. These items will be evaluated over time and costs are anticipated to remain well below \$50,000, the amount requiring board approval.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Cathleen Sullivan".

Cathleen Sullivan
Director of Planning

Attachment A: Marin Transit and Marin Access New Logos

Attachment B: Marin Transit New Logo Implementation Plan Summary



**marin
transit**



**marin
access**



Attachment B

Phase 1: Electronic Materials	Schedule
Website	Complete February 1, 2023
Twitter, Facebook, other social media	Complete February 1, 2023
Zoom Backgrounds	Complete February 1, 2023
Email signature	Complete February 1, 2023
MCTD templates (Word, Excel, PowerPoint)	January-February 2023
E-blast template	Update with next e-blast (~Spring 2023)
Phase 2 – Printed Materials	Schedule
System Map	Complete February 1, 2023
Rider guide	With next re-print (June 2023)
Marin Access Newsletter	With next distribution (December 2023)
Paratransit Rider Guide	Complete February 1, 2023
Business cards, Paper Checks, Staff IDs	With next re-print
Transfers	With next re-print
Marketing promotional giveaways	With next re-print/distribution
Fact Sheets	With next update
Other printed materials (e.g. forms, applications, brochures)	Spring 2023
Phase 3 – Capital Infrastructure	Schedule
Rider panels	On rolling basis with service changes (next change June 2023)
Kiosk signage at major hubs	On rolling basis with service changes (next change June 2023)
Bus stop blade stickers	On rolling basis with service changes (next change June 2023)
Signage at San Rafael Transit Center	TBD ¹
Signage inside office	Spring-summer 2023 ²
Phase 4a – Paratransit Vehicles	Schedule
Paratransit vehicle decals	Spring-summer 2023 ³
Phase 4b – Fixed Route Vehicles	Schedule
Fixed route buses	TBD
Shuttle cutaways	TBD
Muir Woods Shuttle	With new contractor (Summer 2023)
Staff Van	TBD

¹ Marin Transit wants to install a sign with our logo at the San Rafael Transit Center. We will be working with Golden Gate Transit to accomplish this, ideally in 2023; we do not currently have enough information to commit to a specific date.

² Sign on outside of office building is at new building owner’s discretion and requires city permit; thus not planned to be updated at this time.

³ This will require coordination with Golden Gate Transit; implementation is targeted for Spring 2023 but may need to push to Summer 2023 pending developing an implementation plan with Golden Gate.



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Town of Corte Madera

February 6, 2023

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

Subject: Return to In Person Marin Transit Board of Directors Meetings at the Marin County Civic Center's Board Chambers with Virtual Option

Dear Board Members:

Recommendation

Approve the return to in person board meetings at the Marin County Civic Center's Board Chambers beginning on March 6, 2023, under the rules of State Assembly Bill 2449 (AB 2449).

Summary

This item was deferred from the January 9, 2023, Marin Transit Board of Directors meeting to allow staff time to gather up-to-date information regarding technical resources available in Board Chambers and to research how best to promote public participation during monthly public meetings of the Marin Transit Board of Directors. Staff recommends your board approve the return to in person meetings while continuing to provide a two-way audio and visual participation option via Zoom for the public, and to allow, if there is a need, for Board member attendance under AB 2449.

Background

Governor Newsom declared a state of emergency on March 4, 2020, in response to the global COVID-19 outbreak. Subsequent executive orders followed that included modifications to certain requirements in the Ralph M. Brown Act for public meetings. Under the orders, local agencies were still required to provide advance notice of each public meeting according to the timeframe otherwise prescribed by the Brown Act but were eventually explicitly freed from the obligation of providing a physical location from which members of the public could observe the meeting and offer public comment. Marin Transit staff and your board quickly pivoted to a virtual meeting platform to continue conducting agency business.

In anticipation of the Governor's Executive Order N-08-21, which rescinded the modifications to the Brown Act, effective September 30, 2021, the California State Assembly introduced Assembly Bill 361 (AB 361) which provided local agencies the ability to meet remotely during proclaimed state of emergencies



under modified Brown Act requirements, like the rules and procedures established by the Governor's Executive Orders. Your board has been conducting remote meetings under the conditions of AB 361 since September 2021.

It is expected that Governor Newsom will lift the state of emergency order on February 28, 2023, thereby nullifying the conditions of AB 361. The State Assembly put forth Assembly Bill 2449 (AB 2449) to provide a remote participation option for members of a legislative body of a local agency under specific and limited circumstances. AB 2449 requires a two-way telephonic or video conferencing option for public participation and a quorum of board members to be present in a noticed physical location. AB 2449 sunsets on January 1, 2026.

Discussion

In anticipation of the end of the COVID-19 state of emergency, staff worked with the Clerks of Marin County Board of Supervisors to understand changes to audio visual equipment and technical service provider in Board Chambers. Initially, the District was given the option of hiring Network Television Time (NTT), the County's vendor, to run the equipment and broadcast the live meetings. The cost of NTT's services to Marin Transit is approximately \$36,000 annually. Staff negotiated with NTT and the IT team at the County to allow access to the District's preferred vendor, Marin TV. Marin TV will provide hybrid (virtual and in person) meeting technical support and record meetings for a fee of approximately \$3,600 per year. Since the January 2023 District Board meeting, staff has confirmed the following: access to stable internet and access to and training on audio visual equipment in Chambers for Marin TV staff. Additionally, staff reached out to peer agencies and the San Rafael City Council clerk to better understand how each organization plans to hold meetings once the state of emergency order is lifted.

Public engagement is crucial to the District's ability to provide quality public transit services. Your board encouraged staff to include a virtual meeting participation option for the public. After reviewing options for virtual public participation, the required staff time to run hybrid meetings, and the rules for remote Board member participation under AB 2449, staff recommends continuing Zoom access for the public and for Board members.

Highlights of AB 2449 Remote Participation Rules and Requirements for Board Members

- Determine condition for remote participation: just cause or emergency circumstances.
- Notify District as early as possible of remote participation under just cause (limited to two attendances each calendar year).
- Board action required to participate remotely under emergency circumstances.
- Requires two-way audio and visual technology for board member participation.
- Requires agenda to provide notice of telephonic or electronic participation by public.
- At least a quorum of the Board must attend in person.
- If technical disruption occurs, the meeting must pause.
- Must administratively tally members remote participation each calendar year.

If approved by your Board, beginning with the March 6, 2023 Board meeting, all Board meetings will be conducted in person at the Marin County Civic Center Board of Supervisors Chambers with in person and Zoom participation by members of the public and by Directors as provided for under AB 2449.



Fiscal/Staffing Impact

There are no fiscal impacts associated with this item. All fees for technical support and recording meetings are within the District's board adopted FY2022/23 operations budget.

Respectfully Submitted,

A handwritten signature in black ink that reads "Nancy E. Whelan".

Nancy Whelan
General Manager