



# **Marin Paratransit Coordinating Council**

# Housekeeping

# Housekeeping - General

- If you are comfortable, turn on your camera when speaking
- Keep your audio muted when not speaking
- Use the “raise hand” feature to participate
- Meeting is being recorded for the purpose of recording the minutes; recordings will not be shared publicly
- State your name before speaking
- Public comment is limited to two minutes per speaker unless a different time limit is announced

# Housekeeping - Zoom

- To raise and lower your hand
  - Keyboard: Windows – Alt + Y | Mac – Option + Y
  - Mouse: Select “raise hand” in toolbar at the bottom of the screen
  - Phone: \*9
- Live Auto Captions
  - Turn on captions by selecting the CC icon (show captions) on the menu bar
  - Change the size of captions by selection the up arrow next to the CC and choose caption settings
  - Increase chat display size in caption settings menu
  - Move captions by hovering over captions and drag to preferred location
  - Turn off captions by selection the CC icon (hide captions) on the menu bar

# Agenda

- 01** Introductions
- 02** Review of Agenda
- 03** Review of Meeting Minutes
- 04** Open Time for Public Expression
- 05** New Business
- 06** Old Business
- 07** Agency / Committee Reports

# New Business

# TAM Citizens' Oversight Committee Nomination

- The Transportation Authority of Marin (TAM) Citizens' Oversight Committee (COC) is an advisory body that is responsible for the review of Measure A (2004), Measure AA (2018) and Measure B (2010) revenues and expenditures of TAM.
- The COC is composed of members who are private citizens residing in Marin County and who collectively represent its diversity.
- PCC Member Allan Bortel is a long-time member of the COC & provides regular updates about COC activities to the PCC.

**ACTION:** Consider nominating Allan to COC for an additional term through 2027.

# 2024 PCC Officer Elections

- 3 Roles – Chair, Vice-Chair, and Secretary
- Process
  - Present final slate
  - Take a Vote
  - Decision + notification during meeting
- Schedule Follow-up Meeting with Officers

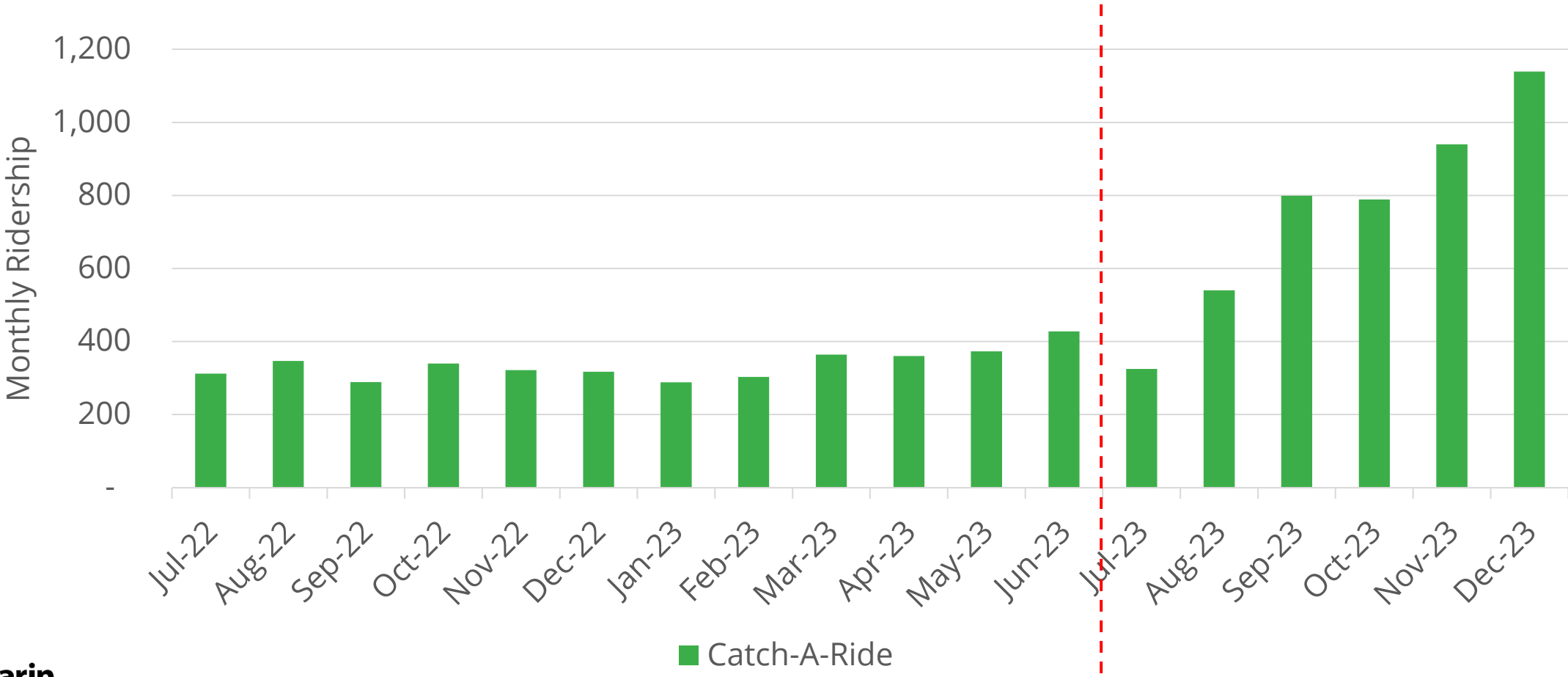
**ACTION:** Elect officers for 2024-2025 term.



# Catch-A-Ride Initial Program Findings

- In May 2023, Marin Transit Board approved a 12-month pilot program to enhance the Catch-A-Ride (CAR) program
  - Changes took effect July 1<sup>st</sup>, 2023
- Under the enhanced program, riders may choose to get paper vouchers (for use with North Bay Taxi), digital vouchers (for use with Uber), or 50/50 paper/digital vouchers
  - Other providers for both paper and digital vouchers may be onboarded in the future
- Vouchers are distributed quarterly, at 30 rides per quarter
  - Marin Access Fare Assistance enrollees get an extra 10 vouchers per quarter
- The program is only available to Marin Access riders

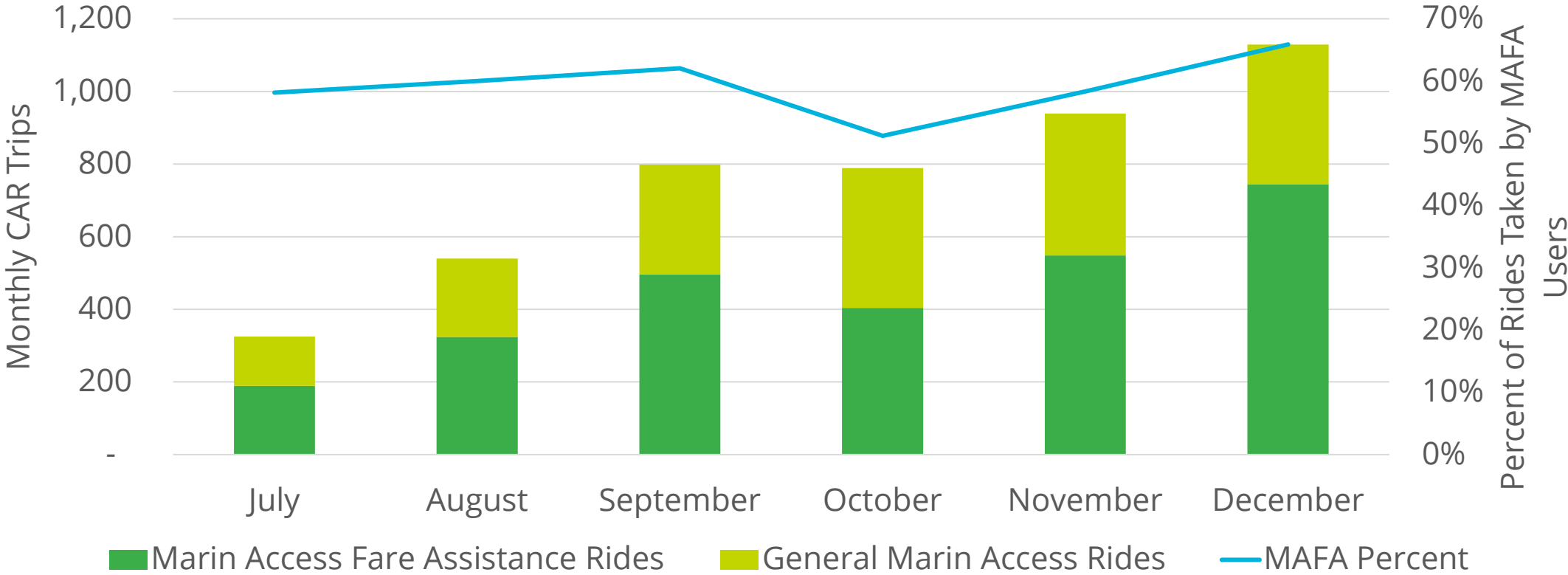
# CAR ridership has increased every month of the Pilot Rider feedback has been very positive



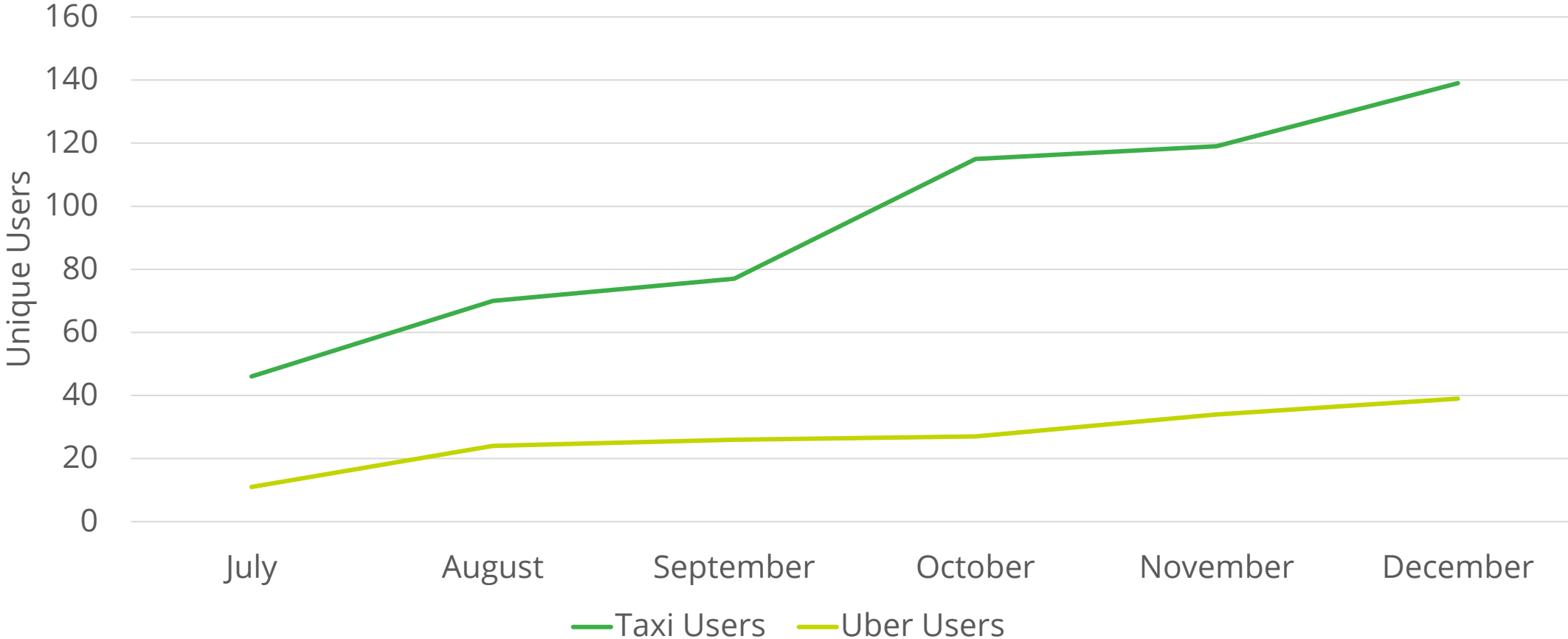
Start of CAR 2.0 Pilot Program

# Marin Access Fare Assistance riders consistently make up about 60% of rides

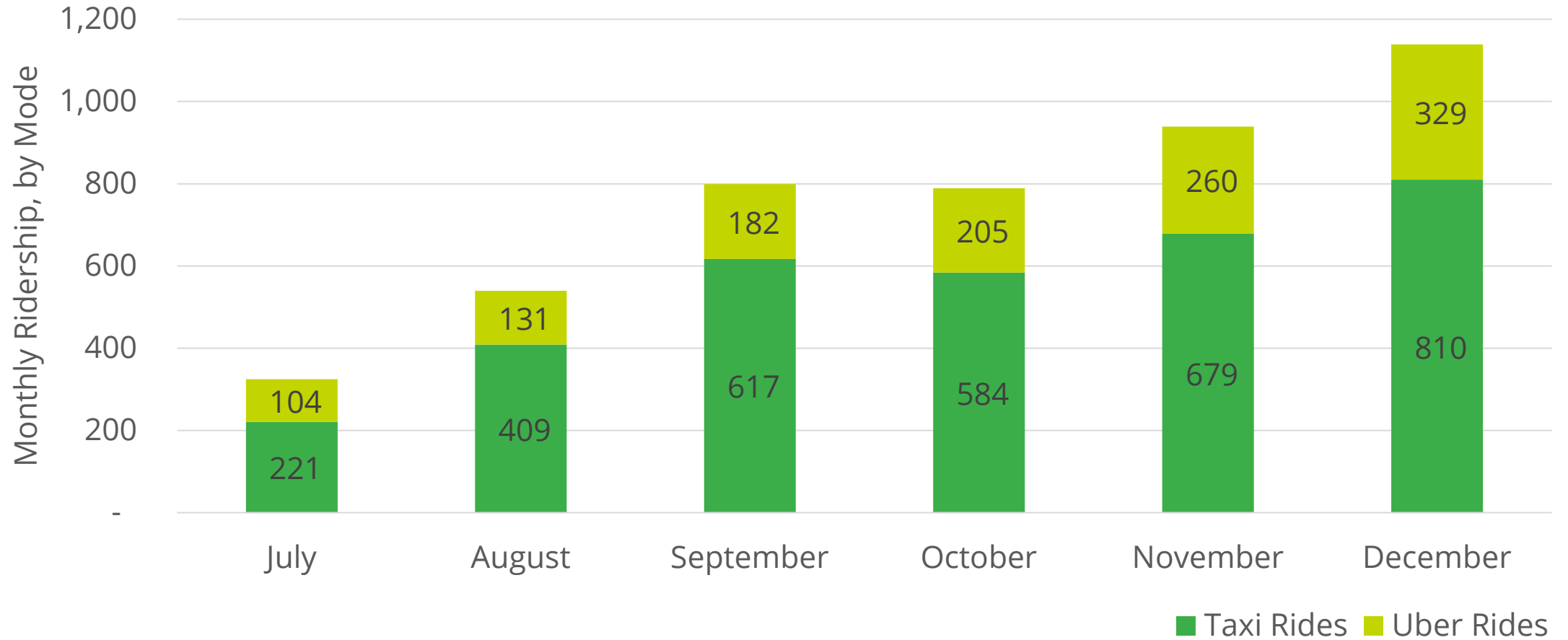
Monthly Ridership by MAFA Enrollment



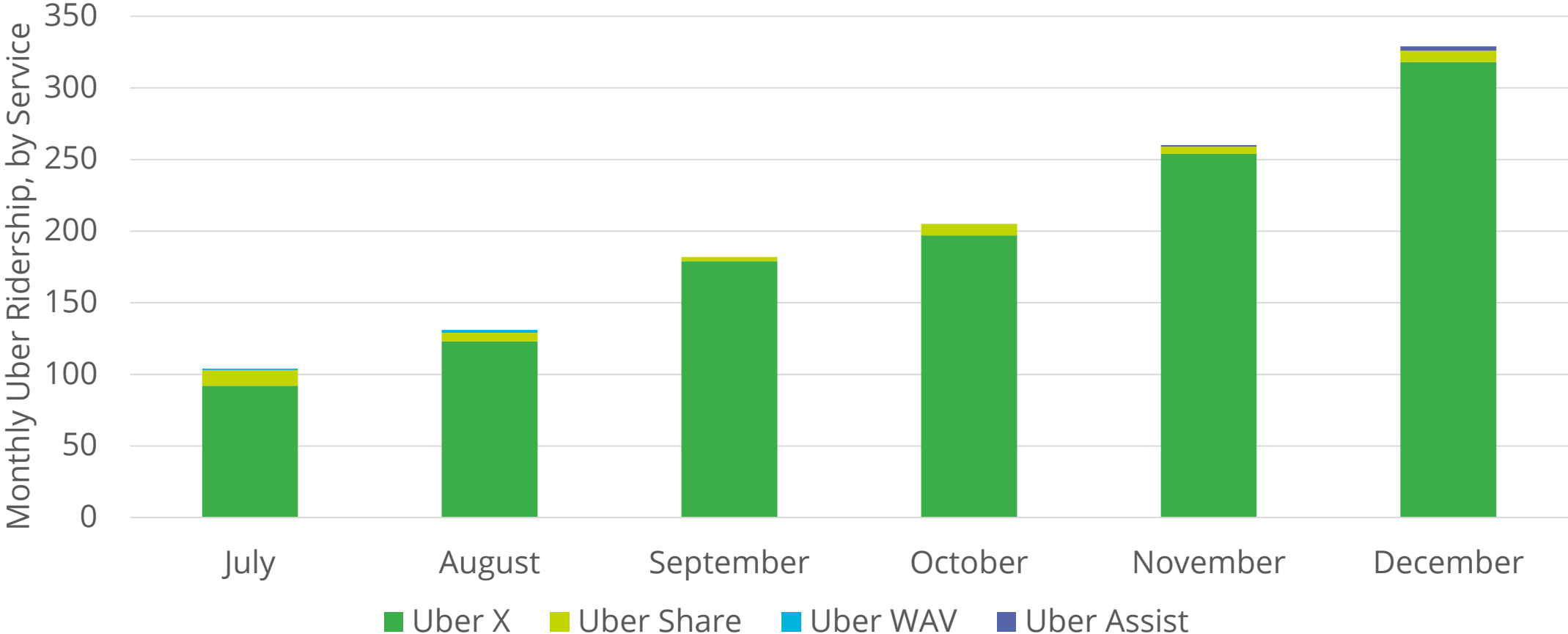
# Most users prefer paper (taxi) vouchers over Uber



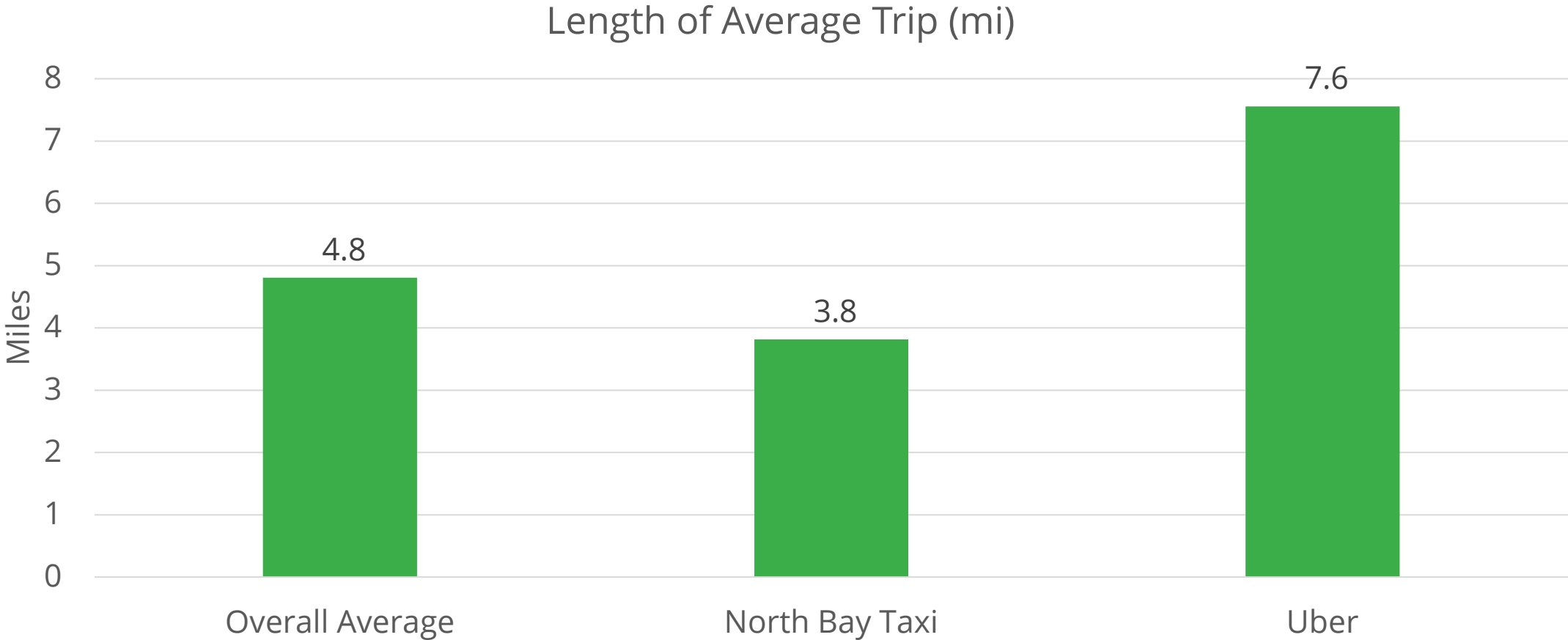
# Most rides are taking place on taxi



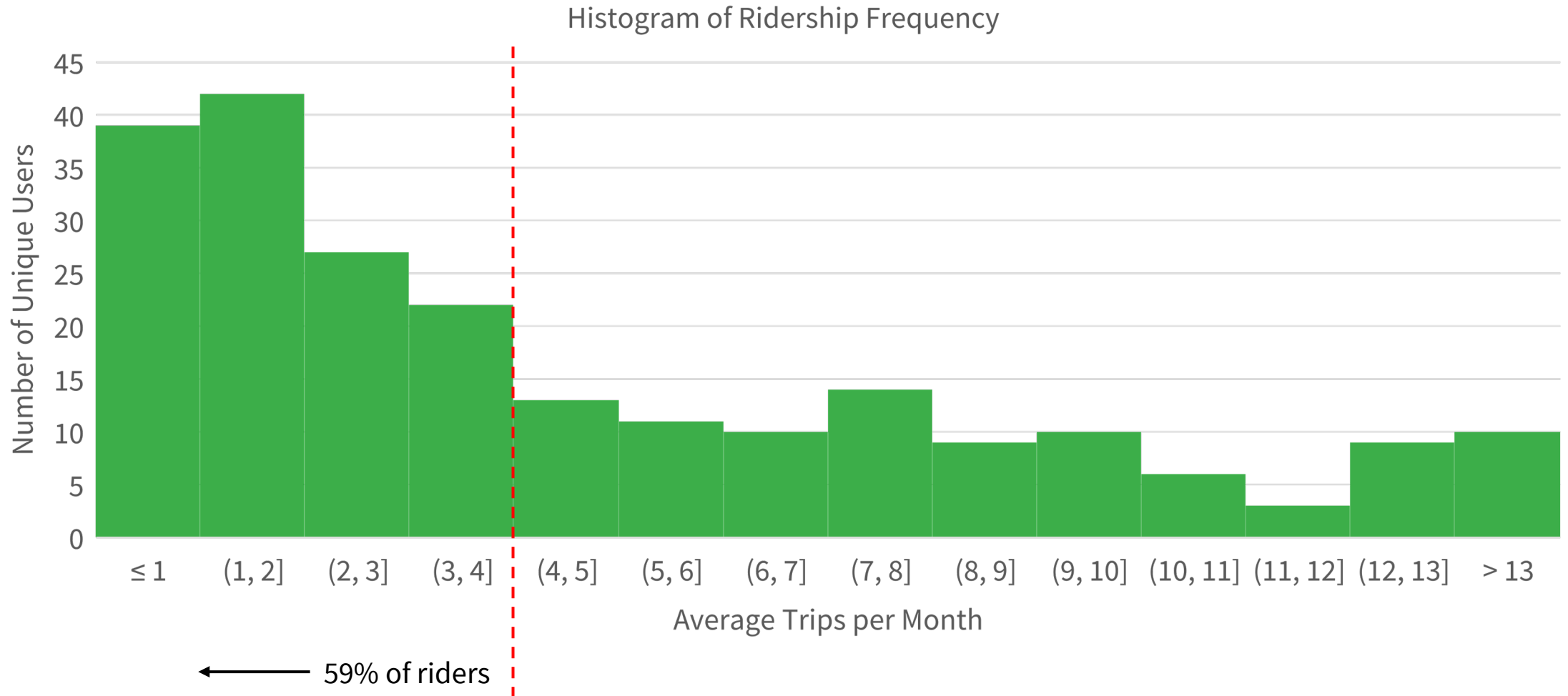
# Most Uber users prefer standard Uber X rides, but some utilize other services, especially shared rides



# Uber riders tend to take longer trips



# Most riders average 4 or fewer trips per month





# Customer Experience

- Anecdotal rider feedback on the CAR 2.0 pilot has been overwhelmingly positive with some exceptions
  - Various comments about scheduling process & fare estimates with paper vouchers
  - Various comments about capacity constraints with paper vouchers
  - 4 trip denials for riders traveling with service animals with digital vouchers
- A rider survey is underway & will close on 3/15
  - Distributed via email & mailed notice to riders that we do not have an email address for
  - Posted at [www.marintransit.org/catch-a-ride](http://www.marintransit.org/catch-a-ride)

# Next Steps

- Complete rider survey & summarize feedback
- Consider development of training program to encourage use of digital vouchers
- Staff will continue to monitor program ridership and other statistics
- Staff are looking into onboarding additional providers
- Staff are considering other program changes that would reduce administrative burden
- Staff will return to the MCTD board later this year with a full evaluation and possible recommendations for program changes

# West Marin Transportation Options Survey

- Purpose is to collect feedback on current programs, potential improvements to existing programs, and input on transportation needs directly from riders and community members
- Survey is available in English and Spanish
- Survey expected to close on 3/8/2024 but may be extended based on responses received
- Survey distribution
  - MCTD Website
  - Community Partners
  - Marin Access Riders / Volunteers in West Marin
  - In Vehicle Notices
  - Point Reyes Light
  - KWMR Promotion
  - Flyers on Community Boards
  - On Board Surveys

# Old Business

# No Old Business

# Agency / Committee Reports

# Marin Transit Updates

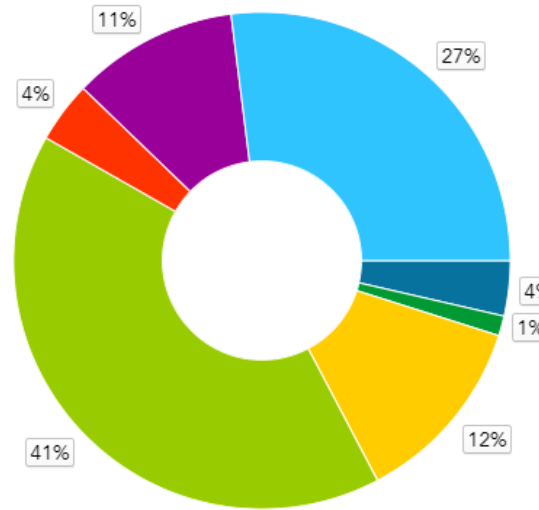
- Introduction to Raymundo Vidaure Jr., Community Engagement Coordinator
- MCTD Board approved fare study recommendations in late 2023
- Regional efforts related to accessibility
- Vehicle update

# Marin Access Call Center

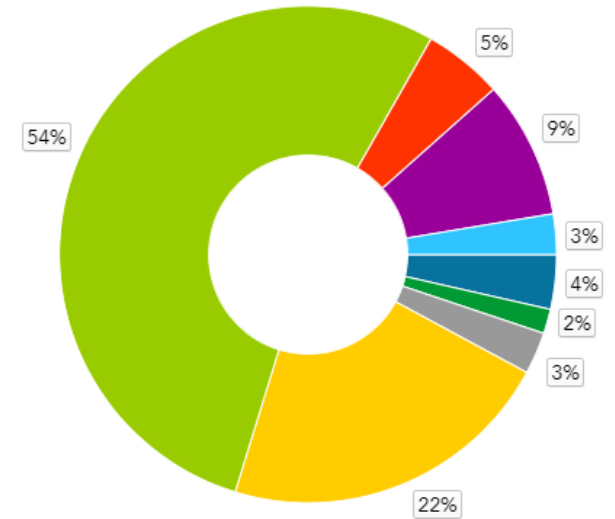
- Marin Access call volume for all queues in December was 6,736.
- Due to program changes and the elimination of the former Catch-A-Ride phone number, a higher percentage of calls are direct transfers to the Catch-A-Ride program.



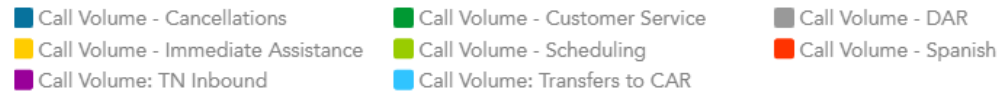
Call Volume



Selected Year



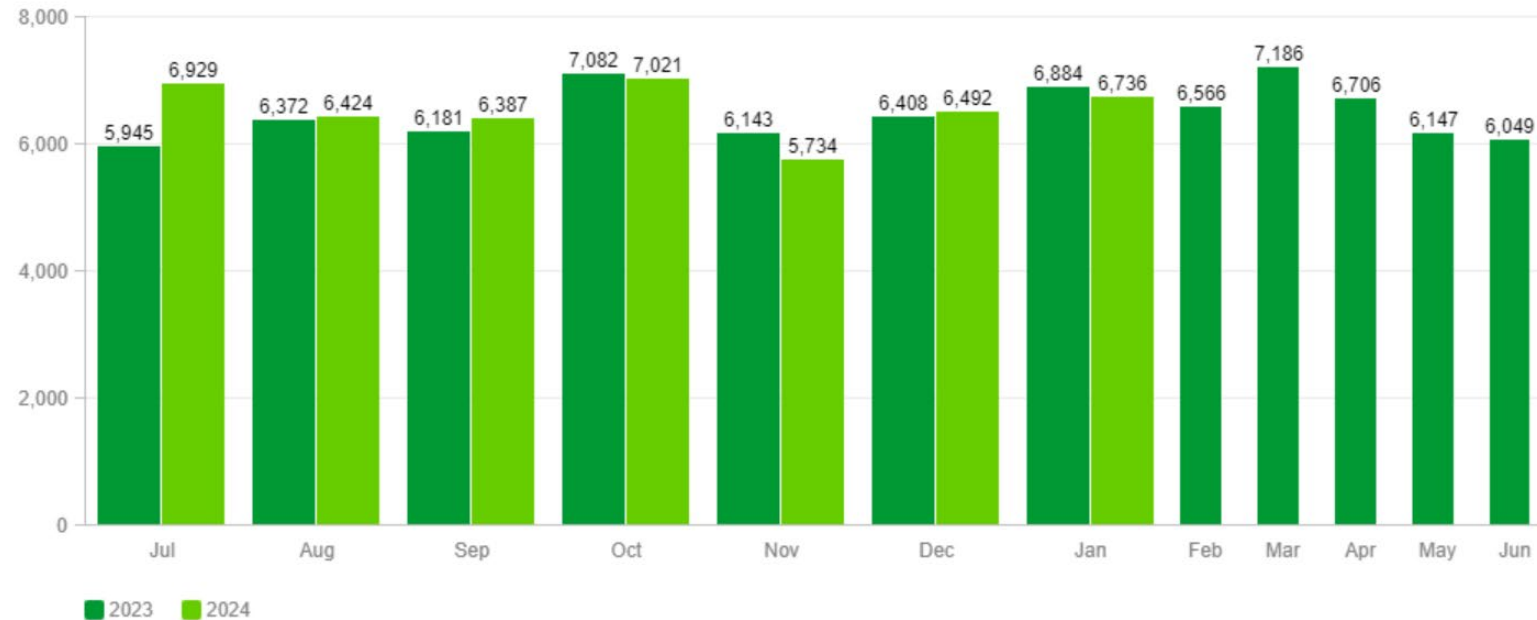
Prior Year





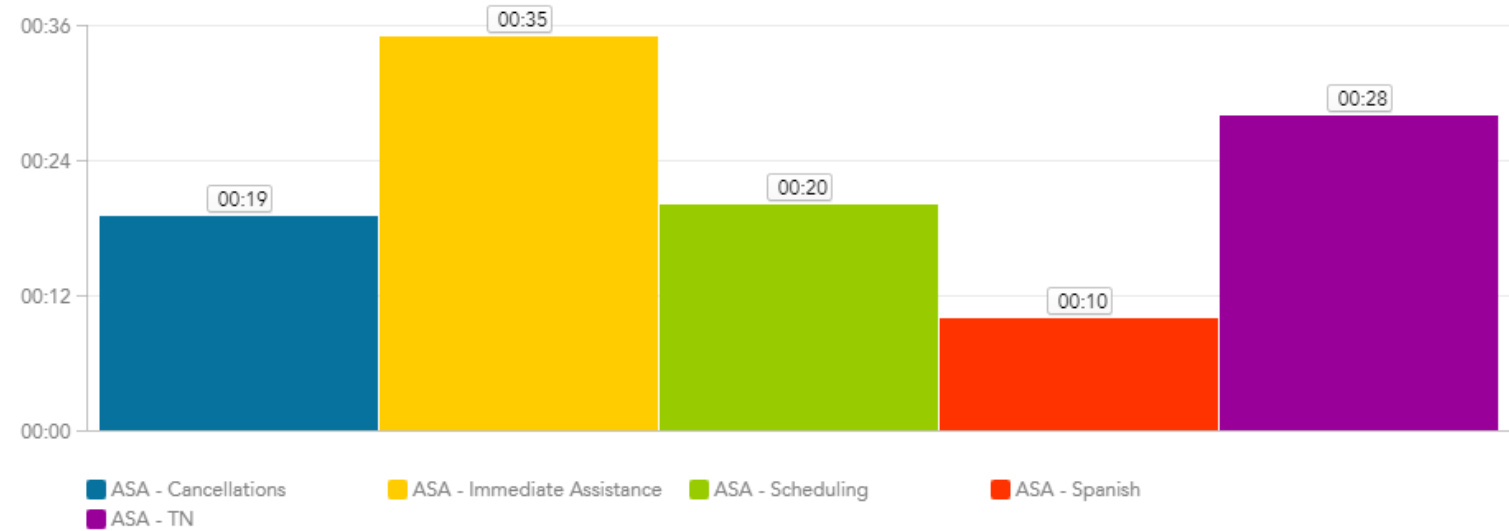
# Marin Access Call Center

- Total call volume for the month was 6,736, a slight decrease from the same period of last year.



# Marin Access Call Center

- Average hold times for all Marin Access call center queues is meeting the performance standard of less than two minutes.



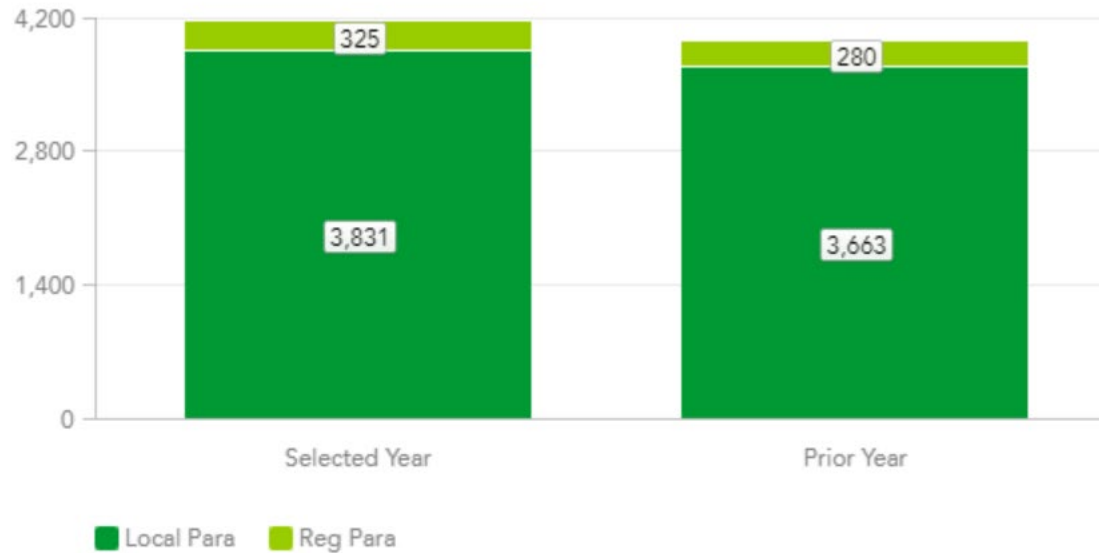
**Performance Standard – Average Hold Time**

- Less than 2 minutes

# Marin Access Paratransit Ridership

- In January, there were a total of 3,831 trips on local and 325 trips on regional paratransit.

Local & Regional Paratransit



Trip Denials - YTD

0

Trip Refusals - YTD

924

## Performance Standard – Trip Denials

- 0 trip denials

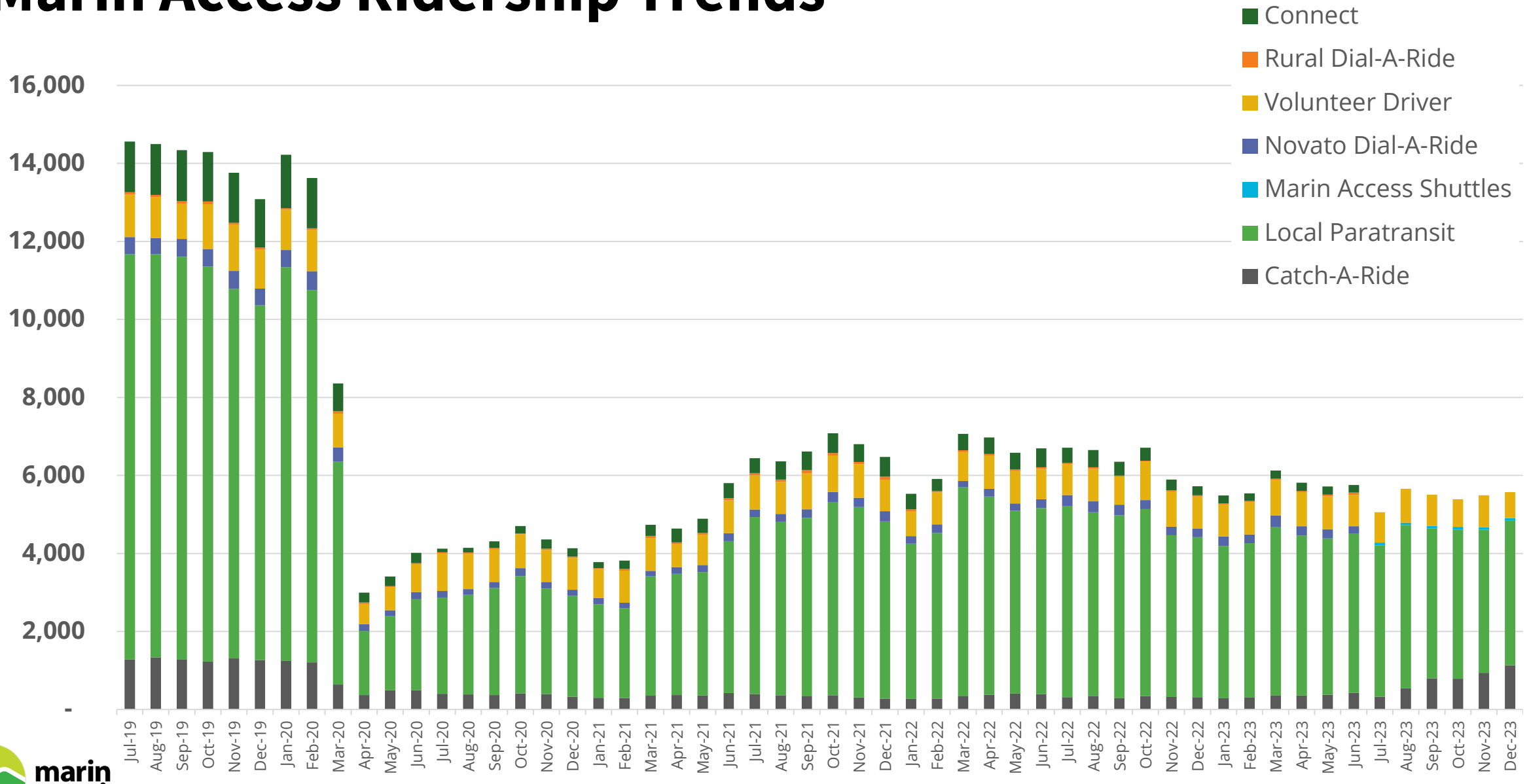
*Trip Refusals occur when a rider does not accept a pick-up window scheduled within the regulations.*

# Marin Access Paratransit Ridership

- Month over month ridership for local and regional paratransit continues to remain below pre-pandemic levels.



# Marin Access Ridership Trends

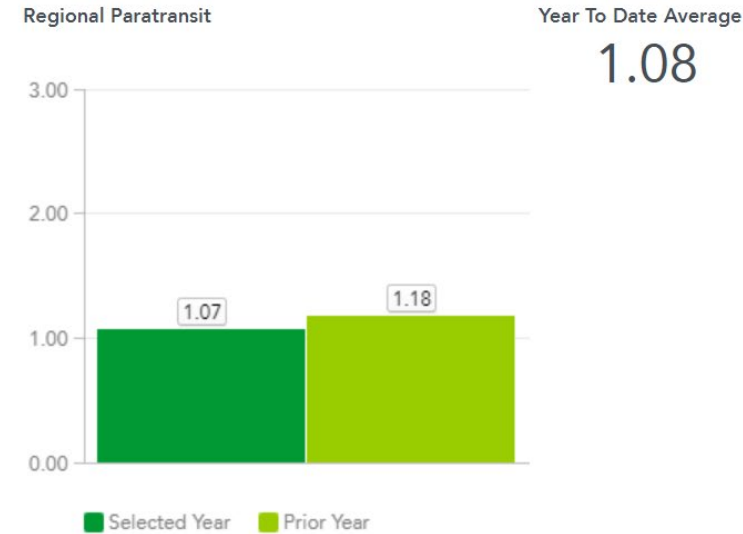
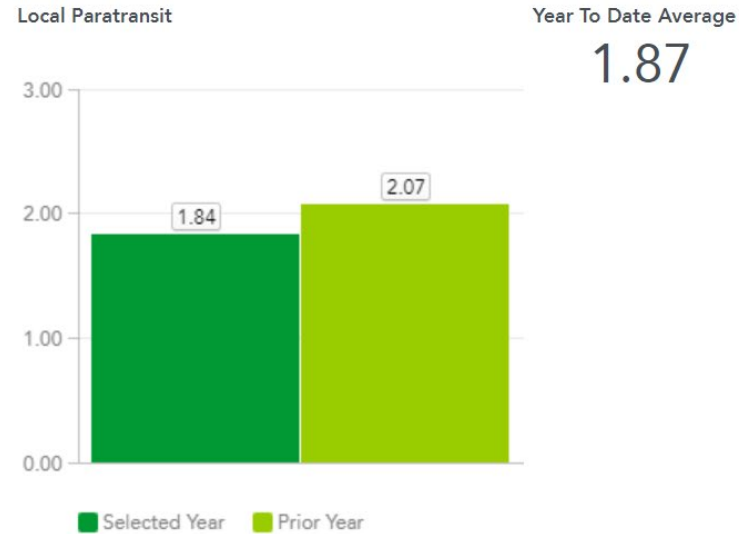


# Marin Access Paratransit Ridership

- In January, Riders per hour for local paratransit was 1.84 and rides per hour for regional paratransit was 1.07.

**Performance Standard – Riders / Per Hour**

- Local – 2.0
- Regional – 1.0

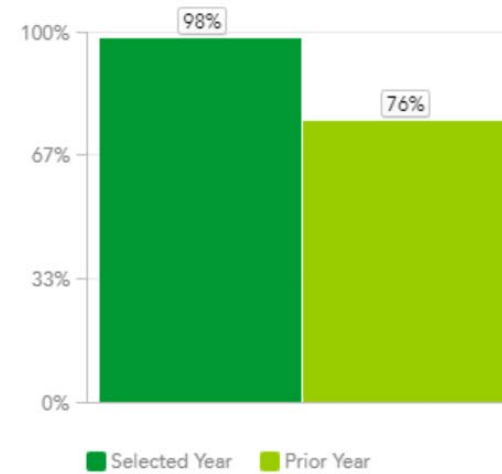


# Marin Access Paratransit Ridership

- In January, on time performance for local paratransit was 98% and 96% for regional paratransit.

## On Time Performance

Local Paratransit



Year To Date Average  
97.1%

Regional Paratransit



Year To Date Average  
91.4%

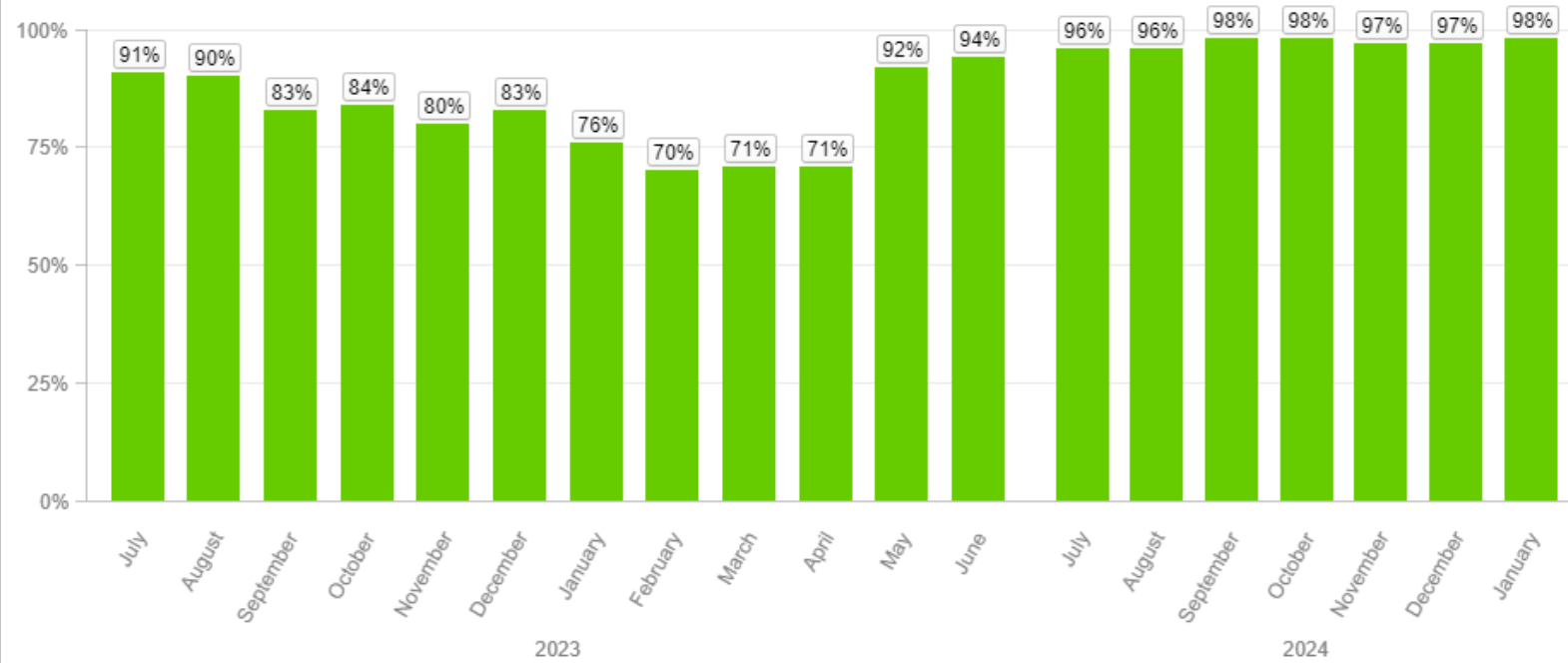
### Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



## Marin Access Paratransit Ridership

- On-time performance for local paratransit began to improve in May and has continue to remain above 90%. OTP in January was 98%. This exceeds the performance standard.



**Performance Standard – On Time Performance**

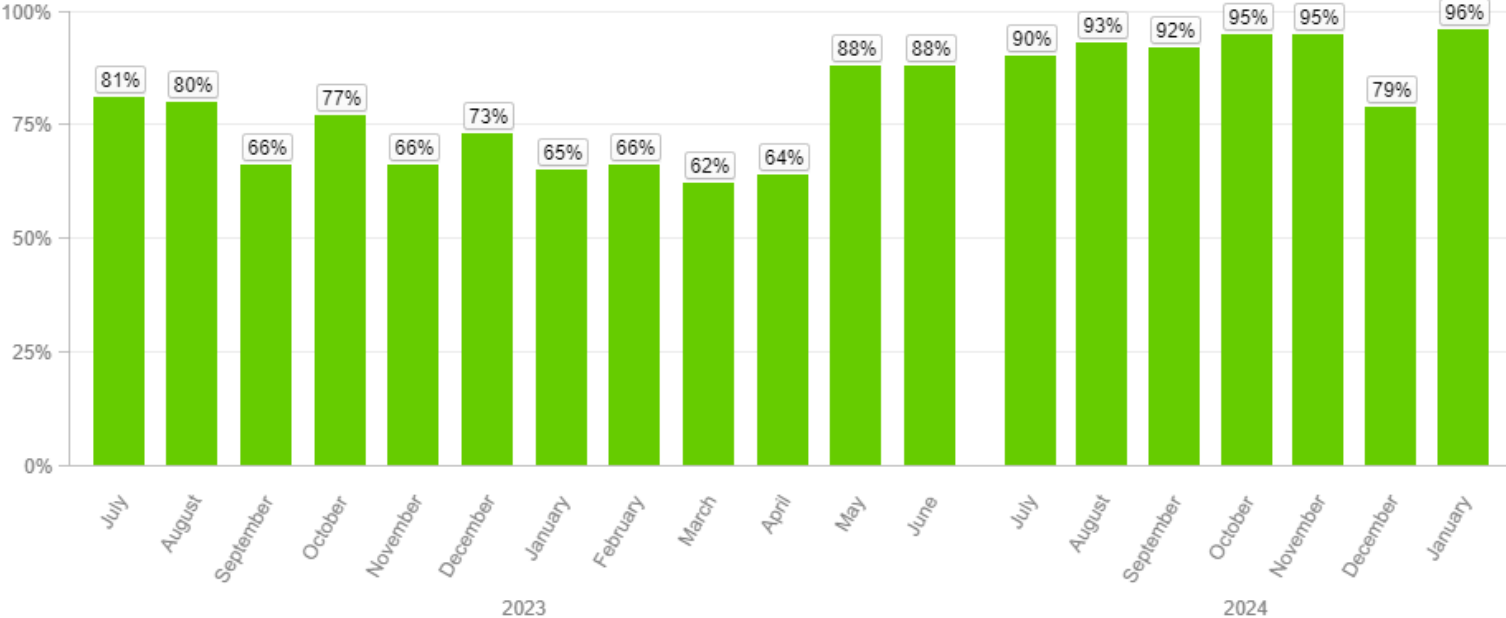
- Local – 90%
- Regional – 90%





# Marin Access Paratransit Ridership

- On-time performance for regional paratransit began to improve in May and has continue to improve with slight fluctuations. Following a drop in December we saw recovery in January moving us back above 90%.



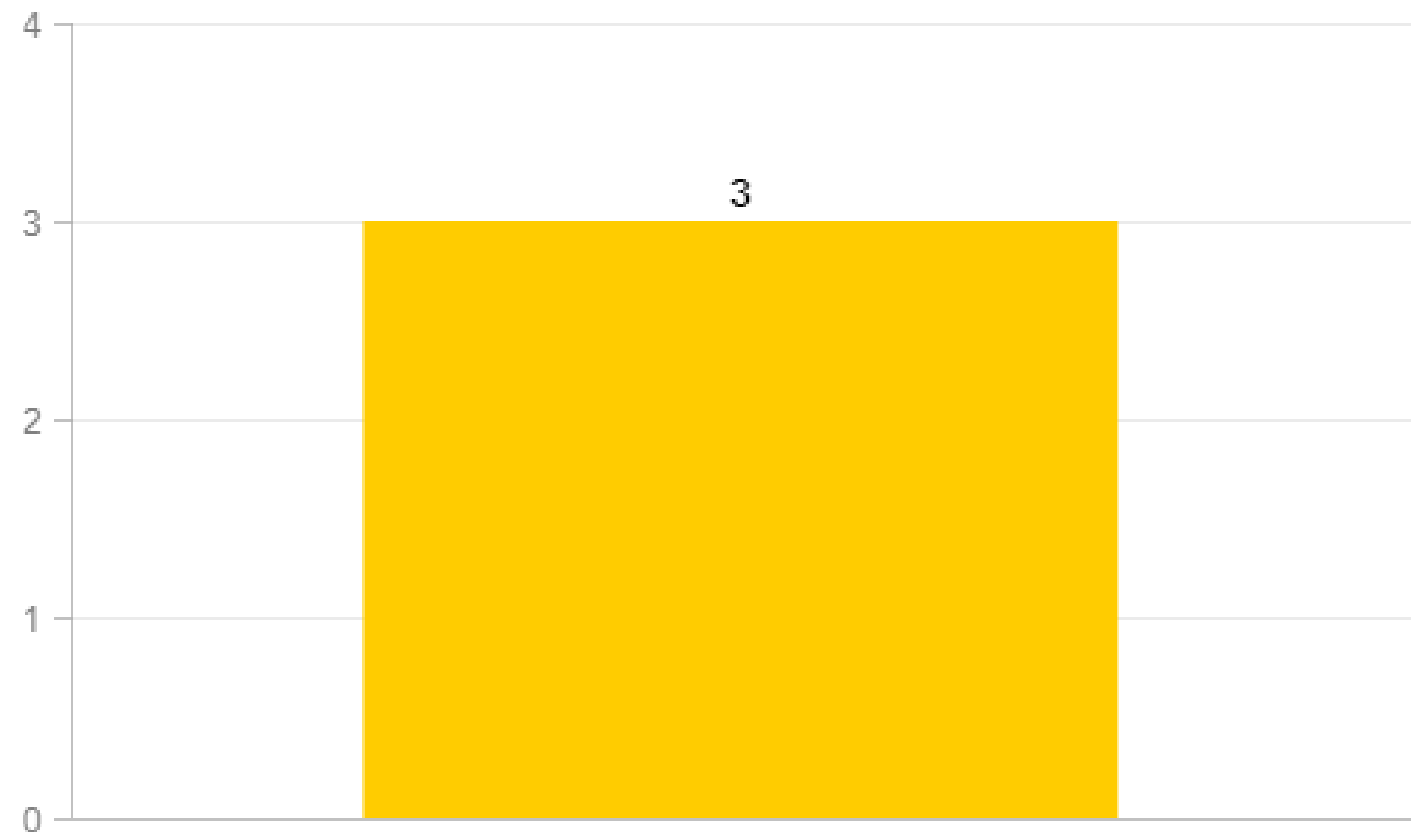
**Performance Standard – On Time Performance**

- Local – 90%
- Regional – 90%



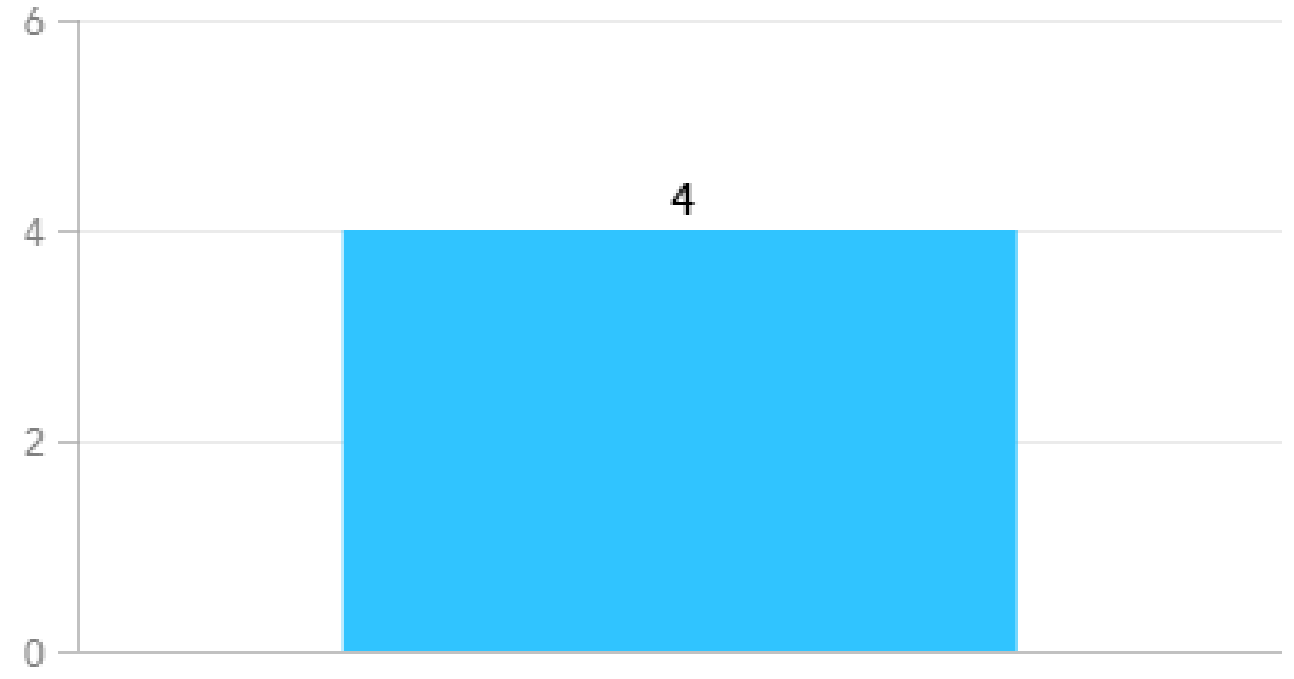
# Marin Access Feedback

- In January there were 3 complaints, all related to driving behavior.



# Marin Access Feedback

- In January there were 4 driver commendations.



# Thank you

**CONTACT**

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