



Marin Paratransit Coordinating Council
Monday, June 17, 2024, 1:30 p.m.

Meeting Location *(for voting members and others that wish to join in person)*

Marin Transit Administrative Office
711 Grand Avenue, Suite 110 San Rafael, CA 94901

Virtual Attendance *(for members of the public)*

Zoom: <https://us02web.zoom.us/j/89895016378>

Teleconference: +1 669 900 6833

Webinar ID: 898 9501 6378

Providing Public Comment

- To provide written public comment prior to the meeting, email info@marintransit.org or use the comment form at www.marintransit.org/meetings. Submit your comments no later than **5:00 P.M. Sunday, June 16, 2024** to facilitate timely distribution. Include the agenda item number you are addressing, your name, and address. Your comments will be forwarded to members of the PCC and will be included in the written public record.
- Public comment is limited to two minutes per speaker unless a different time limit is announced. The Chair may limit the length of comments during public meetings due to the number of persons wishing to speak or if comments become repetitious.
- Participating on Zoom or teleconference: Ensure that you are in a quiet environment with no background noise. To raise your hand on Zoom press ***9** and wait to be called upon by the Chair. 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.

General Meeting Information

- Late agenda material can be inspected at the office of Marin Transit, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.
- In case of Zoom outage, dial 515-604-9094; meeting ID: 142-334-233
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- Documents are available in accessible formats or additional languages by request. If you require translation or other accommodation, call (415) 226-0855 or 711. Requests must be received no less than five working days prior to the meeting.

Agenda

1:30 p.m. Convene as the Marin Paratransit Coordinating Council

1. Introductions

2. Review of Agenda

3. Review of Meeting Minutes for February and April 2024

Recommended Action: Approve

4. Open Time for Public Expression

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

5. New Business

a. Marin Access Rider Survey – *Information*

b. Older Adults & Riders with Disabilities on Fixed Route - *Information*

6. Old Business

a. Marin Access Eligibility Updates – *Information*

b. Paratransit Ridership Analysis Update – *Information*

7. Agency / Committee Reports

a. Marin Transit Updates - *Information*

b. Marin Access Performance Metrics - *Information*

c. GGBHTD Advisory Committee on Accessibility Report - *Information*

d. TAM Citizens Oversight Committee Report - *Information*

3:00 p.m. Adjourn

MARIN PARATRANSIT COORDINATING COUNCIL

February 26, 2024, 1:30PM to 3:00PM

MEETING MINUTES

1. Meeting called to order at 1:38 PM by PCC Chair Patti Mangels.
 - a. In attendance
 - i. PCC Members: Patti Mangels, Terri Sylvain, Allan Bortel, Michael Harris, Jane Gould (*alternate*), Sylvia Barry
 - ii. Members of the Public: Charmina Guerrero, Lisa Irving, Peter Pardini, Jaime Faurot (*PCC member attending virtually as a member of the public*)
 - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Kyle French, Robert Betts, Joanna Huitt, Asher Butnik, Kate Burt, Raymundo Vidaure Jr., Cathleen Sullivan
 - iv. Contractors (Transdev): Varuna Faasavalu, Teresa Jones, Jhashe Holloway
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for August 2023, October 2023, and January 2024
 - a. All present have reviewed. Motion to approve made by Terri Sylvain, seconded by Michael Harris.
4. Open Time for Public Expression
 - a. Jamie Faurot asked for clarification regarding the representation of transit agencies at the meeting.
 - b. Joanna Huitt asked if Ms. Faurot was asking about which Transdev Operations staff were present.
 - c. Ms. Faurot confirmed she was.
 - d. Ms. Huitt reviewed which Transdev staff were at the meeting.
 - e. Peter Pardini asked if he could share comments regarding Catch-A-Ride.
 - f. Ms. Huitt requested that Mr. Pardini wait until the agenda item regarding Catch-A-Ride.
 - g. Ms. Faurot stated that at the last meeting, she requested information. She asked Marin Transit staff to respond to her questions after that day's meeting.
5. New Business
 - a. TAM COC Nomination
 - i. Staff explained the Transportation Authority of Marin (TAM)'s Citizen Oversight Committee (COC). Staff described how Allan Bortel has participated in both the TAM COC and PCC. Staff stated that the PCC will need to consider Mr. Bortel and Jane Gould for a term.

- ii. Terri Sylvain asked if Mr. Bortel and Ms. Gould had agreed to be nominated.
 - iii. Joanna Huitt confirmed they had.
 - iv. Motion to approve Allan Bortel as PCC representative to TAM COC and Jane Gould as alternate made by Sylvia Barry, seconded by Terri Sylvain.
 - 1. Ayes: Patti Mangels, Terri Sylvain, Allan Bortel, Michael Harris, Sylvia Barry
 - 2. Noes: None
 - 3. Abstain: None
- b. New Officer Elections
- i. Staff reported that the PCC nominates officers every two years. Staff thanked Patti Mangels for her time as Chair, and Allan Bortel for his time as Vice Chair. Staff explained how the PCC would vote. Staff reviewed the duties of each position on the slate. Staff clarified that the Secretary role would remain vacant.
 - ii. Terri Sylvain asked why there were two names listed for Chair on the slate.
 - iii. Joanna Huitt clarified voting PCC members would vote for one of the two names on the slate for Chairperson once the slate was approved.
 - iv. Motion to approve the slate made by Terri Sylvain, seconded by Michael Harris.
 - 1. Ayes: Patti Mangels, Terri Sylvain, Allan Bortel, Michael Harris, Jane Gould, Sylvia Barry
 - 2. Noes: None
 - 3. Abstain: None
 - v. Ms. Huitt requested that each candidate leave the meeting space during voting.
 - vi. Sylvia Barry requested background information for each candidate.
 - vii. Ms. Huitt provided background information for each candidate.
 - viii. The PCC's voting members conducted a vote for Chair.
 - ix. Ms. Huitt announced that Michael Harris had been elected as Chair for the next two years. She thanked Ms. Mangels for her years as Chair.
 - x. Motion to elect Allan Bortel as Vice Chair made by Sylvia Barry, seconded by Michael Harris.
 - 1. Ayes: Patti Mangels, Terri Sylvain, Allan Bortel, Michael Harris, Sylvia Barry
 - 2. Noes: None
 - 3. Abstain: None
 - xi. Ms. Huitt clarified that there would not be a PCC Secretary.

c. Catch-A-Ride Initial Program Findings

- i. Staff provided an overview of the Catch-A-Ride program. Staff reported on their initial findings regarding Catch-A-Ride program results, including ridership and trip length statistics. Staff reported on their next steps for the program.
- ii. Lisa Irving asked how many riders were enrolled in the digital voucher program. She said she would like to speak about the program.
- iii. Asher Butnik responded that 68 riders elected to use only digital vouchers, and 63 riders elected to use both digital and paper vouchers.
- iv. Ms. Irving asked if staff were able to break down rider data by disability type. She asked if staff keep track of how many riders have service animals.
- v. Joanna Huitt answered that the information that riders report in the eligibility process is available to staff. She reported that there were three riders with service animals, and two of those riders used digital vouchers.
- vi. Ms. Irving explained that last February, her and a representative from Guide Dogs for the Blind asked Ms. Huitt and other administrators what would happen when service animal denials occur. Ms. Irving stated that she never received a straight answer. More recently, she reported service animal denials by Uber to Kyle French. She has started filing complaints with the Sheriff's Department, as service animal denial by Uber is a misdemeanor in California. As paratransit is administering the Transport Network Company (TNC) contract, Marin Transit is responsible for Americans with Disabilities Act (ADA) violations. She asked what staff are doing to address the problem. She asked if this would impact Marin Transit's contract with Uber.
- vii. Ms. Huitt stated that staff take reports of violations seriously and have worked with Uber to understand their process for taking action when violations are reported. Ms. Huitt explained that when Marin Transit receives a report, they bring it to Uber and start an internal investigation. Staff follow up and coordinate with the rider, who is refunded any funds or vouchers that they spent on the trip. Staff continue to work with Uber to improve. There is a dedicated call center for violations. The phone number for the call center is posted on Marin Transit's website. As is the case with all of Marin Transit's Operations contracts, they investigate the issue and follow up with contractors to ensure it does not happen again.
- viii. Ms. Irving described a conversation she had with Mr. French regarding Marin Transit's correspondence with at Uber. She explained her understanding of Uber's claims process and how it may impact Marin

Transit's culpability. She emphasized that the violations are criminal offenses. She explained that to file a claim, riders may report a service animal denial through the app or call Uber's safety number. She recently called the safety number and was transferred four times. After filing a claim, riders receive a boiler plate response and never know if the offending driver is removed from the platform. Ms. Irving reported that there is a Facebook group where drivers pay to be able to work again.

- ix. Ms. Huitt thanked Ms. Irving for her comments and stated that she has no information on how Uber drivers could be re-added to the platform.
- x. Ms. Irving requested that a letter that she wrote be read into the public record.
- xi. Staff read the letter out loud during the meeting. The letter is attached to the minutes as Attachment 1.
- xii. Jane Gould asked if the Catch-A-Ride rider survey would ask about riders' use of service animals.
- xiii. Ms. Huitt confirmed it would.
- xiv. Ms. Irving noted that there are only three riders who have service animals.
- xv. Peter Pardini asked if Marin Transit staff communicate with Uber regarding service animal denials.
- xvi. Ms. Huitt responded that staff meet with Uber biweekly regarding items that need immediate response. Afterward, Uber staff coordinate with their internal teams to respond. Recently, Uber introduced a dedicated site and phone number for service animal denial claims and have confirmed that any offending drivers will be removed from the platform.
- xvii. Mr. Pardini requested that when staff renew their contract with Uber, there should be stronger language regarding fees and fines when drivers make violations. Mr. Pardini suggested that fines will help bring attention to the issue and bring a sense of responsibility to Uber.
- xviii. Ms. Huitt responded that staff plan to explore additional providers.
- xix. Mr. Pardini replied that there should be stronger language in the contract, and currently there is no language regarding service animal denials in the contract.
- xx. Ms. Huitt stated that Uber is required to comply with ADA.
- xxi. Ms. Irving said that may not be enough to reinforce the regulations.
- xxii. Mr. Pardini added that involving money would attract attention from the contractor.
- xxiii. Ms. Irving stated that not renewing Uber's contract would be effective.
- xxiv. Michael Harris asked if staff had received any feedback from Uber regarding drivers being confused about the difference between service

animals and comfort animals. He has heard that people can purchase service animal tags for their comfort animals so that they may bring their animals to more places.

- xxv. Ms. Huitt stated that staff have not heard any indication of that from Uber, however Uber trains their drivers on ADA.
- xxvi. Ms. Irving said she has spoken to drivers who have told her they are not trained. Driver training materials are only available in English and Spanish. An attorney told Ms. Irving that the training process is a point-and-click process. She urged staff to not renew the contract with Uber, as Uber does not take responsibility. Ms. Irving reported that she engaged in arbitration with Uber in 2021.
- xxvii. Ms. Huitt thanked Ms. Irving for her comments and confirmed staff have not heard from Uber that drivers are confused about service animals.
- xxviii. Jamie Faurot explained that she has had difficult experiences when trying to use Uber to get to medical appointments. She asked if staff could ask Uber to converse with the PCC so that Uber can hear from individuals with disabilities who have issues with Uber's service. Communication currently seems one-way with less responsibility for Uber. Some riders may not be able to speak up for themselves or may not know how. Ms. Faurot stated she is trying to advocate for riders with challenges. She feels riders are at the mercy of Uber's service. Sometimes an emotional support animal is all that a person has. She expressed concern over Uber's ability to respond to concerns. She would like to be able to connect with Uber's staff to collaborate and develop a better understanding.
- xxix. Ms. Huitt stated that staff can request that Uber and North Bay Taxi join a future Marin Mobility Consortium meeting.
- xxx. Jane Gould stated that Uber drivers must register to be in category called Uber Pet, which might happen during driver training. That may be an opportunity to reinforce regulations regarding animals. Some drivers may not understand the process and regulations.
- xxxi. Ms. Irving said that is part of the drivers' onboarding.
- xxxii. Terri Sylvain suggested that it would be a good idea to have another contractor in place of Uber, although that may be a challenge for staff. Terminating Uber's contract without a replacement would be unwise.
- xxxiii. Mr. Pardini suggested that in the meanwhile, Uber's contract should be modified to include stronger language.
- xxxiv. Ms. Huitt said staff can explore that idea.

- xxxv. Ms. Irving stated she agrees with Ms. Sylvain's idea. Ms. Irving said that the Catch-A-Ride program is good, however staff should consider working with Lyft and Uzurv.
 - xxxvi. Ms. Huitt clarified that staff have spoken with Lyft and Uzeru in the past and will consider them.
 - xxxvii. Ms. Irving said that staff from Uzeru would like to speak with Ms. Huitt.
- d. West Marin Transportation Options Survey
- i. Staff explained that there is a need for service improvement in West Marin. Among other efforts, staff are seeking feedback from riders via surveys.
 - ii. Terri Sylvain suggested staff should extend the survey deadline.
 - iii. Staff reviewed how staff have been distributing the surveys. Staff are open to additional ideas regarding distribution methods. Staff explained what they will do with the information gathered in the surveys.
 - iv. Jane Gould suggested that staff distribute surveys at the San Geronimo Senior Center. Ms. Gould expressed concern regarding participants potentially submitting multiple survey responses.
 - v. Ms. Sylvain said that staff should request feedback from those who are not riders. Ms. Sylvain also expressed concerns regarding survey fatigue.
 - vi. Joanna Huitt responded that staff would be sensitive to survey fatigue. She added that staff have funding to support programs and are motivated to implement changes based on feedback.
 - vii. Sylvia Barry suggested that Marin County Supervisors could add information regarding the survey to newsletters.
 - viii. Ms. Huitt said staff will work on including the survey in local newsletters.
 - ix. Ms. Barry offered to help with that effort.
 - x. Allan Bortel asked if staff could include a question in the survey regarding transportation to Inverness.
 - xi. Ms. Huitt responded that there is a question on the survey regarding Route 68. Staff are open to ideas regarding routing and timing.

6. Old Business

- a. Nothing to report.

7. Agency / Committee Reports

a. Marin Transit Updates

- i. Staff introduced Raymundo Vidaure Jr. as Marin Transit's new Community Engagement Coordinator.
- ii. Raymundo Vidaure Jr. introduced himself.
- iii. Terri Sylvain asked if the Community Engagement Coordinator position was a new position.

- iv. Joanna Huitt clarified it is not a new position.
- v. Jamie Faurot asked if staff could follow up with additional information regarding new staff and their roles.
- vi. Ms. Huitt said she would follow up with Ms. Faurot after the meeting. She reviewed a recent fare study conducted by Marin Transit staff.
- vii. Cathleen Sullivan provided additional information on the fare study. The fare study is related to upcoming changes with the Clipper Card. Marin Transit will also be updating their fare systems soon, including pass structure and fareboxes. Ms. Sullivan explained the goals of the upcoming changes.
- viii. Patt Mangels asked if the Clipper Card transition will be seamless.
- ix. Ms. Sullivan confirmed that Clipper Cards will automatically transfer to Clipper 2.0.
- x. Lisa Irving asked if Clipper Cards would be able to be used to pay for paratransit. She asked if there would still be zone-based fares.
- xi. Ms. Sullivan explained how Marin Transit's service is currently embedded in Golden Gate Transit's zone-based fare system. After the upcoming changes, Marin Transit will be separated from Golden Gate Transit's system. Marin Transit's fares will remain the same.
- xii. Ms. Irving asked if riders would still need to tag on and off Golden Gate Transit's buses after the changes.
- xiii. Ms. Sullivan confirmed they would. She added that regional paratransit is considering Clipper Card usability. There will be a pilot program within San Francisco's paratransit to make sure it is functional.
- xiv. Allan Bortel asked if bridge tolls will ever merge with Clipper Cards.
- xv. Ms. Sullivan suggested Jon Gaffney could answer Mr. Bortel's question.
- xvi. Jon Gaffney said he has not heard about paying bridge tolls that way.
- xvii. Jane Gould asked if Marin Airporter's private service will ever accept Clipper Cards.
- xviii. Ms. Sullivan said she was unsure but will share the idea with the Metropolitan Transportation Commission (MTC).
- xix. Ms. Huitt explained that there are regional efforts to explore accessibility improvements. At future meetings, there will be a longer item with MTC staff. Staff have received all five of their new vehicles and are developing how the vehicles will be used. Staff are working on updating Marin Access' informational brochures.
- xx. Ms. Irving asked how riders would board the new vehicles.
- xxi. Jhashe Holloway stated that the new vehicles have steps and a lift.
- xxii. Ms. Irving asked why the vehicles were built that way.

- xxiii. Mr. Gaffney responded that he has been told that smaller vehicles are harder to lower.
 - xxiv. Ms. Irving asked if staff plan to purchase any vans or smaller vehicles.
 - xxv. Ms. Holloway replied that the new vehicles are smaller than the cutaway vehicles and can navigate some of the tighter roads in Marin County.
 - xxvi. Ms. Huitt added that staff are wrapping up the printing of the Marin Access At-A-Glance brochures.
- b. Marin Access Performance Metrics
 - i. Staff reported on Marin Access call center performance for January 2024, highlighting the differences between Fiscal Year 2022-2023 and Fiscal Year 2023-2024. Staff reported on Marin Access trip performance for January 2024, highlighting the differences between Fiscal Year 2022-2023 and Fiscal Year 2023-2024. Staff reported on efforts to increase the number of riders per hour. Staff reported on Marin Access rider feedback for January 2024.
 - c. GGBHTD Advisory Committee on Accessibility Report
 - i. Jon Gaffney reported on data regarding Golden Gate Bridge traffic and public transportation usage. The Advisory Committee on Accessibility (ACA) will meet next on April 11, 2024.
 - d. TAM Citizens Oversight Committee Report
 - i. Alan Bortel reported that the TAM COC met in January at Marin Access' facility on Kerner Boulevard. The next COC meeting will be in April. Mr. Bortel reported that TAM's prior Chief Financial Officer Li Zhang has left TAM. TAM is currently recruiting for Li Zhang's replacement.
8. Next Meeting on April 22, 2024.
- a. Meeting adjourned at 2:59 PM by PCC Chair Patti Mangels.

MARIN PARATRANSIT COORDINATING COUNCIL

April 22, 2024, 1:30PM to 3:00PM

MEETING MINUTES

1. Meeting called to order at 1:35 PM by PCC Chair Michael Harris.
 - a. In attendance
 - i. PCC Members: Michael Harris, Dario Santiago, Jane Gould (*alternate*), Sylvia Barry, Allan Bortel, Terry Scussel, Terri Sylvain, Patti Mangels, Javier Miranda
 - ii. Members of the Public: Lisa Irving, Mario Newton, Peter Pardini, Adrian Rodriguez, Erick Villalobos, Evan Milburn, Priscilla Jimenez, Noele Kostelic
 - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Joanna Huitt, Kate Burt, Raymundo Vidaure Jr., Cathleen Sullivan
 - iv. Contractors (Transdev): Claudia Tamayo, Monica Granados, Kathy Plank, Mary McLain
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for February 2024
 - a. All present have reviewed.
 - b. Lisa Irving requested two corrections to the minutes for February 2024. She requested that staff correct an instance where the incorrect prefix to her name was written. She also noted that it is Lyft who has a dedicated service animal phone number, not Uber.
 - c. Voting on the minutes for February 2024 was deferred to the June 17, 2024 PCC meeting.
4. Open Time for Public Expression
 - a. Lisa Irving asked if there would be a discussion regarding the renewal or extension of the Uber voucher program for Catch-A-Ride before July.
 - b. Joanna Huitt responded that they would discuss it at the next Marin Mobility Consortium (MMC) meeting, as the PCC's focus is paratransit.
5. New Business
 - a. PCC Member Application
 - i. Staff reported that the PCC received a member application from Evan Milburn. Staff reviewed Mr. Milburn's goals and qualifications.
 - ii. Mr. Milburn shared more information regarding his interest in PCC and his qualifications.
 - iii. Patti Mangels asked if Mr. Milburn would be able to attend PCC meetings in-person when there are action items on the agenda.

- iv. Mr. Milburn confirmed he would be able to.
 - v. Michael Harris asked if Mr. Milburn lives in San Rafael.
 - vi. Mr. Milburn stated he currently lives in San Mateo and will be able to attend PCC meetings.
 - vii. Joanna Huitt noted that Mr. Milburn would be a representative of the Marin Center for Independent Living (MCIL).
 - viii. Motion to approve Evan Milburn's PCC member application made by Terry Scussel, seconded by Dario Santiago.
- b. MTC Transformation Action Plan Action 25
- i. Staff provided background information on the Metropolitan Transportation Commission (MTC)'s Transformation Action Plan. Staff highlighted five actions from the plan and noted that at the meeting they would focus on Action 25. Staff provided an overview of paratransit programs in the Bay Area. The goal of Action 25 is to unify eligibility practices across paratransit programs in the Bay Area. Staff explained eligibility and renewal processes in the Bay Area and nationwide. Some agencies have mobility management programs integrated, like Marin Access. Staff reviewed the near-term recommendations for Action 25, regarding customer experience and quality of service. Staff described the MTC's next steps.
 - ii. Jane Gould asked what MTC's motive is, and she wondered about the timing of the recommendations.
 - iii. Joanna Huitt explained that MTC understands challenges that riders and agencies have. The Blue-Ribbon Task Force and Bay Area Partnership Accessibility Committee facilitated discussions that led to the Transformation Action Plan.
 - iv. Ms. Gould asked how the Transformation Action Plan would be related to transportation funds.
 - v. Jon Gaffney responded that he had not seen any funds attached to the Transformation Action Plan.
 - vi. Ms. Huitt stated that while she did not know about the funding background, some actions require investment by transit agencies and others. MTC has been working to ensure that the actions are doable for transit agencies.
 - vii. Mr. Gaffney noted that there has been a push to standardize and make sure it is seamless.
 - viii. Ms. Huitt added that the Transformation Action Plan is in the interest of the rider. It will make the eligibility process more legible across all agencies.

- ix. Allan Bortel asked if there were currently any deficiencies in Marin Access' eligibility process.
- x. Ms. Huitt stated that the process can be overwhelming and could be streamlined.
- xi. Mr. Gaffney noted that it has been difficult to differentiate between what makes someone eligible versus what their medical condition is.
- xii. Terry Scussel asked if there is a possibility that Marin County's eligibility process could transition to become in-person due to future MTC mandates.
- xiii. Ms. Huitt explained that according to the report, transit agencies could do what works best for their communities. Functional assessments will likely not be required. They will accept feedback from the PCC and Marin Transit's Board of Directors. Functional eligibility may not be the best route for Marin Access to take.
- xiv. Mr. Scussel asked if staff knew of any notable abuses.
- xv. Ms. Huitt asked if Mr. Scussel was wondering whether riders had been determined eligible when they should not have been.
- xvi. Mr. Scussel confirmed that was what he was asking.
- xvii. Ms. Huitt explained that the eligibility team does their due diligence to make sure they do the best assessment they can, including professional verification.
- xviii. Mr. Scussel asked if professional verification was currently required.
- xix. Ms. Huitt confirmed it was.
- xx. Terri Sylvain suggested that an in-person assessment would not be a good option due to potential transportation needs.
- xxi. Ms. Huitt acknowledged that an in-person assessment would be a challenge, although staff would provide transportation and make sure it would not be a barrier. She clarified that Marin Access is not currently leaning in the direction of in-person assessments. Staff will return to the PCC with recommendations.
- xxii. Sylvia Barry suggested that interviews should be done virtually. She expressed that she hoped there would be easy paratransit transfers in the future.
- xxiii. Mr. Bortel asked about approval speed.
- xxiv. Ms. Huitt asked if Mr. Bortel was asking about paratransit application approval speed.
- xxv. Mr. Bortel confirmed he was.
- xxvi. Mr. Gaffney explained that under ADA they have 21 days to process complete applications.

- xxvii. Ms. Huitt added that their current standard for complete applications is three to four days.
- xxviii. Dario Santiago asked if in-person interviews for eligibility would be in applicants' homes.
- xxix. Ms. Huitt answered that they would likely not be.
- xxx. Mr. Gaffney added that he does not know of any agencies that visit applicants' homes.
- xxxi. Ms. Huitt responded that some local agencies do in-office meetings, and MTC has considered regional centers for eligibility.
- xxxii. Mr. Gaffney explained his concerns regarding regional centers for eligibility.
- xxxiii. Michael Harris asked if Marin Access would provide transportation to in-person eligibility interviews.
- xxxiv. Ms. Huitt confirmed they would.
- xxxv. Mr. Gaffney added that they would be legally required to.
- xxxvi. Ms. Sylvain asked if a virtual eligibility process was favored in other regions too.
- xxxvii. Mr. Gaffney said it varies depending on the agency.
- xxxviii. Mr. Scussel raised concerns regarding in-person eligibility processes. He noted that it is difficult to travel within Marin County as a pedestrian, and many activities are virtual.
- xxxix. Ms. Sylvain noted the prevalence of telehealth.
 - xl. Mr. Scussel further expressed his concerns about traveling within Marin County as a pedestrian.
 - xli. Mr. Gaffney explained that in the eligibility process, it can be hard to verify conditions regarding difficulties traveling by foot in Marin County.
 - xl.ii. Mr. Harris asked if they have found that paratransit applicants have trouble filling out applications.
 - xl.iii. Monica Granados noted that sometimes applicants call Marin Access with questions.
 - xl.iiii. Mr. Gaffney added that as they are in a suburban county, many applicants have never used Marin Transit's fixed route service.
 - xl.v. Ms. Sylvain asked if the next agenda item would involve a discussion about the application process.
 - xl.vi. Ms. Huitt confirmed it would. She reviewed how the PCC can submit feedback to MTC.
 - xl.vii. Peter Pardini requested that staff ensure Marin Access' paratransit application is compatible with screen readers. He said sometimes paratransit applications can get lost in the mail, as his did. It took over

three months for his application to get approved. He asked if MTC is considering a regional paratransit service.

- xlvi. Ms. Huitt asked if Mr. Pardini was wondering if MTC was considering creating just one agency for all Bay Area paratransit.
- xlvi. Mr. Pardini confirmed that was what he was asking.
 - l. Ms. Huitt answered that she had not heard about that happening.
 - li. Mr. Gaffney added that MTC is looking at how to reduce transfers on long-distance trips.
 - lii. Noele Kostelic explained that the agency she works for has communal computers that paratransit applicants can use, however the system gets blocked after one application.
 - liii. Ms. Huitt stated she believes that issue had been resolved and she will follow up after the meeting.
 - liv. Mr. Bortel recounted how he went through the paratransit eligibility process one year prior. A medical assistant filled out the professional verification portion of his application. He said that the medical assistant had trouble determining which parts of the application to fill out.
 - lv. Mr. Gaffney explained what each signature field on the application was for. He said they could make the signature fields clearer.
 - lvi. Mr. Bortel said he submitted his application with only one signature field completed, and the application was rejected.
 - lvii. Mr. Scussel expressed that he had a similar issue.
 - lviii. Mr. Gaffney explained they will discuss the topic further in the next item.
- c. Marin Access Eligibility Updates
 - i. Staff reported on paratransit application processing times as well as professional verification requirements for current and suggested Marin Access application formats. Staff reviewed the goals of the eligibility process updates. Staff walked through the phases of the paratransit application. Staff explained the history of the professional verification portion of the application and reviewed current challenges.
 - ii. Jane Gould noted that for handicap passes for parking, a medical visit is required, and temporary recipients are eligible for five years. She asked how long temporary paratransit approvals last.
 - iii. Jon Gaffney responded that permanent eligibility is reviewed every five years, and temporary eligibility can be active for any length of time.
 - iv. Jane Gould stated that staff should explore the verification process for handicap parking passes as that may provide a guide for updating the paratransit eligibility process.

- v. Michael Harris asked whether riders need to apply with one agency and then if they are eligible to use paratransit everywhere.
- vi. Jon Gaffney responded that once a rider is determined eligible with their home agency, they are then eligible everywhere and that in order to use the service elsewhere, the home agency may need to share eligibility documentation to use paratransit elsewhere.
- vii. Michael Harris shared a difficulty he encountered with that process as he was trying to make a connection to Napa County.
- viii. Jon Gaffney responded that there is no paratransit connection between Napa County and Marin County.
- ix. Michael Harris noted that each County has paratransit service.
- x. Jon Gaffney stated that he would be eligible once there but due to lack of connections, there was no way to get him to Napa County.
- xi. Terry Scussel asked why a doctor's signature is required in 2 places on the form and shared that it creates an opportunity for mistakes by the doctor.
- xii. Jon Gaffney noted that it used to be more necessary, but that staff will reevaluate whether it should be a required field.
- xiii. Joanna Huitt stated that this has been through several iterations and have yet to find a perfect way to ensure the information is clear, but that staff will continue to review and update in the forthcoming draft.
- xiv. Lisa Irving shared that as a rehabilitation professional, she has helped clients fill out forms in different counties. They have done a decent job in streamlining, but when including other programs, maybe make those sections as optional and revisit after someone is deemed qualified for paratransit. Medical professionals are trained to diagnose, not to do functional assessments. Lisa stated that she can do a functional assessment, for example, and urged staff to reach out to social service agencies and see if they can get occupational therapists, medical social workers, or others who can do functional assessments.
- xv. Jon Gaffney clarified that the form does not say medical professional, just licensed professional.
- xvi. Lisa Irving stated that there is an educational piece missing.
- xvii. Joanna Huitt shared that staff would consider providing additional guidance on who can and should fill out the verification section in the application document.
- xviii. Terry Scussel asked how applicants qualify for MAFA.
- xix. Joanna Huitt shared that applicants can qualify via demonstrating eligibility for MediCal or annual income.

- xx. Terry Scussel asked why the application asks so much about income and why whether the applicant has a mortgage is relevant.
- xxi. Joanna Huitt shared that staff use the Elder Economic Index to determine eligibility as this considers many factors and is the most favorable to applicants in need.
- xxii. Terri Sylvain asked about the language around the MAFA specific question order in the application and requested that it be adjusted.
- xxiii. Joanna Huitt shared that staff will review and update in the forthcoming draft.
- xxiv. Dario Santiago suggested language for question rewrite.
- xxv. Joanna Huitt stated that staff will continue to review the application and determine which questions would be moved to the telephone interview and share next steps after that.
- xxvi. Jon Gaffney shared that the goal is to eliminate back and forth over the phone and voicemails and such. A phone conversation would be helpful for the eligibility determinations.
- xxvii. Michael Harris asked whether Marin Access has individuals dedicated to reviewing applications and eligibility determinations.
- xxviii. Joanna Huitt shared that the Travel Navigator team manages this process and that there are currently two Travel Navigators on staff.
- xxix. Michael Harris shared that they work to get people involved with as many programs as possible. The Travel Navigator team sends a lot of paper in the mail and its time sensitive and may be confusing.
- xxx. Joanna Huitt shared that staff hope that a phone conversation will clarify what they mail to applicants.
- xxxi. Terri Sylvain noted that it should be clear on the application when it says interview that it can be via phone.
- xxxii. Lisa Irving asked whether the application included an option to opt in for documents to be sent electronically.
- xxxiii. Joanna Huitt shared that there is a question about that during the eligibility process.
- xxxiv. Lisa Irving asked whether there is an option for people who are deaf or hard of hearing to use TTY, closed caption, or sign language during phone interviews.
- xxxv. Joanna Huitt clarified that phone interviews are not currently required but that these will be options if we shift to this model.
- xxxvi. Peter Pardini asked whether the online application is computer based or is it a fillable PDF.

- xxxvii. Joanna Huitt shared that the application is available as a phone or online application, a fillable PDF, or a write in PDF; she noted that staff will not take away fillable PDF option for those that prefer that.
- xxxviii. Joanna Huitt thanked attendees for their helpful feedback and shared that staff will come back to PCC with more information and a final recommendation.

6. Old Business

- a. Staff shared that there is nothing to report under old business.
- b. Lisa Irving shared that there is an ongoing and unaddressed issue regarding service denials on the Catch-A-Ride Pilot program and that it is an ADA violation. Ms. Irving shared that for more than a year she has asked staff to address the issue, but she has not gotten any concrete answers.
- c. Joanna Huitt shared that staff will provide an update about the Catch-A-Ride pilot program at the next Marin Mobility Consortium meeting in May.
- d. Allan Bortel asked whether the Marin Access brochure is ready.
- e. Jane Gould asked whether there is a brochure specifically for Catch-A-Ride.
- f. Joanna Huitt shared that there is info on the website and the new brochures will be available and on vehicles soon.
- g. Patti Mangels shared that the new At A Glance brochure information about Catch-A-Ride in it.

7. Agency / Committee Reports

- a. Marin Transit Updates
 - i. Staff provided general agency updates. Attendees were introduced to new Marin Access staff. Staff provided an update on the West Marin shuttle pilot program that was approved at the April 8, 2024 Board of Directors meeting; the shuttle is expected to be implemented before the end of the current fiscal year. Marin Transit is also working on organizing compensated focus groups to help update the Short Range Transit Plan and that focus groups are scheduled for May. Finally, staff reported that there are several structural changes coming to PCC to align practices more with Board of Directors meeting practices and ensure compliance with the Brown Act.
- b. Marin Access Performance Metrics
 - i. Marin Access staff reviewed call center metrics and shared that they have noticed many more calls being transferred to CAR as many people are using it and appreciate the program. They also reported a slight increase in paratransit ridership and shared information about commendations and complaints received.

- ii. Terry Scussel shared that the drop in call volume is significant since pre pandemic and asked whether staff have investigated why. Mr. Scussel asked whether former riders are doing different things due to the drop that does not seem to be growing back.
 - iii. Patti Mangels commented that they are working on building up the service for people who did not need it before.
 - iv. Claudia Tamayo noted that many day programs have their own transportation.
 - v. Joanna Huitt noted that staff are working on an analysis of paratransit ridership and will report back to the PCC later this summer.
 - vi. Terry Scussel commented that the County population ultimately has not changed much, and it looks like it's a systemic change. Staff have a lot of data available to them and should bring it to the committee.
 - vii. Joanna Huitt shared that staff have not concluded their analysis yet but will bring it to the PCC this summer. One observation they can share is that many riders are using different services now.
 - viii. Mary McLain commented that many agencies and medical places shifted to offering telehealth appointments during COVID.
 - ix. Terry Scussel noted that info is available and can be compared and shared that many medical things need to be in person.
 - x. Peter Pardini asked whether the metrics include the Catch-A-Ride pilot program ridership.
 - xi. Joanna Huitt shared that the metrics in this meeting are focused on paratransit and do not include ridership for the Catch-A-Ride pilot program.
 - xii. Peter Pardini noted that could explain the decrease and stated that staff could compare those numbers to see if there's a correlation.
 - xiii. Joanna Huitt shared that fixed route ridership is almost 100% back and they will bring a full analysis for paratransit at the next meeting.
- c. GGBHTD Advisory Committee on Accessibility Report
- i. Jon Gaffney shared that the ACA had a meeting recently. During the meeting they reviewed the SRTC project and while it is still early in the project, most of the discussion centered around the location. Jon Gaffney also shared that the previous weekend there was an issue with Sausalito ferry service.
 - ii. Terri Sylvain asked whether they are providing bus service instead.
 - iii. Jon Gaffney shared that they are, and he is working on a long term plan. Jon will work with his Board to open public comment on it.
 - iv. Michael Harris asked when the meeting will be held.

- v. Jon Gaffney shared that the meeting would likely occur on May 23, 2024.
- d. TAM Citizens Oversight Committee Report
 - i. Allan Bortel noted that they have not met recently but that there is an annual report for FY 22/23 that was published and is accessible online. At the next meeting he will bring up the research on various plans to make connection between 101 and 580.
 - ii. Terri Sylvain noted that the IJ made a comment on it recently.
- 8. Next Meeting on June 17, 2024.
 - a. Meeting adjourned at 3:02 PM by PCC Chair Michael Harris.



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

Marin Access Rider Survey

Older Adults & Riders with Disabilities on Fixed Route

Ridership Recovery Post-COVID

% of pre-COVID ridership



Fixed Route



Marin Access

By the Numbers...

ridership



annual: 3.2 million passenger trips

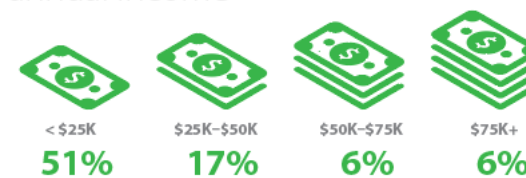
daily: 12,000 passenger trips (bus)
250 passenger trips (marin access)

marin access rider profile

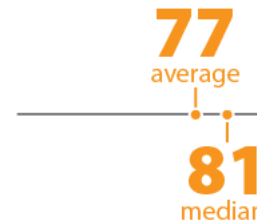
gender



annual income



age



Source: 2020 Rider Survey

vehicles

Vehicles Operated in Maximum Service

80 vehicles



Total Active Fleet

110 vehicles



39 Hybrid Electric Vehicles

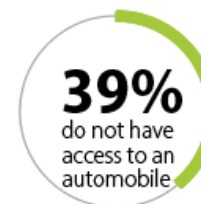
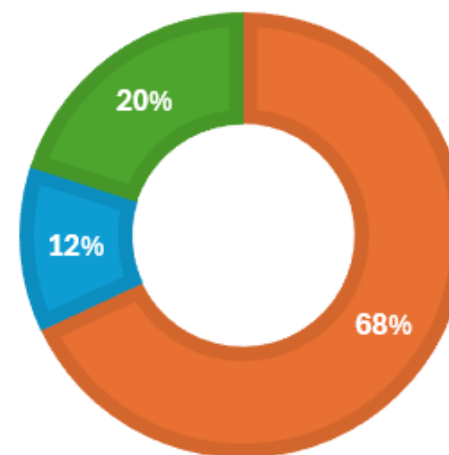


6 Battery Electric Vehicles



fixed route rider profile

Adult Senior Youth



Source: 2017 Onboard Survey

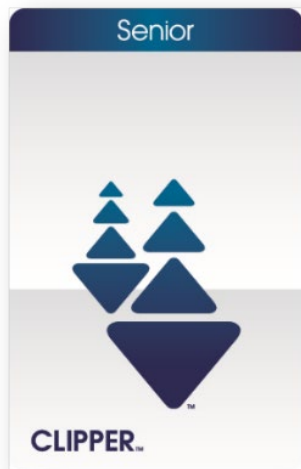
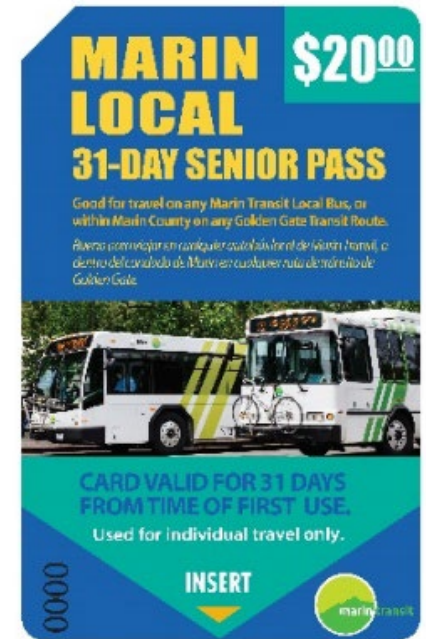
Accessibility on Fixed Route Vehicles

- **Lift**
 - All vehicles have a lift that riders may use to board the vehicle
- **Wheelchair Securements**
 - All vehicles offer a trained driver to safely secure a rider and their mobility device inside the vehicle
- **Kneeler**
 - All vehicles have kneeling capability to improve ease of boarding
- **Enunciators**
 - All vehicles are equipped with enunciators for stop announcements



Senior/ADA Discounted Fare Programs

Senior/ADA Discounts on Fixed Route Bus	Additional Low-Income Fare Discounts
<p>50% fare discount</p> <ul style="list-style-type: none"> • \$1 single ride • \$20 unlimited 31-day pass 	<p><u>Marin Access Fare Assistance (MAFA)</u></p> <ul style="list-style-type: none"> • Discounted Marin Access fares • \$75 fare credit • Free annual bus pass



- Senior Clipper card provides discount on all Bay Area Transit agencies
- Get a senior Clipper card by mail, email, fax, on your phone or in person at the Golden Gate Customer Service Center
 - San Rafael Transit Center, Platform D (western platform)

Old Business

Marin Access Eligibility Updates

Marin Access Eligibility Updates

Marin Transit is seeking input from MCTD Board of Directors in September to pilot a process to test adjustments to the eligibility process that allow us to:

- Align with TTAP Goals
- Streamline the application process for applicants
- Improve applicant consultation / education

	CURRENT	SUGGESTED
Application Format	Paper / Online / Phone (9 pages) + follow-up as needed	Paper / Online / Phone (2-3 pages) + Phone Interview
Application Processing	Up to 21 days	Up to 21 days
Require Professional Verification	Yes	If a determination cannot be made based on phone interview

Marin Access Eligibility Updates

Staff anticipate the following:

- Shift all existing paratransit questions to take place during a phone or virtual interview with the applicant & piloting this process for a minimum period of 3 months
- Updating the instruction section to include information about the interview process
- Updating the professional verification form to clarify signature(s) needed and simplify information
- Clarifying MAFA questions / info
- Improving clarity on optional sections
- Updating layout

Paratransit Ridership Analysis Update



**marin
access**

Programs Overview



Paratransit

Door-to-door, shared ride service for ADA-eligible riders



Travel Navigators

One-stop resource for program information & eligibility



Catch-A-Ride Pilot

Discounted taxi or TNC rides for seniors & people with disabilities



Fare Assistance

Fare assistance for those that qualify via Medi-Cal or Income



Volunteer Driver

Mileage reimbursement for seniors & people with disabilities



Travel Training

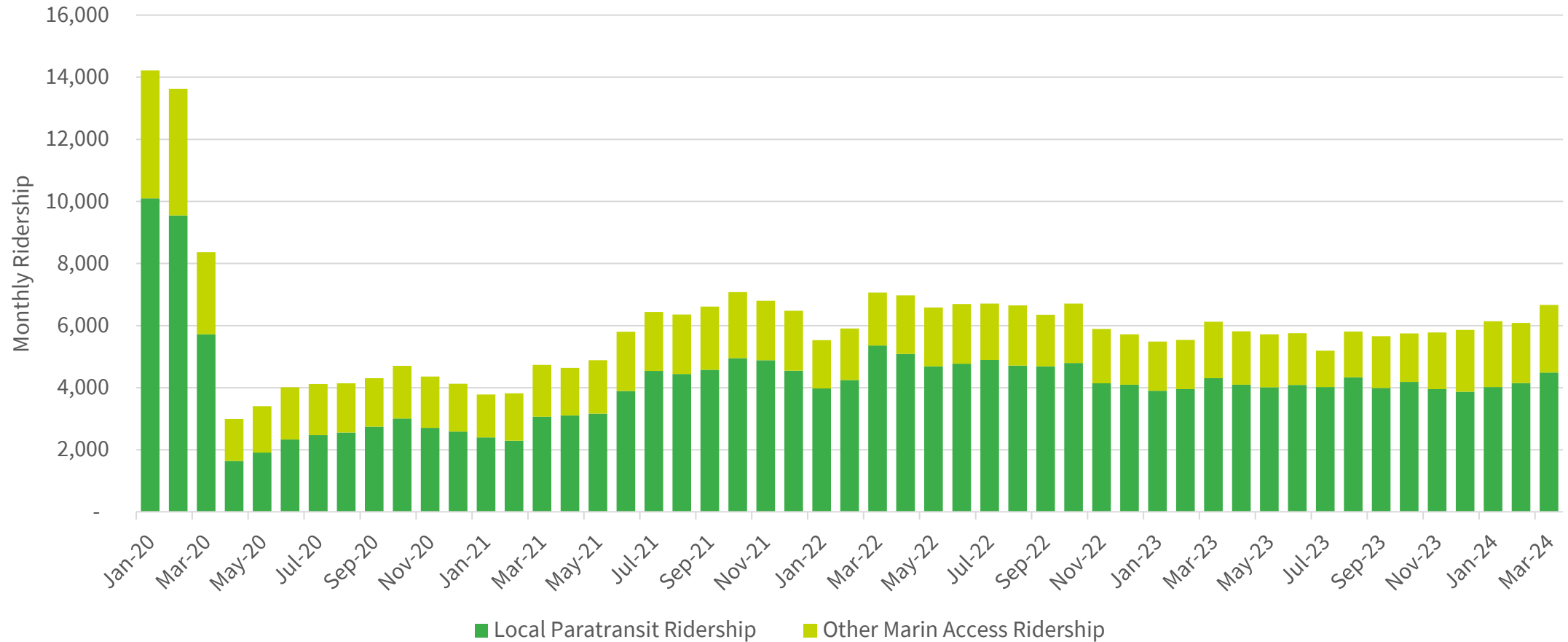
Group presentations on public transit & other mobility options



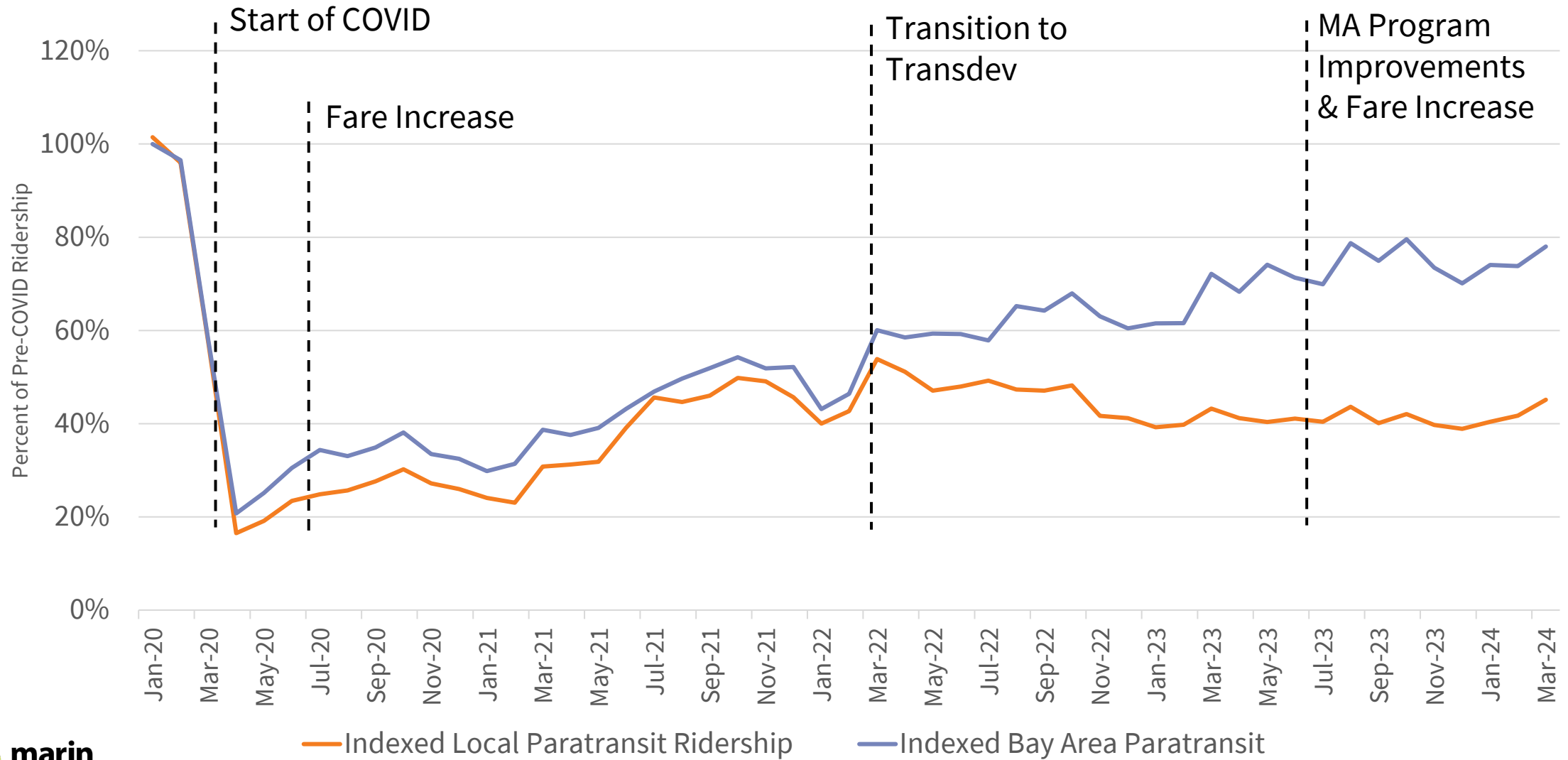
Marin Access Shuttles

Pre-scheduled, general public shuttle service

Marin Access Ridership by Program



Marin Access Paratransit Ridership Recovery Comparison



Several top Paratransit locations have closed

FY 2020 Top Locations	# Trips (Jul-Mar)	FY 2024 Top Locations	# Trips (Jul-Mar)
Lifelong Medical	2,330	YMCA	728
Victory Center	1,652	Satellite Dialysis	728
YMCA	1,527	Victory Center	728
DaVita Dialysis - Las Gallinas	1,376	Cedars Textiles	521
Whistlestop	1,254	DaVita Dialysis - 3rd St	388
Cedars Textiles	1,194	Venetia Oaks	385
Alchemia	1,137	Alchemia	357
Enterprise Resource Center	991	Cedar - Ross	352
Marin Housing For The Handicapped	787	Northgate Mall	337
Cedars San Anselmo	766	JCC	310

Several locations have reduced or changed programming

- Adult Day Programs did not return to providing services 5 days / week until June 2023
- Other activity centers were slow to increase in person programming due to ongoing health concerns
- Riders adjusted to new service delivery models including virtual or hybrid options leading to new or changed travel patterns

Fewer riders are using paratransit, but trips per rider have remained constant

FY 2020 (Jul-Mar)

- Avg **56** riders enrolled or renewed eligibility per month
- Avg 782 active riders per month
- Avg **13** rides per rider per month
- Avg 69 subscription riders per month
- Avg **20** rides per subscription rider per month

FY 2024 (Jul-Mar)

- Avg **31** riders enrolled or renewed eligibility per month
- Avg 355 active riders per month
- Avg **12** rides per rider per month
- Avg 24 subscription riders per month
- Avg **23** rides per subscription rider per month

Some riders are switching away from paratransit to other Marin Access programs

- The number of riders who use both local and regional paratransit has increased from **26** in FY20 to **120** in FY24
- **98** active local paratransit riders also use Catch-A-Ride
- **24** local paratransit riders from FY20 now exclusively use Catch-A-Ride in FY24

Some riders switching to programs offered by Vivalon

1996

- Introduction of Regional Center Service
 - Service for riders traveling to/from Golden Gate Regional Center

2015

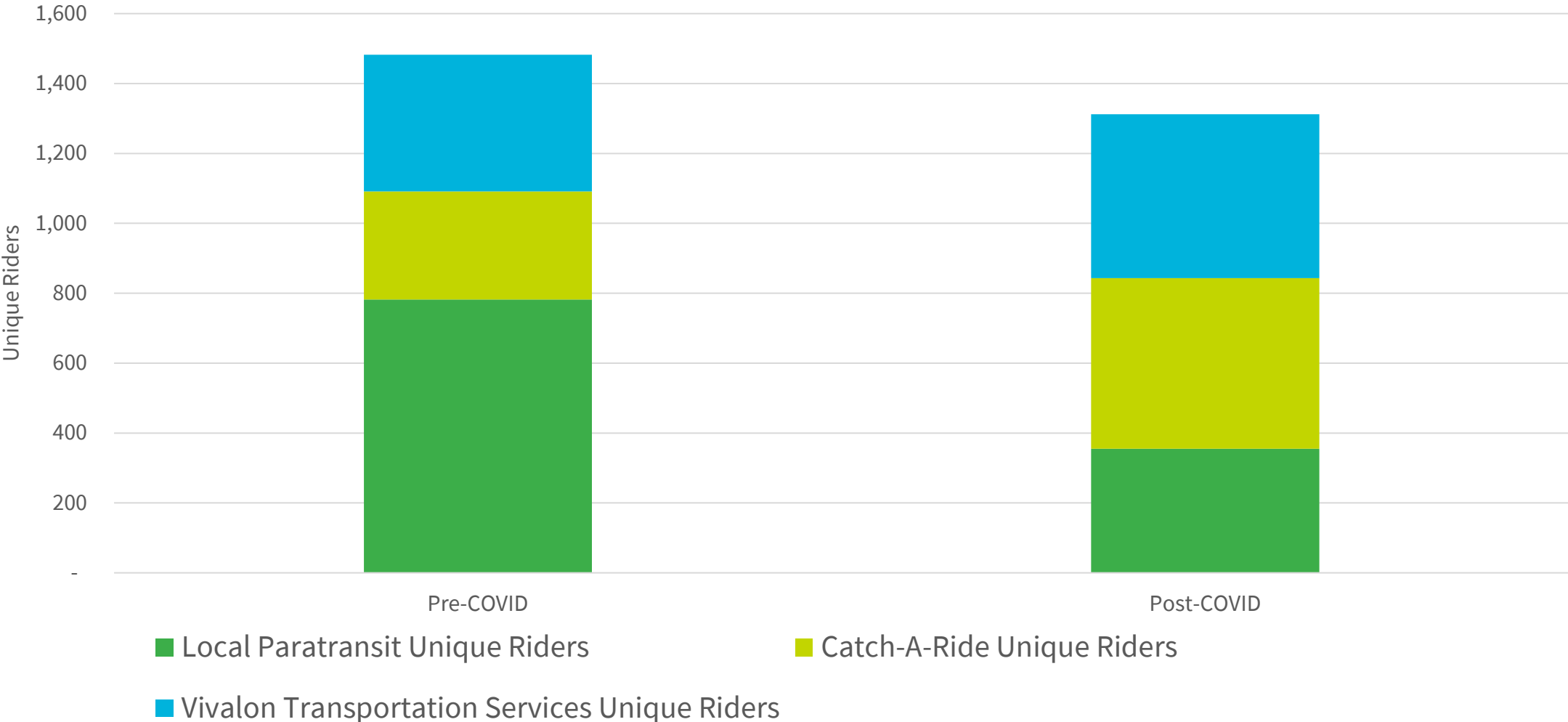
- Introduction of CarePool Program
 - Traditional Volunteer Driver Program

2020

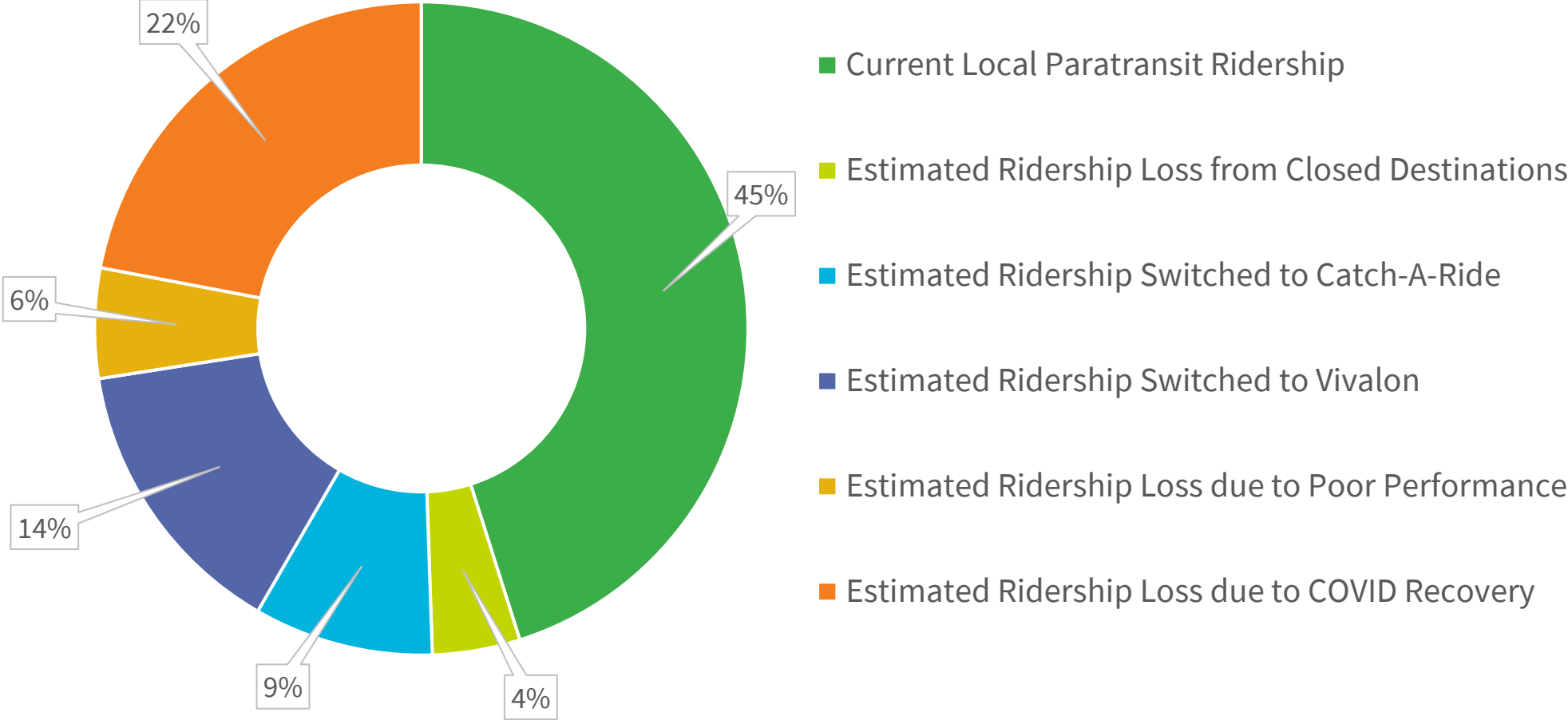
- Introduction of Non-Emergency Medical Transportation (NEMT)
 - Service to and from Medi-Cal (Medicaid) covered appointments within Marin County



Increased Enrollment in Catch-A-Ride and Vivalon has likely captured some lost Paratransit riders



Relative to pre-COVID, where has Paratransit ridership gone?



Key Takeaways & Next Steps

Key Takeaways

- Several major local trip generators have closed and/or been replaced with regional destinations; other common destinations have begun to offer programs and services through virtual or hybrid models
- Fewer paratransit eligible riders are taking trips, but trips per rider have remained constant demonstrating that the program is still providing service to those most in need of specialized service
- Many riders have found alternate programs that better suit their needs

Next Steps

- Staff are conducting a paratransit rider survey and continuing discussions with top activity centers to collect feedback and will take a final analysis to the MCTD Board of Director's in August

Agency / Committee Reports

Marin Transit Updates

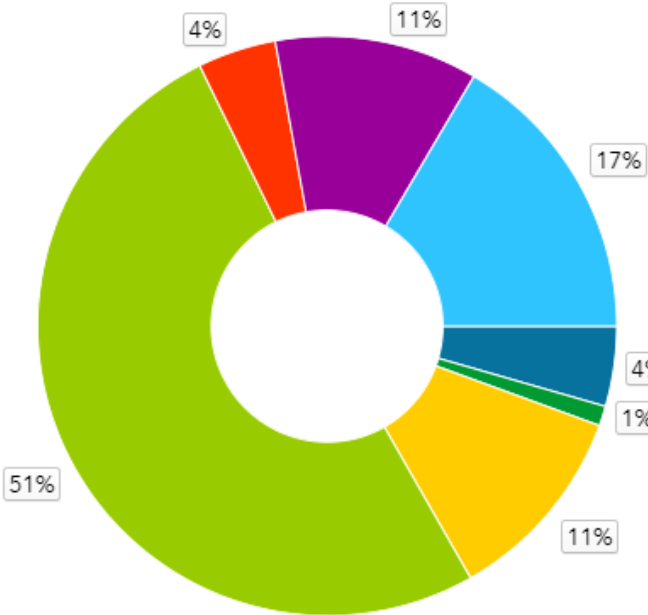
- Catch-A-Ride Pilot Program
- West Marin Connector Shuttle Pilot Program
- Marin Access Fare Assistance Renewal
- Free Fares During the Marin County Fair

Marin Access Call Center

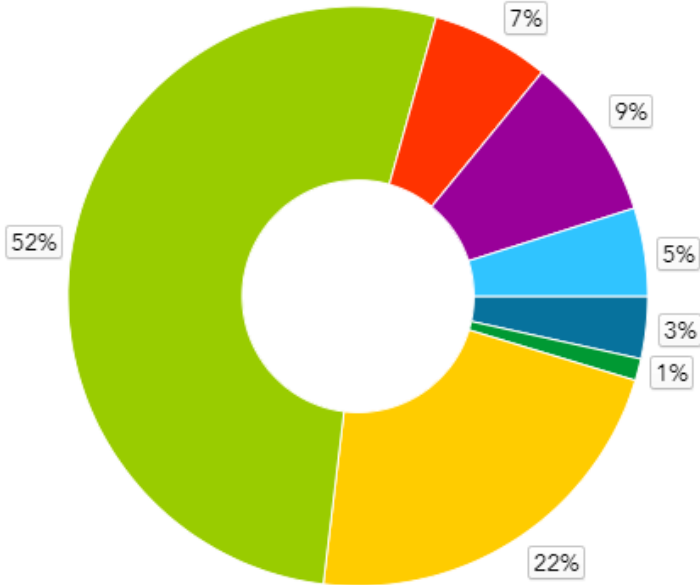
- Marin Access call volume for all queues in May was 5,465.



Call Volume



Selected Year



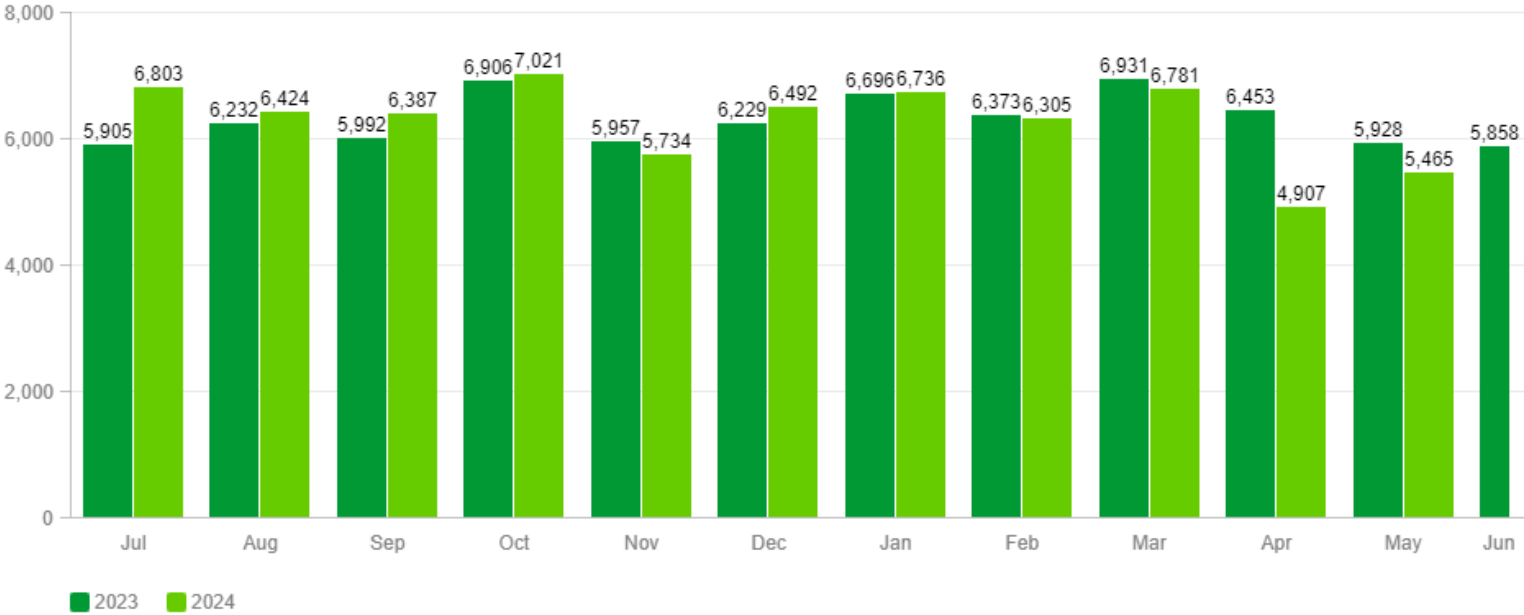
Prior Year

- Call Volume - Cancellations
- Call Volume - Customer Service
- Call Volume - Immediate Assistance
- Call Volume - Scheduling
- Call Volume - Spanish
- Call Volume: TN Inbound
- Call Volume: Transfers to CAR



Marin Access Call Center

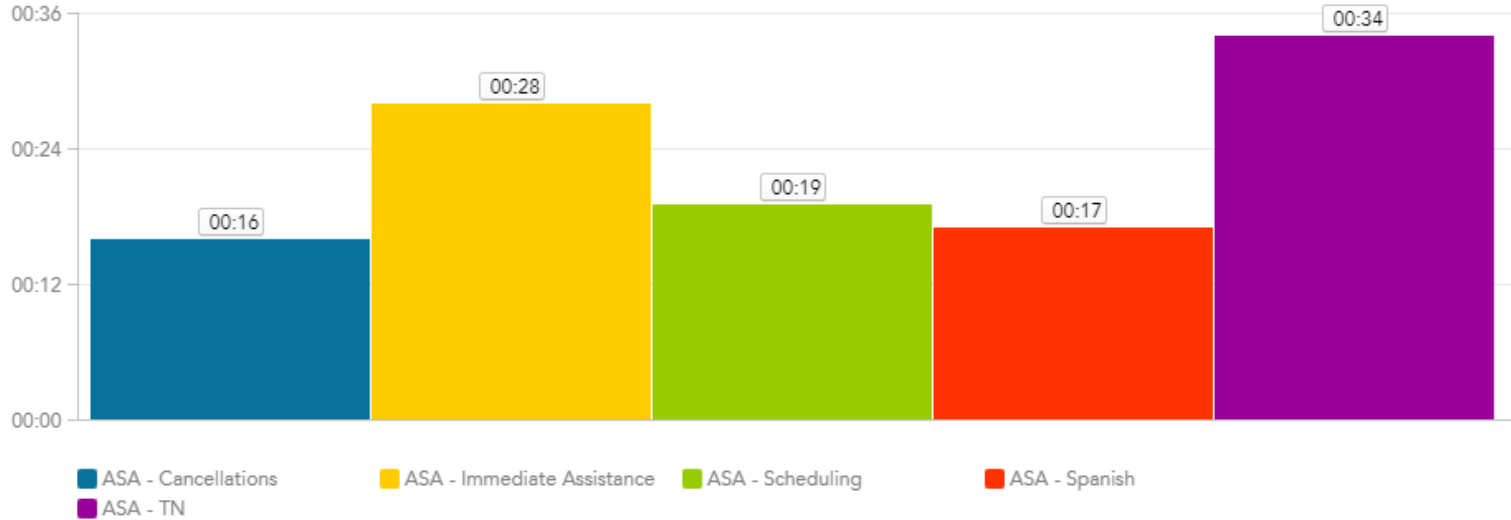
- Total call volume for the month was 5,465, a decrease from the same period last year but an increase from April. The increase is likely due to increased call volumes for MAFA renewal and the new West Marin Connector Pilot Shuttle.



Marin Access Call Center

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

Average Hold Time



Performance Standard - Average Hold Time

- Less than 2 minutes



Marin Access Paratransit Ridership

- In May, there were a total of 4,404 trips on local and 417 trips on regional paratransit.

Local & Regional Paratransit



Trip Denials - YTD
0

Trip Refusals - YTD
1,487

Performance Standard – Trip Denials

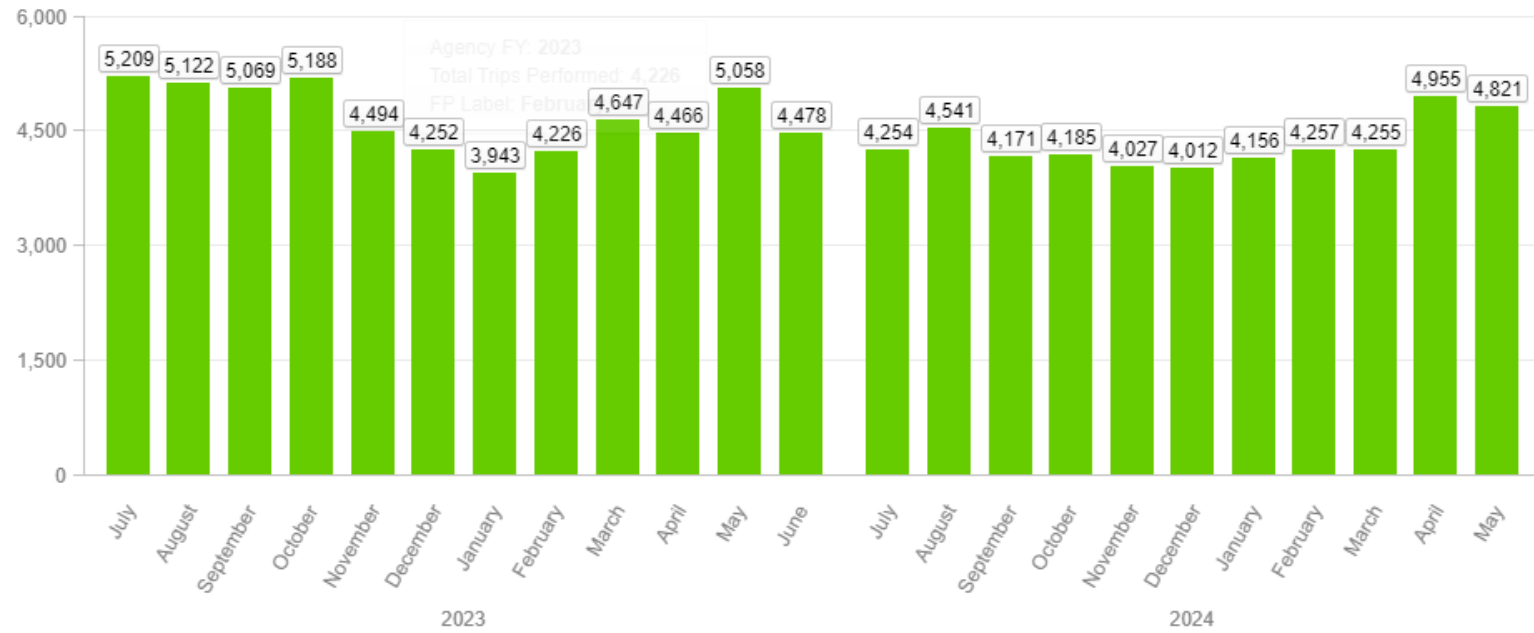
- 0 trip denials

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.

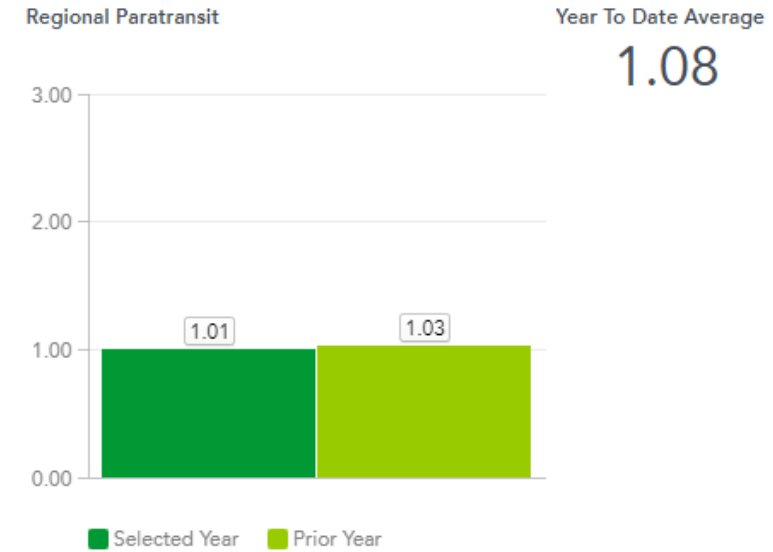
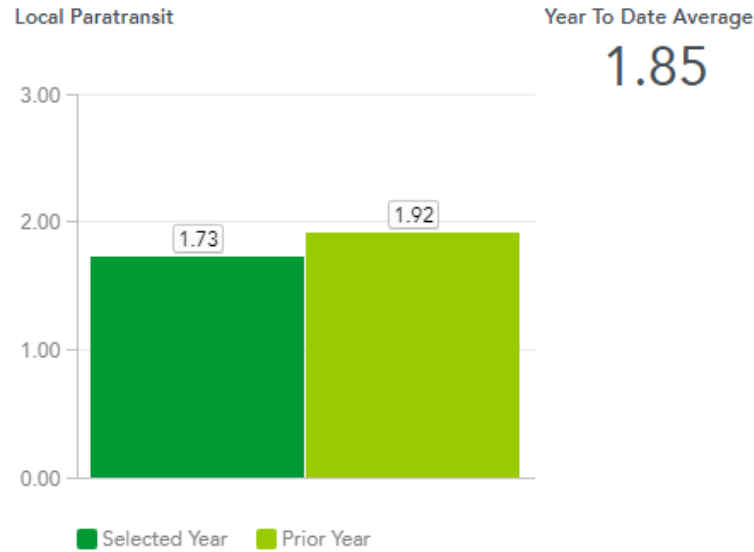


Marin Access Paratransit Ridership

- In May, riders per hour for local paratransit was 1.73 and rides per hour for regional paratransit was 1.01.

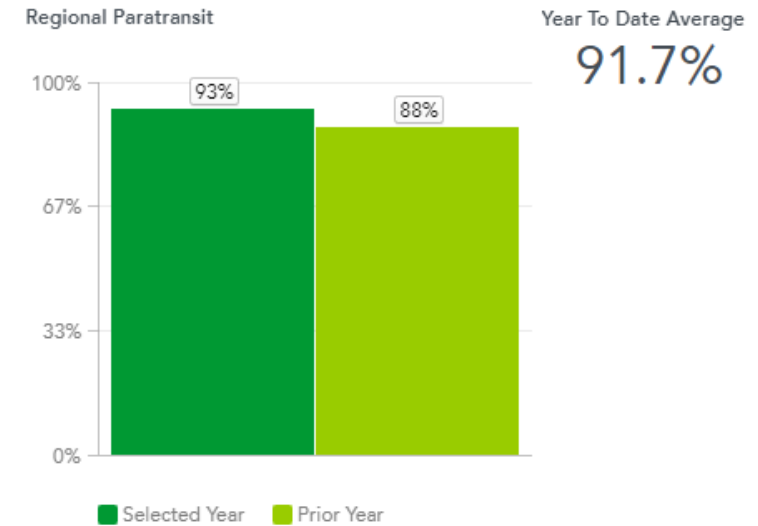
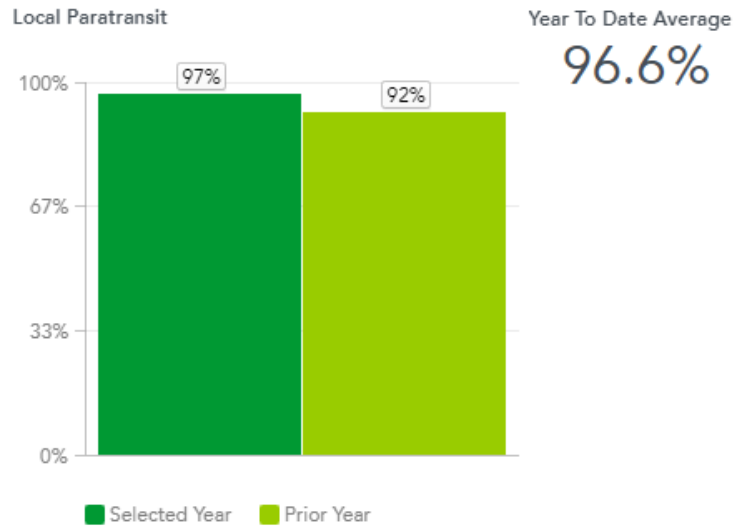
Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0



Marin Access Paratransit Ridership

- In May, on time performance for local paratransit was 97% and 93% for regional paratransit.



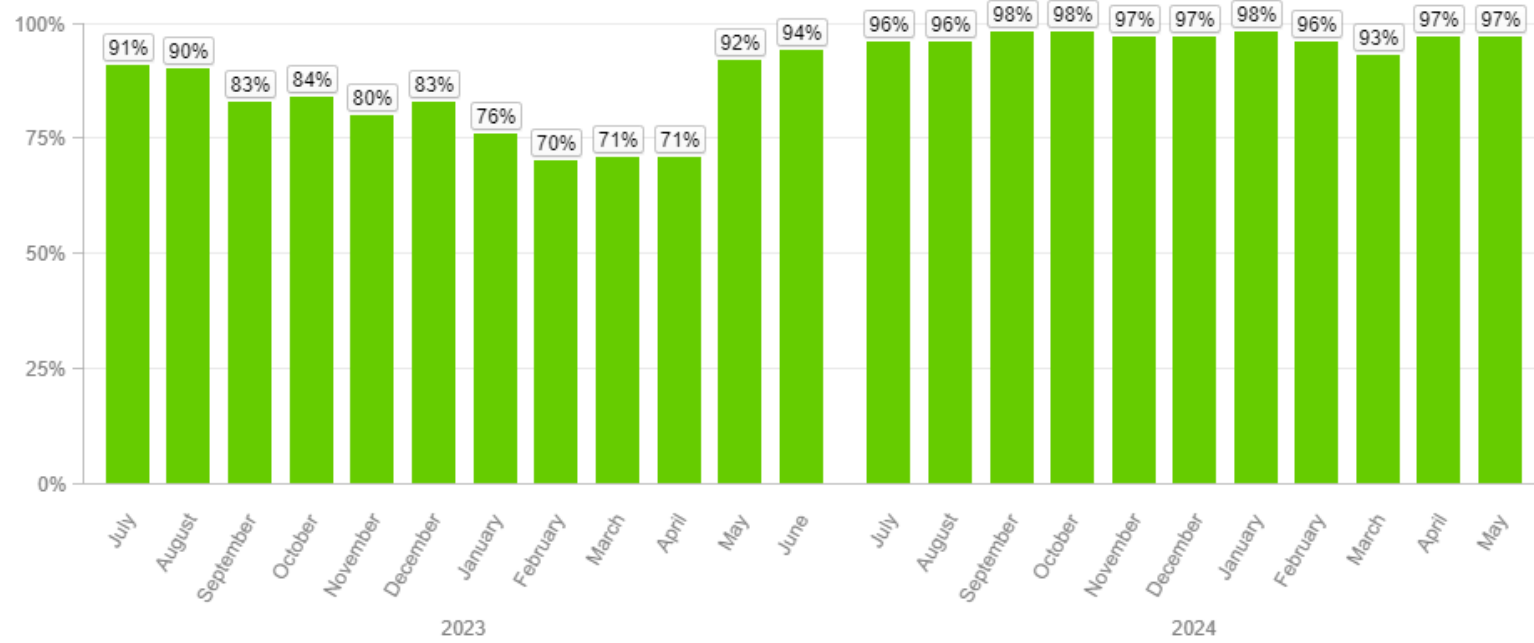
Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



Marin Access Paratransit Ridership

- On-time performance for local paratransit began to improve in May 2023 and has continue to remain above 90%. OTP in May was 97%. This exceeds the performance standard.



Performance Standard – On Time

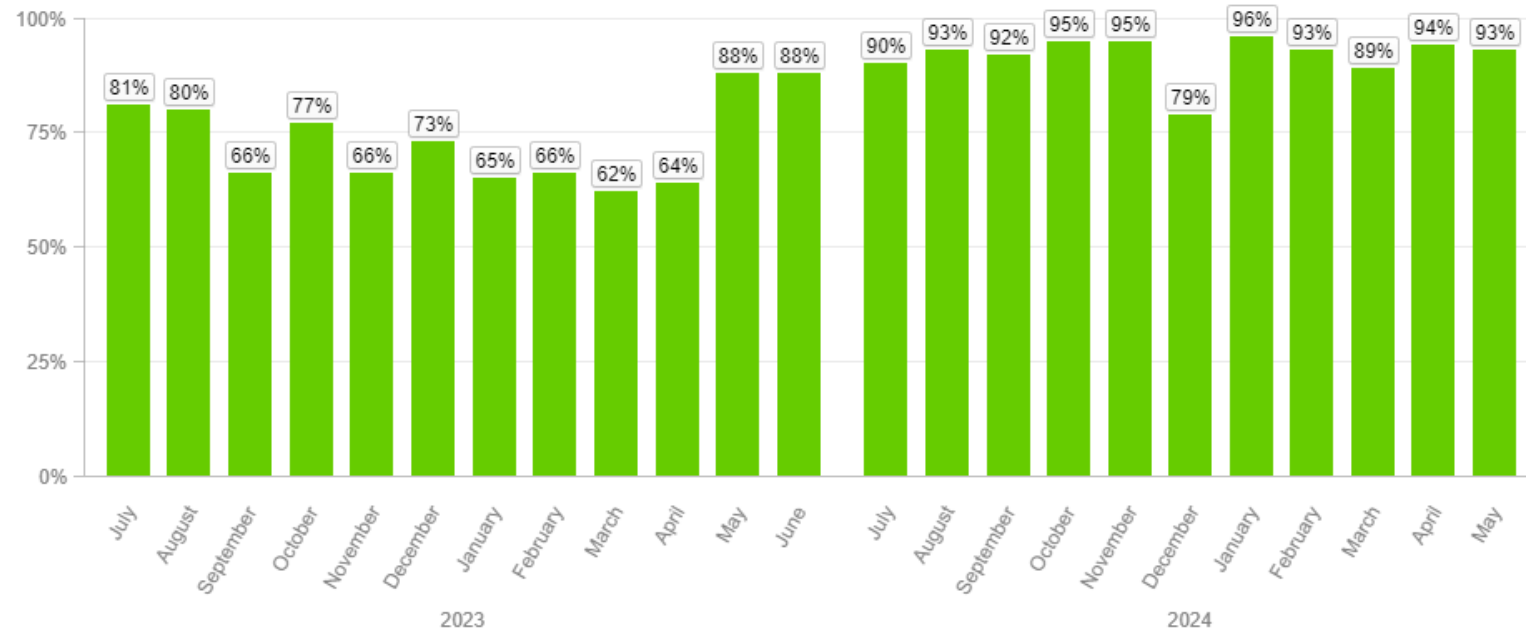
Performance

- Local – 90%
- Regional – 90%



Marin Access Paratransit Ridership

- On-time performance for regional paratransit began to improve in May 2023 and has continue to improve with slight fluctuations. OTP in May was 93%. This exceeds the performance standard.



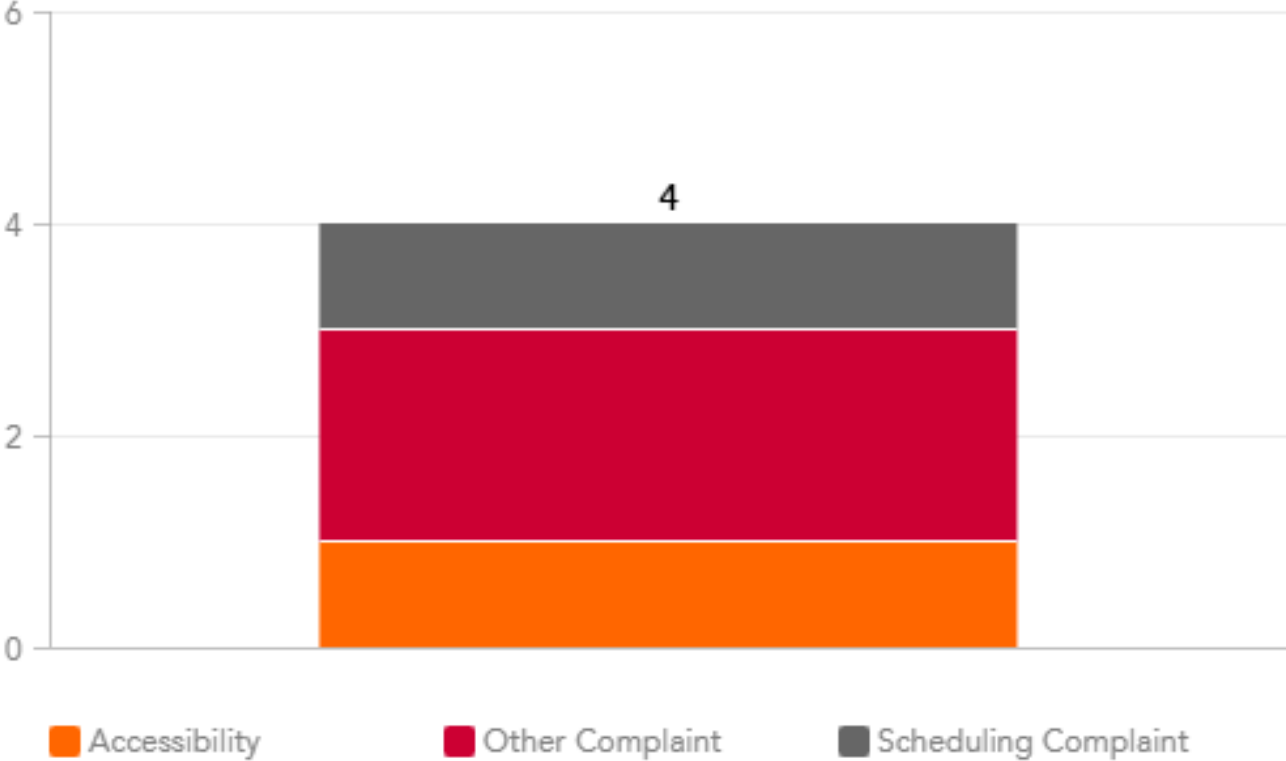
Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



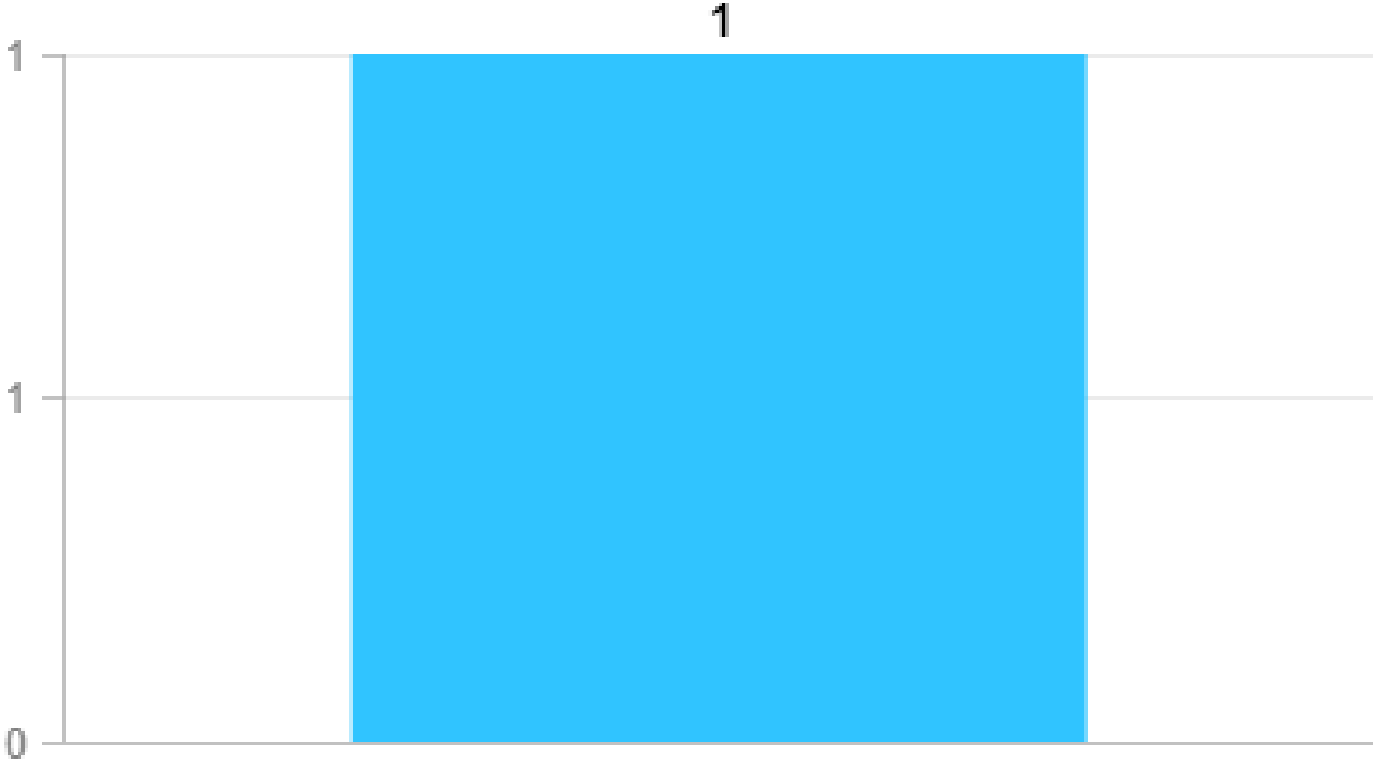
Marin Access Feedback

- In May there were 4 complaints for Marin Access



Marin Access Feedback

- In May there was 1 commendation.



Thank you

CONTACT

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