



Marin Mobility Consortium

Agenda

- 01** Introductions
- 02** Partner Announcements / News
- 03** Open Time for Public Expression
- 04** Catch-A-Ride Pilot Program Update
- 05** 2025 Meeting Schedule & Format
- 06** General Marin Transit & Marin Access Updates
- 07** Marin Access Performance Metrics

Partner Announcements / News

Open Time for Public Expression

Limited to two minutes per speaker for items not on the agenda

Marin Access Catch-A-Ride Pilot Program Update

Timeline

- **2012**
 - Catch-A-Ride program launch
 - Subsidized taxi program offers additional mobility options to those 65+ and not eligible for ADA paratransit
- **July 2020**
 - Program adjustments made to reflect premium nature of service
 - Base fare of \$4 added
 - Addition of Marin Access Fare Assistance
- **July 2023**
 - 12-month pilot program to revamp and enhance the Catch-A-Ride (CAR)
 - Elimination of call center + addition of Uber as a provider
- **July 2024**
 - Initial pilot program evaluation completed
 - Pilot extension approved by MCTD Board of Directors

Evaluation Findings

The program expands mobility for Marin Access riders, particularly those with income barriers

Key Areas for Improvement

1. Program administration for paper vouchers is burdensome and costly
2. There are some provider challenges that diminish the rider's experience
3. It is unclear whether the program will be financially viable long term in current form
4. Riders desire more flexible options to use the subsidy provided by the District

Improvement Plan

**Streamline Subsidy
Distribution**

**Fare Policy +
Reimbursement
Adjustments**

**Onboard Additional
Provider(s)**

**Accessibility + Service
Equivalency Monitoring**

Progress Update - Lyft Added as Provider

	North Bay Taxi	Uber	Lyft
Average travel distance with \$20 voucher ¹	2.8 miles	5.7 miles	TBD ²
Average travel distance with \$40 voucher ³	5.2 miles	8.5 miles	TBD ⁴
Paper vouchers can be used with this provider	✓		
Digital vouchers can be used with this provider		✓	✓
Trip booking via telephone with live dispatcher	✓		
Trip booking via smartphone app		✓	✓
Advance trip booking available	✓		✓
Live trip monitoring available via smartphone app		✓	✓
Share your ride status with a friend / family member		✓	✓
Cash fare payment available	✓		
Wheelchair accessible service available	✓	✓	
Dedicated wheelchair accessible vehicle	✓		

¹ Value based on Catch-A-Ride pilot program rider trip data between July 1, 2023 – May 31, 2024. Actual distance traveled with voucher may vary.

² Value unknown at this time.

³ Value based on Catch-A-Ride pilot program rider trip data between July 1, 2023 – May 31, 2024. Actual distance traveled with voucher may vary. \$40 vouchers are available for riders enrolled in the Marin Access Fare Assistance program only.

⁴ Value unknown at this time.

Progress Update – Items Underway

- Monitoring plan to ensure the program provides equivalent service for all per ADA regulations – anticipated implementation in September 2024
- Streamlining the voucher distribution process – anticipated update November 2024, implementation in 2025
- Review of fare policy and voucher reimbursement - anticipated update in 2025

2025 Meeting Schedule & Format

Marin Transit Advisory Committees

- **Paratransit Coordinating Council:** The Marin Paratransit Coordinating Council advises on the need and availability of transportation services for Marin’s disabled and senior residents. The PCC includes senior and disabled consumers of paratransit services, as well as paratransit providers and disability advocacy groups. <https://marintransit.org/advisory-committees>
- **Marin Mobility Consortium:** The purpose of the Marin Mobility Consortium (MMC) is to serve as a partnership of agencies serving the senior, disabled and low-income transportation-dependent populations of Marin County with the focus on implementing a coordinated approach to planning, funding, promoting, enhancing, and facilitating access to transportation services for this populace. The MMC will serve in an advisory role to the Marin Transit in the planning and coordination of supplemental transportation services for the senior, disabled and low-income populations of the county. <https://marintransit.org/advisory-committees>

Changes to MMC Format & Schedule

- Given overlap in content presented at Marin Paratransit Coordinating Council and Marin Mobility Consortium + addition of regular focus groups, staff are making changes to the format of MMC and the meeting schedule.
- Starting in 2025:
 - MMC will shift to bi-annual meetings
 - Meetings will be longer format
 - Staff will facilitate in depth discussion about the needs of senior, disabled, and low-income transit dependent populations of Marin County.

Changes to MMC Format & Schedule

Discussion

- What is the best time of year for these meetings?
- What is an appropriate length for in-depth discussions?
- What is the preferred format for the meetings?

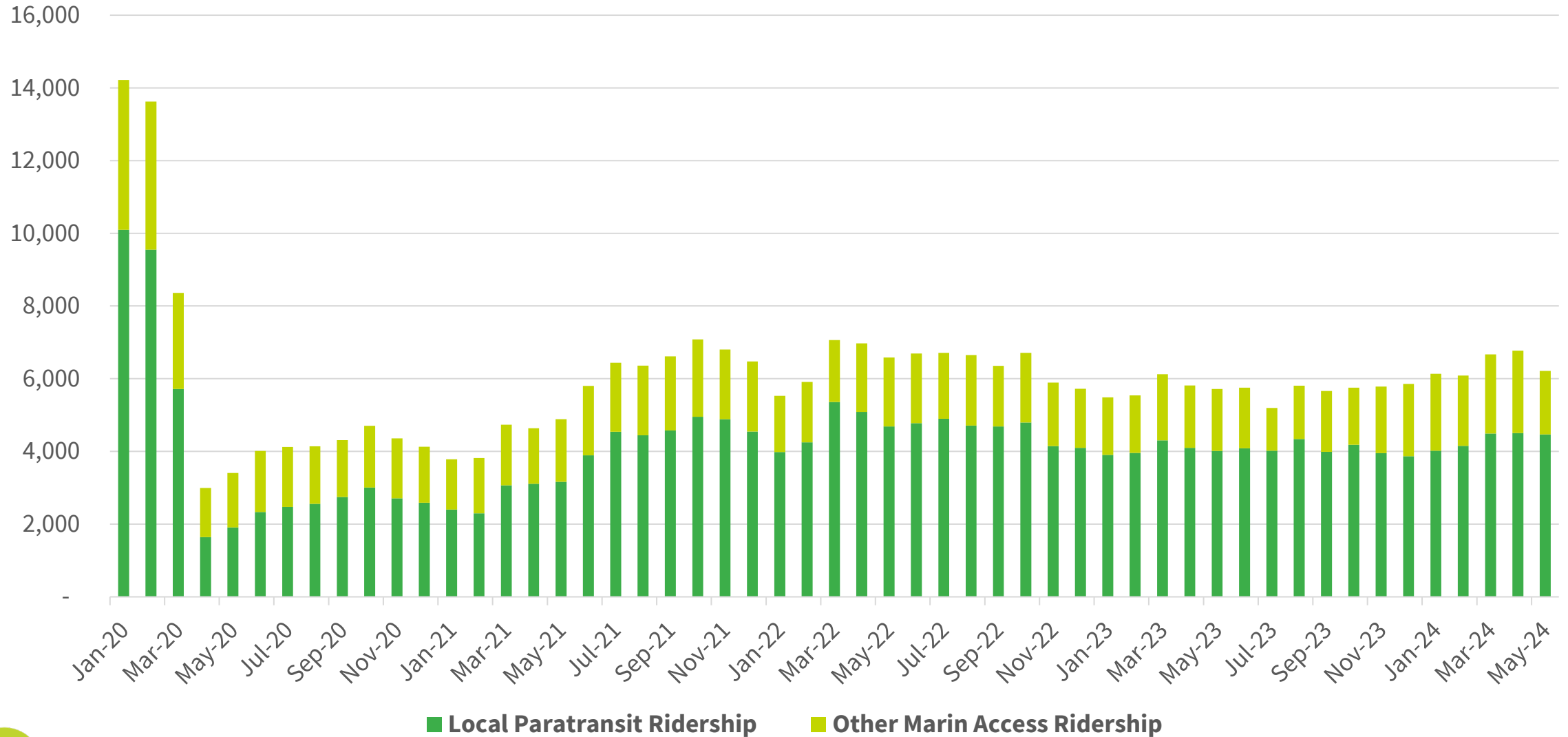
General Marin Transit & Marin Access Updates

Updates

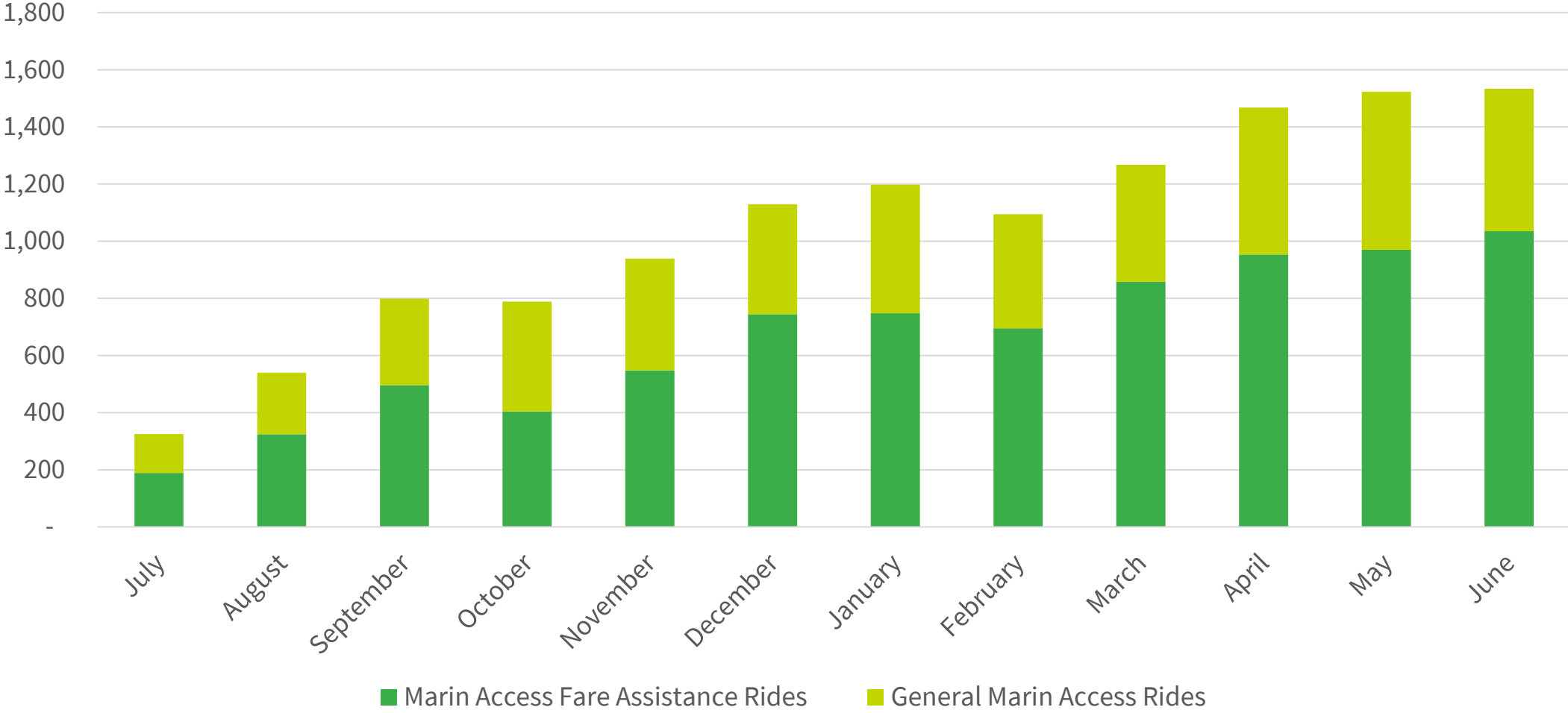
- August Service Changes
- Marin Access Paratransit Evaluation & Presentation to MCTD Board of Directors
- Marin Access Rider Survey
- Marin Senior Fair
- West Marin Connector Shuttle
- Clipper 2.0

Marin Access Performance Metrics

Marin Access Ridership Trends



Catch-A-Ride Pilot Program Ridership



Volunteer Driver Program Ridership



Volunteer Driver Program Riders & Volunteers



Volunteer Driver Program Riders & Volunteers



Thank you

CONTACT

Joanna Huitt

Senior Mobility Planner

jhuitt@marintransit.org

