



Marin Paratransit Coordinating Council
Monday, August 19, 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/89378359060>

Teleconference: +1 669 900 6833

Webinar ID: 893 7835 9060

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, August 18, 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
- All Marin Transit public meetings are conducted in accessible locations.
- 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 June 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. MCTD Board Update on Paratransit Ridership Analysis – *Information*

6. Old Business

- a. Marin Access Rider Survey – *Information*
- b. Marin Access Eligibility Updates – *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

June 17, 2024, 1:30PM to 3:00PM

MEETING MINUTES

1. Meeting called to order at 1:32 PM by PCC Chair Michael Harris.
 - a. In attendance
 - i. PCC Members: Michael Harris, Terry Scussel, Patti Mangels, Javier Miranda, Jane Gould, Sylvia Barry
 - ii. Members of the Public: Charmina Guerrero, Noele Kostelic, Evan Milburn, Debbie Bald, Alex Coe, Laney Davidson
 - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Raymundo Vidaure Jr., Joanna Huitt, Kyle French, Cathleen Sullivan
 - iv. Contractors (Transdev): Varuna Faasavalu, Monica Granados, Claudia Tamayo
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for February 2024 and April 2024
 - a. Joanna Huitt noted that the February 2024 minutes had been amended.
 - b. All present have reviewed. Motion to approve made by Terry Scussel, seconded by Patti Mangels.
4. Open Time for Public Expression
 - a. There were no comments from the public.
5. New Business
 - a. Marin Access Rider Survey
 - i. Staff reported on the purpose, timeline, and plan for the upcoming Marin Access Rider Survey, which will be expanded compared to past surveys. The survey will be sent via mail and email in English and Spanish.
 - ii. Jane Gould asked how many people the survey will be sent to.
 - iii. Joanna Huitt answered that historically, staff have sent similar surveys to between 1,500 and 2,000 people. That will likely be the case for the upcoming rider survey. At the next PCC meeting, the results will be explained. The survey will also be incentivized. Staff will try to send it to as many people as possible and monitor responses regularly. Travel Navigators will perform outreach by phone if the survey does not meet the desired response rate. Typically, the goal response rate is 20 percent.
 - iv. Ms. Gould suggested sending out postcards in advance of the survey, to notify people the survey will be sent soon. Doing so may increase response rates and provide a greater sense of legitimacy.

- v. Ms. Huitt stated that staff will keep the PCC updated.
- b. Older Adults & Riders with Disabilities on Fixed Route
 - i. Staff clarified that the PCC meeting would be recorded only for the internal purpose of creating meeting minutes. Staff reported that many Marin Access clients are able to occasionally use Marin Transit's fixed route service. Staff provided an overview of Marin Transit's fixed route service and how it affects the paratransit service area. Staff reported on ridership recovery since the beginning of the COVID-19 pandemic, for both fixed route and Marin Access services. Staff provided data on fixed route ridership, demographics, and vehicles.
 - ii. Syliva Barry asked if the data combines older adults with people who have disabilities.
 - iii. Joanna Huitt confirmed the two demographics are combined, but staff will update that in the future. Ms. Huitt clarified the annual number of fixed route passenger trips.
 - iv. Staff reported on accessibility features for all fixed route vehicles. Staff summarized fixed route discounted fare programs.
 - v. Javier Miranda asked if attendants receive discounts for riding with an eligible Clipper card user.
 - vi. Jon Gaffney answered that for the RTC card, registered attendants who use Clipper cards receive a 50 percent discount. The discount does not apply for senior Clipper cards.
 - vii. Ms. Huitt added that if riders have a disability and are over 65 years old, they could apply for an RTC card.
 - viii. Mr. Miranda asked if attendant Clipper cards are tied to a specific rider.
 - ix. Ms. Huitt stated that attendant Clipper cards are tied to specific riders, and she will ask for more information.
 - x. Michael Harris asked how quickly attendant cards are distributed.
 - xi. Ms. Huitt answered that RTC cards take up to two weeks or more, depending on the approval process. The attendant card would be distributed in tandem with the RTC card.
 - xii. Mr. Harris expressed concern regarding the rotation of attendants.
 - xiii. Ms. Huitt said she will investigate Mr. Harris' concerns.
 - xiv. Staff reported that the Travel Navigator team can provide information regarding fixed route service to older adults and people with disabilities. The Marin Access Fare Assistance (MAFA) program can provide fixed route riders with free fare cards.
 - xv. Ms. Barry asked for more information regarding Golden Gate Transit's bus stop transfer.

- xvi. Ms. Huitt confirmed that any bus stops under Marin Transit's jurisdiction will remain safe and accessible for riders.
- xvii. Cathleen Sullivan explained that Golden Gate Transit indicated they will cancel seven discontinued routes. Some of the bus stops transferred from Golden Gate Transit to Marin Transit have amenities that staff must determine what do with, on a case-by-case basis.

6. Old Business

a. Marin Access Eligibility Updates

- i. Staff reported that Marin Access' eligibility process will be updated. Staff outlined the goals of the update and listed the proposed updates. There will be a three-month pilot of the new process once staff discuss the updates with the Marin Transit Board of Directors.
- ii. Patti Mangels asked how the updates will affect the Travel Navigators.
- iii. Joanna Huitt answered that the Travel Navigators will conduct phone interviews. New applicants will fill out short-form applications, then proceed with the next part of the process with a Travel Navigator. The proposed updates will make the application process easier to navigate.
- iv. Terry Scussel asked for additional information regarding the signature portion of the Professional Verification form.
- v. Ms. Huitt noted staff hope for there to be only one signature on the Professional Verification form, however that has yet to be finalized.
- vi. Ms. Mangels asked when the proposed changes will be implemented.
- vii. Ms. Huitt explained that staff will bring an information item to the Marin Transit Board of Directors on September 9, 2024. The three-month pilot program will begin soon after, potentially in mid-September or October.
- viii. Ms. Mangels asked if there had been any recent Marin Access applicants.
- ix. Ms. Huitt answered that Marin Access averages 31 applicants each month.
- x. Ms. Mangels suggested it would be helpful to know how applicants heard about Marin Access.
- xi. Ms. Huitt responded that staff would consider adding an application question regarding how the applicant heard about Marin Access.
- xii. Ms. Mangels added that she has received emails asking for more information regarding Marin Access.
- xiii. Noelle Kostelic stated that her residents have reported not receiving MAFA renewal requests.
- xiv. Ms. Huitt asked Ms. Kostelic to send her an email with a list of participants who have not received the renewal requests yet, so that Travel Navigators could reach out to the riders.

- xv. Ms. Kostelic suggested the letters may be going to incorrect addresses. She said it is a very common issue.
 - xvi. Ms. Huitt responded that she would investigate the issue.
- b. Paratransit Ridership Analysis Update
- i. Staff provided an overview of Marin Access' suite of programs and reported Marin Access ridership by program. Staff compared local paratransit ridership recovery to region-wide Bay Area paratransit ridership recovery since January 2020, noting significant dates.
 - ii. Terry Scussel asked if other agencies in the region have the same Measure B programs as Marin Access.
 - iii. Joanna Huitt responded that they do not. Marin Access receives Measure B funding that allows for operation of additional programs which expand mobility options beyond paratransit. There are agencies in other counties that also offer additional programs to supplement paratransit.
 - iv. Claudia Tamayo stated that a rider recently cancelled their Marin Access services because their day program began providing free transportation. Many day programs are expanding their transportation services.
 - v. Alex Coe asked what staff hope to see in the next five years for ridership and mobility, given the repercussions from the COVID-19 pandemic.
 - vi. Ms. Huitt answered that staff want to make sure they offer programs that work for riders. They may not have ridership goals; however, they want to make sure that Marin County residents are aware of and have access to programs that meet their needs.
 - vii. Staff reported on top locations served by paratransit in Fiscal Years 2020 and 2024. Staff noted that some locations have closed, reduced programming, or changed programming. Some adult day programs also began offering their own transportation.
 - viii. Terry Scussel explained how day programs had been affected by State requirements and funding.
 - ix. Ms. Huitt added that due to State regulations, day programs brought in-person services back for five days each week in June 2023.
 - x. Mr. Scussel reported that his program's attendance has decreased.
 - xi. Staff reported that fewer riders are taking paratransit, but trips per rider have remained constant.
 - xii. Mr. Scussel suggested that changes in dialysis patient populations may be affecting Marin Access ridership.
 - xiii. Ms. Huitt confirmed that Marin Access has begun serving less dialysis patients. There are less locations and more providers serving dialysis centers in Marin County.

- xiv. Staff reported that some riders are switching from paratransit to other Marin Access programs.
- xv. Mr. Scussel asked if staff could divide Catch-A-Ride ridership data between taxi users and Uber users.
- xvi. Ms. Huitt said she would include that data in the future.
- xvii. Mr. Scussel suggested Catch-A-Ride riders may not frequently take paratransit.
- xviii. Ms. Huitt clarified that the 24 riders referenced in the presentation used to use paratransit but now exclusively use Catch-A-Ride, though they may still be eligible for paratransit.
- xix. Staff reported that some Marin Access riders have switched to Vivalon's programs. Staff provided a historical overview of Vivalon's programs.
- xx. Mr. Scussel provided additional context regarding the evolution of routes between San Francisco and Marin County.
- xxi. Ms. Huitt confirmed that Vivalon has grown their transportation offerings and has attracted Marin Access riders.
- xxii. Jane Gould asked when Whistlestop rebranded themselves.
- xxiii. Charmina Guerrero answered that Whistlestop rebranded in September of 2020.
- xxiv. Mr. Scussel stated that he was not sure how much of an impact Whistlestop's rebrand had on paratransit.
- xxv. Ms. Huitt suggested many riders transitioned to different services for their medical trips.
- xxvi. Mr. Scussel noted that services provided by the VA may affect ridership.
- xxvii. Ms. Huitt responded that staff have been in touch with the VA. She noted that many dialysis patients likely switched to Vivalon's services and Wheelcare Express. Staff plan to contact Wheelcare Express.
- xxviii. Noelle Kostelic added that the VA provides transportation to registered users. There are other providers that serve her residents as well.
- xxix. Ms. Huitt responded that she will likely follow up with Ms. Kostelic.
- xxx. Staff explained where they believe paratransit ridership has gone. Staff listed key takeaways and their next steps.
- xxxi. Mr. Scussel asked if there had been any changes that may have made paratransit less appealing to riders.
- xxxii. Ms. Huitt answered that staff have not changed any policies, but there was a past driver shortage and as a result, less on-time performance.
- xxxiii. Mr. Scussel added that many other agencies had driver shortages.
- xxxiv. Ms. Huitt responded that many riders still shifted away from Marin Access for a variety of reasons. She noted that since May of 2023, on-time

performance had improved. Staff constantly monitor service and feedback.

- xxxv. Mr. Scussel suggested that Catch-A-Ride may not be the most economical way for riders to travel, though it is efficient.
- xxxvi. Ms. Huitt said that riders who value efficiency are drawn to Catch-A-Ride. Staff continue to implement fare assistance programs and expand programs to serve those in need.
- xxxvii. Cathleen Sullivan commented that the driver shortage occurred as riders were beginning to transition back to using Marin Access services after the start of the COVID-19 pandemic.

7. Agency / Committee Reports

a. Marin Transit Updates

i. Catch-A-Ride Pilot Program

1. Staff reported that the Catch-A-Ride Pilot Program had been granted an extension on a month-to-month basis. Staff are currently determining how to most effectively continue the program. Currently, quarterly vouchers are being distributed, and Lyft is being added as a service provider.
2. Terry Scussel asked if the riders would have to pick one or another service provider once Lyft is added.
3. Joanna Huitt stated riders will need to pick between Uber and Lyft, but still will be able to pick between paper or digital vouchers.
4. Mr. Scussel asked if staff know which service provider will have the most drivers.
5. Ms. Huitt stated that service providers do not always publish how many drivers they have, however staff can inquire. Staff will analyze driver availability moving forward and will also receive anecdotal information from riders as they book trips.
6. Mr. Scussel reported that he has heard wait times have been up to one hour.
7. Ms. Huitt responded that staff do not have any experience using Lyft for Catch-A-Ride, however they will monitor the service and keep the PCC updated. Riders will need to choose between Uber and Lyft because vouchers will be offered through the respective platform. Administratively, they would not be able to divide up a rider's digital vouchers between Uber and Lyft. Staff's goal is to continue improving the program. Additional discussion will be held at the upcoming Marin Mobility Consortium meeting on August 14, 2024.

8. Mr. Scussel asked when the topic would be brought to the Marin Transit Board of Directors.
 9. Ms. Huitt answered the topic would be brought to the Marin Transit Board of Directors meeting on August 5, 2024.
- ii. West Marin Connector Shuttle Pilot Program
 1. Staff reported that in June 2024, a pilot shuttle program began between Stinson Beach and Bolinas to Olema and Point Reyes. Riders are now using the service and providing feedback. Staff will continue to do outreach and monitor the program. Additional discussion will be held at the upcoming Marin Mobility Consortium meeting on August 14, 2024.
 - iii. Marin Access Fare Assistance Renewal
 1. Staff reported that MAFA renewals are currently being processed. Riders should have submitted their renewal information before June 15, to ensure there would not be a gap in assistance.
 - iv. Free Fares During the Marin County Fair
 1. Staff reported that Marin Transit will offer free fares between July 3, 2024, and July 7, 2024. The discount will not apply to demand-response services. Marin Transit will offer expanded service in the evening to facilitate fair attendees' departures. Information has been posted to Marin Transit's website and social media.
 2. Sylvia Barry suggested staff should conduct additional outreach regarding promotions.
 3. Joanna Huitt listed the ways staff will continue to conduct outreach regarding the free fare promotion.
 4. Ms. Barry asked if the free fare promotional materials mentioned any additional promotions offered by Marin Transit.
 5. Ms. Huitt said staff will take Ms. Barry's idea into consideration.
 6. Michael Harris asked how staff notify clients that they need to renew their MAFA eligibility.
 7. Ms. Huitt answered that staff send out renewal notifications by mail. Staff are currently identifying and contacting those who still need to renew. In the past, staff have sent out second reminders by mail, however they have not found that reminder to be effective. This time reminders will be administered by phone or possibly by email. If forms are turned in late, riders will still be able to renew. Ms. Huitt explained a challenge regarding the overlap between timelines for MAFA renewal and Catch-A-Ride voucher distribution.

8. Patti Mangels noted that some riders do not need to renew their MAFA eligibility every year.
 9. Ms. Huitt confirmed that not every rider must renew their MAFA eligibility every year. She added that the renewal process is fast.
 10. Mr. Harris stated that he had not received his MAFA eligibility renewal form yet. He asked how staff keep track of responses.
 11. Cathleen Sullivan asked when MAFA eligibility renewal requests were mailed.
 12. Ms. Huitt responded that the requests were likely sent during the last week of May. She explained how a new printer and new mailing process were used. Ms. Huitt said she will do research and follow up regarding those who did not receive requests.
 13. Mr. Harris asked when the completed renewal form was due.
 14. Ms. Huitt answered that the on-time deadline was June 15, as staff will send their vouchers to the printer in the coming week. The Travel Navigators will start doing outreach in the coming week as well. Ms. Huitt stated she will follow up with Mr. Harris regarding his renewal after the meeting.
- b. Marin Access Performance Metrics
 - i. Staff reviewed performance metrics found in the agenda packet and presentation for the meeting.
 - c. GGBHTD Advisory Committee on Accessibility Report
 - i. Jon Gaffney reported on a local and regional fare increase.
 - d. TAM Citizens Oversight Committee Report
 - i. Jane Gould reported there would be a meeting that evening at 5:00 PM.
8. Next Meeting on August 19, 2024.
 - a. Meeting adjourned at 2:52 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 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



MCTD Board Update on Paratransit Ridership Analysis

WHY IS PARATRANSIT RIDERSHIP RECOVERY LAGGING?

Agenda

- 01** Program Overview
- 02** Paratransit Destinations
- 03** Paratransit Riders
- 04** Alternative Programs
- 05** Key Takeaways & Next Steps

Program Overview



Expanding mobility and maintaining independence for community members



Paratransit

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



Catch-A-Ride Pilot

Discounted taxi or TNC rides for seniors & people with disabilities



Volunteer Driver

Mileage reimbursement for seniors & people with disabilities



Travel Navigators

One-stop resource for program information & eligibility



Fare Assistance

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



Travel Training

Group presentations on public transit & other mobility options



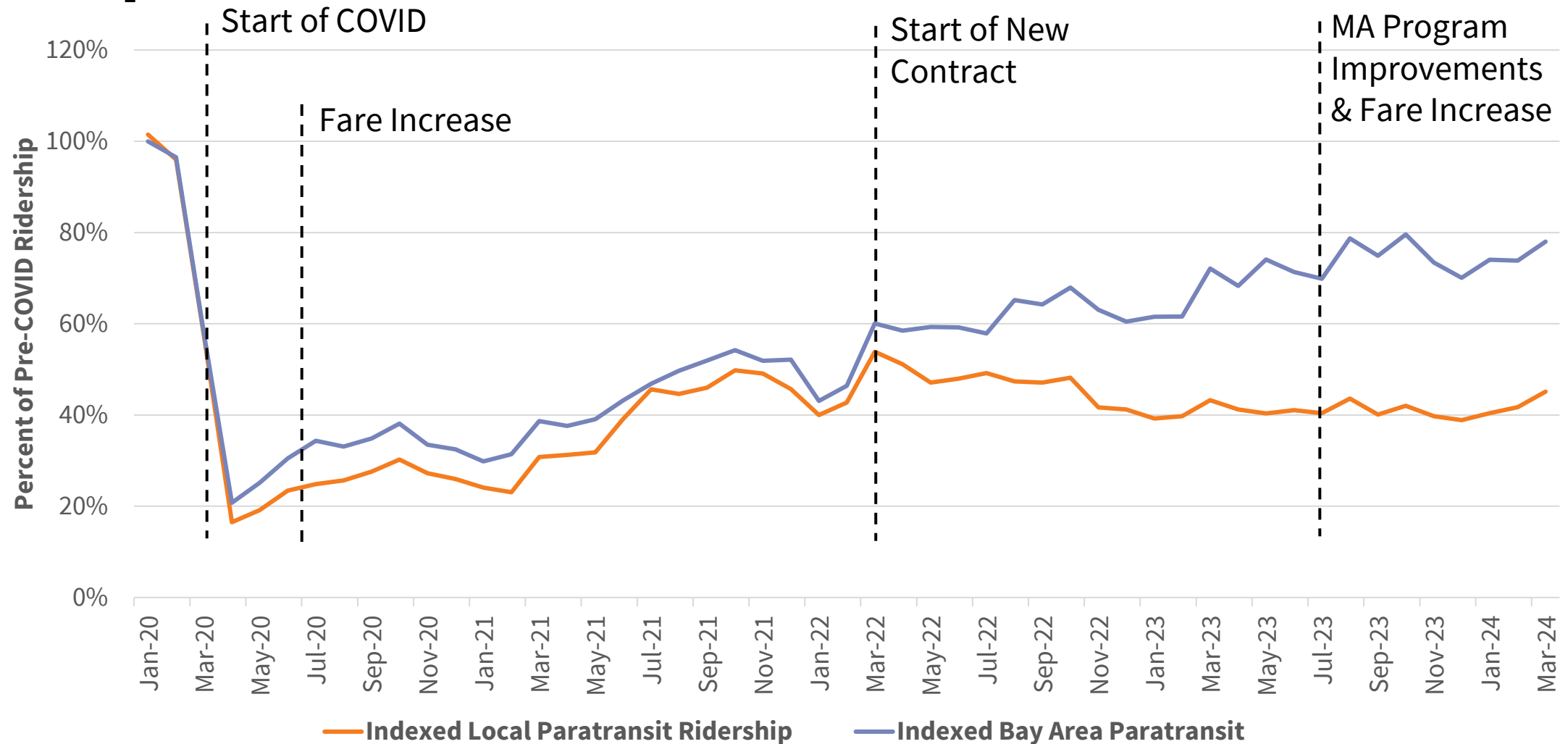
Marin Access Shuttles

Pre-scheduled, general public shuttle service

What is Paratransit?

- Transportation service for persons with disabilities who cannot independently use regular Marin Transit bus service some or all of the time.
- Door to door, shared ride service
 - Includes assistance getting from door to vehicle if necessary
- Requires advanced scheduling
- Pickup times are scheduled via a 30-minute pickup window
- “Subscription” riders may schedule recurring rides that occur weekly (or multiple times per week)

Marin Access Paratransit Ridership Recovery Comparison



Paratransit Destinations

Several top trip generators have closed

FY 2020 Top Locations	# Trips (Jul-Mar)	FY 2024 Top Locations	# Trips (Jul-Mar)
Lifelong Medical	2,330	YMCA	728
Cedars - Victory Center	1,652	Satellite Dialysis	728
YMCA	1,527	Cedars - 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

- Lifelong Medical was slow to increase their in-person programming until they permanently closed their Marin location in spring 2023
- Other activity centers were slow to increase in person programming due to ongoing health concerns, and some have gone permanently hybrid
- Riders adjusted to new service delivery models including virtual or hybrid options leading to new or changed travel patterns

Outreach to Top Trip Generators

Staff contacted top trip generators to get feedback on clients & programming pre and post pandemic.

Interviews indicate the following:

1. Programming now offered virtually or as a hybrid model
2. Paratransit not a good fit for day programs with defined start/end times
3. Multiple locations operate or plan to operate their own shuttles
4. Clients have reduced participation and travel due to health concerns
5. Additional providers have expanded services

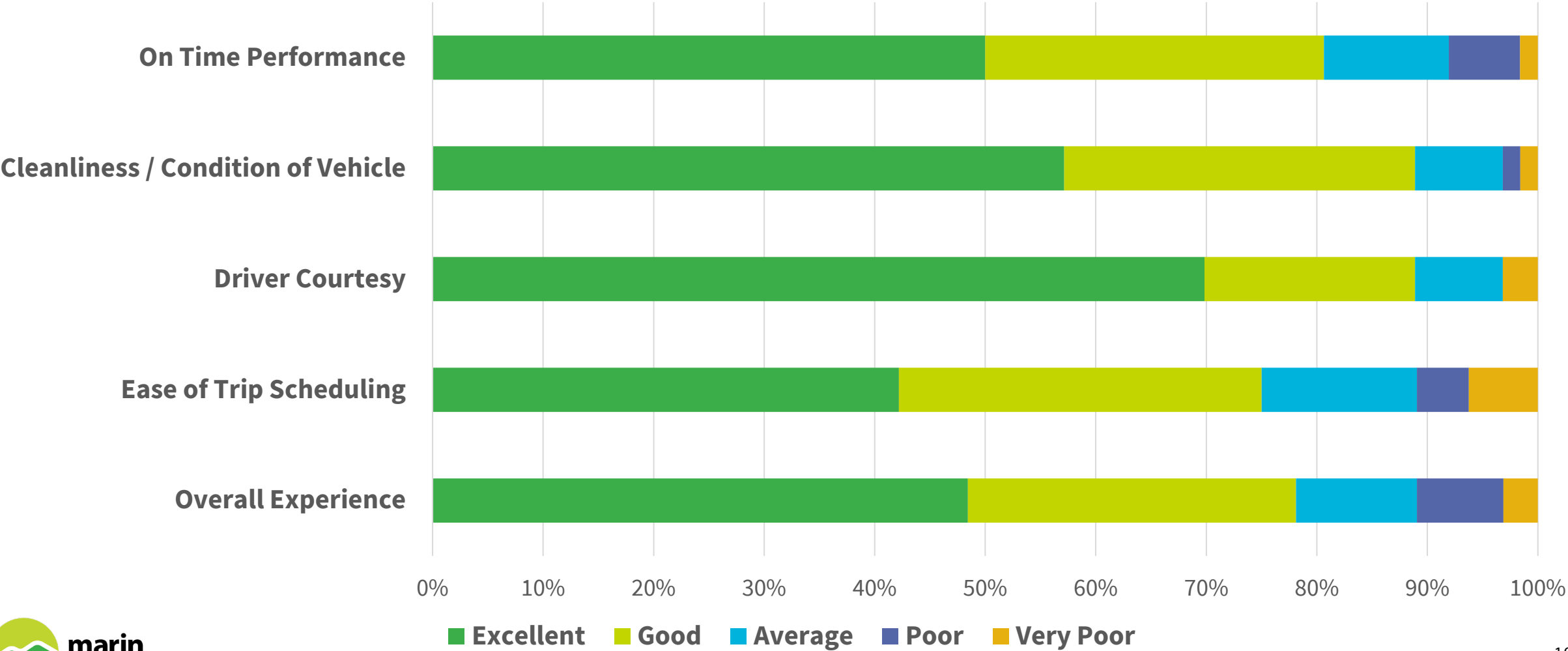
Paratransit Riders

Data | Rider Survey | Direct Rider Outreach

Data: Trips per rider have remained constant, but fewer unique riders are using paratransit

FY 2020 (Jul-Mar)	FY 2024 (Jul-Mar)
Avg 13 rides per rider per month	Avg 12 rides per rider per month
Avg 20 rides per subscription rider per month	Avg 23 rides per subscription rider per month
Avg 782 active riders per month	Avg 355 active riders per month
Avg 69 subscription riders per month	Avg 24 subscription riders per month
Avg 56 riders enrolled or renewed eligibility per month	Avg 31 riders enrolled or renewed eligibility per month

Survey: Paratransit riders generally have positive experiences with the service



Survey: Riders are making different choices than pre-COVID

- Compared to pre-COVID:
 - Marin Access survey respondents are taking public transit less (Golden Gate Bus, Ferry, and local Marin Transit fixed route bus)
 - Most Catch-A-Ride riders are new since COVID
 - There has been a lot of turnover in paratransit riders
- Excluding Catch-A-Ride, many respondents also indicated high usage of Uber/Lyft, local taxi, and Vivalon programs

Direct Rider Outreach

- Staff contacted former riders to understand why they may no longer be using the service.
- Interviews indicate the following:
 - Riders have found alternative transportation options
 - Certain travel needs no longer exist
 - Riders may be inactive due to a variety of reasons (e.g. health, relocation, death, etc.)
 - People prefer a direct, non-shared ride

Alternative Programs

Some riders are switching from paratransit to other Marin Access programs

- **98** active local paratransit riders also use Catch-A-Ride
- **24** local paratransit riders from FY20 now exclusively use Catch-A-Ride in FY24
- There are now more unique riders using Catch-A-Ride than paratransit

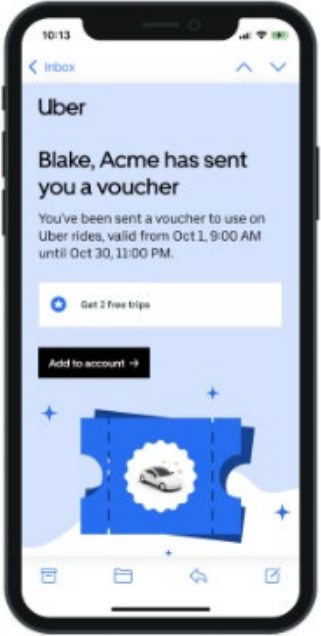
marin access CATCH-A-RIDE TRIP VOUCHER
General - WAV

Valid For Use July 1, 2023 - September 30, 2023
Vouchers are not transferrable and have no cash value; riders will not be given change if the voucher amount exceeds the meter rate.

Marin Access ID: _____
 Rider Name: _____
 Ride Date: ____/____/____
 Ride Time: ____:____ AM/PM
 From: _____
 To: _____

FOR DRIVER USE ONLY		
Meter:	\$ _____	Mileage: _____
Rider Base Fare:	\$5	Payment Type: <input type="checkbox"/> CASH <input type="checkbox"/> U.P. <input type="checkbox"/> CREDIT CARD
Max Voucher Value:	\$20	Driver Name: _____
<i>Total Cost to Rider = (Rider Base Fare) + (Meter above \$25)</i>		Driver / Cab #: _____
Total Cost to Rider:	\$ _____	Voucher #: _____

NORTH BAY TAXI To schedule a ride, call (415) 454-0902



Some riders switching to Vivalon programs

1996

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

2015

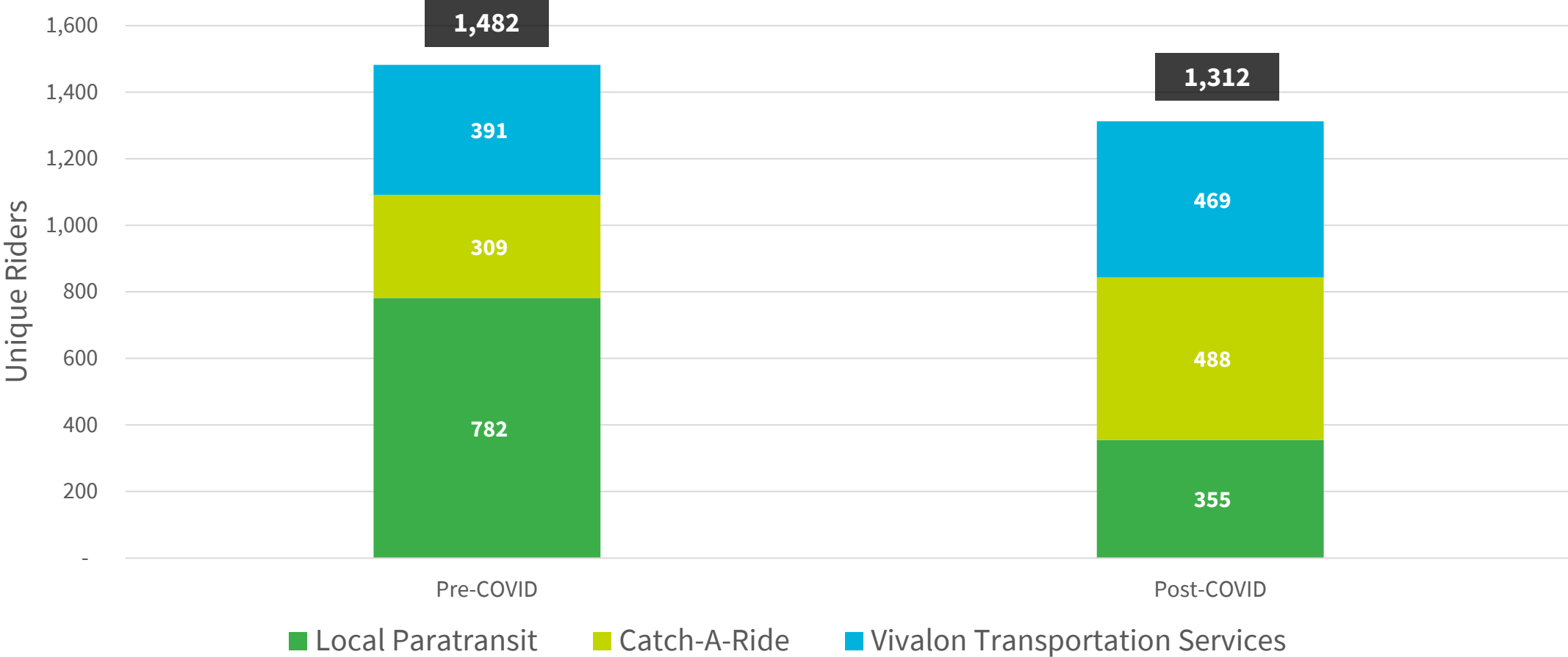
- Introduction of **CarePool Program** - Traditional Volunteer Driver Program

2020

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



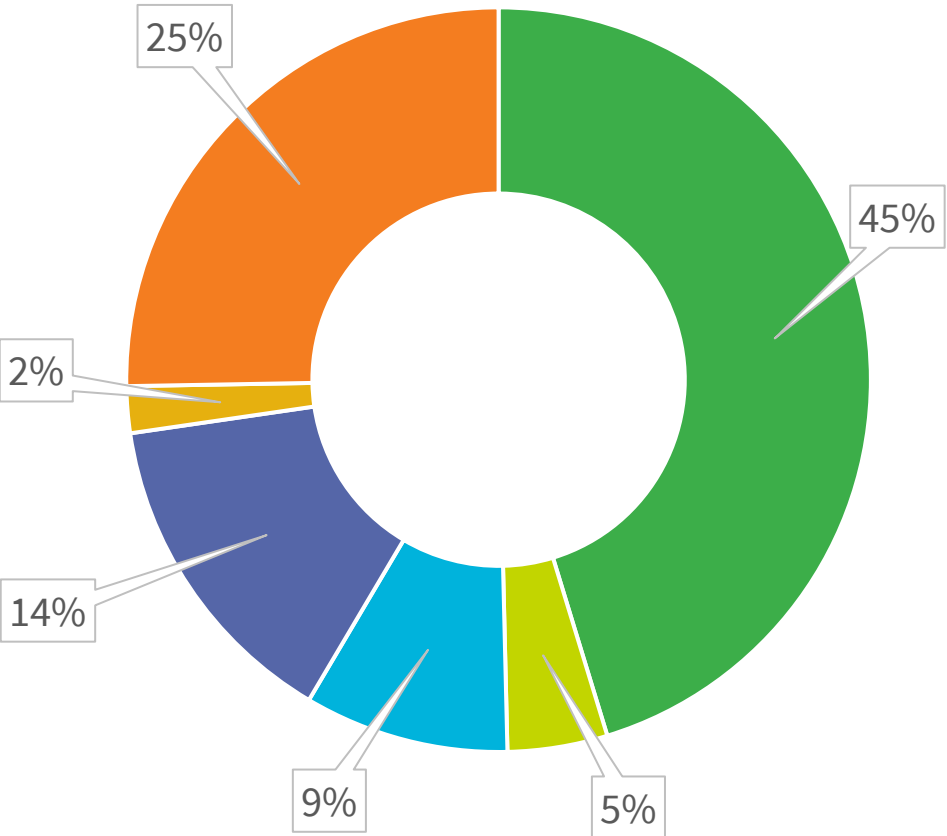
Increased Enrollment in Catch-A-Ride and Vivalon programs captured most lost Paratransit riders



Key Takeaways & Next Steps

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

Staff Estimates



- Current Local Paratransit Ridership
- Loss from Closed Destinations
- Switched to Catch-A-Ride
- Switched to Vivalon
- Loss due to Driver Shortage
- Loss due to COVID Recovery

Key Takeaways & Next Steps

- Purpose of Marin Access is to help older adults and people with disabilities **maintain independence** and meet their needs
- Program offerings and health concerns for older adults and people with disabilities are changing in Marin County, which is creating **new ridership patterns**
- Riders are **not being left behind**; they are finding programs that **better suit their needs**
- Staff will **continue to perform outreach** to riders and community partners to ensure people are aware of their options and that riders continue to have access to **high-quality, well-functioning transportation programs**

Old Business

Marin Access Rider Survey

Marin Access Rider Survey

- Annual survey to collect feedback across all Marin Access programs
- Typically released in late December / January; due to other in progress surveys at the time, staff elected to move the survey to Summer
- Survey released a digital survey that included standard questions + a new section designed to collect expanded feedback from current and former paratransit riders
- Staff sent to all riders that took a ride from January 2020 – May 2024
- Early responses indicated that many of the riders we were attempting to target (former paratransit riders) were non-responsive or deemed inactive
- Staff are reworking the survey and expect to send out a version by mail in September

Marin Access Eligibility Updates

Marin Access Eligibility Updates

Staff are in the process of:

- Redesigning the survey document for print/mail
- Developing a pilot for phone/virtual interviews
- Collaborating with TN team to set up policies and procedures
- Anticipated start of pilot is October 2024

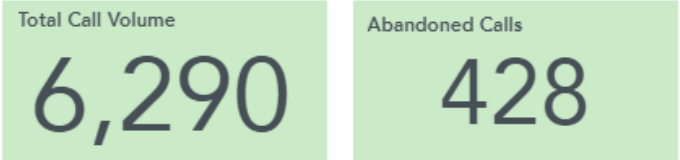
Agency / Committee Reports

Marin Transit Updates

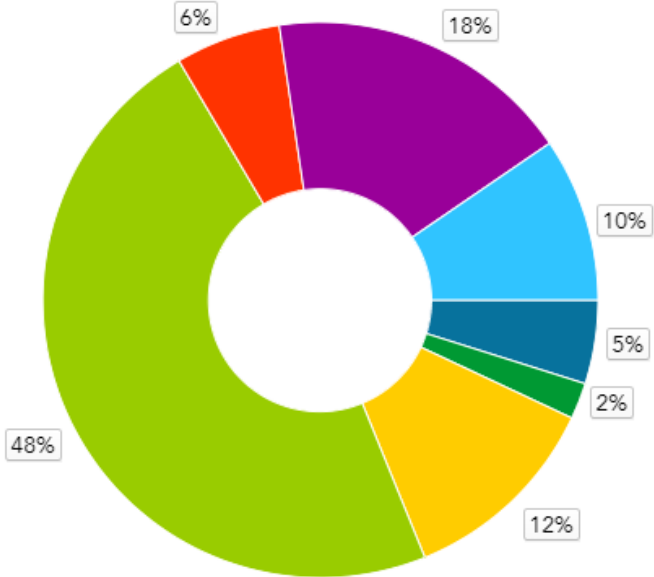
- PCC Member Attendance + Reasonable Modification
- August Service Changes
- Vehicle Signage – Driver of the Day
- Marin Access Rider Survey
- Marin County Senior Fair – September 18
- Top Trip Generator Outreach
- MMC Meeting Changes in 2025
- Regional Accessibility Updates
- West Marin Connector Shuttle
- Clipper 2.0

Marin Access Call Center

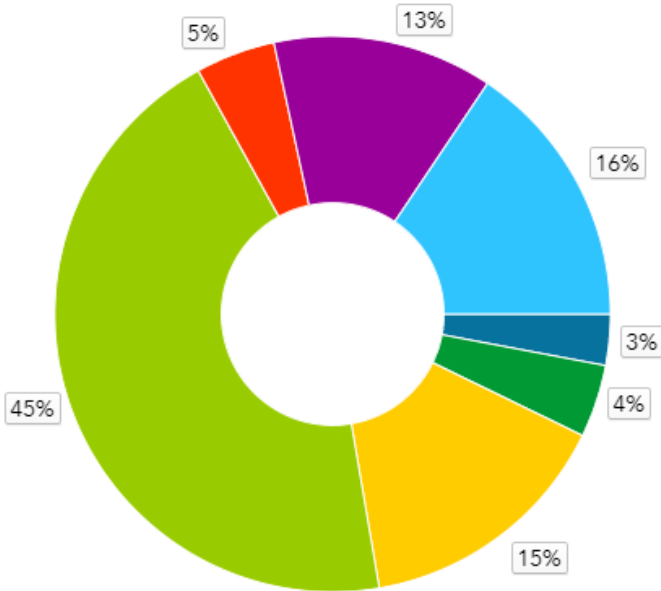
- Marin Access call volume for all queues in July was 6,920.



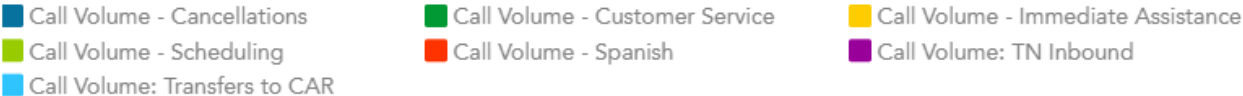
Call Volume



Selected Year

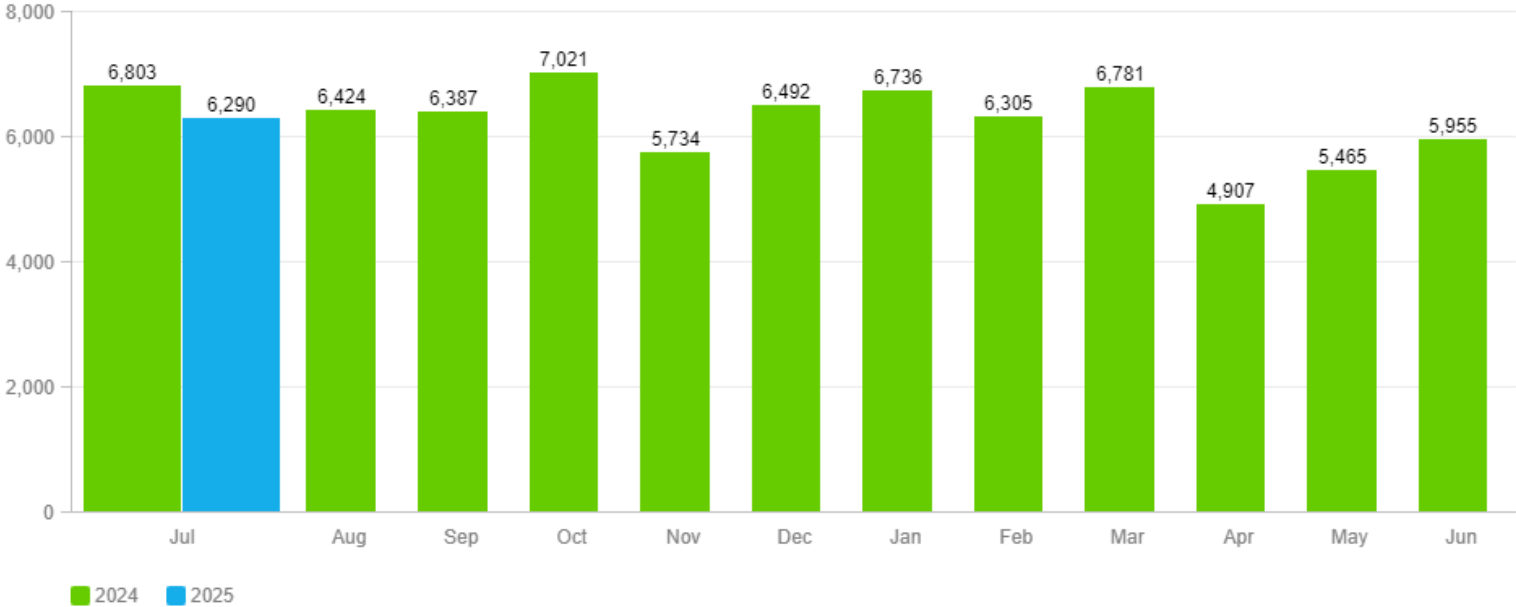


Prior Year



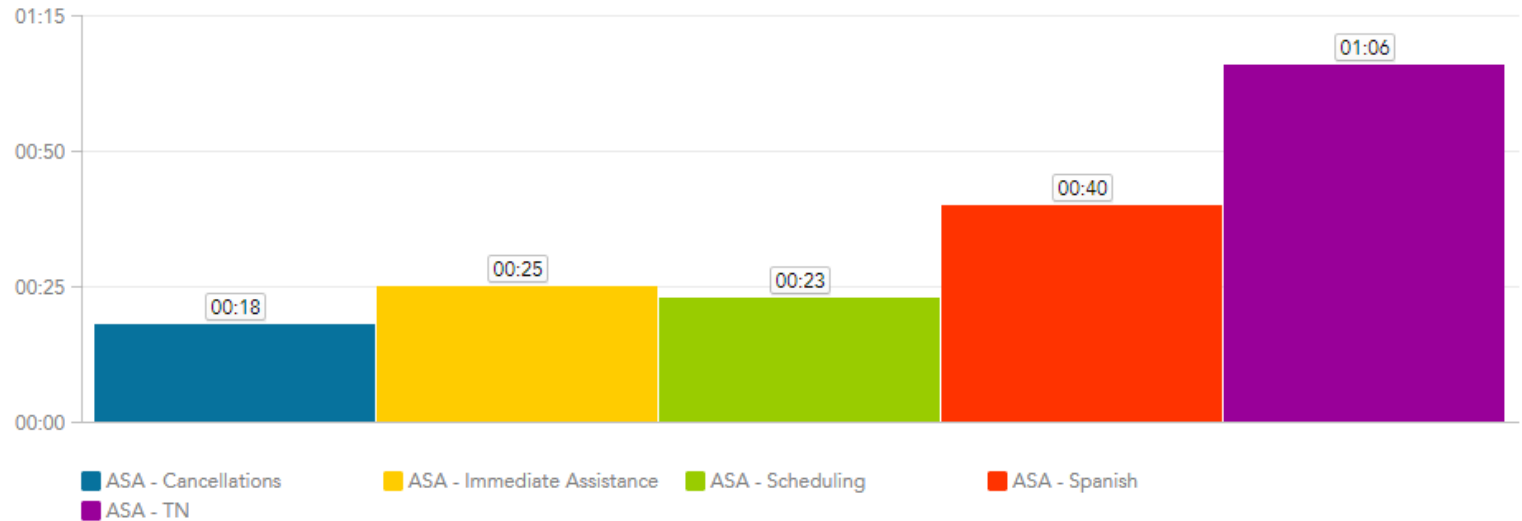
Marin Access Call Center

- Total call volume for the month was 6,290, a decrease from the same period 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.



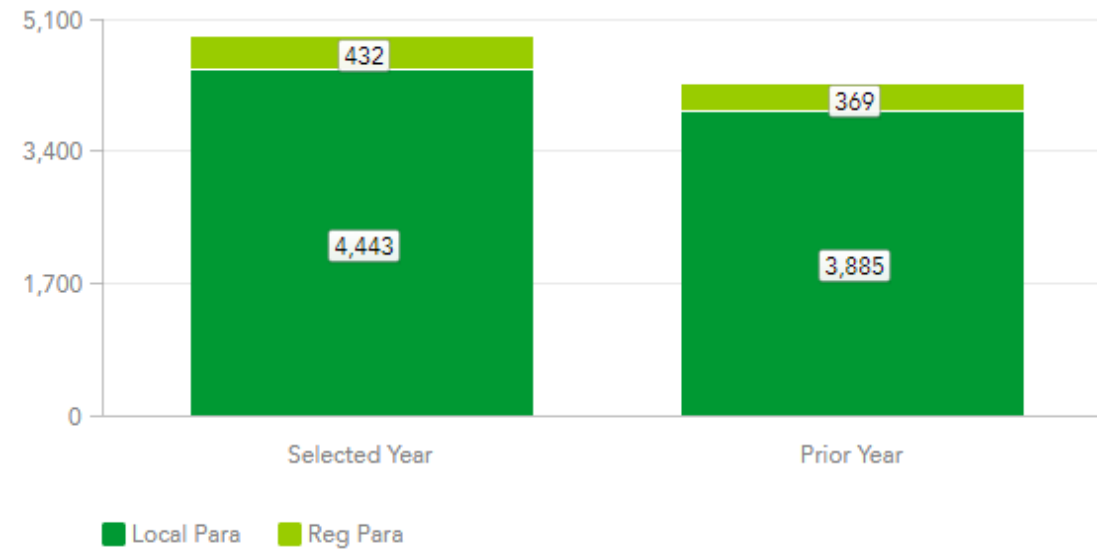
Performance Standard – Average Hold Time

- Less than 2 minutes

Marin Access Paratransit Ridership

- In July, there were a total of 4,443 trips on local and 432 trips on regional paratransit.

Local & Regional Paratransit



Trip Denials - YTD

0

Trip Refusals - YTD

142

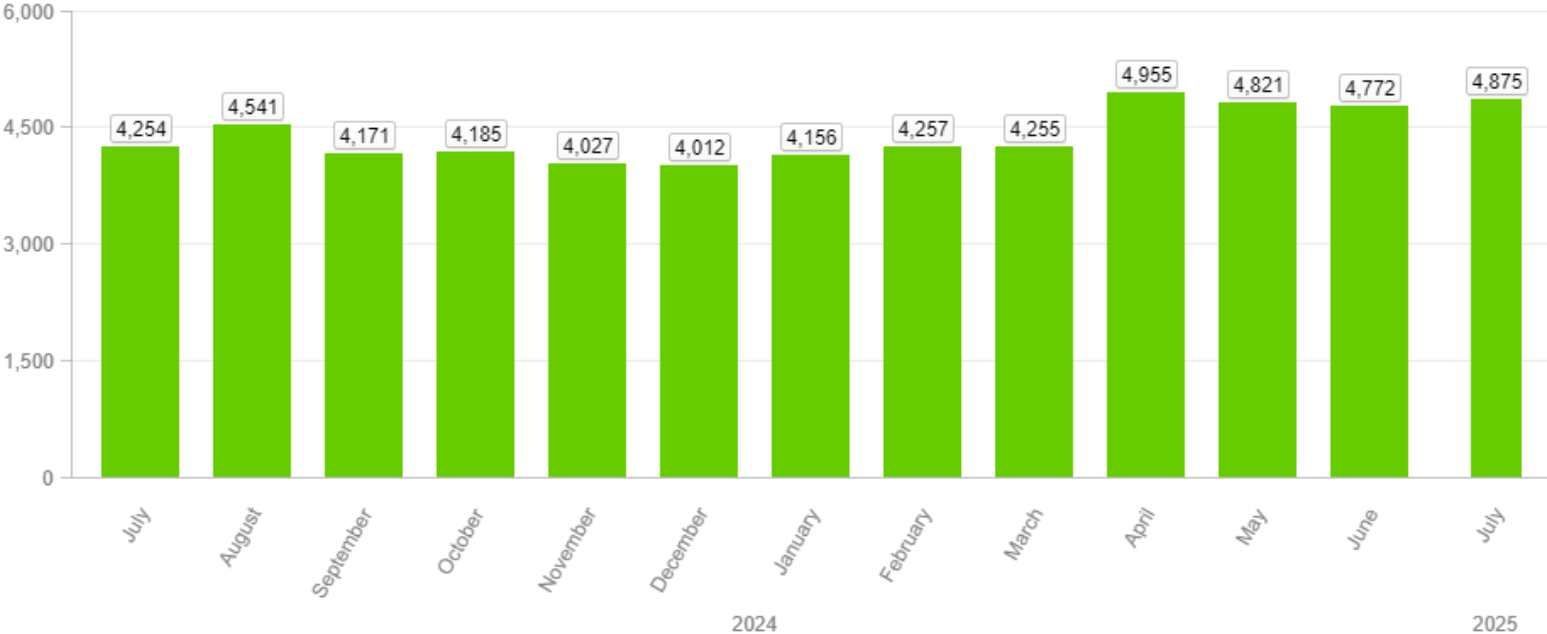
Performance Standard – Trip Denials

- 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 is growing but continues to remain below pre-pandemic levels.



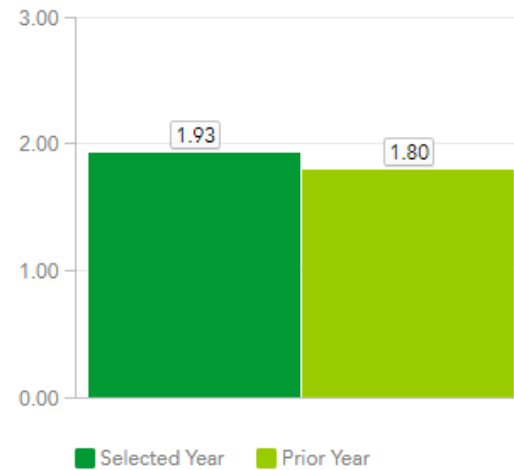
Marin Access Paratransit Ridership

- In July, riders per hour for local paratransit was 1.93 and rides per hour for regional paratransit was 1.21.

Local Paratransit

Year To Date Average

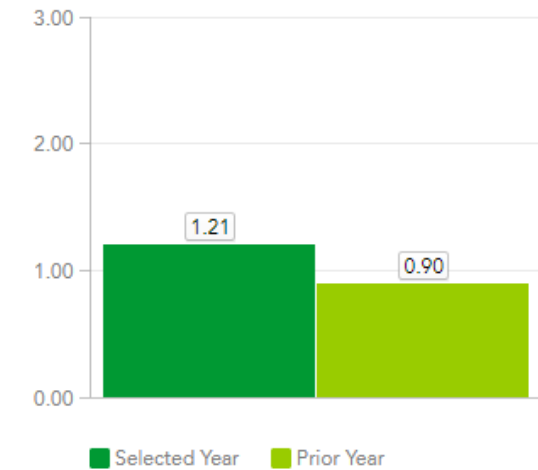
1.93



Regional Paratransit

Year To Date Average

1.21



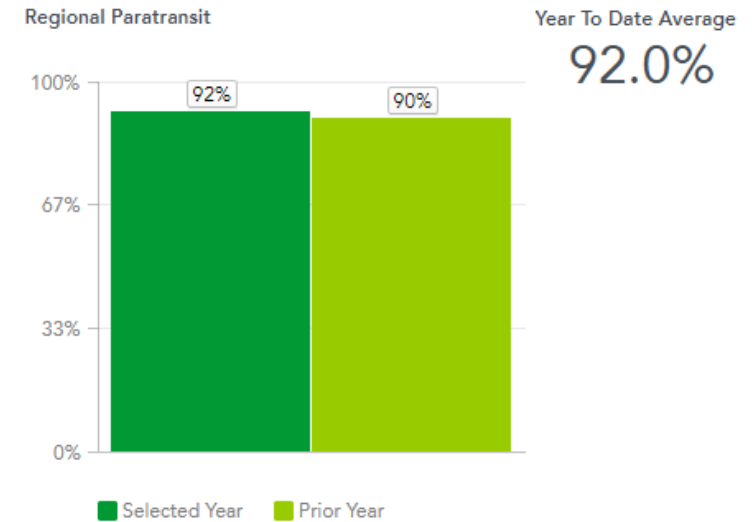
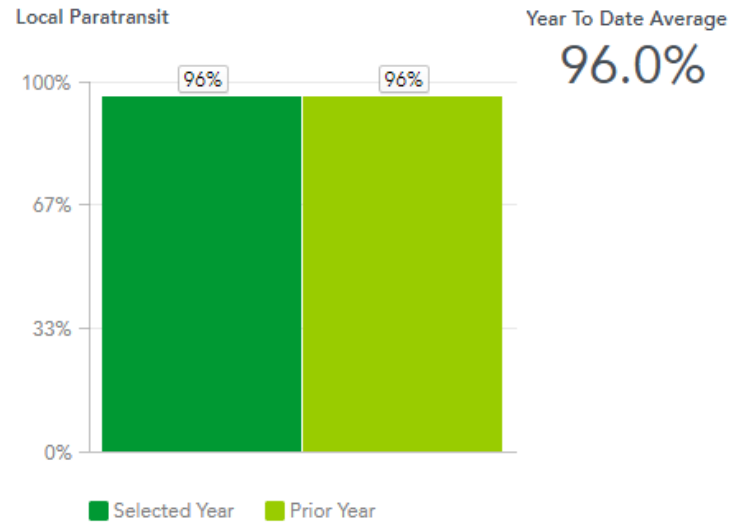
Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0



Marin Access Paratransit Ridership

- In July, on time performance for local paratransit was 96% and 92% for regional paratransit.



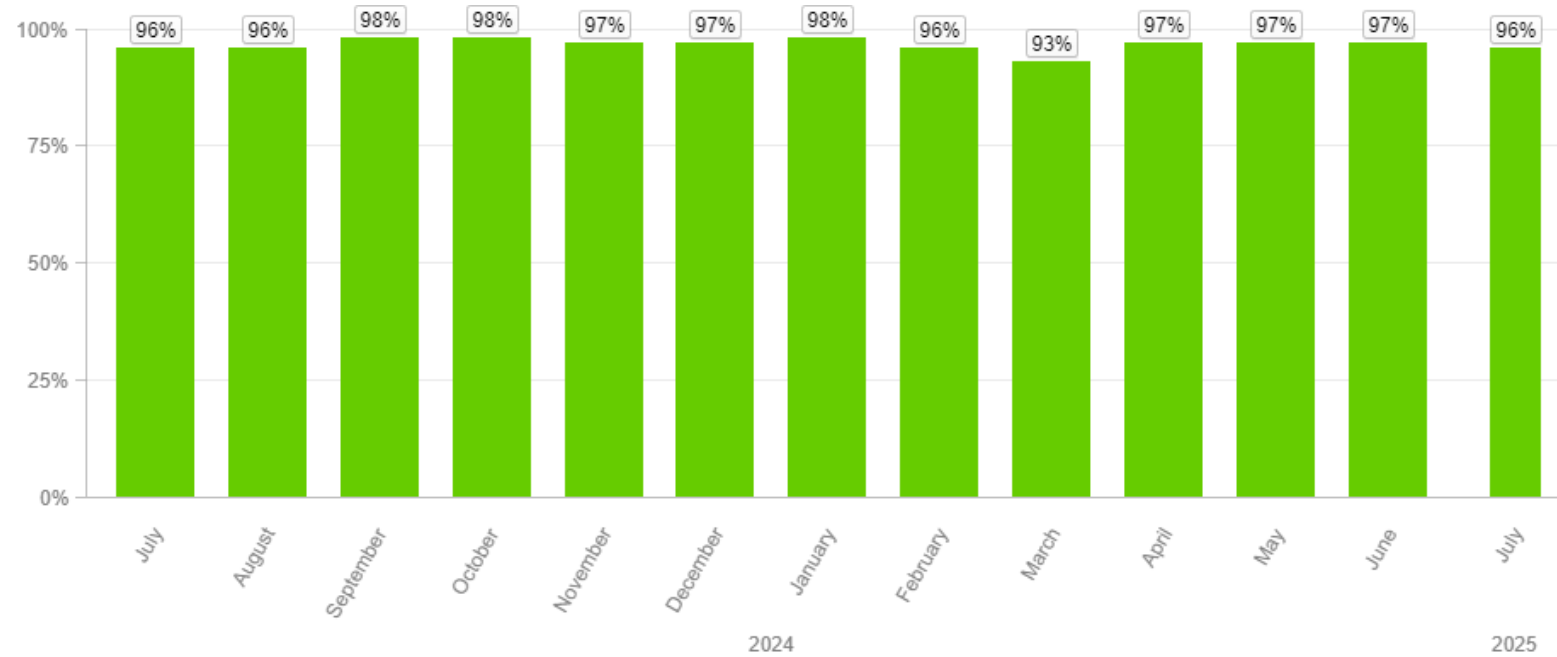
Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



Marin Access Paratransit Ridership

- On-time performance for local paratransit has continued to remain above 90%. OTP in July was 96%. This exceeds the performance standard.



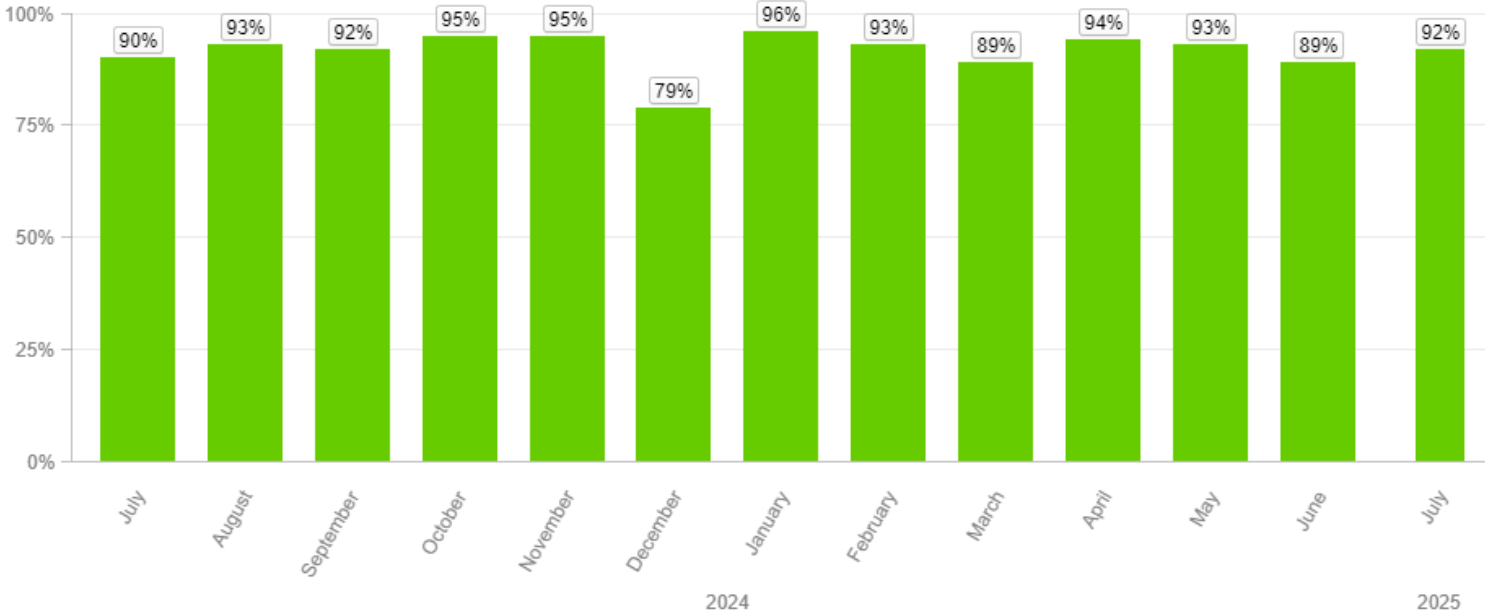
Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



Marin Access Paratransit Ridership

- On-time performance for regional paratransit has continued to improve with slight fluctuations. OTP in July was 92%. This exceeds the performance standard.



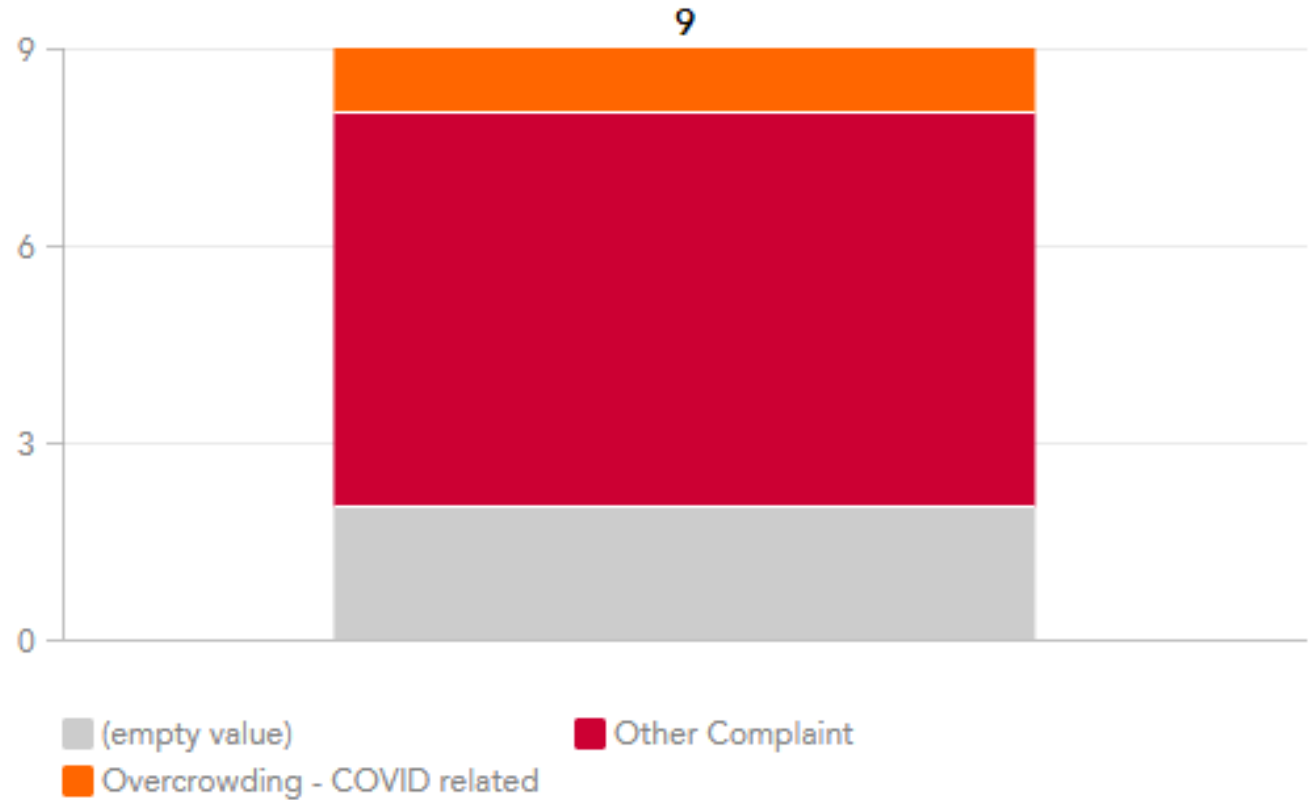
Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



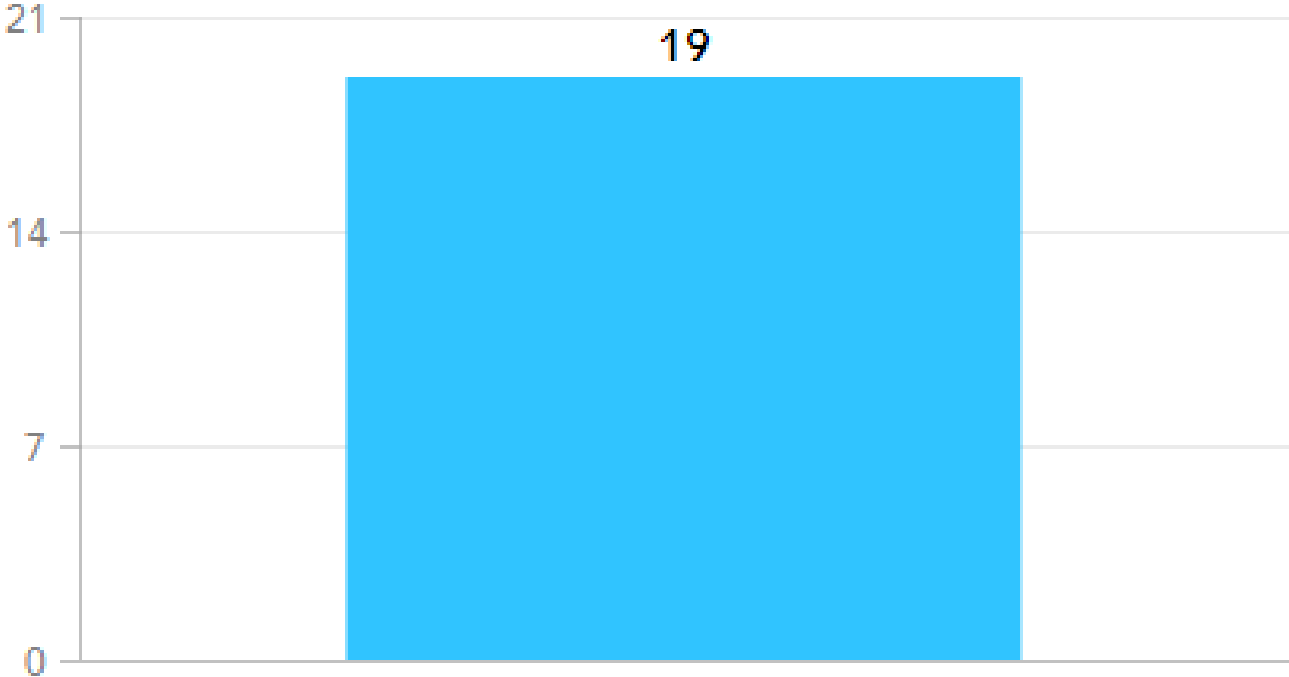
Marin Access Feedback

- In July there were 9 complaints for Marin Access



Marin Access Feedback

- In July there were 19 commendations.



Thank you

CONTACT

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