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October 7, 2024

Marin Transit Board of Directors Meeting

Supplemental Material: Additional Comments Received after September 30, 2024

Addendum 1: Public Comment Received Late

Date:	10/1/2024
Source:	Online form via MCTD Website
Rider Type:	Does not use Marin Transit or Marin Access
Zip Code:	94941
Fare Payment Method:	Clipper
Comment:	<p>Allow me to introduce myself. I am elderly windowed and retired. I have always been involved in Economic Development within the City where I resided. Currently I live on Shelter Bay. Prior to moving here I lived in San Francisco prior to selling my National Consulting Business. My Company served 350 Banking Institutions on a National Business. Rather, than sending you my resume I would like you to Google Joanna R. Bruno & Associates, and read my resume on my former Company website. I, of course would like to have purpose as I age. I would bring to your organization a positive approach to Economic Development in this lovely Community. My Daughter and three grandchildren also reside here and own their own home and business. I look forward to meeting you and hopefully giving you more substance. My Cell Phone number is 6266882125.</p>

Date:	10/1/2024
Source:	Online form via MCTD Website
Rider Type:	Fixed Route
Zip Code:	94952
Fare Payment Method:	Clipper
Comment:	<p>I am very frustrated that the bus comes one minute before the train so then we have to wait 15 minutes or more for the next bus; so, why can't they be better connecting like the use to be with the SMART train started.</p>

Date:	10/1/2024
Source:	Online form via October E-Newsletter
Rider Type:	Fixed Route
Zip Code:	94960
Fare Payment Method:	Clipper
Comment:	<p>I would like to commend the idea of the Regional Discounted Transfer Program, as well as the new payment options that are</p>

	<p>being considered. A social-economic disparity issue comes to mind though, as the discount is only afforded to those who use a form of electronic payment. Those who choose to use cash have to pay more. Considering a good percentage of your ridership consists of people who pay cash, I would hope that a future plan would consider offering your service in a monetarily equitable manner where the fare is the same if you pay by electronic payment or by cash. Another future recommendation would be to extend the transfer time from 2 hours to 3 hours, as some bus routes only run once an hour. This extra hour would provide a buffer from having to pay another fare, during those times when a rider misses their bus connection due to any form of service delay. Thank you for the continuous effort to improve service! It is greatly appreciated.</p>
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Date:	10/2/2024
Source:	Online form via MCTD Website
Rider Type:	Fixed Route
Zip Code:	94947
Fare Payment Method:	Marin Access Fare Assistance (MAFA) Flash Pass
Comment:	<p>Why did you re-route the #49 so it doesn't go by Kaiser Hospital? Now I have to walk from Northgate to get there. Hope it's not raining or hot. The only other bus going there is #57, which takes 45 minutes. That route is practically useless since it around everywhere so takes forever to get anywhere. I liked the #251 but you eliminated that route, too, combining it with the #257 to create that useless #57. Poor decisions you made.</p>