



**Marin Paratransit Coordinating Council
Monday, December 9, 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/89313318346>

Teleconference: +1 669 900 6833

Webinar ID: 893 1331 8346

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, December 8, 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 October 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 Transit 60th Anniversary – *Information*
- b. 2025 Calendar of Meetings – *Approve*
- c. 2025 PCC Workplan – *Information*

6. Old Business

- a. Public Comment / Question Follow-Up – *Information*
- b. Marin Access Eligibility Application Pilot 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

October 21, 2024, 1:30PM to 3:00PM

MEETING MINUTES

1. Meeting called to order at 1:31 PM by PCC Chair Michael Harris.
 - a. In attendance
 - i. PCC Members: Michael Harris, Patti Mangels, Sylvia Barry, Terry Scussel, David Kazen, Javier Miranda, Terri Sylvain, Dario Santiago, Jane Gould
 - ii. Members of the Public: Charmina Guerrero, Mario Newton, Priscilla Jimenez, Noele Kostelic
 - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Sandra Romero, Joanna Huitt, Raymundo Vidaure Jr., Kate Burt, Robert Betts, Kyle French
 - iv. Contractors (Transdev): Varuna Faasavalu, Emily Nunez
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for August 2024
 - a. All present have reviewed. Motion to approve made by Terry Scussel, seconded by Terri Sylvain.
4. Open Time for Public Expression
 - a. There were no comments from the public.
5. New Business
 - a. New Member Application
 - i. Staff reported that the PCC received a member application from David Kazen.
 - ii. Mr. Kazen reviewed his qualifications.
 - iii. Michael Harris asked if Mr. Kazen found it easy to access public transit while using his mobility device.
 - iv. Mr. Kazen reported that he has had some issues with smaller buses, for example on Route 228 and Route 61. While staff check vehicle ramps every morning, sometimes the ramps do not work. Mr. Kazen stated that the ramps are difficult to replace and fix.
 - v. Mr. Harris replied that they would check in on that in the future.
 - vi. Motion to approve David Kazen's PCC member application made by Patti Mangels, seconded by Terry Scussel.
 - b. Marin Access Eligibility Pilot
 - i. Staff reported that a Marin Access application pilot will begin on November 1, 2024. Staff explained how the pilot will streamline and clarify the application process. There will be a three-month evaluation

period for the pilot, with adjustments made as needed. Staff will receive feedback regarding the pilot, perform an evaluation, and bring a recommendation to Marin Transit's Board of Directors in early 2025. Staff clarified that current riders will not be impacted by the new process until their scheduled renewal. Staff provided an overview of the proposed application process and summarized how riders will be informed.

- ii. Dario Santiago asked if Travel Navigators currently offer welcome phone calls. He asked if the phone calls in the pilot program would be automated or live.
 - iii. Joanna Huitt responded that riders currently receive a welcome letter and packet in the mail, not a phone call. The phone calls in the pilot program would be a live call with a Travel Navigator, not an automated call. In the past, staff have provided welcome phone calls when riders have requested them.
 - iv. Terri Sylvain asked if riders would receive a voicemail if they do not answer the phone.
 - v. Ms. Huitt confirmed riders would receive multiple calls and a voicemail if they do not answer the phone.
 - vi. Priscilla Jimenez asked where riders would be able to receive the new application.
 - vii. Ms. Huitt answered that staff would email it to community partners proactively and post the application to Marin Transit's website.
- c. Reasonable Accommodation for Remote Participation
- i. Staff provided historical and background information regarding the Brown Act. Staff reviewed current remote participation guidelines. Staff reviewed the next steps toward allowing reasonable accommodation requests for remote meeting participation.
 - ii. Terry Scussel asked what real-time video and audio meant in the context of remote meeting participation.
 - iii. Joanna Huitt responded that staff would confirm what that means with their legal team. They also plan to ask if only one reasonable accommodation request would be needed, or if PCC members would need to request it before each meeting.
 - iv. Michael Harris encouraged PCC members to try to attend meetings in person if possible. He noted that staff will ask their legal team how many remote meetings each PCC member can take. He acknowledged that there would be some occasions when PCC members would need to participate remotely.

- v. Jane Gould agreed with Mr. Harris' sentiments regarding in person attendance. She asked what a reasonable accommodation is.
- vi. Ms. Huitt explained that a reasonable accommodation is when a participant submits a request through a formal process when they need special assistance.
- vii. Ms. Gould requested additional clarification regarding reasonable accommodations.
- viii. Ms. Huitt stated that staff will return with additional information.
- ix. Jon Gaffney provided examples of situations that could warrant a reasonable accommodation.
- x. Ms. Huitt explained that reasonable accommodations for remote participation at PCC meetings would apply to qualified individuals with a disability.

d. Public Engagement Update

- i. Staff reported on their public engagement goals, strategies, and actions. They listed the audiences that staff engage with and summarized Fiscal Year 2023/24 engagement efforts. Staff reported on lessons learned in Fiscal Year 2023/24. Staff reviewed their Fiscal Year 2024/25 campaign plan. Staff highlighted outreach efforts specific to Marin Access.
- ii. Sylvia Barry asked if staff could send newsletters to local jurisdictions and government agencies.
- iii. Joanna Huitt responded that newsletters must be signed up for by recipients, however staff will look into Ms. Barry's idea.
- iv. Dario Santiago asked when staff send newsletters.
- v. Ms. Huitt explained that staff would send a newsletter later that week. That newsletter would contain the new Marin Access application materials. Staff will send their next newsletter in early 2025. Staff may stagger newsletters so that multiple newsletters are not sent during the same week.
- vi. Jane Gould suggested staff should consider how to reach paratransit riders who have not used Marin Access' services before. Staff could conduct outreach at events and identify those who are not using paratransit or are using other methods of travel.
- vii. Ms. Huitt explained staff are currently establishing new locations for satellite hours. Staff could revisit their recent survey to see where riders are travelling to. Staff are open to other suggestions for outreach. Staff's satellite hours are posted to Marin Transit's website.
- viii. Raymundo Vidaure Jr. listed upcoming satellite hours.

- ix. Ms. Huitt noted that staff have a list of congregate meals and are always trying to reach new riders.

6. Old Business

a. Public Comment / Question Follow-Up

- i. Staff reported that at a recent PCC meeting, staff from Vision Impaired Marin asked about coordinating transportation to their events. Staff noted that they frequently receive requests for shuttles, however they are currently unable to fulfill those requests. Usually, staff refer agencies elsewhere, however they are working with Vision Impaired Marin to find a solution.
- ii. Michael Harris asked about Catch-A-Ride ridership. He explained that in Novato, there may be a lack of awareness of Catch-A-Ride. He asked how staff could increase Catch-A-Ride outreach.
- iii. Joanna Huitt responded that Catch-A-Ride has recently seen rapid growth, and they partner with multiple agencies to provide vouchers to riders. Staff would like to expand Catch-A-Ride's network. Staff are conducting outreach pertaining to Catch-A-Ride and will provide an update at the next Marin Mobility Consortium meeting. Staff have analyzed the Catch-A-Ride pilot and are investigating potential improvements. Staff will present an update on Catch-A-Ride to Marin Transit's Board of Directors.
- iv. Mr. Harris noted that he has been hesitant to schedule a ride with Catch-A-Ride due to vehicle accessibility concerns.
- v. Ms. Huitt responded that staff have a service monitoring plan in place to monitor trip denials. Staff have not seen any instances where wheelchair accessible vehicles have not been able to complete a trip.
- vi. Mr. Harris asked about the difference between short and long-distance Catch-A-Ride vouchers.
- vii. Ms. Huitt explained Catch-A-Ride's voucher system.
- viii. Mr. Harris asked how to make a Catch-A-Ride reservation.
- ix. Ms. Huitt responded that riders could call for same-day reservations, however advance reservations are preferable.

7. Agency / Committee Reports

a. Marin Transit Updates

- i. Staff summarized their participation in the Marin County Senior Fair. Staff listed local bus service and paratransit fare promotions that were approved by Marin Transit's Board of Directors in October 2024. Staff reported that the Transportation Authority of Marin (TAM) released a Draft Countywide Transportation Plan. The public comment period for the Plan

would end November 1, 2024. TAM will return to the Marin Mobility Consortium to provide an update. Staff reported that the SMART Train is offering free fares for youth and seniors. Staff noted that on Marin Access' vehicles, comment card holders have been moved, and the PCC call for members card is being developed. Staff explained Marin Transit's upcoming 60th anniversary celebrations. Staff reviewed upcoming PCC and Marin Mobility Consortium meetings.

b. Marin Access Performance Metrics

- i. Staff reported that they are upgrading Marin Access' radio system as a part of the Marin Emergency Radio Authority (MERA). Staff reviewed performance metrics found in the agenda packet and presentation for the meeting.
- ii. Sylvia Barry asked if staff reschedule trip refusals.
- iii. Joanna Huitt responded that trip refusals occur during the scheduling process. Travel Navigators refer riders to other resources.
- iv. Kent Hinton added that trip refusals only occur if staff offer an alternative trip which does not work for the rider.
- v. Ms. Huitt explained that staff do not always know the cause of a trip refusal.
- vi. Mr. Hinton stated that Travel Navigators can offer same-day requests as available, and riders can call back in the future if it is early in the reservation period.
- vii. Ms. Barry suggested staff could record more data pertaining to trip refusals.
- viii. Kyle French explained that riders can use other Marin Access services.
- ix. Ms. Huitt clarified the timeframe of the performance metrics in the presentation.
- x. Staff reported they are currently redesigning Marin Access drivers' safety vests.
- xi. Ms. Barry asked if the safety vest pockets would be large enough for cell phones.
- xii. Mr. Hinton confirmed that they would be, however drivers would be provided with a radio as well.
- xiii. Staff reported on recent employee appreciation events.
- xiv. Michael Harris observed that the new safety vests have a large amount of information on them. He noted that vehicles have driver names on them. He asked if it would be possible for drivers to have nametags on their safety vests.
- xv. Mr. Hinton stated that staff would investigate the possibility of nametags.

- xvi. Mr. Harris added that riders appreciate it when they can identify their driver. He asked who created the arrival updates text message feature for riders.
 - xvii. Ms. Huitt responded that the alerts are a feature of the scheduling and dispatch platform. Jon Gaffney and Ms. Huitt drafted the messaging with feedback from other staff. They have limited control over messaging but are open to suggestions.
 - xviii. Mr. Harris stated that it is helpful to know estimated arrival times and a specific timeframe, although it requires that riders have a cellphone.
 - xix. Ms. Huitt explained that riders can sign up for a variety of alerts. Alerts can be sent via text message, email, or phone call. Most riders have signed up for alerts, however staff have not followed up with those who did not sign up. Staff monitor failed message deliveries. Staff recently received a request to shorten the messaging of the alerts.
 - xx. Mr. Hinton reported that staff recently sent an alert regarding a heat advisory. They received feedback that they should adjust the wording to be clearer and more concise.
 - xxi. Mr. Harris explained that drivers feel there is a lack of communication and understanding between drivers and dispatch staff. He suggested a staff ride along, so staff can develop a better awareness of logistical difficulties and communication.
 - xxii. Mr. Hinton responded that some Marin Access staff plan to participate in ride alongs, however dispatch staff would not. Staff recently communicated with dispatch staff regarding etiquette.
 - xxiii. Mr. Harris clarified that usually radio calls are very polite, but sometimes there is some confusion. If dispatch staff could ride along, it could be helpful.
 - xxiv. Mr. Hinton noted that the Human Resources manager would do a ride along.
 - c. GGBHTD Advisory Committee on Accessibility Report
 - i. Jon Gaffney reported the October meeting was cancelled. There will be a meeting in January 2025 with a presentation from the Metropolitan Transportation Commission.
 - d. TAM Citizens Oversight Committee Report
 - i. Jane Gould reported there would be a meeting that evening.
8. Next Meeting on December 9, 2024.
- a. Meeting adjourned at 2:51 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

Marin Transit 60th Anniversary



Join us as we celebrate 60 years of serving Marin County with high quality bus service!

Marin Transit staff will be in the community thanking our loyal riders on the following dates. Stop by and pick-up a complimentary single ride pass for your next trip on Marin Transit local buses!

- » December 3rd - 6am at San Rafael Transit Center
- » December 4th - 3pm at San Anselmo Transit Hub
- » December 6th - 11am at Downtown Fairfax
- » December 10th - 6am at Novato - Redwood & Grant
- » December 11th - 3pm at San Rafael Transit Center
- » December 12th - 11am at COM - College Avenue
- » December 16th - 6am at Marin City Transit Hub
- » December 18th - 3pm at Novato - Redwood & Grant
- » December 20th - 3pm at San Rafael Transit Center

Remove by 1/1/25



Real Time Transit Info:
marintransit.org/real-time

Trip Planning:
marintransit.org/trip-planner

Feedback:
marintransit.org/contact



2025 Draft Meeting Dates

February 10*

April 21

June 16

August 18

October 20

December 8*

** Meetings are typically held on the third Monday of every other month. Alternate dates may be selected due to holiday schedules. Meeting dates may be adjusted with prior notice to PCC members*

2025 Goals & Workplan

- In past years, we have developed a set of goals and a workplan for PCC Members
- The workplan requires additional participation from PCC members & support from staff
- In November, staff met with PCC Chair & drafted a set of goals & workplan
- Today, we are seeking input from all members on draft goals & workplan with the intention of finalizing at our next meeting

2025 Draft Goals & Workplan

| Goal | Frequency |
|---|-----------|
| 1. Provide feedback on Marin Transit / Marin Access programs & services | As needed |
| 2. Plan & host a Marin Access staff appreciation event | 1x / year |
| 3. Increase PCC Membership with a focus on rider recruitment | Ongoing |
| 4. Provide on-boarding and ongoing education to all new voting members / participants | Ongoing |
| 5. Host a compensated rider focus group to get feedback from riders | 1x / year |
| 6. Review & update Paratransit Rider's Guide | As needed |

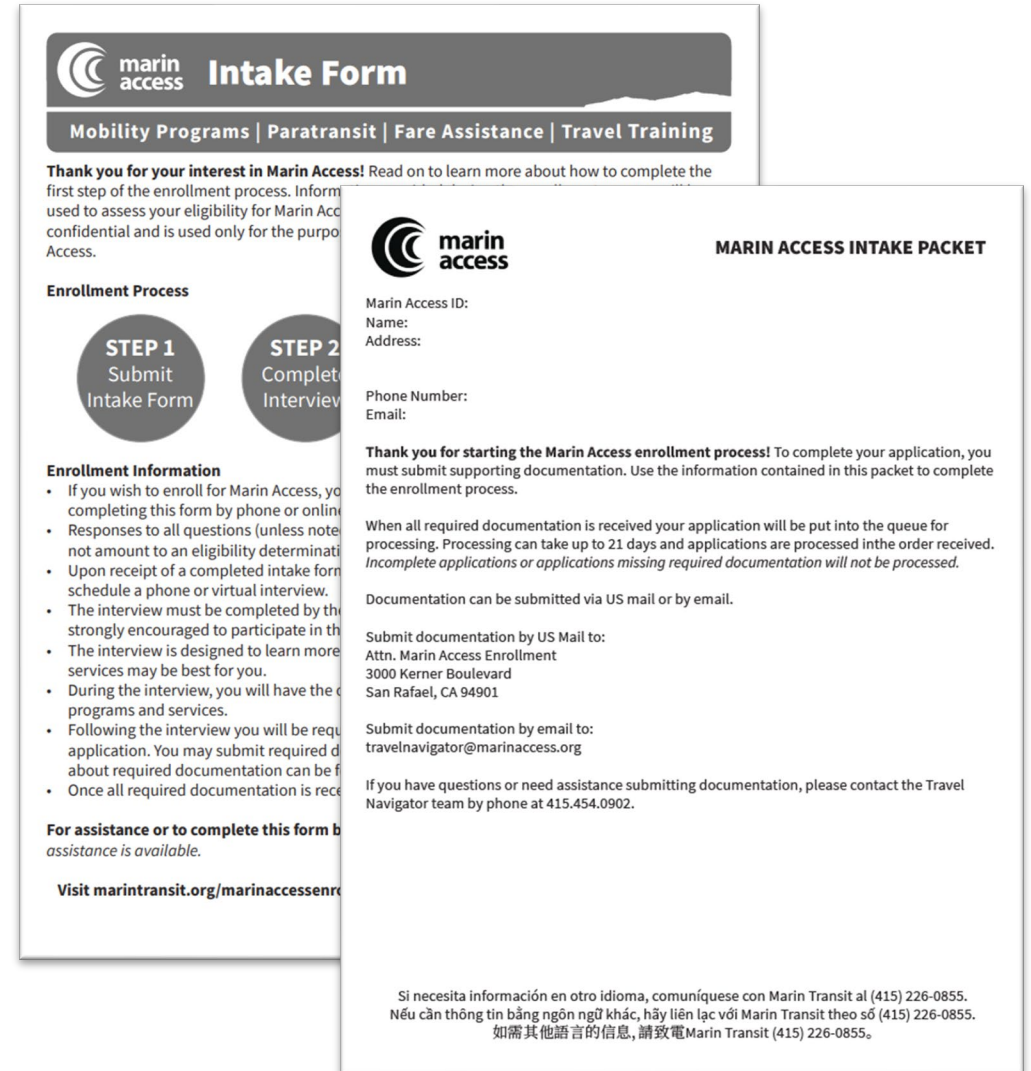
Old Business

Public Comment / Question Follow-Up

- Remote participation – pending additional legal guidance
- Driver Nameplates
- Staff Ride Alongs

Marin Access Application Pilot Update

- Pilot started 11/1/24, evaluation expected Spring 2025
- Updated forms
 - Posted on website
 - Translation & redesign in progress
- Feedback
 - Generally, positive
 - Interviews allow for expanded discussion with riders & for TN team to gain full understanding of the applicants needs



The image displays two overlapping documents from Marin Transit. The top document is the 'Marin Access Intake Form', which includes the Marin Access logo, the title 'Intake Form', and a list of services: 'Mobility Programs | Paratransit | Fare Assistance | Travel Training'. It features a 'Thank you for your interest in Marin Access!' message and an 'Enrollment Process' section with two steps: 'STEP 1 Submit Intake Form' and 'STEP 2 Complete Interview'. Below this is an 'Enrollment Information' section with a list of instructions for applicants. The bottom document is the 'MARIN ACCESS INTAKE PACKET', which includes the Marin Access logo, a 'Thank you for starting the Marin Access enrollment process!' message, and instructions on how to submit supporting documentation, including contact information for the Travel Navigator team.

marin access Intake Form
Mobility Programs | Paratransit | Fare Assistance | Travel Training

Thank you for your interest in Marin Access! Read on to learn more about how to complete the first step of the enrollment process. Information provided on this form is confidential and is used only for the purpose of assessing your eligibility for Marin Access.

Enrollment Process

STEP 1 Submit Intake Form

STEP 2 Complete Interview

Enrollment Information

- If you wish to enroll for Marin Access, you must complete this form by phone or online.
- Responses to all questions (unless noted otherwise) will be used to determine if you qualify for Marin Access. Responses that do not amount to an eligibility determination will not be processed.
- Upon receipt of a completed intake form, you will be contacted to schedule a phone or virtual interview.
- The interview must be completed by the applicant. Applicants are strongly encouraged to participate in the interview.
- The interview is designed to learn more about your needs and what services may be best for you.
- During the interview, you will have the opportunity to discuss all programs and services.
- Following the interview you will be required to complete an application. You may submit required documentation at any time. Information about required documentation can be found on the website.
- Once all required documentation is received, your application will be processed.

For assistance or to complete this form by phone, assistance is available.

Visit marintransit.org/marinaccessenrollment

marin access **MARIN ACCESS INTAKE PACKET**

Marin Access ID:
Name:
Address:

Phone Number:
Email:

Thank you for starting the Marin Access enrollment process! To complete your application, you must submit supporting documentation. Use the information contained in this packet to complete the enrollment process.

When all required documentation is received your application will be put into the queue for processing. Processing can take up to 21 days and applications are processed in the order received. *Incomplete applications or applications missing required documentation will not be processed.*

Documentation can be submitted via US mail or by email.

Submit documentation by US Mail to:
Attn. Marin Access Enrollment
3000 Kerner Boulevard
San Rafael, CA 94901

Submit documentation by email to:
travelnavigator@marinaccess.org

If you have questions or need assistance submitting documentation, please contact the Travel Navigator team by phone at 415.454.0902.

Si necesita información en otro idioma, comuníquese con Marin Transit al (415) 226-0855.
Nếu cần thông tin bằng ngôn ngữ khác, hãy liên lạc với Marin Transit theo số (415) 226-0855.
如需其他語言的信息,請致電Marin Transit (415) 226-0855。

Marin Access Application Pilot Update

Updated Professional Verification Form (*interim version*)

- Key Notes
 - Shifts to one signature
 - Reduced instruction (rider instruction is in the intake form)
 - Added Name/Marin Access ID to form



PARATRANSIT PROFESSIONAL VERIFICATION

Americans with Disabilities Act (ADA) regulations state that persons are eligible for paratransit service if, because of a disability or medical condition, they are physically or cognitively unable to (not discomforted by or find difficult) independently use lift-equipped public transit service. Paratransit eligibility is not based on a person's lack of knowledge of bus service, distance from bus service, ability to drive, language ability or age.

Complete the form below. The information you provide will assist in determining under what circumstances this applicant may be eligible for paratransit service.

| | | | |
|---|--|-------------------------|-----------|
| Applicant Name: | | Marin Access ID: | |
| Last Face to Face Contact with Applicant (mm/dd/yyyy): | | | |
| Name of Professional: | | | |
| Title: | | Clinic / Agency: | |
| Phone: | | Email: | |
| Address: | | | |
| City: | | State: | Zip Code: |
| Professional License / Certification Number: | | | State: |
| Describe in detail, the medical condition, physical or cognitive disability and how it causes the applicant to be unable to independently use a lift-equipped bus some or all of the time. <i>Print legibly and do not use medical abbreviations. Attach additional pages if necessary.</i> | | | |
| Is this condition temporary? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| Indicate the number of months this condition is likely to last (applicants may reapply should the condition persist): _____ Months | | | |
| Is this condition permanent or unlikely to change over time? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| Signature: <i>I certify under penalty of perjury under the laws of the State of California that the information contained in this application is true and correct.</i> | | | |

Agency / Committee Reports

Marin Transit Updates

- January Service Changes
- New Satellite Hours Locations

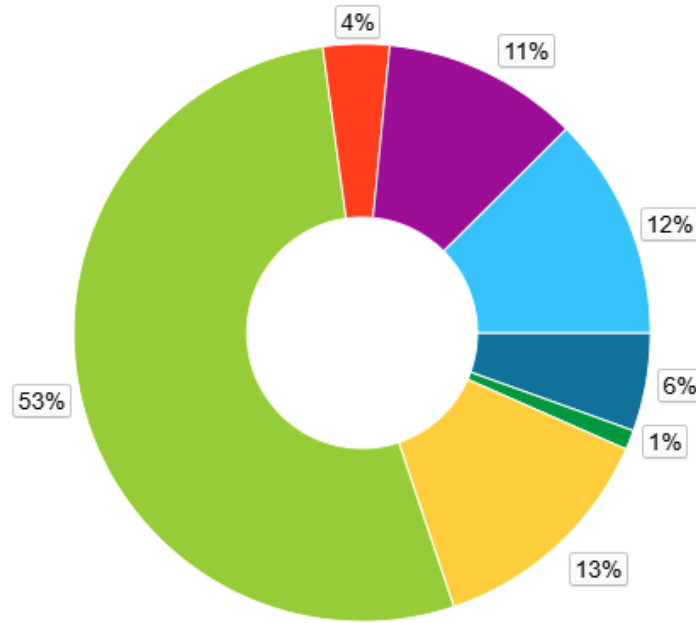
Marin Access Call Center

Marin Access call volume for all queues in November was **6,378**. The majority of calls are for scheduling assistance.

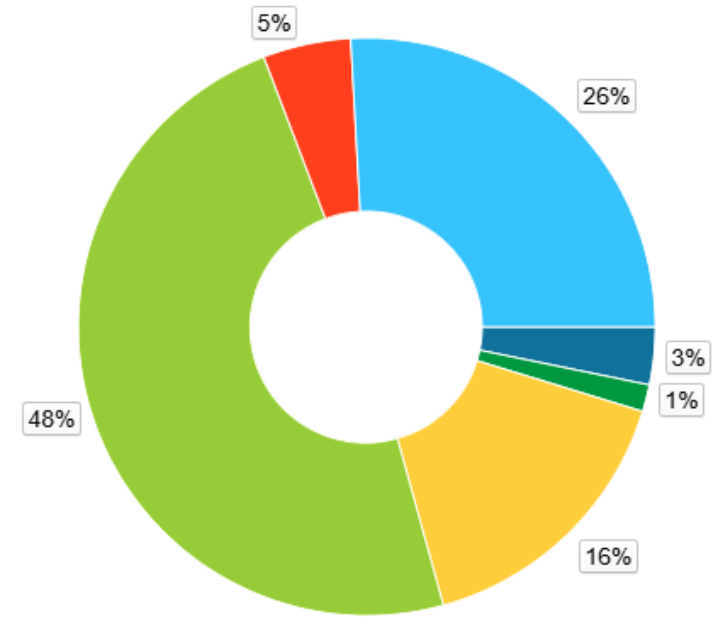
November 2024



Call Volume



Selected Year



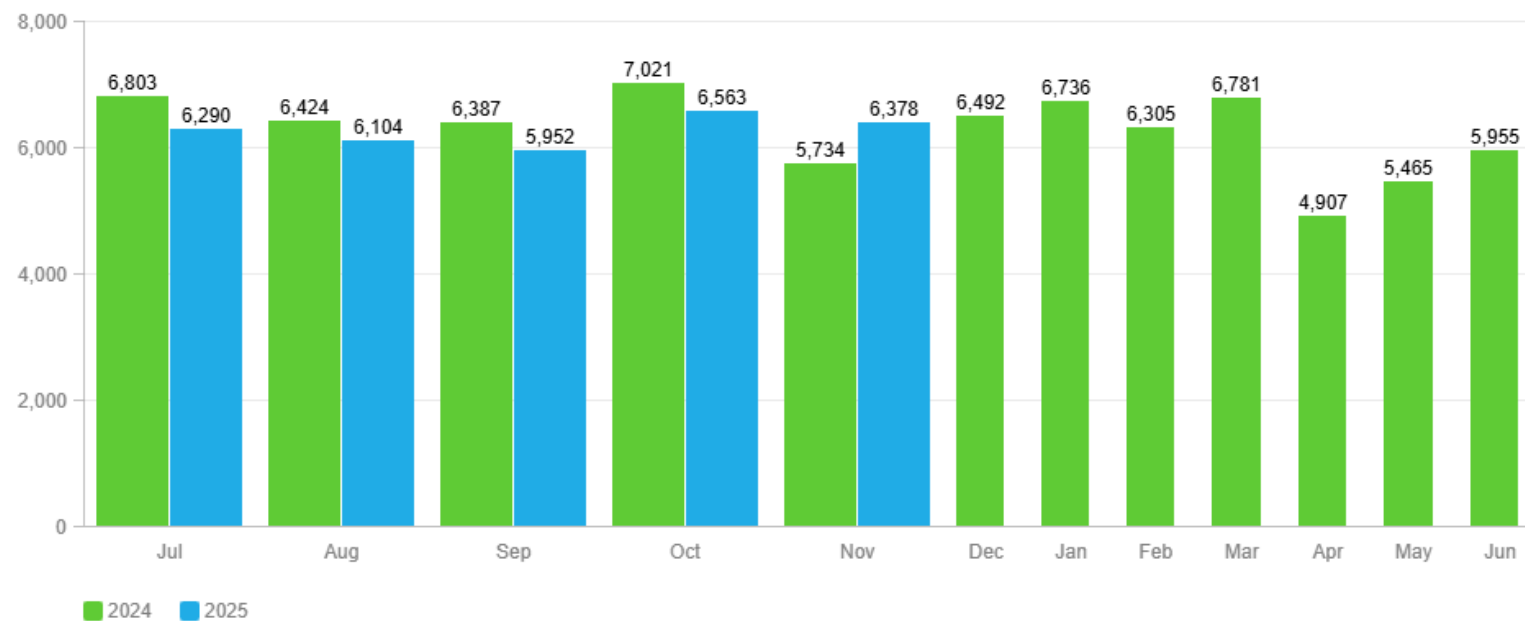
Prior Year

- 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

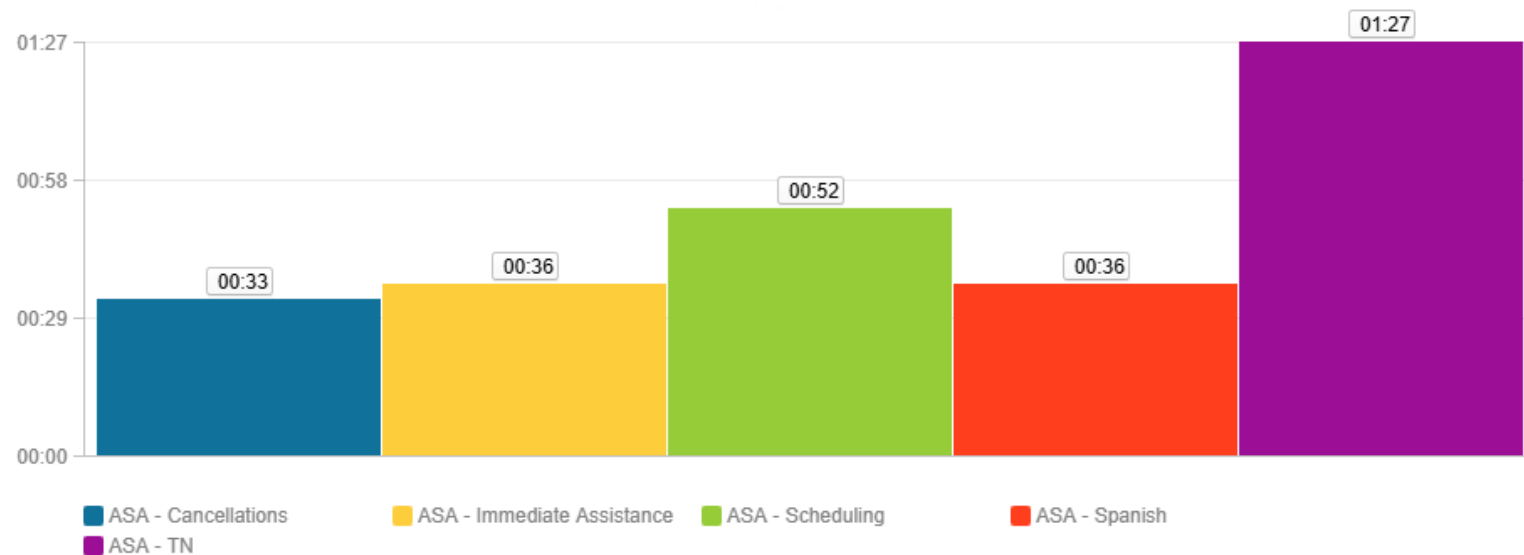
Total call volume for the month was **6,378**, an increase from the same period last year.



Marin Access Call Center

Average hold times for most Marin Access call center queues are meeting the performance standard of less than two minutes.

Average Hold Time



Performance Standard – Average Hold Time

- Less than 2 minutes

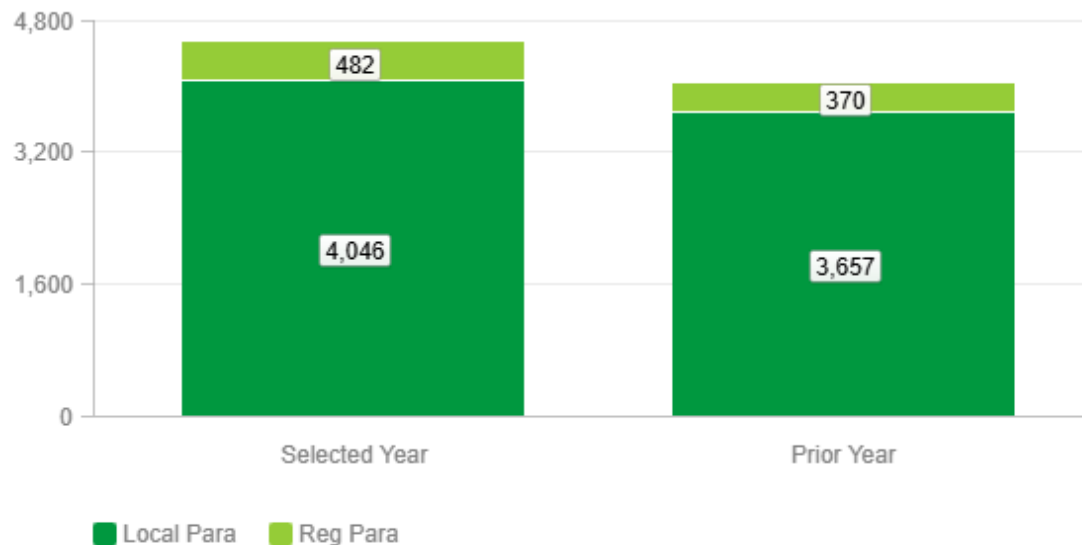


Marin Access Paratransit Ridership

In November, there were a total of **4,046** trips on local and **482** trips on regional paratransit.

Total Trips

Local & Regional Paratransit



Trip Denials - YTD
0

Trip Refusals - YTD
970

Performance Standard – Trip Denials

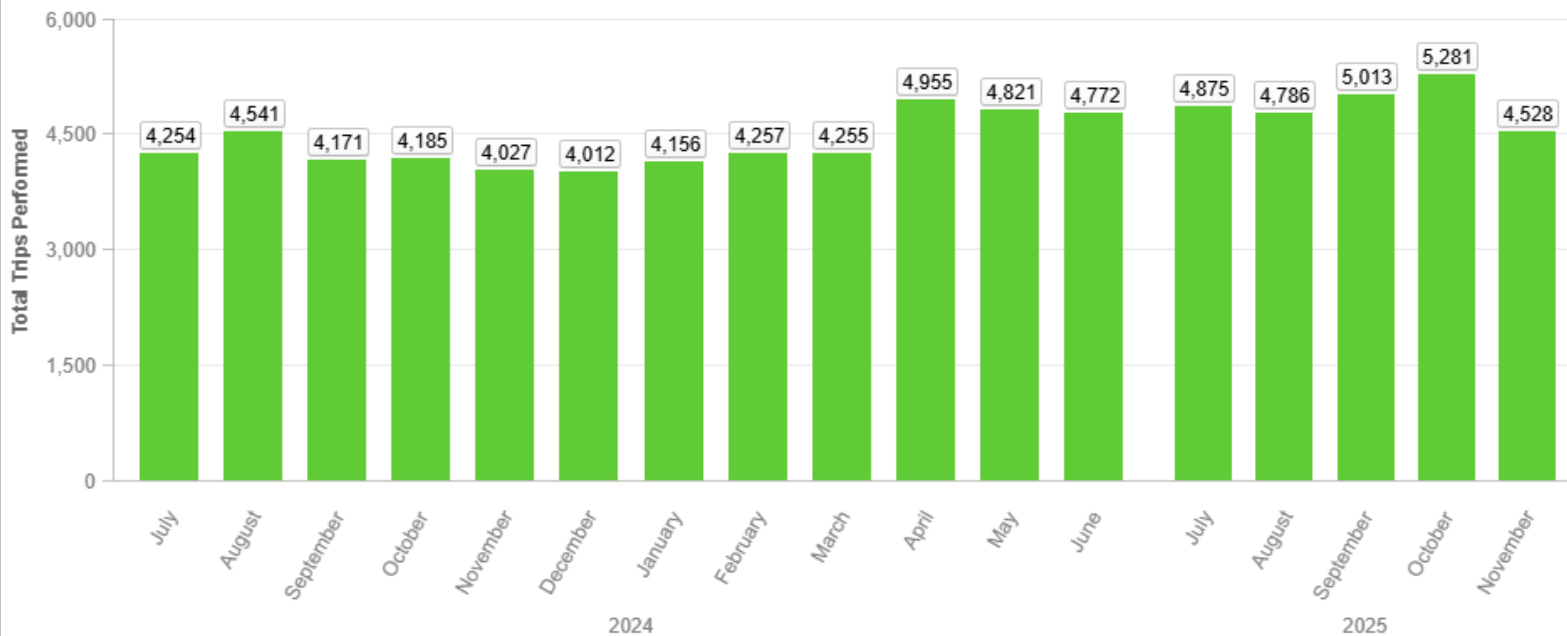
- 0 trip denials

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 November, riders per hour for local paratransit was **1.84** and rides per hour for regional paratransit was **1.33**.

Riders Per Hour

Local Paratransit

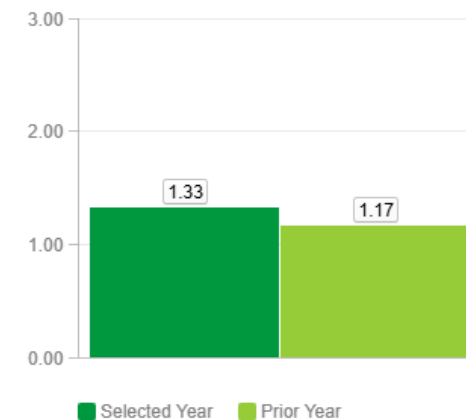
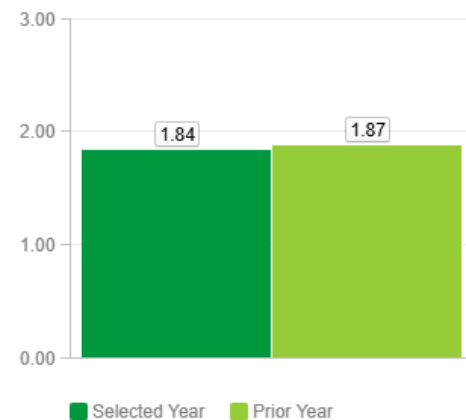
Year To Date Average

Regional Paratransit

Year To Date Average

1.91

1.27



- Performance Standard – Riders / Per Hour**
- Local – 2.0
 - Regional – 1.0

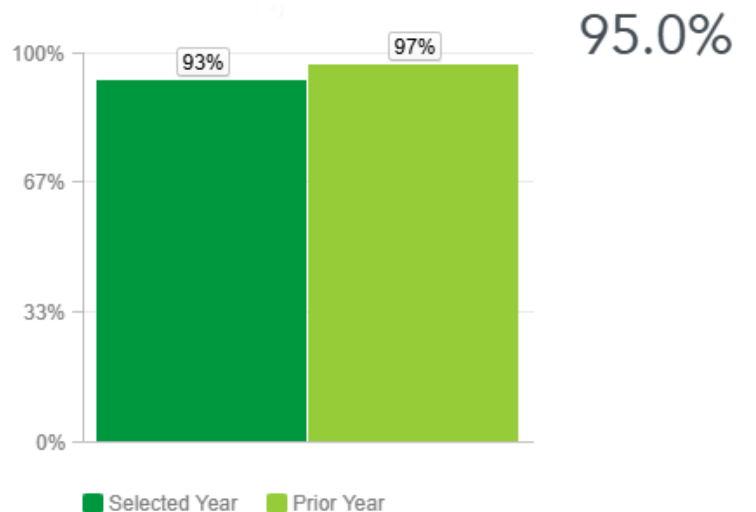


Marin Access Paratransit Ridership

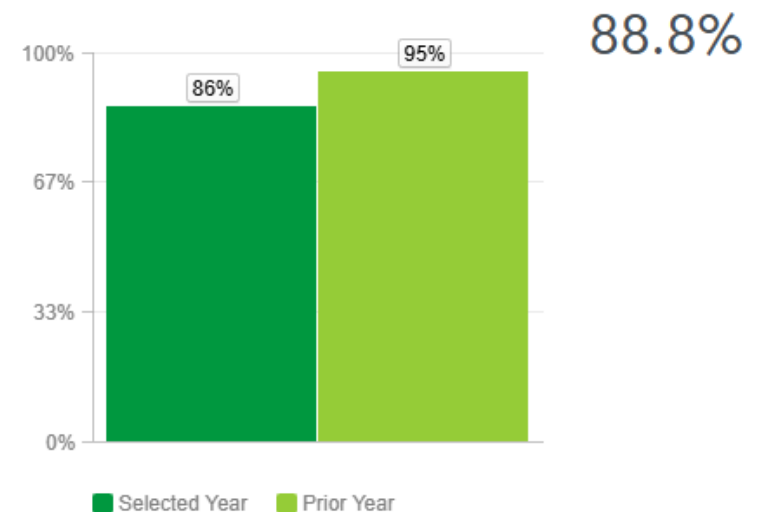
In November, on time performance for local paratransit was **93%** and **86%** for regional paratransit. Year to date averages for Regional On Time Performance in discussion to bring above performance standard.

On Time Performance

Local Paratransit



Regional Paratransit



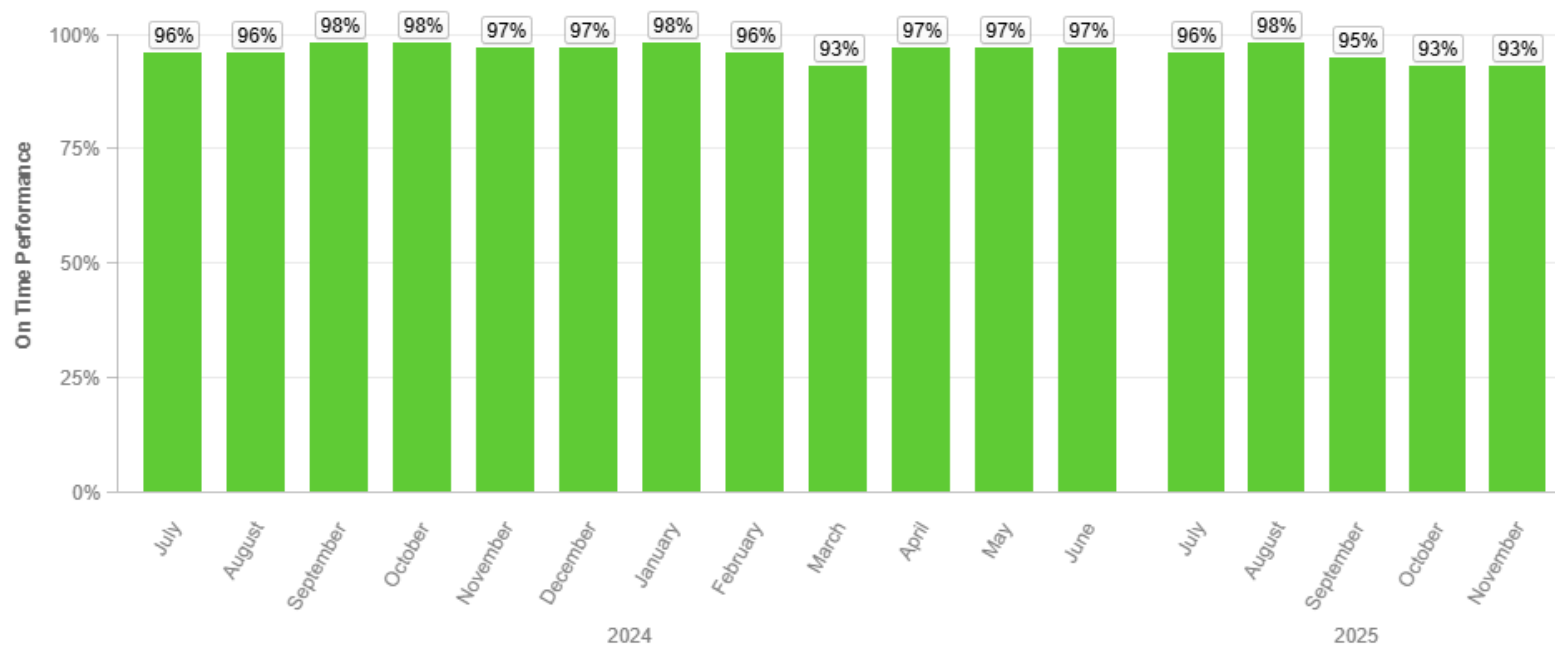
Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



Marin Access Paratransit Ridership

On-time performance for local paratransit has continued to remain above 90%. OTP in November was 93%. This exceeds the performance standard.



Performance Standard – On Time

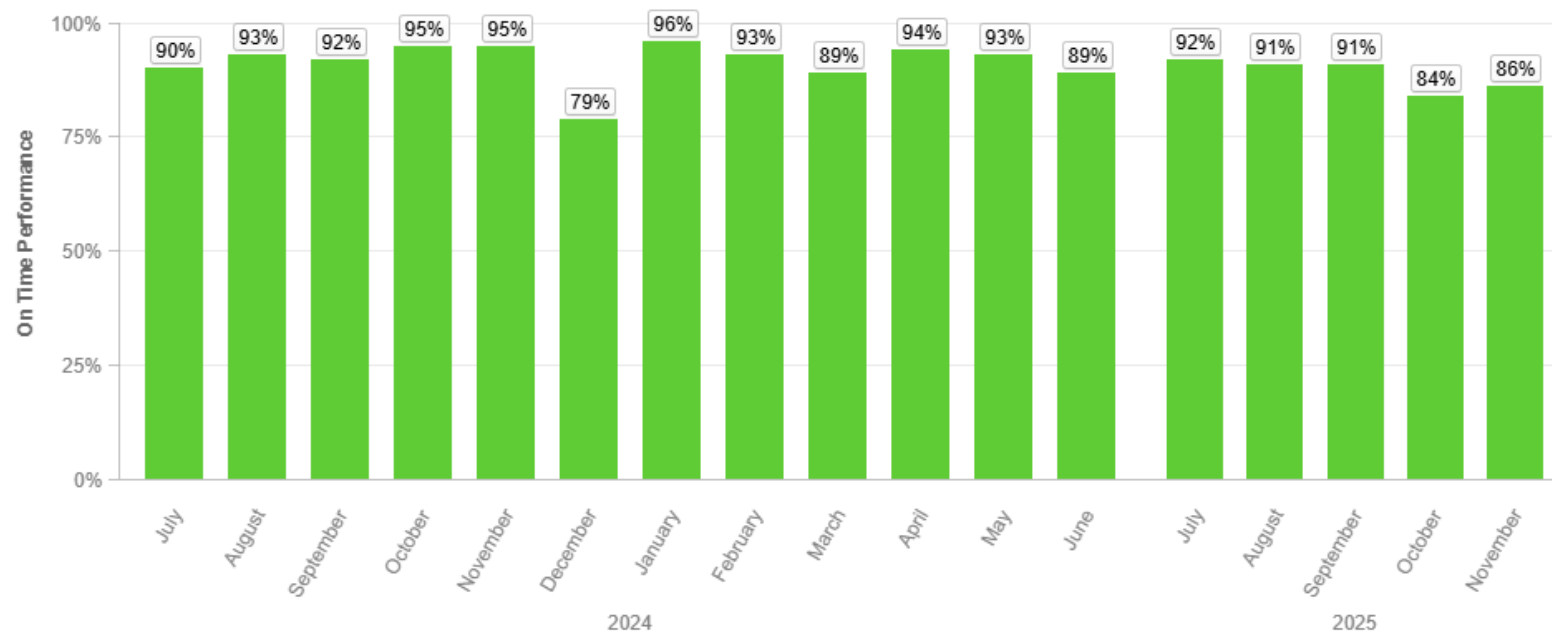
Performance

- Local – 90%
- Regional – 90%



Marin Access Paratransit Ridership

On-time performance for regional paratransit has slight fluctuations. OTP in November was 86%. Regional On Time Performance in discussion to bring above performance standard.



Performance Standard – On Time

Performance

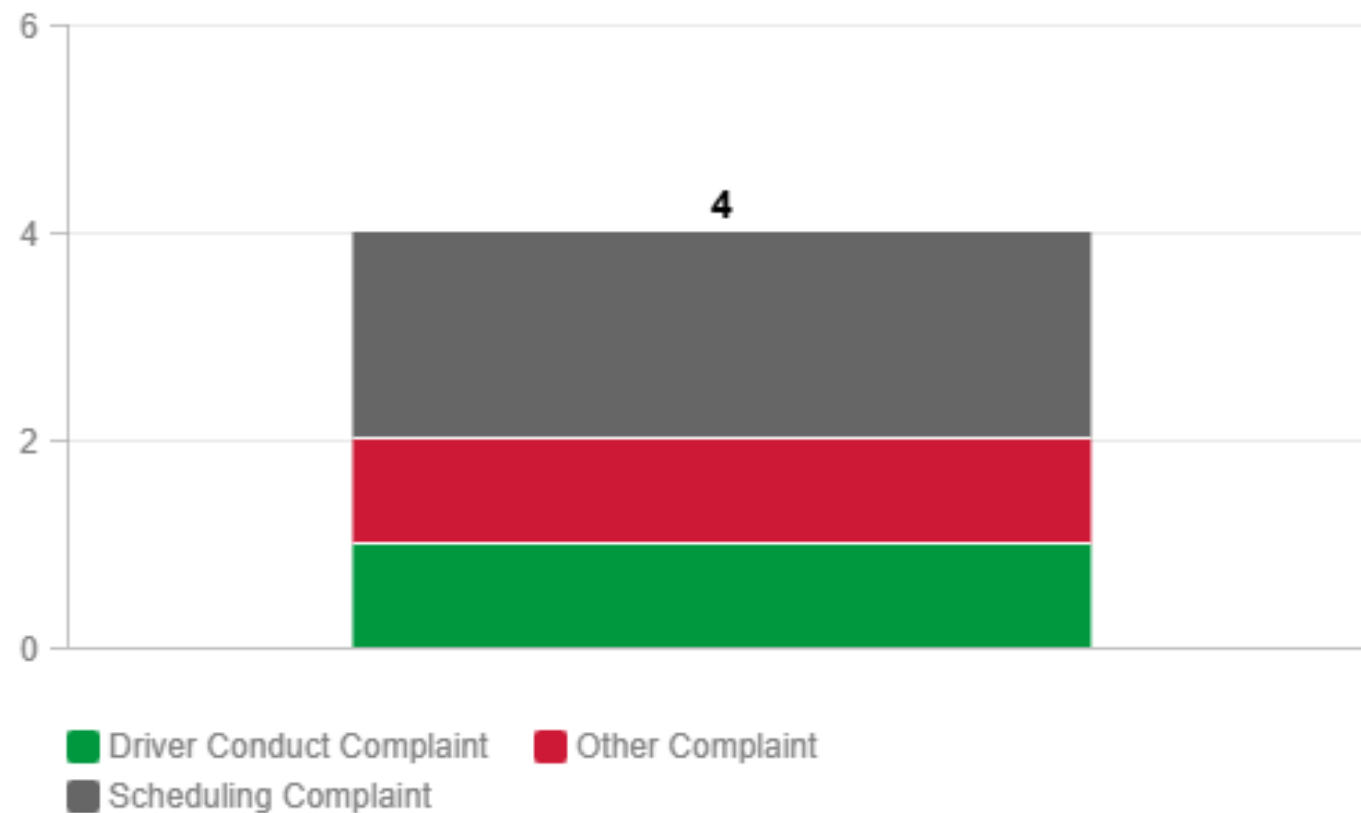
- Local – 90%
- Regional – 90%



Marin Access Feedback

In November, there were **4** complaints for Marin Access

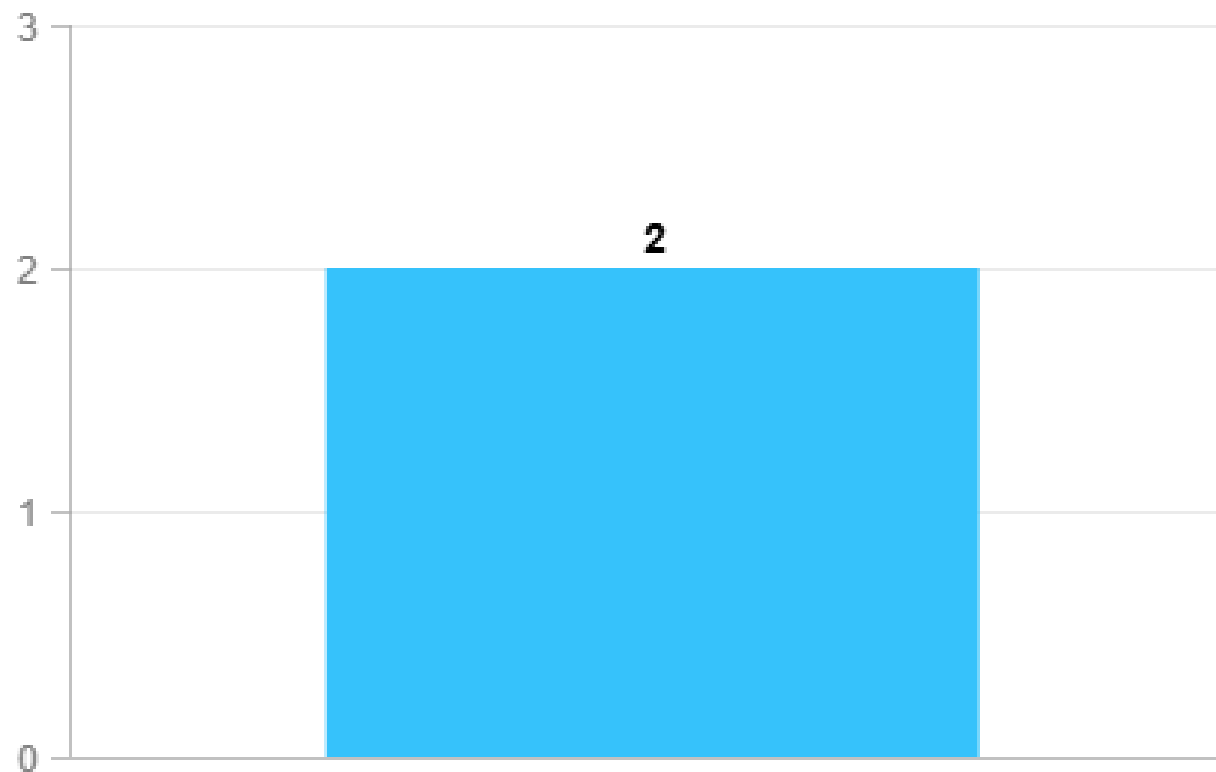
Customer Feedback - Complaints



Marin Access Feedback

In November, there were **2** commendations for Marin Access.

Customer Feedback - Commendations



Thank you