



**Marin Paratransit Coordinating Council
Monday, February 10, 2025, 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/88365440531>

Teleconference: +1 669 900 6833

Webinar ID: 883 6544 0531

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, February 9, 2025** 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 December 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. Driver Satisfaction Update – *Information*
- b. Electric Vehicle Purchase Update & Demo – *Information*
- c. IVR Implementation – *Information*
- d. Same Day Paratransit Research – *Information*

6. Old Business

- a. Public Comment / Question Follow-Up – *Information*
- b. 2025 PCC Workplan – *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

December 9, 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: David Kazen, Jane Gould, Javier Miranda, Terri Sylvain, Dario Santiago, Michael Harris, Patti Mangels, Sylvia Barry, Terry Scussel
 - ii. Members of the Public: Charmina Guerrero, Dominic Buono, Mario Newton, Lisa Irving, Priscilla Jimenez
 - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Sandra Romero, Joanna Huitt, Kate Burt
 - iv. Contractors (Transdev): Emily Nunez-Jimenez, Kint Hinton, Claudia Tamayo, Varuna Faasavalu
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for October 2024
 - a. All present have reviewed. Motion to approve made by Terry Scussel, seconded by Terri Sylvain.
4. Open Time for Public Expression
 - a. Lisa Irving reported concerns regarding the fillable PDF feature on the paratransit renewal application. She compared the process to other agencies' processes. She suggested staff should test the software.
5. New Business
 - a. Marin Transit 60th Anniversary
 - i. Staff reported on how Marin Transit would celebrate its 60th anniversary in December 2024. Staff expressed appreciation for the PCC Board.
 - ii. Michael Harris stated that he has heard several Marin County Supervisors wish to thank staff for their work throughout Marin County.
 - b. 2025 Calendar of Meetings
 - i. Staff shared the 2025 PCC meeting schedule.
 - ii. Motion to approve made by Patti Mangels, seconded by Terry Scussel.
 - c. 2025 PCC Workplan
 - i. Staff reported that in November 2024, they collaborated with the PCC Chair to create an annual workplan and goals for 2025. The workplan would require support from PCC members and staff. Staff listed and expanded upon the goals in the 2025 workplan. Staff noted that many of the goals were already actively being worked on by the PCC Board.

- ii. Dario Santiago asked if there were any materials that Board members could share to support the goals.
- iii. Joanna Huitt confirmed there were, and there would be more in the future.
- iv. Jane Gould expressed support for the fifth goal.
- v. Ms. Huitt noted that staff are open to adding additional goals to the workplan.
- vi. Michael Harris suggested they should add a goal focused on driver satisfaction. He reported that he has heard from drivers that dispatch does not understand the issues that drivers go through. He asked if staff or dispatch could conduct occasional ride-alongs to help resolve issues.
- vii. Kent Hinton responded that all current dispatchers participated in ride-alongs within the last nine months and would be doing so again shortly. He clarified that all future staff will also participate in ride-alongs.
- viii. Mr. Harris asked if staff could survey drivers. He said he has been looking at the turnover rate for drivers.
- ix. Mr. Hinton explained that there is an optional exit interview for drivers, and he has been trying to attend every monthly driver safety meeting. The drivers meet four times per month.
- x. Patti Mangels asked how many drivers attend trainings and safety meetings. She asked if meeting times are adjustable based on driver availability.
- xi. Mr. Hinton replied that meeting times are based on driver availability. There could also be extra and individual meetings for drivers who cannot attend.
- xii. Ms. Mangels asked if all drivers receive training.
- xiii. Mr. Hinton confirmed they do.
- xiv. Ms. Mangels commented on the importance of safety meetings.
- xv. Mr. Hinton reviewed what happens at safety meetings.
- xvi. Ms. Mangels asked if drivers are trained to get out of their seats during pick-ups and drop-offs. She added that she has recommended to drivers that they should get out of their seats.
- xvii. Mr. Hinton explained that staff have encouraged drivers to do so during trainings and follow-up conversations. Staff want to make sure drivers understand their roles.
- xviii. Lisa Irving expressed support for Mr. Harris' idea of driver surveys and ride-alongs. She suggested the surveys should be anonymous. Ms. Irving stated she had observed drivers negotiating their manifest with dispatch. She said there appears to be a historical disconnect.

- xix. Joanna Huitt emphasized that PCC members want to make sure staff know their roles, and they are working on it.
- xx. Mr. Hinton noted that some issues that may arise are addressed by the union process. The current agreement runs through February of 2026.
- xxi. Mr. Harris added that drivers have requested additional breaks for the restroom and lunchtime. He said some drivers commute from outside of Marin County. Mr. Harris added that he has clarified with drivers the difference between Transdev and Marin Access.
- xxii. Mr. Hinton stated that staff are exploring a partnership with a local agency that administers job training.
- xxiii. Mr. Harris asked if staff knew the number of drivers that commute to Marin County from a different county.
- xxiv. Mr. Hinton responded that it was likely a majority.
- xxv. Mr. Harris explained that he has worked with In-Home Supportive Services (IHSS) to determine how many of their employees commute from outside of Marin County, to see how they can better retain those staff. He suggested there should be an anonymous questionnaire to help staff address driver issues. Mr. Harris said that when drivers feel they are not heard, they may start looking for other jobs.
- xxvi. Mr. Hinton responded that Transdev surveys staff who have company emails, however drivers do not have company emails. Transdev is working to address that issue, as the surveys affect administrative goals.
- xxvii. Mr. Harris emphasized that to maintain rider satisfaction, staff need driver satisfaction, and drivers should feel heard.
- xxviii. Ms. Huitt commented that driver satisfaction would be added to the goal list in the 2025 workplan and would be followed up on in the future.

6. Old Business

a. Public Comment / Question Follow-Up

- i. Staff reported that they needed legal guidance regarding remote participation at PCC meetings and they would update the Board in the future.
- ii. Michael Harris noted that some drivers do not display their nameplates, even though it is a way to increase rider comfort. He asked if the nameplates were optional.
- iii. Kent Hinton stated that drivers were required to display their nameplates. Road supervisors check vehicles as they leave the yards, to ensure nameplates are visible. Staff plan to address this in a future road supervisor meeting.

- iv. Patti Mangels commented that newer vans do not have a place to display the nameplate.
 - v. Varuna Faasavalu responded that all vehicles have a place to display nameplates.
 - vi. Michael Harris noted that he had observed nameplates being displayed during about half of his rides.
 - vii. Ms. Mangels suggested that some drivers do not have a designated van.
 - viii. Mr. Hinton responded that drivers do not have designated vans.
 - ix. Lisa Irving explained that she did not know drivers do not display nameplates, as she is blind. She suggested that drivers should be trained to introduce themselves to riders and should not expect riders to remember them.
 - x. Joanna Huitt asked Mr. Hinton to provide an update at the next meeting.
- b. Marin Access Eligibility Application Pilot Update
- i. Staff reported that the Marin Access Eligibility Application Pilot started on November 1, 2024. The goal of the pilot is to streamline the application process. Staff reported on the changes included in the pilot. Staff will ensure that forms are accessible. They are working on a redesign, including translated forms. Staff shared feedback they received regarding the pilot.
 - ii. Claudia Tamayo commented that they had received positive feedback from riders so far. Staff have noticed that many riders just want to apply for paratransit and may not know of other programs they may qualify for. The new process allows for more education on the suite of programs available.
 - iii. Joanna Huitt explained that the new, shorter initial form is less of a barrier for applicants. Staff have also conducted in-person interviews with applicants. Staff made an update to the professional verification form, so now only one signature is required. Additionally, some explanation text has been moved so there is now more space for medical professionals to add information. The form also now automatically has the applicant's name and Marin Access ID printed on it. Ms. Huitt stated that there would be an evaluation of the new application process that staff would report on. Then, staff would make a final decision regarding how to move forward.

7. Agency / Committee Reports

a. Marin Transit Updates

- i. Staff reported on fixed route service changes that would be effective in January 2025. Staff reported they have resumed conducting satellite

hours. The dates, times, and locations of upcoming satellite hours could be found online. Staff stated they are open to suggestions for additional satellite hours, especially in southern Marin County.

b. Marin Access Performance Metrics

- i. Staff reviewed performance metrics found in the agenda packet and presentation for the meeting.
- ii. Michael Harris reported that he recently was on hold for 18 minutes while attempting to make a change to the schedule of one of his trips.
- iii. Claudia Tamayo responded that there should have been three agents available, however hold times tend to be longer on Mondays due to the influx of calls.
- iv. Joanna Huitt added that Ms. Tamayo monitors and follows up on call lengths.
- v. Ms. Tamayo stated that she would investigate Mr. Harris' call later that day.
- vi. Ms. Huitt suggested that staff could present additional call center data.
- vii. Lisa Irving asked what constituted an on-time trip in staff's data.
- viii. Ms. Huitt replied that the trip is considered on time if it is within the 30-minute pick-up window.
- ix. Kent Hinton asked if Mr. Harris had waited 18 minutes before speaking with any staff.
- x. Mr. Harris confirmed he had.
- xi. Mr. Hinton said they would investigate the call.
- xii. Mr. Harris clarified the time of the call.
- xiii. Ms. Huitt said staff would schedule an in-depth call center presentation for a PCC meeting in early 2025.
- xiv. Sylvia Barry commented that it would be helpful if Marin Access' phone system could automatically announce the estimated hold time. She noted that she recently heard riders commenting about not being able to reach staff on the phone.
- xv. Ms. Huitt requested that Ms. Barry pass along that information to Marin Transit staff, including call dates, times, and phone numbers. Staff will investigate hold time options.

c. GGBHTD Advisory Committee on Accessibility Report

- i. Staff reported that the next meeting of the GGBHTD Advisory Committee on Accessibility would be in January 2025. The Metropolitan Transportation Commission (MTC) would present on regional efforts at the January meeting.
- ii. Patti Mangels asked about the whereabouts of PCC member Alan Bortel.

- iii. Joanna Hutt responded that she was unsure of his whereabouts.
 - iv. Ms. Mangels asked about the status of the Vice President position in Mr. Bortel's absence.
 - v. Ms. Huitt answered that Jane Gould would substitute as the Vice President, and staff would check in with Mr. Bortel.
- d. TAM Citizens Oversight Committee Report
- i. Staff reported that the TAM Citizens Oversight Committee met on November 18, 2024. At that meeting, TAM presented regarding their audit for Measure A, AA, and B. There was an issue mentioned regarding crossing guards. They talked about the future of electric vehicles, employment, and street projects. The slide deck from the meeting is available online.
 - ii. Michael Harris stated that in the Catch-A-Ride program, there have been scheduling conflicts with the accessible van, and difficulties with driver availability. He suggested that there should be a discussion regarding how to increase the accessible van's availability. Mr. Harris said he has been denied two trips due to scheduling issues and driver availability. He suggested there should be an arrangement as the accessible van is being overused.
 - iii. Dario Santiago asked who oversees the accessible van.
 - iv. Mr. Harris answered that North Bay Taxi does. He noted that when it is available it works well, but sometimes it is unavailable. He said he had scheduled two upcoming trips in the accessible van.
 - v. Joanna Huitt explained that Marin Transit oversees the Catch-A-Ride program and has several operational partners. Trips in the van are granted as available. Staff plan to mention issues regarding the accessible van at their next coordination meeting.
 - vi. Terry Scussel asked how the accessible van becomes available to be inserted into service.
 - vii. Ms. Huitt replied that the accessible van should be available at all hours. Staff are increasingly encouraging drivers to drive the accessible van.
 - viii. Mr. Scussel expanded upon his logistical concerns and requested input from North Bay Taxi.
 - ix. Ms. Huitt stated that staff would discuss the accessible van with North Bay Taxi soon. Staff also plan to discuss it at the next Marin Mobility Consortium meeting.
 - x. Lisa Irving requested that meeting attendees state their names before speaking. She thanked staff for continuing the Catch-A-Ride program. She said there had been little to no observable traction with Marin Transit

addressing Americans with Disabilities Act (ADA) violations by Uber and Lyft for riders with service animals. Ms. Irving explained that riders have suggested that some language should be added to the contract. She asked what new steps staff had taken to reduce ADA violations, back-and-forth communication, refund requests, and stranded riders.

- xi. Ms. Huitt responded that trip denials are taken seriously, and staff try to resolve them as soon as possible. Contractors have their own process to resolve them that requires some back-and-forth communication; however, staff are implementing a more rigorous trip denial analysis and will be investigating more. A contract change would not be able to happen until summer of 2025. Ms. Huitt said she would pass along the request to Marin Transit's Operations staff.
- xii. Ms. Irving commented that they are at a standstill and there has not been a resolution. She said the responsibility to share documentation has been placed on riders and providers of safety teams are untrained, outsourced, and provide cookie cutter responses. Ms. Irving stated she has reduced her voucher usage not due to lack of interest in the program, but due to stressors associated with use. She said she has also experienced issues with paratransit that have deterred her from that service.
- xiii. Ms. Huitt responded that she would bring the issue to Operations staff. She suggested they could discuss Catch-A-Ride further at a Marin Mobility Consortium meeting.
- xiv. Ms. Irving explained she wanted the PCC Board to know that these issues have been ongoing, and she does not want to feel isolated and relegated to emails. She stated that the behavior is illegal and violates several acts, and that Marin Transit has control over the contract renewal in the summer of 2025.

8. Next Meeting on February 10, 2025.

- a. Meeting adjourned at 2:39 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

Driver Satisfaction Update

Driver Satisfaction Efforts

Updates from past discussion at PCC Meetings

- Name plates in vehicles
- Radios in vehicles
- Transdev Employee Survey



Driver Satisfaction Efforts

Updates from past discussion at PCC Meetings

- Driver Assistance
 - The Marin Access Paratransit Rider's Guide details driver role.
 - Internal training reinforces this role.

Assisting Passengers

- Communication is key to success
- When walking a passenger up vehicle steps, stay behind them
- When walking a passenger down vehicle steps, stay in front of them



SAFETY FIRST! PERFECT SAFETY DAY 11

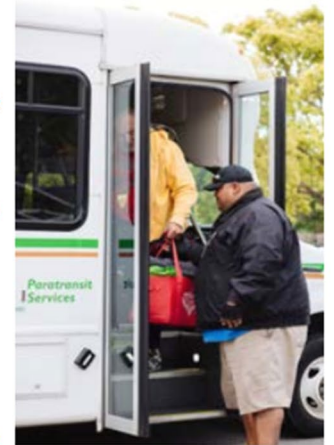
Driver Responsibilities

Drivers Must:

- » Get out of the vehicle and let you know they have arrived.
- » Operate the vehicle and lift in a safe manner and safely secure wheelchairs on the vehicle.
- » Assist passengers to and from the front door of their origin and destination. The front door of the primary building is considered the outermost door of a home or facility accessible by the driver.
- » Assistance includes, but is not limited to:
 - Offering ambulatory passengers a steadying arm or other appropriate assistance when walking or using stairs
 - Helping persons in manual wheelchairs maneuver onto standard ramps to and from the main door of their origin and destination
 - Carrying packages that comply with Marin Access' policy (see page 13)
 - Providing reasonable assistance to riders entering or leaving the vehicle.
 - Assisting riders or wheelchairs up or down no more than one exterior stair.

Drivers Are Not Permitted To:

- » Lift or carry passengers.
- » Enter a passenger's residence, including the garage.
- » Perform any personal care assistance for any passenger, such as assisting with dressing or eating.
- » Assist a passenger or wheelchair up or down any interior steps or more than one exterior step.
- » Make an unplanned stop along the route for a rider to conduct business, such as at an ATM/Cash machine, pharmacy, restroom, or mailbox.
- » Escort a passenger beyond the ground floor lobby of a public building or beyond the front door of a private residence.
- » Accept tips or any other gratuities.
- » Perform errands for riders such as picking up prescriptions or groceries.
- » Take information from the rider about cancellations or changes in reservations.
- » Secure child safety systems in the vehicle or children into such systems.
- » Transport wheelchairs or mobility devices without the eligible rider.



Driver Satisfaction Efforts

Future and ongoing efforts

- Safety Meetings
- Anonymous Driver Feedback
- Employee Survey
- Salary / Benefits
- Staff Appreciation
- Opportunities for Advancement / Growth



Electric Vehicle Purchase Update & Demo

Purpose

To prepare for a future all battery electric paratransit fleet, Marin Transit is investing in a 2-vehicle purchase of a battery electric vehicle to help test the technology and to better understand and plan for future fleet needs.



KARSAN E-JEST

- Electric Minibus
- Bus demo and viewing in April 2023
- Feedback
 - Step up in the back of the vehicle is too challenging
 - Seats are too narrow



Ford E-Transit Van

- Similar to most recent accessible van purchase, as well as Connect Vans
- Bus demo and viewing in January 2024
- Feedback
 - Concerns over height of entrance for passengers using the lift
 - Contributes to fleet consistency



Rear Lift



vs.

Side Lift



OPTIMAL EV

- Larger Cutaway electric vehicle
- Bus demo and viewing today
- Initial Feedback
 - Too large for use in paratransit service



Staff Recommendation

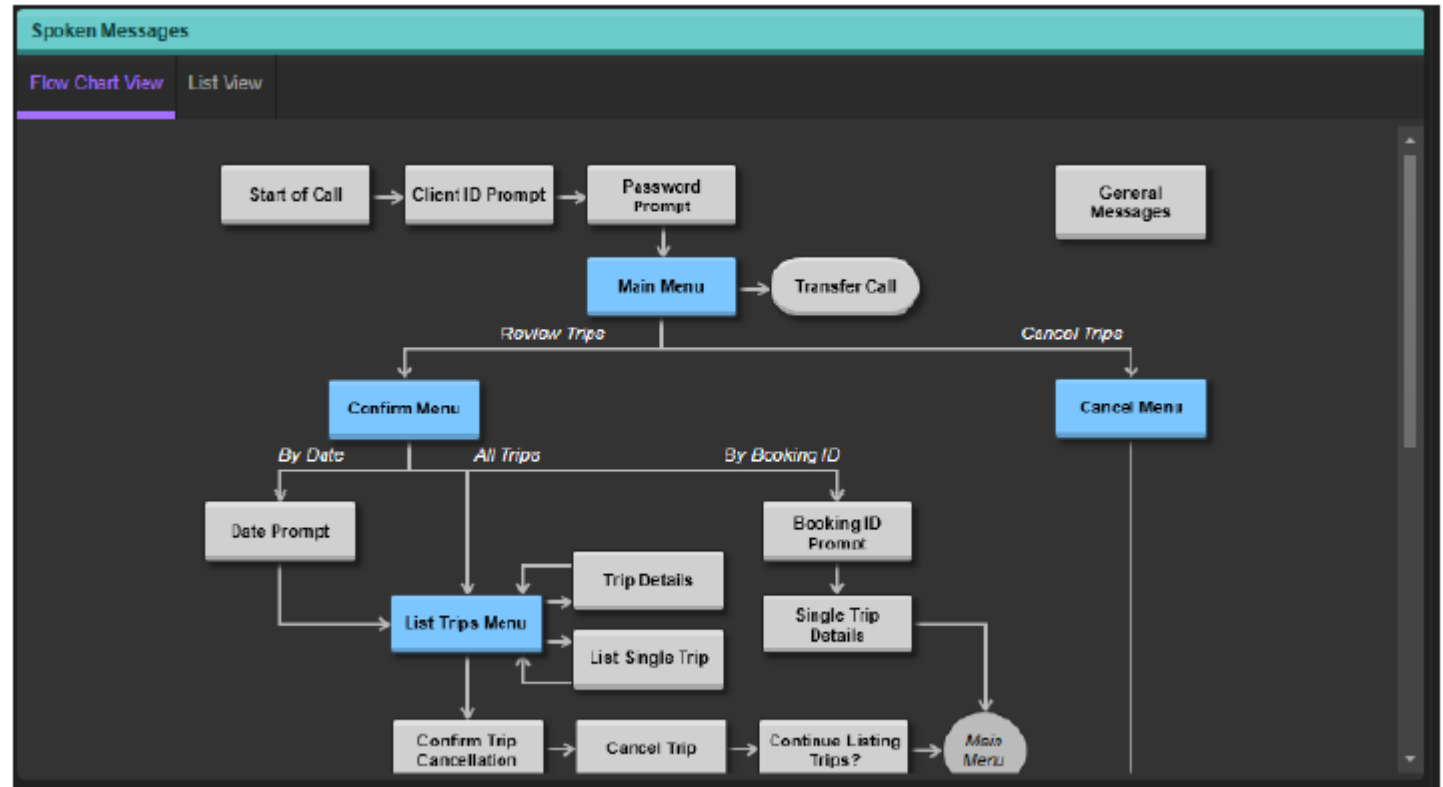
- Purchase 2 E-Ford Transit Vans similar to Connect Vans
- Rear lift (allows for more height at door opening)
- Timeline to Board Approval / Purchase
 - Spring 2025



IVR Implementation

IVR Overview

- Interactive voice response (IVR) allows callers to interact with a system using voice commands or keypad inputs.
- Available with trip scheduling platform
- Will allow riders to get trip info & cancel trips without talking to an agent



Expected Impacts & Timeline

- We anticipate that this will
 - Give riders more tools to manage their trips
 - Reduce calls to call center
 - Free up agents for more complicated requests
- Timeline
 - February – System testing
 - March – Rider notification and education
 - April - Implementation

Same Day Paratransit Research

Same-Day Paratransit Overview

- **Same-day paratransit allows eligible riders to book trips on the same day they want to travel**
 - Non-mandated service, not subject to the same regulations as mandated paratransit
 - Premium service with a higher fare
 - Offered on a space-available basis to paratransit eligible riders; trips are not guaranteed
 - Currently offered in San Mateo County (SamTrans / Redi-Wheels) & Santa Clara County (VTA)
- **Staff are exploring whether it is feasible to offer this service in Marin County for local trips**
 - We don't track requests today, demand is unknown
 - Staff are exploring constraints needed to offer service
 - Program design must avoid impacts on mandated service
 - Staff currently assessing capacity to ensure feasibility

Discussion

- Is same-day paratransit service desired?
- In what scenarios would you opt to use this service?
- Other providers require a minimum of 2 hours advance notice. Would this impact your ability to use a same-day service?
- Are riders willing to pay a premium fare (as an example, this could be something like \$15 / trip v. \$4 / trip) for this service?

Old Business

Public Comment / Question Follow-Up

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
- In December, we received input from all members on draft goals & workplan
- Today we are finalizing goals and workplan

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
7. Receive an annual update on staff / driver satisfaction & ongoing efforts	1x / year
8. Receive a quarterly update on staff ride alongs	Quarterly



Agency / Committee Reports

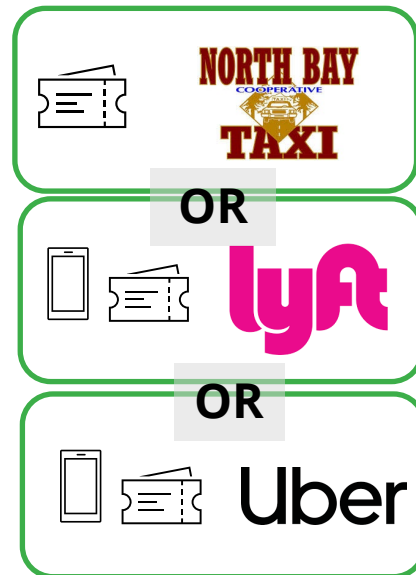
Marin Transit Updates

- January Service Changes
- Rider Guide / Marin Access Brochure Request & Distribution
- Marin Access Application Pilot Update
- Clipper – MAFA Bus Pass
- Paratransit Rider Guide Updates

Marin Transit Updates

- **Catch-A-Ride Mobility Wallet:** The Marin Access Mobility Wallet will offer a payment card to enrolled riders for use with the provider(s) of their choice.
 - Discontinue time-consuming paper voucher process
 - Increase rider flexibility for how they use the subsidy provided to them
 - Refocus available funding to those most in need

Current – Limited Use Model



New – Expanded Use Model

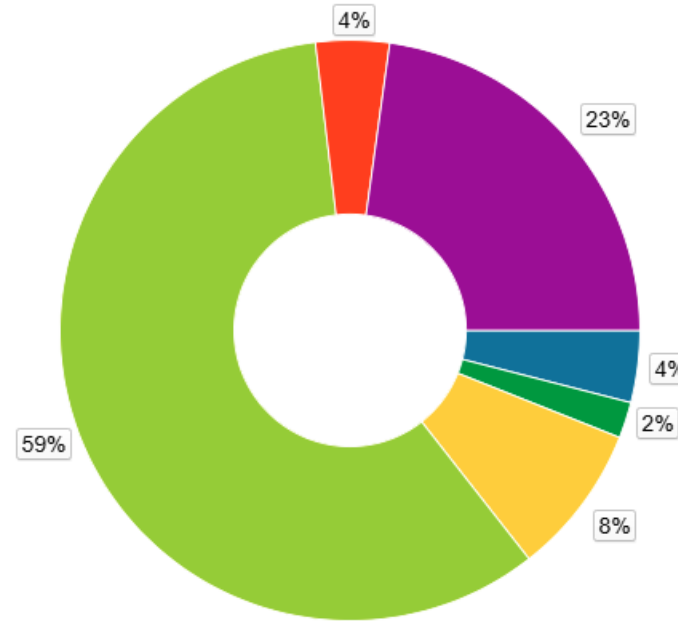


Marin Access Call Center

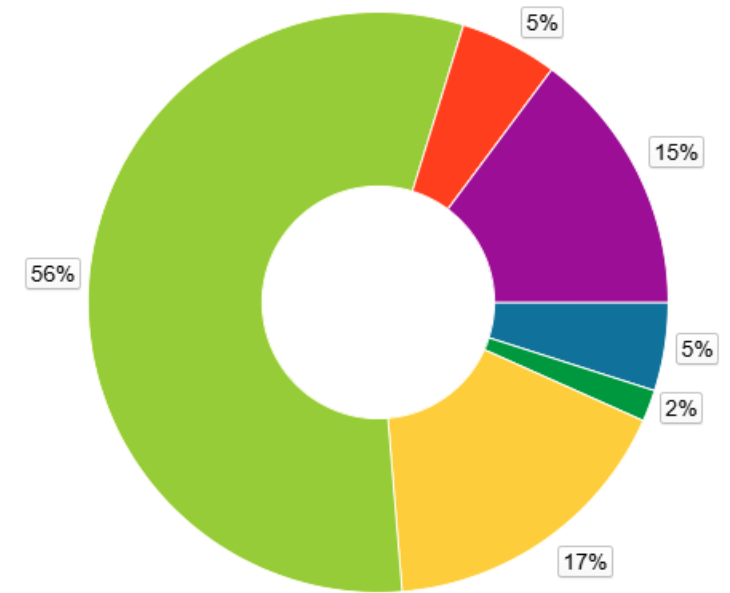
Marin Access call volume for all queues in January was **5,990**. The majority of calls were for scheduling assistance.



Call Volume



Selected Year

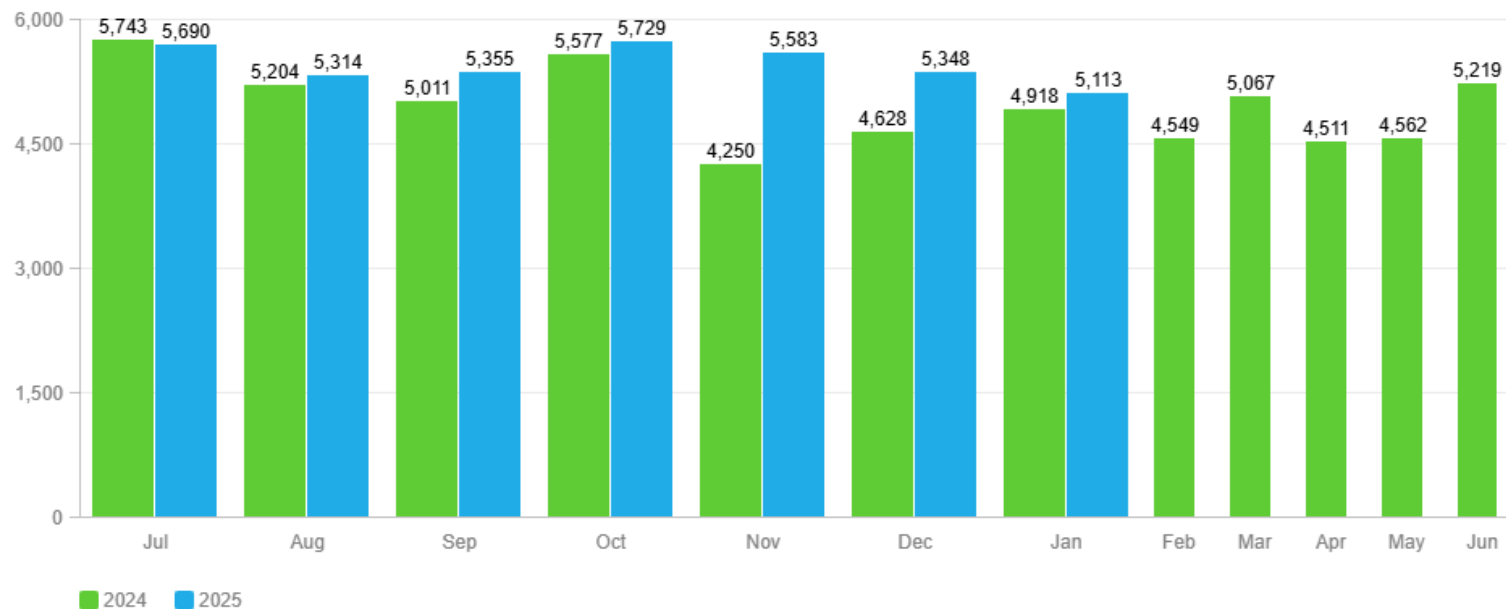


Prior Year

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

Marin Access Call Center

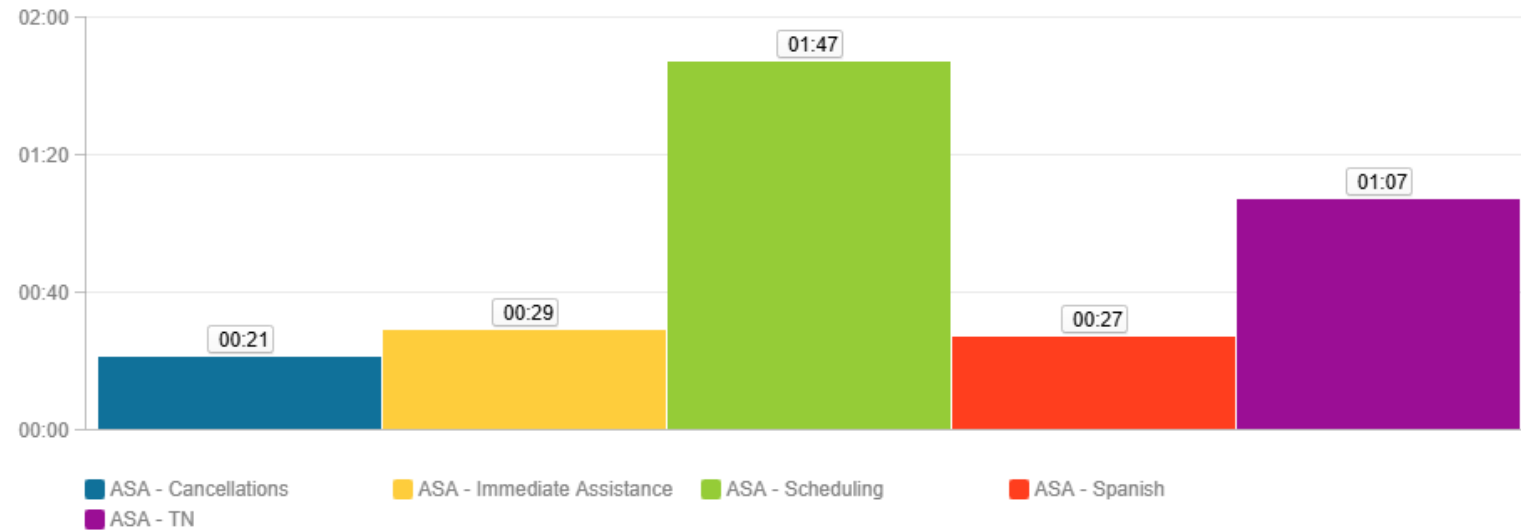
Total call volume for the month was **5,113**, an increase from the same period last year.



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

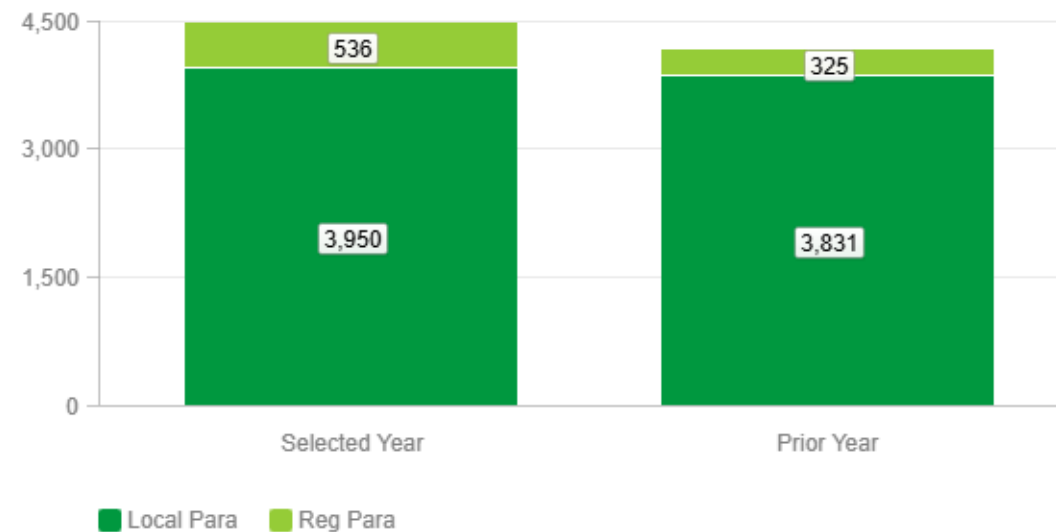
- Less than 2 minutes

Marin Access Paratransit Ridership

In January, there were a total of **4,486** trips on local and **536** trips on regional paratransit.

Total Trips

Local & Regional Paratransit



Trip Denials - YTD

1

Trip Refusals - YTD

1,164

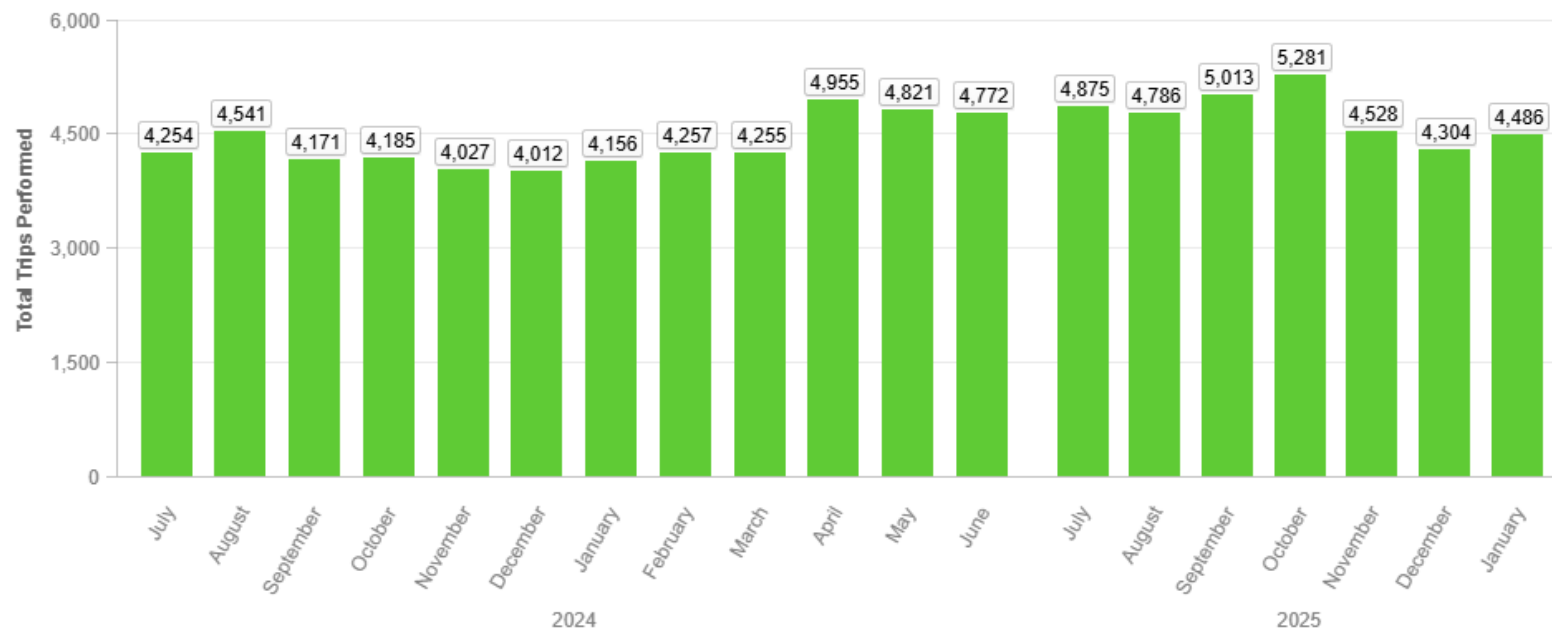
Performance Standard – Trip Denials

- 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 January, riders per hour for local paratransit was **1.90** and rides per hour for regional paratransit was **1.31**.

Riders Per Hour

Local Paratransit

Year To Date Average

Regional Paratransit

Year To Date Average

1.90

1.31



Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0

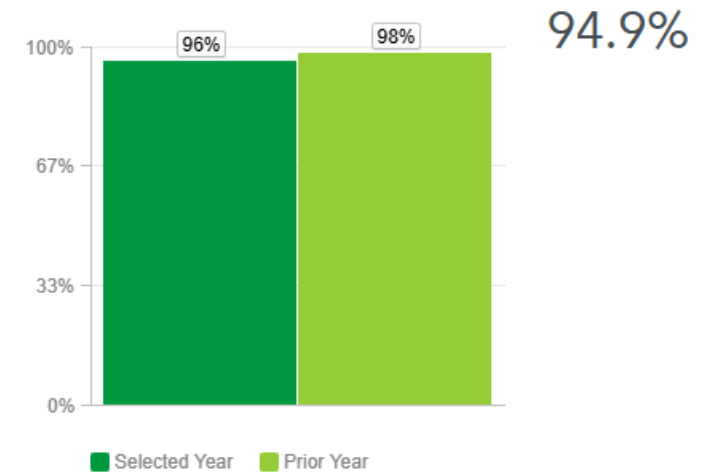


Marin Access Paratransit Ridership

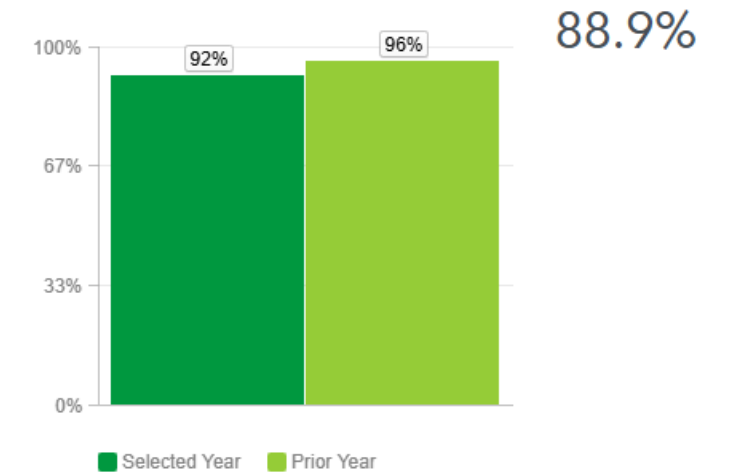
In January, on time performance for local paratransit was **96%** and **92%** for regional paratransit. Year to date averages for Regional On Time Performance in discussion to bring above performance standard.

On Time Performance

Local Paratransit



Regional Paratransit



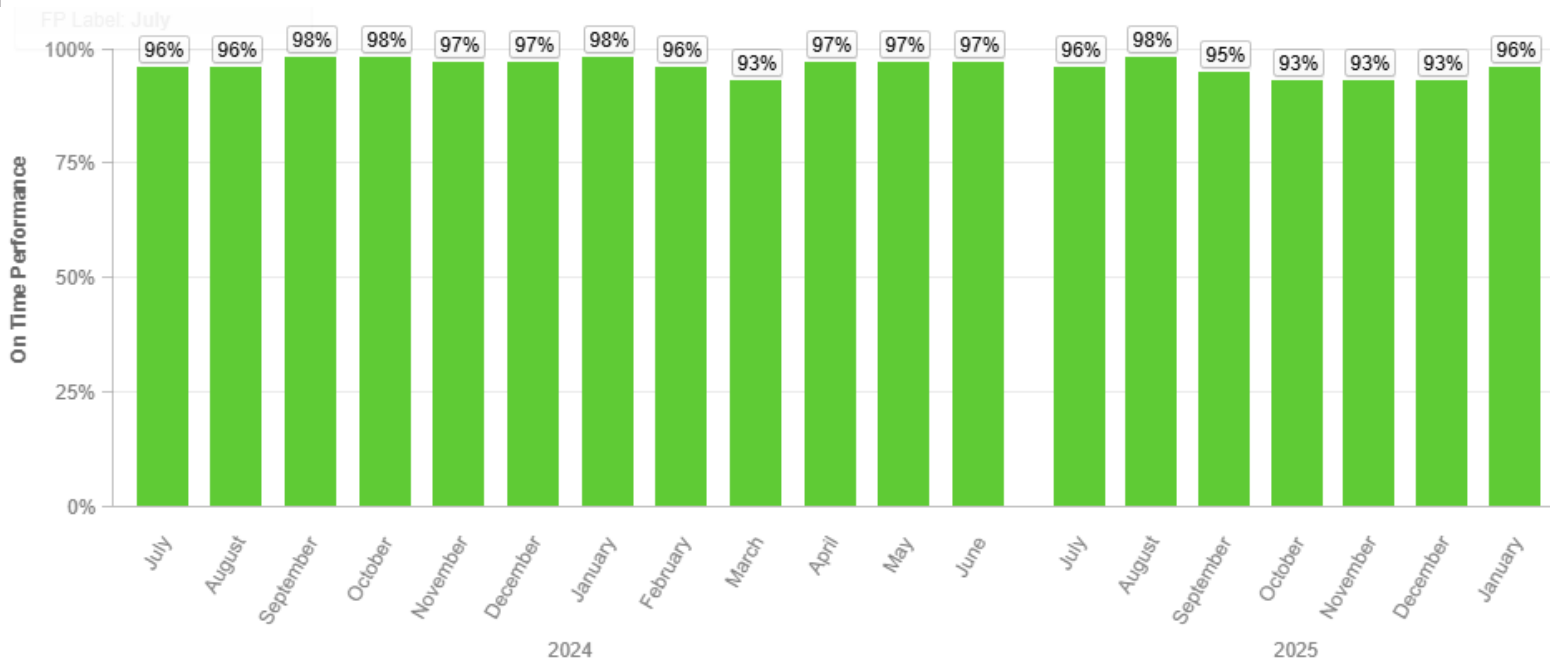
Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



Marin Access Paratransit Ridership

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

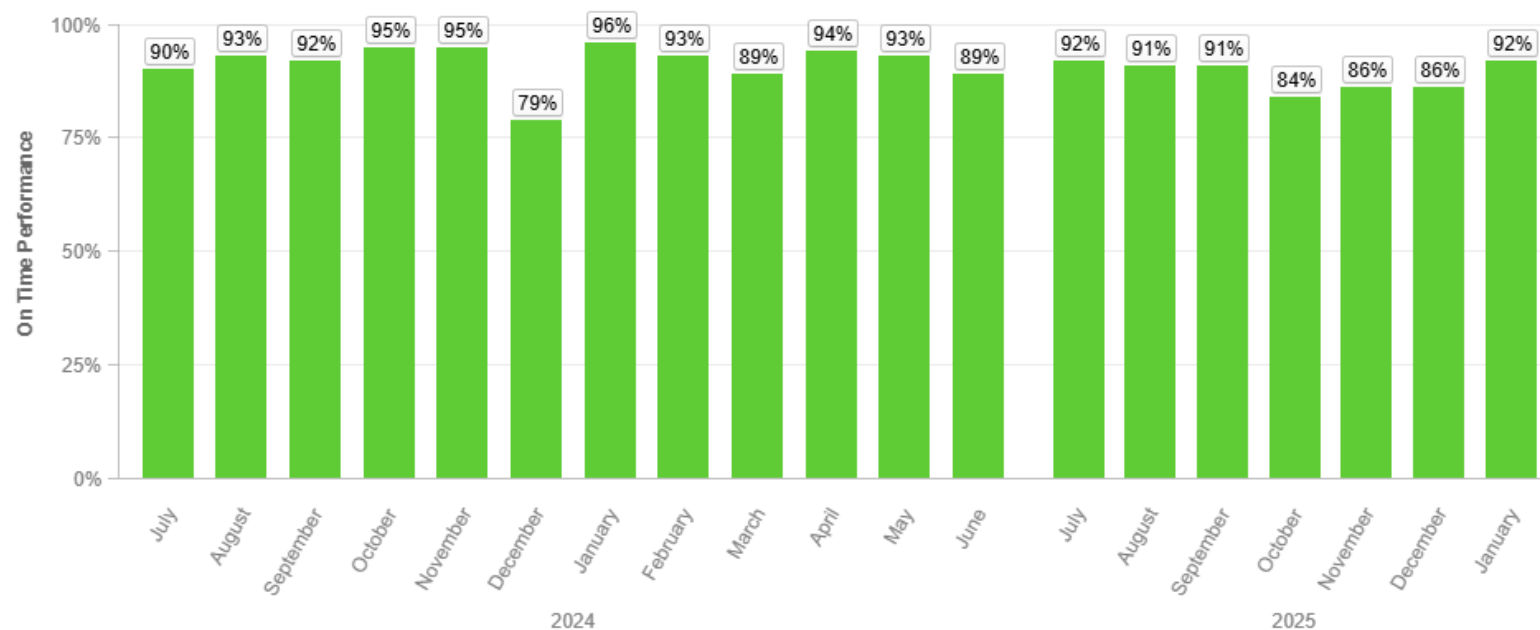


- Performance Standard – On Time Performance**
- Local – 90%
 - Regional – 90%



Marin Access Paratransit Ridership

On-time performance for regional paratransit has slight fluctuations. OTP in January was 92%. Regional On Time Performance in discussion to bring above performance standard across the board.



Performance Standard – On Time

Performance

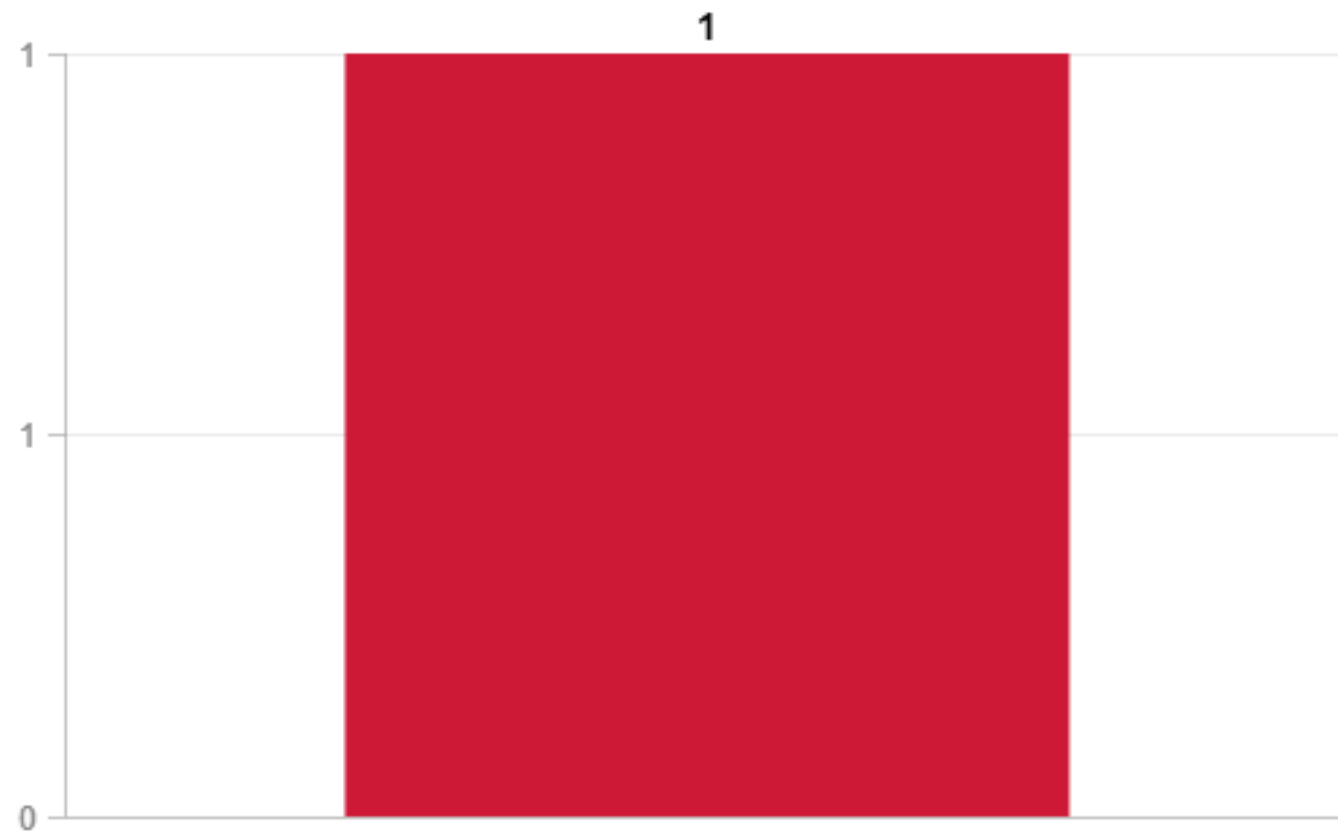
- Local – 90%
- Regional – 90%



Marin Access Feedback

In January, there were **1** complaints for Marin Access

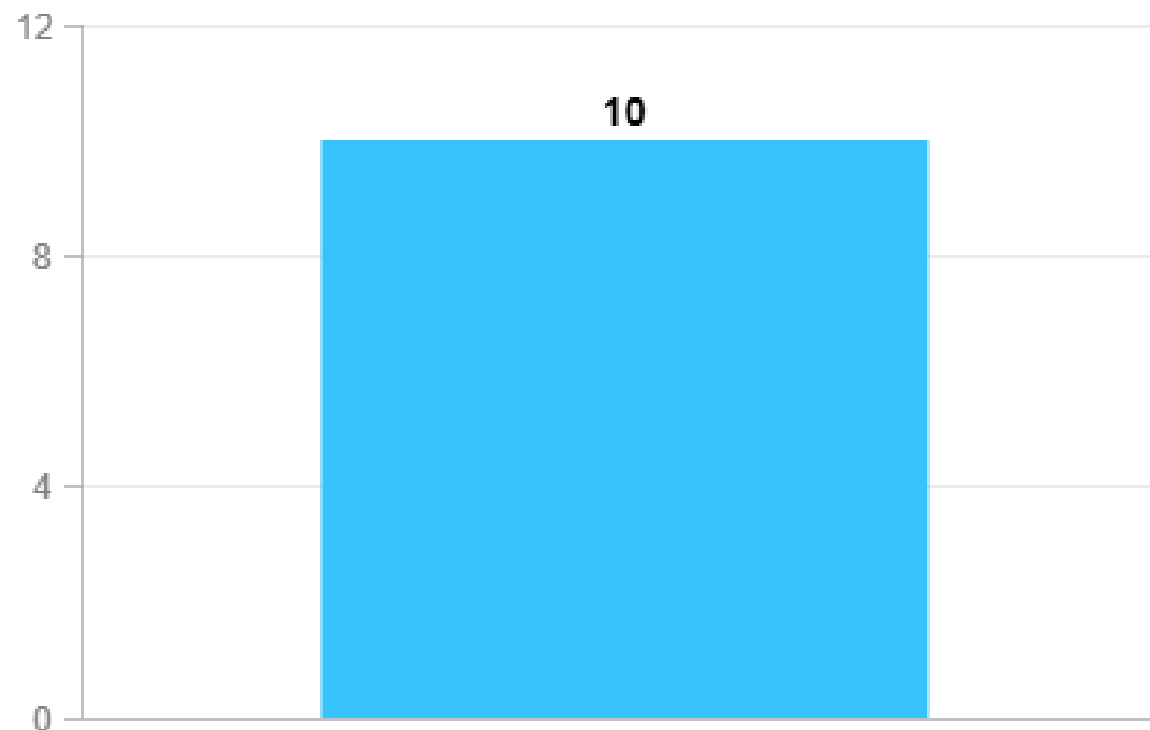
Customer Feedback - Complaints



Marin Access Feedback

In January, there were **10** commendations for Marin Access.

Customer Feedback - Commendations



Thank you