



Marin Paratransit Coordinating Council
Monday, April 21, 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/83831158716>

Teleconference: +1 669 900 6833

Webinar ID: 838 3115 8716

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, April 20, 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 the raise hand icon on your screen and wait to be called upon by the Chair. To raise your hand via teleconference, press *9 on your telephone's keypad

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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 February 2025

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 Access Call Center Review – *Information*
- b. Marin Access Program Changes – *Information*
- c. IVR Implementation Update – *Information*
- d. Same Day Paratransit Pilot Program Proposal – *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

February 10, 2025, 1:30PM to 3:00PM

MEETING MINUTES

1. Meeting called to order at 1:36 PM by PCC Chair Michael Harris.
 - a. In attendance
 - i. PCC Members: Dario Santiago, Javier Miranda, Michael Harris, Patti Mangels, Terry Scussel
 - ii. Members of the Public: Teresa, William Rothman, Anna Khachatryan, Mario Newton, Elizabeth Clary, Craig Yates, Dominic Buono, Teri Dowling
 - iii. Staff (MCTD + GGBHTD): Raymundo Vidaure Jr., Sandra Romero, Joanna Huitt, Robert Betts, Alma Osorio, Kyle French, Kate Burt, Anna Penoyar, Jon Gaffney
 - iv. Contractors (Transdev): Kent Hinton, Varuna Faasavalu
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for December 2024
 - a. All present have reviewed. Motion to approve made by Patti Mangels, seconded by Terry Scussel.
4. Open Time for Public Expression
 - a. None
5. New Business
 - a. Driver Satisfaction Update
 - i. Staff provided updates on previously discussed issues regarding driver nameplates and radios.
 - ii. Michael Harris asked if staff knew how drivers would feel about accessing a limited number of radio stations.
 - iii. Kent Hinton said they did not, however radios raise safety concerns.
 - iv. Joanna Huitt added that staff moved forward with a policy to not include radios in vehicles.
 - v. Mr. Harris asked if drivers were restricted from wearing earbuds.
 - vi. Mr. Hinton confirmed they were.
 - vii. Ms. Huitt noted that riders had provided conflicting feedback regarding music preferences.
 - viii. Terry Scussel asked if there had been discussions about the need for radios during emergencies.
 - ix. Kyle French responded that staff recently upgraded the Marin Emergency Radio Authority (MERA) network for emergency broadcasts.

- x. Mr. Hinton stated that the tablets in vehicles had messaging capabilities.
- xi. Ms. Harris added that some passengers have their own devices to use during emergencies.
- xii. Mr. Hinton said MERA radios can broadcast messages from staff as well.
- xiii. Staff reported on the annual Transdev employee survey. Staff aim to expand the survey to include drivers. Previous feedback was compiled into an action plan for 2025. The 2025 action plan also relates to feedback from PCC members regarding communications with dispatch. Staff outlined upcoming training requirements for Transdev employees. At each Transdev safety meeting, staff may comment on operational issues. Staff follow up on each issue at the next safety meeting.
- xiv. Mr. Harris asked how feedback is received and communicated.
- xv. Mr. Hinton explained how feedback is received from drivers. Recent feedback included a request for additional educational materials for riders regarding reasonable assistance and baggage policies.
- xvi. Mr. Harris asked for clarification regarding reasonable assistance.
- xvii. Mr. Hinton explained the reasonable assistance policy. Staff have been following up individually with riders in unique situations. Staff also try to find more effective pick-up locations. Staff have been developing signage to remind riders to remain seated until the vehicle has completely stopped. Staff are also working to resolve round-trip voucher issues, which is a regional trip challenge. Mr. Hinton explained that feedback is not received by supervisors until a threshold of responses is reached, to maintain anonymity. A large quantity also enables staff to categorize feedback by department. Mr. Hinton reported that at the last PCC meeting, staff received feedback regarding passenger assistance. As a result, staff immediately retrained drivers. Mr. Hinton noted that there are submission boxes for driver feedback at each park out location. Recently, an inquiry was received regarding salary and benefits. Transdev is in the last year of its labor agreement. Negotiations will start in November 2025.
- xviii. Mr. Harris asked when labor agreement negotiations would be.
- xix. Mr. Hinton clarified it would start in November 2025 and will last 90 days.
- xx. Dario Santiago asked how many staff were represented in the agreement.
- xxi. Mr. Hinton stated there were 25 bid positions for drivers, four dispatch positions, and three mechanics in the bargaining unit.
- xxii. Staff reported that they recently hosted a diversity event for staff and were working on planning the next event.
- xxiii. Mr. Harris asked for additional information regarding the diversity event.

- xxiv. Mr. Hinton explained that while it was a challenge to gather drivers, all other staff attended.
 - xxv. Mr. Harris suggested that some drivers may have been driving at the time of the event or not working that day.
 - xxvi. Mr. Hinton responded that at future events, they will offer food to go, to increase participation.
 - xxvii. Staff reported on recent advancement by Transdev employees.
- b. Electric Vehicle Purchase Update & Demo
- i. Staff reported on past electric vehicles that were brought to the PCC for consideration. An additional vehicle would be available to view after the meeting. Staff explained the purpose of purchasing the new vehicles for paratransit service. Staff summarized the features of the vehicle that would be available to view after the meeting, which would be too large for paratransit service, but could be considered for future shuttle service. Staff reviewed their recommendation and timeline. Staff will present their recommendation to Marin Transit's Board of Directors in spring 2025.
 - ii. Michael Harris asked about the cost of the vehicles.
 - iii. Alma Osorio responded that each vehicle would cost \$114,000.00.
 - iv. Mr. Harris asked about the life expectancy of the vehicles.
 - v. Anna Penoyar stated that the life expectancy was five years.
 - vi. Mr. Harris asked about the vehicles' mileage and daily distance.
 - vii. Ms. Penoyar explained that staff will test for mileage and daily distance during the pilot project.
 - viii. Ms. Osorio added that staff were told the vehicles' range is 120 to 140 miles.
 - ix. Mr. Harris asked how far their current vehicles in use travel each day.
 - x. Varuna Faasavalu stated the average local distance was 80 miles per day.
 - xi. Mr. Harris suggested the new vehicles could last an entire day before charging.
 - xii. Kyle French confirmed that the new vehicles could last an entire day operating local service.
 - xiii. Kent Hinton commented on the mileage and features of the vehicle that could be viewed after the meeting.
 - xiv. Craig Yates asked about the battery quantity of the recommended vehicles.
 - xv. Mr. French stated there was one battery.
 - xvi. Mr. Yates asked if the vehicles' lifts would use energy.
 - xvii. Ms. Huitt responded that staff would determine that during testing.
 - xviii. Ms. Osorio added that during testing there would be a new, larger battery.

- xix. Mario Newton asked if the new vehicles would be leased or purchased.
- xx. Mr. French stated they would be purchased.
- xxi. Terry Scussel asked if staff sought any hybrid vehicles with better range.
- xxii. Mr. French explained the upcoming zero-emission mandates, which hybrid vehicles would not satisfy. Staff were also unsure how hybrid vehicles would function in Marin Access' scale of service.
- xxiii. Mr. Scussel asked about staff's decision-making process for the purchase of the proposed electric vehicles.
- xxiv. Mr. French clarified that they would be conducting a two-year pilot program and not yet replacing their entire fleet.
- xxv. Ms. Penoyar noted that staff had investigated hybrids, however they were prohibitively expensive for their lifespans. Additionally, the State would provide funding for purchasing electric vehicles.
- xxvi. Mr. Harris asked if any other paratransit agencies utilize electric vehicles.
- xxvii. Ms. Huitt responded that while Marin Access was in the lead for paratransit service, the San Francisco Municipal Transportation Agency (SFMTA) had a pilot program with electric vehicles.
- xxviii. Mr. Harris commented that being a leading agency in terms of electrification of paratransit fleets would provide staff the opportunity to learn and run tests. He asked if staff could purchase vehicles at a lower price given that Marin Access is a leading agency, and staff could refer other agencies to the dealership.
- xxix. Ms. Huitt clarified that Marin Access was only a leading agency compared to other agencies in the San Francisco Bay Area. Staff would ask the dealership regarding Mr. Harris' idea.
- xxx. Dario Santiago noted that the company Rivian offered electric vans.
- xxxi. Mr. Betts explained that many vehicles could not accommodate mobility devices and must be specially modified. Therefore, options are limited. The Federal Transit Administration (FTA) plans to waive Buy America requirements due to limited options for small operations. Staff are trying to be an early adopter and conduct early testing, therefore they recommend the purchase of the two electric vehicles.
- xxxii. Mr. Scussel agreed with Mr. Harris' idea to ask dealerships for a discount.
- xxxiii. Mr. Betts commented that vehicles have warranties which can start after delivery and after staff have conducted some testing.
- xxxiv. Ms. Mangels asked how long the vehicles would last.
- xxxv. Mr. Betts confirmed the vehicles would last five years.
- xxxvi. Mr. Scussel added that electric vehicles are not useful after five years.

- xxxvii. Mr. Betts explained that staff will action the vehicles after five years. Staff are also looking at the costs of electric vehicle maintenance and electricity compared to gas and diesel vehicles.
- xxxviii. Mr. Santiago asked if the new facility would have solar panels. He asked how many chargers there would be.
- xxxix. Mr. Betts said there would be solar panels and charging infrastructure.
 - xl. Mr. French stated that there was one charger installed at 3010/3020 Kerner Boulevard. There would be another charger installed for the pilot.
 - xli. Mr. Yates asked if MCE (Marin Clean Energy) would be able to provide power and charging stations.
 - xlii. Ms. Penoyar responded that staff had discussed the potential with MCE, however for this project, PG&E offers a fleet ready program that helps streamline PG&E's permit and infrastructure process. There would also be an agreement to use PG&E for at least five years thereafter.
- c. IVR Implementation
 - i. Staff reported the features of the Interactive Voice Response (IVR) system. Staff noted that the call center would still be usable. Staff reviewed the implementation timeline and explained the benefits of the IVR system
- d. Same Day Paratransit Research
 - i. Staff reported that riders named Marin Access' one-day advance booking requirement as a barrier to using paratransit. Staff explained that same day paratransit service is nonmandated and not subject to the same regulations as mandated paratransit. The fare of same day service would be higher than mandated paratransit service. Staff talked with employees of SamTrans and VTA. They learned that both agencies offer same day service depending on capacity. It is not guaranteed. Staff are exploring same day service on a local basis and are unsure of the exact demand. They are investigating potential program design and constraints to avoid impact on mandated service.
 - ii. Michael Harris explained that as a frequent paratransit user, he experiences cancellations and adjustments to his paratransit trips. He has heard that some medical facilities do not provide their own transportation between facilities, so there is a need for same day service to address riders' medical needs. Mr. Harris suggested there should be a limited number of same day trips offered to each rider. He noted that riders will have to consider the price as well.
 - iii. Terry Scussel added that in Marin County, riders can also use Catch-A-Ride. So, for any local trip that costs above four dollars, riders could consider Catch-A-Ride. However, there are differences between the two

- programs. Mr. Scussel requested to hear more about how same day trips could impact schedulers.
- iv. Kent Hinton said same day trips would not burden schedulers.
 - v. Mr. Scussel noted that riders would need to know what their choices are, as Catch-A-Ride service is more guaranteed.
 - vi. Mr. Hinton suggested a reservation capacity for same day trips.
 - vii. Mr. Scussel asked about the balance of options based on the cost to the rider and the guarantee of service.
 - viii. Michael Harris suggested that 60 to 70 percent of the time, Catch-A-Ride's van may not be used by riders with mobility devices. He asked if the van should be kept at a different location for convenience. He asked staff to consider who should be operating the van.
 - ix. Mr. Scussel stated that staff should offer the van for more service.
 - x. Dario Santiago asked about funding for same day service, as it falls outside of mandated service.
 - xi. Robert Betts explained that if the program meets ADA requirements, they could use funds. Staff can look at additional options for going above and beyond ADA requirements. In all parts of the same day paratransit service pilot, staff will make sure mandated service is funded and functioning.
 - xii. Mr. Scussel asked if Connect was funded by paratransit funds.
 - xiii. Mr. Betts said that Connect was nearly a fixed route service, even though it met ADA requirements. It was funded differently than paratransit.
 - xiv. Mr. Harris suggested there could be a fundraiser, so that less of the budget is used. He requested that staff make sure Catch-A-Ride's van is available during a specific time. He stated that staff should look at alternative funding sources and aim to meet and exceed ADA compliance.
 - xv. Mr. Scussel explained that same day paratransit service would be an ADA service and therefore not require Measure B funds.
 - xvi. Mr. Betts added that same day paratransit service would not be a public service. The cost would be minimal. He explained the potential for shared rides. Same day paratransit service would likely have multiple iterations.
 - xvii. Ms. Huitt noted that demand would be low due to higher fares.
 - xviii. Mr. Scussel commented that Marin Access also offers a range of alternative programs such as Catch-A-Ride.
 - xix. Mr. Santiago suggested fares could stay the same if same day service was limited to specific conditions.
 - xx. Mr. Betts stated that there were multiple strategies to manage demand.
 - xxi. Mr. Harris asked if there were State and Federal ADA compliance rules.
 - xxii. Mr. Betts responded that there were only Federal rules.

- xxiii. Mr. Harris explained that while the statuses of Federal rules were uncertain, the State plans to stay consistent with rules and regulations.
- xxiv. Ms. Huitt commented that staff will conduct additional research and have additional conversations.

6. Old Business

- a. Public Comment / Question Follow-Up
 - i. Staff reported that the comments and questions from the previous meeting had been addressed.
- b. 2025 PCC Workplan
 - i. Staff provided background information regarding the 2025 PCC Workplan. Staff reviewed goals from the workplan and discussed goal frequency.

7. Agency / Committee Reports

- a. Marin Transit Updates
 - i. Staff reported on recent changes to fixed route service. Staff offered additional guides and brochures. Staff provided an update on the Marin Access application pilot. Staff reported on anticipated compatibility of Clipper cards with paratransit and the Marin Access Fare Assistance (MAFA) program. Staff stated that the paratransit riders guide will receive updates. Staff reported on the proposed Catch-A-Ride Mobility Wallet.
- 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. Staff confirmed there were no updates to report regarding the GGBHTD Advisory Committee on Accessibility.
- d. TAM Citizens Oversight Committee Report
 - i. No representative was present to provide a report.
 - ii. Michael Harris requested a future discussion of signage in paratransit vehicles regarding nonprofit services and regional Clipper card use.

8. Next Meeting on April 21, 2025.

- a. Meeting adjourned at 3:03 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

Introductions

Review of Agenda

Review of Meeting Minutes

Open Time for Public Expression

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

New Business

Marin Access Call Center

Overview

- The Marin Access Call Center is often the first point of contact for community members enrolling in / using Marin Access programs and service.
- Callers can speak to the Travel Navigator team, schedule a paratransit trip, provide feedback, or receive support for an in-progress trip
- Operating Hours – 8am – 5pm, 7 days a week / 365 days a year
- Support available in English & Spanish + other languages via on demand translation
- Phone tree helps direct callers to the appropriate team for assistance

To reach Marin Access, dial:

(415) 454 - 0902

Press 1 for assistance in English.

Press 2 for assistance in Spanish

Once you make a language selection, choose the option below that addresses your need.

- 1 Talk to the **Travel Navigators** for eligibility or general questions
- 2 Schedule a trip on **Marin Access Paratransit**
- 3 Cancel a trip on **Marin Access Paratransit**
- 4 Schedule a trip on a **Marin Access Shuttle**
- 5 Get information about or schedule a trip on **Catch-A-Ride**
- 6 Share a **Customer Service** concern
- 7 Receive **Immediate Assistance** for an in-progress trip

The Marin Access call center is open from 8am to 5pm, 7 days a week, 365 days a year.

Staff & Staff Training

- 8 Agents + Call Center Manager
 - 5 dedicated reservationists, including one agent who is bilingual
 - 2 Travel Navigators, including the coordinator, both bilingual
 - 1 call center lead
- Training Includes:
 - Understanding of Marin Access services and programs
 - Proficiency with ADA + Paratransit Service Regulations
 - Software proficiency
 - Supporting people with disabilities
 - Conflict resolution
 - Customer Service



Staff Roles

- **Reservationists** assist callers with trip requests, questions about upcoming trips, and changes to reservations. Between calls, agents review training materials, support reporting, and review upcoming trips.
- The **call center lead** serves as a reservationist with expanded duties including review and response to rider concerns, providing support to staff, and ensuring excellent customer service.
- The **call center manager** monitors performance, assists during peak call times, develops and conducts training and retraining for staff, performs quality assurance calls, reviews and responds to rider concerns, and collaborates with the Travel Navigator team.



Scheduling Basics

- Trips are scheduled on a “first come, first served” basis. An unlimited number of trips can be reserved from one day to seven days in advance.
- All trip requests made at least one day in advance are accommodated within the scheduling parameters of the Federal ADA regulations.
- Trips are never prioritized by purpose.
- Federal regulations allow for the “negotiation window” to be one (1) hour before, plus one (1) hour after the individual’s desired departure time (total of two-hour window).
- Riders are provided a 30-minute pick-up window for their trip & must be ready to leave within 5 minutes of the driver’s arrival.
- If a trip requires a transfer to another paratransit provider, we request 48 hours notice to allow for coordination between providers.
- When scheduling a trip, riders should know the date and time of the trip, the complete street address (including apartment or suite number), the phone number at the destination, and the time they will be ready to return.
- Marin Access Paratransit drivers cannot enter any interior area of a home or apartment, lose sight of a Paratransit vehicle or leave a vehicle unsupervised with passengers aboard, and cannot assist passengers in wheelchairs or other mobility devices up more than one step.

Scheduling Basics

Trips with a Flexible Purpose

The scheduler will negotiate a pick up time within a 2-hour window for trips with a **flexible purpose**

For example, if the pick up time requested is 9:00 AM



Earliest negotiable pick up time is 8:00 AM

Latest negotiable pick up time is 10:00 AM



Scheduling Basics

Trip with a Constrained Purpose

For constrained purpose trip where you need to arrive at a set time such as medical appointment, school or work

You may arrive up to 1-hour before the appointment

you may
**arrive at your
destination** up to
1-hour early

your medical
appointment
time

9:00 AM

10:00 AM

11:00 AM



Scheduling Process



Performance Monitoring

- Staff monitor call center performance throughout the day
- Staff report out on call center metrics during coordination meetings & advisory committee meetings
- Monitoring includes:
 - Basic Call Center metrics
 - Hold Times
 - Abandoned Calls
 - Customer Service

📞 ☎️			📞 ☎️			MARIN ACCESS - TRANSDEV
	Today	This month		Today	This month	
Abandon	-	11	Abandon %	0%	3%	
Answer	79	373	Answer %	100%	97%	
Offered	79	384	Service Level %	97%	92%	
📞 ☎️			📞 ☎️			
	Today	This month				
ASA	16s	32s				
Avg Handle	4m 24s	4m 25s				
Avg Hold	1m 17s	1m 18s				
Avg Talk	4m 8s	4m 4s				
Max Wait	3m 17s	8m 11s				
📞 ☎️ ((TN)) CALLS IN THE QUE		📞 ☎️ **CSR** CALLS IN THE QUE		📞 ☎️ _Dispatch_		
Alerting	0	Alerting	0	Alerting	0	
Interactions	0	Interactions	1	Interactions	0	
Waiting	0	Waiting	0	Waiting	0	

Customer Service & Opportunities for Improvement

- Customer service is of primary importance
- Staff receive ongoing customer service training and refresher training as needed
- Staff, along with agency staff, seek to identify improvements to the experience for call center
 - IVR - implementation in process
 - Estimated Hold Times – research in progress
 - Call Back Feature – research in progress
 - Automated Customer Service Feedback Survey – research in progress

Marin Access Program Changes

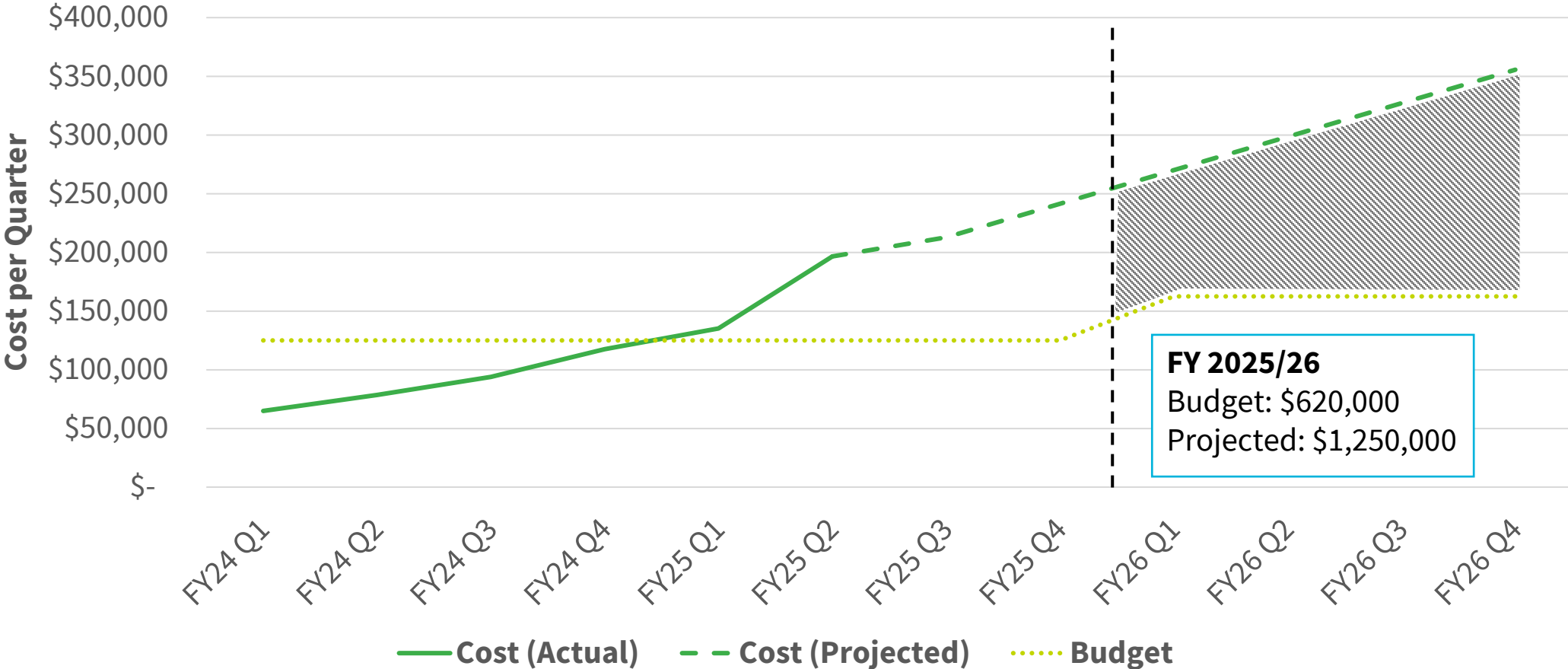
The Catch-A-Ride pilot program is not sustainable long-term.

Enrollment is growing for those with and without income barriers

Ridership is growing, particularly among those with income barriers

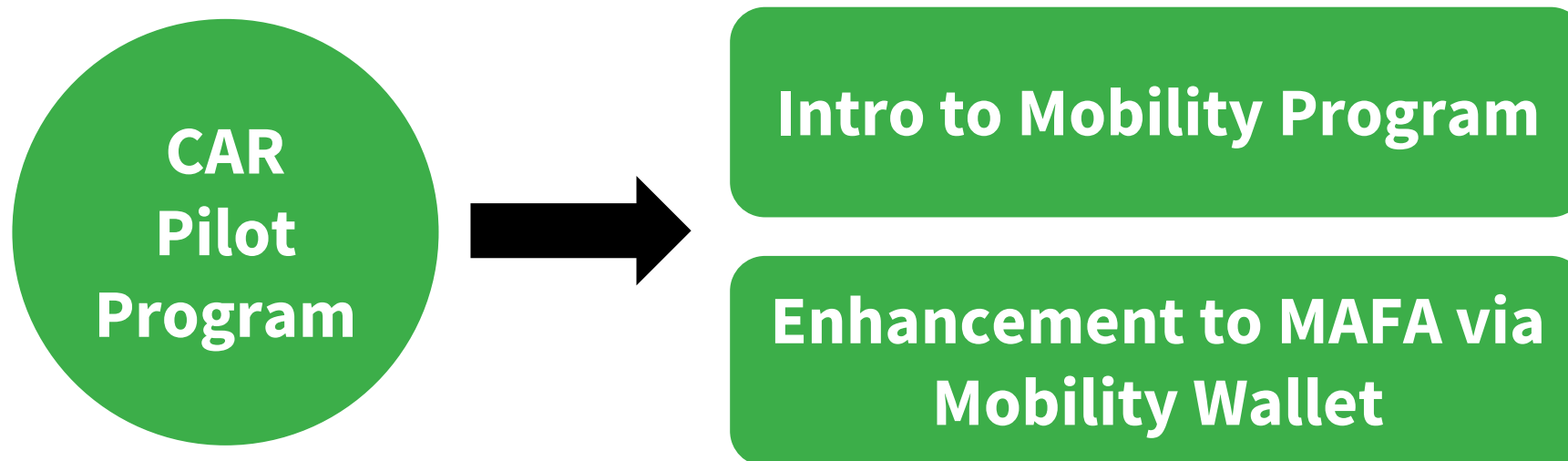
Program costs are growing beyond budget

Extending the pilot program doubles the program cost in FY26.



Summary of Changes

- Replace CAR Pilot Program with Intro to Mobility Program & enhancement to MAFA
 - Utilize mobility wallet to launch new “Intro to Mobility” Program to expose older adults to available options before they are no longer able to drive
 - Enhance MAFA to offer ongoing subsidy to riders with income barriers to use with provider of their choice via mobility wallet
 - Offer limited-term subsidy to existing CAR riders without income barriers to wean off program



New riders without income barriers will receive the Intro to Mobility package.

- Marin Access Enrolled riders 65+ or ADA eligible receive:
 - One-time mobility wallet card with \$200 value to use over one year
 - One-time Clipper monthly pass to use on Marin Transit fixed route service
 - Access to volunteer driver program
 - Expanded travel training
 - Warm handoff to alternative programs
- Benefits:
 - Exposes aging adults to Marin Access offerings in advance of critical need (e.g. can no longer drive or new condition preventing use of local bus service)
 - Financially sustainable model to expand reach of Marin Access to the broader community

Existing and new riders with income barriers will receive enhanced MAFA benefits.

- MAFA enrolled riders receive:
 - \$75 / quarter for local paratransit / shuttles
 - \$200 mobility wallet card with monthly top-up
 - Free Marin Transit fixed route (annual pass)
 - Other benefits included in *Intro to Mobility Program*
- Benefits of this Proposal:
 - Focuses subsidy on highest need population

Existing riders without income barriers will be enrolled in mobility wallet transitional program.

- Currently enrolled riders* receive:
 - \$200 mobility wallet card with monthly top-up through December 2025
 - One-time Clipper monthly pass to use on Marin Transit fixed route service
 - Opportunity to enroll in MAFA if eligible
 - Expanded travel training on how to continue using providers
 - Other benefits included in *Intro to Mobility Program*
- Benefits of this Proposal:
 - Transitions those currently enrolled to new program gradually

*Currently enrolled riders are riders determined eligible for the Marin Access Catch-A-Ride pilot program by May 31, 2025.

A New Model for Marin Access

For All Marin Access Riders



Welcome Package



Volunteer Driver



Shuttles



Travel Training



Travel Navigators

For Riders with Disabilities



Paratransit

For Riders with Income Barriers



\$75 / Quarter Subsidy



Free Bus Pass



Mobility Wallet

(up to \$200 per month)

Next Steps

April 2025

- Configuration & testing of mobility wallet
- Develop rider education campaign

May – June 2025

- Rider education campaign
- Travel Training

July 2025

- Implement Board adopted recommendations

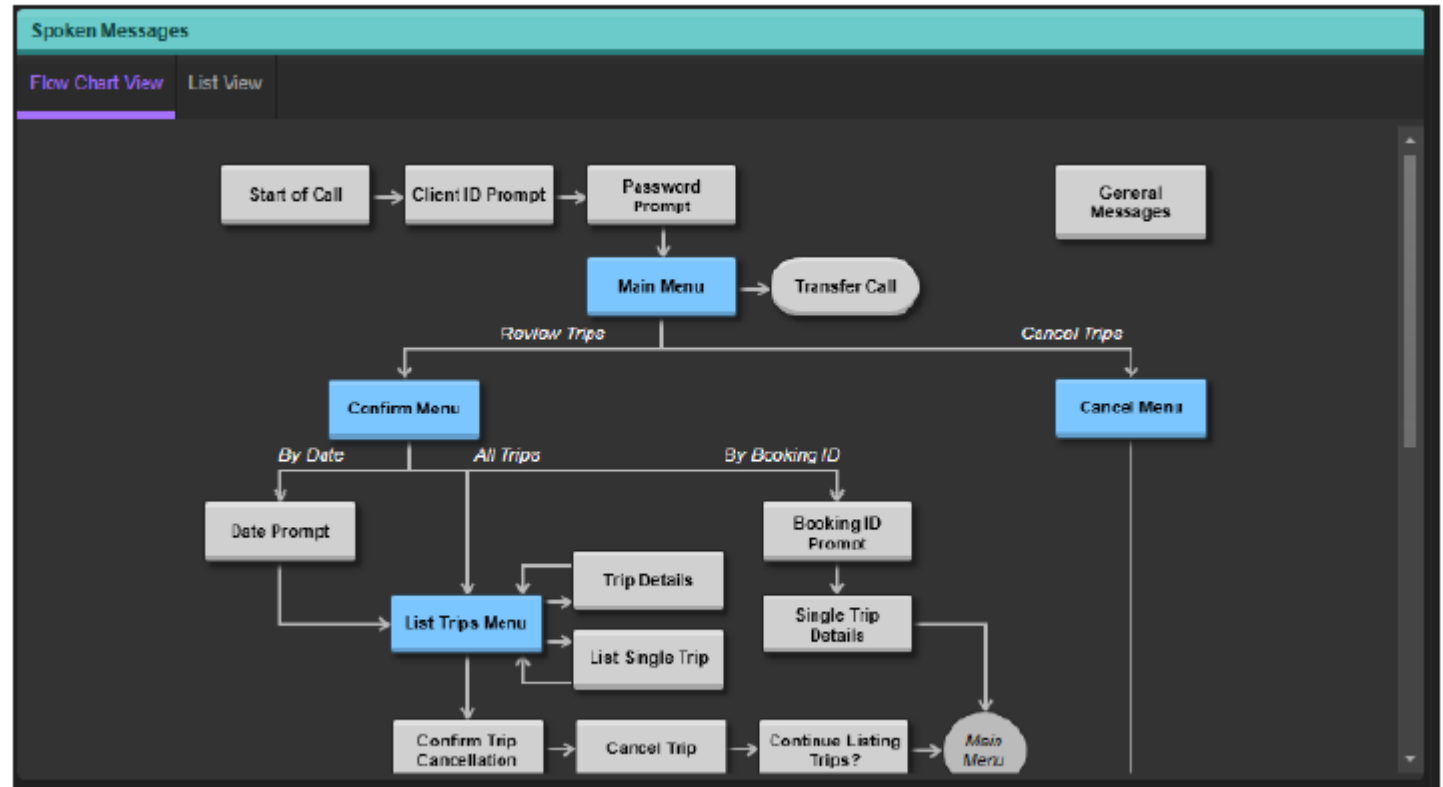
August - December 2025

- Travel Training for transition program

IVR Implementation Update

IVR Overview

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



Updated Timeline

- April – System testing
- May – Rider notification and education
- June - Implementation

Same Day Paratransit Pilot Program Proposal

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
 - Staff will be requesting authorization to initiate a one-year pilot program in June 2025

Service Parameters

- Basics
 - Match service characteristics of ADA Mandated paratransit
 - Available 7 days a week, generally available 5am – midnight
 - Local trips only, must start & end in Marin County
 - Available to those that are Marin Access ADA Paratransit eligible, *requires advance enrollment*
- Reservations
 - Riders must book at least 2-hour in advance
 - All trips are fulfilled on an as available basis and are not guaranteed
 - Trip negotiation encouraged by staff in effort to fulfill request
 - Subscription service not allowed
 - Booking by phone only
 - Service denials will be monitored

Fare

Current

Fare Type	Trip Type	Fare	Fare Payment
Local (within Marin)	Advance booking	\$4.00	Cash, MAPP, MAFA
	<i>Will Call / Open Return Trip</i>	\$4.00	
	<i>Second Vehicle Sent</i>	\$4.00	
	<i>Extended Service Area</i>	\$4.00	
Regional	Advance booking	200% of Golden Gate fare (~\$10.50 - \$29.00)	Cash, MAPP, Check

Proposed

Fare Type	Trip Type	Fare	Fare Payment
Local (within Marin)	Advance booking	\$4.00	Cash, MAPP, MAFA <i>Use of funds from Mobility Wallet <u>not</u> allowed</i>
	<i>Will Call / Open Return Trip</i>	\$4.00	
	<i>Second Vehicle Sent</i>	\$4.00	
	<i>Extended Service Area</i>	\$4.00	
		Same Day Service	\$15.00
Regional	Advance booking	200% of Golden Gate fare (~\$10.50 - \$29.00)	Cash, MAPP, Check

Timeline

- April – Rider feedback from survey
- June
 - Request Board Authorization for One-Year Pilot
 - Ops set-up + testing
 - Announce via rider email / web page
- July - Launch
- January – Initial Internal Evaluation
- July – Formal Evaluation / Formally Adopt Program

Old Business

Public Comment / Question Follow-Up

- N/A

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

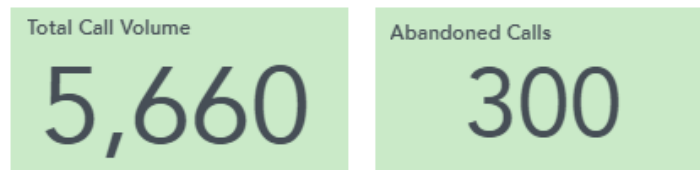
Agency / Committee Reports

Marin Transit Updates

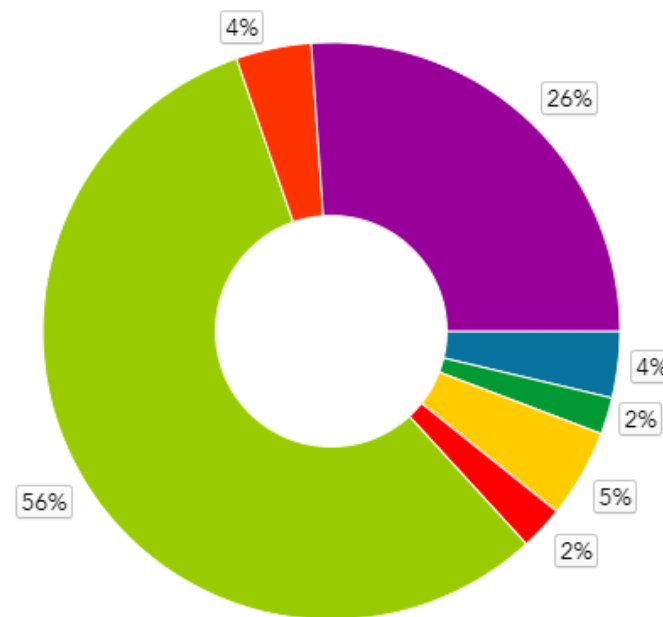
- Paratransit Rider's Guide Updates
- Marin Access Fare Assistance Renewal
- Marin Access Survey
- Fare Free Days
- Travel Training

Marin Access Call Center

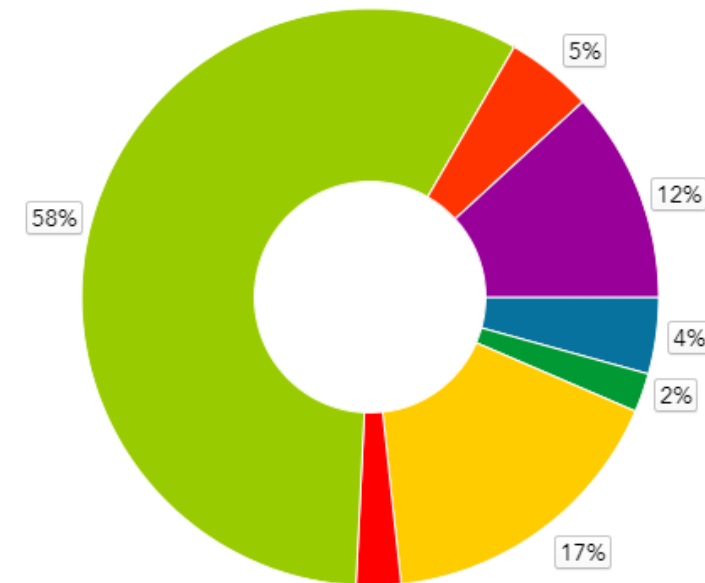
Marin Access call volume for all queues in March was **5,660**. The majority of calls were for scheduling assistance.



Call Volume



Selected Year



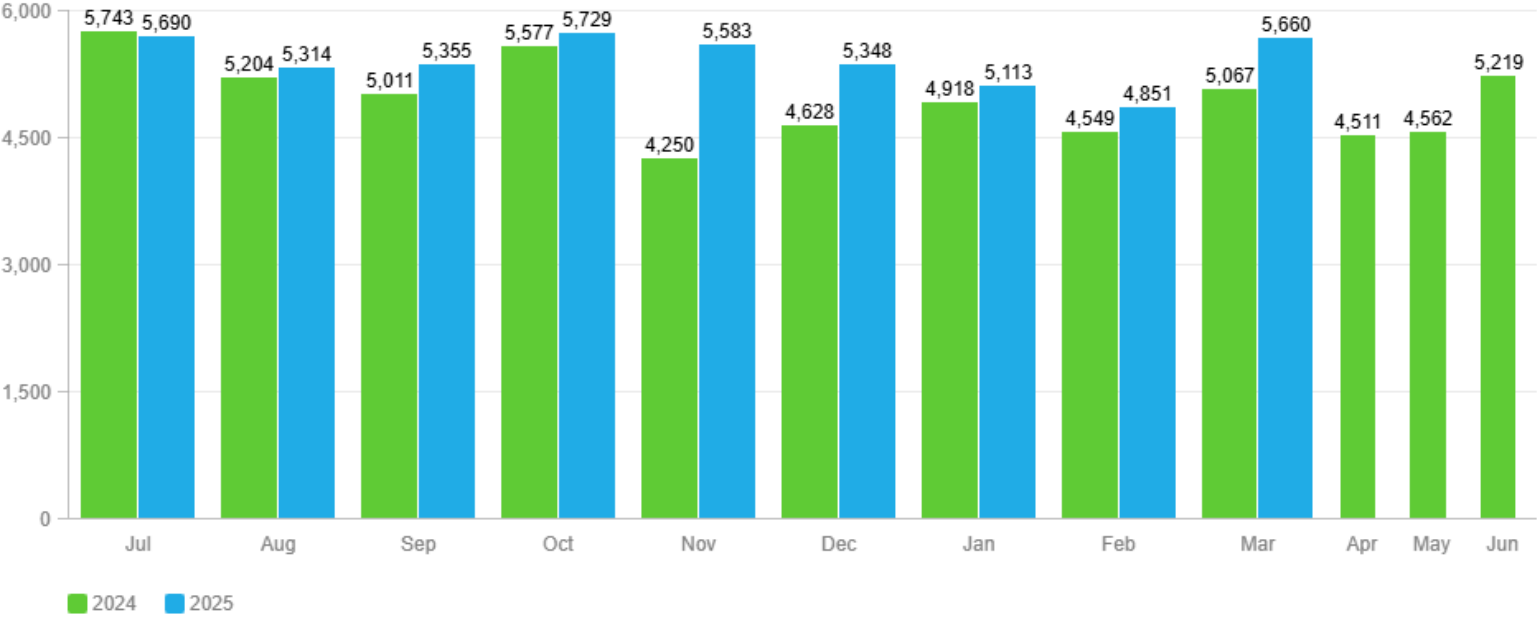
Prior Year

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

Marin Access Call Center

Total call volume for the month was **5,660**, an increase from the same period last year.

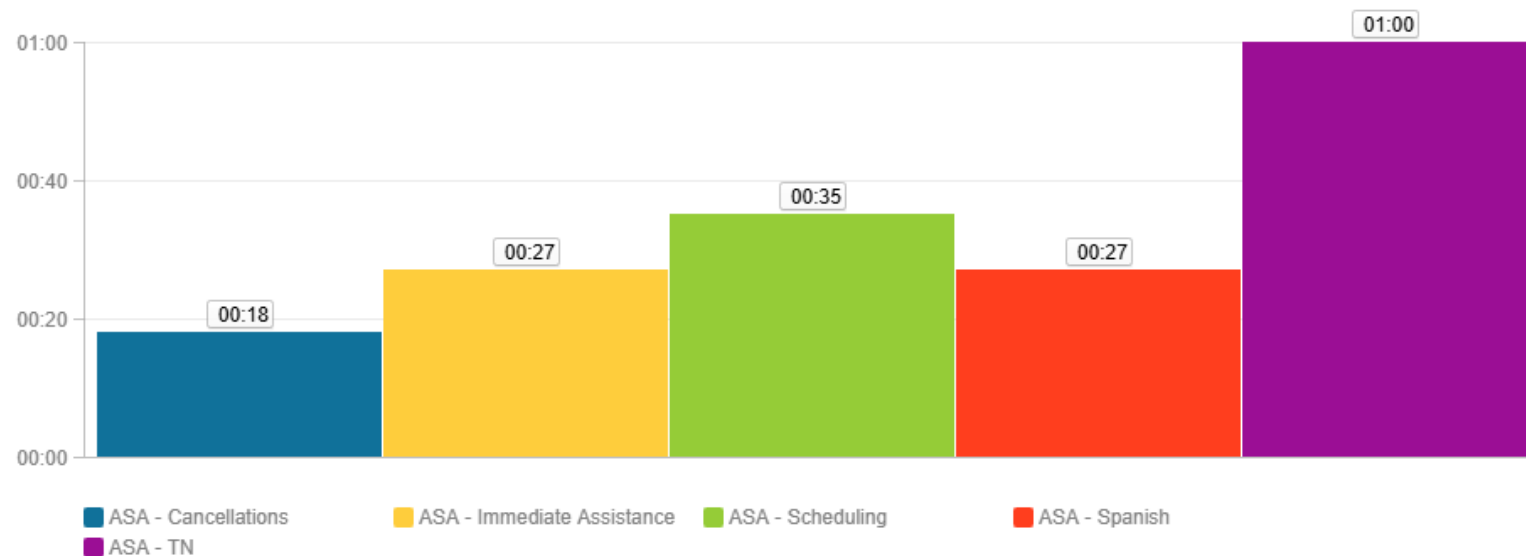
March 2025



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

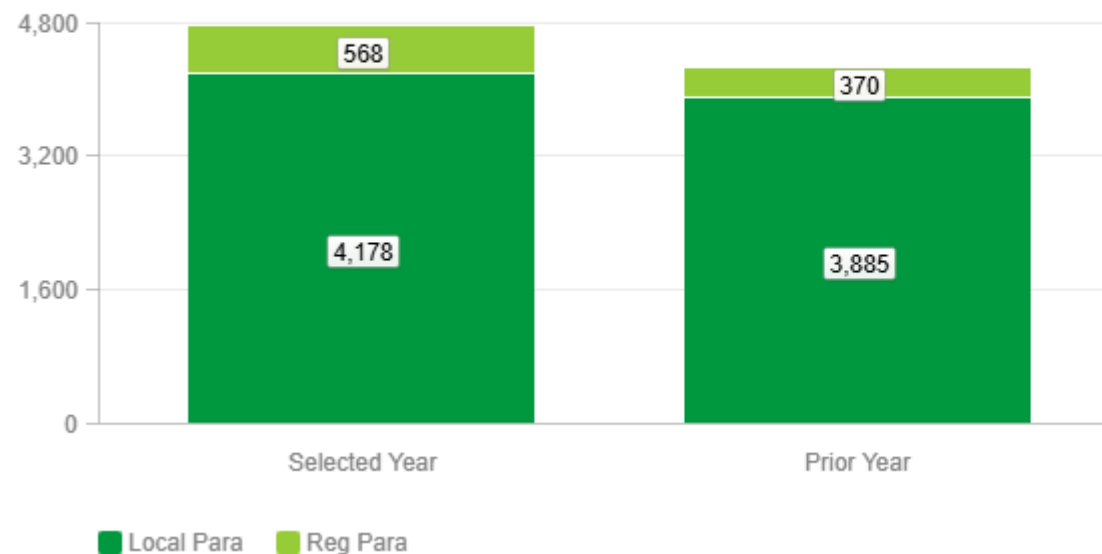


Marin Access Paratransit Ridership

In March, there were a total of **4,746** trips on local and **568** trips on regional paratransit.

Total Trips

Local & Regional Paratransit



Trip Denials - YTD

1

Trip Refusals - YTD

1,453

Performance Standard – Trip Denials

- 1 trip denials

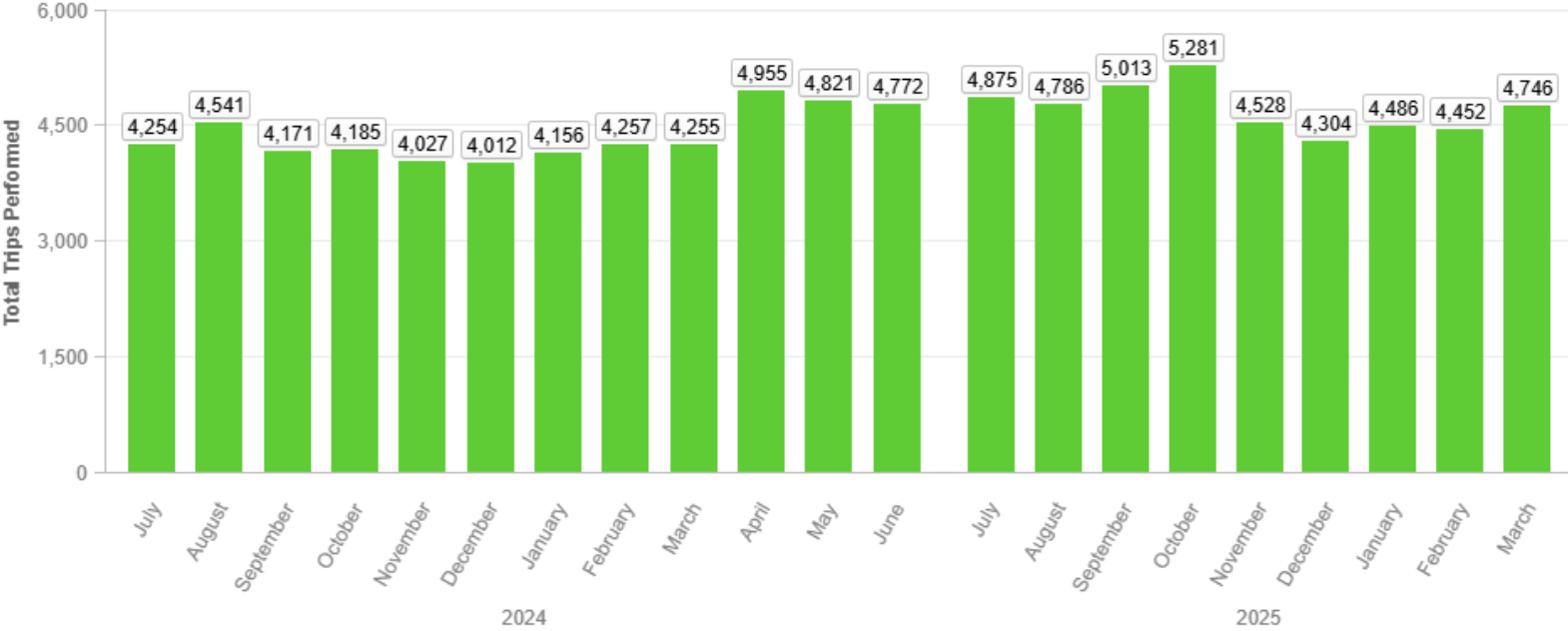
Trip Refusals occur when a rider does not accept a pick-up window scheduled within the regulations.



Marin Access Paratransit Ridership

Month over month ridership for local and regional paratransit continues to remain below pre-pandemic levels.

March 2025



Marin Access Paratransit Ridership

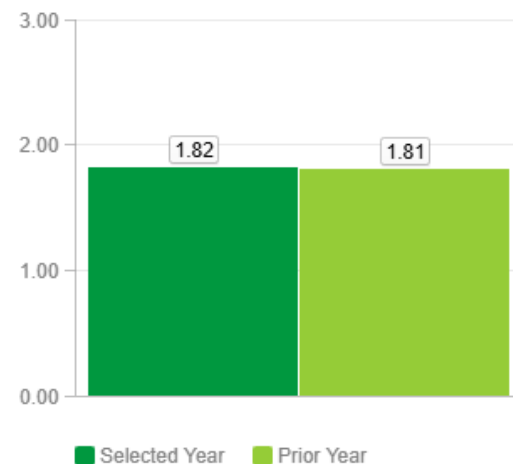
In March, riders per hour for local paratransit was **1.88** and rides per hour for regional paratransit was **1.34**.

Riders Per Hour

Local Paratransit

Year To Date Average

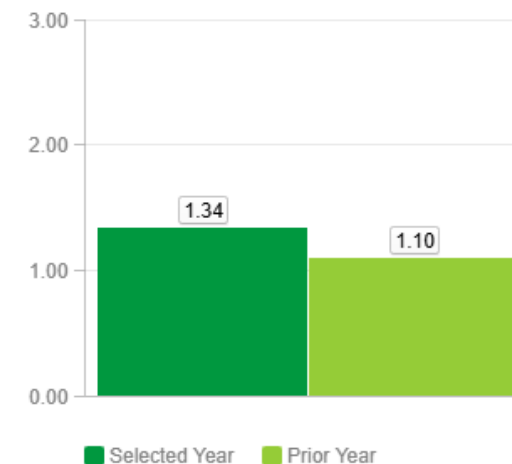
1.88



Regional Paratransit

Year To Date Average

1.34



Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0

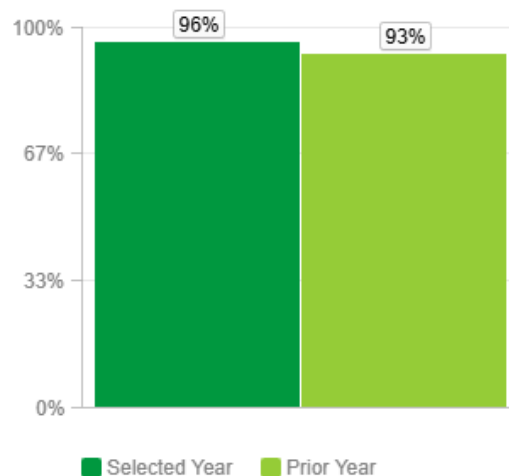


Marin Access Paratransit Ridership

In March, on time performance for local paratransit was **96%** and **91%** for regional paratransit. Year to date averages for Regional On Time Performance in discussion to bring above performance standard.

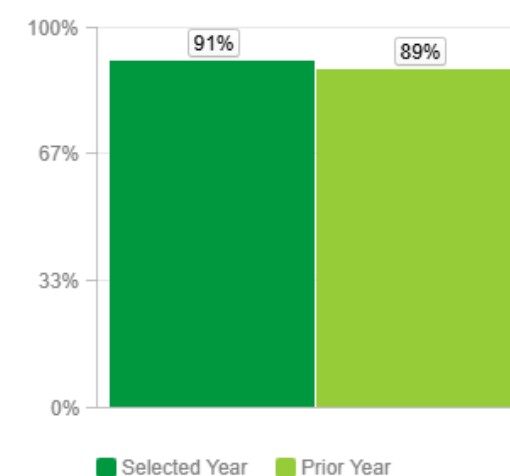
On Time Performance

Local Paratransit



Year To Date Average
95.2%

Regional Paratransit



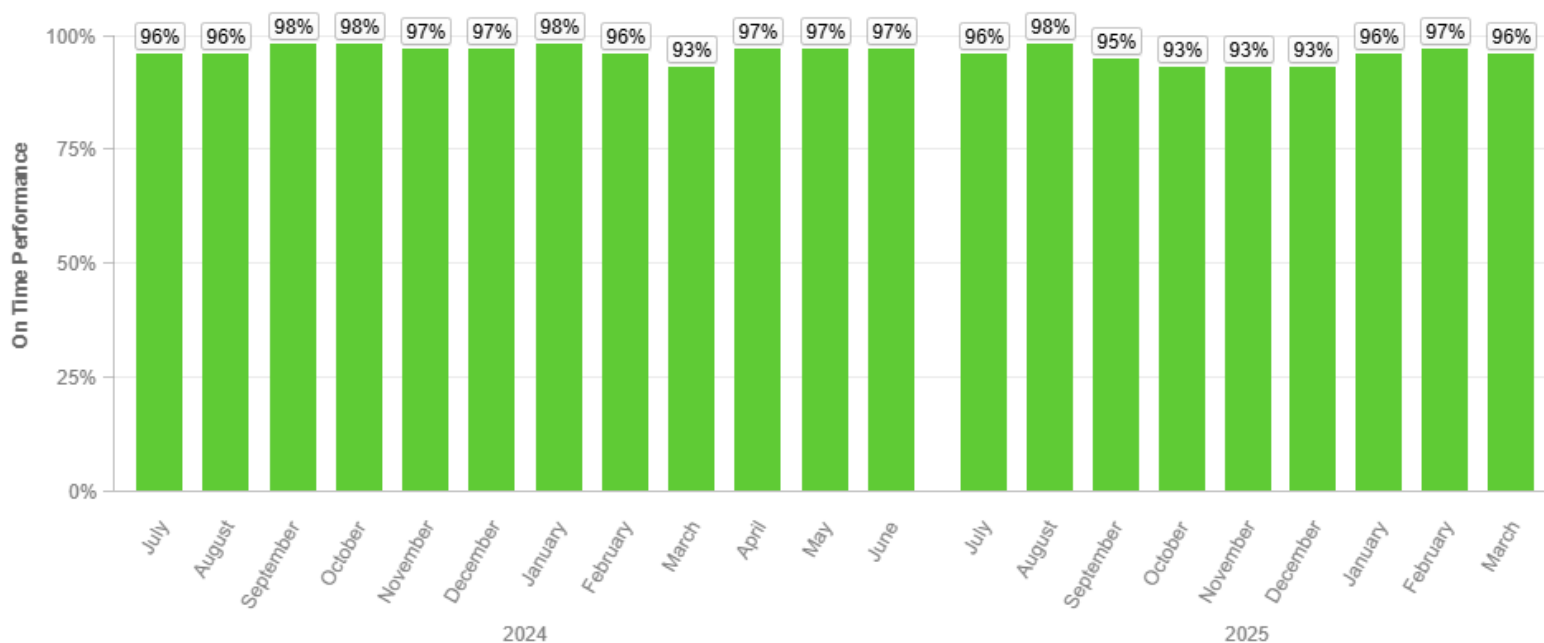
Year To Date Average
89.6%

- 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 March was 96%. This exceeds the performance standard.



Performance Standard – On Time

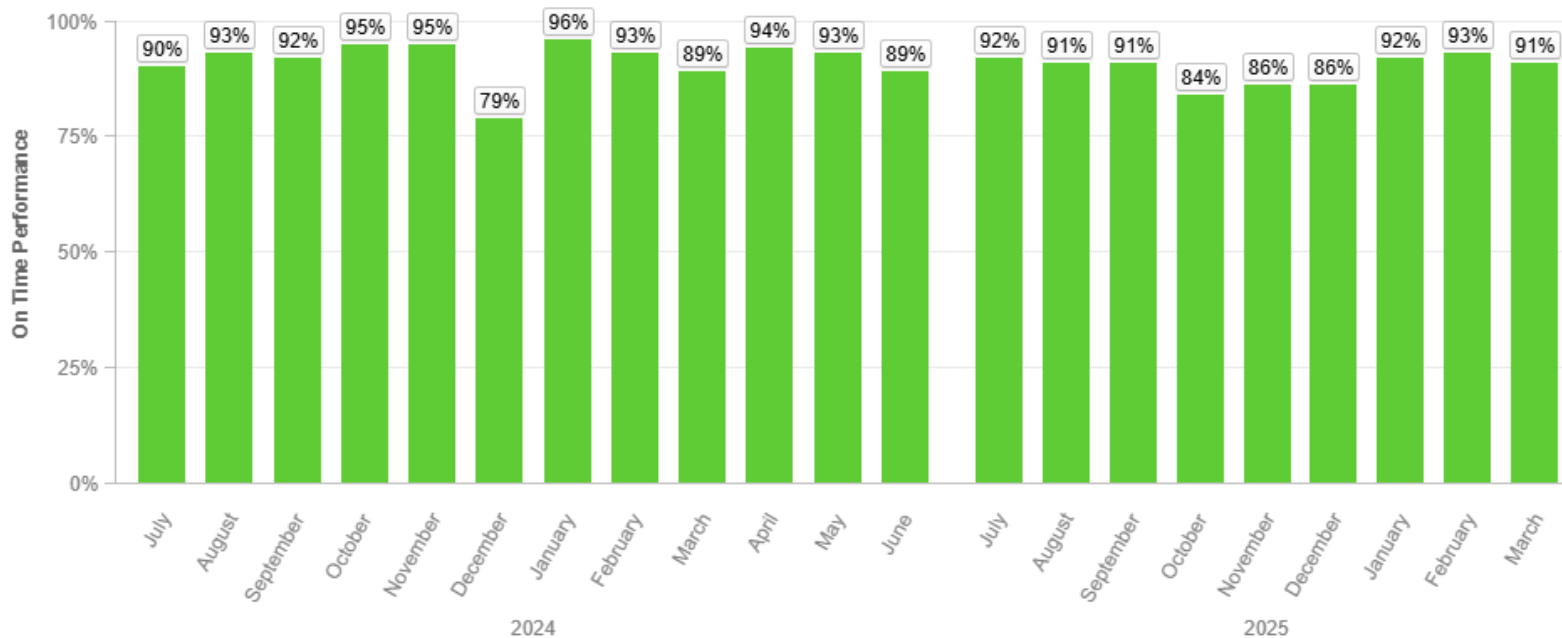
Performance

- Local – 90%
- Regional – 90%



Marin Access Paratransit Ridership

On-time performance for regional paratransit has slight fluctuations. OTP in March was 91%. Regional On Time Performance in discussion to keep above performance standard across the board.



Performance Standard – On Time

Performance

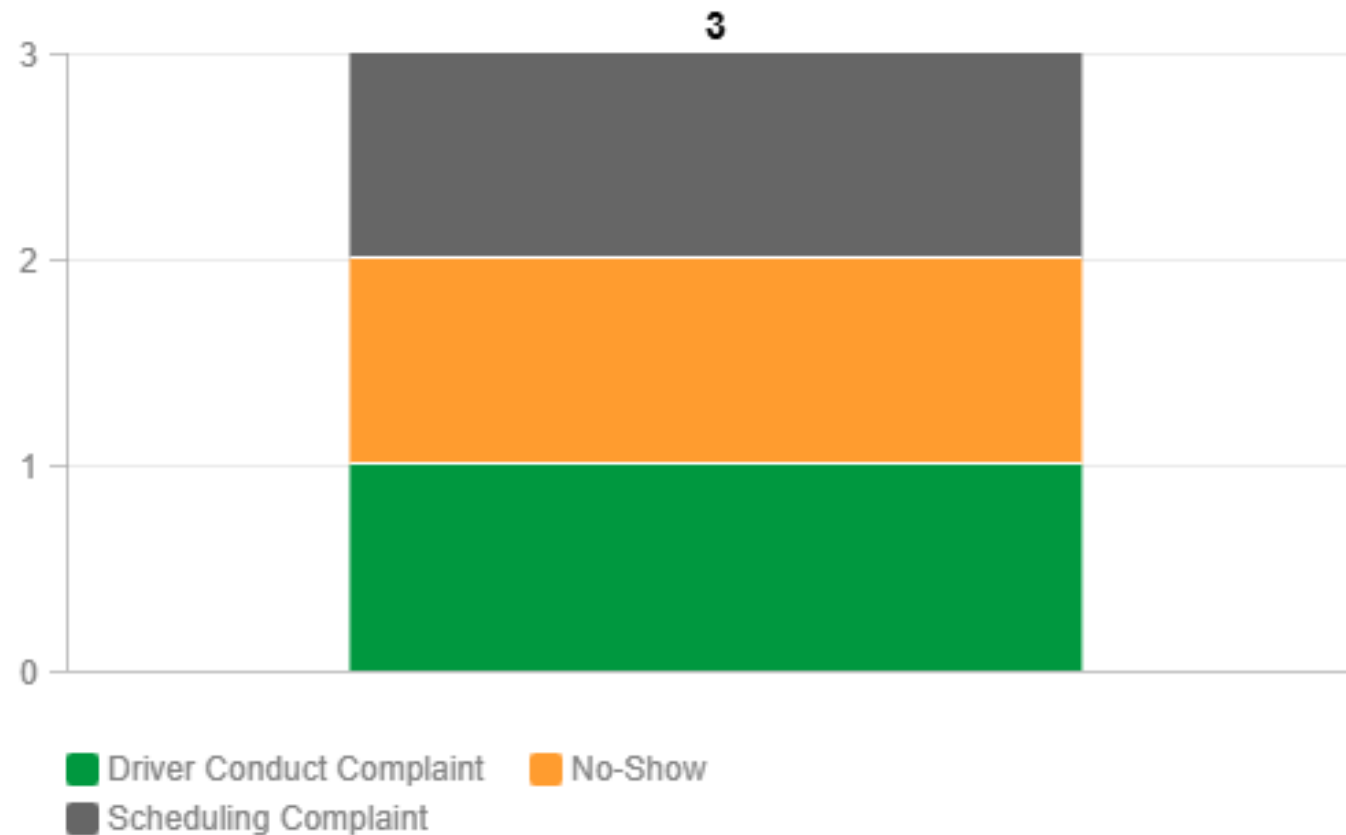
- Local – 90%
- Regional – 90%



Marin Access Feedback

In March, there were **3** complaints for Marin Access

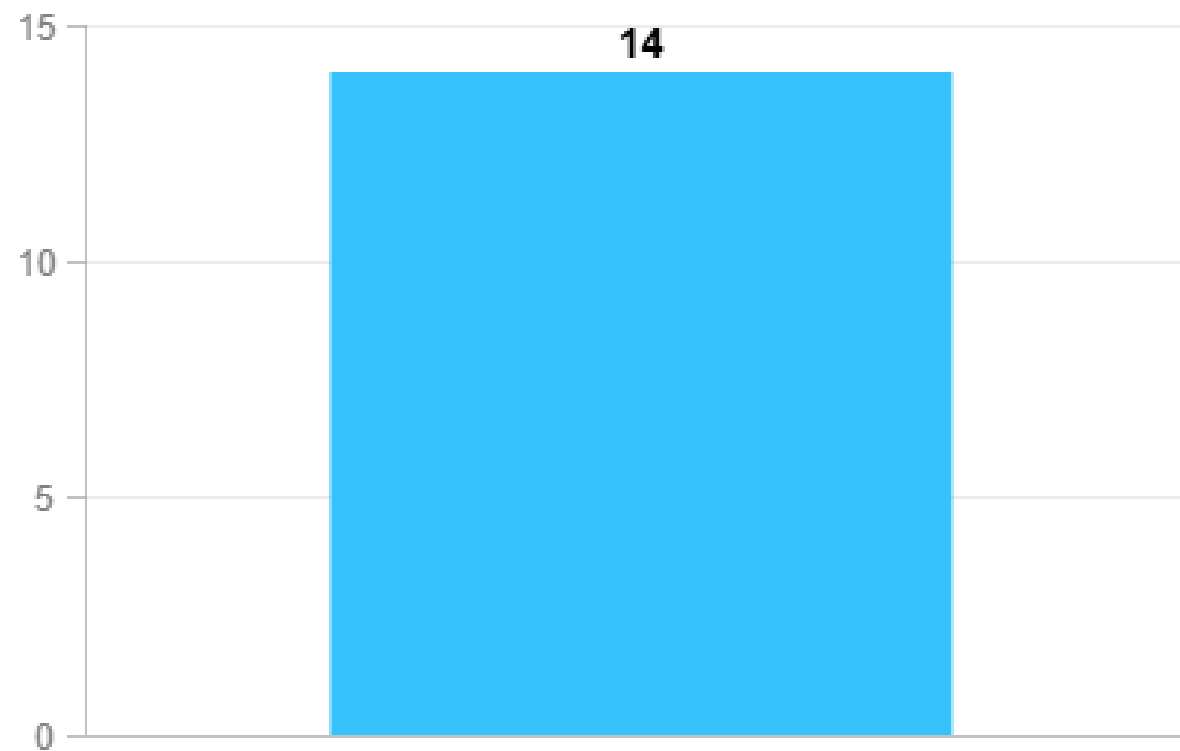
Customer Feedback - Complaints



Marin Access Feedback

In March, there were **14** commendations for Marin Access.

Customer Feedback - Commendations



Thank you