

MARIN MOBILITY CONSORTIUM

AGENDA

May 14, 2025
10:00am to 11:30am

Virtual Login Information

Zoom: <https://us02web.zoom.us/j/89205916750>

Call-In Number: (669) 900-6833

Meeting ID: 892 0591 6750

Agenda

- | | |
|---------------|--|
| 10:00 – 10:05 | Welcome & Introductions |
| 10:05 – 10:10 | Partner Announcements / News |
| 10:10 – 10:15 | Open Time for Public Expression
<i>Limited to two minutes per speaker for items not on the agenda</i> |
| 10:15 – 10:45 | Guest Presentation: County of Marin Office of Emergency Management – Steven Torrence |
| 10:45 – 11:00 | July 2025 Marin Access Program Change Update |
| 11:00 – 11:10 | General Marin Transit & Marin Access Updates |
| 11:10 – 11:30 | Marin Access Performance Metrics |

Next Meeting: May 14, 2025

All County public meetings are conducted in accessible locations. Copies of documents are available in accessible formats upon request. If you require American Sign Language Interpreters, Assistive Listening Devices or other accommodations to participate in this meeting, you may request them by calling (415) 226-0855 (voice) or contact the California Relay Service by dialing 711 to connect to the telephone listed above. Requests must be received no less than four working days prior to the meeting to help ensure availability. For additional information, visit our website at <http://www.marintransit.org>.



Marin Mobility Consortium

Agenda

- 01** Introductions
- 02** Partner Announcements / News
- 03** Open Time for Public Expression
- 04** Guest Presentation: County of Marin OEM
- 05** July 2025 Marin Access Program Change Update
- 06** General Marin Transit & Marin Access Updates
- 07** Marin Access Performance Metrics

Partner Announcements / News

Open Time for Public Expression

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

Guest Presentation

County of Marin Office of Emergency Management

July 2025 Marin Access Program Change Update

Summary of Updates

Program Changes

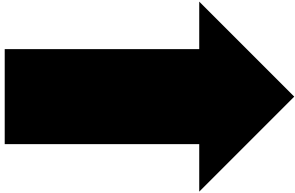
- Catch-A-Ride Pilot Program – Program ends **June 30, 2025**
- Intro to Mobility Program & Enhancement to MAFA via Mobility Wallet – Implement **July 1, 2025**
- Marin Access Shuttle Updates – Expected implementation **July 1, 2025**

Other Efforts in Progress

- Marin Access Annual Survey - Due **May 30, 2025** for entry in raffle
- MAFA Renewal – Renewal forms due **June 1, 2025** to avoid disruption in benefits

Program Changes

Changes Approved April 2025



Program Comparison

Rider Type	Program	Eligibility	Subsidy
New	Intro to Mobility Program	65+ or ADA Eligible + Resident of Marin County without demonstrated income barriers	One-time \$200 subsidy
Existing	MAFA Mobility Wallet	65+ or ADA Eligible + Resident of Marin County with demonstrated income barriers	\$200 / month subsidy, up to \$2,400 annually
Existing	CAR Transitional Program	Existing CAR rider without demonstrated income barriers	\$200 / month subsidy for six months, up to \$1,200

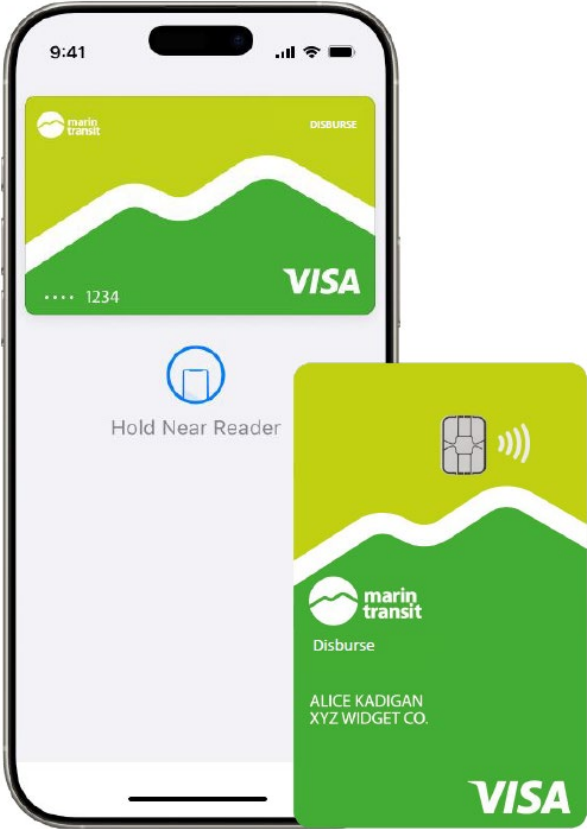
**For riders determined eligible for existing program by May 31, 2025; discontinued at end of FY26.*

What Riders Can Expect

- Newly Enrolled Riders determined Eligible June 1 or later will be enrolled into new programs.
 - Non-MAFA > Intro to Mobility Program
 - MAFA > MAFA Mobility Wallet
- Existing CAR Riders that complete steps below will be auto-enrolled in programs & can expect to receive info via email/US Mail over coming weeks.
 - Eligible for MAFA
 - Renew MAFA
 - Card Type Selection
 - Not Eligible for MAFA
 - Card Type Selection

Where can the mobility wallet be used?

The Mobility Wallet cannot be used to pay for local or regional paratransit fares.



Graphic shows a sample of vendors that could be used; actual vendors TBD

How does mobility wallet top-up work?

- For MAFA Mobility Wallet & CAR Transitional Program users, the mobility wallet will be automatically topped up to \$200 each month based on usage in the prior month.
- The maximum value on the card at any time is \$200.
- The top-up value will equal the amount you used in the previous month.

	Month 1 Starting Balance	Value Used in Month 1	Top-Up For Month 2	Month 2 Starting Balance
Example 1	\$200	\$50	\$50	\$200
Example 2	\$200	\$200	\$200	\$200
Example 3	\$200	\$132.50	\$132.50	\$200

Implementation Progress

- Design & Card Approvals
- Vendor Outreach
- Card Testing
- Financial Considerations
- Reporting Plan
- Evaluation Metrics
- Staff Training
- Collateral Development
- Rider Education

Changes Approved May 2025

- One-year extension of the West Marin Connector pilot shuttle
- One-year pilot to expand Marin Access Shuttle service
 - One additional day of service per week for the West Marin Connector pilot shuttle
 - One additional day of service for the Pt. Reyes shuttle.



Implementation Progress

- Community Partner Outreach
- Finalize Schedules
- Scheduling Software Updates
- Update Collateral
- Staff Training
- Rider Education

Other Efforts in Progress

Marin Access Annual Survey

- Survey sent out via email week of 5/5
- Survey can be completed in English or Spanish
- Riders should complete by 5/30/25 to enter raffle
- Depending on response rate, we may choose to send via US Mail and / or do phone outreach
- Staff expect to report out on findings at next meeting (9/10/25)

Marin Access Rider Survey

Use the form below to provide your feedback about Marin Access. Complete the survey by May 30, 2025 to be entered to win \$100 of value to be used with a transportation provider of your choice!

To complete this survey in another language, use your mouse to right click the page and select the language you would like to complete the survey in.


For assistance or to complete the survey by phone, contact the Travel Navigators at (415) 454-0902 (select language option and then option 1 for Travel Navigators).

Thank you for sharing your feedback! Your feedback is important and will help shape improvements to Marin Access programs and services.

MAFA Enrollment & Renewal

- **Eligible Riders:** will need to renew their enrollment as part of the annual renewal process
 - Forms will be mailed to riders at mailing address
 - Completed forms + documentation **due 6/1** to avoid disruption in benefit
- **Non-eligible Riders:** may enroll by contacting the Travel Navigator team and providing documentation to demonstrate eligibility for Medi-Cal or annual income





Marin Access Fare Assistance Eligibility Renewal
(NOTE: does not impact eligibility for paratransit or Marin Access Mobility Programs.)

Complete and return this form to confirm and renew your eligibility. Please respond to all questions, and include all necessary documentation. Incomplete forms will not be processed. **If we do not receive a completed form and required documentation by June 1, 2025 you will experience an interruption in your MAFA benefit.** Processing eligibility may take up to 10 business days. Confirmation will be sent via US Mail. For assistance or to complete this application by phone, call 415-454-0902.

Section 1 (NOTE: Use Section 4 on back to make change/s/updates)
 CONFIRM YOUR INFORMATION:

Marin Access ID: Eligible for: Marin Access Fare Assistance (MAFA)
 Mobility Programs MAFA Bus Pass
 Paratransit; eligible until:

First Name:

Last Name: Email Address:

Home Phone: Mobile Phone:

Home Address: Mailing Address:
 Same as home

Primary Language: Mobility Device:

Emergency Contact (EC): Relationship:

EC Phone: EC Email:

Section 2
 RENEW ELIGIBILITY:
(To renew you must provide documentation of Medi-Cal eligibility OR annual income)

Renew with Medi-Cal Information: **Renew with Annual Income Information:**

1. I am registered for Medi-Cal: Yes No 1. Annual Income:

2. Medi-Cal ID #: 2. Housing Situation: **Single** **Couple**
 Owner without Mortgage
 Owner with Mortgage
 Renter

3. Medi-Cal Card Issue Date:

Section 3
 AGREEMENT: (Select most appropriate statement, then sign and date agreement)
 Yes, I DO want to renew my eligibility **No, I do NOT** want to renew my eligibility.

I certify that the information in this renewal application is true and correct. I understand that knowingly falsifying the information will result in dismissal from the program. I understand that all information will be kept confidential and used only for the purposes of the programs and services offered by Marin Access. I understand that completing this form does not amount to an eligibility renewal.

Once you have completed this form, fold, seal and return via US Mail. No postage required.

Signature _____ Date _____ For assistance or to complete this application by phone, call 415-454-0902.

Incomplete applications will not be processed.

USE SECTION 4 ON BACK OF THIS FORM TO UPDATE ANY INFORMATION SHOWN IN SECTION 1 ABOVE.

MAFA Documentation

- **Demonstrate eligibility for Medi-Cal**

- Submit a copy of Medi-Cal card

OR

- **Demonstrate annual income**

- Submit one of the following:
 - Most recent three (3) paystubs;
 - Most recent three (3) financial assistance documents;
 - Most recent tax return (1040 Form Line 15 – AGI); or
 - Most recent year end social security statement

MAFA Income Standards

Housing Situation	Single	Couple
Owner without Mortgage	\$30,936	\$44,160
Owner with Mortgage	\$63,192	\$76,160
Renter	\$53,160	\$66,384

¹ Elder Index. (2025). The Elder Index™ [Public Dataset]. Boston, MA: Gerontology Institute, University of Massachusetts Boston. Retrieved from ElderIndex.org

**Join us for an upcoming Info Session
or visit marintransit.org/machanges
for the most up to date information.**

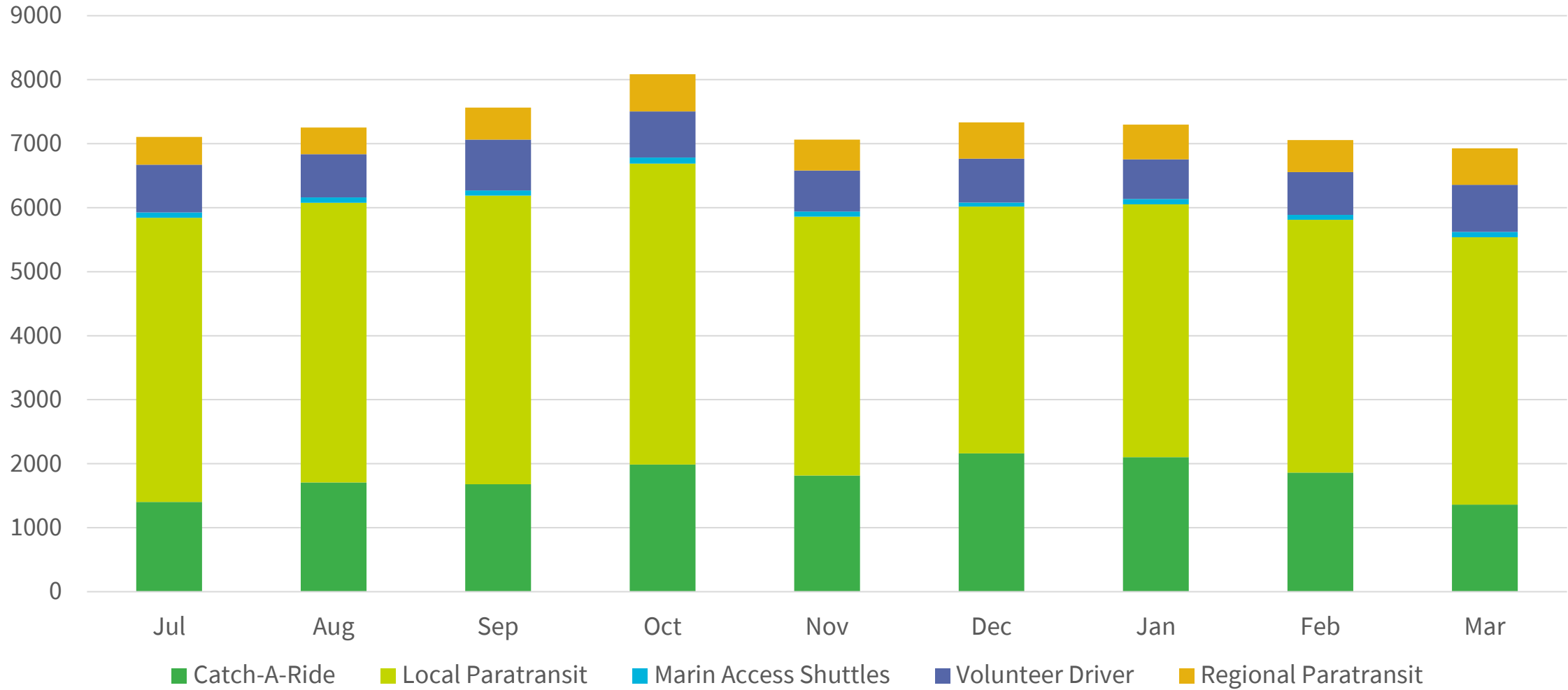
General Marin Transit & Marin Access Updates

Updates

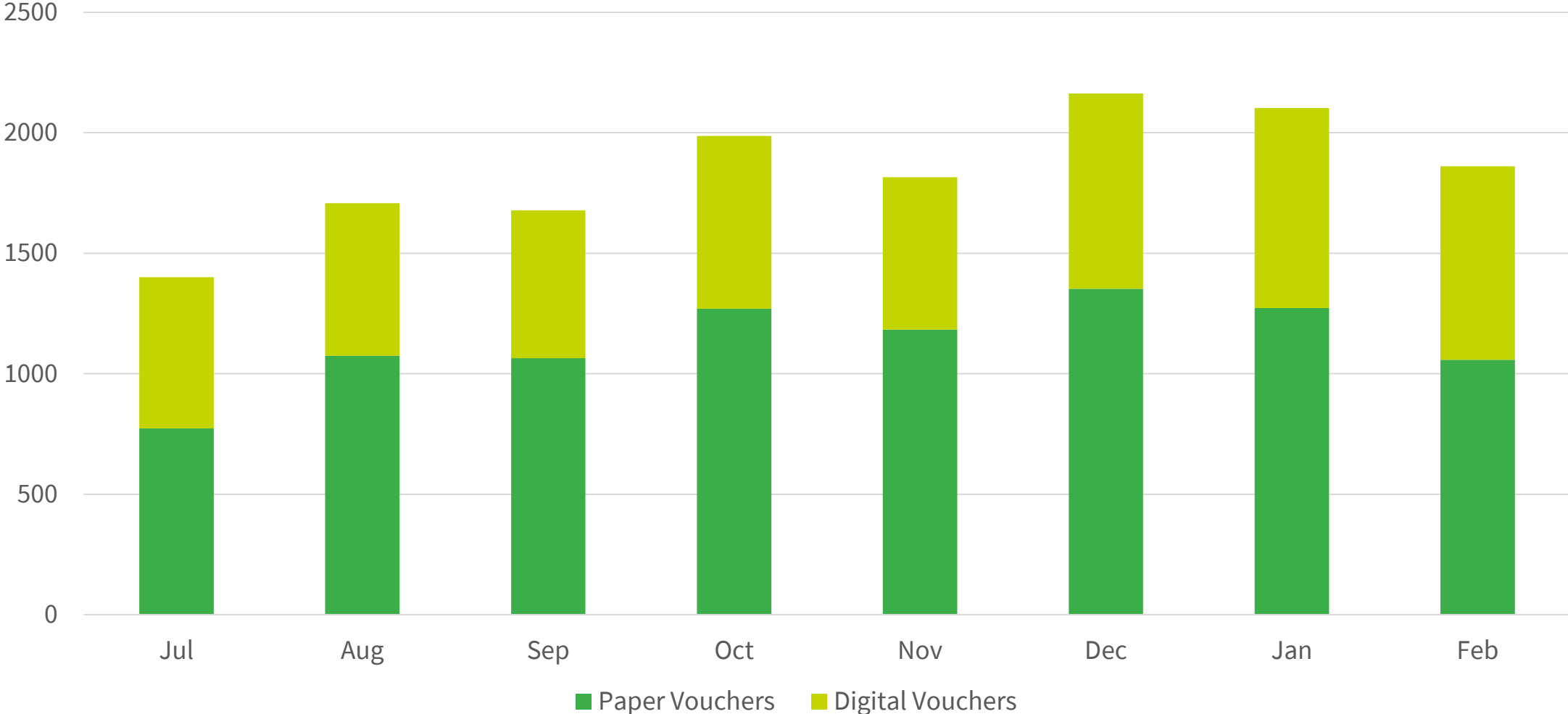
- August Service Changes
- Travel Navigator Call Center Hours & Walk-In Policy
- Annual Community Engagement Update & Look Ahead
- Satellite Hours
- Fare Free Promotions
 - May 15 – Bike to Work Day
 - June – August – Fare Free Youth
 - July – Marin County Fair
 - August – ADA 30th Anniversary

Marin Access Performance Metrics

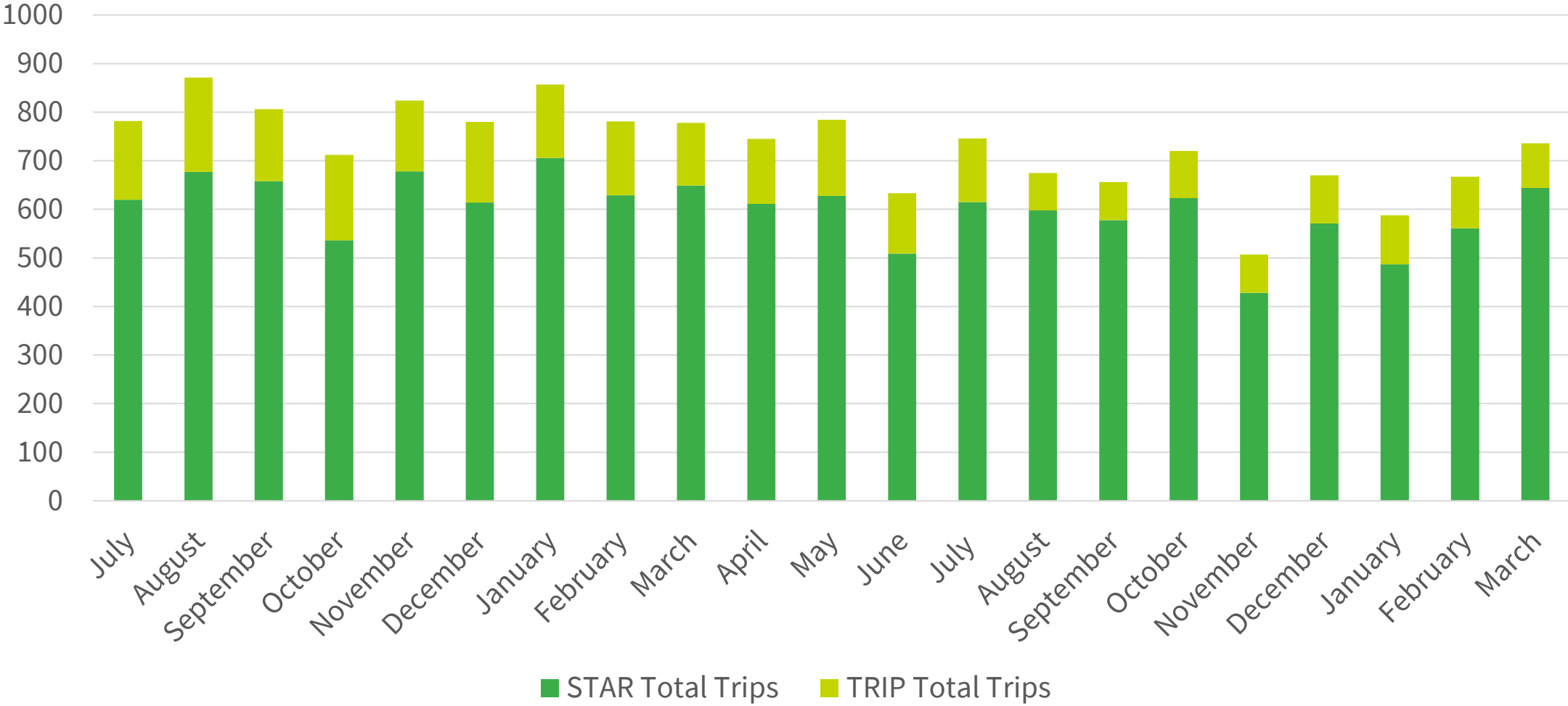
Marin Access Ridership Trends – FY25



Catch-A-Ride Pilot Program Ridership – FY25 – February 2025

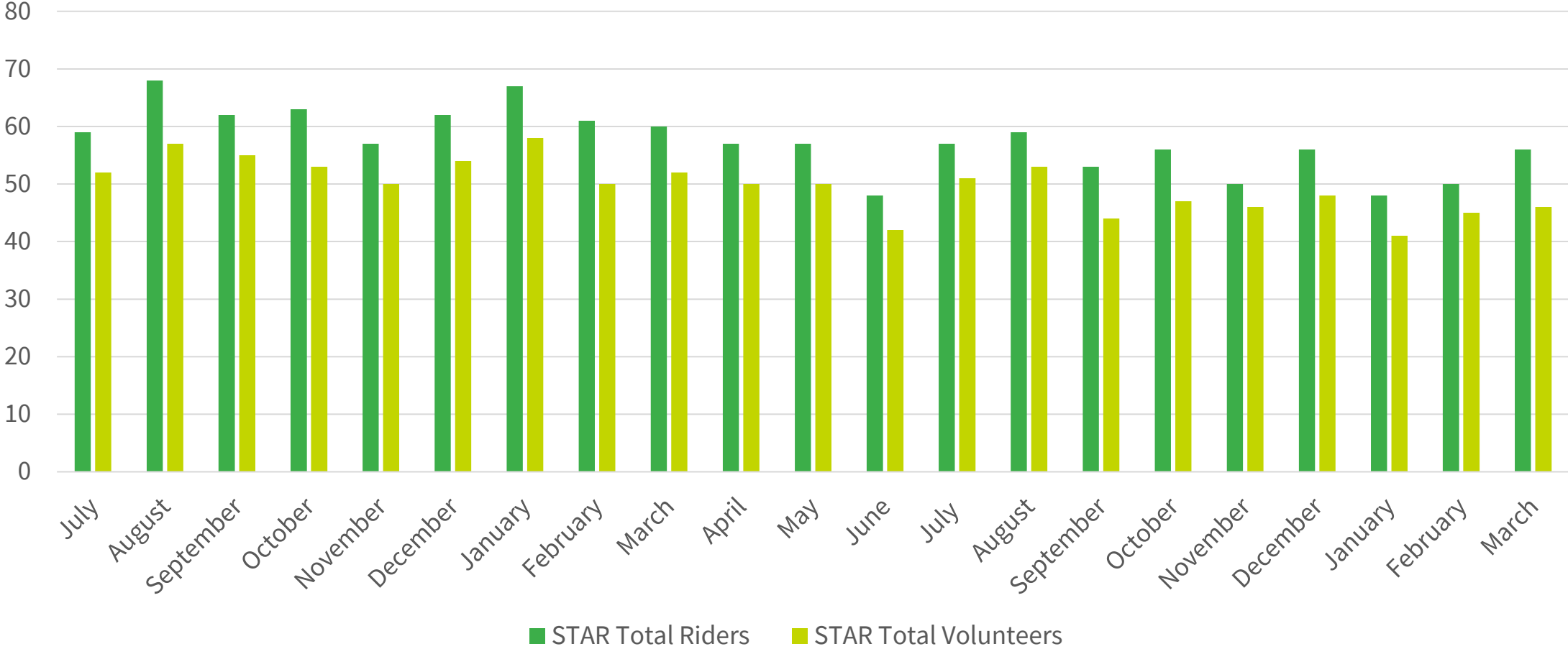


Volunteer Driver Program Ridership – FY25 – March 2025

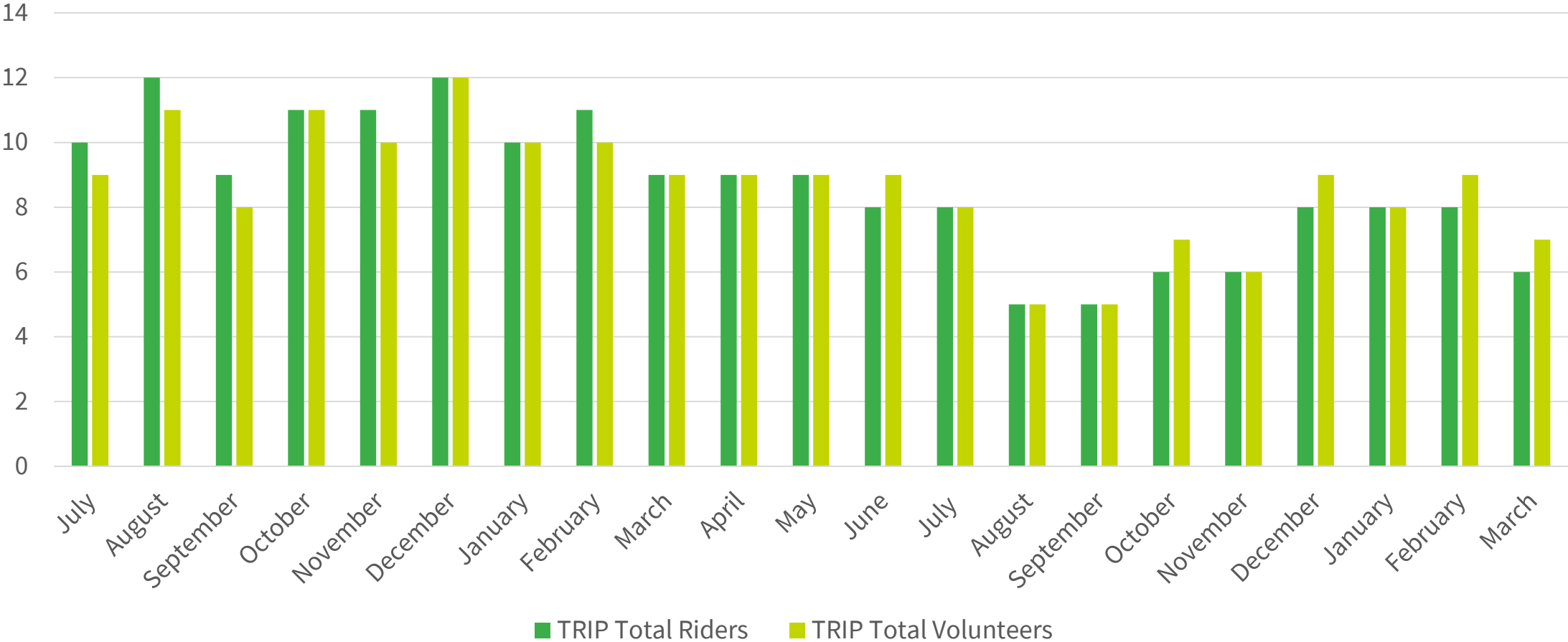


STAR Volunteer Driver Program Riders & Volunteers

FY25 – March 2025

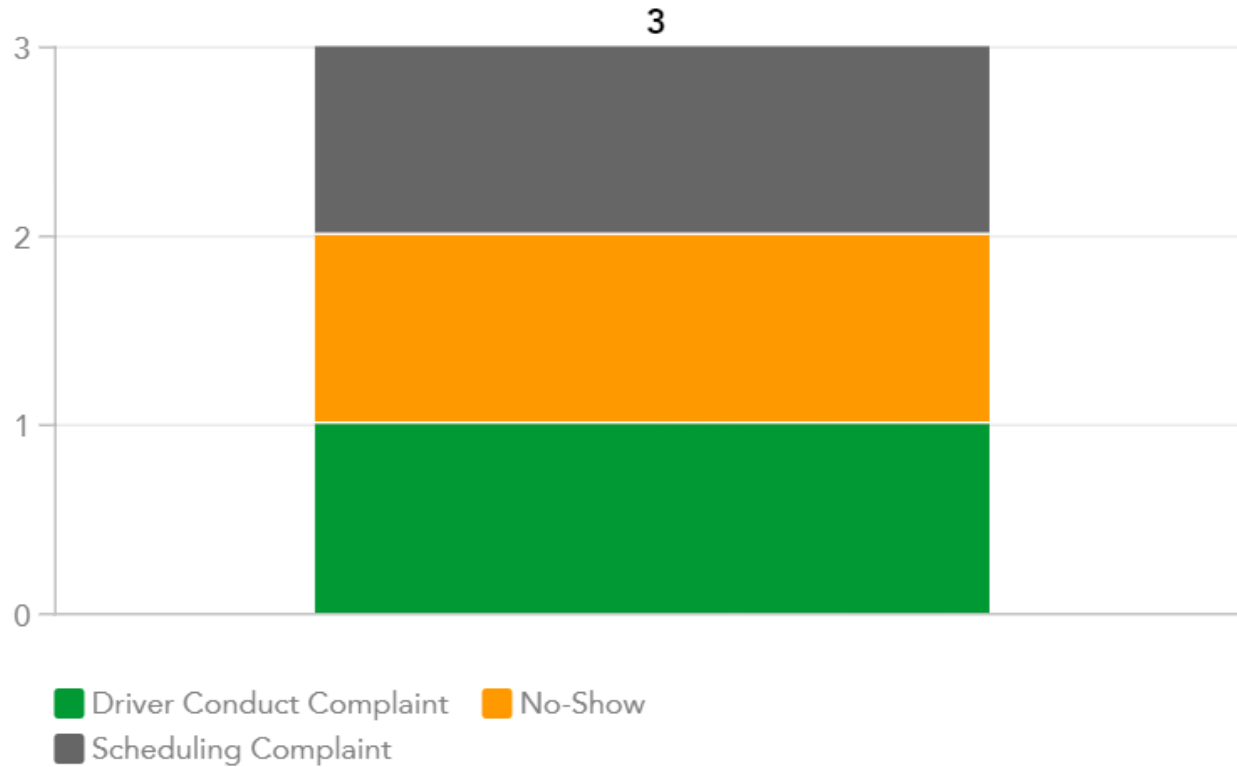


TRIP Volunteer Driver Program Riders & Volunteers FY25 – March 2025

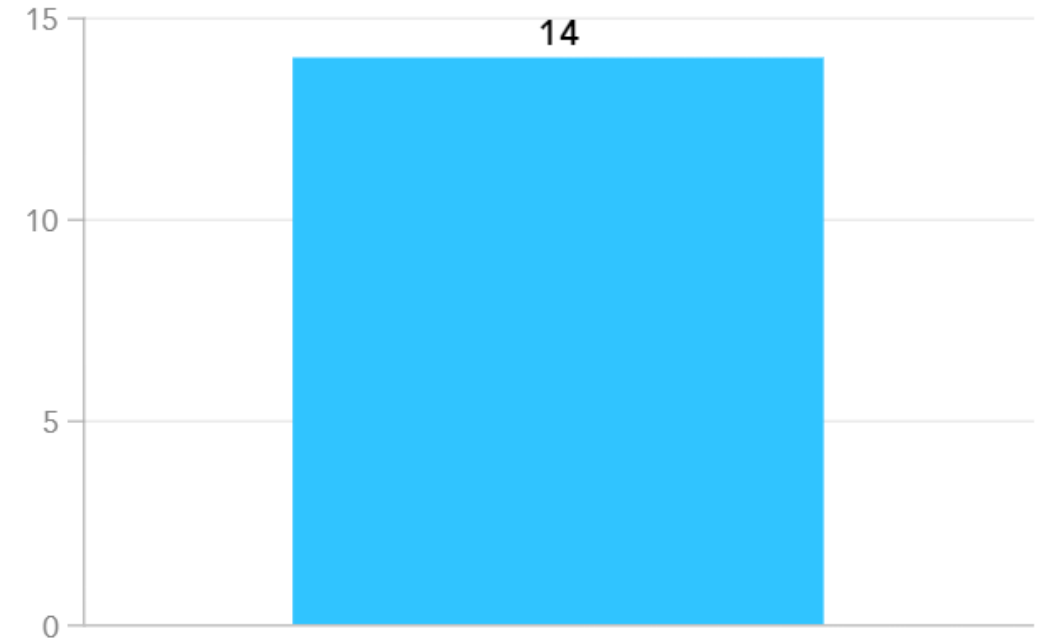


Marin Access Rider Feedback – March 2025

Customer Feedback - Complaints



Customer Feedback - Commendations



Thank you

CONTACT

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