



Marin Paratransit Coordinating Council
Monday, June 23, 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/85814596719>

Teleconference: +1 669 900 6833

Webinar ID: 858 1459 6719

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

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 April 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. Review of PCC Bylaws & Attendance Policy – *Information*
- b. Paratransit Vehicle Update – *Information*
- c. Same Day Paratransit Pilot Program Implementation – *Information*
- d. Paratransit Rider's Guide Updates – *Information*

6. Old Business

- a. Public Comment / Question Follow-Up – *Information*
- b. Marin Access Program Change Update – *Information*
- c. 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

April 21, 2025, 1:30PM to 3:00PM

MEETING MINUTES

1. Meeting called to order at 1:30 PM by PCC Chair Michael Harris.
 - a. In attendance
 - i. PCC Members: Michael Harris, Terry Scussel, Terri Sylvain, Javier Miranda, Patti Mangels, Jane Gould
 - ii. Members of the Public: Teresa, Marie Simms, Kevin, Jimmy, Mario Newton, Ariana Cruz, Ruth Vosmek
 - iii. Staff (MCTD + GGBHTD): Joanna Huitt, Kate Burt, Sandra Romero, Kyle French, Jon Gaffney
 - iv. Contractors (Transdev): Kent Hinton, Varuna Faasavalu, Emily Nunez, Claudia Tamayo
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for February 2025
 - a. All present have reviewed. Motion to approve made by Terry Scussel, seconded by Patti Mangels.
4. Open Time for Public Expression
 - a. Marie Simms stated that Marin Access' paratransit program has been challenging to use for her since it separated from Whistlestop. She expressed that she wonders who paratransit is for, as she constantly is missing or late to appointments, experiences difficulties with trip coordination, and has observed other changes that she would like to see adjusted. Ms. Simms said that if she is discharged from her treatment program because paratransit has resulted in late and missed appointments, everyone would be responsible for it.
5. New Business
 - a. Marin Access Call Center Review
 - i. Staff reported on the importance of the Marin Access call center, highlighting phone tree options, language capacities, and operating hours. Staff reported on staffing and training processes.
 - ii. Terri Sylvain asked who riders with concerns like Marie Simms' should contact.
 - iii. Claudia Tamayo responded that they should call the call center and ask to speak with a manager.

- iv. Joanna Huitt added that riders can also provide feedback via regular comment methods including comment cards found on all paratransit vehicles.
- v. Ms. Tamayo said that riders may use option seven on the phone tree.
- vi. Marie Simms asked who should be contacted when an issue is passed over, unresolved, and continuing to occur. She noted that attending her appointments is a matter of life and death.
- vii. Ms. Huitt suggested that Ms. Simms send her or Jon Gaffney an email. Issues can also be elevated at PCC meetings.
- viii. Ms. Simms responded that she needs things to get done and she has approached the situation in a solution-based way. She stated that she feels she has been brushed over and she wants to see changes.
- ix. Ms. Huitt explained that complaints are sent to Marin Transit's Operations team and Golden Gate Transit first, then resolutions are documented. Ms. Huitt said that Ms. Simms' concerns will continue to be investigated, and staff will follow up with her.
- x. Staff reported on the paratransit trip and transfer trip scheduling process.
- xi. Terry Scussel asked how staff align pick-ups and drop-offs.
- xii. Ms. Huitt noted that the information from staff's presentation is also in the Paratransit Rider's Guide.
- xiii. Ms. Tamayo explained that staff ask riders when they want to be picked up and dropped off by. Pick-ups may be scheduled for up to one hour before or after a specified time. If riders specify appointment times, staff will list available trip times. The software calculates available times to ensure that riders arrive before appointments, up to one hour early.
- xiv. Mr. Scussel asked if there was a limit to how early a pick-up could be.
- xv. Ms. Tamayo stated that it is situational. The goal is for riders to arrive before their appointments.
- xvi. Mr. Hinton added that if an appointment time is provided, the software provides options depending on distance and timing.
- xvii. Patti Mangels noted that sometimes staff offer multiple timing options.
- xviii. Ms. Simms stated that on four occasions in 2025, her paratransit trips have fallen outside the pick-up window, and she has not had enough time to notify her destination of the lateness. As a result, she has missed appointments that she pays for. Ms. Simms said staff told her she could not be too early for appointments. Ms. Simms explained how she asked a driver if she would be late so she could notify her destination, and the driver cited the estimated time on the GPS. Ms. Simms noted that the

- GPS' estimates may not always be reliable, so drivers may need to use discernment to ensure that riders arrive at their appointments on-time.
- xix. Jon Gaffney said that the Americans with Disabilities Act (ADA) states that riders can be dropped off up to one hour early. It also states that riders can be on board for as long as it would take to ride transit to their destination.
 - xx. Staff reported on how paratransit trips are scheduled, emphasizing how details are confirmed at the end of the scheduling process. Staff reviewed how call center performance and metrics are monitored. Staff listed upcoming opportunities for call center improvements. Staff asked if an estimated hold time announcement would be helpful for callers.
 - xxi. Kevin confirmed that hearing an estimated hold time would be helpful.
 - xxii. Ms. Huitt asked if a callback option would be helpful while on hold.
 - xxiii. The group confirmed it would be.
 - xxiv. Ms. Huitt asked if a post-call automated feedback survey would be of interest to callers.
 - xxv. Ms. Simms responded that it would be if it resulted in action being taken.
 - xxvi. Kevin noted that if staff are unaware of an issue, they cannot take action.
 - xxvii. Mr. Scussel asked if call center staff ask riders if their pick-up or drop-off time is more important.
 - xxviii. Ms. Tamayo answered that staff ask riders if they have a pick-up time or an appointment time.
 - xxix. Ms. Simms stated that she had been advised to let scheduling staff know that her transportation is to a medical appointment.
 - xxx. Mr. Scussel said that a destination type should not affect scheduling.
 - xxxi. Mr. Hinton added that the software cannot distinguish destination types.
 - xxxii. Ms. Huitt clarified that the software does not prioritize destination types.
 - xxxiii. Ms. Simms asked what could be done in her situation, as she may be discharged from her medical program due to missed appointments.
 - xxxiv. Ms. Huitt responded that it sounded like Ms. Simms was scheduling her trips correctly. She stated staff will investigate Ms. Simms' situation and the scheduling software, then follow up with her.
 - xxxv. Michael Harris explained that he takes multiple paratransit trips each week. He books trips in advance to ensure early arrival and reduce pressure. His trips are rarely late. He added that occasionally, traffic or another factor delays trips. As vehicles must pick up multiple passengers, Mr. Harris has found it helpful to book trips in advance.
 - xxxvi. Mr. Gaffney stated that riders are welcome to book their trips in advance and for earlier times, but they should not have to do so to avoid late trips.

- xxxvii. Mr. Scussel said the system should be more accommodating, as a rider may arrive somewhere too early then wait outside in poor weather.
 - xxxviii. Jimmy asked if new software would be purchased for the call center improvements.
 - xxxix. Ms. Huitt stated they would continue to use their current software.
 - xl. Ms. Simms noted that sometimes when she receives an automated call regarding a paratransit trip, an estimated arrival time is not given. Then, she does not always know when her vehicle arrives. She explained that she has been left in places due to that issue. She asked what she should do in those situations.
 - xli. Ms. Huitt responded that riders can choose to receive email or text message alerts. Riders can also receive immediate assistance by calling Marin Access and selecting the seventh option on the phone tree.
 - xl. Ms. Simms replied that she needs advance warning of her vehicle's arrival so that she has time to prepare to leave.
 - xlii. Mr. Gaffney requested that if Ms. Simms is not receiving advance warning, she could call him and let him know.
- b. Marin Access Program Changes
- i. Staff reported that in April 2025, Marin Transit's Board of Directors approved Marin Access program changes, which would be effective July 1, 2025. Staff are working on finalizing the changes. The Catch-A-Ride pilot program is unsustainable due to increased enrollment and costs.
 - ii. Marie Simms asked when Marin Access' program changes will happen.
 - iii. Joanna Huitt responded that the current program would run through June 30, 2025. Before that date, new programs would be introduced.
 - iv. Staff provided a summary of Marin Access' program changes, including the Mobility Wallet and Intro to Mobility program. Staff reviewed other program options they considered. Staff provided details on the Intro to Mobility program.
 - v. Terri Sylvain asked about income requisites for the Intro to Mobility program.
 - vi. Ms. Huitt clarified that there would not be income requisites for the Intro to Mobility program.
 - vii. Patti Mangels asked if the Intro to Mobility program had an age requisite.
 - viii. Ms. Huitt stated that riders must be over the age of 65 or be eligible for paratransit. They also must be a Marin County resident.
 - ix. Terry Scussel asked if Mobility Wallet value could be applied to just part of a ride with a Transportation Network Company (TNC).

- x. Ms. Huitt responded that it may be possible if a rider had two payment cards on their account. She said that she would confirm the possibility.
- xi. Mr. Scussel commented that riders may use the value of the Mobility Wallet quickly.
- xii. Ms. Huitt explained the disadvantages of the current voucher program compared to the new Mobility Wallet.
- xiii. Mr. Scussel asked if the volunteer driver program would expand to West Marin.
- xiv. Ms. Huitt stated that on May 5, 2025, staff will present to the Marin Transit Board of Directors regarding the volunteer driver program and staff's outreach efforts in West Marin. Staff do not plan to expand the volunteer driver program, but the San Geronimo Community Center is starting its own volunteer driver program.
- xv. Mr. Scussel expressed concerns about the volunteer driver program's reimbursement rates.
- xvi. Ms. Huitt responded that while staff do not plan to adjust the reimbursement rates, they could consider it.
- xvii. Mr. Scussel noted that access to Uber is limited in parts of Marin County.
- xviii. Ms. Sylvain expressed concerns regarding high demand for new Marin Access programs.
- xix. Ms. Huitt replied that staff project enrollment by 150 new riders. Staff will monitor enrollment and do not anticipate unmanageable enrollment.
- xx. Ms. Sylvain asked why Marin Access does not combine their volunteer driver program with other existing volunteer driver programs.
- xxi. Ms. Huitt explained that staff have provided technical support to other programs and people are welcome to participate in multiple programs.
- xxii. Jon Gaffney asked about the structure of the San Geronimo Community Center's volunteer driver program.
- xxiii. Ms. Huitt compared Marin Access' volunteer driver program with the San Geronimo Community Center's volunteer driver program.
- xxiv. Ms. Sylvain suggested that long-distance trips require specific drivers.
- xxv. Ms. Huitt stated that she would follow up with Ms. Sylvain regarding volunteer driver programs.
- xxvi. Ms. Simms asked if the STAR program was still in effect, or if it had changed. She noted that her daughter used to drive her to appointments, until they experienced challenges with program funding and paperwork.
- xxvii. Ms. Huitt explained that the reimbursement rate changed to 70 cents per mile several years ago. She added that paperwork is still required but can be uploaded online.

- xxviii. Ms. Simms described her challenges with accessing transportation funds.
- xxix. Ms. Huitt stated that staff will assist Ms. Simms with her fund issues.
- xxx. Michael Harris asked who riders should contact for assistance.
- xxxi. Ms. Huitt responded that the Travel Navigator team can help riders complete documentation.
- xxxii. Claudia Tamayo said she will contact Ms. Simms regarding fund issues.
- xxxiii. Staff reported on benefits for new and existing Marin Access riders with income barriers under the Marin Access program changes.
- xxxiv. Ms. Simms asked about her insurance paying for her transportation.
- xxxv. Ms. Huitt explained that Ms. Simms was referring to a separate program. The Mobility Wallet would not apply to that program.
- xxxvi. Ms. Simms asked if insurance coverage relates to Marin Access' programs.
- xxxvii. Ms. Huitt stated that medical providers can provide transportation through a non-emergency medical transportation program, which is unrelated to Marin Access. There may be fare subsidies available. Ms. Huitt offered to assist Ms. Simms with navigating the programs and advised her to sign up for any available services.
- xxxviii. Mr. Scussel highlighted that the \$200 mobility card under the program changes would be a reduction in benefits compared to the current program. He suggested staff should make that information clearer.
- xxxix. Ms. Huitt said staff could update documentation to make that clearer. The subsidy is based on ridership and program usage. Staff estimate that the new \$200 subsidy will cover 75 percent of riders' current usage of the program.
 - xl. Staff reported on benefits for existing Marin Access riders without income barriers under the Marin Access program changes.
 - xli. Ms. Sylvain noted that riders may not be familiar with Marin Access' income thresholds.
 - xl. Ms. Huitt responded that staff would conduct outreach to encourage qualified riders to take advantage of Marin Access' programs. Once Marin Access' program changes are implemented, staff will also provide additional travel training for riders, especially around regarding methods. Ms. Huitt clarified that Marin Access riders enrolled by May 31, 2025, will be eligible for the Mobility Wallet transitional program.
 - xl. Staff provided a summary of programs that will be available for all Marin Access riders, riders with disabilities, and riders with income barriers under the Marin Access program changes. Staff listed key upcoming dates and next steps for the program changes.

- xliv. Ms. Simms commented that the last time she submitted her MAFA renewal form, she was dropped from the program and ended up without transportation. She explained the process she had to go through to receive assistance and be reconnected. She noted that she would like to avoid that in the future.
- xlv. Ms. Huitt stated that the MAFA renewal form will be mailed in the next week, and the Travel Navigator team can help her complete the form.
- xlvi. Ms. Simms asked about the deadline to return the MAFA renewal form.
- xlvii. Ms. Huitt suggested that Ms. Simms return the form by June 1. Early and late submissions will also be accepted.
- xlviii. Mr. Scussel asked if staff intended to provide the PCC with news of the program changes before it was in the newspaper several weeks prior.
- xlix. Ms. Huitt said staff shared information regarding the changes at the PCC meeting in February 2025.
 - l. Mr. Scussel noted that the information shared at February's PCC meeting was not specific.
 - li. Ms. Huitt explained that in March and April of 2025, staff shared information at Marin Transit's Board of Directors meetings.
 - lii. Mr. Scussel replied that PCC members should have been further advised.
 - liii. Mr. Harris asked about staff's communication with MAFA recipients who do not return their paperwork.
 - liv. Ms. Huitt listed the steps staff take to follow up with riders who do not return their paperwork.
 - lv. Mr. Scussel confirmed that staff repeatedly communicate with riders who do not return their paperwork.
 - lvi. Ms. Huitt explained that staff try to make riders' experiences easy and quick in ways that are less administratively burdensome.
 - lvii. Jane Gould commented that Ms. Huitt presented to the Marin County Commission on Aging regarding the Marin Access changes. Ms. Gould reported that the Commission responded very positively.
- c. IVR Implementation Update
 - i. Staff provided an overview of the Interactive Voice Response (IVR system), including its features and benefits. Staff provided an updated timeline for IVR implementation for Marin Access' platform.
 - ii. Marie Simms asked what phone number riders will use to access the IVR system.
 - iii. Joanna Huitt responded that full instructions will be sent to riders.
- d. Same Day Paratransit Pilot Program Proposal

- i. Staff reported on the purpose of same day paratransit. Staff summarized the structure of the proposed same day paratransit pilot program. In June 2025 staff will request authorization by Marin Transit's Board of Directors to initiate a one-year pilot program. Staff listed the service parameters of the proposed same day paratransit pilot program.
- ii. Jon Gaffney asked if MAFA would be an eligible payment method for same day paratransit.
- iii. Joanna Huitt confirmed it would be.
- iv. Staff reported on same day paratransit fares, specifying that MAFA funds could be used for local trips but not regional trips. Staff presented their timeline for the pilot program.
- v. Michael Harris asked if usage could be limited to encourage emergency use only.
- vi. Ms. Huitt explained that staff want to give riders flexibility in usage. Staff intend to control demand through the fare policy. Staff are discussing a separate emergency use program.
- vii. Terry Scussel asked if the same day paratransit program would have a prioritized scheduling system, or if the only benefit would be that riders could schedule trips with same day notice.
- viii. Ms. Huitt responded that the benefit to riders would be the ability to schedule same day trips, which Marin Access' riders have expressed interest in. Same day scheduling has been proven useful for riders at agencies with existing same day paratransit programs.

6. Old Business

a. Public Comment / Question Follow-Up

- i. Staff reported that there were no comments or questions that required follow-up at that day's meeting. Updates regarding Marie Simms' comments will be provided at the next PCC meeting.

b. 2025 PCC Workplan

- i. Staff provided updates on the fourth and sixth 2025 PCC Workplan items.

7. Agency / Committee Reports

a. Marin Transit Updates

- i. Staff provided updates regarding the Paratransit Rider's Guide, the MAFA renewal process, the Marin Access annual rider survey, upcoming fare free days, travel training, and electric vehicles.

b. Marin Access Performance Metrics

- i. Staff reviewed performance metrics found in the agenda packet and presentation for the meeting.

- ii. Kevin suggested a new bus stop for Marin Transit's Route 245 on Los Gamos Drive, near a Kaiser Permanente facility.
 - iii. Joanna Huitt responded that staff are assessing upcoming service changes in that area. Staff have also met with employees from Marin County, the City of San Rafael, and Kaiser Permanente. Staff will follow up with Kevin with additional information.
 - iv. Kevin noted that bus drivers are aware of the issues caused by the lack of a bus stop in that area.
 - v. Sandra Romero added that staff have met with Marin Airporter about adding a bus stop there.
- c. GGBHTD Advisory Committee on Accessibility Report
 - i. Staff reported that the meeting on July 17, 2025 will be rescheduled.
- d. TAM Citizens Oversight Committee Report
 - i. Staff reported that on May 20, 2025, there will be a senior wellness fair.
 - ii. Kent Hinton reported on ride-alongs completed by Marin Access' dispatch staff.
 - iii. Joanna Huitt stated that at the next PCC meeting they will discuss fare free days. Staff would also accept suggestions for additional topics. At the next Marin Mobility Consortium (MMC) meeting, there will be a presentation regarding emergency preparedness.
 - iv. Terri Sylvain added that MMC meetings are accessible by Zoom.
- 8. Next Meeting on June 23, 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

Review of PCC Bylaws & Attendance Policy

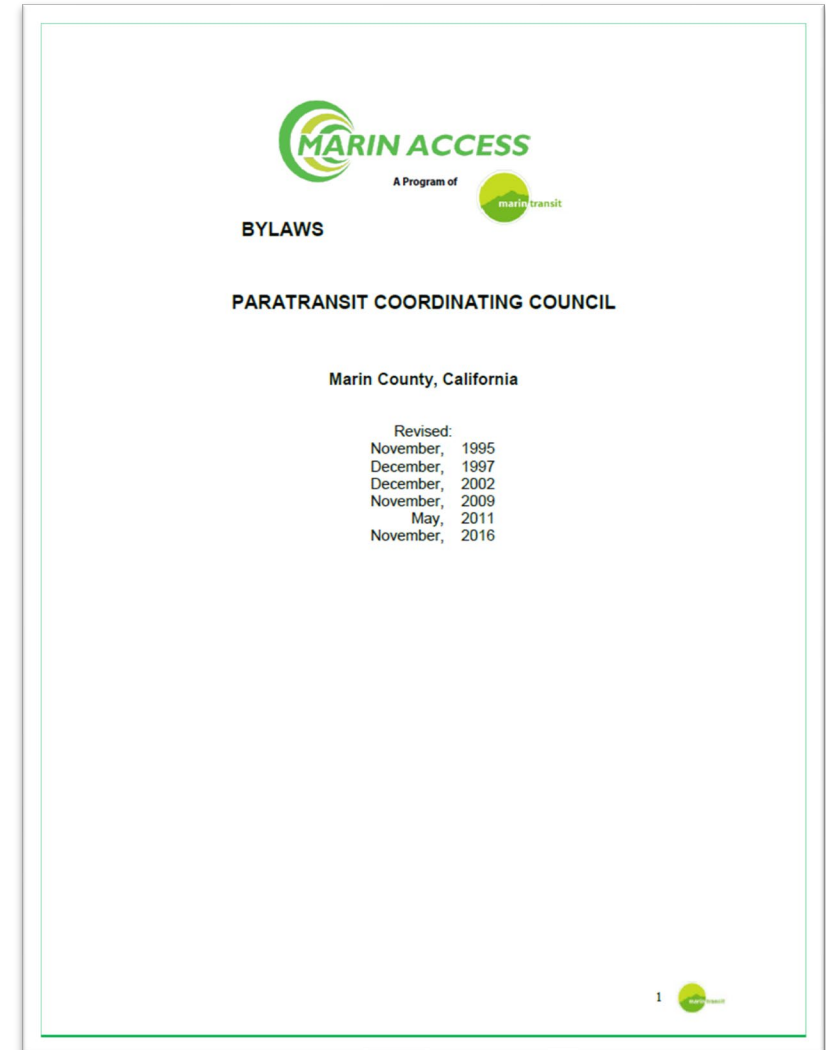
PCC Bylaws & Attendance Policy

Overview

- Guiding document for PCC
- Bylaws last updated in November 16
- Annual review has not led to any requested changes / updates

Attendance

- In person attendance is required of members
- Members who have three (3) unexcused absences from regularly scheduled meetings during any one calendar year may be removed as voting members of the PCC



Paratransit Vehicle Update

Vehicle Updates

- In May, Marin Transit Board of Directors approved purchase of 2 EVs to pilot in paratransit service.
- Expected Delivery / In-Service in late Fall 2025
- Vehicle graphic design in progress
- In June, staff completed request to add handles to seat backs in paratransit vans



Same Day Paratransit Pilot Program

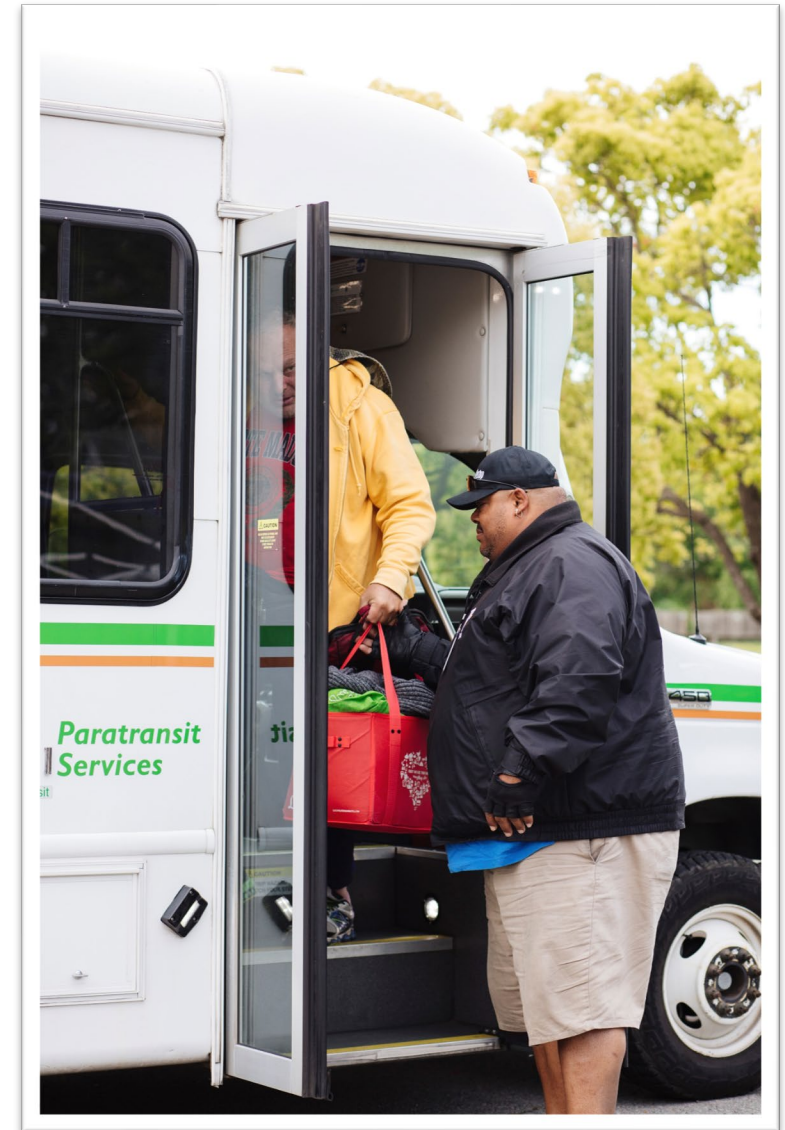
Pilot Program Objectives



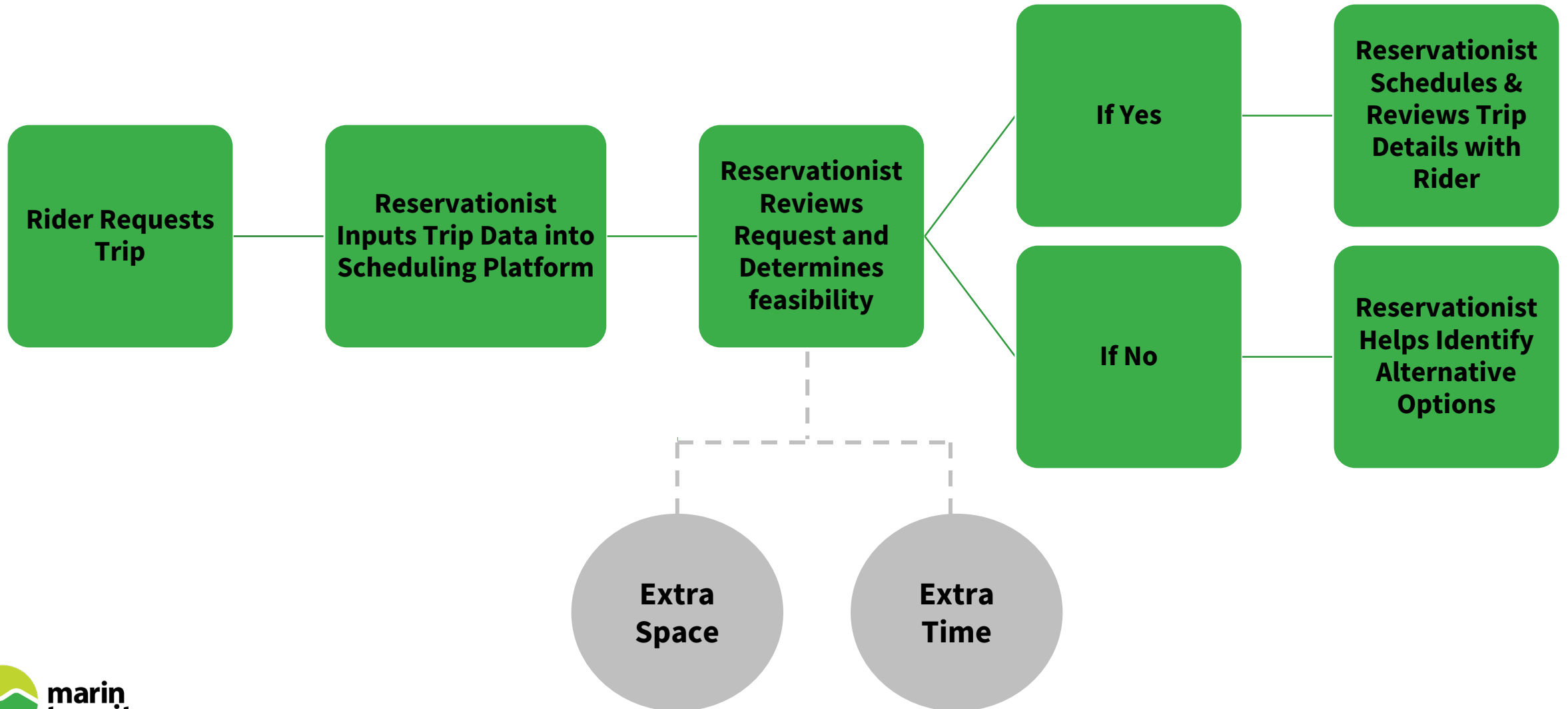
1. Offer same day, door-to-door service to ADA eligible riders on an **as-available** basis
2. Use **existing capacity** within paratransit program
3. **Maintain service quality** for ADA mandated trips
4. Design program to **limit budget impacts**

Service Parameters

- Local paratransit service area only; no regional trips
- Trips can be scheduled on the same day of service, preferably with 2 hours advance notice
- \$15 / trip for Same Day Service (compared to \$4 for existing ADA ride)
- Trips are fulfilled on an as available basis; some trips may be denied
- Not subject to ADA regulations



Same Day Paratransit Scheduling



Evaluation

- The pilot program will be evaluated on an ongoing basis; formal evaluation in 2026
- Key Performance Metrics
 - ✓ Trips Fulfilled
 - ✓ Trips Denied
 - ✓ Financial Implications
 - ✓ Impacts to Call Center
 - ✓ Impacts to Mandated Service
 - ✓ Rider Experience

Timeline

June 2025

- Coordinate with contractor to update operational & call center policies & practices
- Announce new offering via rider email / web page

July – December 2025

- Launch pilot program
- Monitor service & make adjustments as needed

January 2026

- Begin evaluation

April 2026

- Complete formal pilot program evaluation

Paratransit Rider's Guide Updates

Rider's Guide Updates

- Draft updates shared with PCC members by email
- Summary of Content Changes
 - General information updates for Marin Access program changes
 - Fare updates to add Same Day Paratransit fares
 - Section added for Same Day Paratransit
 - Updated graphics to represent the concept of pick-up windows
 - Updates to No Show / Late Cancellation Policy section to improve clarity
 - Updates to remove COVID sanitation information
 - Updated graphic for wheelchair size
 - Updates to Committees / Public Involvement + Complaint section
- Design update will occur after content changes are complete & translation is updated

Paratransit Rider's Guide



Marin Access Paratransit provides pre-scheduled bus transportation for persons with disabilities who cannot independently use regular Marin Transit or Golden Gate Transit bus service some or all of the time.

This Paratransit Rider's Guide explains how to use this service to ensure a high-quality experience for all paratransit riders.

Old Business

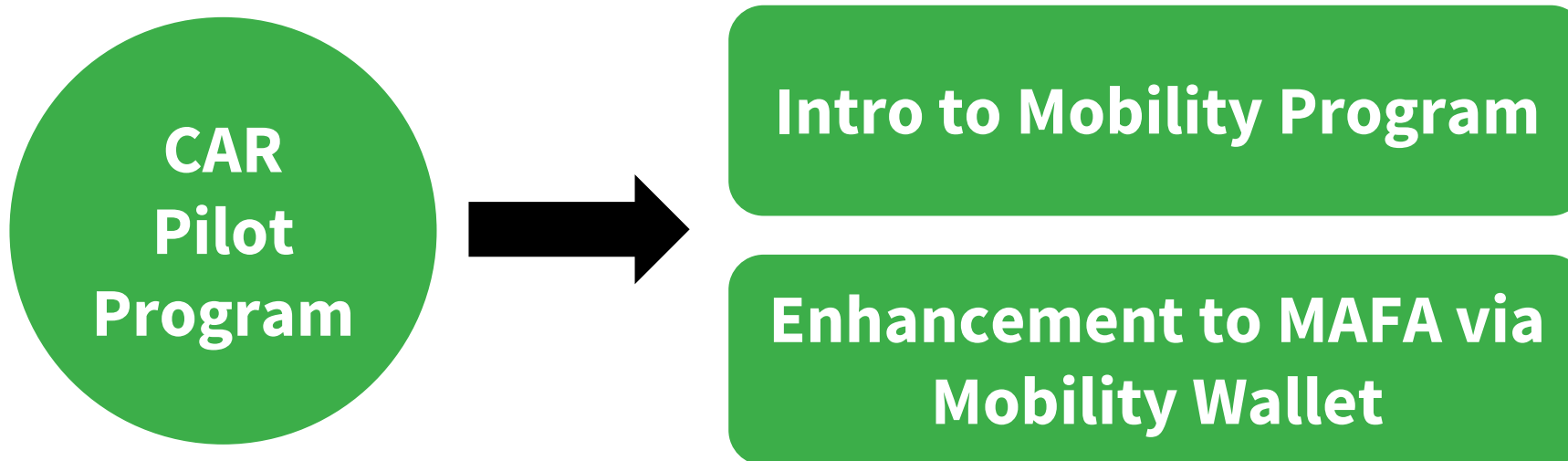
Public Comment / Question Follow-Up

- Rider Follow-Up

Marin Access Program Change Update

Catch-A-Ride / MAFA 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



Marin Access Shuttle Changes

- 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.



2025 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

- Travel Navigator Hours & Walk-In Policy
- Marin Access Call Center & Phone Tree Updates
- Accessible Futures Conference Recap
- Fare Free Promotions
 - Fare Free Youth
 - Fare Free at the County Fair
 - ADA 35th Anniversary
- Upcoming Community Events
- August Service Changes

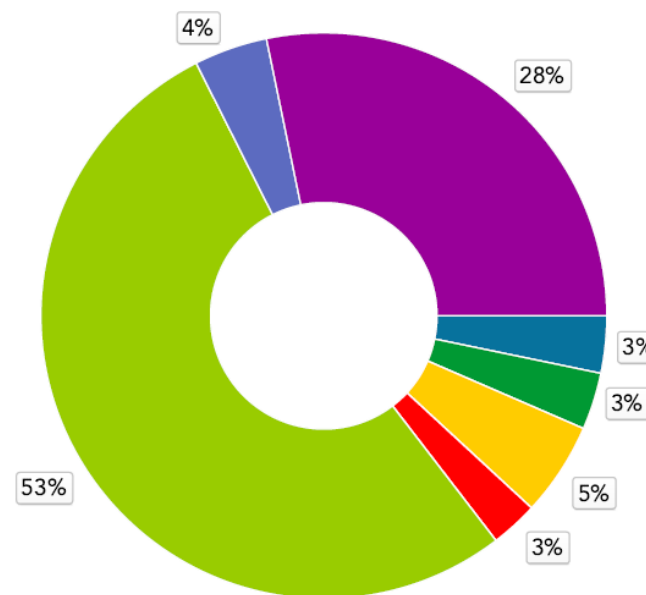
Marin Access Call Center

Marin Access call volume for all queues was **5,501**. The majority of calls were for scheduling assistance.

May 2025



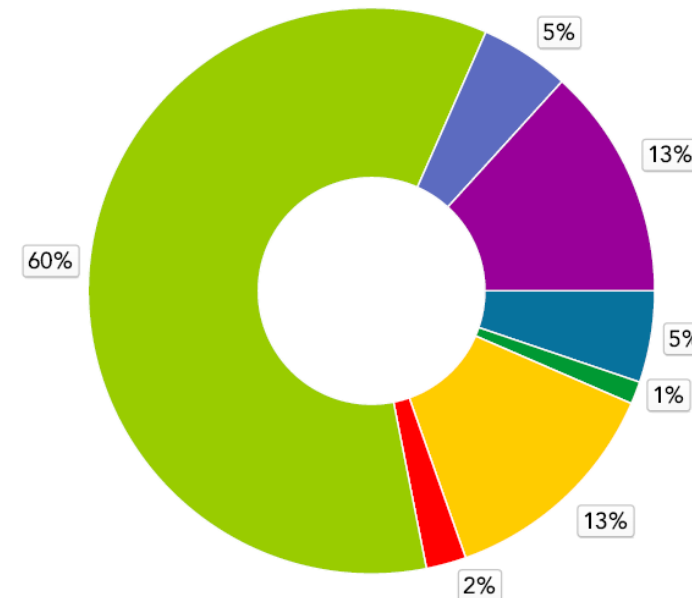
Call Volume



Selected Year

Call Volume - Cancellations
Call Volume - Marin Access Shuttles
Call Volume: TN Inbound

Call Volume - Customer Service
Call Volume - Scheduling

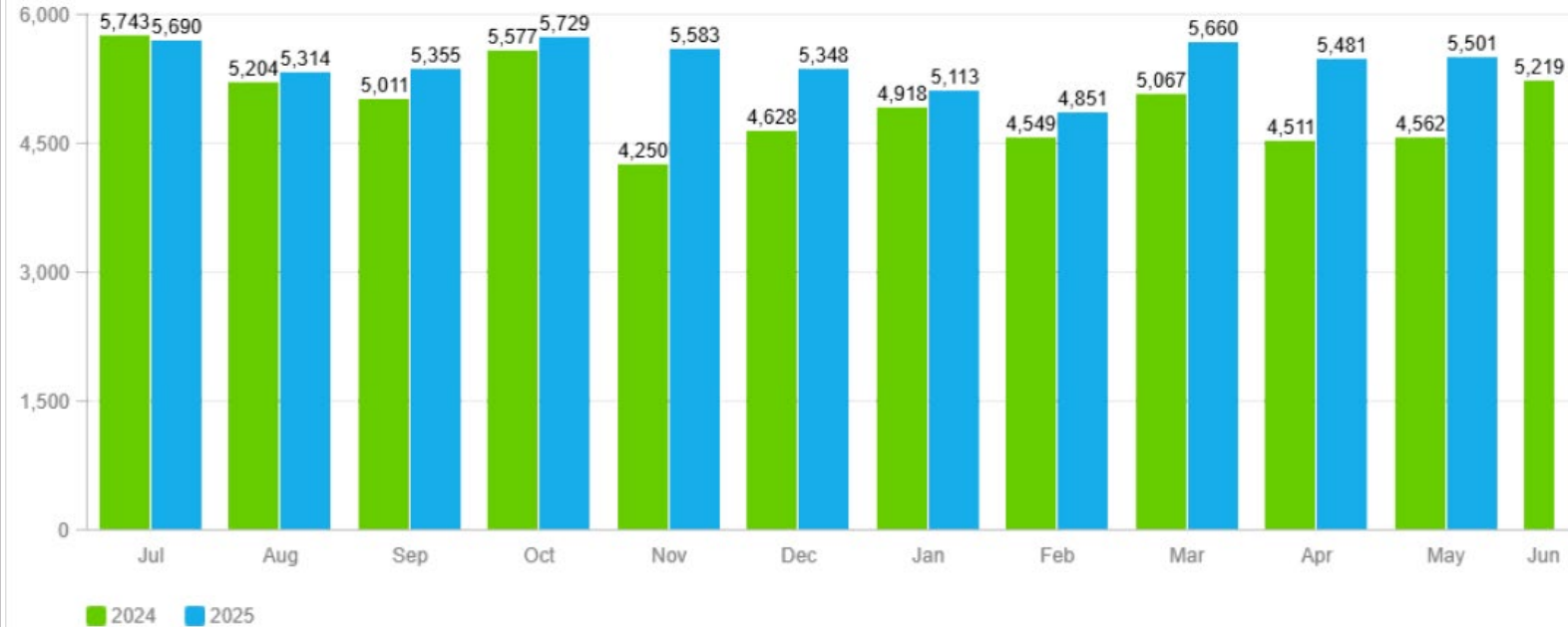


Prior Year

Call Volume - Immediate Assistance
Call Volume - Spanish

Marin Access Call Center

Total call volume for the month was **5,501**, an increase from the same period last year.



Marin Access Call Center

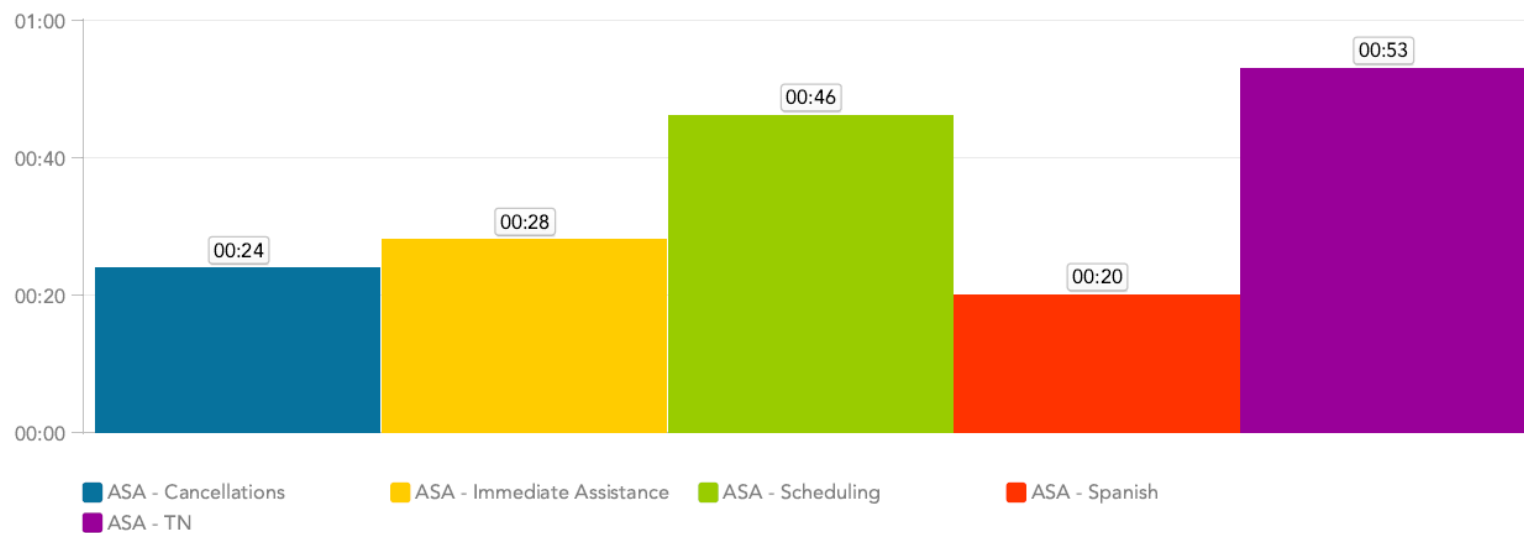
Average hold times for most Marin Access call center queues are meeting the performance standard of less than two minutes.

Performance Standard – Average Hold Time

- Less than 2 minutes



May 2025



Marin Access Paratransit Ridership

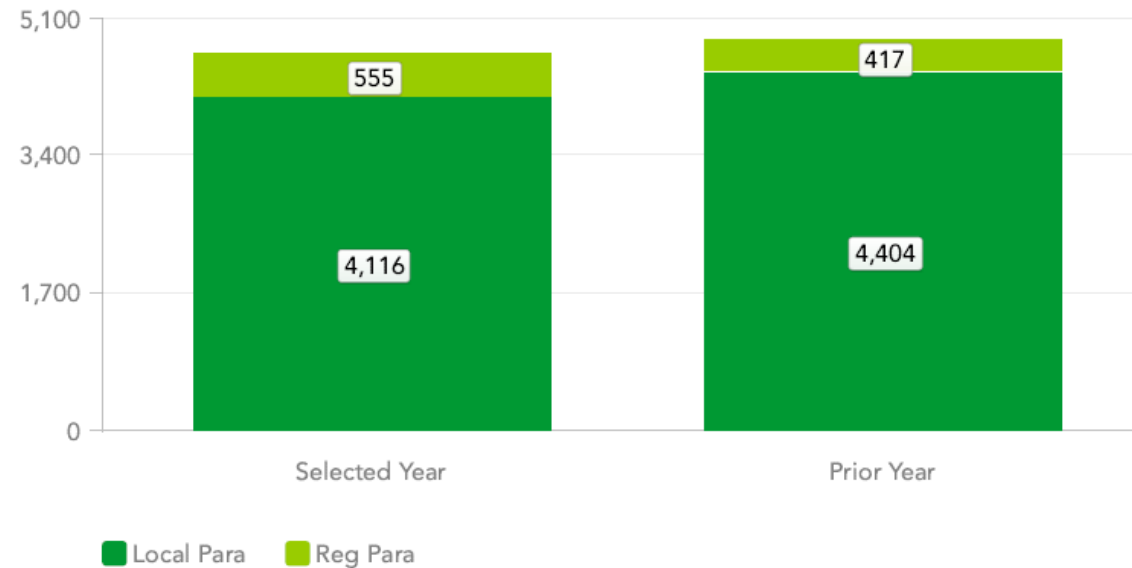
In May, there were a total of **4,116** trips on local and **555** trips on regional paratransit.

Performance Standard – Trip Denials

- 0 trip denials

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

Local & Regional Paratransit



Trip Denials - YTD

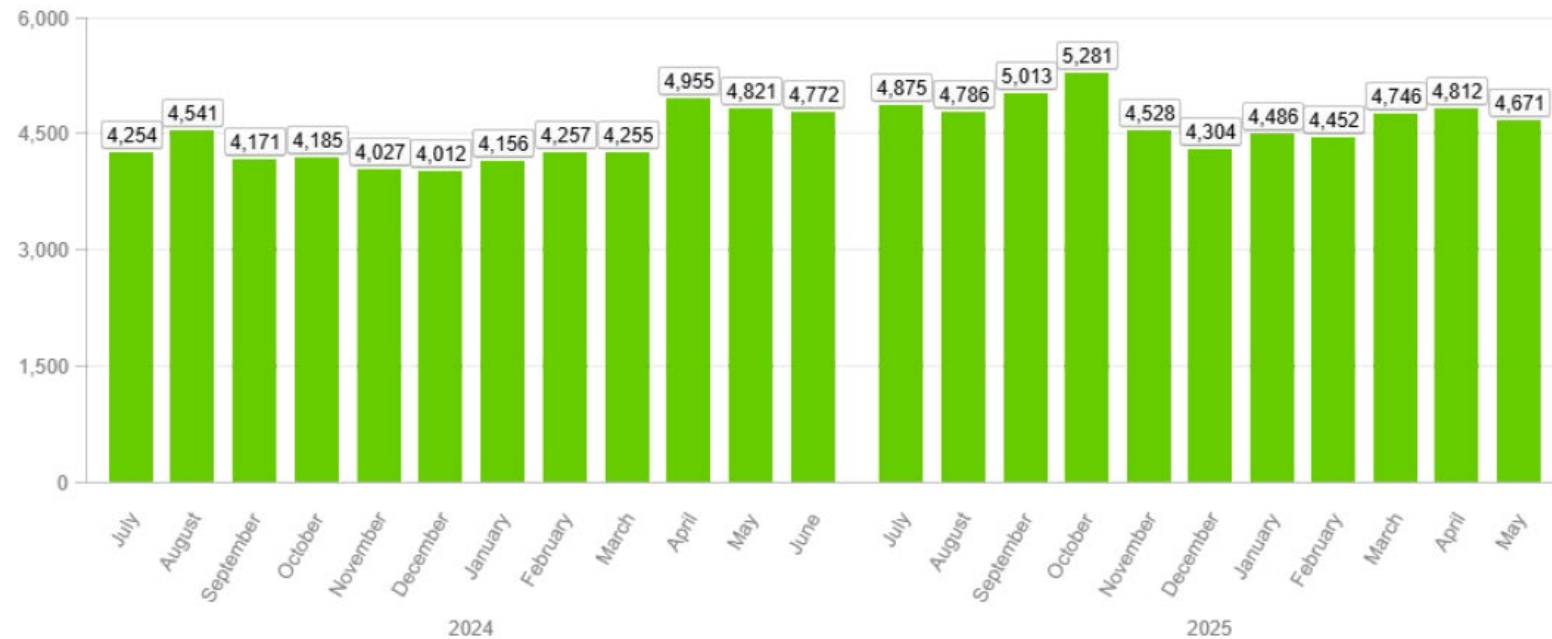
1

Trip Refusals - YTD

1,720

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 May, riders per hour for local paratransit was **1.88** and rides per hour for regional paratransit was **1.33**.

Year to date averages are **1.88** for local paratransit and **1.34** for regional paratransit.

Local Paratransit

Year To Date Average

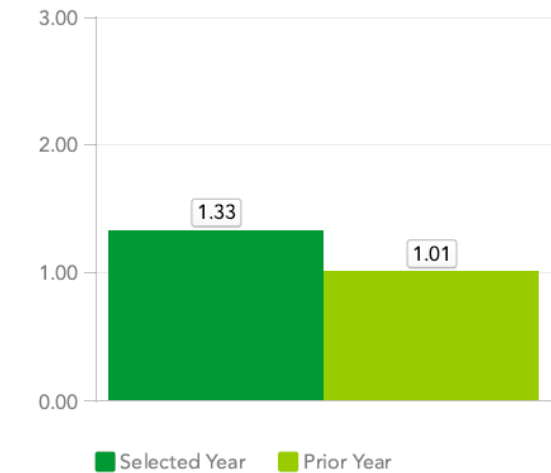
1.88



Regional Paratransit

Year To Date Average

1.34



Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0

Marin Access Paratransit Ridership

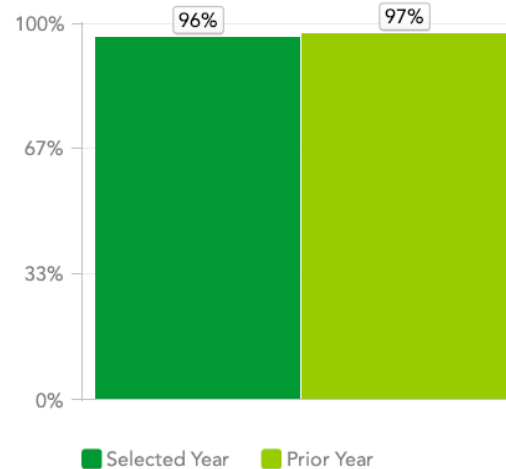
In May, on time performance for local paratransit was **96%** and **87%** for regional paratransit.

Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



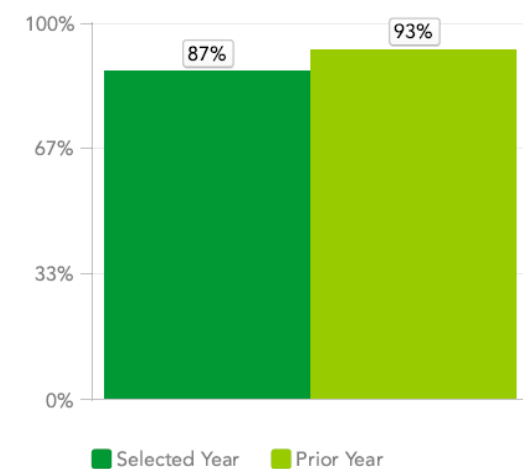
Local Paratransit



Year To Date Average

95.4%

Regional Paratransit

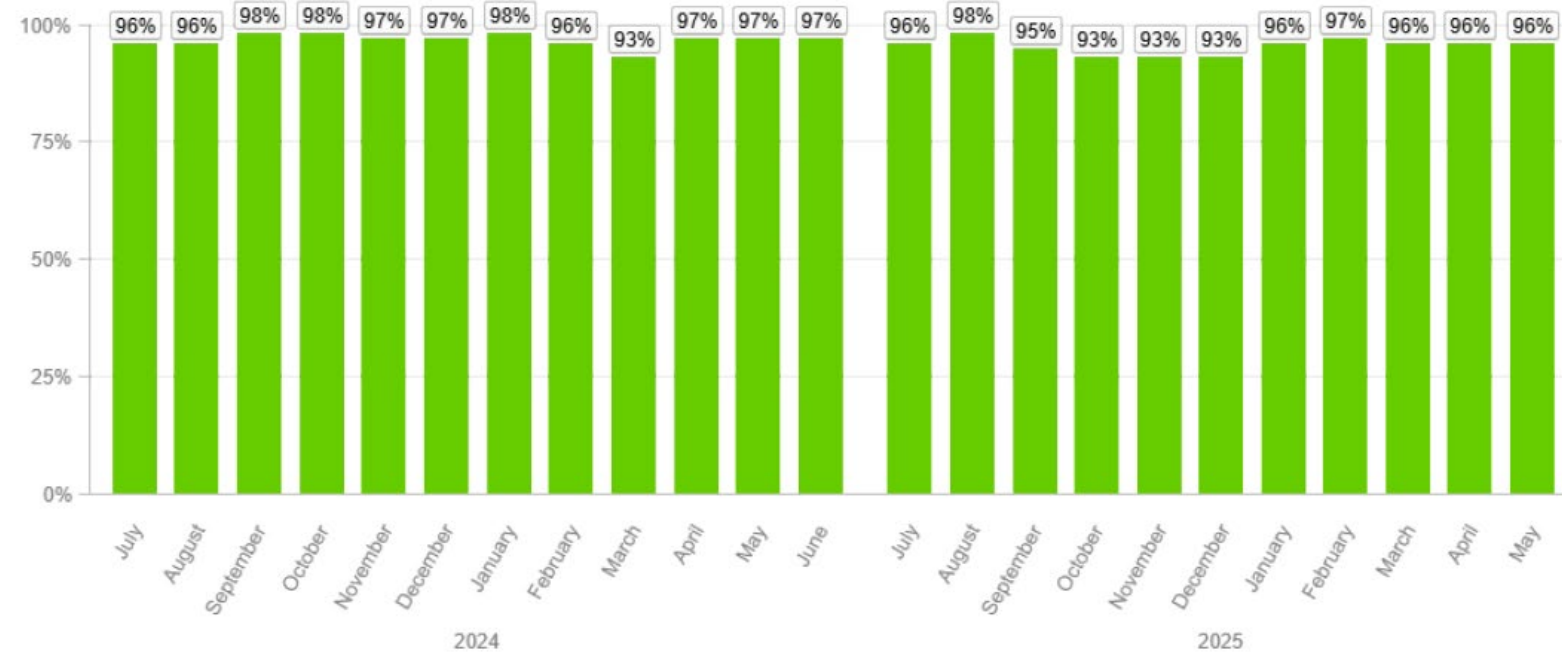


Year To Date Average

89.4%

Marin Access Paratransit Ridership

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



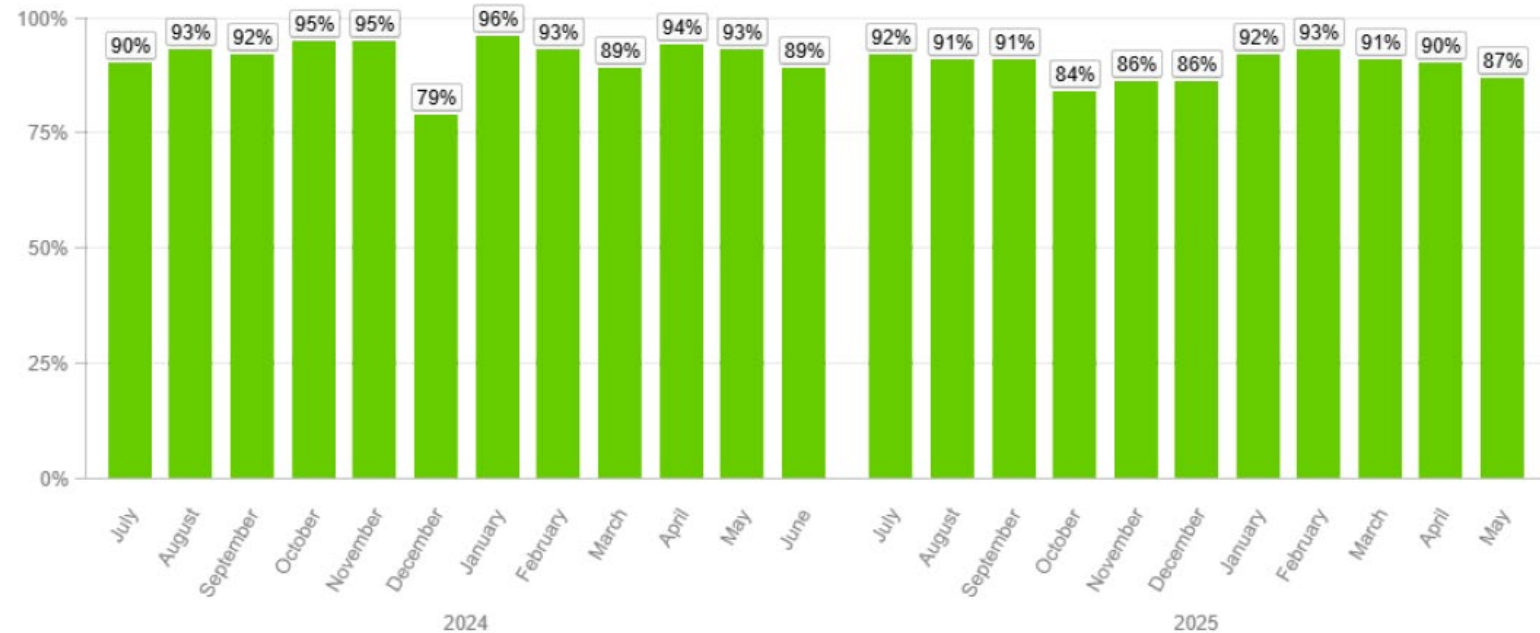
Performance Standard – On Time

Performance

- Local – 90%
- Regional – 90%

Marin Access Paratransit Ridership

On-time performance for regional paratransit has slight fluctuations. OTP in May was **87%**. Regional OTP in discussion to meet performance standard.



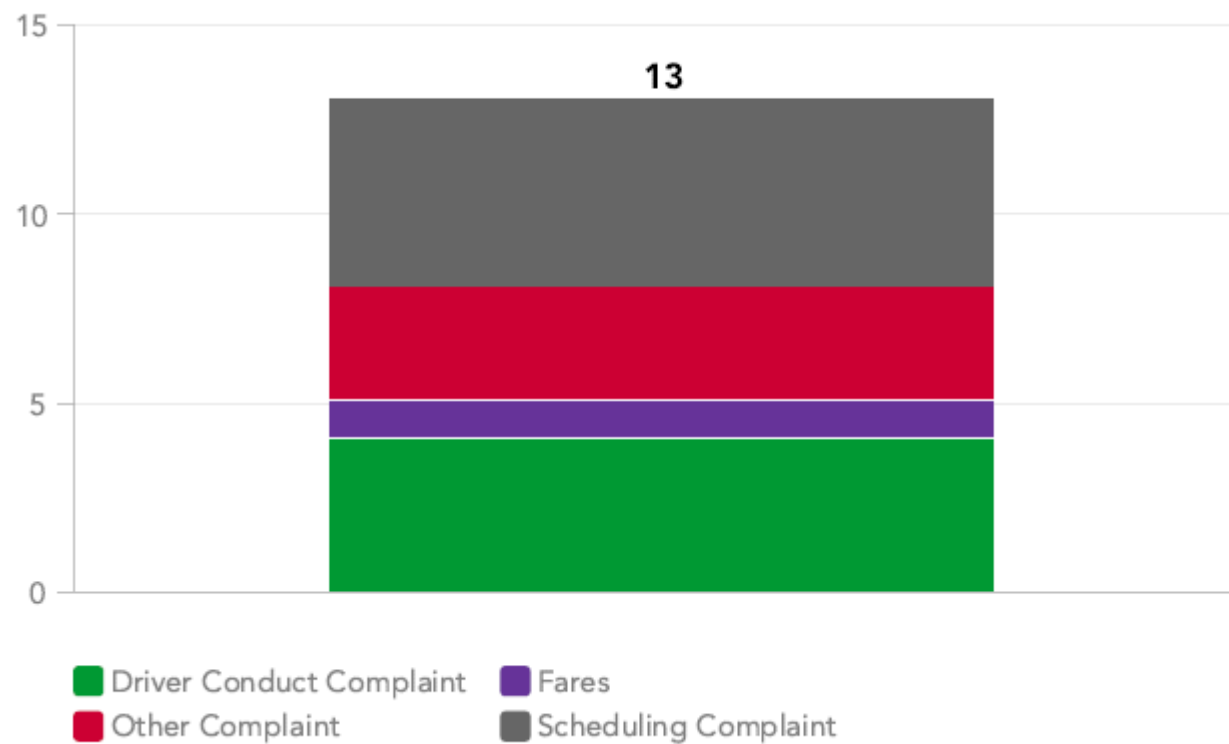
Performance Standard – On Time

Performance

- Local – 90%
- Regional – 90%

Marin Access Feedback

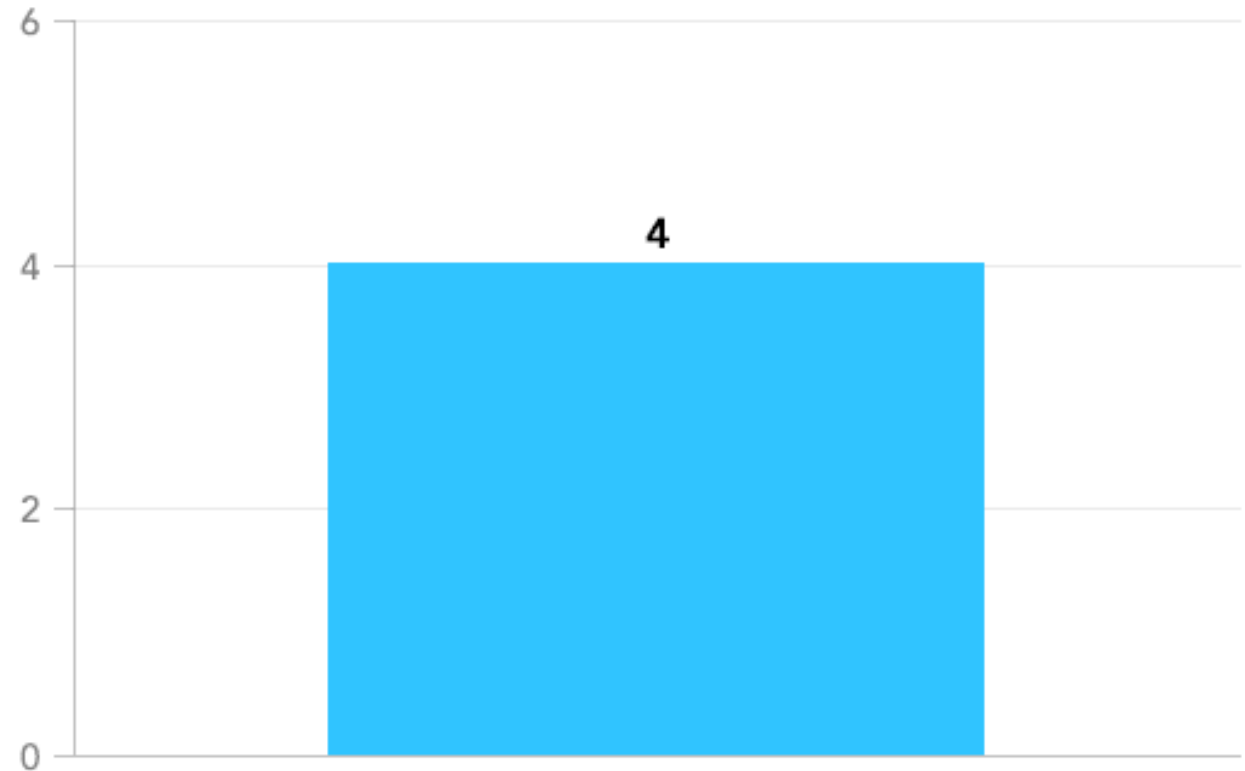
In March, there were **13** complaints for Marin Access.



Marin Access Feedback

In March, there were **4**
commendations for Marin
Access.

May 2025



Thank you



A Program of



BYLAWS

PARATRANSIT COORDINATING COUNCIL

Marin County, California

Revised:

November, 1995

December, 1997

December, 2002

November, 2009

May, 2011

November, 2016



BYLAWS
OF THE
MARIN COUNTY PARATRANSIT COORDINATING COUNCIL (PCC)

ARTICLE I NAME

Section 1. The name of this organization shall be the Marin County Paratransit Coordinating Council (PCC) hereinafter called PCC.

ARTICLE II PURPOSE

Section 1. The purpose of the PCC is to advise the Board of Supervisors, Metropolitan Transportation Commission, Association of Bay Area Governments, Marin County Transit District, CALTRANS, Golden Gate Bridge, Highway & Transportation District, and other appropriate funding sources in the expenditure of all available revenues and to improve the availability of transportation services for the special needs population groups. The PCC is to be responsible for the development and implementation of transportation programs designed to solve the transit problems of people with disabilities, elderly, and other transit dependents in coordination and cooperation with appropriate public private and non-profit agencies, and paratransit operators within the established boundaries of Marin County.

ARTICLE III FUNCTION

Section 1. The PCC shall work to increase cooperation, coordination, and the availability and effectiveness of special transportation services within Marin County, to include but not be limited to minimizing overlap and duplication in the use of resources at the planning, policy management, and service delivery levels.

Section 2. The PCC shall review all paratransit proposals submitted requesting Federal, State, and/or local transit monies and make recommendations on these proposals to the Marin County Transit District, Golden Gate Bridge Highway & Transportation District, Sonoma-Marin Area Rail Transit, Marin County paratransit operators, the Metropolitan Transportation Commission, appropriate County of Marin agencies and departments and other appropriate funding agencies.

Section 3. The PCC shall be a forum for the discussion of common goals and recommended actions affecting all paratransit services throughout Marin County. This coordination is intended to result in increased utilization of transit services and reduced costs, by means of shared vehicles, joint maintenance, insurance pooling, central scheduling and dispatching, coordinated fare structure, and other coordinated actions.

Section 4. The PCC shall develop an annual work program and shall encourage the use and development of appropriate transit services for those who are transit dependent; channel input and suggestions to existing paratransit services in the County; keep informed of the needs of transit dependent people.

Section 5. The PCC shall be available to advise groups and/or agencies applying for Federal, State, and/or other appropriate funds for paratransit services; continue to be aware of potential funding sources; disseminate transportation information to as wide an audience as possible within the County and at the same time will coordinate with other groups which have a local and/or regional interest in transportation.

ARTICLE IV MEMBERSHIP

Section 1. The PCC and its voting members shall consist of representatives of transportation providers, representatives of human service

agencies, consumers of transit services, agencies, organizations and individuals, whose interests are consistent with the purpose of the PCC. The PCC shall seek a balance in this representation.

Section 2. Each participating agency, organization, and/or individual shall name its representative and may designate one alternate. Each member of the PCC shall have one vote. An alternate may serve on committees and shall assume that right to vote when acting on behalf of the member representative. Alternates may only represent designated members for one fourth (1/4) the number of regularly scheduled meetings, as defined in Article VII, Section 1.

Section 3. Organizations, agencies and individuals wishing to become voting members of the PCC shall submit an application to the chairperson of the PCC. Membership applications may be submitted at any time. Additions and deletions to the voting membership roster must be made at a regular meeting by a majority vote of at least a quorum present and voting.

Section 4 Included in the composition of the PCC as ex-officio nonvoting members are:

- (a) California Department of Transportation (CALTRANS)
- (b) Metropolitan Transportation Commission (MTC)
- (c) Golden Gate Bridge Highway & Transportation District
- (d) Marin County Transit District

Section 5. Members, who have three (3) unexcused absences from regularly scheduled meetings during any one calendar year may be removed as voting members of the PCC. After two unexcused absences the individual, or the agency represented by that member, shall receive a warning notification that upon a third unexcused absence, the membership will be terminated. Organizations, agencies, or individuals wishing to be reinstated as voting members of the PCC shall follow the procedure

described in Article IV, Section 3. Excused absences can be granted by the Chairman or Staff after notification of the member's inability to attend. In emergency situations, subsequent notification within one week of the meeting date is acceptable.

ARTICLE V OFFICERS

Section 1. Elective Officers

- (a) Elective officers shall be chairperson a vice-chairperson, and a secretary.

Section 2. Procedures for Election of Officers

- (a) The nominating committee shall present a slate of nominees at the general meeting occurring in October or November each election year.
- (b) Nominations may be made from the floor with the consent of the nominee, at the next meeting following the October or November general meeting, after which the nominations shall be closed.
- (c) The PCC shall hold its election of officers by voice ballot each election year at the next regular general meeting that follows the October or November general meeting. Newly elected officers shall assume office at the next regular meeting.

Section 3. Duties of Elective Officers

- (a) It shall be the duty of the chairperson to preside over all meetings of the PCC, and to appoint chairpersons of standing committees and any other committee as shall be necessary.
- (b) It shall be the duty of the vice-chairperson to assist the chairperson in the execution of that office and to preside at meetings in the absence of the chairperson.

- (c) It shall be the duty of the secretary to maintain an accurate attendance list of the voting members, and other duties as designated by the Chair.

Section 4. Term of Office

- (a) Officers shall serve for a term of two years. In the occurrence of an officer withdrawing or leaving, the PCC shall fill that position for the remainder of the term by an election to be held at the next meeting following published notice to that effect. In the event there are only three or less meetings, the chairperson can appoint a member to serve out the balance of the term.

ARTICLE VI COMMITTEES

Section 1. Executive Committee

- (a) Shall be composed of the three elective officers, the immediate past Chairperson and chairpersons of all standing committees and shall meet as needed.
- (b) Shall recommend policy and transact any business referred to it.
- (c) Shall be empowered to take emergency action between general meetings of the full PCC. Any such actions taken must be ratified at the meeting immediately following the special meeting.

Section 2. Standing Committees

- (a) Standing **and ad-hoc** Committees may be appointed at the beginning of the year and shall consist of a Budget Committee to review and make recommendations to the full PCC, a Membership/Bylaws Committee to expand Council membership and review Bylaws, a Consumer Affairs Committee to review issues of complaints, safety, public awareness and outreach, and a Legislative

Committee Grant Review and Nominating Committees shall be appointed when needed.

- (b) Chairpersons of each standing committee shall serve for one year.

ARTICLE VII MEETINGS

Section 1. The PCC shall meet bi-monthly on a regularly scheduled basis in addition to any special meetings convened by the chairperson. The Marin County Transit District shall provide staff for council meetings.

Section 2. The Transit District shall give written notice of each regular meeting of the PCC to each council member in accordance with the Brown Act. Regular meetings must be noticed through the posting of an agenda at least 72 hours before the meeting. Members may request that a copy of the agenda and “all documents constituting the agenda packet” be mailed to them. They will be mailed when the agenda is posted or when it is distributed to a majority of the legislative body, whichever is first. The agency may charge a fee for mailing the materials, not to exceed the cost of providing the mailing service. In the event that a special meeting is called, the Transit District shall give written notice to all council members at least 24 hours in advance of the said meeting. Whenever possible, the Transit District shall also provide for notice of the meetings to the public by publication in newspapers of general circulation in Marin County.

Section 3. Council members requesting that items be placed on the agenda shall submit such items to the chairperson two weeks prior to a meeting. Each agenda will contain an open time for public expression where unannounced new business may be discussed other than items covered by special meetings (Section 6, Paragraph (c)). No action on business may be taken by the PCC however until the next regularly scheduled meeting.

ARTICLE VIII QUORUM

Section 1. **Fifty (50) percent** of the voting members shall constitute a quorum authorized to transact business duly presented at a meeting of the PCC. In case of a tie vote, the chairperson shall cast the deciding vote.

ARTICLE IX PARLIAMENTARY PROCEDURE

Section 1. The rules contained in Robert's "Rules of Order" shall govern the proceedings of the PCC to the extent they are not inconsistent with these bylaws.

ARTICLE X AMENDMENTS CORRECTIONS OR CHANGES IN THE BYLAWS

Section 1. These bylaws may be amended repealed or altered, in whole or in part by a 2/3 majority vote at any duly organized meeting of this PCC provided that a copy of any amendment proposed for consideration shall be mailed to the last recorded address of each member at least fifteen (15) days prior to the date of the meeting.

Section 2. The bylaws should be reviewed annually and revised as needed.

ARTICLE XI CONFLICT OF INTEREST

Section 1. Members of the PCC who receive compensation from or have a fiduciary interest in any program funded by the Transit District must abstain from voting on funding of that particular program, as per County policy.

Section 2. Members of the PCC who serve as volunteers or members of the Board of Directors of programs funded by the Transit District are requested not to vote on funding of the particular program with which they are involved. This does not preclude any member of the PCC from serving on review committees which consider

funding of programs prior to official vote of the full PCC, except those members cited above who receive compensation from or have a fiduciary interest in programs funded by the Transit District.

Section 3. Determination of Conflict

In the event the member declares the existing conditions relative to a conflict of interest, he/she shall request a ruling on the validity of the conflict of interest, he/she shall request a ruling on the validity of the conflict. A majority of a quorum present shall determine if a conflict of interest does exist. If it does he/she shall be permitted to participate as any other member, but shall not be permitted to vote.

Section 4. Dismissal

Failure to comply with the provisions concerning conflict of interest shall be grounds for the immediate dismissal from the PCC. A motion to dismiss must be adopted by a two-thirds (2/3) vote of the quorum present at that meeting.