



Marin Paratransit Coordinating Council
Monday, August 18, 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/88935942634>

Teleconference: +1 669 900 6833

Webinar ID: 889 3594 2634

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, August 17, 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 & June 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. Guest Presentation: Transformation Action Plan Accessibility Items Update - *Information*
- b. New Member Application - *Action*
- c. Marin Transit Facility Update – *Information*
- d. Marin-Sonoma Coordinated Transit Service Plan Proposal – *Information*

6. Old Business

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

7. Agency / Committee Reports

- a. Marin Transit Updates - *Information*
- b. Marin Access Performance Metrics - *Information*
- c. GGBHTD Advisory Committee on Accessibility Report - *Information*
- d. TAM Citizens Oversight Committee Report - *Information*

3:00 p.m. Adjourn

Next Meeting: October 20, 2025

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. 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.
 - xlii. Ms. Simms replied that she needs advance warning of her vehicle's arrival so that she has time to prepare to leave.
 - xliii. 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 monthly mileage limitations.
- xvi. Ms. Huitt responded that while staff do not currently have plans to adjust the monthly mileage limitations, this is something that could be considered in the future.
- 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.
- xlii. 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.
- xlili. Staff provided a summary of programs that will be available for all Marin Access riders, riders with disabilities, and riders with income barriers

- 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.
- xliv. 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

June 23, 2025, 1:30PM to 3:00PM

MEETING MINUTES

1. Meeting called to order at 1:33 PM by PCC Chair Michael Harris.
 - a. In attendance
 - i. PCC Members: Michael Harris, Patti Mangels, Javier Miranda, Terry Scussel, Jane Gould
 - ii. Members of the Public: Joe Cashel, Anna Khachatryan, Mario Newton, Erick Villalobos, Ruth Vosmek
 - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Joanna Huitt, Robert Betts, Kate Burt, Sandra Romero, Mohamed Osman
 - iv. Contractors (Transdev): Varuna Faasavalu, Sean Brown, Claudia Tamayo
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for April 2025
 - a. Terry Scussel requested a correction to the minutes for April 2025. He requested that staff clarify that Mr. Scussel was concerned about the volunteer driver program's monthly mileage limitations.
 - b. Voting on the minutes for April 2025 was deferred to the August 18, 2025 PCC meeting.
4. Open Time for Public Expression
 - a. Jane Gould thanked staff for postponing the June 2025 PCC meeting to accommodate the Accessible Futures Conference.
5. New Business
 - a. Review of PCC Bylaws & Attendance Policy
 - i. Staff reported that bylaws are the PCC's guiding document. The PCC's bylaws are regularly reviewed and were last updated in November 2016. Staff stated that recently, the PCC has experienced attendance challenges. While the bylaws do allow for excused absences, PCC members should notify staff of upcoming absences as early as possible. Staff explained why maintaining consistent attendance is important.
 - ii. Michael Harris noted that the Brown Act allows for remote participation and voting under some circumstances.
 - iii. Joanna Huitt stated that staff would investigate that option.
 - b. Paratransit Vehicle Update
 - i. Staff reported that Marin Transit's Board of Directors approved the purchase of two electric vehicles. While they wait for delivery, staff are

- developing graphics for the vehicles' decals. Staff reported that the PCC's request to add additional handles to paratransit vans was implemented.
- ii. Patti Mangels emphasized that riders need to be very careful while inside Marin Access' current vehicles.
 - iii. Joana Huitt noted that the new handles will hopefully improve riders' stability.
 - iv. Michael Harris suggested that riders should notify drivers if they have balance problems and need assistance.
 - v. Ms. Huitt responded that staff encourage riders to update staff on their abilities. During the enrollment process, there is communication about riders' needs. Drivers should also ask riders if they need assistance.
 - vi. Patti expressed appreciation for the support that has been offered to her by Marin Access drivers. She suggested that riders should be open about their needs.
- c. Same Day Paratransit Pilot Program Implementation
- i. Staff reported that Marin Transit's Board of Directors approved the same day paratransit pilot program. Staff listed the program's objectives and parameters.
 - ii. Patti Mangels asked how much the same day paratransit fare would be.
 - iii. Joanna Huitt clarified that the fare would be \$15. She noted that the existing fare for ADA paratransit is \$4. She explained why the same day fare would be \$15.
 - iv. Terry Scussel asked if same day paratransit rides would be shared.
 - v. Ms. Huitt confirmed the rides would be shared.
 - vi. Staff reported that some same day paratransit trip requests may be denied. Same day paratransit service is not subject to ADA regulations.
 - vii. Patti Mangels asked if the pilot program would begin on July 1, 2025.
 - viii. Ms. Huitt confirmed it would.
 - ix. Staff reported on the same day paratransit scheduling process.
 - x. Robert Betts added that when a rider requests a same day paratransit trip, staff may offer alternative timing options to the rider.
 - xi. Jane Gould asked staff would be able to guarantee a same day return trip for a rider, if needed.
 - xii. Ms. Huitt responded that riders should schedule all legs of their trip in advance.
 - xiii. Ms. Gould asked what the bus stop distance regulation would be for same day paratransit trips.
 - xiv. Ms. Huitt answered that the regulation would be three-quarters of a mile.

- xv. Ms. Gould asked if riders could still reserve a trip that would be further than three-quarters of a mile from a bus stop.
 - xvi. Ms. Huitt stated that riders who are more than three-quarters of a mile away may still enroll in paratransit. Paratransit trips outside of the mandated service area may be reserved on an as-available basis. She added that in those cases, riders should try to use another service to complete their trip or to get to the paratransit service area.
 - xvii. Ms. Gould noted that same day paratransit could be useful for riders who live in the hills of Marin County.
 - xviii. Ms. Huitt responded that staff help riders identify which services they could use to get to the paratransit service area. She highlighted that one primary difference between ADA mandated paratransit and same day paratransit is the fares.
 - xix. Robert Betts noted that same day paratransit also differs from ADA paratransit because staff will be able to negotiate trip times with riders.
 - xx. Ms. Huitt added that the same level of ADA mandated service will be expected and provided during same day paratransit trips.
 - xxi. Ms. Mangels asked how long the same day paratransit pilot would be.
 - xxii. Ms. Huitt responded that the pilot will run for six months starting on July 1, 2025. After six months, staff will evaluate the program.
 - xxiii. Ms. Mangels asked if ADA paratransit would remain the same.
 - xxiv. Ms. Huitt confirmed it would. She noted that when riders reserve their first same day paratransit trip, they will need to verify terms over the phone. While it may take longer than usual, they will only need to complete that task during their first reservation process. New riders will verify terms when they apply.
 - xxv. Staff reported on the timeline for the same day paratransit pilot program.
 - xxvi. Ms. Mangels commented that at the end of the pilot, it will be interesting to evaluate enrollment.
 - xxvii. Ms. Huitt highlighted how in a 2024 survey, staff received interest in same day paratransit service.
 - xxviii. Ms. Mangels noted that the pilot's evaluation will need to be done carefully.
 - xxix. Ms. Huitt added that staff will evaluate rider feedback.
 - xxx. Mr. Betts stated that Marin Access Fare Assistance funds could be used to pay for same day paratransit service.
 - xxxi. Ms. Huitt clarified that mobility wallet funds could not be used to pay for same day paratransit service.
- d. Paratransit Rider's Guide Updates

- i. Staff reported that a draft of the paratransit rider's guide would be sent to PCC members, so they can provide feedback. Staff explained the purpose of the paratransit rider's guide, summarized updates that would be made to the rider's guide, and listed the next steps of the update process.

6. Old Business

a. Public Comment / Question Follow-Up

- i. Staff reported that at the April 2025 PCC meeting, a rider attended and provided feedback. After the meeting, staff met with the rider. Staff have not heard of any additional challenges since then, so the follow-up has concluded. Staff also informed the rider regarding how to become a PCC voting member.
- ii. Jon Gaffney said staff are working on system speeds, which will help in the future.
- iii. Joanna Huitt clarified that in their scheduling software, staff can manipulate speed settings to increase the accuracy of trip timing. Ms. Huitt asked when the software update will be implemented.
- iv. Mr. Gaffney said he would check regarding when the improvements would be implemented.
- v. Ms. Huitt read a message from Anna Khachatryan that was sent in the PCC meeting's Zoom chat. Ms. Khachatryan's message requested that Ms. Huitt add her colleague to the information distribution list for PCC meetings.

b. Marin Access Program Change Update

- i. Staff reported that on July 1, 2025, changes to Marin Access will be implemented. The Catch-A-Ride Pilot Program will be replaced with the Intro to Mobility Program. There will also be an enhancement to the Marin Access Fare Assistance (MAFA) program. Staff reported that mobility wallet cards had been ordered and will be mailed to riders who requested them. Digital cards and instructions will be emailed to riders on June 24, 2025. Cards will be funded on June 30, 2025, so they can be used on July 1, 2025. Under the program updates, there will be trip flexibility through additional transportation partners. Riders who need assistance should reach out to the Travel Navigator team. Staff reported on upcoming changes to Marin Access' shuttle service.

c. 2025 PCC Workplan

- i. Staff provided an update on the PCC's 2025 Goals & Workplan. Staff reported that the third goal will be a key area of focus during the summer. The sixth goal is underway. The second goal will be discussed at the August 2025 PCC meeting.

7. Agency / Committee Reports

a. Marin Transit Updates

- i. Staff provided updates regarding the Travel Navigators' hours of operation and walk-in policy. Staff provided updates regarding Marin Access' phone tree. Staff reported on the Accessible Futures Conference, which occurred on June 16 and 17, 2025.
- ii. Jane Gould added that at the Accessible Futures Conference, same day paratransit service was emphasized. Ms. Gould explained that when paratransit service began, service providers did not have the ability to offer same day service. Now, the technology for same day paratransit service exists and the demand is high. Ms. Gould noted that she appreciated meeting community partners at the Accessible Futures Conference.
- iii. Staff reported on upcoming free fare promotions for fixed route and paratransit service. Staff highlighted upcoming community events as well as fixed route service changes which will be in effect in August 2025.
- iv. Robert Betts stated that Route 61 and Route 68 will have the most significant service changes in August. The changes are in response to outreach efforts in West Marin, changes in school bell times, and feedback from students.
- v. Staff reported on the upcoming Marin County Senior Fair.
- vi. Patti Mangels asked if she should prepare a gift basket for the Senior Fair.
- vii. Joanna Huitt responded that she will follow up with Ms. Mangels regarding staff's need for a gift basket.
- viii. Terry Scussel clarified that the Senior Fair will be on September 17, 2025.
- ix. Staff reported that the FTA 5310 funding cycle will begin soon. Applications will be available on June 30, 2025.

b. Marin Access Performance Metrics

- i. Staff reviewed performance metrics found in the agenda packet and presentation for the meeting.
- ii. Jon Gaffney asked if Travel Navigator calls had decreased.
- iii. Sandra Romero clarified that the Travel Navigators' inbound call volume had increased, while scheduling calls had decreased.

c. GGBHTD Advisory Committee on Accessibility Report

- i. Staff reported that the GGBHTD Advisory Committee on Accessibility's July meeting will be rescheduled to July 24. Staff reported that regional fares will increase on July 1.

d. TAM Citizens Oversight Committee Report

- i. Staff stated there was nothing to report regarding the TAM Citizens Oversight Committee.
 - ii. Michael Harris asked for clarification regarding the Travel Navigators' call center hours.
 - iii. Joanna Huitt clarified that only the Travel Navigators' call center hours will change. Other calls, such as scheduling calls and calls that require immediate assistance, will still be answered between 8:00 AM and 5:00 PM. The Travel Navigators' call center hours will be adjusted to be from 10:00 AM to 4:00 PM. Outside of their call center hours, the Travel Navigators will be occupied with tasks such as conducting interviews, assisting walk-in visitors, and responding to voicemails.
- 8. Next Meeting on August 18, 2025.
 - a. Meeting adjourned at 2:30 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

Guest Presentation: Transformation Action Plan Accessibility Items Update

Guest Presentation: Transformation Action Plan Accessibility Items Update

Slides shared as separate attachment

New Member Application

New Member Application

- Maurice Pollard
 - Systems Change Community Organizer with Marin Center for Independent Living (MCIL)
 - Consumer & employee with MCIL for past 27 years
 - Served as caregiver for paratransit user for many years

Marin Transit Facility Update

3010/3020 Kerner Blvd

Project History/ Overview

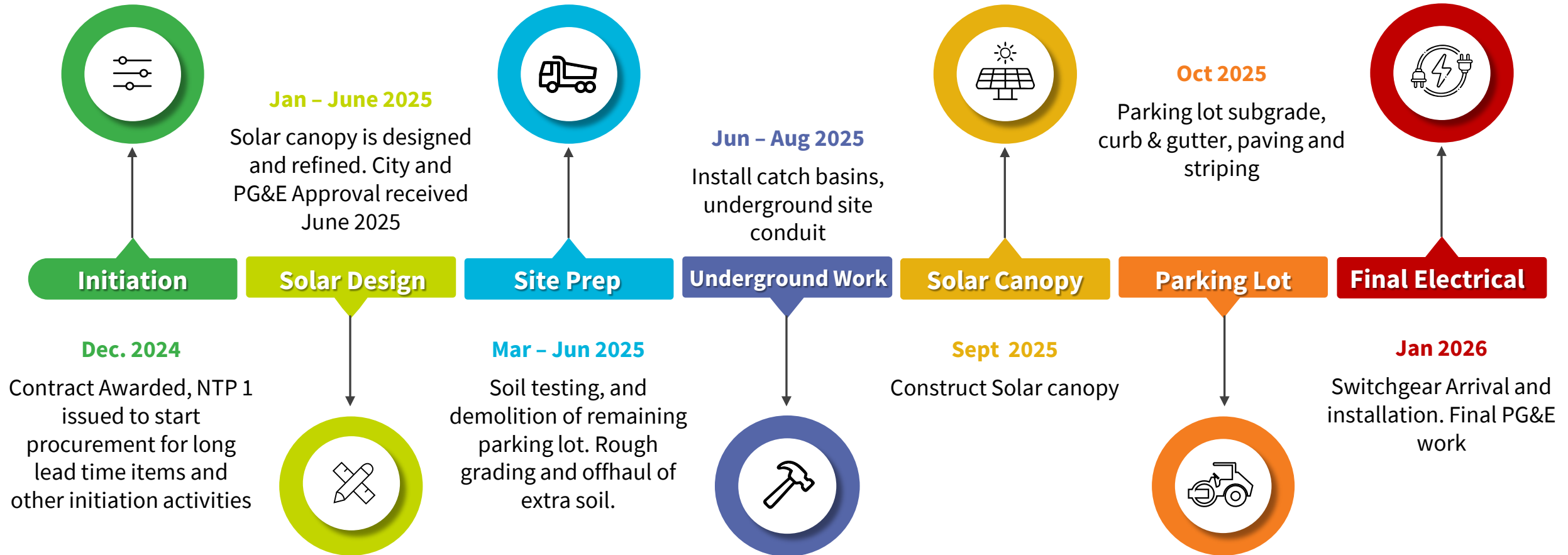
- Site purchased in 2022
- Parking for up to 45 paratransit vehicles
- Solar Canopies on the northern side of lot
- Battery Back up System
- 2 EV Chargers
- Conduit for future charging
- Connected to 3000 Kerner in the back
- Fencing and Lighting



This project is expected to:

- **Help meet agency goals**
 - Prepare for electrification
 - Provide back-up battery power
 - Competitiveness of contracting
- **Streamline operations**
 - Centralize parking and maintenance
 - Improve driver & dispatch coordination
 - Improve communications & responsiveness
 - Increase service reliability
- **Improve staff oversight & support**
 - Increased opportunities for cross-training
 - Expediency of operator coaching/counseling

Construction Timeline (estimate)



Project Updates

Project updates will be posted
on Marin Transit's website at:

<https://marintransit.org/projects/kerner-boulevard-redevelopment-project>



A white Marin Transit bus with green and yellow stripes, number 1504, is parked on a street. The bus has "MARIN TRANSIT" written on its side and front. In the background, a person is walking on a sidewalk near a body of water.

1075 Francisco Blvd E. Marin Transit Fixed Route Facility

Site Characteristics and Status

1075 E Francisco, San Rafael

Lot size: 3.5 acres

Budget: \$46.7 million

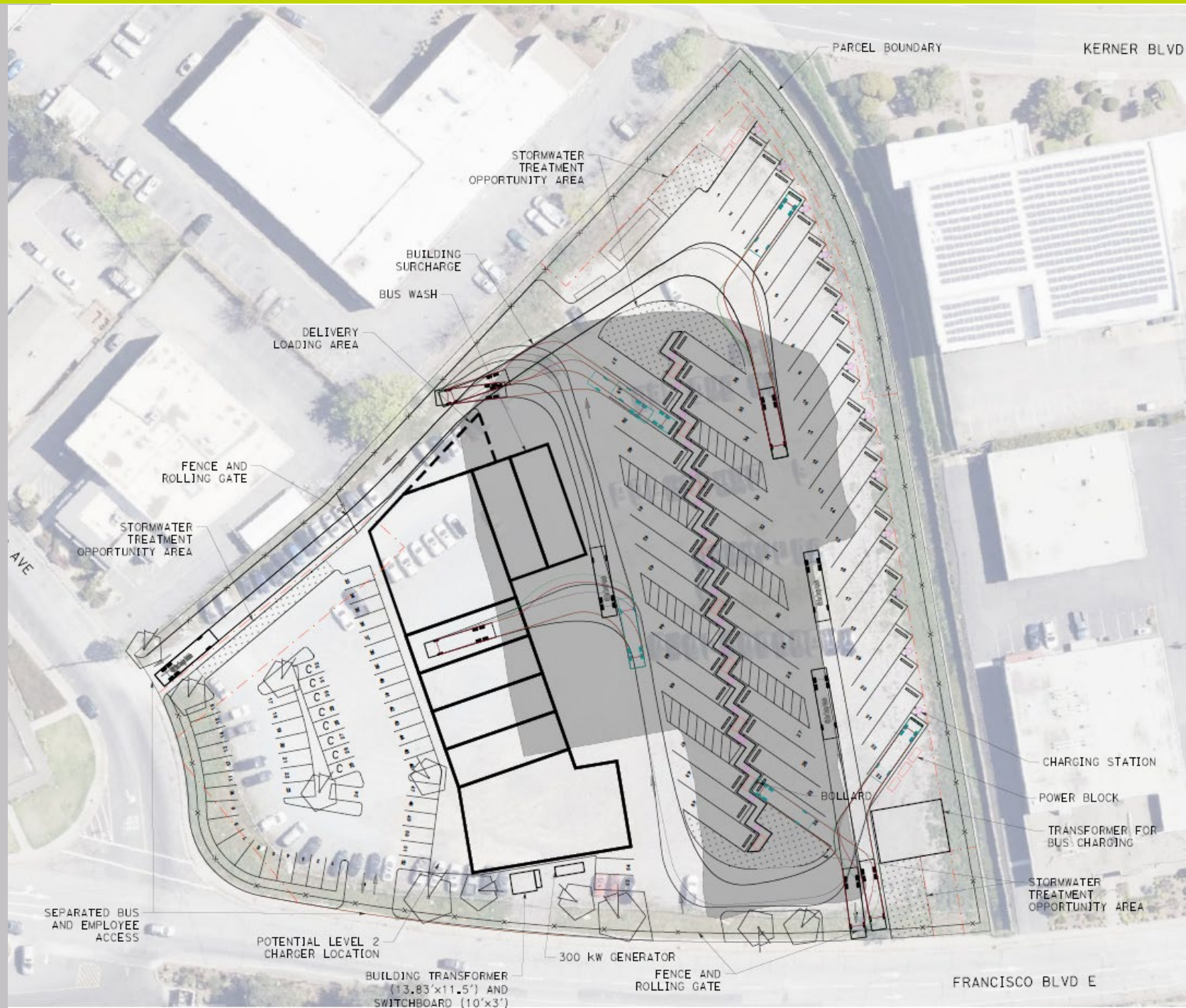
Goal: Fixed Route Bus
Maintenance and Parking
and Charging

Project
Phase: Environmental &
Programming



Draft Site Plan

- Parking for up to 50 Buses
- Provisions for E-Bus charging
- Up to 60 Employee stalls
- Maintenance
- Admin offices
- Rush Landing
 - Dispatch
 - Training/Conference Room



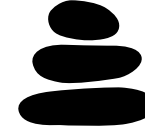
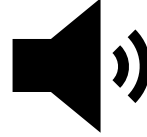
Community Coordination and Input

- Onboarded team to support in-person and digital engagement, media/advertising; incl. community capacity building and community leadership
- Major Outreach Events to date:
 - Canal Nuestro Futuro Event
 - Community Open House at Al Boro Community Center
- Key findings on top community priorities:
 1. Frequent and reliable bus service;
 2. Clean, well-lit bus stops; and
 3. Sidewalk and lighting improvements



Isabel French Photography

Environmental Review Process



- CEQA
 - Environmental document will be released soon
 - Virtual public meeting scheduled for August 26th
 - Opportunity for virtual or in-person comment at Board Meeting Sept 8th
- NEPA – Review by FTA

Timelines subject to change

Fixed Route Facility Project Update

- Finalizing preliminary site layout
 - Constrained conditions → prioritizing programmatic elements
 - Evaluating ancillary uses
- Environmental Phase
 - Technical studies are complete
- Outreach ongoing
- Workforce development –
 - Parallel path and includes childcare element



Project Updates

Project updates will be posted on
Marin Transit's website at:

<https://marintransit.org/facility>



Marin-Sonoma Coordinated Transit Service Plan Proposal

Marin-Sonoma Coordinated Transit Service Plan Proposal

Slides shared as separate attachment

Old Business

Public Comment / Question Follow-Up

- No follow-up items noted from June meeting

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

Goal 2: Marin Access Staff Appreciation Event

- The purpose of this goal for PCC is to recognize the staff and their contributions to making paratransit run!
- Things to consider
 - When should the event occur?
 - Historically in the fall
 - Can we coordinate timing with other planned staff recognition events?
 - Where should we hold the event?
 - Driver pull-out locations can make this challenging to deliver
 - What is the best format for the event?
 - Grab & go lunch has been successful in the past
 - What can we do to make this special for staff?
 - Certificates
 - Small token of appreciation

Agency / Committee Reports

Marin Transit Updates

- ADA 35 Fare Promotion
- Marin Transit Local Bus Service - August Service Changes
- FTA 5310 Funding
- Marin Access EV Pilot Update

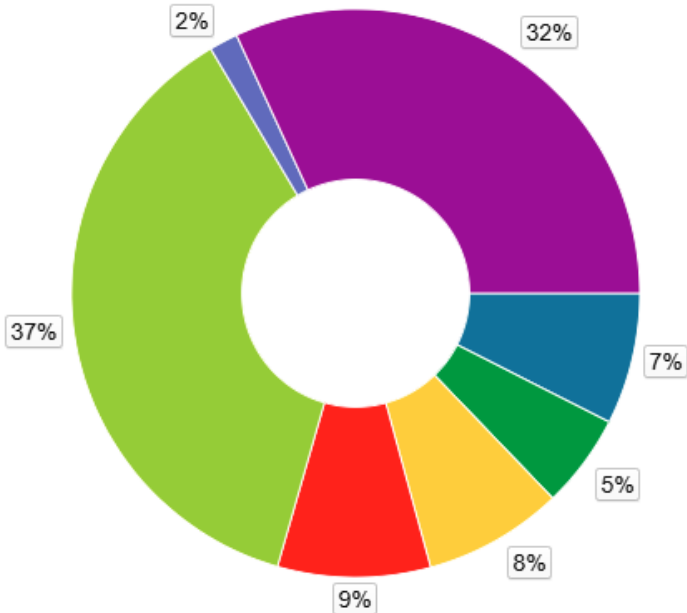
Marin Access Call Center

Marin Access call volume for all queues was **6,249**. The majority of calls were for scheduling assistance.

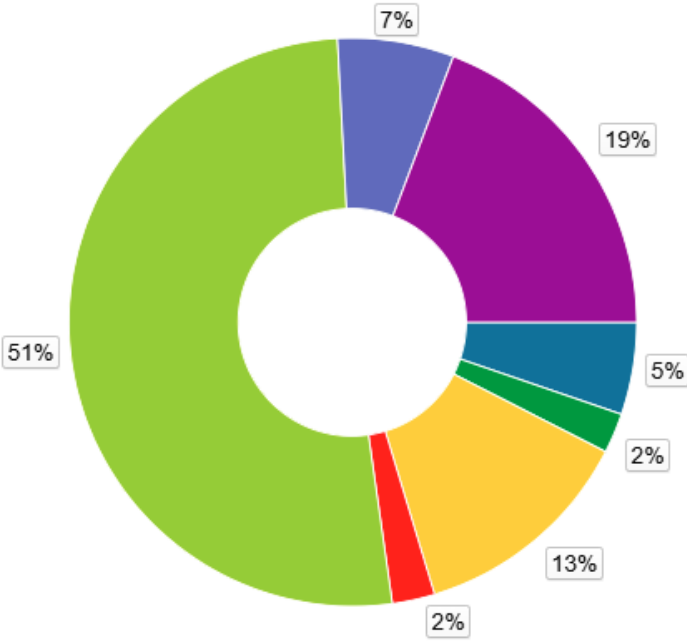
July 2025



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

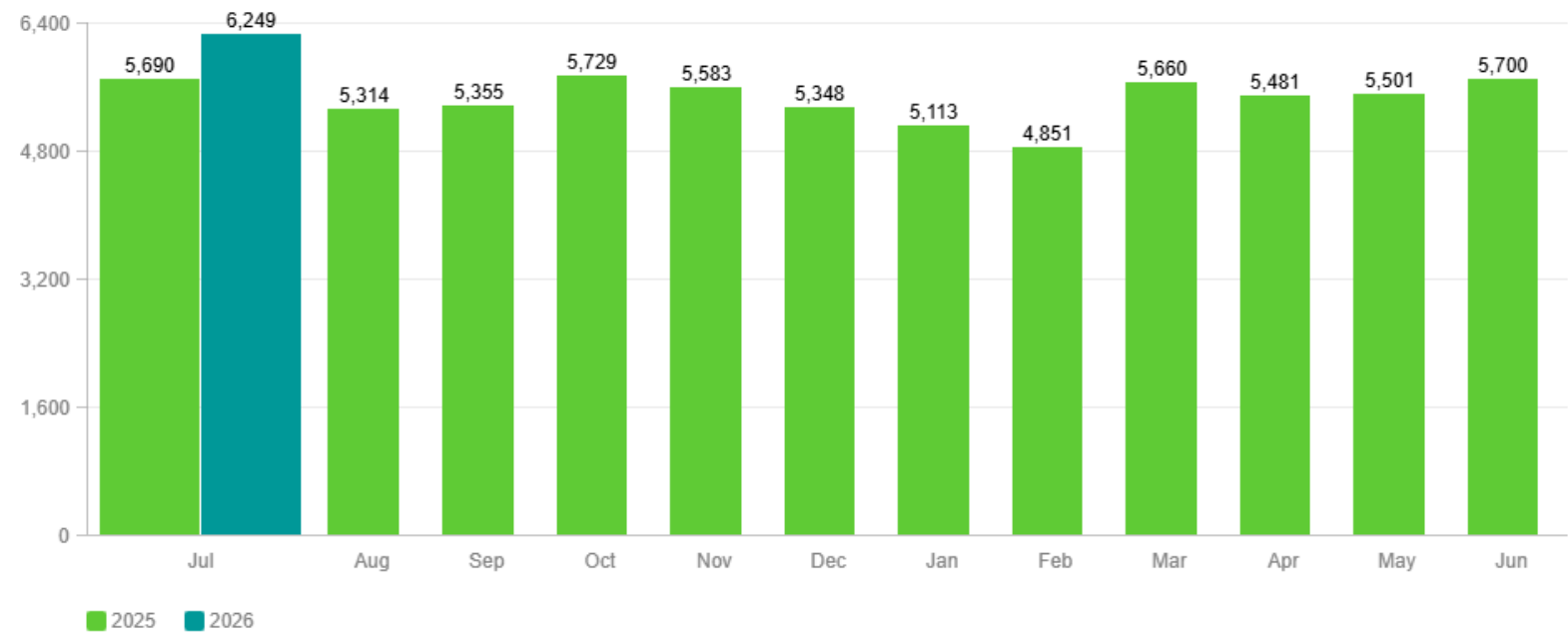
Call Volume - Spanish

Call Volume: TN Inbound

Marin Access Call Center

Total call volume for the month was **6,249**, an increase from the same period last year.

July 2025



Marin Access Call Center

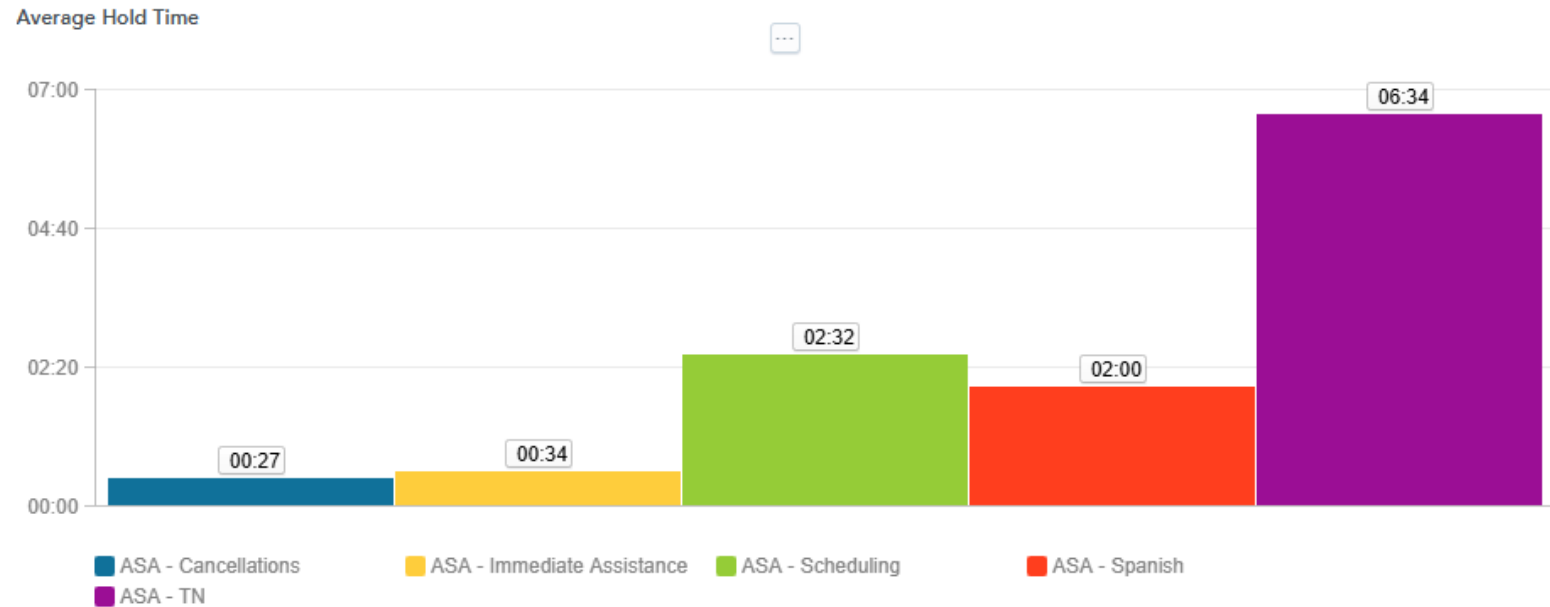
Average hold times for most Marin Access call center queues are meeting the performance standard of less than two minutes.

Performance Standard – Average Hold Time

- Less than 2 minutes



July 2025



Marin Access Paratransit Ridership

In July, there were a total of **4,149** trips on local and **558** trips on regional paratransit.

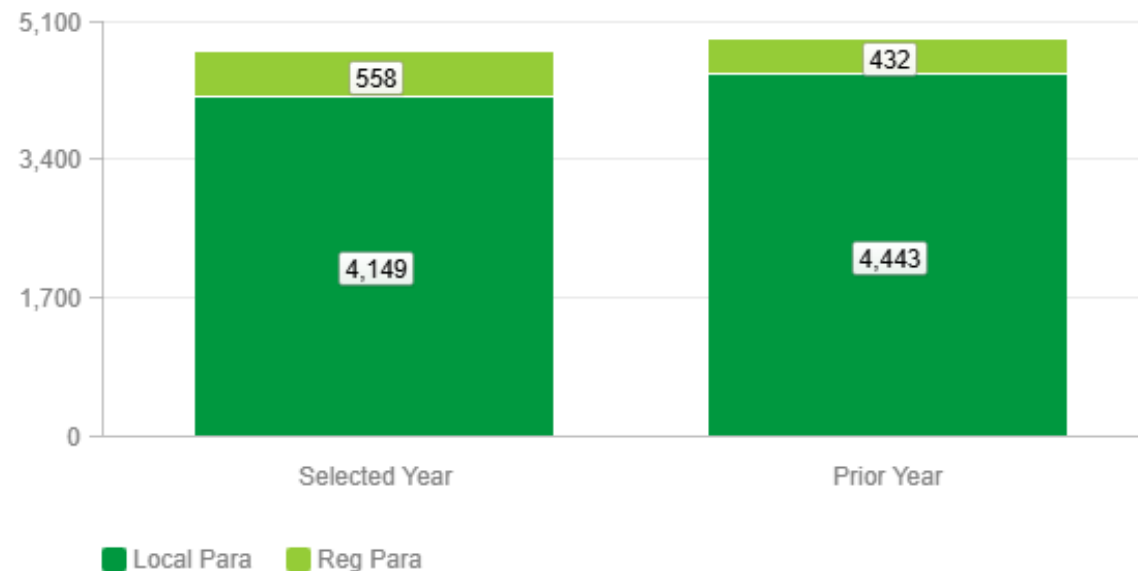
There were **29 same day paratransit trips** completed during the first month of the pilot program.

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

0

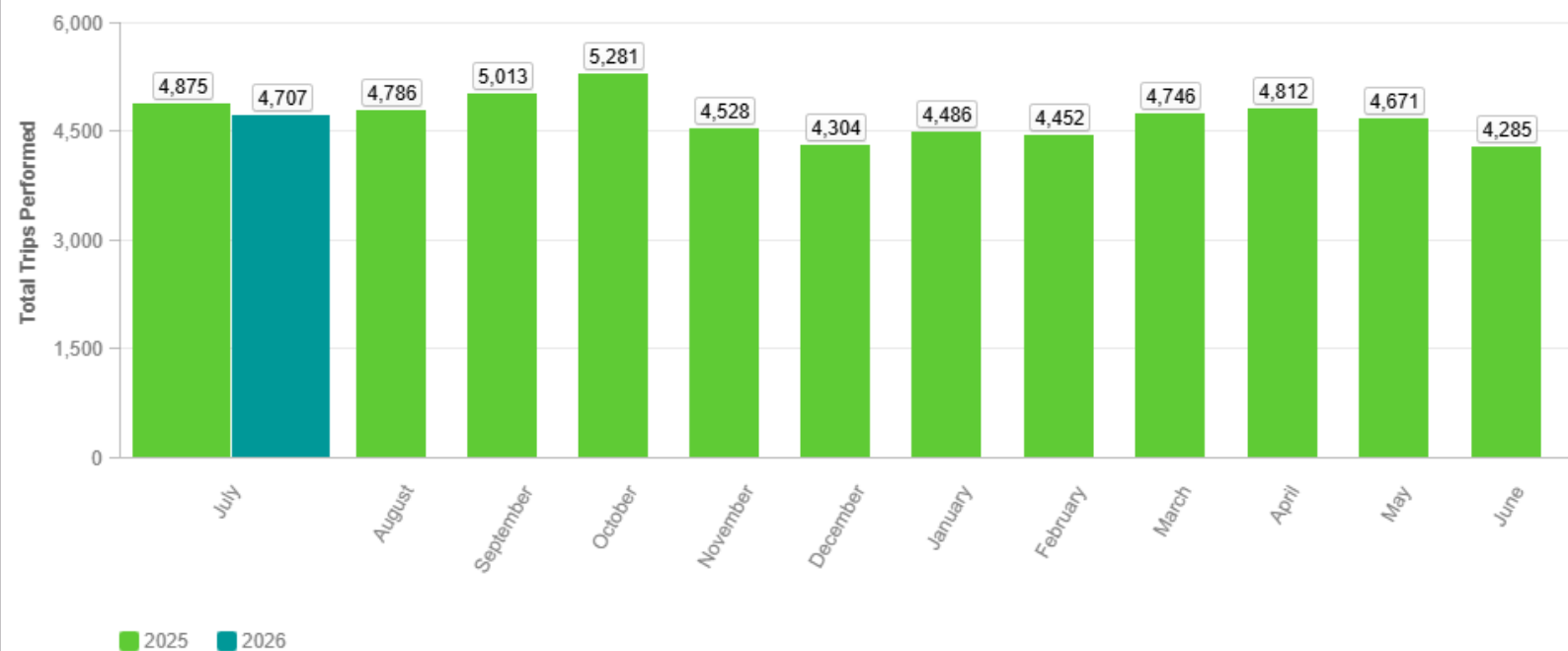
Trip Refusals - YTD

160

Marin Access Paratransit Ridership

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

July 2025



Marin Access Paratransit Ridership

In July, riders per hour for local paratransit was **1.92** and rides per hour for regional paratransit was **1.30**.

Year to date averages are **1.92** for local paratransit and **1.30** for regional paratransit.

Local Paratransit

Year To Date Average

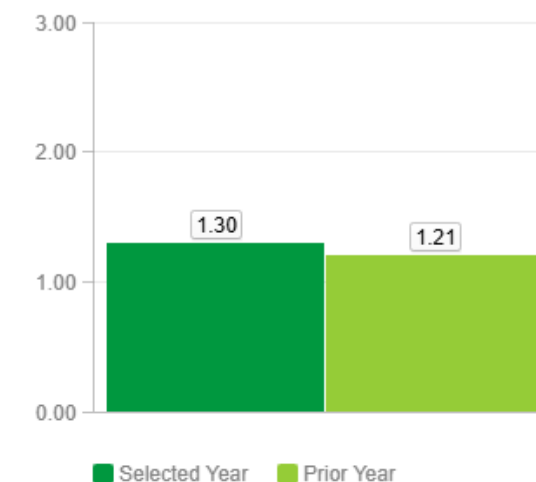
1.92



Regional Paratransit

Year To Date Average

1.30



Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0

Marin Access Paratransit Ridership

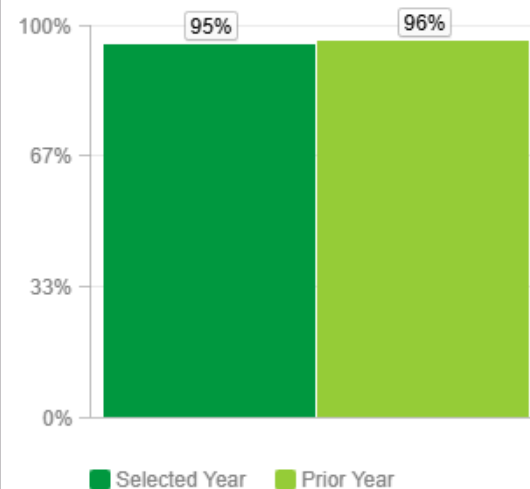
In July, on time performance for local paratransit was **95%** and **91%** for regional paratransit.

Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%

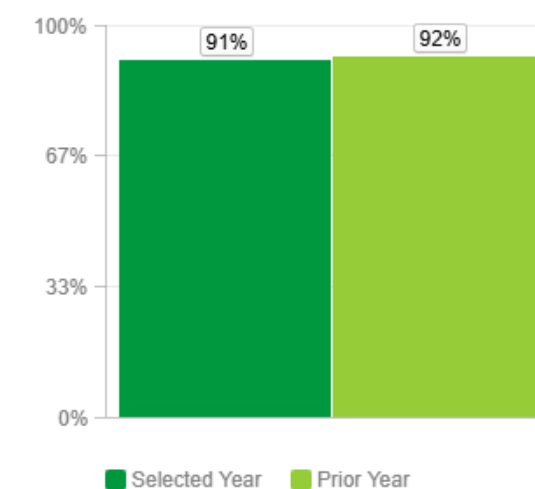


Local Paratransit



Year To Date Average
95.0%

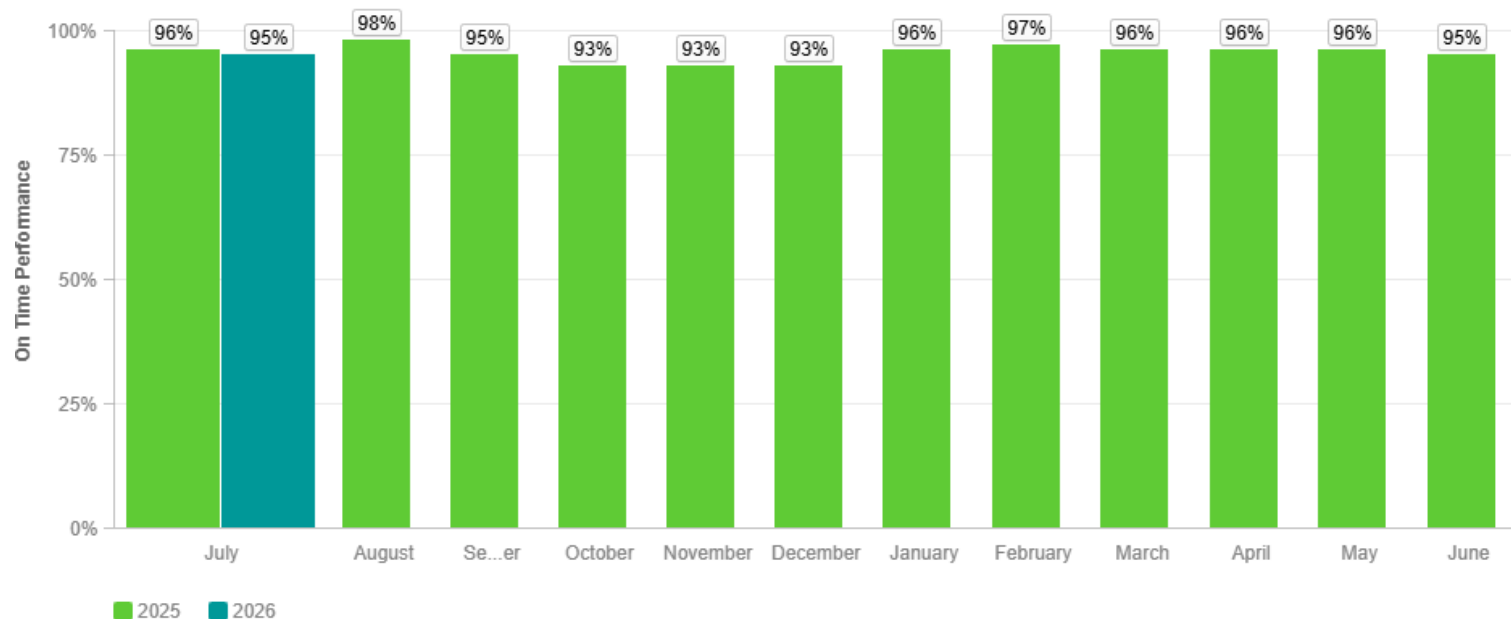
Regional Paratransit



Year To Date Average
91.0%

Marin Access Paratransit Ridership

On-time performance for local paratransit has continued to remain above 90%. OTP in July was **95%**. This exceeds the performance standard.

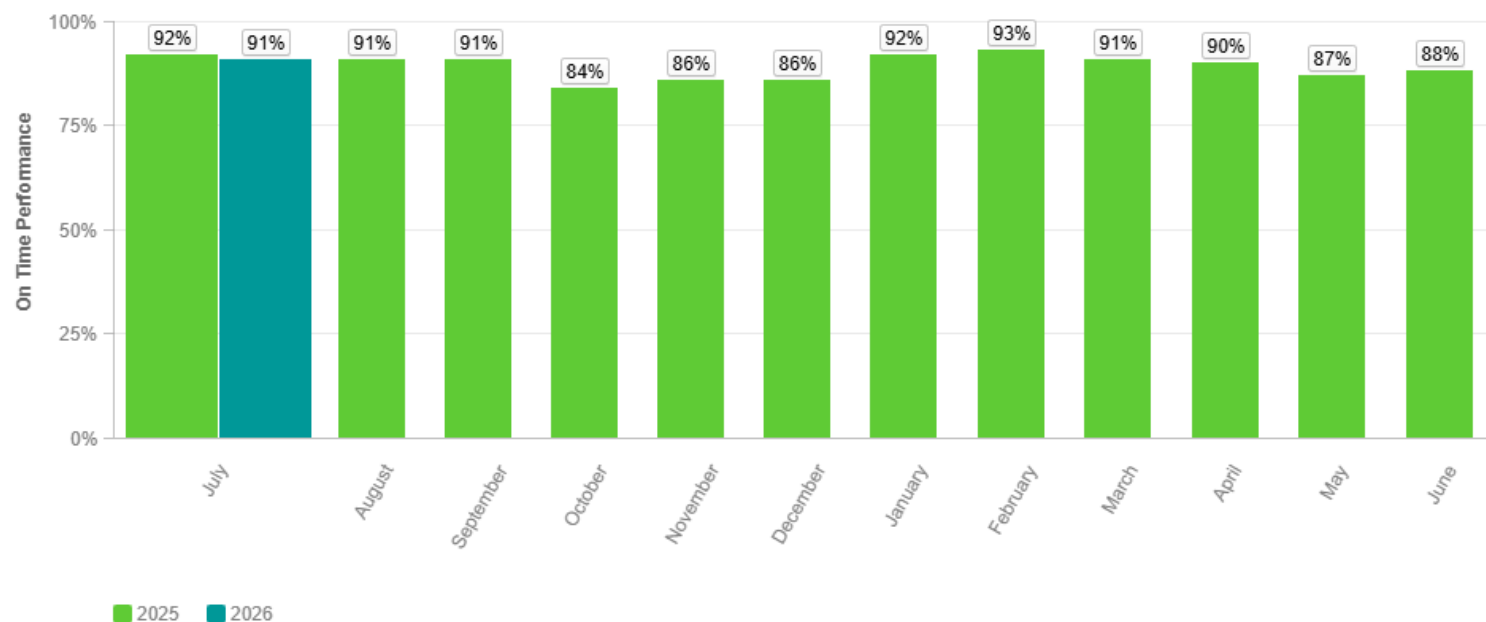


Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%

Marin Access Paratransit Ridership

On-time performance for regional paratransit has slight fluctuations. OTP in July was **91%**. Regional OTP in discussion to meet performance standard.



Performance Standard – On Time Performance

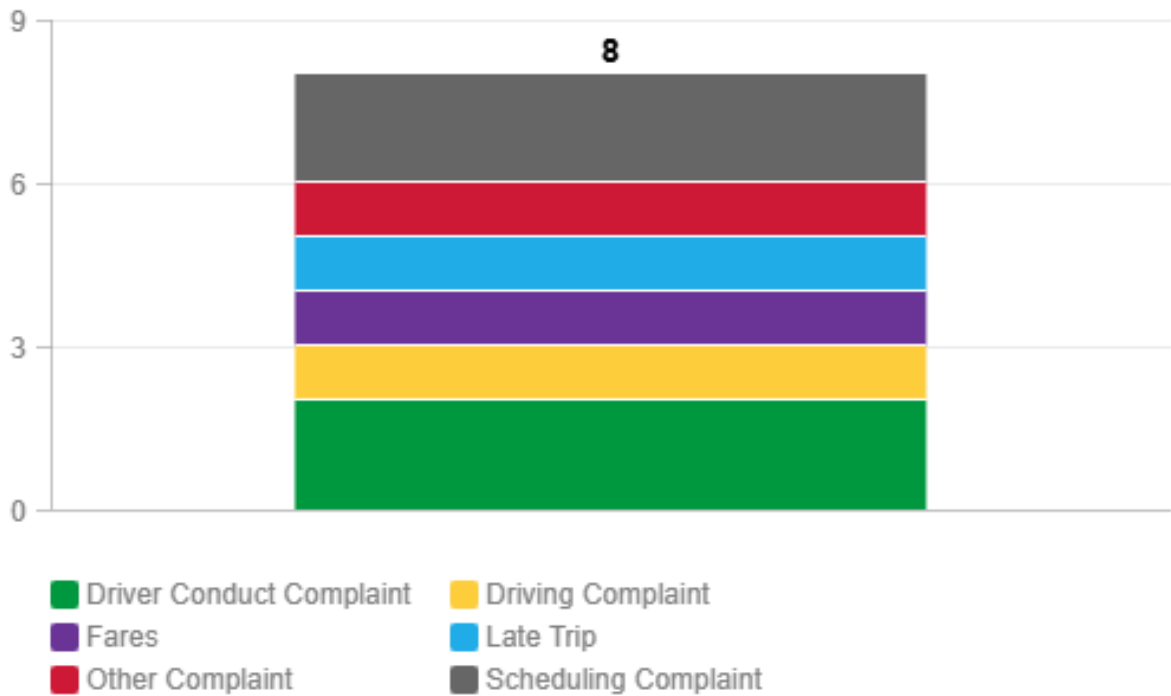
- Local – 90%
- Regional – 90%

Marin Access Feedback

In July, there were **8** complaints for Marin Access.

July 2025

Customer Feedback - Complaints

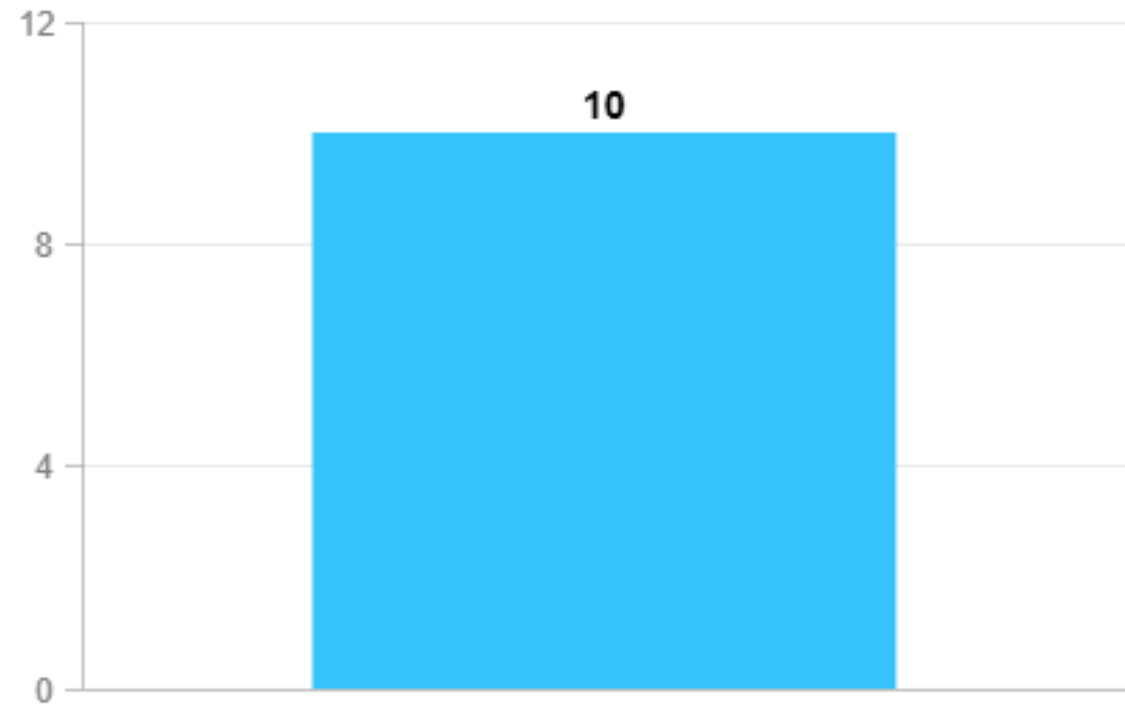


Marin Access Feedback

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

July 2025

Customer Feedback - Commendations



Thank you