



Marin Paratransit Coordinating Council
Monday, October 20, 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/87252896415>

Teleconference: +1 669 900 6833

Webinar ID: 872 5289 6415

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, October 19, 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 August 2025

Recommended Action: Approve

4. Open Time for Public Expression

(Limited to two minutes per speaker on items not on the agenda)

5. New Business

- a. Marin Transit MASCOTS Service Change Proposal – *Information*
- b. 2026 PCC Meeting Dates Draft – *Information*
- c. PCC Officer Elections – *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: December 8, 2025

MARIN PARATRANSIT COORDINATING COUNCIL

August 18, 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, Sylvia Barry, Javier Miranda, Jane Gould, Terry Scussel, Dario Santiago, Patti Mangels, Terri Sylvain, Maurice Pollard
 - ii. Members of the Public: Diana Benitez, Kevin Lent, Michelle Colvin, Drennon Shelton, Dominic Buono, Lisa Irving, Alice Fredericks, Clair Song, Corey Fancher., Natalie Villeda, Yari Sanchez, Jaqueline Mendez, Deirdre McCrohan, Charmina Guerrero, Emy Macal
 - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Sandra Romero, Joanna Huitt, Anna Penoyar, Kate Burt, Paul Haifley, Nancy Whelan, Alma Osorio, Mohamed Osman, Cathleen Sullivan
 - iv. Contractors (Transdev): Varuna Faasavalu, Kent Hinton, Cassandra Ristine
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for April & June 2025
 - a. All present have reviewed. Motion to approve made by Terry Scussel, seconded by Patti Mangels.
4. Open Time for Public Expression
 - a. Sylvia Barry encouraged attendance at the Marin County Commission on Aging's Housing and Transportation Committee meeting on August 21, 2025. She announced there will be a Home Match presentation as well as a presentation by Joanna Huitt.
 - b. Lisa Irving expressed appreciation for the PCC's work. She commented that she had not received a response to her email sent to Joanna Huitt in July 2025. Ms. Irving suggested that PCC members should be assigned email addresses so organizations and the public can communicate with them.
 - c. Michael Harris stated that staff will investigate Ms. Irving's concerns and follow up with her.
 - d. Joanna Huitt reported that staff tried a new outreach method for the PCC meeting invitation. Staff will continue to develop their invitation method.
5. New Business
 - a. Guest Presentation: Transformation Action Plan Accessibility Items Update

- i. Drennon Shelton from the Metropolitan Transportation Commission (MTC) provided an update on the regional Transformation Action Plan. A feature of the plan is the designation of a mobility manager in each county. Staff want to make a formal and universal mobility management plan for all counties in the Bay Area, with a customer-centered approach. Ms. Shelton explained the mobility manager framework, designation process, and required functions. She noted there will be performance assessments for mobility managers. Ms. Shelton outlined MTC's feedback collection process, outreach process, and timeline.
- ii. Dario Santiago asked about available funding for mobility management.
- iii. Ms. Shelton stated that there is no initial funding associated with the mobility manager function. The One Bay Area Grant (OBAG), Section 5310, and local funds could be sources.
- iv. Mr. Santiago asked if there are two mobility managers in Marin County.
- v. Ms. Shelton stated there are not.
- vi. Joanna Huitt explained that Marin Transit is the mobility management provider for Marin Access, but other agencies in Marin County also have relevant functions.
- vii. Ms. Shelton noted that staff would like to streamline the mobility management structure.
- viii. Mr. Santiago asked if Travel Navigators are mobility managers.
- ix. Ms. Huitt stated that while the Travel Navigators perform relevant functions, a designation for the region will be developed.
- x. Sylvia Barry asked if mobility managers will manage the activity of regional agencies.
- xi. Ms. Shelton said they would not. The mobility manager is a local function that operates differently in different locations, however MTC would like to standardize it. MTC wants each county to have a resource database.
- xii. Ms. Barry asked if infrastructure would be built to support the mobility management roles.
- xiii. Ms. Shelton stated that infrastructure would not be built. Each county will approach the system in a way that works for them.
- xiv. Terri Sylvain asked how Marin Transit felt about the standardization of the mobility management system, as staff already do similar work.
- xv. Ms. Huitt explained that MTC's efforts will formalize the work and add additional reporting. There may not be many significant changes in staff's work, however mobility management may involve additional representation by agencies at PCC meetings.
- xvi. Ms. Barry asked about funding in relation to mobility management.

- xvii. Ms. Huitt confirmed staff would seek the One Bay Area Grant (OBAG) and Section 5310 funding.
- xviii. Terry Scussel noted that while there are many transportation service providers in Marin County, few provide broad service. He asked how mobility management will help individuals who do not have access to transportation.
- xix. Ms. Shelton stated they will need to bring all the service providers together. Initially, there may be a list of resources that staff can reference to assist riders in need. Eventually, there may be staff who can individually assess each caller for programs they may be eligible for.
- xx. Mr. Scussel commented that West Marin County has less access to public transportation compared to other areas. He stated that residents currently rely on transportation sources such as volunteers.
- xxi. Ms. Shelton explained that before the Americans with Disabilities Act (ADA) existed, there was the Social Services Transportation Act. She suggested the PCC should look at services in Marin County holistically, so they can identify service gaps as well as funding sources.
- xxii. Maurice Pollard asked how involved Travel Navigators are in facilitating transportation. He asked how frequently Travel Navigators may be called.
- xxiii. Ms. Huitt explained that Travel Navigators conduct intakes, then conduct an interview where they help riders understand what services are offered. They may also refer riders to external programs. Riders may request a reassessment at any time.
- xxiv. Mr. Pollard asked for more information about on demand service.
- xxv. Ms. Huitt stated that paratransit and shuttle services are available on demand. Marin Access tested various models and currently offers on demand paratransit service. There are limitations for each program and staff are actively collecting feedback. On demand service is desirable for riders and challenging to provide.
- xxvi. Mr. Pollard asked how efficient Marin Access is regarding wheelchair access and individual transportation.
- xxvii. Ms. Huitt responded that all services, including Marin Transit's local bus service, are shared services and wheelchair accessible. External providers in the Mobility Wallet program may offer individual transportation and wheelchair accessibility may vary.
- xxviii. Mr. Pollard explained that having access to local, on-demand, wheelchair accessible service would increase autonomy for riders. He asked what barriers prevent equal access.

- xxix. Ms. Huitt stated she would like to meet with Mr. Pollard to discuss the service, as equal access is staff's goal.
- xxx. Kevin Lent asked if Marin Transit's Route 61 and 68 are wheelchair accessible.
- xxxi. Ms. Huitt confirmed they are.

b. New Member Application

- i. Staff reported that the PCC received a member application from Maurice Pollard.
- ii. Jane Gould commended Mr. Pollard's qualifications.
- iii. Maurice Pollard reviewed his qualifications.
- iv. Sylvia Barry asked what a Systems Change Community Organizer role is.
- v. Mr. Pollard explained that in that role, he organizes and advocates for individuals in the community who need assistance with policies.
- vi. Michael Harris explained his experience of knowing Mr. Pollard.
- vii. Motion to approve Maurice Pollard's PCC member application made by Terry Scussel, seconded by Patti Mangels.

c. Marin Transit Facility Update

- i. Staff summarized Marin Transit's projects at 3010 Kerner Boulevard and 3020 Kerner Boulevard. They reported on staff's expectations and construction timeline. Staff provided a resource where project updates can be found. Staff reported on the characteristics and status of Marin Transit's site at 1075 Francisco Boulevard East. Staff explained how they located the site and outlined the conceptual layout of the site. Staff reviewed their community coordination efforts and input received regarding the project. Staff shared their top three key findings on community priorities. Staff explained the environmental review process for the site at 1075 Francisco Boulevard East and presented the project timeline. Staff noted that efforts for outreach and workforce development are running parallel to the rest of the timeline. Staff provided a resource where project updates can be found.
- ii. Terry Scussel asked if Marin Transit's office at 711 Grand Avenue would be relocated.
- iii. Paul Haifley confirmed it will not.
- iv. Sylvia Barry asked if there will be an onsite childcare center at 1075 Francisco Boulevard East.
- v. Mr. Haifley said there will not be, but there is a childcare component in the plan.
- vi. Jane Gould asked if there could be level three public electric vehicle charging at 3010 and 3020 Kerner Boulevard.

- vii. Anna Penoyar responded that two level two chargers will be installed at the site. The chargers will be occupied by new electric paratransit vans, but staff will investigate the possibility of public charging.
 - viii. Mr. Haifley noted that electric vehicle charging is a community priority.
 - ix. Ms. Gould commented on the solar canopies at the site and suggested staff should consider the future capacity of the charging infrastructure.
 - x. Diana Benitez stated that if childcare will not be on site at 1075 Francisco Boulevard East, there may be an opportunity for Marin Transit to collaborate with Canal Alliance.
 - xi. Lisa Irving asked if the PCC could demand that Marin Transit actively recruit and give preference to qualified, disabled applicants. She stated that the Department of Rehabilitation is an excellent source of qualified individuals seeking employment.
 - xii. Clair Song asked if there was high-level peer review for the planning and design of Marin Transit's facility projects.
 - xiii. Mr. Haifley responded that staff are evaluating potential peer review for the project at 1075 Francisco Boulevard East.
 - xiv. Ms. Penoyar added that for the project at 3010 and 3020 Kerner Boulevard, there was high-level review with peer agencies, but staff primarily worked with Transdev.
- d. Marin-Sonoma Coordinated Transit Service Plan Proposal
- i. Staff reported on the key characteristics, goals, and process of the Marin-Sonoma Coordinated Transit Service Plan (MASCOTS). Staff summarized the MASCOTS recommendations and noted that the recommendations will not impact paratransit. Staff explained the benefits of MASCOTS' recommendations for riders and transit operators. Staff noted that significant rider education will be necessary. Staff listed rider impacts and proposed solutions. Staff summarized the MASCOTS timeline, public outreach efforts, and upcoming events.
 - ii. Sylvia Barry noted that she attended two MASCOTS open houses. She asked when increased SMART train service will be in effect. Ms. Barry asked how the MASCOTS plan could be impacted by tax measures.
 - iii. Cathleen Sullivan stated that the proposed changes would be effective in April 2026. The SMART train's model depends on sales tax measures.
 - iv. Ms. Barry commented on the continuation of the SMART train's service under potential tax measures.
 - v. Jane Gould asked if staff investigated the potential impacts of the MASCOTS plan on paratransit.

- vi. Ms. Sullivan confirmed that paratransit service area would not be affected.
- vii. Ms. Gould asked if the discontinuation of Route 150 would have an impact on the paratransit service area.
- viii. Ms. Sullivan confirmed it would not have an impact on the service area.

6. Old Business

- a. Public Comment / Question Follow-Up
 - i. None.
- b. 2025 PCC Workplan Update
 - i. Staff presented the updated 2025 PCC Workplan. Staff reported they will provide Maurice Pollard with introductory information about Marin Access.
 - ii. Staff provided an update on Marin Access' staff appreciation event.

7. Agency / Committee Reports

- a. Staff confirmed there were no questions about agency and committee reports.
- b. Kevin Lent stated that during April 2025's PCC meeting, he suggested Marin Transit should add a bus stop on Route 245 near the Kaiser Permanente and YMCA facilities on Los Gatos Drive. He asked if any progress had been made regarding his request.
- c. Joanna Hutt stated that Mr. Lent's request was passed along to Marin Transit's Operations team. She stated she will follow up with Mr. Lent about his concerns.
- d. Lisa Irving asked if service has been improved or increased between Mill Valley and the Larkspur SMART train station. She stated that she has found it difficult to access the Larkspur SMART train station.
- e. Ms. Huitt replied that staff will address Ms. Irving's concerns at the following PCC meeting.

8. Next Meeting on October 20, 2025.

- a. Meeting adjourned at 3:03 PM by PCC Chair Michael Harris.



Marin Paratransit Coordinating Council

Housekeeping

Housekeeping - General

- If you are comfortable, turn on your camera when speaking
- Keep your audio muted when not speaking
- Use the “raise hand” feature to participate
- Meeting is being recorded for purpose of recording the minutes; recordings will not be shared publicly
- State your name before speaking
- Public comment is limited to two minutes per speaker unless a different time limit is announced

Housekeeping - Zoom

- To raise and lower your hand
 - Keyboard: Windows – Alt + Y | Mac – Option + Y
 - Mouse: Select “raise hand” in toolbar at the bottom of the screen
 - Phone: *9
- Live Auto Captions
 - Turn on captions by selecting the CC icon (show captions) on the menu bar
 - Change the size of captions by selection the up arrow next to the CC and choose caption settings
 - Increase chat display size in caption settings menu
 - Move captions by hovering over captions and drag to preferred location
 - Turn off captions by selection the CC icon (hide captions) on the menu bar

Agenda

- 01** Introductions
- 02** Review of Agenda
- 03** Review of Meeting Minutes
- 04** Open Time for Public Expression
- 05** New Business
- 06** Old Business
- 07** Agency / Committee Reports

Introductions

Review of Agenda

Review of Meeting Minutes

Open Time for Public Expression

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

New Business



Marin Transit

MASCOTS Service Change Proposal

Marin Sonoma Coordinated Transit Service Plan (MASCOTS) Background

- Collaborative comprehensive analysis of transit services in Highway 101 corridor

Goals

- Grow ridership
- Work as if one agency
- Develop a plan, not just a study



Proposed MASCOTS Regional Changes

- **GGBHTD**

- Route 101 runs more often only between Novato and SF
- Route 130 runs more often only between Mill Valley/Tiburon (last stop Strawberry Village) and San Francisco
- Route 150 is cancelled
- Route 580 no longer serves E. Francisco Blvd in San Rafael

- **SMART**

- Runs more often and longer hours on weekday and weekends



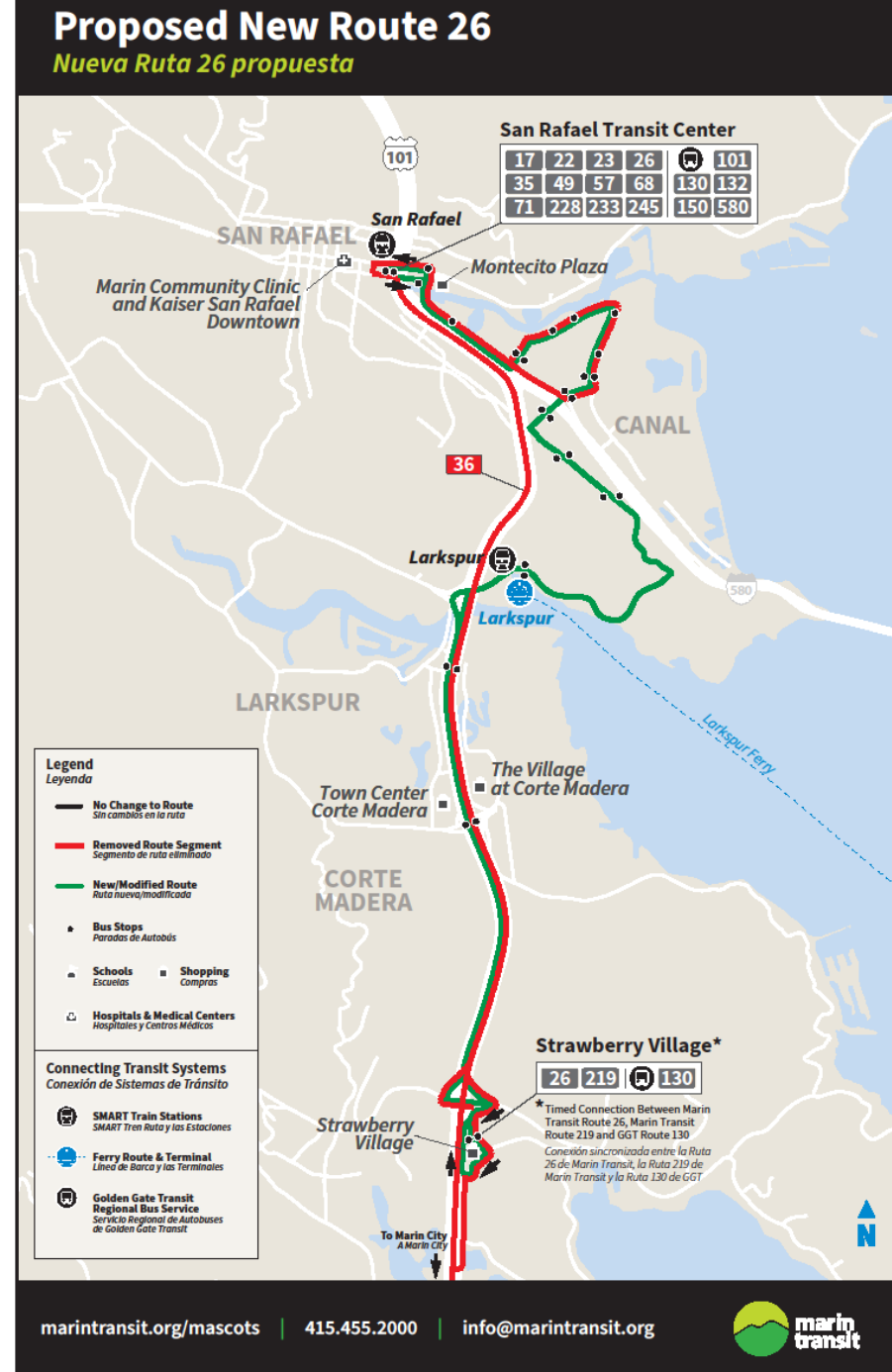
Goals of Marin Transit Local Service Changes

- Make network easier to understand
- Give riders one-seat rides to/from key destinations
 - Such as between Sausalito - 101 Bus Pads - San Rafael
- Improve regional connections to SMART, Golden Gate Bus and Ferry terminals
- Move some service from low ridership to high ridership routes/times



Proposed MASCOTS Local Changes

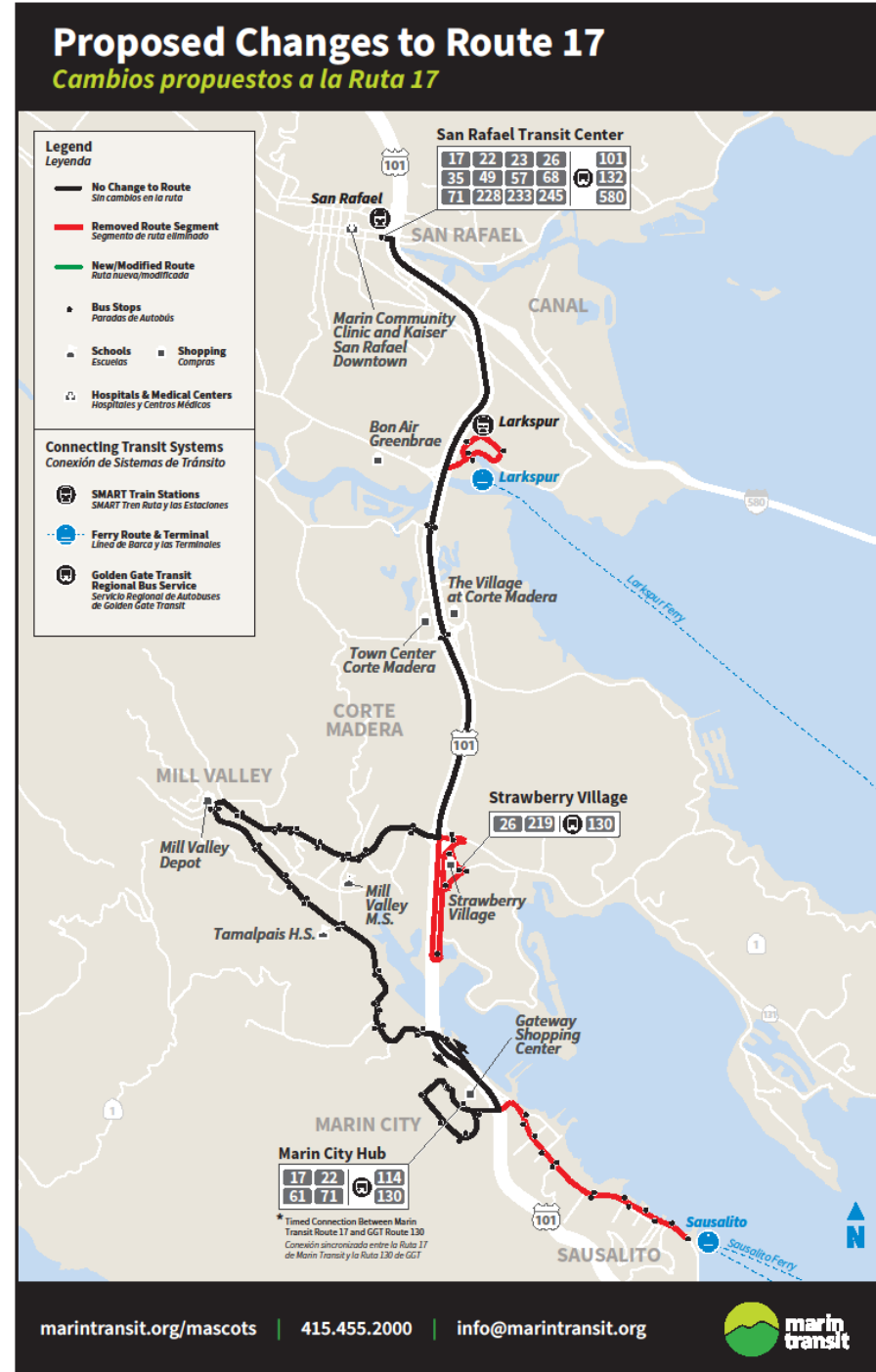
- **Route 36 replaced by Route 26**
 - Route 36 is cancelled
 - Replaced by new Route 26 that runs east from San Rafael Transit Center thru the Canal to Larkspur Landing and ends in Strawberry
- Route 26 has timed connection to Route 130 at Strawberry
- Operates hourly midday and on weekends, shorter hours than Route 36



Proposed MASCOTS Local Changes

- **Route 17**

- Route ends in Marin City instead of Sausalito
- Route 17 has timed connection to Route 130 in Marin City
- Weekday service ends 75 min earlier, weekend 15 min earlier



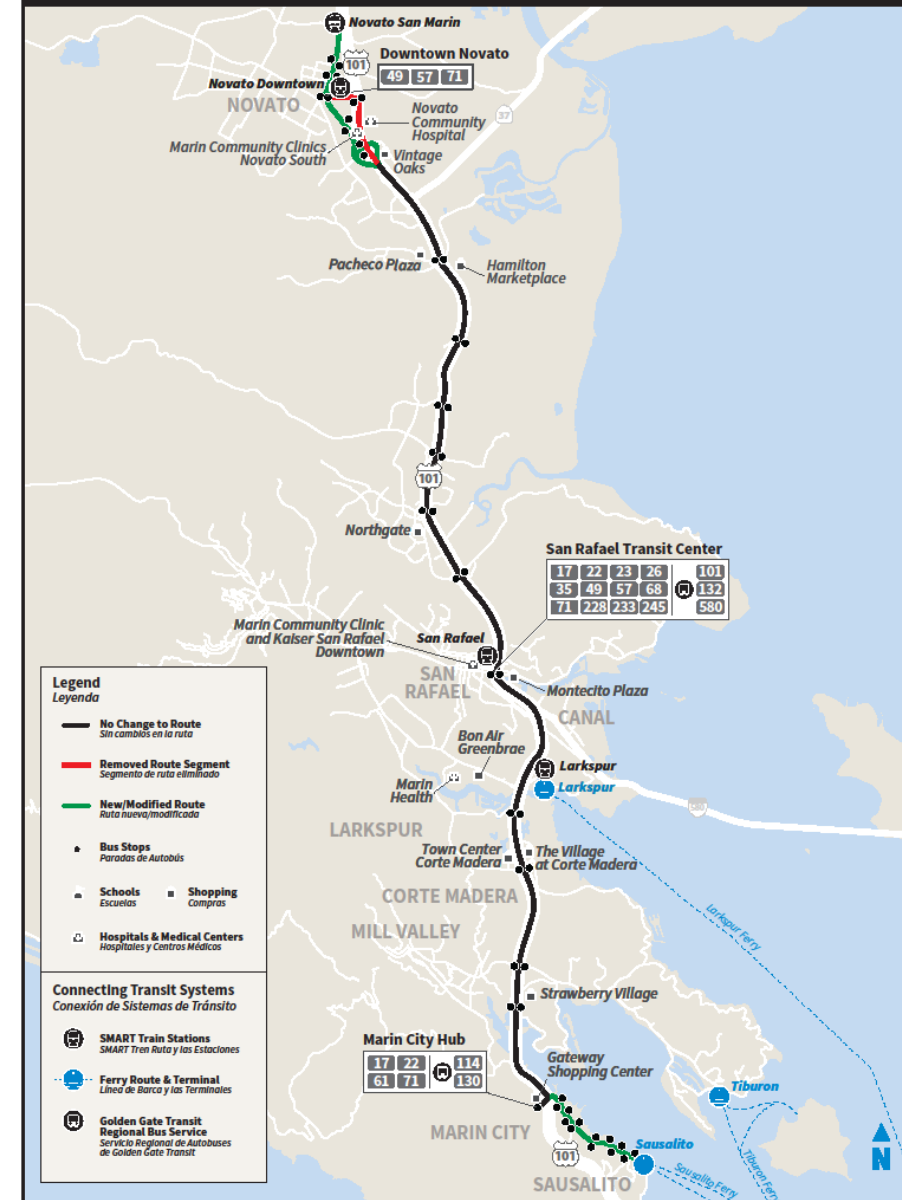
Proposed MASCOTS Local Changes

- **Route 71**
 - Extend northern terminus to San Marin SMART
 - Extend southern terminus to Sausalito Ferry
 - Better connection to Route 101 at San Rafael Transit Center
 - Weekend service would end 30 min earlier



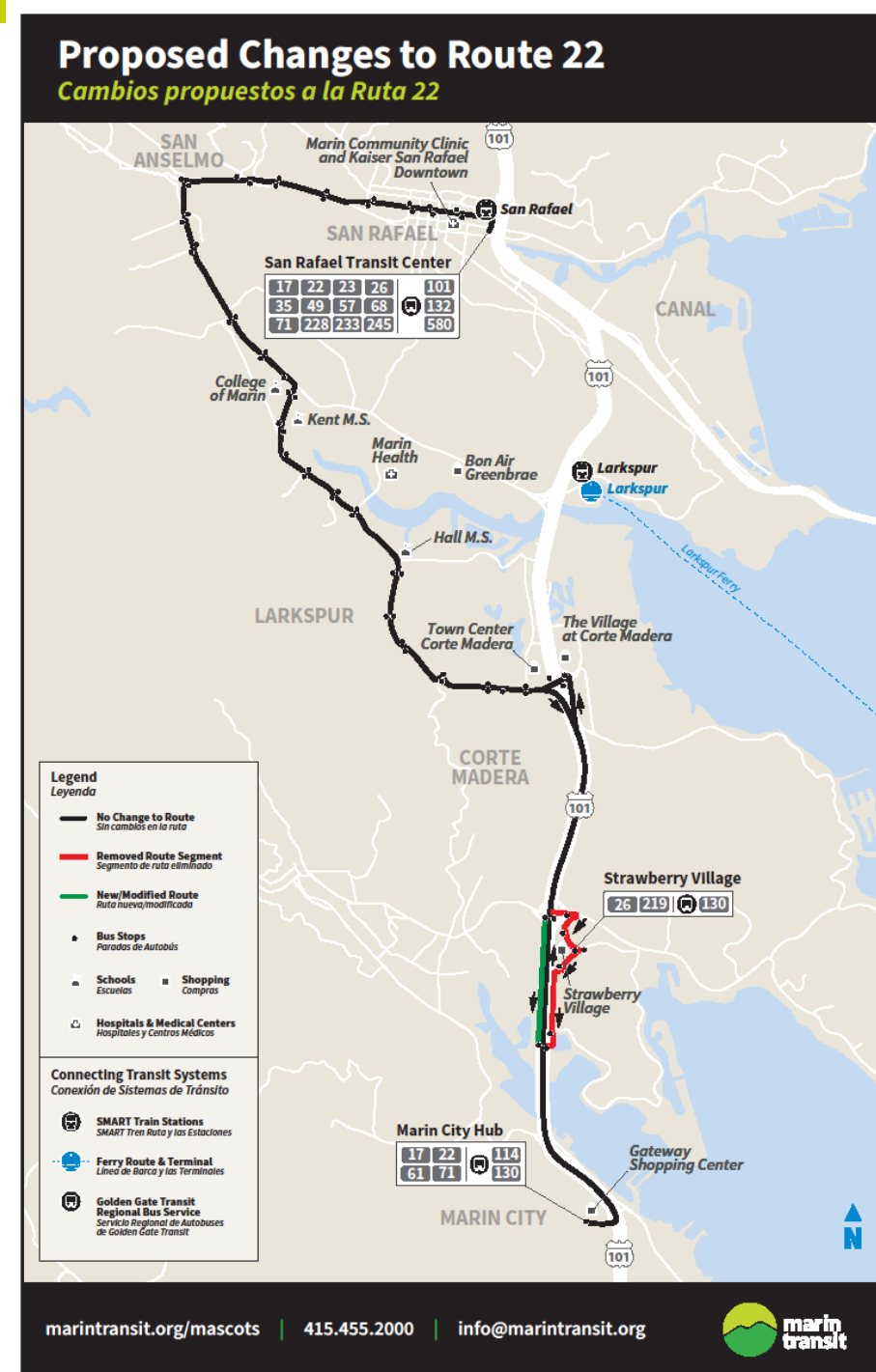
Proposed Changes to Route 71

Cambios propuestos a la Ruta 71



Proposed MASCOTS Local Changes

- **Route 22**
 - No longer serve Strawberry Village to speed up travel time
 - Connections to Route 130 at Highway 101 bus pads and Marin City



Proposed MASCOTS Local Changes

- **Route 29**

- Cancel Route 29, Replace with new Supplemental School Route 629

- **Route 219**

- Timed to connect to Route 26 and Route 130 at Strawberry
- Weekday and weekend service starts and ends up to 50 min later/earlier

- **Other minor schedule changes**

- Route 22
- Route 49
- Route 57

MASCOTS Timeline



Marin Transit Timeline



Thank you

CONTACT

info@marintransit.org

marintransit.org/mascots



2026 Proposed Meeting Schedule

2026 Proposed Meeting Schedule

- Meetings are typically held on the third Monday of every other month.
- Alternate dates may be selected due to holiday schedules. Signified by asterisk in table.
- Meeting dates may be adjusted with prior notice to PCC members.

February 23*
April 20
June 15
August 17
October 19
December 14*



PCC Officer Elections

2026 PCC Officer Election Prep

- 3 Roles – Chair, Vice-Chair, and Secretary
- Process
 - Develop & present slate at December PCC meeting
 - Members vote on officers
 - Decision + notification during meeting
 - Chair becomes active first meeting in February 2026

Old Business

Public Comment / Question Follow-Up

- Follow-up items noted from August meeting
 - Request for PCC Member Emails
 - Bus stop on Los Gamos Drive
 - Improved access between Mill Valley and Larkspur SMART station

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

- Access for All Grant Program
- Marin Transit Facility Updates
- Recent Outreach Efforts & Upcoming Events
- Marin Transit General Manager Retirement

Access for All Grant Program

Background

- The TNC Access for All Program is aimed at expanding Wheelchair Accessible Vehicle (WAV) transportation services.
- Due to lack of Local Access Fund Administrator (LAFA) in Marin County, funding not available until identification of a Statewide Access Fund Administrator (SAFA)
- SAFA Access for All Grant Program announced 10/1/25
- ~\$233k available in Marin County
- Eligible applicants must directly provide, or contract with a separate organization or entity to provide, on-demand WAV transportation to meet the needs of persons with disabilities.

Important Dates

- Prospective Applicant Webinar - 10/15/25
- Deadline for RFP Questions - 10/22/25
- Responses to Questions Posted – 10/29/25
- Application Deadline – 11/12/25

More Info

- www.cpuksafa.org



Photo Credit: Statewide Access Fund Administrator (SAFA)

Marin Transit Facility Updates

3010/3020 Kerner Blvd

- Parking for up to 45 paratransit vehicles
- Parking lot under construction
- Final electrical expected January 2026
- Project updates: marintransit.org/projects/kerner-boulevard-redevelopment-project

1075 E. Francisco

- Proposed operations & maintenance facility
- Constrained site; expected to provide:
 - Parking for up to 50 buses / 60 employee stalls
 - Maintenance / Admin offices
 - Other functions off-site
- Currently in environmental phase
- Project updates: marintransit.org/facility

Visit the links above or join us at an upcoming outreach event to learn more!

Recent Outreach Efforts & Upcoming Events



September 23 – All Aboard Transit Day & North Bay Transit Relay



September 26 – GM/CEO Ride Along

Recent Outreach Efforts & Upcoming Events



Upcoming Events

- 10/8/25 – TAM Clean Fleet Expo
- 10/15/25 – Marin Transit Community Event at Al Boro Community Center
- 10/16/25 - Marin Transit Community Event at Marin City Library
- 10/22/25 – Facebook Live in Partnership with Canal Alliance

Marin Transit General Manager Retirement

Marin Transit has announced the retirement of General Manager Nancy Whelan, who has served the agency for more than 11 years and dedicated over 45 years to public transportation.

Under Nancy Whelan's leadership, Marin Transit achieved significant milestones, including:

- Introducing battery-electric buses in 2018
- Acquiring its first property for fleet maintenance, enabling a zero-emission transition by 2040
- Expanding mobility services for older adults and people with disabilities through Marin Access services
- Developing the Marin Access Operations Facility at 3000 Kerner Boulevard
- Surpassing pre-pandemic ridership by 10% in 2025

Nancy Whelan's contributions were recognized with the WTS Lifetime Achievement Award, honoring her commitment to sustainable and equitable transit.

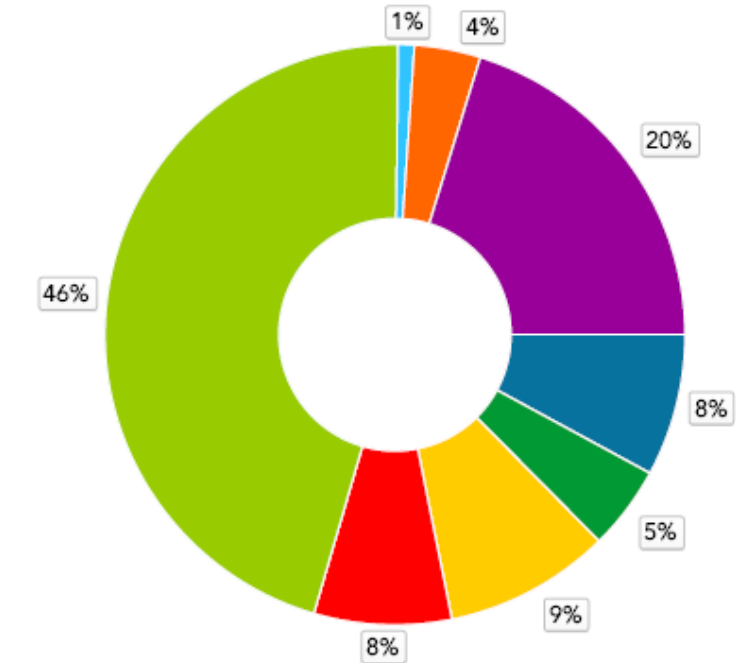


Marin Access Call Center

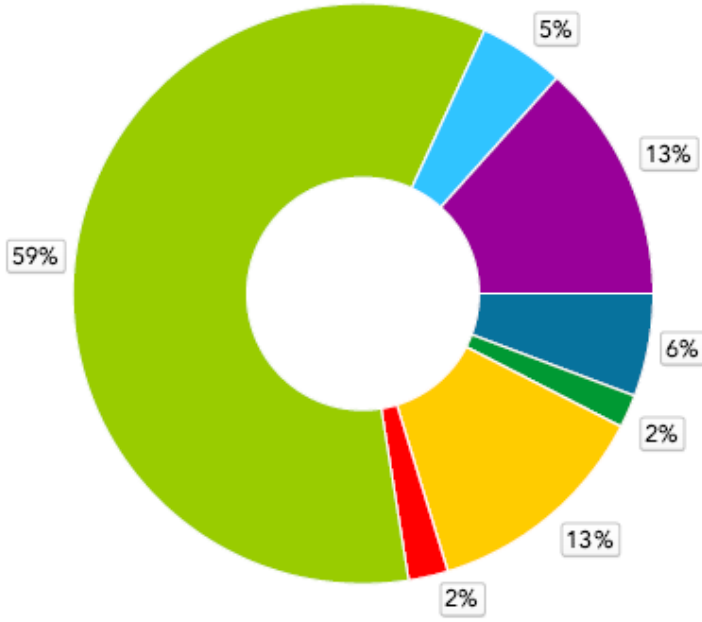
Marin Access call volume for all queues was **5,673**. The majority of calls were for scheduling assistance.



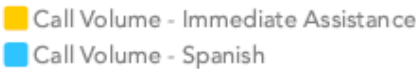
Call Volume



Selected Year



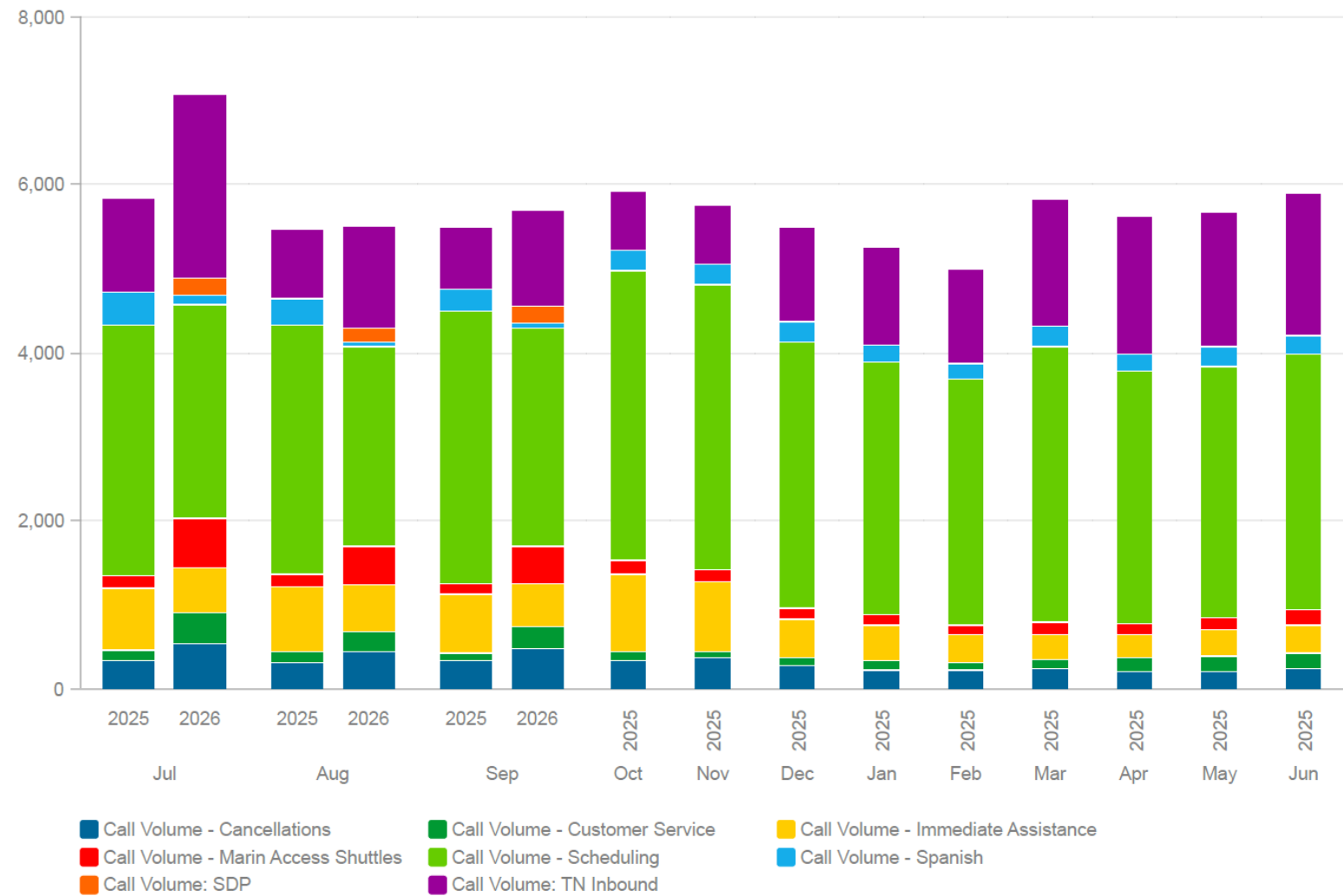
Prior Year



Marin Access Call Center

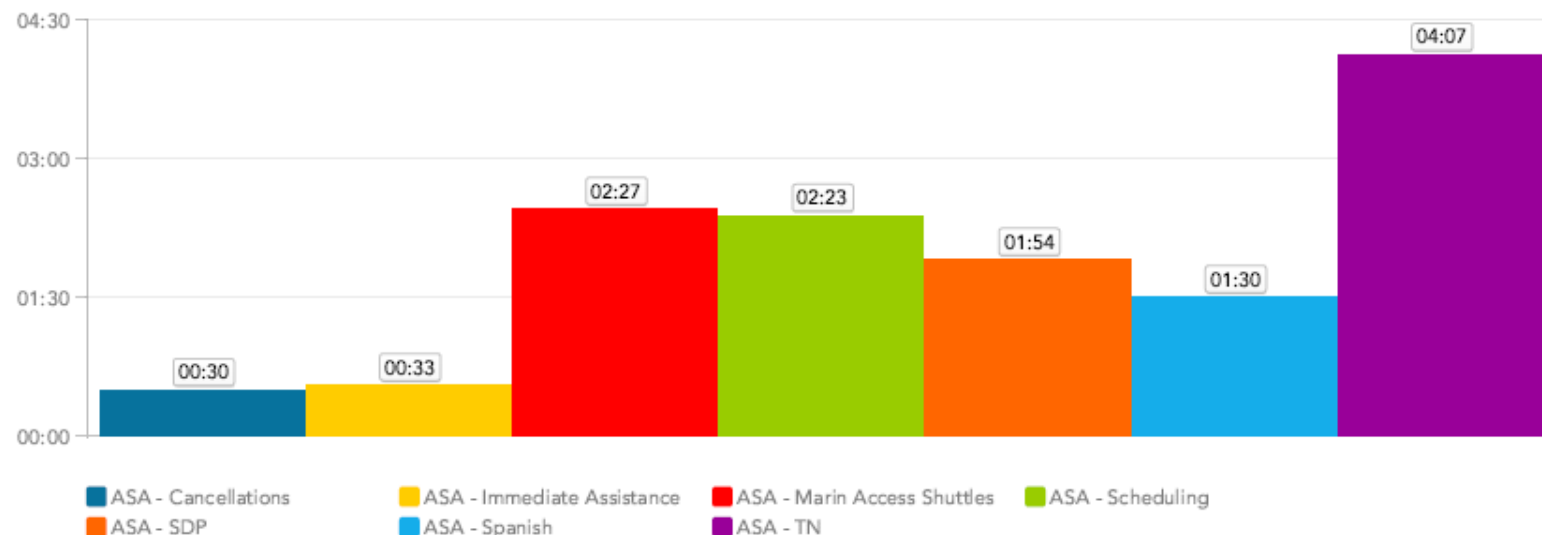
Total call volume for the month was **5,673**, a slight increase from the same period last year.

September 2025



Marin Access Call Center

Average hold times have increased due to staffing turnover. Staff are monitoring closely and expect improvements as additional staff are hired and complete their training.



Performance Standard – Average Hold Time

- Less than 2 minutes

Marin Access Paratransit Ridership

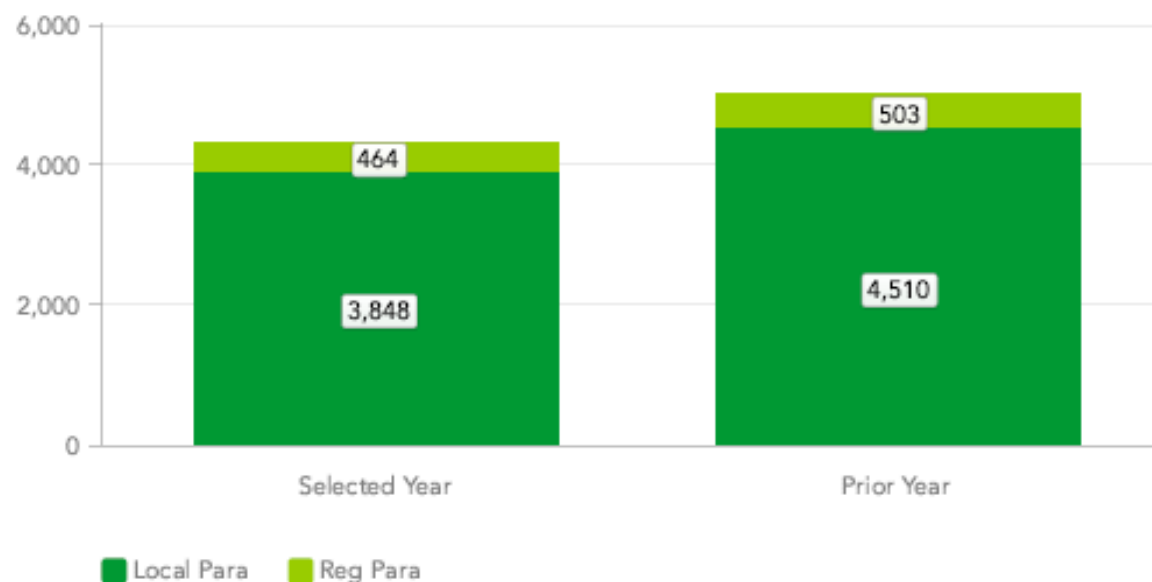
In July, there were a total of **3,848** trips on local and **464** trips on regional paratransit.

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

0

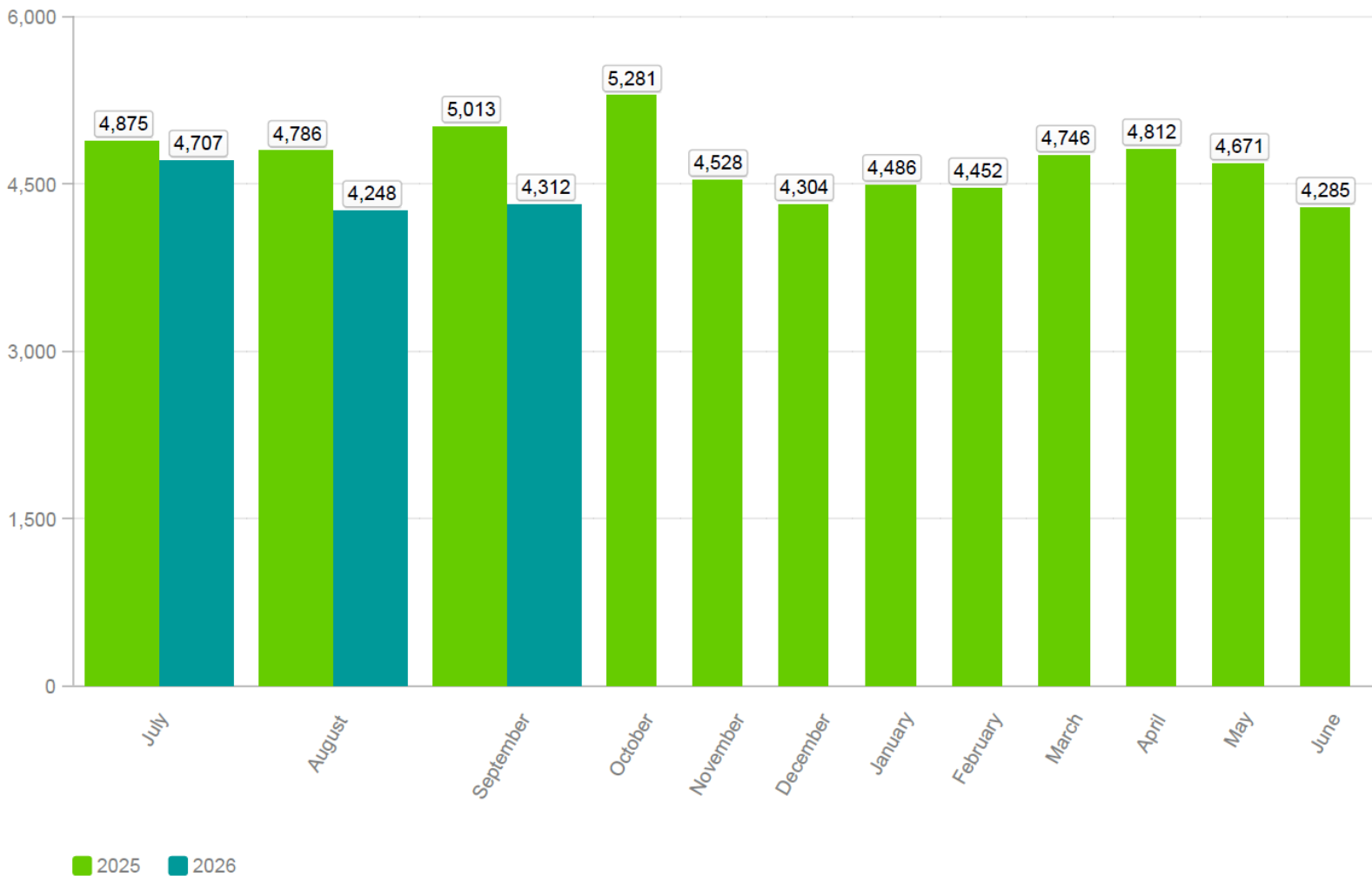
Trip Refusals - YTD

357

Marin Access Paratransit Ridership

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

September 2025



Marin Access Paratransit Riders per Hour

In July, riders per hour for local paratransit was **1.78** and rides per hour for regional paratransit was **1.14**.

Year to date averages are **1.79** for local paratransit and **1.17** for regional paratransit.

Local Paratransit

Year To Date Average

1.79



Regional Paratransit

Year To Date Average

1.17



Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0

Marin Access Paratransit On Time Performance

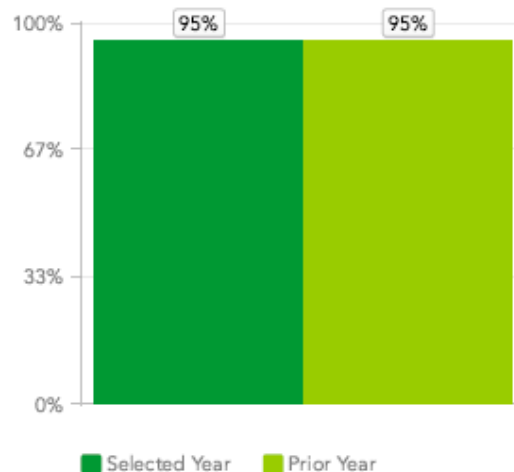
In July, on time performance for local paratransit was **95%** and **91%** for regional paratransit.

Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



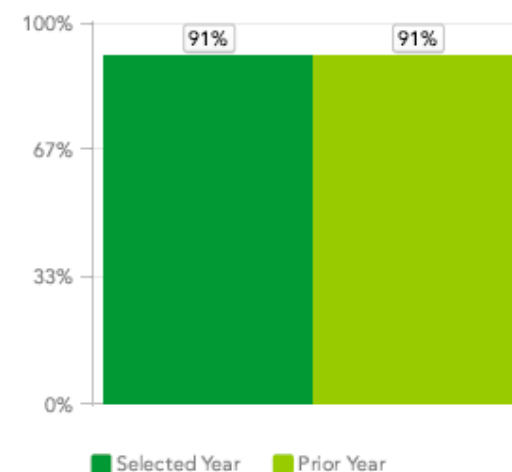
Local Paratransit



Year To Date Average

95.7%

Regional Paratransit



Year To Date Average

90.3%

Marin Access Paratransit On Time Performance

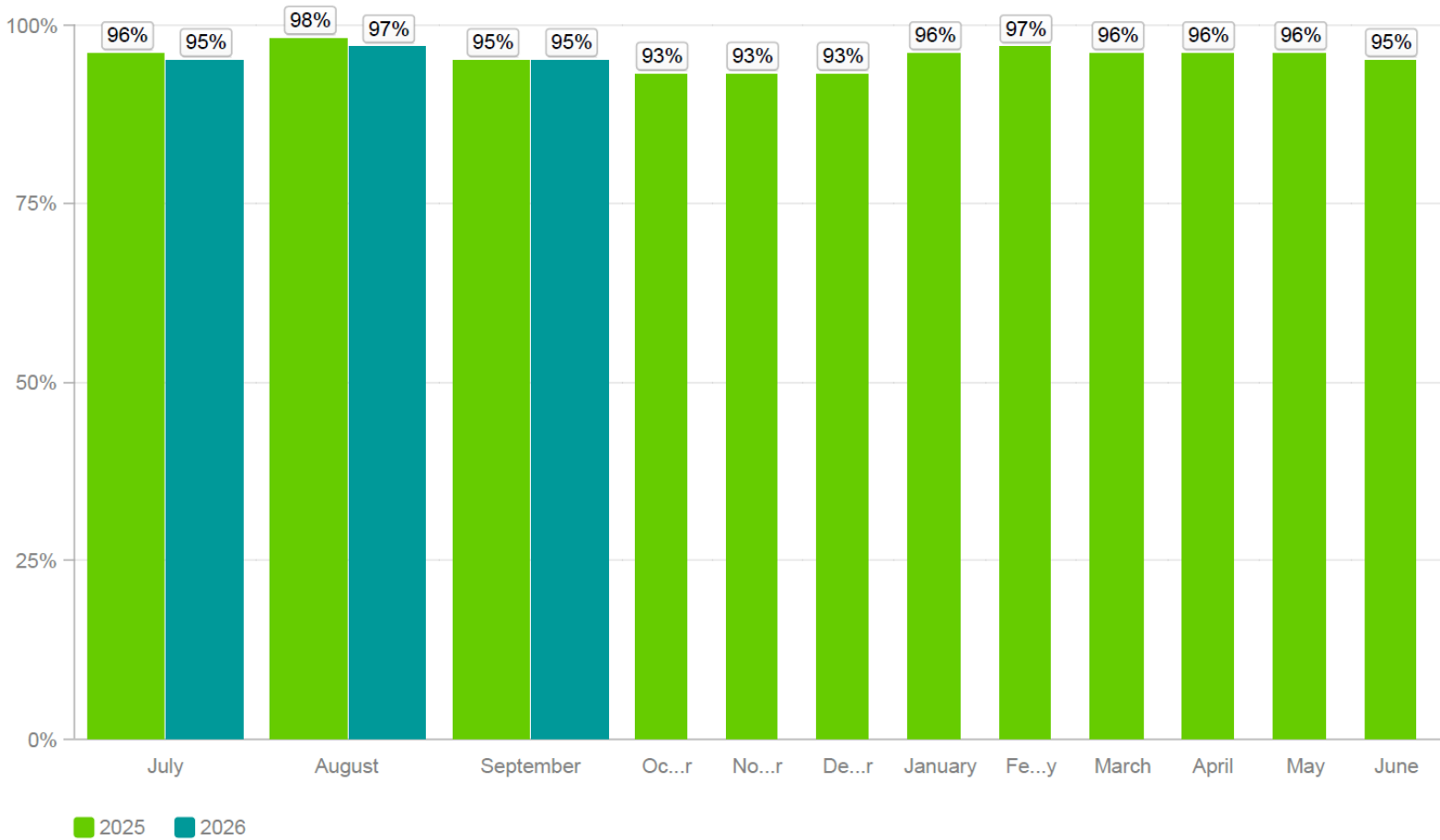
On-time performance for local paratransit has continued to remain above 90%. OTP in September was **95%**. This exceeds the performance standard.

Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



September 2025

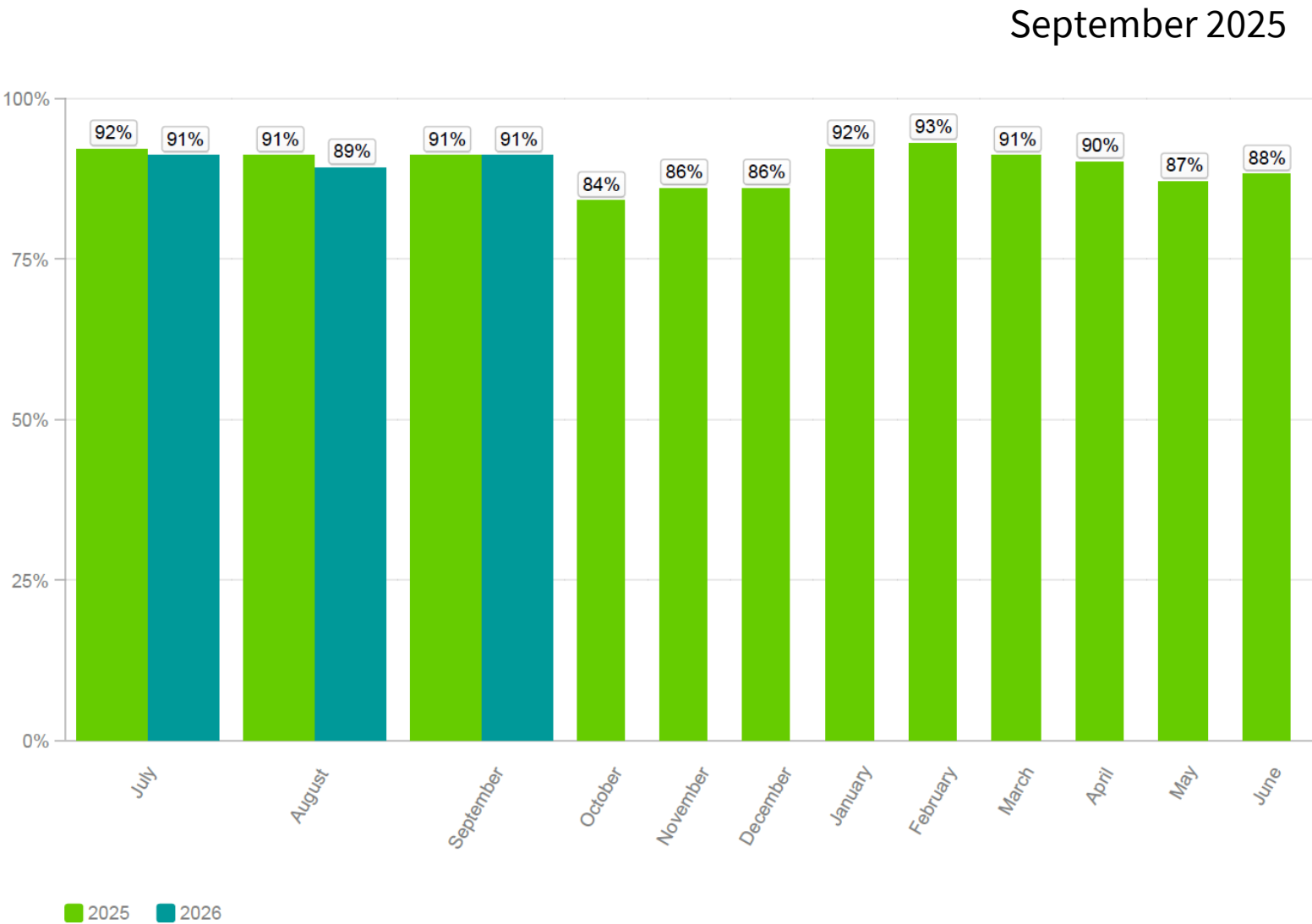


Marin Access Paratransit On Time Performance

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

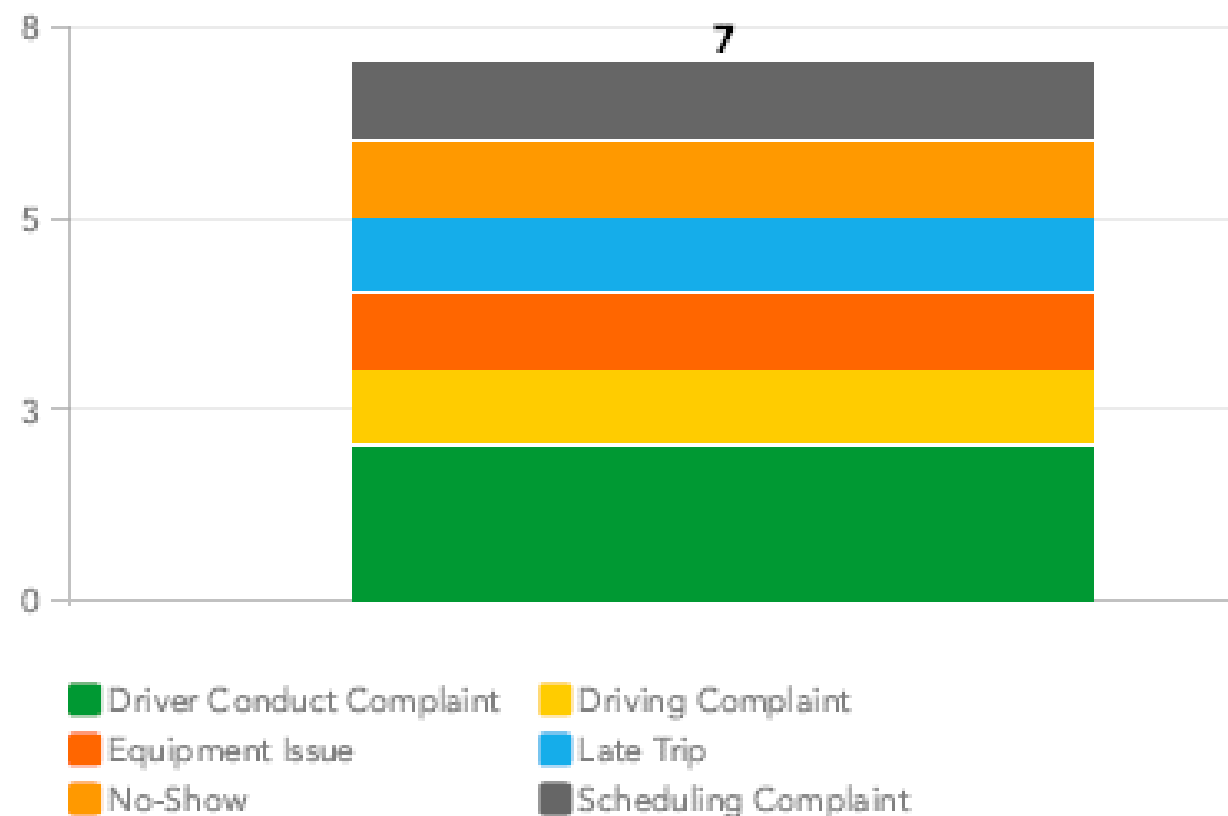
- Performance Standard – On Time Performance

 - Local – 90%
 - Regional – 90%



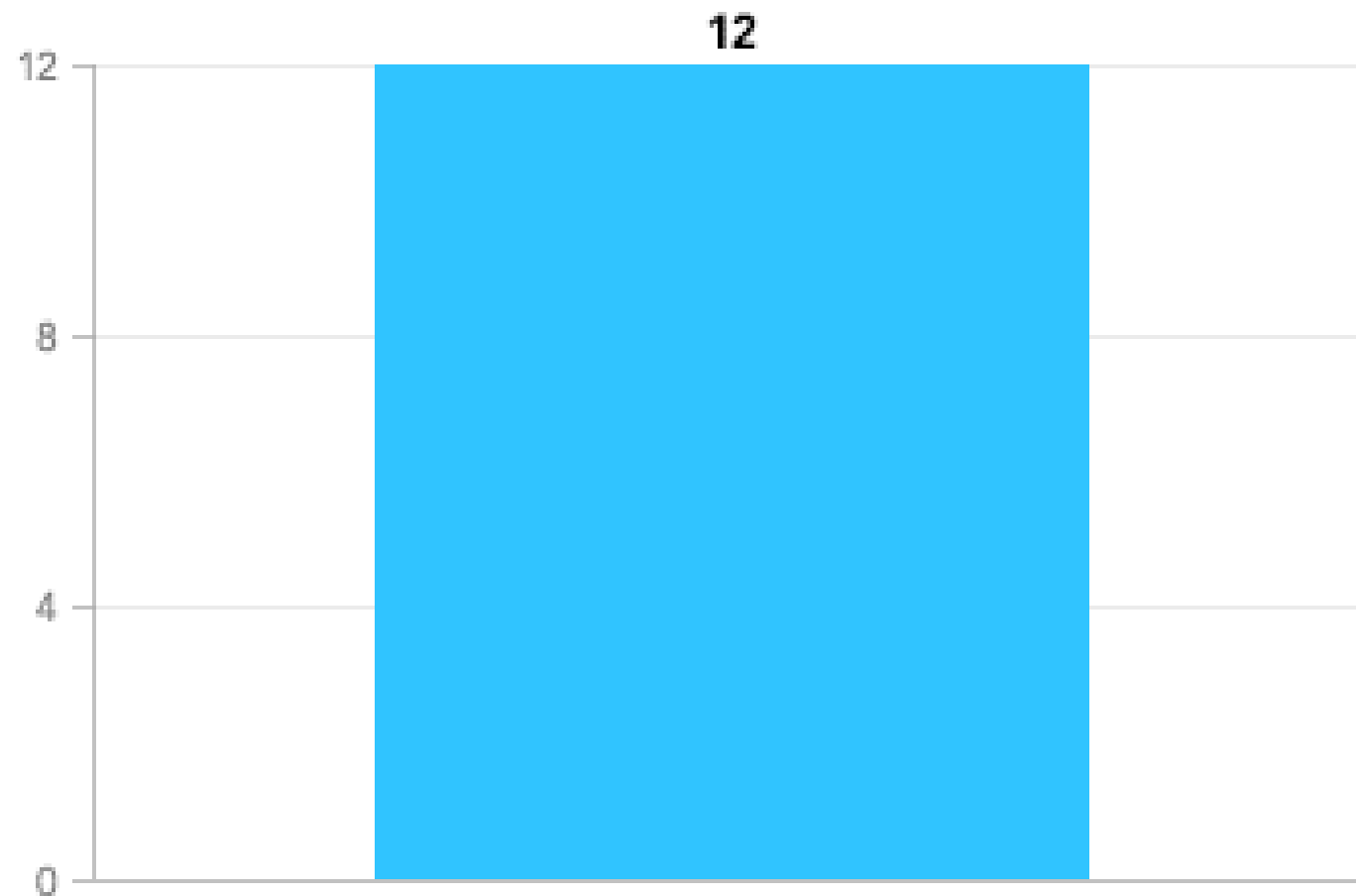
Marin Access Feedback

In September, there were **7** complaints for Marin Access.



Marin Access Feedback

In September, there were **12** commendations for Marin Access.



Thank you

Proposed Changes to Route 17

Cambios propuestos a la Ruta 17

Legend
Leyenda

No Change to Route
Sin cambios en la ruta

Removed Route Segment
Segmento de ruta eliminado

New/Modified Route
Ruta nueva/modificada

Bus Stops
Paradas de Autobús

Schools
Escuelas

Shopping
Compras

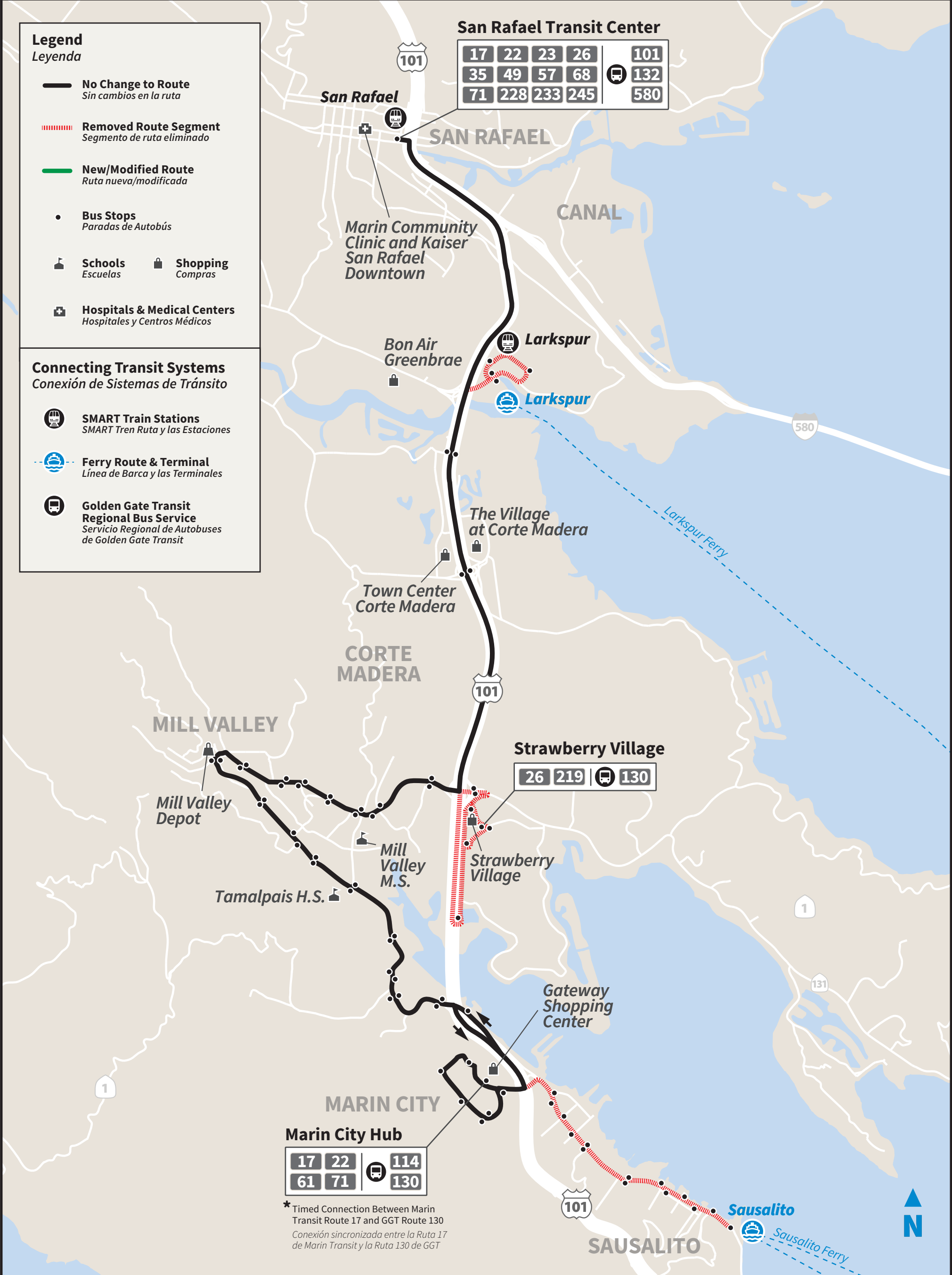
Hospitals & Medical Centers
Hospitales y Centros Médicos

Connecting Transit Systems
Conexión de Sistemas de Tránsito

SMART Train Stations
SMART Tren Ruta y las Estaciones

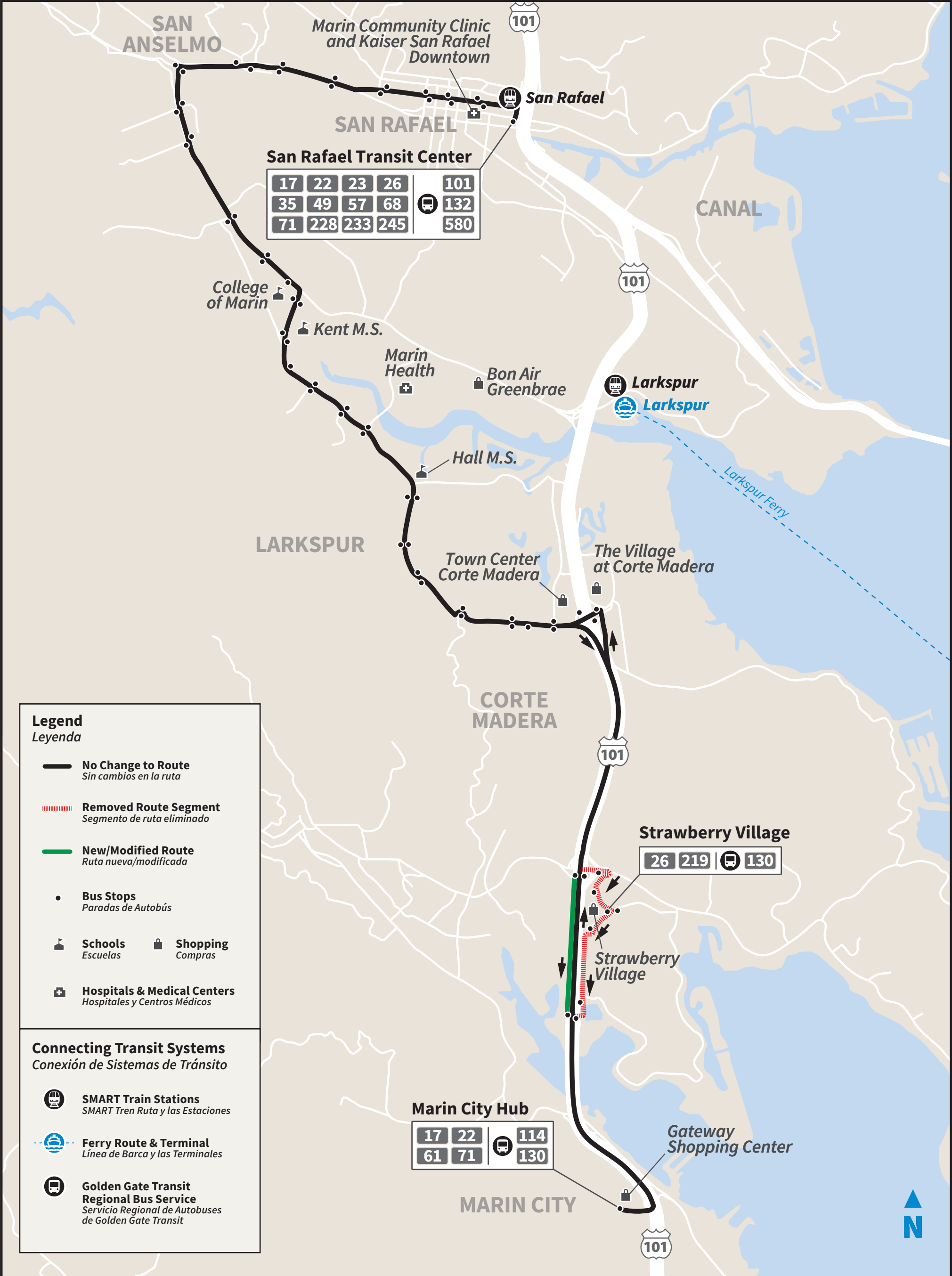
Ferry Route & Terminal
Línea de Barca y las Terminales

Golden Gate Transit Regional Bus Service
Servicio Regional de Autobuses de Golden Gate Transit



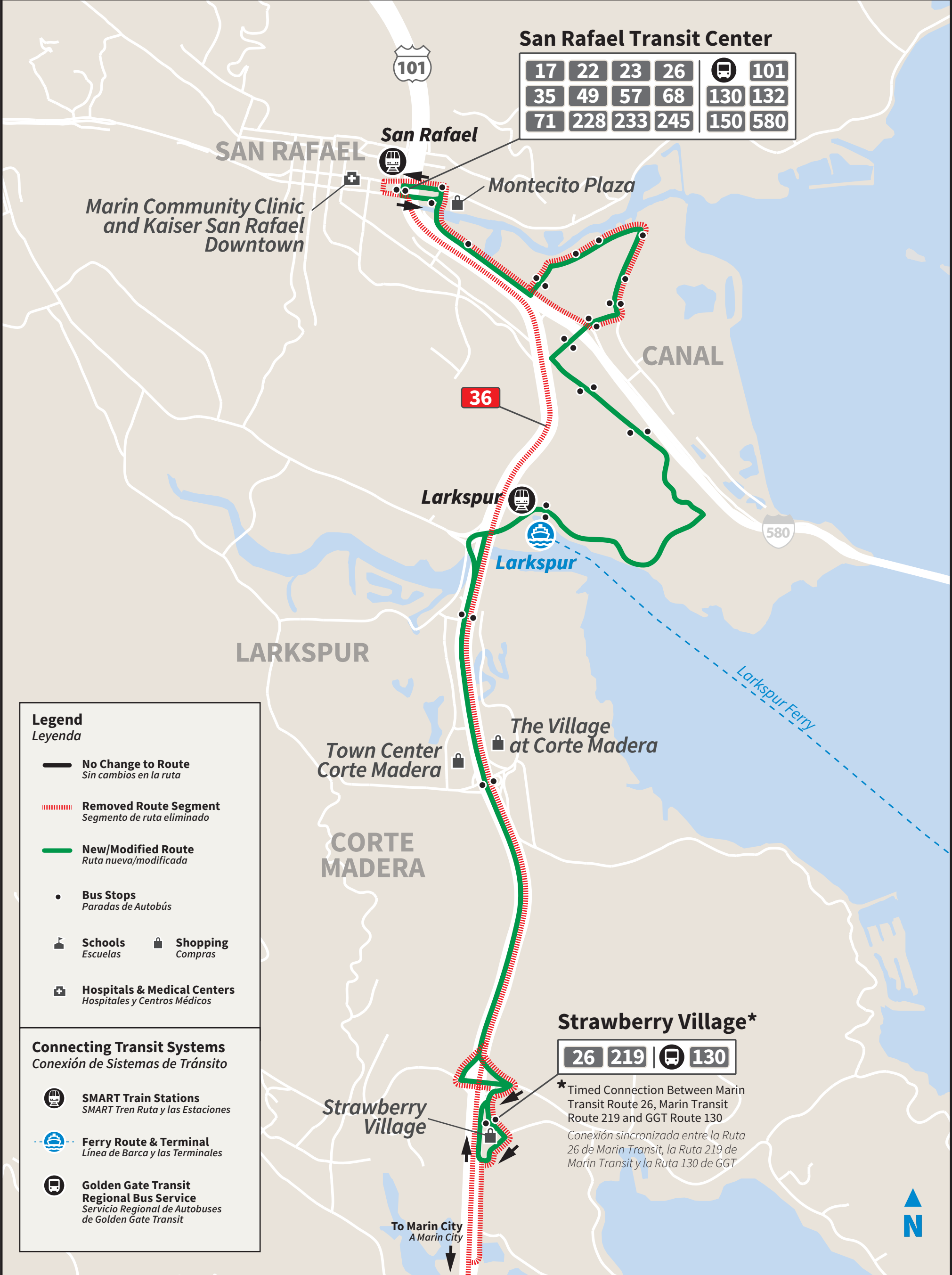
Proposed Changes to Route 22

Cambios propuestos a la Ruta 22



Proposed New Route 26

Nueva Ruta 26 propuesta



Proposed Changes to Route 71

Cambios propuestos a la Ruta 71

