



## Marin Paratransit Coordinating Council

**Monday, December 8, 2025, 1:30 p.m.**

### Meeting Location

Marin Transit Administrative Office  
711 Grand Avenue, Suite 110  
San Rafael, CA 94901

### Join via Zoom or Teleconference:

<https://us02web.zoom.us/j/83931983135>  
+1 669 900 6833  
Webinar ID / Access Code: 839 3198 3135

### Providing Public Comment

- To provide written public comment prior to the meeting, email [info@marintransit.org](mailto:info@marintransit.org) or use the comment form at [www.marintransit.org/meetings](http://www.marintransit.org/meetings). Submit your comments no later than **5:00 p.m. Sunday, December 7, 2025** to facilitate timely distribution to PCC members. 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 PCC 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 **\*9** and wait to be called upon by the Chair to speak. 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 held in accessible locations. Documents are available in additional languages and accessible formats by request. Requests for translation and disability-related accommodations or modifications for this meeting may be made to the District Secretary at 415-226-0855 or 711 (California Relay Service) no less than five business days before the meeting.
- Si usted requiere una traducción u otra adaptación, llame al (415) 226-0855 or 711. Para acceder a estas instrucciones en español, [haga clic aquí](#).
- 如果您需要翻译或其他辅助服务, 请致电(415) 226-0855 或711。如需查看这些说明的简体中文版本, [请点击此处](#)。
- Nếu bạn cần thông dịch hoặc các hỗ trợ khác, hãy gọi (415) 226-0855 hoặc 711. Để truy cập các hướng dẫn này bằng tiếng Việt, [hãy nhấp vào đây](#).

**1:30 p.m. Convene as the Marin Paratransit Coordinating Council**

- 1. Introductions**
- 2. Review of Agenda**
- 3. Review of Meeting Minutes for October 2025**

***Recommended Action:*** Approve.

**4. Open Time for Public Expression**

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

**5. New Business**

- a. 2026 Meeting Dates – ***Recommended Action:*** Information.
- b. 2026 – 2027 PCC Officer Elections – ***Recommended Action:*** Approve.
- c. Marin Access Policy Updates – ***Recommended Action:*** Information.
- d. Marin Access Collateral Updates – ***Recommended Action:*** Information.

**6. Old Business**

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

**7. Agency / Committee Reports**

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

**Adjourn**

**Next Meeting:** February 26, 2026

## **MARIN PARATRANSIT COORDINATING COUNCIL**

**October 20, 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: Patti Mangels, Maurice Pollard, Michael Harris, Dario Santiago, Sylvia Barry, Terry Scussel, Jane Gould, Javier Miranda
    - ii. Members of the Public: Marie Simms, Anna Khachatryan, Teneca Upchurch Walton, Ruth Vosmek
    - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Joanna Huitt, Kate Burt, Robert Betts
    - iv. Contractors (Transdev): Kent Hinton
2. Review of Agenda
  - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for August 2025
  - a. All present have reviewed. Motion to approve made by Patti Mangels, seconded by Maurice Pollard.
4. Open Time for Public Expression
  - a. Marie Simms introduced herself as a former paratransit rider. She expressed interest in finding a resolution wherein she can access safe and reliable transportation. Ms. Simms explained incidents she experienced involving Marin Access paratransit services.
5. New Business
  - a. Marin Transit MASCOTS Service Change Proposal
    - i. Staff provided background information regarding the Marin Sonoma Coordinated Transit Service Plan (MASCOTS) and listed the goals of the MASCOTS efforts. Staff summarized service changes proposed by the Golden Gate Bridge Highway and Transportation District (GGBHTD) and Sonoma-Marín Area Rail Transit (SMART). Staff explained the proposed changes to local fixed-route service. Staff listed next steps for regional MASCOTS agencies as well as Marin Transit.
    - ii. Sylvia Barry asked how much southbound travel time would increase under the proposal.
    - iii. Robert Betts explained the current path of Route 36. He outlined the new path that would be in place under the proposal. He stated that travel time for southbound trips would not increase.

- iv. Dario Santiago asked how riders could view estimated arrival times for buses.
- v. Mr. Betts explained different methods for viewing estimated arrival times.
- vi. Michael Harris asked if all Marin Transit vehicles are Americans with Disabilities Act (ADA) ADA compliant.
- vii. Mr. Betts confirmed they are.
- viii. Mr. Harris asked if all vehicles are wheelchair accessible.
- ix. Mr. Betts confirmed they are. Mr. Betts commented that additional information regarding MASCOTS can be found at [marintransit.org/mascots](http://marintransit.org/mascots).

b. 2026 Proposed Meeting Schedule

- i. Staff presented the PCC meeting schedule for 2026, noting meeting dates may be adjusted. The schedule will be presented for approval at the next PCC meeting.

c. PCC Officer Elections

- i. Staff reported that every two years, new PCC officers are elected. Staff explained the duties of each role and the voting process. All roles have two-year terms.
- ii. Michael Harris asked of current officers may continue to serve.
- iii. Joanna Huitt confirmed they may, if elected.
- iv. Mr. Harris asked if more information about PCC officers can be found in the PCC bylaws.
- v. Ms. Huitt confirmed it could.

6. Old Business

a. Public Comment / Question Follow-Up

- i. Staff explained that currently, if staff receive a request to pass along a communication to the PCC, staff facilitate the process and ask PCC members to respond when appropriate. Staff stated they are not aware of any requirement for advisory committee members to have email addresses and explained potential disadvantages of that system.
- ii. Joanna Huitt confirmed that the group's consensus is to maintain their current communication system.
- iii. Terry Scussel asked about the purpose of PCC member email addresses.
- iv. Ms. Huitt clarified that the requestor for this matter was not present, but she will notify them about the results of the discussion.
- v. Staff reported that they have had discussions with community partners regarding a solution for a requested bus stop on Los Gamos Drive. There is currently a lack of funds to create the requested bus stop, however the discussions will continue.

- vi. Staff explained how to access the Larkspur SMART station from Mill Valley on public transportation.
- vii. Patti Mangels asked if there is a direct route to the Larkspur SMART station from San Rafael or Fairfax.
- viii. Ms. Huitt stated she will follow up with Ms. Mangels.
- ix. Jon Gaffney noted that many routes serve the San Rafael Transit Center SMART station.
- x. Ms. Mangels commented that it may be difficult to access the Larkspur SMART station from Southern Marin.
- xi. Ms. Huitt said the requestor of the discussion may have been concerned about connections with Larkspur Ferry as well.

b. 2025 PCC Workplan Update

- i. Staff provided updates regarding PCC Workplan items two, four, and six.

7. Agency / Committee Reports

a. Marin Transit Updates

- i. Staff provided background information regarding the Access for All Grant Program. Staff listed key upcoming dates for program applicants and noted where to find additional information.
- ii. Dario Santiago asked if Marin Transit would apply for the grant.
- iii. Ms. Huitt explained why Marin Transit would not apply and listed agencies that may be appropriate grant applicants.
- iv. Maurice Pollard asked how the PCC could advocate for a better program structure.
- v. Ms. Huitt explained that Access for All Grant Program funding can only apply to transportation within Marin County. She offered to share additional information with Mr. Pollard.
- vi. Terry Scussel commented on the amount of funding available for on demand service. He asked what guidance was available for applicants.
- vii. Ms. Huitt stated there was likely guidance in the Request for Proposal documents and legislation.
- viii. Mr. Pollard suggested there should be a subgroup regarding the current topic. He stated that he often receives complaints about service. He explained concerns regarding access to transportation for Marin County residents with disabilities. Mr. Pollard said there should be opportunities for opinions to be heard, and the PCC should come up with solutions.
- ix. Ms. Huitt explained staff's efforts and plans regarding transportation in West Marin County.

- x. Mr. Pollard said he would like to see programs working better in the next six to eight months. In the Bay Area, many individuals in need of transportation have concerns and seek transportation.
  - xi. Marie Simms commented that as a rider, she does not feel heard as she does not have reliable, safe transportation with Marin Access. She detailed difficulties she has had regarding Marin Access transportation logistics. She stated that she has ideas for solutions.
  - xii. Michael Harris asked if they could discuss creating a subgroup.
  - xiii. Ms. Huitt confirmed they could.
  - xiv. Mr. Scussel clarified that the Access for All Grant Program is for TNCs.
  - xv. Kent Hinton said they can encourage TNCs to be more accessible.
  - xvi. Mr. Scussel added that TNCs present issues for people who use wheelchairs.
  - xvii. Mr. Pollard noted that he organizes a group for individuals who have feedback regarding paratransit.
  - xviii. Ms. Simms asked for clarification regarding who the Access for All Grant Program is for. She asked if there is a council for paratransit where riders could feel heard and have concerns addressed.
  - xix. Ms. Huitt clarified the Access for All Grant Program is not related to Marin Access. She said they could create a subcommittee, and said PCC is the right place for paratransit concerns to be raised.
  - xx. Ms. Simms expressed that she feels unheard and her concerns are increasing.
  - xxi. Ms. Huitt stated she would follow up with Ms. Simms after the meeting.
  - xxii. Staff provided Marin Transit facility updates regarding 3010/3020 Kerner Boulevard and 1075 East Francisco Boulevard. Staff reviewed recent outreach efforts and upcoming events. Staff reported on the upcoming retirement of Marin Transit's General Manager.
- b. Marin Access Performance Metrics
- i. Staff reviewed performance metrics found in the agenda packet and presentation for the meeting.
  - ii. Michael Harris commented that he recently experienced increased wait times while trying to call Marin Access' dispatch team.
  - iii. Kent Hinton identified potential sources of recent call wait time increases and listed the steps staff were taking to minimize wait time.
  - iv. Mr. Harris clarified that he experienced increased call wait times for four weekends in a row.
  - v. Mr. Hinton requested that Mr. Harris follow up if the increased wait time continues.

- vi. Dario Santiago asked why Travel Navigator call volume increased and paratransit ridership decreased.
- vii. Mr. Hinton responded that the call volume increased due to program and staffing changes. The call volume has recently resumed normal levels.
- viii. Joanna Huitt explained that in their paratransit ridership study, staff learned that some riders transitioned to other providers and transportation options.
- ix. Mr. Hinton noted that some riders transitioned to other Marin Access programs instead of paratransit.
- x. Ms. Huitt commented that the Mobility Wallet program expanded riders' transportation options.
- xi. Marie Simms replied that some riders may not feel that paratransit is safe or reliable. Ms. Simms said she has organized transportation with riders who feel that way.
- xii. Mr. Santiago asked that future PCC presentations include an outline of client participation for all programs.
- xiii. Ms. Huitt stated that staff present that information at MMC meetings but can share it at PCC meetings as well. The report will not include ridership for programs outside of Marin Access.
- xiv. Michael Harris asked about Same Day Paratransit ridership.
- xv. Mr. Hinton responded that Same Day Paratransit ridership was slowly increasing.
- xvi. Mr. Harris asked if staff received feedback regarding Same Day Paratransit trip fares.
- xvii. Ms. Huitt explained that some riders may not use Same Day Paratransit due to its fares. Staff will learn more in the next rider survey.
- xviii. Patti Mangels added that Same Day Paratransit service depends on availability.
- xix. Ms. Huitt confirmed that Same Day Paratransit is offered when it is available. She explained Same Day Paratransit fares and noted that some riders find the Mobility Wallet is a better option for same day transportation. A quarterly rider survey will be distributed shortly, which will allow staff to learn more about riders' concerns.
- xx. Maurice Pollard asked about the cost of the Mobility Wallet program.
- xxi. Ms. Huitt responded that it is offered at no cost to riders. She explained components of the Marin Access Fare Assistance (MAFA) program, as well as the service areas of the Mobility Wallet.
- xxii. Mr. Pollard asked about income requirements for Marin Access programs.

- xxiii. Ms. Huitt explained income requirements for the Mobility Wallet, Intro to Mobility Program, and Catch-A-Ride Transitional Program.
- xxiv. Sylvia Barry asked how long it takes to apply for the Mobility Wallet.
- xxv. Ms. Huitt responded that application processing can take up to 21 days, and if riders elect to use a physical payment card instead of a virtual card, it may take an additional 10-15 days.
- xxvi. Mr. Pollard asked about staff's marketing of Mobility Wallet program.
- xxvii. Ms. Huitt stated that staff conducted outreach throughout Marin County.
- xxviii. Mr. Pollard asked if program enrollment is limited to a certain capacity.
- xxix. Ms. Huitt stated that enrollment is not limited, and 500 riders are enrolled in the Mobility Wallet.
- xxx. Ms. Simms explained that under a previous Marin Access program that provided paratransit fare assistance, she paid \$20 to \$27 for transportation between Marin County and San Francisco. Therefore, the \$200 Mobility Wallet value would not be sufficient for her transportation needs.
- xxxi. Ms. Huitt replied that one component of MAFA is a \$300 annual value that riders can use to pay for local paratransit trips. The Mobility Wallet value may be used for regional trips.
- xxxii. Ms. Simms asked what services the Mobility Wallet can pay for.
- xxxiii. Ms. Huitt clarified that Mobility Wallet funds cannot apply to paratransit trips, however the funds can be used for various external providers, including Wheelcare Express.
- xxxiv. Ms. Simms asked how she could use the Mobility Wallet for a Wheelcare Express trip.
- xxxv. Ms. Huitt explained that the Mobility Wallet is a payment method that riders can use to pay for trips that they schedule with providers.
- xxxvi. Ms. Simms asked how she could access the Mobility Wallet.
- xxxvii. Ms. Huitt offered to review Ms. Simms' account after the meeting. She listed providers that accept the Mobility Wallet as payment.
- xxxviii. Mr. Santiago asked if the Mobility Wallet could be used in place of a Clipper Card.
- xxxix. Ms. Huitt replied that the Mobility Wallet may be used to add value to Clipper Cards, which can be used anywhere in the Bay Area.
- xl. Sylvia Barry asked if Mobility Wallet information could be included in MCIL's newsletter.
- xli. Mr. Pollard agreed that Mobility Wallet information should be included in MCIL's newsletter.
- xl. Ms. Barry asked about the Mobility Wallet's budget.

- xliii. Ms. Huitt responded that they have not exceeded the Mobility Wallet program's budget yet. She clarified that Mobility Wallet users must qualify for Marin Access services and enroll in Marin Access. Ms. Huitt presented the total Mobility Wallet program cost so far.
- xliv. Terry Scussel asked if the funds being presented were allocated or consumed.
- xlvi. Ms. Huitt replied that the data represented consumed funds, by program and by month. There are over 500 enrolled riders in the Mobility Wallet program. Ms. Huitt outlined which providers are being used by riders paying with the Mobility Wallet.
- c. GGBHTD Advisory Committee on Accessibility Report
  - i. Nothing to report.
- d. TAM Citizens Oversight Committee Report
  - i. Nothing to report.
- 8. Next Meeting on December 8, 2025.
  - a. Meeting adjourned at 3:04 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

# 2026 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*

# 2026 PCC Officer Elections

- 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

# 2026 PCC Officer Elections

The slate below reflects nominations received as of 12/4/2025

- Chair
  - Michael Harris
- Vice-Chair
  - Patti Mangels
- Secretary
  - N/A

# Marin Access Policy Updates

- New policy developed in response to feedback from rider
  - *Eating and drinking on board is not permitted unless necessary due to a disability or health related condition. Riders who need to eat or drink while on board must use spill-proof containers as appropriate, avoid eating foods that could trigger allergic reactions (such as peanut products), and must not litter. Transport of food or drink is permitted in spill-proof containers.*
- The same update will be made to Marin Transit fixed route service
- Next Steps
  - Finalize policies with Contractors
  - Update Paratransit Rider's Guide
  - Update fixed route Code of Conduct webpage & brochure
  - Update contractors & customer service staff

# Marin Access Collateral Updates

- **How to Comment Rack Card**
  - New item, designed to provide information for how paratransit riders can provide feedback
- **Paratransit New Rider FAQ**
  - New item, designed to provide 1-sheet with basic info on how to use paratransit for new riders
- **Paratransit Rider's Guide**
  - Update to reflect program offerings, updated program policies, & streamline content where possible
- **Marin Access Intake Form**
  - New question about weight of rider + mobility device, related to Rider's Guide update & fleet changes

# Old Business

# Public Comment / Question Follow-Up

- Follow-up items noted from October meeting
  - Request for info about transit to Larkspur SMART from San Rafael or Fairfax
  - Request for PCC subcommittee to address rider safety concerns
  - Request for program enrollment info at PCC
  - Request to add info about Marin Access / Mobility Wallet to MCIL e-newsletter

# 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

- Marin Mobility Consortium 2026 Meeting Schedule
- Marin Transit Website & Email Transition
- Brown Act Updates
- Next Gen Clipper Updates (Clipper for Paratransit, Clipper Access)
- Marin Transit Service Changes / MASCOTS Update
- Upcoming Program Evaluations
- Marin Access EV Pilot
- Same Day Paratransit Pilot Extension

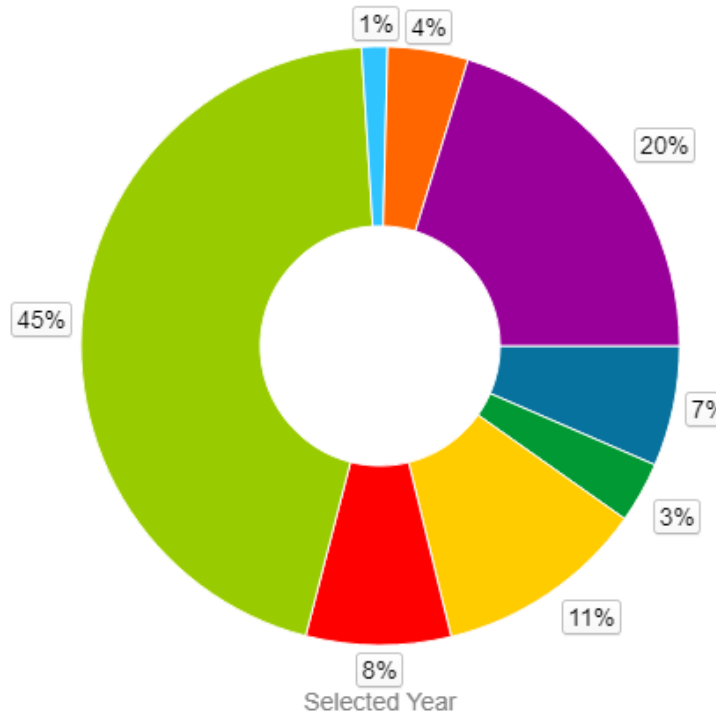
# Marin Access Call Center

Marin Access call volume for all queues was **5,685**. The majority of calls were for scheduling assistance.

October 2025

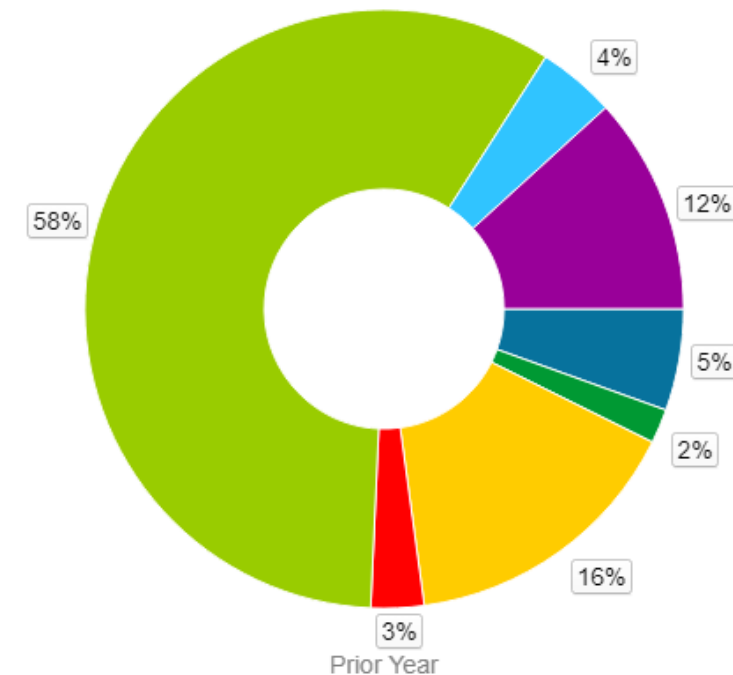


Call Volume



Call Volume - Cancellations  
Call Volume - Marin Access Shuttles  
Call Volume: SDP

Call Volume - Customer Service  
Call Volume - Scheduling  
Call Volume: TN Inbound

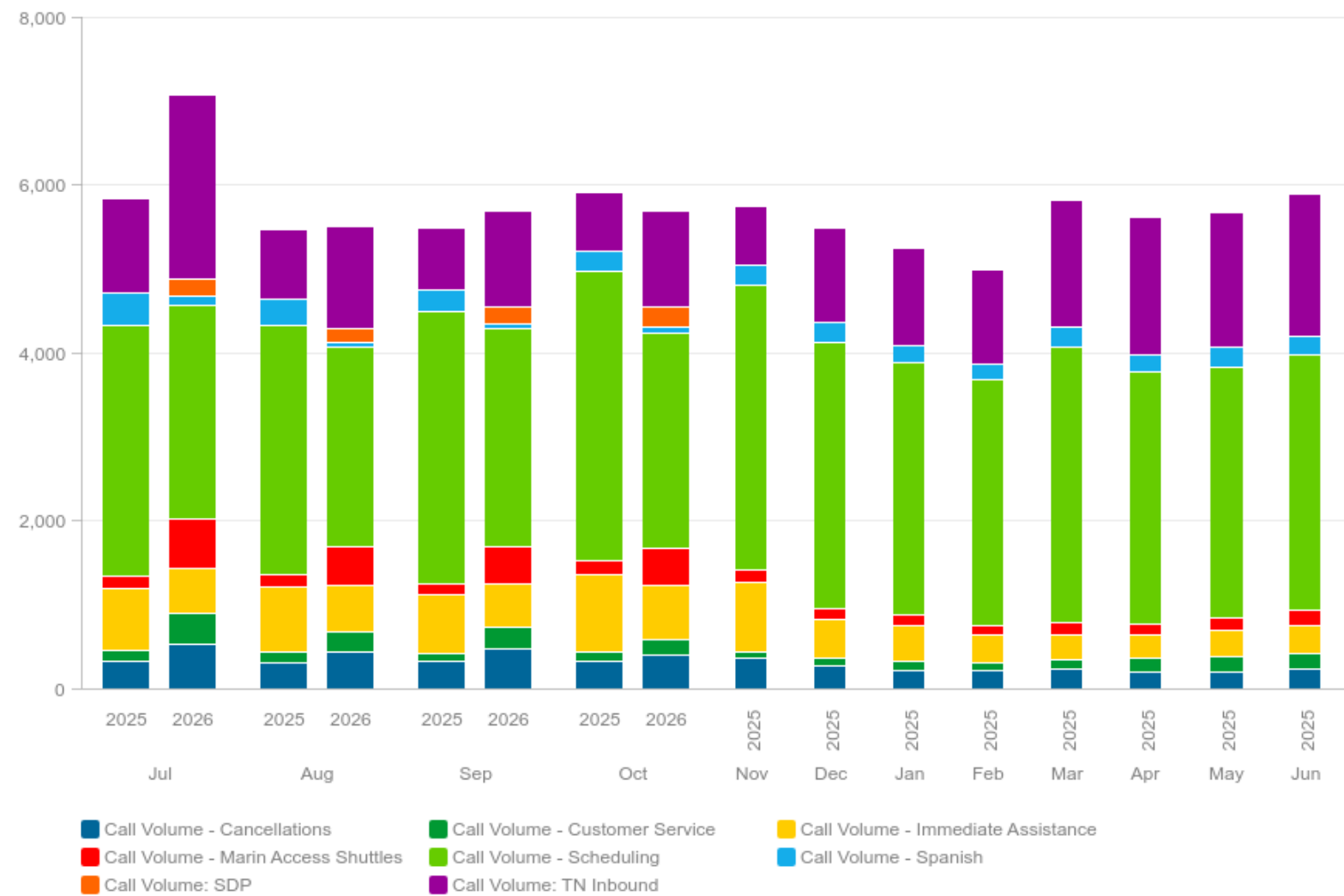


Call Volume - Immediate Assistance  
Call Volume - Spanish

# Marin Access Call Center

Total call volume for the month was **5,685**, a slight increase from the same period last year.

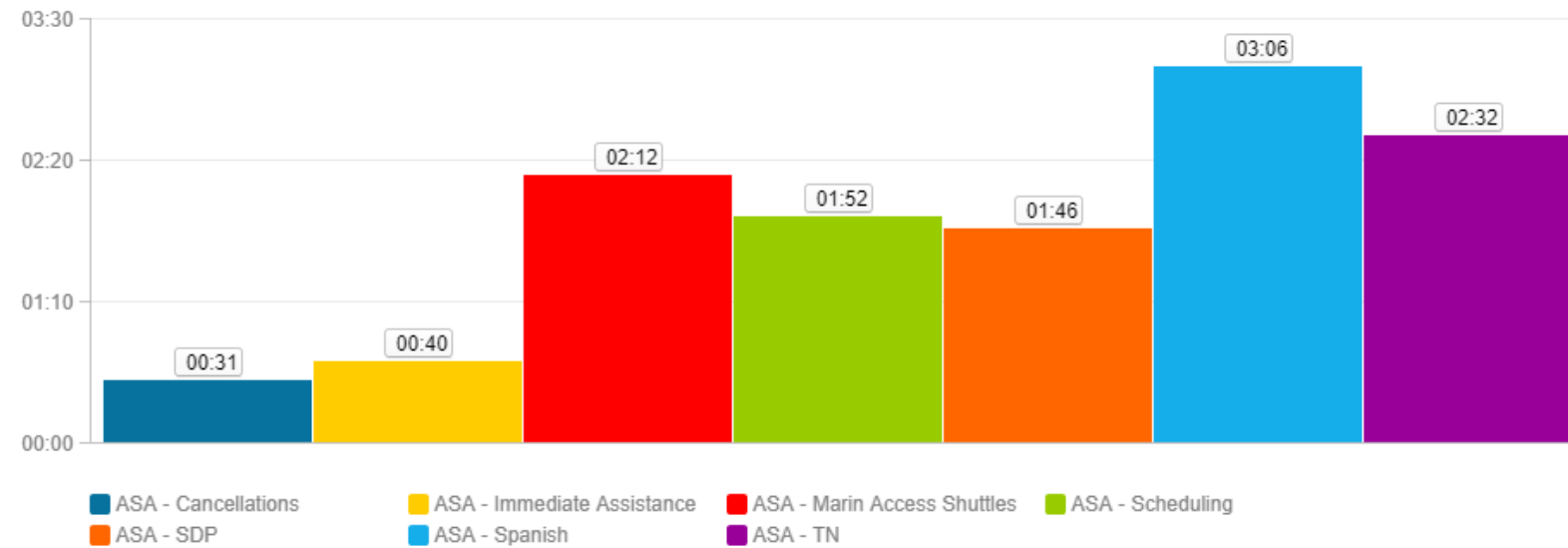
October 2025



# 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.

Average Hold Time



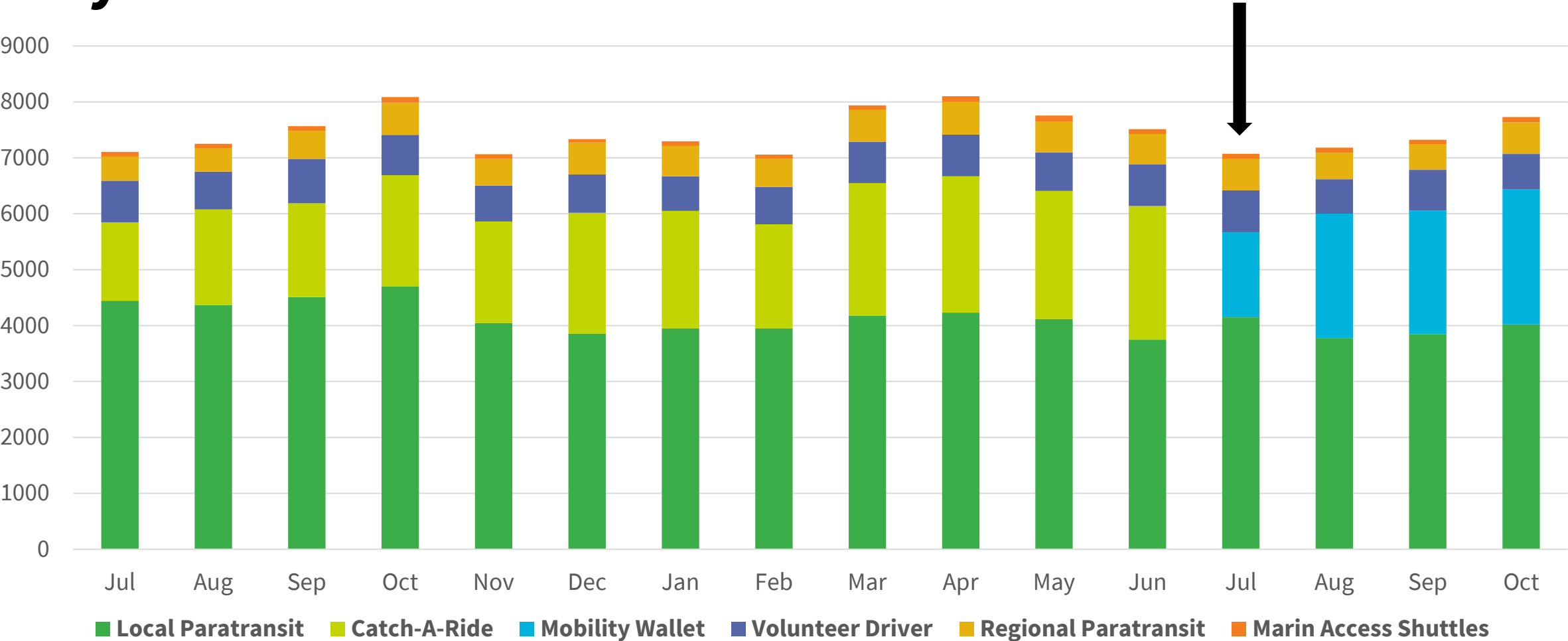
## Performance Standard – Average Hold Time

- Less than 2 minutes

# Marin Access Ridership Trends

## July 2024 – October 2025

CAR Pilot Program  
Discontinued &  
Mobility Wallet  
Implemented



# Marin Access Paratransit Ridership

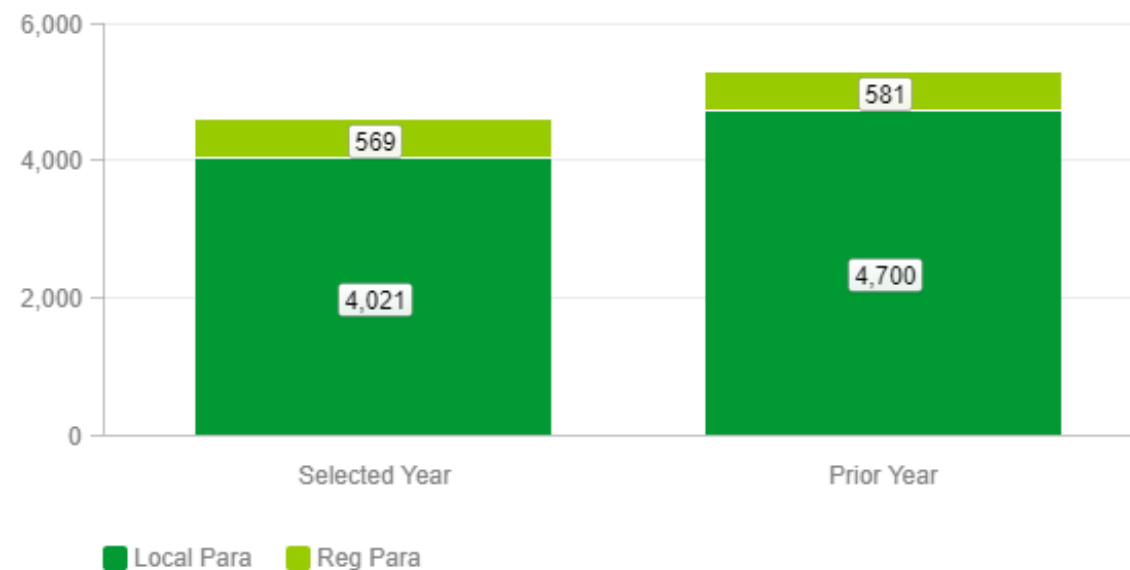
There were a total of **4,021** trips on local and **569** trips on regional paratransit.

## 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

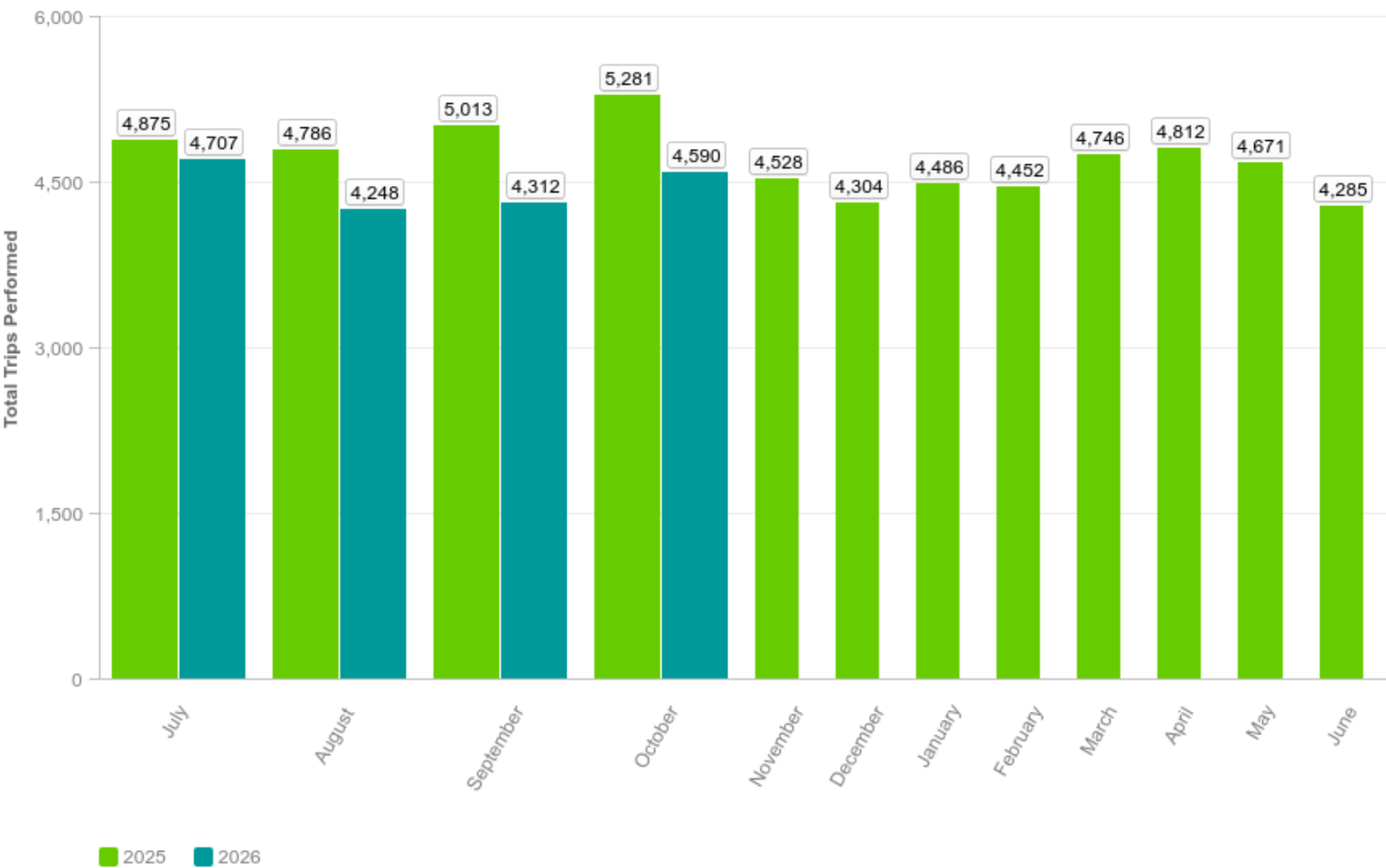
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Trip Refusals - YTD

462

# Marin Access Paratransit Ridership

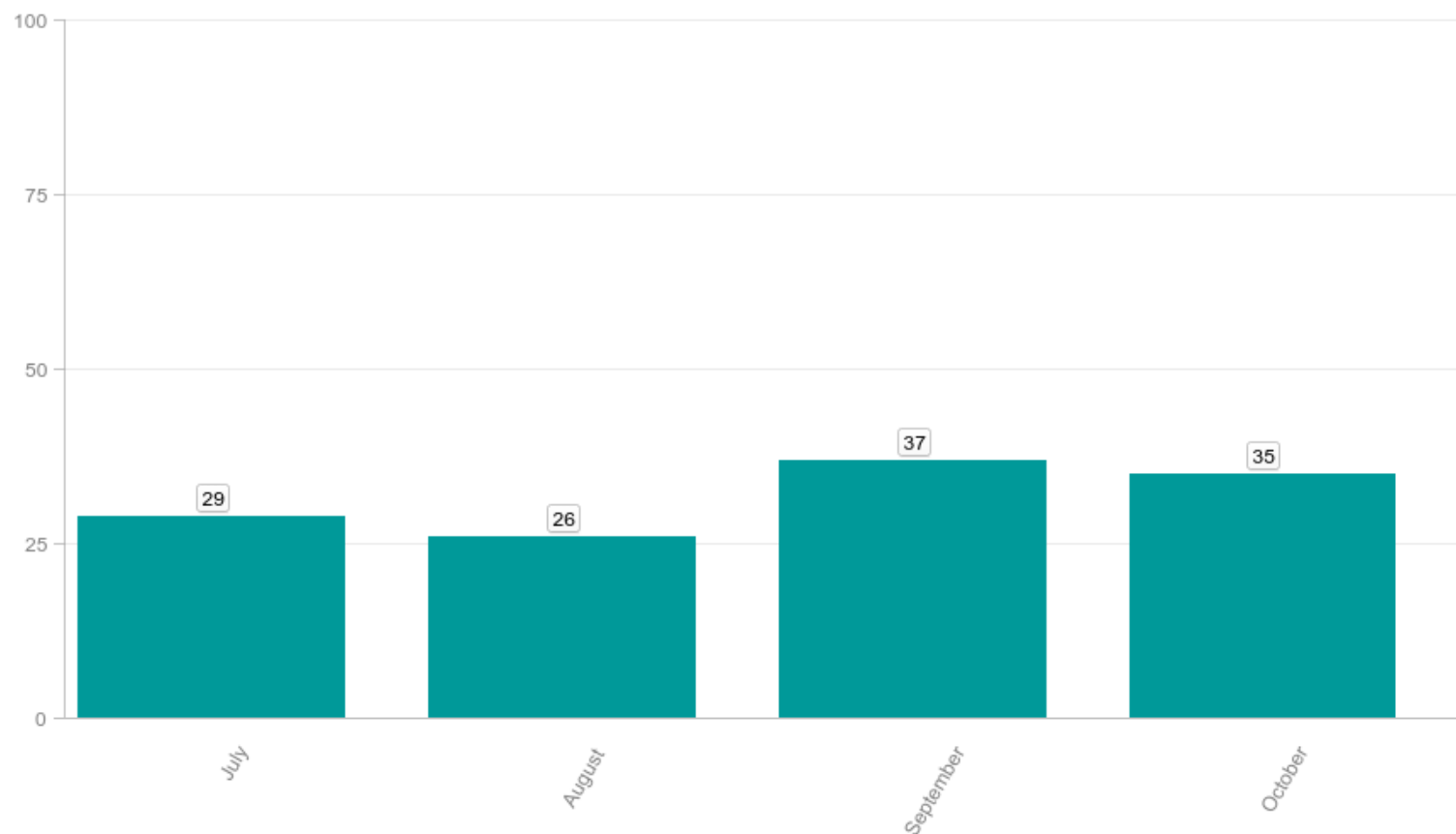
Month over month ridership for local and regional paratransit continues to remain below pre-pandemic levels.



## Marin Access Same Day Paratransit Ridership

Month over month ridership for same day paratransit remains relatively low.

*These trips are included in the totals for local paratransit service.*



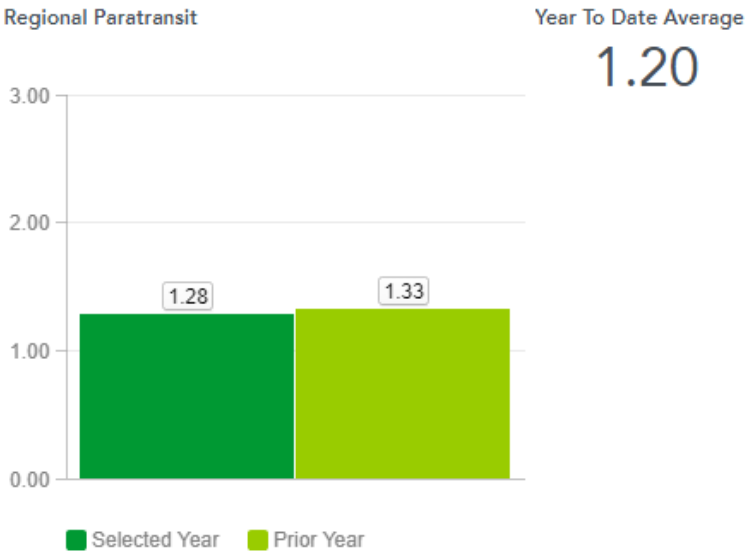
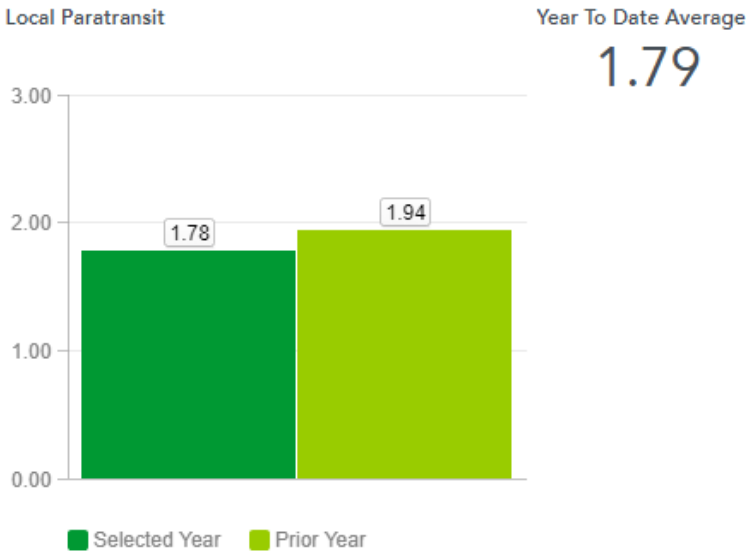
# Marin Access Paratransit Riders per Hour

Riders per hour for local paratransit was **1.78** and rides per hour for regional paratransit was **1.28**.

Year to date averages are **1.79** for local paratransit and **1.20** for regional paratransit.

**Performance Standard – Riders / Per Hour**

- Local – 2.0
- Regional – 1.0

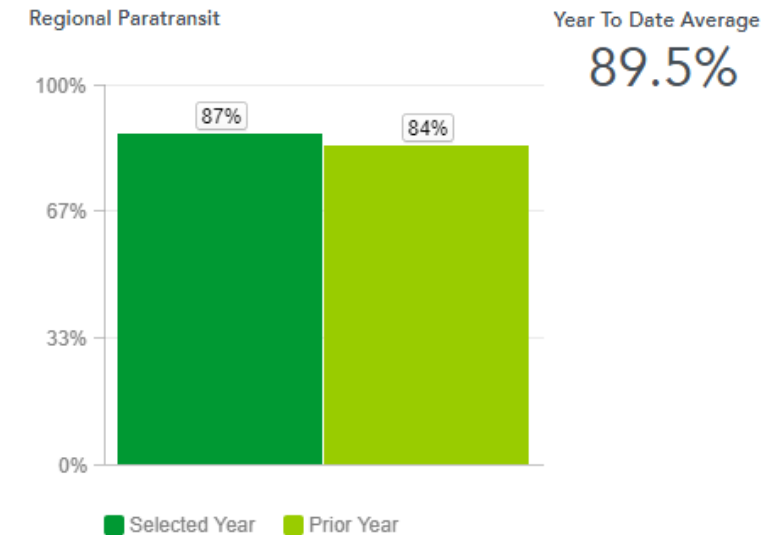
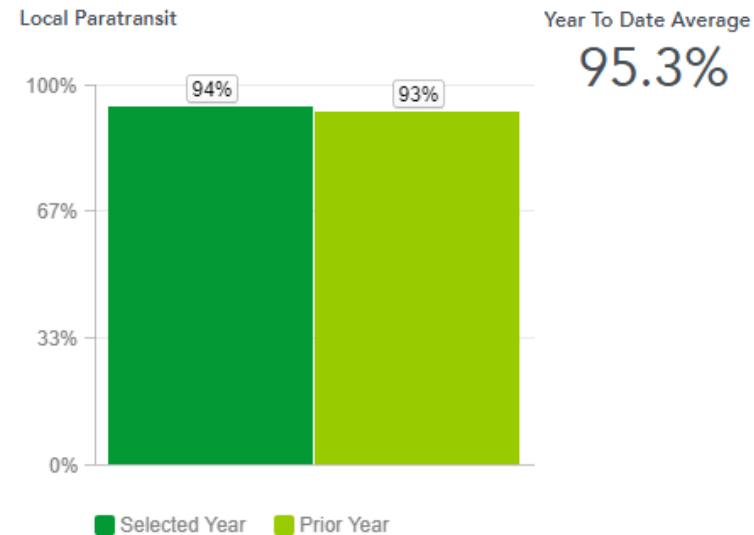


## Marin Access Paratransit On Time Performance

On time performance for local paratransit was **94%** and **87%** for regional paratransit.

### Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



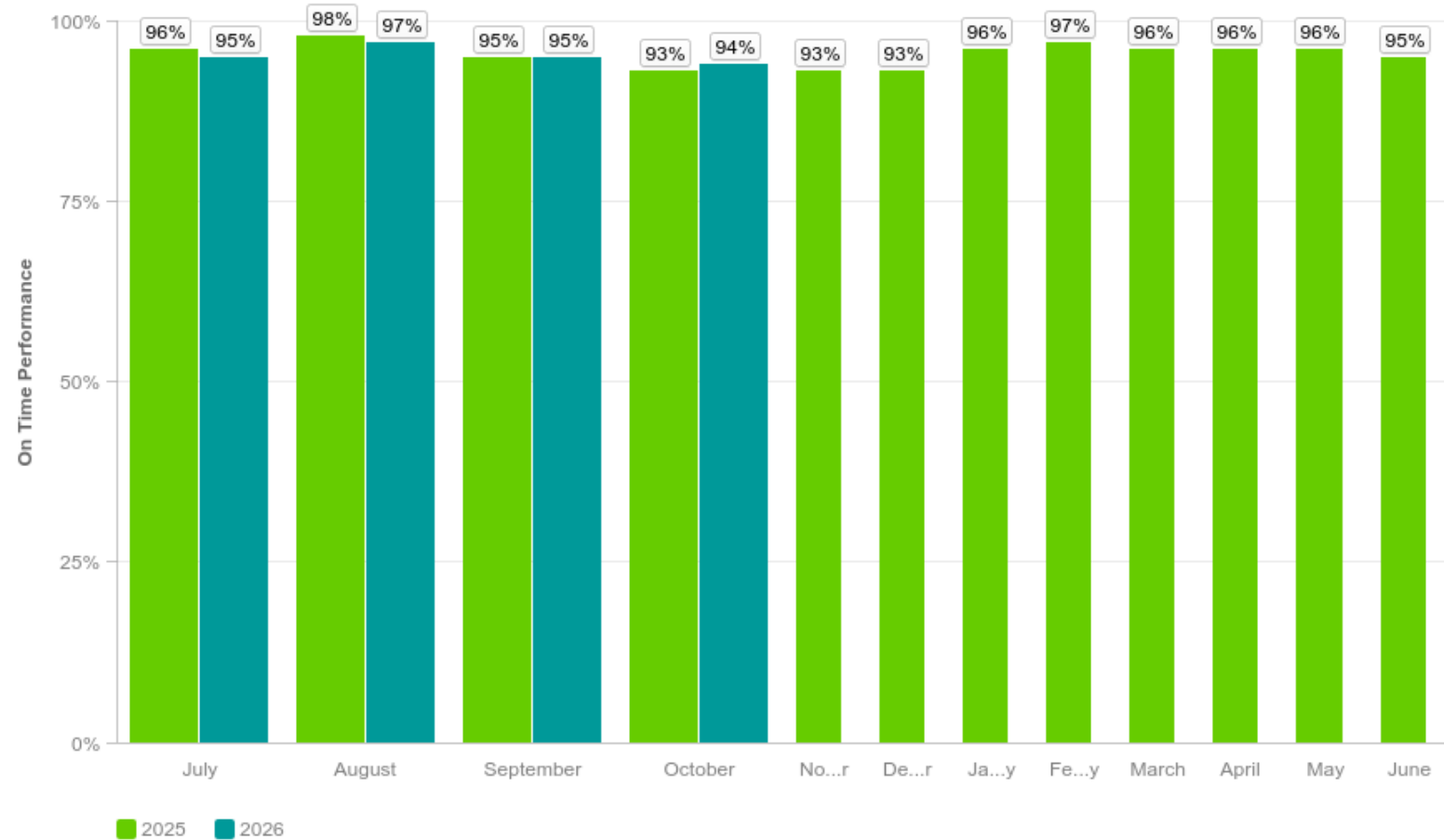
## Marin Access Paratransit On Time Performance

On-time performance for local paratransit has continued to remain above 90%.

OTP in October was **94%**. This exceeds the performance standard.

### Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



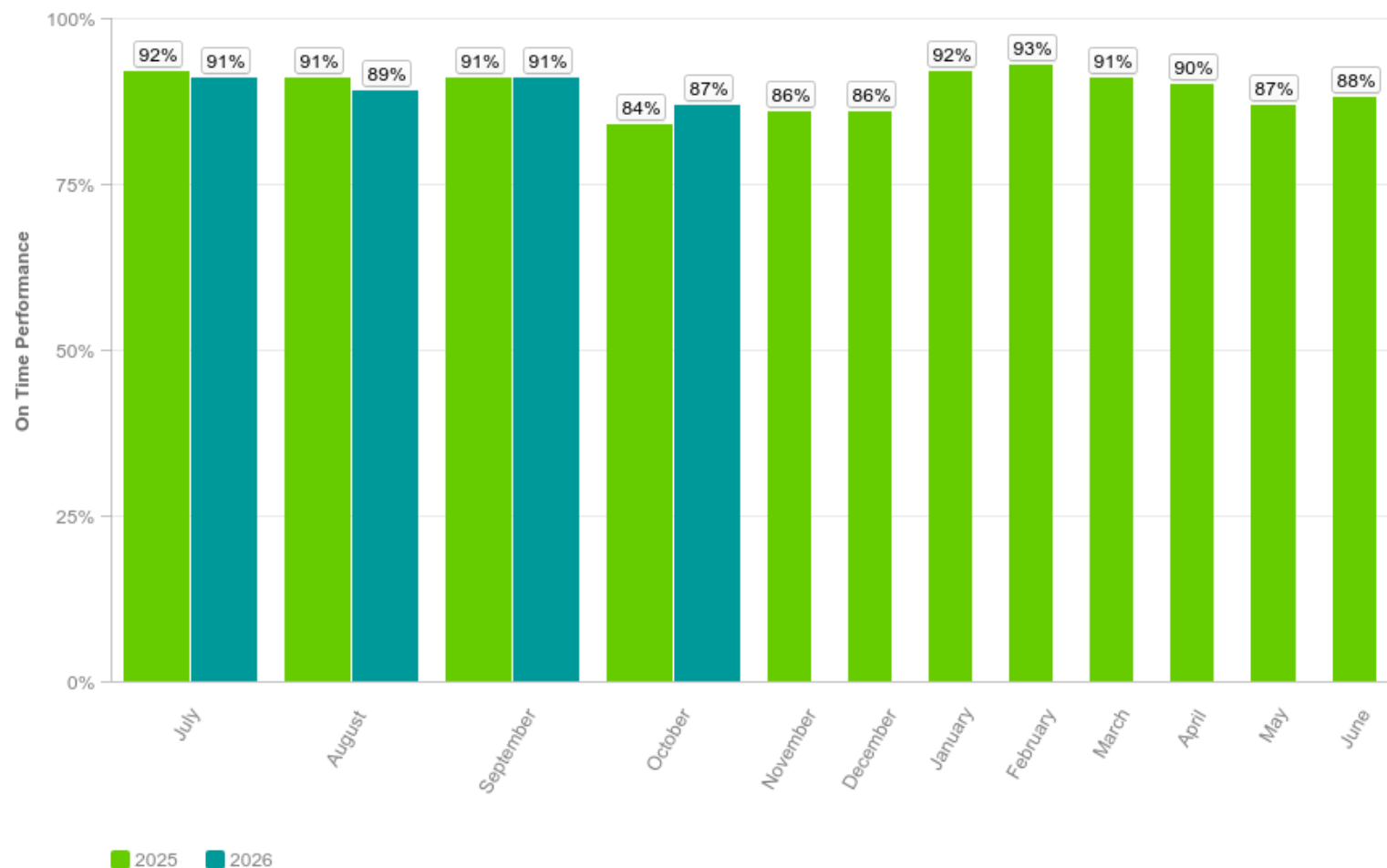
## Marin Access Paratransit On Time Performance

On-time performance for regional paratransit has slight fluctuations.

OTP in October was **87%**.  
Regional OTP in discussion to meet performance standard.

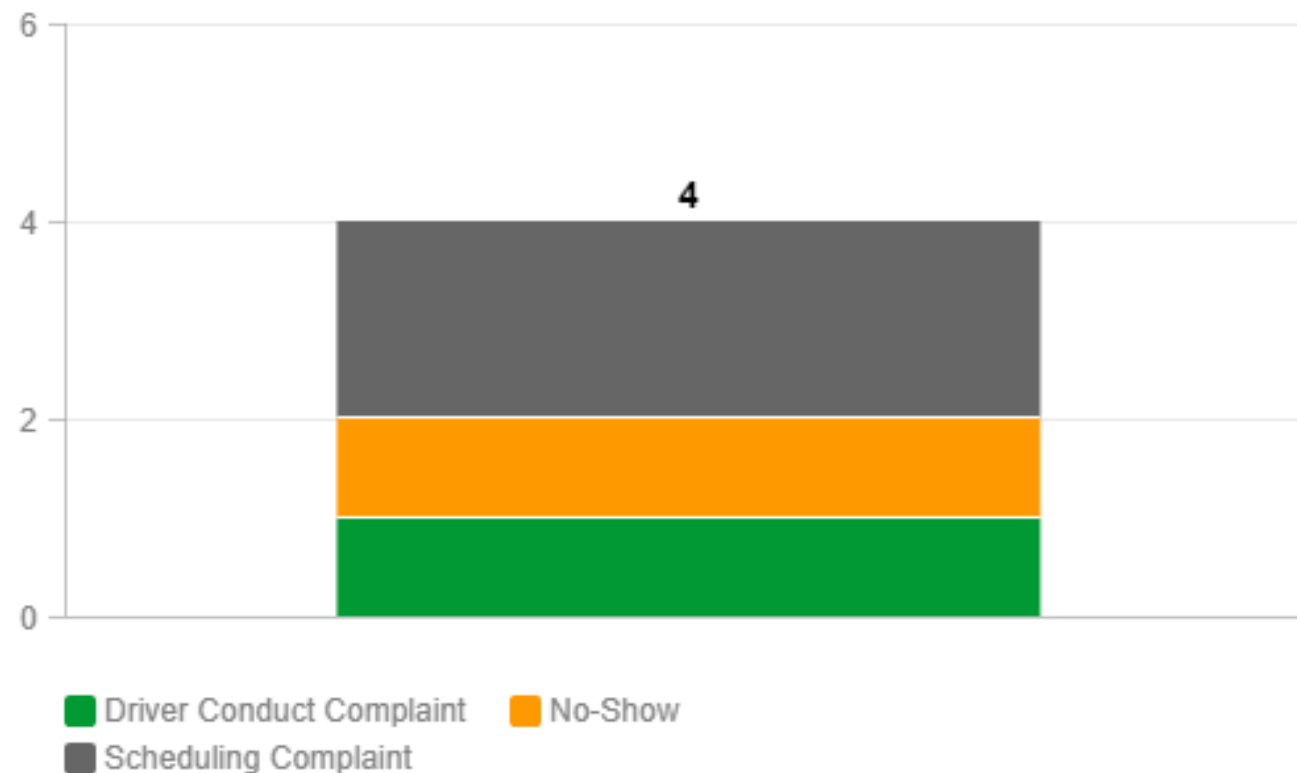
### Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



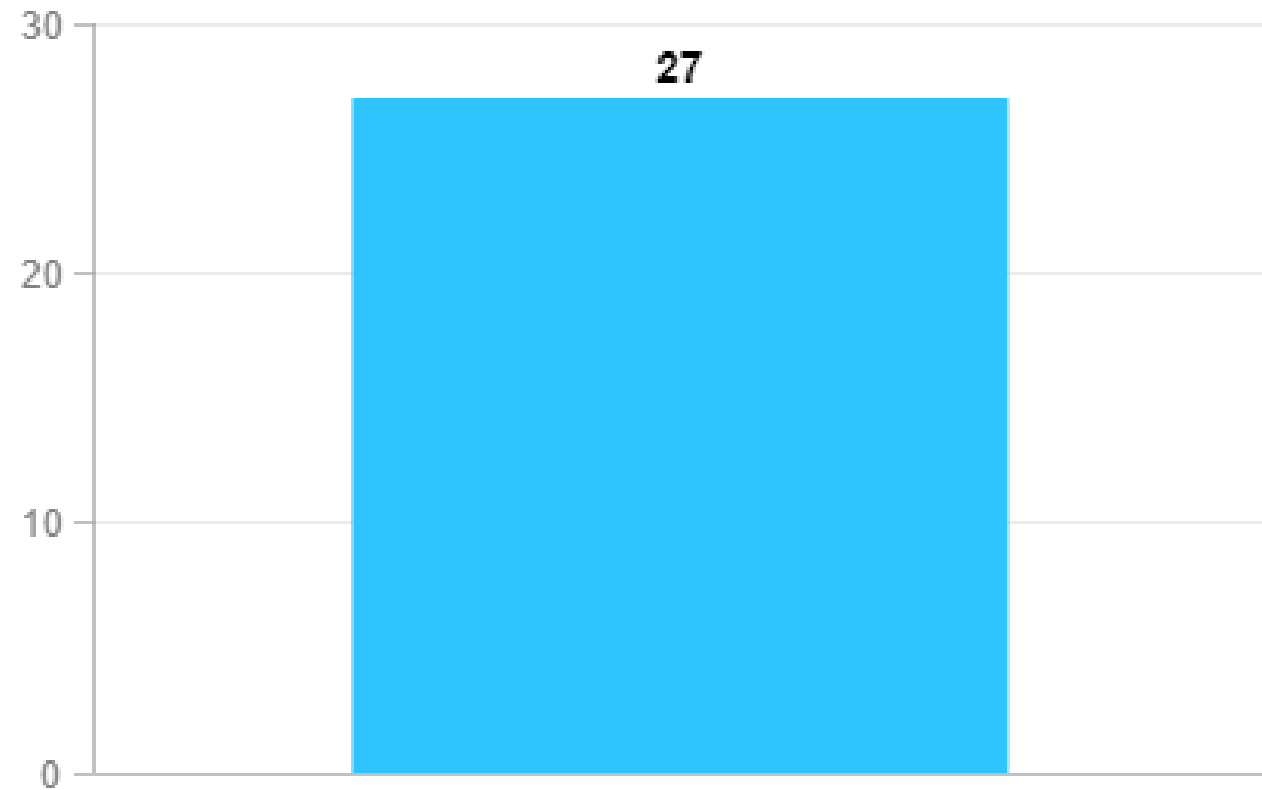
# Marin Access Feedback

In October, there were **4** complaints for Marin Access.



# Marin Access Feedback

In October, there were **27** commendations for Marin Access.



**Thank you**