



MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

Join on Zoom: <http://www.zoom.us/j/86555904651>

Webinar ID: 865 5590 4651

Monday, June 1, 2020

In compliance with local and state shelter-in-place orders, and as allowed by Governor Newsom's Executive Order N-29-20, until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the Board of Directors and staff may participate in this meeting electronically or via teleconference. Members of the public are encouraged to participate remotely as described below.

How to watch the meeting:

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How to provide comment on agenda items:

- To provide written public comment prior to or during the meeting, please email info@marintransit.org (if intended to be read aloud as public comment, please state "Public Comment" in subject line). Please email your comments no later than **9:00 A.M. Monday, June 1, 2020** to facilitate timely distribution to the Board of Directors. Please include the agenda item number you are addressing and include your name and address. Your comments will be forwarded to the Board of Directors and will be placed into the public record.
- During the meeting (only): Use the comment form available at <https://www.marintransit.org/board> to submit your meeting-related comments on this agenda. Your comments will become part of the public record.
- During the meeting (only): Ensure that you are in a quiet environment with no background noise (traffic, children, pets, etc.) Raise your hand on Zoom by pressing ***9** and wait to be called upon by the President or the Clerk 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 also become part of the public record.



MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

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AGENDA

Monday, June 1, 2020

10:00 a.m. Convene as the Marin County Transit District Board of Directors

1. Open Time for Public Expression (limited to three minutes per speaker on items not on the Transit District's agenda)
2. Board of Directors' Matters
3. General Manager's Report
 - a. General Manager's Oral Report
 - b. Monthly Monitoring Report for March
4. Consent Calendar
 - a. Minutes for May 4, 2020
 - b. Marin County Transit District Third Quarter FY 2019/20 Financial Report
 - c. Marin County Transit District Third Quarter FY 2019/20 Performance Report
 - d. Application for PG&E Electric Vehicle Fleet Program
 - e. First Amendment to Agreement with Civic Edge Consulting for On-Call Public Information and Outreach Services
 - f. Fourth Amendment to Agreement with Marin Senior Coordinating Council (dba Whistlestop) for Operation & Maintenance of Marin Access Intercounty and Intracounty Paratransit Services
 - g. Resolution Approving Marin Transit's 2020-2022 Title VI Program Submittal to the Federal Transit Administration
 - h. Response to Civil Grand Jury Report on Web Transparency of Agency Compensation Practices
 - i. Metropolitan Transportation Commission Resolution for Transportation Development Act and State Transit Assistance Funds FY 2020/21

Recommended Action: Approve.

5. Marin County Transit District Operating, Capital, Facility Maintenance Budget for FY 2020/21

Recommended Action: Approve final FY 2020/21 budget.

(Continued)

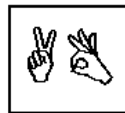
6. September 2020 Service Change Summary and Request for Onboard Equipment Purchase

Recommended Action: Accept information item and authorize purchase of on-board vehicle equipment at a cost not to exceed \$190,000.

7. Funding of the Marin County Transit District Service Credit Replacement Plan

Recommended Action: 1. Approve the Reallocation Agreement among Marin Transit, CalPERS and LGS/MSS, Attachment A; and 2. Approve the Interagency Agreement and Release between Marin Transit and the County of Marin (County”), Attachment B.

Adjourn



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

Late agenda material can be inspected in the office of Marin Transit, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. The office is located at 711 Grand Avenue, Suite 110, San Rafael, CA 94901.

Todas las reuniones públicas de Marin Transit se llevan a cabo en lugares accesibles. Están disponibles copias de los documentos en formatos accesibles, a solicitud. Si usted requiere ayuda con la traducción, intérpretes de Lenguaje Americano de Señas, dispositivos de ayuda auditiva, u otras adaptaciones para participar en esta reunión, puede solicitarlas llamando al (415) 226-0855 (voz) o comunicarse con el Servicio California Relay marcando al 711 para conectarse al número de teléfono mencionado.

Las solicitudes deben recibirse a más tardar cinco días laborables antes de la reunión para ayudar a asegurar la disponibilidad. Para obtener información adicional, visite nuestro sitio web en <http://www.marintransit.org>

Material de agenda de última hora puede ser inspeccionado en la oficina de Marin Transit, entre las horas de 8:00 am y 5:00 pm. La oficina está ubicada en 711 Grand Avenue, Suite 110, San Rafael, CA 94901.



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June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: General Manager Report – Monthly Report: March 2020

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

Dear Board Members:

RECOMMENDATION: This is a recurring information item.

SUMMARY: The attached monthly report provides an overview of Marin Transit operations for the monthly period ending March 31, 2020. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall ridership in March 2020 decreased by 38.1 percent compared to March 2019. Ridership on fixed-route services decreased significantly by 37.1 percent. Ridership on Marin Access services decreased by 37.2 percent. Ridership on yellow bus services decreased by 53.1 percent primarily due to school closures. March 2020 was the first month of ridership affected by the COVID-19 global pandemic.

Additional detailed analyses of system performance and trends are provided in separate quarterly and annual reports, including route-level statistics and financials. These reports are available on the District's website at <http://marintransit.org/monitoringreports.html>.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Nancy Whelan
General Manager

Attachments



Month:		March 2020						
Category	Program							Total
	Fixed-Route Local	Fixed-Route Shuttle	Stagecoach & Muir Woods	Supplemental & Yellow Bus	Demand Response	Mobility Management	Systemwide	
Commendation	0	1	0	0	2	0	0	3
Service Delivery Complaint	10	8	1	1	2	1	1	24
Accessibility	0	0	0	0	0	0	1	1
Driver Conduct Complaint	1	2	0	0	1	0	0	4
Driving Complaint	3	2	0	0	0	0	0	5
Early Trip	0	1	0	0	0	0	0	1
Equipment Issue	0	0	0	0	0	0	0	0
Farebox	0	0	0	0	0	0	0	0
Late Trip	0	0	0	0	1	0	0	1
Missed Connection	0	0	0	0	0	0	0	0
Missed Trip	0	0	0	0	0	1	0	1
No-Show	2	1	0	0	0	0	0	3
Off-Route	1	0	0	1	0	0	0	2
Pass-Up Complaint	3	2	1	0	0	0	0	6
Service Structure Complaint	5	1	0	0	2	1	1	10
Bus Stop Improvement Request	0	1	0	0	0	0	1	2
Fares	0	0	0	0	0	0	0	0
Other Complaint	4	0	0	0	0	0	0	4
Scheduling Complaint	1	0	0	0	1	1	0	3
Service Improvement Suggestion	0	0	0	0	1	0	0	1
Safety Complaint	0	0	0	0	0	0	0	0

Total Service Hours	9,129	3,634	1,646	529	3,715	-	19,785	19,785
Commendations per 1,000 Hours	0.0	0.3	0.0	0.0	0.5	-	0.0	0.2
Complaints per 1,000 Hours	1.6	2.5	0.6	1.9	1.1	-	0.1	1.7

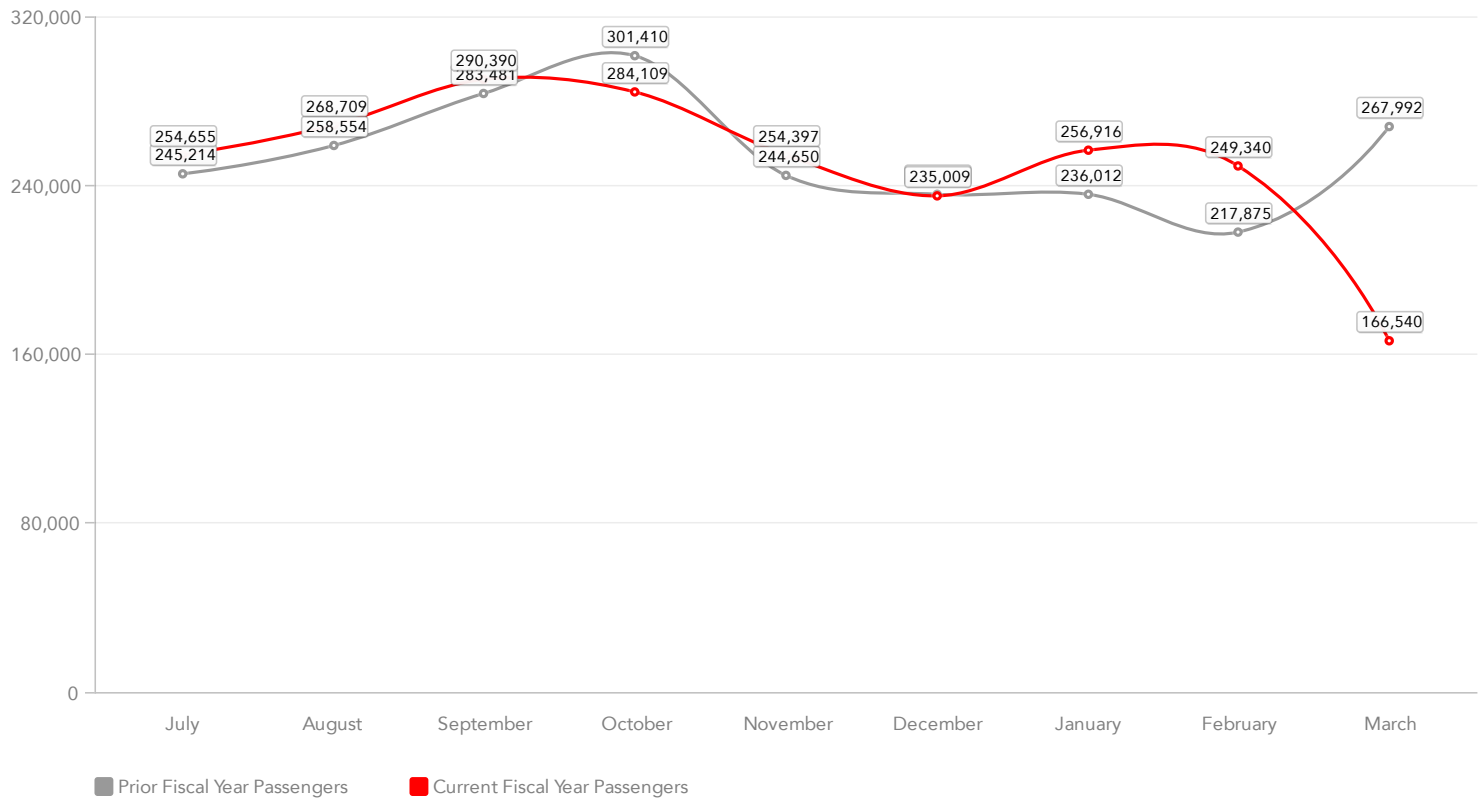
Total Passengers	122,018	20,762	7,301	16,459	6,859	1,500	174,899	174,899
Commendations per 1,000 Passenger	0.0	0.0	0.0	0.0	0.3	0.0	0.0	0.0
Complaints per 1,000 Passengers	0.1	0.4	0.1	0.1	0.6	1.3	0.0	0.2

FISCAL YEAR

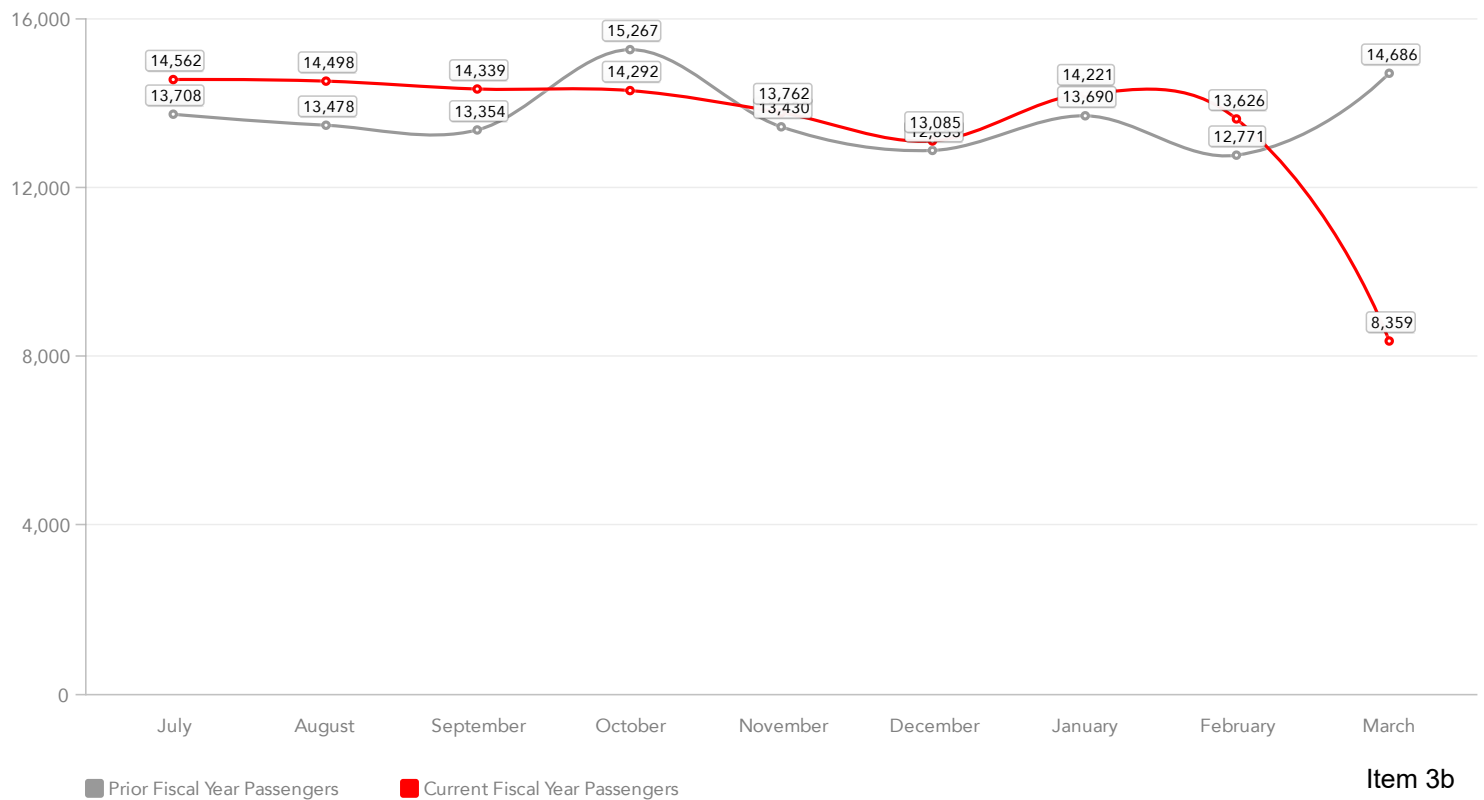
2020

Year-to-Date Ridership Trends

Fixed-Route Passengers (incl. Yellow Bus) by Month



Demand Response Passengers by Month

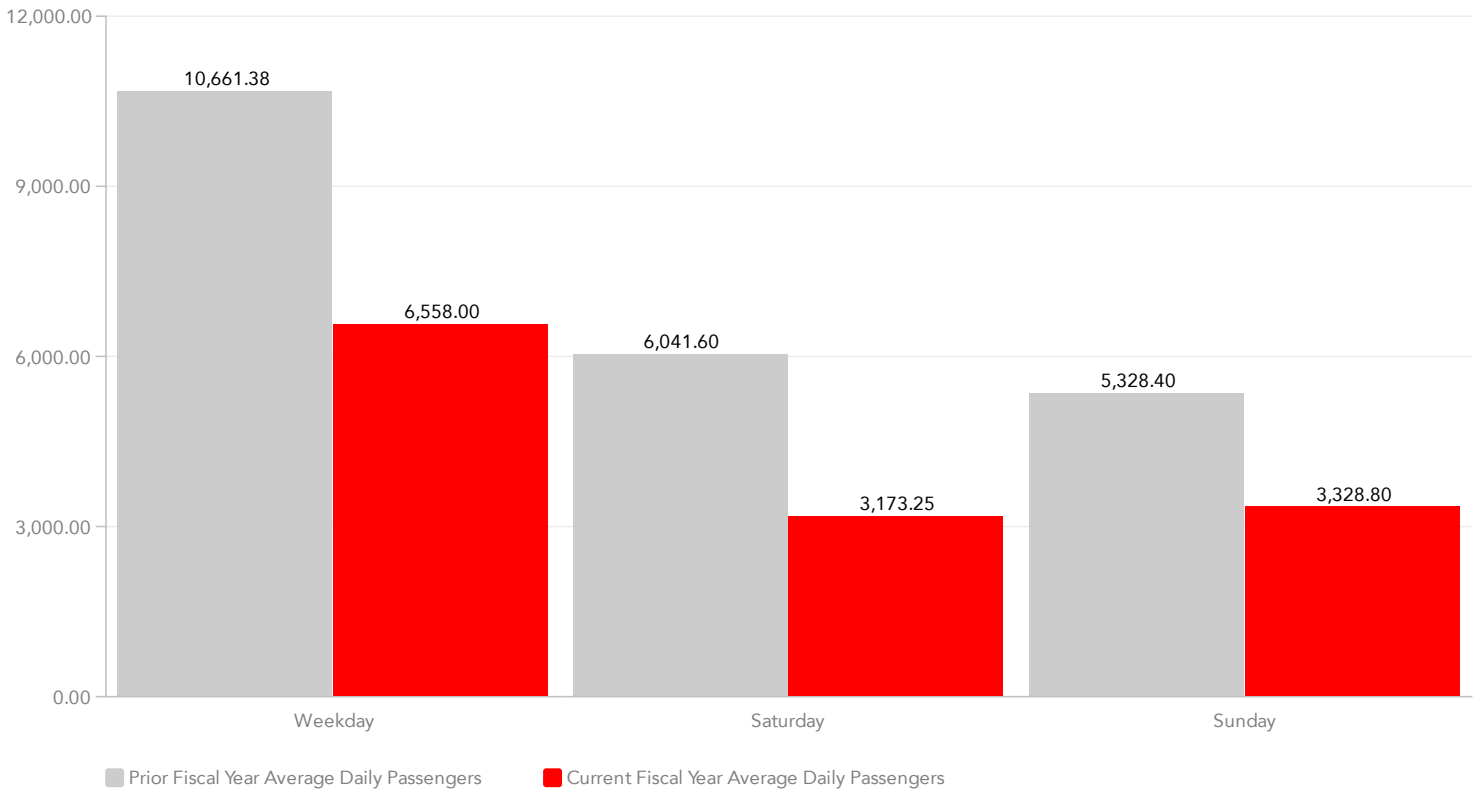


Monthly Statistics

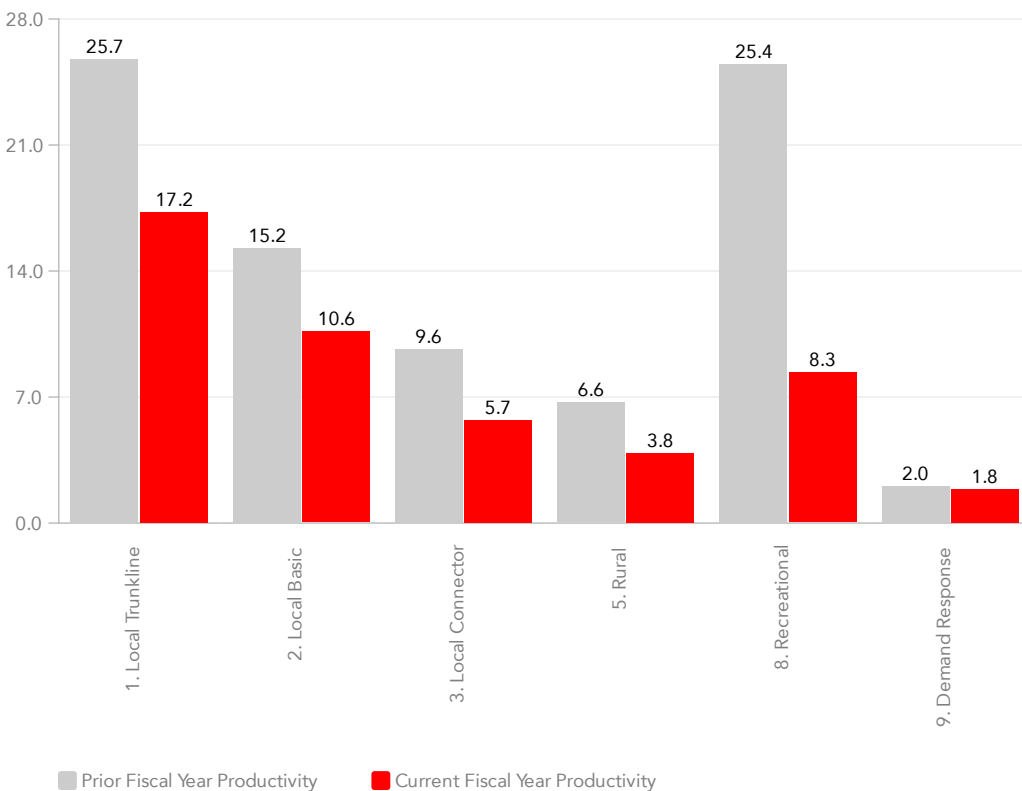
MONTH

March

Average Systemwide Daily Passengers



Productivity (pax/hr) by Typology



Route Typologies

1. Local Trunkline:
Routes 35, 36, 71X
2. Local Basic:
Routes 17, 22, 23, 23X, 29, 49
3. Local Connector:
Routes 219, 228, 233, 245, 251, 257
5. Rural:
Routes 61, 68
8. Recreational:
Routes 66/66F
9. Demand Response:
Local Paratransit, Novato Dial-A-Ride,
Rural Dial-A-Ride

REGULAR MEETING OF THE MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

Held Monday, May 4, 2020 at 10:00 A.M. via Zoom

Roll Call

Present: President Rodoni, Vice President Colin, Second Vice President Arnold, Director Colbert, Director Connolly, Director Lucan, Director Rice, Director Sears

Absent: Vice President Colin

In compliance with local and state shelter-in-place orders, and as allowed by Governor Newsom's Executive Order N-29-20, until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the public are encouraged to participate remotely via Zoom.

President Rodoni opened the meeting at 10:01 A.M.

1. [Open Time for Public Expression \(limited to three minutes speaker on its District's agenda\)](#)

President Rodoni asked if any member of the public wished to speak. Seeing none he called for Board of Directors' Matters.

2. [Board of Directors' Matters](#)

President Rodoni asked if any member of the Board wished to speak. Seeing none he called for the General Manager's Report.

3. [General Manager's Report](#)
 - a. [General Manager's Oral Report](#)
 - b. [Monthly Monitoring Report for January and February](#)

[Staff Report](#)

General Manager Nancy Whelan provided a summary of the impacts of the Shelter in Place Order on transit services. Marin Transit has suspended supplemental school routes, Marin Transit-operated Yellow Bus Service, and the Muir Woods Shuttle. Local service operated by Golden Gate Transit has experienced periodic cancellations due to driver availability. Fixed route local services will continue to operate a regular schedule.

Marin Transit has posted notices from the federal Centers for Disease Control and Prevention (CDC) on all transit vehicles advising riders to use proper face covering, practice social distancing, and stay home if they are experiencing COVID-19 symptoms. Staff have also established lower level maximum loads

to ensure six feet of distance between passengers and vehicle operators.

Ms. Whelan stated that there has been an 80 percent decrease in ridership across all services, consistent with peer agencies across the region and country.

Staff will continue to monitor and adjust service levels based on the latest guidance from the CDC. An abbreviated version of the Summer rider's guide will be available online and in print in July. The quarterly rider guides will be published when service levels are more predictable.

As part of the July 2020 fare policy changes, staff are undertaking a range of outreach activities to inform the public and educate riders on the benefits of using passes and Clipper over cash payment.

Overall ridership in January 2020 increased by 8.6 percent compared to January 2019. Overall ridership in February 2020 increased by 14.4 percent compared to February 2019.

4. [Consent Calendar](#)

- a. [Minutes for May 4, 2020](#)
- b. [First Amendment to Agreement with West Marin Senior Services for Services to Support Marin Access Programs in West Marin](#)
- c. [Purchase of a Hyundai Kona Electric Vehicle for an amount not to exceed \\$44,649](#)
- d. [Purchase Agreement with Creative Bus Sales, Inc. for nine Shuttle Vehicle Replacements not to exceed \\$1,350,000 and fifteen Paratransit Vehicle Replacements not to exceed \\$1,471,000](#)
- e. [First Amendment to Agreement with The DOT Direct to print the Marin Access Newsletter and survey for an amount not to exceed \\$10,000](#)
- f. [Third Amendment to Agreement with Whistlestop for Operation of the Marin Access Travel Navigator Program for an amount not to exceed \\$329,555](#)
- g. [Agreement with SRECTrade for Transaction and Management Services for Credits under the California Low Carbon Fuel Standard](#)
- h. [Amendment to Marin Transit Service Credit Replacement Plan and Designation of one additional person as an "Eligible Employee"](#)
- i. [Marin School for Environmental Leadership Transportation Group Presentation](#)
- j. [2019 Muir Woods Shuttle Annual Report](#)

Director Rice asked whether Marin Transit is reviewing contracts that may need to be adjusted because of COVID-19 service impacts. Ms. Whelan answered that staff are reviewing contracts,

reassessing transit needs, and discussing appropriate service levels.

Recommended Action: Approve.

M/s: Director Rice - Director Lucan

Ayes: President Rodoni, Second Vice President Arnold, Director Colbert, Director Connolly, Director Lucan, Director Rice, Director Sears

Noes: None

Absent: Vice President Colin

5. [Ratify Actions Taken by General Manager During COVID-19 Public Health Emergency](#)

[Staff Report](#)

General Manager Nancy Whelan outlined the actions taken by Marin Transit to address emerging needs resulting from the COVID-19 pandemic and identified the policies that guided these actions. The actions are permitted within the existing policies and procedures.

Examples of Marin Transit staff and contractors COVID-related activities and rider postings include:

1. Posted CDC guidelines in English and Spanish on buses.
2. Posted signs to maintain six feet of separation on buses.
3. Provided hand sanitizer to drivers and passengers, as available from suppliers.
4. Provided other Personal Protective Equipment (PPE) as needed and available.
5. Required additional cleaning of buses.
6. Required drivers and passengers to wear face coverings.
7. Limited the number of riders per bus to enforce social distancing.
8. Provided ongoing rider announcements related to service cancellations on local fixed route services operated by Golden Gate Transit.

Ms. Whelan recommended that the Board ratify the actions taken. Staff will return to the Board with policy updates in the coming months.

Recommended Action: Ratify actions taken during the COVID-19 public health emergency as listed in Attachment A.

M/s: Director Sears - Director Connolly

Ayes: President Rodoni, Second Vice President Arnold, Director Colbert, Director Connolly, Director Lucan, Director Rice, Director Sears

Noes: None

Absent: Vice President Colin

Recommended Action: Information only.

6. [Marin Transit Connect Program Update](#)

[Staff Report](#)

Robert Betts, Director of Operations & Planning, provided an update on the Marin Transit Connect program.

Marin Transit expects that the expanded service area will lead to increased ridership on the Connect. At this point, results are mixed due to the limited time to test the expansion before the onset of COVID-19. Staff observed a small increase in wheelchair/Marin Access trips though overall ridership remained relatively constant. The program was oversupplied in driver hours to meet potential demand and this decreased productivity. Planning staff continue to monitor and adjust service levels to better match vehicle supply to rider demand.

Due to COVID-19's negative effect on transit ridership, staff cannot assess rider response to changes beyond the initial five week period. Connect is still running and will remain free to riders who may need the service for essential trips throughout the shelter in place order that went into effect March 17, 2020. The County of Marin's Public Health Officer released new orders on March 31, 2020 that explicitly prohibit travel on public transit that is not made for essential services or reasons.

Director Kate Sears asked why staff is reducing service during peak hours. Mr. Betts replied that during peak demand times staff need to build in more service than is generally needed to ensure enough supply. Mr. Betts noted that staff is not trying to reduce demand. Director Sears remarked she hopes the program will continue to succeed.

Director Connolly asked how ridership has been affected by free fares. Mr. Betts replied that Connect is experiencing the same level of ridership decline as other programs even with free fares. Mr. Connolly remarked that the Connect Program will require close monitoring as the Shelter in Place Order is lifted and the District reevaluates transit needs.

Recommended Action: Information only.

7. [Agreement with Uber Technologies Inc. to provide a mobility on-demand technology platform for the Connect program and future transit voucher program, and sign a Memorandum of Understanding with the Transportation Authority of Marin](#)

Staff Report

Robert Betts, Director of Operations and Planning, reported that on October 18, 2019 Marin Transit issued a Request for Proposals for On-Demand Mobility Software in partnership with the Transportation Authority of Marin (TAM). The partner agencies held a proposal conference on November 1, 2019. Proposals were due November 27, 2019. The District received a high level of interest in the bid, and 15 proposals met the submission deadline.

Uber Technologies offered Marin Transit and TAM the ability to seamlessly integrate the existing Connect on-demand service and the first/last mile subsidy program into a single app and provide an integrated user experience. Their proposal also allowed for a significant expansion of the Marin Transit Connect service area to include roughly 2.5-mile radius around SMART stations in Marin. The proposal included the required level of custom reporting and oversight needed for the District and TAM to meet regulatory reporting requirements.

The Mobility On-Demand Platform Agreement will replace the driver and rider app the service currently uses in partnership with Via. This agreement with Uber includes a monthly fee that provides the software that enables the Connect service to be app-based and provide for rider-matching, dispatch-tracking, and data-reporting.

Anne Richman, Executive Director at TAM, expressed support of the agreement with Uber and noted that TAM staff have been working with Marin Transit staff to develop the joint program and procurement.

Director Connolly asked if the new agreement will supersede the TAM-LYFT program. Mr. Betts replied that both TAM and Marin Transit will transition their programs to Uber on July 1st, 2020.

Director Arnold expressed support for the new agreement.

Recommended Action: Authorize General Manager to (1) Execute a two-year agreement with Uber Technologies, Inc. (Uber) for an amount not to exceed \$80,000 to provide an on-demand mobility platform for the Connect same day service starting July 1, 2020; (2) Execute a two-year no fee agreement with Uber Technologies, Inc. (Uber) for access to Vouchers for Transit Agencies; and (3) Sign a Memorandum of Understanding with the Transportation Authority of Marin to formalize an integrated, accessible on-demand.

M/s: Director Colbert - Director Rice

Ayes: President Rodoni, Second Vice President Arnold, Director Colbert, Director Connolly, Director Lucan, Director Rice, Director Sears

Noes: None

Absent: Vice President Colin

8. [Marin Transit Update on Free Fare Initiatives](#)

[Staff Report](#)

Planning Manager Aida Banihashemi reported that fare free promotions have been an effective method to incentivize riders to try transit and reward existing riders. Staff evaluated the fare free campaign tested during the 2019 County Fair and have considered other fare free campaigns to promote transit use. The goals of a Marin Transit countywide promotional fare free campaign are to:

1. Provide an additional financial incentive to take transit
2. Eliminate a potential barrier to trying transit from navigating fare payment systems
3. Test the impact of free fares on ridership
4. Reward riders who choose to ride Marin Transit local fixed route service.
5. Provide congestion relief and offer viable travel alternatives to driving.

Staff will monitor performance of the fare free days by comparing ridership to the prior year, observing traffic congestion levels, and evaluating the impact of operational improvements and public education and outreach.

Director Rice remarked that free fare days are a great promotional item and asked if staff have considered free fare days during the week to see if there is a change in ridership. Ms. Banihashemi responded that staff will be monitoring the upcoming elections and voting practices closely to recommend any adjustments or a postponement of the campaign. Staff will research alternative free fare days and return to the Board with recommendations as needed.

Director Sears also noted that the campaign is great publicity for Marin Transit, and can potentially increase awareness around Election Day and voting. Ms. Sears suggested Marin Transit provide sample voting ballots on their vehicles.

Recommended Action: Authorize staff to develop and implement Countywide promotional campaign to offer free fares during the national election on November 3, 2020.

M/s: Director Arnold - Director Sears

Ayes: President Rodoni, Second Vice President Arnold, Director Colbert, Director Connolly, Director Lucan, Director Rice, Director Sears

Noes: None

Absent: Vice President Colin

9. [Marin Transit Financial Status Update](#)

[Staff Report](#)

Director of Finance and Capital Programs Lauren Gradia provided an update regarding the short term and potential long-term fiscal impacts of the COVID-19 pandemic.

Ms. Gradia reported that COVID-19 has caused unprecedented disruptions to Marin Transit operations. Ridership and fare revenue are down 80 percent, and staff anticipates that District revenues based on sales taxes will decline significantly. Federal funding is now available to help offset these declines. Marin Transit will receive \$5.4 million in Section 5307 and 5311 funds from the Coronavirus Aid, Relief and Economic Security (CARES) Act for operations assistance in the first of two planned regional allocations. Combined with District reserves, this federal funding will prevent the need for Marin Transit to anticipate service cuts in the FY2020/21 Budget.

Marin Transit staff are reviewing financial projections and transit demand on a regular basis. Staff will continue to ensure there is a six to twelve-month buffer that will enable staff to develop proposals, evaluate options, and make informed choices should significant service reductions be needed.

Director Sears asked for clarification regarding the \$130,000 decline in property tax revenue given that the County has agreed to maintain property tax levels for the coming year. Ms. Gradia explained the projections assume a loss due to the decrease in property tax transactions.

Director Rice asked how far into the future staff are projecting declining revenue figures. Ms. Gradia responded that actual sales tax receipts available by August will provide preliminary numbers for resetting the revenue baseline across the ten-year model. If staff foresees a need to reduce service, staff will seek Board approval six months in advance. Director Rice remarked on the importance of remembering the transit dependent when making service adjustments.

General Manager Nancy Whelan noted that transit services and underperforming routes are generally trimmed in September to cut costs. This year, staff will consider COVID-19 physical distancing

requirements, transit dependent customers, and lack of school service prior to trimming services in the Fall and beyond.

Recommended Action: For information only.

Adjourn President Rodoni adjourned the meeting at 11:40 A.M.

SINE DIE

PRESIDENT

ATTEST:

CLERK



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marintransit.org

June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

**SUBJECT: Marin County Transit District Third Quarter FY 2019/20
Financial Report**

Dear Board Members:

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: Accept report and approve associated budget amendment.

SUMMARY: The quarterly report is an opportunity for your Board to review the District's financial status and to provide fiscal and operational accountability. This report represents all financial transactions for the District through the third quarter of Fiscal Year 2019/20.

Unaudited revenues and expenditures are shown on a full accrual basis consistent with Generally Accepted Accounting Principles (GAAP) for special districts. All known revenues and expenditures for the period are reported even if they have not been received or are awaiting payment. This includes recorded estimates for property tax and other significant transactions.

Third-quarter operations expenses and revenues are consistent with the Board-adopted budget.

Operating Expenses

FY 2019/20 operating expenditures through the third quarter (Attachment A, Page 1) are \$23.6 million, which is 70 percent of the annual budget of \$33.6 million. With these expenditures, Marin Transit successfully delivered the transit services identified in Table 1.

Operating Revenue

Marin Transit's FY2019/20 operating revenues through the third quarter (Attachment A, Page 1) are \$25.7 million or 69 percent of the annual budget of \$37.2 million.

Facility Budget

This is the first quarter of operation for the Rush Landing facility. Facility lease revenues exceeded expenses by \$40,460.

Capital Budget

Through the third quarter, Marin Transit's expenditures in the Capital Budget (Attachment A, Page 1) were \$15.6 million or 69 percent of the \$22.6 million budget. Capital revenues typically tie closely to expenditures as they tend to be on a reimbursement basis. The primary expenditures were for the purchase of eleven 40ft hybrid vehicles and the purchase of the Rush Landing office building and parking lot. Attachment C includes a complete Capital Report for all major Marin Transit capital projects for the current period.

Table 1: FY 2019/20 Year to Date (YTD) thru Third Quarter Service Operations

<i>Service</i>	<i>Annual Estimated Revenue Hours</i>	<i>YTD thru Q3 Actual Revenue Hours</i>	<i>% of Annual</i>
<i>Regular Local and Trunk Line</i>	<i>116,000</i>	<i>81,271</i>	<i>70%</i>
<i>Community Shuttles</i>	<i>43,500</i>	<i>31,969</i>	<i>73%</i>
<i>Local Supplemental School¹</i>	<i>6,850</i>	<i>4,604</i>	<i>67%</i>
<i>Muir Woods Shuttle</i>	<i>6,500</i>	<i>4,477</i>	<i>69%</i>
<i>Novato Dial-A-Ride</i>	<i>2,400</i>	<i>1,848</i>	<i>77%</i>
<i>West Marin Stagecoach Service</i>	<i>16,400</i>	<i>11,963</i>	<i>73%</i>
<i>Rural Dial A Ride</i>	<i>435</i>	<i>280</i>	<i>64%</i>
<i>Transit Connect</i>	<i>8,500</i>	<i>4,606</i>	<i>54%</i>
<i>Local Paratransit Service</i>	<i>63,800</i>	<i>41,315</i>	<i>65%</i>
<i>Regional Paratransit Service</i>	<i>8,500</i>	<i>4,609</i>	<i>54%</i>
<i>Yellow School Bus Service</i>	<i>6 buses</i>	<i>-</i>	<i>-</i>
<i>Service</i>	<i>Annual Estimated Trips</i>	<i>YTD thru Q3 Actual Trips</i>	<i>% of Annual</i>
<i>Catch A Ride</i>	<i>15,400</i>	<i>10,788</i>	<i>70%</i>
<i>Volunteer Driver</i>	<i>15,700</i>	<i>9,325</i>	<i>59%</i>
<i>Notes: 1) Includes College of Marin service</i>			

FISCAL/STAFFING IMPACT: This item includes the adoption of one administrative budget amendment (Attachment B). Amendment 2020-07 corrects an error in the Facility Budget and increases the total budget by \$2,500. The facility expenses remain below anticipated lease revenues.

Respectfully submitted,



Karina Sawin
Sr. Accounting and Administrative Analyst
Attachment A: FY2019/20 Third Quarter Financial Report
Attachment B: FY2019/20 Budget Amendments
Attachment C: Capital Project Report

Marin Transit
FY2019/20 Q3 Budget Report
From 7/1/2019 Through 03/31/2020

Summary

	<u>FY19 Actual</u>	<u>Total Budget - Original</u>	<u>Total Budget - Revised</u>	<u>Current Period Actual</u>	<u>Percent Total Budget Used</u>
Revenue					
Capital	3,587,683	18,583,692	19,648,843	15,513,947	78.96%
Facility Operations	0	0	164,277	55,313	33.67%
Vehicle Operations	34,660,941	37,159,021	37,159,020	25,692,493	69.14%
Total Revenue	<u>38,248,624</u>	<u>55,742,713</u>	<u>56,972,140</u>	<u>41,261,753</u>	<u>72.42%</u>
Expenses					
Capital	3,587,683	21,583,691	22,648,841	15,558,062	68.69%
Facility Operations	0	0	30,505	14,853	48.69%
Vehicle Operations	30,563,140	33,567,353	33,592,353	23,586,381	70.21%
Total Expenses	<u>34,150,823</u>	<u>55,151,044</u>	<u>56,271,699</u>	<u>39,159,296</u>	<u>69.59%</u>
Expenditures	<u>34,150,824</u>	<u>55,151,044</u>	<u>56,241,194</u>	<u>39,159,296</u>	<u>69.63%</u>
Net Revenue Over Expenditures	<u>4,097,801</u>	<u>591,669</u>	<u>566,668</u>	<u>2,102,457</u>	<u>371.02%</u>

Marin Transit
FY2019/20 Q3 Budget Report
From 7/1/2019 Through 03/31/2020

Operations Summary: Admin, Local, Yellow, Rural, Marin Access

	FY2018/19 Actual	Total Budget - Original	Total Budget - Revised	Current Period Actual	Percent Total Budget Used
Fare Revenue	4,024,376	4,160,781	4,160,781	2,945,721	71%
Advertising & Other Revenue	390,093	408,000	408,000	301,731	74%
Fee for Service	1,934,611	2,097,563	2,097,563	1,444,359	69%
Interest	198,694	150,700	150,700	207,763	138%
Measure A	13,460,000	6,899,497	6,899,497	1,699,572	25%
Measure A Interest	85,000	0	0	85,000	0%
Measure AA	0	7,508,005	7,508,004	8,304,343	111%
Measure B	991,414	1,245,000	1,245,000	661,379	53%
Property Taxes	4,557,957	4,629,004	4,629,004	2,632,259	57%
Redevelopment Area (RDA) Fees	48,787	39,950	39,950	26,751	67%
State Transit Assistance (STA)	1,841,702	2,375,692	2,375,692	1,564,658	66%
Transit Development Act (TDA)	5,109,399	5,836,446	5,836,446	4,338,059	74%
Other State	354,858	18,800	18,800	9,598	51%
FTA Funds	1,417,148	1,338,413	1,338,413	1,136,665	85%
National Park Service	323,523	452,570	452,570	334,635	74%
Cost Center Revenue Transfers	(76,621)	(1,400)	(1,400)	0	0%
Total Revenue	<u>34,660,941</u>	<u>37,159,021</u>	<u>37,159,020</u>	<u>25,692,492</u>	<u>69%</u>
Salaries and Benefits	2,326,048	2,675,000	2,675,000	1,817,668	68%
Consultant Services	320,303	727,217	577,127	186,803	32%
Professional Service-Legal	74,552	0	150,000	8,213	5%
Security and Maintenance	260,405	303,854	303,854	209,070	69%
Customer Service	596,949	651,950	651,950	478,391	73%
Indirect County Overhead	0	2,652	2,652	0	0%
Mobility Management Support Programs	7,344	29,800	29,800	9,812	33%
Grants to External Agencies	0	405,485	405,485	203,400	50%
Office Supplies	155,764	233,808	258,808	229,550	89%
General Insurance	36,166	40,000	40,000	47,662	119%
Contract Service Operation	24,244,754	25,631,104	25,631,104	18,321,722	71%
Membership & Prof Development	23,223	63,654	63,654	22,561	35%
Mileage and Travel	12,644	24,401	24,401	15,902	65%
Marketing	116,675	246,808	246,808	104,226	42%
Communication	90,394	227,623	227,623	131,775	58%
Fuel	2,521,500	2,663,294	2,663,294	1,820,081	68%
Vehicle Leases	26,378	24,730	24,730	19,760	80%
Office - Rental and Overhead	126,723	141,110	141,110	103,193	73%
Partner Agency Pass Through	85,000	0	0	85,000	0%
Cost Center Transfers	(461,682)	(525,136)	(525,136)	(228,408)	43%
Total Expenses	<u>30,563,140</u>	<u>33,567,353</u>	<u>33,592,353</u>	<u>23,586,381</u>	<u>70%</u>

FY2019/20 Q3 Budget Report

From 7/1/2019 Through 03/31/2020

Detail: Administration

		Total Budget -		Total Budget -	Current Period	Percent Total
		FY19 Actual	Original	Revised	Actual	Budget Used
Revenue						
Interest	4070400	198,694	150,700	150,700	207,763	138%
Development Fees	4079950	20,494	19,950	19,950	12,059	60%
Residual ABX 126	4079954	28,293	20,000	20,000	14,692	73%
PropTax-CurrntSecured	4080101	4,020,242	4,106,048	4,106,048	2,302,793	56%
County Fee-SV2557Admin Basic Tax	4080102	(61,406)	(64,562)	(64,562)	(30,703)	48%
Property Tax-Unitary	4080103	38,901	36,050	36,050	19,532	54%
PropTax-CurrntUnSecur	4080104	73,364	75,000	75,000	13,126	18%
Educ Rev Augm Fund-Redist	4080105	388,770	380,000	380,000	263,214	69%
PropTax-Supp CY SECR	4080106	91,711	90,000	90,000	54,547	61%
PropTax-Supp Unsecured	4080107	791	1,000	1,000	3,583	358%
PropTax-Redemption	4080108	2,693	1,500	1,500	3,033	202%
Property Tax-Prior Unsecured	4080109	2,891	3,968	3,968	3,133	79%
Other	4090101	152	0	0	0	0%
Other State	4119940	284	300	300	239	80%
Total Revenue		4,805,874	4,819,954	4,819,954	2,867,012	59%
Transfers						
Property Tax Transfer	4700001	(554,339)	(852,865)	(852,865)	(274,053)	32%
Total Transfers		(554,339)	(852,865)	(852,865)	(274,053)	32%
Net Revenue		4,251,535	3,967,089	3,967,089	2,592,960	65%
Expense						
Salaries	5010200	1,462,869	1,710,720	1,710,720	1,326,516	78%
Employee Benefits	5020000	863,179	964,280	964,280	491,152	51%
Consultant Services	5030301	176,752	334,750	334,750	105,409	31%
Prof Svcs - Accounting and Audit	5030305	30,011	34,189	34,189	0	0%
Office Supplies	5049901	7,471	13,000	13,000	6,441	50%
Small Furn/Equip	5049902	4,230	10,000	10,000	777	8%
Software	5049903	59,386	61,800	61,800	61,404	99%
Copier Suppl & Srv	5049904	8,276	9,442	9,442	6,762	72%
Postage	5049905	1,025	3,183	3,183	1,611	51%
Computers	5049906	16,184	20,600	20,600	8,658	42%
Communication - Phone	5050201	24,931	32,167	32,167	20,454	64%
Insurance - Gen Liability	5060301	36,166	40,000	40,000	47,662	119%
Membership & Prof Development	5090101	23,223	63,654	63,654	22,561	35%
Mileage and Travel	5090202	12,644	24,401	24,401	15,902	65%
Marketing	5090801	8,938	13,113	13,113	12,619	96%
County Fee - Special District	5100401	0	2,652	2,652	0	0%
Office Rental	5121200	126,723	141,110	141,110	103,193	73%
Total Expense		2,862,007	3,479,060	3,479,060	2,231,120	64%
Transfers						
Salary/Benefit Transfers	5100100	(2,257,540)	(2,514,176)	(2,514,176)	(1,709,438)	68%
Transfer Overhead	5100101	(450,733)	(589,463)	(589,463)	(459,668)	78%
Total Transfers		(2,708,274)	(3,103,639)	(3,103,639)	(2,169,106)	70%
Total Expense		153,733	375,421	375,421	62,014	17%

FY2019/20 Q3 Budget Report

From 7/1/2019 Through 03/31/2020

Detail: Local Service

		Total Budget -		Total Budget -	Current Period	Percent Total
		FY19 Actual	Original	Revised	Actual	Budget Used
Revenue						
Advertising Revenue	4060301	240,960	258,000	258,000	181,358	70%
Lease of Property	4070301	149,133	150,000	150,000	120,373	80%
Other Gov Agency Payments	4090101	1,725	0	0	30,000	0%
Measure A Sales Tax	4092001	9,822,215	6,201,178	6,201,178	1,699,572	27%
Measure A Sales tax - Interest	4092003	85,000	0	0	85,000	0%
Measure AA Sales Tax	4092005	0	3,918,822	3,918,821	5,568,187	142%
State Transit Assistance	4110101	1,140,266	1,274,541	1,274,541	753,794	59%
Transit Development Act (TDA)	4110102	5,109,399	5,836,446	5,836,446	4,338,059	74%
State Transit Assistance - Lifeline	4110103	0	391,151	391,151	293,363	75%
State Transit Assistance - Revenue Based	4110104	598,064	650,000	650,000	487,500	75%
State- Low Carbon Transit Ops Program	4119904	335,795	0	0	0	0%
National Park Service	4139951	323,371	452,570	452,570	334,635	74%
Special Fares - Paid By Another Agency	4020000	686,293	701,250	701,250	476,802	68%
Fare Revenue	4140100	<u>2,414,173</u>	<u>2,439,800</u>	<u>2,439,800</u>	<u>1,731,414</u>	71%
Total Revenue		20,906,394	22,273,758	22,273,757	16,100,057	72%
Transfers						
Property Tax Transfer	4700001	0	68,950	68,950	274,053	397%
Program Revenue Transfer	4700002	<u>81,326</u>	<u>80,000</u>	<u>80,000</u>	<u>0</u>	0%
Total Transfers		81,326	148,950	148,950	274,053	184%
Net Revenue		<u>20,987,720</u>	<u>22,422,708</u>	<u>22,422,707</u>	<u>16,374,110</u>	73%
Expense						
Consultant Services	5030301	95,480	210,000	210,000	26,323	13%
Fare Processing Charges	5030310	15,923	17,000	17,000	9,781	58%
Customer Service	5030320	288,777	300,000	300,000	232,503	78%
Custodial Service	5030602	12,236	21,954	21,954	12,133	55%
Security Services	5030701	246,378	280,000	280,000	195,460	70%
Fuel	5040101	1,698,478	1,737,000	1,737,000	1,193,709	69%
Electric Power	5040160	7,022	49,200	49,200	23,828	48%
Small Furn/Equipment	5049902	2,819	5,000	5,000	3,983	80%
Software	5049903	50	30,000	30,000	2,671	9%
COVID- Supplies and Cleaning	5049911	0	0	0	63	0%
Communication	5050200	4,601	112,127	112,127	59,182	53%
Purchased Transportation - In Report	5080101	16,901,437	17,812,316	17,812,316	13,004,322	73%
Marketing	5090801	67,090	95,707	95,707	62,637	65%
Expense Transfer - GGT Pass Through	5100404	<u>85,000</u>	<u>0</u>	<u>0</u>	<u>85,000</u>	0%
Total Expense		19,425,292	20,670,305	20,670,305	14,911,595	72%
Transfers						
Cost Center Salary/Benefit Transfers	5100100	1,302,319	1,477,231	1,477,231	1,152,584	78%
Cost Center Transfer Overhead	5100101	<u>260,109</u>	<u>275,172</u>	<u>275,172</u>	<u>309,930</u>	113%
Total Transfers		1,562,428	1,752,403	1,752,403	1,462,514	83%
Total Expense		<u>20,987,720</u>	<u>22,422,708</u>	<u>22,422,708</u>	<u>16,374,110</u>	73%

FY2019/20 Q3 Budget Report

From 7/1/2019 Through 03/31/2020

Detail: Yellow Bus Service

		FY2018/19	Total Budget -	Total Budget -	Current Period	Percent Total
		Actual	Original	Revised	Actual	Budget Used
Revenue						
Yellow Bus Fares - Paid by other Agency	4030000	145,000	151,000	151,000	141,000	93%
Local Government Payments	4090101	108,425	106,550	106,550	72,793	68%
Measure A Sales Tax	4092001	261,467	0	0	0	0%
Measure AA Sales Tax	4092005	0	600,000	600,000	199,001	33%
Fare Revenue - Yellow Bus	4140105	<u>354,831</u>	<u>441,937</u>	<u>441,937</u>	<u>305,149</u>	69%
Total Revenue		869,722	1,299,487	1,299,487	717,943	55%
Transfers						
Property Tax Transfer	4700001	<u>0</u>	<u>31,326</u>	<u>31,326</u>	<u>0</u>	0%
Total Transfers		0	31,326	31,326	0	0%
Net Revenue		<u>869,722</u>	<u>1,330,813</u>	<u>1,330,813</u>	<u>717,943</u>	<u>54%</u>
Expense						
Consultant Services	5030301	31,649	0	0	5,081	0%
Fare Processing Charges	5030310	9,461	18,107	18,107	9,806	54%
Custodial Service	5030602	1,791	1,900	1,900	1,337	70%
Small Furn/Equip	5049902	572	4,750	4,750	136	3%
Software	5049903	447	0	0	400	0%
Communication-AVL	5050205	6,094	15,390	15,390	0	0%
Communication-Data	5050206	8,633	9,500	9,500	6,158	65%
Yellow Bus School Service	5080103	619,009	642,967	642,967	414,087	64%
Marketing	5090801	85	4,000	4,000	193	5%
Grants to Yellow Bus Prgms	5098050	0	405,485	405,485	203,400	50%
Leases and Rentals	5120401	<u>26,378</u>	<u>24,730</u>	<u>24,730</u>	<u>19,760</u>	80%
Total Expense		704,119	1,126,829	1,126,829	660,358	59%
Transfers						
Cost Center Salary/Benefit Transfers	5100100	138,037	156,840	156,840	69,471	44%
Cost Center Transfer Overhead	5100101	<u>27,566</u>	<u>47,144</u>	<u>47,144</u>	<u>18,681</u>	40%
Total Transfers		165,603	203,984	203,984	88,152	43%
Total Expense		<u>869,722</u>	<u>1,330,813</u>	<u>1,330,813</u>	<u>748,510</u>	56%

FY2019/20 Q3 Budget Report

From 7/1/2019 Through 03/31/2020

Detail: Rural Service

			Total Budget -	Total Budget -	Current Period	Percent Total
		FY19 Actual	Original	Revised	Actual	Budget Used
Revenue						
Measure A Sales Tax	4092001	990,000	174,580	174,580	0	0%
Measure AA Sales Tax	4092005	0	714,128	714,128	900,000	126%
Fed-FTA 5311 Rural	4139920	215,088	213,885	213,885	0	0%
Fare Revenue	4140100	<u>110,245</u>	<u>121,794</u>	<u>121,794</u>	<u>70,573</u>	<u>58%</u>
Total Revenue		1,315,333	1,224,386	1,224,386	970,573	<u>79%</u>
Transfers						
Property Tax Transfer	4700001	<u>477,718</u>	<u>712,648</u>	<u>712,648</u>	<u>0</u>	<u>0%</u>
Total Transfers		477,718	712,648	712,648	0	0%
Net Revenue		<u>1,793,051</u>	<u>1,937,034</u>	<u>1,937,034</u>	<u>970,573</u>	<u>50%</u>
Expense						
Consultant Services	5030301	5,399	15,000	15,000	4,018	27%
Fuel	5040101	208,435	230,000	230,000	157,190	68%
Equipment	5049902	165	0	0	132	0%
Communication-AVL	5050205	7,572	16,409	16,409	13,756	0%
Communication-Data	5050206	831	1,061	1,061	693	65%
Purchased Transportation - In Report	5080101	1,435,669	1,482,772	1,482,772	1,082,206	73%
Marketing	5090801	<u>7,397</u>	<u>33,138</u>	<u>33,138</u>	<u>7,233</u>	22%
Total Expense		1,665,468	1,778,380	1,778,380	1,265,229	71%
Transfers						
Cost Center Salary/Benefit Transfers	5100100	106,346	121,987	121,987	74,486	61%
Cost Center Transfer Overhead	5100101	<u>21,237</u>	<u>36,667</u>	<u>36,667</u>	<u>20,029</u>	55%
Total Transfers		127,584	158,654	158,654	94,515	60%
Total Expense		<u>1,793,051</u>	<u>1,937,034</u>	<u>1,937,034</u>	<u>1,359,743</u>	70%

FY2019/20 Q3 Budget Report

From 7/1/2019 Through 03/31/2020

Detail: Marin Access

		Total Budget -		Total Budget -	Current Period	Percent Total
		FY19 Actual	Original	Revised	Actual	Budget Used
Revenue						
Measure A Sales Tax	4092001	2,386,318	523,739	523,739	0	0%
Measure AA Sales Tax	4092005	0	2,275,056	2,275,056	1,637,156	72%
Measure B	4099950	991,414	1,245,000	1,245,000	661,379	53%
State Transit Assistance	4110101	103,372	60,000	60,000	30,000	50%
State Prop Tx Relief HOPTR	4119910	18,779	18,500	18,500	9,360	51%
Fed-FTA 5307 Urbanized Area Formula	4139910	715,573	687,028	687,028	687,028	100%
Fed-FTA 5310 Mobility	4139915	486,487	437,500	437,500	449,637	103%
Fare Revenue	4140100	313,834	305,000	305,000	220,783	72%
Misc.-Reimbursement	4601001	3,003	0	0	0	0%
GGBHTD Payment for Local Paratransit	4601003	1,054,043	1,145,995	1,145,995	787,818	69%
GGBHTD Payment for Regional Paratransit	4601004	<u>767,416</u>	<u>845,018</u>	<u>845,018</u>	<u>553,747</u>	66%
Total Revenue		6,840,238	7,542,835	7,542,835	5,036,908	67%
Transfers						
Property Tax Transfer	4700001	0	38,541	38,541	0	0%
Program Revenue Transfer	4700002	<u>(81,326)</u>	<u>(80,000)</u>	<u>(80,000)</u>	<u>0</u>	0%
Total Transfers		<u>(81,326)</u>	<u>(41,459)</u>	<u>(41,459)</u>	<u>0</u>	0%
Net Revenue		<u>6,758,913</u>	<u>7,501,376</u>	<u>7,501,376</u>	<u>5,036,908</u>	67%
Expense						
Consultant Services	5030301	29,377	96,171	96,171	34,069	35%
Fare Processing Charges	5030310	801	2,000	2,000	530	26%
Customer Service	5030320	308,172	351,950	351,950	245,888	70%
Fuel	5040101	607,565	647,094	647,094	445,353	69%
Equipment	5049902	0	0	0	431	0%
Software	5049903	55,141	76,034	101,034	133,842	132%
COVID- Supplies and Cleaning	5049911	0	0	0	2,379	0%
Communication	5050200	37,732	40,969	40,969	31,532	77%
Purchased Transportation - In Report	5080101	4,541,478	4,878,268	4,878,268	3,178,644	65%
Purchased Transportation - Regional	5080102	747,161	814,780	814,780	642,463	79%
Marketing	5090801	33,165	100,850	100,850	21,543	21%
Misc-Exp Transit User Training	5098001	1,019	9,800	9,800	7,242	74%
Gap Grant	5098002	<u>6,325</u>	<u>20,000</u>	<u>20,000</u>	<u>2,570</u>	13%
Total Expense		6,367,936	7,037,915	7,062,915	4,746,486	67%
Transfers						
Cost Center Salary/Benefit Transfers	5100100	326,007	358,697	358,697	232,892	65%
Cost Center Transfer Overhead	5100101	<u>64,970</u>	<u>104,764</u>	<u>104,764</u>	<u>62,625</u>	60%
Total Transfers		390,977	463,461	463,461	295,516	64%
Total Expense		<u>6,758,913</u>	<u>7,501,376</u>	<u>7,526,376</u>	<u>5,042,003</u>	67%

FY2019/20 Q3 Budget Report

From 7/1/2019 Through 03/31/2020

Detail: Facility Budget

		FY 2020 Budget (6 months)	FY2020 Current Period Actual	Percent Total Budget Used
Revenue				
4070302	Lease of Facility	164,277	55,313	34%
Subtotal Revenue		164,277	55,313	34%
4700001	Property Tax Transfer	-	-	
Total Revenue		164,277	55,313	34%
Expense				
5030301	Consultant Services	9,000	5,600	62%
5030603	Custodial Service -Janitorial	5,000	0	0%
5030650	Landscaping	2,500	0	0%
5030701	Security Services	1,500	0	0%
5040180	Utilities	6,834	5,413	79%
5049902	Small Equipment	2,500	0	0%
5060302	Insurance	2,500	0	0%
Subtotal Expense		29,834	11,013	37%
5100100	Salary/Benefit Transfers	5,925	3,026	51%
5100101	Overhead Transfer	671	814	121%
Total Expense		36,430	14,853	41%
Net Revenue (Expense)		123,513	40,460	33%

Marin Transit
FY2019/20 Q3 Budget Report
From 7/1/2019 Through 03/31/2020

Detail:Capital Budget

	Total Project Budget	FY2019/20 Budget	FY2019/20 Budget Revised	FY2019/20 Actual	Total Project Expenditure	Future Years
EA Replace 2 Artics with 4 - 40ft Electric	3,240,000	500	500	483	483	3,239,500
EV Purchase Two Electric Vehicles (Replacements)	1,662,022	0	860,245	694,462	1,496,239	
EX Electric Vehicle Infrastructure	132,000	114,500	114,500	0	0	0
HM Hybrid Mid-Life Battery Replacements	300,000	130,000	103,313	123,362	320,049	0
LD Purchase 11 -40ft Hybrids (Replace 7 Artics)	9,057,000	9,057,000	9,057,000	8,972,753	8,972,753	0
PC Purchase 16 Paratransit Replacements	1,472,000	1,000	1,000	0	0	1,471,000
SC Purchase 9 Shuttle Replacements	1,161,000	1,000	1,000	663	663	1,160,000
XB Purchase 4 Replacement XHF's	1,710,000	1,710,000	1,704,597	5,213	10,616	0
XC Purchase 2 XHF Replacements	850,000	1,000	1,000	97	97	849,000
Subtotal Vehicles	19,584,022	11,015,000	11,843,155	9,797,033	10,800,900	3,239,500
BI Bus Stop Improvements SGR (BI)	2,201,130	15,000	133,578	109,303	2,176,855	0
BS Bus Stop Assessment Update	115,000	5,000	0	0	115,233	0
BW Muir Woods Infrastructure Improvements	486,505	0	20,148	2,414	468,771	0
Subtotal Bus Stop Improvements	2,802,635	20,000	153,726	111,717	2,760,859	0
FR Facility ROW Purchase	6,600,000	6,364,192	6,387,842	5,153,134	5,365,292	0
YF Yellow Bus Parking Facility	3,000,000	3,000,000	3,000,000	0	0	
Subtotal Facility	9,600,000	9,364,192	9,387,842	5,153,134	5,365,292	0
OA On Board Equipment - 2016	210,000	51,000	38,590	924	172,334	0
ME MERA	29,000	29,000	29,000	27,259	107,870	0
AY AVL Replacement Equipment	180,000	174,500	179,831	18,872	19,041	0
TB Mobility Management Technology Backbone	375,000		35,698	65,523	404,825	0
RT Realtime Signs	212,394	210,000	210,000	1,738	1,738	0
Subtotal Technology Projects	1,006,394	464,500	493,119	114,316	280,204	0
GG Golden Gate Capital Costs (GG)	18,000	18,000	18,000	12,806	NA	0
BM Bus Stop Maintenance (BM)	100,000	100,000	100,000	85,411	NA	0
VR Major Vehicle Repairs (VR)	202,000	202,000	202,000	77,835	NA	0
IF Infrastructure Support (IF)	400,000	400,000	400,000	205,811	NA	0
Subtotal Ongoing Capital Expenses	720,000	720,000	720,000	381,863	0	0
Total Expenditures	33,713,051	21,583,692	22,597,842	15,558,064	19,207,255	3,239,500

Attachment B

FY2019/20 Q3
Budget Amendments

Number	Board Authorization	Description	Function	Program	Project	GL	Original	Change	Final
2020-01	07/01/2019	Add budget for route scheduling software	Operations	LCL	NA		30,000		35,640
2020-02	10/07/2019	Add budget for Via Technology Contract Extension	Operations	TCT	NA	Software	0	\$25,000	\$25,000
2020-03	12/2/2019	Roll forward of unspent FY2019 Capital Project budgets;	Capital	Capital	EV	5230101 Vehicles	0	860,245	860,245
					XB	5230101 Vehicles	1,710,000	(5,403)	1,704,597
					HM	5230101 Vehicles	130,000	(23,687)	103,313
					BI	5230101 Bus Stops	15,000	118,578	133,578
					BS	5230101 Bus Stops	5,000	(5,000)	0
					BW	5230101 Bus Stops	0	20,150	20,150
					FR	5230104 Facility	6,364,192	23,650	6,387,842
					OA	5230102 Equipment	51,000	(12,410)	38,590
					TB	5230102 Equipment	0	35,698	35,698
					AY	5230102 Equipment	174,500	5,331	179,831
2020-04	12/2/2019	Add STA- SGR and STA Cap Rev unspent funds to XHF project and increase project budget by \$30,000	Capital	CPT	XB	4110105 STA SGR SB1	286,651	26,496	313,148
						4119901 STA CAP Rev	0	139,089	139,089
						4092002 Measure A -Capital	711,282	(135,585)	575,697
						5230101 Vehicles	1,710,000	30,000	1,740,000
2020-05	12/2/2019	Increase Hybrid Battery replacement budget to include final engine rebuild costs	Capital	CPT	HM	5230101 Vehicles	103,313	\$21,000	\$124,313
2020-06	01/13/2020	Add Facility Maintenance Budget	Facility	FCT	FM	Total budget	0	33,930	33,930
2020-07	Pending	Correct Facility Maintenance Budget - add \$2,500 to total to include all expense GLs	Facility	FCT	FM	Total budget	33,930	2,500	36,430

Capital Projects Report FY2019/20

This capital project report provides detail FY2019/20. Project descriptions and status are given for all major capital projects. Projects are grouped according to project type as shown below.

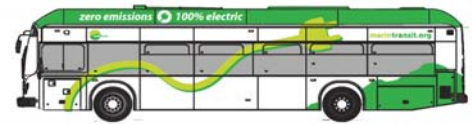
	Total Project Budgets	Total Expended FY2020	Total Project Expenditures
Vehicles	\$19,584,022	\$9,797,033	\$10,800,900
Bus Stop Improvements	\$2,802,635	\$111,716	\$2,758,348
Facility	\$9,600,000	\$5,153,134	\$5,365,292
Technology Projects	\$1,006,394	\$114,316	\$625,197
Ongoing Capital Expenses	\$720,000	\$381,863	\$0 (annual)
	\$33,713,051	\$15,558,062	\$19,549,737

Purchase Two Electric Vehicles

Total Project Budget \$1,662,022

Concept: Purchase Two Electric Vehicles

Funding: \$1,190,640 Federal Section 5307
 \$135,022 State - BAAQMD
 \$75,000 TAM - Measure B
 \$261,360 Measure A



Description: Replace two 40 ft vehicles beyond their useful life with battery electric vehicles

Status: Board authority to purchase the vehicles was given in November 2016. The vehicle were procured from BYD Motors and delivered in September 2018. A ribbon cutting ceremony was held October 18. One vehicle went into service February 2019. The second vehicle went into service in July 2019.

<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Completion</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	
EV	\$1,662,022	\$1,496,239	100%	Sep-19	

Purchase 11 - 40ft Hybrids (Replace 7 Artics)

Total Project Budget \$9,057,000

Concept: Purchase eleven 40ft hybrids to replace eight 60ft Artics

Funding: \$7,216,000 Federal Section 5307
 \$216,827 State Transit Assistance - State of Good Repair
 \$1,624,173 Measure A



Description: Replace eight 60ft articulated vehicles that are beyond their useful life

Status: Board authorized purchase of the vehicles in April 2019. Five of the vehicles were delivered in December 2019, with the remaining to arrive in January 2020. Vehicles entered service in March after testing and installation of onboard equipment.

<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Anticipated Completion</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	
LD	\$9,057,000	\$8,972,753	99%	Mar-20	

VEHICLES

VEHICLES

VEHICLES

Purchase 16 Paratransit Vehicles (Replacements)**Total Project Budget \$1,472,000**Concept: Purchase 16 Paratransit ReplacementsFunding: \$1,207,040 Federal 5307
\$264,960 Measure ADescription: Purchase 16 Paratransit Vehicles to replace vehicles beyond their useful life.Status: Waiting for pre-award authority on the federal funds. Staff expects to take purchase to the Board in Spring 2020.

<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Anticipated Completion</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	
PC	\$1,472,000	\$0	0%	Sep-20	

VEHICLES

Purchase 9 Shuttle Replacements**Total Project Budget \$1,161,000**Concept: Purchase Nine Shuttle ReplacementsFunding: \$952,020 Federal Section 5307
\$208,980 Measure ADescription: Replace 9 Shuttles that are beyond their useful lifeStatus: Waiting for pre-award authority on the federal funds. Staff expects to take purchase to the Board in Spring 2020.

<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Anticipated Completion</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	
SC	\$1,161,000	\$663	0%	Dec-20	

VEHICLES

Purchase Two 35ft XHF Vehicles (Replacement)**Total Project Budget \$850,000**Concept: Purchase four 35ft XHF vehiclesFunding: \$697,000 Federal 5307
\$153,000 Measure ADescription: Purchase of two replacement 35-foot XHFsStatus: Waiting for pre-award authority on the federal funds. Staff expects to take purchase to the Board in Spring 2020.

<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Anticipated Completion</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	
XC	\$850,000	\$97	0%	Apr-20	

VEHICLES

Purchase Four 30ft XHF Vehicles (Replacement)**Total Project Budget \$1,710,000**Concept: Purchase two 35ft XHF vehicles

Funding: \$559,600 Federal Section 5307
 \$139,089 State Transit Assistance - Revenue Based
 \$313,147 State Transit Assistance - State of Good Repair
 \$576,670 Measure A
 \$151,494 Paul Sarbanes

Description: Purchase of four replacement 30-foot XHFs

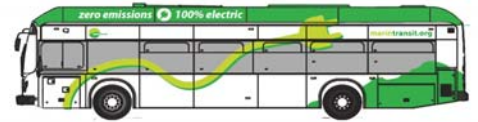
Status: These vehicles will replace 4 cutaway vehicles beyond their useful life. This purchase was approved by your Board in April 2019. Delivery of these vehicles was expected this year, but is anticipated to be delayed due to COVID-19 impacts at the manufacturer.

<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Anticipated Completion</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	
XB	\$1,740,000	\$10,616	1%	Oct-20	

VEHICLES

Purchase Four 40ft Electric Vehicles (Replacement)**Total Project Budget \$3,240,000**Concept: Replace two 60ft Artics with four 40ft Electric Buses

Funding: \$2,656,800 Federal Section 5307
 \$583,200 Measure A



Description: Purchase of four 40-foot Battery Electric Buses to replace two 60-foot Articulated buses beyond

Status: Waiting for pre-award authority on the federal funds. Staff expects to take purchase to the Board in July 2020.

<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Anticipated Completion</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	
EA	\$3,240,000	\$483	0%	Jun-21	

VEHICLES

Hybrid Mid Life Battery Replacements**Total Project Budget \$300,000**Concept: Replace batteries on the 2007 Hybrid Vehicles

Funding: \$217,566 Measure A
 \$182,434 FTA 5307

Description: Replace batteries in the 7 hybrid vehicles

Status: As a preventative maintenance measure, under the existing maintenance contract, GGBHTD will replace the batteries on the 2007 Hybrid Vehicles.

<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Completion</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	
HM	\$300,000	\$320,049	100%	Dec-19	

BUS STOP IMPROVEMENTS

Bus Stop Improvements (State of Good Repair)**Total Project Budget \$ 2,201,130**Concept: Improve bus stops in Marin County

Funding: \$1,600,000 Federal Section 5309
 \$400,000 PTMISEA
 \$201,130 Measure A

Description: Phase 1: Install new bus stop signage throughout Marin County. Phase 2: Minor and Major bus stop improvements at 12 locations throughout the County.
 Phase 3: Additional bus stop improvements of up to 11 stops.

Status: Phase 1 - complete. Phase 2 - complete. Phase 3 - Construction began in February 2019. There were some delays due to permitting through Caltrans and increased traffic controls requested by some jurisdictions. Construction is complete and the project is in the closeout phase.



<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Phase 3 Completion</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	
BI	\$2,201,130	\$2,176,758	100%	Dec-19	

BUS STOP IMPROVEMENTS

Bus Stop Assessments**Total Project Budget \$115,000**Concept: Update Bus Stop AssessmentsFunding: \$115,000 Measure A

Description: Project to update the District's 2005 bus stop conditions assessment to quantify & prioritize future improvements

Status: Marin Transit hired a consultant to conduct an assessment of bus stop conditions and develop preliminary plans for future bus stop improvements. The assessment is complete and preliminary plans for 20 stops are complete.



<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Completion</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	
BS	\$115,000	\$115,233	100%	Dec-19	

ADMIN AND OPERATIONS FACILITY

Maintenance Facility - ROW Purchase & Capital Improvements**Total Project Budget \$6,600,000**Concept: Acquire property and develop a maintenance facility

Funding: \$2,200,000 Measure A
 \$4,400,000 FTA 5339

Description: Purchase land for a new facility

Status: Marin Transit successfully completed the purchase of right of way at 600 Ruston in Novato. Additional improvements are being planned for the site like enhanced fencing and lighting.



<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Anticipated Completion</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	
FR	\$6,600,000	\$5,365,292	81%	NA	

ADMIN AND OPERATIONS FACILITY

Yellow Bus Parking Facility**Total Project Budget \$3,000,000**Concept: Identify and purchase propoerty for vehiclesFunding: \$3,000,000 Capital ReserveDescription: Replace temporary leased parking with a permanent locationStatus: Marin Transit is evaluating and identifying opportunities for land acquisition.

<u>Project ID</u>	<u>Budget</u>	<u>Expended to</u>		<u>Anticipated</u>	
		<u>Date</u>	<u>Percent Complete</u>	<u>Date</u>	<u>Completion</u>
YF	\$3,000,000	\$0	0%	NA	

TECHNOLOGY PROJECTS

TECHNOLOGY PROJECTS**Total Project Budget \$1,006,394**Concept: District technology projects

Funding: \$300,000 Federal Job Access Funds (JARC)
 \$312,000 Federal Section 5307
 \$394,394 Measure A

<u>Projects:</u>		<u>Total Project</u>	<u>Expended to</u>
		<u>Cost</u>	<u>Date</u>
OA	On Board Equipment 2016	\$210,000	\$172,334
AY	AVL Replacements	\$180,000	\$19,041
RT	Realtime Signs	\$212,394	\$1,738
TB	Techonology Backbone	\$375,000	\$404,825
ME	MERA	\$29,000	\$27,259

Description: Marin Transit provides technology acquisitions for vehicle operations, fare collection, and passenger informationStatus: Marin Transit will continue the project to pay for fareboxes and on board equipment associated with vehicle replacements. The technology Backbone project is in its closeout phase, and Real Time Signs contract has been awarded with work to begin in 2020.

ONGOING CAPITAL EXPENSES

Ongoing Capital Expenses**Annual Budget****\$720,000**Concept: Ongoing capital expensesFunding: \$720,000 Measure A

<u>Projects:</u>		Total Project Budgets	Annual Budget	Expended in FY2019
GG	Golden Gate Capital Costs	\$18,000	\$18,000	\$12,806
BM	Bus Stop Maintenance	\$100,000	\$100,000	\$85,411
VR	Major Vehicle Repairs	\$202,000	\$202,000	\$77,835
IF	Infrastructure Support	\$400,000	\$400,000	\$205,811



Description: Ongoing capital costs associated with the Golden Gate operations contract, major vehicle repairs, and other small capital expenses

Status: Capital depreciation expenses for equipment owned by Golden Gate Transit are billed monthly. Major vehicle repairs, such as transmissions, are expended as needed. Infrastructure support includes small capital projects, staff support, and work on partner agency capital projects.



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June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

**SUBJECT: Marin County Transit District Third Quarter FY
2019/20 Performance Report**

Dear Board Members:

RECOMMENDATION: Accept report.

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

SUMMARY:

As part of the District's service monitoring process, staff has prepared a quarterly performance report alongside the quarterly financial report. Attached is the report for the third quarter of FY 2019/20.

The quarterly report provides route-level statistics and performance measures with financial data and an in-depth analysis of trends. The report discusses of any relevant external factors such as service changes.

Additional detailed analyses of system performance and trends are provided in an annual system performance report. This report is available on the District's website at <https://marintransit.org/service-performance-reports> in addition to the monthly reports.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Aida Banihashemi
Planning Manager

Attachments

Quarterly Performance Report for FY 2019/20 Q3

This report summarizes the operational performance of Marin Transit services for the third quarter of FY 2019/20 from January 1, 2020 through March 31, 2020. The Quarterly Performance Report provides detailed route-level statistics, analyzes trends, and evaluates performance measures established under Measure A and Measure AA.

Report Format

The data presented in this report is generated directly from TransTrack, Marin Transit's data management system. TransTrack enables Marin Transit to consolidate and analyze all operational data from the District's transit programs and contractors as one system. In December 2016, the District upgraded the system to provide a new tool to create custom reports including this Quarterly Performance Report. The new report captures all costs associated with service operations and is not limited to contractor costs. This reporting format most accurately represents the District's actual costs of providing service.

Route performance is presented relative to typology-based targets. The Board updated the targets on April 2, 2018, as part of a larger performance monitoring plan update. These typology-based targets aim to match routes and service levels to the markets they are intended to serve. All performance and financial data are consistent with the District's reporting for the National Transit Database.

Performance Goals

Performance goals at the route level are measured in both productivity (unlinked passengers per hour and per trip) and cost-effectiveness (subsidy per unlinked passenger trip). **Table 1** below summarizes route level performance goals by typology. Note that there are currently no productivity or cost-effectiveness goals identified for the Yellow Bus or Partnership service typologies.

Table 1: Productivity and Subsidy Goals by Service Typology

Service Typology	Routes	Unlinked Passenger Trips per Hour (at or above)	Subsidy per Passenger Trip (at or below)
Local Trunkline	35, 36, 71x	20	\$4.50
Regular Local	17, 22, 23, 23X, 29, 49	18	\$6.50
Local Connector	219, 228, 233, 245, 251, 257	8	\$9.00
Supplemental	113, 115, 117, 119, 125, 139, 145, 149, 151, 154	20 per trip	\$3.00
Rural	61, 68	6	\$12.00
Recreational	66 (Muir Woods Shuttle)	25	\$3.00
Demand Response	Local DAR, Novato DAR, Dillon Beach/Tomaes DAR, Point Reyes DAR	2	\$35.00

Performance Summary

In the third quarter of FY 2019/20, Marin Transit carried a total of 709,002 passengers systemwide. This represents a decrease of 7.1% in ridership compared to the third quarter of the previous fiscal year. On fixed-route transit services including Yellow School Bus, Marin Transit carried 672,796 riders. This is a 6.8% decrease from the last fiscal year. Marin Access services carried

36,206 trips on demand response and mobility management programs, a decrease of 12% compared to last fiscal year. The tables at the end of this report provide a breakdown of all route-level statistics.

Local Trunkline (Routes 35, 36, and 71x)

In the third quarter of FY 2019/20, Local Trunkline services carried 256,835 passengers. This is a 4.4% decrease compared to the third quarter of the previous fiscal year. Only Routes 35 and 36 met the productivity target of 20 passengers per hour and none of the routes met the \$4.50 per passenger subsidy target.

Local Basic (Routes 17, 22, 23, 23x, 29 and 49)

Local Basic services carried a total of 218,919 passengers during the third quarter of this fiscal year, a decrease of 3.6% compared to last fiscal year. Except for Route 49 that met its subsidy target of \$6.50 per passenger, none of the six routes met either of their productivity or subsidy targets this quarter.

Local Connector (Routes 219, 228, 233, 245, 251, and 257)

During the third quarter of the fiscal year, Local Connector services carried 86,210 total passengers. This is 5.8% less than the previous year. Routes 245, 251, and 257 met the productivity target of 8 passengers per hour. Only Route 245 met the subsidy target of \$9.00 per passenger.

Supplemental (Routes 113, 115, 117, 119, 125, 139, 145, 149, 151, and 154)

Supplemental school services carried a total of 43,059 passengers during the third quarter of FY 2019/20. This is 14.3% fewer passengers than the previous year. Six of the ten routes met the productivity target of 20 passengers per trip: Routes 115, 117, 119, 145, 151, and 154. Three of ten routes met their subsidy target of \$3.00 per passenger: 119, 145, and 151. Route 149 was a new route that started service in FY 19/20.

Rural (West Marin Stagecoach Routes 61 and 68)

In the third quarter of the fiscal year, the two Stagecoach routes carried 20,998 passengers total. This is about a 16.8% decrease from the prior year. Route 68 met the productivity goal of 6 passengers per hour. Neither route met the subsidy goal of \$12.00 per passenger.

Partnership Services (Route 122 – College of Marin Express)

Route 122 carried a total of 4,565 passengers during the third quarter of the year, a decrease of 26.3% compared to the prior year. There are no performance targets established for Partnership services.

Yellow Bus

Ross Valley School District yellow bus service carried 27,531 passengers during the third quarter of FY 2019/20 for a decrease of approximately 18.8% compared to the prior year. There are no performance targets established for Yellow Bus services.

Recreational (Route 66-Muir Woods Shuttle)

The Muir Woods service carried a total of 14,679 passengers during the third quarter of FY 2019/20. This is 23% fewer passengers compared to the previous year. The service did not meet its productivity target of 25 passengers per hour nor its subsidy target of \$3.00 per passenger.

Marin Access

Mobility Management programs offered by Marin Access include demand response services, Catch-A-Ride, and Volunteer Driver programs.

In the third quarter of FY 2019/20, local paratransit carried 25,362 passengers. The service productivity average of 2.1 passengers per hour met the 2.0 standard. The number of passengers represents a 12% decrease in ridership compared to the prior fiscal year. The service did not meet the subsidy target of \$35.00 per passenger.

The Novato Dial-a-Ride service carried 1,289 passengers and met its productivity standard at 2.0 passengers per hour. Ridership was 8.7% higher than in the previous fiscal year. The service did not meet the subsidy target of \$35.00 per passenger.

The Dillon Beach/Tomales Dial-a-Ride provides curb-to-curb pick-up and drop-off between Dillon Beach, Tomales, and Petaluma, and operates on Wednesdays only. During the third quarter of the fiscal year, the service carried 80 passengers, a 9.6% increase compared to last year. The service did not meet its productivity target with 2.0 passengers per hour nor its subsidy target of less than \$35.00 per passenger.

In July 2016, Marin Transit added a new general public dial-a-ride service between Point Reyes Station and Novato. The service runs twice a month on the first and third Monday. In the third quarter of the fiscal year, the service carried 66 passengers, 19.5% lower than the third quarter of last year. It met its productivity target and carried 2.1 passengers per hour. The service also met the subsidy target of less than \$35.00 per passenger trip.

The Volunteer Driver Program completed 2,959 trips in the third quarter of FY 2019/20. This represents a 17.8% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 3,082 one-way trips. This is a decrease of 13.3% compared to the prior year.

Marin Transit launched a new on-demand microtransit service called Marin Transit Connect in FY 2017/18. A total of 3,368 passengers rode the service in the third quarter of the FY 2019/20, a 11.9% decrease from the prior year. There are currently no official Board-adopted performance targets for the Connect service. At the beginning of FY 19/20, staff provided a one-year evaluation report of the Connect pilot program that suggested performance targets of 4 passengers per hour and \$15 per passenger trip. While the program continues to show improvement, the program is not meeting those suggested targets. Marin Transit expanded the Connect service area and changed the fares during the third quarter of FY 2019/20 to improve performance and meet suggested targets and in respond to rider feedback.

Ridership Trends

The overall 7.1% decrease in ridership is in line with the trends among bus transit agencies throughout the country and in the Bay Area. According to the National Transit Database, nationwide bus ridership declined 15.7% during the third quarter of FY 2019/20 compared to the prior year. Regionally, Golden Gate Transit also experienced a 17.8% decrease in the third quarter of 2019/20. Compared to the prior year, demand for Marin Access mobility management and demand response programs declined by 12% during the third quarter of FY 2019/20.

In response to the COVID-19 global pandemic, the County public health officer issued a Shelter in Place order for Marin County that began on March 16, 2020. Travel was advised for essential trips only, including trips on public transportation. This led to a precipitous decline in travel demand and significant decrease in ridership in the third quarter of FY 2019/20. This quarter overall performance was strong prior to the response to COVID-19. Comparing the first two months of this quarter to the first two months of the same quarter last year, there was a 11.2% increase in overall fixed route ridership and 5.2% in Marin Access program ridership.

As an essential service, Marin Transit continues to provide regular service. However, the pandemic has caused unprecedented disruptions to Marin Transit operations, ridership, and corresponding fare revenue on fixed route and paratransit services. Starting the third week in March, Marin Transit discontinued yellow bus service in the Ross Valley, Supplemental School Routes, Muir Woods Shuttle service, and weekend “peak” service on Route 61. The District was forced to cancel additional trips due to driver shortages on select local routes.

Table 2 below compares these factors, and qualitatively evaluates their potential impact on ridership.

Table 2: Factors Impacting Ridership Comparison

Factor		FY 2018/19 Q3	FY 2019/20 Q3	Impact
Calendar	School Days	57	48	▼▼▼
	Weekdays	64	65	▲
	Weekends & Holidays	29	29	--
	Muir Woods Shuttle	26	24	▼▼
Service Disruptions (cancelled/missed service)		177	216	▼▼▼
Rainfall (inches)		31.16	3.82	▲▲
Gas Prices		\$3.27	\$3.40	--

While the current loss of ridership and associated fares is unprecedented, the District plans to maintain Marin Transit’s remaining fixed route services to allow for social distancing, subject to driver availability. It is uncertain how limiting capacity to provide social distancing on buses will affect future service and operations as the economy reopens. Staff will continue to closely monitor service and ridership levels and respond to any significant change that may affect operations as needed.

FY 2020 Marin Access Outreach and Travel Training

Travel Navigator Reporting Month: January 2020

<i>Date</i>	<i>Event</i>	<i>Description</i>	<i>Audience</i>
<i>1/8/2020</i>	<i>Travel Navigator Satellite Hours at Albert J. Boro Community Center / Pickleweed Park</i>	<i>Remote location "office hours" before and during a regularly scheduled multicultural senior event. Individual counseling and group Q&A available in English, Spanish, and Vietnamese.</i>	<i>20</i>
<i>1/14/2020</i>	<i>Travel Navigator Satellite Hours at Mill Valley Community Center</i>	<i>Remote location "office hours" taking place before and during a regularly scheduled senior lunch and preceding bingo.</i>	<i>20</i>
<i>1/15/2020</i>	<i>Travel Navigator Marin Access Group Presentation</i>	<i>Marin Access Presentation "Understanding Your Transportation Options: An Overview of Marin Transit & Marin Access" for Age-Friendly Corte Madera and Twin Cities Village @ Corte Madera Community Center</i>	<i>16</i>
<i>1/16/2020</i>	<i>Travel Navigator Satellite Hours at West Marin Senior Services/Dance Palace in Point Reyes Station</i>	<i>Remote location "office hours" before and during a congregate senior lunch event.</i>	<i>25</i>
<i>1/30/2020</i>	<i>Travel Navigator Satellite Hours at Margaret Todd Senior Center in Novato</i>	<i>Remote location "office hours" in the main lobby of the senior center before and during a senior lunch event.</i>	<i>50</i>

FY 2020 Marin Access Outreach and Travel Training

Travel Navigator Reporting Month: February 2020

<i>Date</i>	<i>Event</i>	<i>Description</i>	<i>Audience</i>
<i>2/7/2020</i>	<i>Travel Navigator Marin Access Group Presentation</i>	<i>Marin Access Presentation "Understanding Your Transportation Options: An Overview of Marin Transit & Marin Access" for AlmaVia of San Rafael Senior Living Community</i>	<i>12</i>
<i>2/12/2020</i>	<i>Travel Navigator Satellite Hours, Goldenaires at San Rafael Community Center</i>	<i>Remote location "office hours" before and during a congregate senior lunch & bingo event.</i>	<i>30</i>
<i>2/19/2020</i>	<i>Marin Access Tabling Event</i>	<i>Covia Health Services Day at Margaret Todd Senior Center in Novato</i>	<i>84</i>
<i>2/20/2020</i>	<i>Marin Transit + Marin Access Group Presentation</i>	<i>Marin Access Presentation "Understanding Your Transportation Options: An Overview of Marin Transit & Marin Access" for Parnow Friendship House in San Rafael</i>	<i>5</i>
<i>2/21/2020</i>	<i>Travel Navigator Satellite Hours at San Geronimo Valley Community Center</i>	<i>Remote location "office hours" before and during a regularly scheduled senior lunch event.</i>	<i>25</i>
<i>2/25/2020</i>	<i>Marin Transit + Marin Access Group Presentation (Spanish)</i>	<i>Marin Access Presentation "Understanding Your Transportation Options: An Overview of Marin Transit & Marin Access" for Ama Latina Group at Margaret Todd Senior Center in Novato</i>	<i>12</i>

FY 2020 Marin Access Outreach and Travel Training

Travel Navigator Reporting Month: March 2020

<i>Date</i>	<i>Event</i>	<i>Description</i>	<i>Audience</i>
<i>3/5/2020</i>	<i>Marin Transit + Marin Access Group Presentation</i>	<i>Marin Transit + Marin Access Presentation “Marin Transit Program & Service Updates” for Marin Commission on Aging at the San Geronimo Valley Community Center</i>	<i>30</i>
<i>3/9/2020</i>	<i>Travel Navigator Marin Access Group Presentation</i>	<i>Marin Access Presentation “Understanding Your Transportation Options: An Overview of Marin Transit & Marin Access” for Deer Park Retirement Community in Novato</i>	<i>25</i>
<i>3/10/2020</i>	<i>Travel Navigator Satellite Hours at Mill Valley Community Center</i>	<i>Remote location “office hours” taking place before and during a regularly scheduled senior lunch and preceding bingo.</i>	<i>35</i>
<i>3/11/2020</i>	<i>Travel Navigator Satellite Hours at Albert J. Boro Community Center / Pickleweed Park</i>	<i>Remote location “office hours” before and during a regularly scheduled multicultural senior event. Individual counseling and group Q&A available in English, Spanish, and Vietnamese.</i>	<i>15</i>

FY 2020 Marin Access Outreach and Travel Training

Technology 4 Life Reporting Months: January – March 2020

<i>Date</i>	<i>Event</i>	<i>Description</i>	<i>Audience</i>
1/23/20 & 1/30/20	Tech Tips for Transportation	Interactive class designed to teach older adults or people with disabilities how to use their smartphone, tablet, or computer to learn about transportation options in Marin.	9
3/12/20	Tech Tips for Transportation	Interactive class designed to teach older adults or people with disabilities how to use their smartphone, tablet, or computer to learn about transportation options in Marin.	2

Fixed-Route

Fixed-Route Passenger Statistics by Route

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
1. Local Trunkline	35	150,740	▼5.1%	5,840	▲3.1%	25.8	▼2.2
	36	81,265	▼2.6%	3,381	▲0.3%	24.0	▼0.7
	71	24,830	▼5.4%	1,853	▲1.0%	13.4	▼0.9
	Rollup	256,835	▼4.4%	11,074	▲1.9%	23.2	▼1.5
2. Local Basic	17	55,784	▼4.0%	3,649	▼1.0%	15.3	▼0.5
	22	43,477	▼8.2%	4,306	▼0.0%	10.1	▼0.9
	23	43,644	▼0.4%	2,704	▼0.9%	16.1	▲0.1
	23X	10,570	▼5.4%	687	▼1.2%	15.4	▼0.7
	29	8,918	▼13.7%	699	▼3.5%	12.8	▼1.5
	49	56,526	▲0.3%	3,728	▲2.0%	15.2	▼0.3
	Rollup	218,919	▼3.6%	15,773	▼0.2%	13.9	▼0.5
3. Local Connector	219	11,365	▼1.9%	1,619	▲1.3%	7.0	▼0.2
	228	16,749	▼11.3%	2,506	▲1.1%	6.7	▼0.9
	233	8,356	▼13.0%	1,086	▲1.3%	7.7	▼1.3
	245	11,416	▼6.9%	1,085	▲1.1%	10.5	▼0.9
	251	22,688	▼5.2%	2,375	▲1.1%	9.6	▼0.6
	257	15,636	▲2.6%	1,919	▲2.1%	8.1	▲0.0
	Rollup	86,210	▼5.8%	10,590	▲1.3%	8.1	▼0.6
4. Supplemental	113	3,860	▼21.8%	86	▼29.3%	45.0	▲4.3
	115	2,855	▼23.3%	81	▼23.1%	35.3	▼0.1
	117	5,048	▼33.8%	111	▼23.5%	45.4	▼7.1
	119	7,628	▼21.3%	148	▼17.5%	51.5	▼2.5
	125	2,236	▼16.8%	134	▼26.7%	16.7	▲2.0
	139	1,475	▲42.6%	75	▼25.5%	19.6	▲9.4
	145	4,857	▲1.7%	60	▼26.5%	80.5	▲22.3
	149	1,778		75		23.8	
	151	10,135	▼15.8%	193	▼22.2%	52.6	▲4.0
	154	3,187	▼14.8%	82	▼25.9%	39.1	▲5.1
	Rollup	43,059	▼14.3%	1,044	▼18.1%	41.2	▲1.8
5. Rural	61	4,687	▼26.5%	1,178	▼1.1%	4.0	▼1.4
	68	16,311	▼13.5%	2,658	▲1.3%	6.1	▼1.1
	Rollup	20,998	▼16.8%	3,836	▲0.5%	5.5	▼1.1
6. Partnership Services	122	4,565	▼26.3%	540	▼22.4%	8.5	▼0.4
	Rollup	4,565	▼26.3%	540	▼22.4%	8.5	▼0.4
7. Yellow Bus	Hdn Valley	1,194	▼49.3%	54	▲3.8%	22.1	▼23.2
	White Hill	26,337	▼16.6%	320	▲3.8%	82.4	▼20.2
	Rollup	27,531	▼18.8%	374	▲3.8%	73.7	▼20.6
8. Recreational Rollup	66	14,679	▼23.0%	903	▼8.5%	16.2	▼3.1
		672,796	▼6.8%	44,134	▼0.3%	15.2	▼1.1

* Change compared to same quarter of prior year

Fixed-Route

Fixed-Route Financial Statistics by Route

Typology	Route	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
1. Local Trunkline	35	\$903,959	▲7.3%	\$143,733	▼4.7%	\$5.04	▲\$0.69	15.9%	▼2.0%
	36	\$519,440	▲4.5%	\$74,110	▼6.9%	\$5.48	▲\$0.48	14.3%	▼1.7%
	71	\$298,652	▲5.0%	\$30,079	▼6.5%	\$10.82	▲\$1.20	10.1%	▼1.2%
	Rollup	\$1,722,051	▲6.0%	\$247,922	▼5.6%	\$5.74	▲\$0.67	14.4%	▼1.8%
2. Local Basic	17	\$566,165	▲3.3%	\$61,781	▼5.8%	\$9.04	▲\$0.74	10.9%	▼1.1%
	22	\$438,518	▲3.0%	\$52,034	▼9.3%	\$8.89	▲\$1.11	11.9%	▼1.6%
	23	\$407,289	▲3.6%	\$46,949	▼6.4%	\$8.26	▲\$0.43	11.5%	▼1.2%
	23X	\$104,915	▲3.5%	\$9,853	▼3.8%	\$8.99	▲\$0.84	9.4%	▼0.7%
	29	\$106,689	▲1.1%	\$9,259	▲0.3%	\$10.92	▲\$1.61	8.7%	▼0.1%
	49	\$389,350	▲4.5%	\$55,513	▲5.2%	\$5.91	▲\$0.23	14.3%	▲0.1%
	Rollup	\$2,012,926	▲3.4%	\$235,388	▼4.1%	\$8.12	▲\$0.63	11.7%	▼0.9%
3. Local Connector	219	\$166,340	▲3.6%	\$13,460	▼4.4%	\$13.45	▲\$0.80	8.1%	▼0.7%
	228	\$250,017	▲4.4%	\$20,675	▼10.9%	\$13.69	▲\$2.24	8.3%	▼1.4%
	233	\$110,114	▲4.0%	\$8,789	▼14.4%	\$12.13	▲\$2.18	8.0%	▼1.7%
	245	\$108,235	▲4.4%	\$10,690	▼10.0%	\$8.54	▲\$1.06	9.9%	▼1.6%
	251	\$243,486	▲3.5%	\$19,586	▼8.6%	\$9.87	▲\$0.93	8.0%	▼1.1%
	257	\$194,256	▲5.1%	\$15,061	▼4.8%	\$11.46	▲\$0.36	7.8%	▼0.8%
	Rollup	\$1,072,447	▲4.1%	\$88,261	▼8.7%	\$11.42	▲\$1.22	8.2%	▼1.2%
4. Supplemental	113	\$15,388	▼20.0%	\$2,271	▼29.7%	\$3.40	▲\$0.15	14.8%	▼2.0%
	115	\$14,165	▼14.5%	\$1,267	▼27.6%	\$4.52	▲\$0.54	8.9%	▼1.6%
	117	\$19,199	▼14.8%	\$2,054	▼43.3%	\$3.40	▲\$0.92	10.7%	▼5.4%
	119	\$27,146	▼8.6%	\$4,656	▼30.3%	\$2.95	▲\$0.57	17.2%	▼5.3%
	125	\$21,155	▼18.7%	\$1,922	▼17.2%	\$8.60	▼\$0.23	9.1%	▲0.2%
	139	\$12,191	▼17.0%	\$1,212	▲31.3%	\$7.44	▼\$5.87	9.9%	▲3.7%
	145	\$10,205	▼18.0%	\$1,792	▼14.2%	\$1.73	▼\$0.44	17.6%	▲0.8%
	149	\$11,766		\$662		\$6.25		5.6%	
	151	\$30,347	▼14.1%	\$4,345	▼21.3%	\$2.57	▲\$0.09	14.3%	▼1.3%
	154	\$12,210	▼18.3%	\$2,011	▲2.0%	\$3.20	▼\$0.27	16.5%	▲3.3%
	Rollup	\$173,773	▼9.2%	\$22,192	▼21.0%	\$3.52	▲\$0.27	12.8%	▼1.9%
5. Rural	61	\$133,984	▲4.0%	\$4,778	▼31.8%	\$27.57	▲\$8.46	3.6%	▼1.9%
	68	\$308,885	▲6.2%	\$15,510	▼18.5%	\$17.99	▲\$3.58	5.0%	▼1.5%
	Rollup	\$442,869	▲5.5%	\$20,288	▼22.1%	\$20.12	▲\$4.53	4.6%	▼1.6%
6. Partnership Services	122	\$81,808	▼10.6%	\$4,372	▼91.5%	\$16.96	▲\$10.54	5.3%	▼51.2%
	Rollup	\$81,808	▼10.6%	\$4,372	▼91.5%	\$16.96	▲\$10.54	5.3%	▼51.2%
7. Yellow Bus	Hdn Valley	\$26,933	▼23.7%	\$5,962	▼40.9%	\$17.56	▲\$6.87	22.1%	▼6.5%
	White Hill	\$159,442	▼23.7%	\$94,400	▼30.2%	\$2.47	▲\$0.14	59.2%	▼5.5%
	Rollup	\$186,375	▼23.7%	\$100,362	▼30.9%	\$3.12	▲\$0.21	53.8%	▼5.7%
8. Recreational Rollup	66	\$228,220	▲13.0%	\$12,794	▼76.6%	\$14.68	▲\$6.96	5.6%	▼21.5%
		\$5,920,468	▲3.0%	\$731,579	▼19.7%	\$7.71	▲\$1.01	12.4%	▼3.5%

* Change compared to same quarter of prior year

Marin Access

Marin Access Passenger Statistics by Service

Typology	Route	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
9. Demand Response	Dillon DAR	80	▲9.6%	60	▼7.7%	1.3	▲0.2
	Local Para	25,362	▼12.0%	12,159	▼17.5%	2.1	▲0.1
	MTC	3,368	▼11.9%	1,758	▲2.7%	1.9	▼0.3
	Novato DAR	1,289	▲8.7%	577	▼6.4%	2.2	▲0.3
	PtReyesDAR	66	▼19.5%	32	-	2.1	▼0.5
	Rollup	30,165	▼11.3%	14,586	▼15.0%	2.1	▲0.1
Catch-A-Ride	CAR_Gen	1,832	▼3.8%	0			
	CAR_LowInc	1,250	▼24.2%	0			
	Rollup	3,082	▼13.3%	0			
Volunteer Driver	VolDrvr	2,157	▼14.6%	2,536	▼16.7%	0.9	▲0.0
	VolDrvrWM	802	▼25.3%	1,274	▼23.1%	0.6	▼0.0
Rollup		36,206	▼12.0%	18,396	▼15.9%	2.0	▲0.1

Marin Access Financial Statistics by Service

Typology	Route	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
9. Demand Response	Dillon DAR	\$3,882	▼4.4%	\$379	▲167.6%	\$43.79	▼\$9.88	9.8%	▲6.3%
	Local Para	\$1,033,584	▼14.3%	\$49,195	▼8.7%	\$38.81	▼\$1.16	4.8%	▲0.3%
	MTC	\$150,107	▲0.1%	\$11,448	▲53.7%	\$41.17	▲\$3.87	7.6%	▲2.7%
	Novato DAR	\$50,523	▲11.6%	\$2,350	▲24.2%	\$37.37	▲\$0.80	4.7%	▲0.5%
	PtReyesDAR	\$2,038	▲3.4%	\$294	▲83.6%	\$26.44	▲\$4.34	14.4%	▲6.3%
	Rollup	\$1,240,133	▼11.9%	\$63,664	▲0.3%	\$39.00	▼\$0.54	5.1%	▲0.6%
Catch-A-Ride	CAR_Gen	\$61,746	▼5.1%	\$3,723	▲0.8%	\$31.67	▼\$0.55	6.0%	▲0.4%
	CAR_LowInc	\$30,319	▲1.0%	\$2,536	▼20.7%	\$22.23	▲\$5.97	8.4%	▼2.3%
	Rollup	\$92,066	▼3.2%	\$6,259	▼9.2%	\$27.84	▲\$3.03	6.8%	▼0.5%
Volunteer Driver	VolDrvr	\$19,625	▲5.3%	\$0		\$9.10	▲\$1.71	0.0%	-
	VolDrvrWM	\$12,216	▼11.8%	\$0		\$15.23	▲\$2.32	0.0%	-
Rollup		\$1,364,040	▼11.2%	\$69,923	▼0.7%	\$35.74	▲\$0.14	5.1%	▲0.5%

* Change compared to same quarter of prior year

Systemwide Total

Systemwide Passenger Statistics Summary

	Passengers	%Change*	Revenue Hours	%Change*	Productivity (pax/hr)	Change*
Values	709,002	▼7.1%	62,530	▼5.4%	11.3	▼0.2

Systemwide Financial Statistics Summary

	Operating Cost	%Change*	Passenger Revenue	%Change*	Average Subsidy	Change*	Farebox Recovery	Change*
Values	\$7,284,508	▼0.0%	\$801,502	▼18.3%	\$9.14	▲\$0.88	11.0%	▼2.5%

* Change compared to same quarter of prior year



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June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Application for PG&E Electric Vehicle Fleet Program

Dear Board Members:

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: Authorize Marin Transit staff to submit an application for PG&E's EV Fleet Program.

SUMMARY:

Marin Transit is planning for electrical infrastructure improvements to charge battery electric buses at 600 Rush Landing Road. These improvements will provide capacity for charging up to 30 standard-sized transit buses. PG&E has grants available for this purpose and requires Board approval to apply for their EV Fleet Program.

BACKGROUND:

Marin Transit is committed to reducing emissions and transitioning to a zero-emission fleet as adopted in the District's Short Range Transit Plan. Marin Transit began this transition in 2010 with the purchase of seven hybrid-diesel-electric buses and continued to invest in this technology. Marin Transit placed its first two zero emission buses into service in 2019. The next zero emission bus purchase will consist of four 40-ft electric buses and staff will bring this purchase to your Board for approval in Fall 2020.

The purchase of property at 600 Rush Landing provides the opportunity for Marin Transit to install infrastructure and make improvements that will support the transition of Marin Transit's fleet. Staff has identified the PG&E EV Fleet Program as an opportunity to make the necessary infrastructure improvements to expand electrical capacity at the site. If accepted, this program will provide enough electrical capacity to charge up to 30 – 40ft battery electric buses.

PG&E EV FLEET PROGRAM:

The California Air Resource Board allocated \$236 million to PG&E to support the conversion of commercial and public fleets to electric at 700+ sites throughout California. The program pays for all improvements to increase electrical capacity to support an electric fleet up to the customer's utility meter. This means that any infrastructure improvements that are required to bring a larger capacity of power to the site including any necessary transformer upgrades will be paid for

by the program. Marin Transit will be responsible for the cost of all improvements after the meter. These may include electrical panels, switch gears, and the electric vehicle chargers. PG&E will provide partial rebates for the cost of the chargers.

An application submission for the program is required for the District to initiate discussions with PG&E and begin the planning and design process. If PG&E accepts Marin Transit into the program, PG&E will work with the District to design and determine the best plan for implementing the full scope of the project. Staff will report back to the Board on the proposed design and any additional construction contracts or funding needed.

Once implementation is complete, PG&E requires Marin Transit to share data related to electrical usage and the vehicle chargers for five years. Marin Transit must also commit to operating the vehicles at this site for a minimum of ten years.

Initially, Marin Transit plans to charge the four electric buses that will be purchased next fiscal year and are expected to be delivered in 2021. The PG&E program will ensure the site is prepared before the vehicles are delivered and will provide capacity to charge up to 26 additional vehicles in the future.

FISCAL/STAFFING IMPACT:

Marin Transit has included \$1,187,842 in the FY20/21 Budget for infrastructure improvements and electrification of 600 Rush Landing as project FS – Facility Improvements. The budgeted amount is an estimate of the cost to Marin Transit to make improvements from the meter to the charging locations on the property. This estimate and plans for improvements will be refined once PG&E and Marin Transit staff have identified the needs and full scope of the project.

Respectfully submitted,



Anna Penoyar



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marintransit.org

June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: First Amendment to Agreement with Civic Edge Consulting for On-Call Public Information and Outreach Services

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

Dear Board Members:

RECOMMENDATION: Authorize the General Manager to execute an amendment to the agreement (#181930) with Civic Edge Consulting for on-call public information and outreach services to exercise the option year and extend the contract through June 30, 2021.

BACKGROUND:

On December 3, 2018, your Board authorized the General Manager to execute an agreement with Civic Edge Consulting for one year with the option of one additional year at a cost not to exceed \$100,000 over the two-year timeframe. Staff recommends that your Board authorize this first amendment to extend the agreement through June 30, 2021.

Tasks under this agreement are to provide messaging and strategic planning support, on-going public outreach activities, marketing, and media relations support, and manage ribbon-cutting ceremonies. The goals of these services are to:

- Educate residents and voters about the value of public transit and maintain a positive public perception; and
- Inform the community about Marin Transit's new services, innovative projects, fleet upgrades, and other updates as applicable.

The scope of work and pricing of the agreement remains unchanged, as set in Exhibit "A" and Exhibit "B" of the agreement. The work under this agreement will be established on an individual task order basis with a not to exceed amount that will be set for each task order.

FISCAL/STAFFING IMPACT:

The total cost of the agreement including the option year will not exceed \$100,000. This includes consultant costs for requested tasks

under the agreement and direct costs for associated services and supplies. Direct costs may include translation services, printed materials, and costs associated with hosting a ribbon-cutting ceremony. This agreement will be funded from District's local and rural transit marketing budgets and is within the District's proposed budget for FY 2020/21.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read 'Aida Banihashemi', with a stylized, cursive script.

Aida Banihashemi
Planning Manager

Attachment

192072

FIRST AMENDMENT TO AGREEMENT
BY AND BETWEEN THE
MARIN COUNTY TRANSIT DISTRICT AND CIVIC EDGE CONSULTING DATED DEC 3, 2018

THIS AMENDMENT is made and entered into this 1st day of June 2020, by and between the MARIN COUNTY TRANSIT DISTRICT, (hereinafter referred to as "Marin Transit" or "District") and Civic Edge Consulting (hereinafter referred to as "Consultant").

RECITALS

WHEREAS, the District and the Consultant entered into an agreement to provide Public Information Consultant Services dated Dec 3, 2018 (# 181927); and

WHEREAS, Section 1 to the agreement obligated Consultant to provide all the services set forth in Exhibits "A" and "B" of the agreement; and

NOW, THEREFORE, the parties agree to modify Section 5 as set forth below.

AGREEMENT

1. Except as otherwise provided herein all terms and conditions of the agreement shall remain in full force and effect.
2. ☐ Updated Certificate of Insurance(s) attached hereto.
3. Section 5 is hereby amended to read as follows:

SECTION 5. TIME OF AGREEMENT: This Agreement shall commence on December 3, 2018 and shall terminate on June 30, 2021. Certificate(s) of Insurance must be current on day Contract commences and if scheduled to lapse prior to termination date, must be automatically updated before final payment may be made to Contractor. The final invoice must be submitted within 30 days of completion of the contract.

IN WITNESS WHEREOF, the parties hereto have executed this Addendum on the day first written above.

CONTRACTOR:

MARIN COUNTY TRANSIT DISTRICT:

By _____

APPROVED AS TO FORM:

County Counsel



711 grand ave, #110
san rafael, ca 94901

ph: 415.226.0855
fax: 415.226.0856
marintransit.org

June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Fourth Amendment to Agreement with Marin Senior Coordinating Council (dba Whistlestop) for Operation & Maintenance of Marin Access Intercounty and Intracounty Paratransit Services

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

Dear Board Members:

RECOMMENDATION: Authorize General Manager to execute an amendment to the contract with Marin Senior Coordinating Council (dba Whistlestop) to exercise the first option year of the Operations & Maintenance contract for Marin Access Intercounty and Intracounty Paratransit Services through June 30, 2021.

SUMMARY: Staff requests that your Board authorize the General Manager to execute the fourth amendment to the contract to exercise the first option year through June 30, 2021.

On December 4, 2014 Marin Transit issued a Request for Proposal for the operation and maintenance of Marin Access paratransit service and the regional paratransit service provided on behalf of Golden Gate Bridge Highway & Transportation District (GGBHTD). On May 18, 2015, your Board awarded this contract to Marin Senior Coordinating Council (dba Whistlestop) for an initial four-and-a-half-year term with two additional option years.

During the first 4.5 years of the agreement, the parties made several updates and improvements to operational procedures that are included in the fourth amendment. Throughout the past four years, staff have taken advantage of technology advances to streamline and improve functionality for scheduling and dispatch activities. Overall, these efficiency improvements and new procedures are accomplished within the staffing commitments under the contract.

The amendment also incorporates updates to the onboard equipment in Attachment B, staffing changes at Whistlestop in Attachment F, and the most current map of the service area in Attachment O.

COVID-19 IMPACT: Prior to this amendment, your Board ratified the General Manager's action to execute a third amendment to the

Operations & Maintenance contract for Marin Access Intercounty and Intracounty Paratransit Services operated by Whistlestop. This amendment was executed due to the impacts on service as a result of the COVID-19 pandemic and resulting Shelter in Place orders that first became effective on March 16, 2020.

Paratransit service hours operated by Whistlestop have declined based on reduced service demand due to the shelter in place orders. To both provide vital services and maintain employment for drivers, the District has authorized a reduction of riders per vehicle and allowed deliveries to paratransit riders. Per the third amendment, Marin Transit continues to pay Whistlestop the full monthly fixed fee payment, and as of April 1, 2020, Marin Transit will pay Whistlestop for planned service hours to help retain workers by allowing for the payment of administrative leave and wages for drivers and other hourly employees. This action was made possible by the availability of Federal CARES Act funding and was within the budgeted FY2019/20 contract expenses.

The terms of the third amendment to the contract are effective until June 30, 2020. The FY 20/21 budget allows for the return to the operation of more typical service demand. If social distancing measures continue and/or if service demand does not recover quickly, Marin Transit will need to evaluate how to ensure Whistlestop is able to retain staffing to provide services when they are again needed. The fourth amendment to the contract does not extend the effective date of the third amendment to the contract. Staff will return to your Board for approval if there is a recommendation to extend the terms of the third amendment or if additional amendments are necessary to appropriately respond to future impacts of COVID-19 on the Whistlestop contract.

FISCAL/STAFFING IMPACT:

The Marin Senior Coordinating Council (dba Whistlestop) summary pricing proposal is shown below in Table 1:

Table 1: Hourly and Fixed Fees

Marin Access Paratransit Operations and Maintenance Costs		Current Year	Option Years	
		FY19/20	FY20/21	FY21/22
Inter - County Services	Revenue Hour Rate	\$46.36	\$47.69	\$48.95
	Fixed Monthly Fee	\$35,060	\$36,014	\$36,995
Intra - County Services	Revenue Hour Rate	\$40.02	\$41.34	\$42.31
	Fixed Monthly Fee	\$133,430	\$137,093	\$140,862

In FY 2020/21 intercounty revenue hour rate will increase 2.9%, from \$46.36 to \$47.69. The fixed monthly fee will increase 2.7%, from \$35,060 to \$36,014. GGBHTD reimburses Marin Transit for all costs associated with intercounty paratransit services. The Intracounty revenue hour rate will increase 3.3%, from \$40.02 to \$41.34, and fixed monthly fee will increase 2.7%, from \$133,430 to \$137,093.

Based on the draft FY 2020/21 budget, staff estimates a total of \$5,402,545 will be spent on services through this contract between July 1, 2020 and June 30, 2021. Table 2 below provides a breakdown of the estimated service levels (revenue hours) and associated expenditures by program. Through a separate agreement with Golden Gate Transit, GGBHTD reimburses Marin Transit for a share of the Local Paratransit in addition to the cost to provide Regional Paratransit. In FY 2020/21, GGHBT's share of local paratransit service is 23.98% of the total or an estimated \$930,168.

Table 2: Anticipated Service Levels and Contract Costs in FY 2020/21

Program	Service Levels (Revenue Hours)	Expected Costs
Local Paratransit	60,400	\$3,878,933
Regional Paratransit	7,400	\$785,074
Novato Dial-A-Ride	2,600	\$166,974
Rural Dial-A-Ride	400	\$25,688
Connect	8,500	\$545,876
Total	79,300	\$5,402,545

The original contract provides for a second option year that would allow the District to continue with Whistlestop as the provider of these services into the FY 2021/22 year. Staff will continue to monitor demand for programs operated under this contract and the performance of the contractor before recommending exercise of the second option year to your Board.

Respectfully submitted,



Robert Betts
Director of Planning and Operations

Attachment: 192065 WSW Operations & Maintenance – Fourth Amendment

192065

**FOURTH AMENDMENT TO AGREEMENT
BY AND BETWEEN THE
MARIN COUNTY TRANSIT DISTRICT AND MARIN SENIOR COORDINATING COUNCIL
DATED DECEMBER 28, 2015**

THIS AMENDMENT is made and entered into this 1st day of June 2020 by and between the MARIN COUNTY TRANSIT DISTRICT, (hereinafter referred to as "Marin Transit" or "District") and Marin Senior Coordinating Council (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, the District and the Contractor entered into an Agreement on December 28, 2015 ("Agreement"); and

WHEREAS, the terms of the Agreement (#151629) require operations and maintenance of Marin Access intercounty and intracounty paratransit services; and

WHEREAS, the parties amended the Agreement to increase compensation to drivers and other staff in Amendment One (#171829); and

WHEREAS, the parties amended the Agreement to increase the total maximum cost to the District to include the Marin Transit Connect pilot project start-up cost, to define the Transit Connect service hours for which the District will compensate the Contractor, and to further clarify the requirements of drivers and dispatchers as it relates to the pilot project in Amendment Two (#181911); and

WHEREAS, the parties amended the Agreement to retain a qualified workforce during the COVID-19 public health emergency and to continue to pay workers who would otherwise experience a reduction in paid hours in Amendment Three (#192063); and

WHEREAS, the parties wish to exercise the first option year and extend the term of the agreement to June 30, 2021; and

WHEREAS, the parties mutually agree to update certain key definitions to be consistent with current operations, programs, and technologies. Both parties recognize that it is reasonable to change operations as needed over time to improve the service to passengers, streamline operations and take advantage of improvements in technology. The agreed upon definition updates reflect the changes that have occurred since the inception of this agreement and reflect current operations and terminology used; and

WHEREAS, the parties mutually agree to update attachments B, F, & O to reflect the changes in technology, contractor staff, and paratransit service area since the inception of this agreement; and

WHEREAS, the parties mutually agree to update descriptions of the roles and responsibilities of both the MCTD and the contractor to reflect the changes in operations since the start of this agreement in order to appropriately reflect current operations in the first option year.

WHEREAS, the parties mutually agreed to follow a communication protocol which was previously outside of the requirements of this agreement. The parties mutually agree to revisit the protocol as needed to improve day to day communications between the parties.

NOW, THEREFORE, the parties hereby agree to the following amendments as set forth below:

AGREEMENT

- 1) Except as otherwise provided herein all terms and conditions of the agreement shall remain in full force and effect.
- 2) All references to "Trapeze" be replaced with "TripSpark"
- 3) All references to "Trapeze Ranger MDTs" be replaced with "Galaxy TabE 16G Tablet Mobile Data Terminals"
- 4) All references to Dial-A-Ride programs will be inclusive of Novato, Point Reyes, and Dillon/Tomales Beach
- 5) All references to the Trapeze software colocation at Whistlestop will be replaced with "hosted by Tripspark"
- 6) Article 1 – Definitions and Introduction Provisions, is amended to read as follows:
 1. **Section 101. 2. Americans with Disabilities Act of 1990 (ADA).** The terms "Americans with Disabilities Act of 1990" or "ADA" mean the statute enacted by the United States Congress as Public Law Number 101-336 and all amendments thereto.
 2. **Section 101. 14. Deviated Fixed Route.** The term "Deviated Fixed Route" applies to services that offer a mix of scheduled fixed route and curb-to-curb service. These services allow patrons to make pre-scheduled or same day reserved trips during some portions of the service hours and offer scheduled pickups at public bus stops during other portions of the service hours. Deviated Fixed Route Services fall under the Intra-County pricing. Marin Access Paratransit eligible riders may schedule deviations within 3/4 miles of Stagecoach routes by calling designated number. No deviations will be made on weekends on Route 61. Paratransit eligible riders may call the scheduling center for weekend paratransit service to complement Route 61.
 3. **Section 101. 15 Dial-A-Ride and Flex Route Operations.** The terms "Dial-A-Ride Operations" and "Flex Route" apply to services that offer pre-scheduled demand response service. Currently, MCTD has the Novato Dial-A-Ride, Point Reyes Dial-A-Ride, and the Dillon Beach / Tomales Dial-A-Ride that fall into these categories. These services allow patrons to make pre-scheduled or same day reserved trips during some portions of the service hours and offer scheduled pickups at public bus stops during other portions of the service hours. Currently, MCTD has the Novato Dial-A-Ride, Point Reyes Dial-A-Ride, and the Dillon Beach / Tomales Dial-A-Ride that fall into these categories. Dial-A-Ride and Flex Route services fall under the Intra-County pricing.
 4. **Section 101.** All subsequent numbering of definitions will be updated to reflect the inclusion of number 15 Dial-A-Ride and Flex Route Operations above.

5. **Section 101. 17. Grouped Rides and Shopper Shuttles.** Remove the phrase “the Wednesday Dillon Beach Shopper Shuttle”
 6. **Section 101. 24. Inter-County ADA Paratransit Services.**
 - a. B. Inter-County Extended Service Area: Remove “and not restricted by the six service criteria set forth in subpart F of Part 37 of CFR.” Replace with “these trips are considered to be part of the mandatory inter-county service area.”
 - b. C. San Francisco: Remove “and not restricted by the six service criteria set for in subpart F of Part 37 of CFR.” Replace with “these trips are considered to be part of the mandatory inter-county service area.”
 7. **Section 101. 38. Scheduling/Dispatch System.** The term “Scheduling/Dispatch System” means the dispatch and scheduling software provided by MCTD.
- 6) Article 1 - Sec. 102. General Obligations of the Parties. B. Project Management, is amended to read as follows:
- B. Project Management.** CONTRACTOR shall manage the Contract activities, (i.e., the “Project”) according to the terms of this contract and CONTRACTOR’s defined operating procedures provided to MCTD. CONTRACTOR shall adhere to mutually agreed upon communication protocol.
- 7) Article 2 – Personnel Requirements, Sec. 204 – Dispatchers, C. Components of training is amended to include the following additional training:
- a) ADA Sensitivity;
 - b) Passenger Empathy and Sensitivity;
- 8) Article 2 – Personnel Requirements, Sec. 205 – Schedulers, C. Components of training is amended to include the following additional training:
- a) ADA Sensitivity;
 - b) Passenger Empathy and Sensitivity;
 - c) MCTD Service options beyond Marin Access Paratransit including other demand response services;
- 9) Article 3 - Operations and Maintenance Responsibilities, SEC. 302 Operating Performance Standards, F. Average Hold Time. Is amended to read as follows:
- a) **F. Average Hold Time.** Average Hold time will be measured on a monthly basis and shall include hour-by-hour averages for each day of the month. CONTRACTOR is required to ensure that average hold times do not result in capacity constraints as detailed in Sec. 302 J.

- 10) Article 3 – Operations and Maintenance Responsibilities, SEC 302 Operating Performance Standards, G. On Time Performance will be amended to remove “and adjust the Trapeze software to accurately calculate travel times.”
- 11) Article 3 – Operations and Maintenance Responsibilities, Sec. 303. Schedules, B. Paratransit Scheduling Software is amended to read as follows:
- a) **B. Demand Response Scheduling Software.** The MCTD has currently selected TripSpark PASS as its software application for demand response services scheduling. All trips shall be scheduled using TripSpark PASS scheduling software. MCTD will periodically upgrade TripSpark PASS as new versions become available. CONTRACTOR is responsible for ensuring that all dispatch and scheduling staff are trained on the most recent version of PASS. CONTRACTOR is responsible for coordinating with MCTD staff to ensure that the scheduling software is used to maximum advantage for efficiently scheduling and dispatching paratransit trips. CONTRACTOR will be required to work with Marin Transit and TripSpark software to facilitate any upgrades or changes to the software and settings throughout the period of the Contract. CONTRACTOR AND MCTD will jointly determine the most appropriate time to implement upgrades base on the stability of the product. CONTRACTOR also agrees to become familiar with new innovations that may be implemented in future versions of the software and utilize them as requested to ensure maximum efficiency going forward.

TripSpark PASS scheduling software is hosted by TripSpark and TripSpark staff perform most routine maintenance tasks for PASS. Access to the scheduling system will be provided to the CONTRACTOR via a web connection. The CONTRACTOR will need to provide adequate internet connection as well as all desktop computers necessary for the scheduling staff and scheduler/dispatchers to interact with the software (See Appendix J). The CONTRACTOR must make adequate and appropriate space available at their location for all Marin Transit network equipment that will be provided for the operation of the system.

- 12) Article 3 – Operations and Maintenance Responsibilities, Sec. 312. Fare Structure, is amended to read as follows:
- a) **MCTD and CONTRACTOR Responsibilities.** The MCTD shall determine the fare rate and fare structure for Intra-County Services and GGBHTD shall determine the fare rate and fare structure for Inter-County Services. The MCTD and GGBHTD reserve the right, in their discretion, to implement any fare adjustments. CONTRACTOR shall be responsible for implementing and complying with MCTD and GGBHTD’s fare policy and structure. Inter-County fares (for trips extending into Sonoma, San Francisco or Contra Costa Counties) are based on GGBHTD’s Fare zones. These fares are calculated by the TripSpark PASS system at the time of booking.
- b) **Methods of Payment.** CONTRACTOR shall accept all means of payment approved by MCTD, including, but not limited to, cash, tickets, credits, and electronic payments. Passengers may pay roundtrip at the time of boarding for intercounty trips. The CONTRACTOR will be responsible for issuing receipts at the

riders request as well as for issuing a roundtrip voucher to the clients (valid only on the date of issue). Inter-County fares may be paid in cash or by check. The CONTRACTOR will be responsible for reconciliation of daily fare payment by payment type using reports from TripSpark PASS.

- c) **Tickets.** The printing, tracking, and distribution of ride tickets will be the responsibility of the contractor. Ticket design will be provided by MCTD.
 - d) **Electronic Payment.** Customer service and information requests related to value added and debited for the purposes of the Low Income Fare Assistance (LIFA) program and/or trips scheduled to individual accounts via electronic payment will be the responsibility of the contractor. CONTRACTOR will utilize TripSpark PASS for all inquiries.
- 13) Attachment B, MCTD and GGBHTD Provided Equipment, shall be replaced in its entirety with the attached revised Attachment B, MCTD and GGBHTD Provided Equipment
 - 14) Attachment F, Staffing Plan, shall be replaced in its entirety with the attached revised Attachment F, Staffing Plan
 - 15) Attachment O, ADA Paratransit Service Area, shall be replaced in its entirety with the attached revised Attachment O, Paratransit Service Area

IN WITNESS WHEREOF, the parties hereto have executed this Amendment on the day first written above.

CONTRACTOR:

MARIN COUNTY TRANSIT DISTRICT:

By _____

APPROVED AS TO FORM:

County Counsel

ATTACHMENT B MCTD AND GGBHTD PROVIDED EQUIPMENT
MCTD-Owned Radios and MDTs

Asset #	ID #	Description	Assoc. Vehicle #	Ownership
301	320CEW7328	Handheld MERA Radio Model #H18SDC9PW5AN		MCTD
302	320CEW7330	Handheld MERA Radio Model #H18SDC9PW5AN		MCTD
303	320CEW7326	Handheld MERA Radio Model #H18SDC9PW5AN		MCTD
304	320CEW7323	Handheld MERA Radio Model #H18SDC9PW5AN		MCTD
305	320CEW7325	Handheld MERA Radio Model #H18SDC9PW5AN		MCTD
306	320CEW7329	Handheld MERA Radio Model #H18SDC9PW5AN		MCTD
307	320CEW7327	Handheld MERA Radio Model #H18SDC9PW5AN		MCTD
308	494CEW0191	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
309	494CEW0183	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
310	585CJP0855	12 V 2 Way MERA Radio Motorola XLT5000	Unspecified	MCTD
311	585CFV1491	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
312	494CEL0068	12 V 2 Way MERA Radio Motorola Astro	719	MCTD
313	494CEL0080	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
314	494CEL0081	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
315	494CEL0085	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
316	494CEL0072	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
317	585CJZ4420	12 V 2 Way MERA Radio Motorola XLT5000	724	MCTD
318	585CFV1496	12 V 2 Way MERA Radio Motorola Astro	720	MCTD
319	585CJZ4421	12 V 2 Way MERA Radio Motorola XLT5000	703	MCTD
320	494CEL0082	12 V 2 Way MERA Radio Motorola Astro	705	MCTD
321	494CEL0184	12 V 2 Way MERA Radio Motorola Astro	807	MCTD
322	494CEL0078	12 V 2 Way MERA Radio Motorola Astro	710	MCTD
323	494CEL0084	12 V 2 Way MERA Radio Motorola Astro	721	MCTD
324	585CFV1487	12 V 2 Way MERA Radio Motorola Astro	605	MCTD
325	585CFV1494	12 V 2 Way MERA Radio Motorola Astro	704	MCTD
326	585CJZ4423	12 V 2 Way MERA Radio Motorola XLT5000	713	MCTD
327	585CFV1492	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
328	585CJZ4424	12 V 2 Way MERA Radio Motorola XLT5000	Unspecified	MCTD
329	494CEL0073	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
330	585CFV1484	12 V 2 Way MERA Radio Motorola Astro	612	MCTD
331	494CEL0070	12 V 2 Way MERA Radio Motorola Astro	511	MCTD

332	494CEL0193	12 V 2 Way MERA Radio Motorola Astro	507	MCTD
333	494CEL0075	12 V 2 Way MERA Radio Motorola Astro	604	MCTD
334	494CEL0002	12 V 2 Way MERA Radio Motorola Astro	320	MCTD
335	494CEL0071	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
336	494CEL0079	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
337	494CEL0076	12 V 2 Way MERA Radio Motorola Astro	321	MCTD
338	585CFV1489	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
339	585CJZ4426	12 V 2 Way MERA Radio Motorola XLT5000	707	MCTD
340	585CJZ4422	12 V 2 Way MERA Radio Motorola XLT5000	702	MCTD
341	585CFV1485	12 V 2 Way MERA Radio Motorola Astro	613	MCTD
342	585CFV1493	12 V 2 Way MERA Radio Motorola XLT5000	Unspecified	MCTD
343	585CFV1488	12 V 2 Way MERA Radio Motorola Astro	611	MCTD
344	585CFV1486	12 V 2 Way MERA Radio Motorola Astro	723	MCTD
345	585CJP0056	12 V 2 Way MERA Radio Motorola XLT5000	718	MCTD
346	585CJP0054	12 V 2 Way MERA Radio Motorola XLT5000	801	MCTD
347	494CEL0189	12 V 2 Way MERA Radio Motorola Astro	401	MCTD
348	494CEL0194	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
349	494CEL0087	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
350	494CEL0001	12 V 2 Way MERA Radio Motorola Astro	802	MCTD
351	494CEL0077	12 V 2 Way MERA Radio Motorola Astro	708	MCTD
352	585CJZ4425	12 V 2 Way MERA Radio Motorola XLT5000	706	MCTD
353	494CEL0083	12 V 2 Way MERA Radio Motorola Astro	402	MCTD
354	585CFV1495	12 V 2 Way MERA Radio Motorola XLT5000	Unspecified	MCTD
355	494CEL0069	12 V 2 Way MERA Radio Motorola Astro	806	MCTD
356	494CEL0000	12 V 2 Way MERA Radio Motorola Astro	603	MCTD
357	494CEL0188	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
358	494CEL0074	12 V 2 Way MERA Radio Motorola Astro	Unspecified	MCTD
359	494CEL0067	12 V 2 Way MERA Radio Motorola Astro	601	MCTD
360	585CFV1490	12 V 2 Way MERA Radio Motorola XLT5000	709	MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD

[illegible]

	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD
	SM-T377V	Samsung Galaxy Tab E		MCTD

GGBHTD-Owned Radios and MDT's

RADIO	MDT	Associated Vehicle
MT-M501	31-4213012	501
MT-M502	31-4213047	502
MT-M503	31-4218031	503
MT-M504	31-4213046	504
MT-M505	31-4213002	505
MT-M506	31-4213007	506
MT-M507	31-4218030	507
MT-M508	31-4213030	508
MT-M509	31-4213021	509
MT-M510	31-4213037	510
MT-M511	31-4213014	511
MT-M512	31-4213041	512
MT-M513	31-4213005	513
MT-M514	31-4213006	514

MCTD and GGBHTD Owned Scheduling IT Equipment

Asset Tag #	Serial #	Manufacturer	Description of Asset
562	JMX171380F0	Cisco	ASA 5510 SEC PLUS APPL W/SW 250 IPSEC VP
566	FTX1717ANDD	Cisco	2911 W/3 GE 4 EHWIC 2 DSP 1 SM 256MB CF
567	FTX1717ANDF	Cisco	2911 W/3 GE 4 EHWIC 2 DSP 1 SM 256MB CF
568	FTX1717ANDK	Cisco	2911 W/3 GE 4 EHWIC 2 DSP 1 SM 256MB CF
573	FOC1709W12H	Cisco	24PORT 10/100/1000 ENET 2PORT LAN
574	FOC17235SQQ	Cisco	4PT 10/100/1000 ETH SWCH-I/F CARD

575	FOC17235T60	Cisco	4PT 10/100/1000 ETH SWCH-I/F CARD
580	FOC17241RQ1	Cisco	4PT 10/100/1000 ETH SWCH-I/F CARD
588	AS1336215501	APC	APC UPS
589	Juniper SSG-5	Juniper	SSG-5-SB
590		StarTech	8 Port USB to RS232 DB9 Adapter Hub
23	Dell OptiPlex 755 – Desktop Computer	Dell	Dell Optiplex 755

ATTACHMENT F STAFFING AND PERSONNEL PLAN

Key Personnel

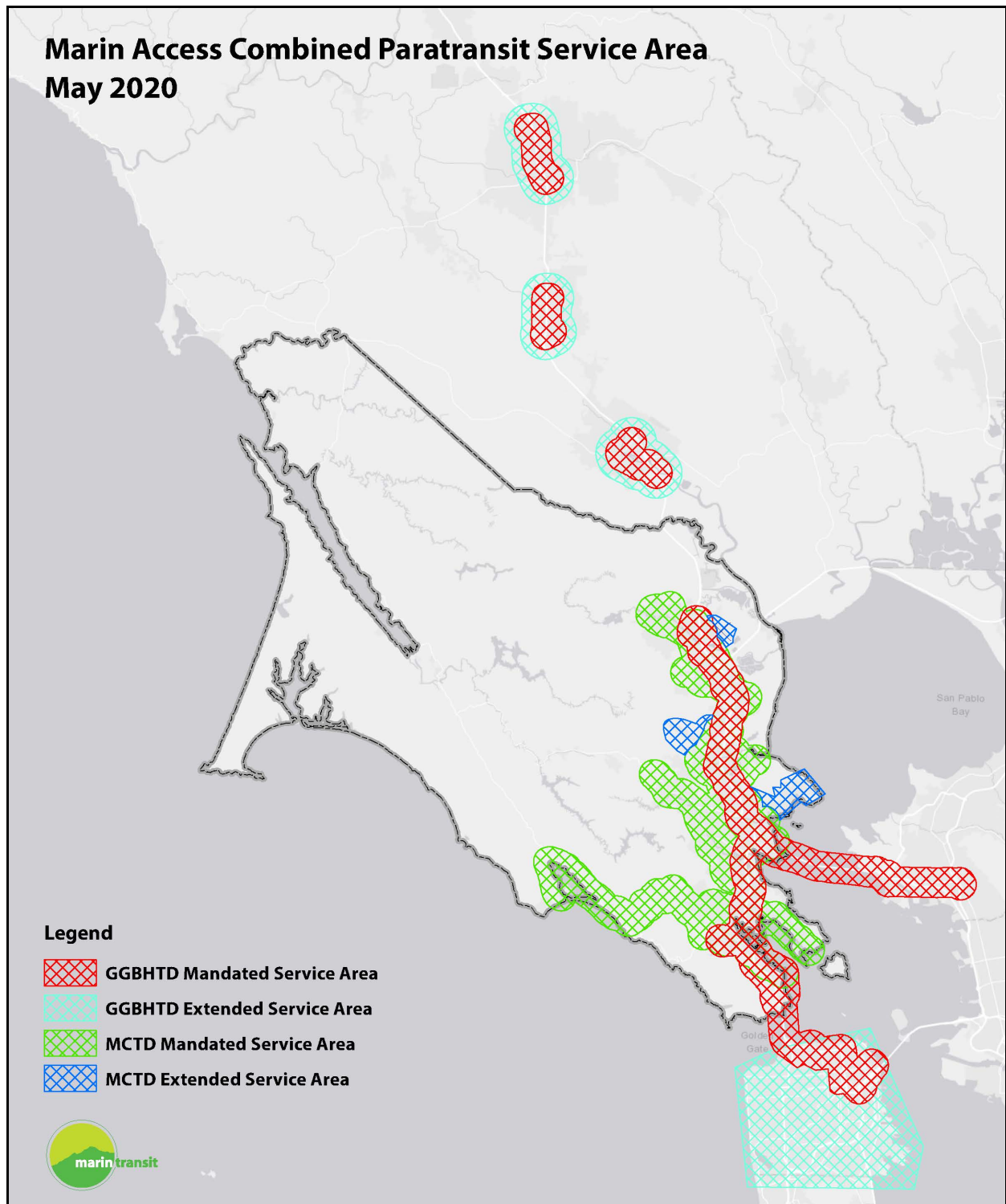
Job Title	Whistlestop Staff Title	Employee Name	Percent of Time on Project
General Manager	General Manager	Erick Villalobos	50%
Safety & Training Manager	Safety and Training Supervisor	Mark Haberstroh	67%
Operations Manager	Client Success Manager	Kat Filley	25%
	Driver Operations Manager	Guy Egger	55%
Call Center Manager	Call Center & Dispatch Manager	<i>vacant</i>	80%
Maintenance Shop Coordinator	Transportation Operations Manager	Greg Gilseth	71%
Information Systems Analyst	IT Specialist	Giuseppe Artale	71%
Finance and Administration Manager	Accounting Manager	Kim Abbott	40%
Human Resources Manager	Chief People Officer	Ashley Baker	58%

Listing of all Proposed Personnel

Job	Quantity of Staff
Driver	59
Dispatch	4
Scheduler	5
Mechanic	3
Quality Assurance	3

For specific job qualifications and responsibilities see CONTRACTOR's February 6, 2015 Proposal, which is hereby incorporated by reference.

ATTACHMENT O ADA PARATRANSIT SERVICE AREA





711 grand ave, #110
san rafael, ca 94901

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fax: 415.226.0856
marintransit.org

June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

**SUBJECT: Resolution Approving Marin Transit's 2020-2022
Title VI Program Submittal to the Federal Transit Administration**

Dear Board Members:

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: Authorize Board President to sign Resolution 2020-03 approving the 2020-2022 Title VI Program to ensure equal access to Marin Transit's programs, activities, and services.

SUMMARY:

Marin Transit staff have completed a thorough update of the District's Title VI Civil Rights Program in compliance with Federal Transit Administration (FTA) requirements. As a direct recipient of federal funds, Marin Transit revises the Title VI Program for your review every three years prior to submittal to FTA.

This program includes the following primary documents:

1. Marin Transit's Title VI Notice to the Public;
2. Title VI Complaint Procedures and Title VI Complaint Form;
3. *Marin Transit Public Participation Plan*;
4. *Marin Transit Language Assistance Plan* for providing language assistance to persons with limited English proficiency;
5. Board-adopted *System-wide Service Standards and Policies*; and
6. *Marin Transit Policies on Major Service Changes, Disparate Impact, and Disproportionate Burden*.

Except for policies on major service changes, disparate impact, and disproportionate burden, FTA requires every transit agency that directly receives federal funding to develop these primary Title VI documents.

The *Marin Transit Public Participation Plan* is updated with statistics on characteristics of local riders and the District's public outreach initiatives and activities since May 2017. Staff revised the analysis in the Language Assistance Plan with 2017 and 2018 American Community Survey census data combined with the results of the District's 2017 passenger survey. Staff also updated the description of the District's contact and outreach efforts regarding populations with limited English proficiency (LEP). Most recently, Marin Transit collaborated with the Canal Alliance on a video regarding service

changes in Spanish and English. Staff also updated the sections on Public Participation in Major Service and Fare Changes, Marin Access Mobility Management Goals and Activities, and replaced Appendix A and B to summarize outreach associated with developing and implementing the 2020 fare and program eligibility changes.

Summary of Findings Related to Limited English Proficiency Populations

For the *Marin Transit Language Assistance Plan*, staff updated the census statistics and tables in the Introduction and section on Marin Service Area and Demographics.

According to the U.S. DOT Safe Harbor Provision, Marin Transit must provide written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered by the District. This requirement does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. Marin Transit is required to ensure that vital documents are professionally translated into Spanish. District staff will monitor contacts with limited English proficiency residents who speak Chinese, Persian, and Russian and future census and survey data to determine additional safe harbor populations. Based on contacts with Vietnamese speakers with limited English proficiency, the District will translate eligibility and program documents into Vietnamese and provide targeted outreach to educate this population on their mobility options at the Travel Navigator satellite hours in the Canal neighborhood in San Rafael.

In the findings from the Marin Transit's 2017 passenger survey, 38 percent of those surveyed speak Spanish at home compared to about 12.4 percent of Marin County residents. The second language identified in the 2017 survey constitutes one percent of riders who speak Tagalog at home. In total, the passenger survey found that 41.2 percent of local riders speak another language at home and 31.2 percent of local riders speak English less than very well.

Additional Requirements that Apply to Marin Transit

Under the FTA Title VI Guidance issued in October 2012, transit agencies must provide additional documentation if they operate 50 or more fixed route vehicles in peak service in a census-designated Urbanized Area of 200,000 or more. Marin Transit meets that threshold.

Under these comprehensive requirements, Marin Transit demonstrates that the District has conducted detailed analyses of its service area, customers, and travel patterns based on the U.S Census and passenger survey data. Using the most recent data available, the District identifies each route as either a minority or non-minority route based on the following definition:

Minority transit route means a route that has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area. A recipient may supplement this service area data with route-specific ridership data in cases where ridership does not reflect the characteristics of the census block, block group, or traffic analysis zone. Source: FTA C 4702.1B, Chapter 1, Sec. 5 Definitions, s.

The District is directed to take a sample of its minority and non-minority routes to evaluate their performance relative to the adopted system-wide standards and policies. Staff conducted an analysis to determine the extent to which each route provides coverage in minority census block groups and the minority and low-income ridership on these routes. The data is drawn from the US Census 2017 five-year American Community Survey and the results of Marin Transit's 2017

passenger survey. The findings are provided in the section on Demographic Ridership and Travel Patterns, Collected by Surveys on pages 82-84 of the Title VI Program.

The comparison of each route shows that only two of Marin Transit's routes can be considered as "non-minority." These consist of the South Route 61 of the West Marin Stagecoach and the Community Shuttle Route 219 serving the Tiburon peninsula and Strawberry Village along Highway 101. While five percent of the length of Route 219 is located in minority census tracts, over 60 percent of Route 219 passengers identify as minorities and use the service to commute to Tiburon for work from other parts of the county. Route 61 connects rural West Marin with Marin City where one of the highest concentrations of minority populations in the county reside. In all cases, Marin Transit routes serve predominantly low-income residents

The District is required to use its Policies on Major Service Changes, Disparate Impact, and Disproportionate Burden to evaluate the impacts on minority and low-income riders that may result from major service or fare changes. In addition to policies on evaluating the impacts of major service changes, the additional required components of Marin Transit's Title VI Program include:

- Demographic and service profile maps and charts;
- Demographic ridership and travel patterns, collected from passenger surveys;
- A description of the public engagement process for setting the major service change policy, disparate impact policy, and disproportionate burden policy;
- Results of the monitoring program of system-wide service standards and policies; and
- Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the Board considered, was aware of, and approved the results of the required analysis.

Since the 2017 Title VI Program submittal, Marin Transit has conducted one fare equity analysis applying these policies and that is included in the 2020-22 Title VI Program. For each Program update, Marin Transit describes any action taken in response to the system monitoring program and documents your Board's consideration, awareness, and approval of the results of the monitoring. The service and fare equity analyses are the primary format for informing your Board of the need for and impact of proposed service and fare changes on minorities and low-income riders.

Measuring Performance Under Marin Transit's System-wide Standards and Policies

The District's 2013 adopted system-wide standards and policies are consistent with the Marin Transit Short Range Transit Plan (SRTP). Staff relies on the application of these standards and policies in the context of the SRTP as the basis for service change proposals. The SRTP is updated every two years and includes an in-depth analysis of system performance. The District upgraded its data management system to introduce a new report writing tool to provide: a new format for the monthly report; a new quarterly performance alongside the quarterly budget report; and an updated annual report. The quarterly report provides an analysis of trends, the annual report provides a detailed assessment of systemwide, route typology, and route-level performance data.

The results of the Title VI systemwide monitoring program are provided on pages 94-100 of the Title VI Program. The District did not meet its systemwide standard regarding on-time performance. At major timepoints and transfer centers, fixed route on-time performance is 82.2 percent and the performance target is 90 percent. At minor timepoint stops for fixed-route operations the performance is 79.6 percent, and the standard is 80 percent. This data is derived from two sources: National Transit Database sampling and Marin Transit's real-time information

system installed on its community shuttle, rural transit services, and Golden Gate Transit on-time performance data. In FY 2018, 86.3 percent of all paratransit trips arrived within the 30-minute pick-up window, and this was below the 90 percent target.

The Title VI Notice to the Public, Complaint Procedures, and Complaint Form have been translated into Spanish by a professional translator and are available on request and at www.marintransit.org/titlevi.html.

FISCAL/STAFFING IMPACT:

None associated with this report.

Sincerely,



Amy Van Doren
Director of Policy and Legislative Programs

Attachments: Resolution 20-03 Approving the Marin Transit Title IV Program for 2020-2022
Marin Transit 2020-2022 Title IV Program

**Marin County Transit District
Marin Transit 2020-2022 Title VI Program
Submittal to the Federal Transit Administration**

RESOLUTION No. 2020-03

WHEREAS, Title VI of the Civil Rights Act of 1964 addresses discrimination in almost all aspects of public services and programs administered or funded by the federal government in the United States, such as Marin Transit's public transit service; and

WHEREAS, Marin Transit receives federal funds through the Federal Transit Administration (FTA) and is required to have in place a Title VI program that ensures that the level and quality of public transportation service is provided in a nondiscriminatory manner, promotes full and fair participation in public transportation decision-making without regard to race, color, or national origin, and ensures meaningful access to transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, The FTA's updated Title VI Circular (FTA C 4702.1B), issued on October 1, 2012, requires that the Marin Transit Board of Directors approve Marin Transit's Title VI Program and the results of Marin Transit's Service Standards and Policies Monitoring Program; and

WHEREAS, As part of FTA's Title VI Program requirements, Marin Transit must submit the Title VI Program and Service Standards and Policies Monitoring Program to the FTA every three years; and

WHEREAS, As a best practice, Marin Transit plans to monitor the agency's Service Standards and Policies as part of its Short Range Transit Plan; and

WHEREAS, The Service Standards and Policies Monitoring Program compares the level of transit service and performance in predominantly minority areas with the level of transit service and performance in predominantly non-minority areas to ensure service equity; and

WHEREAS, If a disparate impact is found, Marin Transit shall consider alternatives to avoid, minimize, or mitigate the impact in order to take corrective action to remedy the disparity to the greatest extent possible and shall discuss the identified impacts and proposed actions in the Title VI Program; and

RESOLVED, That the Marin Transit Board of Directors approves Marin Transit's 2014 Title VI Program, and the results of the required system-wide monitoring of service standards and policies.

APPROVED AND PASSED this 1st day of June 2020.

Marin Transit President,

I certify that the foregoing resolution was adopted by the Marin Transit Board of Directors at its meeting of June 1, 2020.

District Secretary

Marin Transit Federal Title VI Program

2020-2022

May 2020



In compliance with Federal Transit Administration Circular C 4702.1B - October 2012

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Marin County Transit District Federal Title VI Civil Rights Program for 2020-2022 to comply with FTA Circular C 4702.1B issued October 2012

Marin Transit is committed to ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its projects, programs or activities on the basis of race, color, creed, national origin, sex or age, as provided in Title VI of the Civil Rights Act and 49 United States Code Section 5332. Under Federal Transit Administration (FTA) Title VI guidance issued on October 1, 2012, all transit operators receiving federal funds are required to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- Promote the full and fair participation of all affected populations in transportation decision-making.
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

Marin Transit's Title VI Program will continue to evolve through lessons learned in conducting planning analysis, evaluating service impacts, and in putting into place inclusive participation programs and outreach activities. Every three years, Marin Transit will update this document for the Federal Transit Administration as a record of the District's most current Title VI Program.

Accessible Formats

This document is available in accessible formats upon request. To obtain paper copies of this document or information regarding accessible formats, please contact:

Civil Rights Officer
Marin Transit
711 Grand Avenue, Suite 110
San Rafael, CA 94901 415-226-0855 or TDD 711

Marin Transit Title VI Policy Statement – Notice to the Public

Marin Transit grants all citizens equal access to its transportation services. Marin Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (“Title VI”).

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint. For more information on Marin Transit’s civil rights program and the procedures to file a complaint, contact (415) 226-0855 or TDD 711, email info@marintransit.org or visit our offices at 711 Grand Avenue, Suite 110, San Rafael, CA 94901.

For more information, visit www.marintransit.org/titlevi.html

If information is needed in another language, contact Marin Transit at (415) 226-0855.

Si se necesita información en otro idioma, póngase en contacto con Marin Transit al (415) 226-0855.

Marin Transit’s Title VI policy is posted at its administrative offices, at major transit hubs located in San Rafael, Marin City, and Novato, and on Marin Transit vehicles. It is also posted on the Marin Transit website at www.marintransit.org/titlevi.html

Marin Transit Title VI Complaint Procedures

If you believe that you have received discriminatory treatment by Marin Transit on the basis of your race, color, or national origin, you have the right to file a complaint with the Civil Rights Officer. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident. This document and the Title VI complaint form are available on Marin Transit website www.marintransit.org/titlevi.html

Si usted cree que ha recibido un trato discriminatorio por Marin Transit sobre la base de su raza, color u origen nacional, usted tiene el derecho de presentar una queja con el Oficial de Derechos Civiles. La queja debe ser presentada a más tardar 180 días calendario después del supuesto incidente discriminatorio alegado. Este documento y el formulario de queja del Título VI están disponibles en el sitio web de Marin Transit www.marintransit.org/titlevi.html

Los documentos que describen la Declaración de la Política conforme al Título VI y los Procedimientos de Queja de Marin Transit se pueden traducir al español bajo solicitud.

Por favor llame al (415) 226-0855 o TDD 711.

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and send it to:

Civil Rights Officer
Marin Transit
711 Grand Avenue, Suite 110
San Rafael, CA 94901

Verbal complaints will be accepted and transcribed by the Civil Rights Officer. To make a verbal complaint, call (415) 226-0855 or TDD 711.

You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court. Should a complaint be filed with Marin Transit and an external entity simultaneously, the external complaint shall supersede Marin Transit complaint and Marin Transit's complaint procedures will be suspended pending the external entity's findings.

The Marin Transit Civil Rights Officer will review and investigate all Title VI complaints that are complete. Once the complaint is received, Marin Transit will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. Reasonable measures will be undertaken to preserve any information that is confidential. The investigation may include a review of all relevant documents, practices and procedures as well as discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation will be conducted and generally completed within 60 days of receipt of a formal complaint.

Based on the information received, an investigation report will be prepared by the Civil Rights Officer for submittal to the Marin Transit General Manager. On behalf of the General Manager, the Civil Rights Officer will issue one of two letters to the complainant: a closure letter or a Letter of Finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. Parties will have 14 calendar days from the date of the outcome letter to appeal. If the complainant wishes to appeal the decision, he or she may appeal directly to the United States Department of Transportation, the Equal Employment Opportunity Commission or the California Department of Fair Employment and Housing, as appropriate.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Investigation Procedures

The Civil Rights Officer will maintain a log of Title VI complaints received that shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken by Marin Transit in response to the complaint.

If requested, documents describing Marin Transit's Title VI Policy Statement and Complaint Procedures can be translated into languages other than English.

Los documentos que describen la Declaración de la Política conforme al Título VI y los Procedimientos de Queja de Marin Transit se pueden traducir al español bajo solicitud.

Por favor llame al (415) 226-0855 o TDD 711.

Marin Transit Title VI Complaint Form

Marin Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI").

Marin Transit tiene el compromiso de garantizar que ninguna persona sea excluida de participar o que se le nieguen los beneficios de sus servicios sobre la base de raza, color u origen nacional, según se proteja por el Título VI de la Ley de Derechos Civiles de 1964, y sus enmiendas ("Título VI"). Los documentos que describen la Declaración de la Política conforme al Título VI y los Procedimientos de Queja de Marin Transit se pueden traducir al español bajo solicitud.

Por favor llame al (415) 226-0855 o TDD 711.

Please provide the following information necessary in order to process your Title VI complaint. Assistance is available upon request.

1. Complainant's Name _____

2. Address _____

3. City, State and Zip Code _____

4. Telephone Number (home) _____ (business) _____

5. Electronic Mail Address _____

6. Accessible Format Requirements? Large Print Audio Tape
 a. TDD Other

7. Person discriminated against (if someone other than the complainant)

Name _____

a. Address _____

b. City, State and Zip Code _____

8. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:

- a. Race _____
- b. Color _____
- c. National Origin _____

9. What date did the alleged discrimination take place? _____

10. In your own words, describe the alleged discrimination. Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. Include the date of the encounter, the route number and direction of travel, and the time the incident occurred. If you have it, include the bus number. Please use the back of this form if additional space is required

11. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? _____ Yes _____ No

12. If yes, check all that apply: _____ Federal agency _____ Federal court _____ State agency
 _____ State court _____ Local agency

13. Please provide information about a contact person at the agency/court where the complaint was filed.

Name _____
 Address _____
 City, State, and Zip Code _____

Telephone Number _____

14. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant’s Signature Date

Mail or Deliver the Completed Form to:

Civil Rights Officer
Marin Transit
711 Grand Avenue, Suite 711
San Rafael, CA 94901

List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

As of May 2020, Marin Transit has not had any Title VI complaints, investigations, or lawsuits. Marin Transit will retain all records regarding any Title VI complaints, investigations, or lawsuits to track their resolution and for reporting in future Title VI Program updates.

Marin Transit Public Participation Plan

Marin Transit Public Participation Plan

Introduction

Marin Transit's *Public Participation Plan* provides a framework of options and strategies to guide a customized, systematic, and strategic approach to public participation. Marin Transit will use this framework to identify and consider input from the general public and other stakeholders as integral to its planning, service, and project development activities. Strategies include methods that specifically address language, institutional, cultural, economic, or other barriers that may be preventing minority, low-income, and limited English proficient (LEP) populations from participating effectively in Marin Transit's decision-making process. This document complements the District's current and planned activities for reaching individuals with limited English proficiency that are described in Marin Transit's *Language Assistance Plan*.

The *Public Participation Plan* reflects and reinforces the primary goal of Marin Transit's public participation activities:

To offer an ongoing dialogue for the public to learn about a particular project or initiative while addressing their needs for language, scheduling, or locations that maximize their ability to participate.

The concerns, issues, ideas, and needs of community members gathered through the public participation process will inform Marin Transit's outreach efforts throughout the course of a project or activity and will lead to better decisions.

The *Public Participation Plan* describes the scope of the District's approach to community participation in the course of Marin Transit planning activities, project development, and local bus service changes. The Plan details numerous communication strategies and tactics to offer early and continuous opportunities for the public to participate.

Developing Plans to Engage the Public

Marin Transit selects appropriate participation measures based on a variety of factors. These include the composition of the affected population, the type of public participation process planned, input needed for the particular project or initiative, and available staffing and financial resources. Marin Transit will coordinate with community, faith-based, and social service organizations to identify stakeholders and tailor participation strategies.

Stakeholders are those who are either directly or indirectly affected by a proposed plan, project, or initiative or the resulting recommendations. Those who may be adversely affected, or who may be denied the benefits of a plan's recommendations, are of particular interest in this initial identification process. Stakeholders can include many different individuals, populations, groups, or entities: local residents, Marin Transit customers, minority and low-income persons, public agencies, private and non-profit organizations, and local businesses.

Once Marin Transit identifies the stakeholders for a project or activity, the project manager will work with them to tailor a public participation plan to maximize public outreach and participation opportunities, meet community needs, and accomplish the project goals.

Appendix A to this plan summarizes the Public Participation Plan, Community Outreach, and Marketing Strategies for Proposed Fare and Program Eligibility Changes in July 2020. These addressed proposed changes to Marin Transit’s pass programs and fares for general purpose dial-a-ride and Marin Access paratransit services, and mobility management programs. The District also proposed changes to the Marin Access low income fare assistance program as mitigation. The completed Title VI Fare Equity Analysis is provided in the section on **Results of Service and/or Fare Equity Analyses** Conducted in the 2020-22 Title VI Program. **Appendix B** summarizes public participation efforts and marketing activities for Marin Transit’s Connect on-demand micro transit pilot in San Rafael. **Appendix C** summarizes community input on Marin Transit outreach strategies, and **Appendix D** lists Marin Transit public outreach activities by type of service change.

The table in the section on Methods for Public Outreach and Participation provides a comprehensive menu of communication and participation strategies that Marin Transit may draw from in developing these plans. Most activities and initiatives will not require use of all of these methods. With experience, Marin Transit will strive to incorporate technology advances and lessons learned from requirements of individual projects into the outreach and participation methods described in this *Public Participation Plan*.

Characteristics of Marin Local Transit Riders

According to the most recent Marin Transit passenger surveys conducted in Spring 2017, 80 percent of local fixed route riders are between the ages of 18-64. Compared to the rest of Marin County, local riders report significantly lower income levels and a higher proportion identify as members of minorities. About 35 percent of Marin Transit local riders report that they earn less than \$25,000 a year, while 59% of countywide residents are at the other end of the range earning \$75,000 or more.

In the 2017 passenger survey, respondents who stated that Spanish was spoken in their homes accounted for 38 percent of responses compared to 12.4 percent of Marin County residents. Spanish-speaking residents are concentrated in the Canal neighborhood of San Rafael and in pockets of Novato and West Marin.

Within Marin Transit’s service area, 22.7 percent of residents speak a language other than English in their home based on the 2018 five-year American Community Survey estimates. According to the results of Marin Transit’s 2017 passenger survey, 41 percent of local riders speak another language at home and 31 percent of local riders speak English less than very well. All of Marin Transit’s vital documents are translated into Spanish. A much smaller concentration of Vietnamese residents historically resided in the Canal neighborhood that has become more dispersed. Understanding the demographics and language needs of Marin County is essential to designing effective customer outreach and public participation plans. The *Marin Transit Language Assistance Plan* provides more detailed analysis of data from the US Census Bureau’s American Community Survey and the District’s passenger surveys.

Marin Transit Methods for Public Outreach and Participation

The following table describes Marin Transit's deployment of outreach and participation strategies for ongoing and project-related activities. The table also highlights strategies that are specifically targeted to reach Spanish and Vietnamese residents.

Participation		Status	When Used
1	Project Open Houses, Workshops, and Community Meetings	Marin Transit schedules public meetings either in several areas across the County or in specific communities. Collaborates with local jurisdictions, community-based organizations, social service providers, and/or faith-based groups.	Planning Studies, Service Proposals, Major Service Changes
2	Website Support	Trip planning information, Public Notices, and language assistance available on www.marintransit.org	Passenger Information, Service Changes, Participation Opportunities
3	Media Relations and Non-English Speaking Residents	Marin Transit publishes announcements in Spanish Language newspapers and utilizes communication channels from partner organizations.	Planning Studies, Service Proposals, Title VI Outreach
4	Community Events	Marin Transit has a calendar of public events that it participates in as sponsors, for specific projects, or for ongoing activities.	For ongoing outreach, to solicit input, and educate on transit options
5	Community Organizations	Marin Transit partners with a variety of community, advocacy, and social service organizations to conduct outreach.	Ongoing coordination Assistance on outreach to specific populations and communities
6	Flexible Public Participation Opportunities	Decisions are made in collaboration with community-based organizations	For ongoing input and for feedback on specific projects or service change proposals.
7	Identifying affected populations with limited English proficiency (LEP)	Ongoing implementation as described in the <i>Marin Transit Language Assistance Plan</i> .	To understand communication needs and tailor information and services.

	Participation Method	Description	When Used
8	Translation Assistance	Customer assistance from Marin Transit's primary service provider is available in 150+ languages.	For customer service and information provided by phone and in person
9	Multilingual Information Materials	Used to reach target populations speaking Spanish or Vietnamese & outreach activities in Spanish-speaking neighborhoods	Schedule & Passenger Information, Service Updates, Planning Studies, Service Change Proposals, Major Service Changes
10	Street Level & On the Bus Direct Communication	Street level outreach informs customers, residents, and businesses of on-going activities, and directly engages the public.	Surveys, Service Updates, Planning Studies, Service Change Proposals, Major Service Changes
11	Social Media	Marin Transit has developed and posted information via videos and social media and is considering how to increase use.	Ongoing communications, Advertise activities, and meetings. Solicit input
12	Community Advisory Groups	Used as appropriate for projects & studies, including needs assessments. The District also has an ongoing Paratransit advisory group that meets every other month and a Mobility Management Council that meets quarterly.	Planning Studies, Transit Needs Assessments, Input on Design and Delivery of Services & Programs for Senior and Disabled Residents
13	Public Notices and Legal Notices	Marin Transit publishes and distributes all public and legal notices in English and Spanish.	Public Meetings, Public Hearings, Service Change Notices
14	Outreach to Community-based Organizations for DBE Programs	Marin Transit develops and presents educational workshops and outreach activities as a member of the region's Business Outreach Committee.	Invite input on District DBE programs and participate in regional educational programs

	Participation Method	Description	When Used
15	Email Communications	Marin Transit maintains and augments email lists for specific projects and for overall notifications and announcements	Updates on activities, Advertise meetings, Specific Project or Service related changes or updates
16	Marin Transit Board of Directors Meetings	Board meetings are generally held on the first Monday of the month. Language assistance is available on request, with 72-hour advance notice.	Board has regularly scheduled meetings open to the public throughout the year. Public hearings are typically held during regular meetings.
17	Passenger Advisory Group	Marin Transit participates in Golden Gate Transit's Bus Passenger Advisory Committee.	To obtain feedback on services and programs and to discuss the status of ongoing activities and special projects
18	Mobility management travel training programs	Offered through Marin Transit's <i>Marin Access</i> mobility management programs.	Scheduled throughout the year and conducted across Marin County in partnership with community centers, social service organizations, churches, and senior facilities
19	Metropolitan Transportation Commission's Public Participation Plan	For additional outreach and participation in regional planning, Metropolitan Transportation Commission (MTC) maintains a regional Public Participation Plan.	For regional plan updates & surveys, studies, and projects affecting Marin County

The methods and strategies outlined in this table are described in more detail below, with a section dedicated to each. In addition to these public participation strategies, Appendix B lists public outreach and notification activities organized by major, minor, and routine service changes.

Project Open Houses, Workshops, and Community Meetings

Publicly noticed project open houses and community meetings provide stakeholders with the most current information in an interactive setting. These may consist of brief presentations with brainstorming discussions, full project or service proposal reviews, or small informational sessions. Workshops solicit input from the community early in the planning phases of any potential change and at key decision points. Workshops may use exercises or breakout groups to generate ideas and feedback. Public forums provide the community with an opportunity to hold a community discussion on proposed and planned changes. Marin Transit compiles any comment cards, meeting notes, and written

statements to document public input and present to the Board of Directors. Staff provides information to participants on upcoming public meetings, resources on the Marin Transit website, and how to contact the project manager.

Marin Transit works with community partners to leverage already-scheduled meetings in low-income, minority, and LEP communities to integrate public participation efforts into existing community and neighborhood activities.

Marin Transit's public meetings are held at locations that are transit and Americans with Disabilities Act (ADA) accessible, and they may be scheduled at various times of the day and on Saturdays to accommodate working families, individuals, and seniors. Marin Transit staff will continue to work with community-based organizations and other partners when scheduling these events to meet the needs of particular communities. Convenient and accessible locations, facilities, and meeting times maximize opportunities to provide input.

Website Support

Marin Transit provides project updates and information on how to give input on its website, www.marintransit.org. The general public learns about the purpose of the project, the communities it will serve, project timeframes, and community engagement. For service changes, Marin Transit dedicates web pages with links to electronic files of printed materials, updated materials to reflect service changes, and calendars of upcoming participation events, public forums, and workshops. Links may also be provided in various organizations' e-newsletters. Information includes tables that list changes, new route maps, a travel planner, information regarding service changes on the pages of the affected routes, a rider alert at the top of the home page and contact information to reach Marin Transit staff.

Marin Transit redesigned its website in 2017. The website provides access to detailed information on services and programs, service updates, its Short-Range Transit Plan, ongoing activities, completed projects, and Board of Director agendas and packets. It includes the District's Marin Access mobility options for senior and disabled residents and pages devoted to its Title VI Program and ADA Accessibility. The purchasing page includes information and links on the District's Disadvantaged Business Enterprise Program.

The Marin Transit website supports feedback and comments, use of interactive maps, trip planning, and real-time transit information for Community Shuttles and the West Marin Stagecoach. The website also features real-time arrival information for all of Marin Transit's services. Web activities may include reaching out to Marin organizations, along with requests to have Marin Transit web page links on their websites. Google Translate allow visitors to instantly translate the website content into 14 languages including Spanish, Vietnamese, and Chinese.

In the 2014-2018 American Community Survey, 94.2 percent of households in Marin County had a computer, and 90.5 percent had a broadband internet subscription. An estimated 90.1 percent of households had a desktop or laptop, 81.7 percent had a smartphone, 65.9 percent had a tablet or other portable wireless computer, and 5.6 percent had some other computer.

Media Relations and Non-English Speaking Residents

Press Releases and media events disseminate project and District activity information and accomplishments to local, national, and trade media outlets. Marin Transit uses a variety of available resources to communicate with the general public including media contact lists, website, and social media. The media strategy incorporates written press releases, interviews, events, and, as appropriate, television and radio talk and call-in shows. Based on LEP-related focus group feedback, participants listed Spanish language broadcast media (radio, TV) and newspapers as preferred methods for outreach. These are tools that will be utilized where appropriate and as circumstances and resources allow. Appendix C of this plan summarizes feedback obtained in meetings held with Spanish- and Vietnamese-speaking residents.

Community Events

Marin Transit staff participate in community events throughout the County to establish a presence, promote programs, and interact with residents. Outreach includes information tables at the Marin County Fair, Earth Day Marin and other environmental forums, community open houses throughout the County, community health and wellness events, farmers' markets, and low-income housing and job fairs. At these events, Marin Transit staff and community organization partners provide information on Marin Transit services and programs, answer questions, assist with trip planning, and obtain input from riders and the public.

Community Organizations

Marin Transit staff identifies and engages with individuals, institutions, community and faith-based organizations with low-income, minority and/or LEP constituents to ensure they understand program and service proposals and to listen and respond to their concerns. Marin Transit maintains relationships with Homeward Bound, Canal Alliance, Canal Welcome Center, Marin City Community Services District, Asian Advocacy Project, Novato Human Needs Center, and Community Action Marin to organize and conduct outreach activities and community meetings to discuss services and programs.

Video Collaboration on Service Improvements for the Canal Neighborhood

In March 2020, Marin Transit implemented service improvements to the bus routes serving the Canal neighborhood that created eight minute bus service frequencies between San Rafael Transit Center and the Canal during weekday peak hours. The goal of these changes is to relieve overcrowding and provide riders with more frequent service to and from this largely Hispanic neighborhood and Downtown San Rafael.

In a collaborative effort, Marin Transit and Canal Alliance produced a short video in English and Spanish language to inform Hispanic riders of these March 2020 service changes. This video was posted on Marin Transit's and Canal Alliance's social media and had over a thousand views.

Flexible Public Participation Opportunities

Marin Transit staff varies the size and format of meetings depending on the community's needs. A community meeting with the local member of the Board of Directors, for example, will differ in size and

format from a gathering of a neighborhood group in the impacted area. Communications announcing public participation opportunities are tailored to reach a particular community or affected population.

Where appropriate, Marin Transit distributes surveys to solicit input from the public via the Marin Transit website, US mail and email, at bus stops and on-board buses, or administered by staff. Comment forms solicit input from the public in addition to or in place of conducting surveys. These forms can be distributed in a variety of ways including stocking them on buses, at transit centers, at community centers, and having them seat-dropped on vehicles. Staff may also distribute them in person at community events, on buses, and at bus stops. Marin Transit stocks comment cards in English and Spanish on all its vehicles.

A phone line is provided for passengers to ask questions about proposed service changes or for scheduled service changes before and after those changes are to take place. Phone contact is also a method for obtaining feedback regarding service changes. Marin Transit provides bilingual phone support in English and Spanish, and coordinates with partners, community organizations, and stakeholders to make the phone number available to both current and potential riders.

Surveys for Marin Transit Connect On-Demand Micro Transit Pilot

Marin Transit developed and modified a pilot Micro Transit service for testing in San Rafael. In addition to the outreach activities listed in Appendix B, staff conducted extensive surveying efforts to better identify potential demand and service design options. These are outlined below:

- 2018: Comprehensive survey to active and inactive Connect riders to evaluate specific program components and rank satisfaction
- Spring 2019: Survey to riders participating in Connect employer partnership programs
- Summer 2019: Survey to inactive riders to understand why service was not being utilized
- Fall 2019: Survey to get rider input on service area expansion and fare changes

Translation Assistance

As appropriate, Marin Transit will host community meetings with translation assistance provided by bilingual Marin Transit staff, external translators, or community members. Comment cards are provided, and staff follow-up on commentators' specific requests and complaints through investigation and additional discussions. In-person language assistance in Spanish is available at Marin Transit's offices or via telephone. Additional translation assistance is provided through Marin Transit's Customer Service Center managed by Golden Gate Transit, where staff utilize Language Line for direct translation into 200 languages.

Multilingual Information Materials

Marin Transit develops and publishes schedules, information sheets, and brochures in Spanish and English in addition to public information materials on current and upcoming projects. Materials can include fact sheets, Frequently Asked Questions, and flyers. These may be updated based on feedback and questions from the general public. As appropriate, materials are translated and posted on www.marintransit.org, disseminated at public events, and distributed via postings inside transit vehicles,

at major transfer locations, and in shelters. Information is also distributed by email blast to community outreach partners, stakeholders, and interested individuals. Depending on the document, the project scope, and the potential impact on LEP populations, materials may be translated into other languages as needed.

Presentations and Visual Aids

To support effective communications with the public, Marin Transit project staff will use various illustrative visual aids as appropriate and as circumstances allow. These may include drawings, charts, graphs, photos, maps, and how to access trip planning and real-time information on the internet. Staff often uses PowerPoint presentations at community meetings. These may be translated into Spanish or other languages as appropriate.

Street Level and On Board the Bus Outreach

There are Marin Transit customers and Marin County residents that may have no interest or ability to participate in a meeting or review information on a website. Street level outreach attempts to capture the opinions and needs of these stakeholders. This includes knowledgeable Marin Transit staff and community outreach ambassadors engaging in conversations, providing information, and recording comments. For specific study areas, project staff may engage residents, businesses, and customers that live and conduct business along the route to inform, administer surveys, build support, and address concerns or ideas. This includes getting on the agenda of local neighborhood meetings and the opportunity to invite participation in ongoing outreach efforts. This form of outreach can be particularly effective for reaching those not likely to read printed material or use the Marin Transit website. Marin Transit bases the scale and scope of in-person activities on the requirements of the specific project or activity, the availability of staff or community partners, or if there are major service changes planned.

Social Media

Marin Transit attempts to reach out to those who are unable to attend, or do not regularly participate in, traditional public meetings and board hearings. Through its annual outreach and marketing activities, the District bolsters its social media presence through Facebook, Twitter and YouTube to encourage participation. For those who can participate in person, an online and social media presence provides for two-way communication between meetings, strengthens the dialogue, and supports a transparent planning process.

Community Advisory Groups and Focus Groups

Through consultation with stakeholders, Marin Transit develops project-based community advisory groups that provide input and feedback as a project or study is designed and implemented. Groups consist of stakeholders and members of various communities, organizations, backgrounds, and interests that provide input to the Transit District on specific programs or projects. Marin Transit has benefited from working with community advisory groups in the development of transit needs assessments in West Marin, Novato, and on the Tiburon peninsula and to update and expand service frequency in the Canal Neighborhood of San Rafael in 2020. The District strives to schedule group meetings during times and in locations that maximize stakeholder participation. Staff work with local community organizations to

hold community meetings and focus groups with riders to develop and refine major service change proposals. These are conducted in Spanish with immediate translation and in English.

Public Notices and Legal Notices

In addition to information materials, Marin Transit staff may use other forms of public advertisement to notify the public of important project or service-related information on bus shelters, at bus stops, inside or outside transit vehicles) as well as in English and Spanish newspapers in general circulation. Marin Transit will post rider information signage on its vehicles based on the needs of the outreach campaign and those affected. On Marin Transit services operated by Golden Gate Transit, the two Districts work together to coordinate placement for signage in English and Spanish.

Community-Based Organizations and Contractor Outreach

Outreach to contractors and community-based organizations regarding Marin Transit's Disadvantaged Business Enterprise (DBE) programs provides information about opportunities to bid and compete for upcoming contracts. Marin Transit collaborates with DBE officers in transit agencies across the Bay Area, as members of the Business Outreach Committee (BOC), to develop and stage four outreach and educational events each year. Events and workshops are in addition to the BOC's quarterly newsletter and announcements of upcoming contract opportunities. These outreach events inform the contracting community of upcoming bid packages, assist small contractors in developing relationships with prime contractors, and examine ways to increase diversity in workforce participation.

Email Communication

Project-specific email blasts facilitate communication and feedback from the public. Email blasts may be used to communicate with community-based organizations, stakeholders, advocacy groups, merchants' organizations, neighborhood groups and other interested individuals. Marin Transit also maintains a general email lists consisting of those who have indicated they wish to be notified of general Marin Transit news and outreach activities. The public can notify Marin Transit of their interest via the marintransit.org website, by phone, in person, by mail, and at meetings.

Board of Directors' Meetings

Agendas are available 72 hours prior to the Board meetings and posted at Marin Transit's office in San Rafael and on marintransit.org. Additional Board information is available at Marin Transit offices, where Spanish language assistance is available. Board meetings that discuss potential fare and service changes are advertised on a broader scale. Meeting times are communicated via bilingual notices posted in transit vehicles, at shelters, and at major transfer hubs (San Rafael Transit Center, Marin City, San Anselmo, and Downtown Novato). Radio ads and media placements in English and in Spanish language newspapers are utilized where appropriate and as resources allow. All Marin Transit Board meetings reserve time for public comments, and translators are available on 72-hour request. Meetings are held in the Marin County Civic Center, which is easily accessible by transit. Regular Marin Transit Board meetings are streamed on the Internet and archived on the District's website www.marintransit.org. Board agendas, staff reports, and meetings minutes are also available at marintransit.org.

All Board meeting agendas include the following notice in English and Spanish:

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

Board of Directors' Meetings During the Covid-19 Pandemic

During the pandemic, Marin Transit is conducting Board meetings online based on guidelines from the Governor of California. This practice is summarized as follows and posted on the Board meeting agenda, and provides instruction on how the public can participate:

In compliance with local and state shelter-in-place orders, and as allowed by Governor Newsom's Executive Order N-29-20, until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the Board of Directors and staff may participate in this meeting electronically or via teleconference. Members of the public are encouraged to participate remotely as described below. As with all Marin Transit Board meetings, each agenda provides notice for those needing language assistance to contact Marin Transit 72 hours in advance of the meeting to request this assistance.

(Example) How to watch the meeting:

Zoom: Please visit <http://www.zoom.us/j/86246765779> to join the webinar.

Webinar ID: 862-4676-5779

Teleconference: Members of the public wishing to participate via teleconference, can do so by dialing in to the following number at 10:00 A.M. on May 4, 2020: +1 669 900 6833; Access Code: 862 4676 5779.

How to provide comment on agenda items:

- To provide written public comment prior to or during the meeting, please email info@marintransit.org (if intended to be read aloud as public comment, please state Public Comment in subject line). Please email your comments no later than 9:00 A.M. Monday, May 4, 2020 to facilitate timely distribution to the Board of Directors. Please include the agenda item number you are addressing and include your name and address. Your comments will be forwarded to the Board of Directors and will be placed into the public record.
- During the meeting (only): Use the comment form available at <https://www.marintransit.org/board> to submit your meeting-related comments on this agenda. Your comments will become part of the public record.
- During the meeting (only): Ensure that you are in a quiet environment with no background noise (traffic, children, pets, etc.) Raise your hand on Zoom by pressing *9 and wait to be called upon by the President or the Clerk 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 also become part of the public record.

Passenger Advisory Groups

Marin Transit actively participates in Golden Gate Transit's Bus Passenger Advisory Committee. Golden Gate Transit operates most of Marin Transit's fixed route service. Marin Transit directly supports the Marin Paratransit Coordinating Council and the Marin Mobility Management Consortium. These volunteers advocate for improved accessibility and transportation options for seniors and persons with disabilities and advise Marin Transit on community needs and programs. The District will consider implementing a Marin Transit Passenger Advisory Committee in addition to working with community advisory groups for neighborhood based needs assessments and service planning.

Mobility Management Travel Training Programs

Marin Transit's travel training consist of training for senior, disabled, and low-income residents (in English, Spanish, and Vietnamese) on how to use the fixed route bus system and navigate paratransit and mobility alternatives. As part of the District's Marin Access Program, training is provided via group presentations and question & answer sessions on all the different transportation options available to them in Marin. Staff and travel training ambassadors provide "travel tours" with groups of 3-5 people who experience how to ride the public bus and how to get where they need to go. Marin Transit maintains a clearing house of information on all its mobility management program options via a Marin Access Travel Navigators call center. The center provides personalized eligibility and information on Marin Access programs and other transportation available in Marin. These are also available on the marintransit.org website. Travel Navigator satellite office hours are held regularly in Novato (north), (Marin City (south), the Canal neighborhood in East San Rafael (central), and Point Reyes Station in rural west Marin. Translation in Spanish and Vietnamese is provided as needed.

Metropolitan Transportation Commission (MTC) / Public Participation Plan

The MTC plan details a comprehensive outreach program that includes outreach to minority and low-income communities throughout the region. Components of the plan include telephone surveys and focus groups representing the demographic composition of individual Bay Area communities. MTC conducts limited outreach to community-based organizations in minority/low-income areas and provides grants throughout the region to help fund outreach activities, recruitment efforts for meeting participation, and meet language assistance needs via translators and production of multilingual documents. In addition, Marin Transit staff participate in a statewide working group collaborating to address Title VI guidance on public outreach and participation strategies.

Public Participation in Major Service and Fare Changes

This section describes Marin Transit's process for soliciting and considering public comment prior to implementing a major service, as defined in the District's Policy on Major Service Changes, or fare change.

Following US Department of Transportation planning regulations, Marin Transit develops a documented public participation plan that provides adequate notice of public participation activities, as well as early

and continuous opportunities for public review and comment at key decision points. The federal statutory and regulatory framework creates a proactive program of engagement, interaction, and accountability for decision makers, interested parties, and the public. Fundamental to this program, the District seeks out and considers the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment, healthcare, and other services. Diverse opportunities for public participation lead to more responsive and effective transit service investments. The outreach plan in advance of a final recommendation to the Board is fully consistent with the District's Title VI Program Public Participation Plan.

If proposed service changes trigger a public hearing process, the Board of Directors sets a public hearing date for a future meeting. The District sets a public hearing for consideration of any proposed fare changes. Once published notice has been provided and a meeting agenda posted, Marin Transit may consider the major service change at a regular or special meeting. Marin Transit will provide language assistance at Board of Director's meetings, such as oral interpreters, with 72-hour advance notice. Minutes from the meeting are available to the public on Marin Transit's website. Public comments received by letter, phone, email, and at public meetings concerning the proposed service or fare change are provided as an attachment to the staff report for the Board of Directors and for public review. At each Board meeting, the public is permitted to speak for up to three minutes on each item considered although the body has the discretion to limit public comment to less than three minutes if circumstances warrant. The Marin Transit Board may respond to comments made by the public and take other actions, such as amending the item or delaying a decision, as it deems appropriate.

To provide sufficient notice of upcoming hearings, the Board of Directors designates the time and place for public hearings at least 28 days in advance of the proposed hearing date, unless more notice is required by law. Unless otherwise required by law, the Board may provide for minor modifications to the 28-day advance notice requirements in those situations when a finding can be made that such modification will not diminish fulfilling the public notice procedures outlined in the section below.

Legal Publication of Notice and Additional Outreach on Public Hearings

Once the Board has decided to hold a public hearing, staff will prepare a notice of the public hearing that includes a general, brief explanation of the matter to be considered and the date, time, and location of the public hearing.

Notice of the time and place of the meeting shall be published twice in a newspaper of general circulation within Marin County that is regularly published at least once a week. As a general rule, the first publication shall occur not less than 21 days prior to the hearing and the second publication shall occur not less than 7 days prior to the public hearing but not less than 5 days after the first publication. Shorter notice may be given when permitted by law and when financial, operational or scheduling considerations make it infeasible to provide 21-day advance notice.

If more than one hearing is held in connection with implementing a new fare, raising an existing fare, or implementing a major adjustment in transit service, Marin Transit shall publish a notice in a newspaper of general circulation within Marin County of the time and place of the second or succeeding hearing(s) at least 10 days in advance of the second or succeeding hearing(s).

Notices of public hearings shall be sent to City Councils, Boards of Supervisors, or School Districts that oversee areas affected by the subject of the public hearing or other public agencies as determined by the General Manager.

Marin Transit may provide additional notification to any affected neighborhood(s) and riders regarding the proposed changes and the time and location of any public meeting where public comment will be solicited. Marin Transit will provide information about proposed fare or major service changes on its website, and may provide notification in one or more of the following ways as appropriate:

- Posting meeting notices on transit vehicles used by affected riders;
- Posting meeting notices at transit stops;
- Notification through the District's email distribution list and publicizing the hearing on the District's web site;
- Direct mail notices to neighborhoods that may be affected by the subject of the public hearing;
- Publications in newspapers to specific groups or neighborhoods that may be affected by the subject of the public hearing;
- Publishing meeting notices in neighborhood papers or Spanish language newspapers;
- Sending meeting notices to identifiable affected groups;
- Circulating an attendance sheet at the meeting to create a contact list;
- Sending letters to names on contact lists including revised versions of the original proposal along with information regarding upcoming Marin Transit Board meetings;
- Using public service announcements for radio and public access TV (when circumstances dictate, and resources allow);
- Issuing a press release; and
- Display advertisements in local newspaper(s) in the affected areas.

Identifying Lessons Learned

Marin Transit continue to evaluate individual project-based outreach and public participation efforts to determine what methods are most effective, particularly with regard to obtaining input from members of affected minority and limited English proficient communities. Comment cards or surveys are provided at all Marin Transit community meetings to gather input, feedback, and suggestions that also address how to improve the District's outreach activities.

Keeping the Public Participation Plan Up-to-Date

The District reviews and updates this *Public Participation Plan* at minimum every three years for its effectiveness and relevance based on changing demographics, new technologies, updated guidance, and the requirements and needs of particular projects, among other factors. The Plan is a living document that requires Marin Transit to continue its commitment to reach out to minority and low-income

communities by sharing this Plan with those populations, asking for feedback and new ideas, and staying connected with stakeholders who represent those populations as an ongoing activity of the District.

Regular Passenger and Community Advisory Committee Meetings

- Marin Access Paratransit Coordinating Council – Held every month
- Marin Mobility Consortium – Held every other month
- Golden Gate Transit Bus Passenger Advisory Committee – Held every other month
- Golden Gate Transit Accessibility Committee – Held every other month

Marin Access Mobility Management Goals and Activities Regarding Outreach to Riders, Stakeholders, and Community Organizations

Marin Access Mobility Management’s *Strategic Analysis and Recommendations* (2015-2017)

Marin Transit’s Marin Access Mobility Management Program conducts an annual rider survey in English and Spanish to identify needs and program improvements and to develop new program and services. Marin Access encompasses all paratransit and mobility management services for qualified senior and disabled residents. The District initiated a comprehensive study of Marin Access programs to identify performance trends and lessons learned before continuing to expand and introduce new offerings with extensive client and stakeholder input. Marin Access stakeholders include the Marin County Aging Action Initiative, the Marin Mobility Consortium, Marin Transit’s Paratransit Coordinating Council, the Commission on Aging’s Housing and Transportation Committee, and others interested in senior transportation. The initial study was completed in 2016. Staff incorporated feedback and suggested revisions where appropriate, and these revisions added clarity and context to particular issues and questions raised. The 2020 fare and program eligibility proposal developed out of this work.

Goals for Outreach to Stakeholder and Community Organizations

Interagency collaboration is required to resolve some of the most pressing service delivery constraints. Marin Transit has a long history of cooperating across sectors, particularly with regards to Marin Access programs. Interagency collaboration will require engaging community partners through existing outlets, such as the Marin Mobility Consortium, and developing innovative new partnerships and opportunities for cooperation.

Work with community partners to identify Marin Transit’s role in supporting new and expanded volunteer driver programs within the county. The success of volunteer driver programs relies on the ability to recruit and retain dependable volunteers to provide the requested transportation services. Volunteers motivated to support a specific organization or cause typically do not identify a strong allegiance to Marin Transit as a volunteer. Often volunteers are seeking a connection within their community or faith to provide this gift. With support from Marin Transit, organizations with these member ties should be encouraged to support future volunteer driver programs.

Actions Related to Public Participation and Outreach from May 2017 to May 2020

1. **Issued annual Marin Access rider surveys:** An annual survey assists staff in understanding rider satisfaction, preferences, and behavior over time, and informs decisions to change or enhance program offerings.
2. **Produce and Distribute the Marin Access newsletter:** Publish the newsletter twice per year – a Spring/Summer edition and a Fall/Winter edition.
3. **Periodic Marin Access Navigating Transit group presentations:** Marin Access Navigating Transit group presentations are provided by request to agencies and organizations that serve older adults or those with disabilities in Marin County. Staff tailor the presentations to the audience so that attendees learn about transportation options that are suited to their needs. The presentations are generally oriented to either consumers or agency / organization staff; the latter extends our reach in the community as it gives stakeholders information and tools to help educate their clients. Between May 2017 and May 2020, there were 58 Navigating Transit presentations.
4. **Facilitated a workshop with Marin volunteer driver programs:** On June 27, 2019 Marin Transit hosted a volunteer driver workshop with representatives from CarePool, Marin Villages, Sausalito Village & Call A Ride for Sausalito Seniors (CARSS), and West Marin Senior Services. The purpose of the workshop was to follow up on the Supporting Volunteer Driver Programs in Marin County memo issued on January 12, 2017 and to determine whether the needs of the local volunteer driver programs had evolved.
5. **Facilitated Marin Mobility Consortium meetings:** Between May 2017 and May 2020 staff facilitated twelve Marin Mobility Consortium meetings. The purpose of the Marin Mobility Consortium is to plan and take action together as a consortium of agencies and advocates to improve and expand transportation options for Marin’s senior, disabled, and low-income residents.
6. **Outreach to Marin Access clients in Connect service area:** In January 2020, Travel Navigator staff performed phone outreach to 50+ Marin Access clients. The purpose of this outreach was to advise Marin Access clients in the Connect service area about Connect.
7. **Marin County Senior Fair:** Staff participate in the Marin County Senior Fair annually in October. Every October, Marin Transit participates in the County’s annual fair to provides information, resources, and support for older adults. Marin Transit and Marin Access staff answer questions about programs and services. Staff also request input from fair participants on their experiences with Marin Access program and mobility needs. The event brings together agencies and organizations serving older adults in Marin and draws attendees from Marin County and beyond. Annual attendance is generally 2,000+ with the number of individual extended interactions ranging from 100 – 250.
8. **Marin Transit Fare Policy Development & Proposal Outreach:** Staff engaged in a variety of public outreach efforts between July 2019 and February 2020 related to the fare policy proposal approved by the MCTD Board of Directors in February 2020. The table below summarizes efforts

made by staff. These are described in more detail in Appendix A of this Plan and in the section on **Results of Service and/or Fare Equity Analyses** in the Marin Transit Title VI Program.

9. **Marin Transit Fare Policy Implementation Outreach:** Staff engaged in a variety of public outreach efforts between February and May 2020 related to the implementation of the approved fare policy proposal. Outreach efforts will continue through and beyond implementation in July 2020. Efforts included sending information via mail / email and direct calls to Marin Access clients to advise of the upcoming changes.
10. **Regular Marin Access Travel Navigator Satellite Hours** are held in north, south, east central, and west Marin to increase access to information and gather input regarding delivery of Marin Access services and programs, as described in the table below. Between May 20017 and May 2020, Marin Access held 101 of these sessions.

Marin Access Satellite Office Hours: Timing, Location, and Participation

Venue	Schedule	Languages Available	Estimated Reach
West Marin Senior Services / Dance Palace (Point Reyes Station)	Third Thursday of every other month	English & Spanish	36 ~5 receive individual counseling
Albert J Boro Community Center (Canal Neighborhood in East San Rafael)	Second Wednesday of every other month	English, Spanish, & Vietnamese	27 ~4 receive individual counseling
Margaret Todd Senior Center (Novato)	Last Thursday of every other month	English & Spanish	29 ~8 receive individual counseling
San Geronimo Valley Community Center (San Geronimo)	Third Thursday of every other month	English & Spanish	26 ~8 receive individual counseling

Venue	Schedule	Languages Available	Estimated Reach
San Rafael Community Center (San Rafael)	Second Wednesday of every other month	English & Spanish	40 ~7 receive individual counseling
Mill Valley Recreation Center (Mill Valley)	Second Tuesday of every other month	English & Spanish	42 ~8 receive individual counseling

APPENDIX A – Public Participation Plan, Community Outreach, and Marketing Strategies for Proposed Fare and Program Eligibility Changes in July 2020

This section provides a summary of planning strategies, public participation, and community outreach in advance of presenting proposed changes to fare and program eligibility for Board approval. These activities provided valuable input into ensuring that the proposed changes were responsive to community needs. This Phase 1 public input was documented as part of the Title VI Fare Equity Analysis, presented to the January 2020 Marin Transit Board meeting for consideration prior to approving the proposal. The complete Title VI Fare Equity Analysis along with Appendices is included in the 2020-22 Title VI Program under **Results of Service and/or Fare Equity Analyses**. Staff also prepared and is currently implementing a Phase 2 outreach plan before the approved changes go into effect on July 1.

In 2016, Marin Transit completed an extensive two-year study of its suite of Marin Access programs, including paratransit, the *Marin Access Strategic Analysis and Recommendations Study*. Ten recommendations emerged from this review of programs, rider characteristics, and an analysis of existing and future market conditions. Marin Transit staff worked collaboratively with stakeholders to develop an Action and Implementation Plan guided by these recommendations. The primary stakeholder groups include the Marin County Paratransit Coordinating Council and the Marin Mobility Consortium, which consists of representatives of community and social service organizations, advocates, and riders. Two recommendations from the Study specifically relate to the changes considered in this proposal.

The first Marin Access Study recommendation:

- **Reevaluate fare policies to optimize public subsidy, achieve sustainable programs, ensure fares are equitable (maintains a safety net for low-income), and create pricing that manages consumer demand for services.**

“Fares and fare policies across the Marin Access programs are inconsistent, especially between paratransit and Catch-A-Ride. Paratransit requires a base fare while Catch-A-Ride only requires payment if a trip exceeds a specific length. This structure makes the more convenient program cheaper than the shared ride service for shorter trips.

Changes to Marin Access fare policy could increase revenues, encourage ridership during certain times, and improve fare equity among users. Analysis is needed to consider the effects of any potential changes, particularly on low-income riders and those ‘in the gap,’ living above the Federal Poverty Level but below the Elder Index, and to gauge the response of current and future ridership. Fare policies should be evaluated in tandem with any changes to program eligibility thresholds. Action Items might include: Conduct a Fare Policy SWOT [strengths, weaknesses, opportunities, and threats] analysis, perform customer research, and evaluate alternatives; Reassess fixed route fares for Marin Access users to encourage usage for these services and shift demand during peak hours.”

The second Marin Access Study recommendation:

- **Reassess eligibility thresholds to achieve consistency and equity across all Marin Access and Marin Transit programs.**

“Eligibility for nearly all Marin Access programs differs and creates confusion for the user and inconsistency across the services. Many Marin Access clients also rely on auxiliary services, not operated by Marin Transit, that are subject to their own requirements and eligibility thresholds. Establishing a consistent and clear eligibility process for all Marin Access program is an important step in improving the user experience and ensuring programs are easy to understand and use. Changes to Marin Access eligibility thresholds need to be considered jointly with potential fare policy changes and developed with an understanding of eligibility requirements established by other service providers in the county and the Bay Area. Action Items might include: Standardize eligibility across Marin Access and Marin Transit services and programs; Develop recommendations for a system-wide low-income fare policy.”

Marin Transit Fare Policies and the Short Range Transit Plan

Marin Transit updates its Short Range Transit Plan (S RTP) every two years. The S RTP is a fiscally constrained five-year blueprint with a ten-year financial outlook. The S RTP is informed by completed and ongoing planning efforts, including the 2016 Marin Access Study and related actions. The Marin Access and Marin Transit fare policy and program proposals build on the principles and priorities of the S RTP and extensive public participation opportunities. These include community-based transportation plans for Marin City in Southern Marin and for the Canal neighborhood in San Rafael and ongoing public participation activities. The 2016, 2018, and 2020 plans reflect the goals and guiding principles for proposed changes to fare policies and programs.

Public Participation Before and After the Public Comment Period

Following US Department of Transportation planning regulations, Marin Transit developed a documented public participation plan to provide adequate notice of public participation activities and early and continuous opportunities for public review and comment at key decision points. The federal statutory and regulatory framework creates a proactive program of engagement, interaction, and accountability for decision makers, interested parties, and the public. Fundamental to this program, the District seeks out and considers the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment, healthcare, and other services. The outreach plan in advance of the final recommendation to the Board is fully consistent with the District’s Title VI Program Public Participation Plan.

Marin Transit identified and remedied potential adverse effects based on public input and the established goals for improving the availability and incentives for Marin Access programs. The section discusses the public participation process for developing this proposal and identifying adverse effects.

In addition to workshops and feedback forms, staff participated in stakeholder meetings and events with community organizations and conducted surveys of Marin Access clients. At each event, staff described the proposed fare and eligibility changes in detail, answered questions, and requested input.

Appendix E of the Fare Equity Analysis summarizes all stakeholder and community partner comments and indicates how staff used these comments to revise the draft proposal.

Marin Transit staff provided materials and made presentations to community groups and organizations that serve older adults, the disabled community, and the Spanish-speaking community. Staff provided a detailed Fact Sheet and *Frequently Asked Questions* that describe the proposed changes and information on how to provide input on the proposal. All materials were professionally translated into Spanish.

Notice of the proposed changes and the public hearing were posted inside each Marin Transit and Marin Access vehicle and at major transfer locations, including notice of how to obtain additional information. All notices were posted in English and Spanish.

Marin Transit met with community leaders in the San Rafael's largely Hispanic neighborhood in the Canal District to seek input on how to more effectively reach residents and riders and discuss how to provide information that will assist riders with understanding their fare payment options after the changes are implemented. The Canal Alliance developed and posted a five and a half minute video in Spanish on their Facebook page providing information about the proposal with an interview of Marin Transit staff to answer questions. This dialog will continue in advance of the changes, and staff is scheduled to participate in a neighborhood leadership council that meets regularly.

Marin Transit released a draft Fare Policy, Program Eligibility, and Low-Income Fare Assistance Proposal for public review and comment at the Board's November 18th meeting and requested that they open the formal public comment period and set a public hearing for January 13, 2020.

Public comments on the proposed changes were recorded at the community meetings and travel navigator workshops, transcribed from phone calls and comment cards, and documented from emails and online comment forms. The Marin Transit Board of Directors held the public hearing at its January 13, 2020 meeting where simultaneous professional translation was provided. Staff presented all comments received up until that time. All comments received prior to the public hearing, during the hearing, and up until January 29, 2020 are provided in **Appendix D** of the Fare Equity Analysis along with staff responses.

Options for public input on the draft proposal included an online comment form, mail, email, telephone and in-person. Staff provided notice of these opportunities in Spanish and English in the Marin Independent Journal, inside Marin Transit buses and at major bus stops, on the District's website, and through emails, social media, and community partner newsletters. The Marin Access Fare & Eligibility Policy Change Comment Form is provided as **Appendix H** of the Fare Equity Analysis.

As part of the targeted outreach to riders who may be impacted by this proposal, Marin Transit staff sent postcards via mail to all active Marin Access riders. Staff conducted a series of presentations at Marin Transit's Paratransit Coordinating Council and other community partner meetings, including the Marin Mobility Consortium and the Canal Alliance. Since November 2018, Marin Transit staff provided information and engaged Marin Access clients at scheduled satellite hours at the San Geronimo and San Rafael Community Center and at Pickleweed in the Canal neighborhood through December. Staff conducted additional satellite hours in January at the Corte Madera Community Center, Mill Valley Community Center, Margaret Todd Senior Center in Novato, and West Marin Senior Services at the Dance Palace in Point Reyes Station. These satellite hours are advertised on the District's website and promoted through community partners.

Adjustments to the Proposal Resulting from Public Outreach and Subsequent Analysis

Based on input from the Marin County Paratransit Coordinating Council, staff changed the recommended criteria for determining eligibility for the low-income fare assistance program. Originally, staff proposed using 200 percent of the federal poverty index. PCC members requested that Marin Transit utilize the Elder Economic Index as more suitable for Marin County and clients of Marin Access programs. The Elder Economic Index is based on annual household income depending on household size and ownership or renter status. For Marin County, a one-person household owner with no mortgage and an income of \$22,272 or less will be eligible for the Low-Income Fare Assistance Program or LIFA. The proposed use of the Elder Economic Index for LIFA is also consistent with the County of Marin's policy to increase its use of this Index in planning and program eligibility.

Marin Access Rider Surveys and Client Database as Data Sources

Marin Access rider surveys are administered annually via US Mail. To ensure at least a 20 percent response rate, Travel Navigators administer some surveys via phone. The surveys are sent to all active riders (i.e. those that have taken a trip on one of the Marin Access services within the past year). Data is from the 2017 and 2018 rider survey. Staff cleaned this data to remove duplicate responses and retain the most recent response. Respondents self-report their income, race/ethnicity, and whether they use a particular Marin Access service.

The Marin Access Travel Navigator Database (MA-TN) houses all applicant information reported at the time of application, with periodic updates to client records based on subsequent information received. Applicants self-report income, or income was inferred by eligibility for SSI and/or Marin Access Low Fare Assistance Program info. Race/ethnicity is not requested or reported at intake. Data used for the analysis is from the most recent backup of the MA-TN Database on January 21, 2020. There were 10,930 registered and 'active' clients in the database. Clients are marked inactive when staff learn that a client has moved or is deceased.

In the Marin Access 2017 and 2018 Rider Survey, respondents self-reported their use of paratransit, income, and race/ethnicity. The Rider Survey data does not differentiate ridership between mandated paratransit and paratransit trips beyond the mandated service area. Marin Access has referred to these as "paratransit, extended." The proposed fare changes eliminate this separate fare category. The 2018

Marin Access Rider Survey is provided in **Appendix G** of the Fare Equity Analysis. The complete Fare Equity Analysis is included in this Title VI program under **Results of Service and/or Fare Equity Analyses**.

Plan for Public Outreach Regarding Approved Fare and Program Eligibility Changes (Phase 2 Program Roll Out)

General Marketing and Outreach

Newsletters and E-blasts

- Marin Transit – General Listserv
- Marin Transit – Community Partners Listserv
- County of Marin
- City Managers
- Board of Supervisors webpages and newsletters
- School Districts
- Community Partner newsletters
 - TAM (Transportation Authority of Marin) Traveler
 - Area Institute on Aging
 - Commission on Aging
 - Marin Center for Independent Living
 - West Marin Senior Services
 - Canal Alliance
 - Whistlestop Newsletter Express

Press Release/notice of public hearing

In-vehicle notices on bus and paratransit vehicles

Posters Post at major bus stops (San Rafael Transit Center, Redwood and Grant, Marin City, San Anselmo) and Share with community partners

Social Media:

- Facebook/twitter/Next Door
- Paid Advertisement to Facebook and Instagram

Action Items:

- Compile list of City Managers email
- Develop language blurbs for newsletters and Board pages, short and long versions
- Develop social media blurbs
- Develop graphics for in-vehicle notices and Coordinate for Spanish translation and outsourced print
- Coordinate with Contractors for Installing in-bus notices

- Develop graphics for Poster
- Post on Social Media
- Coordinate with media for press release
- Coordinate with County
- Coordinate with Transportation Authority of Marin (TAM)

Outreach to Riders

- 1-Pager describing the changes with references to additional information
- FAQ (Spanish +English)
- Comment Form Online and Paper version (Spanish +English)
- Postcards (Spanish +English) to Active Marin Access and Paratransit riders who either used the service or signed up in the past year
- Website
 - Post past and future events
 - Post link to comment form
 - Project documents
 - News
- Marin Access Newsletter
- Community Meetings: Table/presentation

Action Items:

- Develop 1-page, FAQ, Comment Form, Postcards-English -Complete and Posted on the website
- Translate above materials to Spanish – Complete
- Coordinate website development-button for Feedback Complete
- Compile list of Active Riders list and addresses
- Coordinate for mailing the postcards
- Develop Marin Access Newsletter
- Develop list of Satellite/Community meetings
- Attend/Present at Satellite/Community meetings

Outreach to Community Partners

- Information Sharing:
 - Email with template for newsletter, links to 1-pager, FAQ, comment form, website)
- Roundtable Discussion at Marin Mobility Consortium – presentation
- Roundtable Discussion at Marin County Paratransit Coordinating Council – presentation
- Meeting/Presentation at
 - Housing and Transportation Committee /Commission on Aging
 - AAI reconvening meeting
 - Marin Center for Independent Living (MCIL)
 - Canal Alliance
 - Life Long (Adult Daycare)

Action Items:

- Email to Marin Access community partners
- Coordinate with Community Partners for discussion at regular meetings
- Attend and present at meetings with Community Partners

Marin Transit Operations Contractors

- Individual Trainings on the Fare/Eligibility Policy and Public Comment process: Monday Dec 9
- Whistlestop Operations/ Road supervisors and Schedulers
- MV Transportation – Catch a Ride (CAR) team, operating the District’s subsidized taxi program
- Travel Navigators
- Provide supplemental documents (FAQ, 1-Pager, Comment Forms) through memos/coordination meetings with Marin Transit contractors:
 - Whistlestop
 - MV Transportation
 - Golden Gate Transit
 - Airporter

Action Items:

- Coordinate for meetings with Operations contractors MV Transportation and Whistlestop (WSW)
- Attend and present at meetings with MV and WSW
- Provide materials to Marin Transit Operations team
- Share materials and memo to Operators
- [Consult with Peer Agencies](#)
- Bay Area Paratransit Council BAPAC- Presentation
- Metropolitan Transportation Commission

APPENDIX B - Marin Transit Connect On-Demand Micro Transit Pilot Public Participation and Marketing Activities 2018-20

June – October 2018

Staffing events:

- Northgate Concert Series event 7/13/2018
- Senior Residence Outreach 7/20/2018
- Sunday Farmer's Market 7/29/2018
- Thursday Farmers Market 8/2/2018
- Salvadorian Festival 8/2/2018
- JCC Summer Concert Series 8/4/2018
- SMART 1-Year Anniversary 8/18/2018
- Kaiser Wellness Festival 9/8/2018
- Global Climate Action Summit 9/15/2018

Community outreach and email blasts to senior residences:

- 33 North Apartments
- Contempo Marin
- San Rafael Student Home (Sunrise Homes International)
- Comforting Hands Forever
- Pilgrim Park Apartments
- Marinian Towers
- Oaktops Apartments
- Villa Marin
- Drake Terrace
- Smith Ranch Homes
- Alma Via
- Maria B Frietas Apartments
- Marin Garden Apartments
- Sunrise of San Rafael
- Ranchitos Park Apartments
- Terra Linda Christian Homes
- Rotary Valley Associates
- Nazareth House
- Northview Apartments
- Eaves San Rafael
- Deer Park Apartments
- Deer Valley Apartments
- Rafael Convalescent Hospital
- Pine Ridge Care & Rehab Center

Community presentations on Connect service:

- Nazareth House 8/23/2018
- Drake Terrace 9/5/2018
- Maria B Frietas Apartments 9/21/2018
- Parnow Friendship House 10/16/2018

Business outreach followed by in-person/email along with marketing materials distribution:

- Rite Aid
- CVS
- Northgate Mall
- Marin Link
- Scotty's Market
- Safeway
- Legal Aid of Marin
- DaVita Dialysis
- Embassy Suites (Hilton)
- Bank of Marin
- Sheraton San Rafael
- Guide Dogs for the Blind
- San Rafael Chamber

On street marketing:

- Civic Center SMART Station AM/PM peak hours and nearby bus stops: 7/24/18, 8/16/18 & 8/22/18
- Marin County Fair: 6/30 through 7/4
- Brand ambassador's street marketing (team of 7)- 8/27/2018 through 9/16/2018:
 - During AM/PM peak hours (6:30-10:30am, 3:45-7:30pm): Civic Center SMART Station and nearby bus stops
 - Lunch hour and mid-day hours
 - YMCA
 - YWCA
 - Kaiser
 - Northgate Mall and Northgate One
 - Scotty's Market
 - Redwood Highway (small businesses and POIs)
 - Flyers on windshields at the Smith Ranch Park & Ride Lot
 - Bus stops: routes 49, 233, 245, 257

Press Release and other media:

- Connect service promoted on Northgate Mall Website
- Connect service promoted on Bioneers Conference website
- Press Release at Marin IJ
- Press Release at Marin Link
- Press Release at Acting Aging Initiative Newsletter
- Email/mailed distribution through County of Marin within the service area (in-progress)

Promo Campaigns:

- Free rides 6/22 through 6/30
- Promotion codes for \$10 credits: JULY10, BASUMMER, FIRSTRIDE
- Free Lunch: free service during lunch hours: 10/8 through 10/19

Marketing materials:

- Banner installed at Civic Center SMART Station

- Bus notices at all 55 bus stops within the service area
- Posters
- Flyers/postcards

2020 Combined Public Meetings and Outreach Activities for the Marin Transit Connect and Fare Policy Changes

Chambers of Commerce – Newsletter
 San Rafael Community Center and Goldner's
 City of San Rafael City Manager
 City of San Rafael Next Door
 San Rafael Commons
 Aldersly: Mission and Mary St
 St. Michaels Extended Care
 San Rafael Library
 Marin Center for Independent Living
 Whistlestop WSW (WSW Express)
 Transportation Authority of Marin (TAM Traveler)
 Rotary Village
 Parnow Friendship House
 Jewish Community Center
 Bus Stop Signs within new Connect service area in Downtown San Rafael
 Mont Marin San Rafael Park Neighborhood Association
 Lucas Valley Homeowners Association
 Terra Linda Homeowners Association

Kaiser Hospital
 Canal Alliance
 Santa Venetia Homeowners Association
 County Cultural Services
 Covia and Margaret Todd Senior Center
 Point Reyes Station Dance Palace
 San Geronimo Community Center
 Pickleweed Community Center (Canal)
 Mill Valley Community Center
 Marin City
 YMCA
 Marin General Hospital
 Active Marin Access Riders
 Whistlestop Active Aging Center
 Marin County Aging & Adult Services
 Ama Latina @ Covia
 Deer Park Retirement Community
 Smith Ranch Homes
 Commission on Aging
 Marin Community Clinics
 Maria B. Freitas Senior Community
 AlmaVia San Rafael

APPENDIX C – Community Input on Outreach Strategies

Input from meetings with Spanish and Vietnamese-speaking Residents on how Marin Transit should provide public information under the Title VI Program

- At bus stops
- On buses
- As part of regularly scheduled community or group meetings
- Flyers – specifically at Mi Pueblo Market in San Rafael’s Canal Neighborhood
- Radio (93.3 – Univision, 98.3 – LPFM in the Canal and KPFA in Spanish)
- TV – Channel 29 with subtitles, Channels 15, 14, 48, Telemundo
- Newspapers that residents read in addition to the Marin Independent Journal – including La Voz Spanish language newspaper and the Marin County Post (an East Bay paper with a Marin City circulation).
- Parents groups, Canal Welcome Center, Canal Alliance, Community Action Marin, Asian Advocacy Project, Marin Grassroots/Legal Aid, District-level English Learner Advisory Committee (DELAC)/EZAC
- Handouts – large print
- People walking through the area with leaflets
- Personal interactions at places of worship, ethnic markets, community welcome centers, community events, and school-related groups.

APPENDIX D – Marin Transit Public Outreach Activities by Type of Service Change

Outreach Activities	Major	Minor	Routine
Press Releases	x		
Bus Stop Signage	x	x	
Interior Bus Signage/Information	x	x	x
Major Transit Hub Signage	x	x	
Brochures	x		
Display Ads	x	x	
Mailing Campaigns	x		
Legal Notices for Public Hearings	x		
Email Notifications	x	x	x
Marin Transit Website Content	x	x	x
Public Forums	x	x	
Community Workshops	x		
On the Ground Staff	x		
Passenger Surveys	x		
Comment Forms	x	x	x

**Marin Transit
Language Assistance Plan**

**Improving Access to Transit Services for
Persons with
Limited English Proficiency in Marin County**

Marin Transit Language Assistance Plan – Improving Access to Transit Services for Persons with Limited English Proficiency in Marin County

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 - 5.3 Staff Training
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Attachment 1 – Results of Marin Transit’s 2017 Passenger Survey

1. Introduction

The *Marin Transit Language Assistance Plan* is a plan for meeting the needs of persons with Limited English Proficiency (LEP). The plan addresses the responsibilities of Marin Transit as a recipient of federal financial assistance to provide meaningful access to transit services, programs, and activities for individuals with limited English language skills. Marin Transit has prepared this plan in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color, or national origin.

Federal Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, states that differing treatment based on a person's inability to speak, read, write, or understand English is a type of national origin discrimination. The Executive Order directs each federal agency to publish guidance clarifying the obligation of their respective recipients to ensure that such discrimination does not take place. Marin Transit receives federal assistance through the U.S. Department of Transportation.

2. Plan Summary

Marin Transit developed this LEP Plan to identify reasonable steps for providing language assistance to persons with limited English proficiency to access services and programs provided by the District. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

This LEP plan provides a summary of the demographic characteristics of Marin County and current Marin Transit riders, outlines how to identify a person who may need language assistance, the ways in which Marin Transit may provide assistance, staff training that may be required, and how the District will notify LEP persons that assistance is available.

3. Marin Transit's Service Area and Demographics

There are eleven incorporated cities and towns within Marin County. **Table 1** compares current demographic and population data for Marin County using the various U.S. Census Bureau estimates, including the 2010 decennial census and the 2013-2017 American Community Survey. This data includes a summary of the total population of the County and State and is not limited to bus riders.

Marin Transit provides local transit services and programs for trips that begin and end in Marin County. Golden Gate Bridge, Highway, and Transportation District provides the regional services between Marin, San Francisco, Alameda, and Sonoma Counties. These include a network of commute-only bus services from Marin neighborhoods to downtown San Francisco, all day service along Highway 101, and passenger ferries that originate in Larkspur, Tiburon, and Sausalito. Golden Gate Transit passenger surveys indicate that regional bus and ferry riders have a significantly different demographic profile than that of Marin local transit riders.

Table 1: Demographic Overview of Marin County (including ethnicity, language spoken at home, and education)

	Marin Co.	%	California	%
2017 Total Population Estimate ⁽¹⁾	260,955		39,536,653	
2010 Total Population Estimate ⁽²⁾	252,916		36,756,666	
Population, annual percent change, 2010 to 2017	0.45%		1.08%	
Population, annual percent change, 2000 to 2010	0.23%		0.85%	
Age				
Persons under age 5, 2017 ⁽¹⁾	12,004	4.6%	2,490,809	6.3%
Persons under 18 years old, 2017 ⁽¹⁾	52,451	20.1%	9,053,893	22.9%
Persons between 18 years old and 65 years old, 2017 ⁽¹⁾	152,137	58.3%	24,987,165	63.2%
Persons 65 years old and older, 2017 ⁽¹⁾	56,366	21.6%	5,495,594	13.9%
Gender				
Female, 2017 ⁽¹⁾	133,348	51.1%	19,886,936	50.3%
Male, 2017 ⁽¹⁾	127,606	48.9%	19,649,716	49.7%
Disability				
Persons with a disability, under age 65, 2017 ⁽¹⁾	13,308	5.3%	2,728,029	7.4 %
Journey to Work				
Mean travel time to work (minutes), workers age 16+, 2017 ⁽¹⁾	31.7		28.8	
Means of transportation to work—Public Transportation, 2017 ⁽¹⁾	12,507	9.8%	909,679	5.2%
Ethnicity				
White persons, 2017 ⁽¹⁾	223,377	85.6%	28,624,536	72.4%
Black or African American persons, 2017 ⁽¹⁾	7,307	2.8%	2,569,882	6.5%
American Indian and Alaskan Native persons, 2017 ⁽¹⁾	2,610	1.0%	632,586	1.6%
Asian persons, 2017 ⁽¹⁾	16,701	6.4%	6,009,571	15.2%
Native Hawaiian and Other Pacific Islander persons, 2017 ⁽¹⁾	782	0.3%	197,683	0.5%
Persons reporting some other race, 2017 ⁽¹⁾	20,876	8.0%	4,974,791	12.9%
Persons reporting two or more races, 2017 ⁽¹⁾	10,177	3.9%	1,541,929	3.9%
Persons of Hispanic or Latino origin, 2017 ⁽¹⁾	42,014	16.1%	15,458,831	39.1%
Language and Education				
Language other than English spoken at home, age 5+, 2017 ⁽¹⁾	55,960	22.7%	15,767,634	44.0%
High school graduates, age 25+, 2017 ⁽¹⁾	175,702	93.2%	20,658,217	82.5%
Bachelor's degree or higher, age 25+, 2017 ⁽¹⁾	105,503	57.5%	7,939,184	32.6%
Housing and Households				
Housing units, 2017 ⁽¹⁾	113,126		14,176,670	
Homeownership rate, 2017 ⁽¹⁾	64.2%		54.5%	

Housing units in multi-unit structures, percent, 2017 ⁽¹⁾	27.4%	31.1%		
Median value of owner-occupied housing units, 2017 ⁽¹⁾	\$908,800	\$443,400		
Persons per household, 2017 ⁽¹⁾	2.42	2.96		
Median household income, 2017 ⁽¹⁾	\$104,703	\$67,169		
Persons below poverty, percent, 2017 ⁽¹⁾	7.9%	13.3%		
Zero Vehicle Households, 2017 ⁽¹⁾	5,626	5.4%	985,308	7.7%
Land Facts				
Land area, (square miles)	520	155,779		
Persons per square mile, 2017 ⁽¹⁾	496.5	246.6		

Source: (1) U.S. Census Bureau, 2013-2017 American Community Survey; (2) U.S. Census Bureau, 2010 Census

4. LEP Four Factor Analysis

To update this plan, Marin Transit undertook the U.S. DOT four-factor LEP analysis that considers the following factors:

1. The number or proportion of LEP persons in Marin County who may be served by or are likely to encounter a Marin Transit program, activity, or service.
2. The frequency with which LEP persons come in contact with Marin Transit programs, activities, or services.
3. The nature and importance of Marin Transit's programs, activities, or services provided to the LEP population.
4. The resources available to Marin Transit and overall cost to provide LEP assistance.

A summary of the results from the four-factor analysis is provided in the next section.

4.1 The number or proportion of LEP persons in Marin County who may be served by or are likely to encounter a Marin Transit program, activity, or service

Marin Transit utilized 2018 American Community Survey five-year estimates to identify demographic characteristics of Marin residents with regards to ability to speak English (**Table 2**) and on specific languages spoken at home (**Table 3**). Note that the survey data on the ability of Marin County residents to speak English is provided by language groups and not by specific languages. The combination of the two tables is needed to provide a more precise picture of the potential needs of limited English residents of the County.

Marin County Language Spoken at Home	Percent
Spanish	12.4
Other Indo-European languages	6.3
Asian and Pacific Islander languages	3.3
Other languages	0.7

Table 2: Nativity by Language Spoken at Home by Ability to Speak English for Population Age 5 & Over
(next page)

Marin County, California		
Total:	248,162	+/-137
Native:	200,682	+/-3,661
Speak only English	180,622	+/-4,047
Speak Spanish:	11,728	+/-1,985
Speak English "very well"	9,843	+/-2,026
Speak English "well"	1,270	+/-710
Speak English "not well"	138	+/-178
Speak English "not at all"	477	+/-665
Speak other Indo-European languages:	5,609	+/-1,591
Speak English "very well"	5,138	+/-1,622
Speak English "well"	260	+/-266
Speak English "not well"	211	+/-187
Speak English "not at all"	0	+/-211
Speak Asian and Pacific Island languages:	2,619	+/-957
Speak English "very well"	2,375	+/-951
Speak English "well"	49	+/-73
Speak English "not well"	195	+/-141
Speak English "not at all"	0	+/-211
Speak other languages:	104	+/-132
Speak English "very well"	104	+/-132
Speak English "well"	0	+/-211
Speak English "not well"	0	+/-211
Speak English "not at all"	0	+/-211
Foreign born:	47,480	+/-3,684
Speak only English	14,480	+/-2,081
Speak Spanish:	15,791	+/-2,348
Speak English "very well"	5,419	+/-1,611
Speak English "well"	4,247	+/-1,253
Speak English "not well"	5,029	+/-1,600
Speak English "not at all"	1,096	+/-612
Speak other Indo-European languages:	8,544	+/-1,795
Speak English "very well"	6,173	+/-1,335
Speak English "well"	1,978	+/-780
Speak English "not well"	393	+/-391
Speak English "not at all"	0	+/-211
Speak Asian and Pacific Island languages:	7,282	+/-1,368
Speak English "very well"	3,012	+/-720
Speak English "well"	2,637	+/-775
Speak English "not well"	1,299	+/-771
Speak English "not at all"	334	+/-282
Speak other languages:	1,383	+/-888
Speak English "very well"	949	+/-727
Speak English "well"	338	+/-342
Speak English "not well"	96	+/-119
Speak English "not at all"	0	+/-211

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates (B16005)

Table 3: Language Spoken Marin Residents Population Age 5 Years & Over - Speak English “Very Well” or “Not Very Well”

Marin County, California	Estimate	Margin of Error
Total:	248,005	+/-55
Speak only English	191,640	+/-1,507
Spanish:	30,815	+/-1,029
Speak English "very well"	15,890	+/-992
Speak English less than "very well"	14,925	+/-1,000
French (incl. Cajun):	2,880	+/-399
Speak English "very well"	2,560	+/-364
Speak English less than "very well"	315	+/-138
Haitian:	-	-
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Italian:	1,285	+/-328
Speak English "very well"	1,050	+/-281
Speak English less than "very well"	235	+/-89
Portuguese:	1,215	+/-372
Speak English "very well"	940	+/-305
Speak English less than "very well"	275	+/-150
German:	2,195	+/-333
Speak English "very well"	1,995	+/-317
Speak English less than "very well"	200	+/-96
Yiddish, Pennsylvania Dutch or other West Germanic languages:	470	+/-176
Speak English "very well"	-	-

Speak English less than "very well"	-	-
Greek:	350	+/-171
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Russian:	1,405	+/-361
Speak English "very well"	845	+/-247
Speak English less than "very well"	560	+/-211
Polish:	80	+/-58
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Serbo-Croatian:	155	+/-88
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Ukrainian or other Slavic languages:	555	+/-283
Speak English "very well"	390	+/-223
Speak English less than "very well"	170	+/-100
Armenian:	305	+/-213
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Persian (incl. Farsi, Dari):	1,780	+/-465
Speak English "very well"	1,230	+/-395
Speak English less than "very well"	555	+/-186
Gujarati:	140	+/-141
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Hindi:	810	+/-312
Speak English "very well"	490	+/-162

Speak English less than "very well"	320	+/-217
Urdu:	155	+/-90
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Punjabi:	-	-
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Bengali:	170	+/-110
Speak English "very well"	170	+/-110
Speak English less than "very well"	-	-
Nepali, Marathi, or other Indic languages:	-	-
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Other Indo-European languages:	1,270	+/-344
Speak English "very well"	1,135	+/-324
Speak English less than "very well"	135	+/-94
Telugu:	155	+/-109
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Tamil:	160	+/-124
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Malayalam, Kannada, or other Dravidian languages:	-	-
Speak English "very well"	-	-
Speak English less than "very well"	0	+/-29
Chinese (incl. Mandarin, Cantonese):	3,205	+/-552
Speak English "very well"	1,615	+/-319

Speak English less than "very well"	1,590	+/-354
Japanese:	1,015	+/-305
Speak English "very well"	855	+/-289
Speak English less than "very well"	160	+/-103
Korean:	635	+/-206
Speak English "very well"	335	+/-139
Speak English less than "very well"	300	+/-119
Hmong:	-	-
Speak English "very well"	-	-
Speak English less than "very well"	0	+/-29
Vietnamese:	1,015	+/-285
Speak English "very well"	330	+/-155
Speak English less than "very well"	690	+/-216
Khmer:	90	+/-59
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Thai, Lao, or other Tai-Kadai languages:	145	+/-106
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Other languages of Asia:	305	+/-181
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Tagalog (incl. Filipino):	1,295	+/-320
Speak English "very well"	840	+/-230
Speak English less than "very well"	450	+/-216
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	185	+/-106
Speak English "very well"	115	+/-66

Speak English less than "very well"	70	+/-56
Arabic:	465	+/-202
Speak English "very well"	340	+/-166
Speak English less than "very well"	120	+/-96
Hebrew:	235	+/-131
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Amharic, Somali, or other Afro-Asiatic languages:	220	+/-169
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Yoruba, Twi, Igbo, or other languages of Western Africa:	-	-
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Swahili or other languages of Central, Eastern, and Southern Africa:	355	+/-245
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Navajo:	0	+/-29
Speak English "very well"	0	+/-29
Speak English less than "very well"	0	+/-29
Other Native languages of North America:	-	-
Speak English "very well"	-	-
Speak English less than "very well"	-	-
Other and unspecified languages:	280	+/-203
Speak English "very well"	205	+/-189

Source: U.S. Census Bureau, 2014-2018 American Community Survey 5-Year Estimates

According to the U.S. DOT Safe Harbor Provision, Marin Transit must provide written translation of vital documents for each eligible LEP language group that constitutes five percent or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered by the District. This requirement does not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. Using the data provided in **Tables 2 and 3**, Marin Transit is required to ensure that vital documents are professionally translated into Spanish. District staff will monitor contacts with limited English proficiency residents who speak Chinese, Persian, and Russian and future census and survey data to determine additional safe harbor populations. Based on contacts with Vietnamese speakers with limited English proficiency, the District will eligibility and program documents into Vietnamese and provides targeted outreach to educate this population on their mobility options at the Travel Navigator satellite hours in the Canal neighborhood in San Rafael.

Table 4 presents key demographic data for transit riders who use local fixed route, rural, and paratransit services, and compares this data to the demographics of the County as a whole. Most (80%) local fixed route riders are between the ages of 18-64.

The comparison highlights significant differences in transit riders from the average Marin County resident in income and race. Compared to the rest of the County, Marin Transit local riders have a significantly lower income level and have a lower proportion of riders identifying themselves as Caucasian/White. In 2017, about 35 percent of Marin Transit local riders earn less than \$25,000 a year, while the majority of countywide residents (64.4%) are at the other end of the range earning \$75,000 or more.

The 2018 five-year American Community Survey estimates indicate that 21.4 percent of Marin County residents do not speak English at home.

In the findings from the Marin Transit's 2017 passenger survey, 38 percent of those surveyed speak Spanish at home compared to 11.1 percent of Marin County residents. The second language identified in the 2017 survey constitutes one percent of riders who speak Tagalog at home. In total, the passenger survey found that 41.2 percent of local riders speak another language at home and 31.2 percent of local riders speak English less than very well.

Table 4 summarizes 2017 survey responses by age, gender, and race. A detailed breakdown of the 2017 passenger survey results for language spoken at home other than English is provided in the tables in Attachment 1. The selected questions from the survey in the attachment include:

- What language do you primarily speak in your household?
- How well do you speak English?
- Are you of Hispanic, Latino, or Spanish origin?

Table 4: Demographic Overview of Local Transit Riders Compared to Marin County as a Whole

	2012 Survey	2017 Survey	Marin County (1)
Under 18 years old	21%	11%	20.1%
Between 18 and 65 years	72%	80%	58.3%
65 years and older	12%	9%	21.6%
Female	49%	44%	51.8%
Male	51%	56%	48.9%
Under \$25,000	57%	35%	11.2%
\$25,000 to \$49,999	20%	24%	12.8%
\$50,000 to \$74,999	7%	12%	11.6%
\$75,000 or more	16%	29%	64.4%
White	39%	29%	85.6%
Black/African American	7%	7%	2.8%
American Indian/Alaska Native	1%	1%	1%
Hispanic/Latino	43%	52%	16.1%
Asian	5%	5%	6.4%
Native Hawaiian/Pacific Islander	1%	1%	0.3%
Other	4%	6%	8%
No Vehicle Available	32%	39%	5.4%
Language other than English Spoken at Home			
Spanish	39%	38%	12.4%
Other	9%	4%	10.3%

(1) U.S. Census Bureau, 2012-2017 American Community Survey

In preparing its first Language Assistance Plan in 2013/14, Marin Transit conducted Title VI outreach workshops with members of Marin's Latino and Vietnamese communities in 2013. The workshops

gathered input to identify appropriate methods to communicate, inform, and obtain input from residents with limited English proficiency. Marin Transit also enhanced the Marin Access Mobility Management program with a grant to develop and implement programs to reach Marin County residents with limited English. Under the grant, the District expanded its understanding of community needs and outreach methods. The purpose was to educate LEP residents on the options available to senior, disabled, and low-income residents under the Marin Access Program. The program is described in further detail in Section 6 of this document.

The Census Bureau has defined two classifications of how well people speak English. The classifications are: 1.) People that speak English “very well,” and 2.) People that speak English “less than very well.”

Within Marin Transit’s service area, 22.7 percent of residents speak a language other than English in their home. According to the results of Marin Transit’s 2017 Passenger Survey, 41.2 percent of local riders speak another language at home and 31.2 percent of local riders speak English less than very well.

4.2 The frequency with which LEP persons come in contact with Marin Transit programs, activities, or services

Marin Transit continues to assess the frequency with which staff and drivers have, or could have, contact with LEP persons. Marin Transit maintains records in its data management system on these contacts and reviews the tallies of contacts using the Language Line direct translation service through the District’s Customer Service Center. When assistance is needed, drivers direct LEP passengers to the Customer Service Center to answer questions and provide information. Language Line summarizes these contacts by language requested, number of calls, and call length. Marin Transit reviews these statistics to ascertain the potential for additional language assistance needs. Nearly all the requests are for Spanish translation. In 2017, out of 266 translations provided 266 were in Spanish. In 2018, 222 translations were provided and 208 were in Spanish. In 2019, there were 233 total translations were provided and 224 were in Spanish. Up until May, there were 58 requests for translation and 54 were in Spanish in 2020. During the same time period, the remaining requests were on average about one each per year for translations in 12 different languages. The exceptions were Marin Transit will continue to review these reports to monitor usage and note emerging trends.

Primary Contact Points with LEP persons

- Buses
- Drivers
- San Rafael Transit Center. Customer service staff connect LEP persons to Language Line for translation of questions and answers in 200 languages. Language Line provides a summary of all calls by language requested.
- Transit Guides and Schedules
- Dispatchers (after-hours customer service)
- Paratransit and Dial-a-Ride reservationists
- Interior car cards

- Interior fare car cards
- On-street signage
- MarinTransit.org Website

Secondary Contact Points

- Receptionist and customer service representatives
- Ticket vendors
- Road Supervisors
- Print media
- Broadcast media
- Public relations media
- Transit fairs, County Fair, and community events. Marin Transit notes the number of LEP contacts and request that interested members fill in a sign-in sheet.

4.3 The nature and importance of Marin Transit programs, activities, or services provided to the LEP population

Per the results of the 2017 Marin Transit Passenger Survey, the largest concentration of LEP individuals in Marin Transit service area are people who speak Spanish (37.4 percent) in their homes. The next concentration was far lower: one percent of surveyed riders who speak Filipino or Tagalog at home. Services provided by Marin Transit that LEP individuals use include the fixed route and local dial-a-ride system serving the general public, the District's mobility management programs for senior, disabled, and low-income residents, and the complementary paratransit system for senior and disabled persons. Marin Transit has contact with LEP individuals in its office, through local schools, through organizations serving the homeless and local community service and advocacy organizations, at the San Rafael Transit Center, and at community outreach events.

4.4 The resources available to Marin Transit and overall cost to provide LEP assistance

Marin Transit assessed the available resources to provide LEP assistance. This included determining the costs of professional interpreters and translation and taking an inventory of available organizations with which resources could be shared. In anticipation of potential service changes, Marin Transit develops a marketing and community outreach plan that identify opportunities to reach LEP individuals and budget for those activities. The outreach plan is implemented with the assistance of local community organizations, including Canal Alliance and Homeward Bound and LEP community advocates.

The Marin Transit website automatically translates into 14 languages. Marin Transit translates all public notices into Spanish, including rider panels and service schedules. In addition, customer service and trip planning are available in Spanish and in 200 languages through the direct translation service provided by Language Line.

Marin Transit anticipates and budgets for the costs associated with professional written translation of service information and vital documents into Spanish and those associated with providing oral translation at public meetings where needed and by request.

5. Marin Transit's Language Assistance (LEP) Plan

Based on the four-factor analysis, Marin Transit developed its LEP Plan into five areas as follows:

1. Identifying LEP individuals who need language assistance
2. Language assistance measures
3. Training staff
4. Providing Notice to LEP persons
5. Monitoring and updating the LEP Plan

5.1 Identifying LEP individuals who need language assistance

Marin Transit conducts a system-wide onboard passenger survey every three to four years and periodically designs and administers smaller scale passenger surveys to evaluate services or identify transit needs. These smaller surveys are designed and utilized as a near or long-term service planning tool or as part of a larger public outreach process. An analysis of recent system-wide passenger survey results is provided in Section 4.1 of this plan, as part of the four-factor analysis.

Marin Transit may identify an LEP person who needs language assistance through the following activities:

- Examining customer service center records for language assistance provided in person or over the phone;
- Marin Access Mobility Management Program eligibility coordinators and dispatchers are instructed to record and report on passenger requests for language assistance;
- Scheduling public meetings in neighborhoods where LEP residents are concentrated, and advertise the availability of translation assistance at least two weeks in advance;
- Provide Census Bureau *Language Identification Flashcards* at Marin Transit events near the registration table. While Marin Transit may not be able to accommodate individuals who self-identify as persons not proficient in English at an event, this information assists staff in anticipating needs for future events; and
- Educating bus operators and front-line staff on identifying specific language assistance needs and potential demographic trends among riders and connecting LEP passengers to Customer Service for language assistance. Enable passengers to easily connect with the Language Line service that provides immediate translation in 200 languages.

5.2 Language Assistance Measures

As established in Section 4.1 above, Marin Transit provides translation of vital documents into Spanish. These include:

- All Marin Transit schedules and brochures are translated;
- Marin Transit passenger comment cards on all fixed route and paratransit services;
- Marin Access paratransit and mobility management program information and eligibility application forms;
- Passenger surveys
- Advisory notices at Bus Stops and Transit Centers;
- Written notices of rights on each bus and major transit center with information on accessing Title VI complaint forms;
- Notices of denials, losses, or decreases in benefits or services; and
- Notices advising LEP individuals of free language assistance services.

Marin Transit's outreach efforts strive to provide vital information to Spanish-speaking residents on Marin Transit programs and services in appropriate formats that are sensitive to cultural differences. Each year, Marin Transit translates brochures and surveys into Spanish and utilize Spanish and Vietnamese speaking staff and volunteers for outreach on service improvements, an effort to develop a proposal and to inform residents for change to Marin Transit fare and program eligibility from 2018-20, and to educate residents on Marin Access mobility management services.

There are numerous language assistance measures available to LEP persons, including oral and written language services. There are a variety of ways in which Marin Transit staff respond to LEP persons in person, by telephone, or in writing. Marin Transit will strive to assist an LEP person who needs language assistance via the following measures:

- Provide customer service information and trip planning in Spanish. Marin Transit has designated staff to provide bilingual Spanish and English phone and in person assistance with trip planning, complaint handling, and youth pass sales from its offices. Marin Transit strives to have this assistance available at all times during regular business hours. Provide Spanish translation for trip planning assistance as part of the regional 511 program. Marin Transit requires the Marin Access paratransit and travel navigator contractor to provide Spanish translation for customers. Marin Transit encourages all its contractors to recruit customer service providers and bus drivers with the ability to speak multiple languages; (Current)
- Marin Transit's big bus operator, Golden Gate Transit, provides telephone assistance with a service called Language Line that supports over 200 languages and provides assistance for all Marin Transit fixed route services. An interpreter is immediately available on the phone to interpret in any of those languages. If needed, their customer service staff can also provide this assistance in person at their office in the San Rafael Transit Center with the Language Line service; (Current)

- Marin Transit works with local senior centers and residential facilities to provide vital information in Spanish and Vietnamese regarding Marin Transit programs and services; (Current)
- Marin Transit networks with local human service organizations that provide services to LEP individuals for opportunities to provide information on Marin Transit programs and services; (Current)
- Marin Transit provides a statement in notices and publications that on request it will strive to accommodate LEP individuals with interpreter services for public hearings and Board of Director meetings, with a minimum of four days advance notice; (Current)
- When an interpreter is needed for a language other than Spanish, in person or on the telephone, staff will attempt to access language assistance services from a professional translation service or qualified community volunteers; (Current)
- The customer service and 511 information center utilize Language Line and/to U.S. Census Bureau Language Identification brochures available at the San Rafael Transit Center and Marin Transit's offices. LEP customers often come directly to our offices for assistance or to secure a youth pass; (Current)
- Post Marin Transit Title VI Policy and Language Assistance Plan on the District's website, www.marintransit.com/titlevi.html, where translation into 14 languages is instantly available; (Current) and
- Strive to provide group travel training to LEP persons with translation assistance from Spanish and Vietnamese staff and volunteers. (Current)

5.3 Staff Training

Marin Transit trains staff on its role and responsibilities in providing meaningful access to services for LEP persons through the following activities:

- Develop curriculum and a corresponding PowerPoint to have available that educates current and new Marin Transit staff and contractors on the Title VI requirements for providing meaningful access to services for LEP persons, including sensitivity to cultural differences. Conduct training for all current and new staff; (Current)
- Distribute LEP curriculum and training materials to Golden Gate Transit for their use in training drivers and front-line staff who deliver and support Marin Transit fixed route services; (Current)
- Provide Marin Transit staff and contractors with a description of language assistance services offered by Marin Transit; (Current)
- Provide Marin Transit staff and contractors with specific procedures to be followed when encountering an LEP person, including how to handle a potential Title VI/LEP request or complaint; (Current) and
- Instruct Marin Transit staff and contractors on the use of U.S. Census Bureau *Language Identification Flashcards* and/or Language Line brochure. (Current)

5.4 Providing Notice to LEP Persons

Marin Transit strives to provide Notice to LEP Persons, in both oral and written communications in the following ways:

Oral communications:

- Offer general information, such as operation hours of the Transit Center/ Administrative Offices, fares, Lost and Found, etc., on Marin Transit customer service line in English and Spanish; (Current via transfer to Golden Gate Transit's Customer Service Center)
- During Marin Transit business hours, Marin Transit strives to provide trip planning assistance, sell youth passes, and handle complaints in English and Spanish. Additional trip planning assistance and customer service is provided by Golden Gate Transit's Customer Service Center; (Current)
- Provide a statement affirming that Marin Transit makes reasonable accommodations to provide an interpreter at public hearings and meetings with advance notice; (Current)

Written communications:

- Information about Marin Transit's non-discrimination policies and information on the local/federal complaint process are provided in Spanish on the MarinTransit.org Title VI webpage at www.marintransit.org/titlevi.html and instantly translated into 14 languages using Google Translate; (Current)
- Use the services of a professional Spanish translator to ensure that vital documents are translated accurately. Vital written documents include, but are not limited to, consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in services; and notices advising LEP individuals of free language assistance services. Examples of these vital documents include an Americans with Disabilities Act (ADA) complementary paratransit eligibility application, a Title VI complaint form, notice of a person's rights under Title VI, and other documents that provide access to essential services; (Current)
- The Marin Transit Rider Guide contains information on fares, accessibility, locations where discount tickets and passes are sold, and general riding information is provided in Spanish. The Guide encompasses all of Marin Transit's fixed route services, and Spanish translation accompanies each section of text written in English; (Current)
- Marin Transit provides onboard flyers with information on route changes, rider alerts, fare increases, and public hearings in Spanish; (Current)

- Temporary signs at bus stops and transit centers informing customers of any detours or route changes or public meetings include Spanish translations side by side with language in English; (Current)
- Interior bus stickers and posters at major bus transfer points in Marin City, San Rafael, San Anselmo, and Novato that display safety or system policy information are provided in Spanish; (Current)
- Onboard passenger surveys are provided in Spanish; (Current) and
- When conducted, community surveys are available in Spanish. (Current)

5.5 Monitoring and Updating the LEP plan

This plan is designed to be flexible and will evolve with changes in Marin County's population and Marin Transit ridership. As such, it is important that the District consider whether new documents and services need to be made accessible for LEP person and monitor changes in demographics.

Monitoring, Evaluating, and Updating Marin Transit LEP Plan

Marin Transit updates this *Language Assistance Plan* (LEP Plan) every three years as required by the Federal Transit Administration. Staff will review and update the plan when it is clear that higher concentrations of LEP individuals are present in Marin Transit service area, especially those speaking languages other than Spanish. As the basis for updating the LEP Plan, Marin Transit will monitor and evaluate its LEP activities through analysis of:

- Input from customers through Marin Transit's System-wide Passenger Surveys, which will be conducted every three to five years;
- Needs identified by front line staff during employee training activities related to Limited English Proficiency populations or in the course of day-to-day operations of the system;
- Needs identified by community partners or LEP individuals during outreach activities or other interactions with Marin Transit staff, including informal meetings with leaders of community-based organizations and social service providers;
- Complaints from LEP individuals received by Marin Transit or its contract operators; and
- Assessment that may include surveys of coach operators and other front-line staff, including dispatchers, dial-a-ride schedulers, and the District's service development planners on their experience concerning contacts with LEP persons.

Dissemination of Marin Transit Language Assistance Plan (LEP Plan)

Marin Transit disseminates the *Language Assistance Plan* to customers and Marin County residents through the following:

- A link to Marin Transit LEP Plan and Title VI Program is provided on Marin Transit website, www.marintransit.org/titlevi.html;

- Marin Transit distributes the LEP Plan with human service and multicultural organizations in Marin County; and
- Any person or agency with internet access can access and download the plan from Marin Transit's website. Alternatively, any person or agency may request a copy of the plan via telephone, fax, mail, or in person, and shall be provided a copy of the plan at no cost. LEP individuals may request translated copies of the plan that Marin Transit will provide as feasible.

6. Building on Marin Transit's Inclusive Coordinated Transportation Partnership to Reach Spanish- and Vietnamese-Speaking Senior & Disabled Residents

Marin Transit benefited from a 2013 grant under the Inclusive Coordinated Transportation Planning Grant Program funded by the U.S. Administration for Community Living and managed in partnership with the Federal Transit Administration. Marin Transit's Project documents and builds on the District's techniques for including participants and stakeholders in planning mobility management and transit services. The purpose is to increase participation from limited English and non-English speaking Hispanic and Vietnamese seniors and persons with disabilities into these planning processes. This is accomplished through hiring and training of bilingual Spanish and Vietnamese speaking staff and volunteers through contracts with community partners who take the lead in outreach to these communities. These community leaders facilitate participation in developing and refining services as they provide up-to-date information on mobility programs for seniors and persons with disabilities.

In addition to increasing participation from underserved communities, Marin Transit views this project as critical to facilitating their access to transit and mobility management programs and services, including paratransit, volunteer driver and discounted taxi programs.

Marin Transit partnered with four community agencies to outreach to the Vietnamese and Spanish speaking senior populations of Marin.

Activities include:

- Community presentations to inform target groups about Marin Transit's mobility management and transit programs and determine their level of awareness and use of these mobility options. These include language specific power-point presentations with a mix of English and Spanish or Vietnamese verbal presentation. One organization has also conducted surveys of its members, both by telephone and in-person.
- Spanish and Vietnamese translations of Marin Transit's brochures on mobility management programs and services, and Spanish translation of the Rider's Guides for Marin Access Paratransit, Volunteer Driver, and the Marin Catch-A-Ride discount taxi programs.
- A series of "Field Trips" on transit for small non-English speaking groups of seniors to facilitate riding the bus while conducting on-bus focus groups.
- Ongoing Travel Navigator assistance and satellite office hours to provide information, gather input, and answer questions. See below for current program information.

Marin Access Travel Navigator Satellite Hours (In-Person, Prior to the Covid-19 Pandemic)

Venue	Schedule	Languages Available	Estimated Reach
West Marin Senior Services / Dance Palace (Point Reyes Station)	Third Thursday of every other month	English & Spanish	36 ~5 receive individual counseling
Albert J Boro Community Center (Canal Neighborhood in East San Rafael)	Second Wednesday of every other month	English, Spanish, & Vietnamese	27 ~4 receive individual counseling
Margaret Todd Senior Center (Novato)	Last Thursday of every other month	English & Spanish	29 ~8 receive individual counseling
San Geronimo Valley Community Center (San Geronimo)	Third Thursday of every other month	English & Spanish	26 ~8 receive individual counseling
San Rafael Community Center (San Rafael)	Second Wednesday of every other month	English & Spanish	40 ~7 receive individual counseling
Mill Valley Recreation Center (Mill Valley)	Second Tuesday of every other month	English & Spanish	42 ~8 receive individual counseling

7. Contact Information

Questions or comments regarding the Language Assistance Plan may be submitted to Marin Transit's Title VI Program:

Civil Rights Officer

Marin County Transit District

711 Grand Avenue, Suite 110

San Rafael, CA 94901

Phone: (415) 226-0859

Fax: (415) 226-0856

For additional information, visit www.marintransit.org/titlevi.html

Attachment 1 - Marin Transit Passenger Survey 2017 - Results from Selected Questions

What Languages Do You Regularly Speak in Your Home?

	TOTAL WEIGHTED -----	TOTAL UNWEIGHTED -----
BASE - ALL RESPONDENTS	826	1216
	100%	100%
ENGLISH	57%	58%
SPANISH	38%	37%
ENGLISH AND SPANISH EQUALLY	1%	1%
TAGALOG/FILIPINO	1%	0%
FRENCH	0%	0%
VIETNAMESE	0%	0%
FARSI/PERSIAN	0%	0%
FIJIAN	0%	0%

PORTUGUESE	0%	0%
HINDI	0%	0%
AMHARIC	0%	0%
URDU	0%	0%
NEPALI	0%	0%
ASL	0%	0%
RUSSIAN	0%	0%
CANTONESE	0%	0%
JAPANESE	0%	0%
TIBETAN	0%	0%
GERMAN	0%	0%
REFUSED	1%	0%

How Well Do You Speak English?

	TOTAL WEIGHTED -----	TOTAL UNWEIGHTED -----
BASE - SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME	348 100%	499 100%
VERY WELL	25%	25%
WELL	26%	26%
NOT WELL	41%	42%
NOT AT ALL	8%	7%

Are You of Hispanic, Latino, or Spanish Origin?

	TOTAL WEIGHTED -----	TOTAL UNWEIGHTED -----
BASE - ALL RESPONDENTS	826	1216
	100%	100%
NO	45%	48%
YES	52%	51%
REFUSED/NO RESPONSE	2%	2%

Ethnic Background

	TOTAL WEIGHTED -----	TOTAL UNWEIGHTED -----
BASE - ALL RESPONDENTS	826	1216
	100%	100%
WHITE/CAUCASIAN	39%	41%
HISPANIC	24%	24%
BLACK/AFRICAN AMERICAN	10%	10%
ASIAN	7%	7%
AMERICAN INDIAN/ALASKA NATIVE	4%	4%
NATIVE HAWAIIAN/PACIFIC ISLANDER	1%	1%
MIXED UNSPECIFIED	1%	1%
PERSIAN/ARAB/N. AFRICAN/MIDDLE EASTERN	0%	0%
REFUSED/NO RESPONSE	20%	19%

Membership of Non-Elected Committees and Councils

Title 49 Code of Federal Regulations Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.” Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

As of July 2017, Marin Transit does not have non-elected committees or councils with membership chosen by Marin Transit.

Description of Marin Transit Monitoring of Subrecipients for Compliance with Title VI

As of May 2020, Marin Transit does not have any subrecipients for Federal Transit Administration funding.

Title VI Equity Analysis of Marin Transit Constructed Facilities

The recipient shall complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Facilities include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. Facilities do not include bus shelters and transit stations, power substations, etc. as those are evaluated during project development of the NEPA process.

Marin Transit has not constructed any facilities such as a vehicle storage facility, maintenance facility, or operation center. In 2016, the District initiated a long-term planning process toward the goal of siting an operations and maintenance facility in Marin County. Staff developed a comprehensive list of evaluation criteria for Board approval, and applied these criteria to candidate locations, including Title VI equity considerations. In August 2017, Marin Transit completed a detailed equity analysis of alternatives for Board consideration along with a cost/benefit analysis of constructing a facility, *Evaluating Costs and Benefits of a Marin Transit Operations and Maintenance Facility*.

In 2019, Marin Transit purchased an existing developed site in northern Novato to use for bus parking and to lease administrative offices to an operations contractor. This contractor had been leasing these offices from the previous owner. Marin Transit will continue to seek a location for a future operations and maintenance facility to meet documented needs and will conduct a Title VI equity analysis of identified alternatives. Marin County properties appropriate for this use are highly constrained.

Setting System-wide Service Standards and Policies

The Federal Transit Administration (FTA) requires all fixed route transit providers to monitor the performance of their transit system relative to their system-wide service standards and service policies not less than every three years to remain in compliance with Title VI requirements. Marin Transit must submit the results of its monitoring program as well as documentation verifying the Board's approval of the monitoring results to the FTA as part of its Title VI Program.

As a newly designated direct recipient of Federal Transit Administration (FTA) funding, Marin Transit adopted Title VI System-wide Standards and Policies on February 4, 2013.

The required standards address:

- *Vehicle load for each mode:* Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. Transit providers can specify vehicle loads for peak vs. off-peak times, and for different modes of transit.
- *Vehicle headways for each mode:* The amount of time between two vehicles traveling in the same direction on a given line or combination of lines.
- *On-time performance for each mode:* A measure of runs completed as scheduled.
- *Service availability for each mode:* A general measure of the distribution of routes within an agency's service area.

The required policies address:

- Siting of Transit Amenities, i.e. shelters and benches, and
- Vehicle Assignment.

Marin Transit adapted and refined the system-wide service standards from its Short Range Transit Plan (SRTP) to reflect the FTA guidance and developed two new Marin Transit system-wide policies. The Short Range Transit Plan is updated every two years, and staff will release a draft of the most recent plan in Summer 2017. Marin Transit has incorporated the District's system-wide standards and policies into a single document, and evaluates its services and programs based on these standards and policies through its ongoing performance reports and Short Range Transit Plan process. To fully apply the on-time performance standards, the District continues to work with Golden Gate Transit to improve the availability of its real-time information for Marin Transit services.

Marin Transit utilizes the Title VI standards and policies to conduct a system-wide analysis of the relative distribution of these service attributes based on its ridership as a whole and on members of the protected classes under Federal civil rights law. Marin Transit applies these standards to determine if planned major service changes or fare changes will have a disparate impact based on race, color, and national origin prior to implementation.

Marin Transit Service Standards and Policies under Federal Title VI

Adopted on February 4, 2013

Standard: Vehicle Load for Each Mode

Provides service levels to prevent overcrowding and standees

Marin Transit's system-wide goal is to have an average maximum load factor for local service not to exceed 1.25, as measured by a ratio of total passengers to seats on board the vehicles. This equates to a maximum of approximately 10 standees on a 40' vehicle and 15 standees on a 60' articulated vehicle.

Marin Transit works closely with its contractors, specifically Golden Gate Transit, to ensure passengers are not left behind due to overcrowding or overloads. Overcrowding is particularly monitored on routes to and from the Canal area of San Rafael, routes that provide service along Highway 101, routes that provide supplemental school service, Muir Woods Shuttle trips, and West Marin Stagecoach routes that provide weekend Summer service. Marin Transit provides frequent bus service using articulated buses in the Canal area of San Rafael to minimize overcrowding and ensure passengers wait no longer than 15 minutes for the next bus during peak periods. Shadow, or back-up, buses have been deployed on the seasonal Muir Woods Shuttle to accommodate peaks in demand based on weather and traffic conditions.

Standard: Vehicle Headway for Each Mode

Provides adequate service frequency based on the corridor of operation and ridership demand

Marin Transit's system-wide goal is to provide service every 30 minutes during the peak and every 60 minutes during the off-peak times along all primary transportation corridors¹ in the urbanized areas of the County, as demand warrants. As many routes provide overlapping service within a given corridor, corridor frequencies are typically much higher than route level frequencies. Services in rural areas will be deployed as demand warrants.

¹ Priority corridors are those identified in the Marin County Measure A Transportation Sales Tax Expenditure Plan

Standard: On-Time Performance for Each Mode

Provides accessible and reliable transit services to Marin County

To ensure reliable services, Marin Transit aims to have a 90% on-time performance target at major stops and transfer hubs and an 80% on-time performance target at minor timepoint stops for fixed route operations. In addition, the agency standard is less than 1% of fixed-route trips missed or removed from the daily schedule. For paratransit services, the standard for on-time performance is at least 90% of all paratransit trips arriving within the thirty-minute pick-up window.

Standard: Service Availability for Each Mode

Provides accessible and reliable transit services to Marin County

Marin Transit's goal is to provide transit service to major origins and activity centers within the County. This goal includes providing transit within ½ mile of 85% of all County residents, 80% of all jobs within the County, and 90% of residential units in large multifamily housing developments, as well as ensuring that 90% and 75% of middle and high schools are within ½ mile and ¼ mile, respectively, of transit service.

Marin Transit also aims to have less than 1% of fixed-route trips missed or removed from the daily schedule, and for at least 90% of all paratransit trips arriving within the pick-up window.

Policy: Transit Amenities for Each Mode

When resources allow for improvements at multiple stop locations, Marin Transit will prioritize resources based on passenger activity and transfer opportunities. The District will also recognize the amount of observed boarding versus alighting activity when siting amenities such as shelters, benches, and real-time passenger information.

Policy: Vehicle Assignment for Each Mode

All vehicles used in local fixed route service will be Americans with Disabilities Act (ADA) accessible and accommodate at least two wheelchairs and two bicycles. Vehicle size and capacity will be assigned based on demand and passenger load factors. Those routes with the lowest passenger demand will be assigned a 24' cutaway, those with medium demand will be assigned a 35' or 40' vehicle, and those with the highest demand will be assigned a 60' articulated vehicle. Due to challenging terrain and roadways in rural West Marin, vehicle assignments and features may be adjusted to allow for safe operations.

Demographic and Service Profile Maps and Charts

The following maps depict data on Marin County minority and low-income populations at the Block Group level, using 2017 five-year American Community Survey Census data. The minority population map shows block groups with more than 28.5 percent minority population. The 28.5 percent figure reflects the countywide average proportion of minority residents. Minority populations are defined as including those who identify themselves as: American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latin, Native Hawaiian or Other Pacific Islander. The low-income population map on the next page shows those households in Marin County that earn less than \$50,000 annually, and these households are 25.4 percent of all Marin households.

Marin County has approximately 255,000 residents, and they are located primarily along the U.S. Highway 101 corridor stretching to Sonoma in the north and San Francisco to the south. Most of Marin County consists of protected open space; national, State and local parks; and agricultural preservations areas in South and West Marin. Steep hillsides, mountains in the center of the County, and numerous waterways and marshes also limit developable areas. The largest geographic area in the County is characterized by very low-density development surrounded by protected lands to the west of the mountains. In the south is the Golden Gate National Recreation Area. To the northeast, the land is primarily agricultural. In the far west, Point Reyes National Seashore includes grandfathered dairy ranches with employees who are frequently of Hispanic descent.

Marin Transit carries 3.3 million local transit trips each year. In the District's 2017 passenger survey, 39 percent responded that they do not have a vehicle available and 38 percent stated that they speak Spanish at home. These riders primarily, but not exclusively, reside in the Canal neighborhood in eastern San Rafael with pockets in areas within Novato.

The table below compares the demographic data on income and race of Marin Transit riders from passenger surveys with 2017 American Community Survey census data for all Marin County residents. Marin Transit developed the accompanying maps in late April 2020 for the May 30, 2020 FTA submittal deadline. At that time, the 2018 American Community Survey data was not available in a Geographic Information System (GIS) compatible format. The District conducted passenger surveys in 2005, 2008, 2012, and 2017.

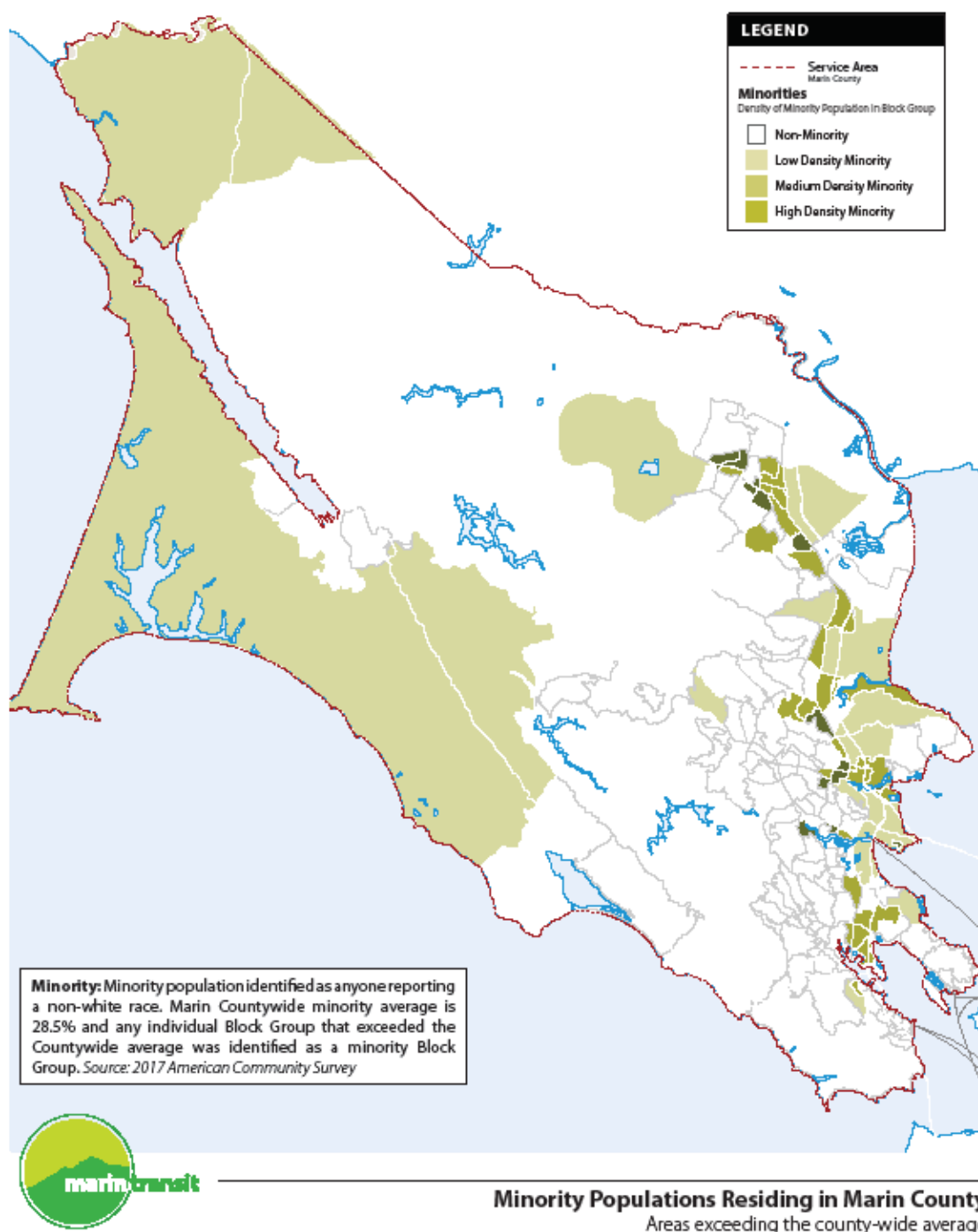
Demographic Overview of Transit Riders in Marin County

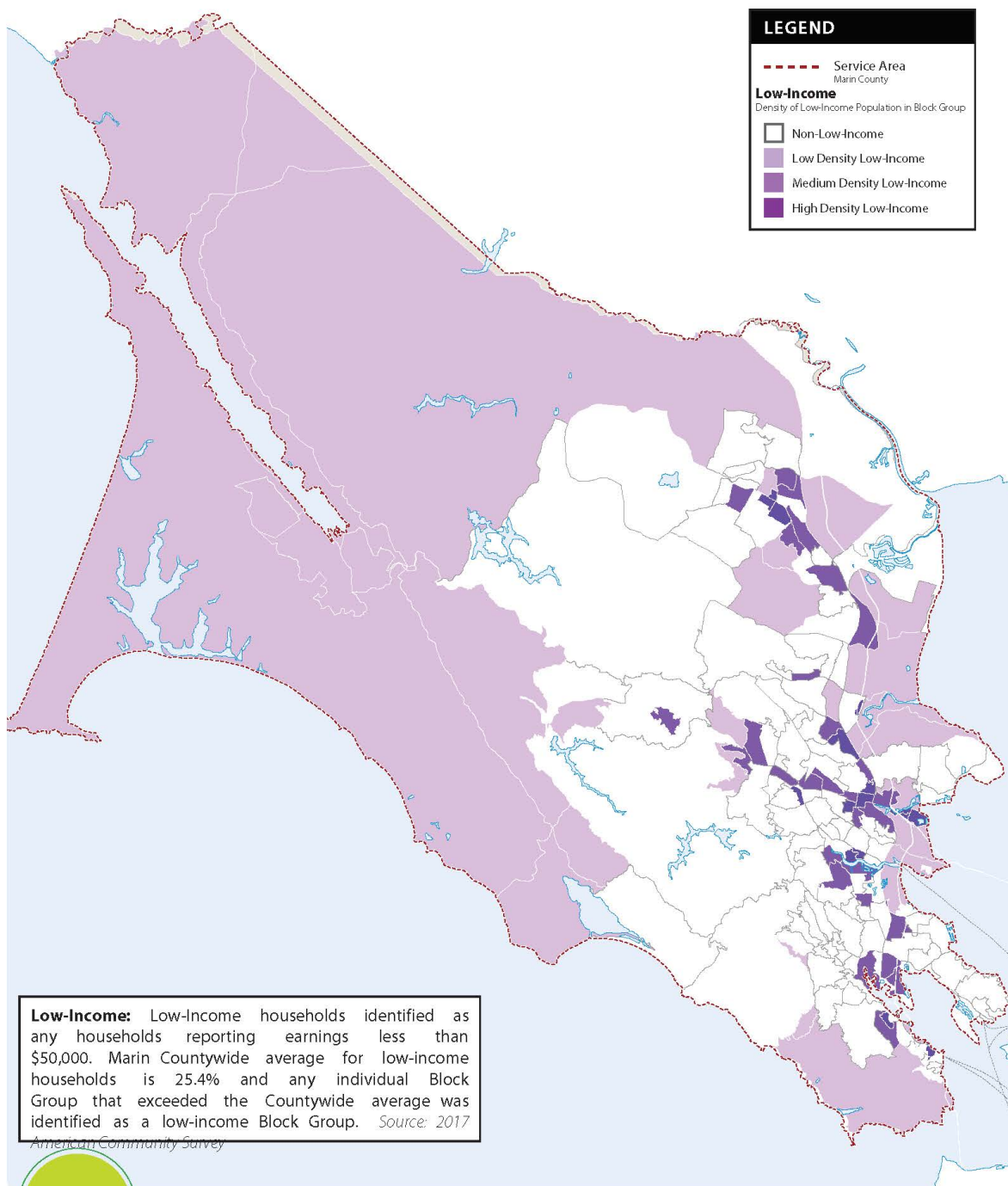
	Transit Rider (Onboard Survey Results)				Marin County % ⁽¹⁾
	2005	2008	2012	2017 ⁽²⁾	
Age					
Persons under 18 years old	18%	25%	21%	11%	20%
Persons between 18 and 65 years	78%	70%	72%	80%	60%
Persons 65 years old and older	4%	5%	7%	9%	20%
Gender					
Female	48%	46%	49%	44%	51%
Male	52%	54%	51%	56%	49%
Household Income					
Under \$25,000	51%	61%	57%	35%	12%
\$25,000 to \$49,999	28%	18%	20%	24%	13%
\$50,000 to \$74,999	10%	8%	7%	12%	12%
\$75,000 or more	10%	13%	16%	29%	63%
Race					
Hispanic	n/a	49%	43%	52%	16%
Caucasian/White	n/a	36%	39%	29%	72%
African American	n/a	9%	7%	7%	2%
Asian	n/a	8%	5%	5%	6%
Other	n/a	5%	6%	7%	4%

Notes: (1) U.S. Census Bureau, 2013-2017 American Community Survey

(2) The 2017 Marin Transit onboard survey did not include Supplemental school routes that were included in previous survey efforts.

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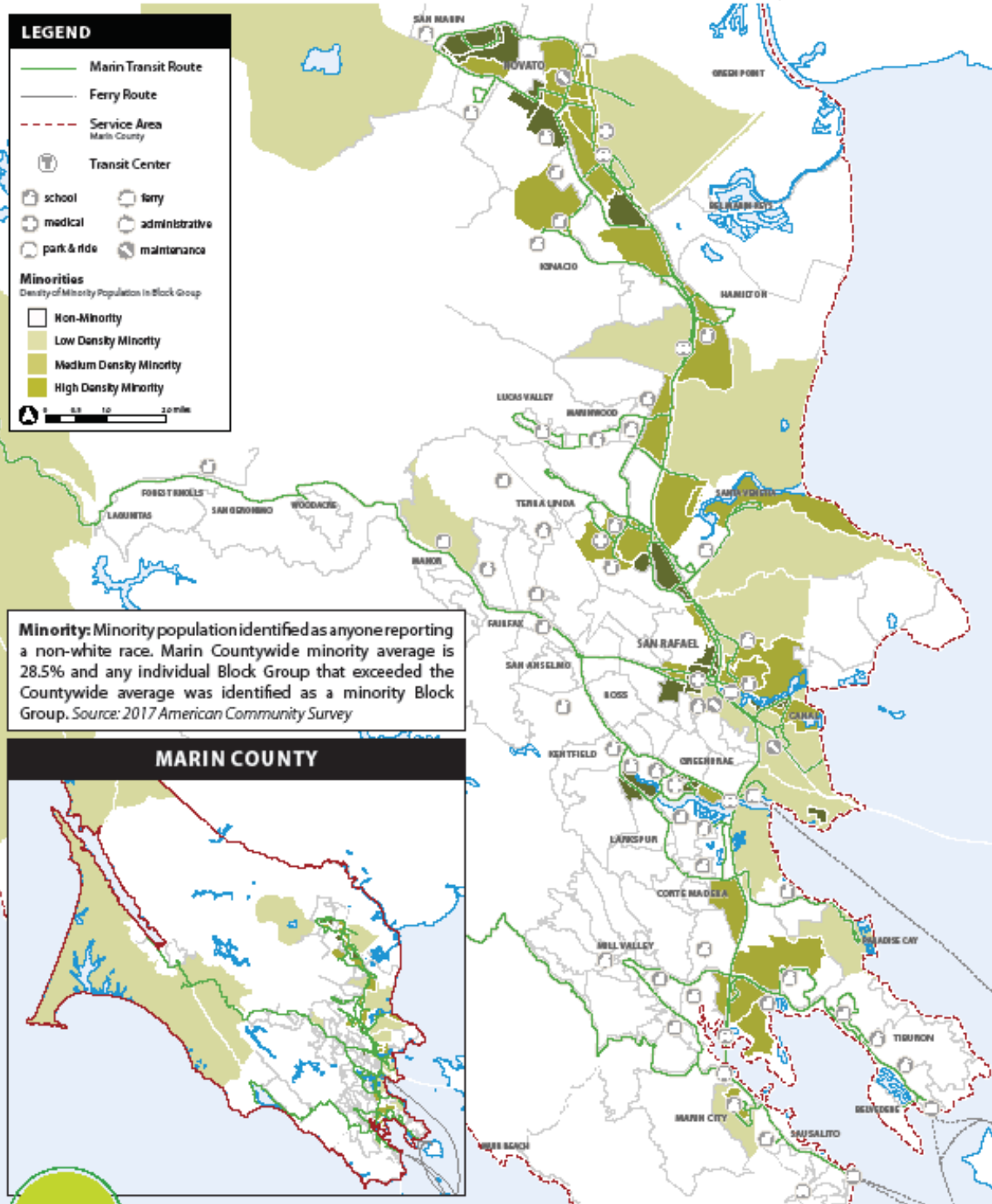


Low-Income Populations Residing in Marin County
Areas exceeding the county-wide average

Maps of Marin Transit Fixed Route System and Demographic Data

The four maps provided on the following pages display Marin Transit's fixed route bus system over census block data regarding concentrations of minority and low-income residences in Marin County. The first map illustrates block groups with minorities higher than the county average of 28.5 percent relative to the local transit system. The second map shows block groups with proportions of low income residents higher than the average of 24.5 percent relative to the local transit system. Both maps identify the location of schools, hospitals, park & ride facilities, and Marin Transit administrative and maintenance facilities. The third and fourth maps display the location of local bus shelters and stops relative to block groups with concentrations of minority and low-income residents. These two maps also identify stops that Marin Transit has recently improved or has planned for improvements in the near future.

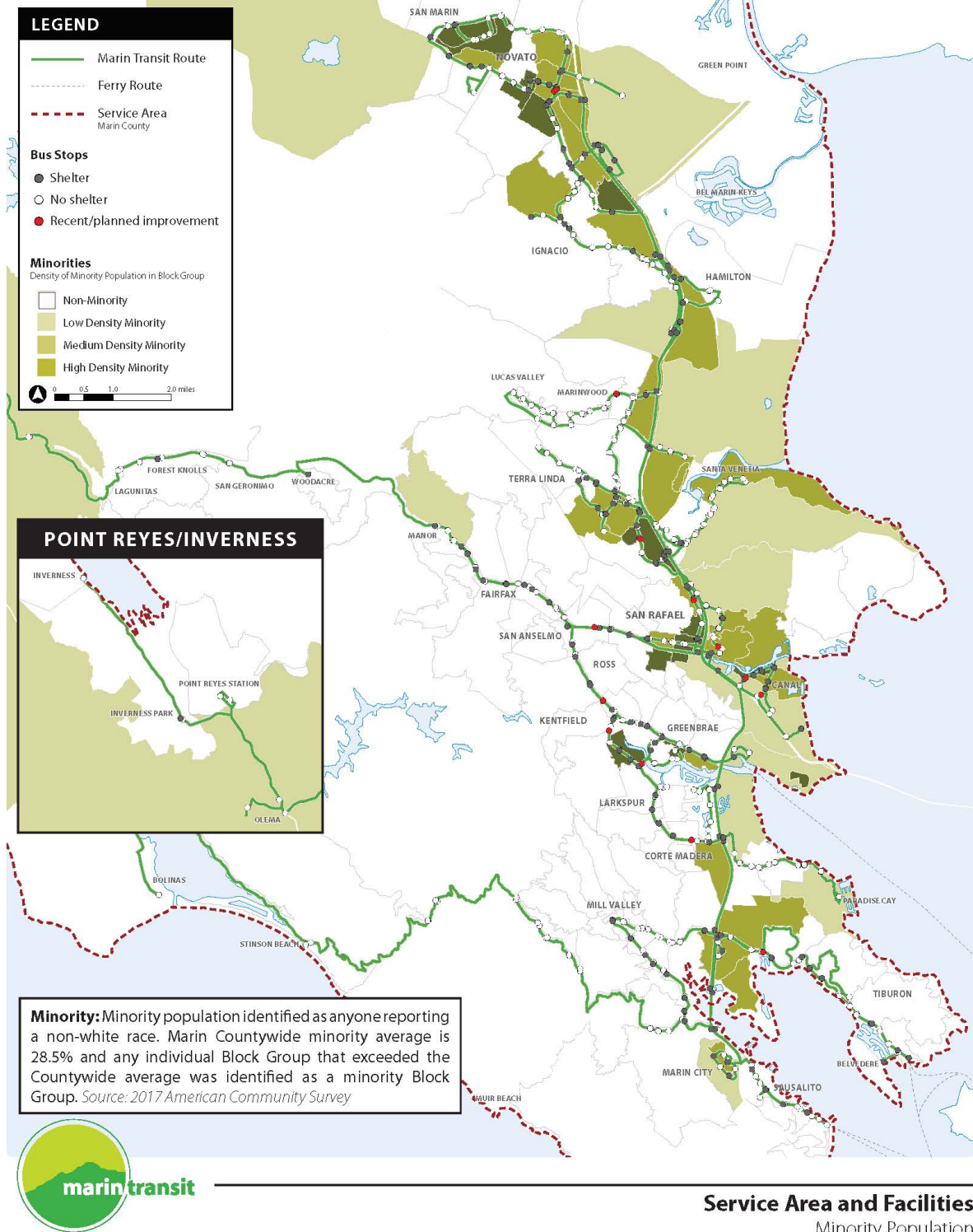
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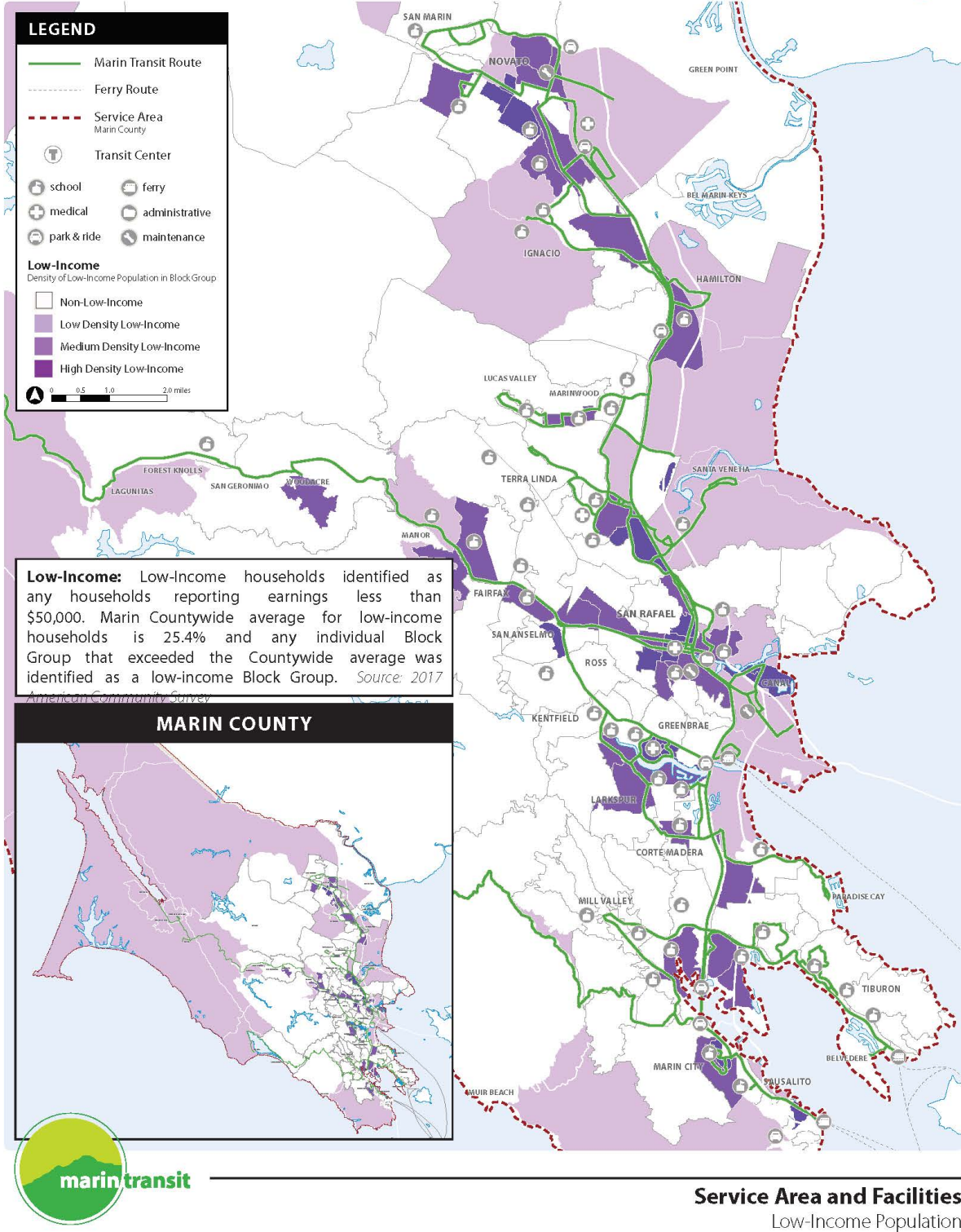
Service Area and Facilities

Minority Population

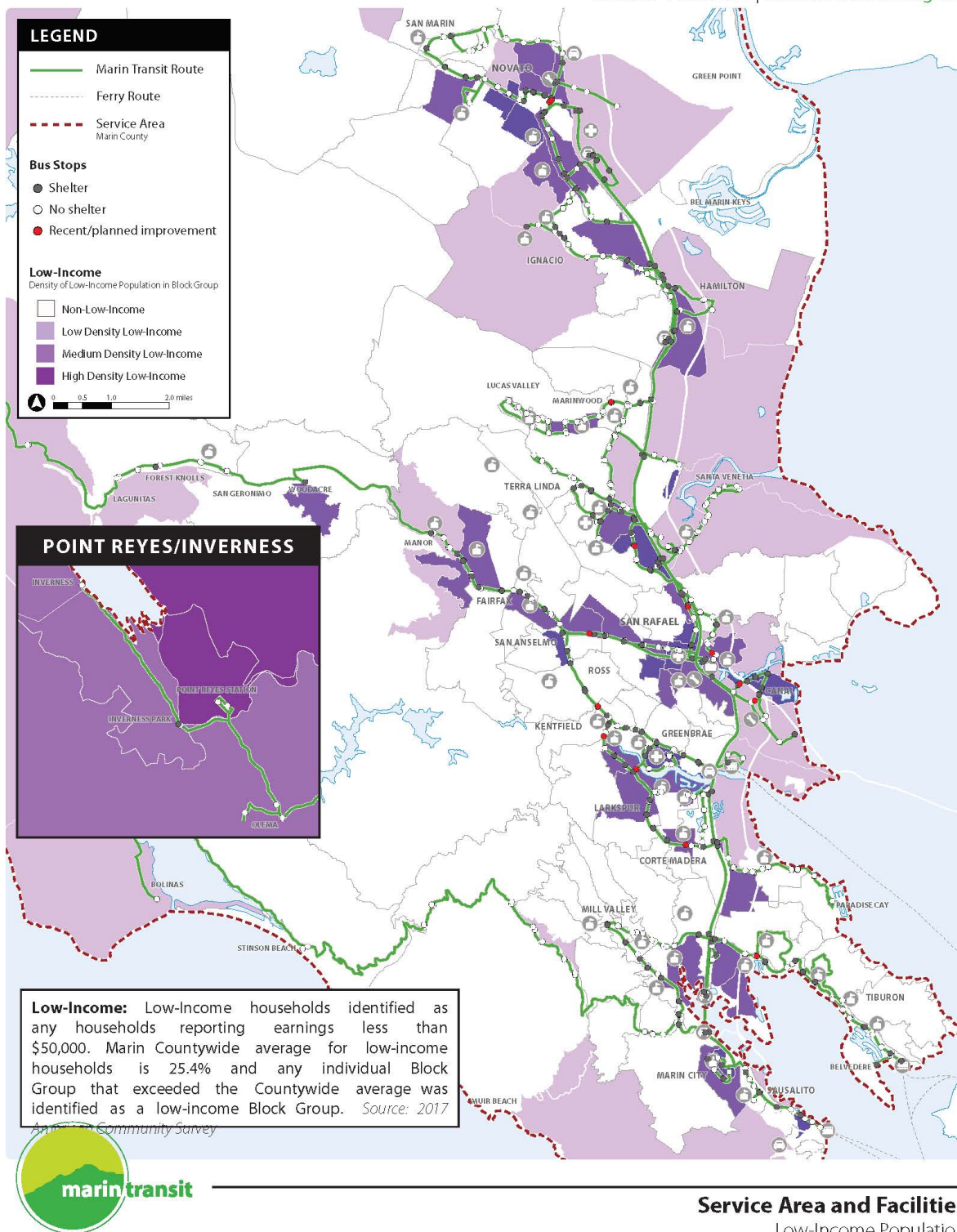
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MARIN TRANSIT | 2020-22 Title VI Program



MARIN TRANSIT | 2020-22 Title VI Program



Demographic Ridership and Travel Patterns, Collected by Surveys

The table on the next two pages summarizes the extent to which each Marin Transit route provides coverage in minority census block groups and the minority and low-income ridership on these routes. Routes 17 through 71 are Marin Transit big bus routes, Routes 219 through 259 are Marin Transit community shuttle routes, and Routes 61 and 68 are Marin Transit's West Marin Stagecoach service. Route 61 connects Stinson Beach and Bolinas from Marin City, and Route 68 connects Inverness and Point Reyes National Seashore from the San Rafael Transit Center. Note that Marin Transit also operates a general purpose dial-a-ride connecting Dillon Beach and Tomales in Northwestern rural Marin with Novato.

The table describes the total length of each route and the length of the route that is located within Minority census block groups using 2017 American Community Survey data. With data from Marin Transit's 2017 Onboard Passenger Survey, the table lists the number and proportion of respondents by route identifying as minority (of Hispanic, Latino, or Spanish origin OR non-white on the survey form). The table also provides a breakdown of those reporting annual incomes below \$50,000 relative to the total responses. Marin Transit implemented significant service improvements in Summer 2016 to reduce the need to transfer to get to destinations and expand service availability.

The comparison of each route shows that only two of Marin Transit's routes can be considered as "non-minority" due to the limited portion of these routes in minority census tracts. These consist of the South Route 61 of the West Marin Stagecoach and the Community Shuttle Route 219 serving the Tiburon peninsula and Strawberry Village along Highway 101. While the length of Route 219 in minority census tracts is 5.4 percent, over 61.3 percent of passengers on Route 219 surveyed are minority and commute to Tiburon for work. In all cases, Marin Transit routes serve predominantly low-income residents. Route 61 is a 49.4-mile long route connecting rural West Marin over mountainous countryside with Marin City where one of the highest concentrations of minority populations in the county reside.

Data Analysis of Marin Transit Minority and Non-Minority Routes

2017 American Community Survey				2017 Onboard							
(minority = non-white)				(of Hispanic, Latino, or Spanish origin OR non-white)			2017 Onboard Income				
Route	Total Length	Length in Minority Block Group	percent in Minority Block Group		Non-white	Total	percent Minority	< \$50,000	Total	percent Low Income	comments
17	31.4	10.0	32.0 percent		89	132	67.4 percent	62	114	54.4 percent	
22	27.6	10.5	37.9 percent		64	110	58.2 percent	55	90	61.1 percent	
23	15.9	11.1	70.1 percent		61	87	70.1 percent	38	75	50.7 percent	
23X	14.8	7.5	50.7 percent		18	27	66.7 percent	8	21	38.1 percent	
29	15.7	12.0	76.6 percent		35	37	94.6 percent	23	28	82.1 percent	
35	29.4	25.2	85.7 percent		186	230	80.9 percent	106	185	57.3 percent	
36	19.6	13.7	69.6 percent		111	125	88.8 percent	67	98	68.4 percent	
49	29.6	23.1	78.0 percent		87	115	75.7 percent	57	96	59.4 percent	

71X	43.4	31.5	72.6 percent	39	48	81.3 percent	27	41	65.9 percent	
219	11.2	0.6	5.4 percent	19	31	61.3 percent	10	27	37.0 percent	non-minority route
228	23.2	8.3	35.9 percent	11	27	40.7 percent	18	25	72.0 percent	
233	10.6	6.2	58.5 percent	15	23	65.2 percent	8	19	42.1 percent	
245	15.7	12.1	77.2 percent	20	30	66.7 percent	18	30	60.0 percent	
251	30.4	22.6	74.3 percent	44	63	69.8 percent	28	46	60.9 percent	
257	29.7	19.7	66.2 percent	19	31	61.3 percent	13	26	50.0 percent	
61	49.4	1.0	2.1 percent	10	31	32.3 percent	16	29	55.2 percent	non-minority route
68	58.0	26.0	44.8 percent	20	44	45.5 percent	24	36	66.7 percent	
All	455.6	241.1	52.9 percent	848	1,191	71.2 percent	578	986	58.6 percent	

Demographics and Travel Patterns of Marin Transit Riders

Marin Transit conducted its most recent passenger survey in April 2017 and a ridecheck of fixed route services in late 2017. Marin Transit completed its most recent Short Range Transit Plan (S RTP) in 2019 with detailed performance and demographic data. The S RTP evaluates performance relative to the type of route, demographic characteristics of ridership, transfer activity, rider origins, and activity at individual stops. Marin Transit sets performance targets for each route based on a typology that reflects the market served.

Data Collection

- In Spring 2017, Marin Transit passenger survey was administered in both English and Spanish in a partnership with the Metropolitan Transportation Commission. Surveys were distributed on all Marin Transit routes except for the following: Route 66 (the seasonal Muir Woods shuttle) and supplemental school routes (Routes 113, 115, 117, 119, 122, 125, 139, 145, 151, and 154).
- Marin Transit conducted its most recent ridecheck of local fixed routes in the Fall of 2017.

Service Typologies

Marin Transit classifies routes with common characteristics by “typology,” a concept first introduced in the District’s FY 2011-12 Short Range Transit Plan (S RTP). Typologies rationalize comparisons between routes, as different routes serve different markets. Marin Transit’s service typologies are: Local Trunkline, Local Basic, Local Connector, Supplemental School, Rural, Recreational, and Partnership. Based on the characteristics of the markets served by each route typology, Marin Transit assigned productivity targets, passengers per hour of revenue service, and per passenger operating cost subsidy.

Ridership Characteristics by Typology

Based on the survey data, ridership characteristics for each typology were determined. Productivity goals are met if performance exceeds the target, and the subsidy goal is met if performance is less than target. Note that Supplemental School, Recreational, and Partnership routes were excluded from the 2017 onboard survey.

- **Local Trunkline (Routes 35, 36, & 71X):** These routes had the highest percentage of work trips and work-related trips of all service types, and the lowest percentage of riders under age 16 and over 65. These routes also had the highest percentage of riders who speak Spanish at home and riders who speak English less than “very well.” About 65 percent of riders identify as Hispanic or Latino, and 55 percent identify as a race other than White/Caucasian, the most of any service type.
- **Local Basic (Routes 17, 22, 23, 23X, 29, & 49):** Regular local service almost exactly mirrors the system as a whole. Compared to other typologies, a slightly higher percentage of riders on these routes (40 percent) have no car available to them.

- **Local Connector (Routes 219, 228, 233, 245, 251, & 257):** Riders on this type of service are typical of the service overall, with more school trips than other non-school service typologies and more shopping trips. Consistent with the higher percentage of school trips, these routes also have a higher percentage of riders under the age of 18.
- **Rural (Routes 61 & 68):** The two Stagecoach routes are used by commuters and recreational travelers who ride the service to access parks in West Marin. Over a third of respondents reported using the service for social or recreational purposes, the highest of all service types. These routes also have the largest percentage of riders over 65, and riders are the least racially diverse, with only 22 percent identifying as a race other than White/Caucasian and 27 percent identifying as Hispanic or Latino.

Transit Rider Market Assessment

To update the District's Short Range Transit Plan, Marin Transit utilized the results from the 2017 passenger survey to better understand the demographic characteristics and transit travel patterns of our passengers.

"Typical" Characteristics of Marin Transit Riders

Marin Transit staff drew the following conclusions in comparing passenger demographics from the onboard survey and U.S. Census data from Marin County:

- The strongest indicator of transit usage is number of workers per household. Survey respondents who said there were three or more working persons in their homes accounted for over one-third of responses (37 percent), compared to just five percent of county residents. Note that in some cases multiple members of a household may have responded. Census data is reports data based on the number of households and not individuals.
- The next-strongest indicator of transit usage is access to an automobile. Members of households with no vehicle available account for a share of transit ridership seven times higher than their proportion of the general population. While only five percent of county residents have no car at home, over one-third of Marin Transit riders (39 percent) said they did not have access to a car.
- Number of persons per household is also a strong indicator: 15 percent of survey respondents said there were five people in their household (compared to four percent countywide), and 11 percent said there were six or more (compared to two percent in the county as a whole).
- Race is another strong indicator of transit usage. Specifically, individuals identifying as something other than White, Asian, or "other" were accounted for 60 percent of transit riders but only about 18 percent of Marin residents.
- Use of a language other than English at home is another indicator of transit usage, as survey respondents who said Spanish was spoken in their homes accounted for 38 percent of responses, compared to only about 13 percent of Marin residents.
- Household income is another indicator of transit usage. Persons from households earning less than \$25,000 annually accounted for 35 percent of all transit riders though they represent only 12 percent of county residents.

- In Marin County, neither age nor gender is an indicator of propensity toward fixed-route transit usage. In Marin County, seniors and youth make up a somewhat smaller percentage of Marin Transit fixed-route riders than their proportion among all county residents.²

Locations of “Typical” Transit Riders

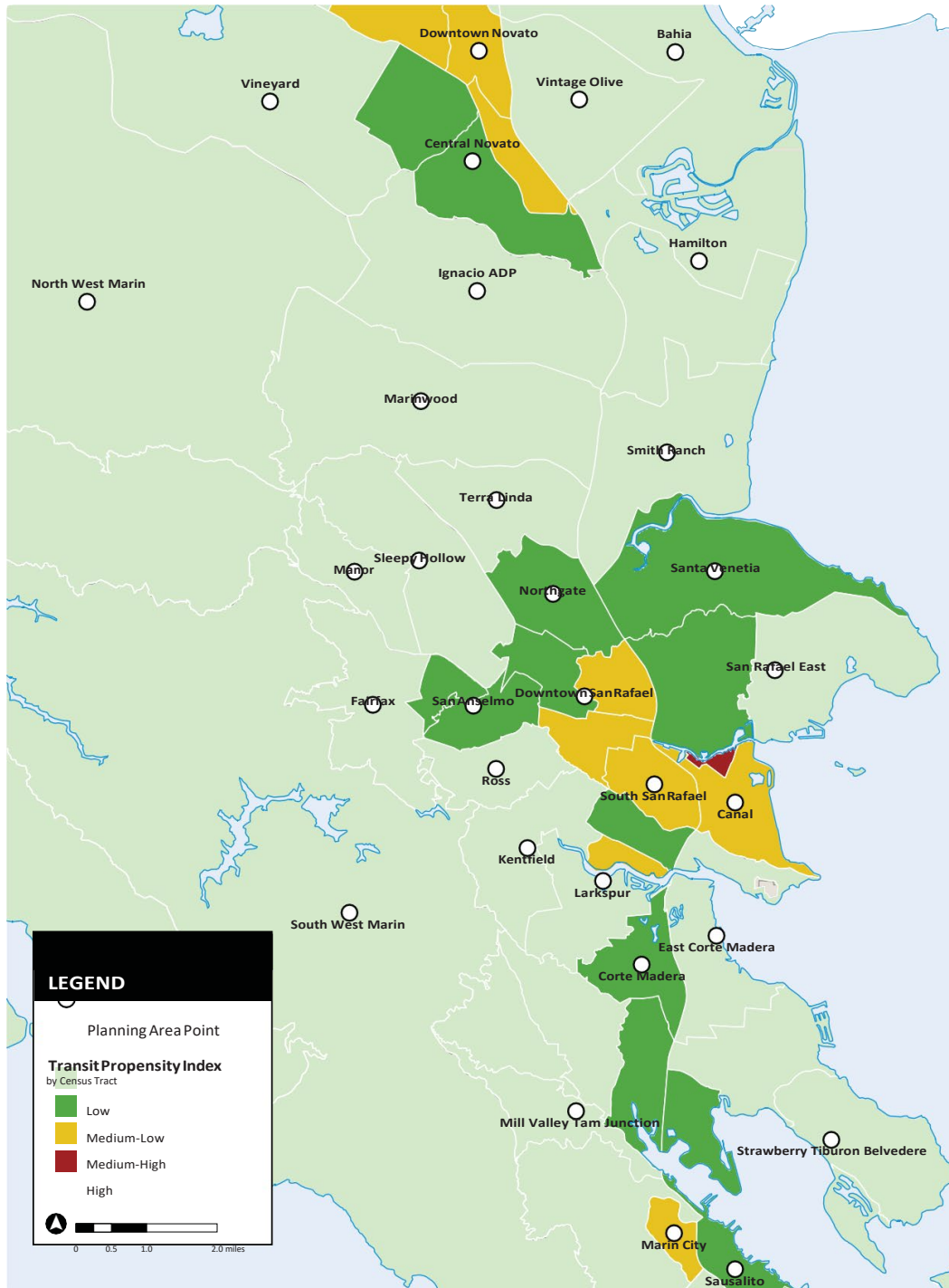
Staff used the characteristics and ratios identified in the previous section (e.g., a ratio of 7:1 for zero-car households) to analyze demographics by census tract, weighted by population densities. The census tract is the smallest geographic unit that has data available for all characteristics. The next step was to determine geographic locations within the county where disproportionate numbers of “typical” transit riders live. Based on natural breaks, staff developed “high,” “medium-high,” “medium-low” and “low” categories to rate propensity of anticipated demand for transit services. The categorization for each census tract is shown in **Figure 1**. Results of the Propensity Analysis were as follows:

- Only one tract within the county scores “high”: Census Tract 1122.01 in the Canal District. Census Tract 1122.01 is extraordinarily dense (58,730 persons per square mile in 2015) and scores highly in all categories: 42 percent of households have annual income of less than \$25,000, 90 percent of individuals identify as Hispanic or Latino (of any race), Black or African-American, American Indian/Alaska Native, or Hawaiian/Pacific Islander, 19 percent of households have no vehicle, 17 percent have three or more workers, 30 percent have five or more members, and Spanish is spoken in 84 percent of households.
- Another nine tracts score “medium-high.” These include:
 - Tract 1290 in Marin City, which scores highly in categories including income (35 percent of households below \$25,000) and race (62 percent).
 - Tract 1192.01 south of Sir Francis Drake Boulevard, west of Highway 101 and east of Bon Air Road in Larkspur and Kentfield. Population density in this tract, which includes The Tamalpais apartments for seniors, is the main contributor to its high score at 9,797 persons per square mile.
 - Tracts 1122.02, 1121, 1110, and 1090.01 in the Canal District and downtown and southern portions of San Rafael.
 - Tracts 1022.02, 1022.03, and 1041.02 in downtown and central Novato
- Another 14 tracts score “medium-low.” These are clustered in Novato, in central Marin in San Rafael and San Anselmo, and in southern Marin in Corte Madera, Tam Junction, Strawberry, and Sausalito.
- The remainder of the county scored “low” in the analysis

² Many seniors use paratransit or other mobility management programs available from Marin Transit and are not included in the results of the fixed route onboard survey. Supplemental school routes were also not included in the survey.

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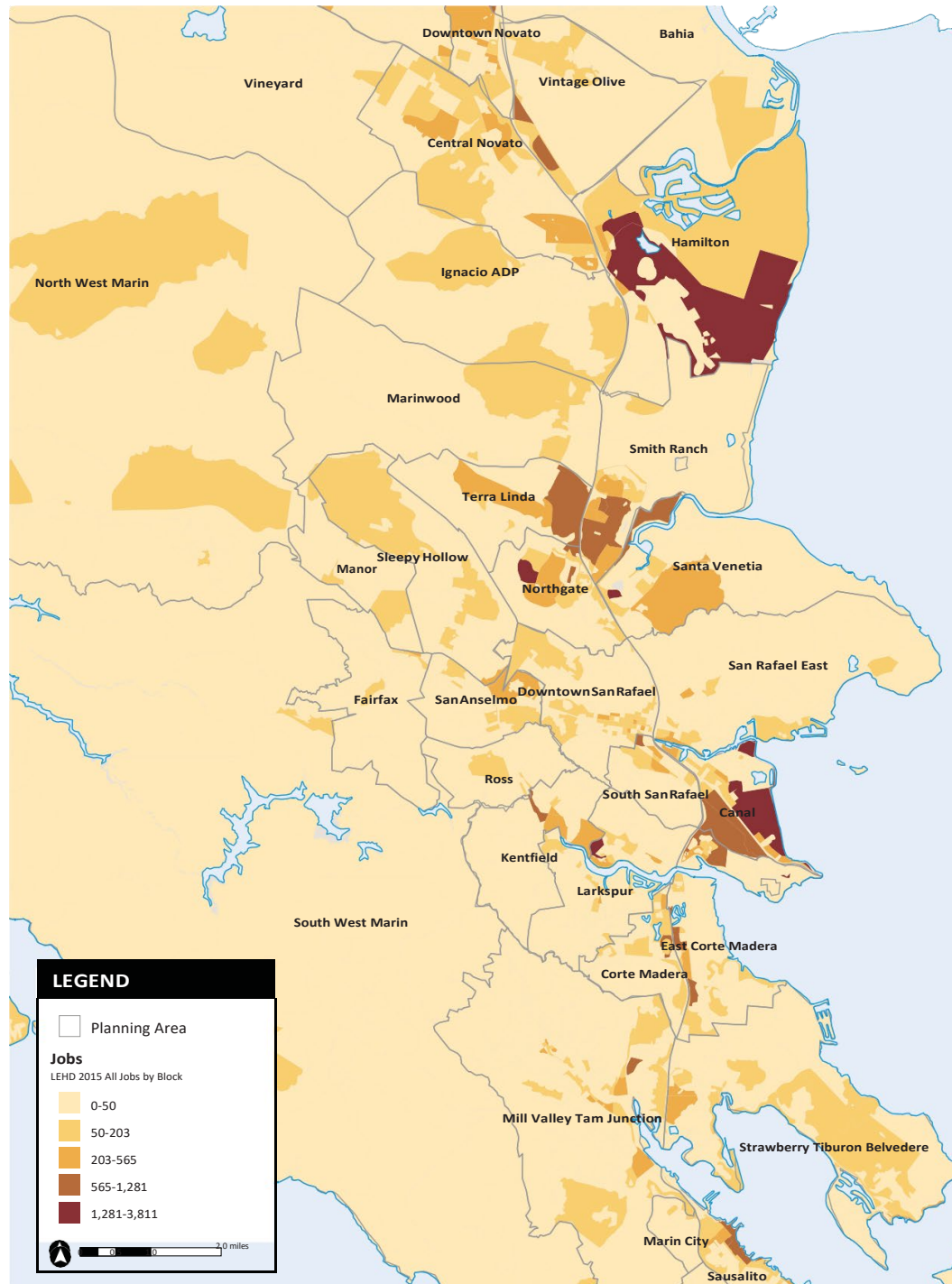
Figure 1: Transit Propensity



Location of Jobs

Employment in Marin County is relatively dispersed with notable clusters in a few locations. These areas include: the Highway 101 corridor in Novato extending from downtown Novato south to the Hamilton Air Force Base redevelopment area; the Northgate District of San Rafael and adjacent Smith Ranch area; downtown and southeastern San Rafael extending into Larkspur and Corte Madera; and northern Sausalito. County employment density is shown in **Figure 2**.

Figure 2: Employment Density



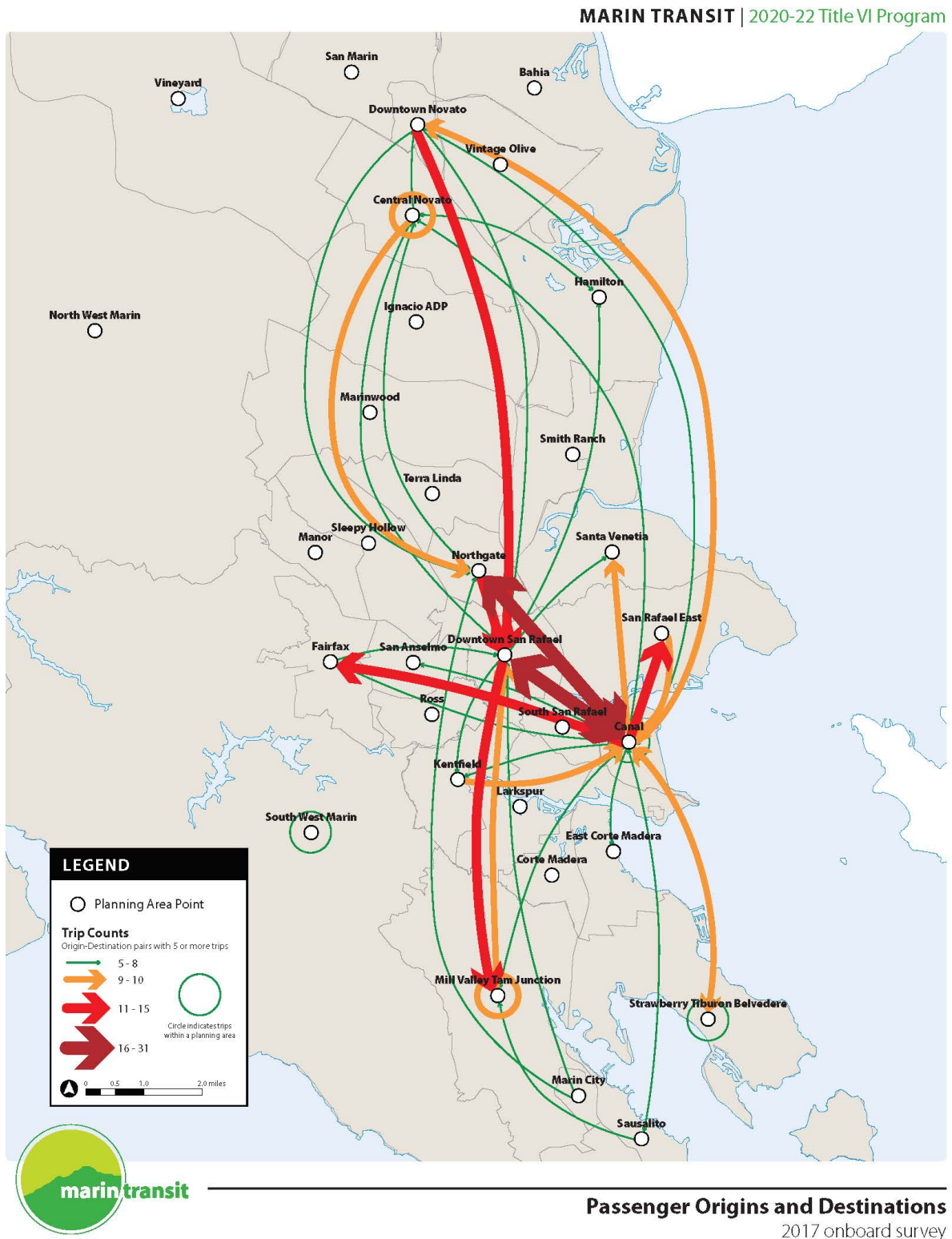
Origins and Destinations

The 2017 passenger survey asked riders to identify the origin and destination of their current trip. Staff tallied the numbers of trips within and between county subareas defined by Marin Transit. The findings included:

- By far the strongest pairings, are Downtown San Rafael and the Canal District (accounting for 5.3 percent of all trips) and the Canal District and Northgate (3.7 percent).
- The pairing of the Canal District and the eastern portion of San Rafael accounts for 2.0 percent of trips.
- Nine of the ten strongest pairs include Downtown San Rafael and/or the Canal District.
- After the Canal District, trips to or from Downtown San Rafael most often start or end in Downtown Novato, Mill Valley/Tam Junction, and Northgate.
- The strongest pairing outside of the Canal District and Downtown San Rafael is travel between Northgate and Central Novato.

Travel patterns for Marin County local transit ridership are illustrated in **Figure 3**.

Figure 3



Results of Marin Transit's System Monitoring Program and Report

Standard: Vehicle Load for Each Mode

Provides service levels to prevent overcrowding and standees

Marin Transit's system-wide goal is to have an average maximum load factor for local service not to exceed 1.25, as measured by a ratio of total passengers to seats on board the vehicles. This equates to a maximum of approximately 10 standees on a 40' vehicle.

Standees are sometimes limited or prohibited on supplemental school routes, particularly for routes serving younger children. Due to the conditions of the roadway, standees are not permitted on the seasonal Muir Woods Shuttle.

Marin Transit works closely with its contractors to ensure passengers are not left behind due to overcrowding or overloads. Overcrowding is particularly monitored on routes to and from the Canal area of San Rafael, routes that provide service along Highway 101, routes that provide supplemental school service, Muir Woods Shuttle trips, and West Marin Stagecoach routes that provide weekend Summer service. Marin Transit provides frequent bus service using 40-foot buses in the Canal area of San Rafael to minimize overcrowding and ensure passengers wait no longer than 8 minutes for the next bus during peak periods. Shadow, or back-up, buses have been deployed on the seasonal Muir Woods Shuttle to accommodate peaks in demand based on weather and traffic conditions.

Performance: Marin Transit implemented major service changes in June 2016 that significantly restructured the fixed route system. These changes were designed to reduce the need for passengers to transfer, and expanded service hours by 19 percent based on long-term planning efforts and performance monitoring.

Marin Transit will conduct a complete ridecheck in 2021 to replace the ridecheck data collected in 2017. The District will develop a data collection methodology for future analysis and reporting as part of its ongoing system performance and Title VI monitoring, and in updating the *Marin Transit Short Range Transit Plan* every two years.

Standard: Vehicle Headway for Each Mode

Provides adequate service frequency based on the corridor of operation and ridership demand

Marin Transit's system-wide goal is to provide service every 30 minutes during the peak and every 60 minutes during the off-peak times along all primary transportation corridors³ in the urbanized areas of the County, as demand warrants. The corridors are separated into two categories, Local Trunkline and Local Basic. These correspond to the route typologies that typically operate along those corridors. Within the span of service, the District aims to provide 15-minutes all day service along Local Trunkline corridors and service every 30 minutes all day along Local Basic corridors. As many routes provide overlapping service within a given corridor, corridor frequencies are typically much higher than route level frequencies. Service in rural areas will be deployed as demand warrants.

Performance: This standard is met on all Marin Transit routes.

Standard: On-Time Performance for Each Mode

Provides accessible and reliable transit services to Marin County

To ensure reliable services, Marin Transit aims to have a 90 percent on-time performance target at major stops and transfer hubs and an 80 percent on-time performance target at minor timepoint stops for fixed route operations. In addition, the agency standard is less than 1 percent of fixed-route trips missed or removed from the daily schedule. For paratransit services, the standard for on-time performance is at least 90 percent of all paratransit trips arriving within the thirty-minute pick-up window.

Performance:

90% on-time performance at major stops and transfer hubs for fixed-route operations

82.2%

Data from: FY 2017 NTD
Ridechecks and Syncromatics

³ Priority corridors are those identified in the Marin County Measure AA Transportation Sales Tax Expenditure Plan

80% on-time performance at minor timepoint stops for fixed-route operations	79.6%
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Using Syncromatics technology, Marin Transit has provided real-time information for shuttle and rural services since at least 2010. Real-time information is available on Marin Transit routes operated by Golden Gate Transit. This data will enable the District to evaluate on-time performance at the route level.

In Fiscal Year 2018, a total of 357 or 0.17 percent of the 209,850 trips were missed or cancelled. This met the District's target of less than one percent. In Fiscal Year 2018, 86.3 percent of all paratransit trips arrived within the 30-minute pick-up window and did not meet the target of 90 percent.

Standard: Service Availability for Each Mode

Provides accessible and reliable transit services to Marin County

Marin Transit's goal is to provide transit service to major origins and activity centers within the County. This goal includes providing transit within ½ mile of 85 percent of all county residents, 80 percent of all jobs within the County, and 90 percent of residential units in large multifamily housing developments, as well as ensuring that 90 percent and 75 percent of middle and high schools are within ½ mile and ¼ mile, respectively, of transit service.

Marin Transit also aims to have less than one percent of fixed-route trips missed or removed from the daily schedule, and for at least 90 percent of all paratransit trips arriving within the pick-up window or are served by a yellow bus program.

Performance:

- Based on 2015 Census data, about 83 percent of Marin County residents are within ½ mile of an existing transit stop. Of all jobs within Marin County, 82 percent are within a ½ mile of a transit stop. About 88 percent of large multifamily housing units (defined as having 40 units or more) are served by transit. Of schools serving grades 7 and higher, including public and private schools, about 86 percent are within ¼ mile of existing transit stops, and about 98 percent are within ½ mile of transit or served by yellow bus.
- The analysis does not include service provided by other transit service providers, such as Golden Gate Transit, that serve areas beyond the ¼ and ½ mile distance from Marin Transit bus stops.
- In Fiscal Year 2018, 0.17 percent of local fixed-route services were missed or canceled. In Fiscal Years 2018, about 86 percent of paratransit pick-ups were made on time.

Policy: Transit Amenities for Each Mode

When resources allow for improvements at multiple stop locations, Marin Transit will prioritize resources based on passenger activity and transfer opportunities. The District will also recognize the amount of observed boarding versus alighting activity when siting amenities such as shelters, benches, and real-time passenger information.

Performance:

(See also map with Locations of Marin Transit Capital Improvement in Last 3 Years, below)

- **Redwood and Grant Transit Improvement Project**

In late Summer 2017, Marin Transit completed construction of a \$4 million bus transfer facility in partnership with the City of Novato and Golden Gate Transit. This gateway to Downtown Novato is important for access to public transit throughout Marin County and the entire Bay Area. The new facility will make the location safer and more efficient for riders, drivers, pedestrians, and bicyclists.

The key elements of the new facility are a center platform area, shelter and windscreen designs, pedestrian crossings of Redwood Blvd, pedestrian crossing of busway, and bus egress back onto Redwood Blvd. This center median replaces and consolidates the passenger boarding locations in the median and on the outside curbs of Redwood Boulevard. The design supports independent bus movements that will improve the reliability and speed of existing transit services. The consolidated platform modifies bus travel within the median to enable passengers to board and alight on a single platform from the correct side of the bus.

- **State of Good Repair – Signage**

Marin Transit completed installation of new bus stop signs (blades) throughout Marin County in 2014. The new signs provide more passenger information including routes that serve the stop, direction, and a stop ID number.

In 2019, the District initiated a procurement for Real-Time Information signs at high-usage bus stops. Signs placed at select stops will provide real time data feeds for Golden Gate Transit and Marin Transit routes. For shared stops, this will eliminate passenger confusion when there is information sign data from only one of the transit agencies.

A. State of Good Repair – Stop Improvements

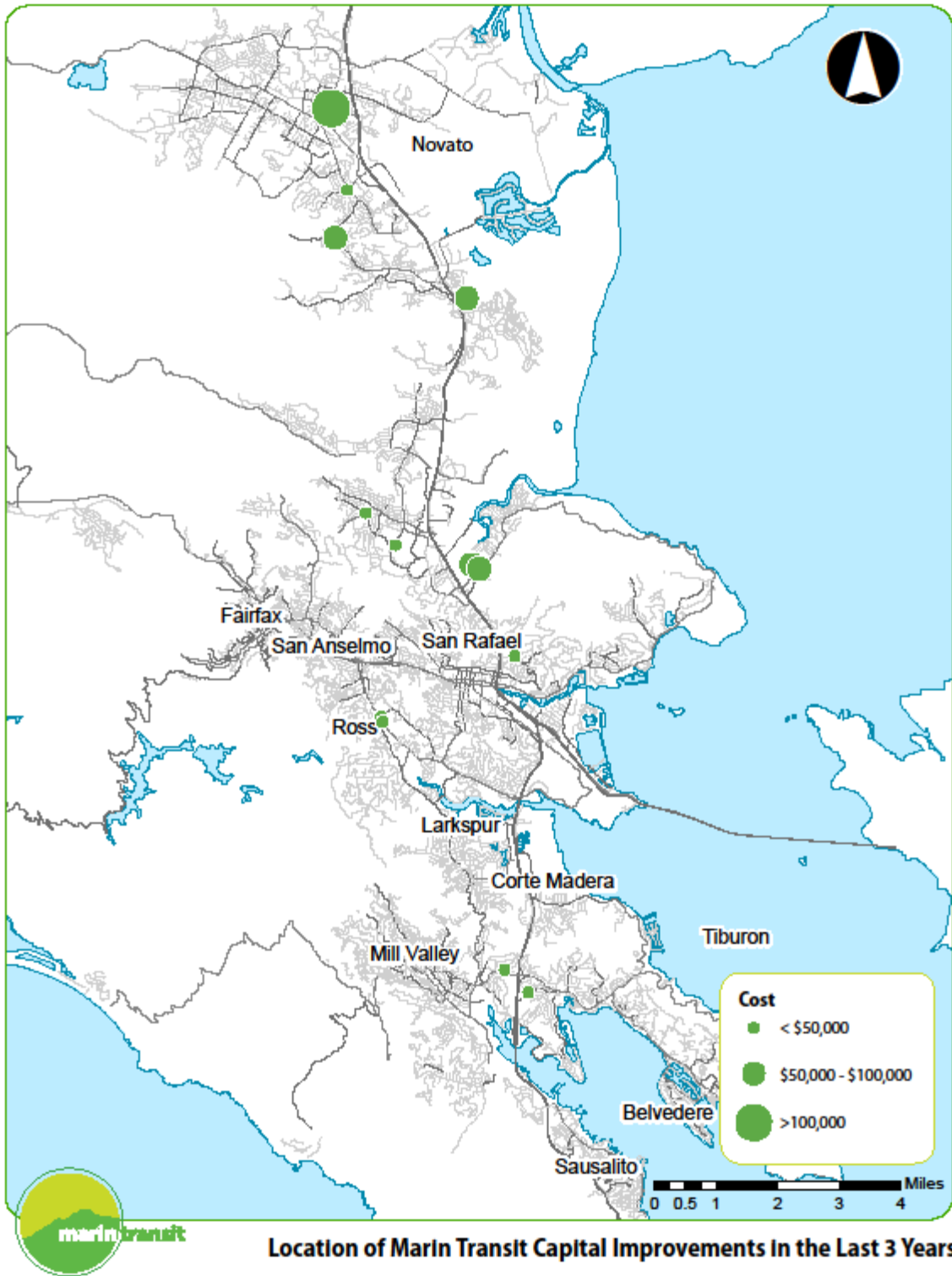
The second component of the State of Good Repair project is to make improvements at Marin Transit local only stops to provide additional passenger amenities including new shelters, benches, signage, roadway repair, and to improve accessibility.

In 2012, Marin Transit initiated State of Good Repair Bus Stop Improvements. In 2015, Marin Transit completed updates to 11 stops. This phase consisted of installation of five new shelters, adding an ADA landing pads at four stops, and one installation of a bus pad in the roadway. Marin Transit completed the final phase of bus stop project with improvements to an additional 14 stops in 2019.

3. **San Rafael Transit Center**

The San Rafael Transit Center (SRTC) is the hub of transit activity in Marin County, and serves over 9,000 average weekday passengers with over 750 bus trips. The facility is shared by Golden Gate Transit, Marin Transit, Sonoma County Transit, Greyhound, and two local airporter services. In 2017, the first phase of passenger rail service started service on SMART (Sonoma Marin Rail Transit). The SMART station in Downtown San Rafael is located across the street from the San Rafael Transit Center. In 2020, SMART extension project was completed and the rail service was extended south to Larkspur and bisect the site where San Rafael Transit Center is currently located. This has created significant impacts to bus operations, pedestrian access, and safety, and limited the amount of space available for buses and riders.

As a result, Marin Transit initiated a larger effort in 2018 to evaluate the long-term relocation of the San Rafael Transit Center and to identify a site for a new transit center and configuration that will provide for the current and future mobility needs of San Rafael and Marin County. The Golden Gate Bridge, Highway and Transportation District is leading the multi-year planning process and narrowed the potential options among sites near the existing transit center. Consultants are conducting further analysis of these options including environmental clearance and preliminary design for the recommended site.



Policy: Vehicle Assignment for Each Mode

All vehicles used in local fixed route service will be Americans with Disabilities Act (ADA) accessible and accommodate at least two wheelchairs and two bicycles. Vehicle size and capacity will be assigned based on demand and passenger load factors. Those routes with the lowest passenger demand will be assigned a 24' cutaway, those with medium or high demand will be assigned a 35' or 40' vehicle. Due to challenging terrain and roadways in rural West Marin, vehicle assignments and features may be adjusted to allow for safe operations.

Performance: This standard is met on all Marin Transit routes.

Public Engagement Process for Developing Policies for Major Service Changes, Disparate Impact, and Disproportionate Burden

At its April 15, 2013 meeting, the Marin Transit Board of Directors considered proposed analysis tools and methods for three Title VI policies, set a public hearing for May 20, and initiated a 45-day public comment period through June 1, 2013. These policies were revised and presented for Board consideration at their June 24th meeting, and included:

Major Service Change Policy to determine what constitutes a major service change, thus triggering a public process.

Disparate Impact Policy that sets a threshold for determining when a detailed service equity analysis must be conducted integral to the public process.

Disproportionate Burden Policy that sets a threshold for determining when the impact of a proposed change in fares on low-income passengers requires a fare equity analysis.

Marin Transit held four public meetings in advance of the May 20, 2013 public hearing, and received very constructive feedback and thoughtful input to assist in developing ongoing Title VI related outreach. The meetings were held in Novato on May 2, San Rafael on May 4 and 8, and Marin City on May 7. Staff sent out media announcements, and distributed posters in Spanish and English. The three proposed Title VI policies were made available and presented at the public meetings. The May 4 meeting was organized in cooperation with Asian Advocacy and included over 20 Vietnamese residents and was conducted through a translator. The May 8 meeting was organized by Grassroots Leadership Network and was conducted simultaneously in Spanish. The May 8 meeting had approximately 25 participants.

Marin Transit's Board of Directors held public hearings at its May 20 and June 24, 2013 board meetings to observe the 45-day public comment period that extended to June 1, 2013. At that time, these policies were presented in draft form with the intent to consider any additional public input regarding these policies in the development of the District's full Title VI Program. With approval of the full Title VI Program, Marin Transit staff requests that the Board approve the three policies.

The Policies on Major Service Change, Disparate Impact, and Disproportionate Burden were updated to reflect public input. In preparation for June 24, 2013 hearing, staff issued public hearing notices in English and Spanish, incorporated input received at the May 20 public hearing, and consulted with representatives of community and advocacy organizations in Marin.

Marin Transit Title VI Civil Rights Policies on Major Service Changes, Disparate Impact, and Disproportionate Burden

As one part of its overall Title VI Program, Marin Transit Board of Directors approves the following policies to analyze the District's fixed route services, to determine the impacts and burdens of future service proposals on affected populations, and to identify potential alternatives.

Marin Transit Policy on Major Service Changes

Prior to Board approval, all major service changes will be subject to an equity analysis that will include an analysis of potential adverse effects to identify whether proposed changes would result in an unequal distribution of burdens or benefits. The FTA Title VI guidance provides examples of types of service changes in Table 1 below.

Table 1: Examples of Service Changes on Bus Routes

<u>Change In Service</u>	<u>Reductions</u>	<u>Additions</u>
Span of Service (at least 30 min.)	Shortening of service day Removal of periods and/or days of service	Increase of service day Additions of periods and/or days of service
Frequency of Service	Removal of trips on an entire line Removal of trips on a line segment (Short Line) Change in bus capacity	Addition of trips on an entire line Removal of trips on a line segment (Short Line) Change in bus capacity
Service Discontinuation	Discontinue service to an area (May be entire line or segment of existing line) Reroute of existing line away from an area	Add service to an area (May be entire line or segment of existing line) Reroute existing line to an area

Source: FTA Circular 4702.1B - TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, issued October 1, 2012

Unless otherwise noted under item (f) EXCEPTIONS, Marin Transit defines a **"Major Service Change"** as follows:

- a. The addition of a new transit route. Reassignment of existing route numbers, including splitting or combining two or more routes, will not constitute a new transit route. However, if the reassignment will impact the number of transit revenue hours or the route path, the criteria (c) and (d) listed below will be considered. Transit revenue hours refers to the amount of time that a bus is available to carry passengers; or

- b. New service on streets not previously used by any route (excluding major arterial streets and streets designated as a truck route); or
- c. Any aggregate change of 30 percent or more of the number of transit revenue hours of a route over a three-year period for the day of the week for which the change is proposed; or
- d. Any changes in the routing of a bus route, when it is in service that alters 40 percent or more of the route's path over a three-year period.
- e. **EXCEPTIONS:** Exceptions to the "**Major Service Change**" defined in (a) through (d) include:
 - i. Changes to a route with productivity that is 50 percent or below of Marin Transit standards in a typical service day are not considered "major," unless service on that route is eliminated completely on any such day. Productivity refers to the number of passengers carried per revenue hour or per trip. Productivity standards are based on Marin Transit's route typology and are presented in Table 2 below, as adopted in the District's Short Range Transit Plan and updated every two years.

Excerpt from Marin Transit Short Range Transit Plan on Productivity Targets by Service Type

Marin Transit has specified productivity goals measured by passengers per hour or trip and based on service typologies, as shown in Table 2, and these will be updated whenever route changes are made.

Table 2: Marin Transit Productivity Goals by Route Typology (as of June 2015)

Typology	Routes (for example)	Target (minimum)
Local Trunkline Service	35, 36, 45, 71	25 passengers per REVENUE HOUR
Local Basic Service	17, 22, 23, 28, 29, 49	20 passengers per REVENUE HOUR
Local Connector Service	19, 51, 219, 228, 233, 251, 257, 259	8 passengers per REVENUE HOUR
Supplemental	113, 115, 117, 119, 125, 126, 127, 139, 151, 154	20 passengers per TRIP
Rural	61, 65, 68 Stagecoach	4 passengers per REVENUE HOUR
Recreational	66 Muir Wood Shuttle	25 passengers per TRIP
Demand Response	Local Dial-a-Ride, Novato Dial-a-Ride	2 passengers per REVENUE HOUR

Source: UPDATED from Marin Transit 2016-25 Short Range Transit Plan

EXCEPTIONS *(continued)*

- ii. Frequency of service (or headway) adjustments of up to 20 minutes that are not combined with changes to a route's revenue hours or path as described in (c) and (d) above.
- iii. Standard seasonal variations, unless the variations, as compared to operations during the previous season, fall within the definition of major adjustments in transit service listed in the criteria (a) through (d) above.
- iv. Introduction or discontinuation of short- or limited-term service as long as the service will be or has been operated for no more than twelve months. These include promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversion for construction or other similar activities. Emergency service changes include changes to routes or service frequencies that result from a disaster that severely impairs public health or safety; changes

in access to public streets (such as street closures); or the ability of District equipment to travel on public streets.

- v. Restoration of service previously eliminated due to budget constraints, provided the service runs on the same route as it had prior to its elimination, subject to minor deviations that do not exceed the requirements of (a), (b), (c), or (d) above.
- vi. Changes to infrequent, seasonal, or supplemental routes, including supplemental school routes that meet the requirements of (a) or (b).

Marin Transit Policies on Disparate Impact and Disproportionate Burden

Marin Transit will analyze major service change proposals and all fare change proposals to measure and compare the level of adverse effect (loss) or benefit (gain) between minority and non-minority populations and between low-income and non-low-income populations. There are two sources of data for demographic analysis of proposed changes: U.S. Census data and Marin Transit rider survey data. For routes where Marin Transit has conducted passenger surveys, the District will use that data to evaluate relative impacts and burdens of proposed major service and fare changes. When no passenger survey data is available, the District will rely on census data.

As defined under the Federal Civil Rights Act of 1964, discrimination is prohibited based on race, color, and national origin. Those characteristics are considered protected, and persons with those characteristics are referred to as a protected class. The typical measure for determining disparate impact determine the effects of a service change or fare increase based on the proportion of total ridership that consists of members of a protected class. The analysis applies a statistical measure of disparate impact for those affected by a service change or fare increase compared to persons who are not in a protected class.

When Marin Transit uses ridership data to analyze potential impacts, the agency will compare the ridership of the affected route, routes, or route segment to the entire ridership of the local fixed route system. For example, if the ridership of the affected route is 60 percent minority and the system ridership is 40 percent minority, then any changes to the route may have a disparate impact.

a. Definitions of Disparate Impact and Disproportionate Burden

Federal Transit Administration Guidance on Title VI published on October 1, 2012 defines disparate impact and disproportionate burden as follows:

Disparate impact - a neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the transit provider's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disproportionate burden - a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the transit provider to evaluate alternatives and mitigate burdens where practicable.

In assessing disparate impact and disproportionate burden, Marin Transit determines adverse impact based on the federal standard described in the Equal Employment Opportunity Commission (EEOC) Uniform Guidelines known as the "four-fifths rule." This standard requires benefits to accrue to protected populations at a rate at least four fifths (4/5) or 80 percent of the rate benefits accrue for unprotected populations. Likewise, adverse effects are to be borne

by unprotected populations at a rate at least four fifths (4/5) or 80 percent of the rate for protected populations.

For the purposes of this policy, the maximum acceptable difference (positive or negative) in level of benefit between protected and unprotected populations is 20 percent. For changes in transit service level or transit fares, this standard applies as follows for minority and low-income populations:

b. Disparate Impact on Minority Populations

If the cumulative impact of a major service change proposal or any fare change proposal requires a minority population to receive benefits 20 percent less or to bear adverse effects 20 percent more than those benefits or adverse effects received or borne by the non-minority population, that impact will be considered a disparate impact.

Here is one example of how Marin Transit would use demographic data of its riders to determine if there is a disparate impact due to a proposed change:

If 30 percent of Marin Transit riders are minority, but a change would cause them to bear 50 percent of the impacts, and non-minority riders would bear 40 percent of the impacts, there may be a disparate impact. This is because minority riders would bear 20 percent more of the impact than their expected share at 30 percent of riders. Since there is a 20 percent difference or disparate impact, Marin Transit would be required to modify proposed changes to avoid, minimize, or mitigate the impact on minority riders.

c. Disproportionate Burden on Low-Income Populations

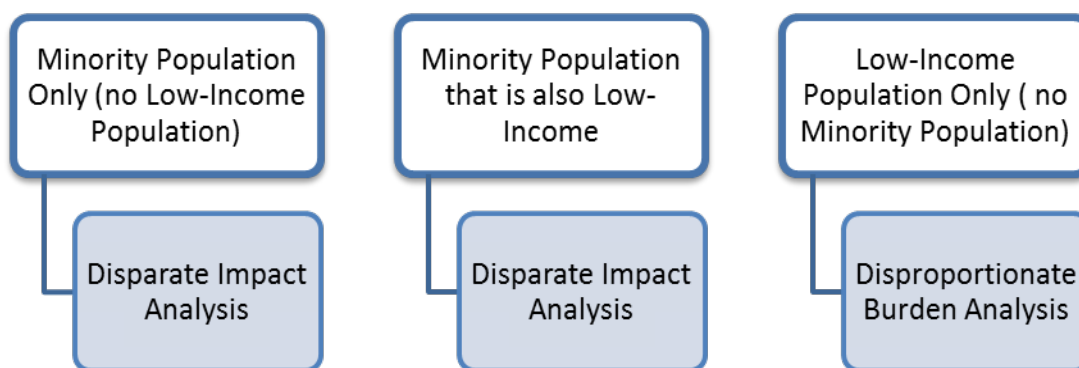
Race, color, and national origin are protected classes under Title VI. While low-income populations are not protected, Marin Transit recognizes the need to evaluate the impacts of service and fare changes on transit-dependent passengers. Marin Transit's disproportionate burden policy is based on a scenario that assumes that Marin Transit's low-income riders and minority riders are two distinct groups.

If the cumulative impact of a major service change proposal or any fare change proposal results in a low-income population receiving benefits 20 percent less, or to bear adverse effects 20 percent more, than those benefits or adverse effects received or borne by non-low-income populations, Marin Transit will consider that impact a disproportionate burden and will take steps to avoid, minimize, or mitigate impacts where possible.

Marin Transit will evaluate the impact of proposed changes to its fare media whether the proposed changes are a proportional (or percent) increase to some or all the agency's current fare categories or a flat fare increase applied to all fares. Marin Transit is not required to do a Title VI fare equity analysis for promotional fare programs that are less than six months in duration.

If the cumulative impact of a proposed major service change or fare change meets the District's approved thresholds for disparate impact or disproportionate burden, Marin Transit will develop a detailed service or fare equity analysis and identify alternatives for the Board to consider prior to approving the proposed change.

When minority populations significantly overlap with low-income populations, Marin Transit will choose to use the disparate impact analysis as outlined in the 2012 FTA Title VI guidance and illustrated in the diagram below.



Source: FTA Circular 4702.1B - TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, issued October 1, 2012

Where Marin Transit identifies disparate impacts due to proposed fare and major service changes, the District will provide a meaningful opportunity for public comment on any proposed mitigation measures. This will include discussion of less discriminatory alternatives that may be available, in advance of any action on the proposals that the Board of Directors may approve.

Results of Service and/or Fare Equity Analyses Conducted

Under the FTA Title VI Guidance, Transit agencies are required to conduct equity analyses for major service changes and fare changes to ensure that those changes do not result in disparate impacts to minority riders or low-income riders bearing a disproportionate burden of the changes. Transit agencies shall submit the results of any major service change and/or fare equity analyses conducted since the submission of its last Title VI Program. Agencies shall also submit documentation such as a board resolution, copy of meeting minutes, or similar documentation with the Title VI Program as evidence of the board or governing entity or official's consideration, awareness, and approval of the analysis.

Marin Transit utilizes the policies in this Title VI Program and the most recent U.S. Census data and ridership data to monitor its system and conduct analyses of proposed fare and service changes. The District has not proposed any major service changes since 2016. Marin Transit conducted an extensive fare equity analysis in 2019 for consideration of proposed changes to fixed route pass prices and mobility management fares and eligibility for low-income assistance programs. Due to its length, staff have attached the completed equity analysis and Board report as an attachment at the end of this Marin Transit 2020-22 Title VI Program. The Board review the equity analysis and approved the staff recommendations on February 3, 2020.



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February 3, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Marin Transit Fare Policies and Marin Access Program Eligibility and Low-Income Fare Assistance Changes and Title VI Analysis

Dear Board Members:

RECOMMENDATION: Review Title VI Fare Equity Analysis and consider adopting changes to Marin Transit fare policies and Marin Access program eligibility and low-income fare assistance.

SUMMARY: As part of the FY 2020-2029 Short Range Transit Plan update, staff performed a comprehensive assessment of fare policies across all programs and evaluated eligibility standards for Marin Access programs.

Staff released a draft Fare Policy, Program Eligibility, and Low-Income Fare Assistance Proposal for public review and comment at your Board's November 18, 2019 meeting. Your Board held a public hearing to receive public comment on the draft proposal on January 13, 2020. Staff has summarized all public and stakeholder comments and provided accompanying responses in an attachment to this letter.

Staff requests that your Board adopt the updated fare and eligibility policies and the Marin Access low-income fare assistance program.

BACKGROUND: In 2016, the District released the *Marin Access Strategic Analysis and Recommendations Study*. This Study recommended changes to the Marin Access fares and eligibility thresholds.

For the 2016 and 2018 Short Range Transit Plans (SRTP), Marin Transit conducted an in-depth assessment of its fare policies and proposed changes. As part of the SRTP 2020-2029, Marin Transit conducted a comprehensive evaluation of fare pricing and policies across all programs and evaluated eligibility standards for Marin Access program to develop changes that will benefit riders and increase the financial sustainability of Marin Transit programs.

Staff weighed previous recommendations and guidelines to ensure they are consistent with regional goals and facilitate transfers with our partner transit agencies. Marin Transit conducted a survey of riders in 2018, prepared a detailed data analysis to develop the recommended

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fare change proposal, and established the following fare policy and eligibility goals that guided the recommended policy changes:

- Simplify Marin Access program eligibility;
- Encourage pass and Clipper usage over cash payment to streamline and improve operations;
- Offer fare media that incentivizes ridership and simplifies payment;
- Keep fares and subsidy levels commensurate with the services offered across programs;
- Adjust fare assistance programs to maximize social equity and provide mobility options for all Marin residents;
- Maintain cost effectiveness targets by service typology; and
- Keep Marin Transit fare policies consistent with regional efforts to coordinate and integrate transit agencies fares.

The proposed policy changes fall into three categories. Due to the interrelationship between these policies, staff considered updates to the three areas concurrently.

1. Low-income fare assistance (LIFA) for older adults and persons with disabilities:
 - Consolidate eligibility criteria for fare assistance and make it applicable to all Marin Access programs;
 - Registered Medi-Cal participants or riders with income at or below the current Elder Economic Index that correlates with their living situation will be eligible to receive fare assistance;
 - All LIFA eligible riders will receive \$20 in credit each month for use on any of the Marin Access programs. Second phase of fare proposal would increase LIFA monthly credits to \$25 in July 2022; and
 - All Low-Income riders who are eligible for LIFA will be eligible to receive free access to Fixed Route services.
2. Program eligibility for Volunteer Driver and Catch-A-Ride:
 - Standardize eligibility criteria across Marin Access Mobility Management programs to Marin County residents who are either 65+, or are ADA eligible; and
 - New eligibility criteria will apply to all new applicants only, and current clients will be grandfathered into programs.
3. Fare policies for mobility management programs, paratransit and fixed-route services:
 - Eliminate the 7-day Pass for all fare categories, including Adult/Senior/Youth
 - Reduce Adults Monthly Pass prices to \$40 and Senior Monthly Pass price to \$20
 - Increase all paratransit program fares to \$3.00 effective July 2020
 - Increase DAR fare to \$4.00 for the general public, and to \$2 for seniors and persons with disabilities
 - Change Catch-A-Ride fare to \$4.00 base fare plus 100% of fare above \$18.00 (up to \$14 credit per trip); increase trip limit from 8 to 10 per month
 - Increase volunteer driver reimbursement from \$.35/mile (STAR) and \$.40/mile (TRIP) to \$.60/mile
 - Second phase of fare proposal would increase Paratransit and Catch-A-Ride base fares by \$1 more in July 2023

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Corte Madera Community Center, Mill Valley Community Center, Margaret Todd Senior Center in Novato, and West Marin Senior Services at the Dance Palace in Point Reyes Station. These satellite hours were advertised on the District's website and promoted through community partners.

Marin Transit staff prepared a detailed Title VI Fare Equity Analysis for your review and it is provided as **Attachment 1**. Staff's analysis shows that the fare change proposal does not result in a disparate impact on minority riders or a disproportionate burden on low-income riders, based on Marin Transit Title VI Civil Rights Policies on Major Service Changes, Disparate Impact, and Disproportionate Burden, provided as **Appendix A** to the fare equity analysis.

The proposal on Fare Policy, Program Eligibility, and Low-Income Fare Assistance is provided as **Appendix B** to the fare equity analysis. This appendix summarizes the key considerations that staff used to develop the proposal and provides a detailed overview of proposed changes to the District fares and eligibility policies.

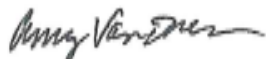
With your Board's direction, staff have summarized all public and stakeholder comments with accompanying responses. These are provided as **Appendix D and Appendix E** to the fare equity analysis, respectively.

FISCAL/STAFFING IMPACT: Staff estimates that the proposed changes to fare policies and Marin Access program eligibility and low-income fare assistance will result in the District's fare revenue loss between \$6,000 to \$175,000 in Phase 1 (FY 2021) and \$76,000 in Phase 2 (FY 2024). These amounts are within the anticipated budget under the District's ten-year financial projections.

Respectfully submitted,



Aida Banihashemi
Planning Manager



Amy Van Doren
Director of Policy & Legislative Programs

Attachments:

1. Title VI Fare Equity Analysis of Proposed Changes to Fare and Program Eligibility for Marin Access Paratransit and Mobility Management Programs and Marin Transit Fixed Route Pass Programs for July 1, 2020
2. Marin Transit Fare & Eligibility Policy Change Recommendations Display Boards

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**Title VI Fare Equity Analysis of Proposed Changes to
Fare and Program Eligibility for
Marin Access Paratransit and Mobility Management Programs
and Marin Transit Fixed Route Pass Programs
for July 1, 2020**

Marin Transit

February 3, 2020

Item 6

Programa de Derechos Civiles para 2020-2022 de Marin County Transit District conforme al Título VI Federal para cumplir con el Comunicado C 4702.1B de la FTA emitido en octubre de 2012

Marin Transit tiene el compromiso de garantizar que ninguna persona sea excluida de participar o que se le nieguen los beneficios de sus servicios sobre la base de raza, color, religión, origen nacional, sexo o edad, según se establezca en el Título VI de la Ley de Derechos Civiles y la Sección 5332 del Título 49 del Código de los Estados Unidos. Conforme a los lineamientos sobre el Título VI emitidos por la Dirección Federal de Tránsito (FTA) el 1º de octubre de 2012, todos los operadores de transporte público que reciban fondos federales está obligados a:

- Garantizar la provisión del nivel y la calidad del servicio de transporte sin distinción de raza, color u origen nacional.
- Identificar y abordar, según sea apropiado, los efectos desproporcionadamente altos y adversos de los programas y las actividades en las poblaciones minoritarias y de bajos ingresos.
- Promover la participación plena y equitativa de todas las poblaciones afectadas en la toma de decisiones sobre el transporte.
- Evitar la negación, la reducción o el retraso de los beneficios relacionados con los programas y las actividades que benefician a las poblaciones minoritarias o de bajos ingresos.
- Garantizar un acceso significativo a los programas y las actividades para las personas con pocas habilidades en el idioma inglés (Limited English Proficiency: LEP).

El Programa del Título VI de Marin Transit seguirá evolucionando a través de la experiencia adquirida en la realización de análisis de planificación, la evaluación de los impactos de los servicios, y en la implementación de programas de participación incluyentes y actividades de difusión. Cada tres años, Marin Transit actualizará este documento para la Dirección Federal de Tránsito como una constancia del Programa del Título VI más actualizado del Distrito.

Formatos accesibles

Este documento está disponible en formatos accesibles bajo solicitud. Para obtener copias impresas de este documento o información sobre formatos accesibles, por favor comuníquese con: Civil Rights Officer

Marin Transit

711 Grand Avenue, Suite 110

San Rafael, CA 94901 o llame al 415-226-0855 o TDD 711

Declaración de la Política conforme al Título VI de Marin Transit – Aviso al Público

Marin Transit otorga a todos los ciudadanos la igualdad de acceso a sus servicios de transporte. Marin Transit tiene el compromiso de garantizar que ninguna persona sea excluida de participar o que se le nieguen los beneficios de sus servicios sobre la base de raza, color u origen nacional, según se proteja por el Título VI de la Ley de Derechos Civiles de 1964, y sus enmiendas ("Título VI").

Toda persona que crea que ha sido perjudicada por cualquier práctica discriminatoria ilegal conforme al Título VI puede presentar una queja. Para obtener más información sobre el programa de derechos civiles de Marin Transit y los procedimientos para presentar una queja, comuníquese al (415) 226-0855 o TDD 711, envíe un correo electrónico a info@marintransit.org o visite nuestras oficinas en 711 Grand Avenue, Suite 110, San Rafael, CA 94901. Para obtener más información, visite www.marintransit.org

Si se necesita información en otro idioma, póngase en contacto con Marin Transit al (415) 226-0855.

La Política conforme al Título VI de Marin Transit está publicada en sus oficinas administrativas, en los principales centros de conexiones de tránsito ubicados en San Rafael, Marin City, y Novato, y en los vehículos de Marin Transit. También está publicada en el sitio web de Marin Transit en www.marintransit.org

Procedimientos de Queja conforme al Título VI de Marin Transit

Si usted cree que ha recibido un trato discriminatorio por Marin Transit sobre la base de su raza, color u origen nacional, usted tiene el derecho de presentar una queja con el Oficial de Derechos Civiles. La queja debe ser presentada a más tardar 180 días calendario después del supuesto incidente discriminatorio. Este documento y el formulario de queja del Título VI están disponibles en el sitio web de Marin Transit www.marintransit.org

Los documentos que describen la Declaración de la Política conforme al Título VI y los Procedimientos de Queja de Marin Transit se pueden traducir al español bajo solicitud. Por favor llame al (415) 226-0855 o TDD 711.

El método preferido es presentar su queja por escrito, utilizando el Formulario de Queja Conforme al Título VI, y enviarla a:

Civil Rights Officer

Marin Transit

711 Grand Avenue, Suite 110

San Rafael, CA 94901

Las quejas verbales serán aceptadas y transcritas por el Oficial de Derechos Civiles. Para presentar una queja verbal, llame al (415) 226-0855 o TDD 711.

Usted también tiene el derecho a presentar una queja con una entidad externa, como el Departamento de Transporte (DOT), una agencia estatal o federal, o una corte estatal o federal. Si se presenta una queja con Marin Transit y con una entidad externa al mismo tiempo, la queja externa tendrá precedencia sobre la queja presentada en Marin Transit, y los procedimientos de queja de Marin Transit serán suspendidos hasta que se presenten los hallazgos de la entidad externa.

El Oficial de Derechos Civiles de Marin Transit estudiará e investigará todas las quejas conforme al Título VI que estén completas. Una vez que se reciba la queja, Marin Transit la estudiará para determinar si nuestra oficina tiene jurisdicción. Quien presenta la queja recibirá un acuse de recibo informándole si la queja será investigada por nuestra oficina. Se llevarán a cabo medidas razonables para proteger cualquier información que sea confidencial. La investigación puede incluir una revisión de todos los documentos, prácticas y procedimientos pertinentes, así como discusiones de la queja con todas las partes afectadas para determinar la naturaleza del problema. La investigación se llevará a cabo y normalmente se concluirá en un plazo no mayor a 60 días desde la recepción de la queja formal.

En base a la información recibida, el Oficial de Derechos Civiles preparará un informe escrito para su presentación al Gerente General de Marin Transit. En nombre del Gerente General, el Oficial de Derechos Civiles emitirá una de las dos cartas a quien presentó la queja: una carta de cierre o una carta de fallo. Una carta de cierre resume las alegaciones y afirma que no hubo violación del Título VI y que el caso será cerrado. Una carta de fallo resume las alegaciones y las entrevistas sobre el presunto incidente, y explica si ocurrirá alguna acción disciplinaria, entrenamiento adicional del personal o alguna otra acción. Las partes tendrán 14 días calendario desde la fecha de la carta de resultado para apelar. Si quien presenta la queja desea apelar la decisión, puede hacerlo directamente ante el Departamento de Transporte de Estados Unidos, la Comisión de Igualdad de Oportunidad en el Empleo o el Departamento de Empleo y Vivienda Justa de California, según el caso.

Una persona también puede presentar una queja directamente con la Dirección Federal de Tránsito (Federal Transit Administration: FTA), dirigiéndola a: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Procedimientos de investigación

El Oficial de Derechos Civiles deberá mantener un registro de las quejas conforme al Título VI recibidas, el cual deberá incluir la fecha de presentación de la queja, un resumen de los alegatos, el estado actual de la queja y las medidas tomadas por Marin Transit en respuesta a la queja.

Los documentos que describen la Declaración de la Política conforme al Título VI y los Procedimientos de Queja de Marin Transit se pueden traducir al español bajo solicitud. Por favor llame al (415) 226-0855.

Formulario de Queja conforme al Título VI de Marin Transit

Marin Transit tiene el compromiso de garantizar que ninguna persona sea excluida de participar o que se le nieguen los beneficios de sus servicios sobre la base de raza, color u origen nacional, según se proteja por el Título VI de la Ley de Derechos Civiles de 1964, y sus enmiendas ("Título VI").

Los documentos que describen la Declaración de la Política conforme al Título VI y los Procedimientos de Queja de Marin Transit se pueden traducir al español bajo solicitud. Por favor llame al (415) 226-0855 o TDD 711.

Por favor, proporcione la siguiente información necesaria para procesar su queja conforme al Título VI. Se puede obtener ayuda al solicitarla.

- Nombre de quien presenta la queja _____
- Dirección _____
- Ciudad, Estado y C.P. _____
- Teléfono (casa) _____ (trabajo) _____
- Dirección de correo electrónico _____
- ¿Requiere formatos accesibles? Letra grande Cinta de audio
 TDD Otro
- Persona contra quien se cometió discriminación (si no es quien presenta la queja)
 - Nombre _____
 - Dirección _____
 - Ciudad, Estado y C.P. _____
- ¿Cuál de las siguientes describe mejor la razón por la que cree que se dio la discriminación? ¿Fue por su...?:
 - Raza _____

- Color _____
- Origen nacional _____

▪ ¿En qué fecha ocurrió la presunta discriminación? _____

- En sus propias palabras, describa la supuesta discriminación. Explique lo más claramente que pueda lo que pasó y por qué cree usted que le discriminaron. Describa todas las personas que estaban involucradas. Incluya el nombre y la información de contacto de la(s) persona(s) que le discriminaron (si se los sabe) así como los nombres y la información de contacto de los testigos que hubiera. Incluya la fecha del incidente, el número de la ruta y la dirección del viaje, y la hora en que ocurrió el incidente. Si lo tienes, incluir el número del autobús. Por favor, use la parte de atrás de este formulario si necesita más espacio.

11. ¿Ha presentado esta queja con otra agencia federal, estatal o local, o ante alguna corte federal o estatal? _____ Sí _____ No

12. Si es así, marque todas las que apliquen: _____ Agencia federal _____ Corte federal
 _____ Agencia estatal _____ Corte estatal _____ Agencia local

13. Por favor proporcione la información de contacto de una persona en la agencia o corte donde se presentó la queja.

- a. Nombre _____
- b. Dirección _____
- c. Ciudad, Estado y C.P. _____
- d. Teléfono _____

14. Por favor firme abajo. Puede adjuntar cualquier material escrito u otra información que crea pertinente para su queja.

Firma de quien presenta la queja

Fecha

Envíe o entregue el formulario llenado a:

Civil Rights Officer

Marin Transit

711 Grand Avenue, Suite 711

San Rafael, CA 94901

Title VI Fare Equity Analysis of Proposed Changes to Fare and Program Eligibility for Marin Access Paratransit and Mobility Management Programs and Marin Transit Fixed Route Pass Programs for July 1, 2020

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Executive Summary

At its February 3, 2020 meeting, the Marin Transit Board of Directors will consider a package of proposed changes to Marin Access Paratransit and Mobility Management Program fares, Marin Access Low Income Fare Assistance, and Marin Transit's fixed route pass programs. The proposal is provided as Appendix A to this report. Marin Transit has conducted a Title VI Fare Equity Analysis of the proposed July 2020 fare changes. This equity analysis evaluates the impacts of the proposed changes and mitigations as a package and applies the District's adopted policies for disparate impact and disproportionate burden.

This report describes the public participation components that led to the fare proposal and those conducted during the public review process as essential to understanding the concerns and priorities of riders. Public input is integral to developing the final staff recommendation and will inform the District's next phase of outreach to explain how the approved changes will alter fare payment, low-income fare assistance programs, and pricing and availability of fixed-route passes.

This equity analysis demonstrates that the overall package of proposed Marin Access fare and fare assistance program changes will not result in a disparate impact or disproportionate burden for minority or low-income clients. The equity analysis of Marin Transit's proposed changes to its fixed route pass programs will substantially benefit Marin Transit's older adult, disabled, minority, and low-income riders. Staff evaluated the relative benefits of the monthly pass price reductions and applied Marin Transit's thresholds for identifying disparate impact and disproportionate burden. The distribution of benefits does not meet the District's thresholds based on data from the 2017 on-board passenger survey.

Background

Marin Transit explored changes to its fare policies in the 2016 and 2018 Short Range Transit Plans (SRTP), and recommended changes to the Marin Access fares and eligibility thresholds in the 2016 Marin Access Strategic Analysis and Recommendations Study. Appendix B of the 2018 SRTP provided guidance on a potential fare change to meet District goals.

For the proposed 2020-2029 SRTP, staff performed a comprehensive assessment of fare policies across all programs and evaluated eligibility standards for Marin Access programs. The goals that guided the development of recommended changes were to:

- Simplify Marin Access program eligibility;
- Encourage use of pass and Clipper electronic fare media over cash payment to streamline and improve operations;
- Offer fare media that incentivizes ridership and simplifies payment;
- Keep fares and subsidy levels commensurate with the services offered across programs;

- Adjust fare assistance programs to maximize social equity and provide mobility options for all Marin residents;
- Maintain cost-effectiveness targets by service typology; and
- Keep Marin Transit fare policies consistent with regional efforts to coordinate and integrate transit agencies fares.

Staff weighed the recommended changes and guidelines to ensure they are consistent with regional goals and facilitate transfers with partner transit agencies. Staff conducted a survey of Marin Access riders in 2017 and 2018 and prepared a detailed data analysis to develop the recommended fare change proposal. The comprehensive review evaluated these three areas in combination:

1. Low-income fare assistance (LIFA) for older adults and persons with disabilities;
2. Program eligibility for demand response programs; and
3. Fare policies for mobility management programs, paratransit, and fixed-route services.

The changing structure of the regional Clipper electronic fare payment program also influenced the recommendations. Marin Transit cannot independently change its fares within the Clipper system as it shares its fare table in Clipper with Golden Gate Transit. All changes to local fares must be agreed upon by both Marin Transit and Golden Gate Transit until Marin Transit is provided independence under Clipper. Based on these factors, staff updated the proposed changes as an important next step in implementing new programs and advanced technologies.

In July 2019, staff provided the Marin Transit Board with an overview of the District's fares and fare policies. At the September and November 2019 meetings, staff summarized current fares and eligibility standards and presented formal recommendations to change fare and eligibility policies. Based on Board feedback, staff updated the draft Proposal on Fare Policy, Program Eligibility, and Low-Income Fare Assistance. The full proposal is included as Appendix B of this report. It summarizes key considerations that guided the proposed changes to the District fares and program eligibility policies.

Title VI Requirements

Title VI of the Civil Rights Act of 1964, Section 601 states: "No persons in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Marin Transit seeks to avoid, minimize or mitigate disproportionately high and adverse impacts on minority and low-income populations. As a recipient of financial assistance from the Federal Transit Administration (FTA), Marin Transit is required to comply with Title VI of the Civil Rights Act of 1964 by evaluating service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including Disparate Impacts on minority populations and/or Disproportionate Burdens on low-income populations.

In 2012, FTA issued guidance under FTA Circular 4702.1B (Title VI Requirements and Guidelines for Federal Transit Administration Recipients) and Circular 4703.1 (Environmental Justice Policy Guidance

for Federal Transit Administration Recipients) requiring transit agencies to develop policies when they contemplate service or fare changes. Despite being an FTA requirement, a Title VI Equity Analysis does not replace the responsibility for conducting an ongoing process that considers equity among other factors when designing fare changes, service changes, or discretionary policies and programs.

Marin Transit's Title VI Program

Marin County has approximately 250,000 residents, and they are located primarily along the U.S. Highway 101 corridor stretching to Sonoma in the north and San Francisco to the south. Most of Marin County consists of protected open space; national, state, and local parks; and agricultural preservation areas in South and West Marin. Marin Transit carries 3.5 million local transit and paratransit trips each year. Based on a 2017 Marin Transit fixed route passenger survey, approximately 59 percent of local riders are low-income and approximately 71 percent identify as minority or other. Over half of the survey respondents identified as Hispanic (52%).

Table 1 below updates demographic analysis in the District's Title VI Program table with the results of the 2017 On-board Ridership Surveys and 2017 American Community Survey (ACS) data. Consistent with FTA's Title VI guidance, minority population is defined as all persons who self-identify as not white in the US Census and persons who identify as Latino or Hispanic regardless of race. As applied in Marin Transit's 2017 Title VI Program, low-income is defined as households earning less than \$50,000 annually. The countywide average proportion of minorities residing in Marin County is 28 percent. In all cases, Marin Transit routes serve predominantly minority and low-income residents based on passenger survey results and ridership statistics. Marin Transit conducted its most recent onboard passenger survey in 2017, and the most recent survey of Marin Access paratransit and mobility management program clients was conducted in 2018.

The 2017 Board-adopted Title VI Program sets procedures that the District must follow regarding fare and major service change proposals. As defined under the program, major service and fare changes are subjected to an equity analysis to identify disparate and disproportionate impacts. Marin Transit fare change proposals are developed based on a long process of research, survey, and public participation. Before Board approval of any fare change, the District provides a meaningful opportunity for riders and the general public to discuss possible impacts and comment on any proposed mitigation measures. This includes discussion of less discriminatory alternatives that may be available, in advance of any action on the proposals that the Board of Directors may approve.

To comply with the 2012 FTA Title VI guidance, the Marin Transit Board adopted Policies on Major Service Change, Disparate Impact, and Disproportionate Burden for evaluating service and fare changes on June 24, 2013. These three policies established a definition of what constitutes a major service change to require an equity analysis and a statistical threshold to determine whether minority and low-income riders are disproportionately impacted by a service or fare change. These are provided as Appendix A with a description of the public outreach efforts associated with establishing these policies.

Table 1: Demographic Overview of Transit Riders in Marin County

	Transit Rider (Onboard Survey Results)				Marin County % ⁽¹⁾
	2005	2008	2012	2017 ⁽²⁾	
Age					
Persons under 18 years old	18%	25%	21%	11%	20%
Persons between 18 and 65 years	78%	70%	72%	80%	60%
Persons 65 years old and older	4%	5%	7%	9%	20%
Gender					
Female	48%	46%	49%	44%	51%
Male	52%	54%	51%	56%	49%
Household Income					
Under \$25,000	51%	61%	57%	35%	12%
\$25,000 to \$49,999	28%	18%	20%	24%	13%
\$50,000 to \$74,999	10%	8%	7%	12%	12%
\$75,000 or more	10%	13%	16%	29%	63%
Race					
Hispanic	n/a	49%	43%	52%	16%
Caucasian/White	n/a	36%	39%	29%	72%
African American	n/a	9%	7%	7%	2%
Asian	n/a	8%	5%	5%	6%
Other	n/a	5%	6%	7%	4%

Notes: (1) U.S. Census Bureau, 2013-2017 American Community Survey

(2) The 2017 Marin Transit onboard survey did not include Supplemental school routes that were included in previous survey efforts.

Developing the Proposal to Change Marin Access Fare Policies and Program Eligibility and Marin Transit Fixed Route Passes

In 2016, Marin Transit completed an extensive two-year study of its suite of Marin Access programs, including paratransit, the *Marin Access Strategic Analysis and Recommendations Study*. Ten recommendations emerged from this review of programs, rider characteristics, and an analysis of existing and future market conditions. Marin Transit staff worked collaboratively with stakeholders to develop an Action and Implementation Plan guided by these recommendations. The primary stakeholder groups include the Marin County Paratransit Coordinating Council and the Marin Mobility Consortium, which consists of representatives of community and social service organizations, advocates, and riders. Two recommendations from the Study specifically relate to the changes considered in this proposal.

The first Marin Access Study recommendation:

- **Reevaluate fare policies to optimize public subsidy, achieve sustainable programs, ensure fares are equitable (maintains a safety net for low-income), and create pricing that manages consumer demand for services.**

“Fares and fare policies across the Marin Access programs are inconsistent, especially between paratransit and Catch-A-Ride. Paratransit requires a base fare while Catch-A-Ride only requires payment if a trip exceeds a specific length. This structure makes the more convenient program cheaper than the shared ride service for shorter trips.

Changes to Marin Access fare policy could increase revenues, encourage ridership during certain times, and improve fare equity among users. Analysis is needed to consider the effects of any potential changes, particularly on low-income riders and those ‘in the gap,’ living above the Federal Poverty Level but below the Elder Index, and to gauge the response of current and future ridership. Fare policies should be evaluated in tandem with any changes to program eligibility thresholds. Action Items might include: Conduct a Fare Policy SWOT [strengths, weaknesses, opportunities, and threats] analysis, perform customer research, and evaluate alternatives; Reassess fixed route fares for Marin Access users to encourage usage for these services and shift demand during peak hours.”

The second Marin Access Study recommendation:

- **Reassess eligibility thresholds to achieve consistency and equity across all Marin Access and Marin Transit programs.**

“Eligibility for nearly all Marin Access programs differs and creates confusion for the user and inconsistency across the services. Many Marin Access clients also rely on auxiliary services, not operated by Marin Transit, that are subject to their own requirements and eligibility thresholds. Establishing a consistent and clear eligibility process for all Marin Access program is an important step in improving the user experience and ensuring programs are easy to understand and use. Changes to Marin Access eligibility thresholds need to be considered jointly with potential fare policy changes and developed with an understanding of eligibility requirements established by other service providers in the county and the

Bay Area. Action Items might include: Standardize eligibility across Marin Access and Marin Transit services and programs; Develop recommendations for a system-wide low-income fare policy.”

Marin Transit Fare Policies and the Short Range Transit Plan

Marin Transit updates its Short Range Transit Plan (SRTP) every two years. The SRTP is a fiscally constrained five-year blueprint with a ten-year financial outlook. The SRTP is informed by completed and ongoing planning efforts, including the 2016 Marin Access Study and related actions. The Marin Access and Marin Transit fare policy and program proposals build on the principles and priorities of the SRTP and extensive public participation opportunities. These include community-based transportation plans for Marin City in Southern Marin and for the Canal neighborhood in San Rafael and ongoing public participation activities. The 2016, 2018, and 2020 plans reflect the goals and guiding principles for proposed changes to fare policies and programs. Appendix B of this report is from the current draft SRTP proposed for adoption at the Marin Transit Board meeting on February 3, 2020.

Public Participation Before and After the Public Comment Period

Following US Department of Transportation planning regulations, Marin Transit developed a documented public participation plan to provide adequate notice of public participation activities and early and continuous opportunities for public review and comment at key decision points. The federal statutory and regulatory framework creates a proactive program of engagement, interaction, and accountability for decision makers, interested parties, and the public. Fundamental to this program, the District seeks out and considers the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment, healthcare, and other services. The outreach plan in advance of the final recommendation to the Board is fully consistent with the District’s Title VI Program Public Participation Plan.

Marin Transit identified and remedied potential adverse effects based on public input and the established goals for improving the availability and incentives for Marin Access programs. The section discusses the public participation process for developing this proposal and identifying adverse effects.

In addition to workshops and feedback forms, staff participated in stakeholder meetings and events with community organizations and conducted surveys of Marin Access clients. At each event, staff described the proposed fare and eligibility changes in detail, answered questions, and requested input.

Appendix E to this report summarizes all stakeholder and community partner comments and indicates how staff used these comments to revise the draft proposal.

Marin Transit staff provided materials and made presentations to community groups and organizations that serve older adults, the disabled community, and the Spanish-speaking community. Staff provided a detailed Fact Sheet and *Frequently Asked Questions* that describe the proposed changes and information on how to provide input on the proposal. All materials were professionally translated into Spanish.

Notice of the proposed changes and the public hearing were posted inside each Marin Transit and Marin Access vehicle and at major transfer locations, including notice of how to obtain additional information. All notices were posted in English and Spanish.

Marin Transit met with community leaders in the San Rafael's largely Hispanic neighborhood in the Canal District to seek input on how to more effectively reach residents and riders and discuss how to provide information that will assist riders with understanding their fare payment options after the changes are implemented. The Canal Alliance developed and posted a five and a half minute video in Spanish on their Facebook page providing information about the proposal with an interview of Marin Transit staff to answer questions. This dialog will continue in advance of the changes, and staff is scheduled to participate in a neighborhood leadership council that meets regularly.

Marin Transit released a draft Fare Policy, Program Eligibility, and Low-Income Fare Assistance Proposal for public review and comment at the Board's November 18th meeting and requested that they open the formal public comment period and set a public hearing for January 13, 2020.

Public comments on the proposed changes were recorded at the community meetings and travel navigator workshops, transcribed from phone calls and comment cards, and documented from emails and online comment forms. The Marin Transit Board of Directors held the public hearing at its January 13, 2020 meeting where simultaneous professional translation was provided. Staff presented all comments received up until that time. All comments received prior to the public hearing, during the hearing, and up until January 29, 2020 are provided in **Appendix D** along with staff responses.

Options for public input on the draft proposal included an online comment form, mail, email, telephone and in-person. Staff provided notice of these opportunities in Spanish and English in the Marin Independent Journal, inside Marin Transit buses and at major bus stops, on the District's website, and through emails, social media, and community partner newsletters. The Marin Access Fare & Eligibility Policy Change Comment Form is provided as **Appendix H**.

As part of the targeted outreach to riders who may be impacted by this proposal, Marin Transit staff sent postcards via mail to all active Marin Access riders. Staff conducted a series of presentations at Marin Transit's Paratransit Coordinating Council and other community partner meetings, including the Marin Mobility Consortium and the Canal Alliance. Since November 2018, Marin Transit staff provided information and engaged Marin Access clients at scheduled satellite hours at the San Geronimo and San Rafael Community Center and at Pickleweed in the Canal neighborhood through December. Staff conducted additional satellite hours in January at the Corte Madera Community Center, Mill Valley Community Center, Margaret Todd Senior Center in Novato, and West Marin Senior Services at the Dance Palace in Point Reyes Station. These satellite hours are advertised on the District's website and promoted through community partners.

[Adjustments to the Proposal Resulting from Public Outreach and Subsequent Analysis](#)

Based on input from the Marin County Paratransit Coordinating Council, staff changed the recommended criteria for determining eligibility for the low-income fare assistance program. Originally,

staff proposed using 200 percent of the federal poverty index. PCC members requested that Marin Transit utilize the Elder Economic Index as more suitable for Marin County and clients of Marin Access programs. The Elder Economic Index is based on annual household income depending on household size and ownership or renter status. For Marin County, a one-person household owner with no mortgage and an income of \$22,272 or less will be eligible for the Low-Income Fare Assistance Program or LIFA. The proposed use of the Elder Economic Index for LIFA is also consistent with the County of Marin's policy to increase its use of this Index in planning and program eligibility.

Marin Access Rider Surveys and Client Database as Data Sources

Marin Access rider surveys are administered annually via US Mail. To ensure at least a 20 percent response rate, Travel Navigators administer some surveys via phone. The surveys are sent to all active riders (i.e. those that have taken a trip on one of the Marin Access services within the past year). Data is from the 2017 and 2018 rider survey. Staff cleaned this data to remove duplicate responses and retain the most recent response. Respondents self-report their income, race/ethnicity, and whether they use a particular Marin Access service.

The Marin Access Travel Navigator Database (MA-TN) houses all applicant information reported at the time of application, with periodic updates to client records based on subsequent information received. Applicants self-report income, or income was inferred by eligibility for SSI and/or Marin Access Low Fare Assistance Program info. Race/ethnicity is not requested or reported at intake. Data used for the analysis is from the most recent backup of the MA-TN Database on January 21, 2020. There were 10,930 registered and 'active' clients in the database. Clients are marked inactive when staff learn that a client has moved or is deceased.

In the Marin Access 2017 and 2018 Rider Survey, respondents self-reported their use of paratransit, income, and race/ethnicity. The Rider Survey data does not differentiate ridership between mandated paratransit and paratransit trips beyond the mandated service area. Marin Access has referred to these as "paratransit, extended." The proposed fare changes eliminate this separate fare category. The 2018 Marin Access Rider Survey is provided as **Appendix G**.

Table 2: Marin Access Client Survey Participation (2017 and 2018)

	2017	2018
Total Surveys Mailed	1750	1996
Target Response Rate	Unknown	20%
Surveys Needed	-	399
Surveys Received	347	272
Completed by Phone	-	130
Actual Response Rate	20%	20%

For the Catch-A-Ride data, respondents self-reported their use of the service, income, and race/ethnicity.

Proposed Changes to Marin Access and General Purpose Dial-A-Ride Fares

Marin Access Paratransit and Catch-A-Ride Fare Changes Proposed in Two Phases

If approved by Marin Transit, the first phase will be effective July 1, 2020 on Marin Access Paratransit and Catch-A-Ride. Phase 2 would go into effect three years later on July 1, 2023.

Phase 1 proposes that fares for ADA-mandated and non-mandated paratransit trips will increase to \$3.00. Currently, ADA-mandated trips are priced the same as fixed route adult fares at \$2.00 per trip. Non-mandated paratransit trips are priced at \$2.50. Marin Transit adult fixed route and paratransit fares have been held constant since 2004. Going forward there will be no differentiation in fares for mandated and non-mandated paratransit.

The second phase will be effective July 2023 and is proposed to further increase the per trip paratransit fare from \$3.00 to \$4.00. The Catch-A-Ride program subsidies will also change in Phase 2. **Table 3** below provides the current and proposed fare and subsidy structure for Catch-A-Ride.

Table 3: Proposed Changes to Catch-A-Ride Subsidized Same-Day Taxi Service

Current Catch-A-Ride	Phase 1	Phase 2
Free up to \$14.00/\$18.00	\$4.00 + 100% of fare above \$18.00	\$5.00 + 100% of fare above \$19.00
Limit of 8 trips/month ⁽¹⁾	Limit of 10 trips/month	Limit of 10 trips/ month
Note: (1) Qualified low-income riders get an additional \$4.00 in subsidy per ride or free rides up to \$18.00.		

The Catch-A-Ride is provided for ADA-eligible riders as a convenient same-day service alternative to paratransit and to older adults based on age requirements. At no charge to the rider, this service currently provides up to \$18 in distance-based service per trip for low-income riders and \$14 for those who are not low-income. In both cases, riders are limited to eight trips per month. The proposal alters the fare structure by adding a \$4.00 fare per trip with subsidy of \$14 per trip. Above \$18, the rider will pay 100 percent of the trip cost. At \$14, the subsidy per trip will remain the same as currently provided for those who are not low-income. The number of subsidized trips for each client will increase from eight to ten trips per month, a 25 percent increase.

In Phase 2, the base fare is proposed to rise from \$4.00 to \$5.00 beginning in July 1, 2023. The rider will pay 100 percent of the trip cost above \$19.

Proposed Changes to Dial-A-Ride Fares

The fares for the two rural Dial-A-Rides and the Novato Dial-A-Ride (DAR) are proposed to change on July 1, 2020. The Novato DAR offers an on-demand shuttle for travel within the City of Novato with curb to curb service. Currently, the Novato DAR per trip fares are the same as on Marin Transit's fixed route services at \$2.00 for Adults and \$1.00 for Senior, Disabled, and Youth riders. Marin Transit is proposing to increase the fare on the Novato Dial-A-Ride to \$4.00 for Adults and \$2.00 for Senior, Disabled, and Youth riders.

The Dillon Beach/Tomales Dial-A-Ride operates one round trip per week on Wednesdays by reservation. It provides curb-to-curb pick-up and drop-off service between Dillon Beach, Tomales, and Petaluma in Sonoma County. The Point Reyes Dial-A-Ride operates two round trips per month on the first and third Mondays, by reservation. It offers curb-to-curb pick-up and drop-off service between Point Reyes Station and Novato.

The current fare for the two rural services is \$2.50 each way. For both rural Dial-A-Ride services, Marin Transit is proposing to raise the one-way fare to \$4.00 for Adults and to lower the fare for Senior, Disabled, and Youth riders to \$2.00.

Notes on Dial-A-Ride Ride Data

Dial-A-Ride ridership information is from the trip history for calendar years 2017 and 2018. Marin Transit does not collect income or race/ethnicity information from these riders. Date of birth is collected from riders that disclose this information at the time of trip scheduling or based on information Marin Transit has if the rider is eligible for Marin Access Paratransit. Dial-A-Ride and Marin Access Paratransit are both scheduled using TripSpark PASS. To determine data for use in the Fare Equity Analysis, staff combined trip history data with Marin Access Travel Navigator Database information to determine whether a rider reported minority and/or low-income status.

Title VI Fare Equity Analysis for Marin Access Program and Dial-A-Ride Fare Changes

Based on survey data, **Table 4** below indicates that the burden of the fare increase is shared equally among Marin Access riders. There is no difference between the impact to minority and low-income clients and those who are not. Based on Title VI guidance, there is no disparate impact or disproportionate burden.

Table 4: Marin Access Survey Data and Fare Equity Analysis for Phase 1 (July 1, 2020)

Marin Access Programs	Ridership Information (Numbers)				Fare Information				Average Fare Change			
	Minority	Non-minority	Low-income	Non low-income	Current fare	Proposed fare	Fare change %	Fare change absolute	Minority	Non-minority	Low-income	Non low-income
Paratransit	86	369	317	53	\$2.00	\$3.00	50%	\$1.00	\$86.00	\$369.00	\$317.00	\$53.00
Non-Mandated Paratransit					\$2.50	\$3.00	20%	\$0.50				
Catch-A-Ride subsidized taxi	49	241	190	47	Distance-based, variable fare	\$4.00		See Table 3				
Dial-a-Ride, Seniors	Unknown	Unknown	99	1	\$1.00	\$2.00	100%	\$1.00			\$99.00	\$1.00
Dial-a-Ride, Adults	Unknown	Unknown	Unknown	Unknown	\$2.00	\$4.00	100%	\$2.00				
Dial-a-Ride, Rural	Unknown	Unknown	2	0	\$2.50	\$4.00	60%	\$1.50			\$2.00	\$0.00
								Average	\$1.00	\$1.00	\$1.00	\$1.00
								Percent Increase	50%	50%	50%	50%

Marin Access Clients Able to Ride Marin Transit Fixed-Route Services

Table 5 provides data from two sources for Marin Access older adult and disabled clients who report that they ride Marin Transit fixed route services when they are able to do so. The rider survey and Travel Navigator database are consistent in finding that those riders are primarily low-income. Currently, Marin Transit’s monthly pass for senior /disabled passengers is \$25. Marin Transit is proposing to further lower the price of this monthly pass to \$20. As discussed in the Marin Low-Income Assistance Program section below, eligible low-income clients will receive a free Marin Transit Monthly Pass for access to all local Fixed Route services.

Table 5: Marin Access Survey, Clients Who Ride Fixed Route Services

Data Sources	Responded to Race / Ethnicity Question	Minority	Non-Minority	Responded to Income Question	Low-Income	Non Low-Income
(1) Marin Access Rider Survey	157	28	129	130	107	23
(2) Travel Navigator Database	N/A	Unknown	Unknown	135	127	8

- (1) Marin Access 2017 + 2018 Rider Survey. Self-reported use of fixed route, income, and race/ethnicity.
- (2) Travel Navigator Database through 1/22/2020. This houses all applicant information. Applicants self-report income or was inferred by eligibility for SSI or Marin Access LIFA. Race/ethnicity is not currently requested or reported at intake.

Mitigations for Marin Access Fare Changes

Program Eligibility

One of the recommendations from the 2016 Strategic Analysis Study was to make program eligibility consistent across Marin Access mobility programs. Paratransit eligibility will continue to follow ADA requirements. In all cases ADA-paratransit riders are eligible to ride the other programs. In terms of age, eligibility for Volunteer Driver Reimbursement Programs will increase from 60+ to 65+. There will be no impact on those who currently utilize these programs as they will remain eligible. Catch-A-Ride will be

open to all riders age 65+. The current and proposed program eligibility criteria are summarized below in **Table 6**.

Table 6: Current and Proposed Marin Access Program Eligibility Criteria

Demand Response Program	Current Eligibility Criteria	Proposed Eligibility Criteria	Applies to
Local Paratransit (mandated and extended)	Marin County resident or visitor and approved for ADA service based on ability-based evaluation	No Change	No Change
Volunteer Driver Reimbursement Programs (STAR & TRIP)	Marin County resident, age 60+ -or- ADA approved	Marin County Resident, age 65+ -or- ADA approved	<ul style="list-style-type: none"> Existing clients are grandfathered into programs New eligibility criteria apply to all new applicants
Catch A Ride	Marin County resident, age 80+, or 60-79 and no longer driving -or- ADA approved	Marin County Resident, age 65+ -or- ADA approved	No Change
Marin Transit Connect Dial-A-Ride	None (General Public Services)	No Change	No Change

Marin Access Low-Income Assistance Program Changes

Table 7 below summarizes the current eligibility and proposed changes for the Low-Income Assistance Program (LIFA) serving Marin Access clients. These changes are intended to provide consistency and to substantially offset the burden on low-income clients of the increase in paratransit fares. The eligibility requirements and financial assistance benefits for paratransit and Catch-A-Ride are combined and will rely on the Elder Economic Index or qualification for Medi-Cal.

New Financial Assistance for LIFA-eligible Marin Access Clients

Under the proposal, all LIFA eligible clients will receive a \$20.00 credit each month for use on all Demand Response programs. These include Paratransit, Catch-A-Ride, Marin Transit Connect, and the Dial-A-Rides serving Novato, Point Reyes, and Dillon Beach/Tomaes. LIFA clients will also receive a free Marin Transit Monthly Pass to ride all local Fixed Route services.

**Table 7: Low-Income Fare Assistance
Programs Current and Proposed**

	Paratransit	Catch A Ride	Proposed Low-Income Fare Assistance
Program Eligibility⁽¹⁾	Marin County resident or visitor and approved for ADA service based on ability-based evaluation	Marin County resident, age 80+, or 60-79 and no longer driving -or- ADA approved	Marin County Resident, age 65+ -or- ADA approved
LIFA Eligibility Threshold	SSI Eligibility ⁽²⁾	Income Tied to Elder Economic Index ⁽³⁾	Income tied to Elder Economic Index ⁽³⁾ or Medi-Cal Qualified
Financial Assistance	Ticket booklets valued at total of \$40 per quarter	Additional \$4 subsidy per ride (up to \$32 per month)	<ul style="list-style-type: none"> ▪ \$20.00 in credit each month for use on all Demand Response programs.⁽⁴⁾ ▪ Monthly Pass for free access to Fixed Route.
Documentation Required to Demonstrate Eligibility	SSI Eligibility Letter	Self-Reported	<ul style="list-style-type: none"> ▪ Medi-Cal status can be confirmed with County of Marin ▪ Proof of age/address/ income required (documentation can include SSI letter, AGI from federal income tax forms, recent paystubs, Marin County General Assistance Letter, etc.)
Program Applicability	Paratransit Only	Catch-A-Ride Only	All Programs that require a fare

Process	Two 10-ticket/ride booklets mailed to participant on a quarterly basis by Travel Navigators	Additional subsidy applied at booking beyond CAR subsidy	Credit added into e-wallet account to scheduling software and applied at time of booking; Fixed Route monthly pass distribution TBD	Table 7
Delivery	Paper, manual process	None - managed through Access database	None - managed through scheduling software	
Eligibility Renewal	N/A	N/A	Annual	

Notes:

- (1) Recipients of LIFA must apply and be approved for one of the Marin Access programs including ADA paratransit, Volunteer Driver, or Catch-A-Ride.
- (2) The income limit for SSI is the federal benefit rate (FBR), which is \$771 per month/\$9,252 annually for an individual and \$1,157 per month/\$13,884 for a couple in 2019.
- (3) Based on annual household income: \$22,272 / 1-person household, Owner w/o Mortgage.
- (4) Demand Response programs include Paratransit, Catch-A-Ride, Connect, Novato Dial-A-Ride, and Point Reyes Dial-A-Ride and Dillon Beach Dial-A-Ride (in West Marin).

Proposed Changes to Marin Transit Fixed Route Pass Programs

Marin Transit has analyzed data on fixed route fare payment methods from its most recent on-board passenger survey in 2017. This is summarized in **Table 8**, below. Marin Transit used the survey data to identify the fare media usage distinguished by rider characteristics, i.e. minority and low-income.

Minority populations are those who identified themselves as American, Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latin, Native Hawaiian or Other Pacific Islander. Consistent with the Marin Transit 2017 Title VI Program, low-income is considered as households that earn less than \$50,000 annually.

The 2017 passenger survey data did not differentiate between Adult, Senior/Disabled and Youth Local Passes or 1-day, 7-day, or monthly categories.

Table 8: Survey Results for all Marin Transit Fare Payment Methods by Minority and Income Status, Actual Total Reported Methods

Fixed Route Passes (Day, 7-Day, or 31-Dday)	Ridership Information (Numbers)				
	Minority	Non-minority	Low-income (below \$50,000)	Non low-income (\$50,000 or more)	Total Surveys
Marin Local Pass, Adult	49	19	36	24	1,214
Marin Local Pass, Youth	4	2	2	1	
Marin Local Pass, Senior/Disabled	11	13	15	3	
Cash	529	182	464	124	
Clipper Electronic Card	113	82	127	42	
Regional Discount Card for Disabled Passengers	9	13	15	2	
College Pass	53	35	55	14	
Youth Pass	83	10	38	17	
Total	851	356	752	227	

Based on 1,214 surveys, **Table 9** shows the percentage of reported Pass program participants out of the total reported fare payment methods by minority and income status.

Table 9: Survey Results for all Marin Transit Pass Program Methods by Minority and Income Status, As a Proportion of Total Reported Methods

Fixed Route Passes (Day, 7-Day, or 31-Day) Combined	Ridership Information (%)				
	Minority	Non-minority	Low-income (below \$50,000)	Non low- income (\$50,000 or more)	Total Surveys
Marin Local Pass, Adult	5.8%	5.3%	4.8%	10.6%	1,214
Marin Local Pass, Youth	0.5%	0.6%	0.3%	0.4%	
Marin Local Pass, Senior/Disabled	1.3%	3.7%	2.0%	1.3%	

Title VI Equity Analysis of Changes to Marin Transit Pass Programs

Table 10 below estimates the proportion of minority and low-income riders who purchase Marin Transit Passes, by applying the proportions in the 2017 survey data and actual pass usage in fiscal year 2017. This provides context for evaluating the relative impacts of the proposed changes to Marin Transit Pass programs.

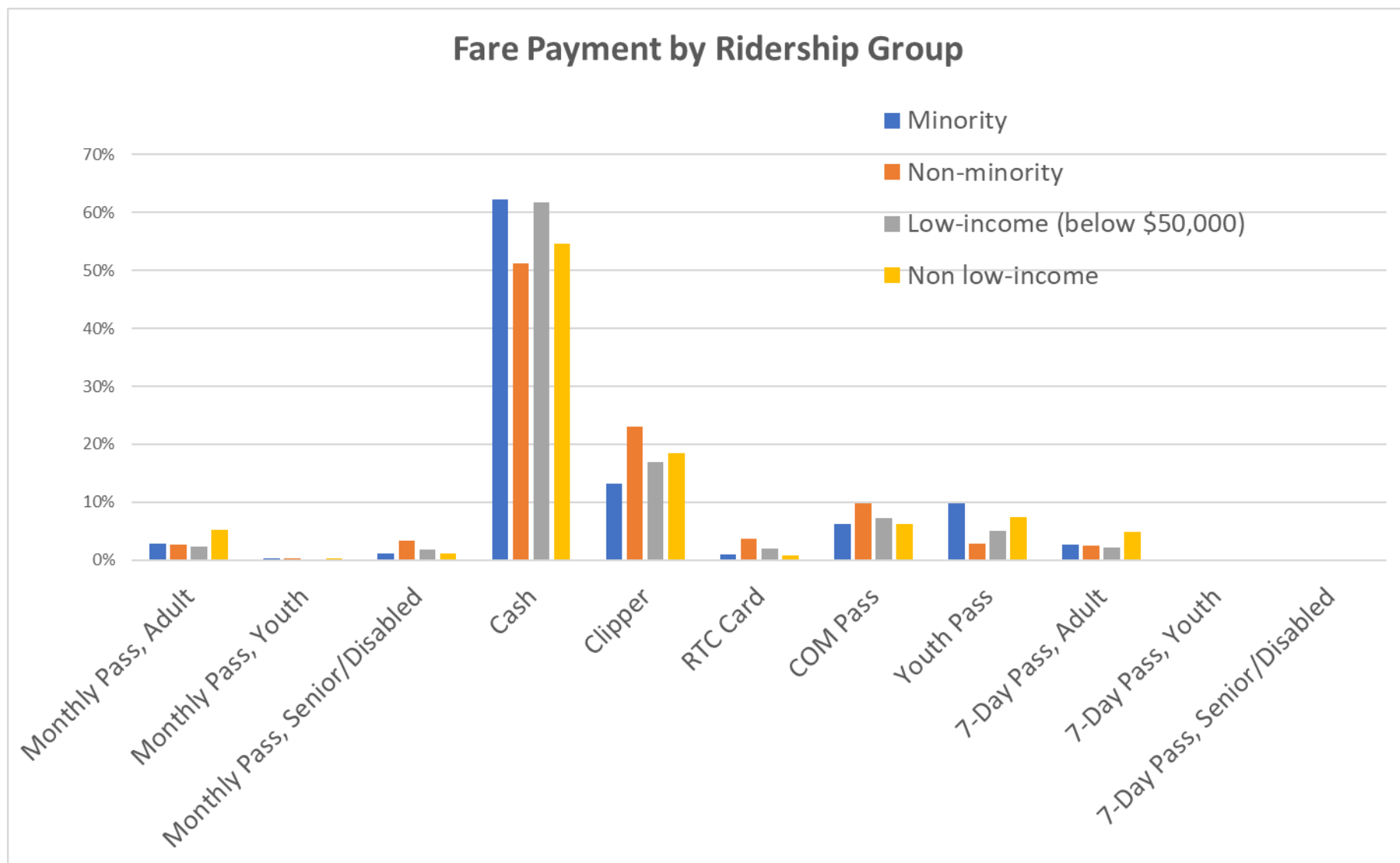
The District is proposing to cut the price of an Adult monthly pass from \$80 to \$40 and the monthly pass for Senior/Disabled passengers from \$25 to \$20. The Youth pass is proposed to be eliminated, as there is no demonstrated use. The 7-Day Pass program is proposed to be eliminated. This section analyzes these proposals and describes the FTA guidance for determining disparate impact on minority populations and disproportionate impact on low-income populations.

Table 10: Proportion Using Marin Transit Passes Based on Overall Fare Payment Methods Used by Minority and Low-Income Riders

Fare Payment Methods	Ridership Information (%)			
	Minority	Non-minority	Low-income (below \$50,000)	Non low-income
Monthly Pass, Adult	3%	3%	2%	5%
Monthly Pass, Youth	0%	0%	0%	0%
Monthly Pass, Senior/Disabled	1%	3%	2%	1%
Cash	62%	51%	62%	55%
Clipper Electronic Fare Card	13%	23%	17%	19%
Regional Discount Card for Disabled Riders (RTC)	1%	4%	2%	1%
College of Marin (COM) Pass	6%	10%	7%	6%
Annual & Semester Youth Pass *	10%	3%	5%	7%
7-Day Pass, Adult	3%	2%	2%	5%
7-Day Pass, Youth	0.1%	0.1%	0.1%	0.11%
7-Day Pass, Senior/Disabled	0.0%	0.1%	0.1%	0.01%

***Under Marin Transit's Annual and Six-Month Youth Pass Program, 94% of passes are distributed free to eligible low-income students. See page 25 of this report.**

The data from **Table 10** is displayed as a chart on the following page and shows the low usage of Marin Transit Monthly and Weekly Passes compared to cash fares and use of the regional electronic Clipper card.



In **Table 11**, staff uses the results of the 2017 on-board passenger survey to analyze the potential for disparate impacts based on minority status or disproportionate burden based on low-income (those reporting annual household incomes below \$50,000). The analysis finds that the reduction in the price of monthly passes provides significant net benefits to each population. Based on the survey responses, minority riders will experience more benefits than non-minority. Minorities will experience 60 percent of the benefit from the reductions and non-minority riders will experience 40 percent. The results for low-income riders who purchase monthly passes are reversed. Low-income riders will experience 43 percent of the overall benefit while non-low income riders will experience 57 percent of the benefit. Marin Transit's policy on disproportionate burden has a threshold of 20 percent variance in the relative burden or benefit of a fare change. The equity analysis is described in detail below.

Note that this analysis is based on a statistically small number of surveyed riders who purchase monthly passes. For example, of those surveyed 18 identified as low-income and 12 identified as not low-income.

FTA requires Marin Transit to document the percentage change and the absolute change in fares to determine the relative distribution of benefits or burdens. Under FTA guidance, an agency multiplies the fare increase or decrease of each specific fare with the number of riders for each specific fare.

Using the data in **Table 11**, this calculation is (\$40)(24 minority riders), then (\$40)(9 non-minority riders) and (\$40)(18 low-income riders) and (\$40)(12 non low-income riders). The results of multiplying these figures show the distribution of average monthly benefit of the pass price reductions, as follows:

- \$27.29 for minority pass purchase;
- \$19.09 for non-minority pass purchasers;
- \$23.94 for low-income pass purchasers; and
- \$30.94 for non-low income pass purchasers.

FTA guidance specifies that the transit agency add the average fare changes and divide them by the total number of riders in that category. The average minority ridership decrease is \$29.70, which is derived by adding \$960 and \$50 (\$1,010) and dividing that figure by the total number of minority monthly pass purchasers (34, excluding the youth pass category).

The next step is to add the average pass price decrease for minority and non-minority (\$29.70 and \$20) and divide the minority rider figure and non-minority figure separately by the aggregate figure (\$49.70). This is used to determine the percentage decrease for minority and non-minority riders from the average reduction in the cost of the monthly pass calculated as $\$29.70/\49.70 minority and $\$20.00/\49.70 non-minority. Based on the survey responses, the results indicate that minority riders will receive 60 percent of the benefit and non-minority riders will receive 40 percent. Minority riders will benefit substantially more than non-minority riders, and there is no disparate impact from the monthly pass price reduction. The 2017 survey indicated that 71 percent of Marin Transit identify as non-white. Marin Transit anticipates that the price reduction will provide an additional incentive for minority riders to purchase a monthly pass.

Staff repeated this calculation for low income and non-low income riders, using \$24.68/\$57.68 to determine the share of benefits for low-income riders and \$33.00/\$57.68 to determine the share of benefits for non-low income riders. Based on the survey responses, these results indicate that low-income riders will receive 43 percent of the benefit and non-low income riders will receive 57 percent.

The percentage difference in benefit for low-income versus non-low-income riders is 14 percent. This figure is within Marin Transit's threshold for disproportionate burden, which is 20 percent. According to the 2017 on-board survey, 59 percent of Marin Transit riders are from low-income households.

Marin Transit anticipates that cutting the price of the Adult Monthly Pass from \$80 to \$40 will provide an incentive for a higher proportion of low-income riders to purchase a monthly pass. The \$40 pass price is two times the current weekly pass price of \$20.

These results are shown in **Table 11**, below.

Table 11: Title VI Equity Analysis of Fixed Route Pass Program Changes, On-Board Survey

2017 Fixed Route Survey Findings (out of 1214 surveys)	Fare Information				Average Fare Change				Relative Distribution of Fare Change by Category			
	Minority	Non- minority	Low- income (below \$50,000)	Non low- income	Current fare	New fare	Fare change %	Fare change absolute	Minority	Non- minority	Low- income	Non- low- income
Monthly Pass, Adult	24	9	18	12	\$80.00	\$40.00	-50%	\$40.00	\$960	\$360	\$720	\$480
Monthly Pass, Youth	3	1	1	1	\$40.00	\$40.00	0%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Monthly Pass, Senior/Disabl ed	10	12	14	3	\$25.00	\$20.00	-25%	\$5.00	\$50	\$60	\$70	\$15
Average benefit for each category									\$29.70	\$20.00	\$24.68	\$33.00
Percent benefit by category									60%	40%	43%	57%

Table 12: On-Board Survey of Marin Transit 7-Day Pass Purchases, by Category

2017 Fixed Route Survey (out of 1214 total surveys)	Minority	Non-minority	Low-income (below \$50,000)	Non low-income	Pass Price	Proposed Action
7-Day Pass, Adult	22	9	16	11	\$20.00	Eliminate
7-Day Pass, Youth	1	0	0	0	\$10.00	Eliminate
7-Day Pass, Senior/ Disabled	0	0	1	0	\$10.00	Eliminate

Eliminating the Weekly Pass

Table 12 above summarizes the number of fixed-route passengers that stated that they purchased a 7-Day Pass in the 2017 on-board surveys by minority and low-income status. Out of 1214 surveys, 49 passengers or four percent responded that they purchased the 7-Day Pass. Based on actual recorded use of the 7-Day Pass, less than one percent of all Marin Transit riders use this pass.

The proposal eliminates Marin Transit's seven-day passes for all categories. The price is currently \$20 for adults, which is equivalent to an \$80 monthly pass. The fare proposal cuts the price of adult monthly passes by 50 percent, from \$80 down to \$40. The monthly pass for youth will be rolled into the adult pass and the price will be the same. By cutting the monthly pass price in half, Marin Transit hopes to incentivize ridership in two ways. First, promote the purchase of a \$40 monthly pass. Second, encourage more passengers to take advantage of the fare discounts that accompany use of the regional Clipper Electronic Fare Card. Clipper provides a ten percent discount per trip.

The current weekly pass for Senior and Disabled riders is \$10, and the monthly pass is \$25. The proposal will reduce the price of a monthly pass to \$20. This is equivalent to the price of two current weekly passes. For Youth, the current weekly pass price is also \$10. The monthly pass for youth riders will remain at \$40.

Impact of Eliminating Marin Transit's Six-Month Youth Pass

Marin Transit has offered a school-based Youth Pass program to Marin County students for the past ten years. In fiscal year 2018/19, over 4,600 youth pass "stickers" were distributed to 33 participating public and private schools. Of these, 49 were for six-month passes. The six-month stickers distributed constitute just one percent of the total distributed. The six-month pass costs \$175, and the annual pass costs \$325. The annual pass provides a 5-10 percent discount for students who ride Marin Transit daily to and from school. Students whose families demonstrate income restrictions similar to the State-administered free and reduced-price meal program participate in the Youth Pass Program at no charge. Of the 49 six-month passes issued, 39 were purchased and ten were issued to students for free.

Based on the District's annual report, *Analysis of the 2018-19 Marin Transit Youth Pass Program*, 94 percent of all Marin Transit youth passes are distributed for free to low-income students. Only six percent of the youth passes were purchased. Marin Transit has data that tracks youth flash pass usage. However, that data does not distinguish between the two categories of youth passes (the six-month and annual youth pass).

As part of the proposed changes to Marin Transit passes, the District proposes eliminating the six-month pass. The free pass program for income-eligible students will remain unchanged.

Youth who are not eligible for the free pass program will continue to have the option to purchase the \$1.00 youth cash fare, a monthly pass at the current price of \$40, or to purchase the annual pass. Marin Transit anticipates there will be minimal impacts due to eliminating the six-month youth pass. There will be no impact on low-income students due to the availability of the free pass program.

Conclusion

Using the results of the Marin Access rider survey, the fare equity analysis of the proposed increase in Paratransit fares indicates that the burden of the fare increase is shared equally among Marin Access riders. There is no difference between the impact to minority and low-income clients and those who are not and, therefore, no disparate impact or disproportionate burden. At the same time, Marin Transit has identified a package of mobility program incentives and revisions to the Marin Access Low-Income Fare Assistance program that mitigate the impacts. These will increase subsidies for alternative and premium mobility options while clarifying program eligibility for low-income clients using the Elder Economic Index. Low-income eligible clients who are able to ride fixed route services will receive free monthly passes.

Based on analysis of 2017 Marin Transit fixed-route survey responses, minority riders will receive 60 percent of the benefit and non-minority riders will receive 40 percent from the reductions in monthly pass prices. This indicates that minority riders will benefit substantially more than non-minority riders, and there is no disparate impact from the monthly pass price reduction. In the 2017 survey, 71 percent of Marin Transit riders stated that they were either minority or other. Marin Transit anticipates that the reduced monthly pass price will lead to more participation from minority riders.

For Marin Transit's low-income riders, the equity analysis indicates that low-income riders will receive 43 percent of the benefit and non-low income riders will receive 57 percent. The difference in benefit for low-income and non-low-income riders is 14 percent and within Marin Transit's threshold for determining disproportionate burden, which is 20 percent.

The 2017 on-board survey found that 59 percent of Marin Transit riders are from low-income households. Marin Transit anticipates that reducing the Adult Monthly Pass from \$80 to \$40 will increase the incentive for low-income riders to purchase a monthly pass.

Marin Transit is prepared to conduct a thorough, multi-faceted public education campaign in Spanish and English after changes are approved by the Board. Marin Transit anticipates implementing the fare proposal package on July 1, 2020. The District will monitor changes in travel behavior and program participation by minority and low-income Marin Access eligible clients and identify any unanticipated impacts. Marin Transit meets regularly with the Marin County Paratransit Coordinating Council and the Marin Mobility Consortium. These meetings provide a forum for discussing the impacts of the changes and identifying improvements. The District will continue to use rider survey data and review comments from Marin Access and Marin Transit fixed-route riders and monitor Pass program usage. Staff will develop future recommendations for improvements, as needed, to ensure that Marin Transit is meeting its goals and maximizing mobility for its most vulnerable riders.

Appendix A - Marin Transit Title VI Civil Rights Policies on Major Service Changes, Disparate Impact, and Disproportionate Burden

As one part of its overall Title VI Program, Marin Transit Board of Directors approves the following policies to analyze the District's fixed route services, to determine the impacts and burdens of future service proposals on affected populations, and to identify potential alternatives.

Marin Transit Policy on Major Service Changes

Prior to Board approval, all major service changes will be subject to an equity analysis that will include an analysis of potential adverse effects to identify whether proposed changes would result in an unequal distribution of burdens or benefits. The FTA Title VI guidance provides examples of types of service changes in Table 1 below.

Table 1: Examples of Service Changes on Bus Routes

<u>Change In Service</u>	<u>Reductions</u>	<u>Additions</u>
Span of Service (at least 30 min.)	Shortening of service day Removal of periods and/or days of service	Increase of service day Additions of periods and/or days of service
Frequency of Service	Removal of trips on an entire line Removal of trips on a line segment (Short Line) Change in bus capacity	Addition of trips on an entire line Removal of trips on a line segment (Short Line) Change in bus capacity
Service Discontinuation	Discontinue service to an area (May be entire line or segment of existing line) Reroute of existing line away from an area	Add service to an area (May be entire line or segment of existing line) Reroute existing line to an area

Source: FTA Circular 4702.1B - TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, issued October 1, 2012

Unless otherwise noted under item (f) EXCEPTIONS, Marin Transit defines a "**Major Service Change**" as follows:

- f. The addition of a new transit route. Reassignment of existing route numbers, including splitting or combining two or more routes, will not constitute a new transit route. However, if the reassignment will impact the number of transit revenue hours or the route path, the criteria (c) and (d) listed below will be considered. Transit revenue hours refers to the amount of time that a bus is available to carry passengers; or
- g. New service on streets not previously used by any route (excluding major arterial streets and streets designated as a truck route); or

- h. Any aggregate change of 30 percent or more of the number of transit revenue hours of a route over a three-year period for the day of the week for which the change is proposed; or
- i. Any changes in the routing of a bus route, when it is in service that alters 40 percent or more of the route's path over a three-year period.
- j. **EXCEPTIONS:** Exceptions to the "**Major Service Change**" defined in (a) through (d) include:
 - i. Changes to a route with productivity that is 50 percent or below of Marin Transit standards in a typical service day are not considered "major," unless service on that route is eliminated completely on any such day. Productivity refers to the number of passengers carried per revenue hour or per trip. Productivity standards are based on Marin Transit's route typology and are presented in Table 2 below, as adopted in the District's Short Range Transit Plan and updated every two years.

Excerpt from Marin Transit Short Range Transit Plan on Productivity Targets by Service Type

Marin Transit has specified productivity goals measured by passengers per hour or trip and based on service typologies, as shown in Table 2, and these will be updated whenever route changes are made.

Table 2: Marin Transit Productivity Goals by Route Typology (updated January 2020)

Typology	Routes	Productivity Target (minimum)
Local Trunkline	35, 36, 71X	20 passengers/ REVENUE HOUR
Local Basic	17, 22, 23, 23X, 29, 49	18 passengers/ REVENUE HOUR
Local Connector	219, 228, 233, 245, 251, 257	8 passengers/ REVENUE HOUR
Supplemental	113, 115, 117, 119, 125, 139, 145, 151, 154	20 passengers/TRIP
Rural	61, 68	6 passengers/ REVENUE HOUR
Recreational	66	25 passengers/ REVENUE HOUR

Demand Response

Paratransit, Novato DAR, Dillon
Beach/Tomales DAR, Point Reyes DAR2 passengers/ REVENUE
HOUR**Source:** Marin Transit 2020-29 Short Range Transit Plan**EXCEPTIONS** *(continued)*

- ii. Frequency of service (or headway) adjustments of up to 20 minutes that are not combined with changes to a route's revenue hours or path as described in (c) and (d) above.
- iii. Standard seasonal variations, unless the variations, as compared to operations during the previous season, fall within the definition of major adjustments in transit service listed in the criteria (a) through (d) above.
- iv. Introduction or discontinuation of short- or limited-term service as long as the service will be or has been operated for no more than twelve months. These include promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversion for construction or other similar activities. Emergency service changes include changes to routes or service frequencies that result from a disaster that severely impairs public health or safety; changes in access to public streets (such as street closures); or the ability of District equipment to travel on public streets.
- v. Restoration of service previously eliminated due to budget constraints, provided the service runs on the same route as it had prior to its elimination, subject to minor deviations that do not exceed the requirements of (a), (b), (c), or (d) above.
- vi. Changes to infrequent, seasonal, or supplemental routes, including supplemental school routes that meet the requirements of (a) or (b).

Marin Transit Policies on Disparate Impact and Disproportionate Burden

Marin Transit will analyze major service change proposals and all fare change proposals to measure and compare the level of adverse effect (loss) or benefit (gain) between minority and non-minority populations and between low-income and non-low-income populations. There are two sources of data for demographic analysis of proposed changes: U.S. Census data and Marin Transit rider survey data. For routes where Marin Transit has conducted passenger surveys, the District will use that data to evaluate relative impacts and burdens of proposed major service and fare changes. When no passenger survey data is available, the District will rely on census data.

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As defined under the Federal Civil Rights Act of 1964, discrimination is prohibited based on race, color, and national origin. Those characteristics are considered protected, and persons with those characteristics are referred to as a protected class. The typical measure for determining disparate impact determine the effects of a service change or fare increase based on the proportion of total ridership that consists of members of a protected class. The analysis applies a statistical measure of disparate impact for those affected by a service change or fare increase compared to persons who are not in a protected class.

When Marin Transit uses ridership data to analyze potential impacts, the agency will compare the ridership of the affected route, routes, or route segment to the entire ridership of the local fixed route system. For example, if the ridership of the affected route is 60 percent minority and the system ridership is 40 percent minority, then any changes to the route may have a disparate impact.

b. Definitions of Disparate Impact and Disproportionate Burden

Federal Transit Administration Guidance on Title VI published on October 1, 2012 defines disparate impact and disproportionate burden as follows:

Disparate impact - a neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the transit provider's policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disproportionate burden - a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the transit provider to evaluate alternatives and mitigate burdens where practicable.

In assessing disparate impact and disproportionate burden, Marin Transit determines adverse impact based on the federal standard described in the Equal Employment Opportunity Commission (EEOC) Uniform Guidelines known as the "four-fifths rule." This standard requires benefits to accrue to protected populations at a rate at least four fifths (4/5) or 80 percent of the rate benefits accrue for unprotected populations. Likewise, adverse effects are to be borne by unprotected populations at a rate at least four fifths (4/5) or 80 percent of the rate for protected populations.

For the purposes of this policy, the maximum acceptable difference (positive or negative) in level of benefit between protected and unprotected populations is 20 percent. For changes in transit service level or transit fares, this standard applies as follows for minority and low-income populations:

b. Disparate Impact on Minority Populations

If the cumulative impact of a major service change proposal or any fare change proposal requires a minority population to receive benefits 20 percent less or to bear adverse effects 20 percent more than those benefits or adverse effects received or borne by the non-minority population, that impact will be considered a disparate impact.

Here is one example of how Marin Transit would use demographic data of its riders to determine if there is a disparate impact due to a proposed change:

If 30 percent of Marin Transit riders are minority, but a change would cause them to bear 50 percent of the impacts, and non-minority riders would bear 40 percent of the impacts, there may be a disparate impact. This is because minority riders would bear 20 percent more of the impact than their expected share at 30 percent of riders. Since there is a 20 percent difference or disparate impact, Marin Transit would be required to modify proposed changes to avoid, minimize, or mitigate the impact on minority riders.

c. Disproportionate Burden on Low-Income Populations

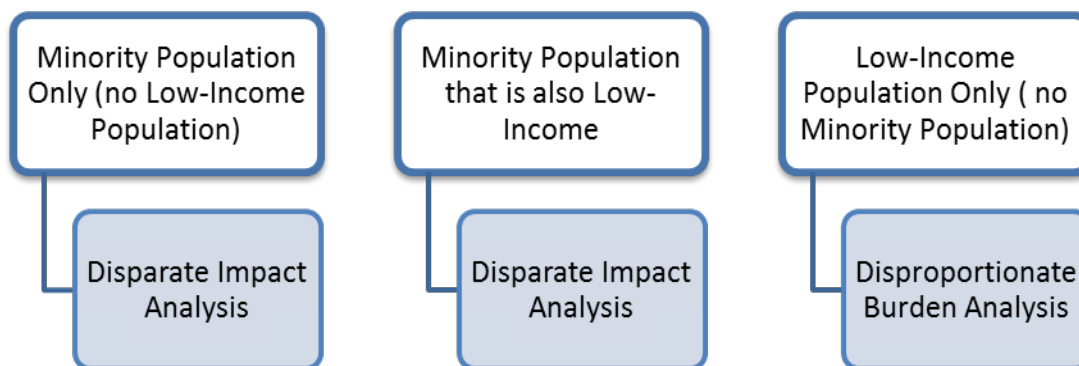
Race, color, and national origin are protected classes under Title VI. While low-income populations are not protected, Marin Transit recognizes the need to evaluate the impacts of service and fare changes on transit-dependent passengers. Marin Transit's disproportionate burden policy is based on a scenario that assumes that Marin Transit's low-income riders and minority riders are two distinct groups.

If the cumulative impact of a major service change proposal or any fare change proposal results in a low-income population receiving benefits 20 percent less, or to bear adverse effects 20 percent more, than those benefits or adverse effects received or borne by non-low-income populations, Marin Transit will consider that impact a disproportionate burden and will take steps to avoid, minimize, or mitigate impacts where possible.

Marin Transit will evaluate the impact of proposed changes to its fare media whether the proposed changes are a proportional (or percent) increase to some or all the agency's current fare categories or a flat fare increase applied to all fares. Marin Transit is not required to do a Title VI fare equity analysis for promotional fare programs that are less than six months in duration.

If the cumulative impact of a proposed major service change or fare change meets the District's approved thresholds for disparate impact or disproportionate burden, Marin Transit will develop a detailed service or fare equity analysis and identify alternatives for the Board to consider prior to approving the proposed change.

When minority populations significantly overlap with low-income populations, Marin Transit will choose to use the disparate impact analysis as outlined in the 2012 FTA Title VI guidance and illustrated in the diagram below.



Source: FTA Circular 4702.1B - TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS, issued October 1, 2012

Where Marin Transit identifies disparate impacts due to proposed fare and major service changes, the District will provide a meaningful opportunity for public comment on any proposed mitigation measures. This will include discussion of less discriminatory alternatives that may be available, in advance of any action on the proposals that the Board of Directors may approve.

Public Engagement Process for Developing Policies for Major Service Changes, Disparate Impact, and Disproportionate Burden

At its April 15, 2013 meeting, the Marin Transit Board of Directors considered proposed analysis tools and methods for three Title VI policies, set a public hearing for May 20, and initiated a 45-day public comment period through June 1, 2013. These policies were revised and presented for Board consideration at their June 24th meeting, and included:

Major Service Change Policy to determine what constitutes a major service change, thus triggering a public process.

Disparate Impact Policy that sets a threshold for determining when a detailed service equity analysis must be conducted integral to the public process.

Disproportionate Burden Policy that sets a threshold for determining when the impact of a proposed change in fares on low-income passengers requires a fare equity analysis.

Marin Transit held four public meetings in advance of the May 20, 2013 public hearing and received very constructive feedback and thoughtful input to assist in developing ongoing Title VI related outreach. The meetings were held in Novato on May 2, San Rafael on May 4 and 8, and Marin City on May 7. Staff sent out media announcements, and distributed posters in Spanish and English. The three proposed

Title VI policies were made available and presented at the public meetings. The May 4 meeting was organized in cooperation with Asian Advocacy and included over 20 Vietnamese residents and was conducted through a translator. The May 8 meeting was organized by Grassroots Leadership Network and was conducted simultaneously in Spanish. The May 8 meeting had approximately 25 participants.

Marin Transit's Board of Directors held public hearings at its May 20 and June 24, 2013 board meetings to observe the 45-day public comment period that extended to June 1, 2013. At that time, these policies were presented in draft form with the intent to consider any additional public input regarding these policies in the development of the District's full Title VI Program. With approval of the full Title VI Program, Marin Transit staff requests that the Board approve the three policies.

The Policies on Major Service Change, Disparate Impact, and Disproportionate Burden were updated to reflect public input. In preparation for June 24, 2013 hearing, staff issued public hearing notices in English and Spanish, incorporated input received at the May 20 public hearing, and consulted with representatives of community and advocacy organizations in Marin.

Appendix B – Proposal for Changes to Marin Transit Fare Policy, Program Eligibility, and Low-Income Fare Assistance

Background

The Marin Transit 2016 and 2018 Short Range Transit Plans took an in-depth look at Marin Transit’s fare policy, and proposed changes to the structure and fare prices in response to the following policy goals:

- Maintain cost effectiveness targets by service typology;
- Offer fare media that encourages ridership and simplifies payment;
- Keep Marin Transit fares in line with peer agencies;
- Provide non-cash options to support operational efficiency; and
- Maximize social equity by providing mobility for all within the county

In 2016, the District released the Marin Access Strategic Analysis and Recommendations report which provides an in-depth overview of Marin Access programs and riders, and the market forces that influence current and future demand. The study examined how Marin Access services are being utilized, what aspects of the programs are well-performing, and what changes in policy or programs will improve rider’s experience and enhance mobility management in the county. This study identified opportunities and constraints to improve Marin Access fare and eligibility policies and recommended the following strategies:

- Reevaluate fare policies to optimize public subsidy, achieve sustainable programs, ensure fares are equitable and maintain a safety net for low-income individuals, and create pricing that manages consumer demand for services
- Reassess eligibility thresholds to achieve consistency and equity across all Marin Access and Marin Transit programs

Staff revisited previous recommendations on fares and eligibility criteria for Marin Access program and the Low-Income Fare Assistance (LIFA) that is offered to older adults and those with disabilities.

A comprehensive review of fares and eligibility thresholds together has not been completed to date. With the addition of new programs such as Connect, upgraded technology expected to come online in 2020 such as the ability to pay fares via an online “wallet,” and growing needs in the community, revisiting the fares and eligibility policies were deemed necessary.

As part of the SRTP 2020-2029, staff conducted a comprehensive evaluation of fare pricing, policies, and program eligibility standards to develop policy updates that will benefit riders and increase the financial sustainability of Marin Transit programs. Staff also conducted a survey of riders in November and December 2018 to inform these efforts and better understand why riders use certain payment methods and identify possible incentives to achieve goals of the fare proposal.

This Appendix reflects these updates and changes.

Guidelines for Setting Fares and Eligibility Standards

As a result of evaluation of fare pricing, policies, and program eligibility standards, staff identified the following challenges, and established the fare policy and eligibility goals that guided the recommended policy changes.

Key Considerations and Challenges

- Marin Transit has not increased its Fixed Route or Paratransit fares since 2004.
- Fare revenues in Demand Response programs do not keep pace with increasing operations costs and do not meet current financial performance targets.
- Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area.
- Some fares do not reflect the premium features offered across various services and programs. For example, the fare for some curb to curb, non-ADA demand response services is lower than the Fixed Route fare.
- Marin Transit cannot independently change its fares within the Clipper system as its fare table in Clipper is shared with Golden Gate Transit. Until Clipper independence is reached, all changes to local fares must be agreed upon by both agencies.
- Even though the fare for local trips is \$2, Clipper users on local routes are required to tag-on/tag-off. This continues to be an obstacle for attracting local passengers to use Clipper. When a passenger forgets to tag off on exiting a Marin Transit bus, they are charged a higher regional fare.
- Eligibility criteria to receive low-income fare assistance is inconsistent across services and programs. This has led to rider and community partner confusion.

Rider Survey

In 2018, Marin Transit staff conducted a survey of riders as part of a larger agency effort to simplify its fare structure. The goal of the survey was to better understand why riders use certain payment methods and identify possible incentives to achieve goals of the fare proposal. The survey also intended to identify the level of rider's awareness of different fare media options, determine willingness to shift away from cash to period passes and Clipper, and gauge rider's interest in mobile ticketing.

The fare payment survey was administered online and on-board in both English and Spanish. A total of 535 responses were received with 301 responses coming from onboard riders and 234 responses online. About 17 percent of riders responded in Spanish, and 25 percent of onboard surveys were completed in Spanish. Over 85 percent of all respondents identified themselves as transit riders.

In summary, cash was overwhelmingly perceived as an easy and convenient way to pay. Common theme in survey responses included:

- Lack of knowledge on Clipper and passes,
- Cash being known as the only fare payment method, and
- Financial challenges with affording a prepaid fare payment option

The survey results also confirmed that over 25% of cash users will be willing to consider using passes if they were less expensive, while more than 60% of cash users were not aware of the 10% Clipper discount. Additionally, over 25% of cash users indicated concerns of being overcharged when paying by Clipper.

Lastly, about 67% of surveyed riders responded they were interested in mobile ticketing. Of those riders, 41% currently pay with cash, 40% percent pay with Clipper, and 19% percent use a pass product.

The results of the survey confirmed that while there are opportunities to shift away from cash to support operational efficiencies, cash may remain the preferred method of fare payment for about 19% of the riders who indicated that they will not consider using any other fare media.

Staff also concluded that pass and Clipper usage can be incentivized through pricing adjustments, and considering the limited level of rider knowledge on some of the fare products, a focused marketing and education on fares is recommended to reinforce the impact of the policy updates and lead to riders behavioral changes in fare payment.

Fare and Eligibility Policy Goals

The 2020-2029 SRTP recommendations for fare policy and eligibility standards are targeted at the following goals:

- Simplify Marin Access program eligibility;
- Encourage pass and Clipper usage over cash payment to streamline and improve operations;
- Offer fare media that incentivizes ridership and simplifies payment;
- Keep fares and subsidy levels commensurate with the services offered across programs;
- Adjust fare assistance programs to maximize social equity and provide mobility options for all Marin residents;
- Maintain cost effectiveness targets by service typology; and
- Keep Marin Transit fare policies consistent with regional efforts to coordinate and integrate transit agencies fares.

The proposed policy changes fall into the following three categories:

- Fare policies;
- Low-income fare assistance (LIFA) for older adults and those with disabilities; and
- Program eligibility for demand response programs.

Due to the interrelationship between these policies, staff considered changes to these three areas concurrently.

Fare Policy

The 2018 Short Range Transit Plan described recommendations for system-wide changes to fare pricing and structure. Staff are using the 2018 SRTP update as a guide for the updated fare policy changes. Staff

continue to carefully weigh potential recommendations and guidelines to ensure they are consistent with regional goals and facilitate transfers with our partner transit agencies.

The 2018 SRTP recommended fixed route changes to Clipper pricing and youth fares. Staff held on recommending any major changes to fixed route fares, due to the following factors:

- Marin Transit and Golden Gate Transit are embedded within the Clipper regional fare system, and changes related to fare structure cannot be achieved independently within the Clipper environment. Golden Gate Transit declined to support proposed changes to youth fares.
- Regional efforts are underway by MTC and San Francisco Planning and Urban Research (SPUR) to simplify fares and improve coordination within the region. Recommendations for significant changes to fixed routes fares should follow guidance from the region and additional coordination with our partner transit agencies.

Marin Transit will be designated as an independent operator under Clipper 2.0, which is expected to occur by 2023. Staff recommends postponing fixed route fare changes to when the District has control over its fare pricing, while remaining consistent with any future regional guidance.

The proposed eligibility and fare policy changes fall into two main categories are shown in Table B-1:

- Adjust pricing and structure of Fixed Route Fare Media (passes)
- Implement a phased update for fare structure and pricing of Marin Access demand response programs including paratransit, Dial-A-Ride, and Catch-A-Ride

Fixed Route Fare Media Changes

7-day Passes:

Proposed Change:

- Eliminate the 7-day Pass for all fare categories, including Adult/Senior/Youth

The following are expected Impacts of these changes:

- Eliminate the administrative burden associated with providing weekly passes that are currently underutilized.
- Minimal impact on current pass users. This is due to very low usage of this pass (below one percent). Lowering monthly pass prices will be provide a new cost-effective option.

Monthly Passes:

Proposed Changes:

- Reduce Adults Monthly Pass prices to \$40 (-50% compared to current \$80 pass price)
- Reduce Senior Monthly Pass price to \$20 (-20% compared to current \$25 pass price)

The following are expected Impacts of these changes:

- Make monthly passes a more attractive option to encourage pass usage over cash fare payments.
- Provide additional discount for regular riders who rely on public transit.
- Encourage additional usage of the services.

Demand Response Program Fares and Fare Policy

Dial-a-Ride (DAR) Fares

Proposed Changes:

- Increase DAR fare to \$4.00 for the general public (from \$2.00 to \$4.00 for the Novato DAR and from \$2.50 to \$4.00 for Rural DAR).
- Increase DAR fare for older adults and persons with disabilities from \$1.00 to \$2.00.

The following are expected Impacts of these changes:

- Fare pricing to align with the premium aspects of DAR services compared to Fixed-Route (i.e. on-demand curb-to-curb pick-up and drop-off services).
- DAR pricing to support operational efficiencies and cost performance targets.
- Higher DAR fares will be an incentive for the general public to use Fixed Route services over DAR where possible. This will free up additional capacity for older adults and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders.

ADA Paratransit Fares

Proposed Changes:

- Increase all paratransit program fares to \$3.00 in Phase 1, effective July 1, 2020. This will equate to a 50% increase in the fare for current mandated paratransit and a 20% increase compared to current extended service area, or non-mandated, paratransit services.
- Increase all paratransit fares to \$4.00 in Phase 2, effective July 1, 2023.

The following are expected Impacts of these changes:

- A competitive pricing structure will encourage riders to use Fixed Route services over ADA Paratransit services where possible.
- Fare pricing will keep pace with growing paratransit operations costs and meet District's performance targets.
- Staff proposes increased eligibility thresholds and additional fare assistance subsidy levels for the Low-Income Fare Assistance Program to alleviate or eliminate the impact of fare increase on low-income riders.

Catch-A-Ride (CAR) Fare Structure

Proposed Changes:

- Adjust CAR fare structure to require an initial \$4.00 fare from rider to activate the subsidy of \$14 per trip, effective July 1, 2020. The rider will pay 100 percent of the trip cost beyond \$18. The subsidy per trip level will remain the same as currently provided for CAR riders that are not

income eligible. Increase the limit of allowable subsidized trips to ten trips per month. This is 25 percent more trips compared to the current program.

- Adjust CAR base fare from \$4.00 to \$5.00, effective July 1, 2023. All other fare rules stay the same. The rider will pay 100 percent of the trip cost beyond \$19.
- The following are expected Impacts of these changes:
 - The initial \$4 contribution encourages use of Fixed Route services over CAR where possible
 - Increased fare revenue will allow program to continue to meet District’s performance targets
 - Riders will have an additional two CAR trips per month to support increased trip making

Volunteer Driver Reimbursement Subsidy

Proposed Changes:

- Increase volunteer driver mileage reimbursement to \$0.60/mile. This will be a 70% mileage reimbursement increase for STAR and 50% mileage reimbursement increase for TRIP compared to current rates.

The following are expected Impacts of these changes:

- Higher mileage reimbursements will increase the incentives for volunteer drivers to participate in the program
- Increased incentives will encourage riders take more trips using the Volunteer Drivers Program. The VDPs are more cost-effective than paratransit or other Marin Access services
- Provides additional support for Senior/ADA riders to ask for ride assistance

Table B-1: Proposed Fare Changes, next page

MARIN TRANSIT | FARE POLICY, PROGRAM ELIGIBILITY AND LIFA

Program	Current	Proposed Phase 1 (July 1, 2020)	Proposed Phase 2 (July 1, 2023)
Adult			
Adult Cash Fare	\$2.00	No change	No change
Adult Clipper Single Ride	\$1.80	No change	No change
Adult 1-Day Pass	\$5.00	No change	No change
Adult 7-Day Pass	\$20.00	Eliminate	No change
Adult 31-Day Pass	\$80.00	\$40.00	No change
Older adults 65+ / Persons with			
S/D Cash Fare	\$1.00	No change	No change
S/D Clipper Single Ride	\$1.00	No change	No change
S/D 1-Day Pass	\$2.50	No change	No change
S/D 7-Day Pass	\$10.00	Eliminate	No change
S/D 31-Day Pass	\$25.00	\$20.00	No change
Youth Ages 5 - 18			
Youth Cash Fare	\$1.00	No change	No change
Youth Clipper Single Ride	\$1.00	No change	No change
Youth 1-Day Pass	\$2.50	No change	No change
Youth 7-Day Pass	\$10.00	Eliminate	No change
Youth 31-Day Pass	\$40.00	Roll into Adult Pass	No change
6 Month Youth Pass	\$175.00	Eliminate	No change
Annual Youth Pass	\$325.00	No change	No change
Annual Youth Pass - low income	Free	No change	No change
Marin Access			
Novato Dial-A-Ride	\$2.00/\$1.00	\$4.00/\$2.00	No change
Rural Dial-A-Ride	\$2.50	\$4.00/\$2.00	No change
Paratransit - Mandated	\$2.00	\$3.00	\$4.00
Paratransit - Extended	\$2.50	\$3.00	\$4.00
Catch A Ride	Free up to \$14.00/\$18.00 Limit of 8 trips/month ⁽¹⁾	\$4.00 + 100% of fare above \$18.00 Limit of 10 trips/month	\$5.00 + 100% of fare above \$19.00 Limit of 10 trips/ month
Volunteer Driver	No Fare - Driver reimbursement \$.35/mile or \$.40/mile West Marin	No Fare - increase driver reimbursement to \$0.60/mile	No change

Note: (1) Qualified low-income riders get an additional \$4.00 in subsidy per ride or free rides up to \$18.00.

Low-Income Fare Assistance

Low-Income Fare Assistance program provides fare assistance to Paratransit and Catch-A-Ride passengers who qualify as low income. Income qualified paratransit riders receive \$40 per quarter to use for local paratransit rides or 80 rides per year. In terms of eligibility, all ADA eligible clients who are recipients of Supplemental Security Income will be eligible to receive Paratransit low-income fare assistance. Income eligibility for Catch-A-Ride service is determined based on Elder Economic Index and is self-reported. Eligible low-income riders receive an additional \$4 subsidy per trip on Catch-A-Ride.

Under current policy, Fare Assistance eligibility varies across these programs, and the assistance is limited to Catch-A-Ride and Paratransit services. Additionally, the documentation that is required to demonstrate eligibility is inconsistent and varies across transportation services. Income disclosure in multiple instances has been a burden for many applicants, and staff believe that this requirement has prevented access to fare assistance. Staff proposes to consolidate eligibility for both programs to simplify the application process, and to provide a higher financial safety net for older adults and those with disabilities in financial need.

The proposed changes to low-income fare assistance program fall into two categories: eligibility and application process, and financial assistance, as listed in the following sections. Table B-2 presents a summary of current and proposed changes to the fare assistance program.

Eligibility and application process

- Consolidate eligibility criteria for fare assistance and make it applicable to all programs. Consistent eligibility standard improves operations, and District's ability to serve those with financial need.
- Registered Medi-Cal participants or riders with income at or below the current Elder Economic Index that correlates with their living situation will be eligible.
- Medi-Cal eligibility will be verified by the Travel Navigator team via County of Marin. Income-based eligibility for non-Medi-Cal participants will be assessed based on applicant's income documentation.
- LIFA will be offered to all eligible applicants across Marin Access programs, during the program eligibility determination process. The LIFA application and determination process can be consolidated with program eligibility, while one will not hold up the process for the other.
- LIFA eligibility will require annual renewal at the start of each calendar year. Those that qualify based on Medi-Cal eligibility will be renewed through coordination between the Travel Navigator department and the County of Marin. Those that qualify based on income will be required to provide updated income documentation each calendar year and will be renewed through communication with the Travel Navigator department.

Financial Assistance

Fare Assistance Credit:

- All low-income riders who are eligible for LIFA will receive \$20 in credit each month in phase 1 (effective July 1, 2020), and \$25 in credit each month in phase 2 (effective July 1, 2023). The LIFA credit can be used toward the base fare of all Marin Access program: Paratransit, Catch-A-Ride, Dial-A-Ride and Connect. LIFA credit cannot be applied to the balance of trip over \$18 in Catch-A-Ride service.
- LIFA credit is applied for all eligible clients on a monthly basis, to a maximum of \$240 in credit per year. The LIFA credit will not roll over annually and is reset at the start of each calendar year. The unused credit will expire at the end of each calendar year and has no cash value.
- LIFA credit cannot be applied to trips for companions and will not be reimbursed in the event of no-shows of same day cancellations; incidents out of the control of the rider will be reviewed on a case by case basis.

Fixed Route Pass:

- All LIFA eligible riders will be eligible to receive free access to Fixed Route services. Eligible clients will have to opt into receiving the fixed route pass. Opting in includes completing a fixed route pass request form, review of a short video designed to orient the applicant to how they can use the pass and more generally how to use fixed route service, review and signature of a certification form stating that they understand the policies for use, and provision of a usable photo that will be included on their Marin Access badge. Transportation to and from Marin Access orientation sessions is the responsibility of the applicant. Applicants can use the Marin Transit website to complete the opting in process or attend a Marin Access orientation session that will be offered on a bi-weekly basis.
- All eligible clients will receive a Marin Access badge that includes their name, Marin Access ID number, and photos that comply with the following requirements:
 - Must be current and show the applicants face in a clearly visible fashion;
 - Travel Navigators will assess the usability of photos provided; and
 - Photos will also be uploaded to the platform used for scheduling and routing to improve ability to detect fraudulent use of services.
- The fixed route pass will be renewed annually with the period of validity signified by a sticker that will be attached to the badge indicating the current year
- Lost Marin Access Badges can be replaced only once annually at a cost of \$20. Clients who lose their badge must fill out a lost badge form and return this to the Travel Navigators. All replacement badges will need to be picked up by the client to verify identity; alternative arrangements can be made on a case by case basis with approval from Marin Transit staff.

The following are expected impacts of these changes:

- The new low-income eligibility threshold will significantly increase the number of riders eligible to receive LIFA fare assistance and offset any proposed increases in fares;
- A streamlined application process for Medi-Cal participants and options for documenting income will remove the burden of duplicated paperwork for riders to obtain and/or demonstrate to demonstrate LIFA eligibility;
- Replacing ticket booklets with ride credits in riders' accounts will eliminate administrative work and reduce management costs; and
- All potential LIFA eligible riders will be able to opt into multiple programs without the need for separate applications.

Table B-2: Overview of Current and Proposed Low-Income Fare Assistance Programs for Marin Access Clients

	Current Programs		Proposed LIFA
	Paratransit Fare Assistance	Catch A Ride Fare Assistance	
Program Eligibility ⁽¹⁾	Marin County resident or visitor and approved for ADA service based on ability-based evaluation	Marin County resident, age 80+, or 60-79 and no longer driving -or- ADA approved	Marin County Resident, age 65+ -or- ADA approved
LIFA Eligibility Threshold	SSI Eligibility ⁽²⁾	Income Tied to Elder Economic Index ⁽³⁾	Income Tied to Elder Economic Index ⁽³⁾ or Medi-Cal Qualified
Financial Assistance	Ticket booklets valued at total of \$40 per quarter	Additional \$4 subsidy per ride (up to \$32 per month)	- \$20.00 in credit each month for use on all Demand Response programs.(4) - Monthly Pass for free access to Fixed Route.
Documentation Required to Demonstrate Eligibility	SSI Eligibility Letter	Self-Reported	- Medi-Cal status can be confirmed with County of Marin - Proof of age/address/income required (documentation can include SSI letter, AGI from federal income tax forms, recent paystubs, Marin County General Assistance Letter, etc.)
Program Applicability	Paratransit Only	Catch-A-Ride Only	All Programs that require a fare
Process	Two 10-ticket/ride booklets mailed to participant on a quarterly basis by Travel Navigators	Additional subsidy applied at booking beyond CAR subsidy	Credit added into e-wallet account to scheduling software and applied at time of booking; Fixed Route monthly pass distribution TBD
Delivery	Paper, manual process	None - managed through Access database	None - managed through scheduling software
Eligibility Renewal	N/A	N/A	Annual

Notes:

1. Recipient of LIFA must apply and be approved for one of the Marin Access programs including ADA paratransit, Volunteer Driver, or Catch-A-Ride.
2. The income limit for SSI is the federal benefit rate (FBR), which is \$771 per month/\$9,252 annually for an individual and \$1,157 per month/\$13,884 for a couple in 2019.
3. Based on annual household income: \$22,272 / 1-person household, Owner w/o Mortgage
4. Demand Response programs include Paratransit, Catch-A-Ride, Connect, Novato Dial-A-Ride, Pt Reyes Dial-A-Ride, and Dillon Beach Dial-A-Ride.

Program Eligibility (Demand Response Programs)

To simplify and coordinate eligibility for programs targeted at older adults and those with disabilities, staff proposes changes to the Catch-A-Ride and the Volunteer Driver programs. Table B-3 shows a summary of current and proposed changes to the program eligibility. Below is a summary of these proposed changes.

- Standardize eligibility criteria across Volunteer Driver and Catch-A-Ride programs to include Marin County residents who are either 65+ or ADA eligible; and
- Proposed eligibility criteria will apply to all new applicants only, and current clients will be grandfathered into programs.

Staff expects the following results:

- Consistent and simplified eligibility criteria will make the program easier for applicants to understand and for community partners to share;
- The number of eligible riders will increase due to removing the 80+ age limit and the 'no longer driving' criteria from Catch-A-Ride eligibility; and
- New streamlined eligibility criteria will encourage older adults to consider exploring their transportation options before they lose their ability to drive.

Table B-3: Overview of Demand Response Program Current and Proposed Eligibility

Demand Response Program Eligibility	Existing Eligibility Criteria	Proposed Eligibility Criteria	Applies to
Local Paratransit (mandated and extended)	Marin County resident or visitor and approved for ADA service based on ability-based evaluation	No Change	No Change
Volunteer Driver Reimbursement Programs (STAR & TRIP)	Marin County resident, age 60+ -or- ADA approved	Marin County Resident, age 65+ -or- ADA approved	<ul style="list-style-type: none"> ▪ Existing clients are grandfathered into programs ▪ New eligibility criteria apply to all new applicants
Catch A Ride	Marin County resident, age 80+, or 60-79 and no longer driving -or- ADA approved	Marin County Resident, age 65+ -or- ADA approved	No Change
Marin Transit Connect Dial-A-Ride	None (General Public Services)	No Change	No Change

Before adopting the fare and eligibility policy changes Marin Transit has opened a public comment period and a public hearing for the Board to consider. Staff will also prepare a Title VI equity analysis for Board review.

Appendix C – Fare Change Proposal Public Participation Plan Activities

The public participation plan for the fare and eligibility policy proposal was multi-faceted and developed keeping in mind the District’s process for soliciting and considering public comments. Outreach began early in the development of the proposal to help our operational and community partners understand the history of our fare policy and our goals for this effort. Outreach efforts were focused on five distinct segments of stakeholders including general marketing and outreach to community members, outreach to riders, outreach to community partners, outreach to operational partners, and outreach to peer agencies.

Staff anticipated that outreach to community partners and operational partners will be particularly beneficial as they generally have more direct and frequent interaction with current and potential riders and could act as our surrogates in the community to help inform and educate the public. Input provided by our community partners and operational partners proved to be useful as the proposal evolved and is documented in **Appendix E** - Summary of Public and Stakeholder Comments and Responses. Outreach to peer agencies helped staff understand the experience of our peer agencies that engaged or completed a similar effort in the past and incorporate their suggested best practices and lessons learned as the proposal was developed.

The graphic below details the various activities planned for each segment of stakeholders.

General Marketing & Outreach	<ul style="list-style-type: none"> • Dedicated webpage & social media • Email to Marin Transit listserves • Outreach and collateral for major stakeholders • In-vehicle notices; Bus Stop notices
Riders	<ul style="list-style-type: none"> • Postcard to Marin Access riders • Marin Access Newsletter • Travel Navigator Satellite Hours & Events
Community Partners	<ul style="list-style-type: none"> • Orientation to fare policy & resources for staff & clients • Individual meetings with key stakeholders • Presentations for PCC, MMC, ACA, H&T/COA
Operational Partners	<ul style="list-style-type: none"> • FAQ • Orientation to fare policy & resources for staff • Collecting & sharing input from riders
Peer Agencies	<ul style="list-style-type: none"> • Presentation at Bay Area Partnership Accessibility Committee meeting

The table below summarizes all public outreach activities:

Category	Item	Date Completed
General Marketing and Outreach	Email to Marin Transit Listserv	December 9, 2019
	Email to Marin Transit Community Partner Listserv	December 9, 2019
	Outreach to City Managers	December 13, 2019
	Outreach to Board of Supervisors	December 13, 2019
	Outreach to School Districts	December 13, 2019
	Information shared in Transportation Authority of Marin (TAM) TAM Traveler e-newsletter	December 19, 2019
	Information shared in Aging Action Initiative e-newsletter	December 19, 2019
	Information shared in Whistlestop Express newsletter	January, 2020

	Press Release & Notice for Public Hearing	December 15, 2019
	In-Vehicle Notices	December 12, 2019
	Posters distributed to Whistlestop, West Marin Senior Services, and MCIL	December 16, 2019
	Canal Alliance Video Posted to Social Media	January 7, 2020
Rider Outreach	Eligibility Policy Proposal Fact Sheet in English & Spanish	At Marin Access satellite hours & presentations and by request
	Fare & Eligibility Policy Proposal Frequently Asked Questions guide in English & Spanish	At Marin Access satellite hours & presentations and by request
	Fare & Eligibility Policy Proposal Informational Postcard Mailing	December 10, 2019
	Marin Transit website; dedicated page for Fare & Eligibility Policy Proposal information	December 12, 2019
	Fare & Eligibility Policy Proposal Online Comment Form in English & Spanish	December 12, 2019
	Marin Access Newsletter	January 2020
	Marin Access Satellite Hours & Presentations were held at San Geronimo Community Center, San Rafael Community Center, Al J. Boro Community Center / Pickleweed in the Canal, Corte Madera Community Center, Mill Valley Community Center, Margaret Todd Senior Center in Novato, and West Marin Senior Services at the Dance Palace in Point Reyes Station.	December 11, 2019 December 16, 2019 December 19, 2019 January 8, 2020 January 14, 2020 January 15, 2020 January 16, 2020 January 30, 2020
Community Partner Outreach	Resources Shared to Ensure Understanding & Ability to Explain / Solicit Feedback from Clients	December 16, 2019
	Presentation & Roundtable Discussions with Marin Paratransit Coordinating Council	August 19, 2019 October 21, 2019 December 16, 2019

	Presentation & Roundtable Discussions with Marin Mobility Consortium	July 17, 2019 November 19, 2019
	Presentation & Roundtable Discussions with GGBHTD Advisory Committee on Accessibility	November 14, 2019 January 16, 2020
	Presentation & Roundtable Discussions with Marin Commission on Aging Housing & Transportation Committee	November 13, 2019 January 15, 2020
	Meeting with Canal Alliance	December 10, 2019
	Meeting with Lifelong Medical	December 17, 2019
	Meeting with Marin Center for Independent Living	August 15, 2019
Operational Partner Outreach	Presentation & Roundtable Discussions with Marin Access Travel Navigator Team	November 8, 2019
	Resources Shared with All Contractors to Ensure Understanding & Ability to Explain / Solicit Feedback from Clients	December 12, 2019
Peer Agency Outreach	Presentation at Bay Area Transit Accessibility Working Group (BAPAC)	12/9/2019

Survey Documents

- **Marin Access Rider Surveys:** <T:\13 Legislation & Compliance\13.01 Marin Transit Federal Program & Compliance Docs\Title VI\Marin Transit Title VI Program\Title VI Service & Fare Change Analyses\2020\Marin Access Data\Survey Documents>
- **Fare Policy Feedback Paper Forms:** T:\04 MCTD Programs\04.20 Fares\2019-2020 Fare Change Proposal\Outreach and Education\Comment Form\Comment Form - Fare Policy
- **Fare Policy Online Survey**
 - **English -**
<https://docs.google.com/forms/d/e/1FAIpQLSfWi8EaMgasemI9aw5vXQrVhiNnPiloDKjSVrXIX1xswT8seA/viewform>
 - **Spanish -**
https://docs.google.com/forms/d/e/1FAIpQLSdKufZF8o1ESe3lvh4E4KQxIDxcs2LuRAYggZkRORRxs-Q0_Q/viewform

Appendix D - Summary of Public Comments from All Sources

Including comments from the Marin Access Fare & Eligibility Policy Change Comment Form.

Date:	12/12/2019		
Source:	Online form		
Commenter:	Age: 25-59	Annual Household income: 50-75k	Frequent user of Marin Access, Paratransit services
Comment:	<p>I like that the proposal increases the reimbursement rate for the Marin Access volunteer driver programs (STAR & TRIP), standardizes the Marin Access eligibility standards, making the services easier to understand.</p> <p>I don't like that the proposal eliminates the 7-day pass for fixed route, changes the age-related eligibility standard for Marin Access to 65+.</p> <p>The drivers are always nice and accommodating.</p>		
Comment Response:	<p>The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass. Eligibility criteria is currently inconsistent across Volunteer Driver and Catch-A-Ride programs. The proposed standardized eligibility criteria across these programs will make it easier for riders to understand and for community partners to share. The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program. It will also increase the number of eligible riders due to removing the 80+ age limit.</p>		

Date:	12/13/2019		
Source:	Online form		
Commenter:	Age: 25-59	Annual Household income: < 10k	Frequent user of Marin Access, Paratransit services
Comment:	<p>I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program., increases the frequency of Marin Access Low-Income Fare Assistance disbursement.</p> <p>I don't like that the proposal increases the fare for Dial-A-Ride, increases the fare for paratransit.</p> <p>I go to many activities throughout the month. I use Whistlestop busses to come and go. I quickly run out of tickets so then I pay for my rides. These activities provide community and friendships for me. I do not have a lot of money. If the price of my rides goes up, I may have to cut back on my use of Whistlestop busses and not be able to go to so many activities. I like riding on Whistlestop and being with friends and doing fun things.</p>		
Comment Response:	<p>To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy (\$240 in credits for use on all demand response programs vs \$160 value paratransit ticket booklet annually).</p>		

Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy. Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders.

Date: 12/14/2019

Source: Online form

Commenter: Age: 65+ Annual Household income: 10-25k Frequent user of Marin Access services

Comment: I like that the proposal increases the number of trips per month for Catch-A-Ride.
I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

Catch-A-Ride taxi drivers are already highly compensated for very short trip, usually just 2 or 3 miles, usually earning more than they would for a metered trip. Most riders DO tip the drivers for each trip. If you're going to impose out of pocket fare, it should be for no more than \$2. You should also consider only imposing an out of pocket fare for trips over 5 miles.

Comment Response: Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

Date: 12/16/2019

Source: Online form

Commenter: Age: 65+ Annual Household income: N/A Frequent user of local bus, Marin Access services

Comment: I like that the proposal increases the number of trips per month for Catch-A-Ride.
I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

Comment Response: Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

Date: 12/16/2019
Source: Online form
Commenter: Age: 65+ Annual Household income: 10-25k Non- transit user
Comment: I like that the proposal increases the frequency of Marin Access Low-Income Fare Assistance disbursement, gives low-income Marin Access clients access to a free monthly pass for use on fixed route.

I don't like that the proposal eliminates the 7-day pass for fixed route, changes the age-related eligibility standard for Marin Access to 65+.

Once I retire--(2 years at 70) I would enjoy taking the train (non-peak hours) for excursions up North and back for something to do, and not having to pay anything--just being a senior with free option.

Comment Response: The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass. Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

Date: 12/16/2019
Source: Online form
Commenter: Age: N/A Annual Household income: N/A Frequent user of local bus, Marin Access services

Comment: I like that the proposal reduces the cost of the monthly fixed route passes., gives low-income Marin Access clients access to a free monthly pass for use on fixed route.
 I don't like that the proposal increases the fare for Dial-A-Ride, increases the fare for paratransit.

Public transit should be free in order to arrest climate change. Research cities who have implemented this policy.

Comment Response: Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders.

Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. To alleviate or eliminate the impact of fare increase on

low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

Date:	12/16/2019		
Source:	Online form		
Commenter:	Age: 65+	Annual Household income: N/A	Frequent user of Marin Access, Paratransit services
Comment:	<p>I like that the proposal increases the number of trips per month for Catch-A-Ride. I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.</p> <p>Catch A Ride it is too high. I have limited income and cannot afford this increase. \$2 is better. This is not well thought out because we tip with this service. The service has become unreliable too many problems.</p>		
Comment Response:	<p>Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.</p> <p>As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.</p>		

Date:	12/16/2019		
Source:	Online form		
Commenter:	Age: 25-59	Annual Household income: < 10k	Frequent user of local bus services
Comment:	<p>I like that the proposal reduces the cost of the monthly fixed route passes, makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program.</p> <p>I don't like that the proposal eliminates the 7-day pass for fixed route, changes the age-related eligibility standard for Marin Access to 65+.</p>		
Comment Response:	<p>The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass. Eligibility criteria is currently inconsistent across Volunteer Driver and Catch-A-Ride programs. The proposed standardized eligibility criteria across these programs will make it easier for riders to understand and for community partners to share. The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program. It will also increase the number of eligible riders due to removing the 80+ age limit.</p>		

Date:	12/16/2019		
Source:	Online form		
Commenter:	Age: 60-64	Annual Household income: 10-25k	Frequent user of local bus, Marin Access services
Comment:	<p>I like that the proposal increases the frequency of Marin Access Low-Income Fare Assistance disbursement, increases the number of trips per month for Catch-A-Ride.</p>		

I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

There is a draw back for the Taxi drivers- I will not be able to afford a tip. I only take rides that the current discount pays for.

Comment Response: Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

Date: 12/16/2019

Source: Online form

Commenter: Age: 25-59 Annual Household income: > 200k Frequent user of local bus services

Comment: I like that the proposal Makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program, increases the frequency of Marin Access Low-Income Fare Assistance disbursement.
I don't like that the proposal increases the fare for paratransit, changes the age-related eligibility standard for Marin Access to 65+.

Comment Response: Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy. Eligibility criteria is currently inconsistent across Volunteer Driver and Catch-A-Ride programs. The proposed standardized eligibility criteria across these programs will make it easier for riders to understand and for community partners to share. The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program. It will also increase the number of eligible riders due to removing the 80+ age limit.

Date: 12/17/2019

Source: Online form

Commenter: Age: 65+ Annual Household income: 35-50k Frequent user of local bus, Marin Access, Paratransit services

Comment: I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program, gives low-income Marin Access clients access to a free monthly pass for use on fixed route.
I don't like that the proposal eliminates the 7-day pass for fixed route, increases the fare for Dial-A-Ride.

Comment Response: The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass. Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders. As a safety net to our senior/ADA low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

Date: 12/17/2019

Source: Online form

Commenter: Age: 65+ Annual Household income: N/A Frequent user of Marin Access services

Comment: I like that the proposal increases the number of trips per month for Catch-A-Ride.
I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

Marin Transit is victimizing the seniors that this service was set up for. I am very unhappy to pay \$4. My income is fixed, and I don't think LIFA will help me. I am on oxygen and can only be out a limited amount of time.

Comment Response: Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program (LIFA) is introduced to offset the potential impact of any of the fare changes. The LIFA credits can be used towards all demand response programs incl. CAR base fare.

Date: 12/17/2019

Source: Online form

Commenter: Age: 65+ Annual Household income: 10-25k Frequent user of local bus, Marin Access, Paratransit services

Comment: I like that the proposal increases the number of trips per month for Catch-A-Ride.
I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

I will not mind paying more if the 1/2 hour window is not exceeded so frequently.

Comment Response: Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

Date: 12/17/2019

Source: Online form

Commenter: Age: 65+ Annual Household income: N/A Frequent user of Marin Access services

Comment: I like that the proposal increases the number of trips per month for Catch-A-Ride.
I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

I am unhappy to pay \$4. LIFA will not help. I'm on limited income and a base fee of \$4 is too much. I mainly use this service for short trips.

Comment Response: Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes. The LIFA credits can be used towards all demand response programs incl. CAR base fare.

Date: 12/18/2019

Source: Online form

Commenter: Age: 25-59 Annual Household income: 50-75k Frequent user of Marin Access, Paratransit services

Comment: I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program, makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program.

I don't like that the proposal eliminates the 7-day pass for fixed route, changes the age-related eligibility standard for Marin Access to 65+.

Marin Access definitely should NOT increase rates for anyone. It also should be easier to qualify for the Low Income eligibility program. Try hard to stay on time! Rides are late a lot.

Comment Response: To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy. The proposed eligibility process for LIFA is streamlined and simplified, that should make it easier to our riders to take advantage of.

The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program. It will also increase the number of eligible riders due to removing the 80+ age limit. The proposed standardized eligibility criteria across Volunteer Driver and Catch-A-Ride programs will also make it easier for riders to participate and for community partners to share.

The usage of 7-day passes is currently below 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass.

Date: 12/18/2019

Source: Online form

Commenter: Age: 60-64 Annual Household income: < 10k Frequent user of Marin Access, Paratransit services

Comment: I like that the proposal increases the number of trips per month for Catch-A-Ride. I don't like that the proposal increases the fare for Dial-A-Ride, adds a base fare of \$4 to Catch-A-Ride trips.

I am very concerned about having to pay the \$4, even the \$2 dollars for Catch a Ride. I depend on the services a lot and my income is very limited. Having to pay for every ride is like taking away my only way of transportation. The aid for low income will not be enough.

Comment Response: Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes

Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders.

Date: 12/19/2019

Source: Online form

Commenter: Age: 65+ Annual Household income: 75-100k Frequent user of Marin Access, Paratransit services

Comment: I like that the proposal increases the number of trips per month for Catch-A-Ride. I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

I am on fixed income with no increase. It is more and more difficult to maintain living in Marin due to fees going up. No thought given to the cost of living increases.

Comment Response: As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes. The proposed eligibility threshold LIFA is based on EEI that is county specific and takes into consideration the cost of living in Marin County.

Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

Date: 12/20/2019

Source: Online form

Commenter: Age: 60-64 Annual Household income: 50-75k Frequent user of Marin Access, Paratransit services

Comment: I like that the proposal standardizes the Marin Access eligibility standards, making the services easier to understand.

I don't like that the proposal changes the age-related eligibility standard for Marin Access to 65+. Our concern is being considered "stand by" because we're not near enough to a bus route. We can't drive, are under extreme stress from medical situations and the medical financial strain. I can't always get to appointments. Please provide equal treatment! Please do not change the service rate to 65+. I thought there were MORE Baby Boomers entering "senior citizen hood" and thus NEEDING such SERVICES as Whistlestop.

Comment Response: The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program. Eligibility criteria is currently inconsistent across Volunteer Driver and Catch-A-Ride programs. The proposed standardized eligibility criteria across these programs will make it easier for riders to understand and for community partners to share. It will also increase the number of eligible riders due to removing the 80+ age limit.

Date: 12/23/2019

Source: Online form

Commenter: Age: 65+ Annual Household income: 10-25k Frequent user of Marin Access, Paratransit services

Comment: I like that the proposal increases the number of trips per month for Catch-A-Ride, increases the reimbursement rate for the Marin Access volunteer driver programs (STAR & TRIP). I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

Adding \$4 for Catch a Ride will make using the program too expensive to use, even the \$18 is not enough for local trips. It is too expensive. It should be higher.

Comment Response: Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program. As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

Date: 12/24/2019

Source: Online form

Commenter: Age: 65+ Annual Household income: <10k Frequent user of local bus, Marin Access, Paratransit services

Comment: I like that the proposal reduces the cost of the monthly fixed route passes, increases the number of trips per month for Catch-A-Ride.

I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

The services are often not good, and the drivers are late. scheduling does mistakes.

Comment Response: Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

Date: 12/26/2019

Source: Online form

Commenter: Age: 65+ Annual Household income: < 10k Frequent user of Marin Access, Paratransit services

Comment: I like that the proposal makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program.
I don't like that the proposal increases the fare for paratransit.

I cannot afford \$4. I depend on paratransit services. LIFA will limit my use. Marin Access wants less clientele. You will lose a lot of riders in need like the ones using transit for dialysis treatments. the extra money won't go to the drivers. I can afford \$2 but not \$4.

Comment Response: To alleviate the impact of fare increase on low-income riders, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.
Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.

Date: 12/31/2019

Source: Online form

Commenter: Age: 25-59 Annual Household income: 10-25k Frequent user of Marin Access, Paratransit services

Comment: I don't like that the proposal Increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.

I am disabled w/a service animal and low income and can't afford to use Catch A ride and Paratransit often. I barely have money for food. I am on disability SSDI.

Comment Response: To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy that is \$240 in credits for use on all demand response programs annually (versus current \$160 value paratransit ticket booklet).

Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.

Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

Date:	1/3/2020
Source:	Online form
Commenter:	Age: 65+ Annual Household income: N/A Frequent user of local bus, Marin Access, Paratransit services
Comment:	<p>I like that the proposal makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program, increases the number of trips per month for Catch-A-Ride.</p> <p>I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.</p> <p>Will stop using CAR due to the fare increase. I can't always afford to pay for Paratransit because I am very low income.</p>
Comment Response:	<p>Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.</p> <p>Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.</p> <p>To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.</p>

Date:	1/6/2020
Source:	Online form
Commenter:	Age: 65+ Annual Household income: 35-50k Frequent user of Marin Access, Paratransit services
Comment:	<p>I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.</p> <p>I am very low income and need these services for dialysis. I pay over \$50 a month for paratransit. Very thankful for paratransit.</p>
Comment Response:	<p>Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.</p>

Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy that can be used on both CAR and paratransit.

Date:	1/6/2020		
Source:	Online form		
Commenter:	Age: 65+	Annual Household income: N/A	Frequent user of Marin Access, Paratransit services
Comment:	<p>I like that the proposal increases the number of trips per month for Catch-A-Ride, increases the reimbursement rate for the Marin Access volunteer driver programs (STAR & TRIP).</p> <p>I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.</p> <p>Would like increase in pay for the Paratransit drivers, to retain good drivers. Marin Transit should pay for fare for people who attend PCC meetings.</p>		
Comment Response:	<p>The PCC is volunteer based public meeting that provides an opportunity for members of the public, private and non-profit agencies, and paratransit operators to discuss and solve the transit problems of people with disabilities, elderly, and other transit dependents.</p> <p>Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.</p> <p>Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.</p> <p>To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.</p>		

Date:	1/6/2020		
Source:	Email		
Commenter:	Age: N/A	Annual Household income: N/A	Frequent user of Marin Access, Paratransit services
Comment:	I like that the proposal I like that the proposal makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program, increases the number of trips per month for Catch-A-Ride.		

I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.

I question balancing the budget on the backs of the poor by increasing the paratransit fare by 200% by 2023 and increasing Catch A Ride to 400% more per ride! I can't afford any fare increase on SSI and Social Security. I will be stranded at home without a way to get groceries and go to medical appointments, etc. This situation would constitute a crisis in the disabled community.

Comment Response: To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.

Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

Date: 1/7/2020

Source: Email

Commenter: Age: N/A Annual Household income: N/A Non-user

Comment: As the appointed public defender of Marin County I write to encourage Marin Transit to work with my office, the Probation Department of Marin County, the Marin County Sheriff, and the Marin County Superior Court to create limited time reduced bus passes that can help people of limited means, receiving public assistance, or unemployed to make court appearances, probation appointments, or are leaving jail without means of transportation to their housing. Bench warrants and failures to appear often happen because people do not have transportation. Our office currently supplies individuals with bus passes and Clipper cards as our budget allows. If our office, probation or the Sheriff's department could have access to minimally priced bus passes we can have a long-term impact on public safety by encouraging people to meet their court-ordered legal obligations through subsidized transportation. Please consider adding a section for monthly bus passes available to public safety agencies at a reduced rate. \$40 dollars is too high for us to be able to meet our demand, but if such passes could be available to between \$10 and \$15 per month, we could see an increase in the number of people this would assist. Thank you for your consideration.

Comment Response: Marin Transit staff will reach out to probation or the Sheriff's department to coordinate a follow up meeting.

Date: 1/7/2020

Source: Email

Commenter: Age: N/A Annual Household income: N/A Frequent user of Marin Access, Paratransit services

Comment: Please do not raise Catch A Ride rates for Low Income Seniors. We are very dependent on this service.

Comment Response: As a safety net to our senior/ADA low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes. Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

Date: 1/8/2020

Source: Online form

Commenter: Age: 60-64 Annual Household income: N/A Frequent user of regional services

Comment: I like that the proposal reduces the cost of the monthly fixed route passes, raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program.
I don't like that the proposal eliminates the 7-day pass for fixed route, increases the fare for Dial-A-Ride.
I am very upset regarding the increase the fare for Dial A Ride (DAR). I don't understand why this can't happen over a 2-year period like you are doing for Paratransit. You need more drivers for DAR as well. I take DAR from Smart to work every day. Marin Transit doesn't go where I need to go.

Comment Response: The usage of 7-day passes is currently below 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass.

Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders. As a safety net to our senior/ADA low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

Date: 1/14/2020

Source: Online form

Commenter: Age: 65+ Annual Household income: \$10k -25k Frequent user of Marin Access, Paratransit services and bus service

Comment: I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program, makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program.
I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.

My rent has gone up and he is on a very limited budget. I can't afford the increase in fares. I have maybe \$700 left for food, medicine and utilities etc. I am worried that my feedback will not count, and that Marin Transit will raise the cost of Paratransit and Catch A Ride. The \$20 /month LIFA that I might qualify for in July will not make much of a difference.

Comment Response: Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.

Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

Date: 1/17/2020

Source: Online form

Commenter: Age: 25-59 Annual Household income: N/A Non-transit user

Comment: I like that the proposal Reduces the cost of the monthly fixed route passes, increases the frequency of Marin Access Low-Income Fare Assistance disbursement.
I don't like that the proposal eliminates the 7-day pass for fixed route
Please eliminate the route at San Marin as there's very low ridership in this area.

Comment Response: The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass.

Date: 1/20/2020

Source: Online form

Commenter: Age: under 18 Annual Household income: \$35 – 50K Frequent user of bus service

Comment: I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program.

I don't like that the proposal eliminates the 7-day pass for fixed route, changes the age related eligibility standard for Marin Access to 65+.

My dad is legally blind and cannot drive, meaning he has to bus to and from work every day and my sister and I have to bus to and from school. We didn't know about the Marin student bus passes until last month and he pays full price. As a low income family with the head of the house unable to drive, it's always seemed unfair that we have to pay so much in public transit while we should be conserving money for rent and necessities. Any financial aid from Marin Transit would help us and families like ours very much.

Comment Response: The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass. Eligibility criteria is currently inconsistent across Volunteer Driver and Catch-A-Ride programs. The proposed standardized eligibility criteria across these programs will make it easier for riders to understand and for community partners to share. The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program. It will also increase the number of eligible riders due to removing the 80+ age limit.

Date: 1/21/2020

Source: Online form

Commenter: Age: 65+ Annual Household income: \$10-25K Frequent user of Marin Access, Paratransit services and bus service

Comment: I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program, increases the number of trips per month for Catch-A-Ride.

I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips

Comment Response: Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program. To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

Date: 1/22/2020

Source: Online form

Commenter: Age: 25-59 Annual Household income: N/A Frequent user of Paratransit services and bus service

Comment: I like that the proposal standardizes the Marin Access eligibility standards, making the services easier to understand.
I don't like that the proposal increases the fare for paratransit.

My daughter uses paratransit. Would like to be able to schedule paratransit same day.

Comment Response: Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.
To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

Date: 1/24/2020

Source: Online form

Commenter: Age: 18-24 Annual Household income: 75-100K Frequent user of Marin Access, Paratransit services and bus service

Comment: I like that the proposal Reduces the cost of the monthly fixed route passes, gives low-income Marin Access clients access to a free monthly pass for use on fixed route.

I don't like that the proposal increases the fare for paratransit, increases the fare for Dial-A-Ride.

It would be nice if there was a paratransit program for College of Marin students, similar to the program for College of Marin unlimited bus

Comment Response: Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.

Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders.

To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

Appendix E – Summary of Community Partner Meetings and Comments

Meeting:	Marin Mobility Consortium
Meeting Date:	7/17/2019
Meeting Detail:	Quarterly meeting of stakeholders in Marin County to plan and take action together as a consortium of agencies and advocates to improve and expand transportation options for Marin's senior, disabled and low-income residents.
Comment:	No comments; attendees provided information and advised on future opportunities to provide input
Impact on Proposal:	N/A

Meeting:	Individual Meeting with MCIL
Meeting Date:	8/15/2019
Meeting Detail:	General plan and approach for fare policy / eligibility updates presented to MCIL team given their role as advocates for those with disabilities in the community.
Comment:	Ensure language is tangible and easily understood by general public; provide 1-pagers for reference / take away; ensure there is a thorough educational campaign; understand CA SSP benefit for reference; highlight free FR pass to LIFA eligible; prepare talking points for community partners; emphasize comparison to peers for paratransit fares; tease out explanation on medical eligibility v. SSI - share of cost example; messaging is key; use visual representations / infographics
Impact on Proposal:	<ul style="list-style-type: none"> • Revised language and graphics for future presentations and resources • Developed resources for community partners and operational partners to understand / explain proposal • Researched CA SSP benefit

Meeting:	Marin Paratransit Coordinating Council
Meeting Date:	8/19/2019
Meeting Detail:	The PCC is responsible for the development and implementation of transportation programs designed to solve the transit problems of people with disabilities, elderly, and other transit dependents in coordination and cooperation with appropriate public private and non-profit agencies, and paratransit operators within the established boundaries of Marin County.
Comment:	Concerns about shifting to 65+ - for those 60-64 in W. Marin this is often their only option for transportation – request to dig into those who may get left out with shift to 65+; include performance trends as it helps show that this will be revenue neutral; give more context of why proposing now + goals; add info about “how we got here” (i.e.. how did we land on 65+ & 138% of FPL); LIFA – don't say Medi-Cal is threshold, talk more logic of why 138% chosen, advantage of matching Medi-Cal is proof of eligibility is easy, focus on how/why it's easier for people; detail why we're adding a base fare to Catch A Ride; add a slide with financial impacts; use infographics

- Impact on Proposal:**
- Revised language and graphics for future presentations and resources
 - Reviewed rider data and ACS data to determine impact of shift in eligibility age threshold
 - Determined to “grandfather” in all existing riders age 60 - 64
-

Meeting: Marin Paratransit Coordinating Council
Meeting Date: 10/21/2019

Meeting Detail: The PCC is responsible for the development and implementation of transportation programs designed to solve the transit problems of people with disabilities, elderly, and other transit dependents in coordination and cooperation with appropriate public private and non-profit agencies, and paratransit operators within the established boundaries of Marin County.

Comment: No comments; attendees provided information and advised on future opportunities to provide input

Impact on Proposal: N/A

Meeting: Travel Navigator Quarterly Meeting
Meeting Date: 11/8/2019

Meeting Detail: Draft plan, outreach plan and collateral documents presented to Travel Navigator team as they are the most public facing piece of the Marin Access suite of programs.

Comment: Concerns that it will lower ridership; likes that expansion of LIFA offsets increases in fares; riders would benefit from a tool to help them to decide which service to use for a trip; consider increasing mileage for STAR

Impact on Proposal: N/A

Meeting: Commission on Aging Housing & Transportation Committee
Meeting Date: 11/13/2019

Meeting Detail: COA committee active in advocating for affordable housing and transportation needs for older adults in Marin.

Comment: No comments; attendees provided information and advised on future opportunities to provide input

Impact on Proposal: N/A

Meeting: GGT Advisory Committee on Accessibility
Meeting Date: 11/14/2019

Meeting Detail: Accessibility Advisory group that informs GGBHTD staff on accessibility issues for bridge, bus, or ferry.

Comment: No Comments; attendees provided information and advised on how to provide comment

Impact on Proposal: N/A

Meeting: Marin Mobility Consortium

Meeting Date: 11/19/2019

Meeting Detail: Quarterly meeting of stakeholders in Marin County to plan and take action together as a consortium of agencies and advocates to improve and expand transportation options for Marin's senior, disabled and low-income residents.

Comment: General Comments from Group: Consider adding Medicare to standard for eligibility; Add year of EEI standard into slides/materials; Add bullet re: youth changes to monthly pass; Consider adding an accelerator for annual increases for STAR/TRIP
AAI - Linda Jackson: The AAI Newsletter is a great place to provide information to current and potential clients; April 2020 convening may also be a good place to communicate changes to current and potential clients; Don't use "senior" - use older adult; Don't use "giving up the keys" - rethink how this is framed

Impact on Proposal:

- Revised language and graphics for future presentations and resources
- Developed content for AAI newsletter & other relevant publications

Meeting: Bay Area Partnership Accessibility Committee (BAPAC)

Meeting Date: 12/9/2019

Meeting Detail: Monthly meeting of peer agencies in region regarding accessibility + specifically, paratransit.

Comment: General Comments from Group: Using a whole dollar fare is a good idea; for customer facing materials, break down the fares to show that you're "still giving them a really good deal."
MTC: Thinks changes are in line with improving mobility options
SolTrans: When they made fare changes, they adopted a regular structural policy increase to avoid "reinventing the wheel" and having to go through the full process in the future; this pegged the paratransit fare at 2x the fixed route fare
SamTrans: Their experience with offering a free fixed route pass to paratransit eligible clients resulted in an increase in paratransit applicants; their LIFA equivalent program offers a deep discount on every ride for paratransit
Santa Rosa City Bus: Their free fixed route pass for paratransit eligible clients uses a card with a magstripe; they are happy to share more info if requested

Impact on Proposal:

- Reviewed documents shared by SamTrans regarding their LIFA equivalent and fixed route pass programs

Meeting: Marin Paratransit Coordinating Council

Meeting Date: 12/16/2019

Meeting Detail: The PCC is responsible for the development and implementation of transportation programs designed to solve the transit problems of people with disabilities, elderly, and other transit dependents in coordination and cooperation with appropriate public private and non-profit agencies, and paratransit operators within the established boundaries of Marin County.

Comment: Consider adding info in key areas for those that board at the rear of the vehicle - using the lift; target those that speak Spanish as a primary language; consider direct mail for outreach / education after implemented

Impact on Proposal:

- Researched potential to post notices near wheelchair lift on board vehicles
- Coordinated with Canal Alliance to develop a short video about the proposal which was posted on Marin Transit social media accounts
- Staffed a Travel Navigator Satellite Hours event at Al J. Boro Community Center / Pickleweed with Spanish speaking staff

Meeting: Individual Meeting with Lifelong

Meeting Date: 12/17/2019

Meeting Detail: Lifelong Medical Care is an ADH center and is one of Marin Access Paratransit's top OD locations.

Comment: Clients will want to use LIFA for their personal trips - not trips to Lifelong - so advantages of LIFA not helpful; will double costs + impacts their business & ability to serve clients; They purchase 2k tickets at a time and that barely lasts them 6 weeks

Impact on Proposal: N/A

Meeting: Commission on Aging Housing & Transportation Committee

Meeting Date: 1/15/2020

Meeting Detail: COA committee active in advocating for affordable housing and transportation needs for older adults in Marin.

Comment: No Comments; attendees provided information and advised on how to provide comment

Impact on Proposal: N/A

Meeting: GGT Advisory Committee on Accessibility

Meeting Date: 1/16/2020

Meeting Detail: Accessibility Advisory group that informs GGBHTD staff on accessibility issues for bridge, bus, or ferry.

Comment: No Comments; attendees provided information and advised on how to provide comment

Impact on Proposal: N/A

Appendix F - Marin Transit Public Participation Process for Major Service and Fare Changes

This section describes Marin Transit's process for soliciting and considering public comment prior to implementing a major service, as defined in the District's Policy on Major Service Changes, or fare change. If the service changes trigger a public hearing process, the Board of Directors sets a public hearing date for a future meeting. Once published notice has been provided and a meeting agenda posted, Marin Transit may consider the major service change at a regular or special meeting. Marin Transit will provide language assistance at Board of Director's meetings, such as oral interpreters, with 72-hour advance notice. Minutes from the meeting are available to the public on Marin Transit's website. Public comments received by letter, phone, email, and at public meetings concerning the proposed service or fare change are provided as an attachment to the staff report for the Board of Directors and for public review. At each Board meeting, the public is permitted to speak for up to three minutes on each item considered although the body has the discretion to limit public comment to less than three minutes if circumstances warrant. The Marin Transit Board may respond to comments made by the public and take other actions, such as amending the item or delaying a decision, as it deems appropriate.

To provide sufficient notice of upcoming hearings, the Board of Directors designates the time and place for public hearings at least 28 days in advance of the proposed hearing date, unless more notice is required by law. Unless otherwise required by law, the Board may provide for minor modifications to the 28-day advance notice requirements in those situations when a finding can be made that such modification will not diminish fulfilling the public notice procedures outlined in the section below.

Once the Board has decided to hold a public hearing, staff will prepare a notice of the public hearing that includes a general, brief explanation of the matter to be considered and the date, time, and location of the public hearing.

Notice of the time and place of the meeting shall be published twice in a newspaper of general circulation within Marin County that is regularly published at least once a week. As a general rule, the first publication shall occur not less than 21 days prior to the hearing and the second publication shall occur not less than 7 days prior to the public hearing but not less than 5 days after the first publication. Shorter notice may be given when permitted by law and when financial, operational or scheduling considerations make it infeasible to provide 21-day advance notice.

If more than one hearing is held in connection with implementing a new fare, raising an existing fare, or implementing a major adjustment in transit service, Marin Transit shall publish a notice in a newspaper of general circulation within Marin County of the time and place of the second or succeeding hearing(s) at least 10 days in advance of the second or succeeding hearing(s).

Notices of public hearings shall be sent to City Councils, Boards of Supervisors, or School Districts that oversee areas affected by the subject of the public hearing or other public agencies as determined by the General Manager.

Marin Transit may provide additional notification to any affected neighborhood(s) and riders regarding the proposed changes and the time and location of any public meeting where public comment will be solicited. Marin Transit will provide information about proposed fare or major service changes on its website, and may provide notification in one or more of the following ways as appropriate:

- Posting meeting notices on transit vehicles used by affected riders;
- Posting meeting notices at transit stops;
- Notification through the District's email distribution list and publicizing the hearing on the District's web site;
- Direct mail notices to neighborhoods that may be affected by the subject of the public hearing;
- Publications in newspapers to specific groups or neighborhoods that may be affected by the subject of the public hearing;
- Publishing meeting notices in neighborhood papers or Spanish language newspapers;
- Sending meeting notices to identifiable affected groups;
- Circulating an attendance sheet at the meeting to create a contact list;
- Sending letters to names on contact lists including revised versions of the original proposal along with information regarding upcoming Marin Transit Board meetings;
- Using public service announcements for radio and public access TV (when circumstances dictate, and resources allow);
- Issuing a press release; and
- Display advertisements in local newspaper(s) in the affected areas.

Appendix G - Marin Access Rider Survey (2018)

MARIN ACCESS 2018 Rider Survey

Paratransit | Catch-A-Ride | Volunteer Drivers | Travel Navigators | Travel Training | Connect

Help us understand your experience using Marin Access services:

If you do not use the service listed, check the box on the far right.

1. Please rate Marin Access Paratransit (operated by Whistlestop) on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
On-time performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I do not use this service <input type="checkbox"/>
Cleanliness / condition of vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driver courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ease of trip scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2. Please rate Catch-A-Ride on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Ease of trip scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I do not use this service <input type="checkbox"/>
Availability of taxis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driver courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3. Please rate Connect on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Ease of trip scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I do not use this service <input type="checkbox"/>
Driver courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4. Please rate the STAR/TRIP Volunteer Driver Reimbursement Program on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Ease of reimbursement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I do not use this service <input type="checkbox"/>
Ease of finding a volunteer driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5. Please rate the Travel Navigators on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Helping me understand my travel options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I do not use this service
Ease of enrolling in Marin Access programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Referrals to other programs or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Help us better understand how our riders get around:

6. Do you ever ride the regular fixed route bus like Marin Transit or Golden Gate Transit?

☐ Yes

☐ No

6a.i **If yes**, how frequently do you ride?

- ☐ Frequently (3 or more days per week)
- ☐ Often (1 or 2 days per week)
- ☐ Sometimes (1 to 4 times per month)
- ☐ Rarely (Less than once per month)

6a.ii **If yes**, which bus routes do you typically ride?

6b. **If no**, would any of these improvements make you more likely to ride the bus? (*check all that apply*)

- ☐ More accessible path to the bus stop
- ☐ More convenient schedules or destinations
- ☐ Help understanding how the bus system works
- ☐ Safer or more comfortable place to wait for the bus
- ☐ Safer or more comfortable ride on board the bus
- ☐ Real time arrival information at the bus stop
- ☐ I am unable to ride the bus under any conditions

7. What other transportation options do you use aside from Marin Access services?

- ☐ I drive myself
- ☐ A friend or family member drives me
- ☐ Taxi, Uber or Lyft
- ☐ Shuttle service provided by my residential facility
- ☐ Transportation program offered by a non-profit
- ☐ Marin Transit Connect
- ☐ Other: _____

Help us better understand who our riders are:

8. What language do you regularly speak at home? _____

9. Race/Ethnicity:

- ☐ White
- ☐ African American/Black
- ☐ Asian
- ☐ American Indian or Alaska Native
- ☐ Native Hawaiian or Pacific Islander
- ☐ Latino/a or Hispanic
- ☐ Other _____

10. What category best describes your annual household income?

- | | |
|---|---|
| <input type="checkbox"/> Less than \$10,000 | <input type="checkbox"/> \$75,000 to \$99,999 |
| <input type="checkbox"/> \$10,000 to \$24,999 | <input type="checkbox"/> \$100,000 to \$149,999 |
| <input type="checkbox"/> \$25,000 to \$34,999 | <input type="checkbox"/> \$150,000 to 199,999 |
| <input type="checkbox"/> \$35,000 to \$49,999 | <input type="checkbox"/> \$200,000 and above |
| <input type="checkbox"/> \$50,000 to \$74,999 | |

11. Do you own and use a cell phone? ☐ Yes ☐ No

11a. **If yes**, is it a smart phone (a touchscreen phone that combines features of a computer with a phone, e.g. an Apple iPhone, a Samsung Galaxy phone, or a Jitterbug phone)?

- ☐ Yes ☐ No

12. Do you use the internet or email, at least occasionally? ☐ Yes ☐ No

12a. **If yes**, do you use the internet to look up transit information?

- ☐ Yes ☐ No

13. How many people live in your household (including yourself)?

- ☐ 1 ☐ 2 ☐ 3+

14. In the past three months, have you missed or delayed a medical appointment because of a lack of transportation? ☐ Yes ☐ No

15. Does anyone assist you in booking your trips or managing your reservations?

- ☐ Yes ☐ No

15a. **If yes**, who is that person?

- | | |
|--|--|
| <input type="checkbox"/> Friend | <input type="checkbox"/> Residential facility administrator or concierge |
| <input type="checkbox"/> Family member | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Case manager or social worker | |
| <input type="checkbox"/> IHSS worker | |

16. Thank you for taking the time to complete this survey. In an effort to better assess the specific needs of our riders, we will be conducting follow-up interviews. By writing your name and the best number to reach you below, you will give us permission to contact you for an interview. Thank you!

Name: _____ Phone Number: _____

FIRST CLASS MAIL
U.S. POSTAGE
PAID
COUNTY OF MARIN

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 171 SAN RAFAEL, CA

MARIN TRANSIT
711 Grand Avenue, Suite 110
San Rafael CA 94901-3511

..... FOLD HERE

Thank you for taking our survey!

Please fold and seal to mail back your completed survey. No postage is required.

To be eligible for our raffle drawing, place your completed survey in the mail by February 15, 2019. The winner will be contacted at their home phone number on file with the Travel Navigators.

To stay up to date on all Marin Access news, sign up for our email newsletter at www.marinaccess.org.

Para obtener acceso o solicitar una copia de la encuesta de usuarios en español por favor visite al www.marinaccess.org o llame al 415-226-0855.



Appendix H - Fare & Eligibility Policy Change Comment Form



Fare & Eligibility Policy Change Comment Form

Marin Transit is updating fares & eligibility policies in July 2020.

As part of the 2020-2029 Short Range Transit Plan, Marin Transit has developed a proposal that includes changes to local bus fares, Catch-A-Ride, Dial-A-Ride, and paratransit fares, the reimbursement rate for STAR & TRIP volunteer driver programs, the Low Income Fare Assistance program, and eligibility standards for Marin Access programs.

We want to hear from you! Please use the form below to share your feedback with us.

1. I like that the proposal... *Select your top two responses.*

- ☐ Reduces the cost of the monthly fixed route passes
- ☐ Raises the income threshold to qualify for the Marin Access Low Income Fare Assistance Program
- ☐ Makes it easier to qualify and apply for the Marin Access Low Income Fare Assistance Program
- ☐ Increases the frequency of Marin Access Low Income Fare Assistance disbursement
- ☐ Gives Marin Access clients access to a free monthly pass for use on fixed route
- ☐ Increases the number of trips per month for Catch-A-Ride
- ☐ Increases the reimbursement rate for the Marin Access volunteer driver program (STAR & TRIP)
- ☐ Standardizes the Marin Access eligibility standards, making the services easier to understand

2. I don't like that the proposal... *Select your top two responses.*

- ☐ Eliminates the 7-day pass for fixed route
- ☐ Increases the fare for Dial-A-Ride
- ☐ Increases the fare for paratransit
- ☐ Changes the age-related eligibility standard for Marin Access to 65+
- ☐ Adds a base fare of \$4 to Catch-A-Ride trips

3. Use the area below to provide your feedback.

204

4. Zipcode: _____

5. Which of the following describes you best?

	Sometimes	Frequently	Never
I use Marin Transit local bus service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use Marin Access paratransit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use other Marin Access programs (Catch-A-Ride, STAR, TRIP, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use other public transportation options in Marin County (SMART, Golden Gate Transit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I work with community members that are Marin Transit or Marin Access riders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Help us better understand who our riders are *(optional)*:

6. Name: _____

7. Email: _____

☐ I would like to sign up for future announcements from Marin Transit

8. What is your age?

☐ Under age 18

☐ 18 - 24

☐ 25 - 59

☐ 60 - 64

☐ 65 +

9. What is your annual household income?

☐ Less than \$10k

☐ \$10k - \$24,999

☐ \$25k - \$34,999

☐ \$35k - \$49,999

☐ \$50k - \$74,999

☐ \$75k - \$99,999

☐ \$100k - \$149,999

☐ \$150k - \$149,999

☐ \$200k and above

Thank you for your feedback! See below for additional opportunities to provide input.



Community members can provide feedback on our website, by email, or by phone

Marin Transit will host community workshops across Marin County

A public hearing will be held on January 13, 2020

How to learn more



Online at: www.marintransit.org/farepolicy2019



By email at: info@marintransit.org



In person at: locations across the county



By phone at: 415-454-0902, press option 2



Fare and Eligibility Policy Change Guidelines

Timeline



Maintain **cost effectiveness targets** by service typology



Balance subsidy and fares to align with the level of service provided and our peer agencies

Streamline and improve operations through encouraging **pass/Clipper usage over cash payment**



Adjust fare assistance programs to **maximize social equity** and provide mobility options for all within the County

Offer fares that provide incentives to ride and **simplify payment**



Proposed Changes - Low Income Fare Assistance

LIFA Eligibility for all Marin Programs

Income based (Elder Economic Index)

-or-

Registered Medi-Cal



Fare Assistance Subsidy

All LIFA-eligible riders to receive

- Free unlimited access to Fixed Route (New Benefit)
- \$20.00 in credit/month in Phase 1 effective July 2020 for use on Marin Access programs (Paratransit, Catch-A-Ride, Dial-A-Ride, Connect)
- Credit will increase to \$25/month in Phase 2 effective July 2023



Proposed Changes – Program Eligibility

Eligibility Criteria

Consolidate eligibility criteria for Volunteer Driver and Catch-A-Ride programs to Marin County residents who are:

65+

-or-

ADA eligible

Benefits

- Improve consistency of programs for clients
- Standardize the age requirement to increase number of eligible riders
- Streamline program eligibility criteria to encourage older adults to learn about programs in early stages of aging



Attachment 2- 3

Proposed Fare Changes

Fixed Route

- Reduce Adult fixed route monthly pass from \$80 to \$40
- Reduce Seniors fixed route monthly pass from \$25 to \$20
- Eliminate 7-day Pass across Adult/Senior/Youth categories

ADA Paratransit

- Increase fares from \$2.00 to \$3.00 in Phase 1, effective July 2020
- Increase fares from \$3.00 to \$4.00 in phase 2, effective July 2023

Dial-A-Ride

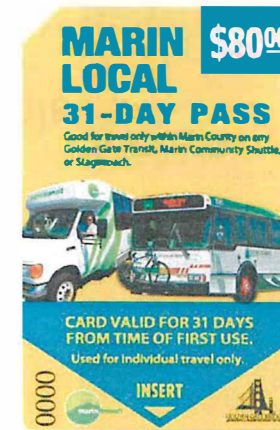
- Increase Dial-A-Ride fare to \$4 for general public, and to \$2 for senior/ADA

Catch-A-Ride (Subsidized Taxi)

- Adjust to require an initial \$4.00 fare in Phase 1, effective Jul 2020 and \$5 in Phase 2, effective Jul 2023
- Rider receives \$14 in subsidy and pays balance of trip cost above \$18
- Increase trips from 8 to 10 trips per month

Volunteer Driver Program

- Increase driver reimbursement subsidy from \$0.35/mile and \$0.40/mile in West Marin to \$0.60/mile throughout the Marin county





711 grand ave, #110
san rafael, ca 94901

ph: 415.226.0855
fax: 415.226.0856
marintransit.org

June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Response to Civil Grand Jury Report on Web Transparency of Agency Compensation Practices

Dear Board Members:

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: Authorize the Board President to forward the attached response to Marin County Civil Grand Jury report, "Follow-Up Report on Web Transparency of Agency Compensation Practices."

BACKGROUND: On April 28, 2020, the Marin County Civil Grand Jury released a report entitled "Follow-Up Report on Web Transparency of Agency Compensation Practices." The Grand Jury requested that Marin Transit perform a self-audit to verify that the District's compensation practices are posted in an easily accessible location on the Marin Transit website. As part of the self-audit, the Grand Jury requested that Marin Transit respond to six findings and six recommendations.

Marin Transit staff has prepared the attached response to the Grand Jury's findings and recommendations.

The Civil Grand Jury report states that the response of the governing body must be conducted in accordance with Penal Code section 933 (c) and subject to the notice, agenda, and open meeting requirements of the Brown Act.

FISCAL/STAFFING IMPACT: None associated with this item.

Respectfully submitted,

Keith Green
Capital Analyst

Attachment 1 – Marin Transit Response to Civil Grand Jury Report
Attachment 2 – Grand Jury Web Transparency Report



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board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

June 1, 2020

The Honorable Judge Andrew Sweet
Marin County Superior Court
P.O. Box 4988
San Rafael, CA 94913-4988

Ms. Lucy Dilworth, Foreperson
Marin County Grand Jury
3501 Civic Center Drive, Room #275
San Rafael, CA 94903

SUBJECT: Response to Marin County Civil Grand Jury Report, "Follow-Up report on Web Transparency of Agency Compensation Practices"

Dear Judge Sweet and Ms. Dilworth:

On June 1, 2020, the Marin County Transit District (Marin Transit) Board of Directors authorized the Board President to respond to the Marin County Civil Grand Jury Report, "Follow-Up report on Web Transparency of Agency Compensation Practices." Attached is Marin Transit's response.

Please contact Marin Transit's General Manager Nancy Whelan at nwhelan@marintransit.org or 415-226-0864 if you have any questions about this response.

Sincerely,

Dennis Rodoni
President

Attachment

**MARIN TRANSIT RESPONSE TO GRAND JURY REPORT FINDINGS AND
RECOMMENDATIONS**

REPORT TITLE: Follow Up Report on Web Transparency of Agency Compensation Practices

REPORT DATE: April 28, 2020

RESPONSE BY: Marin County Transit District (Marin Transit)

FINDINGS:

- We agree with the findings numbered: F1, F2, F3 F4, F5 & F6

RECOMMENDATIONS:

- We agree with the recommendations numbered R1, R2, R3, R4, R5, R6 & R7

Marin County Transit District

Response to Findings and Recommendations from Follow Up Report on Web Transparency of
Agency Compensation Practices

F1. Many Marin public agencies fail to include on their websites either a link to the *publicpay.ca.gov* site showing compensation for their elected officials, officers, and employees, or a table showing such data. The Grand Jury determined that these agencies fail to comply with the requirements of Government Code Section 53908.

F2. Any link to compensation data on an agency's website that takes more than five minutes or three clicks from the home page to locate, does not reasonably satisfy the intent of the Government Code that the information be easily located and "conspicuous" on the agency's website.

F3. Any link to *publicpay.ca.gov* on an agency's website that fails to go directly to the agency's current compensation data on that website does not satisfy the intent of the Government Code that information be easily located.

F4. Regarding compensation policies for elected officials, many public agencies do not provide the public with easy access to information regarding salary, meeting fees or stipends (including compensation for serving as liaison to other advisory committees, councils and forums), reimbursements, health and retirement benefits, and other benefits such as equipment.

F5. Regarding detailed disclosure of total compensation paid, most public agencies do not break out all components of compensation paid to their elected officials, including salary, meeting fees or stipends (including compensation for serving as liaison to other advisory committees, councils and forums), reimbursements, health and retirement benefits, and other benefits such as equipment.

F6. By comparison to other public agencies, Marin Municipal Water District annually publishes an exemplary report on its website of total compensation paid to its elected officials for salary, meeting fees or stipends (including compensation for serving as liaison to other advisory committees), councils and forums, reimbursements, health and retirement benefits, and other benefits such as equipment.

Marin Transit Response to Findings

- We agree with Findings F1, F2, F3, F4, F5 and F6

GRAND JURY RECOMMENDATIONS

The Grand Jury requested that Marin County Transit District respond to the following recommendations:

- R1. **"To comply with the intent of Government Code Section 53908, no later than 90 days after the date of this report, agencies should include on their websites a link to the *publicpay.ca.gov* site showing compensation of their elected officials, officers, and employees using the formatted URL examples that are shown in Appendix A."**

Response: Marin Transit added a link to the *publicpay.ca.gov* website for its staff and officers as a result of the grand jury website transparency investigation in 2016. The link can be found at: <https://marintransit.org/staff-directory>. The link to the *publicpay.ca.gov* website itself can be found at:

<https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=3399>

Additionally, a link was added in May 2020 to the Marin Transit Board of Directors page. The link can be found at: <https://marintransit.org/board>. The link to the *publicpay.ca.gov* website itself can be found at:

<https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=3399&year=2018&rpt=5>

- R2. **“No later than 90 days after the date of this report, agencies should modify the location of their existing *publicpay.ca.gov* links to satisfy the requirement of Government Code Section 53908 that their link be “conspicuous.” Conspicuous locations for agencies are suggested in Table 2.”**

Response: MCTD staff conducted a self-audit to verify conspicuousness of its *publicpay.ca.gov* links in May 2020. It was determined the link to staff and officer compensation is easily located on the Staff Directory page. The link to board compensation, added in May 2020, is easily located near the top of the Board of Directors page.

- R3. **“No later than 90 days after the date of this report, agencies should modify their existing *publicpay.ca.gov* links so that they provide a direct link to their current compensation data on the state site. To eliminate the need for annual updates, the URL used for the link should exclude any parameter specifying a year. Formatted URL examples are shown on Appendix A.”**

Response: The link modifications recommended in R3 were implemented by Marin Transit staff in May 2020.

- R4. **“No later than 90 days after the date of this report, in addition to any other compensation links, agencies should include a link on their board or council web pages that leads directly to their “Elected Officials” page on the *publicpay.ca.gov* site, conforming to the format suggested on Appendix A.”**

Response: The addition of a link to Board compensation was added in May 2020. Added links can be found in the response to Recommendation R1 (above).

- R5. **“No later than 120 days after the date of this report, agencies should include on their board or council web pages a comprehensive description of their policies regarding all compensation paid to elected officials specifying, at a minimum, salary, meeting fees or stipends (including compensation for serving as liaison to other advisory committees, councils and forums), reimbursements, health and retirement benefits, and other benefits such as equipment.”**

Response: As a result of the 2016 Grand Jury Web Transparency investigation, a statement was added to the Board of Directors page <https://marintransit.org/board> describing compensation paid to board members. Marin County Transit District Board of Directors do not receive compensation for service on the Board.

- R6. **“No later than 120 days after the date of this report, agencies should adopt a practice to compile and publish each year an annual report detailing the compensation actually paid to their elected officials for the previous calendar year. Compensation disclosures should include, at a minimum, salary, meeting fees or stipends (including compensation for serving as liaison to other advisory committees, councils and forums), reimbursements, health and retirement benefits, and other benefits such as equipment. A link to this report should be posted on the agency’s board or council web page.”**

Response: Marin County Transit District Board of Directors do not receive compensation for service on the Board and a statement to that effect is posted on <https://marintransit.org/board>.

- R7. **“No later than 90 days after the date of this report, agencies not audited in this report should review their websites for compliance with the legal requirements and higher public transparency standards recommended in Recommendations R1–R6 of this report and ensure that their websites include links to the *publicpay.ca.gov* site as shown in Appendix A.”**

Response: Marin County Transit District staff conducted a self-audit of its website to determine compliance with recommendations R1-R6 in May 2020. The results of this audit are described in responses R1-R6 above.

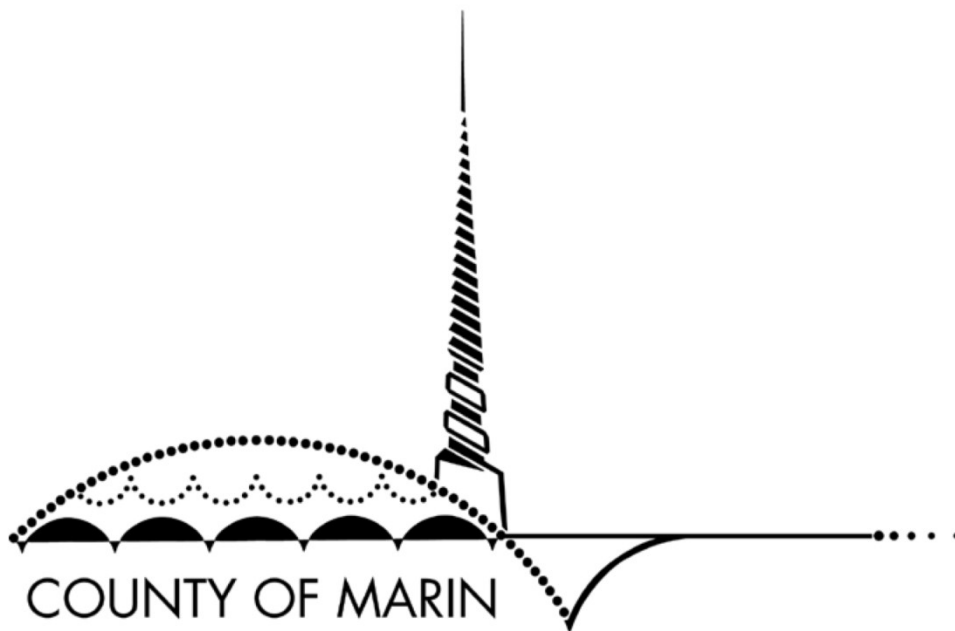
Marin Transit Summary Response to Recommendations:

- Recommendations R1, R2, R3, R4, R5, R6 and R7 have been implemented.

2019–2020 MARIN COUNTY CIVIL GRAND JURY

Follow-Up Report on Web Transparency of Agency Compensation Practices

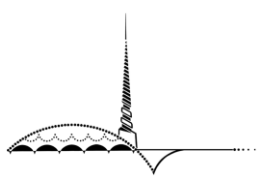
April 28, 2020



A Note about the Coronavirus Pandemic

The 2019–2020 Marin County Civil Grand Jury is issuing its reports during the unprecedented conditions of the COVID-19 pandemic. We are well aware that Marin County is in crisis and that critical public health concerns, operational difficulties, and financial challenges throughout the county have a greater claim to government attention right now than the important issues raised by this Grand Jury.

We are confident that, in due course, Marin will come through this crisis as strong as ever.



Follow-Up Report on Web Transparency of Agency Compensation Practices

Summary

Many Marin public agencies fail to make the compensation for their elected officials and employees fully transparent on their public websites, despite state legal requirements and past Grand Jury recommendations that they do so. The 2019–2020 Grand Jury examined the current status of 34 Marin public agency websites to determine if they are meeting transparency standards with respect to compensation disclosures.

California law requires most public agencies to report the annual compensation of their “elected officials, officers, and employees” to the state controller’s office, which posts this information on its Government Compensation in California website at *publicpay.ca.gov* (Public Pay).¹ Each local agency with a website also is legally required to post “in a conspicuous location . . . information on the annual compensation of its elected officials, officers and employees.”²

All of Marin’s cities, towns, and major agencies have websites, so each of them is required to post annual compensation data, and the public should be able to easily find this information.

Over and above these basic legal requirements, the public has an interest in understanding compensation policies with regard to elected officials, including information about wages, health and retirement benefits, and reimbursement policies. There is a wide variance in compensation policies and the total amounts and benefits paid to elected officials. The public should be able to access this information easily and quickly rather than having to dig through meeting minutes or policy manuals that may or may not be easy to find on a website.

The 34 agency websites audited included those of the County of Marin, Marin’s 11 cities and towns, 10 sanitary districts, 9 fire districts, and 3 water districts. The Grand Jury wanted to know if the legal disclosure requirements were met and if detailed information about compensation and benefits for elected officials was readily available.

This investigation revealed that a great majority of audited agency websites failed to comply fully with legal compensation disclosure requirements. Compensation information was often difficult to find and outdated. Information on actual compensation paid to elected officials was also missing, difficult to find, or insufficient. In many cases, it was difficult to find information about compensation policies for elected officials. In contrast, the Marin Municipal Water

¹ California Government Code § 53892, accessed March 30, 2020, https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV§ionNum=53892.

² California Government Code § 53908, accessed March 30, 2020, http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=GOV§ionNum=53908.

District³ (MMWD) and the North Marin Water District⁴ each annually post a detailed report on the compensation of their elected officials.

This Grand Jury report makes specific recommendations for every agency to follow to ensure compliance with legal requirements and to go beyond compliance to achieve higher standards of public transparency.

Background

The transparency of public agencies and their compensation policies has been an ongoing topic of state and local concern. In recent years, the state legislature amended the California Government Code to require the posting of annual compensation data on agency websites.⁵ Local agencies are now required to report their compensation data to the state controller's office, which posts the data on the Public Pay site.⁶

Since 2014, the Marin County Civil Grand Jury has published four reports on web transparency:

- A 2013–2014 Grand Jury report, *What Are Special Districts and Why Do They Matter?*, recommended that the county post a complete list of all of Marin's special districts on its website to enable residents to understand the extent of local government.⁷ The county did not fulfill this recommended action.
- In March 2016, the 2015–2016 Grand Jury followed up with its *Web Transparency Report Card*, reiterating, among other things, that the master list of special districts should be completed.⁸ It also recommended that all agencies should update their websites “to include the annual compensation of . . . elected officials, officers and employees.”⁹ These recommended actions were not completed.
- The 2016–2017 Grand Jury issued its *Web Transparency Report Card Update*, which noted a marked improvement in the quality of agency websites. This report card also noted additional room for improvement for many agencies.¹⁰

³ Marin Municipal Water District, *Annual Report on Board Compensation*, August 7, 2018, <http://marinwater.org/DocumentCenter/View/3602/Board-Compensation-Annual-Report?bidId=>.

⁴ North Marin Water District, 2018 Compensation Report, accessed March 30, 2020, <https://www.nmwd.com/pdfs/NMWDCompensationReportCY2018.pdf>.

⁵ California Government Code § 53908

⁶ Government Compensation in California, accessed March 30, 2020, <https://publicpay.ca.gov>.

⁷ Marin County Civil Grand Jury, *What Are Special Districts and Why Do They Matter?*, May 20, 2014, https://www.marincounty.org/-/media/files/departments/gj/reports-responses/2013/spd_master_list_report.pdf.

⁸ Marin County Civil Grand Jury, *2015–2016 Web Transparency Report Card: Bringing Marin County's Local Governments to Light*, March 10, 2016, https://www.marincounty.org/-/media/files/departments/gj/reports-responses/2015/responses/webtransparencyreportcard/2015_16-web-transparency-report-card.pdf.

⁹ Marin County Civil Grand Jury, *2015–2016 Web Transparency Report Card: Bringing Marin County's Local Governments to Light*, p. 10.

¹⁰ Marin County Civil Grand Jury, *2016–2017 Web Transparency Report Card Update*, June 8, 2017, <https://www.marincounty.org/-/media/files/departments/gj/reports-responses/2017/web-transparency-update.pdf>.

- In a report entitled *Special Districts Transparency Update*, the 2018–2019 Grand Jury noted that the special districts list recommended by the 2013–2014 Grand Jury still had not been created.¹¹ The report reiterated this recommendation and suggested that the special district list include “complete compensation components and amounts (including salary, insurance, stipends, in kind goods, conference fees and other benefits, and reimbursements).”¹²

The Grand Jury has focused on these issues for more than six years, without satisfactory resolution. Perhaps with this follow-up report, agencies will come to understand the vital importance of public transparency and will be more forthcoming with this information and finally improve their websites. Public transparency regarding compensation of elected officials is essential because the public needs accurate information about its government agencies.

Transparency helps to maintain trust in the government and gives information to the public that helps guide decisions on matters of self-governance. It makes responsive democracy work.

Approach

The Grand Jury reviewed the work of prior juries as published in the four previous reports and audited the websites of 34 of Marin’s public agencies, including the County of Marin, Marin’s 11 cities and towns, 10 sanitary districts, 9 fire districts, and 3 water districts (this report uses the term “agency” to refer to these diverse jurisdictions). Jurors reviewed these websites to determine if they met the legal requirements by providing easy access to accurate, current compensation data for public employees. Jurors also checked the board or council pages of these websites to determine if they included detail about annual compensation for elected officials.

The audit was conducted by having at least one juror review each agency’s website and compile a list of any deficiencies. This work was then reviewed by at least two other jurors. Those three jurors then reached a consensus for each agency. These agency website reviews were valid as of February 20, 2020.

Discussion

The Public Should Know the Compensation of Its Elected Officials

The taxpaying public has a right to know the compensation of its elected officials. Compensation may include the following:

- Monthly wages or a fixed stipend per meeting attended
- Additional compensation for sitting on affiliated boards, subcommittees, or commissions, or for attending extra meetings on behalf of their agency

¹¹ Marin County Civil Grand Jury, *Special Districts Transparency Update*, June 13, 2019, <https://www.marincounty.org/-/media/files/departments/gj/reports-responses/2018-19/special-districts-transparency-update.pdf>.

¹² Marin County Civil Grand Jury, *Special Districts Transparency Update*, p. 5.

- Healthcare benefits
- Retirement benefits
- Reimbursement for travel, attending conferences, or industry events
- Reimbursement for cell phones, computers, or tablets (or free use of such equipment)

The public should be informed that there is a wide variance in compensation policies. Some agencies have adopted a policy not to compensate their elected officials. In addition, total compensation and benefits paid to elected officials for similar agencies varies. The high and low ranges for compensation at various types of agencies are summarized in Table 1. In some cases, elected officials waive their right to some or all compensation.

County Supervisors

Unlike elected officials in most cities, towns, and other agencies, Marin County supervisors are full-time employees and receive full-time salaries and benefits. Total 2018 annual compensation for members of the Marin County Board of Supervisors ranged from \$173,000 to \$186,000, plus benefits.

Table 1. Ranges of Elected Officials Annual Compensation in 2018

Agency Type	Low*	High
Cities/Towns	\$0	\$17,000
Fire Districts	0	2,800
Sanitation Districts	0	19,000
Water Districts	1,600	39,000

* Low does not reflect those who waive compensation in agencies that pay their elected officials.

City and Town Council Members

For town and city councilmembers, total annual compensation for 2018 ranged from zero in Belvedere, Ross, and Tiburon to about \$17,000 in San Rafael. Annual compensation was typically in the \$3,000 to \$5,000 range, and councilmembers in some municipalities, including San Rafael, elected to waive compensation.

Fire District Board Members

Total 2018 compensation for individual board members in Marin's nine audited fire districts ranged from zero to \$2,800. Board members in the Bolinas, Sleepy Hollow, Southern Marin, and Stinson Beach Fire Protection Districts do not receive compensation. In the Novato Fire Protection District, 2018 compensation for one board member was about \$2,800. The Central Marin Fire Authority was formed in 2018 and, as of February 1, 2020, had not yet filed its first compensation data with the state controller, but the agency is included in this report so that it will fulfill the requirement that it post its compensation data.

Sanitation District Board Members

In Marin's 10 sanitation districts, 2018 total annual board member compensation ranged from zero in the Tiburon and Central Marin Sanitation Districts to as high as \$19,000 in the Las Gallinas Valley Sanitary District. Typically, annual board member compensation in Marin's sanitation districts ranges from \$1,000 to \$4,000.

Water District Board Members

The 2018 annual board member compensation in Marin’s three water districts ranged from \$1,600 in the Stinson Beach Water District to \$9,000 in the North Marin Water District to \$39,000 in the Marin Municipal Water District.

Legal Requirements Regarding Compensation Disclosures

There are two sections in the California Government Code requiring compensation disclosures. Section 53892 requires that most public agencies (school districts are excluded) report annually to the state controller the total compensation of all “elected officials, officers and employees.”¹³ The state controller publishes this information for all agencies on the Public Pay website.

Section 53908 requires that if an agency has a website “it shall post, in a conspicuous location on its Internet Web site, information on the annual compensation of its elected officials, officers, and employees that is submitted to the controller.” An agency could comply with this provision by posting a complete table on its website that includes all of the data actually filed with the state controller, and by updating that table each year. Section 53908 also allows an agency to comply with the transparency requirement by posting, “in a conspicuous location on its Internet Web site, a link to” the Public Pay site.¹⁴

The Grand Jury also notes that Section 53908 mentions *twice* that the Public Pay link must be “conspicuous,” a term that is not defined in the code. For purposes of its investigation, the Grand Jury decided that a link could be deemed conspicuous if it satisfies *both* of the following criteria:

- The link is located on a page that is within three clicks of the website’s home page (where a hover causing a menu to be revealed is equivalent to a click).
- The link can be found within five minutes of starting a search, whether by browsing menus or using a search box on the website.

This is a commonsense approach that, if anything, is generous to agencies, since internet users are unlikely to invest as much as five minutes in such a search.

The Grand Jury also determined that a Public Pay link that does not go directly to the agency’s page on the Public Pay site for the most recently available year should not be considered compliant with the intent of the transparency requirements set forth in the law.

During its investigation, the Grand Jury discovered that some agencies were not reporting board member compensation to the state controller’s office because they had been advised by the state controller’s office that this was not required unless a W-2 form for the compensation was issued. Some elected officials are paid fees for which W-2 forms are not issued. State officials have now confirmed that the elected officials’ compensation must be reported regardless of how they are paid.

¹³ California Government Code § 53892.

¹⁴ California Government Code § 53908.

Public Transparency of Compensation for Elected Officials

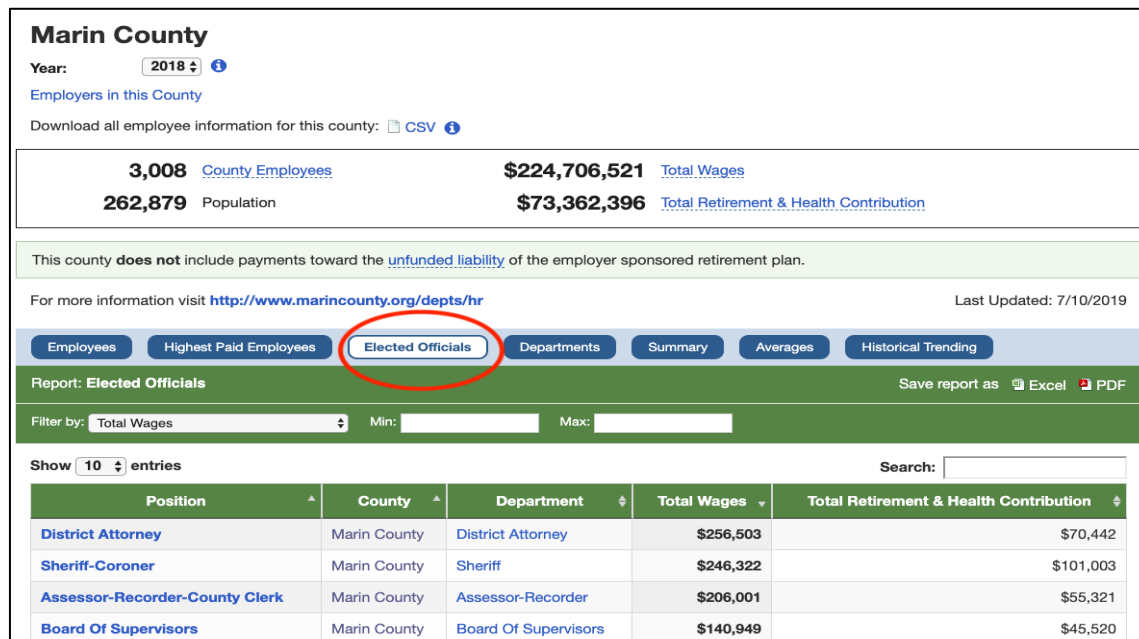
Beyond the basic legal requirements in California state law, public transparency goals would be better served by stronger disclosure of compensation policies and detailed compensation paid to elected officials. While total compensation paid to elected officials can be found by clicking an “Elected Officials” button on the agency’s page on the Public Pay site, as shown in Figure 1, most users would not necessarily see this link and might need to scroll through multiple pages of employees before finding the elected officials.

To make locating the information easier, a link can be included directly from the agency’s website to the elected officials data on the Public Pay site. This can be done by simply adding *&rpt=5* to the end of a regular Public Pay URL link.

The data on the Public Pay site for elected officials is limited to total wages and total retirement and health contributions. The site does not break out elements such as per-meeting stipends, reimbursements or payments for serving as an agency liaison to other advisory committees, councils, and forums. For better transparency on their websites, local agencies should disclose all elements of compensation for their elected officials and establish this higher standard as best practice for all of Marin County.

Both MMWD and the North Marin Water District have excellent practices with regard to transparency on compensation of their elected officials. The MMWD website’s board page provides a quick link to an annual compensation report detailing board compensation policies

Figure 1. Public Pay Elected Officials Page Example



Source: Government Compensation in California, accessed March 30, 2020, <https://publicpay.ca.gov/Reports/Counties/County.aspx?entityid=21&year=2018&rpt=5>

and annual amounts paid to each member for regular board meetings, board committees, other special board meetings, and liaison assignments to advisory committees, councils, and forums. It also details total annual payments for conferences, training, and memberships, as well as medical and dental benefits and other benefits, including iPad data plans. North Marin Water District discloses several annual board compensation elements by a direct link to the financial report it files with the state controller's office, but it is not as detailed as the MMWD report.

Results of the Website Audit

The Grand Jury audit found that many website compensation links were missing or broken. In other cases, links were not easy to find. Policies and compensation for elected officials were not always posted. Thirty of the 34 audited agency websites failed to comply fully with legal disclosure requirements.

Missing or Inconspicuous Links

Fifteen of 34 of the audited agency websites failed to post a compensation report or a "conspicuous" link to their data on the Public Pay site. These agencies are shown in Table 2. The worst example of this was the County of Marin's website, where four jurors were each unable to locate a compensation link after searching for at least 15 minutes.

In the investigation, the Grand Jury observed that several agencies post a link to the Transparent California website rather than to the Public Pay website.¹⁵ Transparent California is not included in Government Code Section 53908, so this does not comply with the legal requirements.

The Grand Jury recommends that all the noncompliant agencies identified in Table 2 remedy these deficiencies by placing a Public Pay link on the web page listed in the table. Generally, the audit revealed that the best location for a Public Pay link is either the finance or human resources section of the agency's website.

Link Does Not Go Directly to the Agency's Most Recent Data

Many agencies include a Public Pay link on their website that is deficient because it connects the user to an outdated page or to the state's Public Pay home page rather than directly to the local agency data on the Public Pay site. The Grand Jury believes this is largely due to a technical oversight.

Appendix A contains the recommended Public Pay link for each audited agency, as well as links for 22 additional agencies that were not audited. A key feature of these links is that they include the ID number of the agency, but exclude any parameter specifying a year (an example of this parameter is *&year=2016*). By *excluding* the specific year parameter, the link will automatically lead a user to the most recent available data for that agency, and it will not become outdated over time. This will save the agency the work of updating the link on an annual basis while reducing the chance of errors in future postings.

¹⁵ Transparent California, accessed March 30, 2020, <https://transparentcalifornia.com>.

Table 2. Agency Websites with Missing or Inconspicuous Links to Compensation Data

Agency	Recommended Conspicuous Location for Link
City of Mill Valley	http://www.cityofmillvalley.org/gov/departments/finance/default.htm
City of Sausalito	https://www.sausalito.gov/departments/administration/finance/financial-documents
Town of Tiburon	http://townoftiburon.org/154/Administration-Finance
County of Marin	https://www.marincounty.org/depts/df
Bolinas Fire Protection District*	https://www.bolinasfire.org/board-members
Central Marin Fire Authority**	https://centralmarinfire.org/admin/finance
Kentfield Fire Protection District	https://www.kentfieldfire.org/administration/finance-a-budget
Sleepy Hollow Fire Protection District	https://shfpd.org/about-us/finances
Southern Marin Fire Protection District	https://www.southernmarinfire.org/admin
Stinson Beach Fire Protection District*	https://www.stinsonbeachfireprotectiondistrict.org/financials-budgets
Almonte Sanitary District	https://www.almontesd.org/governance.php
Central Marin Sanitation Agency	https://www.cmsa.us/finance/
Las Gallinas Valley Sanitation District	http://www.lgvsd.org/about-us/board-of-directors/
Ross Valley Sanitary District (Sanitary District No. 1)	https://www.rvsvd.org/31/Open-Government
Stinson Beach Water District	http://stinson-beach-cwd.dst.ca.us/index.html

* Existing link goes to Transparent California rather than Public Pay

** Formed in 2018 and not required to report for that year

Agency Websites Should Have a Link Directly to Elected Officials Data

Although it is simple to link directly to a page on the Public Pay website showing actual compensation paid to elected officials, none of the audited agencies currently do so. All Marin public agency websites should have a direct link from their board or council page to their “Elected Officials” page on the Public Pay site. All Marin agencies should adopt this higher standard of transparency.

A link to the “Elected Officials” page on the Public Pay site can be added simply by adding a new parameter to the end of the normal Public Pay link as is shown for all agencies in Appendix A. For instance, the City of San Rafael could include such a link by adding *&rpt=5* to

the end of its Public Pay link, resulting in the following:

<https://publicpay.ca.gov/Reports/Cities/City.aspx?entityid=256&rpt=5>.

Agencies Should Post Compensation Policies and Annual Compensation Details

The Grand Jury audit revealed that compensation policies for many agencies either were not posted or were scattered in a wide variety of hard-to-find locations. Eighteen of the 34 agencies did not post such information on the board or council pages of their websites. As described previously, public transparency is promoted by posting detailed information about the compensation policies for elected officials. All agencies should post this information on their board or council web pages. As an example, MMWD posts detailed information about the annual compensation of its elected officials. All Marin agencies should adopt this higher standard of transparency.

Conclusion

To make informed decisions on matters of self-governance, the public needs to understand the workings of their public agencies, including the compensation of elected officials. Public transparency helps to maintain trust in the government. It makes responsive democracy work.

By following the recommendations in this report, Marin's public agency websites can come into compliance with state legal requirements. Following these recommendations will reduce the chance of errors and minimize the time needed to keep websites current. These changes also will improve public access to important information while increasing the transparency that is essential to good government in a democratic society.

Findings

- F1. Many Marin public agencies fail to include on their websites either a link to the *publicpay.ca.gov* site showing compensation for their elected officials, officers, and employees, or a table showing such data. The Grand Jury determined that these agencies fail to comply with the requirements of Government Code Section 53908.
- F2. Any link to compensation data on an agency's website that takes more than five minutes or three clicks from the home page to locate, does not reasonably satisfy the intent of the Government Code that the information be easily located and "conspicuous" on the agency's website.
- F3. Any link to *publicpay.ca.gov* on an agency's website that fails to go directly to the agency's current compensation data on that website does not satisfy the intent of the Government Code that information be easily located.
- F4. Regarding compensation policies for elected officials, many public agencies do not provide the public with easy access to information regarding salary, meeting fees or stipends (including compensation for serving as liaison to other advisory committees, councils and forums), reimbursements, health and retirement benefits, and other benefits such as equipment.

- F5. Regarding detailed disclosure of total compensation paid, most public agencies do not break out all components of compensation paid to their elected officials, including salary, meeting fees or stipends (including compensation for serving as liaison to other advisory committees, councils and forums), reimbursements, health and retirement benefits, and other benefits such as equipment.
- F6. By comparison to other public agencies, Marin Municipal Water District annually publishes an exemplary report on its website of total compensation paid to its elected officials for salary, meeting fees or stipends (including compensation for serving as liaison to other advisory committees), councils and forums, reimbursements, health and retirement benefits, and other benefits such as equipment.

Recommendations

- R1. To comply with the intent of Government Code Section 53908, no later than 90 days after the date of this report, agencies should include on their websites a link to the *publicpay.ca.gov* site showing compensation of their elected officials, officers, and employees using the formatted URL examples that are shown in Appendix A.
- R2. No later than 90 days after the date of this report, agencies should modify the location of their existing *publicpay.ca.gov* links to satisfy the requirement of Government Code Section 53908 that their link be “conspicuous.” Conspicuous locations for agencies are suggested in Table 2.
- R3. No later than 90 days after the date of this report, agencies should modify their existing *publicpay.ca.gov* links so that they provide a direct link to their current compensation data on the state site. To eliminate the need for annual updates, the URL used for the link should exclude any parameter specifying a year. Formatted URL examples are shown on Appendix A.
- R4. No later than 90 days after the date of this report, in addition to any other compensation links, agencies should include a link on their board or council web pages that leads directly to their “Elected Officials” page on the *publicpay.ca.gov* site, conforming to the format suggested on Appendix A.
- R5. No later than 120 days after the date of this report, agencies should include on their board or council web pages a comprehensive description of their policies regarding all compensation paid to elected officials specifying, at a minimum, salary, meeting fees or stipends (including compensation for serving as liaison to other advisory committees, councils and forums), reimbursements, health and retirement benefits, and other benefits such as equipment.
- R6. No later than 120 days after the date of this report, agencies should adopt a practice to compile and publish each year an annual report detailing the compensation actually paid to their elected officials for the previous calendar year. Compensation disclosures should include, at a minimum, salary, meeting fees or stipends (including compensation for serving as liaison to other advisory committees, councils and forums), reimbursements, health and retirement benefits, and other benefits such as equipment. A link to this report should be posted on the agency’s board or council web page.

R7. No later than 90 days after the date of this report, agencies not audited in this report should review their websites for compliance with the legal requirements and higher public transparency standards recommended in Recommendations R1–R6 of this report and ensure that their websites include links to the *publicpay.ca.gov* site as shown in Appendix A.

Request for Responses

According to the California Penal Code, agencies required to respond to Grand Jury reports generally have no more than 90 days to issue a response. It is not within the Grand Jury's power to waive or extend these deadlines, and to the Grand Jury's knowledge, the Judicial Council of California has not done so. But we recognize that the deadlines may be burdensome given current conditions caused by the COVID-19 pandemic.

Whether the deadlines are extended or not, it is our expectation that Marin's public agencies will eventually be able to return to normal operations and will respond to this report. In the meantime, however, public health and safety issues are of paramount importance and other matters might need to wait.

Pursuant to Penal Code Section 933.05, the Grand Jury requests responses from the following governing bodies:

Respondent	F1	F2	F3	F4	F5	R1	R2	R3	R4	R5	R6	R7
Audited Agencies												
County of Marin		X	X	X	X		X	X	X	X	X	
City of Belvedere			X		X			X	X		X	
City of Larkspur			X	X	X			X	X	X	X	
City of Mill Valley	X	X	X		X	X	X	X	X		X	
City of Novato			X		X			X	X		X	
City of San Rafael			X		X			X	X		X	
City of Sausalito		X			X		X		X		X	
Town of Corte Madera			X	X	X			X	X	X	X	
Town of Fairfax			X		X			X	X		X	
Town of Ross			X		X			X	X		X	
Town of San Anselmo			X		X			X	X		X	

Respondent	F1	F2	F3	F4	F5	R1	R2	R3	R4	R5	R6	R7
Town of Tiburon		X	X		X		X	X	X		X	
Bolinas Fire Protection District	X	X	X	X		X		X	X	X		
Central Marin Fire Authority	X	X				X						
Kentfield Fire Protection District		X	X		X		X	X	X		X	
Novato Fire Protection District			X	X	X			X	X	X	X	
Ross Valley Fire Department				X	X				X	X	X	
Sleepy Hollow Fire Protection District	X	X	X	X	X	X	X	X	X	X	X	
Southern Marin Fire Protection District		X			X		X		X		X	
Stinson Beach Fire Protection District	X	X	X			X		X	X			
Tiburon Fire Protection District			X	X	X			X	X	X	X	
Almonte Sanitary District	X	X	X	X	X	X	X	X	X	X	X	
Alto Sanitary District			X		X			X	X		X	
Central Marin Sanitation Agency		X	X		X		X	X	X		X	
Homestead Valley Sanitary District			X	X	X			X	X	X	X	
Las Gallinas Valley Sanitary District		X	X		X		X	X	X		X	
Novato Sanitary District			X	X	X			X	X	X	X	
Richardson Bay Sanitary District			X	X	X			X	X	X	X	
Ross Valley Sanitary District (Sanitary District No. 1)	X	X	X	X	X	X	X	X	X	X	X	
Sanitary District No. 5 – Tiburon-Belvedere				X	X				X	X	X	

Respondent	F1	F2	F3	F4	F5	R1	R2	R3	R4	R5	R6	R7
Sausalito-Marín City Sanitary District			X		X			X	X		X	
Marin Municipal Water District					X				X		X	
North Marin Water District					X				X		X	
Stinson Beach County Water District	X	X			X	X			X		X	
Agencies Not Audited												
Bel Marin Keys Community Services District												X
Belvedere-Tiburon Joint Recreation Committee District												X
Belvedere-Tiburon Library Agency												X
Bolinas Community Public Utility District												X
Central Marin Police Authority												X
Firehouse Community Park Agency												X
Inverness Public Utility District												X
Marin City Community Services District												X
Marin Clean Energy (MCE)												X
Marin County Resource Conservation District												X
Marin County Transit District												X
Marin General Services Authority (MGSA)												X
Marin Healthcare District												X

Respondent	F1	F2	F3	F4	F5	R1	R2	R3	R4	R5	R6	R7
Marin/Sonoma Mosquito and Vector Control District												X
Marinwood Community Services District												X
Muir Beach Community Services District												X
Sonoma-Marin Area Rail Transit District												X
Tamalpais Community Services District												X
Tomales Village Community Services District												X
Transportation Authority of Marin												X

The governing bodies indicated above should be aware that the comment or response of the governing body must be conducted in accordance with Penal Code Section 933 (c) and subject to the notice, agenda, and open meeting requirements of the Brown Act.

Note: At the time this report was prepared, information was available at the websites listed.

Reports issued by the Civil Grand Jury do not identify individuals interviewed. Penal Code Section 929 requires that reports of the Grand Jury *not* contain the name of any person or facts leading to the identity of any person who provides information to the Civil Grand Jury. The California State Legislature has stated that it intends the provisions of Penal Code Section 929 prohibiting disclosure of witness identities to encourage full candor in testimony in Grand Jury investigations by protecting the privacy and confidentiality of those who participate in any Civil Grand Jury investigation.

Appendix A – Direct Public Pay Internet Links

Properly Formatted PublicPay.ca.gov Link

Note: Agencies listed here can create a link to their “Elected Officials” page by adding *&rpt=5* at the end of their Public Pay URL below.

Agency	Agency Public Pay URL
Audited Agencies	
City of Belvedere	https://publicpay.ca.gov/Reports/cities/city.aspx?entityid=248
City of Larkspur	https://publicpay.ca.gov/Reports/cities/City.aspx?entityid=251
City of Mill Valley	https://publicpay.ca.gov/Reports/cities/city.aspx?entityid=252
City of Novato	https://publicpay.ca.gov/Reports/Cities/City.aspx?entityid=253
City of San Rafael	https://publicpay.ca.gov/Reports/Cities/City.aspx?entityid=256
City of Sausalito	https://publicpay.ca.gov/Reports/Cities/City.aspx?entityid=257
Town of Corte Madera	https://publicpay.ca.gov/Reports/Cities/City.aspx?entityid=249
Town of Fairfax	https://publicpay.ca.gov/Reports/Cities/City.aspx?entityid=250
Town of Ross	https://publicpay.ca.gov/Reports/Cities/City.aspx?entityid=254
Town of San Anselmo	https://publicpay.ca.gov/Reports/Cities/City.aspx?entityid=255
Town of Tiburon	https://publicpay.ca.gov/Reports/Cities/City.aspx?entityid=258
County of Marin	https://publicpay.ca.gov/Reports/Counties/County.aspx?entityid=21
Marinwood Community Services District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=947

Properly Formatted PublicPay.ca.gov Link

Note: Agencies listed here can create a link to their “Elected Officials” page by adding `&rpt=5` at the end of their Public Pay URL below.

Agency	Agency Public Pay URL
Bolinas Fire Protection District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1237
Central Marin Fire Authority	Link not available at Public Pay as of February 20, 2020
Novato Fire Protection District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1239
Ross Valley Fire Department	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2827
Sleepy Hollow Fire Protection District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1240
Southern Marin Fire Protection District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1241
Stinson Beach Fire Protection District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1242
Tiburon Fire Protection District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1243
Almonte Sanitary District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1986
Alto Sanitary District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1987
Central Marin Sanitation Agency	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2814
Las Gallinas Valley Sanitary District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1989
Novato Sanitary District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1990
Ross Valley Sanitary District (Sanitary District No. 1)	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1992
Marin Municipal Water District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2529
North Marin Water District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2404

Properly Formatted PublicPay.ca.gov Link

Note: Agencies listed here can create a link to their “Elected Officials” page by adding `&rpt=5` at the end of their Public Pay URL below.

Agency	Agency Public Pay URL
Stinson Beach County Water District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2405
Agencies Not Audited	
Bel Marin Keys Community Services District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=945
Belvedere-Tiburon Joint Recreation Committee District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2813
Belvedere-Tiburon Library Agency	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1623
Bolinas Community Public Utility District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2198
Central Marin Police Authority	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2831
Firehouse Community Park Agency	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2818
Inverness Public Utility District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2199
Marin City Community Services District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=946
Marin Clean Energy (MCE)	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2821
Marin County Resource Conservation District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2108
Marin County Transit District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=3399
Marin General Services Authority (MGSA)	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=2822
Marin Healthcare District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1552
Marin/Sonoma Mosquito and Vector Control District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1685

Properly Formatted PublicPay.ca.gov Link

Note: Agencies listed here can create a link to their “Elected Officials” page by adding *&rpt=5* at the end of their Public Pay URL below.

Agency	Agency Public Pay URL
Marinwood Community Services District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=947
Muir Beach Community Services District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=948
Sonoma-Marín Area Rail Transit District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=3400
Strawberry Recreation District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=1905
Tamalpais Community Services District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=949
Tomaes Village Community Services District	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=950
Transportation Authority of Marin	https://publicpay.ca.gov/Reports/SpecialDistricts/SpecialDistrict.aspx?entityid=3480



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June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Metropolitan Transportation Commission Resolution for Transportation Development Act and State Transit Assistance Funds FY 2020/21

Dear Board Members:

RECOMMENDATION: Authorize the Marin Transit Board President to sign Resolution 2020-02 authorizing the filing of an application with the Metropolitan Transportation Commission for Transportation Development Act/State Transit Assistance Funds for Fiscal Year 2020/21.

SUMMARY:

Marin Transit staff is preparing an application to the Metropolitan Transportation Commission (MTC) for Local Transportation funds (TDA) and State Transit Assistance funds (STA). This application requires that your Board approve the attached resolution.

TDA funding is generated from a statewide quarter-cent sales tax. Marin Transit and Golden Gate Bridge Highway and Transportation District (GGBHTD) share these funds in Marin County based on a formula determined in our local service agreement. The formula is defined as 50 percent based on the proportion of revenue hours each operates and 50 percent on the proportion of passengers.

The State apportions STA funding to transit operators in two ways:

1. **Revenue Based** - Based on the amount of local revenue that a transit operator generates; and
2. **Population Based** – Based on the county's population.

The State Controller directly apportions revenue-based STA to all eligible transit operators, including Marin Transit. MTC allocates the STA population-based funds to transit operators based on a regional policy. With the passage of new state legislation for transportation funding (SB1), MTC has revised the regional policy. The three eligible transit operators in Marin County—Marin Transit, Golden Gate Bridge Highway and Transportation District, and SMART—signed an agreement in FY 2017/18 to

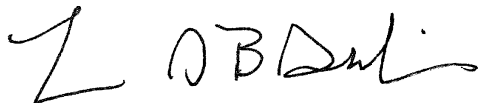
split population funds based on ridership and service provided to address MTC's new STA Population-Based Policy (MTC Resolution 4321). To account for the projected impacts of the COVID-19 crisis on transit revenues, MTC is limiting TDA and STA claims to 60-75% of the March fund estimate.

FISCAL/STAFFING IMPACT: MTC approval of Marin Transit's funding application will provide approximately \$3.8 million in TDA revenue and \$1.8 million in STA funding to support the District's operations and vehicle purchases. The expected revenue is included in the FY2020/21 Marin Transit Budget and summarized in Table 1.

Table 1: Marin Transit's Anticipated FY2020 TDA and STA Claims

Revenue	Marin Transit FY2021 Anticipated Claim	Notes
Transportation Development Act (TDA)	\$3,817,097	Marin County allocation shared with GGBHTD based on proportions of revenue hours and passengers with GGBHTD. 35% less than prior year.
State Transit Assistance (STA- Revenue Based)	\$831,775	The total annual allocation for FY2021 is estimated to be \$1.2 M; excess funds will be carried over for future allocation
State Transit Assistance (State of Good Repair Revenue Based)	\$265,551	The State of Good Repair Program was established through SB 1 in April 2017 to support capital projects
State Transit Assistance (Population Based) – Marin County Block Grant	\$607,096	Marin County allocation from MTC is shared with GGBHTD and SMART based on proportions of revenue hours and passengers. 38% percent less than prior year.
State Transit Assistance (STA -Population Based) Paratransit	\$60,000	Marin County allocation from MTC is shared 50/50 with GGBHTD

Respectfully submitted,



Lauren Gradia

Director Finance and Capital Programs

Attachment: Resolution No. 2020-02 Authorizing the Filing of an Application with the Metropolitan Transportation Commission for Transportation Development Act 4.0/State Transit Assistance Funds for Fiscal Year 2020/21

RESOLUTION NO. 2020-02

**RESOLUTION OF THE MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS
AUTHORIZING THE FILING OF AN APPLICATION WITH THE METROPOLITAN
TRANSPORTATION COMMISSION FOR TRANSPORTATION DEVELOPMENT ACT 4.0/STATE
TRANSIT ASSISTANCE FUNDS FOR FISCAL YEAR 2020/21**

WHEREAS, the Transportation Development Act (TDA), Pub Util. Code 99200 et. seq. provides for the disbursement of funds from the Local Transportation Funds of the County of Marin for use by eligible claimants for the purpose of providing local public transit service; and

WHEREAS, pursuant to the provisions of the TDA, and pursuant to the applicable rules and regulations thereunder (21 Cal Adm. Code 660 et. seq.), a prospective claimant wishing to receive an allocation from the Local Transportation Funds shall file its claim with the Metropolitan Transportation Commission; and

WHEREAS, the State Transit Assistance (STA) fund is created pursuant to Public Utilities Code 99310 et seq., and

WHEREAS, the STA fund makes funds available pursuant to Public Utilities Code Section 99313 and 99314 for allocation to eligible applicants to support approved transit projects; and

WHEREAS, TDA and STA funds from the Local Transportation Fund of Marin County funds will be required by Marin County Transit District in Fiscal Year 2020/21 for providing public transportation; and

WHEREAS, the Marin County Transit District is an eligible claimant for TDA/STA funds pursuant to Public Utilities Code §99260;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Marin County Transit District, that the General Manager, or designee, is authorized to file an appropriate TDA/STA application together with all necessary supporting documents with the Metropolitan Transportation Commission for an allocation of TDA/STA funds in Fiscal Year 2020/21 on behalf of the Marin County Transit District.

APPROVED AND PASSED this 1st day of June 2020.

Dennis Rodoni, President

ATTEST:

Nancy Whelan, General Manager



711 grand ave, #110
san rafael, ca 94901

ph: 415.226.0855
fax: 415.226.0856
marintransit.org

June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Marin County Transit District Operating, Capital, Facility Maintenance Budget for FY 2020/21

board of directors

Dear Board Members:

dennis rodoni
president
supervisor district 4

RECOMMENDATION: Approve FY 2020/21 budget

SUMMARY: Marin Transit's budget for July 1, 2020 to June 30, 2021 reflects the priorities and financial projections in the FY2020-FY2029 Short Range Transit Plan (SRTP).

kate colin
vice president
city of san rafael

The FY 2020/21 expenditure budget for operations, facility maintenance, and capital projects is \$45.7 million. The expenditure budget allows for a fully funded Emergency Reserve (two months operating expenses), a Contingency Reserve of four months of operating expenses, and a Capital Reserve of \$15.6 million. The proposed budget includes significant reductions in all of Marin Transit's major revenue sources due to anticipated direct and indirect impacts of the COVID-19 pandemic. The budget allows for existing service levels and includes additional funding for new cleaning requirements. Marin Transit is not currently operating supplemental school, Muir Woods Shuttle and yellow bus service. It is unclear when these services will re-start how they will be modified.

judy arnold
2nd vice president
supervisor district 5

The FY2020/21 budget was finalized during a period of unprecedented disruption from the COVID-19 pandemic and the associated shelter in place order. COVID-19 has not only disrupted transit operations, with ridership and fare revenue down 80%, it has created extreme limitations on mobility and commerce that will impact Marin Transit's primary revenue streams. While it is clear impacts will be significant, changes are

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

too recent for there to be clear indications of the magnitude and extent of the impacts on sales and diesel fuel taxes.

Table 1: Budget Summary

	<i>FY 2018/19 Actual</i>	<i>FY 2019/20 Final Budget</i>	<i>FY 2019/20 Estimated Actual</i>	<i>FY 2020/21 Budget</i>
Revenue				
<i>Operations</i>	34,660,941	37,159,020	35,760,058	35,124,123
<i>Capital</i>	3,587,683	19,648,843	15,942,074	8,455,992
<i>Facility</i>	0	164,277	97,049	173,808
Total Revenue	\$38,248,624	\$56,972,140	\$51,799,181	\$43,753,923
Expenditures				
<i>Operations</i>	30,563,140	33,592,353	31,894,566	35,117,071
<i>Capital</i>	3,587,683	22,648,841	15,938,072	10,523,834
<i>Facility</i>	0	30,505	44,608	90,414
Total Expenditures	\$34,150,823	\$56,271,699	\$47,877,246	\$45,731,319
<i>Net Change in Fund Balance</i>	<i>\$4,097,801</i>	<i>\$700,441</i>	<i>\$3,921,935</i>	<i>-\$1,977,396</i>
<i>Emergency Reserve</i>	5,411,838	5,598,726	5,315,761	5,852,845
<i>Contingency Reserve</i>	10,823,676	11,197,451	10,631,522	11,705,690
<i>Capital Reserve</i>	10,998,636	11,138,415	15,208,801	15,574,945
<i>Fund Balance (total reserve)</i>	<i>\$27,234,150</i>	<i>\$27,934,591</i>	<i>\$31,156,085</i>	<i>\$29,178,689</i>
<i>Expenditure of Restricted Fund Balance</i>	0	0	0	0
<i>Expenditure of Capital Reserve</i>	0	3,000,000	0	2,067,842

As the District looks to FY2020/21, staff is reviewing financial projections, operations requirements, and transit demand on a regular basis. Marin Transit will maintain critical lifeline service in Marin County and the District will prepare to restore services that provide recreational trips, social trips, traffic relief and school transportation when it is appropriate. Staff will continue to bring quarterly financial reports to the Board with additional updates that provide information on service plans, revenue projections and, if needed, proposed budget amendments. The proposed schedule for budget updates is as follows:

August 2020	Review of Updated Revenue Projections
October/November 2020	FY2020 Annual Financial Report
December 2020	FY2021 First Quarter Financial Report and Update
March 2021	FY2021 Second Quarter Financial Report and Update
May 2021	FY2022 Draft Budget and Financial Update
June 2021	FY2022 Final Budget
June 2021	FY2021 Third Quarter Financial Report and Update

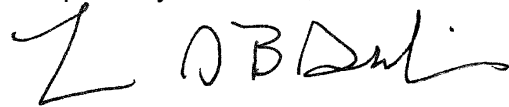
This the first full year of operation of the Rush Landing facility, the property purchased in Novato, CA in January 2020. The lease income on the property is anticipated to cover all operations expenses.

Marin Transit's annual capital budget of \$10.5 million includes vehicle replacement projects and facility projects. About half of the budget is for purchasing replacement vehicles and includes purchasing six XHF vehicles, nine shuttle vehicles, four-40ft electric buses, 16 paratransit vehicles, and electric car. 54% percent of the proposed FY 2020/21 capital budget is funded by state and federal grants. The Facility projects include purchasing a yellow bus parking facility and capital improvements to the Rush Landing property. Both projects include expenditure of capital reserve funding and \$1.1 million of Measure A reserve funds allocated by TAM to the yellow bus parking facility

The budget document attached to this report provides additional information and trends for the operations budget for Administration, Local Service, Yellow Bus Service, Rural Service, and Marin Access.

FISCAL IMPACT: Board action with authorize FY2020/21 operations, facility, and capital expenditure levels.

Respectfully submitted,



Lauren Gradia
Director of Finance and Capital Projects

Attachment:

Marin County Transit District Operating, Facility and Capital Budget for FY 2020/21



Photo by Mark Jones/MTC

MARIN TRANSIT BUDGET **FY 2020/21**

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Marin Transit Budget Overview

The Marin County Transit District (Marin Transit) is responsible for local transit service within Marin County, and provides over 3.2 million unlinked passenger trips per year and over 250,000 revenue hours of service. Marin Transit delivers services through contract operators. These include: Golden Gate Bridge Highway & Transportation District (GGBHTD), Marin Airpporter, MV Transportation, Marin Senior Coordinating Council (Whistlestop), and Michael's Transportation. Marin Transit's Short Range Transit Plan (SRTP) is the primary service and financial planning document for the District, and includes ten years of financial projections for operations and capital programs. The District's Board adopted the most recent SRTP on February 3, 2020.

The FY2020/21 budget was finalized during a period of unprecedented disruption from the COVID-19 pandemic and the associated shelter in place order. COVID-19 has not only disrupted transit operations, with ridership and fare revenue down 80%, it has created extreme limitations on mobility and commerce that will impact Marin Transit's primary revenue streams. While it is clear impacts will be significant, changes are too recent for there to be clear indications of the magnitude and extent of the impacts on sales and diesel fuel taxes. Staff will continue to bring quarterly financial reports to the Marin Transit Board and budget revisions may be needed as the financial and service landscape is better understood.

Budget Process and Timeline

The budget process begins in late February as a review of District and program level goals and objectives with finance and operations staff. In March, budget meetings focus on each program area. The Director of Finance compiles all the program data and develops a draft budget to present to the Board of Directors at the May meeting. The final budget incorporates any changes from the draft version, and the Board adopts the budget at their June meeting.

This year, the budget development process was disrupted in March due to COVID-19 pandemic and the County's Shelter in Plan order. To allow for additional information on new revenue sources and incorporate impacts of COVID-19 on operations and revenues, staff provided a financial updated instead of a draft budget at the May board meeting. The following is the timeline for fiscal year July 1, 2020 to June 30, 2021 (FY 2020/21) budget development:

February 24, 2020	Budget kick-off meeting
March 2020	Program level budget meetings
March 2020	Shelter in Place Order Issued
April 2020	Review and Adjustment of Revenue
May 4, 2020	Financial Status Update presented to Board of Directors
June 1, 2020	Adoption of final budget

Relevant Financial Policies

This section details financial policies relevant to the District's annual budget and budget process. The Board has adopted these policies as part of the FN-01 policy document.

Basis of Accounting

Marin Transit's resources are allocated to and accounted for in the financial statements as an enterprise fund type of the proprietary fund group. Enterprise funds are accounted for on a flow of economic resources measurement focus. Marin Transit also uses the accrual basis of accounting, recording revenues when earned, and recording expenses at the time the liability is incurred. Grant revenue is recognized when program expenditures are incurred in accordance with program guidelines. Proprietary funds further distinguish operating revenues and expenses from non-operating items. Operating revenues and expenses generally result from providing services and producing and delivering goods in connection with a proprietary fund's principal ongoing operations.

When both restricted and unrestricted revenues are available for use, it is Marin Transit's policy to use restricted revenues first then unrestricted revenues as they are needed.

Annual Budget Adoption

The Marin Transit Board of Directors adopts an annual budget for Marin Transit's fiscal year starting July 1 and ending June 30. Under the direction of the Director of Finance, staff develops a balanced budget for the Board of Directors that provides sufficient and sustainable funding for local transit service needs using the following guidelines:

- Maintain adopted reserve level
- Preserve a balance of revenues and expenditures over a ten-year horizon
- Provide for Short Range Transit Plan (SRTP) adopted service levels
- Allow for innovative growth

The Board adopts the annual budget for the coming fiscal year no later than the June Board of Directors meeting.

Budget Amendment

Budget control occurs at the total program level (administration, local, yellow bus, rural, Marin Access, facility, capital). Deviations from budgeted line item amounts are acceptable if the total program expenses do not exceed the budget authority.

Budget authority transfers between programs require General Manager approval and must be made such that total budget expenditures are not exceeded.

In the event that overall expenditures are anticipated to exceed the approved annual budget authority, Board of Directors' approval is required prior to incurring the expense. Requests for budget amendments must include adequate supporting documentation and identification of available revenue to support the expenditure. If circumstances require immediate action, the General Manager may act in place of the Board of Directors and must present the expenditure to the Board of Directors at the next possible opportunity.

All budget amendments are reported to the Board quarterly, as part of the quarterly finance reports.

Reserve Policy

Marin Transit maintains an unrestricted reserve consisting primarily of property tax revenues. The District is dependent on many diverse funding sources for the operation of its services that are subject to state and federal funding availability and administrative processes. The reserve balance is essential to mitigate current and future risk of revenue shortfalls and unanticipated expenditures. The following reserve balance policy provides parameters on desired levels and uses of unrestricted reserve funds. The reserve balance levels are defined to minimize disruptions to the District's services due to fluctuation in funding and in accordance to the Government Finance Officers Association (GFOA) recommendations.

The District shall strive to maintain a reserve balance equivalent to a minimum of two months and up to a maximum six months operating expenses based on the adopted budget.

Any reserve balance equal to but not exceeding two months operating expenditures is defined as the emergency reserve. The emergency reserve will be available for use during prolonged revenue shortages to sustain District operations until service reductions, program cuts, or fare increases are made to reestablish a balanced budget and restore the emergency reserve.

Any reserve balance greater than two months of operating expenditures, but less than four months of operating expenditures, is defined as the contingency reserve. The contingency reserve is available to maintain current service levels during short-term periods of declining revenue or slower than anticipated revenue growth.

When the emergency reserve is fully funded and the contingency reserve is funded with the equivalent of at least two months of operations funds, the District may fund a capital reserve through the budgeting process. The capital reserve is available to provide resources for high priority capital projects or grant matching funds. The reserve is designed to reduce the District's future needs for borrowing or bonding for large capital projects. With Board approval, capital reserve funds can be transferred to the contingency reserve or the emergency reserve if these funds fall below the target levels.

If, for a prolonged period, the total reserve balance held in emergency and contingency reserves exceeds six months of operating expenditures, Marin Transit will consider options such as but not limited to: expanding transit service or decreasing fares in an effort to provide the optimal level of transit service and benefits to Marin County.

Indirect Costs

In order to provide for the reasonable and consistent allocation or distribution of costs to its various grants and funding programs, Marin Transit develops an Indirect Cost Rate Proposal (ICRP) annually. The ICRP is designed in accordance with Federal Title 2 CFR 200 and is approved by the Federal Transit Administration (FTA).

Budget Summary

The FY 2020/21 expenditure budget for operations, facility maintenance, and capital projects is \$45.7 million. The expenditure budget allows for a fully funded Emergency Reserve (two months operating expenses), a Contingency Reserve of four months of operating expenses, and a Capital Reserve of \$15.6 million. The proposed budget includes significant reductions in all of Marin Transit's major revenue sources due to anticipated direct and indirect impacts on the COVID-19 pandemic. The budget allows for existing service levels and includes additional funding for new cleaning requirements. Marin Transit is not currently operating supplemental school, Muir Woods Shuttle and yellow bus service. It is unclear when and with what modifications these services will re-start. Marin Transit was in a strong financial position before the COVID-19 pandemic, and this helps prevent the need to make immediate decisions based on preliminary projections of revenues losses.

Using Federal CARES Act funding, Marin Transit has committed through June 30, 2020, to pay affected contractors (MV Transportation and Whistlestop) for planned service levels to allow for the payment of administrative leave and wages to drivers and other hourly employees.

As the District looks to FY2020/21, staff is reviewing financial projections, operations requirements, and transit demand on a regular basis. Marin Transit provides a critical lifeline service in Marin County that will be maintained and the District needs to be prepared to restore services that provide recreational trips, social trips, traffic relief and school transportation when it is appropriate. Staff will continue to bring quarterly financial reports to the Board with additional information on service plans, revenue projections, and if needed, proposed budget amendments. The proposed schedule for budget updates is as follows:

August 2020	Review of Updated Revenue Projections
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May 2021	FY2022 Draft Budget and Financial Update
June 2021	FY2022 Final Budget and FY2021 Third Quarter Financial Report and Update

New in this budget is the Facility Budget for the operation of the property purchased in Novato, CA. The rental income on the property is anticipated to cover all operations costs.

Capital expenditures are comparable with continued investments in the revenue service vehicles, bus stop improvements, operations facilities. The Capital budget include the expenditure of \$1.9 million in capital reserve for additional facility projects.

Table 1: Budget Summary

	FY 2018/19 Actual	FY 2019/20 Final Budget	FY 2019/20 Estimated Actual	FY 2020/21 Budget
Revenue				
Operations	34,660,941	37,159,020	35,760,058	35,124,123
Capital	3,587,683	19,648,843	15,942,074	8,455,992
Facility	0	164,277	97,049	173,808
Total Revenue	\$38,248,624	\$56,972,140	\$51,799,181	\$43,753,923
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Capital	3,587,683	22,648,841	15,938,072	10,523,834
Facility	0	30,505	44,608	90,414
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Net Change in Fund Balance	\$4,097,801	\$700,441	\$3,921,935	-\$1,977,396
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Fund Balance (total reserve)	\$27,234,150	\$27,934,591	\$31,156,085	\$29,178,689
Expenditure of Restricted Fund Balance	0	0	0	0
Expenditure of Capital Reserve	0	3,000,000	0	2,067,842

District Fund Balance

Marin Transit's fund balance represents the total unrestricted net position made up of local property tax funding. Each year, the fund balance increases or decreases by the net difference between total revenue and total expenses for the year. Marin Transit's Board-adopted policy designates an Emergency Reserve equivalent to two months of operating expenses and a Contingency Reserve equivalent to an additional two to four months of operating expenses. Marin Transit staff and Board Members review 10-year projections of revenues and expenses in the SRTP to ensure long term financial stability while maximizing mobility for local transit riders.

Marin Transit was in a strong financial position before the COVID-19 pandemic, and this helps prevent the need to make decisions based on preliminary projections of revenues losses. For the last four years, Marin Transit has been able to rebuild the District's fund balance based on strategic efforts to lower service contract rates and control administrative costs. In addition, increasing revenues from a strong economy have helped fully fund the emergency and contingency reserves and create a capital reserve. The next step in financial stability for the District is transitioning from leased operations and maintenance facilities to a District-owned location. To this end, Marin Transit purchased a two-and-half acre parcel in Novato in FY2019/20 for vehicle parking, but still needs five-seven acres of additional land to provide parking and maintenance facilities for all contract operations.

Marin Transit has a balanced operations budget for FY2020/21 using one-time Federal Coronavirus Aid, Relief, and Economic Security (CARES) Act funding and carryforward balances of local and state funding. While Marin Transit

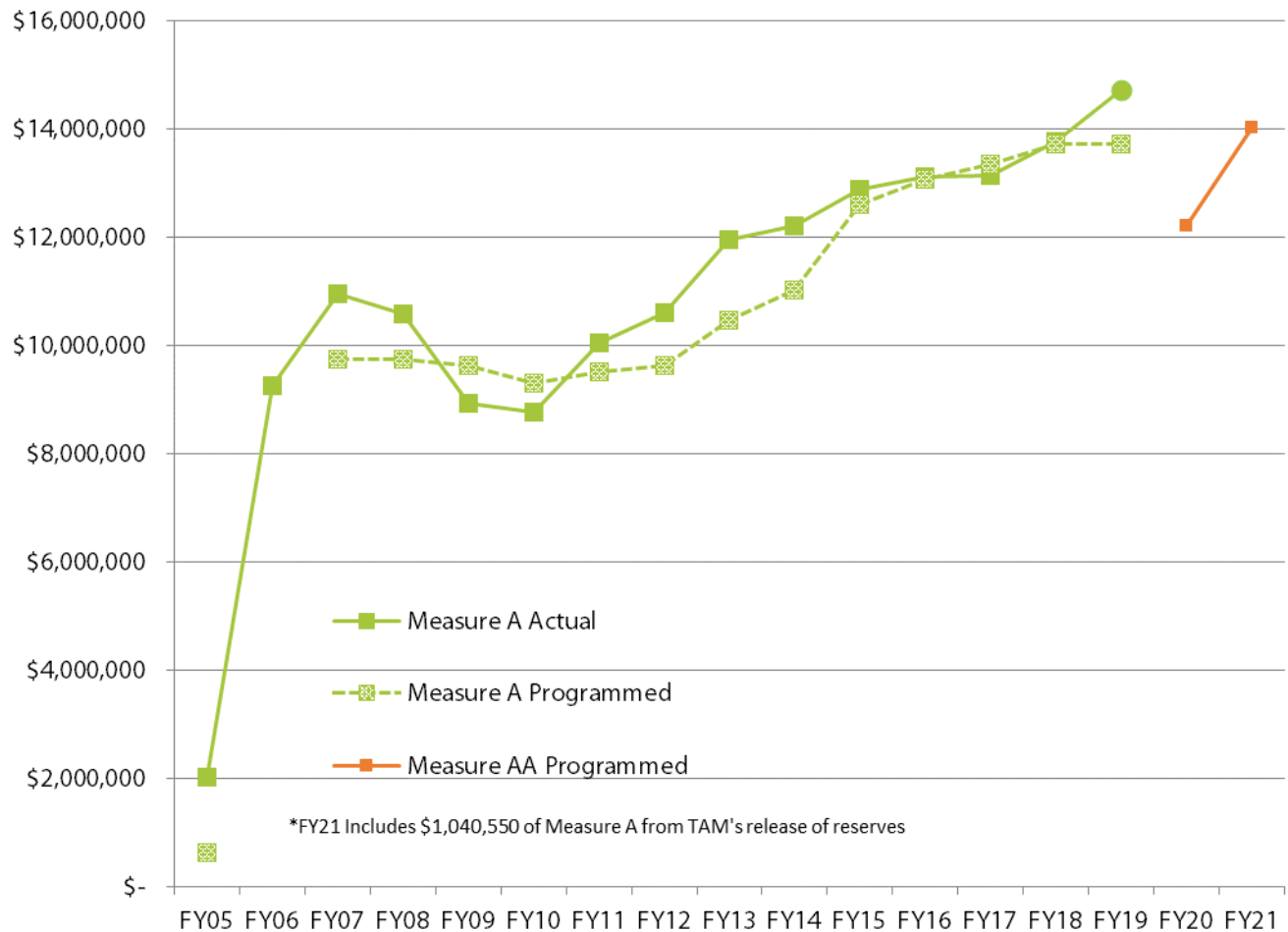
will not contribute to the reserve in FY2020/21, the District will continue to have fully funded Emergency and Contingency Reserves, with the equivalent of six months of operations funds. The FY2020/21 budget also retains two facility projects partially funded with \$1.98 million of capital reserve funding. This includes a \$3.0 million capital project planned for the purchase of yellow bus parking facility and site improvements at Rush Landing. The remaining \$15.8 million in capital reserve is available for the purchase of additional right of way if appropriate industrial land becomes available due to changing economic conditions.

Local Sales Tax – Measure A and Measure AA

On November 6, 2018, Marin County voters passed Measure AA, a renewal to the county's ½-cent transportation sales tax and new expenditure plan. The first ½-cent sales transportation sales tax (Measure A) was a 20-year measure passed in 2004 and FY 2024/25 would have been the last year of the sales tax. The renewal measure (Measure AA) is a 30- year extension effective April 2019. Local sales tax funding provides approximately 35% of Marin Transit's operating revenues. The sales tax also provides a share of capital funds needed to match federal and state grant funding for vehicles. As shown in the District's 2017 Short Range Transit Plan, without the sales tax funding Marin Transit would need to cut service levels significantly and end programs like the community shuttles, West Marin Stagecoach, Muir Woods Shuttle and school bus service.

The new expenditure plan was updated to reflect the needs of Marin County and projects that were completed under Measure A. Measure AA continues to prioritize local transit and the voter approved expenditure plan indicates that 55% of allocated sales tax revenues will go to local transit. The expenditure plan for Measure AA does make changes to the sub-strategies and their allocations within the transit strategy. Additional funds are committed to school transportation and ferry access in Measure AA in new sub strategies, while funding for Bus Transit Facilities is reduced. The amount of funding going to local transit is reduced in the new measure due the need to restart "off the top" commitments that had ended in the old Measure (Figure1).

TAM programs Measure A/AA funding to the District based on projections and adjusts future year balances to account for actual sales tax receipts. Based on the programmed amounts, Marin Transit requests annual allocations of funds from TAM. Figure 1 shows Marin Transit's share of Measure A and Measure AA projected revenues and actual receipts. TAM established a reserve fund under Measure A to account for potential economic declines that could adversely impact sales tax collections. TAM has committed to provide allocations to Marin Transit that do not include the growth that was expected as of February 2020, but maintain the program level from FY2019/20. To maintain program levels in FY2020/21, TAM has released some of the prior Measure A reserve and will suspend the collection of Measure AA reserves. While TAM had planned for a recession in their Measure AA revenue forecasting, the length and depth of this recession may exceed projections. This will reduce revenue projections in Marin Transit's 10-year financial plan.

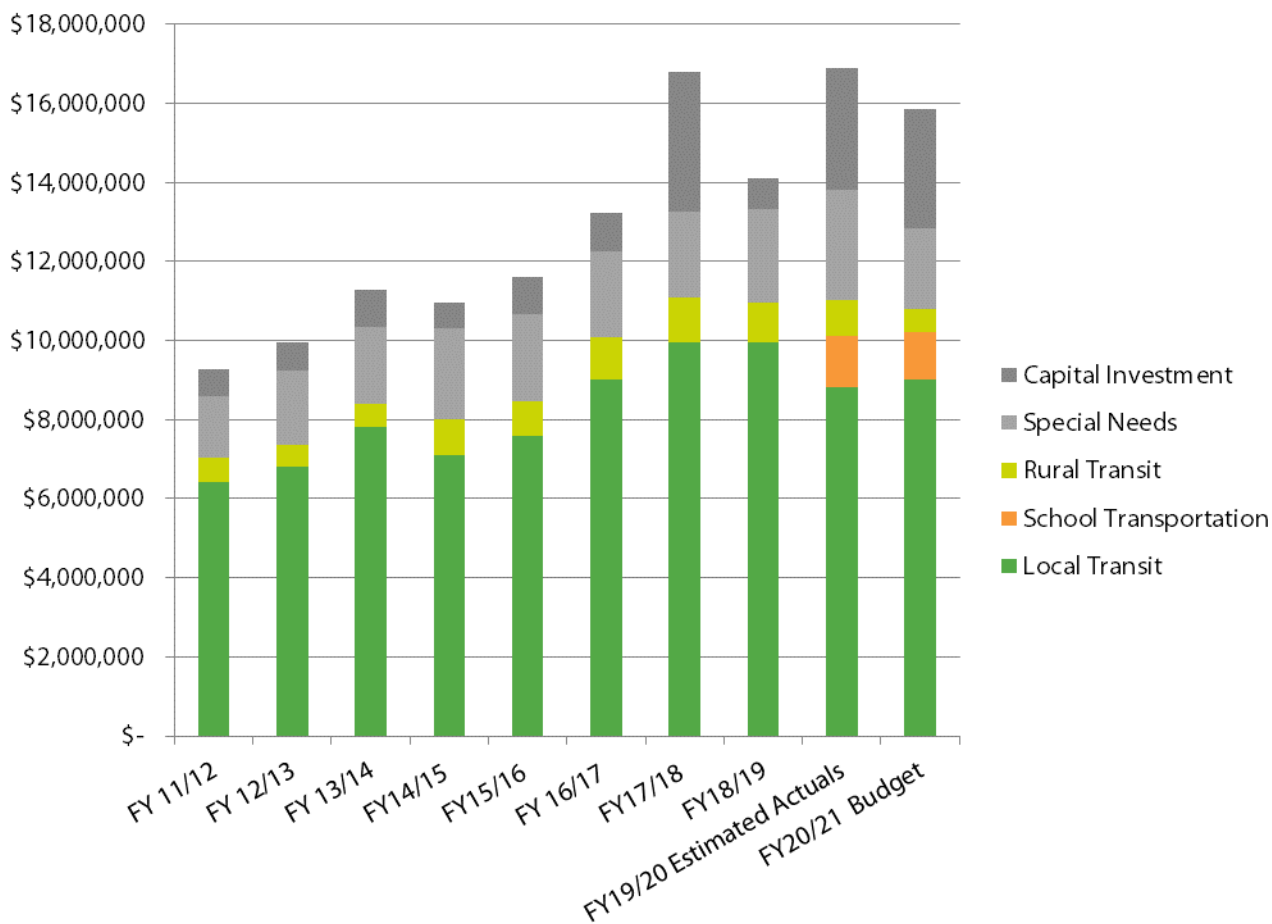
Figure 1: Programmed Measure A/AA Transit Funds by Fiscal Year (TAM Projection & Actual Receipts)¹

The District's actual expenditure of Measure A/AA revenue varies due to capital replacement cycles and the availability of other grant funds in a particular year (Figure 2). In a given year, any unclaimed Measure A/AA revenue is available for TAM to allocate to Marin Transit in future years.

With the FY2020/21 requested allocations, Marin Transit will have an estimated carryover in the Local Service sub strategy of \$980,000. TAM holds these unallocated funds, and they are not included in Marin Transit's Emergency or Contingency Reserve funds. Instead, Marin Transit programs these funds in the ten-year operation and capital financial forecasts in the adopted SRTP. Figure 2 shows the annual expenditure of local sales tax funds by category. Consistent funding availability is critical to maintaining transit service operations.

¹ Based on TAM 2020 Measure A SPU, and TAM 2020 Measure AA SPU

Figure 2: Local Sales Tax Expenditures by Fiscal Year (Measure A/AA)



Operations Budget

Marin Transit's FY 2020/21 operations budget provides for operation of the following services:

Local Basic and Local Trunkline	114,900 revenue hours
Local Connector (Community Shuttles)	43,700 revenue hours
Supplemental School and Partnership	6,700 revenue hours
Muir Woods Shuttle	6,500 revenue hours
Novato Dial-A-Ride	2,600 revenue hours
Yellow School Bus Service	6 buses
West Marin Stagecoach Service	16,400 revenue hours
Rural Dial-A-Ride Service	400 revenue hours
Local Paratransit Service	60,400 revenue hours
Regional Paratransit Service	7,400 revenue hours
Catch-A-Ride	14,300 trips
Volunteer Driver	14,000 trips
Transit Connect	8,500 revenue hours

The operating expense budget of \$35.1 million is a 5% increase over the FY 2019/20 budget and provides for a similar level of fixed route service and an increase in paratransit service hours. The largest cost increases are from contract service operations and materials and supplies. This includes additional expenses for the costs of cleaning supplies and new protocols needed in response to COVID-19. No increases are made to the budget for District staff wages and administrative cost increases were constrained.

COVID Impacts

Marin Transit riders, contractors, drivers, and direct staff have all been affected by the shelter in place order and the actions needed to prevent the spread of COVID-19. Much is still unknown, including the duration on the shelter in place order and severity of the resulting economic impacts. The response to COVID-19 has led to cancelled trips and unprecedented ridership declines. The County public health officer issued a Shelter in Place order that began on March 16, 2020. Combined, the order and school closures have led to an 80 percent decline in ridership and corresponding fare revenues on Marin Transit fixed route and paratransit services.

Marin Transit suspended yellow bus service in the Ross Valley (operated by Michael's Transportation) and all supplemental school routes throughout the county (operated by MV Transportation) for the 2019/20 school year. The District suspended service to Muir Woods (operated by MV Transportation) on March 21, 2020 due to the closure of the National Monument. With the reduction in hours on the MV contract, Marin Transit's required hourly payment

Table 2: Operations Budget (Admin, Local, Yellow Bus, Rural, & Marin Access)

	FY 208/19 Actual	FY 2019/20 Budget Revised	FY 2019/20 Estimated Actuals	FY 2020/21 Final Budget	% Δ from FY2019/20 Budget
Revenue					
Fare Revenue	4,024,376	4,160,781	3,188,735	3,430,831	-18%
Advertising & Other Revenue	390,093	408,000	403,900	420,240	3%
Reimbursements (GGBHTD, WSW)	1,934,611	2,097,563	1,961,960	2,074,256	-1%
Interest	198,694	150,700	250,736	200,700	33%
Measure A/AA	13,460,000	14,407,501	13,823,013	12,722,302	-12%
Measure A Interest	85,000	0	85,000	0	-
Measure B	991,414	1,245,000	889,597	1,075,000	-14%
Property Taxes	4,557,957	4,629,004	4,687,173	4,471,001	-3%
Development Fees	48,787	39,950	50,769	45,500	14%
State Transit Assistance (STA)	1,841,702	2,375,692	2,086,210	1,498,871	-37%
Transit Development Act (TDA)	5,109,399	5,836,446	5,784,078	3,817,097	-35%
Other State	354,858	18,800	15,239	16,300	-13%
FTA Funds	1,417,148	1,338,413	2,146,096	5,713,288	327%
National Park Service	323,523	452,570	387,552	538,738	19%
Transfers to Capital Budget	(76,621)	(1,400)	0	(900,000)	NA
Total Revenue	34,660,941	37,159,020	35,760,058	35,124,124	-5%
Expenses					
Salaries and Benefits	2,326,048	2,675,000	2,388,456	2,675,000	0%
Professional Service	320,303	577,217	263,342	510,508	-12%
Professional Service- Legal	74,552	150,000	11,743	150,000	0%
Security and Maintenance	260,405	303,854	311,632	312,130	3%
Customer Service	596,949	651,950	645,777	659,555	1%
Indirect County Overhead	0	2,652	0	0	-100%
Mobility Management Support Programs	7,344	29,800	12,800	72,000	142%
Grants to Other Agencies	0	405,485	435,485	435,485	7%
Materials and Supplies	155,764	258,808	410,286	739,694	186%
General Insurance	36,166	40,000	47,662	63,000	58%
Contract Service Operation	24,244,754	25,631,104	24,596,831	26,442,927	3%
Membership & Prof Development	23,223	63,654	27,664	52,318	-18%
Mileage and Travel	12,644	24,401	16,766	25,000	2%
Marketing	116,675	246,808	153,469	199,042	-19%
Communication	90,394	227,623	135,255	228,670	0%
Fuel	2,521,500	2,663,294	2,548,719	2,820,333	6%
Vehicle and Vehicle Parking Leases	26,378	24,730	19,784	25,472	3%
Office - Rental and Overhead	126,723	141,110	138,000	142,000	1%
Partner Agency Pass Through	85,000	0	85,000	0	-
Transfers to Capital Budget	(461,682)	(525,136)	(354,103)	(436,063)	-17%
Total Expenses	30,563,140	33,592,354	31,894,568	35,117,071	5%
Net Revenue Over Expenditures	<u>4,097,801</u>	<u>3,566,666</u>	<u>3,865,490</u>	<u>7,053</u>	

for services declined. However, Marin Transit continues to pay the full monthly fixed fee payment, and as of April 1, 2020, Marin Transit will pay MV Transportation for planned service hours to help retain workers by allowing for the payment of administrative leave and wages for drivers and other hourly employees.

To date, Marin Transit has maintained the remaining fixed route service to allow for social distancing subject to driver availability on the service operated by Golden Gate Bridge Highway and Transportation District.

Paratransit service hours (operated by Whistlestop) have declined based on reduced service demand. To both provide vital services and maintain employment for drivers, the District has authorized a reduction of riders per vehicle and allowed deliveries to paratransit riders. Marin Transit continues to pay Whistlestop the full monthly fixed fee payment, and as of April 1, 2020, Marin Transit will pay Whistlestop for planned service hours to help retain workers by allowing for the payment of administrative leave and wages for drivers and other hourly employees. Similar to the contract changes for fixed route, this action is consistent with the intent of CARES Act funding and within the budgeted FY2019/20 contract expenses.

While the current loss of ridership and associated fares is unprecedented, the economic impacts of COVID-19 will have more significant and longer-term impacts on Marin Transit financials. Fare revenue accounts for eleven percent of Marin Transit's budget, and revenues based on sales tax and diesel tax account for a total of 61 percent. The Metropolitan Transportation Commission's (MTC) preliminary estimate is that FY2020/21 sales tax will decline by 15 percent compared to the February 2020 estimate. This disruption is too recent for significant economic data to be available and the District will need to monitor and adjust revenue projections.

District Revenue

Marin Transit derives its revenues from multiple sources (Figure 3), with no single revenue source providing the majority of the District's operating funds. The primary revenue sources for Marin Transit operations are:

- Measure A /Measure AA sales tax operating funds;
- Transportation Development Act (TDA) funds;
- State Transit Assistance (STA) funds;
- Passenger fares; and
- Property taxes.
- To develop revenue projections for the FY 2020/21 budget, staff referred to Metropolitan Transportation Commission (MTC) revenue projections for STA and TDA, met with TAM's finance staff regarding Measure A/AA allocations, and discussed estimates for property tax revenue with the County of Marin. Due to the rapidly changing economic conditions from the COVID-19 response, all financial projections will need to be reviewed quarterly and budget adjustments may be needed.

Revenue Declines

The operating revenue budget of \$36.31 million is a 5% decline from the prior year budget (Table 3). Since this revenue includes carryforward revenue from prior year surpluses and one-time Federal funding, it masks the underlying declines of significant revenue sources (Table 4). All budgeted revenues that change more than \$100,000 compared to the prior budget are listed in Table 5.

Table 3: Projections of Revenues Significantly Affected by COVID-19 Pandemic

Revenue	Source	Projected Change from Prior Projections	Change (compared to pre-COVID estimate)	Rev % of FY21 budget	Notes
Fares	Passengers	-18%	(729,929)	10%	Due to continued social distancing this projected change is likely not high enough
Measure AA	Marin County Sales Tax	-15%	(1,474,176)	35%	TAM is able to allocate similar level of Measure AA as prior year budget using reserves and due to conservative prior year projections
State Transit Assistance	Diesel Fuel Tax	-40%	(1,107,870)	4%	State is now projecting a 36% decline. Marin Transit has prior year Revenue Based funds available. Amount in Budget shows the combined prior year and current year amounts.
Transportation Development Act	State sales tax	-25%	(1,272,366)	11%	MTC is restricting claims to 75% of prior estimates
Property Tax	Property Tax	0%	-	13%	MCTD is projecting a 3% increase which is the same as the SRTP growth projections. County recommends using a 4% increase or recent average, whichever is lower.
Education Revenue Augmentation Funds	Property Tax	-68%	(260,000)	0%	Based on prior recessions this source is volatile and is not available in recessions
Federal CARES Act	Federal Fuel Taxes	100%	4,500,000	13%	A total of \$5.4 has been allocated but is expected to be partially spent in FY2019/20
Total			\$ (344,341)	79%	

Fare revenue is projected to decline 18%, or \$729,929 (Tables 4 and 5). Marin Transit is implementing fare changes that were designed to promote equity between services and had not been expected to significantly increase fare revenue. The budgeted fare revenue decline was based on anticipated longer-term decline in transit ridership but had assumed the shelter in place order would be lifted and most services would return to more normal operations before July 1, 2020. As we progress in this pandemic there are indications that this will not be the case and as a result, fare revenue projections will need to be reduced further.

Marin Transit's budget is based on preliminary estimates that Marin County sales tax revenue declines 15% in FY2020/21 compared to projections made in February 2020. County sales tax may be less impacted than sales tax in the State as a whole, but additional reductions may be likely. The Transportation Authority of Marin (TAM) is able to maintain sales tax allocations to Marin Transit that are similar to prior year funding by suspending the collection of reserve funds. However, the amount of sales tax in FY2020/21 operations declines 10%, or \$1.5 million due to lower allocations and less carryforward funding (Table 5).

Transportation Development Act (TDA) funding is also generated from sales tax. The County Auditor Controller projected a 1.8% increase in TDA revenue for FY 2020/21 before the COVID-19 pandemic. The Metropolitan Transportation Commission is now limiting claims for FY2020/21 to 75% of original projections. This estimate has been used to create the FY2020/21 budget which is \$2.0 million less than the prior year (Table 5). Based on new projections from the State, the revenue decline may be more severe. Marin Transit splits Marin County TDA with the Golden Gate Bridge Highway and Transportation District based on ridership and service provided. Marin Transit will receive 41.3% of Marin County TDA funds in FY 2020/21, which is a one percent increase over the prior year.

State Transit Assistance Funds (STA) funds are collected from the sales tax on diesel fuel. In FY2017/18, Senate Bill 1 (SB1) increased the state gas tax to restore state transit funds back to historic levels in 2018. The State Controller follows a statutory allocation method to distribute funds to transit operators. In accordance with the statute, STA funding is split 50% based on (a) locally generated revenue expended on transit operations (revenue based) and 50% based on (b) the population of the County (population based). The three eligible transit operators in Marin County—Marin Transit, Golden Gate Bridge Highway and Transportation District, and SMART—signed an agreement in FY 2017/18 to split population funds based on ridership and service provided to address MTC's new STA Population-Based Policy (MTC Resolution 4321).

According to MTC, vehicle miles traveled on California highways and local streets has fallen between 40-80% since the shelter in place order was issued. The collapse of global oil prices and the resulting lower price of diesel fuel occurred in the past two months. Combined, these factors will contribute to an anticipated drop in STA revenues. The FY2020/21 budget was developed based on a 25% decline in revenues, but the most recent numbers from the State indicated the drop may be closer to 60% (Table 3). The actual budgeted STA revenue drops only 12% since Marin Transit has unspent STA revenue-based funds from prior years and Marin Transit's agency share of population-based STA funds increases by one-percent.

Property tax is expected to be less impacted from the COVID-19 pandemic. The County recommends special districts budget for a 4% increase or their historic averages whichever is lower. The FY2020/21 budget includes a 3% increase basic property taxes. For the more volatile Education Revenue Augmentation Funds (ERAF) which have historical declined significantly during a recession, the budget includes a 68%, or \$260,000 drop.

Lastly, the budget includes \$4.5 million in new Federal funding. More information on this funding source is included in the following section.

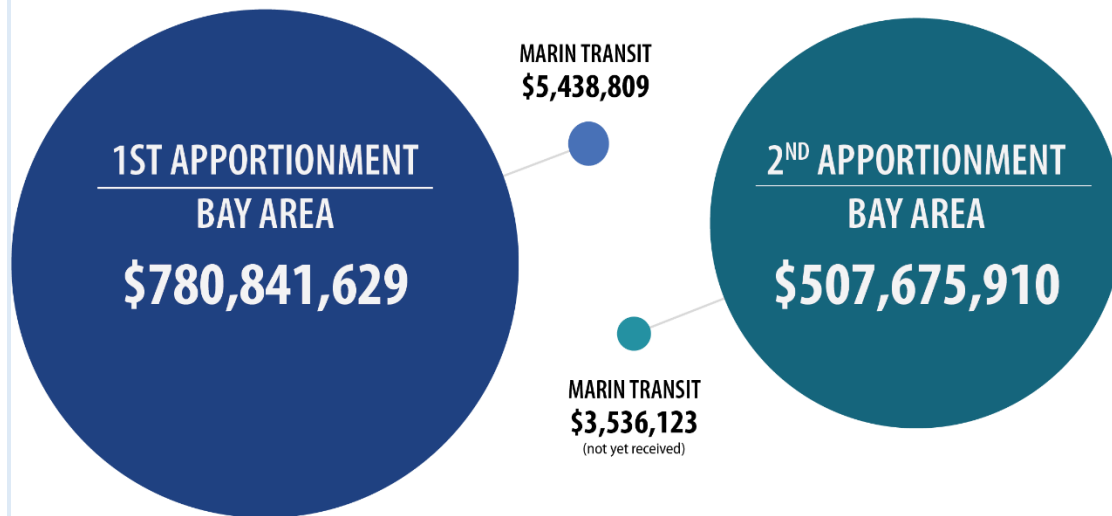
Table 4: Revenue Variances in Operations Budget >\$100,000 over prior year

Revenue Category	FY 2020/21 Budget	Variance from Prior Year Budget		Notes
		Amount (\$)	%	
Fare Revenue	\$3,430,832	(\$729,929)	-18%	Projected drop in fare revenue due to fewer passengers due to social distancing and impacts from COVID-19 pandemic.
Measure A/AA	\$12,956,875	(\$1,685,199)	-12%	The total Marin County sales tax budgeted for expenditure decreases primarily due to lower carryforward funding from prior years. The budget allocation includes TAM's suspension of their 5% reserve retention to maintain sales tax funding in FY2020/21.
Measure B	\$1,075,000	(\$170,000)	-14%	Lower amounts of prior year carryforward funds are available
Property Tax	\$4,471,001	(158,003)	-3%	Property tax revenues are expected to be stable relative to sales tax based revenues. Projected drop in augmentation funds that are volatile and drop during economic declines
State Transit Assistance	\$1,498,871	(\$876,821)	-37%	Decrease in fuel sales and the price of fuel
Transportation Development Act	\$3,817,097	(\$2,019,349)	-35%	Anticipated 25% drop in sales tax revenue due to anticipated economic downturn from COVID-19 pandemic. In addition, the prior year had \$300,000 in carry-forward revenue from FY2019 when revenues exceeded estimates due to economic growth.
FTA Funds	\$5,713,288	\$4,374,875	327%	This is the expenditure for \$4.5 million in federal funding from the CARES Act to offset revenue declines and cover operations costs from COVID-19

Coronavirus Aid, Relief, and Economic Security (CARES) Act

Marin Transit is receiving timely and significant federal funding for transit operations. On Friday, March 27, 2020, Congress passed the Coronavirus Aid, Relief, and Economic Security (CARES) Act into law. The CARES Act includes \$25 billion for the Federal Transit Administration (FTA) to allocate to transit operators through the urbanized area (Section 5307) and rural area (Section 5311) formula funding programs. The funding is provided at a 100 percent federal share, with no local match required. The funding is available to support capital, operating and other expenses generally eligible under those programs to prevent, prepare for, and respond to COVID-19. Eligible expenses include maintaining transit services as well as paying for administrative leave for transit personnel due to reduced operations during an emergency.

CARES Act Funding Apportionments



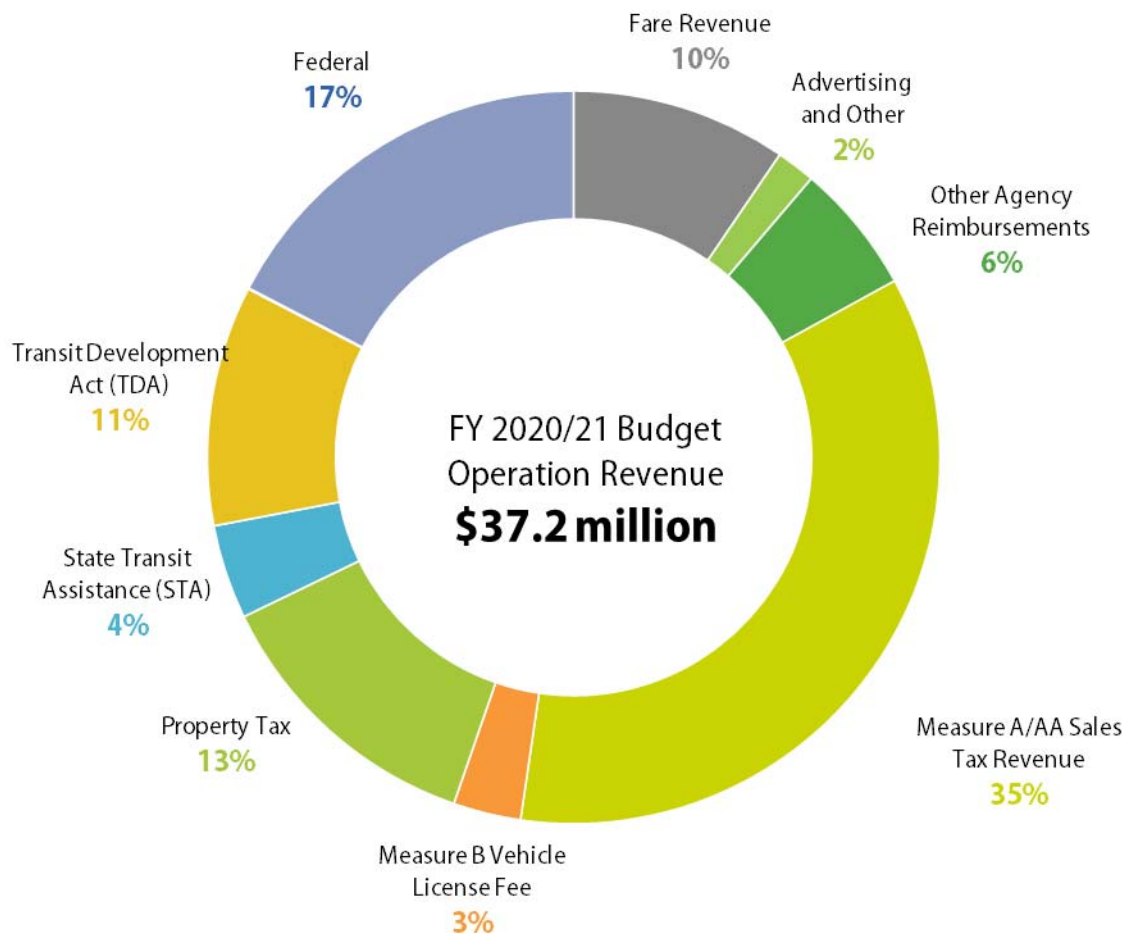
The Metropolitan Transportation Commission (MTC) is the recipient of Section 5307 funds for the Bay Area. MTC worked quickly with all Bay Area transit agencies to develop a sub-allocation of 61 percent of the region's funding (\$780 million) that reflects the initial needs of the transit agencies during this crisis. The allocation method is based on each agency's projected need due to anticipated losses of revenues and ensures small operators receive a baseline percentage of their FY2019/20 operations budget. This strategy allows for timely distributions of funding while reserving \$507 million in Bay Area CARES Act funding to be distributed once more data and information is known about actual impacts in this rapidly changing environment.

In the first allocation, Marin Transit is receiving a total of \$5.4 million in CARES act funding. This consists of \$239,772 in Section 5311 rural funding and \$5.2 million in Section 5307 urbanized area funding. MTC deducted Marin Transit's rural allocation from our regional allocation to calculate the District's initial Section 5307 sub-allocation of \$5.2 million.

Caltrans administers the FTA Section 5311 Rural and Intercity Transit funding. Caltrans distributed 30 percent of the Section 5311 funding in an initial allocation in accordance with the FY2019/20 5311 formula distributions. Marin Transit is receiving \$239,772 of Section 5311 CARES Act funding for the operation of transit service in West Marin on the West Marin Stagecoach and the rural dial-a-ride service. This is slightly more than our District's FY2019/20 annual amount of 5311 funding.

How much funding Marin Transit receives in the second regional apportionment and statewide 5311 distribution will impact how long Marin Transit can continue to maintain payments to contractors with reduced service operations and how quickly the District will need to move to make longer term service changes.

Figure 3: Revenue Sources for FY 2020/21 Budget



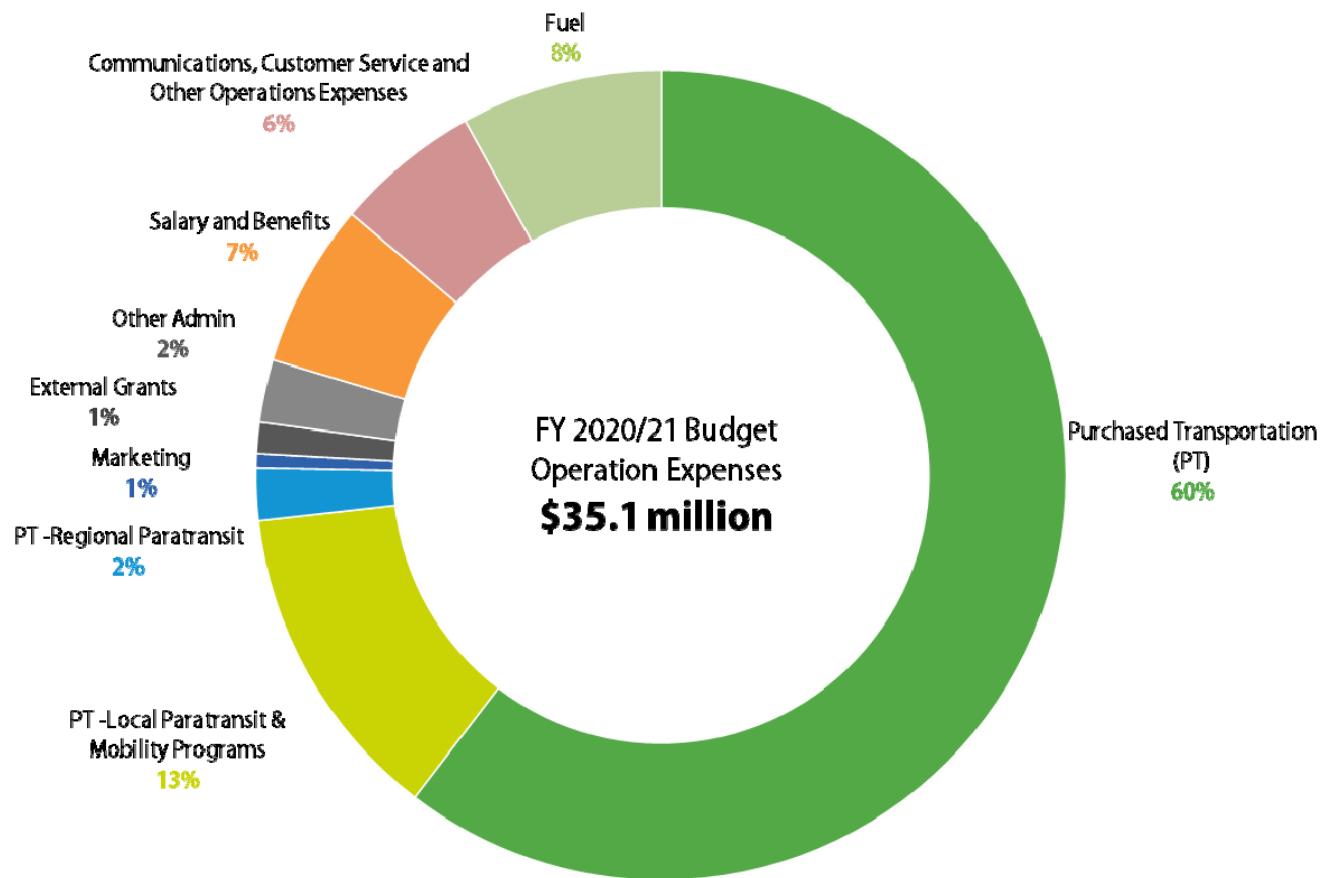
District Expenses

Marin Transit provides local transit service through purchased transportation contracts. Under this structure, the majority of district operations expenses (Figure 4) are for contract service operation (75%) and associated fuel and other operations expenses (14%). Contract service operations includes local paratransit, regional paratransit and fixed route purchased transportation. The following sections discuss information and trends on general agency costs including staffing, consulting, fuel, and marketing. More detailed operations and service costs are discussed in later sections that correspond to the District's program areas: local service, yellow bus, rural service, and Marin Access. Categories with variances greater than \$100,000 are summarized in Table 5.

Table 5: Expense Variances in Operations Budget (>\$100,000)

Expense Category	FY 2020/21 Budget	Variance from Prior Year Budget		Notes
		Amount (\$)	%	
Materials and Supplies	\$730,694	\$480,886	186%	This increase is due to \$380,000 COVID-19 supplies and cleaning costs plus an increase in software maintenance costs for the Mobility Management fare integration and scheduling upgrades.
Contract Service Operation	\$26,442,927	\$811,823	3%	This percentage increase reflects contract rate escalations.
Fuel	\$2,820,333	\$157,039	6%	With the market disruption this allowance for fuel cost increases may not be needed. Relative to the 17% increase the District had in FY2018/19 this allows for a lower level of growth

Figure 4: Operations Expenses for FY 2020/21 Budget



Staffing

Marin Transit directly employs all District staff. Benefits for regular employees include medical benefits coordinated through the County of Marin and an employer-funded defined contribution retirement program.

The FY 2020/21 budget includes no layoffs and furloughs and maintains a staffing level at 16.4 regular full-time equivalent positions (Table 6 and Figure 5). Marin Transit currently has no vacant positions.

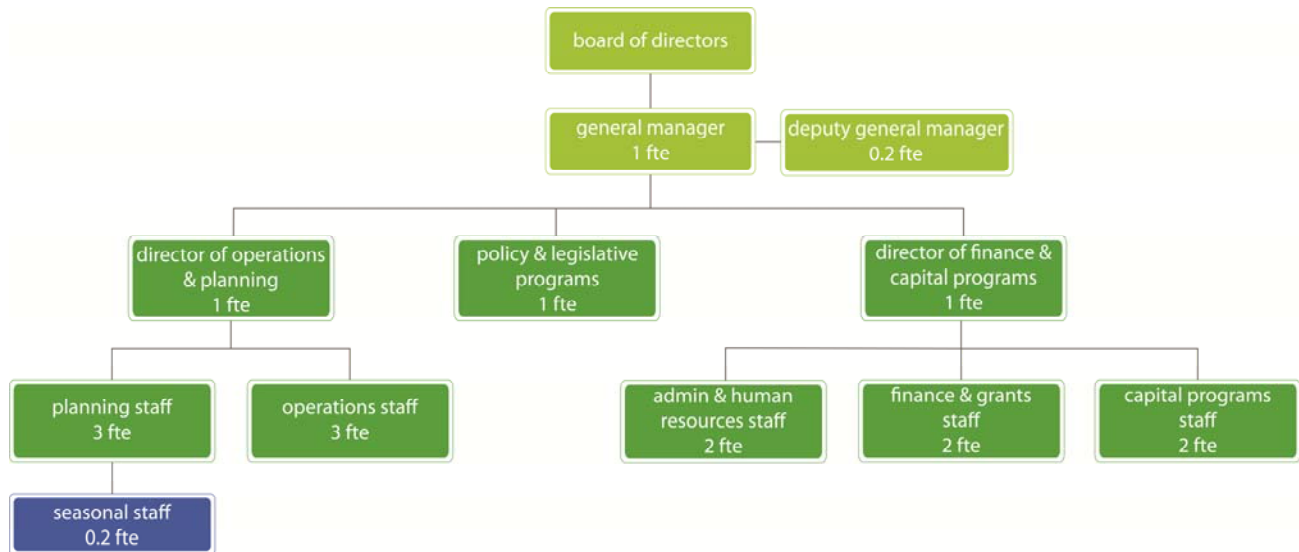
The FY2020/21 budgeted salary and benefits amount is the same as the prior year budget. Benefit costs are on a calendar year and health insurance benefit rates increased 8.3% in 2020. There is capacity in the budget to accommodate some benefit rate adjustments in 2021 and salary increases.

Based on the District's employment framework, top and bottom of the salary ranges for each classification can be increased by the consumer price index (CPI)² as of February of each year. For this year, CPI was 2.9% in February. However, with the current economic uncertainties due to the COVID-19 pandemic, Marin Transit will not increase salary bands this year.

Table 6: Personnel Counts (FTE)

	FY 2018/19	FY 2019/20	FY2020/21
Budget	16.4	16.4	16.4
Actual	15.1	15.2	

Figure 5: Marin Transit FY 2020/21 Organization Structure



Fuel

Marin Transit pays directly for fuel used in all purchased transportation contracts. This structure shifts the risks for fuel price fluctuations to the District. In exchange, the contractors provide lower contract rates as they do not need to hedge against potential fuel price increases.

The method for purchasing fuel varies among contracts depending on the volume of service, existing infrastructure, and location of service. GGBHTD maintains its own fuel contract and delivery system. Two contractors fuel their vehicles at the County of Marin facility, and a fourth contractor uses a combination of commercial pumps and onsite

² Bay Area CPI February 2019 – 2.9%, bls.com

delivery. In general, the bulk contract purchases by the County of Marin and GGBHTD provide a lower cost per gallon and result in a delayed market effect. As the District identifies future facility locations, the potential for fuel savings should be considered.

After the District's fuel expenses increased 17% in FY 2018/19, fuel prices were stable in the first half of FY2019/20 and then fell dramatically with as global demand plummeted. The FY2020/21 budget includes an 8% increase over the prior year budget. With prices down 25% and Marin Transit operating less demand-based services, it is unlikely this full budget will be needed.

The budget also includes electric power costs for the District's electric buses. The electric power costs are segmented from GGBHTD's San Rafael maintenance yard based on GGBHTD's electric rate structure and vehicle charging reports. The budgeted cost for electric power is \$5,000 per month. Vehicles are charged overnight during off-peak hours to reduce utility demand charges.

Administration

Expenses in the administration budget include: staff salaries and benefits, audit fees, insurance, travel costs, professional development expenses, office rental, and other associated costs. In anticipation of reduced revenues, in the FY 2020/21 Budget many administrative line item budgets, like salaries, office supplies, and equipment were not increased. In some cases where the District has been frequently under budget, the budgets have been reduced. This excludes line items tied to multi-year contracts that increase annually like the administrative office lease and auditing services. Marin Transit's current office lease began in June 2018 and extends for five years, through June 2023.

The administration budget (Table 7) includes revenues and expenses shared by all program areas. While these items are budgeted and recorded under administration, expenses are allocated to the program budgets based on a program's resource usage (i.e., billed staff time). This enables Marin Transit to track the full cost of programs.

Table 7: Administration Budget

		FY 2019 Actuals	FY2020 Budget- Revised	FY 2020 Estimated Actuals	FY2021 Budget	% Δ From FY 2020 Budget
Revenue						
4070400	Interest	198,694	150,700	250,736	200,700	33%
4079950	Development Fees	20,494	19,950	22,769	20,500	3%
4079954	Residual ABX 126	28,293	20,000	28,000	25,000	25%
4080101	PropTax-CurrntSecured	4,020,242	4,106,048	4,186,896	4,200,000	2%
4080102	County Fee-Admin Basic Tax	(61,406)	(64,562)	(61,406)	(66,499)	3%
4080103	Property Tax-Unitary	38,901	36,050	39,064	39,000	8%
4080104	PropTax-CurrntUnSecur	73,364	75,000	80,000	80,000	7%
4080105	Educ Rev Augm Fund-Redist	388,770	380,000	338,494	120,000	-68%
4080106	PropTax-Supp CY SECR	91,711	90,000	91,500	90,000	0%
4080107	PropTax-Supp Unsecured	791	1,000	3,582	1,000	0%
4080108	PropTax-Redemption	2,693	1,500	3,226	2,000	33%
4080109	Property Tax-Prior Unsecured	2,891	3,968	5,816	5,500	39%
4089901	Other Federal	152	-	152	150	-
4119940	Other State	284	300	239	300	0%
Subtotal Revenue		4,805,874	4,819,954	4,989,068	4,717,651	4%
4700001	Property Tax Transfer	(554,339)	(852,865)	(1,300,000)	(4,495,075)	52%
Net Revenue		4,251,535	3,967,089	3,689,068	222,576	-7%
Expense						
5010200	Salaries	1,462,869	1,710,720	1,577,052	1,710,720	0%
5020000	Benefits	863,179	964,280	811,403	964,280	0%
5030301	Consultant Services	102,200	184,750	112,818	225,000	22%
5030304	Prof Svcs - Legal	74,552	150,000	11,743	75,000	-50%
5030305	Prof Svcs - Audit	30,011	34,189	34,189	35,898	5%
5049901	Office Supplies	-	13,000	6,940	13,000	0%
5049902	Small Furn/Equip	7,471	10,000	840	10,000	0%
5049903	Software Maintenance	4,230	61,800	60,960	65,000	5%
5049904	Copier Suppl & Srvc	59,386	9,442	8,672	9,725	3%
5049905	Postage	8,276	3,183	2,176	3,278	3%
5049906	Computers	1,025	20,600	12,000	21,500	4%
5050201	Communication - Phone	16,184	32,167	24,047	32,500	1%
5060301	Insurance - Gen Liability	24,931	40,000	47,662	63,000	58%
5090101	Memberships & Prof Dev.	36,166	63,654	27,664	52,318	-18%
5090202	Mileage and Travel	23,223	24,401	16,766	25,000	2%
5090801	Marketing	12,644	13,113	18,061	13,506	3%
5100401	County Fee - Special District	8,938	2,652	-	-	-100%
5121200	Office Rental	126,723	141,110	138,000	142,000	1%
Subtotal Expense		2,862,008	3,479,061	2,910,993	3,461,725	0%
5100100	Salary/Benefit Transfers	(2,257,540)	(2,514,176)	(2,307,481)	(2,497,265)	-1%
5100101	Transfer Overhead	(450,733)	(589,463)	(604,129)	(629,039)	7%
Net Expense		153,735	375,422	(617)	335,421	-11%

Local Service

The local service budget for FY 2020/21 is \$23.7 million and provides for a similar level of service as the prior year budget. It represents a 6% increase over the prior year expenditures (Table 8).

The local service budget (Table 9) includes all revenues and expenses related to the provision of fixed route service and general purpose dial-a-ride, excluding rural service. Major programs in the local service budget include local fixed route, Community Shuttle service, supplemental school, Muir Woods seasonal shuttle, and Novato Dial-A-Ride. In the prior year, revenues and expenses for yellow bus service were included in the local service budget. Other major expenses in the local service budget include: consultant services for stop-level ride checks, service contract audits and reviews, communications, marketing, and staff time for contract oversight. This budget also includes costs and revenues for special projects such as the youth pass, and Homeward Bound tickets.

Services are operated under contract to Marin Airporth (Local basic and Community Shuttles) and MV Transportation (Supplemental School and Muir Woods Shuttle), and Whistlestop (Novato Dial-A-Ride). Local Basic and Trunk line services are also operated through an intra-agency agreement with the Golden Gate Bridge Highway and Transportation District (GGBHTD). The intra-agency agreement also includes revenue sharing and the payment of GGBHTD for customer service and maintenance and security at the San Rafael Transit Center.

Supplemental school service was suspended in March and the District cancelled service to Muir Woods on March 21, 2020 due to the closure of the National Monument. Both services are operated by MV Transportation. With the reduction in hours on the MV Transportation contract, Marin Transit's required hourly payment for services declined. Marin Transit continues to pay the full fixed fee payment, and as of April 1, 2020, Marin Transit executed a contract amendment with MV Transportation to help retain workers by allowing for the payment of administrative leave and wages for drivers and other hourly employees. Marin Transit will pay MV Transportation for planned service hours through June 30, 2020. These new contract terms were made possible by the availability of Federal CARES Act funding. To date, Marin Transit has maintained the remaining fixed route service to allow for social distancing, and subject to driver availability on the service operated by Golden Gate Bridge Highway and Transportation District.

If the social distancing measures continue and/or if service demand changes, Marin Transit will need to evaluate if service levels need to be adjusted. Decisions will be dependent on whether additional Federal CARES Act funding has been allocated to the District, rural communities' needs, and anticipated service levels over the next 12 months.

Table 8: Local Budget Service Levels

Service Type	FY 2020/21 Budgeted Service (Rev Hrs)	Average Contract Cost Per Hour (without fuel)	Notes
Local Basic and Trunk Line	114,800	\$112.21	Service level similar to prior year; service provide by two contractors; blended contract rate increases 2.3%
Community Shuttles	43,600	\$80.58	Service level similar to prior year; contract rate increases 2.8%
Supplemental School and Partnership	6,700	\$121.90	Service level similar to prior year with additional hours available to reduce over-crowding; contract rate increases 4.8%
Muir Woods Shuttle	6,500	\$132.20	Slightly reduced service; contract rate increases 3.8%
Novato Dial-A-Ride	2,600	\$70.60	Contract rate increases 4.4%

Local service is funded with a combination of fare revenue, advertising revenue, Measure A/AA local sales tax funds, Transportation Development Act (TDA), State Transit Assistance (STA), and federal grants. Measure AA sales tax funds in the local budget include both sub-strategy 4.1 Local Bus funding and sub-strategy 4.4 - School Service funds for providing supplemental school service to middle and high schools. Total local sales tax revenues budgeted for local service are \$9.5 million and 42% of budgeted revenues for local service. This is a similar level to the FY2019/20 budget, but a drop from FY 2017/18 budget.

State operations funding from Transportation Development Act (TDA) and STA decrease significantly in FY2020/21. State funds are 23% of the local budget, down from 36% in the prior year budget. Fare revenues are budgeted to decline 27% from the FY2019/20 budget and fares paid by other agencies (College of Marin, National Park Service, etc) on behalf of riders are budgeted to decline 8%. If the College of Marin does not hold in-person classes these fares will decline more significantly.

Marin Transit also provides two major fare subsidy programs that reduce fare revenue. These are the youth pass program for free fixed route transit to low income youth and Homeward Bound that provides free fixed route transit to people participating in County programs.

The overall fare revenue losses are offset by \$3.0 million of Federal Section 5307 CARES Act funding. In addition, the budget includes the expenditure of \$1.5 million of property tax revenue which in past years, the District has not needed for operations costs.

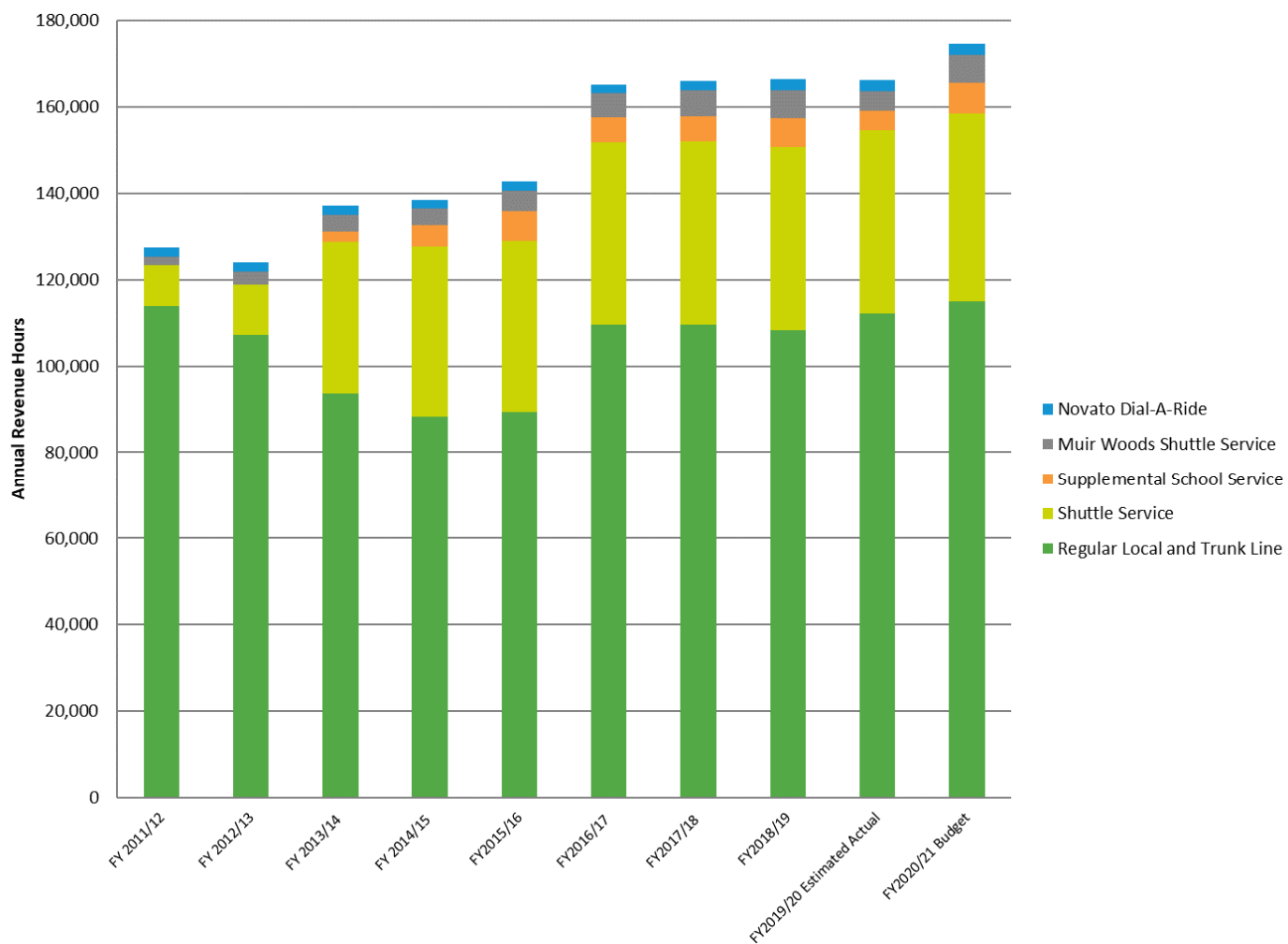
Figure 6: Local Revenue Service Hours by Program

Table 9: Local Service Budget

		FY 2019 Actual	FY2020 Budget- Revised	FY 2020 Estimated Actuals	FY2021 Budget	% Δ From FY 2020 Budget
Revenue						
4060301	Advertising Revenue	240,960	258,000	245,072	265,740	3%
4070301	Lease of Property	149,133	150,000	158,828	154,500	3%
4092001	Measure A Sales Tax	9,822,215	6,201,178	1,699,572	565,432	-91%
4092003	Measure A Sales tax - Interest	85,000	0	85,000	0	-
4092005	Measure AA Sales Tax	0	3,918,821	7,825,000	8,899,994	127%
4110101	State Transit Assistance (STA)	1,738,330	1,924,541	1,635,059	1,538,871	-20%
4110102	Transit Development Act (TDA)	5,109,399	5,836,446	5,784,078	3,817,097	-35%
4110103	STA - Lifeline	0	391,151	391,151	0	-100%
4119904	State -LCTOP	335,795	0	0	0	-
4139910	Fed-FTA 5307	0	0	0	70,520	-
4139912	Fed-FTA 5307 CARES	0	0	699,037	3,000,000	-
4139951	National Park Service	323,371	452,570	387,400	538,588	19%
4140100	Fare Revenue	2,414,173	2,439,800	1,897,376	1,786,534	-27%
4020000	Special Fares - Paid by Agency	686,293	701,250	524,860	646,250	-8%
Subtotal Revenue		20,906,394	22,273,757	21,332,433	21,283,526	-4%
4700001	Property Tax Transfer	-	68,950	800,000	1,500,000	2075%
4700002	Program Revenue Transfer	81,326	80,000	80,950	80,000	0%
Total Revenue		20,987,720	22,422,707	22,213,383	22,863,526	2%
Expense						
5030301	Consultant Services	288,777	210,000	37,970	210,000	0%
5030310	Fare Processing Charges	12,236	17,000	13,648	17,510	3%
5030320	Customer Service	246,378	300,000	317,740	330,000	10%
5030602	Custodial Service	1,698,478	21,954	16,072	22,613	3%
5030701	Security Services	7,022	280,000	294,040	287,560	3%
5040101	Fuel	2,819	1,737,000	1,715,696	1,852,562	7%
5040160	Electrical Power	50	49,200	29,650	60,000	22%
5049902	Small Equipment	0	5,000	4,538	5,000	0%
5049904	Software	0	30,000	39,000	42,000	40%
5049911	COVID-19 Supplies and Cleaning	0	0	120,000	300,000	-
5050205	Communication	4,601	112,127	39,282	114,740	2%
5080101	Purchased Transportation	16,901,437	17,812,316	17,471,899	18,315,607	3%
5090801	Marketing	67,090	95,707	90,889	98,403	3%
5100404	Expense Transfer - GGT Wave	85,000	0	85,000	0	-
Subtotal Expense		19,313,888	20,670,304	20,275,424	21,655,995	5%
5100100	Salary/Benefit Transfers	1,302,319	1,477,231	1,537,989	1,589,698	8%
5100101	Overhead Transfer	260,109	275,172	413,565	422,368	53%
Total Expense		20,876,316	22,422,707	22,226,978	23,668,061	6%

Yellow Bus Service

The yellow bus program for FY2020/21 has many unknowns for the next school year as schools were closed in FY2019/20 due to response to the COVID-19 pandemic. Many schools are discussing schedule changes and, if social distancing continues to be necessary, it could impact the number of students allowed on vehicles.

The FY2020/21 budget includes revenue and expenses associated with the operations of following components:

- (A) Operation of the Ross Valley yellow bus program at services levels similar to prior years
- (B) Operations oversight for Reed Union
- (C) Distribution of Measure AA funding to existing Marin County Yellow Bus Programs; and
- (D) General staffing support for the development of yellow bus services in Marin County

In prior years, Marin Transit staff provided operations support to the Mill Valley Yellow bus program. The City of Mill Valley has not made a final decision, but due to funding limitations, the program is expected to be suspended in FY2020/21. Marin Transit staff will be available to resume program support if funding becomes available.

(A) Management of the Ross Valley yellow bus program - In FY 2020/21 Marin Transit will continue to manage operations, service contracts, and pass sales for six yellow buses serving Ross Valley schools. Annually, Marin Transit makes several assumptions to develop the budget and price the passes for the upcoming school year. These assumptions include pass sales and contributions from other local agency partners such as the County of Marin, the Town of San Anselmo, and the Town of Fairfax. Since Marin Transit holds the contract with the service provider, the District bears the risk should any of these assumptions fall short of expectation.

With the suspension of service in FY2019/20, Marin Transit refunded pro-rated pass payments. Carryforward funding is available because contract payments were not required for mid-March through the end of the school year. These funds will be used in the FY2020/21 budget to maintain the lowest pass prices possible and to allow for driver retention incentives.

(B) Operations oversight for Reed Union School District - Marin Transit will continue to provide operations oversight for the Reed Union yellow bus program. Tiburon Traffic Relief Joint Powers Authority (JPA) manages the program and pays Marin Transit directly for services and staff time to help manage their yellow bus service. Services included in the budget are shown in Table 10.

(C) Distribution of Measure AA funding to existing Marin County yellow bus programs - With the passage of Measure AA, a new sub-strategy for school transportation was established. Marin Transit is not receiving new funding, but funding that was previously in the Local Transit and Capital Funding sub-strategies now make up the new sub-strategy. Marin Transit has always spent Measure A sales tax on school transportation, including supplemental school service, the youth pass program and bus service to Ross Valley schools.

Although sales tax revenues are expected to decrease sharply in FY2020/21, TAM was able to allocate a similar level of Measure AA funding using reserves. This allocation will allow Marin Transit to distribute funding to schools with eligible school transportation programs at the same level as FY2019/20. There will be no increases in the funding

amount distributed and the anticipated loss of the Mill Valley program will provide some additional reserve funding. If sales tax revenues do not recover, funding may need to be decreased in the FY2021/21 budget cycle.

The original funding levels were developed based guidance from an ad hoc school transportation committee of the Marin Transit Board that was established in 2016 and subsequently met 13 times in two years to discuss school transportation needs. Guidance from this task force ultimately resulted in Board approval of the distribution of \$600,000 of Measure AA funds to five existing regular home to school yellow bus programs in Marin County. Programs were selected based on threshold criteria and establishment of a distribution formula based on pass price subsidy and number of passes sold. This amount is the base amount and remains set for three years beginning in FY 2019/20. The base amount is adjusted annually for Marin County sales tax growth. The program funding amount may also be adjusted if a program's service level is reduced by more than 20 percent.

Table 10: Yellow School Bus FY 2020/21 Budgeted Program

	Ross Valley School District	Mill Valley School District (no operation anticipated for FY20)	Reed Union School District	San Rafael Elementary School District	Dixie School District
Program Structure					
Does Marin Transit directly contract with a yellow bus operator?	Yes	No	No	No	No
Contract Type	Marin Transit owns contract with service provider	Marin Transit provides Operational Support	Marin Transit provides Operational Support	None	None
Service Provider	Michael's Transportation	Michael's Transportation	First Student	First Student	Self-performs
FY 2017/18 Program Data					
Number of Buses	6	2	7	12	6
Number of Schools Served	3	3	3	8	4
One-way Passes	1,013	214	1,316	2,792	605
FY 2020/21 Measure AA Distribution					
Formula Results	\$162,956	\$25,279	\$135,877	\$232,085	\$42,244

(D) General staffing support for the development of yellow bus service in Marin County- Marin Transit will continue to document need, facilitate and provide planning support for new service, and help develop and sustain yellow bus service in Marin County.

Table 11: Yellow School Bus Service Budget

		FY 2019 Actual	FY2020 Budget- Revised	FY 2020 Estimated Actuals	FY2021 Budget	% Δ from FY 2020 Budget
Revenue						
4030000	Yellow Bus Fares- Paid By Other	145,000	151,000	151,000	151,000	0%
4090101	Local Government Payments	108,425	106,550	89,461	106,483	0%
4092001	Measure A Sales Tax	261,467	0	0	0	-
4092005	Measure AA Sales Tax	0	600,000	598,441	600,000	0%
4140105	Fare Revenue - Yellow Bus	354,831	441,937	296,966	422,665	-4%
Subtotal Revenue		869,723	1,299,487	1,135,868	1,280,148	-1%
4700001	Property Tax Transfer	0	31,326	0	19,668	-37%
Total Revenue		869,723	1,330,813	1,135,868	1,299,816	-2%
Expense						
5030301	Consultant Services	31,649	0	2,705	0	-
5030310	Fare Processing Charges	9,461	18,107	12,331	18,650	3%
5030602	Custodial Service	1,791	1,900	1,520	1,957	3%
5049902	Small Furn/Equip	572	4,750	272	1,800	-62%
5049903	Software	447	0	800	0	-
5050205	Communication-AVL	6,094	15,390	0	15,852	3%
5050206	Communication-Data	8,633	9,500	9,500	9,785	3%
5080103	Yellow Bus School Service	619,009	642,967	426,564	662,256	3%
5090801	Marketing	85	4,000	387	3,000	-25%
5098050	Grants to Yellow Bus Programs	0	405,485	435,485	435,485	7%
5120401	Leases and Rentals	26,378	24,730	19,784	25,472	3%
Subtotal Expense		704,119	1,126,829	909,348	1,174,257	4%
5100100	Salary/Benefit Transfers	138,037	156,840	91,922	101,681	-35%
5100101	Transfer Overhead	27,566	47,144	24,718	29,905	-37%
Total Expenses		869,722	1,330,813	1,025,988	1,305,843	-2%

Rural Service

Rural service is operated as the West Marin Stagecoach (Stagecoach), and includes northern Route 68, southern Route 61, and the rural Dial-A-Ride program. The West Marin Stagecoach, Routes 68 and 61, is operated under contract with MV Transportation. The rural Dial-A-Ride service is operated by Marin Transit's paratransit contractor, Whistlestop.

Since most of the Rural service provides lifeline connections to rural communities, these services are continuing to operate during the shelter in place order. The Stage has continued to operate most scheduled hours under Marin County's shelter and place order. Seasonal schedules with additional hours for recreational trips, have not been operated. Dial-A-Ride services have been suspended. Under the April 1, 2020 contract amendment (see Local Service), Marin Transit will pay MV Transportation and Whistlestop for scheduled hours to help retain workers. These new contract terms are effective until June 30, 2020 and were made possible by the availability of Federal CARES Act funding.

The FY2020/21 budget does not reduce rural service levels (Table 12). The FY 2019/20 rural budget will fund a similar level of Stagecoach service as the prior year and includes 16,400 fixed route revenue hours. The solid green bar in Figure 7 shows that this is the sixth (6th) year of expanded service on Stagecoach. Ridership has grown with the expanded service and may have leveled out now that the service has been in place for several years.

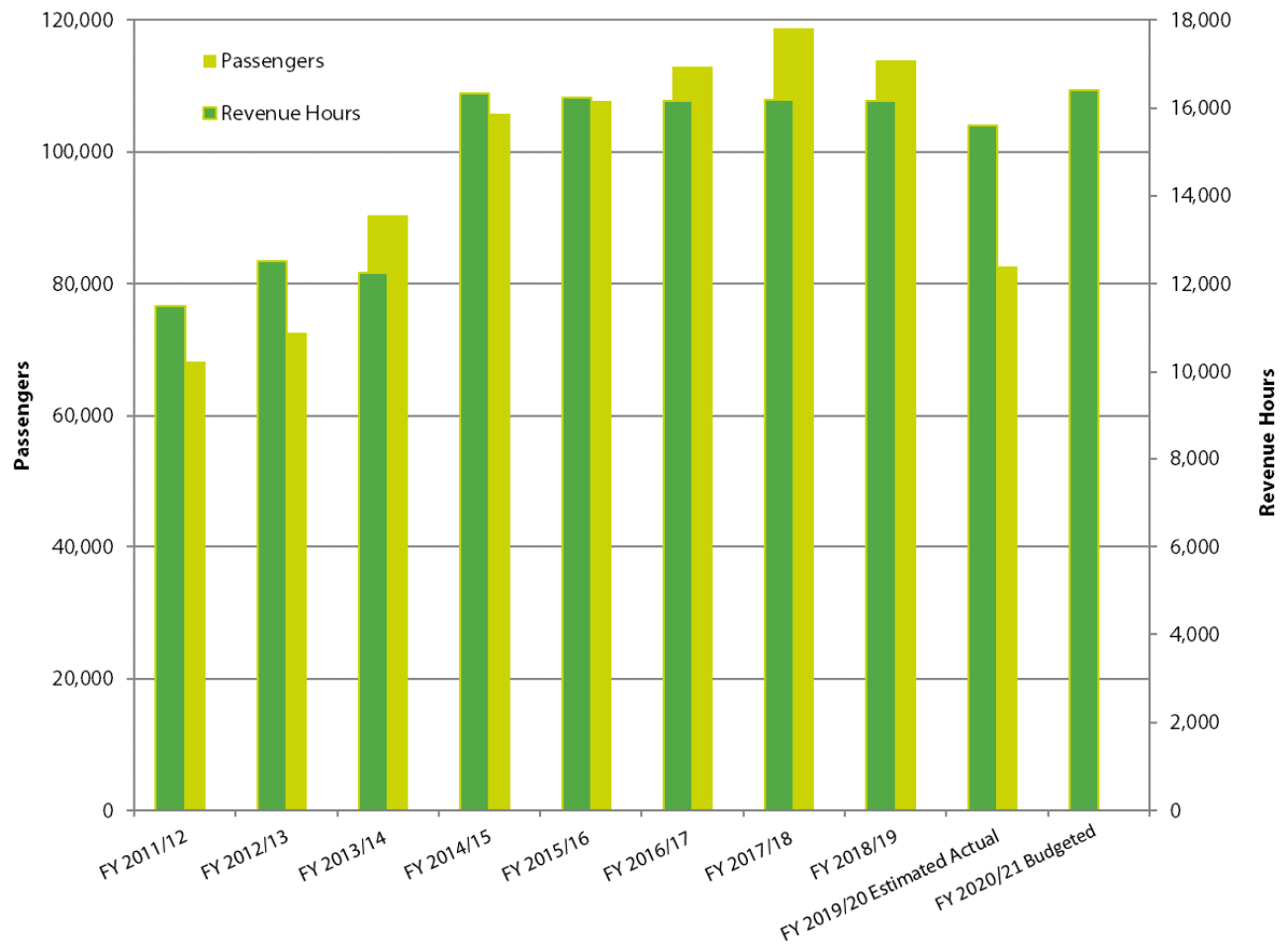
The Dial-A-Ride includes one round trip per week from Tomales and Dillon Beach to Petaluma and two round trips per month from Point Reyes to Novato.

Maintaining the budgeted service levels will allow for the restoration of seasonal service and Dial-A-Ride when it is warranted. If the social distancing measures continue and/or if service demand does not recover quickly, Marin Transit will need to evaluate if service levels and associated staffing levels should be adjusted. Decisions will be dependent on whether additional Federal CARES act funding has been allocated to the District, what the rural communities needs are and what service is anticipated to be over the next 12 months.

Table 12: Rural Budget Service Levels

Service Type	Service Level (Revenue Hours)	Contract Cost Per Hour (without fuel)	Notes
West Marin Stagecoach	16,400	\$92.03	Service level similar to prior year
Rural Dial-A-Ride	400	\$61.34	Similar level of service with service twice a month between Point Reyes and Novato

The rural service budget (Table 13) includes contract service operations, marketing, fuel, communications, and Marin Transit staff expenses. While service levels have not changed, ridership and associated fare revenue has dropped by 33%.

Figure 7: Rural Service Level and Ridership Trends

Rural service is funded with a combination of local sales tax funds and Federal Transit Administration (FTA) Section 5311 rural funding. Marin Transit receives the same 3% annual allocation of local sales tax funds under Measure AA as Measure A. There is no longer carryforward funding in this strategy and a large allocation in the prior year decreased the available Measure AA revenue for FY2020/21.

Marin Transit does have Federal CARES Act funding to offset the anticipated drop in fare revenues and offset sales tax revenue declines.

Table 13: Rural Service Budget

		FY 2019 Actual	FY 2020 Budget	FY 2020 Estimated Actuals	FY 2021 Budget	% Δ from FY2020 Budget
Revenue						
4092001	Measure AA Sales Tax	990,000	174,580	0	27,059	-85%
4092005	Measure A Sales Tax	0	714,128	900,000	564,320	-21%
4139920	Fed-FTA 5311 Rural	215,088	213,885	231,638	220,302	3%
4139951	Fed-FTA CARES 5311	0	0	130,000	109,772	-
4140100	Fare Revenue	110,245	121,794	79,381	81,423	-33%
Subtotal Revenue		1,315,333	1,224,387	1,341,019	1,002,876	-18%
4700001	Property Tax Transfer	477,718	712,648	500,000	995,407	40%
Total Revenue		1,793,051	1,937,035	1,841,019	1,998,283	3%
Expense						
5030301	Consultant Services	5,399	15,000	6,812	15,450	3%
5040101	Fuel	208,435	230,000	219,585	241,500	5%
5049902	Small Equipment	165	0	263	5,000	-
5050205	Communication-AVL	7,572	16,409	27,512	17,652	8%
5050206	Communication-Data	831	1,061	831	1,093	3%
5080101	Purchased Transportation	1,435,669	1,482,772	1,466,171	1,535,051	4%
5090801	Marketing	7,397	33,138	10,340	34,132	3%
Subtotal Expense		1,665,468	1,778,380	1,731,514	1,849,878	4%
5100100	Salary/Benefit Transfers	106,346	121,987	91,124	109,503	-10%
5100101	Transfer Overhead	21,237	36,667	24,503	32,205	-12%
Total Expenses		1,793,051	1,937,034	1,847,141	1,991,586	3%

Marin Access (Paratransit and Mobility Management)

The Marin Access budget includes Marin Access paratransit services for both local and regional trips (intra- and inter-county) and associated costs for fuel, communications, and marketing. The Marin Access budget also includes Marin Transit's Mobility Management services. The purpose of the Mobility Management efforts is to increase mobility for the County's senior, disabled, and low-income residents and to help manage the increasing demand for paratransit services. The Mobility Management services (Table 14) include the Catch-A-Ride subsidized taxi program, a volunteer driver reimbursement program, the new "Marin Transit Connect" on demand service, Travel Navigators, and travel training.

Table 14: Marin Access Budget Service and Program Levels

Service Type	Service Level (Revenue Hours)	Contract Cost Per Hour (without fuel)	Notes
Local Paratransit	60,400	\$64.22 ¹	Budgeted hours are reduced 5% from prior year budget to reflect pre-COVID service demand (pre-COVID).
Regional Paratransit	7,400	\$106.1 ²	Budgeted hours are reduced to reflect pre-COVID service demand
Transit Connect (Pilot)	8,500	\$64.22	Same day accessible service with limited service area near the 101 Corridor in Marin County

Service/Program	Service Level (Projected Ridership)	Funding Level	Notes
Catch A Ride	14,300	\$460,000	Funded with Measure B
Volunteer Driver	14,000	\$130,000	Program at similar service level with additional funds to provide program support and develop community-based volunteer driver programs
Innovation Incubator / Gap Grants	NA	\$60,000	Support to external agencies for innovation projects
Low Income Fare Assistance Program	NA	\$30,000	Provides fare assistance for low-income riders. Fare assistance is funded with Measure B. Funding level is based on current expenditure level.

Notes:

- 1) This is the effective rate at the projected service level. Actual costs are billed as a fixed monthly administrative cost with a \$41.34 hourly rate.
- 2) This is the effective rate at the projected service level. Actual costs are billed as a fixed monthly administrative cost with a \$47.69 hourly rate.

The FY 2020/21 budget for Marin Access (Table 15) is \$7.8 million, which funds the service and programs shown in Table 14 and is a 5% increase over the prior year budget. The budget provides for local paratransit service levels based on service demand before the start of the shelter in place order and are 5% below the prior year budget. The budget also includes the Marin Transit Connect pilot program that is testing on demand, accessible transit service.

Mobility Access initiatives in the FY 2020/21 budget include:

- Adjust mobility management services to reflect changes in community needs due to the COVID-19 pandemic;
- Implement a modified Marin Transit Connect program using the UBER platform to provide accessible same-day transportation service available to the general public within a limited geographic area;
- Implement adopted fare changes designed to make fares and subsidy levels commensurate with services and maximize social equity;
- Expand fare assistance for those with limited incomes to ensure that those with financial barriers have access to a variety of mobility options;
- Explore additional opportunities to provide gap grant funding to agencies or organizations frequently served by Marin Access Transportation Services to improve the user experience;
- Evaluate current travel training efforts and expanding the program to include a volunteer travel ambassador program and eligible rider orientation sessions;
- Continue development of resources to assist local traditional volunteer driver programs;
- Conduct outreach in venues easily accessible and commonly frequented by older adults and people with disabilities; and
- Improve coordination between human service agencies and transportation providers.

Any proposed new Mobility Management programs will be considered for approval by the Marin Transit Board.

Marin Transit provides free fixed route tickets valued at \$80,000 to Marin County's Homeward Bound program for participating residents. The cost of this program is represented as a revenue transfer from the Marin Access program to the local program.

Table 15: Marin Access Budget

		FY 2019 Actual	FY2020 Budget- Revised	FY 2020 Estimated Actuals	FY2021 Budget	% Δ From FY 2020 Budget
Revenue						
4092001	Measure A Sales Tax	2,386,318	523,739	0	134,574	-74%
4092005	Measure AA Sales Tax	0	2,275,056	2,800,000	1,930,923	-15%
4099950	Measure B	991,414	1,245,000	889,597	1,075,000	-14%
4110101	State Transit Assistance	103,372	60,000	60,000	60,000	0%
4119910	State Prop Tx Relief HOPTR	18,779	18,500	15,000	16,000	-14%
4139910	Fed-FTA 5307 Urbanized Area Formula	715,573	687,028	687,028	697,574	2%
4139914	Fed-FTA 5307 CARES Act	0	0	0	1,500,000	-
4139915	Fed-FTA 5310 Mobility	486,487	437,500	398,393	115,120	-74%
4140100	Fare Revenue	313,834	305,000	239,151	342,960	12%
4601001	Misc.-Reimbursement	3,003	0	0	0	-
4601003	GGBHTD – Local Paratransit Payment	1,054,043	1,145,995	1,099,178	1,148,187	0%
4601004	GGBHTD – Regional Paratransit Payment	767,416	845,018	773,321	819,586	-3%
Subtotal Revenue		6,840,239	7,542,836	6,961,668	7,839,924	4%
4700001	Property Tax Transfer	0	38,541	0	80,000	108%
4700002	Program Revenue Transfer	(81,326)	(80,000)	(80,950)	(80,000)	0%
Total Revenue		6,758,913	7,501,377	6,880,718	7,839,924	5%
Expense						
5030301	Consultant Services	29,377	96,171	42,216	63,000	-34%
5030310	Fare Processing Charges	801	2,000	654	0	-100%
5030320	Customer Service	308,172	351,950	328,037	329,555	-6%
5040101	Fuel	607,565	647,094	583,788	666,271	3%
5049902	Small Furn/Equip	0	0	863	5,000	-
5049903	Software	0	101,034	134,191	183,315	81%
5049911	COVID-Supplies and Cleaning	0	0	18,769	75,076	-
5050203	Communication- Mobile Data Terminal	55,141	5,000	0	0	-100%
5050204	Communication-MERA Radio	22,744	20,969	20,291	21,598	3%
5050206	Communication-Data	14,988	15,000	13,790	15,450	3%
5080101	Purchased Transportation - In Report	4,541,478	4,878,268	4,504,928	5,144,938	5%
5080102	Purchased Transportation - Regional	747,161	814,780	727,269	785,074	-4%
5090801	Marketing	33,165	100,850	33,792	50,000	-50%
5098001	Misc-Exp Transit User Training	1,019	9,800	11,600	12,000	22%
5098002	Gap Grant	6,325	20,000	1,200	60,000	200%
Subtotal		6,367,936	7,062,916	6,421,388	7,411,277	5%
5100100	Salary/Benefit Transfers	326,007	358,697	294,496	312,866	-13%
5100101	Transfer Overhead	64,970	104,764	79,190	92,015	-12%
Total Expense		6,758,913	7,526,377	6,795,074	7,816,158	4%

Paratransit

Marin Access paratransit service provides demand-response trips to passengers certified as unable to use the fixed route system either all or some of the time. This includes trips mandated under the Americans with Disabilities Act (ADA) federal law as well as trips that go beyond the ADA requirements. This service and a regional service managed on behalf of GGBHTD are operated under contract by Whistlestop.

The COVID-19 pandemic has severely impacted paratransit demand. Since mid-March ridership has been 80% less than historic levels. The need to continue social distancing may continue to deter Marin Access passengers from traveling in FY2020/21.

The paratransit contract includes both a fixed monthly fee and a variable rate based on the number of hours operated. In April, Marin Transit signed a contract amendment designed to help retain workers. It included:

- Authorizing the reduction of riders per vehicles;
- Authorizing the use of vehicles and service hours to make deliveries to paratransit riders; and
- Payment for contract hours up to historic levels to allow for the payment of administrative leave and wages for drivers and other hourly employees.

These new contract terms are effective until June 30, 2020 and were made possible by the availability of Federal CARES Act funding. The current budget would allow for the return to the operation of more typical service demand. If social distancing measures continue and/or if service demand does not recover quickly, Marin Transit will need to evaluate how to ensure Whistlestop is able to retain staffing to provide services when they are again needed.

Regional paratransit continues to experience a decline in requests for mandated trips in FY 2019/20. This decline may continue to be compounded by decreased demand from the shelter in place order and ongoing need for social distancing. The FY 2020/21 budget includes 7,400 revenue hours for regional paratransit service.

The budget includes other related program costs such as scheduling software, operation of on-vehicle equipment, and fuel. A Marin Access consulting budget is available for information technology costs related to hosting software and for evaluating the Marin Transit Connect pilot program.

Marin Transit purchases fuel directly from the County of Marin for the paratransit program. The FY 2020/21 fuel budget allows for 5% price increase over the prior year. Based on current market prices it is unlikely the full fuel budget will be needed.

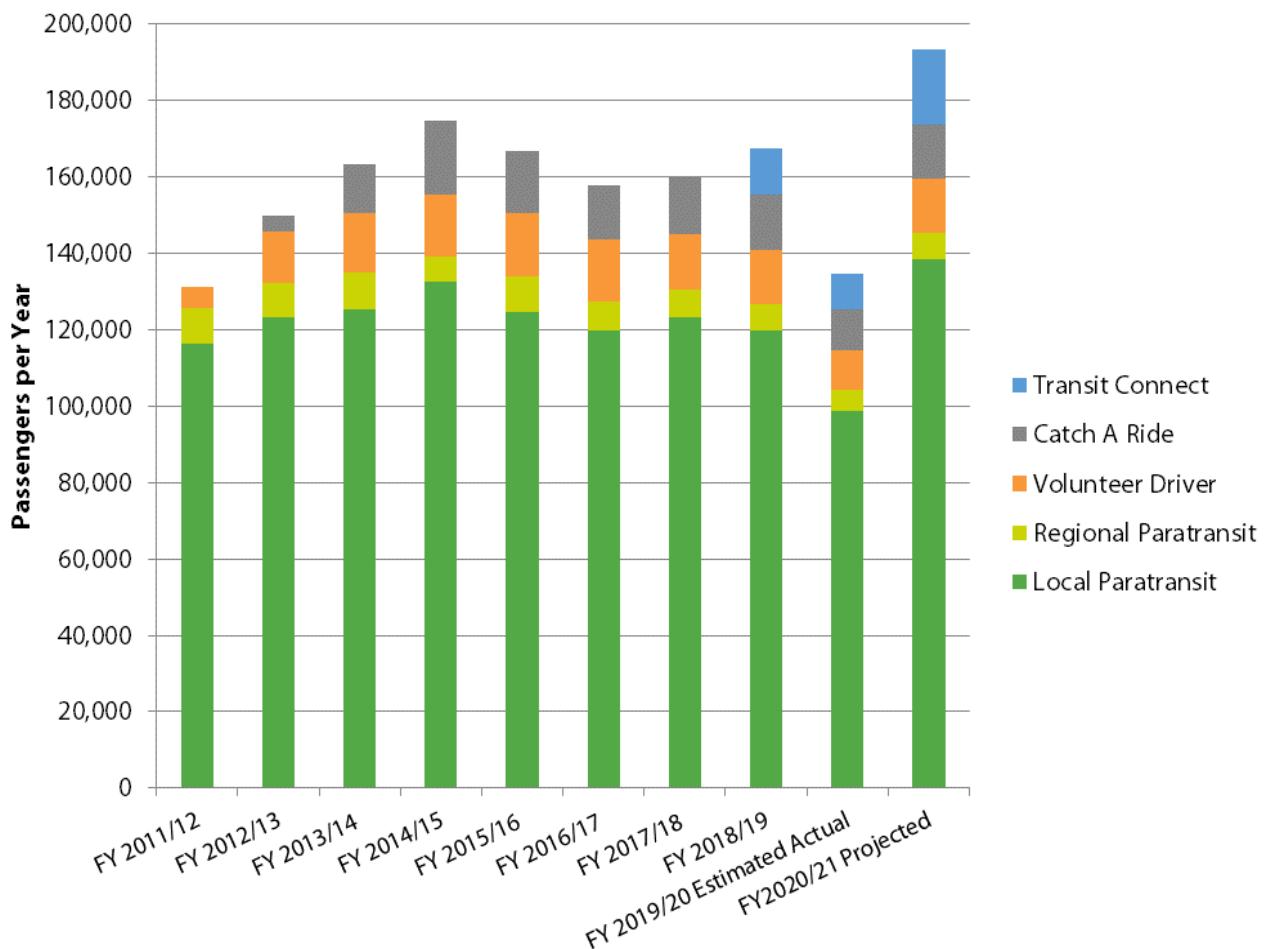
Mobility Management

Marin Transit established the Mobility Management Office in 2009, with initial funding from a Federal New Freedom Grant. The program has continued to receive Federal Section 5310 grants to fund staffing costs. Marin Transit established the Marin Access Mobility Management Center (Travel Navigator program) in 2010, as a one-stop-shop for information and eligibility on all Marin Access programs. The Mobility Management Center serves as an umbrella for paratransit, volunteer driver, a subsidized taxi program (Catch-A-Ride), and travel training. Travel training

activities include local informational presentations and individualized travel training. There are currently three full-time Travel Navigators and one full-time Travel Navigator Supervisor.

Riders with disabilities and those who are aging have a diverse set of mobility needs and not all riders require paratransit to travel. Marin Transit recognizes this and instead of offering paratransit as the only alternative to fixed route the District has been successful in implementing a mobility management approach that matches riders with the most efficient and attractive option for both the rider and provider. As Marin Transit expands the mobility management program, staff are looking to provide lower cost options to riders that also provide more flexibility to a diverse population. Moving forward, the District recognizes the mobility management program as an opportunity to test new partnerships and incorporate additional non-profit or private transportation providers to increase mobility and contain costs.

Figure 8: Marin Access Passengers by Program



The COVID-19 pandemic has severely impacted Catch A Ride and Volunteer Driver program demand; ridership since April 2020 has been 80% less than historic levels. The need to continue social distancing may continue to deter Marin Access passengers from traveling in FY2020/21. In particular, the volunteer driver programs may see a longer term decline as these trips provide less opportunity to maintain social distancing. The grant funded Transit Connect pilot program is projected to provide 54,900 passengers trips under a new phase of the pilot beginning July 1, 2020.

Marin Access Revenue

Marin Access programs are primarily funded by local sources including Measure AA, Measure B and property tax. Marin Access receives 9.5% of Measure AA sales tax revenue or around \$2.0 million per year. As of FY 2011/12, Marin Transit receives 35% of the Measure B vehicle license fee to support the mobility management initiatives. Marin Transit is budgeting \$1,075,000 of Measure B funding in FY 2020/21, which includes an estimated \$275,000 in unspent prior year allocations.

\$1.5 million in Federal Section 5307 CARES Act funding is programmed to Marin Access to help with paratransit costs in FY2020/21. With the likelihood of sustained drops in ridership, this funding will be critical to sustain programs until they are again needed for critical mobility for vulnerable populations, or allow the District time to evaluate how to redeploy resources.

Based on a fare study and S RTP recommendations, Marin Transit has restructured paratransit fares and other mobility management program fees to make fares and subsidy levels commensurate with the type of service offered. Fare revenue was anticipated to increase with the implementation of a 50% fare increase on paratransit and adjustments other mobility management programs. New distance-based fares on Transit Connect were already increasing fare revenue significantly. Prior projections were reduced by 80%, but the budget has a 12% increase in fares revenue. This makes up approximately 5% of the Marin Access budget. If ridership does not meet projections, fare revenue may be significantly under budget in FY2020/21.

In FY 2020/21, Marin Transit expects to expend the following state and federal grant awards for Marin Access:

<u>FY2020/21</u>	<u>Total Grant Award</u>	<u>Program</u>	<u>Source</u>
<u>Expenditure</u>			
\$50,000	\$300,000	Mobility Management – Additional Staffing	Federal Section 5310 FY15-17
\$65,120	\$130,240	Mobility Management – Additional Staffing	Federal Section 5310 FY18-19

GGBHTD pays for all costs related to regional paratransit along with their share of mandated local paratransit based on their share of transit in Marin County (currently 24%). As of FY 2015/16, GGBHTD directly reports the ridership, fares, and costs associated with their share of paratransit to the National Transit Database (NTD) and the State Controller's Office.

Under the 2015 GGBHTD contract, Marin Transit's share of Federal Transit Administration Section 5307 for Marin County paratransit operations increased from 50% to 80%. This source accounts for 10% of Marin Access revenue.

Facility Budget

The Facility Budget includes the lease revenue and property maintenance expenses for the District's Rush Landing facility. Marin County Transit District complete the acquisition of 600 Rush Landing on January 29, 2020. The District took ownership of a site currently leased for vehicle storage for contract operations of the Rural, Seasonal and Supplemental School services. With the acquisition, Marin Transit took assignment of two existing property leases and a leaseback arrangement with the seller. One lease holder has taken an option to terminate their lease without penalties giving Marin Transit more access to vehicle parking at the site.

Revenues from remaining property leases are anticipated to exceed the property maintenance costs by approximately \$80,000 per year. The net income from the property leases will be from a federally funded property. As such, the federal share (80%) of the net income will be required to be spent on federal programs. Marin Transit will use a non-balancing fund for the associated budget, revenues, and expenditures for the Facility to allow for the clear identification of any net income. Net income will be allocated to federalized projects through the District's annual budget process for capital projects.

All property maintenance expenses for 600 Rush Landing will be funded through the Facility Budget. Expenditures for more significant site improvements will be included as capital projects. A. Marin Transit has hired a property manager who serves as the primary contact with lease holders, and has responsibility for responding to lease holder concerns, collecting monthly lease payments, and managing building maintenance and utilities.

Table 16: Facility Budget

		FY 2020 Budget (6 months)	FY2020 Estimated Actuals	FY2020/21 Budget
Revenue				
4070302	Lease of Facility	164,277	97,049	173,808
Total Revenue		164,277	97,049	173,808
Expense				
5030301	Consultant Services	9,000	12,600	14,000
5030603	Custodial Service -Janitorial	5,000	2,000	10,000
5030650	Landscaping	2,500	1,000	5,000
5030701	Security Services	1,500	0	3,000
5040180	Utilities	6,834	17,100	34,200
5049902	Small Equipment	2,500	0	5,000
5060302	Insurance	2,500	2,600	5,200
Subtotal Expense		29,834	35,300	76,400
5100100	Salary/Benefit Transfers	5,925	7,680	12,000
5100101	Overhead Transfer	671	1,628	2,014
Total Expense		36,430	44,608	90,414

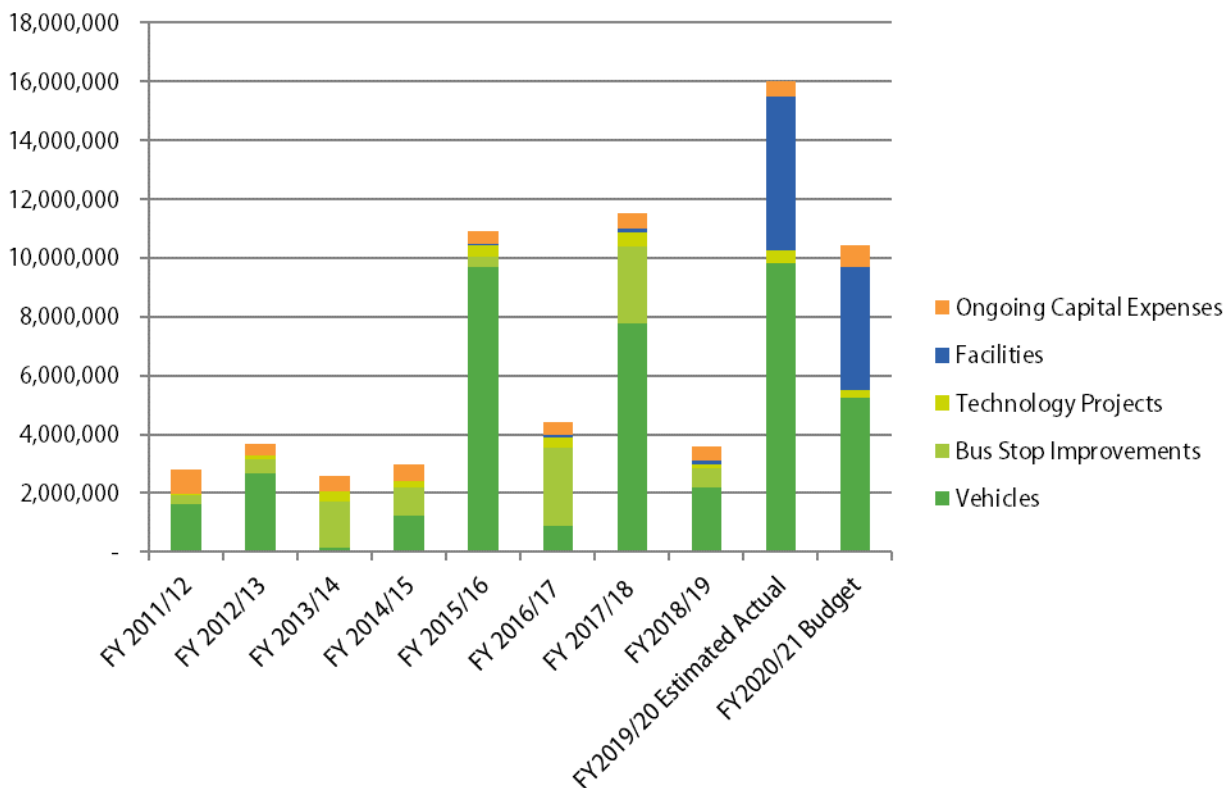
Capital Budget

Marin Transit's annual capital budget (Table 17) of \$10.5 million provides funding for transit vehicles, bus stop improvements, transit technology projects, and other capital expenses. Figure 9 provides capital expenditures and budget by project type to show the significant variation in expenditures by year. Marin Transit successfully purchased a two-and-a-half-acre parcel (Rush Landing) in FY2020/21 with a federal discretionary Section 5339 grant. This purchase will provide vehicle parking and other facility opportunities, but the shortage of industrial parcels in Marin County prevented the District from purchase a parcel large enough to accommodate Marin Transit's full parking and maintenance needs. Marin Transit will continue to look to purchase additional land in FY2020/21. Marin Transit will also implement facility improvements at Rush Landing, including installation of electric vehicle charging infrastructure and upgrades to the facilities such as fencing and lighting.

Capital expenditures are defined in the District's fixed asset management policy. A "Fixed Asset" includes equipment, supplies and rolling stock with a unit purchase value of at least \$5,000 and a service life of more than one year. All projects that meet the requirements of the District's fixed asset policy are capitalized and depreciated over the defined life of the associated asset type. Expenditures not meeting the District's policy for capitalization will be included as operations expenses on financial statements.

In the FY 2020/21 budget 59% of capital project costs are funded by state and federal grants.

Figure 9: Capital Project Budget by Type



Vehicles

Purchase Four 40ft Low-floor Battery Electric Buses (EA) – Marin Transit will purchase four battery electric vehicles to replace 2 Articulated vehicles that are beyond their useful life. This is a seat for seat replacement that is federally funding with Section 5307 funds and a local match of State LCTOP funding. Marin Transit anticipates completing the procurement of the vehicles in FY2020/21 and putting the vehicles into service in FY2021/22.

Purchase Four 30ft XHF Rural Replacement Vehicles (XB) – Marin Transit submitted a purchase order for four 30ft XHFs to replace four 30ft cutaway vehicles to be used on rural stagecoach service. Marin Transit is upgrading this vehicle type from the cutaways because the XHFs have proven to be more reliable and sturdier on the steep grades and challenging roads of West Marin routes. The vehicle delivery was expected in FY2019/20 but is delayed until FY2020/21 due to factory closures from the COVID-19 pandemic.

Purchase 16 Paratransit Replacements (PC) – Marin Transit has purchased 15 cutaway paratransit vehicles to replace vehicles that are now beyond their useful life. These vehicles are expected to be delivered in FY2020/21. Marin Transit will work to replace the remaining additional vehicle with an electric van or shuttle.

Purchase Nine Shuttle Replacements (SC) – Marin Transit submitted a purchase order for nine cutaway vehicles to be used on the Fixed Route Shuttle program operated by Marin Airporter. These vehicles are replacing nine vehicles that have reached their useful lives. These vehicles are expected to be delivered in FY2020/21.

Purchase Two XHF Replacements (XC) – Marin Transit will purchase two 35ft XHFs for use primarily on the Muir Woods Shuttle service. These vehicles will replace two existing vehicles beyond their useful life. Marin Transit anticipates completing the procurement of the vehicles in FY 2020/21 and putting the vehicles in service in FY2021/22.

Staff Car (NR) – Marin Transit will purchase an electric staff car to replace the retired active vehicle.

Bus Stop Improvements

Novato Bus Stop Shelters (BN) – This project included as a future year project and is waiting for anticipated funding in the next cycle of MTC's lifeline program. Once funding is available, Marin Transit will purchase 6-8 shelters to replace existing advertising shelters that are out of contract in Novato. The new shelters will be lower maintenance with perforated metal walls instead of glass. Regular maintenance of the installed shelters is included in Bus Stop Maintenance.

Administrative and Operations Facilities

Facility Improvements (FS) – In FY2020, Marin Transit purchased right of way at 600 Rush Landing in Novato as part of a \$6.6 million project (FR) funded with \$4.4 million from a Federal Discretionary 5339 grant and Measure A matching funds. The remaining \$1.2 million on the project is for site improvements and has been moved to this new project. In this project, Marin Transit will use remaining funds to install enhanced fencing, lighting, and bus charging infrastructure.

Yellow Bus Parking Facility (YF)- The District currently leases a parking lot for 16 yellow buses but this lease is not available after June 2021. This project is for the purchase of a parking site for yellow buses and is funded with \$1.1 Million in Measure A interest and \$1.9 million in Capital Reserve Funding (prior year local property tax).

Technology Projects

AVL Replacement (AY) – This project will replace Mobile Data Terminals (MDTs) on all vehicles for the District's Advance Vehicle Location (AVL) system. This system provides the location information for internal operations monitoring and for the public real time system. The current equipment is beyond its useful life and will be obsolete due to changes in the cellular network and the system software (Syncromatics). The Marin Transit Board of Directors authorized the purchase of the new equipment in June 2018, but the installation has not been complete due to deficiencies in the products found in the testing phase and impacts of COVID-19 on supply chains. These issues have been addressed and the project is planned for completion in early FY2020/21. The project is funded with 82% Federal 5307 funding and 18% Measure A/AA local sales tax funding.

Real Time Signage (RT) – This project will add Real Time Information signs to high and medium ridership stops throughout the county. The first phase of this project includes 16 stops in the Canal and Novato and is funded through a Lifeline grant. Additional signs may be installed at up to 34 other bus stops.

Other Measure A/AA Capital Expenses

Other capital and infrastructure expenses include: Marin Emergency Radio (MERA) radio capital bond payments, the capital contribution to GGBHTD as required under contract, major vehicle repairs, and bus stop maintenance expenses. Expenditures that do not meet the District's policy for capitalization will be included as operations expenses on financial statements.

Table 17: Capital Budget by Project

		Total Project Budget	Prior Years	FY2020/21	Future Years	Measure A / Local Funding	State Funding	Federal Funding
EA	Replace 3 Artics with 4 - 40ft Electric	4,366,507	500	1,000	4,365,007	0%	39%	61%
PC	Purchase 16 Paratransit Replacements	1,472,000	1,000	1,471,000	0	18%	0%	82%
SC	Purchase 9 Shuttle Replacements	1,161,000	1,000	1,160,000	0	18%	0%	82%
XB	Purchase 4 Replacement XHF's	1,740,000	11,403	1,728,597	0	35%	23%	42%
XC	Purchase 2 XHF Replacements	850,000	0	850,000	0	18%	0%	82%
NR	Staff Car	49,000	0	49,000	0	4%	96%	0%
Subtotal Vehicles		9,638,507	13,903	5,259,597	4,365,007	13%	39%	65%
BN	Novato Bus Stop Shelters	0	0	0	33,000	0%	0%	0%
Subtotal Bus Stop Improvements		0	0	0	33,000	0	0%	0%
FS	Facility - Improvements	1,187,842	0	1,187,842	0	90%	0%	10%
YF	Yellow Bus Parking Facility	3,000,000	0	3,000,000	0	100%	0%	0%
Subtotal Facility		4,187,842	0	4,187,842	0	97%	0%	3%
ME	MERA	29,000	0	29,000	0	100%	0%	0%
RT	Realtime Signs	212,394	0	210,394	0	18%	0%	82%
Subtotal Technology Projects		241,394	0	239,394	0	28%	0%	72%
GG	Golden Gate Capital Costs (GG)	17,000	NA	17,000	0	100%	0%	0%
BM	Bus Stop Maintenance (BM)	120,000	NA	120,000	0	100%	0%	0%
VR	Major Vehicle Repairs (VR)	300,000	NA	300,000	0	100%	0%	0%
IF	Infrastructure Support (IF)	400,000	NA	400,000	0	100%	0%	0%
Subtotal Ongoing Capital Expenses		837,000	0	837,000	0	100%	0%	0%
Total Expenditures		14,904,743	13,903	10,523,833	4,398,007	42%	14%	44%



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June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: September 2020 Service Change Summary and Request for Onboard Equipment Purchase

Dear Board Members:

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: Accept information item and authorize purchase of on-board vehicle equipment at a cost not to exceed \$190,000.

SUMMARY: Marin Transit staff regularly monitor service and make adjustments to schedules and operations to improve efficiencies and better position the District to achieve Board-adopted targets. Marin Transit typically makes these changes at one of four times throughout the year to align with Golden Gate Transit's driver bids dates. These consist of the second Sunday in March, June, September, and December. Coordinating the timing of these changes enables to two agencies to coordinate schedules and support transfer connections. This also provides riders with a consistent date to expect service changes. Schedule changes are printed in the rider's guide published quarterly. The guide is available on board transit vehicles, at the San Rafael Customer Service Center, and at over 100 community-based organizations and businesses in Marin County.

The next scheduled service change dates are June 14, 2020 and September 13, 2020. As the General Manager reported to your Board at your May 4, 2020 meeting, the District will forgo printing a new rider's guide for the June 14 signup. There are no changes in the timetables, and there is uncertainty about other regional transit operators' schedules - Golden Gate Transit and SMART - that are typically included in the guide. September 13, 2020 will be the next time regular fixed route schedules will change for Marin Transit.

Pre-COVID, Marin Transit planning activities targeted the September 13, 2020 date to make changes as part of its regular process of making services more efficient and productive. These intentions are outlined in Chapter 3 of the District's Short Range Transit Plan, adopted by your Board in February of this year. Uncertainty in the operating environment and ridership levels continues. It is important to keep your Board fully informed and provide regular updates on all

matters related to service and the financial impacts of these changes. Per your Board's adopted policies on service changes, the changes described in this letter do not require formal approval or trigger an equity analysis under Title VI.

In response to new health and safety requirements and the economic conditions resulting from COVID-19, Marin Transit will be preparing near-term and longer-term recovery plans. The near-term service changes under consideration are consistent with and will support the District's recovery strategies.

The next section summarizes changes for September 2020 that staff are actively pursuing. Combined, these changes will reduce ongoing operating costs with minimum impact on service levels. Staff may delay these changes and revisit them at a future date if conditions related to COVID-19 present additional unforeseen challenges with any of the proposed changes.

Contractor Exchange on Route 17/17x

Staff is transitioning Route 17/17x (14,800 revenue hours) service operated by Golden Gate Transit to Marin Airporter effective September 13, 2020. This will reduce operating costs without impacting service levels and the change is within the allowable service hours for both the Golden Gate agreement and Marin Airporter contract. There will be no changes to Route 17/17x schedules.

To accommodate this change, the District will transition seven vehicles from the Golden Gate agreement to the Marin Airporter contract. The identified vehicles for transition are 2017 Gillig hybrid buses. These buses are consistent with the 2015 Gillig hybrid vehicles that Marin Airporter already operates and maintains on behalf of Marin Transit. Select onboard systems that differ between contractors will need to be exchanged prior to transition of service. These include the driver data terminals, vehicle tracking devices, passenger counters, and camera systems. New tires for the vehicles are also required as the current tires are leased under a contract with Golden Gate Transit. As outlined in the financial impact section below, staff requests approval to purchase the onboard systems as part of this Board item.

Service Reductions on Route 22

Route 22 has struggled to meet its productivity and cost-effectiveness targets since the major service change implemented in June 2016. The primary reason for the drop in productivity was the expansion of the route into non-productive hours (nights and weekends) and the implementation of Route 122. Route 122 provides express service connecting College of Marin (COM) to Downtown San Rafael. This route operates on school days that match the College schedules and carries approximately 150 passengers that were likely riding Route 22 previously. This added service significantly improved frequencies and midday options for COM students transit riders though ultimately impacted Route 22 performance.

In the most recent Short Range Transit Plan, annual performance reports and recommendations identify this route for service reductions or restructuring. Incremental changes to Route 22 have been made over the past few years. These include: cancelling select underperforming evening and weekend trips in June 2018 that saved 2.4% in costs, and a route change in San Anselmo in December 2019 that saved another 1.3% in costs. These minor savings were largely offset by increased costs related to contract escalations and added operating time to address worsening afternoon traffic conditions along Highway 101, in Downtown Larkspur, and in Downtown San Rafael near the SMART tracks.

September 2020 changes on Route 22 will eliminate service on the southern portion of the route between College of Marin, Larkspur, Corte Madera, Strawberry, and Marin City on select peak hour trips that currently arrive at San Rafael Transit Center at X:25 after the hour and depart at X:00 after the hour. A total of seven northbound trips and eight southbound will be impacted by this change. This represents 32% of the total trips. Service between Downtown San Rafael and College of Marin is the most productive portion of the route and will be preserved. Staff estimates that this change will save 2,400 hours annually.

Route 122 Alignment Change

Route 122 is designated as a partnership service funded in part by College of Marin (COM) student transportation fees. The route was introduced in Fall 2015 as part of the partnership to provide COM students access to the local transit network through significantly subsidized transit passes.

The initial routing of the service connected the COM Kentfield campus to the San Rafael Transit Center, with select trips continuing to the COM Indian Valley Campus (IVC) in Novato. Due to low ridership and high operating costs of the IVC extension, this portion of the route was discontinued in Fall 2016.

Marin Transit made additional changes to the route in the Fall 2018 reflecting recommendations in the East San Rafael Transit Study and the commencement of SMART service to Downtown San Rafael. These changes resulted in the extension of select trips east of the San Rafael Transit Center along 2nd/Point San Pedro road to serve three additional stops in the northbound direction and three additional stops in the southbound direction. This change expanded local transit service coverage to a historically underserved area. It also accommodated new operational restrictions at the San Rafael Transit Center to prevent layovers greater than five minutes. These resulted from modifications to accommodate the SMART extension to Larkspur.

Staff recommends changing the eastern terminus of Route 122 from Peacock Gap to Dominican University. This is due to extremely low ridership of less than ten passengers per day and the expansion of the Connect on-demand service to East San Rafael that will start on July 1, 2020. Since the route operates school days only, it is well-positioned to serve increased college student demand on these days. It will also maintain fixed route options for riders on non-school days. This service will complement Routes 233 and 257 that provide service every 30 minutes between the San Rafael Transit Center and Dominican, and it will offer another trip in each direction once per hour between 9:00am and 2:00pm.

Route 61 Weekend Service Adjustment

Route 61 operates two different weekend schedules depending on the time of year. March through October, the District offers a “peak season” schedule with 12 eastbound and 12 westbound trips operating various patterns in between Sausalito to Bolinas. This service level is significantly higher than the four roundtrips offered during off-peak weekends and weekdays on this route. The higher service levels in the peak season accommodated growth in the weekend transit-riding recreational market in West Marin.

The District has conducted an evaluation of the route due to several ongoing issues. These include:

- Increased travel times and declining on-time performance caused by growing congestion in Tam Valley;
- Overcrowding during the off-peak weekends due to the limited service options; and

- Rider requests for service connecting West Marin to Downtown Mill Valley.

Most recently, staff is increasingly concerned that “pass-ups” may increase on fixed route services. These “pass-ups” reflect passenger capacity guidelines to adhere to social distancing protocols and returning ridership and are based on the size of the vehicle. Pass-ups are especially of concern in areas where alternative services are limited and service frequencies are low. Route 61 in West Marin qualifies as one of these areas.

Staff is proposing the following changes to the weekend service on Route 61 to address ongoing operational concerns and emerging issues related to social distancing:

- Split the route into two alignments: one that operates Sausalito to Bolinas and one that operates between Downtown Mill Valley and Stinson Beach. Eliminate the Stinson Beach parking lot stop on both alignments and serve the Downtown Stinson Beach stop instead to avoid added delays.
- Eliminate the “peak” versus “off-peak” schedule and operate a consistent schedule year-round. This schedule preserves the 12 westbound and eastbound “peak-season” trips and continues to operate them between November and February. Schedule times and patterns will be adjusted from the current schedules. The proposed schedule is shown in Attachment A.

FISCAL/STAFFING IMPACT:

If implemented, the service changes outlined above will result in an estimated savings of approximately \$1,154,000 in annual operating costs and a one-time cost of \$190,000. Table 1 shows the financial impacts associated with the operating costs of each route change. While there is a net savings, budget amendment 2020-01 is needed to move and reduce operating expenses in the Local Budget (Routes 17/17x, 22, 122) and increase the Rural budget for the additional hours on the Route 61.

Table 1: Operational Cost Summary by Route

Route	Summary of Change	Change in Hours	Annual Cost Impacts
17/17x	Transition Contractors	-	(\$1,082,126)
22	Reduce weekday peak hours service	-2,375	(\$149,080)
61	Increase off-peak weekend service	+1,050	+ \$77,580
122	Realign eastern terminus	-	\$ -
Total		-1,325	(\$1,153,626)

Additional one-time costs are required to support transferring seven 40ft Gillig vehicles (Vehicle numbers 1701-1707) from Golden Gate Transit to Marin Airporth to operate the Route 17/17x. Staff expects that these costs will not exceed \$307,300. Marin Transit has a spare parts budget through Gillig that was set aside with the purchase of the 2015 and 2017 Gillig fleets. This will pay for some of the required expenses like new fareboxes and standard gravity fuel connectors, since Marin Airporth does not have the same fast fuel system that Golden Gate Transit uses. The remaining expenses will not exceed \$190,000 and is included in budget amendment 2020-

01. This amount reflects the cost of installing on-board equipment such as Syncromatics Real Time Data equipment and on board cameras, and will also include tires to make the fleet consistent with the rest of the Airporter-operated fleet. Table 2 below summarizes these costs.

Table 2: Vehicle Transfer Costs

Equipment	Total Cost Estimate	Gillig Spare Parts Budget	Budget Amendment 2020-01
GFI Validating Fareboxes	\$113,050	\$113,050	
Gravity Fill Fuel Connectors	\$4,250	\$4,250	
Syncromatics AVL	\$111,052		\$111,052
Seon – 8 Camera System	\$33,230		\$33,230
Tires	\$42,000		\$42,000
Other small equipment	\$3,718		\$3,718
Total:	\$307,300	\$117,300	\$190,000

Details for the FY2020/21 budget amendment #2020-01 are in appendix B. The amendment has a net impact of reducing Marin Transit's annual operations budget by \$1.2 million and the capital expenditure budget is increased by \$190,000. There is no staffing impact associated with this item. There is no staffing impact associated with this item.

Respectfully submitted,



Robert Betts
Director of Planning and Operations

Attachments

- A: Draft Route 61 Weekend Schedules
- B: Draft Route 61 Weekend Map
- C: Budget Amendment 2021-1
- D: September 2020 Service Change Summary and Request for Onboard Equipment Purchase Presentation

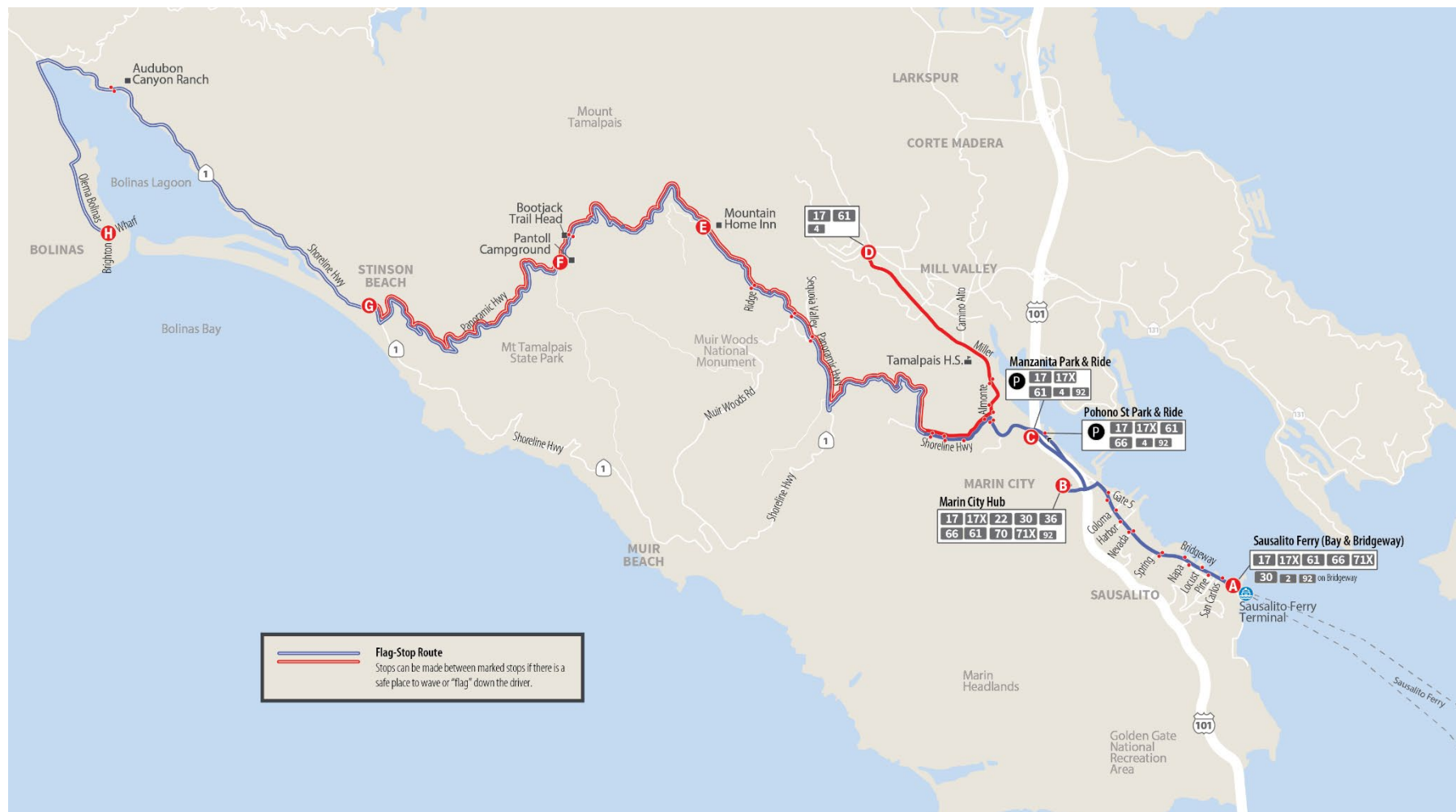
Attachment A: DRAFT Route 61 Weekend Schedules (effective 9/13/20)
Route 61 Westbound Weekend Schedule (DRAFT)

Sausalito Bay St & Bridgeway (A)	Marin City Hub (B)	Manzanita Park & Ride Lot (C)	Mill Valley Depot Sunnyside & Miller (D)	Panoramic Hwy & Edgewood Av (E)	Panoramic Hwy & Pan Toll Ranger Station (F)	Downtown Stinson Beach (G)	Bolinas Brighton Ave & Wharf Rd (H)
08:00	08:18	08:23		08:40	08:49	09:02	09:19
			09:45	10:11	10:20	10:33	
09:30	09:48	09:53		10:10	10:19	10:32	10:49
11:00	11:18	11:23		11:40	11:49	12:02	12:19
			12:15	12:41	12:50	1:03	
12:30	12:48	12:53		1:10	1:19	1:32	1:49
2:00	2:18	2:23		2:40	2:49	3:02	3:19
			2:15	2:41	2:50	3:03	
					3:35	3:48	
3:30	3:48	3:53		4:10	4:19	4:32	4:49
5:00	5:18	5:23		5:40	5:49	6:02	6:19
6:30	6:48	6:53		7:10	7:19	7:32	7:49

Route 61 Eastbound Weekend Schedule (DRAFT)

Bolinas Brighton Ave & Wharf Rd (H)	Downtown Stinson Beach (G)	Panoramic Hwy & Pan Toll Ranger Station (F)	Panoramic Hwy & Edgewood Av (E)	Manzanita Park & Ride Lot (C)	Marin City Hub (B)	Sausalito Bay St & Bridgeway (A)	Mill Valley Depot Miller Ave & Sunnyside Ave (D)
09:30	09:47	10:00	10:09	10:33	10:38	10:50	
	10:47	11:00	11:09				11:35
11:00	11:17	11:30	11:39	12:03	12:08	12:20	
12:30	12:47	1:00	1:09	1:33	1:38	1:50	
	1:17	1:30	1:39				2:05
2:00	2:17	2:30	2:39	3:03	3:08	3:20	
	3:17	3:30					
3:30	3:47	4:00	4:09	4:33	4:38	4:50	
	4:02	4:15	4:24				4:50
5:00	5:17	5:30	5:39	6:03	6:08	6:20	
6:30	6:47	7:00	7:09	7:33	7:38	7:50	
8:00	8:17	8:30	8:39	9:03	9:08	9:20	

Attachment B: DRAFT Route 61 Weekend Map (effective 9/13/20)



Attachment C: FY2020/21 Budget Amendment #2020-01

Description	Function	Program	Project	GL	Original	Change	Final
Reduce GGT hours by 14,800 revenue (17/17x)	Operations	LCL	NA	5080104- Purchased Transportation GGT	\$10,237,536	(\$1,859,970)	\$8,407,566
	Operations	LCL	NA	5040150-Oil and Fuel GGT	\$836,927	(\$151,160)	\$685,317
Increase Marin Airporter hours by 12,424 revenue hours (add 17/17x, and reduce 22 hours by 2,375)	Operations	LCL	NA	5080106- Purchased Transportation MA	\$6,196,803	\$656,975	\$6,853,778
	Operations	LCL	NA	5040151-Oil and Fuel Airporter	\$760,948	\$122,949	\$883,897
Increase Stagecoach Hours by 1,050	Operations	STG	NA	5090105- Purchased Transportation	\$1,509,363	\$62,118	\$1,571,481
	Operations	STG	NA	5040152-Oil and Fuel	\$241,500	\$15,462	\$256,962
Net Change to Operations Budget						(\$1,153,626)	
Transfer seven 2015, 40ft Gillig Hybrids between contractors	Capital	CPT	IF	5230101 Vehicles	0	\$190,000	\$190,000



September 2020 Service Updates

Marin Transit Board of Directors

June 1, 2020

- Ongoing improvements to improve service quality and efficiency
 - Productivity (passengers per hour)
 - Cost Effectiveness (subsidy per passenger)
- Identified pre-COVID
- Overall cost savings measures
- Changes are **not** classified as “major”
- Impact routes 17, 22, 61, and 122

- **Goal:** Improve cost effectiveness, reduce overall operating costs
- **Recommendation:**
 - Transition route operation from Golden Gate Transit to Marin Airporter
 - Change in service hours: **0 hours**
 - Estimated annual savings in operations: **\$1,082,126**
 - Estimated one-time capital costs: **\$190,000**

- **Goal:** Improve productivity, cost effectiveness
 - Current performance (FY 2019): **11.6** pax/hr
 - Target = **18.0** pax/hr
- **Recommendation:**
 - Reduce peak hour, weekday service between Marin City and College of Marin
 - Change in service hours: - **2,335 hours**
 - Estimated annual savings in operations: **\$149,080**

- **Goal:** Improve service legibility and availability; respond to service change requests for expanded service to Mill Valley
- **Recommendation:**
 - Implement a consistent weekend schedule, split the route into two primary alignments
 - Sausalito — Bolinas
 - Mill Valley — Stinson Beach
 - Change in service hours: **+ 1,050 hours**
 - Estimated annual increase in operations: **\$77,580**

New Route 61 Weekend Alignment(s)



- **Goal:** Improve productivity
 - Current performance (FY 2019): **9.7** pax/hr
 - Target = **none identified**
- **Recommendation:**
 - Change eastern alignment to serve Dominican University
 - Change in service hours: **0 hours**
 - Estimated annual increase in operations: **\$0**

Cumulative Change in Hours and Cost Impacts

Route	Summary of Change	Change in Hours	Annual Cost Impacts
17/17x	Transition Contractors	-	(\$1,082,126)
22	Reduce weekday peak hours service	-2,375	(\$149,080)
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122	Realign eastern terminus	-	\$ -
Total		-1,325	(\$1,153,626)

Route 17 Vehicle Transfer Costs

Equipment	Total Cost Estimate	Gillig Spare Parts Budget	Budget Amendment 2020-01
GFI Validating Fareboxes	\$113,050	\$113,050	
Gravity Fill Fuel Connectors	\$4,250	\$4,250	
Syncromatics AVL	\$111,052		\$111,052
Seon — 8 Camera System	\$33,230		\$33,230
Tires	\$42,000		\$42,000
Other small equipment	\$3,718		\$3,718
Total:	\$307,300	\$117,300	\$190,000

Discussion and Questions

Robert Betts

Director of Operations & Planning



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marintransit.org

June 1, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Funding of the Marin County Transit District Service Credit Replacement Plan

Dear Board Members:

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATIONS:

1. Approve the Reallocation Agreement among Marin Transit, CalPERS and LGS/MSS¹, Attachment A and further authorize the Board President (with the concurrence of legal counsel) to approve minor final modifications to the text of the agreement and the Exhibits.
2. Approve the Interagency Agreement and Release between Marin Transit and the County of Marin (County), Attachment B.

SUMMARY:

The Reallocation Agreement allows CalPERS to reallocate i.e., transfer, the contributions paid by "affected employees"² and LGS/MSS on behalf of the affected employees, from the CalPERS account for LGS/MSS, without interest, to the Marin County Transit District Service Credit Replacement Plan ("Plan") as though such contributions had been submitted under the Plan (the "Reallocation") on behalf of the affected employees in consideration of the mutual agreements contained in this Reallocation Agreement. The amount to be transferred by CalPERS to the Plan is approximately \$206,000³. As part of those mutual agreements, the affected employees will be required to sign releases that essentially accept the CalPERS audit findings that they were not eligible to be enrolled in CalPERS.

When Ms. Lauren Gradia left employment at the County of Marin, she would have reasonably expected that she would vest her four

¹ MSS is the successor agency to LGS that was dissolved in December 2018.

² Those six employees of LGS/MSS who were determined to not be eligible for CalPERS membership by a CalPERS audit.

³ \$206,000 assumes that all affected employees participate in the new plan. Actual amount could be lower, depending on number of participating individuals.

years of service at the County upon transferring to LGS, a reciprocal CalPERS agency, by reaching five years of total service at Local Government Services. The Interagency Agreement is a conditional agreement to transfer funds in the amount of \$48,000, from the County to the Plan to fulfill Ms. Gradia's reasonable expectations with respect to her potential retirement benefits because, in the determination of the CalPERS auditors, the years of service she provided to Marin Transit through the JPA Local Government Services are ineligible as CalPERS service. One of the conditions is that Ms. Gradia sign a release indicating that all matters related to her retirement from MCERA and Marin Transit are resolved when the other conditions have been met.

BACKGROUND:

From May 2010 through October 2013 Marin Transit contracted with LGS for six professional and administrative employees to serve the agency. Under this contract, LGS paid the salary and benefits and performed the Human Resources function for these employees. The employees were directly paid by LGS who also provided PERS retirement benefits and other traditional employee benefits. Marin Transit terminated its contract with LGS in 2013 and transitioned to a direct employment model for all staff with a defined contribution retirement plan. The defined contribution retirement program has significantly reduced costs and potential future financial liability for the agency.

In May 2017 PERS issued an audit of LGS finding that the LGS employees were "common law" employees of the LGS client agencies including Marin Transit. PERS notified Marin Transit and the six employees that their service credits earned while under LGS' employment would be reversed.

Marin Transit staff, consultants, and legal counsel assessed options to preserve the affected employees' benefits. Your Board concurred that establishing a service credit replacement plan would best fit the goals and needs of Marin Transit. Staff presented the costs of such a plan and an actuarial study to your Board on February 4, 2019. On April 1, 2019, the Board adopted the MCTD Service Credit Replacement Plan (Attachment C) with the expectation that PERS would return all funds deposited by LGS for the affected employees.

Employees will be asked to sign a total of three releases if they wish to enroll in the Plan. The affected employees have been asked to sign a release of claims against LGS/MSS by May 31, 2020 if they want to participate in the Plan. The affected employees may choose to withdraw their employee shares plus interest from PERS and not participate in the Marin Transit Service Credit Replacement Plan, or they may choose to continue their appeal with PERS regarding their enrollment in the PERS program. To date, five of the six employees have indicated their intent to participate in the Plan and have returned signed releases. PERS will calculate the final amount to be reallocated to Marin Transit's Service Credit Replacement Plan after a final determination is made on which employees will participate in the Plan. For those employees electing to participate in the plan, PERS will require that they sign a release as a condition of PERS transferring the cash to the Plan. Employees will then sign a Marin Transit release as part of their enrollment in the Plan.

Together, the Reallocation Agreement and Interagency Agreement when executed and the conditions of the Interagency Agreement are satisfied will achieve the Board's goal to provide the initial funding for the Plan that will provide a defined benefit pension plan with essentially the identical retirement benefit that the impacted employees would have received through LGS.

FISCAL IMPACT: Approval of the recommended action will commit the Agency to those future costs described in the February 4, 2019 report regarding the Plan. Those costs fall into two categories as discussed below.

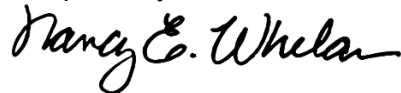
Administrative costs, trustee and actuarial were estimated at approximately \$3,100 per year. The current estimate is approximately \$9,000 per year that now includes third-party plan administration and investment management costs not included in the 2019 report where plan administration was assumed to be handled in-house.

The assumptions in the valuation presented in February 2019 expected \$164,000 from CalPERS versus the \$206,000 now anticipated from the Reallocation Agreement. The additional \$42,000 to be received will substantially reduce the unfunded liability reported as approximately \$41,000 in February 2019. The annually required contribution ("ARC") is actuarially determined amount needed to fully fund the plan over time. A non-actuarial estimate of the impact of the increased amount to be received from CalPERS is that the previously reported ARC of approximately \$4,400 per year for fifteen years that was all due to the amortization of the unfunded liability is now estimated at about zero per year.

When the conditions of the Interagency Agreement have been met and the funds deposited into the Plan, the impacts of those transactions will be assessed in the annual actuarial valuation following those deposits.

The actual administrative costs and the ARC will be included in each year's budget proposal for Board approval.

Respectfully submitted,



Nancy Whelan
General Manager

Attachment A: Reallocation Agreement

Attachment B: Interagency Agreement and Release

Attachment C: Marin County Transit District Service Credit Replacement Plan

REALLOCATION AGREEMENT

THIS REALLOCATION AGREEMENT (this "Agreement") is made as of _____, 2020 (the "Agreement Date") by and between **Local Government Services Authority** (the "Employer A"), **Marin County Transit District** (the "Employer B"), and the California Public Employees' Retirement System ("CalPERS") (collectively, the "Parties").

WHEREAS, Employer A currently contracts with CalPERS for retirement benefits;

WHEREAS, Employer B does not participate in CalPERS for retirement benefits, but has established a defined-benefit plan referred to as the Marin County Transit District Service Credit Replacement Plan (the "Replacement Plan");

WHEREAS, Employer A hereby represents and warrants to CalPERS that it is an "agency or instrumentality of the state or political subdivision of a State" that is eligible to participate in a governmental plan within the meaning of Section 414(d) of the Internal Revenue Code of 1986, as amended (the "Code");

WHEREAS, Employer B represents and warrants to CalPERS that it is an "agency or instrumentality of the state or political subdivision of a State" that is eligible to participate in a governmental plan within the meaning of Section 414(d) of the Internal Revenue Code of 1986, as amended (the "Code"), and that the Replacement Plan it has established is a tax-qualified plan within the meaning of Section 401(a) of the Code (See Exhibit 3).

WHEREAS, Employer A and Employer B have represented to CalPERS that certain persons listed on **Exhibit 1** to this Agreement (the "Individuals") have historically been incorrectly reported by Employer A to CalPERS as employees of Employer A, when in fact they were employees of Employer B;

WHEREAS, Employer A and Employer B admit that the Individuals are not eligible for CalPERS membership because they were not employees of a CalPERS-covered agency, should not have been enrolled into CalPERS as members, and that contributions should not have been paid into CalPERS on behalf of the Individuals;

WHEREAS, Employer A and Employer B have agreed, on grounds that Individuals should not have been enrolled in CalPERS, to reallocate the contributions paid by Individuals and Employer A on behalf of Individuals, from the CalPERS account for Employer A, without interest, to the Replacement Plan of Employer B, as though such contributions had been submitted under the Replacement Plan of Employer B (the "Reallocation") on behalf of Individuals; and

NOW, THEREFORE, in consideration of the mutual agreements contained in this Agreement, and for good and valuable consideration, it is hereby agreed:

1. The Parties agree that the aforementioned recitals ("Recitals") are incorporated into and are a part of this Agreement.

2. Subject to the terms and conditions of this Agreement, Employer A and Employer B hereby consent to the Reallocation. Employer A, on behalf of itself and any third-party beneficiaries, successors and assignees, expressly disclaims any ongoing right or benefit to the contributions associated with the Individuals, and Employer B expressly assumes all obligations, liabilities and duties associated with the Individuals, which may arise

out of or are in any way related to their erroneous enrollment of the Individuals by Employer A into CalPERS membership. Individuals, on behalf of themselves, their heirs, beneficiaries, successors and assigns, individually and collectively disclaim, waive and release CalPERS, Employer A and Employer B, from any claims, rights, obligations, or benefits arising out of or in any way related to the erroneous enrollment of Individuals into CalPERS by Employer A and Employer B.

3. That the participation of Employer A in CalPERS shall be subject to the determination of the status of Employer A, as applicable, as an "agency or instrumentality of the state or political subdivision of a State" that is eligible to participate in a governmental plan within the meaning of Section 414(d) of the Code, upon publication of final Treasury Regulations pursuant to such Section (the "Final Regulations"). If it is determined that Employer A would not qualify as an agency or instrumentality of the state or political subdivision of a State under such Final Regulations, CalPERS will be obligated to comply with the Final Regulations and terminate Employer A's participation in CalPERS, as applicable, including cancellation of all benefits for the Members of Employer A (the "Termination"). The Termination will comply with any remedial corrections required under the Final Regulations

4. Notwithstanding, and in addition to, any existing or future obligation that Employer A and Employer B may have to indemnify the CalPERS Parties (as defined below), Employer A and Employer B hereby agree to jointly and severally indemnify and hold CalPERS and its trustees, agents and employees, the CalPERS Board of Administration, and the California Public Employees' Retirement Fund (together, the "CalPERS Parties") harmless from any claims, demands, actions, losses, liabilities, damages, judgments, expenses and costs, imposed on, sustained or incurred by the CalPERS Parties, to the extent they arise out of or relate to this Reallocation.

5. The Parties generally and specifically agree that each shall fully and forever discharge and release all claims, demands, debts, obligations, damages, liabilities and causes of action, whether now known or unknown, which any Party has against any other Party arising out of or in any way relating to the Reallocation, or CalPERS' determinations that the Individuals were employees of Employer B and not Employer A and that the Individuals should not have been enrolled into CalPERS. For the purposes of this section, "Party" or "Parties" shall include CalPERS, the CalPERS Board of Administration, Employer A, Employer B, and their respective past, present, and future employees, officers, directors, board members, agents, assigns, successors, personal representatives, attorneys, administrators, receivers, trustees, and anyone acting by or on behalf of such persons.

6. The Parties generally and specifically agree that each shall fully and forever discharge and release all claims, demands, debts, obligations, damages, liabilities and causes of action, whether now known or unknown, which any Party has against any other Party arising out of or in any way relating to the Individuals' work for Employer A or Employer B, "Party", or "Parties" shall include CalPERS, the CalPERS Board of Administration, Employer A, Employer B, and each of their respective past, present and future employees, officers, directors, board members, agents, assigns, successors, personal representatives, attorneys, administrators, receivers, trustees, and anyone acting by or on behalf of such persons.

7. Section 1542 of the California Civil Code provides as follows:

A general release does not extend to claims that the creditor or releasing party does not know or suspect to exist in his or her favor at the time of executing the

release and that, if known by him or her, would have materially affected his or her settlement with the debtor or released party.

Each Party fully understands and expressly waives any and all respective rights under, and the benefits of, Section 1542 of the California Civil Code with respect to the subject matter of this Agreement

8. Upon request from any Party from time to time, the other Parties shall execute and deliver all documents and do all other acts that may be reasonably necessary to carry out and effectuate the intent and purpose of this Agreement.

9. This Agreement shall be governed by and construed in accordance with the laws of the State of California, without regard to its principles of conflicts of law.

10. This Agreement may be executed in two or more counterparts, each of which shall be deemed to be an original, but all of which together shall constitute one and the same instrument.

11. If any provision of this Agreement is held invalid or unenforceable, such decision shall not affect the validity or enforceability of any other provision of this Agreement, all of which other provisions shall remain in full force and effect, provided that doing so does not materially alter the intent of the parties as contemplated hereby.

12. This Agreement may not be modified or amended in any respect except in a writing signed by all Parties. No waiver shall be deemed to have been granted or created by any course of conduct or acquiescence, and no waiver shall be enforceable against any party hereto unless in writing and signed by the party against which such waiver is claimed.

13. Upon execution of this Agreement, CalPERS agrees to transfer from the CalPERS account of Employer A the accumulated contributions paid by Employer A and Individuals, on their behalf, without interest, to the Replacement Plan for Individuals. The transfer amount shall be ~~\$206,386~~ [_____], on behalf of Individuals, a sum, subject to final confirmation by CalPERS, that reflects the total contributions paid by Employer A and Individuals into CalPERS on behalf of Individuals. CalPERS will calculate the final amount prior to the Reallocation, and will provide written notice of the final calculation to Employer A and Employer B. A preliminary estimate of that amount, subject to confirmation by CalPERS following execution of this and other reallocation agreements relative to the LGS plan with CalPERS, is set forth in Exhibit 2, attached hereto.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be duly executed and delivered as of the date first above written.

[SIGNATURES ON FOLLOWING PAGE]

LOCAL GOVERNMENT SERVICES
AUTHORITY:

By: _____
Name: _____
Title: _____

MARIN COUNTY TRANSIT DISTRICT:

By: _____
Name: _____
Title: _____

CALIFORNIA PUBLIC EMPLOYEES'
RETIREMENT SYSTEM:

By: _____
Name: _____
Title: _____

EXHIBIT 1
EMPLOYEES

Active

Inactive

CID	Name	Hire Date	Separation/ Retirement Date	Total LGS Service

Retired

CID	Name	Hire Date	Separation/ Retirement Date	Total LGS Service

EXHIBIT 2**PRELIMINARY CALCULATION OF AMOUNT TO BE REALLOCATED TO MARIN COUNTY
TRANSIT DISTRICT SERVICE CREDIT REPLACEMENT PLAN**

EXHIBIT 3**[DETAILS OF MARIN COUNTY TRANSIT DISTRICT SERVICE CREDIT REPLACEMENT PLAN]**

3501410.4

INTER-AGENCY AGREEMENT AND RELEASE

This INTER-AGENCY AGREEMENT AND RELEASE ("Agreement") is made and entered into between and among MARIN COUNTY TRANSIT DISTRICT ("Marin Transit"); the County of Marin and its Board of Supervisors (together, "County"). Marin Transit and the County are sometimes referred to herein collectively as the "Parties" or individually as "Party."

RECITALS

WHEREAS, in connection with a CalPERS audit, Marin Transit employee Lauren Gradia's status within MCERA will change (because, in the determination of the CalPERS auditors, the years of service she provided to Marin Transit through the JPA Local Government Services are ineligible as CalPERS service).

WHEREAS, while Ms. Gradia currently retains the personal right to appeal that determination, it has been the stated goal of the Marin Transit Board to take responsibility for creating and funding a defined benefit PERS Service Credit Replacement Plan for Ms. Gradia and all other affected individuals using, in part, refunded employer contributions from CalPERS;

WHEREAS, when Ms. Gradia left employment at the County of Marin April 30, 2010, she would have reasonably expected that she would vest her four years of service at the County upon transferring to Local Government Services (a reciprocal CalPERS agency) by reaching five years of total service at Local Government Services,

WHEREAS, because Ms. Gradia was a County employee at the County at the time she became a Local Government Services Employee working for Marin Transit, Marin Transit has been negotiating sharing some portion of employer responsibility for funding the Replacement Plan with the County and fulfilling Ms. Gradia's reasonable expectations;

WHEREAS, as a result of these negotiations, the Parties believe that it would be in their respective best interests to settle their differences on the terms specified in this Agreement.

AGREEMENT

Based upon the above recitals, it is mutually agreed upon by and among the Parties hereto as follows:

1. **Conditional Agreement to Transfer Funds**. The County will deposit \$48,000 into Marin Transit's defined benefit CalPERS Service Credit Replacement Plan ("the Plan") account if the following conditions are met:
 - a. Marin Transit, LGS/MSS, and CalPERS reach a settlement regarding CalPERS transfer of employee and employer contributions made to CalPERS on Lauren Gradia's behalf.
 - b. Lauren Gradia rolls over her employee contributions from MCERA to the Plan within one year of the effective date of the settlement described in paragraph 1(a).
 - c. Lauren Gradia agrees to release the County, MCERA and Marin Transit from claims related to her MCERA retirement benefits.

2. Release. The Parties agree to release and forever discharge each other and their respective officers, directors, employees, agents, attorneys, legal successors and assigns, from any and all claims, actions, causes of action, obligations, liabilities, indebtedness, breach of duty, claims for writ of mandate, claims for injunctive relief and other equitable relief, suits, liens, losses, costs or expenses, including attorneys' fees, of any nature whatsoever, whether known or unknown, fixed or contingent, liquidated or unliquidated, suspected or unsuspected, foreseen or unforeseen, that arise out of, are based upon, or relate in any way to Marin Transit's inter-agency claims regarding Lauren Gradia's MCERA retirement benefits. Marin Transit also expressly acknowledges that it is releasing MCERA when it is releasing the County and there shall be no debate about whether MCERA is a separate, suable entity. The Parties intend this Settlement Agreement to be a full and final resolution of any and all disputes.

3. Waiver of Civil Code Section 1542. The foregoing release is intended to extend to all such claims, known or unknown, suspected or unsuspected, and each party expressly waives and relinquishes any rights and benefits which they have or may have under Section 1542 of the Civil Code of the State of California, which provides:

A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS
THAT THE CREDITOR OR RELEASING PARTY DOES
NOT KNOW OR SUSPECT TO EXIST IN HIS OR HER
FAVOR AT THE TIME OF EXECUTING THE RELEASE
AND THAT, IF KNOWN BY HIM OR HER, WOULD HAVE
MATERIALLY AFFECTED HIS OR HER SETTLEMENT
WITH THE DEBTOR OR RELEASED PARTY.

4. Execution Not an Admission. This Agreement is strictly for the purposes of compromising a dispute. By entering into this Agreement, no party hereto admits that the claims or contentions of the other were or are valid or meritorious. Each party hereto has in the past denied and continues to deny the claims, assertions, allegations and contentions of the others.

5. Applicable Law. The Parties hereby agree that this Agreement is made, executed, entered into, and intended to be performed within the State of California and that this is a California agreement and is to be construed as such.

6. Additional Documents and Instruments. Each of the Parties hereto agrees to execute and deliver to each of the other Parties hereto all additional documents, instruments, and agreements as are required to implement the terms and conditions of this Agreement.

7. No Assignment. The Parties represent that they have made no assignment of the claims released herein, and that no signature other than those set forth below is required to effectuate this Agreement, including the release set forth herein. If a Petitioner has assigned the claims released herein, and the County or TPL is subject to claims based upon or arising in connection with any prior assignment or transfer, the County or TPL may seek any and all available relief, including, but not limited to specific performance of this agreement and/or damages.

8. Binding on Successors and Assigns. The Parties agree that the obligations and benefits arising out of the Agreement, including, but not limited to, the release set forth herein, and each of the terms of this Agreement, shall be binding upon and shall inure to the benefit of any successors and assigns of the Parties.

9. Integration. This Agreement contains the entire agreement and understanding concerning the subject matter herein and supersedes and replaces any prior negotiations and agreements among the Parties, whether written or oral. Each of the Parties acknowledges representation by counsel throughout all of the negotiations that preceded the execution of this document and the document has been executed with the consent, and upon the advice, of counsel. Each of the Parties acknowledges that no party or agent or attorney of any other party has made any promise, representation, or warranty, express or implied, not contained in this Agreement, to induce another party to execute this instrument.

10. Authorization. Each person executing this Agreement warrants that he or she has full authorization to execute this Agreement on behalf of the entity that he or she is signing on behalf of, and further represents that all necessary approvals have been obtained to execute and implement this Agreement.

11. Construction of Agreement. This Agreement shall be construed as if it were drafted by all Parties.

12. Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original instrument.

13. Amendment. This Agreement may not be amended in any respect without the written consent of all the Parties hereto.

14. Effective Date. This Agreement shall become effective on the date that all parties have executed the Agreement.

[Continued on page 4]

IN WITNESS WHEREOF, the Parties hereto have executed this Settlement Agreement on the date next to their signatures. By signing below, each individual represents he or she has read, agrees to, and fully understands the above terms and their binding nature, and that he or she has full authority to bind any entity or organization, including individual members of such entity or organization, for which he or she signs.

Dated: _____

MARIN TRANSIT

By: _____


Dated: 5-18-20

COUNTY OF MARIN

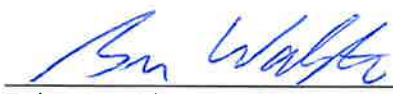
By: 

APPROVED AS TO FORM:

Dated: 5/13/2020

By: 
 Brian Case, Deputy County Counsel
 Attorney for Marin Transit

Dated: 5/17/2020

By: 
 Brian Washington, County Counsel
 Attorney for County of Marin

Attachment A

**Marin County Transit District Service Credit Replacement Plan
Amendment 1**

Article V11 Definitions: Member Contributions is deleted in its entirety replaced by the following:

“Member Contributions” means with the following amounts, as applicable: (i) any amount contributed by a Participant to the Plan in order to purchase Benefit Service (as described in the above definition of Benefit Service), (ii) any member contributions made by a Participant to CalPERS that are either transferred or reallocated to this Plan directly from CalPERS plus the amount of interest that would have been available for the Participant to withdraw from CalPERS as of May 31, 2020, or contributed to the Plan by the Participant, and (iii) member contributions made by a Participant to a CalPERS Member, including interest thereon, and are transferred to this Plan directly from the CalPERS Member or contributed to the Plan by the Participant.

**ADOPTION OF AMENDMENT 1 TO MARIN TRANSIT DISTRICT SERVICE CREDIT
REPLACEMENT PLAN**

The Marin County Transit District hereby adopts this Amendment 1 to the Marin County Transit District Service Credit Replacement Plan, effective May 4, 2020, on the date below.



By: _____
Dennis Rodoni

Title: Marin Transit Board President

Date: May 4, 2020

**MARIN COUNTY TRANSIT DISTRICT
SERVICE CREDIT REPLACEMENT PLAN**

As Amended and Restated Effective: April 1, 2019

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INTRODUCTION

The Marin County Transit District (hereinafter referred to as the “Employer”) previously entered into an arrangement that provided benefits under a tax-qualified governmental defined benefit plan to certain leased employees for their service to the Employer. Effective April 1, 2019, the Employer has adopted this Marin County Transit District Service Credit Replacement Plan, as an amendment and restatement of that arrangement, for the benefit of those leased employees.

It is intended that this Plan and the Trust established to hold the assets of the Plan be qualified under Section 401(a) and tax-exempt under Section 501(a) of the Internal Revenue Code of 1986, together with any amendments thereto (“Code”). It is further intended that this Plan and the Trust established hereunder meet the requirements of a pension trust under California Government Code Sections 53215–53224, or their successor sections (“Act”). Furthermore, this Plan is intended to satisfy the requirements of a “governmental plan” as defined in Section 414(d) of the Code and, as such, exempt from the nondiscrimination requirements and minimum coverage requirements of Section 401(a) of the Code. At any time prior to the satisfaction of all liabilities with respect to Participants and their Beneficiaries, the Trust assets may not be used for, or diverted to, purposes other than the exclusive benefit of Participants or their Beneficiaries, as prescribed in Section 401(a)(2) of the Code.

Unless otherwise indicated, capitalized terms used in the Plan are defined in Article VII.

ARTICLE I
PARTICIPATION

1.1. Eligibility and Commencement of Participation

Each person who was a Participant as of the close of business on the day before the Effective Date will continue to be a Participant on the Effective Date. (Such continuing Participants are identified in Appendix 2.) Each other person will become a Participant on the later of the Effective Date or the date he or she first becomes an Eligible Employee. Only Eligible Employees may become Participants on and after the Effective Date.

1.2. Cessation of Participation

A Participant's participation in the Plan will cease upon distribution from the Plan of his or her entire interest in benefits under the Plan.

ARTICLE II

BENEFITS

2.1. **Introduction**

The Plan provides for two types of benefits, a Retirement Benefit under Section 2.2, and a pre-retirement death benefit under Section 2.3. Only Participants who are vested under Article III (and who meet other requirements specified in Section 2.2) are entitled to a Retirement Benefit. Upon a Participant's death before retirement, a Participant's Beneficiary will receive a pre-retirement death benefit regardless of vesting, but the amount and type of benefit differs depending on the Participant's eligibility to retire when he or she dies. Apart from the pre-retirement death benefit, no death benefits will be provided under the Plan.

2.2. **Retirement Benefit**

(a) A Participant is eligible to retire under the Plan and receive a Retirement Benefit if the Participant is not an Employee, is age 50 or older, and is vested under Article III.

(b) Upon his or her retirement under the Plan, a Participant will be entitled to receive an annual Retirement Benefit equal to the product of the following factors:

Age Factor at retirement X Benefit Service X Final Pay

(c) The Retirement Benefit is payable at the time described under Section 4.1 and in the form determined under Sections 4.2 or 4.3, as applicable.

2.3. **Pre-Retirement Death Benefit**

(a) If a Participant who is both vested under Article III and age 50 or older dies before retiring, the following death benefits will be provided:

(1) If the Participant's Beneficiary upon death is his or her surviving Spouse or Domestic Partner, then such surviving Spouse or Domestic Partner will be entitled to

receive a benefit from the Plan, commencing on the first day of the month after the Participant's death. Such benefit will be equal to the benefit that the surviving Spouse or Domestic Partner would have received if, on the date of death, the Participant had retired and elected under Section 4.3(a) to receive his or her Retirement Benefit in the form of a Joint and 100% Survivor Continuance with the surviving Spouse or Domestic Partner as Beneficiary. Upon the surviving Spouse's or Domestic Partner's death, the benefit will continue to the Participant's natural or adopted unmarried children under age 18, but only through the date the child reaches age 18.

(2) If the Participant's Beneficiary upon death is not his or her surviving Spouse or Domestic Partner (if any), the Beneficiary will be entitled to receive, as soon as administratively practicable after the Participant's death, a lump-sum payment from the Plan equal to the sum of (i) an amount equal to $1/12^{\text{th}}$ of Final Pay for each month of Benefit Service completed by the Participant, up to six months, and (ii) a refund of the Participant's Member Contributions, determined in accordance with Section 2.5.

(b) If a Participant dies before becoming vested under Article III or before reaching age 50, then his or her Beneficiary will be entitled to receive, as soon as administratively practicable after the Participant's death, a lump-sum payment from the Plan equal to the sum of (i) an amount equal to $1/12^{\text{th}}$ of Final Pay for each month of Benefit Service completed by the Participant, up to six months, and (ii) a refund of the Participant's Member Contributions, determined in accordance with Section 2.5.

2.4. Designation of Beneficiary

(a) Each Participant has the right to designate a Beneficiary to receive the pre-retirement death benefit or, if upon retirement the Participant selects an optional form of payment

under Section 4.3, the applicable survivor continuance. Such designation does not permit the Participant to change a person identified under another provision of the Plan as being eligible to receive a benefit. Such designation must be evidenced by a written instrument filed with the Plan Administrator, on a form prescribed by the Plan Administrator, and signed by the Participant.

(b) Upon a Participant's death, the Beneficiary will be the Participant's surviving Spouse or Domestic Partner, unless the Participant has designated another person as Beneficiary and either (i) that Spouse or Domestic Partner has provided written consent upon a form acceptable to the Employer to the Participant's designation of a different Beneficiary, or (ii) the Spouse's or Domestic Partner's consent is not required due to any of the reasons described in Section 2.4(c). Each such designation for death benefits must be evidenced by a written instrument filed with the Plan Administrator, at the time and in the manner prescribed by the Plan Administrator. If no such designation is on file with the Plan Administrator at the time of the death of the Participant, or if for any reason at the sole discretion of the Plan Administrator, such designation is defective, then the Spouse or Domestic Partner of such Participant will be conclusively deemed to be the Beneficiary.

(c) The signature of the Participant's Spouse or Domestic Partner is required on a designation of beneficiary form or an application for a benefit under the Plan if the Spouse or Domestic Partner is not the Beneficiary, unless the Participant declares in writing that one of the following conditions exists:

- (1) The Participant does not have a Spouse or Domestic Partner;
- (2) The Participant does not know, and has taken all reasonable steps to determine the whereabouts of the Spouse or Domestic Partner;

(3) The Spouse or Domestic Partner is incapable of executing the acknowledgment because of an incapacitating mental or physical condition;

(4) The Participant and Spouse or Domestic Partner have executed a settlement agreement that makes the community property laws inapplicable to the marriage or domestic partnership; or

(5) The current Spouse or Domestic Partner has no identifiable community property interest in the benefits.

2.5. Refund of Member Contributions

A Participant who is not an Employee and who has not retired may elect to receive a refund of his or her Member Contributions, plus interest. For this purpose, interest will be determined using the same interest rates that CalPERS uses to calculate refunds of member contributions to its individual members. Upon payment of such refund, the Participant will forfeit all benefits under the Plan accrued through the date of the refund. The benefits may not be subsequently reinstated.

ARTICLE III**VESTING**

A Participant is vested in his or her benefits under the Plan upon completing five years of Vesting Service.

ARTICLE IV

DISTRIBUTIONS

4.1. **Timing of Retirement Benefit**

To retire and begin receiving a Retirement Benefit, a Participant must follow the procedural requirements for retiring, as established by the Plan Administrator in its sole discretion. The retirement will be effective upon the Plan Administrator's approval of the Participant's retirement. Payment of the Participant's Retirement Benefit will begin on the first day of the month after the effective date of retirement. If for any reason the payment does not begin until a later date, the first payment will include all past benefit payments owed from the first day of the month following the effective date of retirement, without interest.

4.2. **Normal Form of Benefit**

Unless the Participant elects an optional form of benefit under Section 4.3, payments to a Participant of a Retirement Benefit will be made in the form of monthly payments in the amount determined in accordance with Section 2.2(b), commencing on the date specified in Section 4.1 and ending on the first day of the month in which the Participant's death occurs. This form of payment is the "Normal Form of Benefit."

4.3. **Optional Forms of Benefit**

In lieu of the Normal Form of Benefit, a Participant may elect to receive monthly payments in the form described under Section 4.3(a) or (b), commencing on the date specified in Section 4.1. If elected, such form of benefit payment will be equal to the Actuarial Equivalence of the Normal Form of Benefit.

- (a) **Joint and 100% Survivor Continuance:** Under this form of payment:

(1) The Participant receives a reduced monthly benefit, and if the Participant predeceases the Beneficiary, the Beneficiary will receive a monthly payment for the life of the Beneficiary equal to 100% of such reduced monthly benefit; provided, however, that if the Beneficiary is not the Spouse of the Participant, this form of payment shall be available only to the extent permitted pursuant to Section 4.5(b)(4)(A). The benefit shall terminate as of the first day following the Beneficiary's death.

(2) If the Beneficiary predeceases the Participant, the Participant's reduced monthly payment will not increase.

(3) A Participant's designation of a Beneficiary will become irrevocable upon the Participant's retirement if electing this form of payment.

(b) **Joint and 50% Survivor Continuance:** Under this form of payment:

(1) The Participant receives a reduced monthly benefit, and if the Participant predeceases the Beneficiary, the Beneficiary will receive a monthly payment for the life of the Beneficiary equal to 50% of such reduced monthly benefit; provided, however, that if the Beneficiary is not the Spouse of the Participant, this form of payment shall be available only to the extent permitted pursuant to Section 4.5(b)(4)(A). The benefit shall terminate as of the first day following the Beneficiary's death.

(2) If the Beneficiary predeceases the Participant, the Participant's reduced monthly payment will not increase.

(3) A Participant's designation of a Beneficiary shall become irrevocable upon the Participant's retirement if electing this form of payment.

4.4. Cost of Living Adjustment

The Retirement Benefit, whether paid in the normal form of distribution or one of the optional forms, will be subject to an annual compounding cost-of-living adjustment effective on each anniversary date of commencement of the Retirement Benefit. The amount of such cost of living adjustment will be 2% per year, but the payment for any year may not exceed the payment that would have resulted from the cumulative application since the date of benefit commencement (on an annually-compounded basis) of the lesser of (i) a 2% annual increase, or (ii) an annual increase equal to the increase in the Consumer Price Index for All Urban Consumers issued by the Bureau of Labor Statistics. If the application of the foregoing proviso causes the increase to the payment in any year to be less than 2%, then the increase to the payment in any subsequent year may be greater than 2%. Furthermore, in no circumstances will the amount of the payment be decreased.

4.5. Limitations

(a) In the case of a Participant who attains age 70-1/2, distribution of such Participant's entire interest must commence not later than the first day of April following the later of the calendar year in which such Participant attains age 70-1/2 or the calendar year in which the Participant retires (the "Required Beginning Date"). In all cases, distributions shall be made in at least the amounts determined in accordance with Section 401(a)(9) of the Code and the Regulations thereunder, as described in Section 4.5(b) below.

(b) With respect to required minimum distributions under this Section 4.5 for calendar years beginning after December 31, 2002, the following rules shall apply:

(1) All distributions required under this Section 4.5 shall be determined and made in accordance with the Treasury Regulations under Section 401(a)(9) of the Code.

The requirements of this Section 4.5 will take precedence over any inconsistent provisions of the Plan, provided that this Section 4.5 shall not be considered to allow a Participant or Beneficiary to delay a distribution or elect an optional form of benefit not otherwise provided in the Plan.

(2) Time and Manner of Distribution

(A) The Participant's entire interest will begin to be distributed to the Participant no later than the Participant's Required Beginning Date as defined in Section 4.5(a).

(B) If the Participant dies before distributions begin, then the Participant's entire interest will begin to be distributed no later than as follows:

(I) If the Participant's surviving Spouse is the Participant's sole designated Beneficiary, then distributions to the surviving Spouse will begin by December 31 of the calendar year immediately following the calendar year in which the Participant died, or by December 31 of the calendar year in which the Participant would have attained age 70-1/2, if later.

(II) If the Participant's surviving Spouse is not the Participant's sole designated Beneficiary, then distributions to the designated Beneficiary will begin by December 31 of the calendar year immediately following the calendar year in which the Participant died.

(III) If there is no designated Beneficiary as of September 30 of the year following the year of the Participant's death, the Participant's entire

interest will be distributed by December 31 of the calendar year containing the fifth anniversary of the Participant's death.

(IV) If the Participant's surviving Spouse is the Participant's sole designated Beneficiary and the surviving Spouse dies after the Participant but before distributions to the surviving Spouse begin, this Section 4.5(b)(2)(B), other than Section 4.5(b)(2)(B)(I), will apply as if the surviving Spouse were the Participant.

For purposes of this Section 4.5(b)(2)(B) and Section 4.5(b)(5), distributions are considered to begin on the Participant's Required Beginning Date (or, if Section 4.5(b)(2)(B)(IV) applies, the date distributions are required to begin to the surviving Spouse under Section 4.5(b)(2)(B)(I)). If annuity payments irrevocably commence to the Participant before the Participant's Required Beginning Date (or to the Participant's surviving Spouse before the date distributions are required to begin to the surviving Spouse under Section 4.5(b)(2)(B)(I)), the date distributions are considered to begin is the date distributions actually commence.

(C) Unless the Participant's interest is distributed in the form of an annuity purchased from an insurance company or in a single sum on or before the Required Beginning Date, as of the first distribution calendar year distributions will be made in accordance with Sections 4.3(b)(3), (4) and (5). If the Participant's interest is distributed in the form of an annuity purchased from an insurance company, distributions thereunder will be made in accordance with the requirements of Section 401(a)(9) of the Code and the Treasury Regulations.

(3) Determination of Amount to be Distributed Each Year

(A) If the Participant's interest is paid in the form of annuity distributions under the Plan, payments under the annuity will satisfy the following requirements:

(I) the annuity distributions will be paid in periodic payments made at intervals not longer than one year;

(II) the distribution period will be over a life (or lives) or over a period certain not longer than the period described in Sections 4.3(b)(4) or (5);

(III) once payments have begun under a fixed-term payout under the Plan (if such a benefit is available), the fixed-term payout period will not be changed even if the period certain is shorter than the maximum permitted;

(IV) payments will either be non-increasing or increase only as follows:

(i) by an annual percentage increase that does not exceed the annual percentage increase in a cost-of-living index that is based on prices of all items and issued by the Bureau of Labor Statistics;

(ii) to the extent of the reduction in the amount of the Participant's payments to provide for a survivor benefit upon death, but only if the Beneficiary whose life was being used to determine the distribution period described in Section 4.5(b)(4) dies or is no

longer the Participant's Beneficiary pursuant to a qualified domestic relations order within the meaning of Section 414(p) of the Code; or

(iii) to pay increased benefits that result from a Plan amendment.

(B) The amount that must be distributed on or before the Participant's Required Beginning Date (or, if the Participant dies before distributions begin, the date distributions are required to begin under Sections 4.3(b)(2)(B)(I) or (II)) is the payment that is required for one payment interval. The second payment need not be made until the end of the next payment interval even if that payment interval ends in the next calendar year. Payment intervals are the periods for which payments are received, e.g., bi-monthly, monthly, semi-annually, or annually. All of the Participant's benefit accruals as of the last day of the first distribution calendar year will be included in the calculation of the amount of the annuity payments for payment intervals ending on or after the Participant's Required Beginning Date.

(C) Any additional benefits accruing to the Participant in a calendar year after the first distribution calendar year will be distributed beginning with the first payment interval ending in the calendar year immediately following the calendar year in which such amount accrues.

(4) Requirements For Annuity Distributions That Commence During Participant's Lifetime

(A) If the Participant's interest is being distributed in the form of a benefit described in Section 4.3 for the joint lives of the Participant and a non-

Spouse Beneficiary, annuity payments to be made on or after the Participant's Required Beginning Date to the designated Beneficiary after the Participant's death must not at any time exceed the applicable percentage of the annuity payment for such period that would have been payable to the Participant using the table set forth in Q&A-2 of Section 1.401(a)(9)-6 of the Treasury Regulations. If the form of distribution combines a benefit described in Section 4.3 for the joint lives of the Participant and a non-Spouse Beneficiary and a fixed-term payout annuity, the requirement in the preceding sentence will apply to annuity payments to be made to the designated Beneficiary after the expiration of the fixed-term payout period.

(B) Unless the Participant's Spouse is the sole designated Beneficiary and the form of distribution is a fixed-term payout annuity, the fixed-term payout period for an annuity distribution commencing during the Participant's lifetime may not exceed the applicable distribution period for the Participant under the Uniform Lifetime Table set forth in Section 1.401(a)(9)-9 of the Treasury Regulations for the calendar year that contains the annuity starting date. If the benefit commencement date precedes the year in which the Participant reaches age 70, the applicable distribution period for the Participant is the distribution period for age 70 under the Uniform Lifetime Table set forth in Section 1.401(a)(9)-9 of the Treasury Regulations plus the excess of 70 over the age of the Participant as of the Participant's birthday in the year that contains the benefit commencement date. If the Participant's Spouse is the Participant's sole designated Beneficiary and the form of distribution is a fixed-term payout annuity, the fixed-term payout period may not exceed the longer of the Participant's applicable distribution period, as

determined under this Section 4.5(b)(4), or the joint life and last survivor expectancy of the Participant and the Participant's Spouse as determined under the Joint and Last Survivor Table set forth in Section 1.401(a)(9)-9 of the Treasury Regulations, using the Participant's and Spouse's attained ages as of the Participant's and Spouse's birthdays in the calendar year that contains the benefit commencement date.

(5) Requirements For Minimum Distributions Where Participant Dies Before Date Distributions Begin

(A) If the Participant dies before the date distribution of his or her interest begins and there is a designated Beneficiary, the Participant's entire interest will be distributed, beginning no later than the time described in Sections 4.3(b)(2)(B)(I) or (II), over the life of the designated Beneficiary or over a fixed-term payout period not exceeding:

(I) unless the benefit commencement date is before the first distribution calendar year, the life expectancy of the designated Beneficiary is determined using the Beneficiary's age as of the Beneficiary's birthday in the calendar year immediately following the calendar year of the Participant's death; or

(II) if the benefit commencement date is before the first distribution calendar year, the life expectancy of the designated Beneficiary is determined using the Beneficiary's age as of the Beneficiary's birthday in the calendar year that contains the benefit commencement date.

(B) If the Participant dies before the date distributions begin and there is no designated Beneficiary as of September 30 of the year following the year of the Participant's death, distribution of the Participant's entire interest will be completed by December 31 of the calendar year containing the fifth anniversary of the Participant's death.

(C) If the Participant dies before the date distribution of his or her interest begins, the Participant's surviving Spouse is the Participant's sole designated Beneficiary, and the surviving Spouse dies before distributions to the surviving Spouse begin, this Section 4.5(b)(5) will apply as if the surviving Spouse were the Participant, except that the time by which distributions must begin will be determined without regard to Section 4.5(b)(2)(B)(I).

(6) Definitions

(A) Designated Beneficiary. The individual who is designated as the Beneficiary under Section 2.4 and is the designated Beneficiary under Section 401(a)(9) of the Code and Section 1.401(a)(9)-1, Q&A-4, of the Treasury Regulations.

(B) Distribution Calendar Year. A calendar year for which a minimum distribution is required. For distributions beginning before the Participant's death, the first distribution calendar year is the calendar year immediately preceding the calendar year that contains the Participant's Required Beginning Date. For distributions beginning after the Participant's death, the first distribution calendar year is the calendar year in which distributions are required to begin pursuant to Section 4.5(b)(2)(B).

(C) Life Expectancy. Life expectancy as computed by use of the Single Life Table in Section 1.401(a)(9)-9 of the Treasury Regulations.

(D) Required Beginning Date. The date set forth in Section 4.5(a).

4.6. Cash Out of Small Benefits

If a Participant retires under the Plan when the Actuarial Equivalence of his or her Retirement Benefit is less than \$5,000, such benefit will be paid as a single cash lump sum in lieu of any other benefits hereunder.

4.7. Direct Rollovers

(a) Notwithstanding any provision of the Plan to the contrary that would otherwise limit a distributee's election under this Plan, a distributee may elect, at the time and in the manner prescribed by the Plan Administrator, to have any portion of an eligible rollover distribution paid directly to an eligible retirement plan specified by the distributee in a direct rollover. A distributee includes a Participant. In addition, the Participant's surviving Spouse and the Participant's Spouse or former Spouse who is the alternate payee under a qualified domestic relations order, as defined in Section 414(p) of the Code, are distributees with regard to the interest of the Spouse or former Spouse.

(b) A Beneficiary who is not the Spouse of the Participant may elect a direct trustee to trustee transfer that qualifies as an eligible rollover distribution under this Section 4.7. Such transfer shall be made to an individual retirement plan described in Section 408(a) of the Code or a Roth IRA described in Section 408A of the Code that is established for the purpose of receiving the distribution on behalf of such Beneficiary. Such individual retirement account shall be deemed an inherited IRA pursuant to the provisions of Section 402(c)(11) of the Code. Also, in this case, the determination of any required minimum distribution under Section 401(a)(9) of the Code that

is ineligible for rollover shall be made in accordance with Notice 2007-7, Q&A 17 and 18, 2007-5 I.R.B. 395.

(c) Definitions

(1) Eligible Rollover Distribution

An eligible rollover distribution is any distribution of all or any portion of the balance to the credit of the distributee, except that an eligible rollover distribution does not include the following: (i) any distribution that is one of a series of substantially equal periodic payments (not less frequently than annually) made for the life (or the life expectancy) of the distributee or the joint lives (or joint life expectancies) of the distributee and the distributee's designated Beneficiary, or for a specified period of ten (10) years or more; (ii) any distribution to the extent such distribution is required under Section 401(a)(9) of the Code; and (iii) any hardship distribution. A portion of a distribution shall not fail to be an eligible rollover distribution merely because the portion consists of after-tax employee contributions which are not includible in gross income. However, such portion may be transferred only: (A) to an individual retirement account or annuity described in Section 408(a) or (b) of the Code, a Roth IRA described in Section 408A of the Code or (B) to a qualified defined contribution, defined benefit or annuity plan described in Section 401(a) of the Code or Section 403(b) of the Code, that agrees to separately account for amounts so transferred (and earnings thereon), including separately accounting for the portion of the distribution that is includible in gross income and the portion of the distribution that is not so includible.

(2) Eligible Retirement Plan

An eligible retirement plan is an individual retirement account described in Section 408(a) of the Code, an individual retirement annuity described in Section 408(b) of the Code, a qualified

plan described in Section 401(a) of the Code that accepts the distributee's eligible rollover distribution, an annuity contract described in Section 403(b) of the Code, a Roth IRA described in Section 408A of the Code and an eligible plan under Section 457(b) of the Code which is maintained by a state, political subdivision of a state, or any agency or instrumentality of a state or political subdivision of a state and which agrees to separately account for amounts transferred into such plan from this Plan. The definition of eligible retirement plan shall also apply in the case of a distribution to a surviving Spouse, or to a Spouse or former Spouse who is the alternate payee under a qualified domestic relation order, as defined in Section 414(p) of the Code.

(3) Direct Rollover

A direct rollover is a payment by the Plan to the eligible retirement plan specified by the distributee.

ARTICLE V

ADMINISTRATION AND AMENDMENT OF PLAN

5.1. **Participant's Rights Not Subject To Execution**

The right of a Participant to a benefit under this Plan is not assignable and is not subject to execution or any other process whatsoever, except to the extent permitted by the Code of Civil Procedure and the Family Code of the State of California. Any payment hereunder required under the California Family Code to a person other than the Participant must not alter the form or amount of benefits hereunder, except that to the extent provided in a valid court order, an Actuarial Equivalent payment may be made to the Spouse or child of a Beneficiary pursuant to a qualified domestic relations order (as defined in Section 414(p) of the Code) prior to the Participant's retirement.

5.2. **Rules and Regulations**

The Employer has full discretionary authority to supervise and control the operation of this Plan in accordance with its terms and may make rules and regulations for the administration of this Plan that are not inconsistent with the terms and provisions hereof. The Employer shall determine any questions arising in connection with the interpretation, application or administration of the Plan (including any question of fact relating to age, employment, compensation or eligibility of Participants and other persons) and its decisions or actions in respect thereof shall be conclusive and binding upon any and all persons and parties.

The Employer shall have all powers necessary to accomplish its purposes, including, but not by way of limitation, the following:

- (a) To determine all questions relating to the eligibility of individuals to participate;
- (b) To construe and interpret the terms and provisions of the Plan;

(c) To compute, certify to, and direct the Trustee with regard to the amount and kind of benefits payable to the Participants and their Beneficiaries;

(d) To authorize all disbursements by the Trustee from the Trust;

(e) To maintain all records that may be necessary for the administration of the Plan other than those maintained by the Trustee; and

(f) To appoint a Plan Administrator or, any other agent, and to delegate to them or to the Trustee such powers and duties in connection with the administration of the Plan as it may from time to time prescribe, and to designate each such administrator or agent as a fiduciary with regard to matters delegated to him.

With respect to management and control of investments, the Employer shall have the power to direct the Trustee in writing with respect to the investment of the Trust assets or any part thereof. Where investment authority, management and control of Trust assets have been delegated to the Trustee by the Employer, the Trustee shall be a fiduciary with respect to the investment, management and control of the Trust assets contributed by the Employer and Participants with full discretion in the exercise of such investment, management and control. Where investment authority, management and control of Trust assets are not specifically delegated to the Trustee, the Trustee shall be subject to the direction of the Employer.

Expenses and fees in connection with the administration of the Plan and the Trust shall be paid from the Trust assets to the fullest extent permitted by law, unless the Employer determines otherwise.

To the extent determined by the Employer or its delegatee, elections and consents made by means of electronic media shall be permissible if made according to the relevant provisions of Treasury Regulation Section 1.401(a)-21.

5.3. Amendment and Termination

The Employer shall have the right to amend, modify or terminate this Plan at any time. In the event of the complete discontinuance of this Plan, the entire interest of each Participant affected thereby shall immediately become 100% Vested. All benefits hereunder shall be payable solely from the assets of the Trust. After all liabilities of this Plan to Participants and their Beneficiaries have been satisfied, any residual assets of this Plan shall be used for such purposes as determined by the Employer, including a distribution of the assets to the general funds of the Employer.

5.4. Military Service

Notwithstanding any provision of this Plan to the contrary, contributions, benefits, and service credit with respect to qualified military service will be provided in accordance with Section 414(u) of the Code. In the case of a Participant who dies while performing qualified military service, the survivors of the Participant are entitled to any additional benefits (other than benefit accruals relating to the period of qualified military service) provided under the Plan had the Participant resumed and then terminated employment on account of death.

ARTICLE VI

ANNUAL BENEFIT LIMITATIONS

6.1. **Definitions and Application**

As used in this Article VI, the following terms have the meanings specified below.

“Annual Benefit” means a benefit payable annually in the form of a straight life annuity (with no ancillary benefits) under a plan to which Participants do not contribute and under which no rollover contributions are made, or to which assets have been transferred from a qualified plan that was not maintained by the Employer. If the benefit is payable in a form other than a straight life annuity, such form must be adjusted actuarially to be the equivalent of a straight life annuity before applying the limitations of Section 6.2(a). The actuarial adjustment to the equivalent of a straight life annuity will apply to all plan benefits except as set forth herein. The actuarial adjustment shall be made in accordance with the provisions of Treasury Regulation Section 1.415(b)-1(c), which are incorporated herein by reference. No actuarial adjustment is required for the following: qualified joint and survivor annuity benefits, pre-retirement disability benefits, pre-retirement death benefits, post-retirement medical benefits, and the value of an automatic benefit increase feature made in accordance with applicable Treasury Regulations.

“Limitation Year” means the Plan Year. If the Limitation Year is amended to a different twelve-consecutive month period, the new Limitation Year must begin on a date within the Limitation Year in which the amendment is made.

“Year of Participation” means the Participant will be credited with a Year of Participation for each year in which he or she is a Participant. A Participant who is permanently and totally disabled within the meaning of Section 415(c)(3)(C)(i) of the Code for an accrual computation period shall receive a Year of Participation with respect to that period. In addition, for a Participant to receive a Year of Participation for an accrual computation period, the Plan must be established

no later than the last day of such accrual computation period. In no event will more than one Year of Participation be credited for any twelve-month period.

6.2. Annual Limitation on Benefits

Notwithstanding any other provision of the Plan:

(a) The Annual Benefit payable with respect to a Participant under the Plan for any Limitation Year shall not exceed an amount equal to \$225,000, or such other dollar limitation determined for the Limitation Year by automatically adjusting the \$225,000 limitation by the cost of living adjustment factor prescribed by the Secretary of the Treasury under Section 415(d) of the Code in such manner as the Secretary shall prescribe. The new dollar limitation shall apply to Limitation Years ending within the calendar year of the date of the adjustment. Cost of living adjustments to the dollar limitation occurring after severance from employment are taken into account.

(b) If the Participant has less than ten Years of Participation with the Employer, the limitation in Section 6.2(a) shall be reduced by multiplying it by a fraction, the numerator of which is the Participant's full and partial Years of Participation, and the denominator of which is ten. To the extent provided in Treasury Regulations or in other guidance issued by the Internal Revenue Service, the preceding sentence shall be applied separately with respect to each change in the benefit structure of the Plan. The reduction provided in this paragraph does not apply to payments made to the Participant if his payments commence after he has become disabled (within the meaning of Section 415(b)(2)(I) of the Code) and does not apply to payments made on account of the Participant's death.

(c) If the Annual Benefit of a Participant begins prior to age 62, the limitation under Section 6.2(a) applicable to the Participant at such earlier age is an Annual Benefit payable in the

form of a straight life annuity beginning at the earlier age that is the actuarial equivalent of the limitation applicable to the Participant at age 62 (adjusted under Section 6.2(b), if required). The limitation applicable at an age prior to age 62 shall be determined in accordance with the provisions of Treasury Regulation Section 1.415(b)-1(d), which are incorporated herein by reference. The reduction in this Section 6.2(c) shall not apply for a Participant who is a “qualified participant,” as defined in Section 415(b)(2)(H) of the Code.

(d) If the Annual Benefit of a Participant begins after age 65, the limitation under Section 6.2(a) applicable to the Participant at such later age is an Annual Benefit payable in the form of a straight life annuity beginning at the later age that is the actuarial equivalent of the limitation applicable to the Participant at age 65 (adjusted under Section 6.2(b), if required). The limitation applicable at an age after age 65 shall be determined in accordance with the provisions of Treasury Regulation Section 1.415(b)-1(e), which are incorporated herein by reference.

(e) Pursuant to Treasury Regulation Section 1.415(b)-1(a)(7)(iii), the rate of a Participant’s accrual shall not be limited by this Article VI (but at all times the annual benefit payable to the Participant is subject to the limits set forth in this Article VI).

(f) The limitation in Section 6.2(a) is deemed satisfied if the Annual Benefit payable to a Participant is not more than \$1,000 multiplied by the Participant’s number of years of service or parts thereof (not to exceed ten) with the Employer, and the Employer (or a predecessor employer) has not at any time maintained a defined contribution plan in which such Participant participated.

If the Employer maintains one or more defined benefit plans, in addition to this Plan, covering an Employee who is also a Participant in this Plan, the sum of the Annual Benefits of all the plans will be treated as a single benefit for the purposes of applying the limitations of Section

6.2(a). For purposes of the preceding sentence, Annual Benefits under a “qualified governmental excess benefit arrangement,” as described in Section 415(m)(3) of the Code, shall be disregarded. If the Annual Benefits exceed, in the aggregate, the limitations of Section 6.2(a), the Annual Benefits under this Plan will be reduced (but not below zero) until the sum of the benefits of the relevant defined benefit plans satisfy the limitations. In the case of an individual who was an Employee in one or more defined benefit plans of the Employer as of the first day of the first Limitation Year beginning after December 31, 1986, the application of the limitations of this Section 6.2 shall not cause the limitation under Section 6.2(a) for such individual under all such defined benefit plans to be less than the individual’s current accrued benefit. The preceding sentence applies only if such defined benefit plans met the requirements of Section 415 of the Code, for all Limitation Years beginning before May 6, 1986. For purposes of this Section 6.2(f), an individual’s current accrued benefit means a Participant’s accrued benefit under the Plan, determined as if the Participant had separated from service as of the close of the last Limitation Year beginning before January 1, 1987, when expressed as an annual benefit within the meaning of Section 415(b)(2) of the Code. In determining the amount of a Participant’s current accrued benefit, the following shall be disregarded: (i) any change in the terms and conditions of the Plan after May 5, 1986; and (ii) any cost of living adjustments occurring after May 5, 1986.

(g) If a Participant makes one or more contributions to the Plan to purchase “permissive service credit,” as defined in Section 415(n)(3) of the Code, then the limitations of this Article VI shall be treated as met only if either (i) the limitations provided in Section 415(b) of the Code are met, determined by treating the accrued benefit derived from such contributions as an annual benefit for purposes of Section 415(b) of the Code, or (ii) the requirements of Section 415(c) of

the Code are met, determined by treating all such contributions as annual additions for purposes of Section 415(c) of the Code.

ARTICLE VII

DEFINITIONS

Unless otherwise specified, capitalized terms used in the Plan have the meanings specified below.

“**Act**” means California Government Code, as amended.

“**Actuarial Equivalence**” means an actuarially equivalent amount determined using the 1983 Group Annuity Mortality (GAM) table blended 50% Male and 50% Female, and interest rate of 7% per annum.

“**Age Factor**” means the following factors:

Age at Retirement under Plan	Age Factor
50	1.426%
51	1.522%
52	1.628%
53	1.742%
54	1.866%
55	2.000%
56	2.052%
57	2.104%
58	2.156%
59	2.210%
60	2.262%
61	2.314%
62	2.366%
63 or older	2.418%

“**Beneficiary**” means the person described in Section 2.4 who is entitled to receive either a pre-retirement death benefit under the Plan or, if the Participant dies while receiving a Retirement Benefit in an optional form under Section 4.3, the continuance benefit. A Participant may designate different Beneficiaries to receive each such benefit. If no Beneficiary under Section 2.4 survives a

Participant, then the pre-retirement benefit, if applicable, will be provided to such person, trust, or estate entitled by will or the laws of descent and distribution to receive the benefit.

“Benefit Service” a Participant’s services to the Employer, but only if and to the extent (i) such services were provided under the terms of an agreement between the Staffing Agency and the Employer, and (ii) if the Participant made member contributions to CalPERS with respect to such services, either those contributions (together with any allocable interest) are transferred directly from CalPERS to the Trust under this Plan, or the Participant elects to and receives a refund of his or her member contributions (together with any allocable interest) from CalPERS and effectuates a deposit of those refunds in this Plan. In addition to Benefit Service determined under the preceding sentence, the Plan Administrator may, in its sole discretion, permit a Participant to purchase additional Benefit Service for any prior service with a governmental entity other than the Employer, but only to the extent the Participant is not already entitled to receive a retirement benefit for that service under a pension plan other than this Plan; for this purpose, a refund of employee contributions from any such other plan does not constitute a retirement benefit for service.

“CalPERS” means the California Public Employees’ Retirement System, a governmental, multiple-employer pension plan that is qualified under Section 401(a) of the Internal Revenue Code and whose terms are set out under Title 2, Division 5, Parts 3 through 8, Sections 20000 through 22970.89 of the Act.

“CalPERS Member” means either (i) a governmental entity that provides pension benefits to its eligible employees under CalPERS, in accordance with and subject a contract between the entity and CalPERS, or (ii) a governmental entity that maintains a pension plan qualified under Section 401(a) of the Code, but only if that plan has reciprocity with CalPERS.

“Code” means the Internal Revenue Code of 1986, as amended from time to time.

“Compensation” means compensation received by a Participant for employment with a Staffing Agency or CalPERS Member, but only to the extent such compensation would constitute “compensation earnable” within the meaning of Sections 20636 or 20636.1 of the Act, as applicable to individual CalPERS participants who are not “new members” within the meaning of Section 7522.04 of the Act. Compensation in excess of \$280,000 (as adjusted for the relevant Plan Year) will be disregarded. Such amount will be adjusted for future increases in the cost of living in accordance with Section 401(a)(17) of the Code. For any short Plan Year, the Compensation limit will be an amount equal to the Compensation limit for the calendar year in which the Plan Year begins multiplied by a ratio obtained by dividing the number of full months in the short Plan Year by 12.

“Domestic Partner” means the person who is registered in accordance with California law as a Participant’s domestic partner.

“Effective Date” means April 1, 2019, the effective date of this amendment and restatement of the Plan.

“Eligible Employee” means an Employee whom the Employer, in its sole discretion, designates as eligible by action of the Employer’s Board of Directors.

“Employee” means a person whom the Employer classifies on its payroll records as a common-law employee. For any period, “Employee” does not include any person who is not so classified for that period, even if a court or other authority later determines that he or she was a common-law employee of the Employer during any part of that period.

“Employer” means Marin County Transit District.

“Final Pay” means the highest Compensation earned by a Participant, before his or her retirement under the Plan, during any 12 consecutive months of employment with a Staffing Agency or a CalPERS Member.

“Member Contributions” means with the following amounts, as applicable: (i) any amount contributed by a Participant to the Plan in order to purchase Benefit Service (as described in the above definition of Benefit Service), and (ii) any member contributions made by a Participant CalPERS that are either transferred to this Plan directly from CalPERS or contributed to the Plan by the Participant.

“Normal Form of Benefit” means the form of benefit described in Section 4.2.

“Participant” means a person who has commenced participation in the Plan under Section 1.1 and whose participation has not ceased under Section 1.2.

“Plan” means this Marin County Transit District Service Credit Replacement Plan.

“Plan Administrator” means the individual or position designated by the Employer to act on behalf of the Employer in matters relating to this Plan. If no designation is made, the Employer shall be the Plan Administrator. If a Plan Administrator has been appointed the word “Employer” as used in this Plan shall mean Plan Administrator unless the context indicates a different meaning is intended.

“Plan Year” means the 12-month period spanning July 1 through June 30.

“Regulations” or **“Treasury Regulations”** means the regulations adopted or proposed by the Department of Treasury from time to time pursuant to the Code.

“Retirement Benefit” means the benefit payable to the Participant following retirement, as described in Article II.

“Spouse” means the person who is recognized as the Participant’s spouse in accordance with the laws of any state, the District of Columbia, a United States territory, or a foreign jurisdiction. A Spouse does not include a Domestic Partner or a civil union partner.

“Staffing Agency” means any employee-leasing agency listed in Appendix 2 that, under an agreement between the leasing agency and the Employer, has provided staffing services to the Employer by placing persons then classified as the leasing agency’s employees in work positions with the Employer.

“Trust” means the trust established to hold the assets of the Plan.

“Trustee” means the trustee of the Trust.

“Vesting Service” means cumulative, combined years of full-time employment with: (i) a Staffing Agency, but only during such period that the Participant was providing services to the Employer through the Staffing Agency, (ii) a CalPERS Member, or (iii) a CalPERS reciprocal agency.

APPENDIX 1**STAFFING AGENCIES**

Each of following entities constitutes a Staffing Agency for all purposes under the Plan:

Local Government Services Authority, a governmental entity formed under the laws of the State of California

Regional Government Services Authority, a governmental entity formed under the laws of the State of California

APPENDIX 2
CONTINUING PARTICIPANTS

The following Participants as of March 31, 2019 will continue as Participants on April 1, 2019:

Mary Archer

Robert Betts

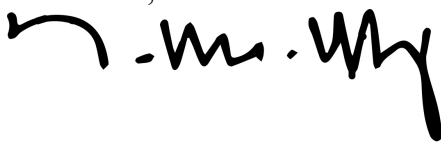
Lauren Gradia

Amber Johnson

Melody Reeb

ADOPTION OF AMENDED AND RESTATED PLAN

The Marin County Transit District hereby adopts this Marin County Transit District Service Credit Replacement Plan, as amended and restated effective April 1, 2019, on the date below.


By: _____
Damon Connolly

Title: Marin Transit Board President

Date: April 1, 2019