



Marin County Transit District Board of Directors

Monday, June 5, 2023, 10 a.m.

Marin County Civic Center
County Board of Supervisors'
Chambers
3501 Civic Center Drive
Room 330
San Rafael, CA 94903

Join on Zoom:
www.zoom.us/j/87972683373
Webinar ID: 879 7268 3373

Teleconference:
+1 669 900 6833
Access Code: 879 7268 3373

Providing Public Comment

- To provide written public comment prior to the meeting, email info@marintransit.org or use the comment form at www.marintransit.org/meetings. Submit your comments no later than **5:00 P.M. Sunday, June 4, 2023** to facilitate timely distribution to the Board of Directors. Include the agenda item number you are addressing, your name, and address. Your comments will be forwarded to the Board of Directors and will be included in the written public record.
- Public comment is limited to two minutes per speaker unless a different time limit is announced. The Board President may limit the length of comments during public meetings due to the number of persons wishing to speak or if comments become repetitious.
- Participating on Zoom or teleconference: Ensure that you are in a quiet environment with no background noise. To raise your hand on Zoom press *9 and wait to be called upon by the 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 be included in the public record.

General Meeting Information

- Late agenda material can be inspected at the office of Marin Transit, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.
- In case of Zoom outage, dial 515-604-9094; meeting ID: 142-334-233
- All Marin Transit public meetings are conducted in accessible locations.
- Documents are available in accessible formats or additional languages by request. If you require translation or other accommodation, call (415) 226-0855 or 711. Requests must be received no less than five working days prior to the meeting. *Otros idiomas disponibles: llame al (415) 226-0855 | Các ngôn ngữ khác có sẵn - gọi (415) 226-0855 | 提供其他語言服務, 請致電 (415) 226-0855*
- To access these instructions in Spanish, [click here](#).

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

1. **Consider approval of Directors request to participate remotely and utilize Just Cause or Emergency Circumstance per AB 2449**
2. **Open Time for Public Expression**
(Limited to two minutes per speaker on items not on the District's agenda)
3. **Board of Directors' Matters**
4. **General Manager's Report**
 - a. General Manager's Oral Report
 - b. [Monthly Monitoring Report: March 2023](#)
5. **Consent Calendar**
 - a. [Minutes for May 1, 2023 Board Meeting](#)
 - b. [Marin Transit Quarterly Performance Report for the Third Quarter of FY 2022/23](#)
 - c. [Marin County Transit District Third Quarter FY 2022/23 Financial Report](#)
 - d. [Authorizing Resolution for Clipper START Pilot Program Two-Year Extension](#)
 - e. [Resolution of Local Support for Part Time Transit Lane Project and Budget Amendment #2024-01](#)
 - f. [Metropolitan Transportation Commission Resolution for Transportation Development Act and State Transit Assistance Funds FY 2023/24](#)
 - g. [Authorizing Resolution and Project List for California's State of Good Repair Program](#)
 - h. [Professional Service Agreement with Shute Mihaly & Weinberger LLP](#)
 - i. [Amendments to Contracts with TripSpark Technologies for Demand Response Scheduling Software Maintenance and Hosting](#)
 - j. [Approve Amendment 3 \(#1193\) with David Rzepinski for RFP Assistance for Operations & Maintenance Services](#)
 - k. [Contract with SRECTrade, Inc. for LCFS Third-Party Credit Management Services](#)
 - l. [Change Orders to contracts with Arntz Builders, Inc. for construction of improvements at 600 Rush Landing](#)
 - m. [Execute Optional Tasks for Contract with BKF Engineers for Solar Design, Engineering, and PS&E for 3010/3020 Kerner Boulevard](#)
 - n. [Maintenance Support Agreement with ABC Companies](#)

Recommended Action: Approve.
6. **[Marin County Transit District Operating and Capital Budget for FY 2023/24](#)**

Recommended Action: Adopt FY 2023/24 budget.

7. [Resolution Approving Marin Transit's 2023-2025 Title VI Program Update Submittal to the Federal Transit Administration](#)

Recommended Action: Authorize Board President to sign Resolution 2023-07 approving Marin Transit's 2023-25 Title VI Program Update to ensure compliance with federal requirements to provide equal access to Marin Transit's services, programs and activities regardless of race, color and national origin.

8. [Marin Transit Public Engagement Update](#)

Recommended Action: Accept report.

9. [Muir Woods Shuttle Evaluation Report for the 2022 Season](#)

Recommended Action: Accept report.

Adjourn



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Board of Directors

Katie Rice

President
Supervisor District 2

Brian Colbert

Vice President
Town of San Anselmo

Eric Lucan

2nd Vice President
Supervisor District 5

Mary Sackett

Director
Supervisor District 1

Stephanie

Moulton-Peters
Director
Supervisor District 3

Dennis Rodoni

Director
Supervisor District 4

Maribeth Bushey

Director
City of San Rafael

Fred Casissa

Alternate
Town of Corte Madera

June 5, 2023

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

Subject: General Manager Report – Monthly Report: March 2023

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, 2023. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall, Marin Transit systemwide ridership was moderately strong in March 2023. Total ridership was 4% higher than the previous year (March 2022) and 14% lower than pre-COVID (March 2019). This represents an improvement over the last two months, January and February 2023, which were 21% and 18% below pre-COVID levels, respectively. These winter months' low ridership relative to the District's recent trajectory was likely due to the atmospheric river that came through Marin County in January through March, dropping record rainfall on the County. Other Bay Area operators have also reported lower ridership due to weather.

Fixed route ridership recovery from the COVID-19 pandemic continues to be strong, much stronger than demand response ridership. Ridership on fixed-route services in March 2023 was at 88% of pre-COVID levels (March 2019), whereas ridership on Marin Access services was only 42% of pre-COVID levels. Marin Access ridership started to decline in September of this fiscal year, dropping below FY22 levels. Ridership has continued to stay below FY 22 levels, March Marin Access ridership was 14% lower than last year (March 2022), but has started an upward trend compared to last month (February 2023). Yellow bus ridership remains strong; ridership was 41% higher than the previous year (February 2022) and 5% higher than pre-COVID (March 2019).

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 <https://marintransit.org/service-performance-and-reports>.

Fiscal/Staffing Impact

None.

Respectfully Submitted,

A handwritten signature in black ink that reads "Nancy E. Whelan".

Nancy Whelan
General Manager

Attachment A: Monthly Ridership Report and Customer Comments



Monthly Customer Feedback Report

March 2023

| Month: March 2023 | | Program | | | | | | | Total |
|------------------------------------|-------------------|---------------------|-------------------------|---------------------------|-----------------|---------------------|------------|-----------|-------|
| Category | Fixed-Route Local | Fixed-Route Shuttle | Stagecoach & Muir Woods | Supplemental & Yellow Bus | Demand Response | Mobility Management | Systemwide | | |
| Commendation | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | |
| Service Delivery Complaint | 20 | 15 | 7 | 7 | 8 | 0 | 6 | 63 | |
| Accessibility | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 3 | |
| Driver Conduct Complaint | 9 | 2 | 1 | 0 | 3 | 0 | 0 | 15 | |
| Driving Complaint | 3 | 2 | 0 | 1 | 1 | 0 | 2 | 9 | |
| Early Trip | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 3 | |
| Equipment Issue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Farebox | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Late Trip | 3 | 0 | 2 | 1 | 2 | 0 | 4 | 12 | |
| Missed Connection | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Missed Trip | 0 | 1 | 0 | 5 | 1 | 0 | 0 | 7 | |
| No-Show | 2 | 2 | 1 | 0 | 1 | 0 | 0 | 6 | |
| Off-Route | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Pass-Up Complaint | 1 | 6 | 1 | 0 | 0 | 0 | 0 | 8 | |
| Service Structure Complaint | 2 | 3 | 2 | 1 | 3 | 0 | 1 | 12 | |
| Bus Stop Improvement Request | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Fares | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Other Complaint | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Scheduling Complaint | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | |
| Service Improvement Suggestion | 1 | 3 | 2 | 1 | 1 | 0 | 1 | 9 | |
| Safety Complaint | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Total Service Hours | 10,273 | 3,581 | 1,527 | 349 | 2,429 | - | 18,315 | 18,315 | |
| Commendations per 1,000 Hours | 0.1 | 0.3 | 0.0 | 0.0 | 0.0 | - | 0.0 | 0.1 | |
| Complaints per 1,000 Hours | 2.1 | 5.0 | 5.9 | 22.9 | 4.5 | - | 0.4 | 4.1 | |
| Total Passengers | 178,216 | 28,187 | 10,070 | 8,865 | 4,854 | 1248 | 245,378 | 245,378 | |
| Commendations per 1,000 Passenger | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | |
| Complaints per 1,000 Passengers | 0.1 | 0.6 | 0.9 | 0.9 | 2.3 | 0.0 | 0.0 | 0.3 | |

Attachment A

Monthly Monitoring Report

05/21/2023

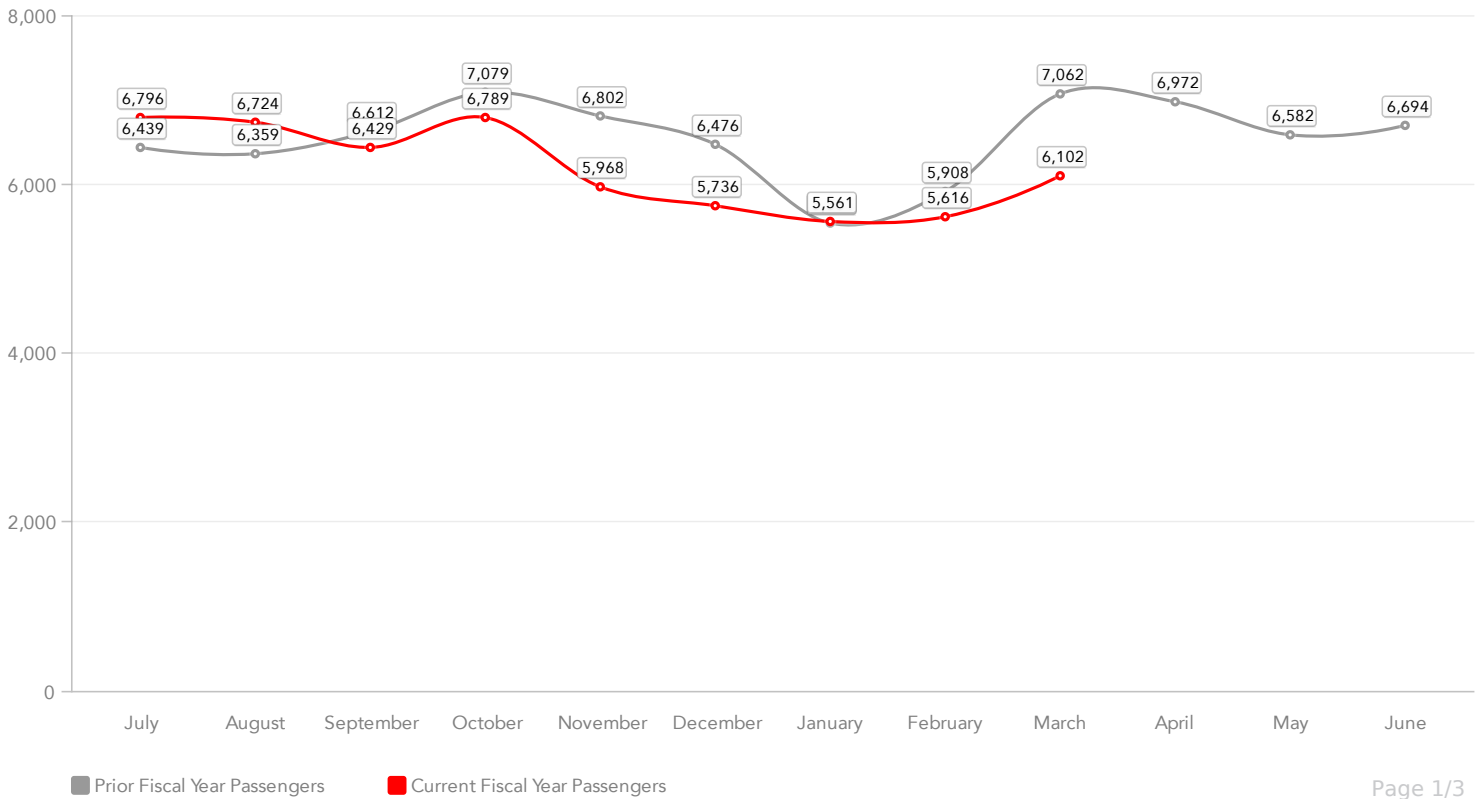
FISCAL YEAR: 2023
MONTH: All

Year-to-Date Ridership Trends

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



Demand Response Passengers by Month

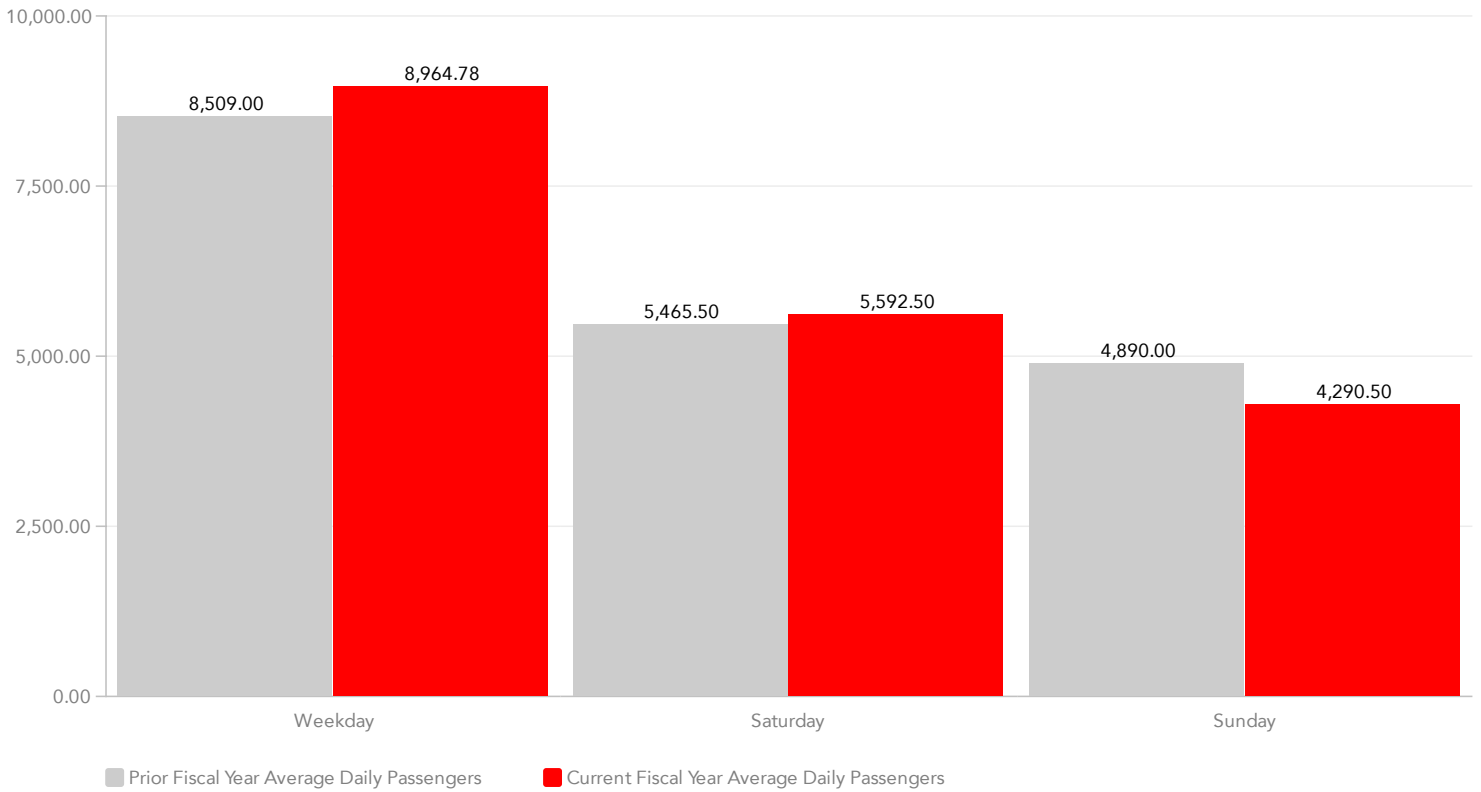


Monthly Comparison

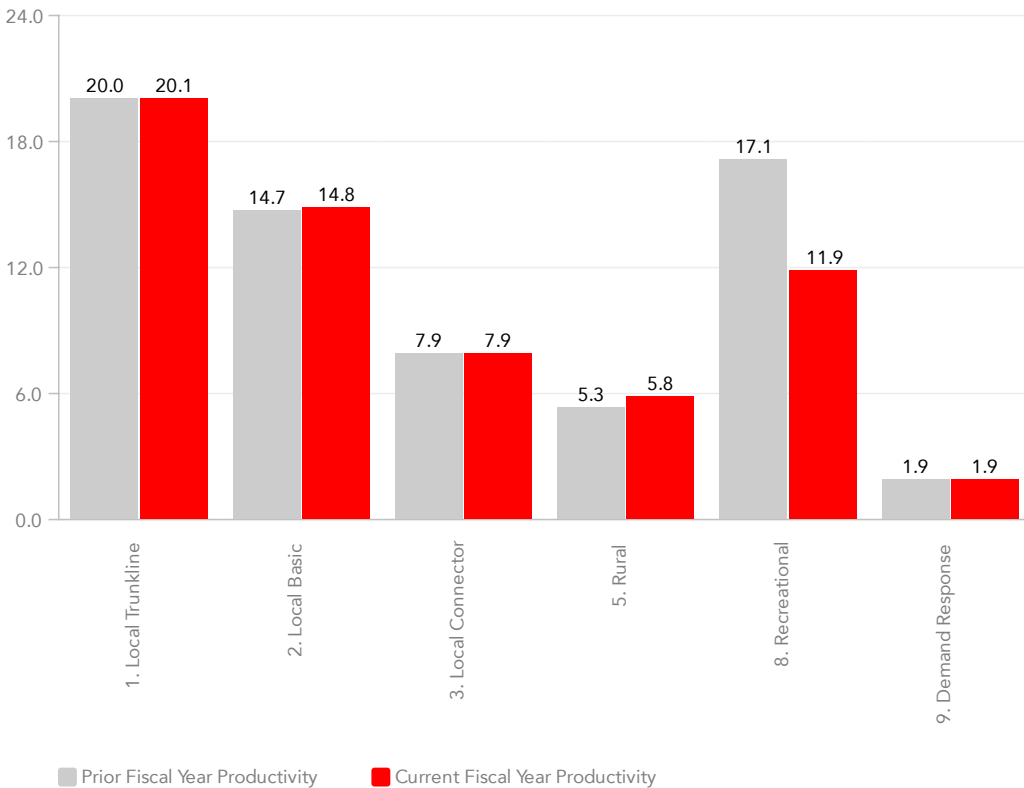
MONTH

Mar

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 1, 2023 at 10:00 A.M.

Roll Call

Present: President Rice, Vice President Colbert, Second Vice President Lucan, Director Moulton-Peters, Director Rodoni, Director Sackett, Director Bushey

Absent: None

Director Casissa was in attendance as a non-voting member.

Board President Rice opened the meeting at 10:00 A.M.

1. [Consider approval of Directors request to participate remotely and utilize Just Cause or Emergency Circumstance per AB 2449](#)

President Rice reported that all Board members were in attendance in the Board Chambers. Administrative Assistant & Board Secretary Kate Burt confirmed that there were no requests for remote participation by Directors.

2. [Open Time for Public Expression](#)

President Rice asked if any member of the public wished to speak. Seeing none she called for Board of Director's Matters.

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

President Rice asked if any member of the Board wished to speak.

Director Moulton-Peters reported that at the Metropolitan Transportation Commission meeting during the prior week, the District received accolades for their high rate of ridership. Director Moulton-Peters asked if they could vote by voice votes at that day's meeting, since all Directors were present.

General Manager Nancy Whelan responded that staff have been advised to administer voting by roll call votes, so that members of the public who are participating virtually can hear how a Director votes. Ms. Whelan will check to make sure that is still a requirement.

President Rice said that during that day's meeting, Directors will vote by a roll call vote. President Rice requested that they vote by voice in the future if possible.

4. [General Manager's Report](#)
 - a. [General Manager's Oral Report](#)
 - b. [Monthly Monitoring Report: February 2023](#)
 - i. [Item 4b – Staff Report](#)

General Manager Nancy Whelan reported on recent improvements to the District's property at 600 Rush Landing. The first phase of improvements involved installing bus charging stations. The second phase of improvements involved installing fencing, lighting, and pavement. Ms. Whelan reported that there will soon also be an electric gate at the site. The second phase of improvements will be complete in May 2023. Photos of the improvements were shown.

Ms. Whelan reported that the Board- approved fixed-route service changes will be implemented on June 11, 2023. Ms. Whelan described staff's outreach efforts to ensure that riders are educated and prepared. Staff's goal is to provide a smooth transition for riders as the changes are made.

Ms. Whelan reported that the District's February 2023 overall ridership was 81 percent of what it was in February 2020. She contrasted the ridership figure to other Bay Area transit operators' February 2020 and February 2023 ridership. She compared the total number of February 2023 riders across 18 Bay Area transit operators.

In February 2023, ridership on fixed route services was 82 percent of February 2020's ridership. Marin Access' February 2023 ridership was at 41 percent of its February 2020 ridership, and five percent lower than February 2022.

President Rice called for public comment.

Anthony Nachor asked if staff will offer free fares while implementing the service changes in June, so that riders can become acquainted with the changes. Mr. Nachor asked if staff will offer free fares during the Fourth of July, like last year, so that riders can take transit to and from the Marin County Fair for free. Mr. Nachor suggested the free fares would serve as a "thank you" to riders who have continued to use transit during recovery from the COVID-19 pandemic.

President Rice asked Ms. Whelan to respond to Mr. Nachor's suggestions.

Ms. Whelan confirmed free fares will be offered during the five days of the Marin County Fair and the Fourth of July, as in previous years. Ms. Whelan agreed that free fares serve as a “thank you” to riders. She clarified that the free fares will not start on June 11, 2023 with the service changes. Fares will only be free during the Marin County Fair. Ms. Whelan added that fares for students will be free during the entire summer.

President Rice asked when the free fares for students will begin. She suggested there should be an alignment with the other promotion timelines.

Ms. Whelan answered that fares will be free for students starting June 1, 2023.

President Rice asked when the service changes will go into effect.

Ms. Whelan answered that the service changes will go into effect June 11, 2023.

President Rice requested that staff consider aligning a free fare promotion closer to the start date of the service changes. She acknowledged she does not know what the cost or difficulty of that would be, however there could be benefits with the idea. She asked for Ms. Whelan’s thoughts on the idea.

Ms. Whelan responded that staff would consider the idea, although the timing may be difficult. Service change dates are based on Golden Gate Transit requirements and the student fare promotion is coordinated with North Bay Transit operators. She said that staff will report on how to better align service and fare promotion schedules at a later date.

Director Moulton-Peters acknowledged that staff must work out the logistics of the idea, and she proposed it may come down to accelerating the timeline of the free fares they already intend to provide.

Director Sackett asked why staff decided to implement the service changes on June 11, 2023.

Ms. Whelan answered that the date correlates to Golden Gate Transit’s timeline of schedule changes, and Golden Gate Transit’s labor contract specifications.

Director Sackett asked if local schools will be on summer break before June 11, 2023.

Ms. Whelan confirmed all local schools will be on summer break the week of June 11, 2023.

Director of Operations & Service Development Robert Betts added that as part of the June service changes, all school routes will run through the end of the current school year on their current schedules. All changes to school routes, for example the cancellation of Routes 645 and 651, will occur in fall 2023.

Director Sackett asked for staff input on whether free fares could incentivize riders to try the new routes in June. She added that messaging should be streamlined, and focused on one date, instead of having the free fares for students and the service changes starting on different dates. She suggested there may be mixed messaging with the mentioning of too many different dates.

Director of Planning Cathleen Sullivan added that in 2022, the promotion of free fares for students started in mid-June, once all the schools were on summer break. She explained that this year, staff have been working closely with other operators to conduct a joint campaign for free fares. The planning was complicated by school years ending on vastly different dates in different counties. Therefore, staff decided it would be easiest to make the free fares run for three entire months, instead of several months and a fraction of another. It was too difficult to determine an ideal, aligned date in the middle of the month based on factors from each county.

President Rice requested that staff give the timeline and alignment some more thought, given the potential benefits of a free fare period aligning with the June service changes. She said there may be value in expressing appreciation to riders for adapting to the service changes, and encouraging riders to ride the bus as the changes are happening.

5. [Consent Calendar](#)

- a. [Minutes for April 3, 2023 Board Meeting](#)
- b. [Authorize General Manager to Negotiate and Execute On-Call Planning Services Contract with Kimley-Horn and Associates, Inc.](#)
- c. [Muir Woods Shuttle 2024 Pilot Project](#)
- d. [Measure AA Yellow Bus Funding – Carryforward Allocation](#)

President Rice called for public comment.

Administrative Assistant & Board Secretary Kate Burt reported that the Board received comments on agenda items 5c, 8, and 9 from a member of the public via the District's online public comment form. The comments were shared with the Board before the Board meeting.

Recommended Action: Approve.

M/s: Director Moulton-Peters – Second Vice President Lucan

Ayes: President Rice, Vice President Colbert, Second Vice President Lucan, Director Moulton-Peters, Director Rodoni, Director Sackett, Director Bushey

Noes: None

Absent: None

Abstain: None

6. [Marin County Transit District Draft Operating and Capital Budget for FY 2023/24](#)

[Staff Report](#)

Director of Finance & Capital Programs Lauren Gradia reported on the timeline of the Fiscal Year (FY) 2023/24 budget's development, spanning from February to June of 2023. The goal of the budget is to provide sufficient and sustainable funding for local transit service needs using set guidelines.

Ms. Gradia stated that the baseline budget is based on the District's ten-year financial model and Short-Range Transit Plan (SRTP). Ms. Gradia provided an overview of the different divisions of the budget.

Ms. Gradia reviewed the major elements and themes of the draft budget. She listed the FY 2021/22 actuals, the FY 2022/23 revised budget, the FY 2022/23 estimated actuals, and the FY 2023/24 draft budget in terms of revenue and expenditures.

Ms. Gradia reported on the sources of the FY 2023/24 Operations revenue. She explained the effects of the COVID-19 pandemic on the Operations revenue. Ms. Gradia listed the variances in the Operations revenue for the FY 2023/24 draft budget from the prior year's budget.

Director Moulton-Peters asked about the location of unused funding from Measure A.

Ms. Gradia answered that the funds are with the Transportation Authority of Marin (TAM), as the District obtains funds from TAM on a reimbursement basis.

General Manager Nancy Whelan added that the funds are set aside for transit expenditures.

Ms. Gradia outlined the expenditures of Measure A and AA funds between FY 2014/15 and FY 2023/24, noting the decreased use during the beginning of the COVID-19 pandemic.

Ms. Gradia reported on the sources of Operations expenses in the FY 2023/34 budget. Ms. Gradia listed the variances in the Operations expenses for the FY 2023/24 draft budget from the prior year's budget.

Ms. Gradia summarized the FY 2023/24 Administration, Yellow Bus, Rural, and Local budgets, within the Operations budget. She listed the revenue hours and passenger data for each of the District's programs between FY 2014/15 and FY 2023/24's budget.

Ms. Gradia summarized the FY 2023/24 Marin Access budget and compared the revenue hours between FY 2014/15 and FY 2023/24's budget.

Ms. Gradia explained the FY 2023/24 Capital budget and compared it to prior years, beginning with FY 2014/15. She noted there are variances from year to year depending on which vehicle fleet is being replaced, and facility investments. She reviewed Capital costs related to vehicles, bus stop improvements, facilities, and other costs.

Director Sackett asked about the District's seasonal staff. She asked if fare revenue offsets the cost of collection, and if the figure Ms. Gradia provided is a net or gross value.

Ms. Gradia responded that seasonal staff includes Muir Woods Shuttle greeters. She added that the fare revenue figure in the report is a gross value, and staff track the cost of fare collection. She noted that the District's farebox recovery ratio is not eight percent, because in the District's Operations cost there are factors such as the Yellow Bus grant program which are not transit costs.

Director Rodoni complimented Ms. Gradia's presentation and report. He asked if the pre-COVID-19 and post-COVID-19 Measure A values are based on actual draw-down of Measure A funds, not sales tax values.

Ms. Gradia confirmed the values are based on actual draw-down.

Director Rodoni asked if in the FY 2023/24 draft budget's variance in Measure A funds from the prior year is drawn down and not reflective of sales tax fluctuations.

Ms. Gradia responded that the upcoming Measure A projections are flat, however due to carryforward funds there will not be an immediate impact.

Director Rodoni said it would be helpful to see Measure A sales tax values over the last five years.

Ms. Gradia noted there is a chart on page eight of the budget that shows actual allocations the District has received every year, as opposed to the draw-downs. The chart also shows the difference between what the District is allocated is what the actuals are, as that variation has a significant effect on revenues.

Vice President Colbert said the budget Ms. Gradia presented can be easily understood and is very important. He asked if the District is different from other agencies, as he has recently seen headlines on how public transportation is struggling. He wondered how those headlines may relate to the District.

Ms. Whelan explained that staff recently presented a five-year mini-SRTP to the Board. Staff are always forecasting what the future may bring, which has been difficult in the last few years. Ms. Whelan noted that Marin Transit ridership has been consistent for a while, as it rebounded quickly from the COVID-19 pandemic, which speaks to the demand for service. Ms. Whelan stated that their ridership recovery and consistency differs from other agencies. Commute-oriented services are in a situation vastly different situation than the District, because of the way the current workforce looks. The District's riders are generally dedicated, reliant on public transportation, and are currently making the same trips they made before the COVID-19 pandemic. The District's riders tend to not work from home. Generally, public transportation costs are rising faster than revenues, which is not unusual for the public sector. Staff are watching it via the SRTP and other forecasts, and check to see where they can reduce costs. The District also does not have a facility, which will impact the transition to a zero-emission bus fleet as well as contract competition. Staff are already observing impacts, for example during the search for a new Muir Woods Shuttle provider. Those factors make the District an outlier compared to other agencies.

Ms. Gradia added that the District's farebox recovery ratio is low. She explained that rail providers and agencies larger than Marin Transit generally obtain a higher percentage of their revenue from fares. Without riders, those agencies tend to have a greater imbalance between their revenues and expenses. The District has not experienced that imbalance due to ridership recovery and their low farebox recovery ratio.

Director Moulton-Peters noted that the seventh and eighth agenda items that day are related to changes that staff intend to make to existing programs based on performance.

Director Bushey referenced the budget summary table. In comparing the FY 2022/23 actuals to the budget, she asked why the actuals are as far as they are from the budget. She noted that discrepancies of that size seem to be a pattern, and asked if the Board should expect to see that in the future.

Ms. Gradia explained that the primary discrepancy between the budget and actuals is based in the Capital division, as staff tend to maintain a larger Capital budget to allow for large vehicle purchases and property acquisition.

Director Bushey asked why there were discrepancies in the Operations budget and actuals in FY 2022/23. She wondered if they should expect to see those discrepancies continue in the future.

Ms. Gradia responded that staff expected greater paratransit demand and allowed for fuel cost fluctuations. She added that staff's estimates should be more accurate in the coming fiscal year.

Director Bushey asked if there is leeway in the budget.

Ms. Gradia confirmed there is leeway.

Director Bushey asked if administrative staff salaries will be immediately increased, or if only the salary bands will increase.

Ms. Gradia confirmed only the salary bands will increase.

Director Bushey inquired if increased salary bands will lead to a larger budget.

Ms. Gradia explained there will not be guaranteed salary increases, and salary bands increase based on the consumer price index (CPI) every year. Any salary increases will be based on annual performance reviews.

President Rice asked when the budget will next be brought to the Board.

Ms. Gradia answered that there will be a budget item on the Board's agenda on June 5, 2023.

President Rice asked if the final budget would be presented for approval on June 5.

Ms. Gradia confirmed it would be.

Vice President Colbert expressed his appreciation for the clarity of the report.

President Rice stated that the prudence of the budget and presentation reflect the productive operation of the District as well as their ability to forecast the future and maintain service. President Rice instructed the Board to direct further questions and comments to Ms. Gradia and Ms. Whelan directly.

Recommended Action: Review draft FY 2023/24 budget and provide comments.

7. [Marin Transit Connect Pilot Program Evaluation](#)

[Staff Report](#)

President Rice noted the relation of agenda item seven to the District's budget.

General Manager Nancy Whelan echoed President Rice's notion, linking the item to the budget and other agenda items.

Transit Planner Asher Butnik provided an overview of Marin Transit's Connect pilot program. He reviewed the goals and history of the program. Mr. Butnik explained the purpose and functions of the Connect 2.0 program, which was a partnership with TAM. Mr. Butnik outlined the service parameters of Connect 2.0.

Mr. Butnik reported on Connect's ridership from its inception through March 2023. As of March 2023, the Connect pilot was able to maintain 26 percent of its pre-COVID-19 ridership. Mr. Butnik listed the monthly operating subsidies of Connect between the program's inception and March 2023. He listed subsidies per passenger between FY 2018/19 and FY 2022/23.

Mr. Butnik reported that 53 percent of Connect riders are Marin Access riders, due to a recent drop in Marin Transit's general public ridership. Although wait times are generally long for Connect riders, most vehicle miles and vehicle hours are spent without any passengers on board. Less than 60 percent of Connect trip requests are fulfilled. Mr. Butnik listed the top pick-up and drop-off locations for Connect riders, as well as the subsidies per passenger for all Marin Access programs. Connect was named as having the highest subsidy per passenger. Mr. Butnik reported on key program performance statistics between April 2022 and May 2023.

Mr. Butnik explained the positive and negative feedback on Connect that staff recently received through Marin Access rider focus groups.

Mr. Butnik outlined the conclusions staff reached regarding the Connect program.

President Rice requested that the Board hold their questions and comments until after the next item's presentation.

President Rice called for public comment.

Anthony Nachor complimented Mr. Butnik's report. Mr. Nachor pointed out the ridership statistics for Novato Dial-A-Ride and Connect highlight the need for better transit service in Marin County. Mr. Nachor said funds should be reinvested into transit services in northern Marin County because he thinks the driver layover is causing budget issues. Mr. Nachor explained that it would be better if funds were used to provide services where they are needed, like in northern Marin County where Golden Gate Transit has not restored service. He added that he hopes Mr. Butnik's report will challenge staff to reinvest funds into fixed route services in San Rafael and Novato, especially as the public is recovering from the COVID-19 pandemic.

President Rice thanked Mr. Nachor for his comment. She added that the goal of Connect was to provide a feasible alternative for Marin Access riders.

Mr. Butnik confirmed President Rice's statement.

Recommended Action: Accept report.

8. [Marin Access Recommendation](#)

[Staff Report](#)

General Manager Nancy Whelan noted that many staff were involved in the preparation of the board report presented in item eight and were available to answer questions.

Senior Mobility Planner Joanna Huitt provided an overview of each of Marin Access' current programs, as well as the recent challenges Marin Access has faced. She explained staff's goals and plans for improving Marin Access' programs. She outlined recent outreach and feedback collection efforts by staff, as well as the findings of those efforts.

Ms. Huitt reported on staff's recommendations for Marin Access program changes. She highlighted each major recommended change, including the recommendations for Novato Dial-A-Ride, Connect, and Catch-A-Ride. She explained the new fare structure and voucher program for the Catch-A-Ride 2.0 pilot program. Ms. Huitt shared how the Catch-A-Ride 2.0 pilot program will be evaluated.

Ms. Huitt reported on the financial impacts of the recommendations for Marin Access.

Ms. Huitt provided a summary of the goals of the recommendations. She outlined the timeline of the implementation of the recommendations and reviewed the recommended action for the agenda item.

Second Vice President Lucan expressed that he feels the messaging of the marketing should be simplified, as there are many programs in Marin Access. He asked how staff plan to communicate with riders.

Ms. Huitt answered that staff will communicate with riders through all avenues and clarified that programs are not siloed. Marin Access users can also use fixed-route services. Staff will utilize all methods of communication to connect with riders about the recommendations, if approved.

Ms. Whelan confirmed that riders can use both fixed-route programs as well as Marin Access' programs. She explained that a goal of the recommended Marin Access changes is to streamline the programs, as for years staff have continually added on programs. After comprehensive review and evaluation, staff are trying to make it easier for passengers to navigate the programs. Staff plan to utilize all communication methods possible to get in touch with riders, and the messages they will be conveying will be easier to understand. Staff have previously been assisted by Marin Access' Travel Navigators, as staff often refer riders to Travel Navigators. Travel Navigators will be educated on the upcoming changes as well. Ms. Whelan emphasized that the messaging conveyed to riders will be streamlined. Staff will report back to the board regarding further outreach. Staff already have ideas and clarity on outreach methods, based on the work they have done so far. Ms. Whelan noted that staff have access to contact information for their riders, so outreach is facilitated.

Second Vice President Lucan said there is an opportunity for staff to simplify their messaging further. He suggested staff could collaborate with an outside marketing service. He explained that it may be necessary as programs will be going away and there will also be new terminology introduced if the recommendations are approved.

Director Casissa noted that it seems like staff are trying to make the programs more efficient and cost-effective. He asked how staff determined the fares and trip limits for the new Catch-A-Ride program. He asked how the paper voucher system would work.

Ms. Huitt answered that paper vouchers would be distributed quarterly via mail. Currently, Catch-A-Ride riders are allowed ten trips per month, so staff converted that number to account for an entire quarter. The quantity of the extra ten trips for riders who receive low-income fare assistance was based on focus group feedback.

Director Casissa asked if riders could obtain extra rides if they reach the limit of allowed rides.

Ms. Huitt said that would not be possible.

Director Sackett asked if it would be possible to closer align the start date of the Marin Access program changes with the June service changes and promotions. She asked how riders would coordinate taxicab rides, and she wondered if staff plan to maintain the Travel Navigator program. Director Sackett inquired about how the \$25 Catch-A-Ride 2.0 fare was determined, and she wondered what would happen if a rider were to surpass the \$25 fare. She asked if Marin Access trips can go outside Marin County.

Ms. Huitt clarified that trips must only start or end in Marin County. Riders will pay the entire portion of a fare that is above \$25.

Ms. Whelan added that staff felt \$25 is a simple, round number. Additionally, the average trip length in the past has been approximately three and a half miles, which is valued at about \$25. Staff used that as a reference when determining the fare. Ms. Whelan confirmed the Travel Navigator program will be maintained.

Director Sackett asked how taxicab rides will be scheduled.

Ms. Huitt answered that taxicab rides will be scheduled via a live call center. She explained that the future call center will be improved from its current state, as riders reported challenges using the current call center.

Ms. Whelan noted that the current call center is managed by MV Transportation, which involves the taxicab company receiving directions indirectly from MV Transportation.

Director Bushey expressed appreciation for staff's efforts in redirecting resources to maximize impact. She asked what staff will do to ensure Marin Access services are relevant to the current climate. She asked how staff plan to ensure that paper vouchers are not misused.

Ms. Huitt answered that staff will label each paper voucher with riders' personal information. When a voucher is used, the driver will check their ID to make sure it matches the voucher.

Director Bushey asked why staff only plan to contract with Uber, compared to other rideshare companies.

Ms. Huitt answered that staff are familiar with Uber's voucher program, however staff will evaluate the program in the future to see if they need to add any additional contracts to supplement North Bay Taxi and Uber.

Director Bushey asked if there is a requirement for public contracting to allow for more competition.

Ms. Whelan responded that staff initially secured the contract with Uber through competitive procurement, and staff will consider the need for future competitive contracting. Ms. Whelan explained that Marin Access needs to offer accessible vehicles, which is why they are leasing accessible van to the taxi provider.

Director Rodoni stated he has wanted Connect vehicles to be used more efficiently in the past, so he is grateful for the ideas presented. He proposed that staff could use their available funds for incentives, to increase ridership. He said the Volunteer Driver Program's reimbursement rate should be raised, as it is a lifeline for riders, and it is currently the program with the lowest subsidy cost. A higher reimbursement rate could attract more volunteers. Director Rodoni suggested it would be a good idea to incentivize ridership as the program changes are being introduced. He added that he would like staff to ensure there is flexibility in their lease of vehicles to North Bay Taxi, in case changes need to be made. There may be alternative ideas for programs they could explore. He suggested that staff could develop similar partnerships with additional taxicab companies.

Director Moulton-Peters acknowledged that the District was early to start an on-demand service model in 2018. She appreciated that the District's staff are proficient at trying new ideas, and willing to adjust and adapt programs. She said it is good that staff are trying to simplify their programs. She explained that staff will need to limit the number of vouchers, as there is a limited supply of accessible vehicles available to Marin Access. She said she thinks the lease with North Bay Taxi is a great step. She asked if staff could exchange information about on-demand programs with other agencies.

Ms. Huitt explained that staff have exchanged information about on-demand programs with other agencies.

Director Moulton-Peters asked if generally on-demand transportation programs are in an experimental phase.

Ms. Huitt confirmed they are.

Ms. Whelan added that many agencies are running similar on-demand programs to the District's in similar phases. She said different agencies have had differing levels of success, and accessibility is very important. Generally, on-demand services can have very high-cost subsidies per rider. Ms. Whelan noted that the District's staff have shared information with other agencies, and their knowledge has been sought after.

Director Moulton-Peters said it will be interesting to see what they learn as they move forward. She noted that Marin Access riders are a specific population, and she suggested that the start date of the program changes may not need to be coordinated with the promotional and fixed-route service change start dates.

President Rice requested that Ms. Huitt provide the Board with a list of the organizations staff have worked with and the events staff have attended to conduct outreach and obtain feedback. She spoke of a recent event she attended where she heard from several attendees that they depend on neighbors for transportation and have inconsistent transportation. She noted many seniors may feel comfortable with the taxicab model that Marin Access is conducting. President Rice asked what staff know about the riders who have not returned to Marin Access since the COVID-19 pandemic. She said she hopes Marin Access can expand their capacity and increase ridership.

Ms. Huitt responded that many programs that Marin Access riders were using transportation for have become virtual or have closed. Service reliability also has impacted ridership.

President Rice suggested that staff continue to observe if programs are remaining closed or virtual, as they may return to being in-person. She added that riders may have gotten used to not using Marin Access' services during the COVID-19 pandemic. She proposed the volunteer driver reimbursement rate should be raised to \$1, as the program has room for much more potential. She appreciated that staff are evaluating and streamlining Marin Access' programs and communicating avidly. She emphasized the importance of in-person activities for seniors and people with disabilities.

Recommended Action:

- a. Approve 12-month pilot program to enhance Catch-A-Ride;**

- b. Cancel Novato Dial-A-Ride and Connect programs;**
- c. Make administrative changes to Marin Access programs and services to improve program legibility and rider experience (Rural Dial-A-Ride, Volunteer Driver, Low-Income Fare Assistance);**
- d. Authorize General Manager to negotiate a 12-month agreement with Uber for a not to exceed amount of \$180,000; and**
- e. Authorize General Manager to negotiate a 12-month agreement with North Bay Taxi for a not to exceed amount of \$235,000.**

M/s: Second Vice President Lucan – Director Sackett

Ayes: President Rice, Vice President Colbert, Second Vice President Lucan, Director Moulton-Peters, Director Rodoni, Director Sackett, Director Bushey

Noes: None

Absent: None

Abstain: None

9. [Marin County Transit District Zero Emission Bus Rollout Plan](#)

[Staff Report](#)

Capital Projects Manager Anna Penoyar reviewed the recommended action of agenda item nine.

Ms. Penoyar reported on the timeline of the California Air Resource Board (CARB)'s Innovative Clean Transit (ICT) rule, spanning from 2018 to 2040. The ICT mandates that 100 percent of the District's new bus purchases must be Zero Emission Buses (ZEBs) by 2029.

Ms. Penoyar reported on the District's current fixed route fleet of vehicles, and vehicle lifecycles.

Ms. Penoyar explained the assumptions staff made when developing the ZEB Rollout Plan. She outlined the methodology, planned vehicle purchases, and future fleet composition as defined by the ZEB Rollout Plan. Ms. Penoyar highlighted the properties in staff's infrastructure plan, and property objectives. Ms. Penoyar noted the District's participation in Pacific Gas & Electric's Electric

Vehicle Fleet Program, and staff's conversations regarding green energy with MCE.

Ms. Penoyar outlined staff's upcoming decision points in their ZEB Rollout Plan.

Ms. Penoyar reported on the cost of fleet electrification, noting additional fuel costs and available grant funding.

Director Moulton-Peters asked if the District has a Buy America requirement for buses they purchase with Federal funds.

Ms. Penoyar confirmed they do.

Director Moulton-Peters asked if the Buy America requirement limits what vehicles staff can purchase.

Ms. Penoyar confirmed it does limit the vehicles staff can purchase.

Director Moulton-Peters asked how the District's ZEB Rollout Plan compares to other agencies' plans.

Ms. Penoyar answered that while she is unsure how the District compares, she is aware that the District was an early adopter of the program, and therefore will receive credits for early purchases if staff are unable to find suitable vehicle replacements. She added that the District currently has six ZEBs.

General Manager Nancy Whelan said that she believes the District's ZEB Rollout Plan is consistent with other transit agencies. She noted that many agencies who were also early adopters are experiencing high energy costs and are rethinking their plans. Some agencies are considering pursuing other energy sources such as hydrogen.

Director Moulton-Peters asked staff to consider vehicle sizing when making purchases, as she sometimes observes buses that are not very full. She added that smaller vehicles weigh less and may charge more efficiently.

Vice President Colbert asked what would happen to the ZEB Rollout Plan if staff cannot locate a new facility.

Ms. Whelan answered that staff may work with partner agencies if a facility does not become available. She explained there will not be penalties from CARB if they cannot meet their plan.

Ms. Penoyar confirmed there will not be penalties. She acknowledged that the timeline is progressing, so staff are looking at alternative plans.

President Rice asked if Europe has developed more advanced products for clean fleets. She said that although COVID-19 has affected the future of transit, she had hoped the size of the State of California would have provided more purchasing opportunities.

Ms. Penoyar responded that the Altoona [safety] testing process is extensive, so there is a delay in the market, however many European companies are going through the process. Ms. Penoyar noted the vehicle staff recently piloted is being tested by Altoona. She said she expects the market will be larger in the future. Ms. Penoyar stated that heavy-duty trucks have zero-emission requirements as well, which may be beneficial for the bus industry.

President Rice emphasized the importance of the ZEB Rollout Plan and expressed that locating a new facility is important. She noted that Golden Gate Transit has a charging site for the electrification of their fleet. She requested staff regularly brief Congressman Jared Huffman on their progress as well as the challenges they are facing in meeting the state mandate. She said Congressman Huffman has an interest in the climate and transportation electrification.

President Rice called for public comment.

Anthony Nachor suggested that staff should revisit the idea of partnering with other local agencies in testing hydrogen buses. He referenced a past instance in which AC Transit and Golden Gate Transit tested a hydrogen bus for Route 40 and other services. Mr. Nachor said hydrogen vehicles would give staff more options for the future. He said hydrogen vehicles may be more powerful and have greater range, which may benefit longer local routes.

Recommended Action: Adopt resolution 2023-04 which approves the Marin County Transit District Zero Emission Bus Rollout Plan and authorizes the General Manager to submit the plan to the California Air Resources Board in accordance with the Innovative Clean Transit Regulations.

M/s: Director Sackett – Vice President Colbert

Ayes: President Rice, Vice President Colbert, Second Vice President Lucan, Director Moulton-Peters, Director Rodoni, Director Sackett, Director Bushey

Noes: None

Absent: None

Abstain: None

Adjourn President Rice adjourned the meeting at 11:59 A.M.

SINE DIE

ATTEST:

PRESIDENT

CLERK



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Director
City of San Rafael

Fred Casissa

Alternate
Town of Corte Madera

June 5, 2023

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

Subject: Marin Transit Quarterly Performance Report for the Third Quarter of FY 2022/23

Dear Board Members:

Recommendation

Accept report.

Summary

As part of the District's service monitoring process, staff have prepared a quarterly performance report alongside the quarterly financial report. Attached is the report for the third quarter of FY 2022/23.

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

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-and-reports> in addition to the monthly reports.

Fiscal/Staffing Impact

None.

Respectfully Submitted,

Asher Butnik
Transit Planner

Attachment A: Quarterly Performance Report for FY 2022/23 Q3

Attachment B: FY 2023 Q3 (January – March) Marin Transit Outreach and Travel Training



Quarterly Performance Report for FY 2022/23 Q3

This report summarizes the operational performance of Marin Transit services for the third quarter of FY 2022/23 from January 1, 2023 through March 31, 2023. 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 in one system. TransTrack reports all costs associated with service operations, not just 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 and Connect programs.

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, 71 | 20 | \$5.00 |
| Regular Local | 17, 22, 23, 23X, 29, 49 | 18 | \$7.25 |
| Local Connector | 219, 228, 233, 245, 251, 257 | 8 | \$10.00 |
| Supplemental | 613, 619, 625, 645, 651, 654 | 20 per trip | \$3.25 |
| Rural | 61, 68 | 6 | \$13.25 |
| Recreational | 66 (Muir Woods Shuttle) | 25 | \$3.25 |
| Demand Response | Local DAR, Novato DAR, Dillon Beach/Tomales DAR, Point Reyes DAR | 2 | \$38.50 |



Performance Summary

In the third quarter of FY 2022/23, Marin Transit carried a total of 677,213 passengers systemwide. This represents a ridership increase of 8% compared to the third quarter of the previous fiscal year and is 12% lower than pre-pandemic ridership (Q3 FY2018/19).

On fixed route transit services, Marin Transit carried 625,919 riders. This is also an increase of 8% compared to the third quarter of FY 2021/22. The Yellow Bus program carried 34,015 passengers. This represents an increase of 26% compared to the third quarter of the previous fiscal year. Marin Access services carried 17,279 trips on demand response and mobility management programs. This reflects a decrease of 7% compared to the third quarter of the 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 71)

In the third quarter of FY 2022/23, Local Trunkline services carried 282,920 passengers. This represents an increase of 11% compared to the third quarter of the prior fiscal year. Route 35 had an average of 25 passengers per revenue hour, meeting the productivity target of 20 passengers per revenue hour. No other Local Trunkline routes met the productivity target, and none met the subsidy target of \$5.00 per passenger. Local Trunkline service accounted for 32% of fixed route service in revenue hours and 45% of fixed route ridership in the third quarter of FY2022/23.

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

Local Basic services carried a total of 213,594 passengers during the third quarter of this fiscal year. This represents an increase of 10% compared to the third quarter of the prior fiscal year. Route 23X had an average of 22 passengers per revenue hour, meeting the productivity target of 18 passengers per revenue hour. No other Local Basic routes met the performance target, and none met the subsidy target of \$7.25 per passenger. Local Basic routes represented 33% of fixed route revenue hours and 34% of fixed route ridership in the third quarter of FY2022/23.

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

During the third quarter of the fiscal year, Local Connector services carried 74,407 total passengers. This represents an increase of 1% over the third quarter of the last fiscal year. Routes 233, 245, and 251 all met the productivity target of 8 passengers per revenue hour. The other Local Connector routes did not meet the productivity target, and no Local Connector route met the subsidy target of \$10.00 per passenger. Local Connector routes accounted for 22% of fixed route service in revenue hours and provided 12% of fixed route ridership in the third quarter of FY 2022/23.

Supplemental School (Routes 613, 619, 625, 645, 651, and 654)

Supplemental School routes carried 26,219 passengers in the third quarter of FY 2022/23. This represents a 45% increase from the third quarter of the prior fiscal year. Routes 613, 651, and 654 had an average of 26, 22, and 29 passengers per trip, respectively, meeting the productivity target of 20 passengers per trip. No other Supplemental School routes met the productivity target, and none met the subsidy target of \$3.25 per passenger. Supplemental School routes accounted for 2% of fixed route service in revenue hours and provided 4% of fixed route ridership in the third quarter of FY 2022/23.



Rural (West Marin Stagecoach Routes 61 and 68)

In the third quarter of the fiscal year, the two Stagecoach routes carried 21,466 passengers. This represents a 9% decrease from the third quarter of the prior fiscal year. Route 68 had an average of 7 passengers per revenue hour, meeting the productivity target of 6 passenger per revenue hour. Route 61 did not meet the productivity target, and neither route met its subsidy goal of \$13.25 per passenger. Stagecoach routes accounted for 9% of fixed route service in revenue hours, and ridership represented 3% of fixed route ridership in the third quarter of FY2022/23.

Yellow Bus

In the third quarter of FY 2022/23, the Ross Valley School District yellow bus service carried 34,015 passengers. This represents an increase of 26% compared to the third quarter of the prior year. This program has no established service targets.

Recreational (Route 66-Muir Woods Shuttle)

The Muir Woods Shuttle currently only runs weekend/holiday service in the off-peak season, and daily service in the peak season (summer), which ended in the first quarter of this fiscal year. In the third quarter of FY 2022/23, the Muir Woods Shuttle carried 7,313 passengers. This represents a decrease of 45% over the third quarter of FY 2021/22. Note that the Muir Woods Shuttle was cancelled on six days during this quarter (out of 28 scheduled days) due to weather, driver shortage, and vehicle maintenance issues. It did not meet its productivity goal of 25 passengers per revenue hour nor its subsidy goal of \$3.25 per passenger. The Muir Woods Shuttle accounted for 1% of fixed route service in revenue hours, and ridership represented 1% of fixed route ridership in the third quarter of FY2022/23.

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 2022/23, local paratransit carried 12,161 passengers. The service productivity average of 2.0 passengers per hour did meet the 2.0 standard. The number of passengers represents a 10% decrease in ridership compared to the prior fiscal year. With a subsidy per passenger of \$87.38, the service did not meet the subsidy target of \$38.50 per passenger.

The Novato Dial-a-Ride service carried 779 passengers. The service productivity average of 2.5 passengers per hour did meet the 2.0 standard. Ridership was 34% higher than in the previous fiscal year. The service did not meet the subsidy target of \$38.50 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 81 passengers, an 11% decrease compared to the prior year. The service productivity average of 1.2 passengers per hour did not meet the 2.0 passengers per hour target. The service did not meet the subsidy target of \$38.50 per passenger.

In July 2016, Marin Transit added a new general public dial-a-ride service between Point Reyes Station and Novato. The service currently runs twice per month on the first and third Monday. In the third quarter of the fiscal year, the service carried 12 passengers, a 73% decrease compared to the prior fiscal year. At 0.4 passengers per hour, the rural dial-a-ride did not meet its 2.0 productivity target. The service did not meet its subsidy target of less than \$38.50 per passenger.



The Volunteer Driver Program completed 2,686 trips in the third quarter of FY 2022/23. This represents a 23% increase compared to the previous fiscal year.

The Catch-a-Ride program provided 955 one-way trips. This represents an increase of 9% compared to the prior year.

Marin Transit launched the on-demand microtransit pilot program called Marin Transit Connect in May of 2018. In July 2020, Marin Transit expanded the Connect service area from limited areas of Northern and Downtown San Rafael to 2.5 sq. miles surrounding all of Marin's SMART rail stations and introduced an updated on-demand Connect pilot. This program carried a total of 605 passengers in the third quarter of FY 2022/23, a 46% decrease from the prior year. There are currently no board-adopted performance targets for the Connect service. At the beginning of FY 2019/20, staff provided a one-year evaluation report of the previous Connect pilot program that suggested performance targets of 4.0 passengers per hour and \$15.00 per passenger trip. Connect performance continued to improve in FY 2019/20. At this time, the program has 4.6 passengers per revenue hour, exceeding the suggested target of 4.0. However, the program is not meeting the suggested \$15.00 per passenger subsidy target, primarily due to low utilization from first-last mile commuters. Commuters were the largest rider group prior to the COVID-19 pandemic and have significantly reduced their travel due to the post COVID travel demand changes. Due to poor performance and high costs, the Board approved a plan to discontinue the Connect pilot program after this fiscal year.

Community Engagement

Staff perform various activities on an ongoing basis to engage the community and share information about Marin Transit and Marin Access programs and services. In the third quarter, the continued focus of these efforts was on establishing and growing our relationships with community partners to improve our ability to connect with riders and the general public. Our efforts helped staff to begin to rebuild connections with Marin Access riders following the decline in outreach during the COVID-19 pandemic and to strengthen and broaden community connections in advance of potential upcoming service changes.

The attached report outlines our community engagement initiatives for various target audiences, including community members, general public riders, and Marin Access riders. In the third quarter of FY 2022/23, staff successfully completed fifteen events, including twelve events that focused on engaging the community as a whole in the Canal area of San Rafael and three events that specifically targeted Marin Access populations. In total, staff reached 637 community members, and all events had Spanish translation services available. This is a significant increase compared to the same period of 2022, during which only two events focused on Marin Access populations were completed virtually. Staff anticipate that the number of events and community engagement opportunities will continue to grow in the fourth quarter as more in-person engagement events are scheduled and more engagement activities are held with the community around service changes.

Ridership Trends

The District continues to experience a steady rebound in ridership; all services have resumed and ridership has reached roughly 88% of pre-pandemic levels. However, ridership recovery has not been spread evenly across Marin Transit programs. Fixed route ridership recovery has continued to grow each quarter and was at 90% of pre-pandemic levels in Q3, whereas Marin Access services were at only



42% of pre-COVID ridership levels in Q3. As of Q1, Marin Access ridership had plateaued around half of pre-pandemic, but have since started to decline. Marin Transit staff are actively working on outreach to Marin Access riders and community organizations to determine why ridership recovery has stalled. In response to rider feedback and performance trends, the Board has adopted a restructuring of the Marin Access programs which will take effect on July 1, 2023.

Unlike prior quarters, Marin Transit experienced lower ridership growth compared to the national average. According to the National Transit Database, in the third quarter of FY 2022/23 nationwide bus ridership was 17% higher than the prior year, compared to Marin Transit's 8% increase over the prior year. However, this is due to our strong recovery to date. District ridership has recovered from the COVID-19 pandemic more quickly than most other transit providers. Since the FY 2020/21 Q4 report, Marin Transit has consistently reported higher year-over-year ridership growth than the national average. As ridership approaches pre-COVID levels, it stands to reason that ridership growth is slowing whereas other operators are still on a steeper upward trend. That said, Marin Transit continues to have the strongest ridership recovery in the Bay Area (tied with SMART at 90% for fixed route services), and one of the strongest in the country when comparing to pre-COVID levels.

Regionally, Marin Transit fixed route services continue to perform well compared to other North Bay transit agencies. In the third quarter of FY 2022/23, Golden Gate Transit carried 305,019 passengers on its fixed route bus service, representing less than half of Marin Transit's fixed route ridership (625,919), while SMART carried only 149,495 passengers. Like the national average, both agencies experienced stronger year-over-year ridership growth than Marin Transit. Golden Gate Transit experienced a 29% increase in fixed route bus ridership in this quarter compared to the third quarter of FY2021/22, which represented 41% of pre-COVID ridership. SMART experienced a 77% increase in ridership compared to the third quarter of last year, which represented 90% of pre-COVID ridership.

Other Bay Area transit agencies that provide local transit services experienced a wide variety of ridership growth trends in the third quarter of FY 2022/23. Although Marin Transit's year-over-year ridership growth was less robust than most, the same pattern as described above holds true, with the District's 90% of pre-COVID fixed route ridership remaining at the top of pack. Comparing to other Countywide peer agencies, Napa Valley Transportation Authority (VINE), SamTrans, and Solano County Transit (SolTrans) experienced a 4%, 17%, and 63% increase in ridership, respectively, relative to the third quarter of FY 2021/22, bringing their ridership relative to pre-COVID to 41%, 77%, and 66%, respectively.

Demand for Marin Access mobility management and demand response programs decreased by 7% during the third quarter of FY 2022/23 compared to the third quarter of the prior year. This is the second consecutive quarter where ridership on demand response services has decreased compared to the prior year. Even with vaccines, seniors and people with disabilities remain more susceptible to severe effects from COVID than the general population and continue to be more cautious with their travel and activities, especially in the winter months. In addition, day programs are not holding as much in person programming as before the pandemic. Marin Transit has planned a suite of changes to Marin Access programs scheduled to begin at the start of FY 2023/24, and which were designed to improve reliability of the services, stabilize ridership, and increase interest in and use of the programs. It remains to be seen whether demand response ridership will continue to stagnate, or whether recovery will pick up in the following quarters.

Table 2 below compares several other factors and qualitatively evaluates their potential impact on ridership.

**Table 2: Factors Impacting Ridership Comparison**

| Factor | | FY 2021/22 Q3 | FY 2022/23 Q3 | Impact |
|--|---------------------|---------------|---------------|--------|
| Days Operated | Weekdays | 63 | 63 | -- |
| | Weekends & Holidays | 28 | 28 | -- |
| | Muir Woods Shuttle | 28 | 22 | ▼ |
| Service Disruptions (cancelled/missed service) | | 322 | 901 | ▼▼▼ |
| Rainfall (inches) | | 2.6 | 26.6 | ▼▼▼ |
| Gas Prices | | \$4.97 | \$4.58 | ▼ |

Due to the national labor shortage, Marin Transit's contractor operators have had difficulty hiring new drivers, which has led to a significant amount of missed service. Although in past quarters the missed service was largely confined to the Supplemental School routes and the Muir Woods Shuttle, the issue has become more severe and it affected all service typologies in FY 2022/23 Q3. The District continues to work and communicate with its contractors to minimize missed service and ensure as many riders get to their destinations on time as possible.

Fixed-Route

Fixed-Route Passenger Statistics by Route

| Typology | Route | Passengers | %Change* | Revenue Hours | %Change* | Productivity (pax/hr) | Change* |
|-------------------------|----------------|----------------|----------------|---------------|------------------|-----------------------|-----------------|
| 1. Local Trunkline | 35 | 147,486 | ▲11.9% | 6,006 | ▲7.8% | 24.6 | ▲0.9 |
| | 36 | 62,688 | ▲0.5% | 3,322 | ▲0.2% | 18.9 | ▲0.1 |
| | 71 | 72,746 | ▲21.3% | 5,092 | ▲5.0% | 14.3 | ▲1.9 |
| | Rollup | 282,920 | ▲11.3% | 14,420 | ▲4.9% | 19.6 | ▲1.1 |
| 2. Local Basic | 17 | 46,831 | ▲3.6% | 3,524 | ▼3.4% | 13.3 | ▲0.9 |
| | 22 | 41,600 | ▲33.9% | 3,389 | ▲17.6% | 12.3 | ▲1.5 |
| | 23 | 43,006 | ▲3.5% | 2,712 | ▼0.8% | 15.9 | ▲0.7 |
| | 23X | 14,606 | ▼7.6% | 660 | ▼0.9% | 22.1 | ▼1.6 |
| | 29 | 10,776 | ▲5.6% | 660 | ▲1.9% | 16.3 | ▲0.6 |
| | 49 | 56,775 | ▲11.6% | 3,839 | ▲1.4% | 14.8 | ▲1.4 |
| | Rollup | 213,594 | ▲9.7% | 14,784 | ▲2.9% | 14.4 | ▲0.9 |
| 3. Local Connector | 219 | 6,111 | ▼34.9% | 1,513 | ▼2.6% | 4.0 | ▼2.0 |
| | 228 | 14,210 | ▲5.0% | 2,259 | ▼4.4% | 6.3 | ▲0.6 |
| | 233 | 9,136 | ▲35.1% | 1,043 | ▲3.7% | 8.8 | ▲2.0 |
| | 245 | 9,857 | ▼11.3% | 1,039 | ▲0.3% | 9.5 | ▼1.2 |
| | 251 | 21,113 | ▲5.1% | 2,277 | ▼2.2% | 9.3 | ▲0.6 |
| | 257 | 13,980 | ▲8.8% | 1,844 | ▼5.4% | 7.6 | ▲1.0 |
| | Rollup | 74,407 | ▲0.9% | 9,975 | ▼2.6% | 7.5 | ▲0.3 |
| 4. Supplemental | 613 | 9,379 | ▲138.8% | 209 | ▲1.6% | 44.9 | ▲25.8 |
| | 617 | 0 | ▼100.0% | 0 | ▼100.0% | | |
| | 619 | 4,250 | ▲9.1% | 188 | ▼5.4% | 22.6 | ▲3.0 |
| | 625 | 1,780 | ▲251.8% | 86 | ▲78.5% | 20.6 | ▲10.2 |
| | 645 | 2,420 | ▼19.1% | 195 | ▲113.6% | 12.4 | ▼20.4 |
| | 649 | 0 | | 0 | | | |
| | 651 | 6,762 | ▲33.0% | 177 | ▲2.6% | 38.2 | ▲8.7 |
| | 654 | 1,628 | ▲105.6% | 59 | ▲1.8% | 27.7 | ▲14.0 |
| | Covid | 0 | | 0 | | | |
| | Rollup | 26,219 | ▲45.4% | 914 | ▲11.3% | 28.7 | ▲6.7 |
| 5. Rural | 61 | 4,573 | ▼36.6% | 1,315 | ▼42.8% | 3.5 | ▲0.3 |
| | 68 | 16,893 | ▲2.4% | 2,574 | ▼0.4% | 6.6 | ▲0.2 |
| | Rollup | 21,466 | ▼9.5% | 3,889 | ▼20.3% | 5.5 | ▲0.7 |
| 6. Partnership Services | 122 | 0 | | 0 | | | |
| | 622 | 0 | ▼100.0% | 0 | ▼100.0% | | |
| | Rollup | 0 | ▼100.0% | 0 | ▼100.0% | | |
| 7. Yellow Bus | Hdn Valley | 4,503 | ▲131.9% | 56 | ▲1,766.7% | 80.4 | ▼566.9 |
| | White Hill | 29,512 | ▲18.2% | 340 | ▲11,230.7% | 86.8 | ▼8,235.2 |
| | Rollup | 34,015 | ▲26.4% | 396 | ▲6,498.7% | 85.9 | ▼4,398.8 |
| 8. Recreational | 66 | 7,313 | ▼44.7% | 662 | ▼20.5% | 11.1 | ▼4.8 |
| | Rollup | 7,313 | ▼44.7% | 662 | ▼20.5% | 11.1 | ▼4.8 |
| Rollup | 659,934 | ▲8.9% | 45,039 | ▼0.8% | 14.7 | ▲1.3 | |

* 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 | \$1,102,241 | ▲21.1% | \$130,747 | ▲6.8% | \$6.59 | ▲\$0.61 | 11.9% | ▼1.6% |
| | 36 | \$614,661 | ▲13.9% | \$55,962 | ▼8.1% | \$8.91 | ▲\$1.23 | 9.1% | ▼2.2% |
| | 71 | \$957,015 | ▲12.4% | \$73,789 | ▲7.5% | \$12.14 | ▼\$0.91 | 7.7% | ▼0.4% |
| | Rollup | \$2,673,917 | ▲16.2% | \$260,499 | ▲3.4% | \$8.53 | ▲\$0.47 | 9.7% | ▼1.2% |
| 2. Local Basic | 17 | \$504,252 | ▲20.2% | \$37,585 | ▼19.0% | \$9.96 | ▲\$1.71 | 7.5% | ▼3.6% |
| | 22 | \$480,062 | ▲45.9% | \$39,517 | ▲22.1% | \$10.59 | ▲\$1.04 | 8.2% | ▼1.6% |
| | 23 | \$486,613 | ▲11.7% | \$40,174 | ▲0.1% | \$10.38 | ▲\$0.86 | 8.3% | ▼1.0% |
| | 23X | \$119,594 | ▲10.3% | \$10,696 | ▼16.3% | \$7.46 | ▲\$1.40 | 8.9% | ▼2.8% |
| | 29 | \$119,904 | ▲14.2% | \$9,491 | ▲4.6% | \$10.25 | ▲\$0.85 | 7.9% | ▼0.7% |
| | 49 | \$554,464 | ▲26.0% | \$40,146 | ▼2.0% | \$9.06 | ▲\$1.21 | 7.2% | ▼2.1% |
| | Rollup | \$2,264,890 | ▲23.2% | \$177,609 | ▼2.2% | \$9.77 | ▲\$1.27 | 7.8% | ▼2.0% |
| 3. Local Connector | 219 | \$217,550 | ▲24.2% | \$4,730 | ▼51.2% | \$34.83 | ▲\$17.21 | 2.2% | ▼3.4% |
| | 228 | \$316,882 | ▲23.1% | \$11,327 | ▼19.2% | \$21.50 | ▲\$3.51 | 3.6% | ▼1.9% |
| | 233 | \$146,752 | ▲33.3% | \$6,960 | ▲10.8% | \$15.30 | ▼\$0.06 | 4.7% | ▼1.0% |
| | 245 | \$148,750 | ▲27.6% | \$6,402 | ▼24.6% | \$14.44 | ▲\$4.71 | 4.3% | ▼3.0% |
| | 251 | \$325,145 | ▲24.9% | \$14,409 | ▼9.4% | \$14.72 | ▲\$2.55 | 4.4% | ▼1.7% |
| | 257 | \$263,290 | ▲20.9% | \$9,580 | ▼10.9% | \$18.15 | ▲\$2.04 | 3.6% | ▼1.3% |
| | Rollup | \$1,418,370 | ▲24.7% | \$53,408 | ▼18.0% | \$18.34 | ▲\$3.80 | 3.8% | ▼2.0% |
| 4. Supplemental | 613 | \$37,648 | ▼14.6% | \$3,529 | ▲72.9% | \$3.64 | ▼\$7.06 | 9.4% | ▲4.7% |
| | 617 | \$0 | ▼100.0% | \$0 | ▼100.0% | | | | |
| | 619 | \$35,149 | ▼20.6% | \$1,376 | ▼18.6% | \$7.95 | ▼\$2.98 | 3.9% | ▲0.1% |
| | 625 | \$14,828 | ▲41.3% | \$734 | ▲92.1% | \$7.92 | ▼\$12.07 | 4.9% | ▲1.3% |
| | 645 | \$33,432 | ▲74.0% | \$815 | ▼34.9% | \$13.48 | ▲\$7.48 | 2.4% | ▼4.1% |
| | 649 | \$0 | | \$0 | | | | | |
| | 651 | \$29,549 | ▼14.2% | \$2,692 | ▲18.6% | \$3.97 | ▼\$2.35 | 9.1% | ▲2.5% |
| | 654 | \$8,914 | ▼15.6% | \$696 | ▲46.9% | \$5.05 | ▼\$7.69 | 7.8% | ▲3.3% |
| | Covid | \$0 | | \$0 | | | | | |
| | Rollup | \$159,520 | ▼8.1% | \$9,842 | ▲18.5% | \$5.71 | ▼\$3.45 | 6.2% | ▲1.4% |
| 5. Rural | 61 | \$195,353 | ▼32.0% | \$3,964 | ▼32.9% | \$41.85 | ▲\$2.84 | 2.0% | ▼0.0% |
| | 68 | \$384,592 | ▲20.6% | \$13,003 | ▲18.3% | \$22.00 | ▲\$3.34 | 3.4% | ▼0.1% |
| | Rollup | \$579,945 | ▼4.3% | \$16,967 | ▲0.4% | \$26.23 | ▲\$1.38 | 2.9% | ▲0.1% |
| 6. Partnership Services | 122 | \$0 | | \$0 | | | | | |
| | 622 | \$0 | ▼100.0% | \$0 | ▼100.0% | | | | |
| | Rollup | \$0 | ▼100.0% | \$0 | ▼100.0% | | | | |
| 7. Yellow Bus | Hdn Valley | \$29,709 | ▼86.2% | \$15,639 | ▲95.4% | \$3.12 | ▼\$103.72 | 52.6% | ▲48.9% |
| | White Hill | \$180,334 | ▼16.3% | \$102,448 | ▼0.5% | \$2.64 | ▼\$1.87 | 56.8% | ▲9.0% |
| | Rollup | \$210,043 | ▼51.3% | \$118,086 | ▲6.5% | \$2.70 | ▼\$9.19 | 56.2% | ▲30.5% |
| 8. Recreational | 66 | \$169,355 | ▼10.5% | \$22,681 | ▼35.8% | \$20.06 | ▲\$8.42 | 13.4% | ▼5.3% |
| | Rollup | \$169,355 | ▼10.5% | \$22,681 | ▼35.8% | \$20.06 | ▲\$8.42 | 13.4% | ▼5.3% |
| Rollup | \$7,476,039 | ▲10.5% | \$659,093 | ▼1.9% | \$10.33 | ▲\$0.28 | 8.8% | ▼1.1% | |

* 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 | 81 | ▼11.0% | 65 | - | 1.2 | ▼0.2 |
| | Local Para | 12,161 | ▼10.5% | 5,968 | ▼22.0% | 2.0 | ▲0.3 |
| | MTC | 605 | ▼46.3% | 131 | ▼34.7% | 4.6 | ▼1.0 |
| | Novato DAR | 779 | ▲34.3% | 314 | ▲12.0% | 2.5 | ▲0.4 |
| | PtReyesDAR | 12 | ▼73.3% | 32 | ▼14.3% | 0.4 | ▼0.8 |
| | Reg Para | 953 | ▲11.9% | 872 | ▲9.1% | 1.1 | ▲0.0 |
| | Rollup | 14,591 | ▼10.4% | 7,381 | ▼18.3% | 2.0 | ▲0.2 |
| Catch-A-Ride | CAR_Gen | 601 | ▲30.1% | 0 | | | |
| | CAR_LowInc | 354 | ▼15.1% | 0 | | | |
| | Rollup | 955 | ▲8.6% | 0 | | | |
| Volunteer Driver | VolDrvr | 2,222 | ▲27.0% | 2,537 | ▲8.1% | 0.9 | ▲0.1 |
| | VolDvrWM | 464 | ▲4.7% | 961 | ▲38.4% | 0.5 | ▼0.2 |
| Rollup | 18,232 | ▼5.8% | 10,879 | ▼9.9% | 1.7 | ▲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 | \$8,648 | ▲124.2% | \$781 | ▲774.4% | \$97.14 | ▲\$55.74 | 9.0% | ▲6.7% |
| | Local Para | \$1,089,970 | ▼17.1% | \$27,356 | ▼10.8% | \$87.38 | ▼\$7.10 | 2.5% | ▲0.2% |
| | MTC | \$130,529 | ▼24.2% | \$3,631 | ▼31.0% | \$209.75 | ▲\$61.66 | 2.8% | ▼0.3% |
| | Novato DAR | \$43,351 | ▼7.0% | \$1,629 | ▼14.5% | \$53.56 | ▼\$23.54 | 3.8% | ▼0.3% |
| | PtReyesDAR | \$4,223 | ▲97.1% | \$116 | ▲216.9% | \$342.25 | ▲\$295.45 | 2.8% | ▲1.0% |
| | Reg Para | \$137,512 | ▲16.6% | \$13,537 | ▲17.6% | \$130.09 | ▲\$5.17 | 9.8% | ▲0.1% |
| | Rollup | \$1,414,232 | ▼14.7% | \$47,050 | ▼4.9% | \$93.70 | ▼\$5.03 | 3.3% | ▲0.3% |
| Catch-A-Ride | CAR_Gen | \$42,669 | ▲33.8% | \$2,935 | ▲149.4% | \$66.11 | ▼\$0.37 | 6.9% | ▲3.2% |
| | CAR_LowInc | \$20,633 | ▼21.9% | \$1,725 | ▲60.2% | \$53.42 | ▼\$7.35 | 8.4% | ▲4.3% |
| | Rollup | \$63,302 | ▲8.6% | \$4,660 | ▲106.8% | \$61.41 | ▼\$2.36 | 7.4% | ▲3.5% |
| Volunteer Driver | VolDrvr | \$16,733 | ▲13.8% | \$0 | | \$7.53 | ▼\$0.88 | 0.0% | - |
| | VolDvrWM | \$7,895 | ▲54.0% | \$0 | | \$17.02 | ▲\$5.45 | 0.0% | - |
| Rollup | \$1,502,161 | ▼13.4% | \$51,710 | ▼0.0% | \$79.56 | ▼\$7.43 | 3.4% | ▲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 | 678,166 | ▲8.4% | 55,917 | ▼2.7% | 12.1 | ▲1.2 |

Systemwide Financial Statistics Summary

| | Operating Cost | %Change* | Passenger Revenue | %Change* | Average Subsidy | Change* | Farebox Recovery | Change* |
|--------|----------------|----------|-------------------|----------|-----------------|---------|------------------|---------|
| Values | \$8,978,200 | ▲5.6% | \$710,803 | ▼1.8% | \$12.19 | ▼\$0.24 | 7.9% | ▼0.6% |

* Change compared to same quarter of prior year

FY 2023 Q3 (January - March) Marin Transit Community Engagement

Reporting Month: January 2023

| Date(s) | Event | Description | Attendees |
|-------------------|------------------------------------|---|-----------|
| 01/18/2023 | Canal Community Resilience Council | The Canal Community Resilience Council aims to ensure Canal residents can participate in the decisions that affect them. The community is concerned about housing, transportation, emergency preparedness, climate change, safety, and other issues. This council is an opportunity to engage with other community members, city/county representatives, and others to create solutions that address community concerns. English & Spanish. | 27 |

FY 2023 Q3 (January - March) Marin Transit Community Engagement

Reporting Month: February 2023

| Date(s) | Event | Description | Attendees |
|------------|---|---|-----------|
| 02/01/2023 | Marin Access Navigating Transit Presentation / Event for Vision Impaired of Marin | Virtual Navigating Transit presentation to Vision Impaired of Marin. The presentation was staffed by MCTD staff and a Travel Navigator. Information was presented in English with staff available to support for Spanish translation. | 18 |
| 02/07/2023 | Marin County Mobile Vaccine Unit & Food Pantry at Canal Alliance in San Rafael | Outreach event for proposed June service changes in cooperation with Canal Alliance, the Marin County Mobile Vaccine Unit, and the San Rafael Food Pantry. | 220 |
| 02/14/2023 | Outreach at the Marin City Hub | Outreach event at the Marin City Hub for proposed June service changes. | 51 |
| 02/15/2023 | Outreach at Broadway & Pacheco in Fairfax | Outreach event in Fairfax for proposed June service changes. | 35 |
| 02/15/2023 | Canal Community Resilience Council | Bilingual Presentation on Proposed June Service Changes. The Canal Community Resilience Council aims to ensure Canal residents can participate in the decisions that affect them. The community is concerned about housing, transportation, emergency preparedness, climate change, safety, and other issues. This council is an opportunity to engage with other community members, city/county representatives, and others to create solutions that address community concerns. | 26 |
| 02/16/2023 | Outreach at Redwood & Grant in Novato | Outreach event in Novato for proposed June service changes. | 64 |

FY 2023 Q3 (January - March) Marin Transit Community Engagement

| | | | |
|----------------------|--|--|----|
| 02/17/2023 | Outreach at Medway & Canal in San Rafael | Outreach event in San Rafael for proposed June service changes. | 45 |
| 02/22/2023 | Outreach at Center & Bridge in San Anselmo | Outreach event in San Anselmo for proposed June service changes. | 54 |
| 02/22/2023 | Marin Transit Virtual Community Forum (English) | Virtual Community forum to share information about service changes in English language. | 3 |
| 02/23/2023 | Marin Access Navigating Transit Presentation / Event at The Redwoods | In person Navigating Transit presentation to residents of The Redwoods. The presentation was staffed by MCTD staff and a Travel Navigator. Information was presented in English with staff available to support for Spanish translation. | 31 |
| 02/23/2023 | Marin Transit Virtual Community Forum (Spanish) | Virtual Community forum to share information about service changes in Spanish language. | 2 |
| February 2023 | Various | Marin Transit staff performed various outreach efforts to get input on June Service changes. Full details (as presented to the Board in March 2023) can be found here: https://marin.granicus.com/MetaViewer.php?view_id=31&clip_id=11733&meta_id=1251287 | |

Reporting Month: March 2023

| Date(s) | Event | Description | Attendees |
|---------|-------|-------------|-----------|
|---------|-------|-------------|-----------|

FY 2023 Q3 (January - March) Marin Transit Community Engagement

| | | | |
|-------------------|--|--|----|
| 03/09/2023 | Marin Access Community Event at Corte Madera Community Center - Senior Lunch | Staff completed a tabling event at the Corte Madera Community Center Senior Lunch. The event was staffed by MCTD staff with assistance available in English & Spanish. | 22 |
| 03/15/2023 | Canal Community Resilience Council | The Canal Community Resilience Council aims to ensure Canal residents can participate in the decisions that affect them. The community is concerned about housing, transportation, emergency preparedness, climate change, safety, and other issues. This council is an opportunity to engage with other community members, city/county representatives, and others to create solutions that address community concerns. English & Spanish | 24 |



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June 5, 2023

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

Subject: Marin County Transit District Third Quarter FY 2022/23 Financial Report

Dear Board Members:

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 2022/23 and requests your approval of budget amendment 2023-06.

Background

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. These include recorded estimates for property tax and other significant transactions.

Discussion

Third quarter operations and capital expenses and revenues were consistent with the Board-adopted budget (Attachment A). Capital expenditures were less than 50% of the capital budget due to delays to large budgets for vehicle purchases and Rush Landing construction that are planned for at the end of the fiscal year.

Transit Operating Expenses

FY 2022/23 transit operating expenditures through the third quarter (Attachment A, Page 1) are \$27.3 million, which is 67 percent of the annual budget of \$40.8 million. With these expenditures, Marin Transit delivered 74 percent of budget fixed route service hours and 78 percent of budgeted local paratransit service hours as identified in Table 1.



Transit Operating Revenues

Marin Transit’s FY2022/23 operating revenues through the third quarter (Attachment A, Page 1) are \$28.7 million or 68 percent of the annual budget of \$42.3 million.

Capital Budget

Through the third quarter, Marin Transit’s expenditures in the Capital Budget (Attachment A, Page 1) were \$5.4 million or 36 percent of the \$15.1 million budget. Capital revenues typically tie closely to expenditures as they tend to be on a reimbursement basis. This is not true this fiscal year due to the planned expenditure of capital reserve funds for facility projects. Attachment C includes a complete Capital Report for all major Marin Transit capital projects for the current period.

Table 1: FY2022/23 Year to Date (YTD) thru Third Quarter Service Operations

| Service | Budgeted Annual Revenue Hours | YTD thru Q3 Actual Revenue Hours | % of Annual |
|-------------------------------|-------------------------------|----------------------------------|-------------|
| Regular Local and Trunk Line | 114,200 | 88,173 | 77% |
| Community Shuttles | 42,000 | 30,737 | 73% |
| School Supplemental Service | 5,000 | 2,237 | 45% |
| Muir Woods Shuttle | 6,500 | 4,027 | 62% |
| West Marin Stagecoach Service | 17,000 | 12,080 | 71% |
| Fixed Route Subtotal | 184,700 | 137,254 | 74% |
| Rural Dial A Ride | 400 | 290 | 73% |
| Transit Connect | 6,500 | 463 | 7% |
| Novato Dial-A-Ride | 2,400 | 1,006 | 42% |
| Local Paratransit Service | 43,000 | 19,816 | 46% |
| Regional Paratransit Service | 5,000 | 2,818 | 56% |
| Yellow School Bus Service | 5 buses | 5 buses | - |
| Service | Annual Estimated Trips | YTD thru Q3 Actual Trips | % of Annual |
| Catch A Ride | 3,700 | 2,882 | 78% |
| Volunteer Driver | 10,000 | 7,750 | 78% |

Source: Marin Transit

Fiscal/Staffing Impact

This item includes Board adoption of Amendment 2023-06 (Attachment B). This amendment makes an administrative correction to reduce salary transfers in the operations budget. Operations salary budget is not changed, but due to the reduction in transfers the total operations budget is increased by \$300,000.



Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Karina Sawin".

Karina Sawin

Senior Accounting Analyst

Attachment A: FY 2022/23 Third Quarter Financial Report

Attachment B: FY 2022/23 Budget Amendments

Attachment C: Capital Project Reports

Marin Transit
 FY2022/23 Q3 Budget Report
 From 7/1/2022 Through 3/31/2023

(In Whole Numbers)

| | FY22 Actual | Total Budget - Original | Total Budget - Revised | Current Period Actual | Percent Total Budget Used |
|-------------------------------|--------------------|----------------------------|---------------------------|-----------------------|------------------------------|
| Revenue | | | | | |
| Vehicle Operations | 36,862,258 | 42,272,132 | 42,272,132 | 28,732,821 | 67.97% |
| Capital | 5,967,701 | 9,999,380 | 10,856,336 | 4,420,648 | 40.72% |
| Total Revenue | <u>42,829,959</u> | <u>52,271,512</u> | <u>53,128,467</u> | <u>33,153,469</u> | <u>62.40%</u> |
| Expenses | | | | | |
| Vehicle Operations | 33,374,771 | 40,451,999 | 40,843,513 | 27,345,714 | 66.95% |
| Capital | 10,631,869 | 13,099,380 | 15,068,051 | 5,444,566 | 36.13% |
| Total Expenses | <u>44,006,640</u> | <u>53,551,379</u> | <u>55,911,564</u> | <u>32,790,280</u> | <u>58.65%</u> |
| Expenditures | <u>44,006,640</u> | <u>49,220,186</u> | <u>55,911,564</u> | <u>32,790,280</u> | 58.65% |
| Net Revenue Over Expenditures | <u>(1,176,681)</u> | <u>(1,279,867)</u> | <u>(2,783,097)</u> | <u>363,189</u> | <u>-13.05%</u> |

Marin Transit
 FY2022/23 Q3 Budget Report
 From 7/1/2022 Through 3/31/2023

Operations Summary - Admin, Local, Rural, Marin Access, Yellow Bus

| | FY22 Actual | Total Budget - Original | Total Budget - Revised | Current Period Actual | Percent Total Budget Used |
|--------------------------------------|-------------------|----------------------------|---------------------------|--------------------------|------------------------------|
| Fare Revenue | 2,931,085 | 3,246,145 | 3,246,145 | 2,486,964 | 76.61% |
| Advertising & Other Revenue | 553,176 | 203,500 | 203,500 | 212,849 | 104.59% |
| Fee for Service | 1,622,415 | 1,538,331 | 1,538,331 | 954,796 | 62.07% |
| Interest | 3,027 | 25,700 | 25,700 | 116,172 | 452.03% |
| Measure A | 0 | 1,170,797 | 1,170,797 | 900,490 | 76.91% |
| Measure AA | 7,956,597 | 12,350,558 | 12,350,558 | 5,512,159 | 44.63% |
| Measure B | 808,354 | 950,000 | 950,000 | 710,977 | 74.84% |
| Property Taxes | 5,341,685 | 5,245,000 | 5,245,000 | 3,936,103 | 75.04% |
| Redevelopment Area (RDA) Fees | 62,935 | 44,100 | 44,100 | 40,208 | 91.17% |
| State Transit Assistance (STA) | 2,601,124 | 3,012,985 | 3,012,985 | 2,283,237 | 75.78% |
| Transit Development Act (TDA) | 6,565,228 | 11,411,858 | 11,411,858 | 7,858,894 | 68.87% |
| Other State | 32,156 | 32,300 | 32,300 | 14,725 | 45.59% |
| FTA Funds | 8,115,859 | 4,925,943 | 4,925,943 | 5,347,181 | 108.55% |
| National Park Service | 290,824 | 564,914 | 564,914 | 358,066 | 63.38% |
| Cost Center Revenue Transfers | (22,206) | (2,450,000) | (2,450,000) | (2,000,000) | 81.63% |
| Total Revenue | <u>36,862,258</u> | <u>42,272,132</u> | <u>42,272,132</u> | <u>28,732,821</u> | 67.97% |
| | | | | | |
| Salaries and Benefits | 2,592,222 | 3,182,288 | 3,182,288.00 | 2,184,282 | 68.64% |
| Consultant Services | 397,541 | 621,484 | 621,484.00 | 179,217 | 28.84% |
| Professional Service-Legal | 135,851 | 150,000 | 150,000 | 25,533 | 17.02% |
| Security and Maintenance | 381,099 | 400,564 | 400,564 | 190,651 | 47.60% |
| Customer Service | 782,340 | 672,695 | 672,695 | 126,842 | 18.86% |
| Mobility Management Support Programs | 3,942 | 102,731 | 102,731 | 2,748 | 2.67% |
| Grants to External Agencies | 591,935 | 525,000 | 525,000 | 0 | 0.00% |
| Office Supplies | 318,788 | 410,191 | 410,191 | 305,304 | 74.43% |
| Covid Cleaning and Supplies | 105,550 | 0 | 0 | 3,709 | 100.00% |
| General Insurance | 88,026 | 115,000 | 115,000 | 89,141 | 77.51% |
| Contract Service Operation | 24,814,294 | 30,495,780 | 30,495,780 | 21,762,574 | 71.36% |
| Membership & Prof Development | 44,580 | 85,500 | 85,500 | 65,624 | 76.75% |
| Mileage and Travel | 5,095 | 25,000 | 25,000 | 13,577 | 54.31% |
| Marketing | 56,060 | 162,620 | 162,620 | 60,243 | 37.05% |
| Communication | 196,614 | 248,487 | 248,487 | 179,029 | 72.05% |
| Fuel | 2,997,168 | 3,735,285 | 3,735,285 | 2,251,179 | 60.27% |
| Utilities | 36,723 | 66,050 | 66,050 | 40,634 | 61.52% |
| Vehicle Leases | 26,640 | 26,210 | 26,210 | 19,658 | 75.00% |
| Office - Rental and Overhead | 119,034 | 183,960 | 183,960 | 136,735 | 74.33% |
| Cost Center Transfers | (318,732) | (756,847) | (365,333) | (290,967) | 79.64% |
| Total Expenses | <u>33,374,771</u> | <u>40,451,999</u> | <u>40,843,513</u> | <u>27,345,713</u> | 66.95% |
| | | | | | |
| Net Revenue Over Expenditures | <u>3,487,488</u> | <u>1,820,133</u> | <u>1,428,619</u> | <u>1,387,108</u> | <u>97.09%</u> |

Marin Transit
 FY2022/23 Q3 Budget Report
 From 7/1/2022 Through 3/31/2023

| <i>Detail - Administration</i> | | FY22 Actual | Total Budget - Original | Total Budget - Revised | Current Period Actual | Percent Total Budget Used |
|--------------------------------------|---------|-------------------------|----------------------------|---------------------------|--------------------------|------------------------------|
| Revenue | | | | | | |
| Interest | 4070400 | 3,027 | 25,700 | 25,700 | 116,172 | 215.75% |
| Redevelopment Fees | 4079950 | 27,505 | 24,100 | 24,100 | 19,489 | 80.86% |
| Residual ABX 126 | 4079954 | 35,430 | 20,000 | 20,000 | 20,719 | 103.59% |
| PropTax-CurrntSecured | 4080101 | 4,553,967 | 4,676,000 | 4,676,000 | 3,507,000 | 75.00% |
| County Fee-SV2557Admin Basic Tax | 4080102 | (59,808) | (65,000) | (65,000) | (31,397) | 48.30% |
| Property Tax-Unitary | 4080103 | 45,468 | 40,000 | 40,000 | 25,112 | 62.78% |
| PropTax-CurrntUnSecur | 4080104 | 83,978 | 82,500 | 82,500 | 14,031 | 17.00% |
| Educ Rev Augm Fund-Redist | 4080105 | 551,990 | 420,000 | 420,000 | 302,233 | 71.96% |
| PropTax-Supp CY SECR | 4080106 | 155,358 | 85,000 | 85,000 | 105,148 | 123.70% |
| PropTax-Supp Unsecured | 4080107 | 3,396 | 1,500 | 1,500 | 5,711 | 380.71% |
| PropTax-Redemtion | 4080108 | 2,559 | 2,000 | 2,000 | 3,410 | 170.51% |
| Property Tax-Prior Unsecured | 4080109 | 4,777 | 3,000 | 3,000 | 4,855 | 161.83% |
| National Park Service | 4089901 | 153 | 150 | 150 | 0 | 0.00% |
| Other State | 4119940 | <u>216</u> | <u>300</u> | <u>300</u> | <u>206</u> | <u>68.76%</u> |
| Total Revenue | | 5,408,016 | 5,315,250 | 5,315,250 | 4,092,689 | 75.86% |
| Transfers | | | | | | |
| Property Tax Transfer | 4700001 | (1,343,479) | (3,633,135) | (3,633,135) | (2,000,000) | 55.05% |
| Total Transfers | | (1,343,479) | (3,633,135) | (3,633,135) | (2,000,000) | 55.05% |
| Net Revenue | | <u>4,064,537</u> | <u>1,682,115</u> | <u>1,682,115</u> | <u>2,092,689</u> | <u>72.53%</u> |
| Expense | | | | | | |
| Salaries | 5010200 | 1,496,824 | 2,044,287 | 2,044,287 | 1,568,514 | 76.72% |
| Employee Benefits | 5020000 | 1,095,399 | 1,138,001 | 1,138,001 | 615,768 | 54.10% |
| Consultant Services | 5030301 | 138,680 | 212,180 | 212,180 | 86,727 | 40.36% |
| Professional Svcs - Legal | 5030303 | 135,851 | 150,000 | 150,000 | 22,968 | 15.31% |
| Prof Svcs - Accounting and Audit | 5030305 | 39,867 | 45,000 | 45,000 | (1,823) | (4.05)% |
| Office Supplies | 5049901 | 7,099 | 13,800 | 13,800 | 4,868 | 35.27% |
| Small Furn/Equip | 5049902 | 7,001 | 10,600 | 10,600 | 1,861 | 17.55% |
| Software | 5049903 | 93,898 | 92,700 | 92,700 | 91,987 | 99.23% |
| Copier Suppl & Srvc | 5049904 | 7,903 | 10,300 | 10,300 | 5,446 | 52.87% |
| Postage | 5049905 | 1,124 | 3,500 | 3,500 | 0 | 0.00% |
| Computers | 5049906 | 15,931 | 22,800 | 22,800 | 8,750 | 38.37% |
| COVID- Supplies and Cleaning | 5049911 | 2,704 | 0 | 0 | 0 | 0.00% |
| Communication - Phone | 5050201 | 38,574 | 35,600 | 35,600 | 23,347 | 65.58% |
| Insurance - Gen Liability | 5060301 | 88,026 | 115,000 | 115,000 | 89,141 | 77.51% |
| Membership & Prof Development | 5090101 | 44,580 | 85,500 | 85,500 | 65,624 | 76.75% |
| Mileage and Travel | 5090202 | 5,095 | 25,000 | 25,000 | 13,577 | 54.30% |
| Marketing | 5090801 | 5,440 | 14,000 | 14,000 | 3,465 | 24.74% |
| Office Rental | 5121200 | <u>119,034</u> | <u>183,960</u> | <u>183,960</u> | <u>136,735</u> | <u>7.00%</u> |
| Total Expense | | 3,347,174 | 4,202,228 | 4,202,228 | 2,736,955 | 62.18% |
| Transfers | | | | | | |
| Cost Center Salary/Benefit Transfers | 5100100 | (2,263,258) | (3,315,440) | (3,018,952) | (2,028,217) | 39.14% |
| Cost Center Transfer Overhead | 5100101 | (496,732) | (722,907) | (627,881) | (438,703) | 38.83% |
| Total Transfers | | (2,759,990) | (4,038,346) | (3,646,832) | (2,466,920) | 39.09% |
| Total Expense | | <u>587,184</u> | <u>163,882</u> | <u>555,396</u> | <u>270,035</u> | <u>110.02%</u> |

Marin Transit
 FY2022/23 Q3 Budget Report
 From 7/1/2022 Through 3/31/2023

| <i>Detail- Local</i> | | FY22 Actual | Total Budget - Original | Total Budget - Revised | Current Period Actual | Percent Total Budget Used |
|--|---------|-------------------|----------------------------|---------------------------|--------------------------|------------------------------|
| Revenue | | | | | | |
| Special Fares - Paid By Another Agency | 5122871 | 437,028 | (446,871) | 561,475 | 386,645 | 68.86 |
| Advertising Revenue | 4060301 | 232,513 | 83,500 | 83,500 | 130,520 | 156.31% |
| Lease of Property | 4070301 | 320,663 | 120,000 | 120,000 | 82,329 | 68.60% |
| Local Government Payments | 4090101 | 0.00 | 0.00 | 0 | 20,000 | 0.00% |
| Measure A Sales Tax | 4092001 | 0 | 680,000 | 680,000 | 680,000 | 99.99% |
| Measure AA - Sales Tax | 4092005 | 3,709,895 | 6,309,950 | 6,309,950 | 2,739,583 | 43.41% |
| State Transit Assistance -Population Based | 4110101 | 1,041,124 | 1,452,985 | 1,452,985 | 1,098,237 | 75.58% |
| Transit Development Act (TDA) | 4110102 | 6,565,228 | 11,411,858 | 11,411,858 | 7,858,894 | 68.86% |
| State Transit Assistance - Revenue Based | 4110104 | 1,500,000 | 1,500,000 | 1,500,000 | 1,125,000 | 75.00% |
| SREC Credits | 4119911 | 13,528 | 16,000 | 16,000 | 5,370 | 33.56% |
| Fed- FTA 5307 STP | 4139912 | 0 | 0 | 0 | 239,570 | 0.00% |
| Fed-FTA 5307 CARES | 4139914 | 6,654,814 | 3,589,000 | 3,589,000 | 3,589,664 | 100.01% |
| National Park Service | 4139951 | 290,671 | 564,764 | 564,764 | 358,066 | 63.40% |
| Fare Revenue | 4140100 | <u>1,762,474</u> | <u>1,812,000</u> | <u>1,812,000</u> | <u>1,582,311</u> | <u>87.32</u> |
| Total Revenue | | 22,527,938 | 28,101,532 | 28,101,532 | 19,896,189 | 70.80% |
| Transfers | | | | | | |
| Property Tax Transfer | 4700001 | 200,441 | 128,135 | 128,135 | 207,181 | 161.69% |
| Program Revenue Transfer | 4700002 | <u>44,431</u> | <u>80,000</u> | <u>80,000</u> | <u>60,000</u> | 75.00% |
| Total Transfers | | 244,872 | 208,135 | 208,135 | 267,181 | 128.37% |
| Net Revenue | | <u>22,772,810</u> | <u>28,309,667</u> | <u>28,309,667</u> | <u>20,163,370</u> | <u>71.22%</u> |
| Expense | | | | | | |
| Consultant Services | 5030301 | 98,603 | 216,300 | 216,300 | 101,795 | 45.87% |
| Fare Processing Charges | 5030310 | 21,821 | 22,000 | 22,000 | 16,357 | 74.34% |
| Customer Service | 5030320 | 584,338 | 600,000 | 600,000 | 126,842 | 21.14% |
| Custodial Service | 5030602 | 40,325 | 71,190 | 71,190 | 35,334 | 49.63% |
| Security Services | 5030701 | 294,721 | 303,298 | 303,298 | 80,844 | 26.65% |
| Fuel | 5040101 | 2,070,224 | 2,384,564 | 2,384,564 | 1,654,041 | 69.36% |
| Electrical Power | 5040160 | 61,579 | 210,000 | 210,000 | 44,604 | 21.24% |
| Utilities (Facility) | 5040180 | 26,160 | 36,050 | 36,050 | 31,344 | 86.94% |
| Small Furn/Equip | 5049902 | 11,560 | 10,000 | 10,000 | 9,735 | 97.35% |
| Software | 5049903 | 41,874 | 47,058 | 47,058 | 55,040 | 116.96% |
| COVID- Supplies and Cleaning | 5049911 | 69,568 | 0 | 0 | 131 | 0.00% |
| Communication-MERA Radio | 5050204 | 880 | 0 | 0 | 972 | 0.00% |
| Communication-AVL | 5050205 | 104,803 | 138,981 | 138,981 | 106,347 | 76.51% |
| Communication-Data | 5050206 | 2,212 | 13,871 | 13,871 | 1,656 | 11.93% |
| Purchased Transportation - In Report | 5080101 | 17,518,227 | 21,779,865 | 21,779,865 | 16,095,682 | 73.90% |
| Marketing | 5090801 | <u>32,612</u> | <u>92,520</u> | <u>92,520</u> | <u>47,183</u> | <u>50.99%</u> |
| Total Expense | | 20,979,542 | 25,925,696 | 25,925,696 | 18,407,908 | 71.00% |
| Transfers | | | | | | |
| Cost Center Salary/Benefit Transfers | 5100100 | 1,488,314 | 2,021,712 | 2,021,712 | 1,443,280 | 71.38% |
| Cost Center Transfer Overhead | 5100101 | <u>304,955</u> | <u>346,259</u> | <u>346,259</u> | <u>312,182</u> | <u>90.15%</u> |
| Total Transfers | | 1,793,269 | 2,367,971 | 2,367,971 | 1,755,462 | 74.13% |
| Total Expense | | <u>22,772,811</u> | <u>28,293,668</u> | <u>28,293,668</u> | <u>20,163,370</u> | <u>71.26%</u> |

Marin Transit
 FY2022/23 Q3 Budget Report
 From 7/1/2022 Through 3/31/2023

| <i>Detail - Rural</i> | FY22 Actual | Total Budget - Original | Total Budget - Revised | Current Period Actual | Percent Total Budget Used | |
|--------------------------------------|-------------|----------------------------|---------------------------|--------------------------|------------------------------|---------------|
| Revenue | | | | | | |
| Measure A Sales Tax | 4092001 | 0 | 325,387 | 325,387 | 55,080 | 16.92% |
| Measure AA - Sales Tax | 4092005 | 664,630 | 1,131,141 | 1,131,141 | 1,131,141 | 100.00% |
| Fed-FTA 5311 Rural | 4139920 | 228,695 | 297,303 | 297,303 | 222,977 | 75.00% |
| Fed-FTA 5311 CARES | 4139923 | 304,048 | 0 | 0 | 246,000 | 0.00% |
| Fare Revenue | 4140100 | <u>84,194</u> | <u>100,706</u> | <u>100,706</u> | <u>54,194</u> | <u>53.81%</u> |
| Total Revenue | | 1,281,567 | 1,854,537 | 1,854,537 | 1,709,392 | 92.17% |
| Transfers | | | | | | |
| Property Tax Transfer | 4700001 | <u>1,072,698</u> | <u>600,000</u> | <u>600,000</u> | <u>104,545</u> | <u>17.42%</u> |
| Total Transfers | | 1,072,698 | 600,000 | 600,000 | 104,545 | 17.42% |
| Net Revenue | | <u>2,354,265</u> | <u>2,454,537</u> | <u>2,454,537</u> | <u>1,813,937</u> | <u>73.90%</u> |
| Expense | | | | | | |
| Consultant Services | 5030301 | 7,059 | 16,391 | 16,391 | 17,685 | 107.89% |
| Fuel | 5040101 | 367,930 | 396,468 | 396,468 | 215,773 | 54.42% |
| Utilities (Facility) | 5040180 | 37 | 0 | 0 | 60 | 0.00% |
| Small Furn/Equip | 5049902 | 0 | 5,000 | 5,000 | 0 | 0.00% |
| COVID- Supplies and Cleaning | 5049911 | 103 | 0 | 0 | 0 | 0.00% |
| Communication-AVL | 5050205 | 12,454 | 15,000 | 15,000 | 11,824 | 78.82% |
| Purchased Transportation - In Report | 5080101 | 1,843,963 | 1,814,694 | 1,814,694 | 1,452,782 | 80.05% |
| Marketing | 5090801 | <u>5,379</u> | <u>20,600</u> | <u>20,600</u> | <u>7,410</u> | <u>35.97%</u> |
| Total Expense | | 2,236,925 | 2,268,154 | 2,268,154 | 1,705,534 | 75.19% |
| Transfers | | | | | | |
| Cost Center Salary/Benefit Transfers | 5100100 | 97,385 | 138,360 | 138,360 | 89,126 | 64.41% |
| Cost Center Transfer Overhead | 5100101 | <u>19,954</u> | <u>44,345</u> | <u>44,345</u> | <u>19,278</u> | <u>43.47%</u> |
| Total Transfers | | 117,339 | 182,706 | 182,706 | 108,404 | 59.33% |
| Total Expense | | <u>2,354,265</u> | <u>2,450,859</u> | <u>2,450,859</u> | <u>1,813,937</u> | <u>74.01%</u> |

Marin Transit
 FY2022/23 Q3 Budget Report
 From 7/1/2022 Through 3/31/2023

| <i>Detail - Marin Access</i> | FY22 Actual | Total Budget - Original | Total Budget - Revised | Current Period Actual | Percent Total Budget Used | |
|--|-------------------------|----------------------------|---------------------------|--------------------------|------------------------------|---------------|
| Revenue | | | | | | |
| Measure A Sales Tax | 4092001 | 0 | 165,410 | 165,410 | 100.00% | |
| Measure AA - Sales Tax | 4092005 | 2,767,189 | 4,159,467 | 4,159,467 | 1,470,914 | 35.36% |
| Measure B | 4099950 | 808,354 | 950,000 | 950,000 | 710,977 | 74.83% |
| State Transit Assistance -Population Based | 4110101 | 60,000 | 60,000 | 60,000 | 60,000 | 100.00% |
| State Prop Tx Relief HOPTR | 4119910 | 18,412 | 16,000 | 16,000 | 9,149 | 57.18% |
| Fed-FTA 5307 Urbanized Area Formula | 4139910 | 802,802 | 1,039,640 | 1,039,640 | 1,039,640 | 100.00% |
| Fed-FTA 5310 Mobility | 4139915 | 80,146 | 0 | 0 | 9,330 | 0.00% |
| Fed-FTA 5310 CRRSAA | 4139916 | 45,354 | 0 | 0 | 0 | 0.00% |
| Fare Revenue | 4140100 | 219,082 | 318,964 | 318,964 | 154,319 | 48.38% |
| GGBHTD Payment for Local Paratransit | 4601003 | 921,650 | 879,922 | 879,922 | 525,049 | 59.66% |
| GGBHTD Payment for Regional Paratransit | 4601004 | <u>654,653</u> | <u>633,569</u> | <u>633,569</u> | <u>390,014</u> | <u>61.55%</u> |
| Total Revenue | 6,377,642 | 8,222,972 | 8,222,972 | 4,534,802 | 55.15% | |
| Transfers | | | | | | |
| Property Tax Transfer | 4700001 | 48,134 | 455,000 | 455,000 | 107,113 | 23.54% |
| Program Revenue Transfer | 4700002 | <u>(44,431)</u> | <u>(80,000)</u> | <u>(80,000)</u> | <u>(60,000)</u> | <u>75.00%</u> |
| Total Transfers | 3,703 | 375,000 | 375,000 | 47,113 | 12.56% | |
| Net Revenue | <u>6,381,344</u> | <u>8,597,972</u> | <u>8,597,972</u> | <u>4,581,915</u> | <u>52.74</u> | |
| Expense | | | | | | |
| Consultant Services | 5030301 | 107,001 | 84,827 | 84,827 | 5,678 | 6.69% |
| Fare Processing Charges | 5030310 | 1,173 | 0 | 0 | 952 | 0.00% |
| Customer Service | 5030320 | 198,002 | 72,695 | 72,695 | 0 | 0.00% |
| Custodial Service | 5030602 | 5,188 | 24,000 | 24,000 | 17,539 | 73.07% |
| Security Services | 5030701 | 4,662 | 0 | 0 | 0 | 0.00% |
| Fuel | 5040101 | 497,434 | 744,253 | 744,253 | 336,761 | 45.24% |
| Utilities (Facility) | 5040180 | 10,525 | 30,000 | 30,000 | 9,230 | 30.76% |
| Small Furn/Equip | 5049902 | 23 | 10,000 | 10,000 | 1,253 | 12.52% |
| Software | 5049903 | 131,383 | 182,434 | 182,434 | 125,762 | 68.93% |
| COVID- Supplies and Cleaning | 5049911 | 33,174 | 0 | 0 | 3,578 | 0.00% |
| Communication-MERA Radio | 5050204 | 22,962 | 27,035 | 27,035 | 25,963 | 96.03% |
| Communication-Data | 5050206 | 14,129 | 18,000 | 18,000 | 8,920 | 49.55% |
| Purchased Transportation - In Report | 5080101 | 4,281,305 | 5,737,163 | 5,737,163 | 3,410,987 | 59.45% |
| Purchased Transportation - Regional | 5080102 | 597,625 | 566,158 | 566,158 | 349,258 | 61.68% |
| Marketing | 5090801 | 12,630 | 35,000 | 35,000 | 2,184 | 6.24% |
| Misc-Exp Transit User Training | 5098001 | 3,942 | 12,731 | 12,731 | 2,748 | 21.58% |
| Gap Grant | 5098002 | <u>0</u> | <u>90,000</u> | <u>90,000</u> | <u>0</u> | <u>0.00%</u> |
| Total Expense | 5,921,727 | 7,634,295 | 7,634,295 | 4,300,813 | 56.34% | |
| Transfers | | | | | | |
| Cost Center Salary/Benefit Transfers | 5100100 | 380,269 | 494,144 | 494,144 | 231,112 | 46.77% |
| Cost Center Transfer Overhead | 5100101 | <u>77,917</u> | <u>158,376</u> | <u>158,376</u> | <u>49,990</u> | <u>31.56%</u> |
| Total Transfers | 458,186 | 652,520 | 652,520 | 281,102 | 43.08% | |
| Total Expense | <u>6,379,912</u> | <u>8,286,815</u> | <u>8,286,815</u> | <u>4,581,915</u> | <u>55.29%</u> | |

Marin Transit
 FY2022/23 Q3 Budget Report
 From 7/1/2022 Through 3/31/2023

| <i>Detail - Yellow Bus</i> | | FY22 Actual | Total Budget - Original | Total Budget - Revised | Current Period Actual | Percent Total Budget Used |
|---|---------|-------------------------|----------------------------|---------------------------|--------------------------|------------------------------|
| Revenue | | | | | | |
| Yellow Bus Fares - Paid by Another Agency | 4030000 | 151,000 | 171,000 | 171,000 | 80,000 | 46.78% |
| Local Government Payments | 4090101 | 46,112 | 24,840 | 24,840 | 19,733 | 79.43% |
| Measure AA - Sales Tax | 4092005 | 814,883 | 750,000 | 750,000 | 170,522 | 22.73% |
| Fare Revenue - Yellow Bus | 4140105 | <u>277,307</u> | <u>282,000</u> | <u>282,000</u> | <u>229,495</u> | <u>81.38%</u> |
| Total Revenue | | 1,289,302 | 1,227,840 | 1,227,840 | 499,750 | 40.70% |
| Transfers | | | | | | |
| Property Tax Transfer | 4700001 | <u>0</u> | <u>0</u> | <u>0</u> | <u>16,706</u> | - |
| Total Transfers | | 0 | 0 | 0 | 16,706 | - |
| Net Revenue | | <u>261,591</u> | <u>1,309,761</u> | <u>1,309,761</u> | <u>516,456</u> | <u>39.43%</u> |
| Expense | | | | | | |
| Consultant Services | 5030301 | 3,420 | 5,000 | 5,000 | 2,202 | 44.03% |
| Fare Processing Charges | 5030310 | 10,206 | 19,786 | 19,786 | 7,777 | 39.30% |
| Custodial Service | 5030602 | 1,767 | 2,076 | 2,076 | 1,367 | 65.84% |
| Small Furn/Equip | 5049902 | 15 | 500 | 500 | 0 | 0.00% |
| Software | 5049903 | 978 | 1,500 | 1,500 | 601 | 40.06% |
| Yellow Bus School Service | 5080103 | 573,174 | 597,900 | 597,900 | 453,866 | 75.90% |
| Marketing | 5090801 | 0 | 500 | 500 | 0 | 0.00% |
| Measure AA Yellow Bus Grants | 5098008 | 591,935 | 525,000 | 525,000 | 0 | 0.00% |
| Leases and Rentals - Passenger Vehicles | 5120401 | <u>26,640</u> | <u>26,210</u> | <u>26,210</u> | <u>19,658</u> | <u>75.00%</u> |
| Total Expense | | 1,208,135 | 1,178,472 | 1,178,472 | 485,470 | 41.19% |
| Transfers | | | | | | |
| Cost Center Salary/Benefit Transfers | 5100100 | 60,141 | 59,297 | 59,297 | 25,476 | 42.96% |
| Cost Center Transfer Overhead | 5100101 | <u>12,323</u> | <u>19,005</u> | <u>19,005</u> | <u>5,510</u> | <u>28.99%</u> |
| Total Transfers | | 72,464 | 78,302 | 78,302 | 30,986 | 39.57% |
| Total Expense | | <u>1,280,599</u> | <u>1,256,775</u> | <u>1,256,775</u> | <u>516,456</u> | <u>41.09%</u> |

Detail:Capital Budget

| | Total Project Budget | Prior Year Expenditures | FY2022/23 Budget | FY2022/23 Revised | FY2022/23 Actual | Total Project Expenditures |
|---|----------------------|-------------------------|-------------------|-------------------|------------------|----------------------------|
| EA Replace 2 Artics with 4 - 40ft Electric | 4,366,507 | 4,072,939 | 0 | 293,568 | 42,987 | 4,115,926 |
| LE Purchase 7 35 ft Hybrids | 6,423,974 | 0 | 0 | 6,423,974 | 119 | 119 |
| PD Purchase 5 paratransit replacements | 505,000 | 2,406 | 497,000 | 502,594 | 4,435 | 6,841 |
| PE Purchase 1 electric paratransit | 677,208 | 0 | 677,208 | 677,208 | 0 | 0 |
| PF Purchase 5 paratransit replacements | 515,000 | 0 | 515,000 | 515,000 | 3,966 | 3,966 |
| HY Hybrid Battery Replacements | 300,500 | 0 | 250,000 | 630,000 | 660,309 | 660,309 |
| NR Staff Car | 49,000 | 321 | 48,000 | 48,679 | 1,510 | 1,831 |
| Subtotal Vehicles | 12,837,189 | 4,075,666 | 1,987,208 | 9,091,023 | 713,325 | 4,788,992 |
| BN Novato Bus Stop Shelters | 61,115 | 1,063 | 60,215 | 60,052 | 1,909 | 2,972 |
| BP ADA Bus Stop Improvements | 1,703,000 | 135,722 | 1,400,000 | 1,567,278 | 93,306 | 229,028 |
| Subtotal Bus Stop Improvements | 1,764,115 | 136,785 | 1,460,215 | 1,627,330 | 95,215 | 232,000 |
| FS Facility - Rush Landing Improvements | 2,800,000 | 748,814 | 1,537,957 | 2,051,186 | 126,581 | 875,395 |
| FD Facility - Kerner Improvements | 1,100,000 | 996,220 | 130,000 | 103,780 | 135,544 | 1,131,764 |
| FE Facility- Parking Facility ROW | 3,850,000 | 175,293 | 3,650,000 | 3,674,707 | 3,514,715 | 3,690,008 |
| FG Facility Maintenance Facility | 20,000,000 | 0 | 300,000 | 300,000 | 23,733 | 23,733 |
| FH Facility - 3010/3020 Kerner Improvements | 300,000 | 0 | | 300,000 | 60,990 | 60,990 |
| YF Yellow Bus Parking Facility | 3,000,000 | 0 | 3,000,000 | 3,000,000 | 0 | 0 |
| Subtotal Facility | 31,050,000 | 1,920,327 | 8,617,957 | 9,429,673 | 3,861,562 | 5,781,890 |
| OC On Board Vehicle Equipment | 250,000 | 0 | 250,000 | 550,000 | 294,737 | 294,737 |
| Subtotal Technology Projects | 250,000 | 0 | 250,000 | 550,000 | 294,737 | 294,737 |
| GG Golden Gate Capital Costs (GG) | 24,000 | 37,150 | 24,000 | 24,000 | 12,777 | 12,777 |
| BM Bus Stop Maintenance (BM) | 160,000 | 212,962 | 160,000 | 160,000 | 77,689 | 77,689 |
| VR Major Vehicle Repairs (VR) | 200,000 | 165,711 | 200,000 | 200,000 | 66,141 | 66,141 |
| IF Infrastructure Support (IF) | 400,000 | 998,559 | 400,000 | 400,000 | 323,118 | 323,118 |
| Subtotal Ongoing Capital Expenses | 784,000 | 1,414,382 | 784,000 | 784,000 | 479,725 | 479,725 |
| Total Expenditures | 46,685,304 | 6,132,778 | 13,099,380 | 21,482,026 | 5,444,566 | 11,577,344 |

FY2022/23 Q3
Budget Amendments

| Number | Board Authorization | Description | Function | Program | Project | GL | Original | Change | Final |
|---------|---------------------|--|----------|---------|---------|------------------------|-------------|-------------|-------------|
| 2023-01 | 12/5/2022 | Roll forward of FY2022 Capital Project expenditures. | Capital | Capital | EA | 5230101 Vehicles | \$0 | \$293,568 | \$293,568 |
| | | | | | PD | 5230101 Vehicles | \$497,000 | \$5,594 | \$502,594 |
| | | | | | HY | 5230101 Vehicles | \$250,000 | \$50,500 | \$300,500 |
| | | | | | NR | 5230101 Vehicles | \$48,000 | \$679 | \$48,679 |
| | | | | | BN | 5230104 Facilities | \$60,215 | (\$163) | \$60,052 |
| | | | | | BP | 5230104 Facilities | \$1,400,000 | \$167,278 | \$1,567,278 |
| | | | | | FS | 5230104 Facilities | \$1,537,957 | \$513,229 | \$2,051,186 |
| | | | | | FD | 5230104 Facilities | \$130,000 | (\$26,220) | \$103,780 |
| | | | | | FE | 5230104 Facilities | \$3,650,000 | \$24,707 | \$3,674,707 |
| | | Total Change for 2023-01 | | | | | | \$1,029,172 | |
| 2023-02 | 12/5/2022 | Hybrid Refresh | Capital | Capital | HY | 5230101 Vehicles | \$300,500 | \$329,500 | \$630,000 |
| | | | | | | 4139910 Fed- FTA 5307 | \$200,000 | \$284,000 | \$484,000 |
| | | | | | | 4092006 Measure AA Cap | \$100,500 | \$45,500 | \$146,000 |

Attachment B

| Number | Board Authorization | Description | Function | Program | Project | GL | Original | Change | Final |
|-----------------------------|---------------------|---|------------|---------|---------|-------------------------------|---------------|-------------|---------------|
| 2023-03 | 12/5/2022 | Add 3010/3020 Kerner Improvement Project | Capital | Capital | FH | 5230104 Facilities | \$0 | \$300,000 | \$300,000 |
| 2023-04 (was 2023-02) | 1/9/2023 | Add Project for 7 Hybrid Replacements | Capital | Capital | LE | Project Budget | \$0 | \$6,423,974 | \$6,423,974 |
| | | | | | | 5230101 Vehicles | \$0 | \$10,000 | \$10,000 |
| | | | | | | 4092006 Measure AA Cap | \$0 | \$10,000 | \$10,000 |
| 2023-05 | 3/6/2023 | Add funds to OC for AVL System | Capital | Capital | OC | 5230102 Communications & Data | \$250,000 | \$300,000 | \$550,000 |
| 2023-06 | Pending | Correction to salary/benefit transfer to capital programs | Operations | Admin | NA | 5100102 Contra Salary | (\$2,105,72) | \$190,463 | (\$1,915,264) |
| | | | | | | 5100103 Contra Benefits | (\$1,209,714) | \$106,025 | (\$1,103,689) |
| | | | | | | 5100101 Contra Overhead | (\$722,907) | \$95,026 | (\$627,881) |
| | | Total Changes for 2023-06 | | | | | | \$391,514 | |



Capital Projects Report FY2022/23

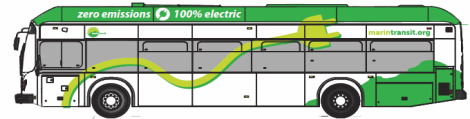
This capital project report provides details for FY2022/23. Project descriptions and status are given for all major capital projects. Projects are grouped according to project type as shown below.

| | Total Project Budgets | Total Expended FY2023 | Total Project Expenditures |
|--------------------------|-----------------------|-----------------------|----------------------------|
| Vehicles | \$6,427,248 | \$713,326 | \$4,788,873 |
| Bus Stop Improvements | \$364,115 | \$95,215 | \$232,000 |
| Facility | \$10,525,000 | \$3,861,563 | \$5,781,890 |
| Technology Projects | \$212,394 | \$294,737 | \$294,737 |
| Ongoing Capital Expenses | \$697,000 | \$479,725 | \$479,725 (annual) |
| | \$18,225,757 | \$5,444,566 | \$11,577,225 |

Purchase Four 40ft Electric Vehicles (Replacement) Total Project Budget \$4,366,507

Concept: Replace three 60ft Artics with four 40ft Electric Buses

Funding: \$2,656,800 Federal Section 5307
 \$1,338,882 State LCTOP
 \$370,825 Measure AA



Description: Purchase of four 40-foot Battery Electric Buses to replace three 60-foot Articulated buses beyond their useful life

Status: These vehicles will replace three 60-ft articulated buses in a seat for seat replacement. Board authorized the purchase of four 40ft Electric buses in October 2020. All vehicles have been delivered and this project has been finalized.

VEHICLES

| <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 | \$4,366,507 | \$4,115,926 | 100% | Sep-22 |

Purchase 5 Paratransit Vehicles (Replacements) Total Project Budget \$505,000

Concept: Purchase 5 Paratransit Replacements

Funding: \$414,100 Federal 5307
 \$90,900 Measure AA



Description: Purchase 5 Paratransit Vehicles to replace vehicles beyond their useful life.

Status: Board authorized purchase of these vehicles in November 2021 but the vendor canceled order due supply chain issues. Board authorized new purchase to the board in November 2022, which included the 5 vehicles below. Delivery is estimated in July 2023.

VEHICLES

| <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> |
| PD | \$505,000 | \$6,841 | 30% | Dec-23 |



VEHICLES

Purchase 5 Paratransit Replacements **Total Project Budget \$515,000**

Concept: Purchase 5 paratransit replacements

Funding: \$412,000 Federal Section 5307
\$103,000 Measure AA

Description: Replace 5 paratransit vehicles beyond their useful life

Status: This purchase was combined with the paratransit replacement above. Board authorized new purchase to the board in November 2022, which included the 5 vehicles below. Delivery is estimated in July 2023.



| <u>Project ID</u> | <u>Budget</u> | <u>Expended to</u> | | <u>Anticipated</u> |
|-------------------|---------------|--------------------|-------------------------|--------------------|
| | | <u>Date</u> | <u>Percent Complete</u> | <u>Completion</u> |
| PF | \$515,000 | \$3,966 | 30% | Dec-23 |

VEHICLES

Purchase 1 Electric Paratransit **Total Project Budget \$677,208**

Concept: Purchase One Electric Paratransit

Funding: \$677,208 Measure AA

Description: Replace 1 paratransit vehicles that is beyond its useful life

Status: Marin Transit will replace one paratransit vehicle with an electric paratransit vehicle. Staff plans to bring this purchase to the Board for authorization in 2023.



| <u>Project ID</u> | <u>Budget</u> | <u>Expended to</u> | | <u>Anticipated</u> |
|-------------------|---------------|--------------------|-------------------------|--------------------|
| | | <u>Date</u> | <u>Percent Complete</u> | <u>Completion</u> |
| PE | \$677,208 | \$0 | 0% | Mar-24 |

VEHICLES

Purchase Hybrid Battery (Replacement) **Total Project Budget \$630,000**

Concept: Purchase replacement batteries for Hybrid buses

Funding: \$516,600 Federal Section 5307
\$113,400 Measure AA

Description: Purchase replacement batteries for Hybrid buses

Status: Board authorized contract to do this work in December 2022. As a preventive maintenance measure, the batteries on the 2015 Hybrid Buses will be refreshed.



| <u>Project ID</u> | <u>Budget</u> | <u>Expended to</u> | | <u>Anticipated</u> |
|-------------------|---------------|--------------------|-------------------------|--------------------|
| | | <u>Date</u> | <u>Percent Complete</u> | <u>Completion</u> |
| HY | \$630,000 | \$660,309 | 100% | Mar-23 |



VEHICLES

Staff Car **Total Project Budget \$49,000**

Concept: Purchase an electric staff car
Funding: \$2,000 Measure B
 \$2,000 CVRP Rebate
 \$45,000 State STA



Description: Purchase an electric staff car to replace a retired-active vehicle

Status: Board approved the purchase of a new electric staff car on May 4, 2020. This purchase was delayed due to limited vehicle availability. Staff anticipates the project to be completed by June 2023.

| <u>Project ID</u> | <u>Budget</u> | <u>Expended to</u> | | <u>Completion Date</u> |
|-------------------|---------------|--------------------|-------------------------|------------------------|
| | | <u>Date</u> | <u>Percent Complete</u> | |
| NR | \$49,000 | \$1,831 | 0% | Jun-23 |

BUS STOP IMPROVEMENTS

Bus Stop Improvements - Novato Bus Shelters **Total Project Budget \$61,000**

Concept: Replace Bus Shelters in Novato
Funding: \$48,800 Federal Lifeline Program
 \$12,200 Measure AA



Description: Purchase up to eight shelters in Novato

Status: Marin Transit will replace up to eight advertising shelters previously under contract with an advertising company through the City of Novato with low-maintenance shelters.

| <u>Project ID</u> | <u>Budget</u> | <u>Expended to</u> | | <u>Completion Date</u> |
|-------------------|---------------|--------------------|-------------------------|------------------------|
| | | <u>Date</u> | <u>Percent Complete</u> | |
| BN | \$61,000 | \$2,972 | 5% | Jun-23 |

County Wide Stop Improvements **Total Project Budget \$1,703,000**

Concept: Complete construction of Bus Stop Improvements
Funding: \$1,362,400 Federal
 \$340,600 Measure AA



Description: Design & Construction for ADA Bus Stop Improvements

Status: A task order for final design was initiated through Marin Transit's general engineering services contract. Design and coordination with local jurisdictions is underway.

| <u>Project ID</u> | <u>Budget</u> | <u>Expended to</u> | | <u>Completion Date</u> |
|-------------------|---------------|--------------------|-------------------------|------------------------|
| | | <u>Date</u> | <u>Percent Complete</u> | |
| BP | \$1,703,000 | \$229,028 | 13% | Jun-24 |



ADMIN AND OPERATIONS FACILITY

Facility - Capital Improvements **Total Project Budget \$2,800,000**

Concept: Acquire property and develop a maintenance facility
Funding: \$2,696,747 Measure AA/Capital Reserves
 \$103,253 FTA 5339



Description: Make improvements to Rush Landing Facility

Status: Marin Transit successfully completed the purchase of right of way at 600 Rush Landing Rd in Novato. Additional improvements are being constructed. Phase 1, which included Bus Charging infrastructure installation is complete 1. Phase 2 will include enhanced fencing and lighting is underway.

| Project ID | Budget | Expended to | | Anticipated |
|------------|-------------|-------------|------------------|-------------|
| | | Date | Percent Complete | Completion |
| FS | \$2,800,000 | \$875,395 | 31% | Jun-23 |

Maintenance Facility - Capital Improvements **Total Project Budget \$2,800,000**

Concept: Capital improvement for maintenance facility
Funding: \$1,100,000 Measure AA/Capital Reserves



Description: Capital Improvements at 3000 Kerner Blvd

Status: Marin Transit will perform modifications to 3000 Kerner to convert the space into a paratransit vehicle maintenance facility. Improvements include retrofitting warehouse space for effective use for vehicle maintenance and reconfiguration of office space. Marin Transit anticipates completion by December 2023.

| Project ID | Budget | Expended to | | Anticipated |
|------------|-------------|-------------|------------------|-------------|
| | | Date | Percent Complete | Completion |
| FD | \$2,800,000 | \$1,131,764 | 40% | Mar-23 |

Facility - Kerner Parking ROW **Total Project Budget \$3,850,000**

Concept: Purchase Parking Facility
Funding: \$3,850,000 Capital Reserve



Description: Replace temporary leased parking with a permanent location

Status: Marin Transit closed on property at 3010/3020 Kerner Blvd in July 2022. A project is underway to redesign the property as a parking facility

| Project ID | Budget | Expended to | | Anticipated |
|------------|-------------|-------------|------------------|-------------|
| | | Date | Percent Complete | Completion |
| FE | \$3,850,000 | \$3,690,008 | 100% | Mar-23 |



ADMIN AND OPERATIONS FACILITY

Facility - Maintenance Facility **Total Project Budget \$20,000,000**

Concept: Purchase/Build Fixed Route Maintenance Facility

Funding: \$20,000,000 Capital Reserve

Description: Purchase/Build Fixed Route Maintenance Facility

Status: Marin Transit is actively looking for a site to purchase



| <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> | <u>Date</u> |
| FG | \$20,000,000 | \$23,733 | 0% | Jul-25 | |

Facility - 3010/3020 Kerner Improvement **Total Project Budget \$20,000,000**

Concept: Improvements to the 3010/3020 Kerner Parking Facility

Funding: \$300,000 Capital Reserve

Description: Prepare site for vehicle parking and electric bus charging

Status: Board authorized contract for design of a new parking facility at 3000 Kerner Blvd in December 2022. Staff anticipates design completion in September 2023 and construction to begin in 2024



| <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> | <u>Date</u> |
| FH | \$300,000 | \$60,990 | 0% | Dec-24 | |

Yellow Bus Parking Facility **Total Project Budget \$3,000,000**

Concept: Identify and purchase property for vehicles

Funding: \$3,000,000 Capital Reserve


Description: Replace temporary leased parking with a permanent location


Status: Marin Transit is evaluating and identifying opportunities for land acquisition.



| <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> | <u>Date</u> |
| YF | \$3,000,000 | \$0 | 0% | NA | |



| TECHNOLOGY PROJECTS | | Total Project Budget | \$550,000 | | | | | | | |
|---|--|---------------------------|--|---|--|---------------------------|-------------------------|-------------------------------|-----------|-----------|
| TECHNOLOGY PROJECTS | <p><u>Concept:</u> District technology projects</p> <p><u>Funding:</u> \$550,000 Measure AA \$0 Federal Section 5307</p> | | |  | | | | | | |
| | <u>Projects:</u> | | <table border="1"> <thead> <tr> <th></th> <th><u>Total Project Cost</u></th> <th><u>Expended to Date</u></th> </tr> </thead> <tbody> <tr> <td>OC On Board Vehicle Equipment</td> <td>\$550,000</td> <td>\$294,737</td> </tr> </tbody> </table> | | | <u>Total Project Cost</u> | <u>Expended to Date</u> | OC On Board Vehicle Equipment | \$550,000 | \$294,737 |
| | | <u>Total Project Cost</u> | <u>Expended to Date</u> | | | | | | | |
| | OC On Board Vehicle Equipment | \$550,000 | \$294,737 | | | | | | | |
| <p><u>Description:</u> Marin Transit provides technology acquisitions for vehicle operations, fare collection, and passenger information</p> <p><u>Status:</u> Staff replaced real-time information equipment on the fixed route fleet.</p> | | | | | | | | | | |

| ONGOING CAPITAL EXPENSES | | Annual Budget | \$784,000 | | | | | | | | | | | | | | | | | | | | |
|--|--|---|---------------|---|-----------------------|---------------|--------------------|------------------------------|----------|----------|----------|-------------------------|-----------|-----------|----------|--------------------------|-----------|-----------|----------|---------------------------|-----------|-----------|-----------|
| ONGOING CAPITAL EXPENSES | <p><u>Concept:</u> Ongoing capital expenses</p> <p><u>Funding:</u> \$784,000 Measure A</p> | | |  | | | | | | | | | | | | | | | | | | | |
| | <u>Projects:</u> | <table border="1"> <thead> <tr> <th></th> <th>Total Project Budgets</th> <th>Annual Budget</th> <th>Expended in FY2023</th> </tr> </thead> <tbody> <tr> <td>GG Golden Gate Capital Costs</td> <td>\$24,000</td> <td>\$24,000</td> <td>\$12,777</td> </tr> <tr> <td>BM Bus Stop Maintenance</td> <td>\$160,000</td> <td>\$160,000</td> <td>\$77,689</td> </tr> <tr> <td>VR Major Vehicle Repairs</td> <td>\$200,000</td> <td>\$200,000</td> <td>\$66,141</td> </tr> <tr> <td>IF Infrastructure Support</td> <td>\$400,000</td> <td>\$400,000</td> <td>\$304,797</td> </tr> </tbody> </table> | | | Total Project Budgets | Annual Budget | Expended in FY2023 | GG Golden Gate Capital Costs | \$24,000 | \$24,000 | \$12,777 | BM Bus Stop Maintenance | \$160,000 | \$160,000 | \$77,689 | VR Major Vehicle Repairs | \$200,000 | \$200,000 | \$66,141 | IF Infrastructure Support | \$400,000 | \$400,000 | \$304,797 |
| | | Total Project Budgets | Annual Budget | | Expended in FY2023 | | | | | | | | | | | | | | | | | | |
| | GG Golden Gate Capital Costs | \$24,000 | \$24,000 | | \$12,777 | | | | | | | | | | | | | | | | | | |
| | BM Bus Stop Maintenance | \$160,000 | \$160,000 | | \$77,689 | | | | | | | | | | | | | | | | | | |
| | VR Major Vehicle Repairs | \$200,000 | \$200,000 | | \$66,141 | | | | | | | | | | | | | | | | | | |
| IF Infrastructure Support | \$400,000 | \$400,000 | \$304,797 | | | | | | | | | | | | | | | | | | | | |
| <p><u>Description:</u> Ongoing capital costs associated with the Golden Gate operations</p> <p><u>Status:</u> 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.</p> | | | | | | | | | | | | | | | | | | | | | | | |



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June 5, 2023

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

Subject: Authorizing Resolution for Clipper START Pilot Program Two-Year Extension

Dear Board Members:

Recommendation

Adopt Resolution 2023-08 extending Marin Transit's participation in the regional Clipper START Pilot Program through June 2025.

Background

In May 2018, the Metropolitan Transportation Commission (MTC) adopted Resolution No. 4320, establishing the framework for a Means-Based Transit Fare program to offer discounted transit rides to eligible low-income adults on select transit systems in the Bay Area during a pilot period of 18 months. The Clipper START program offers a 20 to 50 percent discount off the adult fare in addition to any existing Clipper discounts, to eligible low-income adults whose annual earnings are up to 200 percent of the federal poverty level.

The initial pilot began in mid-July 2020 with four transit operators – BART, Caltrain, Golden Gate Transit and Ferry, and Muni. In November 2020, six transit operators (Marin Transit, Petaluma Transit, Santa Rosa CityBus, SMART, Sonoma County Transit and WETA) were added to the pilot. In January 2021, 11 more transit operators were added. The 18-month long pilot program was set to expire in mid-January 2022.

In Oct 2020 your Board approved Marin Transit's participation in the region's means-based transit fare pilot program, known as Clipper START, and approved a 50 percent discount off Marin Transit's adult cash fare to eligible low-income adult riders. As part of this approval, Marin Transit staff prepared a detailed Title VI Fare Equity Analysis in anticipation of joining the program.¹ The analysis indicated that the Clipper START discount fare proposal does not result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

The pilot's original framework called for an evaluation of the program to assess the project's design, implementation, and impact on improving affordability,

¹ Details of the October 2020 board meeting: https://marin.granicus.com/AgendaViewer.php?view_id=31&clip_id=10293



mobility, and access to opportunity. Due to the COVID-19 pandemic and timing of the program launch, transit ridership was very low, and Clipper START program enrollment and usage have fallen far short of projections.

Given these circumstances, in June 2021, MTC extended the pilot period for an additional 18 months, to June 30, 2023. Your board approved Marin Transit's continued participation in the pilot program in September 2021.

Discussion

The draft Clipper START Year 2 Pilot Evaluation, presented by MTC staff to participating operators in January 2023, showed that program enrollment and usage has been steadily growing since the initial evaluation, but both metrics remain far lower than initially projected, due in large part to the COVID-19 pandemic. However, rider feedback demonstrates that the program is extremely helpful to, and highly valued by, the riders who do utilize it. The evaluation further showed that Clipper START riders use transit much more frequently than general public riders, and that further promotion of the Clipper START program may help drive a return to transit. Rather than make the program permanent, MTC staff wish to extend the pilot program for another two years, to June 30, 2025, and work on ways to increase awareness and utilization of the program.

Among Marin Transit riders, Clipper START utilization has been low, due in large part to Clipper usage generally being low on Marin Transit routes. In FY2021, there were 1,198 Clipper START trips on Marin Transit services; note that the District did not participate in Clipper START for the first four months of FY2021. In FY2022, this grew to 4,024 Clipper START trips, and in FY2023 year-to-date, there have been 3,274 Clipper START trips on Marin Transit services. Clipper usage is generally low for District riders because the District is embedded within Golden Gate Transit for the Clipper program and thus riders must tap and tap off to get charged the accurate fare. The tap on/tap off requirement creates a risk of being overcharged discouraging Clipper use. In addition, pass products cannot be loaded onto Clipper and many riders have difficulty adding cash to Clipper cards due to a lack of readily accessible locations where cash can be loaded.

Upon the implementation of Clipper 2.0, anticipated in mid-2024, the District will be able to solve the first of these two issues. Additional retail vending options and cash-loading options may also be available under Clipper 2.0. The upcoming fare study will look at further ways to promote Clipper use among riders and overcome other barriers to use. In FY2025, staff anticipates an increase in Clipper usage, including Clipper START.

MTC's Programming and Allocations Committee will be considering the extension of the Clipper START Pilot program framework on June 14, 2023. They may also consider adjustments to the program design. If approved, the program extension will go into effect on July 1, 2023.

This action approves continued participation in the new MTC-adopted Clipper START program including any adjustments they make to the program. Approval of the extension is needed before the current program sunsets on June 30 to avoid any disruption to program participation. However, if notable changes are made to the program by MTC at the June 14th MTC meeting, Marin Transit staff will inform the Board.

Fiscal/Staffing Impact

MTC funding for subsidies will continue to be available for the 2-year Clipper START extension. Currently, MTC reimburses participating agencies 10 percent of the total fare for Clipper START riders



based on actual Clipper START ridership on their systems. MTC staff have discussed increasing this reimbursement rate but have yet to make a final recommendation. MTC staff anticipate that there will be sufficient allocated funding to cover projected levels of participation for the duration of the extended pilot, including a potential increase in the reimbursement rate.

Staff estimates that the District's share of fare revenue loss due to participation in this program will be \$2,100 in FY2024 and \$5,000 in FY2025. This is based on Clipper START ridership of 1,198, 4,024, and 3,274 in FY2021, FY2022, and FY2023 YTD respectively. These amounts are within the anticipated budget under the District's ten-year financial projections and the annual budget, and do not include any potential increase in the reimbursement rate from MTC.

Respectfully Submitted,

A handwritten signature in black ink that reads "Asher Butnik".

Asher Butnik
Transit Planner

Attachment A: Resolution 2023-08: Participation in Clipper START Pilot Program Extension

Attachment B: Draft Clipper START Year 2 Pilot Evaluation Findings

Resolution 2023-08
Marin County Transit District
Participation in Clipper START Pilot Program Extension

WHEREAS, the Marin Transit Board of Directors previously approved Resolution 2020-06 on October 5th, 2020, and Resolution 2020-06, Revised on September 13th, 2021; and

WHEREAS, the Metropolitan Transportation Commission (MTC) is the regional transportation planning agency for the San Francisco Bay Area pursuant to Government Code Section 66500 et seq.; and

WHEREAS, transit affordability has been highlighted as a regional issue in MTC's Coordinated Plan, Plan Bay Area and other plans; and

WHEREAS, MTC has established the regional framework for the Regional Means-Based Transit Fare Pilot Program to improve transit affordability and access to opportunity for eligible low-income residents; and

WHEREAS, MTC has adopted a regional framework for the program, with participating operators, funding guidelines, and program conditions, pursuant to MTC Resolution No. 4320, Revised; and

WHEREAS, MTC used the process and criteria set forth in Attachment A of Resolution No. 4439 to program funds appropriated in the Coronavirus Aid, Relief, and Economic Security (CARES) Act for the expansion of Clipper START Pilot to operators (Cohort 2) beyond the four (Cohort 1) operators as established in Resolution No. 4420; and

WHEREAS, the MTC Programming and Allocations Committee will be considering the extension of the Clipper START Pilot Program for an additional two years, through June 2025, on June 14th, 2023; and

WHEREAS, Marin Transit has followed its Board-adopted fare policies and processes to be in compliance with Title VI analysis prior to implementing the Means-Based Fare Program; and

WHEREAS, Marin Transit recommends that its Board of Directors authorize a resolution of support for Marin Transit to continue participation in the Regional Means-Based Fare Program (Clipper START) for the duration of the extended pilot, to be funded in part under the Regional Means-Based Fare Program; and

WHEREAS, Marin Transit agrees to meet project delivery and obligation deadlines, comply with funding conditions placed on the receipt of funds allocated to the Regional Means-Based Fare Program (Clipper START), and satisfy all other conditions set forth in MTC Resolution No. 4320, Revised, and MTC Resolution No. 4439, and

WHEREAS, Marin Transit certifies that the project(s) and purpose(s) for which funds are being requested is in compliance with the requirements of the California Environmental Quality Act (Public Resources Code Section 21000 et seq.), and with the State Environmental Impact Report Guidelines (14 California Code of Regulations Section 1500 et seq.) and if relevant the National Environmental Policy Act (NEPA), 42 USC Section 4-1 et seq. and the applicable regulations thereunder; and

WHEREAS, there is no legal impediment to Marin Transit making the funding request; and

WHEREAS, there is no pending or threatened litigation which might in any way adversely affect the ability of Marin Transit to deliver the proposed project(s) for which funds are being requested; and

WHEREAS, MTC will reimburse participating operators based on Clipper START ridership actual trips taken and MTC will take programming action to establish the maximum amount for each participating operator; now, therefore, be it

RESOLVED, that Marin Transit requests that MTC program funds available under its Clipper START Pilot Program, in the amounts requested for which Marin Transit is eligible, described in Attachment A of this Resolution; and

RESOLVED, that the Clipper START Pilot Program discount will be offered in accordance with the MTC Clipper START Pilot program framework for the period of July 1, 2023 to June 30, 2025, as approved by the MTC Commission; and

RESOLVED, that this resolution replaces Resolution 2020-06, Revised; and

RESOLVED, that staff of Marin Transit shall forward a copy of this Resolution, and such other information as may be required, to MTC, the Transportation Authority of Marin, and such other agencies as appropriate.

APPROVED AND PASSED this 5th day of June 2023

President, Board of Directors

ATTEST:

Nancy Whelan, General Manager

ATTACHMENT A

Regional Means-Based Transit Fare Program Pilot (Clipper START)

| Project Name | Project Description | Clipper START Program Funding Amounts | |
|--|---|--|---|
| | | Share of Marin Transit (based on 60/40 formula) | State Transit Assistance (STA/CARES Act) Total |
| Clipper START Pilot Program Implementation | Clipper START Pilot – Marin Transit offering on the adult cash fare to eligible low-income riders | 3.4% | \$174,803 |



Year 2 Pilot Evaluation Findings July 15, 2020 – July 31, 2022

CLIPPER. **START.** ▶▶▶

DRAFT

Presented To: Clipper START Working Group

Presented by Evaluation Co-Leadership Team:

Judis Santos, MTC Lifeline Program Manager

Tracy McMillan, Nelson Nygaard Team Lead

January 2022

AGENDA



Introduction
and Seeing the
System



Evaluation
Results



Findings

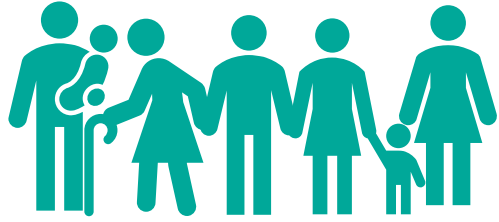


Next Steps



Understand
Engage
Collectively Act

CLIPPER START ADDRESSES THE SYSTEMIC CHALLENGES IN THE REGION



 **Discounted Fares**

Societal Inequities

Barriers to Transit Access



THE CLIPPER START PILOT

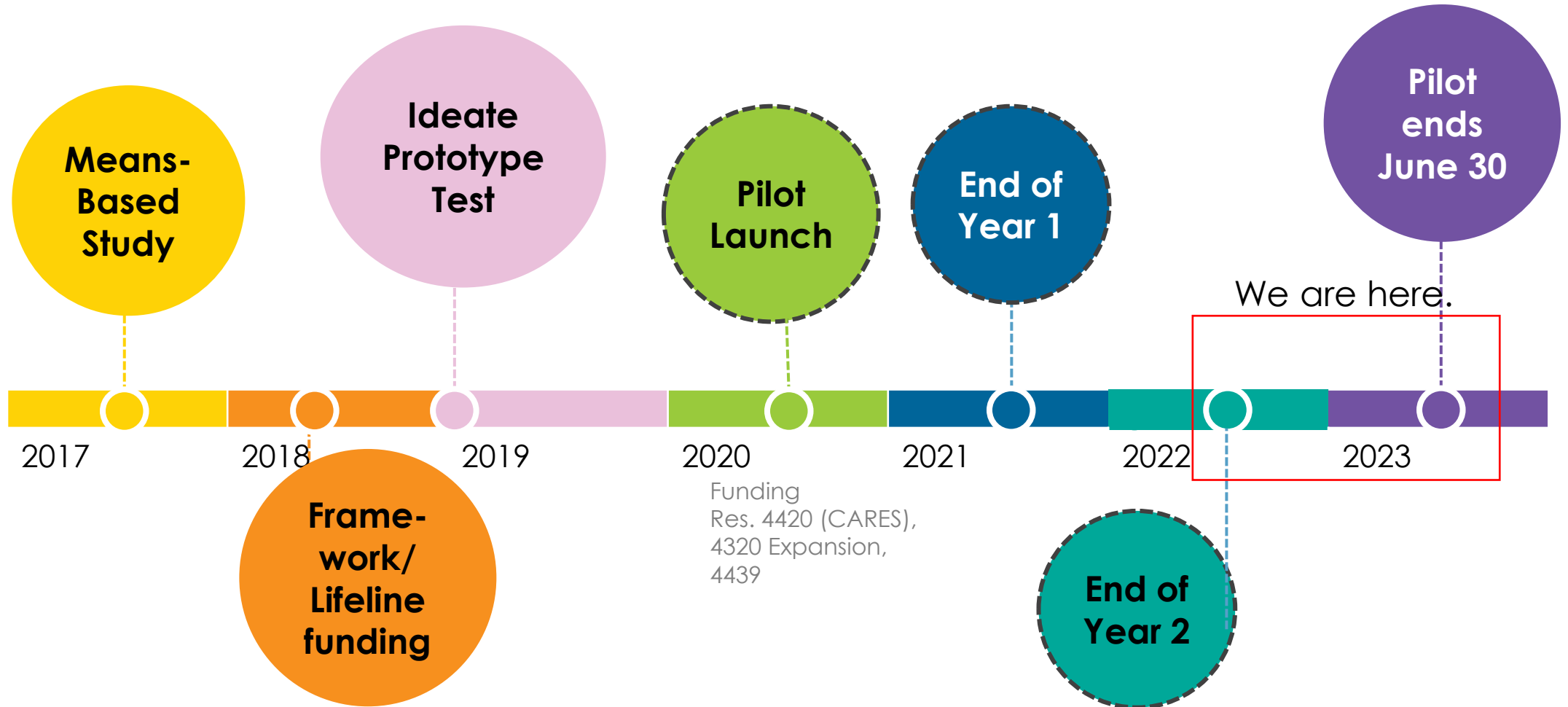
- 3-year pilot on regional means-based per-ride transit fare discount
 - Eligibility = Age 19-64, < 200% of Federal Poverty Level for household income
- Goals:
 - Make transit **more affordable** to individuals earning low-income
 - Develop implementation options that are **financially viable and administratively feasible**
 - Move towards a more **consistent regional standard** for fare discounts

| COHORT 1 | COHORT 2 |
|---|--|
|  |     |
| |     |
| |     |

| 50% DISCOUNT | | | |
|--------------|---|---|---|
| COHORT 1 |  |  |  |
| COHORT 2 |  |  |  |
| | |  |  |

VISION → **IMPLEMENTATION** → **EVALUATION** → **POLICY REC.**

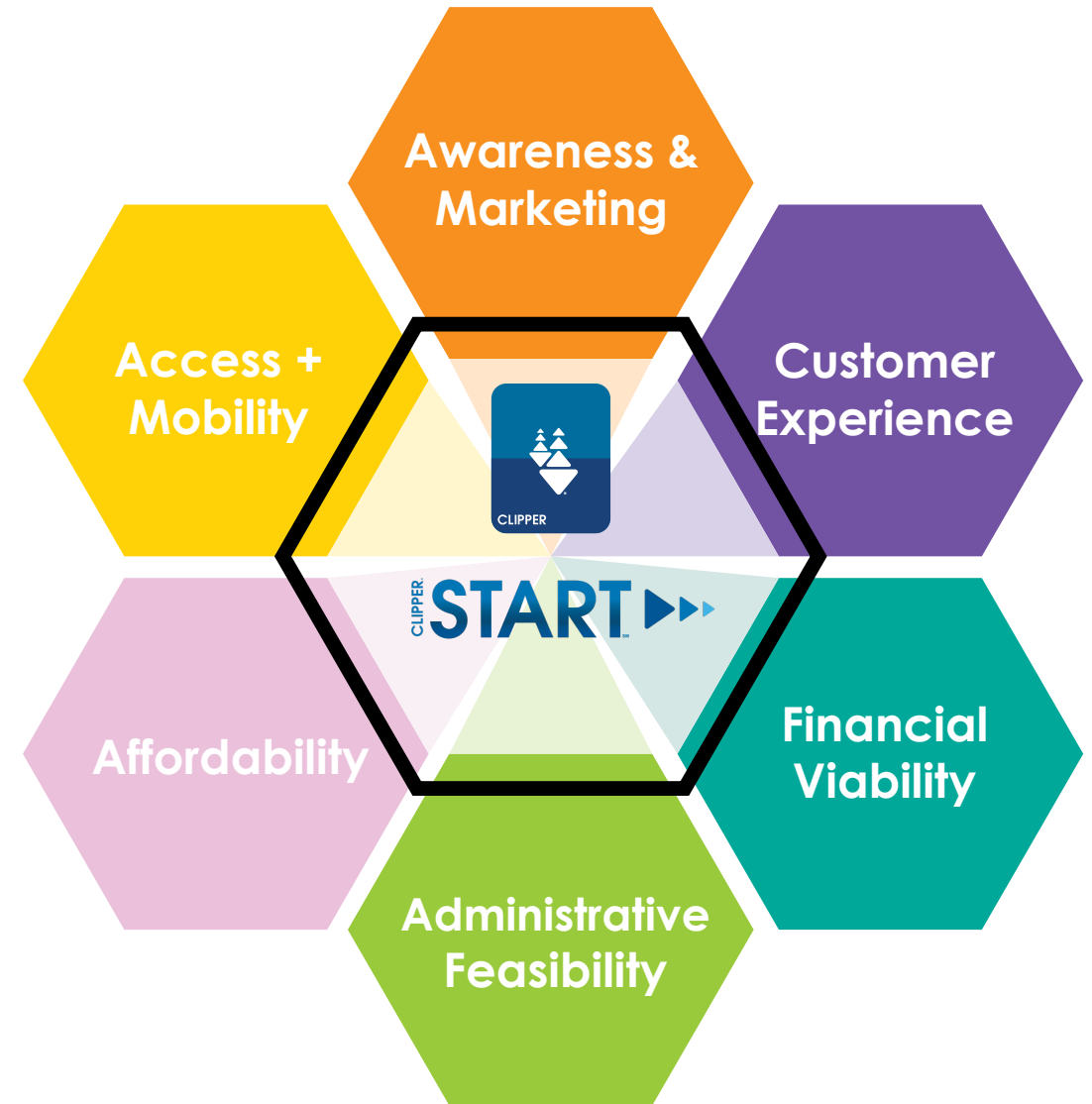
Attachment B



OVERALL TIMELINE

EVALUATION FRAMEWORK

- Evaluation across **6 outcomes**
 - Quarterly
 - Yearly
- Research Goals:
 - **Better understand and respond** to delivering equitable and sustainable solutions
 - **Build evidence** about what works to reduce poverty and improve mobility
 - **Apply data, technology, and service design** to inform program delivery
- Data sources:
 - Enrollment and Clipper data
 - Participant surveys
 - Focus groups
 - Agency data
 - General Awareness Survey



SEE THE SYSTEM

Seeing the System enables us to identify potential equity challenges, what about the system is producing these, and what we need to learn more about as we engage in empathy work.

When...

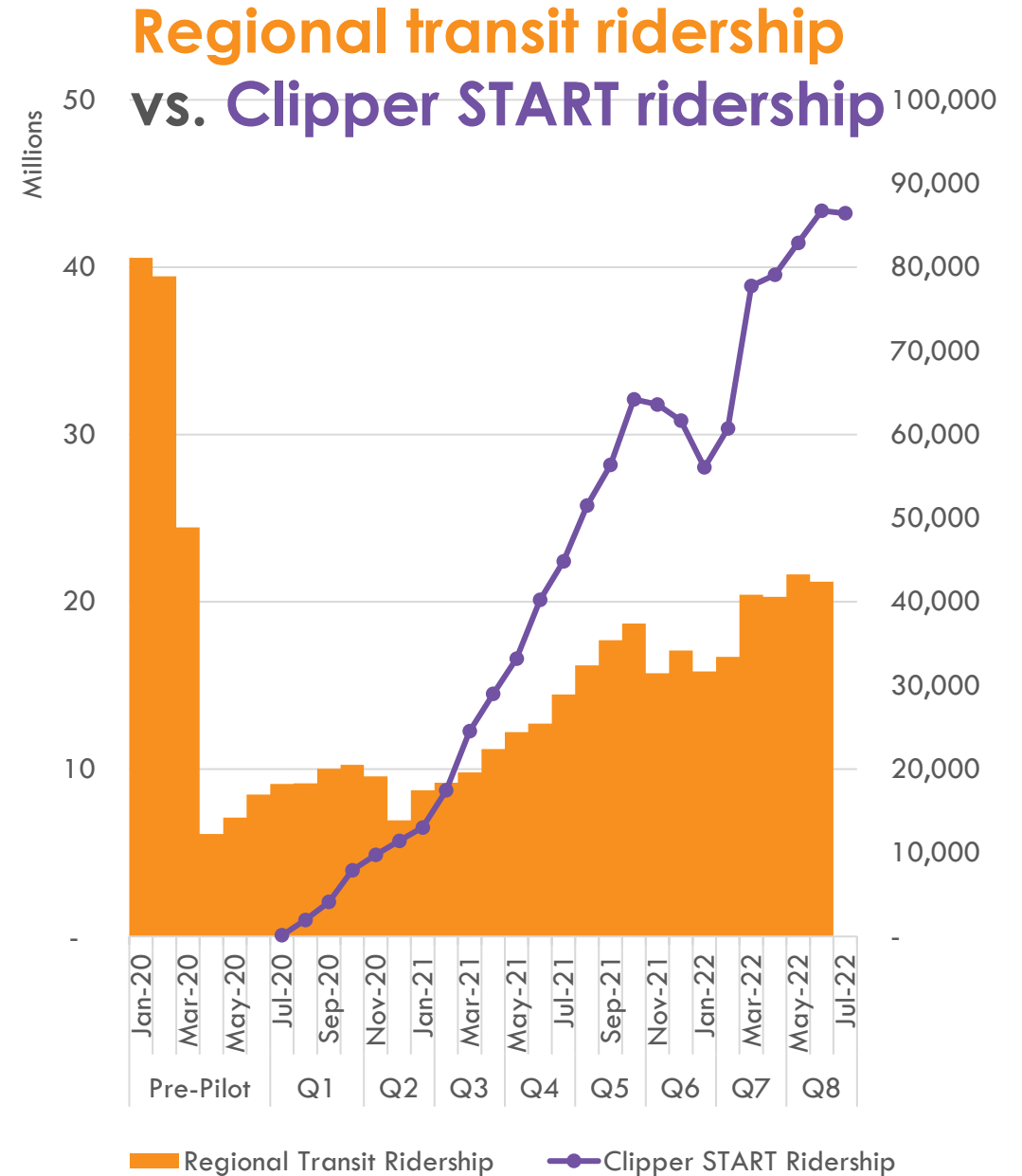
- You're starting a design process.
- You want to better understand the context and/or history that impacts the current challenge.
- You've done empathy work and you're ready to see the system with new eyes.
- You want to make the connection between the smaller challenge you're focused on and the bigger picture.

Key Questions to Ask...

- What inequitable patterns of experience and outcomes are playing out in our system? How do we know?
- What structures and system dynamics are contributing to these inequitable patterns?
- What has been emerging in our system relative to these patterns?

MEASURING SUCCESS DURING COVID-19 PANDEMIC

- Program launch in July 2020
- Focus on trends in enrollment and ridership:
 - Regional ridership rebounding, but still depressed from 2019
 - Down 47% (July 2022 vs. July 2019)
 - Clipper START ridership has been increasing at a faster rate than ridership recovery in Bay Area
 - Low-income riders taking trips = equity, economic, accessibility, and mobility benefits



OVERALL OUTPUTS

- Applications Submitted: **15,000**
- Program Enrollees: **13,000**
- Active Program Users: **9,800**
- Program Uptake of Low-Income Riders: **8% - 11%**
- Number of Trips: **1.1 million**
- Number of Transfers: **249,333**



START SAVING with Clipper START!

Up to 50% off transit for eligible riders.

Learn more at clipperstartcard.com

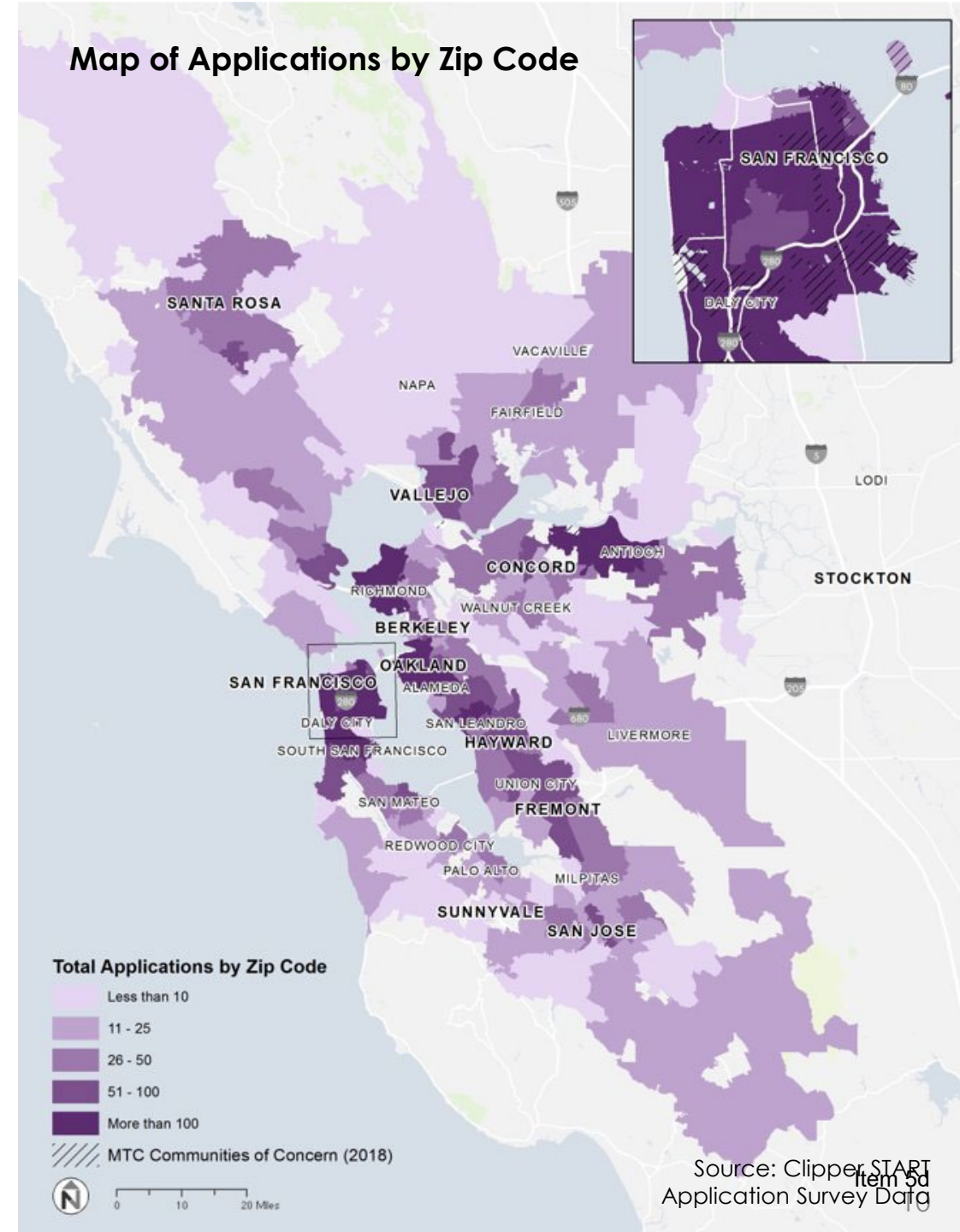
CLIPPER **START** ▶▶

Outcome: Awareness & Marketing

- Marketing has been **effective**
 - Enrollment in “Equity Priority Communities”
 - Applicants hearing about program through various sources
- Program **reaching critical populations**
 - People with household incomes less than \$20K (57%), women (59%), and people identifying as Asian or Hispanic (61%) are the majority of enrollees

Outcome: Customer Experience

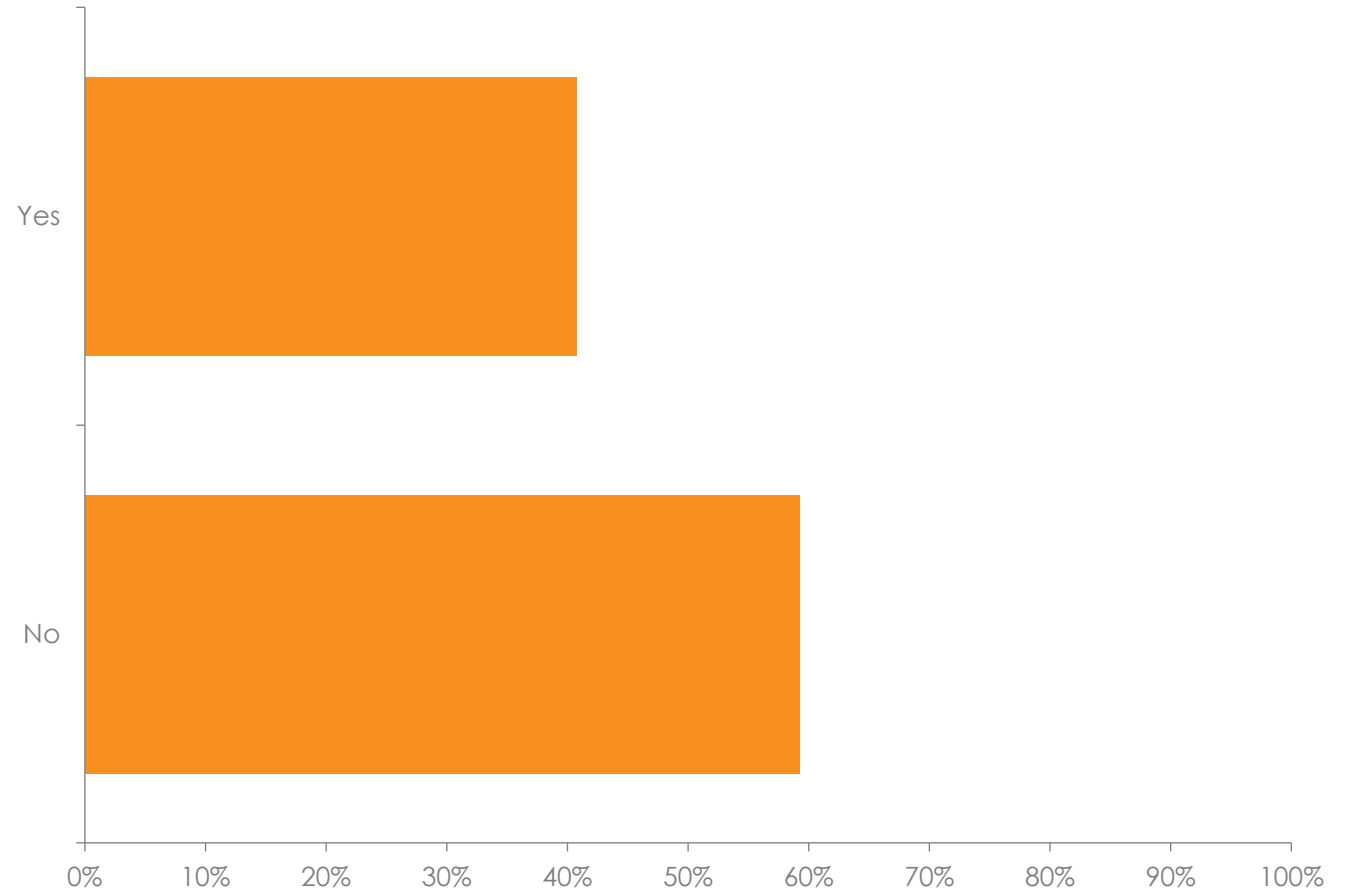
- Perception of **ease of applying is high**
 - Over 75% of applicants felt the process was easy or very easy



OUTCOME: AWARENESS & MARKETING

Have you heard about the Clipper Start Program?

- Fall 2022 General Public Awareness Survey finding
 - 60% of 238 **respondents had not heard** of the Clipper Start Program
 - Of those who had not heard about it, **73% (96 people) wanted to apply** when informed of the program



Source: Clipper START General Public Awareness survey, Fall 2022

Outcome: Financial Viability

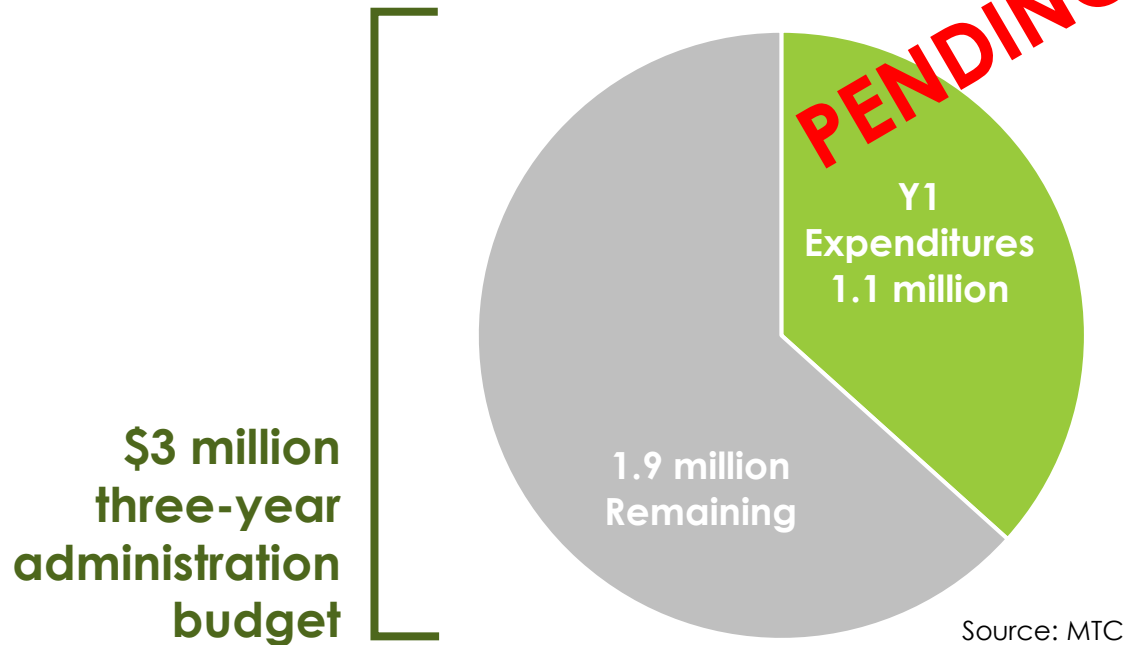
- Revenue impact to agencies:
 - In total, transit operators contributed **\$1,450,000 in foregone fare revenue** over the course of the pilot
 - MTC contributed **\$24K/month** in operator reimbursements
 - MTC reimburses transit operators **12.5-20%** of fare discounts
- Additional monthly contribution with ridership at pre-COVID levels would cost \$351,000 more in foregone revenue to transit operators

PENDING YEAR 2 UPDATE



Outcome: Administrative Feasibility

- Roll-out of pilot was **smooth**
- MTC total program costs* = **\$1.1 million**
 - Variable cost elements adjusted during Year 1 to reduce expenses

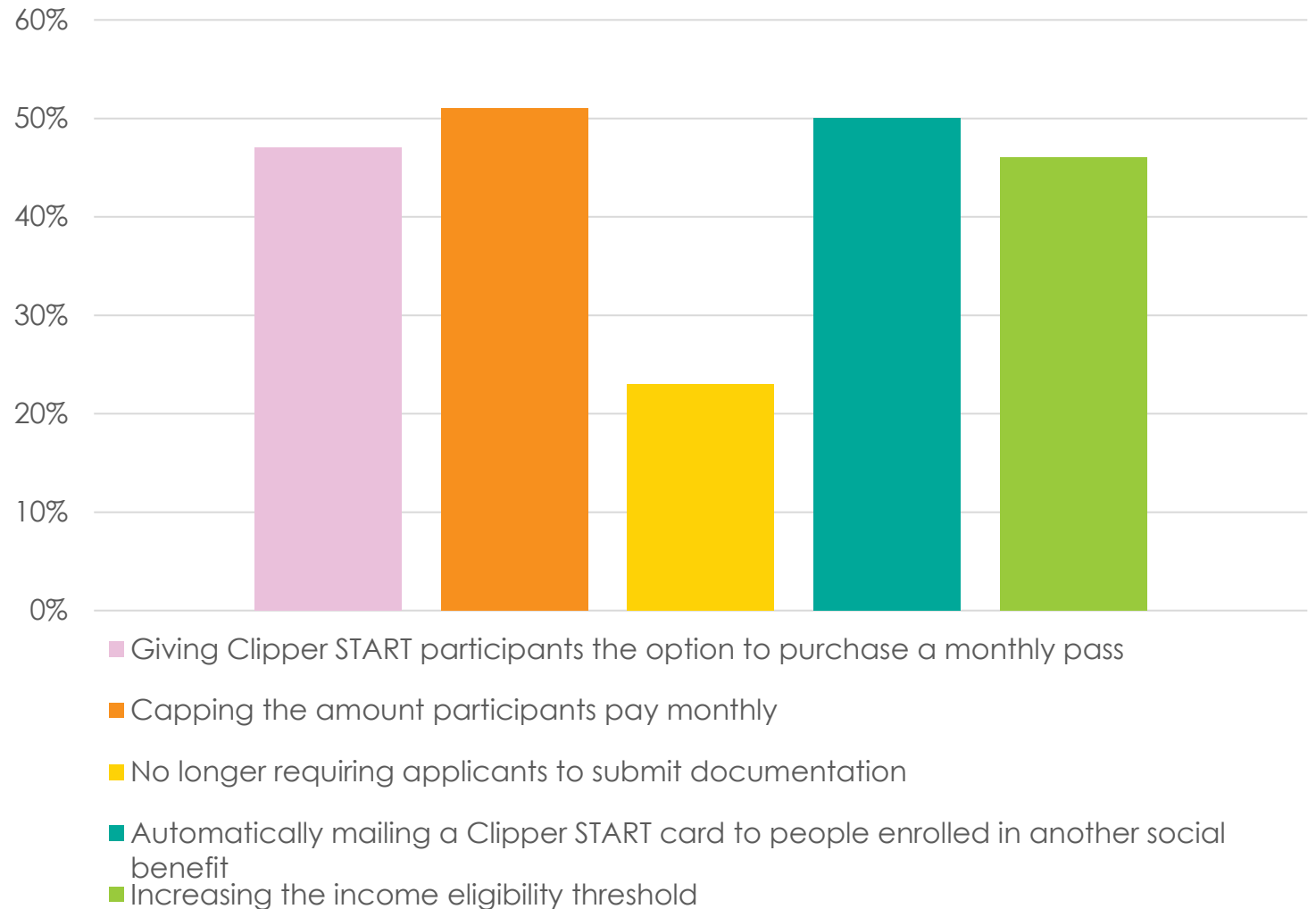


*MTC funds administrative costs (MTC Reso. 4321, Revised – State Transit Assistance funds).

OUTCOME: ADMINISTRATIVE FEASIBILITY

Preferred Modifications to Clipper Start

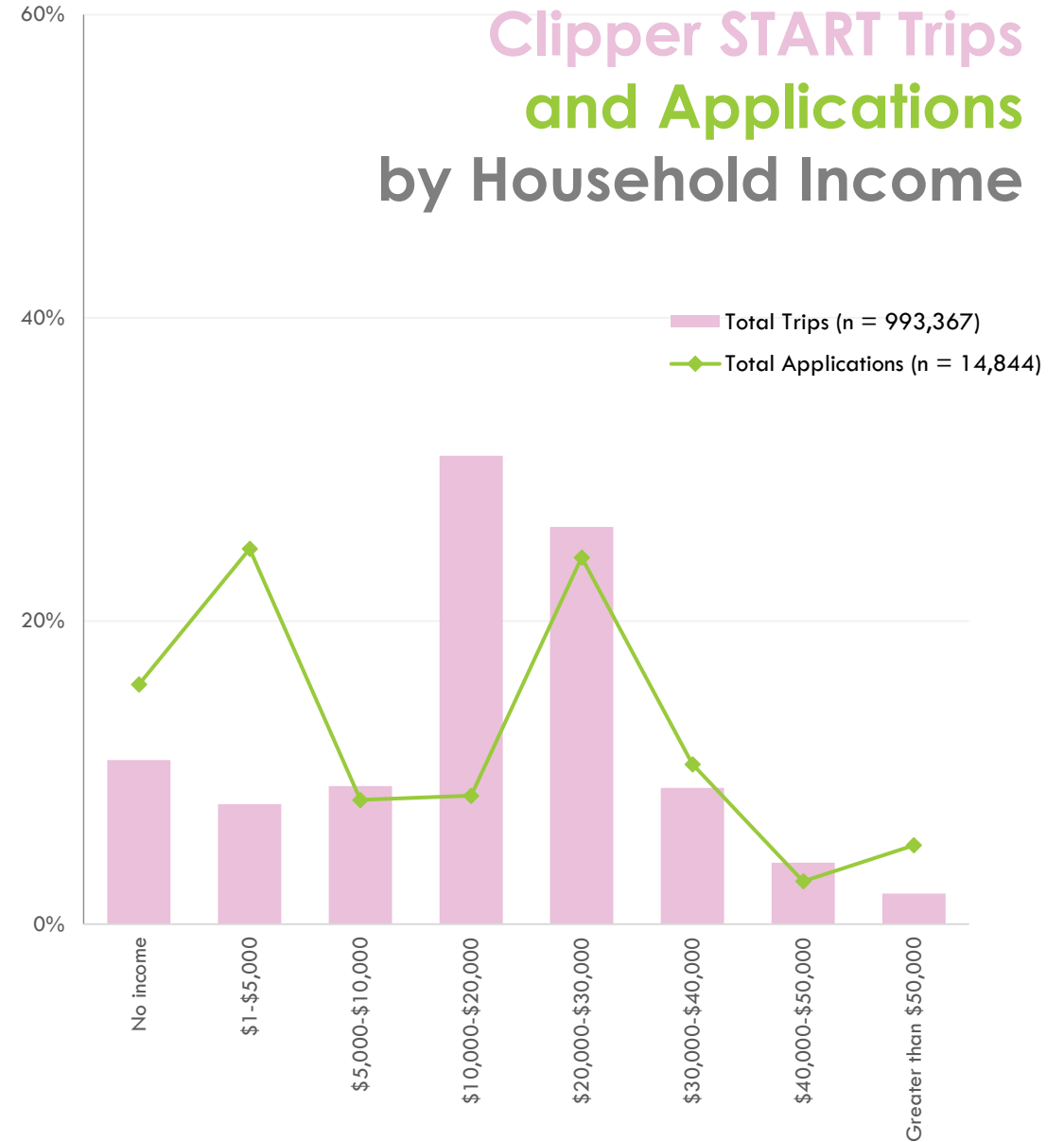
- Findings from Clipper START End Point Survey, Fall 2022
 - The **least popular modification** was no longer requiring applicants to submit documentation
 - Clipper START participants wanted **more options** for different types of discounted passes
 - Different pass options and ways to receive passes could increase administrative problems



Outcome: Affordability

- Riders can **take more trips while spending less**
 - The greatest benefit cited by participants was the savings on transportation
 - Trip rate higher than application rate for those with HH Income between \$5,000 - \$30,000

“I used to have to walk everywhere. Clipper START has saved my finances. 20% may seem like so little of a discount to some people, but that means that is money that I can use for food or to put away for a rainy day.”



OUTCOME: AFFORDABILITY

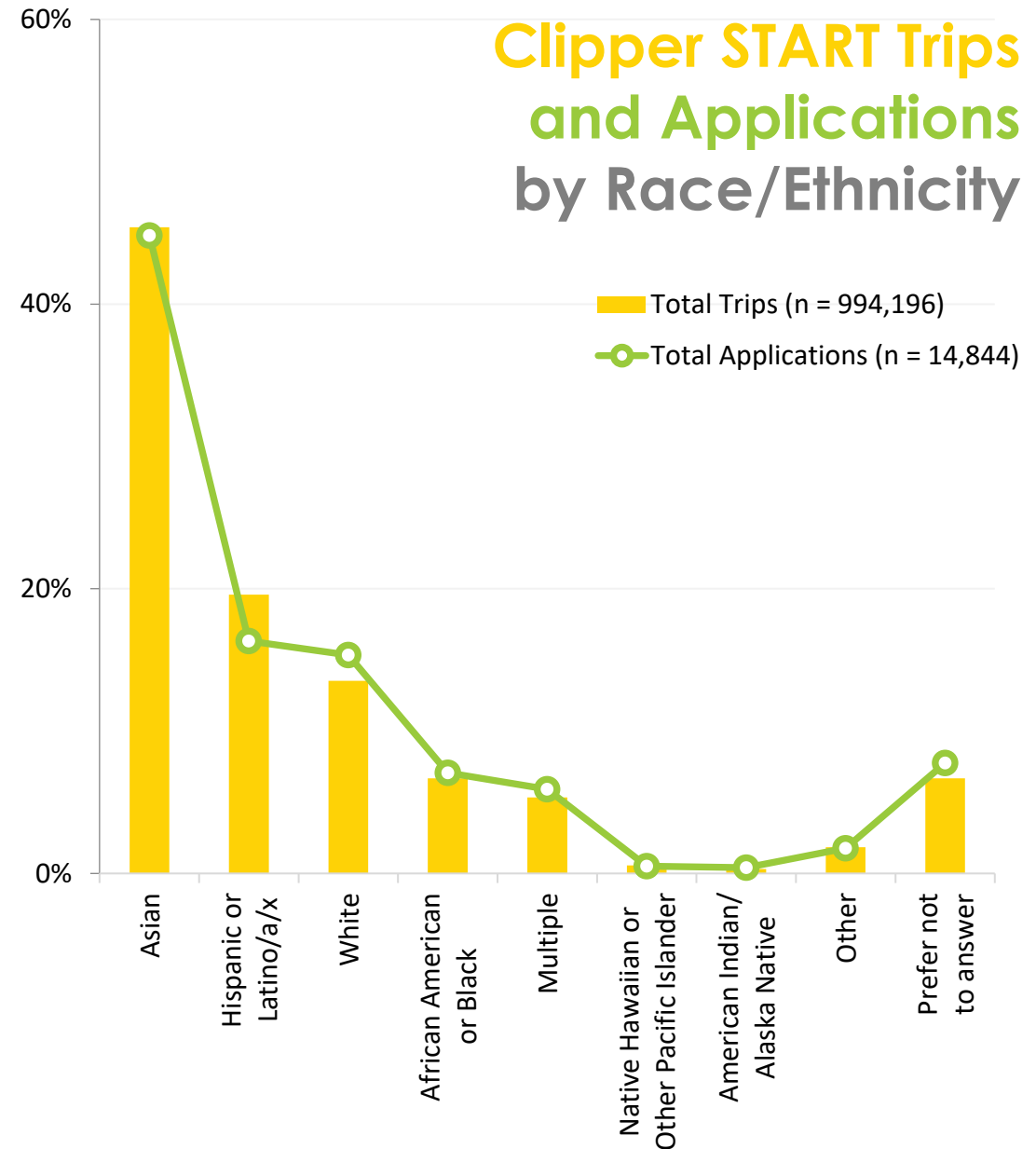
Most write in responses to the End Point survey emphasized the value of **saving money** and **increased affordability**

“Clipper in general needs to cap ride cost per day at the rate of a one-day transit pass. For example, many times over the years (on Clipper and on Clipper START) I've paid three or four MUNI fares in one day, when tourists have had the option to buy a day's unlimited rides for the price of two fares.”

“I have now been able to rely solely on Bay Area public transportation to get to school and work! I rarely drive, which is better for the environment and has helped me tremendously. I am extremely grateful for Clipper START.”

Outcome: Access & Mobility

- Program usage is **increasing**
 - Over 20,000 weekly trips in July 2022
 - Most trips on BART (40%), Muni (38%), AC Transit (8%), and SamTrans (7%)
- **Critical populations** are utilizing transit and the program
 - Women (59%) and people identifying as Asian or Hispanic (65%) applicants are taking most trips

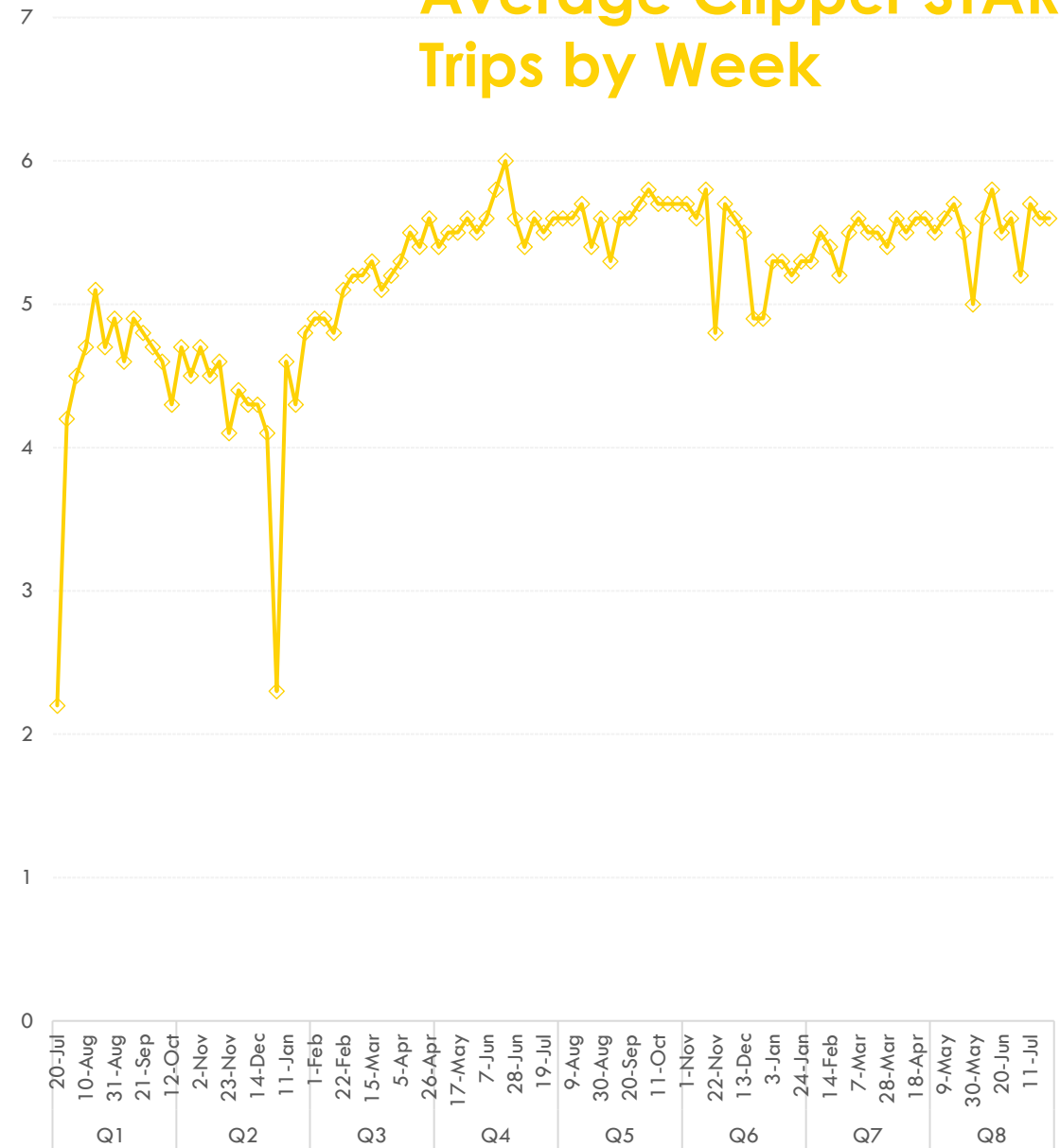


Outcome: Access & Mobility

- Riders are **benefiting from the program**
 - Average participant trip frequency is up to 5.6 trips per week
 - Most riders are taking more trips than at the beginning of the program

“Makes me want to do more for me and my family on public transportation for necessity but also for fun. Like going to SF for free museum days!”

Average Clipper START Trips by Week









Sources: Clipper Data Store, Clipper START End Point Survey, Fall 2022

TRANSIT OPERATOR FEEDBACK FROM INTERVIEWS

Themes align with survey, focus group, participant feedback

- Make it as easy as possible for people to access the benefit
 - Greater link with social services, auto-enrollment
- Fare capping
- Marketing and Outreach
- FPL level
 - Larger agencies - Improve before expanding to 400% FPL
 - Smaller agencies – Increase to 400% FPL
- Agency choice on discount (20 or 50%)
- MTC to provide more of the subsidy

WHERE ARE THE GREATEST OPPORTUNITIES FOR OPTIMIZATION?

| Outcomes | Did findings indicate positive trends? | Optimization Potential (1-3 scale) 1 = low, 3 = high |
|--------------------------------|--|---|
| Awareness & Marketing | ✓ |  |
| Customer Experience | ✓ |  |
| Financial Viability | ✓ |  |
| Administrative Feasibility | ✓ |  |
| Affordability | ✓ + |  |
| Access to Opportunity/Mobility | ✓ + |  |

POTENTIAL STRATEGIES

| Desired goal(s) | Potential Strategies/Modifications | Focus | Pros | Cons | Potential Impacts | Relevant Outcomes |
|--|---|-------------|--|---|--|--|
| <ul style="list-style-type: none"> Increase Uptake Decrease Program Costs Improve Customer Experience | <ul style="list-style-type: none"> Auto-enroll individuals that receive other social service benefits (e.g., Cal-Fresh) in Clipper START | Eligibility | <ul style="list-style-type: none"> Eliminates burden of providing documentation during Clipper START application process Reduces costs associated with eligibility verification | <ul style="list-style-type: none"> Shifts costs to notification of program enrollment and processes to access or register card May create gaps: e.g., those who qualify but are not enrolled in other programs will not be automatically enrolled Would need criteria/screening to determine current or potential use of Bay Area transit Individuals still may not use the program | <ul style="list-style-type: none"> Greater uptake by low-income and non-English speaking riders | <ol style="list-style-type: none"> Awareness & Marketing Customer Experience Administrative Feasibility Affordability Access & Mobility |
| <ul style="list-style-type: none"> Increase Uptake Decrease Program Costs Improve Customer Experience | <ul style="list-style-type: none"> Self-verification of eligibility during application process | Eligibility | <ul style="list-style-type: none"> Eliminates burden of providing documentation during Clipper START application process Reduces costs associated with eligibility verification | <ul style="list-style-type: none"> Potential for program abuse-- individuals enrolling in program who do not meet eligibility criteria | <ul style="list-style-type: none"> Increased enrollment and ridership due to reduced burden on eligibility documentation Administrative cost savings | <ol style="list-style-type: none"> Awareness & Marketing Customer Experience Administrative Feasibility Affordability Access & Mobility |
| <ul style="list-style-type: none"> Increase Uptake | <ul style="list-style-type: none"> Increase income eligibility threshold | Eligibility | <ul style="list-style-type: none"> Increase potential rider pool eligible for discounts Increasing the eligibility threshold might more accurately reflect high cost of living in Bay Area | <ul style="list-style-type: none"> Larger pool does not mean greater percentage of uptake - may not affect low uptake percentages without investment in marketing and engagement More expensive for transit agencies | <ul style="list-style-type: none"> Greater uptake because of a larger pool, may not increase the percent of applicants | <ol style="list-style-type: none"> Customer Experience Affordability Access & Mobility |

POTENTIAL STRATEGIES

| Desired goal(s) | Potential Strategies/Modifications | Focus | Pros | Cons | Potential Impacts | Relevant Outcomes |
|--|--|-------------|---|--|--|---|
| <ul style="list-style-type: none"> Improve customer experience | <ul style="list-style-type: none"> Consistent discount across participating agencies | Fare Policy | <ul style="list-style-type: none"> Greater legibility/customer understanding of program and transit costs Consistency with vision of a seamless transit experience for the Bay Area Less foregone revenue for agencies currently at 50% discount if decision is to make discount 20% across the board) | <ul style="list-style-type: none"> Increased foregone revenue for agencies currently at 20% discount (if decision is to increase to 50%) Could reduce agency support for program if change in independence to set fare discount | <ul style="list-style-type: none"> Increased transportation savings for households using agencies currently at 20% discount (if decision is to increase to 50%) Decreased transportation savings for households using agencies currently at 50% discount (if decision is to decrease to 20%) | <ol style="list-style-type: none"> Awareness & Marketing Customer Experience Financial Viability Administrative Feasibility Affordability Access & Mobility |
| <ul style="list-style-type: none"> Improve customer experience Increase Uptake | <ul style="list-style-type: none"> Fare cap/accumulator pass: fares are capped when they reach the cost of an unlimited ride pass (daily, weekly or monthly pass) | Fare Policy | <ul style="list-style-type: none"> Enrollees don't have cash layout of full monthly pass Riders don't have to worry about taking additional transit trips if the amount they can pay monthly is limited Benefit for frequent transit riders | <ul style="list-style-type: none"> Single ride discount plus fare cap may not be financially viable for MTC and agencies Costs associated with switching fare policy - time, marketing/communications Those who don't use transit as often don't get as much of a discount If only fare cap and no discounted single-fare ride, then those that use transit less frequently may not experience benefit; threshold of benefit | <ul style="list-style-type: none"> More cost savings and predictability of transportation costs for frequent transit riders | <ol style="list-style-type: none"> Customer Experience Financial Viability Administrative Feasibility Affordability Access & Mobility |

POTENTIAL STRATEGIES

| Desired goal(s) | Potential Strategies/Modifications | Focus | Pros | Cons | Potential Impacts | Relevant Outcomes |
|--|--|-------------|--|---|---|---|
| <ul style="list-style-type: none"> • Improve customer experience • Increase Uptake | <ul style="list-style-type: none"> • Offer monthly credit or cash balance to enrollees (Transportation Wallet/Universal Basic Mobility program) in lieu of discount single-fare rides | Fare Policy | <ul style="list-style-type: none"> • Fewer administrative layers if program does not involve reimbursements to transit agencies • Enrollees know monthly benefit they are receiving for transit | <ul style="list-style-type: none"> • Scalability of program • Financial complexity: Funding source to support program • Level of transit agency investment/support in the program may decrease | <ul style="list-style-type: none"> • Enrollment may increase due to structure of program | <ul style="list-style-type: none"> 2. Customer Experience 3. Financial Viability 4. Administrative Feasibility 5. Affordability 6. Access & Mobility |
| <ul style="list-style-type: none"> • Increase Uptake | <ul style="list-style-type: none"> • Use of structured outreach/engagement such as identified champions by geography, culture, agency for program promotion and education (e.g., promotores/community ambassador model) | Marketing | <ul style="list-style-type: none"> • WOM reported to be a key source of program information. • Trusted source can inform and educate harder to reach individuals about the program, particularly those that may not be enrolled in other social service programs. • Proven model in public health. Agencies such as SamTrans already use promotores for some programs. • Greater potential of snowball promotion of program through WOM • Can measure performance by reporting on individuals enrolled. | <ul style="list-style-type: none"> • Greater initial legwork to identify key agencies/organizations and community champions or ambassadors, and/or to create program • This program model may be a similar cost to marketing budget as consultant outreach to agencies. | <ul style="list-style-type: none"> • Increased enrollment and ridership • Increased promotion and understanding of Clipper START program due to champions throughout the region | <ul style="list-style-type: none"> 1. Awareness & Marketing 2. Customer Experience 5. Affordability 6. Access & Mobility |

POTENTIAL STRATEGIES

| Desired goal(s) | Potential Strategies/Modifications | Focus | Pros | Cons | Potential Impacts | Relevant Outcomes |
|--|--|-----------|--|--|--|---|
| <ul style="list-style-type: none"> • Increase Uptake • Improve customer experience | <ul style="list-style-type: none"> • Review of marketing materials on website and print for understanding and comprehensiveness of information provided | Marketing | <ul style="list-style-type: none"> • Increased enrollment and improved customer experience due to improved program communications | <ul style="list-style-type: none"> • Costs associated with marketing material review and revision | <ul style="list-style-type: none"> • Could lead to greater percentage of uptake | <p>1. Awareness & Marketing</p> <p>6. Access & Mobility</p> |



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marintransit.org

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June 5, 2023

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

Subject: Resolution of Local Support for Part Time Transit Lane Project and Budget Amendment #2024-01

Dear Board Members:

Recommendation

Adopt Resolution #2023-09 of Local Support for Part Time Transit Lane Project and approve budget amendment 2024-01.

Summary

Staff requests that your Board adopt Resolution of Local Support #2023-09 (Attachment A) committing \$143,375 in matching funds to the Transit Performance Initiative (TPI) Investment Program federal grant in the amount of \$1,106,625. Marin Transit will be the sponsoring agency for the project. The Transportation Authority of Marin (TAM) will be the implementing agency for the project and responsible for the local match commitment. The TAM board adopted a similar resolution on April 27, 2023 and both agencies will enter into a funding agreement for the project. Budget amendment 2024-01 will add the project to the District FY2023/24 Capital Budget as a passthrough project.

Background

TAM initiated a Feasibility Study in June 2019 to determine the benefits and costs of implementing a Part Time Transit Lane (PTTL). The TAM board approved the findings in October 2021 and recommended further developing a PPTL in the southbound direction of US 101 from De Long Avenue in Novato to Lincoln Avenue in San Rafael. This PPTL will significantly improve southbound travel times for Marin Transit bus routes 49 and 71 in the corridor.

Marin Transit, in partnership with TAM, prepared and submitted an application to the Metropolitan Transportation Commission (MTC) for the TPI Investment Program for development phases of the Part Time Transit Lane Project (PTTL). This grant will fund the preparation of a Project Initiation Document (PID) and the subsequent phase consisting of Project Approval and Environmental Document (PA/ED). Staff evaluated the scope of work and estimated it to cost \$1.25 million for both phases.



MTC staff evaluated the application and in February, the MTC Commission approved a grant award to Marin Transit as the sponsor in the amount of \$1,106,625 from the TPI Investment Program. The TPI fund source is federal funding from the One Bay Area Grant (OBAG) Program. This funding source provides 88.53% of the total project cost with a 11.47% local match requirement. The TAM board approved the project and committed to providing the \$143,375 in matching at their April meeting (Attachment B). The attached Resolution of Local Support is required by MTC to confirm Marin Transit's participation in the grant and compliance with grant requirements.

FISCAL IMPACT

With this action, Marin Transit will be committed to providing the matching funds of \$143,375 which will be secured through a funding agreement with TAM. Marin Transit will provide staff support and grant management for the project. This will include the management of the federal grant award with the Federal Transit Administration. Marin Transit will pass through the federal funds of \$1,106,625 to TAM on a reimbursement basis and in accordance with all federal requirements.

Budget amendment 2024-01 will add a pass-through project for the PTTL project (#TL) to the FY2023/24 Capital Budget. The project will have no net impact to Marin Transit and will include \$1,106,625 in Federal Revenues and a pass-through expense of \$1,106,625.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "L. Gradia".

Lauren Gradia
Director of Finance and Capital Programs

Attachment A: Resolution 2023-09

Attachment B: Transportation Authority of Marin Board Resolution

RESOLUTION OF LOCAL SUPPORT
Resolution No. 2023-09

Authorizing the filing of an application for funding assigned to MTC and committing any necessary matching funds and stating assurance to complete the project

WHEREAS, Marin Transit (sponsor) in partnership with the Transportation Authority of Marin (Implementation Agency) (herein referred to as APPLICANT) is submitting an application to the Metropolitan Transportation Commission (MTC) for \$1,250,000 in funding assigned to MTC for programming discretion, which includes federal funding administered by the Federal Highway Administration (FHWA) and federal or state funding administered by the California Transportation Commission (CTC) such as Surface Transportation Block Grant Program (STP) funding, Congestion Mitigation and Air Quality Improvement Program (CMAQ) funding, Transportation Alternatives (TA) set-aside/Active Transportation Program (ATP) funding, and Regional Transportation Improvement Program (RTIP) funding (herein collectively referred to as REGIONAL DISCRETIONARY FUNDING) for the Part Time Transit Lane Project on Southbound US 101 from De Long Avenue to Lincoln Avenue (herein referred to as PROJECT) for the Transit Performance Initiative (TPI) Investment Program (herein referred to as PROGRAM); and

WHEREAS, the United States Congress from time to time enacts and amends legislation to provide funding for various transportation needs and programs, (collectively, the FEDERAL TRANSPORTATION ACT) including, but not limited to the Surface Transportation Block Grant Program (STP) (23 U.S.C. § 133), the Congestion Mitigation and Air Quality Improvement Program (CMAQ) (23 U.S.C. § 149) and the Transportation Alternatives (TA) set-aside (23 U.S.C. § 133); and

WHEREAS, state statutes, including California Streets and Highways Code §182.6, §182.7, and §2381(a)(1), and California Government Code §14527, provide various funding programs for the programming discretion of the Metropolitan Planning Organization (MPO) and the Regional Transportation Planning Agency (RTPA); and

WHEREAS, pursuant to the FEDERAL TRANSPORTATION ACT, and any regulations promulgated thereunder, eligible project sponsors wishing to receive federal or state funds for a regionally-significant project shall submit an application first with the appropriate MPO, or RTPA, as applicable, for review and inclusion in the federal Transportation Improvement Program (TIP); and

WHEREAS, MTC is the MPO and RTPA for the nine counties of the San Francisco Bay region; and

WHEREAS, MTC has adopted a Regional Project Funding Delivery Policy (MTC Resolution No. 3606, revised) that sets out procedures governing the application and use of REGIONAL DISCRETIONARY FUNDING; and

WHEREAS, APPLICANT is an eligible sponsor for REGIONAL DISCRETIONARY FUNDING; and

WHEREAS, as part of the application for REGIONAL DISCRETIONARY FUNDING, MTC requires a resolution adopted by the responsible implementing agency stating the following:

- the commitment of any required matching funds; and
- that the sponsor understands that the REGIONAL DISCRETIONARY FUNDING is fixed at the programmed amount, and therefore any cost increase cannot be

- expected to be funded with additional REGIONAL DISCRETIONARY FUNDING; and
- that the PROJECT will comply with the procedures, delivery milestones and funding deadlines specified in the Regional Project Funding Delivery Policy (MTC Resolution No. 3606, revised); and
- the assurance of the sponsor to complete the PROJECT as described in the application, subject to environmental clearance, and if approved, as included in MTC's federal Transportation Improvement Program (TIP); and
- that the PROJECT will have adequate staffing resources to deliver and complete the PROJECT within the schedule submitted with the project application; and
- that the PROJECT will comply with all project-specific requirements as set forth in the PROGRAM; and
- that APPLICANT has assigned, and will maintain a single point of contact for all FHWA- and CTC-funded transportation projects to coordinate within the agency and with the respective Congestion Management Agency (CMA), MTC, Caltrans, FHWA, and CTC on all communications, inquires or issues that may arise during the federal programming and delivery process for all FHWA- and CTC-funded transportation and transit projects implemented by APPLICANT; and
- in the case of a transit project, the PROJECT will comply with MTC Resolution No. 3866, revised, which sets forth the requirements of MTC's Transit Coordination Implementation Plan to more efficiently deliver transit projects in the region; and
- in the case of a highway project, the PROJECT will comply with MTC Resolution No. 4104, which sets forth MTC's Traffic Operations System (TOS) Policy to install and activate TOS elements on new major freeway projects; and
- in the case of an RTIP project, state law requires PROJECT be included in a local congestion management plan, or be consistent with the capital improvement program adopted pursuant to MTC's funding agreement with the countywide transportation agency; and

WHEREAS, that APPLICANT is authorized to submit an application for REGIONAL DISCRETIONARY FUNDING for the PROJECT; and

WHEREAS, there is no legal impediment to APPLICANT making applications for the funds; and

WHEREAS, there is no pending or threatened litigation that might in any way adversely affect the proposed PROJECT, or the ability of APPLICANT to deliver such PROJECT; and

WHEREAS, APPLICANT authorizes its Executive Director, General Manager, or designee to execute and file an application with MTC for REGIONAL DISCRETIONARY FUNDING for the PROJECT as referenced in this resolution; and

WHEREAS, MTC requires that a copy of this resolution be transmitted to the MTC in conjunction with the filing of the application.

NOW, THEREFORE, BE IT RESOLVED that the APPLICANT is authorized to execute and file an application for funding for the PROJECT for REGIONAL DISCRETIONARY FUNDING under the FEDERAL TRANSPORTATION ACT or continued funding; and be it further

RESOLVED that APPLICANT will provide any required matching funds; and be it further

RESOLVED that APPLICANT understands that the REGIONAL DISCRETIONARY FUNDING for the project is fixed at the MTC approved programmed amount, and that any cost increases must be funded by the APPLICANT from other funds, and that APPLICANT does not

expect any cost increases to be funded with additional REGIONAL DISCRETIONARY FUNDING; and be it further

RESOLVED that APPLICANT understands the funding deadlines associated with these funds and will comply with the provisions and requirements of the Regional Project Funding Delivery Policy (MTC Resolution No. 3606, revised) and APPLICANT has, and will retain the expertise, knowledge and resources necessary to deliver federally-funded transportation and transit projects, and has assigned, and will maintain a single point of contact for all FHWA- and CTC-funded transportation projects to coordinate within the agency and with the respective Congestion Management Agency (CMA), MTC, Caltrans, FHWA, and CTC on all communications, inquires or issues that may arise during the federal programming and delivery process for all FHWA- and CTC-funded transportation and transit projects implemented by APPLICANT; and be it further

RESOLVED that PROJECT will be implemented as described in the complete application and in this resolution, subject to environmental clearance, and, if approved, for the amount approved by MTC and programmed in the federal TIP; and be it further

RESOLVED that APPLICANT has reviewed the PROJECT and has adequate staffing resources to deliver and complete the PROJECT within the schedule submitted with the project application; and be it further

RESOLVED that PROJECT will comply with the requirements as set forth in MTC programming guidelines and project selection procedures for the PROGRAM; and be it further

RESOLVED that, in the case of a transit project, APPLICANT agrees to comply with the requirements of MTC's Transit Coordination Implementation Plan as set forth in MTC Resolution No. 3866, revised; and be it further

RESOLVED that, in the case of a highway project, APPLICANT agrees to comply with the requirements of MTC's Traffic Operations System (TOS) Policy as set forth in MTC Resolution No. 4104; and be it further

RESOLVED that, in the case of an RTIP project, PROJECT is included in a local congestion management plan, or is consistent with the capital improvement program adopted pursuant to MTC's funding agreement with the countywide transportation agency; and be it further

RESOLVED that APPLICANT is an eligible sponsor of REGIONAL DISCRETIONARY FUNDING funded projects; and be it further

RESOLVED that APPLICANT is authorized to submit an application for REGIONAL DISCRETIONARY FUNDING for the PROJECT; and be it further

RESOLVED that there is no legal impediment to APPLICANT making applications for the funds; and be it further

RESOLVED that there is no pending or threatened litigation that might in any way adversely affect the proposed PROJECT, or the ability of APPLICANT to deliver such PROJECT; and be it further

RESOLVED that APPLICANT authorizes its Executive Director, General Manager, City Manager, or designee to execute and file an application with MTC for REGIONAL DISCRETIONARY FUNDING for the PROJECT as referenced in this resolution; and be it further

RESOLVED that a copy of this resolution will be transmitted to the MTC in conjunction with the filing of the application; and be it further

RESOLVED that the MTC is requested to support the application for the PROJECT described in the resolution, and if approved, to include the PROJECT in MTC's federal TIP upon submittal by the project sponsor for TIP programming.

REGULARLY PASSED AND ADOPTED this 5th day of June 2023, by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Katie Rice, President
Marin County Transit District

ATTEST:

Nancy Whelan, General Manager

RESOLUTION OF LOCAL SUPPORT
Resolution No. 2023-05

Authorizing the filing of an application for funding assigned to MTC and committing any necessary matching funds and stating assurance to complete the project

WHEREAS, Marin Transit (sponsor) in partnership with the Transportation Authority of Marin (Implementation Agency) (herein referred to as APPLICANT) is submitting an application to the Metropolitan Transportation Commission (MTC) for \$1,250,000 in funding assigned to MTC for programming discretion, which includes federal funding administered by the Federal Highway Administration (FHWA) and federal or state funding administered by the California Transportation Commission (CTC) such as Surface Transportation Block Grant Program (STP) funding, Congestion Mitigation and Air Quality Improvement Program (CMAQ) funding, Transportation Alternatives (TA) set-aside/Active Transportation Program (ATP) funding, and Regional Transportation Improvement Program (RTIP) funding (herein collectively referred to as REGIONAL DISCRETIONARY FUNDING) for the Part Time Transit Lane Project on Southbound US 101 from De Long Avenue to Lincoln Avenue (herein referred to as PROJECT) for the Transit Performance Initiative (TPI) Investment Program (herein referred to as PROGRAM); and

WHEREAS, the United States Congress from time to time enacts and amends legislation to provide funding for various transportation needs and programs, (collectively, the FEDERAL TRANSPORTATION ACT) including, but not limited to the Surface Transportation Block Grant Program (STP) (23 U.S.C. § 133), the Congestion Mitigation and Air Quality Improvement Program (CMAQ) (23 U.S.C. § 149) and the Transportation Alternatives (TA) set-aside (23 U.S.C. § 133); and

WHEREAS, state statutes, including California Streets and Highways Code §182.6, §182.7, and §2381(a)(1), and California Government Code §14527, provide various funding programs for the programming discretion of the Metropolitan Planning Organization (MPO) and the Regional Transportation Planning Agency (RTPA); and

WHEREAS, pursuant to the FEDERAL TRANSPORTATION ACT, and any regulations promulgated thereunder, eligible project sponsors wishing to receive federal or state funds for a regionally-significant project shall submit an application first with the appropriate MPO, or RTPA, as applicable, for review and inclusion in the federal Transportation Improvement Program (TIP); and

WHEREAS, MTC is the MPO and RTPA for the nine counties of the San Francisco Bay region; and

WHEREAS, MTC has adopted a Regional Project Funding Delivery Policy (MTC Resolution No. 3606, revised) that sets out procedures governing the application and use of REGIONAL DISCRETIONARY FUNDING; and

WHEREAS, APPLICANT is an eligible sponsor for REGIONAL DISCRETIONARY FUNDING; and

WHEREAS, as part of the application for REGIONAL DISCRETIONARY FUNDING, MTC requires a resolution adopted by the responsible implementing agency stating the following:

- the commitment of any required matching funds; and
- that the sponsor understands that the REGIONAL DISCRETIONARY FUNDING is fixed at the programmed amount, and therefore any cost increase cannot be expected to be funded with additional REGIONAL DISCRETIONARY FUNDING; and
- that the PROJECT will comply with the procedures, delivery milestones and funding

- deadlines specified in the Regional Project Funding Delivery Policy (MTC Resolution No. 3606, revised); and
- the assurance of the sponsor to complete the PROJECT as described in the application, subject to environmental clearance, and if approved, as included in MTC's federal Transportation Improvement Program (TIP); and
 - that the PROJECT will have adequate staffing resources to deliver and complete the PROJECT within the schedule submitted with the project application; and
 - that the PROJECT will comply with all project-specific requirements as set forth in the PROGRAM; and
 - that APPLICANT has assigned, and will maintain a single point of contact for all FHWA- and CTC-funded transportation projects to coordinate within the agency and with the respective Congestion Management Agency (CMA), MTC, Caltrans, FHWA, and CTC on all communications, inquires or issues that may arise during the federal programming and delivery process for all FHWA- and CTC-funded transportation and transit projects implemented by APPLICANT; and
 - in the case of a transit project, the PROJECT will comply with MTC Resolution No. 3866, revised, which sets forth the requirements of MTC's Transit Coordination Implementation Plan to more efficiently deliver transit projects in the region; and
 - in the case of a highway project, the PROJECT will comply with MTC Resolution No. 4104, which sets forth MTC's Traffic Operations System (TOS) Policy to install and activate TOS elements on new major freeway projects; and
 - in the case of an RTIP project, state law requires PROJECT be included in a local congestion management plan, or be consistent with the capital improvement program adopted pursuant to MTC's funding agreement with the countywide transportation agency; and

WHEREAS, that APPLICANT is authorized to submit an application for REGIONAL DISCRETIONARY FUNDING for the PROJECT; and

WHEREAS, there is no legal impediment to APPLICANT making applications for the funds; and

WHEREAS, there is no pending or threatened litigation that might in any way adversely affect the proposed PROJECT, or the ability of APPLICANT to deliver such PROJECT; and

WHEREAS, APPLICANT authorizes its Executive Director, General Manager, or designee to execute and file an application with MTC for REGIONAL DISCRETIONARY FUNDING for the PROJECT as referenced in this resolution; and

WHEREAS, MTC requires that a copy of this resolution be transmitted to the MTC in conjunction with the filing of the application.

NOW, THEREFORE, BE IT RESOLVED that the APPLICANT is authorized to execute and file an application for funding for the PROJECT for REGIONAL DISCRETIONARY FUNDING under the FEDERAL TRANSPORTATION ACT or continued funding; and be it further

RESOLVED that APPLICANT will provide any required matching funds; and be it further

RESOLVED that APPLICANT understands that the REGIONAL DISCRETIONARY FUNDING for the project is fixed at the MTC approved programmed amount, and that any cost increases must be funded by the APPLICANT from other funds, and that APPLICANT does not expect any cost increases to be funded with additional REGIONAL DISCRETIONARY FUNDING; and be it further

RESOLVED that APPLICANT understands the funding deadlines associated with these funds and will comply with the provisions and requirements of the Regional Project Funding Delivery Policy (MTC Resolution No. 3606, revised) and APPLICANT has, and will retain the expertise, knowledge and resources necessary to deliver federally-funded transportation and transit projects, and has assigned, and will maintain a single point of contact for all FHWA- and CTC-funded transportation projects to coordinate within the agency and with the respective Congestion Management Agency (CMA), MTC, Caltrans, FHWA, and CTC on all communications, inquires or issues that may arise during the federal programming and delivery process for all FHWA- and CTC-funded transportation and transit projects implemented by APPLICANT; and be it further

RESOLVED that PROJECT will be implemented as described in the complete application and in this resolution, subject to environmental clearance, and, if approved, for the amount approved by MTC and programmed in the federal TIP; and be it further

RESOLVED that APPLICANT has reviewed the PROJECT and has adequate staffing resources to deliver and complete the PROJECT within the schedule submitted with the project application; and be it further

RESOLVED that PROJECT will comply with the requirements as set forth in MTC programming guidelines and project selection procedures for the PROGRAM; and be it further

RESOLVED that, in the case of a transit project, APPLICANT agrees to comply with the requirements of MTC's Transit Coordination Implementation Plan as set forth in MTC Resolution No. 3866, revised; and be it further

RESOLVED that, in the case of a highway project, APPLICANT agrees to comply with the requirements of MTC's Traffic Operations System (TOS) Policy as set forth in MTC Resolution No. 4104; and be it further

RESOLVED that, in the case of an RTIP project, PROJECT is included in a local congestion management plan, or is consistent with the capital improvement program adopted pursuant to MTC's funding agreement with the countywide transportation agency; and be it further

RESOLVED that APPLICANT is an eligible sponsor of REGIONAL DISCRETIONARY FUNDING funded projects; and be it further

RESOLVED that APPLICANT is authorized to submit an application for REGIONAL DISCRETIONARY FUNDING for the PROJECT; and be it further

RESOLVED that there is no legal impediment to APPLICANT making applications for the funds; and be it further

RESOLVED that there is no pending or threatened litigation that might in any way adversely affect the proposed PROJECT, or the ability of APPLICANT to deliver such PROJECT; and be it further

RESOLVED that APPLICANT authorizes its Executive Director, General Manager, City Manager, or designee to execute and file an application with MTC for REGIONAL DISCRETIONARY FUNDING for the PROJECT as referenced in this resolution; and be it further

RESOLVED that a copy of this resolution will be transmitted to the MTC in conjunction with the filing of the application; and be it further

RESOLVED that the MTC is requested to support the application for the PROJECT described in the resolution, and if approved, to include the PROJECT in MTC's federal TIP upon submittal by the project sponsor for TIP programming.

REGULARLY PASSED AND ADOPTED this 27th day of April 2023, by the following vote:

AYES: Blash, Carroll, Colbert, Colin, Farac, Fredericks, Kellman, Kemnitzer,
 Kuhl, Lucan, Moulton-Peters, Ravasio, Rice, Rodoni, Sackett

NOES:

ABSENT: Carmel

ABSTAIN:



Brian Colbert, Chair
Transportation Authority of Marin

ATTEST:



Jennifer Doucette
Clerk of the Board



711 Grand Ave, #110
San Rafael, CA 94901
ph: 415.226.0855
marintransit.org

Board of Directors

Katie Rice

President
Supervisor District 2

Brian Colbert

Vice President
Town of San Anselmo

Eric Lucan

2nd Vice President
Supervisor District 5

Mary Sackett

Director
Supervisor District 1

Stephanie

Moulton-Peters
Director
Supervisor District 3

Dennis Rodoni

Director
Supervisor District 4

Maribeth Bushey

Director
City of San Rafael

Fred Casissa

Alternate
Town of Corte Madera

June 5, 2023

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 2023/24

Dear Board Members:

Recommendation

Authorize the Marin Transit Board President to sign Resolution 2023-05 authorizing the filing of an application with the Metropolitan Transportation Commission for Transportation Development Act/State Transit Assistance Funds for Fiscal Year 2023/24.

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:

Revenue based - Based on the amount of local revenue that a transit operator generates; and

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. MTC revised the regional policy due to the passage of new state legislation for transportation funding (SB1). 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 the amount of service provided to address MTC’s new STA Population-Based Policy (MTC Resolution 4321).

Fiscal/Staffing Impact

MTC approval of Marin Transit’s funding application will provide approximately \$7.8 million in TDA revenue and \$5.1 million in STA funding to support the District’s operations. The expected revenue is included in the FY2023/24 Marin Transit Budget and summarized in Table 1.

Table 1: Marin Transit’s Anticipated FY2023/24 TDA and STA Claims

| Revenue | Marin Transit FY2024 Anticipated Claim | Notes |
|--|--|--|
| Transportation Development Act (TDA) | \$7,881,923 | Marin Transit shares Marin County’s allocation with GGBHTD based on proportions of revenue hours and passengers. Marin Transit is receiving more than 60% of County funding for the second year based on delivering more service and carrying more passengers than GGGHTD. Allocation decreases by 31% from prior year because the prior year included significant carryforward funds. |
| State Transit Assistance (STA – Revenue Based) | \$2,500,000 | District’s annual allocation is \$1.9 million and the District has a \$2.7 million prior year balance. Request based on funds needed in FY2023/24 and the District will have a remaining balance of \$2.1 million after this allocation. |
| State Transit Assistance (Population Based) – Marin County Block Grant | \$2,676,693 | Marin Transit shares MTC’s allocation to Marin County with GGBHTD and SMART based on proportions of revenue hours and passengers. Marin Transit’s share slightly decreased to 59% from 61%. Allocation is increased by \$1.1 million due to increase in base year allocations to the County and carry forward funding. |
| State Transit Assistance (STA - Population Based) Paratransit | 60,000 | This is funding from the above allocation pool to support paratransit service. |

Respectfully Submitted,

Grisel Martinez Brennan
Accounting Analyst



Attachment A: Resolution No. 2023-05 Authorizing the Filing of an Application with the Metropolitan Transportation Commission for Transportation Development Act 4.0/State Transit Assistance Funds for Fiscal Year 2023/24

RESOLUTION NO. 2023-05

**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 2023/24**

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 2023/24 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 2023/24 on behalf of the Marin County Transit District.

APPROVED AND PASSED this 5th day of June 2023.

Katie Rice, President

ATTEST:

Nancy Whelan, General Manager



711 Grand Ave, #110
San Rafael, CA 94901
ph: 415.226.0855
marintransit.org

Board of Directors

Katie Rice

President
Supervisor District 2

Brian Colbert

Vice President
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Eric Lucan

2nd Vice President
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Dennis Rodoni

Director
Supervisor District 4

Maribeth Bushey

Director
City of San Rafael

Fred Casissa

Alternate
Town of Corte Madera

June 5, 2023

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

Subject: Authorizing Resolution and Project List for California's State of Good Repair Program

Dear Board Members:

Recommendation

Adopt Resolution #2023-06 approving the Project List for FY2023/24 for the California State of Good Repair Funds.

Summary

Staff requests that your Board adopt Resolution #2023-06 (Attachment A) approving the project list and authorizing the General Manager to submit a request for Scheduled Allocation of the SB1 State of Good Repair (SGR) FY2023/24 funds.

The SGR Program is funded with a portion of the California Transportation Improvement Fee on vehicle registrations created under State Senate Bill (SB) 1. The SB1 SGR program provides approximately \$105 million annually to transit operators in California for eligible transit maintenance, rehabilitation, and capital projects. These funds are allocated to eligible agencies under the State Transit Assistance (STA) Program formula pursuant to Public Utilities Code (PUC) section 99312.1. Under the STA formula, half of the funds are allocated based on population and half based on transit operator revenues.

This is the fifth year of funding under the SB1 SGR program. For FY2023/24, the State Controller has indicated that \$261,606 will be available to Marin Transit according to our revenue share.

Marin Transit Project List

Consistent with prior years, Marin Transit staff recommends programming the FY2023/24 SGR funds towards vehicle purchases to ensure the state of good repair of the District's revenue vehicle fleet. As shown in Table 1, the SGR fund will contribute local match funds to the federal Section 5307 project funding for the replacement of seven 35ft hybrid transit vehicles. These vehicles will be replaced in FY2023/24, and funds from the prior two years were also applied to the project.



Table 1: Marin Transit SGR Project List

| Project Title | Project Description | SB1 SGR | Measure A/AA % | Federal Funds | Total |
|--|--|----------------|----------------|---------------|--------------------|
| Purchase Seven 35ft Hybrid Vehicles (LE) | Replace seven transit buses that are beyond their useful lives, (12-year life) | FY21 \$243,345 | \$812,508 | \$4,855,200 | \$6,423,974 |
| | | FY23 \$252,014 | | | |
| | | FY24 \$261,606 | | | |
| | | \$756,965 | | | |

FISCAL IMPACT

With this action, Marin Transit will have the requisite Board approvals to apply for the \$261,606 in FY2023/24 SGR funding. This programming of SGR funds is consistent with District’s adopted 10-year capital plan and reduces the need to use capital reserves on vehicle replacement projects.

Respectfully Submitted,

Lauren Gradia
 Director of Finance and Capital Programs

Attachment A: Resolution 2023-06

RESOLUTION NO. 2023-06

**APPROVING THE PROJECT LIST FOR FY 2023/24
FOR THE CALIFORNIA STATE OF GOOD REPAIR PROGRAM**

WHEREAS, Senate Bill 1 (SB 1), the Road Repair and Accountability Act of 2017, establishing the State of Good Repair (SGR) program to fund eligible transit maintenance, rehabilitation and capital project activities that maintain the public transit system in a state of good repair; and

WHEREAS, SGR funds are allocated by the *Metropolitan Transportation Commission*; and

WHEREAS, the *Marin County Transit District* share of SGR funds for fiscal year 2023/24 is estimated to be \$261,606; and

WHEREAS, these funds will be used towards the purchase of seven vehicles to replace 35ft hybrid vehicles; and

WHEREAS, in order to qualify for these funds, the *Marin County Transit District* is required to submit a proposed project list to California Department of Transportation (Caltrans) on an annual basis; and

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors for the Marin County Transit District hereby approves the SB1 State of Good Repair Project List for FY 2023/24; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the *Marin County Transit District* that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances document and applicable statutes, regulations, and guidelines for all SGR funded transit capital projects.

NOW THEREFORE, BE IT FURTHER RESOLVED that the *General Manager* is hereby authorized to submit a request for Scheduled Allocation of the SB1 State of Good Repair Funds and to execute the related grant applications, forms, and agreements.

APPROVED AND PASSED this 5th day of June 2023.

Katie Rice, President

ATTEST:

Nancy Whelan, General Manager



711 Grand Ave, #110
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ph: 415.226.0855
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Board of Directors

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June 5, 2023

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

Subject: Professional Service Agreement with Shute Mihaly & Weinberger LLP

Dear Board Members:

Recommendation

Authorize the Board President to execute Professional Services Agreement with Shute Mihaly & Weinberger LLP to provide legal services for transit specific issues including real estate acquisition for an initial five-year term for an amount not to exceed \$300,000 with two additional one-year options.

Summary

Staff recommends that your Board approve a contract (#1190) with Shute Mihaly & Weinberger LLP to provide for a five-year term with two additional one-year options. The contract includes legal services related to Federal Transit Administration rules and regulations, federal procurement rules and regulations, state and local regulations as they relate to transit districts, real estate acquisition, environmental law (CEQA and NEPA), and other transit related issues.

Background

Marin Transit's day-to-day legal services are provided by the County of Marin's County Counsel's office. Periodically, Marin Transit has needed specialized legal services related to Federal Transit Administration (FTA) and real estate acquisition. Services under this new contract will supplement the services provided by County Counsel. In the past, outside legal counsel has worked closely with both Marin Transit staff and Marin County Counsel. The same close working relationship is expected under the new contract.

The District is actively pursuing real property to construct an Operations & Maintenance facility, meet its electric vehicle charging and other operational needs that will reduce contract costs, and provide stability into the future for Marin Transit operations. Staff determined that the need for additional legal services continues and issued a Request for Proposals (RFP) for *Outside Legal Services for Real Estate Acquisition, Environmental Law, and National Environmental Policy Act* on March 29, 2023. Proposals were due on April 13,



2023. Marin Transit received five proposals from qualified firms. An evaluation panel was convened to review the proposals based on the criteria below.

| Criteria | Pts. |
|---|-------------|
| Firm's experience in the areas of the law identified in this solicitation | 40 |
| Qualifications and experience of personnel who will be providing the services | 45 |
| Cost | 15 |
| Total | 100 |

Discussion

The panel concluded that Shute Mihaly & Weinberger LLP demonstrated the greatest understanding of the District's legal service needs. Shute Mihaly & Weinberger LLP is highly qualified to perform the work, based on their extensive industry experience in the areas of interest to the District. Over the last several years, Shute Mihaly & Weinberger has provided legal counsel to Marin Transit staff and County Counsel on public contracting law, environmental law and real estate. Shute Mihaly & Weinberger LLP attorneys assigned to this engagement are headquartered in California and in good standing of the State Bar of California. Firm partner, Deborah Miller, is the principal attorney identified to work on this project. Ms. Miller's area of expertise is:

- Federal Transit Administration laws, policies, and regulations
- State and local regulations as they relate to Transit Districts
- Public contracting law including federal and State of California procurements and compliance
- Environmental law (NEPA, CEQA)
- Real estate acquisitions

Legal services under this contract will be requested on an as-needed basis. Shute Mihaly & Weinberger LLP will ensure that there is no conflict of interest in representing Marin Transit on any engagement. Proposed hourly rates are shown in Table 1.



Table 1: Proposed Rates

| Title | Hourly Rate* |
|---------------|--------------|
| Partner | \$428 |
| Jr. Partner | \$393 |
| Associate III | \$375 |
| Associate II | \$358 |
| Associate I | \$308 |
| Fellow | \$308 |
| Planner | \$273 |
| Paralegal | \$165 |
| Law Clerk | \$107 |

**Beginning in January 2024, Shute Mihaly & Weinberger will annually increase these billing rates consistent with any annual increase in the Consumer Price Index (CPI) (October over October time period) for All Urban Consumers (not seasonally adjusted) San Francisco-Oakland-Hayward area (1982-1984=100) as published by the Bureau of Labor Statistics, U.S. Department of Labor, rounded to the nearest whole \$1. Escalation would be implemented on January 1, or as soon thereafter as the CPI information is published. Rates would be calculated in increments of one-tenth of an hour.*

Source: Shute Mihaly Weinberger LLP.

Fiscal/Staffing Impact

The services under this contract will be utilized on an as-needed basis. The actual annual cost to the District will vary within the Board-adopted budget for these services with a total not to exceed of \$300,000 for the initial 5-year period. In prior years expenditures have varied between \$10,000 and \$80,000.

Respectfully Submitted,

Nancy Whelan
General Manager

Attachment A: MCTD Shute Mihaly & Weinberger Legal Services Agreement #1190

ATTACHMENT A: LEGAL SERVICES AGREEMENT

**MARIN COUNTY TRANSIT DISTRICT
PROFESSIONAL LEGAL SERVICES AGREEMENT**

THIS AGREEMENT for Professional Legal Services ("Agreement") is made and entered into on the date and for the terms set forth below, between the MARIN COUNTY TRANSIT DISTRICT, a political subdivision of the State of California ("District"), and Shute Mihaly & Weinberger LLP Tax ID No. _____, ("Attorney" or "Contractor").

WHEREAS, District from time to time desires to contract for professional legal services to provide special counsel services, including but not limited to services relating to specific Federal regulations regarding intra-county public bus transit service and associated contracts, in support of those provided by County Counsel; and

WHEREAS, Attorney provides professional legal services and is particularly qualified to perform the required services due to Attorney's legal competence and experience.

NOW, THEREFORE, in consideration of the mutual promises set out below, District and Attorney agree as follows:

DRAFT

CONTRACT OUTLINE

- 1.0 Agreement Term
- 2.0 Authorized Representatives
- 3.0 Services to be Performed
- 4.0 Consideration
- 5.0 Independent-Contractor Status
- 6.0 Ownership of Information and Work Product
- 7.0 Assignability
- 8.0 Right to Retain and Consult Additional Legal Counsel
- 9.0 Amendment, Modification and Waiver
- 10.0 Insurance
- 11.0 Indemnification
- 12.0 Possessory Interest
- 13.0 Non-discrimination
- 14.0 Conflict of Interest
- 15.0 Applicability of the California Tort Claims Act
- 16.0 Termination
- 17.0 Attorney Fees
- 18.0 Choice of Venue and Applicable Law
- 19.0 Severability
- 20.0 Captions
- 21.0 Authority to Contract
- 22.0 Notice
- 23.0 Complete Agreement

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1.0 Agreement Term

1.1 The period of this agreement shall commence on June 5, 2023 and shall terminate on June 5, 2028.

1.2 The parties may mutually agree in writing to extend the Agreement term for two additional one-year terms.

1.3 If authorized and approved by District, the term of this Agreement may be extended for a time period to be specified by that extension. If Attorney does not agree to the extension as authorized by District, Attorney shall provide thirty (30) days written notice before the Agreement term ends. Attorney will be deemed to have agreed to any District-approved extension of this Agreement if thirty (30) days written notice is not tendered to District prior to the end of the Agreement term, and Attorney continues to provide services pursuant to the Agreement. If authorized and approved by the District, the term of this agreement may be extended by exercising one of two option years.

1.4 All references to the term of this Agreement or the Agreement term shall include any extensions or automatic renewals of the term.

2.0 Authorized Representatives

2.1 The General Manager of the District is the authorized representative for District and will administer this Agreement for District.

2.2 Deborah Miller is the authorized representative for Attorney.

2.3 Changes in designated representatives shall occur only by advance written notice to the other party.

3.0 Services to be Performed

3.1 Attorney shall provide legal services to District, and the scope of Attorney's duties shall include the following specific duties and responsibilities.

3.2 Attorney shall provide District with the necessary consultation by staff qualified to perform the legal tasks at the least costly billing category. Attorney shall assign only competent personnel to perform services under this Agreement. In the event District, in its sole discretion, at any time during the term of this Agreement desires the removal of any person assigned by Attorney to perform services pursuant to this Agreement, Attorney shall remove such person immediately upon receiving written notice from District of its desire for removal of such person.

3.3 Attorney's legal representation shall include, but not be limited to any and all activity reasonably necessary to represent District's interest in a professionally competent manner. All activity shall be reviewed with and authorized by the County Counsel and General Manager of the District on an ongoing basis.

3.4 Attorney shall provide verbal and/or written reports as may be reasonably requested by County Counsel and the General Manager of the District, and as necessitated by the conduct of litigation.

3.5 Attorney shall meet with the General Manager of the District and/or the Marin County Transit District Board upon request.

3.6 Attorney shall consult with County Counsel and the General Manager of the District, on the retention of any consultant or expert witness to assist with any individual case assigned to Attorney.

3.7 Attorney shall consult with County Counsel and the General Manager of the District, on trial and tactical decisions.

3.8 Attorney shall assist County Counsel and the General Manager of the District, in settlement evaluations and negotiations, and shall obtain District's authority before making any settlement proposal on District's behalf or to the Court or to any other party.

3.9 Attorney shall advise County Counsel and the General Manager of the District, in advance of any mandatory or voluntary settlement conference or trial scheduling.

3.10 Attorney shall provide County Counsel and the General Manager of the District, with timely advice of all significant developments arising during the performance of services under this contract, including but not limited to when a ruling on a motion or demurrer, a judgment, a verdict, or any other award is rendered and when trial and/or other pre-trial dates and deadlines are set.

3.11 Attorney shall provide County Counsel and the General Manager of the District, with copies of all pleadings and Court rulings filed in any action in which Attorney represents District.

3.12 Attorney shall devote such time to the performance of services pursuant to the Agreement as may be reasonably necessary for the satisfactory performance of Attorney's obligations under this Agreement.

3.13 Attorney shall maintain books, records, files, documents and other evidence directly pertinent to all work under this Agreement in accordance with accepted professional practice and accounting procedures for a minimum of four years after termination of the agreement. District, or any of its duly authorized representatives, shall have access to these books, records, files, documents and other evidence for purposes of inspection, evaluation, audit or copying.

3.14 Attorney shall keep and preserve all back-up documentation to support all entries included in billings to District for legal services for a period of four years after termination or completion of the matter for which Attorney has been retained.

3.15 District's supervising attorney shall be County Counsel, or a designee of County Counsel.

3.16 Any proposed settlement recommendation is subject to approval by the Marin County Transit District Board.

3.17 Acceptance by District of work performed under this Agreement does not operate as a release of Attorney from responsibility for the work performed.

3.18 Attorney understands and agrees that the services and scope of work to be performed under this Agreement can and will be performed in a timely manner, consistent with the requirements and standards established by applicable federal, state and county laws, ordinances, regulations, resolutions, and decisional law, including, but not limited to, a manner in accordance with the standards of Attorney's occupation and profession.

3.19 Attorney shall perform all services required under this Agreement in the manner and according to the standards observed by a competent practitioner of the profession in which Attorney is engaged. All products delivered to District by Attorney under this Agreement shall be prepared in a quality, professional manner and shall conform to the standards and quality normally observed by a person practicing in Attorney's profession and area of expertise.

3.20 Attorney represents and warrants to District that Attorney, and all of Attorney's employees and agents, have all licenses, permits, qualifications, and approvals of whatsoever nature which are necessary and legally required to perform the duties, responsibilities, and services contracted

for in the Agreement. Attorney represents and warrants to District that Attorney shall, at its sole cost and expense, keep in effect or obtain at all times during the term of this Agreement, any licenses, permits and approvals legally required for Attorney and Attorney's staff to practice the legal profession at the time the services are performed.

3.21 Attorney shall, at Attorney's sole cost and expense, furnish all facilities, equipment, and other materials which may be required for furnishing services according to this Agreement, except as otherwise provided in this paragraph. District shall furnish Attorney only those facilities, equipment, and other materials, and shall perform only those obligations listed in paragraph 3.0.

3.22 Attorney shall devote such time to the performance of services under this Agreement as may be reasonably necessary for the satisfactory performance of Attorney's obligations under this Agreement. Neither party shall be considered in default of this Agreement to the extent performance is prevented or delayed by any cause which is beyond the reasonable control of the parties.

3.23 If litigation or administrative hearings ensue which relate to the subject matter of Attorney's services under the Agreement, upon request, Attorney agrees to testify at a reasonable and customary fee.

4.0 Consideration

4.1 District shall pay Attorney for Attorney's services at the hourly rates specified in Exhibit A. Except as expressly provided in this Agreement, Attorney shall not be entitled to, nor receive from District, any additional consideration, compensation, salary, wages, or other type of remuneration for services rendered under this Agreement. Specifically, but without limitation, Attorney shall not be entitled by virtue of this Agreement to consideration in the form of overtime, health insurance benefits, retirement benefits, disability retirement benefits, sick leave, vacation time, paid holidays, or other paid leaves of absence of any type or kind whatsoever. Extraordinary travel expenses shall be subject to the preapproval of the General Manager of the District before such expenses will be reimbursable under this Contract.

4.2 District will not withhold any Federal or State income taxes or Social Security tax from any payments made by District to Attorney under the terms and conditions of this Agreement. Payment of all taxes and other assessments on such sums is the sole responsibility of Attorney. District has no responsibility or liability for payment of Contractor's taxes or assessments.

4.3 Services performed by Attorney and not authorized in this Agreement shall not be paid for by District. Payment for additional services shall be made to Attorney by District, if and only if, this Agreement is amended by both parties in advance of performing additional services.

4.4 In no event shall total compensation paid to Attorney under this agreement exceed \$300,000.00, without a written amendment to this Agreement approved by District.

4.5 Attorney shall provide District with invoices for payment of services under this Agreement in the form and manner directed by the District, and consistent with the record-keeping specificity required by Attorney's profession.

5.0 Independent-Contractor Status

5.1 It is expressly understood that in the performance of the services herein, Attorney, and Attorney's agents and employees, shall act in an independent capacity as an independent contractor and not as officers, employees or agents of District. Attorney, and Attorney's agents and employees are and at all times during the term of this Agreement shall represent and conduct themselves as independent contractors and not as employees of District. This Agreement is not an agreement for employment, and shall not under any circumstances be construed or considered to create an employer-employee

relationship, or joint venture. Attorney shall be solely liable and responsible to pay all required taxes and other obligations, including, but not limited to, withholding, Social Security, and Worker's Compensation.

5.2 Attorney, by virtue of this Agreement, has no authority to bind or incur any obligation on behalf of District. Except as expressly provided in this Agreement, Attorney has no express or implied authority or responsibility to exercise any rights or power vested in the District, nor to bind District to any obligation whatsoever. No District agent, officer, or employee is to be considered an employee of Attorney.

5.3 If, in the performance of this agreement, any third persons are employed by Attorney, such persons shall be entirely and exclusively under the direction, supervision, and control of Attorney. All terms of employment including hours, wages, working conditions, discipline, hiring and discharging, or any other term of employment or requirements of law shall be determined by Attorney.

5.4 It is understood and agreed that as an independent contractor, and not as a District employee, neither Attorney, nor Attorney's assigned personnel shall have any entitlement as a District employee, or any right to bind District of any obligation whatsoever.

5.5 It is further understood and agreed that Attorney must issue W-2 forms, and/or any and all other forms as required by law for income and employment tax purposes for all of Attorney's assigned personnel under the terms and conditions of this Agreement.

5.6 As an independent contractor, Attorney hereby indemnifies and holds District harmless from any and all claims that may be made against District based upon any contention by any third party, that an employer-employee relationship exists by reason of this Agreement.

5.7 At all times during the term of this Agreement, Attorney shall be responsible for Attorney's own operating costs and expenses in connection with performance of services under this Agreement. District shall have the right to control Attorney only insofar as the results of Attorney's services rendered under this Agreement. District shall not have the right to control the means by which Attorney accomplishes services rendered pursuant to this Agreement.

6.0 Ownership of Information and Work Product

6.1 All professional and technical information developed under this Agreement, all reports, information, related data, work sheets, work product, findings, and conclusions furnished under this Agreement ("Work Product") become the property of District, shall be confidential until District makes the Work Product available for public inspection, and shall not be made available by Attorney to any person or entity, or published by Attorney without the prior written authorization of District.

6.2 Attorney agrees to deliver reproducible copies of such documents to District on completion of Agreement services.

7.0 Assignability

7.1 The parties recognize that a substantial inducement to District for entering into this Agreement is the reputation and competence of Attorney, including Attorney's associates, paralegals, and legal secretaries. Neither this Agreement, nor any part, may be assigned by Attorney without District's written approval, and this Agreement contemplates that Attorney will be the primary provider of services called to be performed.

7.2 Except as otherwise provided in this Agreement, Attorney shall not subcontract any portion of the Agreement services without District's written approval. Any subcontractor, independent contractor, or any type of agent or employee ("Secondary Parties") performing or hired to perform any term or condition of this Agreement on behalf of Attorney, as may be permitted by the Agreement, shall

comply with each term and condition of this Agreement. Furthermore, Attorney shall be responsible for the Secondary Parties' acts and satisfactory performance of the terms and conditions of this Agreement.

7.3 Any attempted or purported assignment or subcontracting by Attorney of any right or obligation under this Agreement without written approval shall be void and of no legal effect.

8.0 Right to Retain and Consult Additional Legal Counsel

8.1 Notwithstanding the terms of this agreement, District retains the right to seek and or retain additional legal advice, consultation and counsel should it be determined in the District's best interest to do so in the District's sole discretion.

9.0 Amendment, Modification and Waiver

9.1 No amendment, modification or waiver of any provision of this Agreement is effective unless made in writing, signed by all the parties, and then is effective only for the period, on the condition, and for the specific instance for which it is given.

9.2 A waiver by any party of any breach of any term, covenant or condition of this Agreement, or a waiver of any right or legal or equitable remedy available shall not be deemed a waiver of any subsequent breach of the same or any other term, covenant or condition of the Agreement or of any continued or subsequent right to the same right or remedy. No party shall be deemed to have made any such waiver unless it is in writing and signed by the waiving party.

10.0 Insurance

10.1 During the term of this Agreement, Attorney shall maintain in full force and effect the following types of insurance:

10.1.1 Business Automobile Liability Insurance with minimum coverage not less than \$1,000,000 per accident for bodily injury and property damage for owned, non-owned and hired automobiles.

10.1.2 Professional Malpractice Liability Insurance (Errors & Omissions) with a minimum limit of \$35,000,000 per claim with a maximum deductible or self-insured retention of \$1,000,000.

If this insurance is on a Claims Made form:

1. The "retroactive date" must be shown and must be before the date of the contract or the beginning of contract work.

2. If coverage is canceled or non-renewed and not replaced with another claims made policy form with a "retroactive date" prior to the contract effective date, the Attorney must purchase "extended reporting" coverage for a minimum of twelve (12) months after completion of contract work.

3. A copy of the claims reporting requirements must be submitted to the District for review.

10.1.3 Commercial General Liability Insurance on an occurrence form basis with a minimum limit of \$1,000,000 per occurrence and \$2,000,000 annual aggregate for bodily injury, personal injury and property damage.

10.1.4 Workers' Compensation insurance as required by the State of California and Employer's Liability insurance with a minimum limit of \$1,000,000 per accident for bodily injury or disease.

10.2 Certificates of Insurance, as evidence of the above-mentioned coverages in force during the term of the Agreement, shall be filed with the County Administrator's Office either prior to or concurrent with the execution of this Agreement and ten (10) days prior to their expiration dates. The Commercial general liability insurance policy shall contain an endorsement naming the Marin County Transit District, as an additional insureds and shall specifically specify that Attorney's coverage shall be primary, that the District's insurance shall be excess of Attorney's insurance and shall not contribute with it. Attorney shall be required to mail written notice to the Marin County Transit District in the event of cancellation or diminution of limits.

10.3 Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII, or current Fitch rating of no less than A.

10.4 It is understood and agreed that failure to obtain or retain the requisite insurance during the term of this Agreement will result in termination of the Agreement.

11.0 Indemnification

11.1 Each of the parties shall be solely liable for negligent or wrongful acts or omissions of its representatives, agents or employees occurring in the performance of this Agreement.

11.2 If either party becomes liable for damages caused by its representatives, agents or employees, it shall pay such damages without contribution by the other party. Attorney's obligation under the provisions of this paragraph is not limited to, or restricted by, any requirement in this Agreement for Attorney to have insurance.

11.3 To the extent permitted by law, District shall defend and indemnify Attorney from claims, damages, losses, judgments, liabilities, expenses, and other costs, including litigation costs and attorney fees arising out of, or resulting from, the gross negligence or intentional wrongful acts of District, its agents (other than Attorney), officers, or employees.

11.4 To the extent permitted by law, Attorney shall defend and indemnify District from claims, damages, losses, judgments, liabilities, expenses and other costs, including litigation costs and attorney fees arising out of, or resulting from, any negligent or wrongful acts of Attorney, its agents, officers, or employees, provided, however, that as to any such claims, damages, losses, judgments, liabilities, expenses and other costs that would be covered by Attorney's professional liability insurance if asserted under tort law, nothing in this paragraph shall expand Attorney's duties and obligations under tort law or create any independent obligation for the same under contract law.

11.5 It is understood and agreed that Attorney shall be liable for any acts or omissions which occur outside the course or scope of performance of this Agreement and shall defend, indemnify and hold harmless District from and against all claims, damages, losses, judgments, liabilities, expenses, and other costs, including litigation costs and attorney fees, arising from any active negligence or wrongful act of Attorney which is outside the course or scope of the performance of this Agreement, provided, however, that as to any such claims, damages, losses, judgments, liabilities, expenses and other costs that would be covered by the Attorney's professional liability insurance if asserted under tort law, nothing in this paragraph shall expand the Attorney's duties and obligations under tort law or create any independent obligation for the same under contract law.

11.6 Nothing contained herein shall be deemed to increase District's liability beyond limitations set forth in law.

12.0 Possessory Interest

12.1 The parties to this agreement recognize that certain rights to property may create a "possessory interest," as those words are used in the California Revenue and Taxation Code, section 107. For all purposes of compliance by District with Section 107.6 of the California Revenue and Taxation

Code, this recital shall be deemed full compliance by District. All questions of initial determination of possessory interest and valuation of such interest, if any, shall be the responsibility of the County Assessor and the contracting parties. A taxable possessory interest may be created by this Agreement and, if created, the party in whom such an interest is vested will be subject to the payment of property taxes levied on such an interest.

13.0 Non-discrimination

13.1 Attorney shall not unlawfully discriminate and shall comply with all local, state, federal and decisional laws relating to discrimination.

14.0 Conflict of Interest

14.1 Attorney warrants and covenants that Attorney presently has no interest, nor shall any interest be hereinafter acquired in any manner, which will render the services under this Agreement a violation of any applicable federal, state or local law. Attorney further warrants that no officer, agent, employee or representative has influenced or participated in a decision to award this contract which has or may confer on Attorney a benefit in which the employee or officer may have an interest, pecuniary or otherwise. In the event that a conflict of interest should nevertheless hereafter arise, Attorney shall promptly notify District so District may determine whether to terminate the Agreement.

14.2 Attorney agrees to comply with California state law regarding conflicts of interest, including, but not limited to, Article 4 of Chapter 1, Division 4, Title 1 of the California Government Code, commencing with Section 1090; Chapter 7 of Title 9, commencing with Section 87100; and regulations promulgated by the California Fair Political Practices Commission.

14.3 Attorney agrees that if any facts come to Attorney's attention which raise any question as to the applicability of any conflict law, Attorney will immediately inform District and provide all information needed for resolution of the question.

14.4 In addition, Attorney is admonished that the rules and statutes of this section include prohibition against any public officer, including Attorney for this purpose, from making any decision on behalf of District in which such officer has direct or indirect financial interest. A violation occurs if the public officer influences or participates in any District decision which has the potential to confer any pecuniary benefit on Attorney, or any business firm in which Attorney has any interest of any type, with certain narrow exceptions.

15.0 Applicability of the California Tort Claims Act

15.1 No term or condition of this Agreement shall be deemed to waive the provisions of the California Tort Claims Act, Division 3.6 of the Government Code. The Act and all its related provisions shall apply to any claim arising from any acts or conduct under the terms and conditions of this Agreement.

16.0 Termination

16.1 District shall have the right to terminate this Agreement at any time by giving notice of termination in writing to Attorney. When County gives notice of termination, Attorney shall immediately cease rendering service upon receipt and the following shall apply.

16.1.1 Attorney shall deliver copies of all writings prepared by Attorney pursuant to this Agreement. The term "writings" shall include all forms of written communication or memorialization of oral communication, including but not limited to handwriting, typewriting, printing, work-processing, computer disks, photostating, photographing, facsimiles, and every other means of recording upon any tangible thing, and form of communication or representation, including letters, words, pictures, sounds, symbols, or combinations thereof.

16.1.2 District shall have full ownership and control of all such writing or other communications delivered by Attorney pursuant to this Agreement.

16.1.3 District shall pay Attorney the reasonable value of services rendered by Attorney under this Agreement to the date of termination, in addition to that amount previously billed and approved by District. However, this payment shall not exceed the amount documented by Attorney and approved by District as work accomplished to date; and shall not include lost profits which might have been made by Attorney had Attorney completed the services required by this Agreement. Attorney shall furnish District with any financial information necessary in District's judgment to determine the reasonable value of the services rendered by Attorney. In the event of a dispute as to the reasonable value of Attorney's services, the District's decision shall be final. The forgoing is cumulative and does not affect any right or remedy District may have in law or equity.

16.2 Attorney may terminate Attorney's services under this Agreement upon 30 working days written notice to District, without liability for damages, if Attorney is not compensated according to the terms of the Agreement, or upon any other material breach of the Agreement by District, provided Attorney has first notified District in writing of any alleged breach, specifying the nature of the alleged breach and providing not less than ten working days within which District may cure the alleged breach.

16.3 In the event of termination, Attorney will cooperate with termination transition in an orderly and professional manner best calculated to avoid disruption of legal services and to protect District from potential legal exposure. Attorney shall provide a termination report which includes a brief description of the case facts, a discussion of the applicable law, a complete list and description of all future scheduled deadlines, status conferences, briefing schedules, arbitration or mediation dates, court appearances, discovery cut-offs and any pending or outstanding discovery matters.

16.4 This Agreement shall be terminable, at option of District, in the case of Attorney's voluntary or involuntary bankruptcy, or insolvency.

16.5 District may terminate this Agreement in the event Attorney becomes unable to substantially perform any term or condition of this Agreement.

16.6 Notwithstanding any other term or condition of this Agreement, either party may terminate this agreement upon thirty days written notice to the other party.

17.0 Attorney Fees

17.1 If any action at law or in equity, including a request for declaratory relief, is brought to enforce or interpret provisions of this Agreement, each party shall bear its own attorney fees and costs.

18.0 Choice of Venue and Applicable Law

18.1 Unless otherwise expressly waived in writing by the parties, any action in law or equity brought to enforce any of the Agreement provisions shall be filed and remain in a Court of competent jurisdiction in the County of Marin, State of California. The validity interpretation and performance of this Agreement, and all matters relating to it, shall be controlled by and construed under California substantive and procedural law.

19.0 Severability

19.1 If any term, covenant, condition or provision of this Agreement is held to be invalid, void, or unenforceable by a Court of competent jurisdiction, the remainder of the covenant,

condition, provision or Agreement shall remain in full force and effect, and shall in no way be affected, impaired or invalidated.

20.0 Captions

20.1 The captions of this agreement are for reference convenience only and are not intended to explain, modify, amplify or aid in the interpretation, construction or meaning of the Agreement provisions.

21.0 Authority to Contract

21.1 All parties to this Agreement warrant and represent that they have the power and authority to enter into this Agreement in the names, titles, and capacities herein stated and on behalf of any entity, person, estate, firm, or corporation, represented or purported to be represented by such entity, person, estate, firm, or corporation, and that all formal requirements necessary or required by any state or federal law in order to enter into this Agreement have been fully complied. Furthermore, by entering into this Agreement, neither party shall have breached the terms or conditions of any other contract or agreement to which such party is obligated, which such breach would have a material effect. If Attorney is a corporation, Attorney shall, within 30 days after execution of this Agreement, deliver to District a certified copy of a resolution of the Board of Directors of the corporation authorizing or ratifying the execution of this Agreement.

22.0 Notice

22.1 All notices and demands of any kind which either party may require or desire to serve on the other in connection with this Agreement must be served in writing either by personal service or by registered or certified mail, return receipt requested, and shall be deposited in the United States Mail, with postage thereon fully prepaid, and addressed to the party to be served as follows:

If to District:

General Manager
Marin County Transit District
711 Grand Ave. #110
San Rafael, CA 94901
Phone: (415) 226-0855

If to Attorney:

Deborah Miller
Partner
Shute Mihaly & Weinberger
396 Hayes Street
San Francisco, CA 94102
Phone: (415) 552-7272

22.2 Each party shall provide the other with telephone and written notice of any change of address as soon as practicable.

22.3 Notice given by personal delivery or acknowledged shall be effective immediately.

23.0 Simultaneous Counterparts

23.1 This Agreement may be executed simultaneously and, in several counterparts, each of which shall be deemed an original, but which together shall constitute one and the same instrument.

24.0 Complete Agreement

24.1 Except as otherwise provided in this Agreement, this Agreement and any specific references, exhibits and attachments, constitutes all of the agreements, understandings, representations, conditions, warranties and covenants made by and between the parties hereto. Unless set forth herein, neither party shall be liable for any express or implied representations made.

24.2 It is the intention of the parties that this Agreement shall supersede any prior agreements, discussions, commitments, representations, or agreements, written or oral, between the parties.

24.3 The parties agree that they shall cooperate in good faith to accomplish the object of this Agreement and to that end, agree to execute and deliver such other and further instruments and documents, if any, as may be necessary and convenient to the fulfillment of these purposes.

IN WITNESS WHEREOF, the parties hereto have entered into this Agreement on the day and year first set forth above.

"DISTRICT"
MARIN COUNTY TRANSIT DISTRICT

"ATTORNEY"

By: _____
Board President

By: _____

APPROVED AS TO FORM:

County Counsel

EXHIBIT "A"

FEES AND PAYMENT SCHEDULE (required)

| Title | Hourly Rate* |
|---------------|--------------|
| Partner | \$428 |
| Jr. Partner | \$393 |
| Associate III | \$375 |
| Associate II | \$358 |
| Associate I | \$308 |
| Fellow | \$308 |
| Planner | \$273 |
| Paralegal | \$165 |
| Law Clerk | \$107 |

**Beginning in January 2024, Shute Mihaly & Weinberger will annually increase these billing rates consistent with any annual increase in the Consumer Price Index (CPI) (October over October time period) for All Urban Consumers (not seasonally adjusted) San Francisco-Oakland-Hayward area (1982-1984=100) as published by the Bureau of Labor Statistics, U.S. Department of Labor, rounded to the nearest whole \$1. Escalation would be implemented on January 1, or as soon thereafter as the CPI information is published. Rates would be calculated in increments of one-tenth of an hour.*

EXHIBIT "C"

INSURANCE REDUCTION/WAIVER (if applicable)

CONTRACTOR: _____

CONTRACT TITLE: _____

This statement shall accompany all requests for a reduction/waiver of insurance requirements. Please check the box if a waiver is requested or fill in the reduced coverage(s) where indicated below:

| | <i>Check Where Applicable</i> | <i>Requested Limit Amount</i> | <i>CAO Use Only</i> |
|--|---------------------------------------|---------------------------------------|-------------------------|
| General Liability Insurance | <input type="checkbox"/> | \$ | |
| Automobile Liability Insurance | <input type="checkbox"/> | \$ | |
| Workers' Compensation Insurance | <input type="checkbox"/> | | |
| Professional Liability Deductible | <input type="checkbox"/> | \$ | |

Please set forth the reasons for the requested reductions or waiver.

| |
|--|
| |
| |
| |

Attachment A

Contract #1190

Contract Manager Signature: _____

Date: _____

Extension: _____

Approved by Risk Manager: _____

Date: _____

DRAFT



711 Grand Ave, #110
San Rafael, CA 94901
ph: 415.226.0855
marintransit.org

Board of Directors

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Supervisor District 2

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Town of San Anselmo

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Dennis Rodoni

Director
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Maribeth Bushey

Director
City of San Rafael

Fred Casissa

Alternate
Town of Corte Madera

June 5, 2023

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

Subject: Amendments to Contracts with TripSpark Technologies for Demand Response Scheduling Software Maintenance and Hosting

Dear Board Members:

Recommendation

Approve two amendments with TripSpark Technologies: the first amendment (#1195) to the ongoing maintenance agreement, and the second amendment (#1196) to the hosting agreement.

Summary

Marin Transit utilizes TripSpark software for operations of the ADA mandated paratransit program and other demand response programs. Agreements for on-going maintenance and hosting for this technology require amendments to add compensation for an additional year of software support through June 30, 2024. Staff anticipate releasing a Request for Proposals (RFP) later this summer for competitive procurement for demand response scheduling software.

Background

In November 2016, Marin Transit released a Request for Proposals for a comprehensive demand response scheduling software package for the operation of the Marin Access Paratransit program and additional demand response and Marin Access mobility management programs. The contract was awarded to TripSpark Technologies and includes pricing for on-going software license and maintenance agreements for hosting and technical support through June 30, 2023.

Marin Transit utilizes TripSpark software, applications, and hosting services to schedule and dispatch demand response trips, send rider notifications, offer a web-based scheduling and payment system for rider convenience, and reporting for local and regional paratransit service and additional demand response services. This software is integral to operations, streamlines the scheduling and dispatch process, and allows for required reporting and monitoring of ADA mandated service. The software has six main components



that allow for operations and monitoring including DriverMate, PASS Workstation, Passenger Portal, PASS SUS (Suspension Module), Notifications, and PASS Hosting.

Given advances in technology and known additional offerings for this type of software since the last procurement, staff anticipate releasing a Request for Proposals for a comprehensive demand response scheduling software package in late summer. Staff plans to terminate the contract with TripSpark Technologies effective June 30, 2024.

Fiscal/Staffing Impact

These agreements include annual fees associated with the components listed in the tables below.

Table 1: FY24 Costs for Ongoing Maintenance Agreement (#1195)

| Component | FY24 |
|------------------|-----------------|
| DriverMate | \$21,400 |
| PASS Workstation | \$26,195 |
| Passenger Portal | \$18,375 |
| PASS SUS | \$3,505 |
| Notifications | \$9,960 |
| Total | \$79,435 |

Table 2: FY24 Cost for Hosting Agreement (#1196)

| Component | FY24 |
|--------------|-----------------|
| PASS Hosting | \$13,115 |
| Total | \$13,115 |

Costs associated with this software package have increased approximately 8% from FY23 costs for a total of \$92,550. These costs are accounted for in the FY24 Budget document.

There is no staffing impact associated with this item.

Respectfully Submitted,

Joanna Huitt
Senior Mobility Planner



Attachment A: Amendment #1 to TripSpark Software Agreement

Attachment B: Amendment #2 to TripSpark Hosting Agreement

FIRST AMENDMENT TO AGREEMENT

BY AND BETWEEN THE

MARIN COUNTY TRANSIT DISTRICT AND TRAPEZE SOFTWARE Group, INC. d.b.a. TripSpark Technologies DATED
June 5, 2017

THIS AMENDMENT is made and entered into this ___ day of June, 2023 by and between the MARIN COUNTY TRANSIT DISTRICT, (hereinafter referred to as "Marin Transit" or "District") and TRAPEZE SOFTWARE Group, INC. d.b.a. TripSpark Technologies (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, the District and the Contractor entered into an agreement (#161752); and

WHEREAS, the parties wish to amend the agreement to extend support for ongoing maintenance through June 30, 2024; and

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) **SEC. 4** is replaced in its entirety with:
 3. Maximum Cost to District. In no event will the cost to District for the services to be provided herein exceed the maximum sum of **\$ 79,435** including direct non-salary expenses. As set forth in section 14 of this Contract, should the funding source for this Contract be reduced, Contractor agrees that this maximum cost to District may be amended by written notice from District to reflect that reduction.
- 3) **Exhibit B: Fees and Payment Schedule**, of the Agreement with the Contractor is replaced in its entirety with the attached Attachment B.

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

written above.

CONTRACTOR:

MARIN COUNTY TRANSIT DISTRICT:

By _____

CONTRACTOR:

By _____



APPROVED AS TO FORM:

County Counsel

DRAFT

EXHIBIT "B"

FEES AND PAYMENT SCHEDULE (required)

DISTRICT shall pay CONTRACTOR as follows:

- (1) AUTHORIZATION REQUIRED. Services performed by CONTRACTOR and not authorized in this Contract shall not be paid for DISTRICT. Payment for additional services shall be made to CONTRACTOR by DISTRICT if, and only if, this Contract is amended by both parties in advance of performing additional services.

- (2) MAXIMUM CONTRACT AMOUNT. The maximum amount payable to Contractor under this Contract amendment for FY 2023/24 shall not exceed \$79,435.

DRAFT

SECOND AMENDMENT TO AGREEMENT

BY AND BETWEEN THE

MARIN COUNTY TRANSIT DISTRICT AND TRAPEZE SOFTWARE Group, INC. d.b.a. TripSpark Technologies DATED
June 5, 2017

THIS AMENDMENT is made and entered into this ___ day of June, 2023 by and between the MARIN COUNTY TRANSIT DISTRICT, (hereinafter referred to as "Marin Transit" or "District") and TRAPEZE SOFTWARE Group, INC. d.b.a. TripSpark Technologies (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, the District and the Contractor entered into an agreement (#181958); and

WHEREAS, the parties amended the agreement to add additional users (#192027); and

WHEREAS, the parties wish to amend the agreement to extend the hosting service through June 30, 2024; and

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) **Exhibit B-2: Fees and Payment Schedule**, of the Agreement with the Contractor is replaced in its entirety with the attached Exhibit B.

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

CONTRACTOR:

MARIN COUNTY TRANSIT DISTRICT:

By _____

CONTRACTOR:

By _____

APPROVED AS TO FORM:

County Counsel

DRAFT

EXHIBIT "B"

FEES AND PAYMENT SCHEDULE (required)

DISTRICT shall pay CONTRACTOR as follows:

- (1) AUTHORIZATION REQUIRED. Services performed by CONTRACTOR and not authorized in this Contract shall not be paid for DISTRICT. Payment for additional services shall be made to CONTRACTOR by DISTRICT if, and only if, this Contract is amended by both parties in advance of performing additional services.

- (2) MAXIMUM CONTRACT AMOUNT. The maximum amount payable to Contractor under this Contract amendment for FY 2023/24 shall not exceed \$13,115.

DRAFT



711 Grand Ave, #110
San Rafael, CA 94901
ph: 415.226.0855
marintransit.org

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Supervisor District 2

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Director
City of San Rafael

Fred Casissa

Alternate
Town of Corte Madera

June 5, 2023

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

Subject: Approve Amendment 3 (#1193) with David Rzepinski for RFP Assistance for Operations & Maintenance Services

Dear Board Members:

Recommendation

Approve the contract amendment #1193 with David Rzepinski to extend the term of the contract, increase the maximum cost to the District to \$59,010, add additional detail to Task Area 3 of Exhibit "A" - Scope of Services, and amend Exhibit "B" Fees and Payment Schedule.

Summary

Marin Transit's current contract for RFP Assistance for Operations and Maintenance Services (#202146) began on November 1, 2020. The term of the contract was originally for seven months with a maximum cost of \$34,900. Amendments 1 (#1032) and 2 (#1116) extended the term of the contract to June 30, 2023.

Staff recommends exercising a third amendment extending the term of the contract to June 30, 2024, increasing the maximum cost to the district by \$24,110 to a total contract value of \$59,010, and adding additional scope detail.

Discussion

Staff is recommending the amendment with David Rzepinski to continue his current services to assist with the procurement of operations and maintenance services. David recently assisted staff in developing an RFP for fixed route operations services, identifying potential service providers, and managing the RFP process as a part of this contract. Concurrent with the fixed route service changes in June, Marin Transit needs staffing support to ensure a smooth turnover of vehicles and the facility at 600 Rush Landing as certain contracted service is transitioned from MV Transportation to Marin Airporter. David has demonstrated experience in managing contractor turnover in the transit industry and his assistance will help ensure service continuity with the change.



Fiscal/Staffing Impact

Approval of this contract amendment will add \$24,110 to the total contract. The services added will be charged at the same hourly rate as the original contract. This expense is within the FY2022/23 Board adopted budget for consultant services in the Local Service budget, and expenses incurred beyond June 30, 2023 are within the proposed FY2023/24 budget.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Cliff Cortes".

Cliff Cortes

Senior Procurement and Contracts Analyst

Attachment A: DRAFT MCTD Third Amendment to the Agreement with David Rzepinski #1193

THIRD AMENDMENT TO AGREEMENT

BY AND BETWEEN THE
MARIN COUNTY TRANSIT DISTRICT AND DAVID RZEPINSKI DATED NOVEMBER 1, 2020

THIS AMENDMENT is made and entered into this ___ day of ___, 2023, by and between the MARIN COUNTY TRANSIT DISTRICT, (hereinafter referred to as "Marin Transit" or "District") and DAVID RZEPINSKI (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, the District and the Contractor entered into an agreement (#202146); and

WHEREAS, the District and the Contractor previously amended the Agreement to extend the term of the agreement to June 20, 2022 (#1032); and

WHEREAS, the District and the Contractor previously amended the Agreement to extend the term of the agreement to June 30, 2023 (#1116); and

WHEREAS, the parties wish to add detail to Task Area 3 for assisting with Operations Contract Turnover; and

WHEREAS, the parties wish to increase the maximum cost to the district by \$24,110 to \$59,010; and

WHEREAS, the parties wish to extend the agreement for an additional year to June 30, 2024; and

WHEREAS, the parties wish to add detail to Exhibit "A" Scope of Services, under Task Area 3; and

WHEREAS, the parties wish to amend Exhibit "B" Fees and Payment Schedule;

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) Updated Certificate of Insurance(s) attached hereto

Contract #1193

3) Section 4. Maximum Cost to District, is hereby amended to read as follows:

4. MAXIMUM COST TO DISTRICT:

In no event will the cost to District for the services to be provided herein exceed the maximum sum of \$ 59,010 including direct non-salary expenses. As set forth in section 14 of this Contract, should the funding source for this Contract be reduced, Contractor agrees that this maximum cost to District may be amended by written notice from District to reflect that reduction.

4) Section 5. Time of Contract, is hereby amended to read as follows:

5. TIME OF CONTRACT:

This Contract shall commence on July 1, 2022, and shall terminate on June 30, 2024. 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 stated scope of services.

5) Exhibit "A" Scope of Services, is hereby amended to read as follows:

TASK AREA 3 – ASSISTING WITH CONTRACT & CONTRACT TURNOVER:

- Assisting in the development of a draft and final contract
- Identify contract turnover activities and assisting in managing the turnover of contractors
 - Provide on-site support at Rush Landing for contractor turnover for approximately 5 weeks during the period May 22 – July 1, 2023
 - Arrange for vehicle repairs by third party providers resulting from vehicle inspections
 - Obtain quotes and timelines for repairs
 - Coordinate acceptance review by contractor
 - Oversee contractor move out and new contractor move in to 600 Rush Landing (June 30 – July 1)
 - Arrange for and oversee removal of items stored in leased space not used by contractors
 - Assist in coordinating bus storage and operations at 600 Rush Landing while construction is underway at the yard
- Performing other tasks in support of the procurement process as requested by the General Manager

6) Exhibit "B" Fees and Payment Schedule, is hereby amended to read as follows:

Total cost for this contract will not exceed \$59,010 and will be paid based on a contracted hourly rate of \$175 for David Rzepinski. Estimated hours and costs for task are shown below. Monthly invoices to Marin Transit shall provide accounting of hours by tasks.

| Task Area | Description | Estimated Hours | Cost |
|------------------|---|------------------------|-----------------|
| 1 | Preparation of RFPs | 48 | \$8,400 |
| 2 | RFP evaluation and scoring process | 80 | \$14,000 |
| 3 | Assisting with contract & contract turnover | 144 | \$25,200 |
| | Subtotal, Labor: | | \$47,600 |
| | Travel to/from Marin Transit (7 trips not to exceed \$1,630 per trip based on reimbursement for eligible costs) | | \$11,410 |
| | Total cost not to exceed | | \$59,010 |

Task 3 Detail

| Estimated Cost for Task 3: Assisting with Contract & Contract turnover | | | |
|---|-------------------------|-------------|-----------------|
| Labor Costs | Hours | Hourly Rate | Total |
| 6 weeks * 3 days/week * 8 hrs | 144 | \$175 | \$25,200 |
| | Subtotal, Labor | | \$25,200 |
| Travel Costs | | | |
| 5 trips, 3 nights each | | | |
| Airfare @ \$400 | | | \$ 2,000 |
| Lodging @ \$189/night ¹ | | | \$ 2,625 |
| Rental car @ \$60 /day | | | \$ 1,125 |
| Meals & Incidentals @ \$74 /day ¹ | | | \$ 1,110 |
| | Subtotal, Travel | | \$ 6,860 |
| 1. IRS rates for San Rafael | | | |
| | Total | | \$32,060 |

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

DRAFT



711 Grand Ave, #110
San Rafael, CA 94901
ph: 415.226.0855
marintransit.org

Board of Directors

Katie Rice

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Supervisor District 2

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Vice President
Town of San Anselmo

Eric Lucan

2nd Vice President
Supervisor District 5

Mary Sackett

Director
Supervisor District 1

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Supervisor District 3

Dennis Rodoni

Director
Supervisor District 4

Maribeth Bushey

Director
City of San Rafael

Fred Casissa

Alternate
Town of Corte Madera

June 5, 2023

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

Subject: Contract with SRECTrade, Inc. for LCFS Third-Party Credit Management Services

Dear Board Members:

Recommendation

Award contract and authorize General Manager to enter into a three-year agreement with two one-year options with SRECTrade, Inc. for Third-Party Credit Management Services for credits under the California Low Carbon Fuel Standard.

Summary

Staff recommends that your Board authorize the General Manager to enter into an agreement with SRECTrade, Inc. (SRECTrade) for Third-Party Credit Management Services for credits under the California Low Carbon Fuel Standard (LCFS).

On March 20, 2023, Marin Transit issues a Request for Proposals (RFP) for professional services for LCFS Third-Party Credit Management Services. Proposals were due April 18, 2023. The requested services included management of all LCFS reporting requirements and credits for Marin Transit-owned EV charging stations, compliance with all LCFS Program requirements, and remittance of quarterly LCFS revenue with reports to Marin Transit.

The following technical factors were identified as evaluation criteria in the RFP:

| Criteria | Max Points Available |
|--|----------------------|
| Experience and Technical Capacity | 15 |
| Qualifications of Key Personnel | 15 |
| Work plan & ability to provide insight and information, industry best practices, and effectively communicate information | 30 |
| Cost | 40 |
| Total: | 100 |



Marin Transit received proposals from two firms. The review panel reviewed the proposals based on the criteria specified in the RFP and listed above and concluded that SRECTrade demonstrated a thorough understanding of successful delivery of the project and had the most cost-effective proposal.

Background

The California Air Resources Board (CARB) approved the LCFS program in 2009 to reduce greenhouse gas (GHG) emissions in California's transportation sector. Under this program each metric ton of CO2 reduced generates one LCFS credit.

Marin Transit's electric bus chargers can generate credits under this program. The District must register them with CARB and meet regular reporting requirements. Once credits are generated, SRECTrade will market and sell them on behalf of Marin Transit to credit buyers (oil refiners/importers) to generate revenue.

Marin Transit first entered into the LCFS market in 2020 with our first two battery electric buses. At that time, the price of one credit was around \$200. The cost of an LCFS credit has decreased to \$65 at its lowest in June 2022. While the price has since rebounded some, the overall large decrease in value is due to the increasing number of credit generators and electric vehicle adoption around the state.

Fiscal/Staffing Impact

Based on staff estimates, the District's six electric buses may generate 360-380 credits annually. Using the current value for a credit at \$77, the District's participation in the program may generate about \$28,000 per year. Credit value is variable and this amount may increase or decrease.

Marin Transit will pay SRECTrade 7.5% in fees based on revenue generated by credits. Staff anticipate the fees will be about \$2,100 annually for Marin Transit's six electric buses and that they will result in about \$25,900 in net revenue for the District. This is \$9,500 more than the projected revenue in the FY2023/24 Budget.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Anna Penoyar".

Anna Penoyar
Capital Projects Manager

Attachment A: Draft contract with SRECTrade, Inc.

Service Agreement

This Service Agreement (“**Agreement**”) is made and shall take effect as of the last date indicated on the signature page of this Agreement (“**Effective Date**”) between **Client Legal Entity** a **jurisdiction entity type**, with its principal place of business at **address** (“**Client**”), and SRECTrade, Inc., a Delaware corporation with its principal place of business at 345 California Street, Suite 700, San Francisco, CA 94104 (“**SRECTrade**”). Client and SRECTrade are each a “**Party**” and collectively the “**Parties**”. This Agreement includes the specific negotiated terms set forth in Exhibit A – Services and Fees. Capitalized terms not defined in the body of this Agreement shall have the meanings given to them in Exhibit A.

FOR AND IN CONSIDERATION of the mutual covenants contained in this Agreement, Client and SRECTrade agree as follows with the intent to be legally bound:

1. Services. SRECTrade will perform the services as described in Exhibit A attached hereto (“**Services**”) which include Transactions facilitated by SRECTrade on behalf of Client.

2. Pricing and Payment. (a) Client will view account information and manage preferences for how Client will be paid in the online account provided for Client and accessible via www.srectrade.com. Client’s use of the SRECTrade website pursuant to this Agreement will be governed by the Platform User Agreement attached hereto as Exhibit C and Privacy Policy attached hereto as Exhibit D. The Terms and Conditions found on SRECTrade.com are superseded by these Exhibits C and D.

(b) In exchange for performance of the Services, SRECTrade will be paid a Fee as described and calculated in the attached Exhibit A.

3. Term and Termination. (a) SRECTrade shall perform Services for Client during the period commencing on the Effective Date and terminating on the date this Agreement is terminated as set forth herein (“**Term**”). The initial Term is ninety (90) days, with automatic ninety (90) day extensions thereafter.

(b) Notwithstanding the above, either Party may terminate this Agreement at any time upon ninety (90) days’ written notice.

(c) Should either Party default in the performance of this Agreement or materially breach any of its obligations under this Agreement, the non-breaching Party may terminate this Agreement immediately if the breaching Party fails to cure the breach within fifteen (15) days after having received written notice by the non-breaching Party of the breach or default. Notwithstanding the foregoing, and subject to Section 14 (Limitation of Liability), the defaulting Party will remain liable to the non-defaulting Party for any damages incurred by the non-defaulting Party due to the default even if such default is cured.

4. Representations, Warranties and Covenants. (a) SRECTrade represents and warrants to Client that:

- i. It is a corporation duly organized, validly existing and in good standing under the laws of the state of Delaware;
- ii. It has the full right, corporate power, and authority to enter into this Agreement and to perform the Services;
- iii. The execution of this Agreement by the individual whose signature is set forth at the end of this Agreement, and the delivery of this Agreement by SRECTrade, have been duly authorized by all necessary action on the part of SRECTrade;
- iv. It has obtained all licenses, authorizations, approvals, consents, or permits required by applicable laws (including the rules and regulations of all authorities having jurisdiction of the provision of the Services) to conduct its business generally and to perform its obligations under this Agreement;
- v. It has all requisite resources, skill, experience and qualifications to perform all of the Services under this Agreement in a professional and workmanlike manner, in accordance with prevailing industry standards for similar services; and
- vi. it has the full right, power, and authority (by ownership, license, or otherwise) to use all intellectual property used in performing the Services and to grant Client the rights and licenses set forth herein, on the terms and conditions of this Agreement.

(b) Client represents and warrants to SRECTrade that:

- i. It is an entity duly organized, validly existing and in good standing under the laws of its state of organization or formation;
- ii. It has the full right, corporate power, and authority to enter into this Agreement and to perform its obligations hereunder;
- iii. The execution of this Agreement by the individual whose signature is set forth at the end of this Agreement, and the delivery of this Agreement by Client, have been duly authorized by all necessary action on the part of Client;
- iv. It has obtained all licenses, authorizations, approvals, consents, or permits required by applicable laws (including the rules and regulations of all authorities having jurisdiction of the provision of the Services) to conduct its business generally and to perform its obligations under this Agreement.

(c) No Other Representations or Warranties; Non-Reliance. Except for the express representations and warranties contained in this Section 4: (a) neither Party, nor any other person on such Party’s behalf, has made or makes any express or implied representation or warranty, either oral or written, whether arising by law, course of dealing, course of performance, usage, trade or otherwise, including but not limited to implied warranties and

Service Agreement

conditions of merchantability and fitness for a particular purpose, all of which are expressly disclaimed, and (b) each Party acknowledges that it has not relied upon any representation or warranty made by the other Party, or any other person on such Party's behalf, except as specifically provided in this section 4 of this Agreement.

(d) **Covenants of Client.** Client covenants that, at all times during the Term of this Agreement: (a) Client will provide all information requested by SRECTrade to provide Services and such information shall be true, complete, and correct in all material respects and shall include, but is not limited to, information required to register and deactivate eligible Assets, submit ongoing reports, perform activities related to administering and monetizing Credits and other reporting and correspondence with the Regulator; (b) all right, title and interest in and to the Credits shall be free and clear of any liens, taxes, claims, security interests, or other encumbrances, nor has Client sold the Credits to any other person or entity; (c) If Client is acting on behalf of a third-party owner of the Assets from which the Credits are derived, upon request Client shall provide to SRECTrade evidence of Client's legal rights to the Credits, in a form satisfactory to legal counsel to SRECTrade; and (d) Client shall use proceeds from the sale of Credits in compliance with guidance provided by the Regulator.

5. Mutual Indemnification. Each Party hereby agrees to indemnify, defend and hold the other Party and its officers, directors, employees, consultants, contractors and agents (collectively, "**Representatives**") harmless from and against any and all damages, expenses (including reasonable attorneys' fees), losses or liabilities incurred by or asserted against a Party or its Representatives caused by or arising out of: (a) breach of any representation, warranty or covenant by the indemnifying Party contained in this Agreement, or (b) negligence or willful misconduct of such indemnifying Party, or their respective employees, contractors or agents.

6. Insurance. During the Term, SRECTrade will maintain the following insurance at SRECTrade's expense: (a) commercial general liability insurance in an amount not less than \$1,000,000 for any one occurrence; (b) workers compensation insurance with statutory limits (via Xpansiv Data Systems, Inc.); (c) employers liability insurance in an amount not less than \$1,000,000; and (d) commercial automobile liability insurance in an amount not less than \$1,000,000 for any one occurrence and (e) cyber security liability insurance in an amount not less than \$1,000,000.

7. Confidentiality, Privacy, Security. (a) During the Term, each Party (a "**Disclosing Party**") may disclose, or each Party (a "**Receiving Party**") may obtain access to certain valuable, confidential, and proprietary information or materials from the Disclosing Party related to the Disclosing Party's business ("**Confidential Information**"). Confidential Information is deemed to include, without limitation, the terms of this Agreement, the materials and all information and data received from the Disclosing Party in connection with this Agreement, such as photographs, videos, specifications, samples, designs, patents, financial data or other information clearly marked as "Confidential," "Proprietary" or the like. The Receiving Party acknowledges the confidential character of the Confidential Information and agrees that all such Confidential Information is the sole and exclusive property of the Disclosing Party. Accordingly, the Receiving Party agrees to hold all Confidential Information it obtains from or about the Disclosing Party in strictest confidence, not to reproduce any of the Confidential Information without the Disclosing Party's prior written consent, not to use such Confidential Information, other than for the performance of the Services or as otherwise provided in this Agreement, and to cause its employees, professionals or subcontractors to whom such Confidential Information is transmitted to be bound by obligations of confidentiality no less restrictive than those to which the Receiving Party is bound. The Receiving Party will not communicate the Disclosing Party's Confidential Information in any form to any third party without the Disclosing Party's prior written consent, other than for the performance of the Services or as otherwise contemplated by this Agreement. In the event of any violation of this Section, the Disclosing Party will be entitled to seek preliminary and permanent injunctive relief, which remedy will be in addition to any other rights or remedies to which the Disclosing Party may be entitled.

(b) The foregoing will not apply to information that: (i) is or becomes generally available to the public through no wrongful act of the Receiving Party; (ii) the Receiving Party can show by written records in such Party's files that such information was in the Receiving Party's possession without any confidentiality obligation prior to disclosure by the Disclosing Party (iii) the Receiving Party at any time lawfully obtains from a third party under circumstances permitting its disclosure; (iv) is compelled to be disclosed pursuant to the lawful requirement of a governmental agency or required by operation of law; provided that the Receiving Party promptly notifies the Disclosing Party of such demand and otherwise complies with the provisions of Section 8 of this Agreement; or (v) the Receiving Party independently develops without reliance upon or use of the Disclosing Party's Information.

(c) The obligations of the parties as set forth in this Section will survive the termination of this Agreement for a period of two (2) years. Upon request, Receiving Party will destroy Disclosing Party's Confidential Information in its possession, but Receiving Party may: (i) retain copies of Confidential Information that it is required to retain by law or regulation; (ii) retain copies of its work product that contain Confidential Information for archival purposes or to defend its work product; and (iii) store copies made as part of routine back up of its information technology systems, but the Confidential Information must continue to be handled in accordance with this Section 7.

(d) The above notwithstanding, applicable to Client use and security of SRECTrade's website and Services, Client consents and agrees to SRECTrade's Privacy Policy, attached hereto as Exhibit D, all terms of which are incorporated herein by reference and made a part hereof.

Attachment A
Service Agreement

8. Document Requests by the Regulator and Others. The Regulator may request access to information, including copies of documents delivered to SRECTrade by Client, pursuant to applicable legal or regulatory requirements. If requested, access to such documents and information will be provided under the supervision of SRECTrade personnel. The Regulator may request copies of selected documents to distribute the copies or information contained therein to others, including other governmental agencies. If SRECTrade receives a request for copies of Client documents, other than documents delivered or to be delivered to the Regulator in performing Services for Client in the normal course of business (each, an "Extraordinary Request"), provided that SRECTrade is not prohibited from doing so by applicable laws or regulations, SRECTrade agrees to inform Client of such Extraordinary Request as soon as practicable. Client may, within the time permitted for SRECTrade to respond to an Extraordinary Request, initiate such legal action as Client deems appropriate, at Client's sole expense, to attempt to limit the disclosure of information. If Client takes no action within the time permitted for SRECTrade to respond, or if Client's action does not result in a judicial order protecting SRECTrade from supplying requested information, we may construe Client's inaction or failure as consent to comply with the request. Costs and expenses of responding to an Extraordinary Request will be borne by Client unless governed by the indemnification provisions of Section 5.

9. Summons or Subpoenas. If SRECTrade receives a summons or subpoena which SRECTrade's legal counsel determines requires SRECTrade to produce documents related to the Services under this Agreement or to testify about the Services, provided that SRECTrade is not prohibited from doing so by applicable laws or regulations, SRECTrade agrees to inform Client of such summons or subpoena as soon as practicable. Client may, within the time permitted for SRECTrade to respond to any request, initiate such legal action as Client deems appropriate, at Client's sole expense, to attempt to limit discovery. If Client takes no action within the time permitted for SRECTrade to respond, or if Client's action does not result in a judicial order protecting SRECTrade from supplying requested information, SRECTrade may construe Client's inaction or failure as consent to comply with the request. Costs and expenses of responding to such proceeding will be borne by Client unless governed by the indemnification provisions of Section 5.

10. Regulatory Action; Regulatory Change. The current regulatory Credit generating structure provides the Regulator authority to suspend, restrict, modify, or revoke any account; modify or delete a certified Carbon Intensity ("CI"); restrict, suspend or invalidate Credits; or recalculate the deficits in an account. Should any of these events occur, or in the event of material changes to the regulatory Credit generating structure, or other changes significantly impacting this Agreement, SRECTrade and Client shall negotiate changes to this Agreement, via written modification, in good faith to reflect necessary additional work or costs to be incurred due to changes in the regulatory structure. In all respects, this Agreement shall be interpreted in a manner that is consistent with the requirements of the applicable regulations, including subsequent changes to the regulations that may occur during the Term of this Agreement.

11. Ownership of Materials. SRECTrade retains the entire right, title and interest in and to any materials developed by SRECTrade prior to, during or after the performance of the Services, and SRECTrade hereby grants to Client a non-exclusive, irrevocable, paid-up license to use any such materials furnished to Client in the performance of this Agreement. Client retains the entire right, title and interest in materials developed by Client prior to, during or after the performance of the Services and Client hereby grants to SRECTrade a non-exclusive, irrevocable, paid-up license to use any such materials and documents furnished to SRECTrade in the performance of this Agreement. Neither Party will have the right to disclose or use the other Party's materials except in connection with this Agreement.

12. Independent Contractor. The Parties intend that an independent contractor relationship will be created by this Agreement. Client is interested only in the results of SRECTrade's work and will not exercise any control over the conduct or supervision of the Services or the means of its performance. Accordingly, SRECTrade will have full responsibility for the payment of all federal, state, and local taxes or contributions imposed pursuant to unemployment insurance, social security, income taxes, and workers' compensation statutes, or any other similar statute.

13. Disclosure and Use of Name and Logo. The Parties may disclose that they have entered into this Agreement with one another, provided that such disclosure does not otherwise violate the confidentiality provisions of this Agreement. Additionally, each Parties may use the name and logo of the other Party on its website and in marketing materials, provided that the other Party may terminate the right to use its name or logo at any time upon written notice. Upon termination, the Party using the other Party's name or logo shall immediately cease using it.

14. Limitation of Liability. Except for a Party's indemnification obligations for third party claims, neither Party, nor its parent corporation or subsidiaries, their directors, officers or employees, shall be liable to the other Party for loss of profits or for indirect, punitive, special or consequential damages arising out of or related to the performance of this Agreement, even if that Party has been advised of the possibility of such damages.

15. Governing Law. The terms of this Agreement, including any breach or alleged breach thereof, will be governed by and construed in accordance with the laws of California, without regard to its principles regarding conflicts of law. The parties hereby consent to the exclusive jurisdiction of, and venue in, any federal or state court of competent jurisdiction located in Los Angeles County, California for the purposes of adjudicating any matter arising from or in connection with this Agreement.

16. Disputes. In the event of a dispute between the Parties as to performance of the Services, the interpretation of

Service Agreement

this Agreement, or payment or nonpayment of fees under this agreement, the Parties shall attempt to resolve the dispute in good faith. Pending resolution of the dispute, the Parties will allow determination by the court of the State of California, in Los Angeles County, having competent jurisdiction of the dispute. Disputes may be determined by mediation if mutually agreeable, otherwise by litigation. Notice of the demand for mediation of a dispute shall be filed in writing with the other Party to the Agreement. The demand for mediation shall be made within a reasonable time after written Notice of the dispute has been provided to the other Party, but in no case longer than ninety (90) days after initial written Notice. If a claim, or any portion thereof, remains in dispute upon satisfaction of all applicable dispute resolution requirements, SRECTrade shall comply with all claims presentation requirements as provided in Chapter 1 (commencing with section 900) and Chapter 2 (commencing with section 910) of Part 3 of Division 3.6 of Title 1 of Government Code as a condition precedent to SRECTrade's right to bring a civil action against the Client. For purposes of those provisions, the running of the time within which a claim must be presented to the Client shall be tolled from the time SRECTrade submits its written claim until the time the claim is finally determined, including any time utilized by any applicable meet and confer process.

17. Entire Agreement and Modification. This Agreement, including all Exhibits, constitutes the entire agreement and understanding of the Parties for the Services and supersedes all prior agreements, whether written or oral, between the Parties concerning the Services. This Agreement may not be modified except by written agreement signed by both Parties. If any provision of this Agreement is held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions will in no way be affected or impaired.

18. Assignment. Neither this Agreement nor any obligations of either Party under this Agreement will be assignable, delegable or transferrable by a Party without the prior written consent of the other Party, which consent shall not be unreasonably withheld.

19. Waiver. The failure of a Party at any time to require performance by the other Party of any provision of this Agreement will in no way affect that Party's right to enforce such provision, nor will the waiver by a Party of any breach of any provision of this Agreement be taken or held to be a waiver of any further breach of the same provision or any other provision.

20. Survival. The provisions of this Agreement which by their nature extend beyond the expiration or earlier termination of the Agreement will survive and remain in effect until all obligations are satisfied. Specifically, all warranties will survive any termination of this Agreement.

21. Exhibits. All exhibits described in this Agreement are hereby incorporated in and made a part of this Agreement, except that if there is any inconsistency between this Agreement and the provisions of any exhibit, the provisions of this Agreement will prevail. Terms used in an exhibit and in this Agreement will have the same meanings.

22. Counterparts. This Agreement may be executed in two (2) or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. Counterparts may be delivered via facsimile, electronic mail (including pdf or any electronic signature complying with the U.S. federal ESIGN Act of 2000, e.g., www.docuSign.com) or other transmission method and any counterpart so delivered shall be deemed to have been duly and validly delivered and be valid and effective for all purposes.

23. Notice. Any notice required or permitted by this Agreement ("**Notice**") will be in writing and will be delivered as follows with notice deemed given as indicated: (i) by personal delivery when delivered personally; (ii) by overnight courier upon written verification of receipt; (iii) by email upon acknowledgment of receipt; or (iv) by certified or registered mail, return receipt requested, upon verification of receipt. Notice will be sent to the addresses set forth below or such other address as either Party may specify in writing.

| | |
|---|---|
| SRECTrade, Inc. Attn: Legal 345 California Street, Suite 700, San Francisco, CA 94104 Email: legal@srectrade.com | Client Name Attn: Name Address Email |
|---|---|

[SIGNATURE PAGE FOLLOWS]

Attachment A
Service Agreement

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their duly authorized representatives as of the date set forth below.

SRECTRADE, INC.

Signature: _____

Print Name: Steven Eisenberg

Title: Chief Executive Officer

Date Signed: _____

CLIENT NAME

Signature: _____

Print Name: _____

Title: _____

Date Signed: _____

EXHIBIT A - Services and Fees

A.1. Designation. Client will execute designations as required by the Regulator for SRECTrade to provide Services, like that included in Exhibit B below required for California LCFS. Designation Forms will be completed for each Legal Entity with a distinct Federal Employer Identification Number (FEIN) on whose behalf Assets are being registered and Credits generated by SRECTrade.

A.2a Services – Clean Fuel Assets. SRECTrade will provide to Client certain transaction and management Services as described in this Agreement, relating to Client credits (“Credits”) that may result from Client operation of eligible owned or leased equipment (“Clean Fuel Assets” or “Assets”) pursuant to the California Low Carbon Fuel Standard (“CA LCFS”), Oregon Clean Fuels Program (“OR CFP”), or other similar incentive programs that become available. Client understands and agrees that there is no guarantee of successful creation, transaction, or monetization of Credits.

(a) **Fueling Supply Equipment (“FSE”) Registration**

(i) Register and provide administrative services associated with the registration of Clean Fuel Assets to generate Client Credits with the California Air Resources Board, the Oregon Department of Environmental Quality, or other relevant regulatory body (“Regulator”).

(b) **Manage and Maintain Reporting Requirements**

- (i) Provide management and maintenance services for all reporting requirements deemed mandatory or recommended by the California Air Resources Board, the Oregon Department of Environmental Quality, or other relevant regulatory body.
- (ii) SRECTrade and Client will work together to collect usage and fuel transaction data. Client will be responsible for all costs associated with making the Assets ready to register and report.
- (iii) SRECTrade will report consumption data to the appropriate tracking registry (“Registry”) for clean fuel assets generating Client Credits and act as the administrative agent between Client and Registry.
- (iv) Client will be provided with an online account at SRECTrade.com that provides information about Client Clean Fuel Assets, Credit transaction histories, direct deposit payment details, and other information.

(c) **Activity in Client’s Registry Account**

- (i) In the case that SRECTrade is providing Services within Client Registry account(s), Client agrees to establish and grant access to SRECTrade.
- (ii) SRECTrade agrees that when operating within Client Registry Account(s) to limit activity to that necessary to provide Services.

(d) **Marketing, Sale, and Payment of Credits**

- (i) Once Credits are issued and made available for sale, SRECTrade will facilitate all marketing and sales of the Credits (each, a “Transaction”). By agreeing to this term, Client gives SRECTrade permission to execute Credit Transactions at SRECTrade’s sole discretion. SRECTrade shall negotiate in good faith and use commercially reasonable efforts to maximize the value of such Transactions.
- (ii) Following Transaction execution, Client will be notified of a successful Transaction.
- (iii) SRECTrade will facilitate all settlement, delivery, and payment for all Credit Transactions.

(e) **Purchase of Renewable Energy Credits**

- (i) SRECTrade may be able to purchase Renewable Energy Credits (RECs) on behalf of Client to help lower the CI of Client’s fuel and increase value paid to Client. By agreeing to this term, Client gives SRECTrade permission to facilitate the purchase of RECs on its behalf. The purchase price of these RECs will be based on what is readily available to SRECTrade and be executed at SRECTrade’s sole discretion. The costs to purchase RECs will be netted from Transaction proceeds. In no event will the purchase of RECs result in a lower net benefit to Client.

(f) **Information.** If to provide Services contemplated herein SRECTrade needs any other information that is not outlined or anticipated, Client will work with SRECTrade in a timely manner to provide the information.

A.2b. Fees – Clean Fuel Assets. Fees (“Fees”) will be assessed on Transactions of Credits related to Clean Fuel Assets as a percentage of Credit Transaction value (“Transaction Value”). Credit Transaction Value will equal the number of credits transacted multiplied by the Transaction price per Credit.

(a) **Fee:** The fee to be paid to SRECTrade in connection with Transactions of Credits produced from Clean Fuel Assets will follow a tiered schedule based on cumulative number of Credits produced from all Clean Fuel Assets and transacted over all time under this Agreement, aggregating all Credits produced from Clean Fuel Assets over the Term of this Agreement, with the percentage-based Transaction fee in connection with each Transaction lowering upon the achievement of increasing amounts of cumulative Credits produced from Clean Fuel Assets having been transacted as follows:

| Cumulative Credits Transacted | Fee |
|-------------------------------|---------------------------|
| 0 – 20,000 | 7.5% of Transaction Value |
| Greater than 20,000 | 5.0% of Transaction Value |

Service Agreement

A minimum fee of \$5.00 per credit will apply to all Transactions. The cumulative amount of aggregated minimum fees will not exceed half of the total Transaction Value.

(b) Payment of Proceeds: Both Fees and the cost to procure RECs will be subtracted from Credit Transaction Value, and the resulting net proceeds paid to Client within fifteen (15) business days of the Credit Transaction.

(c) Use of Proceeds: Client agrees to use Credit proceeds paid to Client in compliance with guidance provided by the applicable Regulator including, but not limited to, LCFS Guidance 20-03, Electricity Credit Proceeds Spending Requirements issued by the California Air Resources Board ("**CARB**") in March 2020.

A.3a Services – Renewable Energy Assets. SRETrade will provide to Client certain Transaction and management Services as described in this Agreement, relating to the Credits that may result from Client's operation of eligible equipment ("**Renewable Assets**" or "**Assets**") pursuant to the California Renewable Energy Credit ("**CA REC**") or other similar incentive markets. Client understands and agrees that there is no guarantee of successful creation, Transaction, or monetization of Credits.

(a) Solar Photovoltaic Asset Registration

(i) Register and provide administrative services associated with the registration of Client's solar photovoltaic generation unit(s) with the Western Renewable Energy Generation Information System ("**WREGIS**"), or other relevant regulatory body or tracking Registry.

(b) Manage and Maintain Reporting Requirements

- (i) Provide management and administrative services for all reporting requirements deemed mandatory by WREGIS or other relevant Registry.
- (ii) SRETrade and Client will work together to collect solar generation unit(s) information and generation data.
- (iii) Client must engage a Qualified Reporting Entity (QRE) to ensure solar generation is reported to WREGIS as required. Client will be responsible for all costs associated with engaging a QRE and otherwise making the units ready to register and report.
- (iv) Client will be provided with an online account at SRETrade.com that provides information about Client Renewable Assets, Credit Transaction histories, direct deposit payment details, and other information.

(c) Marketing, Sale, and Payment of Credits

- (i) Once Credits are issued and made available for sale, SRETrade will facilitate all marketing and sales of the Credits. By agreeing to this term, Client gives SRETrade permission to sell its Credits at SRETrade's sole discretion. SRETrade shall negotiate in good faith and use commercially reasonable efforts to maximize the value of such Transactions.
- (ii) Following Transaction execution, Client will be notified of a successful Transaction.
- (iii) SRETrade will facilitate all settlement, delivery, and payment for all Credit Transactions.
- (iv) It is anticipated that Credits will be transacted quarterly based on the following schedule and payment will be remitted within fifteen (15) business days of Transaction via direct deposit to the Company. Should the Credit Transaction be delayed, SRETrade will notify the Company of the anticipated Transaction date.
 - a. Q1 (January – March Generation): On or before October 31
 - b. Q2 (April – June Generation): On or before January 31 (of the following year)
 - c. Q3 (July – September Generation): On or before April 30 (of the following year)
 - d. Q4 (October – December Generation): On or before July 31 (of the following year)

(d) Information. If to provide Services contemplated herein SRETrade needs any other information that is not outlined or anticipated, Client will work with SRETrade in a timely manner to provide the information.

A.3b Fees – Renewable Energy Assets. Fees will be assessed on Transactions of Credits related to Renewable Energy Assets as a percentage of Credit Transaction Value. Credit Transaction Value will equal the number of credits transacted multiplied by the Transaction price per Credit.

(a) Fee: The Fees payable to SRETrade on the Transactions of Credits arising from Renewable Energy Assets are shown in the fee schedule below as a percentage of Transaction value and subject to the minimum per credit fee, whichever is greater. These fees may be amended from time to time with written notice from SRETrade to Client. The cumulative amount of aggregated minimum fees will not exceed half of the total Transaction Value.

| System Size* | Fee | Minimum Fee |
|-----------------------|----------------------------|----------------|
| 0 – 500 KW | 20% of Transaction Value | \$2.50 per REC |
| 501 KW – 1,000 KW | 12.5% of Transaction Value | \$1.50 per REC |
| Greater than 1,000 KW | 7.5% of Transaction Value | \$1.00 per REC |

* KW = kilowatt. MW = megawatt

(b) Payment of Proceeds: Fees will be subtracted from credit Transaction Value, and the resulting net proceeds paid to Client within fifteen (15) business days of the Credit Transaction. Should the Credit transaction and payment be delayed, SRETrade will notify Client of the anticipated transaction date.

Attachment A
Service Agreement

Exhibit B - Designator and Designee Entity Agreement (Registration and Management Consent for Third Party Fuel Reporting Entities Acting on Behalf of Designator Entity)

Name of Designator ("Client" or "Party"): _____
Designator FEIN: _____
Designator Address: _____
Designator Primary Contact: _____
Designator Phone Number: _____
Designator Email: _____

Name of Designee: SRECTrade, Inc. ("SRECTrade" or a "Party")
Designee FEIN: 27-4311512

Upon notification by either Party to the California Air Resources Board ("CARB"), this agreement shall be canceled. Designator may assume all responsibilities at the start of the current open reporting calendar quarter reporting period, provided that such termination does not conflict with an existing agreement between Designator and Designee. In the event of a conflict, either Party may provide the existing agreement to CARB to determine the appropriate transfer or cancellation date.

Representations, Warranties and Attestation.

Client is the Owner, or represents the Owner, who hold(s) legal title to the credits associated with Fuel Supply Equipment ("FSE") registered with CARB under the California Low Carbon Fuel Standard (the "CA LCFS Credits" or "Credits"). Each Party represents that the individual executing this Agreement on its behalf is duly authorized to bind such Party to this Agreement in accordance with its terms. Client further represents and warrants that:

- Client has good and marketable title to the Credits and can provide evidence upon request;
- Neither Client nor any other party has made any claims associated with the Credits and Client has not previously claimed or sold the Credits to any other person or entity;
- Client releases its rights to report and claim the Credits associated with the California Low Carbon Fuel Standard;
- The Client designates SRECTrade to act on its behalf with regards to the registration, reporting, and claiming of CA LCFS Credits;
- Client attests that the information provided to SRECTrade to register the FSE and report the ongoing fuel supply and/or consumption data with CARB is complete and correct.
- Client approves SRECTrade to register and report for the current open reporting period and subsequent eligible reporting periods.

SRECTrade, Inc. (as "Designee")

Client Name (as "Designator")

By: _____

By: _____

Name: Steven Eisenberg

Name: _____

Title: Chief Executive Officer

Title: _____

Date: _____

Date: _____

EXHIBIT C - SRECTrade Platform User Agreement

The following describes the terms upon which SRECTrade offers Client access to the SRECTrade online transaction website (“**SRECTrade Platform**”) to be used by the Parties to effect Transactions as outlined on Exhibit A. By accessing the Platform, Client agrees to the following:

- (a) Client’s use of the SRECTrade Platform. While using the SRECTrade Platform, Client agrees that it will not:
- (i) Violate any laws, third-party right, or SRECTrade’s Privacy Policy, as set forth in Exhibit D;
 - (ii) Circumvent or manipulate SRECTrade’s Fee structure, the billing process, or Fees owed to SRECTrade;
 - (iii) Transfer Client’s SRECTrade account to another party without the express, written consent of SRECTrade;
 - (iv) Distribute viruses or any other technologies that may harm SRECTrade, the SRECTrade Platform, or the interests, information or property of other users of the SRECTrade Platform;
 - (v) Copy, modify, or distribute content from the SRECTrade Platform, or misuse or otherwise infringe upon SRECTrade’s copyrights and/or trademarks; or
 - (vi) Harvest or otherwise collect information about other users of the SRECTrade Platform, including email addresses and financial information, without the express, written consent of such other users of the SRECTrade Platform.
- (b) Service Availability; Cancellation by SRECTrade.
- (i) Client understands and agrees that SRECTrade has no obligation to store, maintain or otherwise provide Client with a copy of any content or information that you or others provide, except to the extent required by applicable law and as noted in our Privacy Policy.
 - (ii) Without limiting other remedies, SRECTrade may limit, suspend, or terminate SRECTrade’s Services and Client accounts, prohibit access to SRECTrade’s Platform, delay or remove hosted content, and take technical and legal steps to prevent Client from accessing the SRECTrade Platform if SRECTrade believes in good faith that Client is violating the law, engaging in fraudulent activity, or is in breach of the Agreement or this SRECTrade Platform User Agreement.
- (c) Access and Interference.
- (i) The information on the SRECTrade Platform is proprietary or is licensed to SRECTrade by SRECTrade’s other users or third parties. Client agrees that it will not use any robot, spider, scraper or other automated means to access the SRECTrade Platform for any purpose without SRECTrade’s express, written permission and consent.
 - (ii) Additionally, Client agrees that Client will not:
 - Copy, reproduce, modify, create derivative works from, distribute, or publicly display any content (except for Client’s information) from the SRECTrade Platform without the express, written permission and consent of SRECTrade and the appropriate third party, as applicable;
 - Interfere or attempt to interfere with the proper working of the SRECTrade Platform or any activities conducted on the SRECTrade Platform; or
 - Bypass SRECTrade’s robot exclusion headers or any other such measures that SRECTrade may use to prevent or restrict access to the SRECTrade Platform.

EXHIBIT D – SRECTrade Privacy Policy

D.1 Introduction

- (a) This Privacy Policy is effective upon Client registering, accessing or using www.srectrade.com, SRECTrade mobile site, SRECTrade-X, and the SRECTrade-X mobile site (“SRECTrade-X”), and all other SRECTrade websites, apps, developer platforms, management and transaction services, premium services, other products and services offered by SRECTrade, or any content or information provided as part of these technologies (collectively, “Technologies”).
- (b) By accepting this Privacy Policy, Client expressly consents to SRECTrade’s collection, storage, use and disclosure of Client’s information as described herein.

D.2 Collection

- (a) Account Registration. Client may be required to provide some personal information, including, but not limited to, Client’s name, email address, home, work, or mobile telephone number, facility address, mailing address, bank account information, and a password. Once Client provides this information to SRECTrade, Client is no longer anonymous to SRECTrade. When Client provides SRECTrade with its personal and financial information, Client consents to the transfer and storage of that information on SRECTrade servers.
- (b) Asset Registration. Client may also be required to provide to SRECTrade information relevant to the Assets being registered.
- (c) Information Exchange. Client understands that the Technologies provided by SRECTrade include the sharing and exchange of Client information and data with third-party entities including, but not limited to, state regulatory bodies and agencies, tracking systems, generation reporting companies, installers, and utility companies.
- (d) Client Interaction. When Client contacts SRECTrade, either by email or phone, SRECTrade may access Client’s account, settings, preferences, emails, and other contributions to SRECTrade Technologies and collect the information needed to understand and respond to Client’s question, track potential problems and trends and, if applicable, investigate any breach of this Agreement.
- (e) Using the SRECTrade Technologies. By using SRECTrade Technologies, Client understands that SRECTrade may collect the following information, in addition to the information specified in Section D.2 hereof:
 - Transactional information based on Client’s activities on the sites (including, but not limited to, bids, offers, orders, buying, selling, and items and content Client generates or that relates to Client’s account);
 - Correspondence through SRECTrade sites, or correspondence sent to any SRECTrade employee or email address, or via telephone correspondence;
 - Any other information provided during Client’s interaction with the Technologies and content, including, but not limited to, computer and network information, statistics on page views, traffic to and from sites, IP addresses and standard web log information;
 - Information from other companies, including installation companies and generation reporting companies, such as demographic and traffic data; and
 - Other supplemental information from third parties.
- (f) Collection of New Data. SRECTrade’s Technologies are constantly evolving which may result in the collection of new information. Additionally, new partnerships or corporate mergers or acquisitions may result in new Technologies that require the collection of new information. If SRECTrade starts collecting substantially new types of personal or financial information in a way that materially impacts how SRECTrade handles SRECTrade Clients’ data, SRECTrade may seek to amend this Privacy Policy with Client.
- (g) Cookies. SRECTrade uses “Cookies” (small files placed on Client’s hard drive) and similar technologies, including mobile application identifiers, to help SRECTrade recognize Clients across different Technologies; analyze SRECTrade website flow; customize SRECTrade Technologies and content; measure promotional effectiveness; improve Client experience; increase security; and more. Clients can control Cookies through web browser settings and other tools. However by using SRECTrade Technologies Client consents to the placement of Cookies and beacons in its web browser and HTML-based emails in accordance with this Privacy Policy. A few important things Clients should know about SRECTrade use of Cookies are that:
 - SRECTrade may offer certain Technologies that are only available using Cookies;
 - SRECTrade uses Cookies to help identify Client and maintain Client’s sign-in status;
 - Most Cookies are “Session Cookies” that are automatically deleted from the hard drive the session’s end;
 - Client is free to decline Cookies if its web browser permits, although doing so may interfere with Client’s use of some of Technologies, including Client’s access to its SRECTrade account;
 - Client may encounter third-party Cookies on sites that are not controlled by SRECTrade.
- (h) Information Collected from Clients’ Devices and Networks. When Client visits or leaves SRECTrade.com,

Service Agreement

SRECTrade may receive the URL of the site from which Client comes or the one to which Client is directed as well as the internet protocol (“IP”) address of Client’s company or the proxy server used to access the web, Client’s computer operating system details, type of web browser, mobile device identification, operating system, and the name of Client’s ISP or mobile carrier. SRECTrade may also receive location data passed to SRECTrade from a third-party service provider or GPS-enabled devices that Client has set up, which SRECTrade may use to show Client’s local information and for fraud prevention and security purposes. Client understands that most mobile devices have settings to disable the sharing of real-time location data, and that Client should enable these settings if it does not wish to share this information with SRECTrade.

- (i) Social Media Widgets. A “Widget” is a stand-alone application used on SRECTrade sites to display information or to invite Clients to interact with Technologies in a variety of ways. These Widgets may collect Client’s IP address, which page Client is visiting on SRECTrade sites, and may set a Cookie to enable the feature to function properly. Client understands that social media features and Widgets are hosted by a third party or directly on SRECTrade sites. Irrespective of host, Client understands that these features are governed by the privacy policies of the company providing the feature.

D.3 Use of Client Data

- (a) SRECTrade collects personal and financial information to provide Client with a safe, smooth, efficient, and customized experience. Client understands, accepts, and consents that SRECTrade is authorized to use Client’s personal and financial information in several ways.
- (b) General. SRECTrade is authorized to use Client’s personal and financial information to:
 - Provide the Technologies and client services support requested by Client;
 - Resolve disputes, collect Fees, and troubleshoot problems;
 - Enforce this Agreement;
 - Customize, measure, and improve its Technologies and content;
 - Inform Client about Service updates, changes, and promotions; and
 - Compare information for accuracy, and to verify it with third parties.
- (c) Communication. SRECTrade may communicate with Client via telephone, email, notices posted on the SRECTrade sites or apps, direct messages, and other means available through the Technologies. Communications may include welcome and setup communications, Service communications, promotional communications, and other account support communications. These communications will be sent to Client based on Client’s account information and communication preferences. Client understands and acknowledges, however, that Client cannot opt out of receiving Service communications from SRECTrade.
- (d) Data Analysis. SRECTrade may use and disclose de-identified data shared with SRECTrade either by Client or a third-party providing data on behalf of Client, for research and to improve its service. Any and all of this information may be aggregated with information from other Clients or may be provided individually in a redacted format as an example of Client experience and SRECTrade Technologies. SRECTrade is also expressly authorized by Client to share with third parties, aggregate and/or de-identified data, including Client’s Facility location, equipment, energy generation and consumption history, and use of the Technologies.
- (e) Data Sharing with Third Parties. SRECTrade may disclose Client’s personal and financial information to third-party services providers who assist SRECTrade in providing SRECTrade Technologies. Client understands and accepts that SRECTrade may contract with other companies and individuals to perform certain functions on SRECTrade behalf, or to provide Client with certain services. This includes, but is not limited to, processing credit card payments, issuing ACH deposits, sending postal mail and email, analyzing data, and providing marketing assistance. These third parties will only have access to personal information to the extent necessary to perform their intended function or service and are not authorized to use it for other purposes.
- (f) Marketing. SRECTrade will not sell or rent Client’s personal information to third parties for their marketing purposes without Client’s written consent. If Client does not wish to receive some forms of communications from SRECTrade, Client may indicate this preference.



711 Grand Ave, #110
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June 5, 2023

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

Subject: Change Orders to Contracts with Arntz Builders, Inc. for Construction of Improvements at 600 Rush Landing

Dear Board Members:

Recommendation

Authorize General Manager to execute a change order (CC05) with Arntz Builders for Phase 1 Construction in an amount not to exceed \$8,549 and a change order (CC01) with Arntz Builders for Phase 2 Construction in an amount not to exceed \$154,774.

Summary

Staff recommends that your Board authorize the General Manager to execute change orders with Arntz Builders, Inc. (Arntz) for the 600 Rush Landing Improvement Project's Phase 1 not to exceed \$8,549 and for Phase 2 not to exceed \$154,774 in additional contract costs to complete improvements to the site. Both contracts are for construction projects for improvements to 600 Rush Landing Road in Novato. The project was split into two phases to advance the electrical improvements to install the electric bus chargers while finishing design on the rest of the improvements.

Rush Landing Phase 1 Construction

On September 13, 2021, your Board approved the agreement (#1050) with Arntz to construct 600 Rush Landing Improvements Phase 1. This included electrical improvements and the installation of four electric vehicle chargers. The total contract amount was \$588,632. Subsequent to award, change orders were authorized under the General Manager's purchasing authority of \$50,000 for unforeseen conditions on the site. The change orders are listed in Table 1 below.

Change orders were all reviewed and verified by Marin Transit staff as well as Marin Transit's Construction Manager.



Table 1: Rush Landing Phase 1 Change Orders to date

| Change Order | Description | Cost |
|---------------|---|---------------------|
| CCO1 | Remove unforeseen buried PCC Slab | \$ 19,759.25 |
| CCO2 | Add 6 Conduit Sweeps as requested by PG&E | \$ 13,632.45 |
| CCO3 | Reset Parking Bumpers, Restripe 5 Stalls | \$ 5,938.80 |
| CCO4 | Concrete Barriers to protect chargers between phases and additional Insurance | \$ 7,002.68 |
| Total: | | \$ 46,333.18 |

During the final inspection for this phase of the project. The City of Novato mandated additional testing on the electrical infrastructure. The contractor has requested compensation for this work which will be included as the fifth and final change order to the project. The price for the additional testing is \$8,549, which exceeds the General Manager’s authority for this contract by \$4,882. With your board’s approval, Marin Transit will add this change order (CC05) to the contract and make the final payments to the contractor for this contract.

Rush Landing Phase 2 Construction

On November 7, 2022, your Board approved the agreement (#1129) with Arntz to construct 600 Rush Landing Improvements Phase 2 for an amount not to exceed \$1,496,263. This included a concrete barrier to protect Marin Transit vehicles and infrastructure from traffic on the adjacent Highway 101, fencing to secure the property, and enhanced landscaping to meet requirements from the City of Novato Planning and Building Departments.

Additional work has been identified to be included in this project, which staff recommends including in one change order for the project (CC)1). The largest item is additional reinforced concrete at the entrance to the bus lot where the pavement is currently failing. Buses stop frequently in this location before entering or exiting the lot. To help support these movements, the district proposed adding this work to the project scope. Accomplishing this work now will also reduce the need for additional maintenance and repairs at this location in the near future.

All the proposed work to be included in Change Order 1 is listed below:

Table 2: Proposed items to be included in Change Order 1 (CC01)

| Item | Description | Cost |
|---------------|--|----------------------|
| 1 | Additional Pedestrian Gate | \$4,029.90 |
| 2 | Removal of temporary concrete barriers | \$1,568.03 |
| 3 | Unforeseen Rock removal at Barrier Footing | \$10,304.68 |
| 4 | Raise concrete barrier and deepen footing to account for slopes | \$33,160.32 |
| 5 | Additional Concrete Pad as described above and additional temp security lighting | \$99,931.31 |
| 6 | Restriping of EV Charging Station Spots to add visibility for drivers | \$5,779.73 |
| 7 | Credit for re-using lightpole foundation | Yet To Be Negotiated |
| Total: | | \$154,773.97 |



All work has been reviewed and verified by Marin Transit staff and Marin Transit's Construction Manager.

Fiscal/Staffing Impact

The additional construction costs for these change orders will not exceed \$8,549 for Phase 1 and \$154,774 for Phase 2. These costs are included in the FY2022/23 Budget as FS – Facility – Rush Landing Improvements. The project is funded with District Capital Reserve funding.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Anna Penoyar".

Anna Penoyar
Capital Projects Manager



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Fred Casissa

Alternate
Town of Corte Madera

June 5, 2023

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

Subject: Execute Optional Tasks for Contract with BKF Engineers for Solar Design, Engineering, and PS&E for 3010/3020 Kerner Boulevard

Dear Board Members:

Recommendation

Authorize the General Manager to authorize optional tasks for the contract with BKF Engineers for an amount not to exceed \$50,333.

Summary

Staff recommends that your Board authorize the General Manager to authorize optional tasks included in the agreement with BKF Engineers (BKF) for redesign of 3010/3020 Kerner Blvd in San Rafael.

Your board awarded a contract with BKF for Engineering, Design, Engineering, and PS&E for Improvements at 3010/3020 Kerner Blvd on December 5, 2022. That contract contained Optional Tasks with fee proposals that included solar design for a solar canopy over the proposed parking at 3010/3020 Kerner Blvd and on the roof of the adjacent 3000 Kerner Blvd.

The proposed solar canopies would also include backup battery storage to make the facility resilient and retain ability to fuel a future battery electric bus fleet in the case of power outages.

Fiscal/Staffing Impact

The additional options will raise the contract value by \$50,333 and the maximum contract cost is \$274,176. This cost is included in the FY2022/23 budget as FH – Kerner Parking Facility Improvements and carried forward in the proposed FY2023/24 budget. The design phase of this project is funded with local property tax funds and Measure AA sales tax funds.



Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Anna Penoyar".

Anna Penoyar
Capital Projects Manager



711 Grand Ave, #110
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Director
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Fred Casissa

Alternate
Town of Corte Madera

June 5, 2023

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

Subject: Maintenance Support Agreement with ABC Companies

Dear Board Members:

Recommendation

Authorize the General Manager to negotiate and execute a Maintenance Support Agreement with ABC Companies to provide short-term vehicle maintenance for an amount not to exceed \$98,600.

Summary

Staff recommends that your Board authorize the General Manager to negotiate and execute a six-month Maintenance Support Agreement with ABC Companies to provide vehicle maintenance to support the transition of equipment between MV Transportation and Marin Airporter. This agreement would start on June 5, 2023 and the majority of the work would be performed in the first 30 days of the contract.

Background

On July 1, 2023, Marin Transit's Operations & Maintenance Agreement with MV Transportation will end and services currently operated under this agreement will transition to other providers. The largest piece of service, the Rural Stagecoach and Supplemental School service, will transition to Marin Airporter and operated under the two-year contract extension your Board approved on April 3, 2023.

As part of this transition, the District will be providing Marin Airporter with 11 vehicles to use in operation of these services. These vehicles include a mix of 29' and 35' El Dorado XHF vehicles that date back to make year 2018. The current agreement with MV Transportation requires the contractor to return vehicles provided under this contract back to District in sound mechanical condition, normal wear and tear excluded.

In March of 2023, District staff worked with an on-call maintenance auditor to conduct an audit of the MV operated equipment to identify and document defects that were above and beyond normal wear and tear. These defects were then shared with MV, to give them adequate time to fix identified items prior to returning the fleet to the District.



The District has worked with MV to transition the fleet in stages to allow sufficient time for Marin Airporter to become familiar with the equipment and conduct the needed training for drivers and mechanics. The first eight vehicles underwent their final inspection on May 15, 2023 and the results showed many of the original defects were not corrected, and in some cases, new defects emerged. The remaining three vehicles are scheduled to have their final inspection later this month.

The District has two options to get the defects repaired prior to the start of service by Marin Airporter. The vehicles can be transferred now to Marin Airporter and their maintenance team can make the fixes or the District can work with an outside maintenance team to do the work. After consultation with Marin Airporter, it was determined that the best path forward was to work with an outside maintenance team to perform the work. This decision was made primarily due to the amount of work needed and ongoing construction work at the Marin Airporter maintenance facility to accommodate the increased contract work after July 1, 2023.

In anticipation of maintenance support, staff reached out to potential firms last month to assess willingness and capabilities to support this upcoming maintenance activity. After receiving quotes from two qualified vendors, the District is recommending negotiating and finalizing an agreement with ABC Companies to perform the maintenance work. All work will be provided at locations throughout the Bay Area with most of the work occurring in their Redwood City facility. ABC will be responsible for transportation of the vehicle to and from the facility.

Fiscal/Staffing Impact

Staff is seeking Board authorization to execute an agreement with ABC Companies for an amount not to exceed \$98,600. ABC Companies provided a low and high repair estimate for the vehicles. Since ABC Companies has not been onsite to do a detailed inspection, there is a high probability that the actual effort and cost may differ from the estimate. In some cases, the work could be less, and in other cases, it could exceed the estimate. Staff will authorize the work on each vehicle as the cost estimate is finalized. To account for unknowns, staff added a 10% contingency to the ABC Companies high end estimate. This amount will be used upon approval by District staff as the work is completed. Staff also included a vehicle transport cost of \$1,200 per vehicle. The structure of this agreement and cost proposal allows the work to be expedited to meet the July 1, 2023 start of service and minimize impacts of this maintenance work on the training or service delivery.

The not to exceed amount of \$98,600 is within the District's FY 2022/23 consulting budget but may require line item transfers between program budgets. Staff will pursue offsetting some or all of this cost through provisions in the contract with MV Transportation that required the vehicles to be in in sound mechanical condition when returned to Marin Transit.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "R. Betts".

Robert Betts
Director of Operations & Service Development



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Alternate
Town of Corte Madera

June 5, 2023

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

Subject: Marin County Transit District Operating and Capital Budget for FY 2023/24

Dear Board Members:

Recommendation

Adopt FY 2023/24 budget.

Summary

Marin Transit's draft budget for July 1, 2023 to June 30, 2024 was presented at your Board's May 1, 2023 meeting. Staff is requesting that your Board adopt the final FY2023/24 budget today. The final budget document is attached to this board letter and changes from the draft budget are described below.

The FY 2023/24 expenditure budget for operations and capital projects is \$59.6 million (Table 1). 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 \$10.3 million. The structural and financial uncertainties resulting from the COVID-19 pandemic have lessened, but the budget reflects significant revenue fluctuations due to the temporary influx of federal relief funds during FY 2021 and FY 2022 and revenue adjustments from both over- and under-projections of sales tax revenues in prior years.

The operating expense budget of \$42.9 million is a five percent increase over the FY 2022/23 budget. This increase is mostly a reflection of increased purchased transportation and fuel expenses. Fixed route service levels reflect the June 2023 service changes, and the budgeted paratransit service level has been adjusted to better align with the lower demand levels.

Marin Transit retained and recovered ridership during the pandemic at a higher rate than peer agencies. Currently, fixed route ridership is at approximately 90% of pre-COVID levels. Paratransit ridership has recovered more slowly, and the budget includes operations to serve 60% of pre-pandemic paratransit ridership (ridership is currently at less than 50%).

After two years of greater than 5% inflation and sustained labor shortages, the District is experiencing higher purchased transportation costs and challenges



maintaining service quality. Marin Transit is implementing service changes effective June 11, 2023 that include a minor reduction in fixed route service designed to increase service reliability (not to reduce costs). The changes are designed to reduce the peak vehicle and driver requirements in order to reduce missed service. Marin Transit is implementing changes to the Marin Access programs focused on older adults and people with disabilities to reflect post-pandemic rider needs, service reliability, and cost effectiveness. These changes are anticipated to result in a net cost savings.

Subsequent to the development of the budget the final quarterly service plan for the fixed route service operated by Golden Gate Bridge Highway and Transportation District was finalized and is significantly more hours than originally estimated. If operated for a full year, these could be an additional \$1.0 million in purchased transportation expenses. The increase in hours is due to negotiations with GGBHTD on scheduling and vehicle blocking practices to address traffic congestion and accommodate GGBHTD’s work rules. Marin Transit plans to monitor the service changes in the coming year and work with GGBHTD to evaluate more efficient scheduling and look to trim any unnecessary runtime to reduce revenue hours. However, if future opportunities to make these adjustments do not come to fruition or traffic conditions persist and/or get worse, staff may recommend that your Board either approve a budget amendment or evaluate further reductions in revenue service hours.

Table 1: Budget Summary

| | FY2021/22 Actual | FY2022/23 Revised Budget | FY 2022/23 Estimated Actual | FY2023/24 Budget |
|--------------------------------|---------------------|--------------------------------|-----------------------------------|---------------------|
| Revenue | | | | |
| Operations | 36,862,258 | 42,272,132 | 39,054,063 | 43,865,464 |
| Capital | 5,967,701 | 10,856,336 | 1,914,401 | 14,447,657 |
| Total Revenue | \$42,829,959 | \$53,128,468 | \$40,968,464 | \$58,313,121 |
| Expenditures | | | | |
| Operations | 33,405,156 | 40,843,513 | 37,024,829 | 42,939,813 |
| Capital | 10,631,869 | 14,768,051 | 5,508,071 | 16,347,653 |
| Total Expenditures | \$44,037,025 | \$55,611,564 | \$42,532,900 | \$59,287,466 |
| Net Change in Fund Balance | -\$1,207,066 | -\$2,483,096 | -\$1,564,436 | -\$974,345 |
| Emergency Reserve | 5,896,957 | 6,807,252 | 6,807,252 | 7,156,636 |
| Contingency Reserve | 11,793,919 | 13,614,504 | 13,614,504 | 14,313,271 |
| Capital Reserve | 17,888,876 | 12,674,900 | 13,593,560 | 11,571,065 |
| Fund Balance (total reserve) | \$35,579,752 | \$33,096,656 | \$34,015,316 | \$33,040,971 |
| Expenditure of Capital Reserve | 4,664,168 | 3,911,715 | 3,593,670 | 1,899,996 |

The attached budget document provides additional information and trends for the operations budget for each of the programs: Administration, Local Service, Yellow Bus Service, Rural Service, and Marin Access. Budget control occurs at the program level.



Marin Transit's capital expenditure budget is \$16.3 million to fund transit vehicle replacements, bus stop improvements, and facility improvement projects. In FY2023/24 Marin Transit will complete the purchase of seven 35-foot Hybrid Transit Buses, 10 paratransit vehicles, and an electric paratransit vehicle. Marin Transit is actively working on facility projects to improve existing facilities and purchase additional right of way needed for parking and maintenance of electric buses and yellow buses. The FY 2023/24 Capital Budget includes \$5.8 million in facility projects. The budget also includes the federally funded project for ADA bus stop improvements and a new corridor improvement project.

Final Budget Compared to Draft Budget

The proposed final operations and capital budget for FY 2023/24 includes the following changes from the draft budget:

- Increases Volunteer Driver budget to \$130,000 from \$103,000 to accommodate an increase reimbursement rate;
- Removes Novato Dial-A-Ride purchased transportation and fuel costs from local budget and reallocates demand response fixed fee costs to local paratransit;
- Removes Transit Connect program costs and reallocates demand response fixed fee costs to Catch A Ride, Local Paratransit and Mobility Management; and
- Shifts Rural Dial-A-Ride to a new Marin Access shuttle program in Marin Access budget.

These changes create net savings in the final operation budget of \$319,000 compared to the draft budget. There are no changes in the proposed final capital budget from the draft capital budget.

FISCAL IMPACT

Board action will authorize FY2023/24 operations and capital expenditure levels.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "L. Gradia".

Lauren Gradia
Director of Finance and Capital Programs

Attachment A: Marin County Transit District Operating and Capital Budget for FY 2023/24

Attachment B: FY 2023/24 Budget Presentation



MARIN TRANSIT BUDGET FY 2023/24

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Marin Transit Budget Overview

The Marin County Transit District (Marin Transit) provides local transit service within Marin County. Marin Transit provides 2.8 million unlinked passenger trips per year and provides over 225,000 revenue hours of service with a fleet of 79 buses. The FY 2023/24 expenditure budget for operations and capital projects is \$59.3 million (Table 1). The FY2023/24 budget allows for a fully funded Emergency Reserve of two months of operating expenses, a Contingency Reserve of four months of operating expenses, and a Capital Reserve of \$10.2 million. The structural and financial uncertainties resulting from the COVID-19 pandemic have lessened, but the budget reflects the significant revenue fluctuations due to the temporary influx of federal relief funds and revenue adjustments from both over- and under-projections of sales tax revenues in prior years.

Marin Transit retained and recovered ridership during the pandemic at a higher rate than peer agencies. Currently, fixed route ridership is at approximately 90% of pre-COVID levels. Ridership on ADA Paratransit and other Marin Access programs has recovered more slowly, and the budget includes operations to serve 60% of pre-pandemic paratransit ridership. After two years of greater than 5% inflation and sustained labor shortages, the District is experiencing higher purchased transportation costs and challenges maintaining service quality. Marin Transit is implementing fixed route service changes effective June 2023 that include a minor reduction in fixed route service designed to increase service reliability (not to reduce costs). The changes are designed to reduce the peak vehicle and driver requirements to reduce missed service. Marin Transit is also implementing changes to Marin Access programs for older adults and people with disabilities, to make changes to reflect post-pandemic rider needs, service reliability, and cost effectiveness.

Table 1: Budget Summary

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| Capital Reserve | 17,888,876 | 12,674,900 | 13,593,560 | 10,277,719 |
| Fund Balance (total reserve) | \$35,579,752 | \$33,096,656 | \$34,015,316 | \$31,747,625 |
| Expenditure of Capital Reserve | 4,664,168 | 3,911,715 | 3,593,670 | 1,899,996 |

Marin Transit delivers services through contract operators, including Golden Gate Bridge, Highway & Transportation District (GGBHTD); Marin Airporter; and Transdev. 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 FY2023/24 Budget is developed from adopted SRTP service and financial projections. The District’s Board adopted the most recent full SRTP on February 3, 2020 and a “mini” SRTP update on December 5, 2022.

Budget Process and Timeline

The budget process begins in late February with a review of District- and program-level goals and objectives with finance, operations, and planning staff. This year, the Board heard presentations for the SRTP update and service planning that informed the FY2023/24 Budget. These presentations were made at public meetings of the Board and public comments were received and recorded. Staff then held internal meetings focused on each program area. The Director of Finance compiled all the program data and developed a draft budget for presentation to the Board of Directors’ May meeting. If needed, staff will make changes to the draft budget based on Board input, and the Board will consider adoption of the final budget at their June meeting.

The following is the timeline for fiscal year July 1, 2023 to June 30, 2024 (FY2023/24) budget development:

- February 15, 2023 – Budget kick-off meeting
- February-April 2023 – Program level budget meetings
- May 1, 2023 – Draft budget presented to Board of Directors
- June 5, 2023 – 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 and accounted for in the financial statements as an enterprise fund. 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. As a proprietary funds, the audited financial statements further distinguish operating revenues and expenses from non-operating revenues and expenses. 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 program level. Programs budgets are: Administration, Local, Yellow bus, rural, Marin Access, and Capital. Deviations from budgeted line-item amounts are acceptable if the total expenses at the Program Budget level area do not exceed the budget authority.

Mid-year budget transfers between program budgets require General Manager approval and must be made such that total budget expenditures are not exceeded.

If 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 financial 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 fluctuations in funding or expenditures and in accordance with 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 of six months operating expenses based on the adopted budget.

Emergency Reserve: 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.

Contingency 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.

Capital Reserve: 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

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).

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 had the resources to maintain services throughout the pandemic even when future revenue sources were uncertain. Federal relief funds allowed Marin Transit to continue to have a balanced budget during the COVID-19 pandemic and to back fill for drops in fare revenue, and state operations revenue. Marin Transit's largest challenge is ownership of sufficient property to allow for the future charging and maintenance of electric vehicles required under the District's Zero Emission Bus Rollout Plan, in accordance with state mandates. The lack of a parking and maintenance facility also impacts the ability of the District to attract contractors and negotiate cost competitive contracts with service providers, posing a risk of ongoing increases in contract costs. With healthy reserves and stable property tax and sales tax revenues, Marin Transit continues to be in a stable financial position for the next five years. There are larger financial uncertainties in the 10-year projections, especially if the need for a facility is not resolved.

Marin Transit's FY2023/24 budget includes the expenditure of \$1.9 million in Capital Reserve funds (table 1) on facility projects. There is a net decrease in the District's reserve of \$974,345, and after increasing the operations reserves to the approved levels, the Capital Reserve decreases to \$11.5 million.

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 FY2024/25 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 40% of Marin Transit’s operating revenues. The sales tax also provides a share of capital funds needed to match federal and state grants for vehicles.

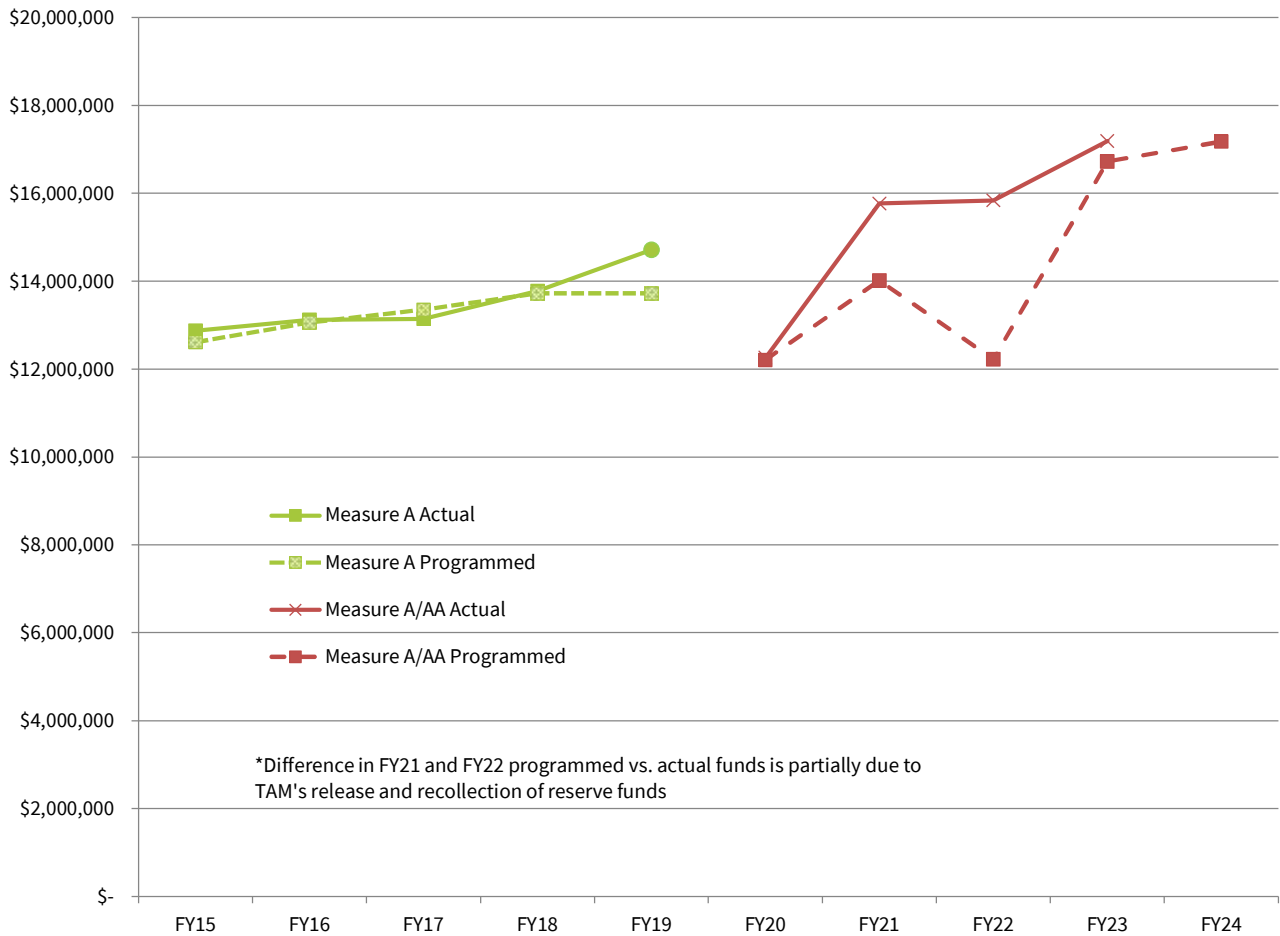
The new sales tax expenditure plan reflects the needs of Marin County and projects that were completed under Measure A. The voter-approved Measure AA expenditure plan continues to prioritize local transit with 55% of allocated sales tax revenues going to local transit. The Measure AA expenditure plan changed the sub-strategies and their allocations within the overall transit strategy compared to Measure A, including committing funding to school transportation and ferry access and reducing funding for Bus Transit Facilities. TAM allocates funds to Marin Transit by five sub-strategies specified in the overall transit strategy in the expenditure plan: Capital investment, Special Needs, Rural Transit, School Transportation, and Local Transit.

The Transportation Authority of Marin (TAM) programs Measure A/AA funding to the District based on sales tax 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 compared to actual receipts. TAM established a reserve fund under Measure A to account for potential economic declines that could adversely impact sales tax collections. TAM is releasing Measure A reserves as it established a new Measure AA reserve fund over five years.

Marin County saw strong sales tax returns during the pandemic due to the combination of strong sales and the Wayfair decision¹ that increased the collection of sales tax for purchases made online. TAM is projecting much slower growth in sales tax revenue for FY2023/24 (0.5%) as the economy slows, but due to sales tax growth exceeding projections in the prior year, Marin Transit’s available allocations still increase 2.7%.

¹ California Assembly Bill No. (AB) 147 (April 25, 2019) required retailers located outside of California to register with the California Department of Tax and Fee Administration (CDTFA) and collect California use tax. Source: <https://www.cdtfa.ca.gov/industry/wayfair.htm>

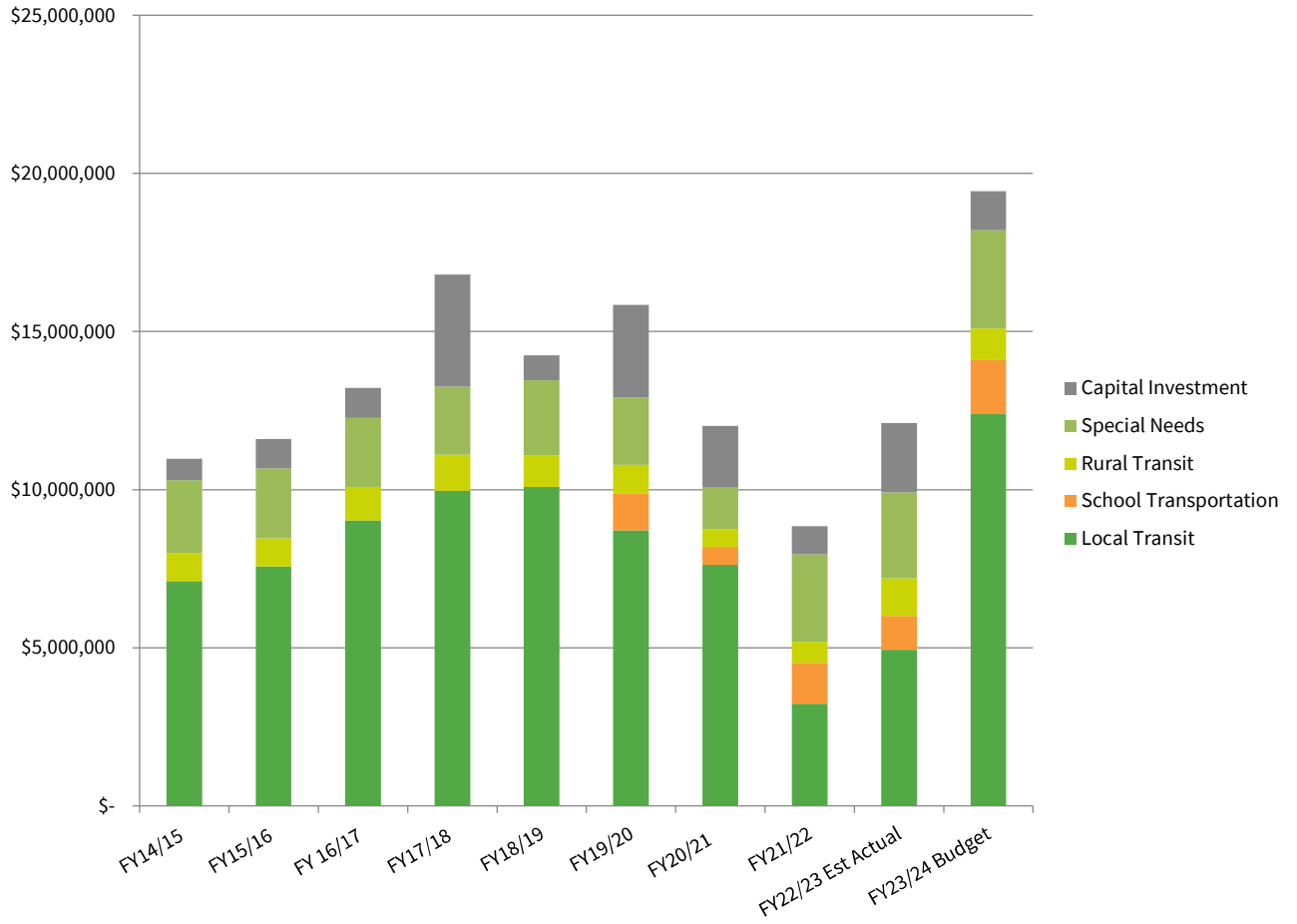
Figure 1: Ten-Year Measure A/AA Transit Funds by Fiscal Year (TAM Projection & Actual Receipts)



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). During the pandemic, Marin Transit need less sales tax funding for operations due to the availability of federal relief funds for operations. In FY2023/24 the expenditure of Measure AA funds increases significantly and is consistent with the historic trend line (Figure 2).

In any given year, unclaimed Measure A/AA revenue is available for TAM to allocate to Marin Transit in future years. Based on the FY2022/23 estimated actuals and the draft FY2023/24 allocations requests, Marin Transit will have an estimated carryover of \$13.7 million in Local Service subcategory, \$770,000 in Schools subcategory, and \$1.6 million in Special Needs (Marin Access). 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: Local Sales Tax Expenditures by Fiscal Year (Measure A/AA)



Operations Budget

Marin Transit's FY2023/24 operations budget provides for operation of the following services:

| Service | Revenue Hours |
|--------------------------------------|-----------------------|
| Local Basic and Local Trunkline | 121,000 revenue hours |
| Local Connector (Community Shuttles) | 39,700 revenue hours |
| Supplemental School and Partnership | 1,725 revenue hours |
| Muir Woods Shuttle | 6,500 revenue hours |
| Yellow School Bus Service | 4 buses |
| West Marin Stagecoach Service | 16,500 revenue hours |
| Marin Access Shuttle | 400 revenue hours |
| Local Paratransit Service | 36,000 revenue hours |
| Regional Paratransit Service | 5,000 revenue hours |
| Catch-A-Ride | 4,000 trips |
| Volunteer Driver | 9,500 trips |

The operating expense budget of \$42.9 million is a five percent increase over the FY2022/23 budget and provides for a similar level of fixed route service, increased paratransit service and increased purchased transportation and fuel expenses.

Table 2: Operations Budget (Admin, Local, Yellow Bus, Rural, & Marin Access)

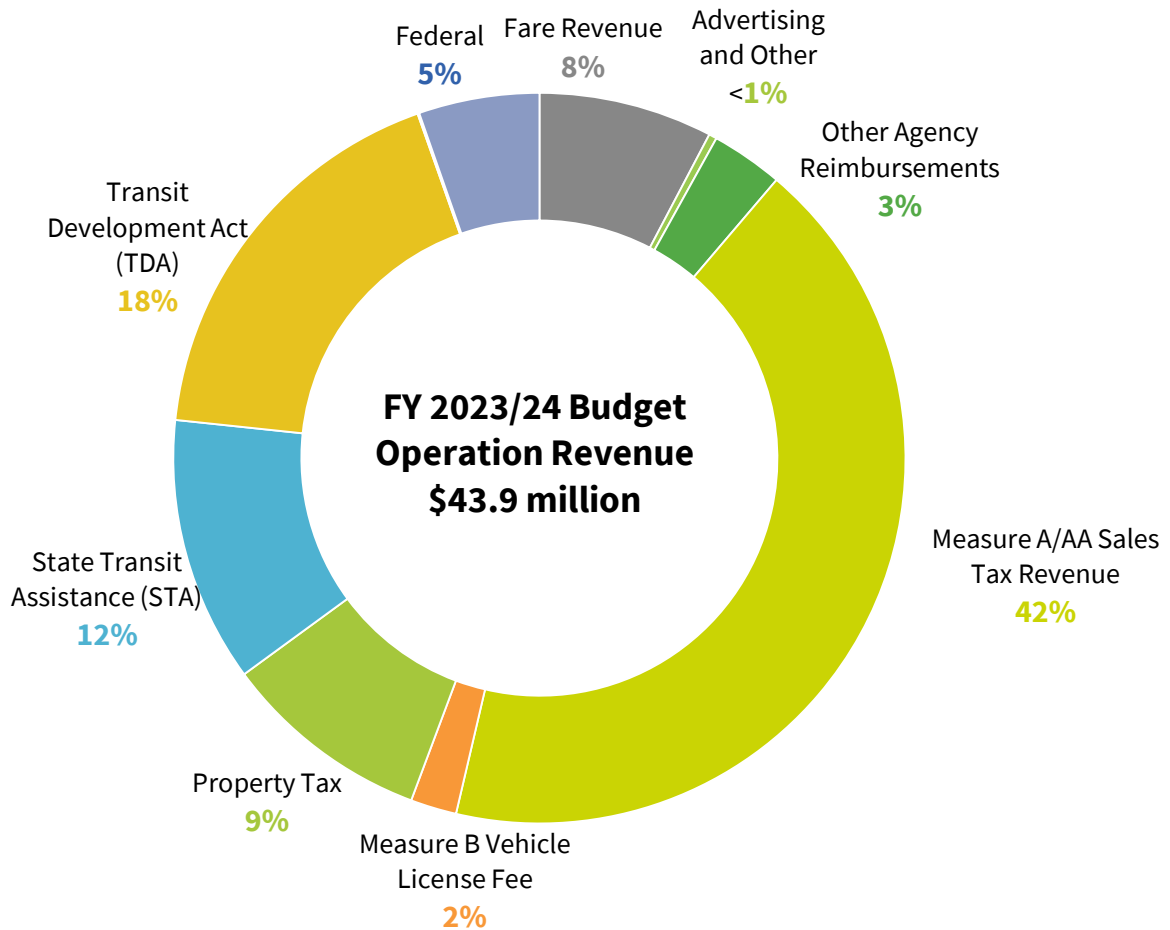
| | FY2021/22 Actual | FY2022/23 Revised Budget | FY 2022/23 Estimated Actual | FY 2023/24 Budget | % Δ From FY2023 Budget |
|--------------------------------------|---------------------|--------------------------------|-----------------------------------|----------------------|------------------------------|
| Revenue | | | | | |
| Fare Revenue | 2,931,085 | 3,246,145 | 3,305,308 | 3,367,118 | 4% |
| Advertising & Other Revenue | 553,176 | 203,500 | 246,899 | 60,000 | -71% |
| Reimbursements (GGBHTD) | 1,622,415 | 1,538,331 | 1,342,906 | 1,441,552 | -6% |
| Interest | 3,027 | 25,700 | 112,888 | 90,700 | 253% |
| Measure A/AA | 7,956,597 | 13,521,355 | 9,336,125 | 18,646,585 | 38% |
| Measure B | 808,354 | 950,000 | 850,651 | 895,000 | -6% |
| Property Taxes | 5,341,685 | 5,245,000 | 5,577,241 | 5,682,781 | 8% |
| Development Fees | 62,935 | 44,100 | 74,291 | 67,500 | 53% |
| State Transit Assistance (STA) | 2,601,124 | 3,012,985 | 3,029,698 | 5,158,794 | 71% |
| Transportation Development Act (TDA) | 6,565,228 | 11,411,858 | 11,411,858 | 7,881,923 | -31% |
| Other State | 32,156 | 32,300 | 19,954 | 32,300 | 0% |
| FTA Funds | 8,115,859 | 4,925,943 | 5,665,937 | 1,681,360 | -66% |
| National Park Service | 290,824 | 564,914 | 581,670 | 655,985 | 16% |
| Transfers to Capital Budget | (22,206) | (2,450,000) | (2,501,362) | (1,796,134) | -27% |
| Total Revenue | 36,862,259 | 42,272,131 | 39,054,064 | 43,865,464 | 4% |
| Expenses | | | | | |
| Salaries and Benefits | 2,592,222 | 3,182,288 | 2,960,644 | 3,523,449 | 11% |
| Professional Service | 397,541 | 621,484 | 263,635 | 654,585 | 5% |
| Professional Service- Legal | 135,851 | 150,000 | 63,465 | 150,000 | 0% |
| Security and Maintenance | 381,099 | 400,564 | 158,003 | 272,628 | -32% |
| Customer Service | 782,340 | 672,695 | 126,842 | 0 | -100% |
| Mobility Management Support Prgms. | 3,942 | 102,731 | 15,000 | 63,113 | -39% |
| Grants to Other Agencies | 591,935 | 525,000 | 514,606 | 758,571 | 44% |
| Materials and Supplies | 318,788 | 410,191 | 344,045 | 398,997 | -3% |
| COVID Cleaning and Supplies | 105,550 | 0 | 8,008 | 0 | - |
| General Insurance | 88,026 | 115,000 | 99,241 | 122,000 | 6% |
| Purchased Transportation | 24,814,294 | 30,495,780 | 29,021,505 | 32,701,974 | 7% |
| Membership & Prof Development | 44,580 | 85,500 | 90,703 | 88,065 | 3% |
| Mileage and Travel | 5,095 | 25,000 | 15,445 | 25,750 | 3% |
| Marketing | 56,060 | 162,620 | 97,596 | 167,483 | 3% |
| Communication | 196,614 | 248,487 | 189,273 | 255,623 | 3% |
| Fuel | 2,997,168 | 3,735,285 | 3,267,622 | 3,662,108 | -2% |
| Utilities (Facility) | 36,723 | 66,050 | 44,526 | 68,032 | 3% |
| Vehicle and Vehicle Parking Leases | 26,640 | 26,210 | 23,589 | 32,556 | 24% |
| Office - Rental and Overhead | 149,419 | 183,960 | 180,444 | 189,479 | 3% |
| Transfers to Capital Budget | (318,732) | (365,333) | (459,363) | (194,600) | -47% |
| Total Expenses | 33,405,155 | 40,843,512 | 37,024,829 | 42,939,813 | 5% |
| Net Revenue Over Expenditures | 3,457,104 | 1,428,619 | 2,029,235 | 925,651 | |

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.

Figure 3: Revenue Sources for FY 2023/24 Budget



To develop revenue projections for the FY 2023/24 budget, staff referred to Metropolitan Transportation Commission (MTC) revenue projections for STA and TDA, used TAM's allocation numbers for Measure AA, and reviewed recent economic indicators. As discussed in the Measure A/AA section, Marin County sales tax growth is expected to slow due to the economic slowdown. Similar to Measure AA, state funding based on sales tax (state Transportation Development Act funds (TDA) is projected to grow less than 1%. In contrast, actual available funds from Measure AA and STA are significantly higher due to conservative projections last year that have created carryforward funds.

Revenue Variances

All budgeted revenues that have changed more than \$100,000 and more than 10% compared to the prior year's budget are listed in Table 3 and are described below.

Table 3: Revenue Variances in Operations Budget (>\$100,000 and >10% compared prior year budget)

| Revenue Category | FY 2023/24 Budget | Variance from Prior Year Budget | | Notes |
|--------------------------------|-------------------|---------------------------------|------|---|
| | | Amount (\$) | % | |
| Advertising & Other Revenue | \$60,000 | (\$143,500) | -71% | Reduction in revenue from a drop in Rush Landing rental revenue and drop in revenue sharing in new GGBHTD contract. |
| Measure A/AA | \$18,646,585 | \$5,125,230 | +38% | Federal relief funding expended in prior year reduced the local sales tax expenditures. |
| State Transit Assistance | \$5,158,794 | \$2,145,809 | +71% | Increased expenditure of State funds combined with increased allocation amount from carryforward funding. |
| Transportation Development Act | \$7,881,923 | (\$3,529,935) | -31% | Prior year revenue included significant carryforward funds due to actual allocations significantly exceeding projections. |
| FTA Funds | \$1,681,360 | (\$3,244,583) | -66% | No additional federal relief funds. |

Advertising & Other Revenue includes advertising and leasing revenue from District-owned properties and through the GGBHTD agreement. The new GGBHTD contract, effective last fiscal year, removed most of the shared advertising and rental revenue. Marin Transit will continue to receive revenue from advertisements on District vehicles.

The expenditure of Measure A/AA revenue increases in the FY2023/24 by \$5,125,230 (+38%). The increase is due to an increased need for local funds for operations since federal relief funds have been fully expanded. While the annual increase is significant, the expenditure is more consistent with the historical trend line.

State Transit Assistance Funds (STA) funds are allocated in accordance with state statute where 50% is based on (a) locally generated revenue expended on transit operations (revenue-based) and 50% is based on (b) the population of the County (population-based). The three eligible transit operators in Marin County – Marin Transit, GGBHTD, 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). Marin Transit's share of population-based funds has increased post-pandemic due to the

higher retention of passengers and service during the pandemic than other operators. For FY2023/24 the District's share is 59%, compared to 40% pre-pandemic. The 19% increase is equivalent to \$690,000. The budget includes the expenditure of \$2.5 million of revenue-based STA funds based on operations needs and will have a reserve of \$2.1 million in revenue-based funds.

Transportation Development Act (TDA) funding is generated from sales tax which is projected to have almost no growth in FY2023/24. The drop in budgeted TDA revenue is due to the MTC FY2022/23 revenue estimate for Marin County being too high and creating a negative program balance that reduces the FY2023/24 allocation.

The District has no remaining federal relief funding for operations resulting in a drop of \$3.2 in the operations budget. The remaining federal funds in the operations budget are FTA Section 5307 funding for paratransit, FTA Section 5311 funding for rural operations (Stagecoach) and National Park Funds for the operations of the Muir Woods Shuttle.

District Expenses

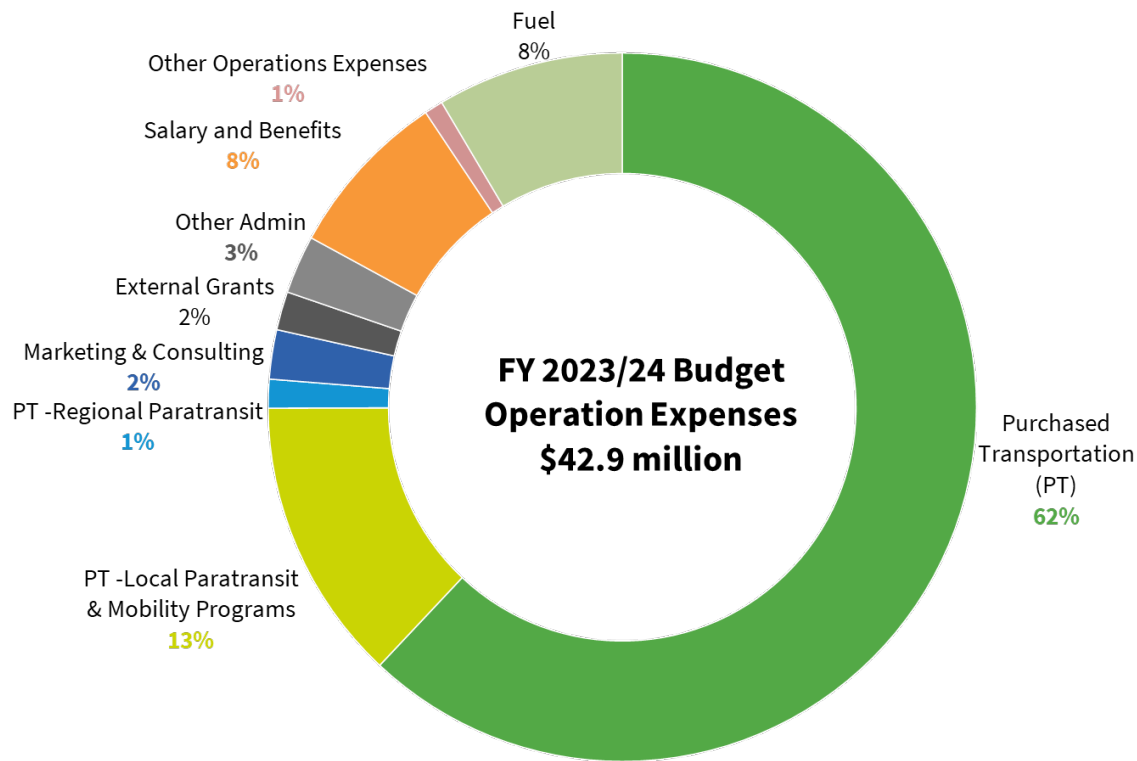
Marin Transit provides local transit service through purchased transportation contracts. Under this structure, the majority of district operations expenses (Figure 4) are for contract service operation (75%) and associated fuel (8%) and other operations expenses (5%). The contract service operations budget 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. The District's operations budget is 6% higher than the FY2022/23 budget reflecting high inflation and the labor shortage which are causing increasing purchased transportation costs in order to maintain service quality. Specific budget categories with variances greater than \$100,000 and more than 10% are summarized in Table 4.

Table 4: Expense Variances in Operations Budget (>\$100,000 and >10% compared to prior year budget)

| Expense Category | FY 2023/24 Budget | Variance from Prior Year Budget | | Notes |
|--------------------------|-------------------|---------------------------------|-------|--|
| | | Amount (\$) | % | |
| Salaries and Benefits | \$3,523,449 | \$341,161 | 11% | Increased budget to account for inflation, merit-based salary increases and promotions, and increased costs for benefits. |
| Security and Maintenance | \$272,628 | (\$127,936) | -32% | Direct payment for the San Rafael Transit Center was moved to purchased transportation in the new GGBHTD service contract, bus stop maintenance costs were moved to this budget from the capital budget. |
| Customer Service | \$0 | (\$672,695) | -100% | Direct payment for customer service costs was moved to purchased transportation in the new GGBHTD service contract. |
| Grant to Other Agencies | \$758,571 | \$233,571 | 44% | Increased grants of Measure AA funding to County yellow bus programs |
| Purchased Transportation | \$32,701,974 | \$2,206,194 | 7% | Increased rates 5-15%, offset by lower budgeted paratransit hours |

Figure 4: Operations Expenses for FY 2023/24 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. After a period of freezing salary and benefits due to unknowns during FY2020/21, the region is now experiencing record inflation rates that create pressure for the District to ensure competitive salaries to retain and attract quality staff members.

The FY2023/24 budget maintains the staff level of 19.2 Full Time Equivalents (Table 5) with an estimated 5% vacancy rate to account for vacant positions.

Based on the District’s employment framework, the 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. This past year, the region had a second year of significant inflation. CPI increased by 5.3% in February and salary bands will be increased accordingly. Marin Transit has a merit-based salary framework and there are no guaranteed cost of living increases. The budget includes capacity to account for inflation and for merit-based adjustments and promotions.

² Bay Area CPI February 2023– 5.3%, bls.gov

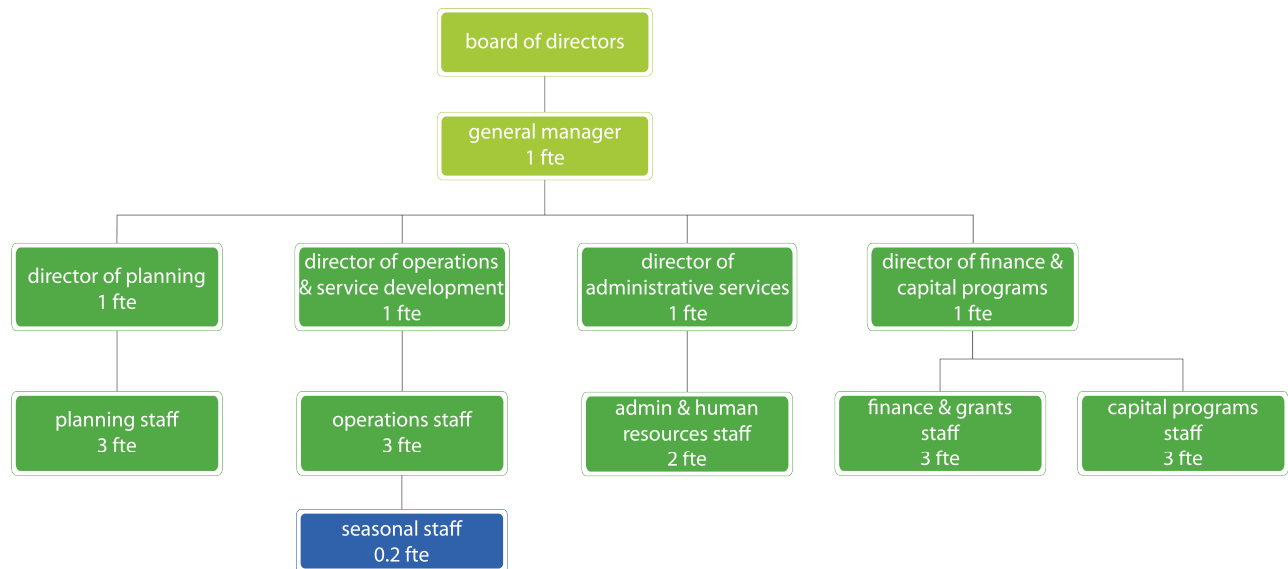
Benefit costs have been rising faster than salaries based on both the increase in health care rates (6% in 2023) and increased usage of sick leave. The budget for benefits in FY2023/24 is 12% higher than the prior year. Staff has reviewed sick time trends and identified a general increase in illnesses since the pandemic and a maturing staff that has increased needs to care for sick family members. Health care premiums are set on a calendar year and there is some capacity in the budget to accommodate benefit rate adjustments in January 2024.

Accounting for merit-based salary increase and the increased benefit costs and usage, the FY2023/24 salary and benefits budget increases 11% compared to the prior year budget.

Table 5: Personnel Counts (FTE)

| | FY 2021/22 | FY 2022/23 | FY2023/24 |
|--------|------------|-----------------|-----------|
| Budget | 17.4 | 19.2 | 19.2 |
| Actual | 15.5 | 16.6 (estimate) | |

Figure 5: Marin Transit FY 2023/24 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 hourly contract rates as they do not need to hedge against potential fuel price increases.

Fuel prices are known to be volatile, and Marin Transit’s budget includes capacity for price fluctuations. After diesel prices increased 80% in FY2021/22, prices started declining again in July 2022. Current prices have come down from the peak and there are signs the market is normalizing but prices remain high. The total budget for fuel is lower due to a reduction in the paratransit fuel budget to reflect lower post-pandemic service levels, but the fixed route fuel budgets allow for 5% increase in fuel prices in FY2023/24. A

more detailed review of District fueling and price trends was presented at the March 6, 2023 Board of Directors meeting.

The budget also includes electric power costs for the District's electric buses. Marin Transit owns six electric vehicles. Two are charged at the GGBHTD Anderson Drive facility and four are charged at Marin Transit's Rush Landing yard. The budget includes \$3,000 per month for electrical power to charge each vehicle.

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. The administration budget (Table 6) 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.

For FY2023/24, there is an overall increase of 9% in expenses in the administration budget before program transfers. The Salaries budget increased 4% while the Benefits budget increased 22% (see staffing, page 17). The Consulting Services budget increased to allow for additional legal support and the budget for Insurance also increased 6% to accommodate anticipated increases in rates.

Table 6: Administration Budget

| GL Code | GL Description | FY 2022 Actual | FY2023 Budget-Revised | FY2023 Estimated Actuals | FY2024 Draft Budget | FY2024 Budget | % Δ From FY2023 Budget |
|-------------------------|------------------------------|------------------|-----------------------|--------------------------|---------------------|------------------|------------------------|
| Revenue | | | | | | | |
| 4070400 | Interest | 3,027 | 25,700 | 112,888 | 90,700 | 90,700 | 253% |
| 4079950 | Development Fees | 27,505 | 24,100 | 32,853 | 27,500 | 27,500 | 14% |
| 4079954 | Residual ABX 126 | 35,430 | 20,000 | 41,438 | 40,000 | 40,000 | 100% |
| 4080101 | PropTax-CurrntSecured | 4,553,967 | 4,676,000 | 4,860,938 | 5,006,731 | 5,006,731 | 7% |
| 4080102 | County Fee-Admin Basic Tax | (59,808) | (65,000) | (62,795) | (66,950) | (66,950) | 3% |
| 4080103 | Property Tax-Unitary | 45,468 | 40,000 | 43,000 | 45,000 | 45,000 | 13% |
| 4080104 | PropTax-CurrntUnSecur | 83,978 | 82,500 | 84,000 | 85,000 | 85,000 | 3% |
| 4080105 | Educ Rev Augm Fund-Redist | 551,990 | 420,000 | 538,686 | 500,000 | 500,000 | 19% |
| 4080106 | PropTax-Supp CY SECR | 155,358 | 85,000 | 100,000 | 100,000 | 100,000 | 18% |
| 4080107 | PropTax-Supp Unsecured | 3,396 | 1,500 | 4,710 | 4,000 | 4,000 | 167% |
| 4080108 | PropTax-Redemption | 2,559 | 2,000 | 3,202 | 3,500 | 3,500 | 75% |
| 4080109 | Property Tax-Prior Unsecured | 4,777 | 3,000 | 5,500 | 5,500 | 5,500 | 83% |
| 4089901 | Other Federal | 153 | 150 | 152 | 150 | 150 | 0% |
| 4119940 | Other State | 216 | 300 | 413 | 300 | 300 | 0% |
| Subtotal Revenue | | 5,408,016 | 5,315,250 | 5,764,985 | 5,841,431 | 5,841,431 | 10% |
| 4700001 | Property Tax Transfer | (1,343,479) | (3,633,135) | (3,313,187) | (4,413,134) | (4,137,308) | 14% |
| Net Revenue | | 4,064,537 | 1,682,115 | 2,451,798 | 1,428,297 | 1,704,123 | 1% |
| Expense | | | | | | | |
| 5010200 | Salaries | 1,496,824 | 2,044,287 | 1,918,867 | 2,133,390 | 2,133,390 | 4% |
| 5020000 | Benefits | 1,095,399 | 1,138,001 | 1,041,776 | 1,390,059 | 1,390,059 | 22% |
| 5030301 | Consultant Services | 142,827 | 212,180 | 106,820 | 225,000 | 225,000 | 6% |
| 5030304 | Prof Svcs - Legal | 135,851 | 150,000 | 58,335 | 150,000 | 150,000 | 0% |
| 5030305 | Prof Svcs - Audit | 39,867 | 45,000 | 40,000 | 37,000 | 37,000 | -18% |
| 5049901 | Office Supplies | 7,099 | 13,800 | 6,360 | 14,200 | 14,200 | 3% |
| 5049902 | Small Furn/Equip | 7,001 | 10,600 | 3,346 | 10,000 | 10,000 | -6% |
| 5049903 | Software Maintenance | 93,898 | 92,700 | 92,500 | 95,000 | 95,000 | 2% |
| 5049904 | Copier Suppl & Srvc | 7,903 | 10,300 | 7,258 | 10,000 | 10,000 | -3% |
| 5049905 | Postage | 1,124 | 3,500 | 1,700 | 3,500 | 3,500 | 0% |
| 5049906 | Computers | 15,931 | 22,800 | 21,000 | 23,000 | 23,000 | 1% |
| 5049911 | COVID-Supplies and Cleaning | 2,704 | - | 590 | - | - | - |
| 5050201 | Communication - Phone | 38,574 | 35,600 | 29,186 | 36,350 | 36,350 | 2% |
| 5060301 | Insurance | 88,026 | 115,000 | 99,241 | 122,000 | 122,000 | 6% |
| 5090101 | Memberships & Prof Dev. | 44,580 | 85,500 | 90,703 | 88,065 | 88,065 | 3% |
| 5090202 | Mileage and Travel | 5,095 | 25,000 | 15,445 | 25,750 | 25,750 | 3% |
| 5090801 | Marketing | 5,440 | 14,000 | 6,500 | 14,420 | 14,420 | 3% |
| 5121200 | Office Rental ¹ | 149,419 | 183,960 | 180,444 | 189,479 | 189,479 | 3% |
| Subtotal Expense | | 3,377,562 | 4,202,228 | 3,720,071 | 4,567,213 | 4,567,213 | 9% |
| 5100100 | Salary/Benefit Transfers | (2,263,258) | (3,018,952) | (2,595,056) | (3,117,902) | (3,117,902) | 3% |
| 5100101 | Transfer Overhead | (496,732) | (627,881) | (613,342) | (592,663) | (592,663) | -6% |
| Net Expense | | 617,572 | 555,395 | 511,673 | 856,648 | 856,648 | 54% |

Local Service

The local service budget (Table 8) includes all revenues and expenses related to the provision of fixed route service, excluding rural service. Major programs in the local service budget include local fixed route, Community Shuttle service, supplemental school, and Muir Woods seasonal shuttle. 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.

The local service budget for FY 2023/24 is \$30.1 million (Table 8). It represents a 6% increase over the prior year revised budget and provides a slightly lower level of service than the prior year (~3%). Fixed route ridership is projected at 90% of pre-COVID levels. Marin Transit is implementing service adjustments in June 2023 to reflect ridership changes from the pandemic and reduced peak-hour resource needs to minimize missed trips and improve service quality.

Services are operated under contract to Marin Airporter (Local Basic, Community Shuttles, Supplemental School). Local Basic and Trunkline services are also operated through an intra-agency agreement with GGBHTD. A new simplified agreement went into effect October 1, 2022. The purchase transportation contract with Marin Airporter was extended through June 30, 2024. Purchased transportation costs have increased significantly to accommodate higher operator wages and increased rates under the GGBHTD interagency agreement. Hourly rates for services are shown in Table 7.

Table 7: Local Budget Service Levels

| Service Type | FY 2023/24 Budgeted Service (Rev Hrs) | Average Contract Cost Per Hour (without fuel) | Notes |
|-------------------------------------|---------------------------------------|---|---|
| Local Basic and Trunkline | 121,000 | \$140.27 | Service provided by two contractors; blended contract rate increases 4% over prior year |
| Community Shuttles | 39,700 | \$126.21 | Contract rate increases 12% |
| Supplemental School and Partnership | 1,750 | \$126.21 | Some services shifted to local service |
| Muir Woods Shuttle | 6,300 | \$200.00 | Cost estimated for new contract |
| Novato Dial-A-Ride | 0 | N/A | This program is discontinued as of June 30, 2023. |

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 Measure AA local sales tax revenues budgeted for local service are \$13.3 million and includes expenditure of \$2.4 million in carryforward funds. Measure AA funding is 45% of budgeted revenues for local service and critical for maintaining operations.

As discussed in prior sections, due to under and over projections of prior year funds combined with the end of federal relief funds there are large swings in operations revenue sources. TDA is 31% lower than the prior year, STA funds are 73% higher, and budgeted Measure AA revenues are 102% higher.

Fare revenues are budgeted based on ridership and average fare per passenger. FY2021/22 ridership is expected to be 90% of pre-pandemic levels. Marin Transit provides two major fare subsidy programs that

reduce fare revenue. These are the youth pass program which provides free fixed route transit to low-income youth and Homeward Bound that provides free fixed route transit to people participating in County programs. The low-income youth fare program is budgeted to distribute \$500,000 in free fares and Measure B funds up to \$80,000 in free fares through the Homeward Bound program.

Figure 6: Local Revenue Service Hours by Program

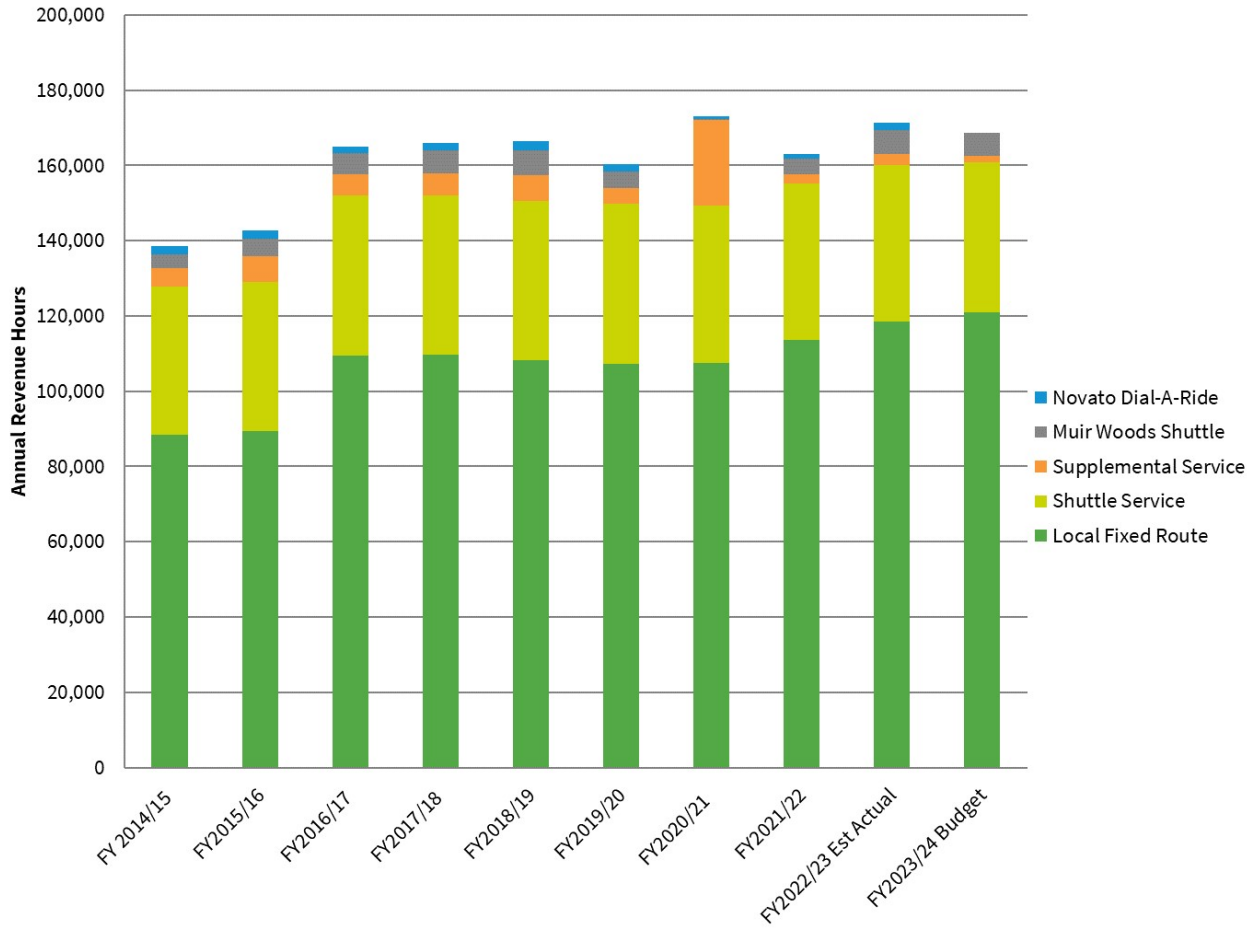


Figure 7: Local Passenger Trips by Program

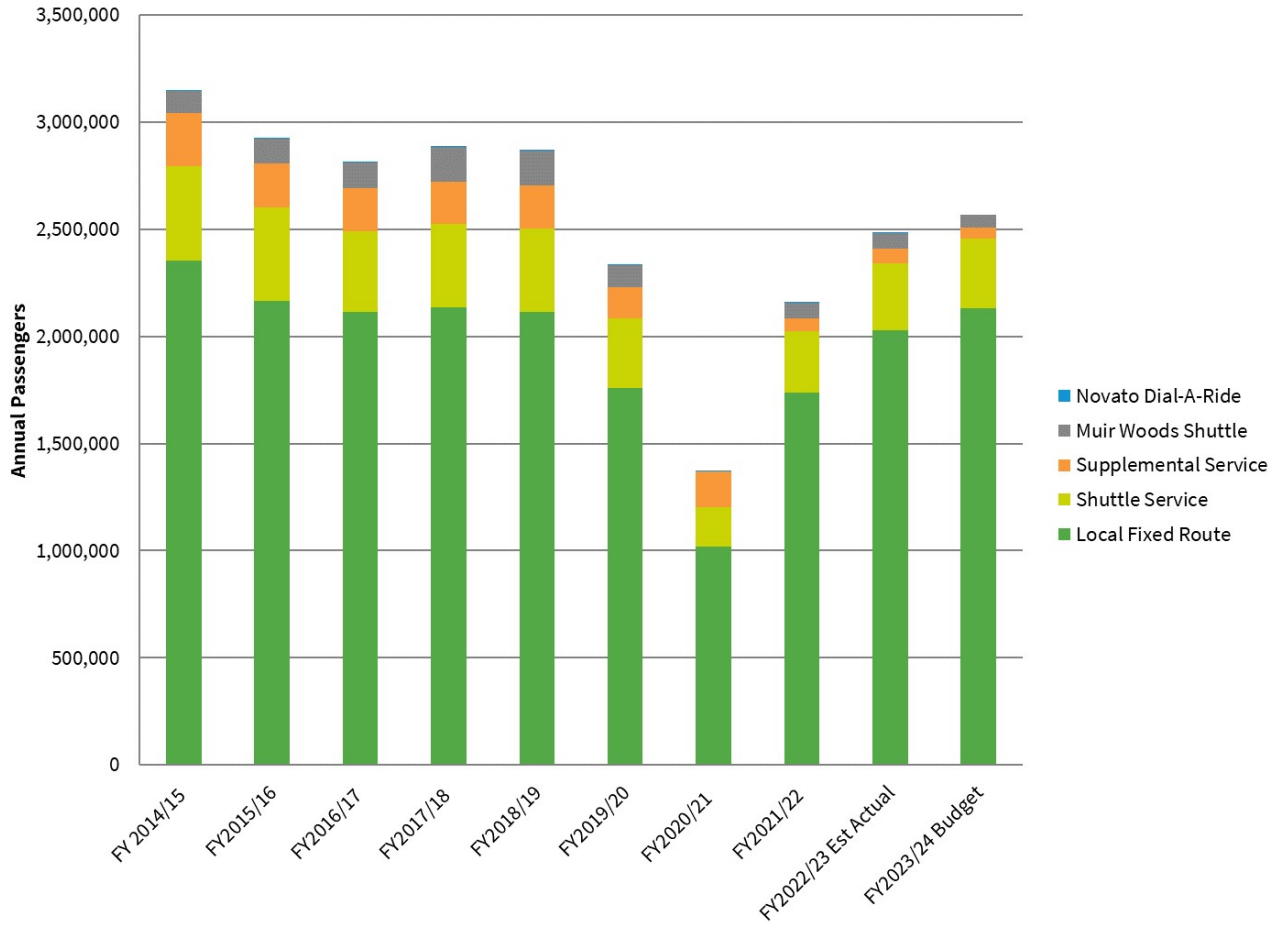


Table 8: Local Service Budget

| GL Code | GL Description | FY 2022 Actual | FY2023 Budget-Revised | FY2023 Estimated Actuals | FY2024 Draft Budget | FY2024 Budget | % Δ From FY 2023 Budget |
|-------------------------|------------------------------------|-------------------|-----------------------|--------------------------|---------------------|-------------------|-------------------------|
| Revenue | | | | | | | |
| 4060301 | Advertising Revenue | 232,513 | 83,500 | 153,710 | 60,000 | 60,000 | -28% |
| 4070301 | Lease of Property | 320,663 | 120,000 | 93,189 | 0 | 0 | -100% |
| 4090101 | Local Government Payments | 0 | 0 | 20,000 | 0 | 0 | - |
| 4092001 | Measure A Sales Tax | 0 | 680,000 | 680,000 | 712,006 | 712,006 | 5% |
| 4092005 | Measure AA Sales Tax | 3,709,895 | 6,309,950 | 4,017,306 | 12,768,830 | 12,768,830 | 102% |
| 4110101 | State Transit Assistance (STA) | 2,541,124 | 2,952,985 | 2,969,698 | 5,098,794 | 5,098,794 | 73% |
| 4110102 | Transit Development Act (TDA) | 6,565,228 | 11,411,858 | 11,411,858 | 7,881,923 | 7,881,923 | -31% |
| 4119911 | State SREC Credits | 13,528 | 16,000 | 7,541 | 16,000 | 16,000 | 0% |
| 4139910 | Fed-FTA 5307 | 0 | 0 | 484,000 | 40,400 | 40,400 | - |
| 4139912 | Fed-FTA 5307 Relief Funds | 6,654,814 | 3,589,000 | 3,589,664 | 0 | 0 | -100% |
| 4139951 | National Park Service | 290,671 | 564,764 | 581,518 | 655,835 | 655,835 | 16% |
| 4140100 | Fare Revenue | 1,762,474 | 1,812,000 | 2,091,539 | 2,089,000 | 2,081,000 | 15% |
| 4020000 | Special Fares - Paid by Ext Agency | 437,028 | 561,475 | 527,490 | 566,783 | 566,783 | 1% |
| Subtotal Revenue | | 22,527,938 | 28,101,532 | 26,627,513 | 29,889,571 | 29,881,571 | 6% |
| 4700001 | Property Tax Transfer | 200,441 | 128,135 | 10,000 | 320,000 | 320,000 | 150% |
| 4700002 | Program Revenue Transfer | 44,431 | 80,000 | 72,000 | 80,000 | 80,000 | 0% |
| Total Revenue | | 22,772,810 | 28,309,667 | 26,709,513 | 30,289,571 | 30,281,571 | 7% |
| Expense | | | | | | | |
| 5030301 | Consultant Services | 98,603 | 216,300 | 61,392 | 260,000 | 260,000 | 20% |
| 5030310 | Fare Processing Charges | 21,821 | 22,000 | 19,212 | 22,660 | 22,660 | 3% |
| 5030320 | Customer Service | 584,338 | 600,000 | 126,842 | 0 | 0 | -100% |
| 5030501 | Bus Stop Maintenance | 0 | 0 | 0 | 160,000 | 160,000 | - |
| 5030602 | Custodial Service | 40,325 | 71,190 | 51,138 | 81,490 | 81,490 | 14% |
| 5030701 | Security Services | 294,721 | 303,298 | 85,000 | 0 | 0 | -100% |
| 5040101 | Fuel | 2,070,224 | 2,384,564 | 2,368,028 | 2,544,693 | 2,525,811 | 6% |
| 5040160 | Electrical Power | 61,579 | 210,000 | 116,396 | 216,300 | 216,300 | 3% |
| 5040180 | Utilities (facility) | 26,160 | 36,050 | 32,528 | 37,132 | 37,132 | 3% |
| 5049902 | Small Equipment | 11,560 | 10,000 | 9,753 | 10,300 | 10,300 | 3% |
| 5049904 | Software | 41,874 | 47,058 | 60,027 | 62,500 | 60,000 | 28% |
| 5049911 | COVID-19 Supplies and Cleaning | 69,568 | 0 | 262 | 0 | 0 | - |
| 5050205 | Communication | 107,927 | 152,852 | 110,473 | 157,888 | 157,887 | 3% |
| 5080101 | Purchased Transportation | 17,518,227 | 21,779,865 | 21,403,062 | 23,940,053 | 23,798,817 | 9% |
| 5090801 | Marketing | 32,612 | 92,520 | 83,281 | 95,295 | 95,295 | 3% |
| Subtotal Expense | | 20,979,539 | 25,925,697 | 24,527,394 | 27,588,311 | 27,425,692 | 6% |
| 5100100 | Salary/Benefit Transfers | 1,488,314 | 2,021,712 | 1,797,747 | 2,325,271 | 2,325,271 | 15% |
| 5100101 | Overhead Transfer | 304,955 | 346,259 | 388,853 | 375,989 | 375,989 | 9% |
| Total Expense | | 22,772,808 | 28,293,668 | 26,713,994 | 30,289,571 | 30,126,952 | 6% |

Yellow Bus Service

Marin Transit strives to provide fixed route service to high schools in the urbanized areas of Marin County, but recognizes that school transportation for younger students, and in rural areas, is often more appropriate for yellow school bus service. Measure AA designated local sales tax resources to help fund yellow bus services. The FY2023/24 budget (Table 9) includes revenue and expenses associated with the operations of the following components to support yellow bus service:

- (A) Operation of the Ross Valley yellow bus program at pre-pandemic services levels;
- (B) Distribution of Measure AA funding to existing eligible Marin County Yellow Bus Programs; and
- (C) General staffing support for the development of yellow bus services in Marin County.

(A) Management of the Ross Valley yellow bus program - In FY 2023/24 Marin Transit will continue to manage operations, service contracts, and pass sales for four 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 and presents a draft and final budget to the Ross Valley Yellow School Bus program Joint Exercise of Powers Authority (JEPA) for its review and approval. These assumptions may need to be adjusted as additional information on service levels, pass prices and contributions from other local agency partners such as the County of Marin, the Town of San Anselmo, and the Town of Fairfax are finalized.

(B) 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. After an initial three-year distribution program, the Marin Transit Board adopted guidelines for a second three-year program at the April 2022 board meeting and the FY2023/24 distribution amounts were approved at the May 2023 board meeting. The FY2023/24 distribution of \$1.1 million is a 2.59% increase in the base funding due to the growth in sales tax allocations and a distribution of an additional \$333,421, or 1/3 of the carryforward balance in Measure AA school funds. The allocations will be made to following school districts:

- Reed Union/Cove
- Ross Valley
- San Rafael School District
- Miller Creek
- Sausalito/Marin City

(C) 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. This includes activities paid for by the Tiburon Peninsula Traffic Relief JPA to support the Reed Union School District bus program, shown as Local Government Payment.

Table 9: Yellow School Bus Service Budget

| GL Code | GL Description | FY 2022 Actual | FY2023 Budget-Revised | FY2023 Estimated Actuals | FY2024 Budget | % Δ From FY 2023 Budget |
|-------------------------|------------------------------|------------------|-----------------------|--------------------------|------------------|-------------------------|
| Revenue | | | | | | |
| 4030000 | Fares- Paid By Other Agency | 151,000 | 171,000 | 171,000 | 171,000 | 0% |
| 4090101 | Local Government Payments | 46,112 | 24,840 | 30,552 | 18,416 | -26% |
| 4092005 | Measure AA Sales Tax | 814,883 | 750,000 | 739,750 | 1,073,171 | 43% |
| 4140105 | Fare Revenue - Yellow Bus | 277,307 | 282,000 | 282,818 | 297,460 | 5% |
| Subtotal Revenue | | 1,289,302 | 1,227,840 | 1,224,120 | 1,560,047 | 27% |
| Expense | | | | | | |
| 5030301 | Consultant Services | 3,420 | 5,000 | 2,212 | 4,000 | -20% |
| 5030310 | Fare Processing Charges | 10,206 | 19,786 | 20,000 | 9,143 | -54% |
| 5030602 | Custodial Service | 1,767 | 2,076 | 1,684 | 2,138 | 3% |
| 5049902 | Small Furn/Equip | 15 | 500 | 0 | 0 | -100% |
| 5049903 | Software | 978 | 1,500 | 670 | 1,000 | -33% |
| 5080103 | Yellow Bus School Service | 573,174 | 597,900 | 539,692 | 753,840 | 26% |
| 5090801 | Marketing | 0 | 500 | 0 | 500 | 0% |
| 5098050 | Grants to Yellow Bus Program | 591,935 | 525,000 | 514,606 | 758,571 | 44% |
| 5120401 | Leases and Rentals | 26,640 | 26,210 | 23,589 | 32,556 | 24% |
| Subtotal Expense | | 1,208,135 | 1,178,472 | 1,102,453 | 1,561,748 | 33% |
| 5100100 | Salary/Benefit Transfers | 60,141 | 59,297 | 23,114 | 27,599 | -53% |
| 5100101 | Transfer Overhead | 12,323 | 19,005 | 5,000 | 8,176 | -57% |
| Total Expenses | | 1,280,599 | 1,256,774 | 1,130,567 | 1,597,523 | 27% |

Rural Service

Rural service is operated as the West Marin Stagecoach (Stagecoach) and includes northern Route 68 and southern Route 61. The West Marin Stagecoach, Routes 68 and 61, will be operated by Marin Airporter starting July 1, 2023. The rural Dial-A-Ride program is moved to a Marin Access Shuttle program effective June 30, 2023.

Since Rural service provides lifeline connections to rural communities, these services continued to operate throughout the COVID-19 pandemic. Marin Transit temporarily added 1,050 service hours to Route 61 to address overcrowding due to capacity limits in FY2021/22. Service levels are now back to the pre-COVID level of 16,500 revenue hours per year (Table 10, Figure 8).

Figure 8: Rural Service Level and Ridership Trends

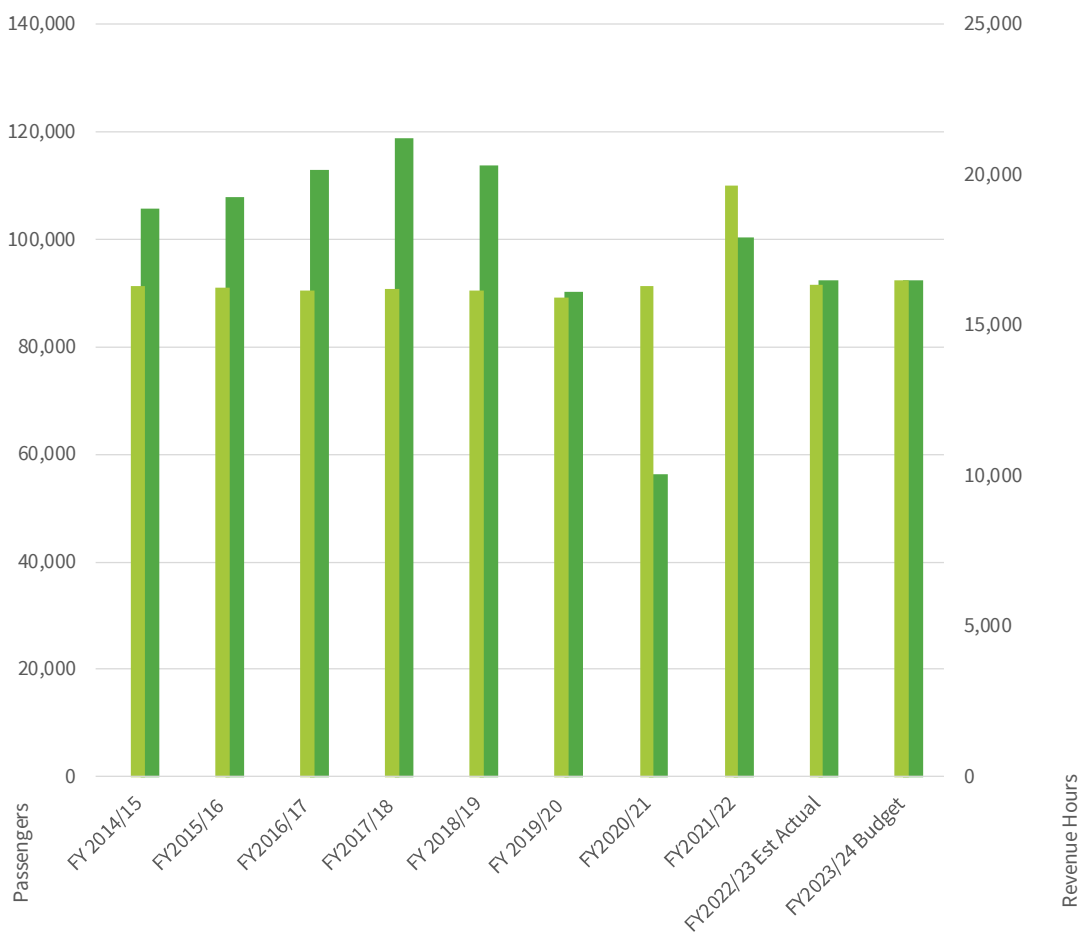


Table 10: Rural Budget Service Levels

| Service Type | Service Level (Revenue Hours) | Contract Cost Per Hour (without fuel) | Notes |
|-----------------------|-------------------------------|---------------------------------------|---|
| West Marin Stagecoach | 16,500 | \$103.59 | No changes to service level. |
| Rural Dial-A-Ride | 0 | N/A | This service is moved to Marin Access budget for FY2023/24. |

The rural service budget (Table 11) includes contract service operations, marketing, fuel, communications, and Marin Transit staff expenses. Rural service is funded with a combination of local sales tax funds and Federal Transit Administration (FTA) Section 5311 rural funding. Marin Transit receives 3% of the County Measure AA local sales tax funds for Rural service. There are no longer carryforward Measure AA funds for rural service and additional property tax funding will be used fund the rural operations.

Table 11: Rural Service Budget

| GL Code | GL Description | FY 2022 Actual | FY2023 Budget-Revised | FY2023 Estimated Actuals | FY2024 Budget | % Δ from FY2023 Budget |
|-------------------------|--------------------------------|------------------|-----------------------|--------------------------|------------------|------------------------|
| Revenue | | | | | | |
| 4092001 | Measure A Sales Tax | 0 | 325,387 | 55,080 | 57,672 | -82% |
| 4092005 | Measure AA Sales Tax | 664,630 | 1,131,141 | 1,131,141 | 926,812 | -18% |
| 4139920 | Fed-FTA 5311 Rural | 228,695 | 297,303 | 297,303 | 303,249 | 2% |
| 4139951 | Fed-FTA 5311 Relief Funds | 304,048 | 0 | 246,000 | 0 | - |
| 4140100 | Fare Revenue | 84,194 | 100,706 | 72,861 | 80,000 | -21% |
| Subtotal Revenue | | 1,281,567 | 1,854,537 | 1,802,385 | 1,367,733 | -26% |
| 4700001 | Property Tax Transfer | 1,072,698 | 600,000 | 671,825 | 1,318,000 | 120% |
| Total Revenue | | 2,354,265 | 2,454,537 | 2,474,210 | 2,685,733 | 9% |
| Expense | | | | | | |
| 5030301 | Consultant Services | 7,059 | 16,391 | 12,500 | 16,000 | -2% |
| 5040101 | Fuel | 367,930 | 396,468 | 307,208 | 322,568 | -19% |
| 5040180 | Utilities (Facility) | 37 | 0 | 109 | 0 | - |
| 5049902 | Small Equipment | 0 | 5,000 | 0 | 5,000 | 0% |
| 5049911 | COVID-19 Supplies and Cleaning | 103 | 0 | 0 | 0 | - |
| 5050205 | Communication-AVL | 12,454 | 15,000 | 11,824 | 15,000 | 0% |
| 5080101 | Purchased Transportation | 1,843,963 | 1,814,694 | 1,964,591 | 2,057,149 | 13% |
| 5090801 | Marketing | 5,379 | 20,600 | 7,816 | 21,218 | 3% |
| Subtotal Expense | | 2,236,925 | 2,268,153 | 2,304,048 | 2,436,935 | 7% |
| 5100100 | Salary/Benefit Transfers | 97,385 | 138,360 | 121,973 | 140,938 | 2% |
| 5100101 | Transfer Overhead | 19,954 | 44,345 | 26,383 | 41,751 | -6% |
| Total Expenses | | 2,354,264 | 2,450,858 | 2,452,404 | 2,619,624 | 7% |

Marin Access (Paratransit and Mobility Management)

The Marin Access budget includes Marin Access paratransit services for both local and regional trips and associated costs for fuel, customer service, scheduling and dispatch software, and marketing. The Marin Access budget also includes Marin Transit's Mobility Management programs and services. The purpose of the Mobility Management program is to increase mobility for the County's older adults and those with disabilities in need of transportation services and provide cost effective and improved alternatives to paratransit. The program goes beyond the legal requirements of the Americans with Disabilities Act (ADA) using funding from local Measure B and Measure AA. Demand for and usage of Marin Access programs has not returned to pre-pandemic levels and Marin Transit staff are completing program evaluations and rider outreach to plan for service changes and improvements. These changes will likely be implemented in FY2023/24 and may require budget amendments.

The FY 2023/24 budget for Marin Access (Table 14) is \$7.7 million, a 7% decrease compared to the prior year's budget. The decrease in budget is primarily due to lowering the the estimated level of service for paratransit. Demand in the current year is well under the projected level of 73% of pre-COVID hours. The FY2023/24 budget reduces the projected service levels to 60% of pre-COVID hours which would be a 40% increase over the FY2022/23 estimated actuals (Figure 9). Passengers by program are shown in Figure 10.

Current programs are described below and shown in Table 12:

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 federal Americans with Disabilities Act (ADA) as well as trips that go beyond the ADA requirements. This service, and a regional paratransit service managed on behalf of GGBHTD, are operated under a single contract to Transdev. Service is budgeted at 36,000 hours. GGBHTD pays a share of mandated local paratransit based on their share of transit in Marin County (currently 14.63%). The method of calculation was changed in the new GGBHTD service contract and the GGBHTD share was reduced by about 10%. 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.

The **Connect pilot program** was discontinued as of June 30, 2023.

Marin Transit's **volunteer driver programs** allow Marin County residents that are 65+ or ADA-eligible to identify trusted drivers and provide mileage reimbursements for up to 100 miles per month in urbanized Marin (STAR program) or 400 miles in West Marin (TRIP program). The reimbursement rates are being increased in FY2023/24 and program has \$130,000 budget and is projected to carry 10,000 passengers per year.

Catch-A-Ride is a subsidized voucher program for Marin County residents that are 65+ or ADA eligible. The program is being expanded in FY2023/24 and riders can take up to 30 trips per quarter at a subsidy of up to \$20 per trip after paying a base fare of \$5. Riders eligible for the Marin Access Fare Assistance program are eligible for additional subsidy and trips due to demonstrated income barriers. Catch-A-Ride trips are scheduled, dispatched, and provided directly by Marin Transit contractors, North Bay Taxi and Uber. This program is budgeted at \$480,000 per year.

Marin Access Shuttles are a new program as of July 1, 2024 that will be operated by Transdev and includes components that were previously operated as Rural Dial-A-Ride. This new program formalizes existing shuttles and allows staff to evaluate opportunities for expansion.

Regional paratransit is fully funded by GGBHTD. The FY 2023/24 budget includes 5,000 revenue hours for regional paratransit service which is 68% of the pre-COVID demand.

Mobility Management

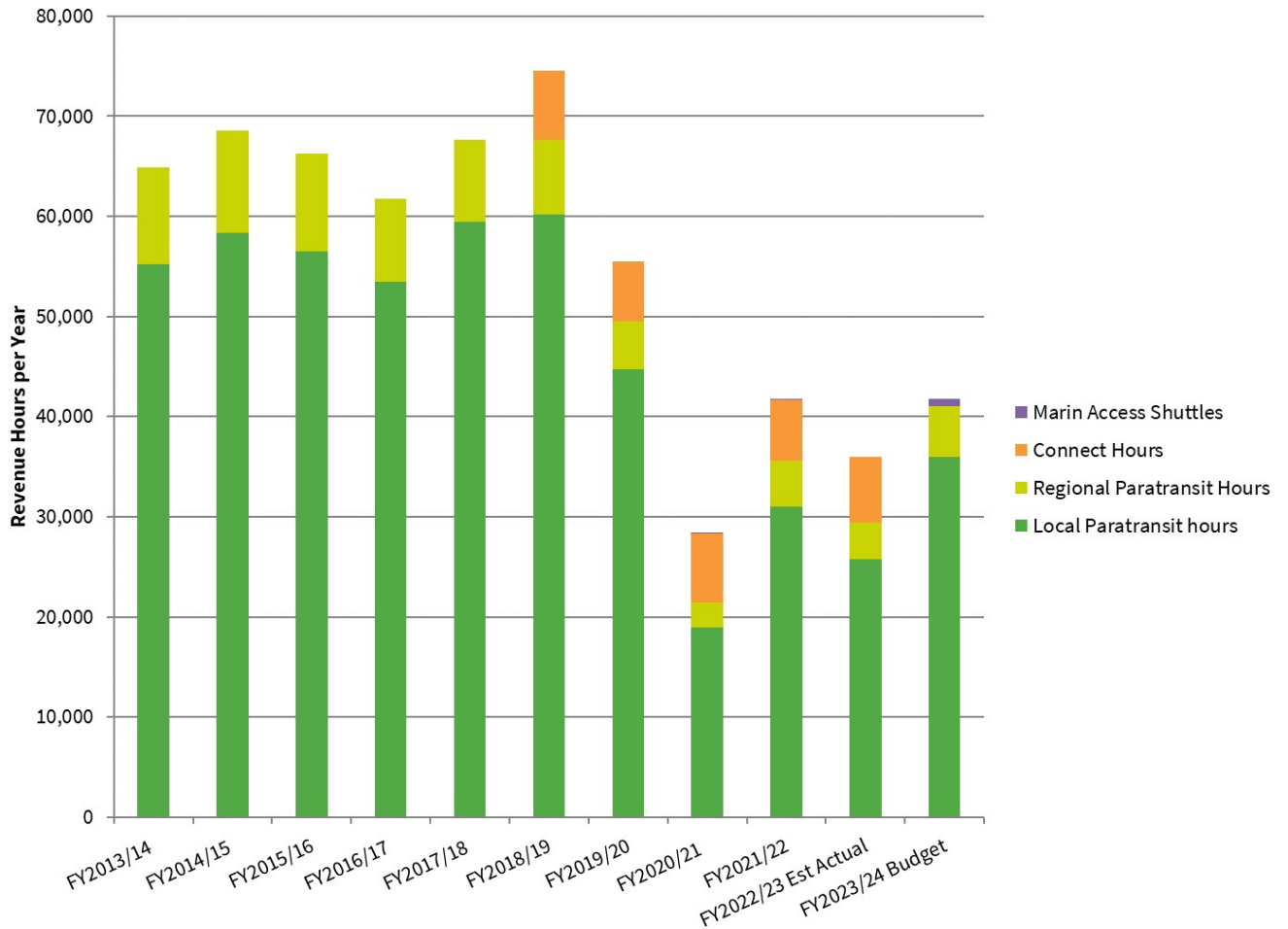
Marin Transit established the Mobility Management Office in 2009, with initial funding from a Federal New Freedom Grant. The program has continued to receive Federal Section 5310 grants to fund staffing costs (Table 13). Marin Transit established the Marin Access Travel Navigator program in 2010, as a one-stop-shop for information and eligibility on all Marin Access programs. The Mobility Management Office serves as an umbrella for the suite of Marin Access programs including paratransit, volunteer driver, Catch-A-Ride, and travel training. Travel training activities include local informational presentations and individualized travel training. There are currently two full-time Travel Navigators and one full-time Travel Navigator Coordinator.

Table 12: Marin Access Budget Service and Program Levels

| Service Type | Service Level (Revenue Hours) | Contract Cost Per Hour (without fuel) | Notes |
|-----------------------------------|-------------------------------------|---------------------------------------|--|
| Local Paratransit | 36,000 | \$131 | Budgeted hours increase 30% over prior year estimated actual; projected at 60% of pre-COVID service demand. |
| Regional Paratransit | 5,000 | \$113 | Fully funded by GGBHTD, rate is lower than local paratransit due to fixed fee allocation that maybe adjusted. |
| Marin Access Shuttle | 400 | \$131 | New shuttle program starting in FY2024 and includes components that were previously operated as Rural Dial A Ride. |
| Connect (Pilot) | 0 | N/A | Program cancelled effective June 30, 2023 |
| Program | Service Level (Projected Ridership) | Funding Level | Notes |
| Catch A Ride | 3,700 | \$360,000 | Partially funded with Measure B, program changes are being implemented in FY2024. |
| Volunteer Driver | 10,000 | \$100,000 | Program at similar service level to pre-COVID demand. Fully funded by Measure B. Subsidies increased for FY2024 |
| Innovation Incubator / Gap Grants | NA | \$90,000 | Provides support to external agencies for innovation projects. |

| | | | |
|------------------------------------|----|----------|---|
| Low Income Fare Assistance Program | NA | \$85,000 | Provides fare assistance for low-income riders. Fare assistance is funded with Measure B. |
|------------------------------------|----|----------|---|

Figure 9: Marin Access Revenue Hours for Services

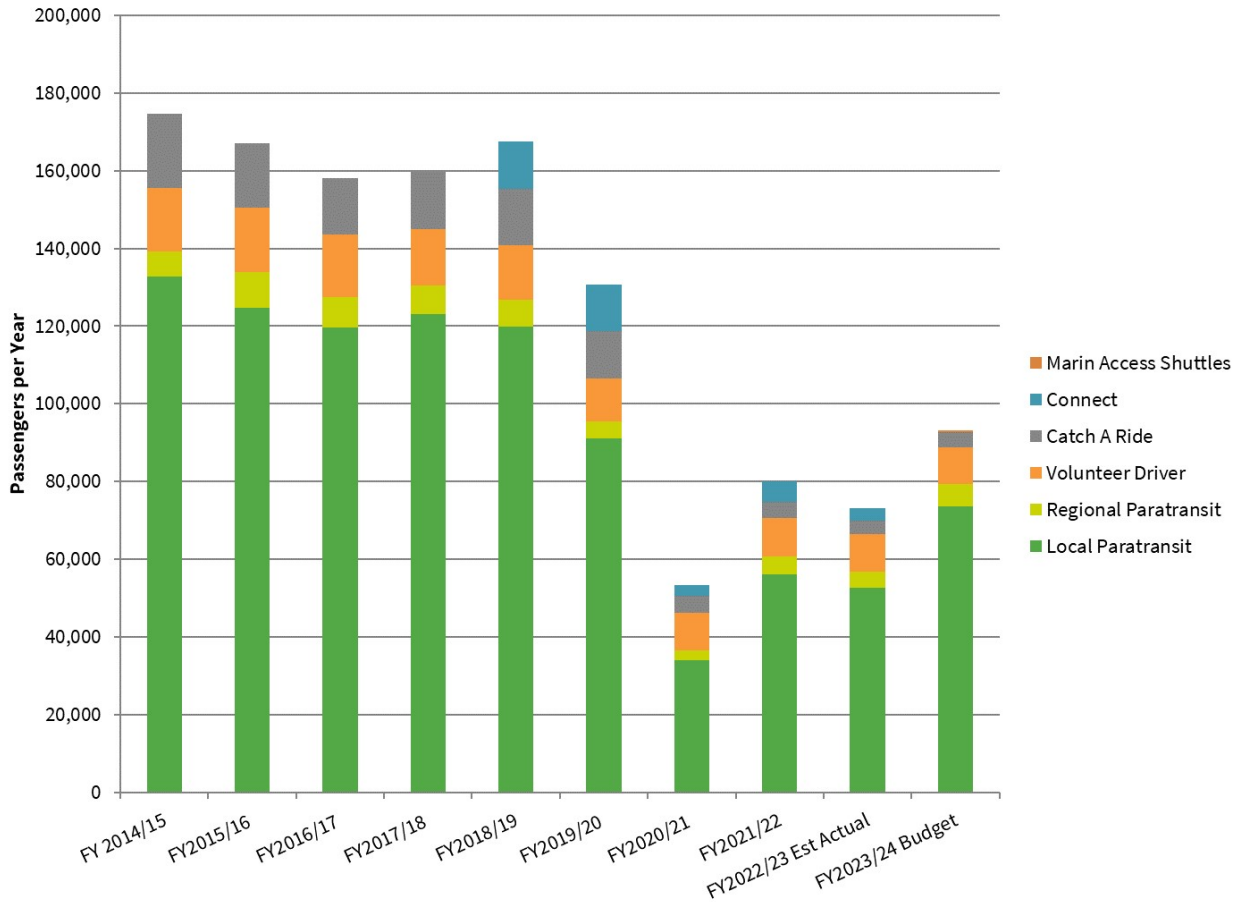


Marin Access Revenue

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. In FY2023/24, Marin Transit has \$2.9 million in Measure AA funding for expenditures which is significantly lower than FY2022/23 which expended significant carryforward revenues. Marin Transit receives 35% of the county Measure B vehicle license fee to support the mobility management initiatives. Marin Transit is budgeting \$895,000 of Measure B funding in FY 2023/24, which includes an estimated \$147,000 in unspent prior year allocations.

Marin Transit plans to continue providing 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. Marin Transit will receive \$1.1 million in federal 5307 funding for paratransit operations. Fare revenue is projected to be 2% of Marin Access revenues.

Figure 10: Marin Access Passengers by Program and Service



In FY 2023/24, Marin Transit expects to expend \$1.3 million in state and federal grant awards for Marin Access (Table 13).

Table 13: Marin Access Grant Funding

| FY2023/24 Expenditure | Total Grant Award | Program | Source |
|-----------------------|-------------------|-------------------------------|------------------|
| \$1,061,461 | \$1,061,461 | Paratransit Operations | FTA Section 5307 |
| \$187,500 | \$375,000 | Rural Paratransit | FTA Section 5310 |
| \$88,750 | \$177,500 | Mobility Management | FTA Section 5310 |
| \$0 | \$112,500 | Paratransit -Same-day Service | FTA Section 5310 |

Table 14: Marin Access Budget

| GL Code | GL Description | FY 2022 Actual | FY2023 Budget-Revised | FY2023 Estimated Actuals | FY2024 Budget | % Δ From FY 2023 Budget |
|-------------------------|--------------------------------------|------------------|-----------------------|--------------------------|------------------|-------------------------|
| Revenue | | | | | | |
| 4092001 | Measure A Sales Tax | 0 | 165,410 | 165,410 | 173,191 | 5% |
| 4092005 | Measure AA Sales Tax | 2,767,189 | 4,159,467 | 2,547,438 | 2,934,903 | -29% |
| 4099950 | Measure B | 808,354 | 950,000 | 850,651 | 895,000 | -6% |
| 4110101 | State Transit Assistance | 60,000 | 60,000 | 60,000 | 60,000 | 0% |
| 4119910 | State Prop Tx Relief HOPTR | 18,412 | 16,000 | 12,000 | 16,000 | 0% |
| 4139910 | Fed-FTA 5307 Urbanized Area Formula | 802,802 | 1,039,640 | 1,039,640 | 1,061,461 | 2% |
| 4139915 | Fed-FTA 5310 Mobility | 80,146 | 0 | 9,330 | 276,250 | - |
| 4139917 | Fed-FTA 5307 Relief Funds | 45,354 | 0 | 0 | 0 | - |
| 4140100 | Fare Revenue | 219,082 | 318,964 | 159,600 | 170,875 | -46% |
| 4601003 | GGBHTD – Local Paratransit Payment | 921,650 | 879,922 | 760,315 | 786,640 | -11% |
| 4601004 | GGBHTD – Regional Paratransit | 654,653 | 633,569 | 532,038 | 636,495 | 0% |
| Subtotal Revenue | | 6,377,642 | 8,222,972 | 6,136,422 | 7,010,815 | -15% |
| 4700001 | Property Tax Transfer | 48,134 | 455,000 | 130,000 | 703,174 | 55% |
| 4700002 | Program Revenue Transfer | (44,431) | (80,000) | (72,000) | (80,000) | 0% |
| Total Revenue | | 6,381,345 | 8,597,972 | 6,194,422 | 7,633,989 | -11% |
| Expense | | | | | | |
| 5030301 | Consultant Services | 108,174 | 84,827 | 8,792 | 85,782 | 1% |
| 5030320 | Customer Service | 198,002 | 72,695 | 0 | 0 | -100% |
| 5030602 | Services - Facility | 9,850 | 24,000 | 18,018 | 24,000 | 0% |
| 5040101 | Fuel | 497,434 | 744,253 | 475,990 | 597,429 | -20% |
| 5040160 | Utilities (Facility) | 10,525 | 30,000 | 11,889 | 30,900 | 3% |
| 5049902 | Small Furn/Equip | 23 | 10,000 | 1,632 | 10,000 | 0% |
| 5049903 | Software | 131,383 | 182,434 | 139,799 | 156,997 | -14% |
| 5049911 | COVID-Supplies and Cleaning | 33,174 | 0 | 7,156 | 0 | - |
| 5050204 | Communication-MERA Radio | 22,962 | 27,035 | 25,963 | 27,846 | 3% |
| 5050206 | Communication | 14,696 | 18,000 | 11,828 | 18,540 | 3% |
| 5080101 | Purchased Transportation - In Report | 4,281,305 | 5,737,163 | 4,642,945 | 5,525,452 | -4% |
| 5080102 | Purchased Transportation - Regional | 597,625 | 566,158 | 471,213 | 566,716 | 0% |
| 5090801 | Marketing | 12,630 | 35,000 | 0 | 36,050 | 3% |
| 5098001 | Misc-Exp Transit User Training | 3,942 | 12,731 | 15,000 | 13,113 | 3% |
| 5098002 | Gap Grant | 0 | 90,000 | 0 | 50,000 | -44% |
| Subtotal | | 5,921,725 | 7,634,296 | 5,830,225 | 7,142,825 | -6% |
| 5100100 | Salary/Benefit Transfers | 380,269 | 494,144 | 317,328 | 459,980 | -7% |
| 5100101 | Transfer Overhead | 77,917 | 158,376 | 68,638 | 136,262 | -14% |
| Total Expense | | 6,379,911 | 8,286,816 | 6,216,191 | 7,739,067 | -7% |

Capital Budget

Marin Transit's annual capital budget (Table 15) of \$16.3 million provides funding for transit vehicles, bus stop improvements, facilities, and other capital expenses. Figure 11 provides capital expenditures and budget by project type to show the significant variation in expenditures by year. In FY2023/24 Marin Transit will complete the purchase of seven 35-foot Hybrid Transit Buses, 10 paratransit vehicles, and an electric paratransit vehicle. Marin Transit is actively working on facility projects to improve existing facilities and purchase additional right of way needed for parking and maintenance of electric buses and yellow buses.

The FY2023/24 Capital Budget includes \$5.8 million in facility projects. Marin Transit successfully purchased a two-and-a-half-acre parcel (Rush Landing) in FY2019/20, a paratransit maintenance facility in San Rafael in FY2021/22, and an adjacent property in San Rafael for future parking and charging of small vehicles in FY2022/23. These purchases will provide vehicle parking for only a portion of the fleet and a maintenance facility location only for the paratransit service. Additional facilities and facility improvements are needed to meet zero emission fleet requirements and accommodate Marin Transit's full parking and maintenance needs. Marin Transit is actively purchasing right-of-way for additional transit bus parking and the budget includes the larger facility project needed for installation of electric vehicle charging infrastructure and fixed route vehicle maintenance.

The FY2023/24 budget also includes the federally funded project for ADA bus stop improvements and a new corridor improvement project.

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.

The projects included in the FY2023/24 budget are 32% funded with state and federal grant funds (Table 15). The budget includes the expenditure of \$1.1 million in capital reserves (prior year property tax revenues) to fund facility improvements and the purchase of additional land for vehicle parking. The budget includes the expenditure of \$1.4 million in Measure A/AA local sales tax funds and \$1.3 million in current year property tax funds.

Specific capital expenditures are described below by project type and listed with the District's two letter project code.

Vehicles

Replace Seven Hybrid Vehicles (LE) – Marin Transit will purchase seven 35-foot hybrid vehicles to replace vehicles beyond their useful life. The vehicles are 76% funded with Section 5307 funds, 12% funded with state funds and 12% funded through local match from Measure AA local sales tax funds.

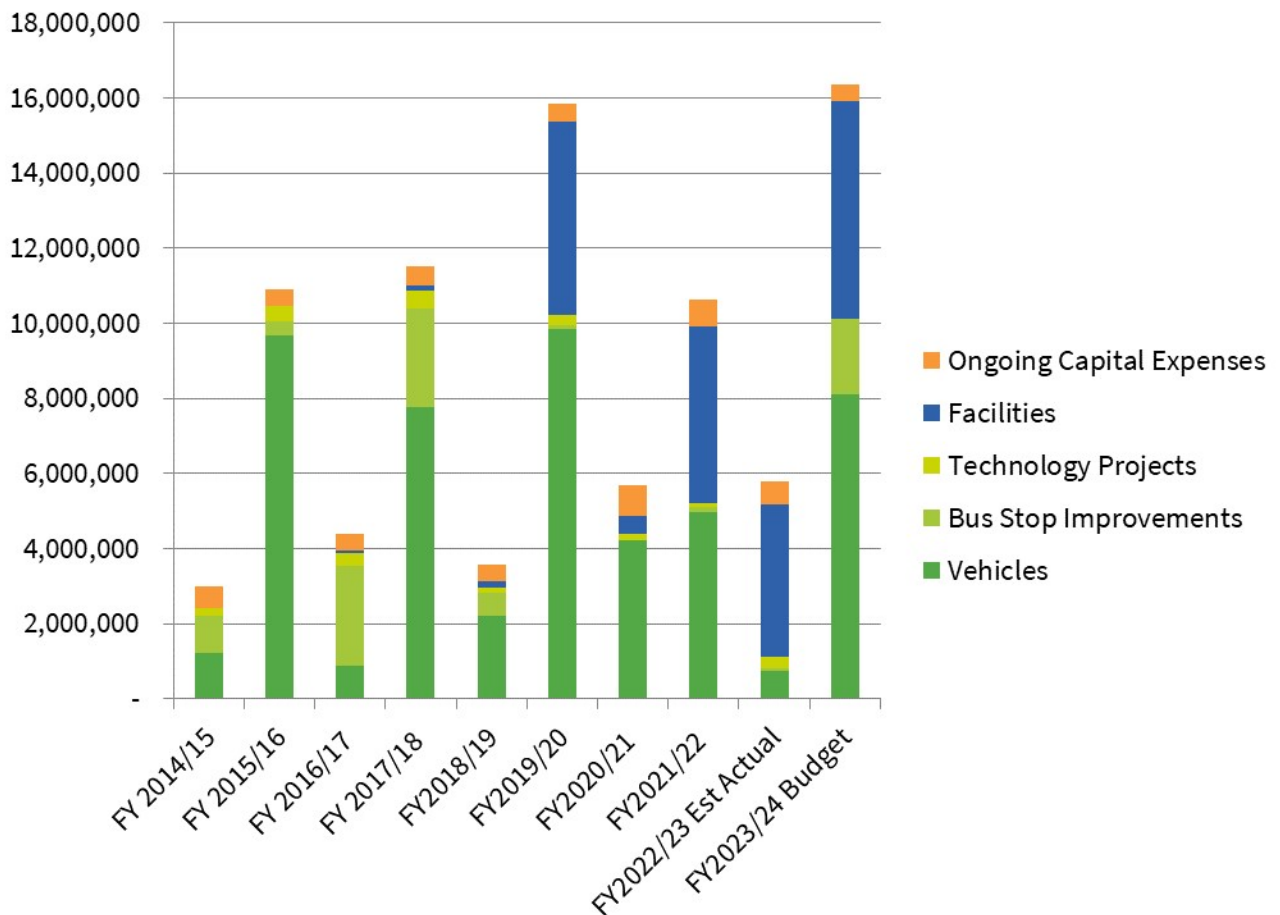
Purchase Five Paratransit Replacements – Accessible Vans (PD) – Marin Transit will purchase five paratransit vans to replace existing vehicles. The vehicles are 80% funded with Section 5307 funds with a local match from Measure AA local sales tax funds. Marin Transit executed the purchase order for these

vehicles in FY2021/22, but supply chain issues prevented delivery. The vehicles are expected to be delivered in July 2023.

Purchase One Electric Paratransit Vehicle (PE) – Marin Transit will purchase one electric paratransit vehicle and associated charging infrastructure. This project is funded with State Low Carbon Transit Operations Program (LCTOP) funding. Vehicles are expected to be delivered in late summer 2023.

Purchase Five Paratransit Replacements – Cutaways (PF) – Marin Transit will purchase five paratransit vehicles to replace vehicles beyond their useful life. The vehicles are 80% funded with Section 5307 funds with a local match from Measure AA local sales tax funds. The vehicles are expected to be delivered in July 2023.

Figure 11: Capital Project Budget by Type



Bus Stop Improvements

Novato Bus Stop Shelters (BN) – Marin Transit will purchase eight shelters to replace advertising shelters that are out of contract in Novato. The new shelters will require lower maintenance with perforated metal walls instead of glass. Regular maintenance of the installed shelters is included in Bus Stop Maintenance. This project is 80% funded with federal funds through the regional Lifeline program and matched with local Measure AA sales tax funding.

ADA Bus Stop Improvements (BP) – Marin Transit will complete construction of bus stop improvements at up to 20 stops in Marin County. The stops were identified for improvement after a 2017 Bus Stop Conditions assessment and 100% stop-level survey of ridership. They were prioritized by need for accessibility improvements, ridership, and lack of amenities. Improvements will be focused on providing ADA wheelchair landing pads and basic passenger amenities. The construction of this project is 80% funded with Federal funds awarded to Marin Transit through the regional Quick Strike Program.

Capital Corridors Improvements (BQ) – This project will evaluate and make improvements to three high ridership corridors: 4th Street, San Rafael, Lincoln Ave, San Rafael, and South Novato Blvd, Novato. The project is 80% funded with federal funding from region’s third One Bag Area Grant (OBAG3) program.

Administrative and Operations Facilities

Facility Purchase – Fixed Route Maintenance Facility (FG) – The District is actively applying for grants for the larger facility needed for electrification and sustainable operations. This is a multi-year project started in FY2022/23.

Facility Improvements – Kerner (FH) – This project funds facility improvements at the vehicle parking facility. Improvements include demolition of an existing office building, fencing, lighting, installing electric vehicle charging stations. The project is funded with State Low Carbon Transit Operations Program (LCTOP) funding and Federal 5339 Zero Emission Bus (ZEB) funding.

Facility Improvements – Kerner Blvd (FI) – Marin Transit will be making improvements to the Kerner Maintenance Facility to provide drivers with a Break Room area. The project is funded with local property tax funds.

Yellow Bus Parking Facility (YF)- The District currently leases a parking lot for 16 yellow buses, but the future of this lease is unknown. 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

No projects are currently budgeted.

Other Measure A/AA Capital Expenses

Other capital and infrastructure expenses include; the capital contribution to GGBHTD as required under contract and major vehicle repairs. In FY2023/24, Bus Stop Maintenance Expenses were moved to the Local Operations budget since they are not capitalized and to make budget reports more consistent with other agency reports. Infrastructure support costs in project IF, not meeting the capitalizing threshold have also been moved to operations.

Table 15: Capital Budget by Project

| Project Title and Code | | Total Project Budget | Prior Year Expenditures | FY2023/24 Budget | Future Years | Measure AA/Local Funding | State Funding | Federal Funding |
|--|--|----------------------|-------------------------|---------------------|---------------------|--------------------------|---------------|-----------------|
| LE | Replace 7 35ft Hybrid Vehicles | 6,423,974 | 1,500 | 6,422,474 | 0 | 12% | 12% | 76% |
| PD | Purchase 5 paratransit replacements | 505,000 | 8,406 | 496,594 | 0 | 20% | 0% | 80% |
| PE | Electric Paratransit Vehicle and Charging Infrastructure | 677,208 | 4,000 | 673,208 | 0 | 0% | 100% | 0% |
| PF | Purchase 5 paratransit replacements | 515,000 | 5,500 | 509,500 | 0 | 20% | 0% | 80% |
| Subtotal Vehicles | | \$8,121,182 | \$19,406 | \$8,101,776 | 0 | 12% | 18% | 70% |
| BN | Novato Bus Stop Shelters | 61,115 | 9,063 | 52,052 | 0 | 20% | 0% | 80% |
| BP | ADA Bus Stop Improvements | 1,703,000 | 225,712 | 1,477,288 | 0 | 20% | 0% | 80% |
| BQ | Capital Corridors Improvements | 2,000,000 | 0 | 500,000 | 0 | 20% | 0% | 80% |
| Subtotal Bus Stop Improvements | | \$3,764,115 | \$234,775 | \$2,029,340 | 0 | 20% | 0% | 80% |
| FG | Facility - Fixed Route Maintenance Facility | 20,000,000 | 0 | 300,000 | 19,700,000 | 100% | 0% | 0% |
| FH | Facility -3010/3020 Kerner Improvements | 2,148,537 | 300,000 | 1,848,537 | 0 | 0% | 35% | 65% |
| FI | Facility - Kerner Driver Break Room | 650,000 | 0 | 650,000 | 0 | 100% | 0% | 0% |
| YF | Yellow Bus Parking Facility | 3,000,000 | 0 | 3,000,000 | 0 | 100% | 0% | 0% |
| Subtotal Facility | | \$25,798,537 | \$300,000 | \$5,798,537 | \$19,700,000 | 92% | 3% | 5% |
| Subtotal Technology Projects | | 0 | 0 | 0 | 0 | NA | NA | NA |
| GG | Golden Gate Capital Costs (GG) | 24,000 | 17,036 | 18,000 | 0 | 100% | 0% | 0% |
| VR | Major Vehicle Repairs (VR) | 200,000 | 105,032 | 200,000 | 0 | 100% | 0% | 0% |
| IF | Infrastructure Support (IF) | 400,000 | 395,000 | 200,000 | 0 | 100% | 0% | 0% |
| Subtotal Ongoing Capital Expenses | | 624,000 | 623,430 | 418,000 | 0 | 100% | 0% | 0% |
| Total Expenditures | | \$38,307,834 | \$1,071,249 | \$16,347,653 | \$19,700,000 | 68% | 6% | 26% |



Final Budget

JULY 1, 2023- JUNE 30, 2024



Final Budget

Development Schedule

| | |
|---------------------|--|
| Feb 14, 2023 | Budget kick-off meeting |
| Feb - April 2023 | Program level budget meetings |
| May 1, 2023 | Draft Budget presented to Board |
| June 5, 2023 | Board review/adoption of Final Budget |



MARIN TRANSIT BUDGET
FY 2023/24

Overview – Budget Summary

| | FY2021/22 Actual | FY2022/23 Revised Budget | FY 2022/23 Estimated Actual | FY2023/24 Budget |
|--------------------------------|---------------------|--------------------------------|-----------------------------------|---------------------|
| Revenue | | | | |
| Operations | 36,862,258 | 42,272,132 | 39,054,063 | 43,865,464 |
| Capital | 5,967,701 | 10,856,336 | 1,914,401 | 14,447,657 |
| Total Revenue | \$42,829,959 | \$53,128,468 | \$40,968,464 | \$58,313,121 |
| Expenditures | | | | |
| Operations | 33,405,156 | 40,843,513 | 37,024,829 | 42,939,813 |
| Capital | 10,631,869 | 14,768,051 | 5,508,071 | 16,347,653 |
| Total Expenditures | \$44,037,025 | \$55,611,564 | \$42,532,900 | \$59,287,466 |
| Net Change in Fund Balance | -\$1,207,066 | -\$2,483,096 | -\$1,564,436 | -\$974,345 |
| Emergency Reserve | 5,896,957 | 6,807,252 | 6,807,252 | 7,156,636 |
| Contingency Reserve | 11,793,919 | 13,614,504 | 13,614,504 | 14,313,271 |
| Capital Reserve | 17,888,876 | 12,674,900 | 13,593,560 | 10,277,719 |
| Fund Balance (total reserve) | \$35,579,752 | \$33,096,656 | \$34,015,316 | \$31,747,625 |
| Expenditure of Capital Reserve | 4,664,168 | 3,911,715 | 3,593,670 | 1,899,996 |

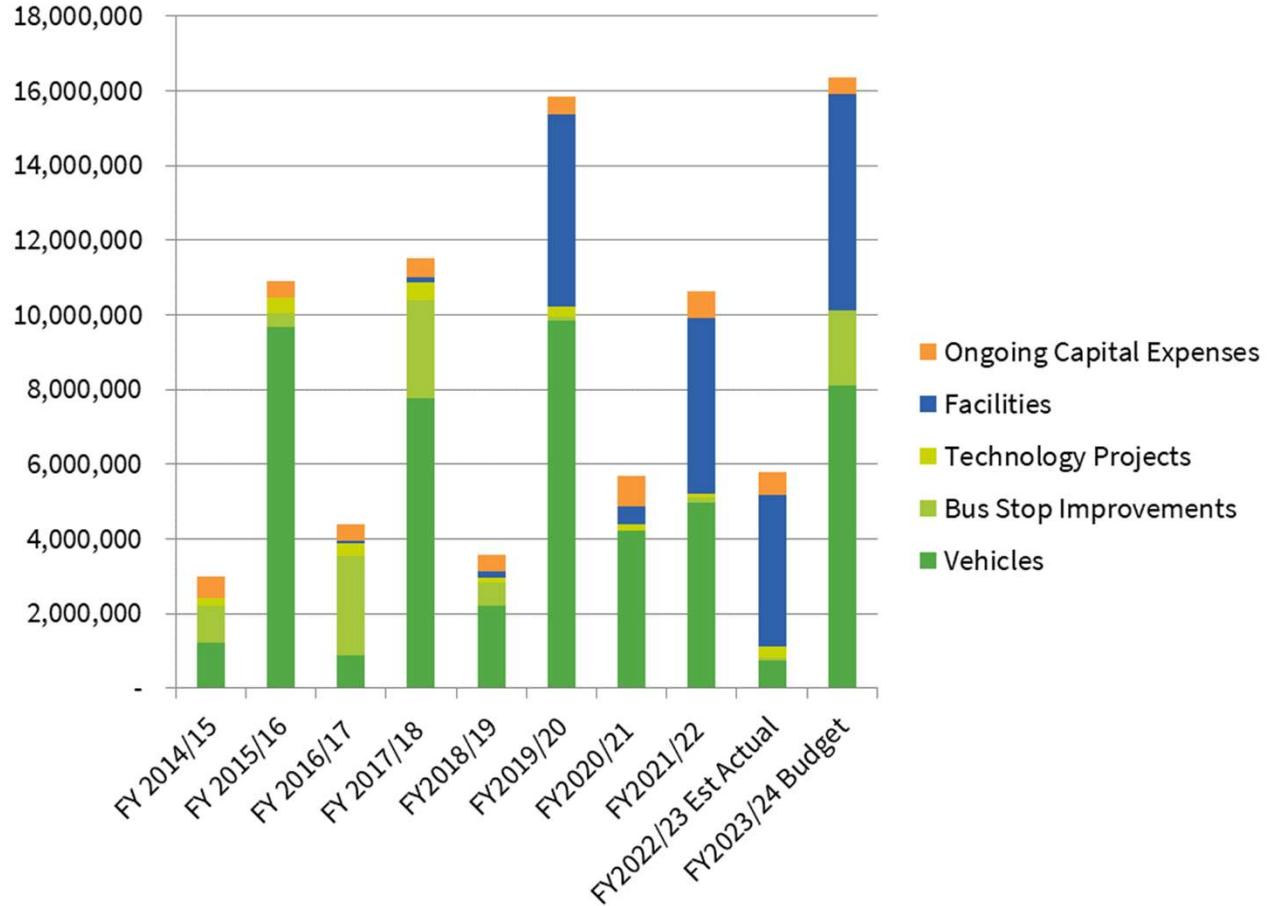
Overview – Operations Budget

Summary

- Post pandemic revenue fluctuations with underlying stability
- Fixed Route service changes focused on reliability and not cost savings
- New contract for yellow bus and Muir Woods Shuttle operations
- High ridership retention on fixed route services (90% of pre-pandemic)
- Budget to serve 60% of pre-pandemic Paratransit and demand response ridership
- Marin Access improvements to reflect post-pandemic rider needs and cost effectiveness

Capital Budget

- Seven 35-ft Hybrids
- 10 paratransit vehicles
- Electric Paratransit/Shuttle
- \$5.8 million for facilities
 - Yellow bus parking
 - Paratransit driver break room
 - Construction of parking, solar and other improvements at 3010/3020 Kerner
- Bus stop improvements
- Corridor Improvements Project



Changes from Draft Budget

Incorporates Marin Access Changes approved at May meeting

- Increases Volunteer Driver budget to \$130,000 from \$103,000 to accommodate an increased reimbursement rate
- Removes Novato Dial-A-Ride
- Removes Transit Connect program costs and reallocates associated demand response fixed fee costs
- Re-brands Rural Dial-A-Ride to a new Marin Access Shuttle program

Net savings of \$319,000 in operations budget



Thank you

CONTACT

Karina Sawin

Senior Accounting Analyst





711 Grand Ave, #110
San Rafael, CA 94901
ph: 415.226.0855
marintransit.org

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Fred Casissa

Alternate
Town of Corte Madera

June 5, 2023

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

Subject: Resolution Approving Marin Transit’s 2023-2025 Title VI Program Update Submittal to the Federal Transit Administration

Dear Board Members:

Recommendation

Authorize Board President to sign Resolution 2023-07 approving Marin Transit’s 2023-25 Title VI Program Update to ensure compliance with federal requirements to provide equal access to Marin Transit’s services, programs and activities regardless of race, color and national origin.

Summary

As a recipient of Federal Transit Administration (FTA) funds, Marin Transit must complete a Title VI Program Update every three years in order to ensure compliance with the Civil Rights Act of 1964 that prohibits discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance. Failure to comply with FTA requirements can result in the delay of federal grant funding.

The 2023-2025 Marin Transit Title VI program includes a number of updates to the document, including changes associated with the following:

1. Title VI Notice to the Public and Complaint Forms
2. Marin Transit Public Participation Plan
3. Marin Transit Language Assistance Plan for Limited English Proficient (LEP) populations
4. Marin Transit Service Monitoring Program

The program update also includes the most current Major Service Change Policy (CR-01) and Policy for Establishing Disparate Impact or Disproportionate Burden (CR-02) for which the Board adopted changes on April 3, 2023.

Upon approval, the Marin Transit 2023-2025 Title VI Program Update will be updated to include the resolution and submitted to FTA.

The Draft Resolution is included as Attachment A and the Title VI Program Update is included as Attachment B. The Board packet includes the core

On June 6, 2023, the title of the Title VI Program Update submittal was revised to reflect the full validity period, which is 2023 –2026.



components of the update listed above – Attachment C is the Public Participation Plan and related appendices (Appendix A-C of the Title VI Program), Attachment D is the Limited English Proficiency Language Assistance Plan (Appendix D of the Title VI Program), and Appendix E is the Service Performance Monitoring (Appendix G of the Title VI Program). All other appendices can be found here: www.marintransit.org/titlevi.

Background

On October 1, 2012, the FTA released federal circular C4702.1B that provides directions and requirements related to the Civil Rights Act of 1964 for recipients receiving federal funding. Marin Transit staff has been preparing and submitting Title VI Program updates since 2014. The most recent program update was adopted by the board on June 1, 2020.

Program Update Contents

All recipients of FTA funding must complete the general requirements described in C4702.1B within their Title VI Program Update. The following table shows the requirements and the relevance to Marin Transit’s Title VI Program Update.

Table 1: FTA General Requirements

| FTA General Requirement for All Federal Transit Funding Recipients | | Included in Marin Transit’s Program Update |
|--|---|--|
| 1 | Notice to the Public | Yes, Chapter 2 |
| 2 | Complaint policy and procedures | Yes, Chapter 3 |
| 3 | Updated complaint forms to reflect changes associated with the Language Assistance Plan | Yes, Chapter 3 |
| 4 | List of any Title VI investigations, complaints or lawsuits | None, noted in Chapter 4 |
| 5 | Public Participation Plan, including overview of outreach undertaken since the last Title VI program submission | Yes, Chapter 5 and Appendices A-C |
| 6 | Language Assistance Plan for Limited English Proficient (LEP) populations | Yes, Chapter 6 and Appendix D |
| 7 | Report on racial breakdown of non-elected advisory committees | Does not apply, noted in Chapter 7 |
| 8 | Subrecipient monitoring program | Does not apply, noted in Chapter 8 |
| 9 | Facility equity analysis for new transit-related facilities | Yes, Chapter 9 and Appendix E |
| 10 | Board minutes supporting the adoption of the Title VI Program Update | Upon approval, Board resolution will be noted in Chapter 16 and included as Appendix K |



In addition to the general requirements shown above, transit agencies operating more than 50 peak vehicles and located in an Urbanized Area (UZA) of 200,000 or more in population are also required to provide the information shown in Table 2, below.

Table 2: Larger Transit Requirements

| FTA Requirements for transit agencies operating more than 50 peak vehicles and located in an Urbanized Area (UZA) of 200,000 or more | | Included in Marin Transit's Program Update |
|--|---|--|
| 11 | Transit service standards for vehicle load, vehicle headway, on-time performance and service availability | Yes, Chapter 10 |
| 12 | Transit service policies for provision of transit amenities and vehicle assignment | Yes, Chapter 10 |
| 13 | Current demographic and service area profile maps | Yes, Chapter 11 |
| 14 | Demographic ridership and travel patterns based on most recent surveys | Yes, Chapter 12 and Appendix F |
| 15 | Results of performance monitoring program | Yes, Chapter 13 and Appendix G |
| 16 | A description of the public engagement process for setting the Major Service Change Policy, Disparate Impact Policy and Disproportionate Burden policy for use in assessing whether service or fare changes would result in impacts to minority or low-income populations | Yes, Chapter 14 and Appendix H and J |
| 17 | Results of service and or fare equity analyses conducted since the last Title VI program submission | Yes, Chapter 15 and Appendix I |

Notable Changes to Title VI Program

Several changes to the program stem from an updated Language Assistance Plan (LAP) for Limited-English Proficient (LEP) populations, which added two languages (Chinese and Vietnamese) that would require written translations for several written documents related to Title VI that are currently only translated into Spanish. These include the Marin Transit Complaint Policy and Procedures, Complaint Forms and Title VI Notice to the Public. Spanish remains the most prevalent language of those who speak English less than very well, but adding Chinese and Vietnamese will assist not only in ensuring compliance with Title VI regulations, but also increasing the ability of Chinese and Vietnamese populations to take advantage of the broader benefits of Marin Transit's programs, activities and services. Due to the greater prevalence of Mandarin speakers in Marin County, documents will be translated into Simplified Chinese which is the written form of Mandarin.¹

Additionally, the Public Participation Plan has been revised from prior versions to provide a framework for collecting and considering input from riders, the general public and other stakeholders that is an essential input to the planning process and decision-making within the District. This also complements

¹ Most Cantonese and Mandarin speakers can read simplified or traditional Chinese as they are generally written with the same base characters (Traditional Chinese has many more strokes in the written language). Those who are able to read traditional Chinese characters are able to understand simplified characters. Furthermore, government documents in China are typically in simplified Chinese, as that is the official language of China.



the District's current and planned activities for reaching and improving accessibility for individuals with limited English proficiency that are described in Marin Transit's Language Assistance Plan (LAP).

The Service Monitoring program has also been updated with new data, which shows that Marin Transit's service distribution and performance are not determined on the basis of race, color or national origin.

Fiscal/Staffing Impact

None.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Cathleen Sullivan".

Cathleen Sullivan
Director of Planning

Attachment A: Resolution 2023-07 approving the 2023-25 Title VI Program

Attachment B: Marin Transit Draft Final 2023-2025 Title VI Program Update

Attachment C: Appendices A – C: Public Participation Plan and related Appendices

Attachment D: Appendix D: Limited English Proficiency Language Assistance Plan

Attachment E: Appendix G: Service Performance Monitoring



**Marin County Transit District
2023-2026 Title VI Program
Submittal to the Federal Transit Administration
RESOLUTION No. 2023-07**

WHEREAS, Title VI of the Civil Rights Act of 1964 states that no person in the United States shall, on the ground 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; and

WHEREAS, Marin Transit receives federal funds through the Federal Transit Administration (FTA) and is subject to Title VI and must complete a Title VI Program to demonstrate compliance; and

WHEREAS, Marin Transit must provide public transportation service in a nondiscriminatory manner, must promote full and fair participation in public transportation decision-making without regard to race, color, or national origin, and must ensure meaningful access to transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, Per the FTA's updated Title VI Circular (FTA C 4702.1B), issued on October 1, 2012, Marin Transit must update the Title VI Program including the service monitoring program every three years and the Marin Transit Board of Directors must adopt the Update; and

WHEREAS, The service 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 remedy the disparity to the greatest extent possible and shall discuss the identified impacts and proposed actions in the Title VI Program;

THEREBY BE IT RESOLVED, That the Marin Transit Board of Directors approves Marin Transit's 2023-2026 Title VI Program Update including the results of the required system-wide monitoring of service standards and policies.

APPROVED AND PASSED this 5th day of June 2023.

A handwritten signature in blue ink that reads "Katie Rice".

Katie Rice, President
Marin Transit Board of Directors

ATTEST:

A handwritten signature in black ink that reads "Nancy E. Whelan".

Nancy Whelan, General Manager
Marin Transit



DRAFT FINAL

**Title VI Program Update
2023-2025**

Pending Adoption by Marin Board of Directors

June 2023

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- Appendix G: Service Performance Monitoring
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- Appendix I: Results of Service and Fare Equity Analyses
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1. Introduction

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. The Marin Transit Title VI Program addresses both the general and transit-specific requirements per Federal Transit Administration (FTA) Title VI guidance issued on October 1, 2012 (Appendix A of FTA circular 4702.1B).

Overview of Marin Transit

Marin County Transit District (Marin Transit or the District) was formed by a vote of the people of Marin County in 1964 and was given the responsibility for providing local transit service within Marin County. Although Marin Transit has responsibility for local transit services, it does not employ its own drivers. Instead, Marin Transit contracts with public, private, and nonprofit providers for local bus and paratransit services and maintenance. Staff are directly responsible for planning, capital investments, financial management, and operations oversight. Marin Transit is financially supported by Marin County Measure AA Funds, State Transportation Development Act Funds, fares, property taxes and Federal Section 5311 rural transit funds. Marin Transit services encompass all public bus routes that begin and end within Marin County.

Marin Transit offers services under the following broad categories:

- Traditional local fixed route service operated in high-capacity transit vehicles on major travel corridors.
- Community shuttle service operated in smaller vehicles and tailored to serve lower density neighborhoods.
- Rural fixed route service providing a link between rural west Marin County and the major activity centers in the county.
- Muir Woods Shuttle – a service operated in partnership with the National Park Service to relieve congestion around the Muir Woods National Monument.
- School services, offered through Supplemental transit routes and a dedicated home to school yellow school bus service.
- Demand-response paratransit services for those eligible under the Americans with Disabilities Act (ADA).
- Specialized services and programs for the older adult and disability community through its Marin Access program.

In addition, the District utilizes over 600 bus stops in Marin County that serve regional and/or local bus routes. While Marin Transit does not own any of these bus stops, it shares responsibility for maintaining and improving most stops throughout the County.

Overview of Title VI Program

The commitment to comply with Title VI is an essential element of Marin Transit’s service operation. Marin Transit’s Title VI Program will continue to evolve through lessons learned while conducting planning analyses, evaluating service impacts, and putting into place inclusive participation programs and outreach activities. Every three years, Marin Transit updates this document for the Federal Transit Administration as a record of the District’s most current Title VI Program.

The efforts associated with updating the Language Assistance Plan and the Public Participation Plan that fed into this program have assisted the District in developing strategies and practices that will continue to ensure on-going compliance with Title VI principles. These include:

1. Updated Language Assistance Plan and Public Participation Plans that focus on improving upon and integrating language assistance measures into day-to-day activities.
2. Developing staff training materials and practices to ensure that staff and contracted staff are familiar with Title VI requirements, policies, and procedures.
3. Updating Title VI materials and agency vital documents to include expanded safe harbor languages including Vietnamese and Chinese (Written Simplified Chinese).¹
4. Continuing to ensure that all federal compliance activities, including Title VI, are included in future work plans.

¹ Based on a census-based analysis of languages spoken by Limited English Proficient (LEP) populations, Marin Transit found that Chinese (including Mandarin and Cantonese speakers) should be included for translation services, as Chinese is spoken by greater than 1,000 LEP individuals in the county and rises to the level of a “safe harbor” language under federal guidelines. Due to the greater prevalence of Mandarin speakers in Marin County, documents will be translated into Simplified Chinese which is the written form of Mandarin.

2. Title VI Notice to Beneficiaries

Marin Transit District provides a Title VI notice to beneficiaries in key locations including the District's administrative offices, the District's contractor offices that are open to the public, on the Marin Transit website, on Marin Transit vehicles, and at major transit hubs. With this update of the Title VI Program, text of the notice has been revised to include the new safe harbor languages of English, Spanish, Vietnamese, and Chinese (Written Simplified Chinese). Marin Transit will update this Notice in all relevant locations upon adoption of this updated Title VI Program.

English

Marin Transit Passenger – Non-Discrimination Policy

Marin Transit grants all citizens equal access to transportation services and 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. For more information on our Title VI program or how 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 about Marin Transit's Title VI program, please visit www.marintransit.org/titlevi or call (415) 226-0855 or TDD 711.

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

Spanish

Pasajero de Marin Transit - Política de no discriminación

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. Para obtener más información sobre nuestro programa Título VI o cómo presentar una queja, comuníquese con (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 sobre el programa Título VI de Marin Transit, visite <http://www.marintransit.org/titlevi> o llame al (415) 226-0855 o TDD 711.

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

Vietnamese

Hành khách sử dụng xe buýt Marin Transit – Chính sách không phân biệt đối xử

Marin Transit cho phép mọi công dân tiếp cận bình đẳng với các dịch vụ vận chuyển và cam kết đảm bảo rằng không ai bị loại trừ khỏi việc tham gia hoặc bị từ chối các lợi ích từ các dịch vụ của Marin Transit trên cơ sở chủng tộc, màu da hoặc nguồn gốc quốc gia như được bảo vệ bởi Tiêu đề VI của Đạo luật về Quyền Công dân năm 1964. Để biết thêm thông tin về chương trình Tiêu đề VI của chúng tôi hoặc cách nộp đơn khiếu nại, hãy liên lạc với số điện thoại (415) 226-0855 hoặc TDD 711, hoặc truy cập vào info@marintransit.org hoặc đến văn phòng của chúng tôi tại 711 Grand Avenue, Suite 110, San Rafael, CA 94901.

Để biết thêm thông tin về chương trình Tiêu đề VI của Marin Transit, vui lòng truy cập vào <http://www.marintransit.org/titlevi> hoặc gọi (415) 226-0855 hoặc TDD 711.

Nếu cần thông tin bằng ngôn ngữ khác, hãy liên lạc với Marin Transit theo số (415) 226-0855.

Chinese (Written Simplified Chinese)

馬林縣公共交通乘客–非歧視政策

馬林縣公共交通(Marin Transit)致力於確保所有公民都能平等獲得公交服務，並承諾不會因種族、膚色或原國籍而排除任何人參與或享受其服務的權益，這些權益受到《1964年民權法案》(Civil Rights Act of 1964)第六章(Title VI)的保護。如需了解有關我們的第六章計劃或如何提出投訴的更多信息，請通過以下方式聯繫我們：致電(415) 226-0855 或 TDD 711，發電郵至 info@marintransit.org，或者親臨我們辦公室（地址是711 Grand Avenue, Suite 110, San Rafael, CA 94901）。

如需了解有關馬林縣公共交通(Marin Transit)第六章計劃的更多信息，請訪問 <http://www.marintransit.org/titlevi>，或者致電(415) 226-0855 或TDD 711。

如需其他語言的信息，請致電Marin Transit (415) 226-0855。

3. Title VI Complaint Procedures and Complaint Form

As a recipient of federal dollars, Marin Transit is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a nondiscriminatory basis. Marin Transit has developed a Title VI Complaint Procedure that outlines a process for the disposition of Title VI complaints and is consistent with guidelines found in the FTA Circular 4702.1B.

The following Complaint Procedure is posted on the www.marintransit.org website:

Title VI Complaint Procedure

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

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: 1) a closure letter or a 2) 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.

Title VI Complaint Forms

Marin Transit provides Title VI Complaint Forms in English, Spanish, Vietnamese and Chinese (Written Simplified Chinese), as shown below.

Figure 1 Title VI Complaint Form-English

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").

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 110
San Rafael, CA 94901

10. En sus propias palabras, describa la presunta 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. Incluya el número de autobús si lo tiene. 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.

Nombre _____
Dirección _____
Ciudad, estado, código postal _____
Número telefónico _____

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

Firma de la persona que presenta la queja Fecha

Envíe o entregue el formulario llenado a:

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

Figure 3 Title VI Complaint Form - Vietnamese

Mẫu Đơn Khiếu nại Tiêu đề VI của Marin Transit

Marin Transit cam kết đảm bảo rằng không ai bị loại trừ khỏi việc tham gia hoặc bị từ chối các lợi ích của các dịch vụ của mình trên cơ sở chủng tộc, màu da hoặc nguồn gốc quốc gia như được bảo vệ bởi Tiêu đề VI của Đạo luật Dân quyền năm 1964, như đã được sửa đổi ("Tiêu đề VI").

Vui lòng cung cấp thông tin cần thiết sau đây để giải quyết khiếu nại Tiêu đề VI của bạn. Trợ giúp điền đơn có sẵn theo yêu cầu.

1. Tên Người Khiếu nại _____
2. Địa chỉ _____
3. Thành phố, Tiểu bang, Mã Zip _____
4. Số điện thoại (nhà) _____ (số) _____
5. Địa chỉ email _____
6. Đòi hỏi Dạng thức Tiếp cận? Chữ in to Bảng âm thanh
 a. TDD Khác
7. Người bị phân biệt đối xử (nếu không phải là người khiếu nại)
 Tên _____
 a. Địa chỉ _____
 b. Thành phố, Tiểu bang, Mã Zip _____
8. Điều nào sau đây mô tả đúng nhất lý do bạn tin rằng sự phân biệt đối xử đã diễn ra? Có phải vì:
 a. Chủng tộc _____
 b. Màu da _____
 c. Nguồn gốc Quốc gia _____
9. Hành vi phân biệt đối xử bị cáo buộc diễn ra vào ngày nào? _____

10. Bằng ngôn từ của riêng bạn, hãy mô tả sự phân biệt đối xử bị cáo buộc. Giải thích càng rõ ràng càng tốt điều gì đã xảy ra và tại sao bạn tin rằng mình bị phân biệt đối xử. Mô tả tất cả những người có liên quan. Bao gồm tên và thông tin liên lạc của (những) người đã phân biệt đối xử với bạn (nếu biết) cũng như tên và thông tin liên lạc của bất cứ nhân chứng nào. Bao gồm ngày xảy ra vụ việc, số tuyến đường và hướng di chuyển cũng như thời gian xảy ra vụ việc. Nếu bạn có nó, bao gồm số xe buýt. Vui lòng sử dụng mặt sau của mẫu này nếu cần thêm chỗ.

11. Bạn đã nộp đơn khiếu nại này với bất cứ cơ quan liên bang, tiểu bang hoặc địa phương nào khác chưa; hoặc với bất cứ tòa án liên bang hoặc tiểu bang nào khác chưa?
_____ Có _____ Không

12. Nếu có, hãy đánh dấu vào tất cả các mục phù hợp: _____ Cơ quan liên bang _____ Tòa án liên bang _____ Cơ quan tiểu bang _____ Tòa án tiểu bang _____ Cơ quan địa phương

13. Vui lòng cung cấp thông tin về người liên hệ tại cơ quan/tòa án nơi nộp đơn khiếu nại.

Tên _____
Địa chỉ _____
Thành phố, Tiểu bang, Mã Zip _____
Số điện thoại _____

14. Vui lòng ký tên bên dưới. Bạn có thể đính kèm bất cứ tài liệu bằng văn bản hoặc thông tin nào khác mà bạn cho là có liên quan đến khiếu nại của mình.

Chữ ký Người Khiếu nại _____ Ngày _____

Gửi qua đường bưu điện hoặc gửi Mẫu đã điền về:

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

Figure 4 Title VI Complaint Form – Simplified Written Chinese

Marin Transit Title VI 投訴表

Marin Transit 致力於確保任何人都不會因種族、膚色或原國籍而被排除在其服務之外，或被剝奪其服務權益，這些權益受到《1964 年民權法案》(Civil Rights Act of 1964) 第六章 (Title VI) 修正案的保護。

請提供以下必要信息，以便處理您的 Title VI 投訴。可應要求提供協助。

1. 投訴人姓名 _____
2. 地址 _____
3. 城市、州和郵政編碼 _____
4. 電話號碼 (家) _____ (公司) _____
5. 電子郵件地址 _____
6. 無障礙格式要求？ 大字體 錄音帶
 a. TDD 其他
7. 被歧視者 (如果是投訴人以外的人)
 姓名 _____
 a. 地址 _____
 b. 城市、州和郵政編碼 _____
8. 以下哪一項最能描述您認為發生歧視的原因？是因為您的：
 a. 種族 _____
 b. 膚色 _____
 c. 原國籍 _____
9. 指控歧視發生的日期？ _____

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

There have been no specific Title VI investigations, complaints or lawsuits that have been filed against Marin Transit between May 1, 2020 and March 31, 2023. Title VI complaints, if any, are tracked via the District's centralized feedback repository, TransTrack. Complaints are reviewed internally by the District's Civil Rights Officer and summarized on an annual basis in the following format, as presented in Table 1.

Table 1 Title VI investigations, complaints, and lawsuits summary form (none for this period)

| | Date (Month, Day, Year) | Summary (include basis of complaint: race, color, or national origin) | Status | Action(s) Taken |
|-----------------------|-----------------------------------|--|---------------|----------------------------|
| Investigations | | | | |
| 1. | | | | |
| 2. | | | | |
| Lawsuits | | | | |
| 1. | | | | |
| 2. | | | | |
| Complaints | | | | |
| 1 | | | | |
| 2. | | | | |

5. Public Participation Plan

Marin Transit takes an expansive approach to public engagement and seeks to engage with and address the needs of the wide range of stakeholders across the County. Agency goals for public engagement are aimed at amplifying the voices that have been historically underrepresented or left out of the decision-making process. Marin Transit's goals for public engagement are to:

1. Educate and Inform;
2. Encourage Broad Participation;
3. Ensure Engagement Activities are Inclusive and Accessible for All; and
4. Evaluate the Effectiveness and Impact of Engagement Activities

The concerns, issues, ideas, and needs of community members gathered through the public participation process will inform Marin Transit's projects, plans and/or activities and will lead to improved and more inclusive decision making. The full Public Participation Plan can be found in [Appendix A](#).

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

The plan relies on robust partnerships with Community Based Organizations, social service agencies, neighborhood groups, advocacy organizations and other local partners that can help amplify our engagement. A list of examples of these groups can be found in [Appendix B](#).

Outreach undertaken since the last Title VI Program Update is included in [Appendix C](#).

6. Language Assistance Plan

Marin Transit is committed to providing meaningful access to public transit services for Limited English Proficient (LEP) customers. Marin Transit uses various methods to accomplish this goal and is planning to enhance those methods to include all necessary languages. Eliminating any potential barriers to participation by persons of limited-English-speaking abilities will have a positive impact not only on LEP individuals themselves, but also on the impact that Marin Transit is able to have in the community. Marin Transit's goal is to make all reasonable efforts to ensure that members of our customer base are not denied access to public transit services due to a limited ability to speak, read, write and/or understand English.

To assist in understanding the needs of those who speak English less than very well, the District undertook an individualized agency assessment that considers the following four factors as recommended by FTA guidance:

1. The number or proportion of LEP persons eligible to be served or likely to encounter a program, activity, or service of the recipient or grantee;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
4. The resources available to the recipient and costs for translation services.

The assessment revealed that Spanish continues to be the predominant language spoken by those who speak English "less than very well" as required by the federal guidance. At a much lower rate, both Chinese (Mandarin and Cantonese) and Vietnamese are languages spoken by greater than 1,000 persons in the county; as such, translating vital documents into these languages is recommended.²

The full Language Assistance Plan can be found in [Appendix D](#).

² Based on a census-based analysis of languages spoken by Limited English Proficient (LEP) populations, Marin Transit found that Chinese (including Mandarin and Cantonese speakers) should be included for translation services, as Chinese is spoken by greater than 1,000 LEP individuals in the county and rises to the level of a "safe harbor" language under federal guidelines. Due to the greater prevalence of Mandarin speakers in Marin County, documents will be translated into Simplified Chinese which is the written form of Mandarin.

7. Membership of Decision-Making Bodies

As of June 2023, Marin Transit does not have non-elected committees or councils with membership chosen by Marin Transit.

8. Subrecipient Monitoring

As of June 2023, Marin Transit does not have any subrecipients for Federal Transit Administration funding.

9. Facility Equity Analysis

During the last three years, Marin Transit has undertaken several Facility Equity Analyses for proposed transit facilities that Marin Transit has purchased (3000 Kerner Blvd, 3010 Kerner Blvd, and 3020 Kerner Blvd.). The full Board reports for the proposed purchases can be found in [Appendix E](#).

10. Service Standards and Service Policies

Introduction

All fixed route transit providers are required to set quantitative service standards and policies for each specific fixed-route mode of service they provide. These standards and policies must address how service is distributed across the transit system and must ensure fair distribution across different populations; transit service and amenities must be allocated without regard to race, color or national origin.

Marin Transit adapted and refined the system-wide service standards from its Short Range Transit Plan (SRTP) to reflect FTA guidance and Marin Transit's system-wide policies. These service standards will be used in the required Service Performance Monitoring contained in Chapter 13.

The existing standards address:

- *Vehicle load for each mode*: Generally expressed as the ratio of passengers to the number of seats on a vehicle.
- *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 that reach their timepoint stops at the scheduled times.
- *Service availability for each mode*: A general measure of the distribution of routes within an agency's service area.

The existing policies address:

- *Siting of Transit Amenities*, i.e. shelters and benches, within the jurisdiction of the operator; and
- *Vehicle Assignment* for the type of service offered.

Vehicle Load Standard

A vehicle load factor is the ratio of the number of seats on a vehicle to the number of passengers on-board. Load factor is an indicator of the extent of or potential for overcrowding. It may indicate a need for additional service or larger vehicles to provide quality service. 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 (one of the highest ridership areas in the service area), routes that provide service along Highway 101, routes that provide supplemental school service, and West Marin Stagecoach routes that provide weekend Summer service. Shadow, or back-up, buses have been deployed on Marin Transit services to accommodate peaks in demand based on weather and traffic conditions and during social distancing due to the COVID-19 pandemic.

Standard: 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.

Vehicle Headway Standard

Vehicle headways are the frequency at which individual routes travel in one direction. In the most densely populated areas or peak travel times, it is more desirable to provide more frequent service (shorter headways) to accommodate higher demand. In less densely populated or rural areas, or at non-peak times of day, it is common to have less frequent service as demand warrants. Additionally, some service types may not have a standard, as they respond to events or seasonal travel time periods. Marin Transit provides frequent bus service in the high-ridership Canal area of San Rafael to minimize overcrowding and ensure passengers wait no longer than a combined 15 minutes for the next bus (including a variety of routes) during peak periods, and often wait times are shorter.

Standard: Marin Transit’s system-wide goal is to provide service at least every 60 minutes during the peak and off-peak times with additional frequency warranted by demand. 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.

On-Time Performance

Service that runs on time provides riders with a sense that the bus will be there as scheduled. Marin Transit defines “on time” as up to 5 minutes late and 1 minute early.

Standard: To ensure reliable services, Marin Transit aims to have an 80% on-time performance target at 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. (Altered slightly from SRTP for purposes of this report.)

Service Availability

Service availability reflects the route design and service frequency and can be influenced by population density, service frequency, and stop spacing.

Standard: Marin Transit’s goal is to provide 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.

Transit Amenities

Transit amenities policies ensure that improvements to the riders’ waiting experience at stops and stations are distributed according to rider need. Transit amenities include items such as benches, shelters, signage or real-time passenger information signs.

Policy: When resources allow for improvements at multiple stop locations, Marin Transit will prioritize resources based on passenger activity – e.g. boarding and alighting activity – and transfer opportunities.

Vehicle Assignment

Assigning vehicles by policy helps ensure that vehicles are placed into service based on service type, ridership demand or roadway requirements rather than by other conditions, such as neighborhood demographics, that could result in discriminatory outcomes. All vehicles used in local service are Americans with Disabilities Act (ADA) accessible, accommodating at least two wheelchairs and two bicycles.

Policy: 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-foot cutaway, those with medium and high demand will be assigned a 30-foot, 35-foot, or 40-foot vehicle. Due to challenging terrain and roadways in rural West Marin, vehicle assignments and features may be adjusted to allow for safe operations.

11. Demographic and Service Profile Maps

Introduction

Demographic and service profile maps representing Marin Transit’s service area are presented below. Marin Transit’s service area boundary is coterminous with Marin County.

Methodology

To create minority and low-income maps, staff calculated the share of the total service area population that is low-income and minority. Minority population is defined as anyone self-identifying as something other than Non-Hispanic White only. Low-income population is defined as any household with an annual income that is below 200% of the federal poverty guidelines. The Marin Transit service area (Marin County) is 30.3% minority and 15.8% low income – these are the “countywide baseline averages.” Any block group with a share of minority or low-income population greater than the countywide baseline average is considered a “minority block group” or “low-income block group” respectively. The 2017-2021 American Community data was used for minority and income designations.

Maps

The maps below show key attractors and generators of bus trips in the Marin Transit service area and county, including schools, libraries and medical facilities as well as Marin Transit routes and major transit facilities.

Figure 5 highlights the census block groups that have a higher percentage of minority residents than the countywide baseline average.

Figure 6 highlights the census block groups that have a higher percentage of low-income residents than the countywide baseline average.

Figure 5 Minority Map

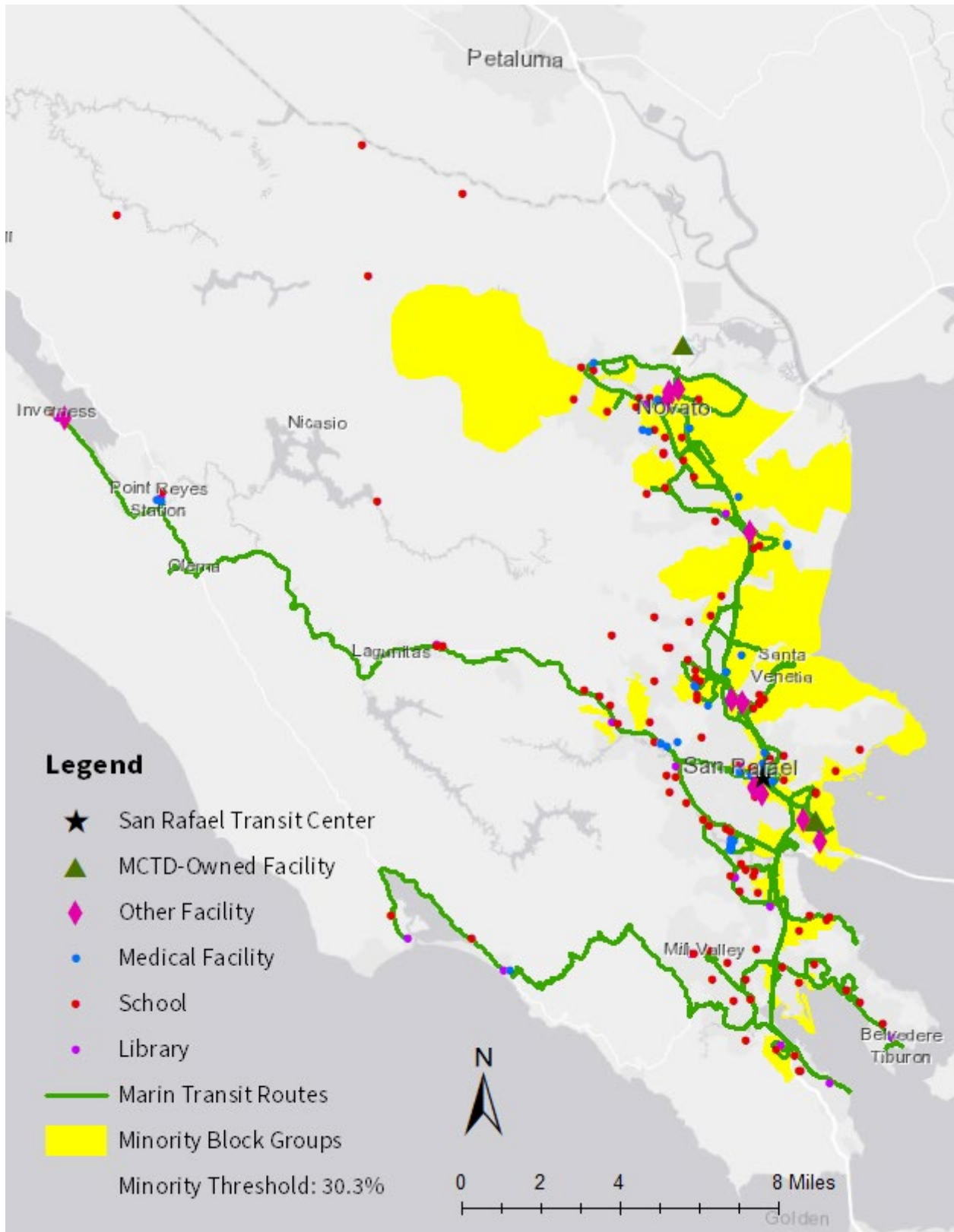
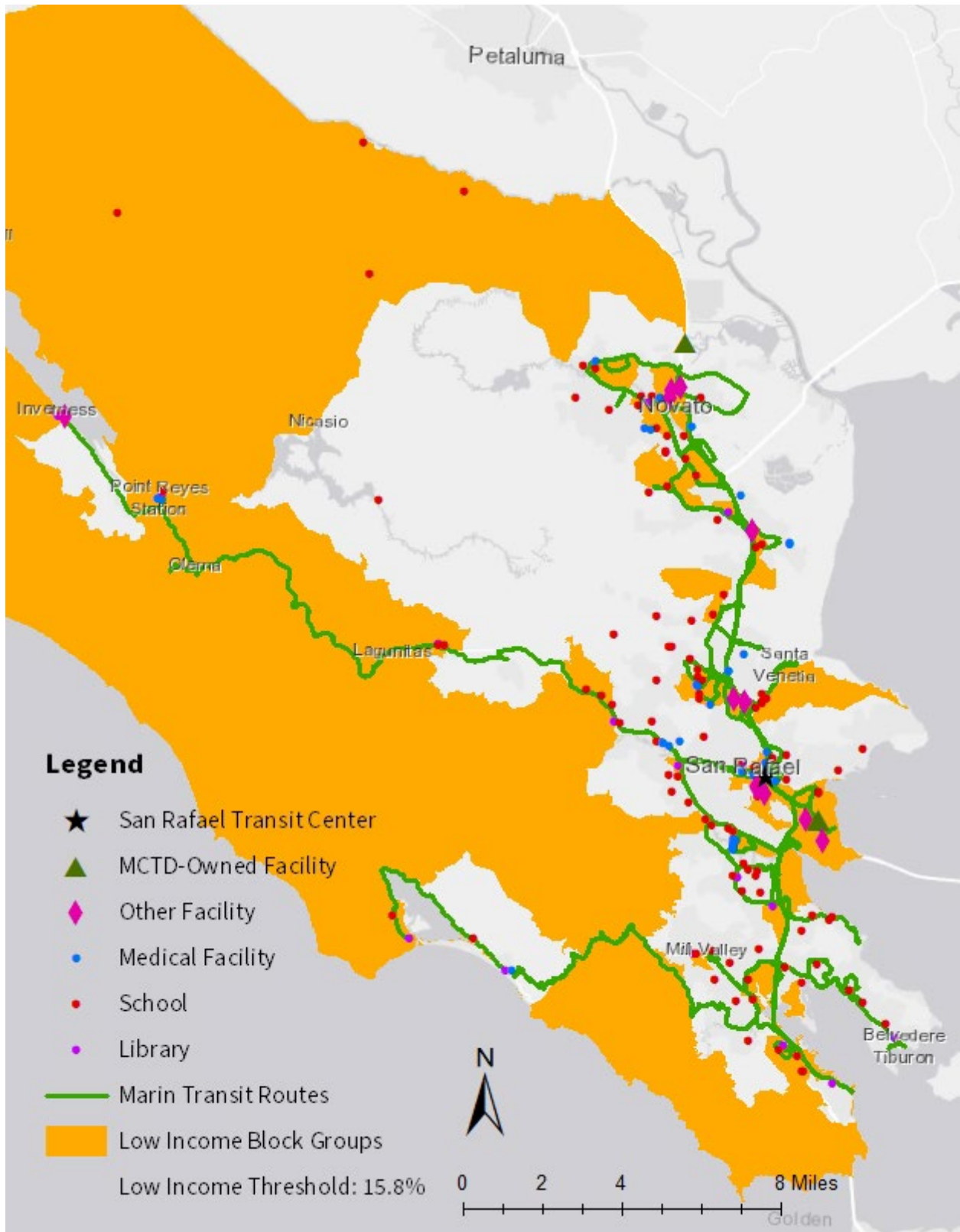


Figure 6 Low Income Block Groups Map



12. Demographic Ridership and Travel Patterns

Introduction

In Spring 2017, Marin Transit conducted a passenger survey in partnership with the Metropolitan Transportation Commission (MTC) in both English and Spanish to better understand characteristics of riders, including transfer activity, rider origins, demographics, and stop-level information. A rider survey was planned to occur in 2020; however, due to the COVID pandemic, the survey was delayed to address social distancing procedures and ridership changes with the region's transit operators. The next on-board ridership survey to be conducted by MTC is scheduled to occur in the spring of 2026.

Absent updated onboard survey data, Marin Transit reviewed census and ridership data to determine if any underlying demographic changes may have occurred in the years since the last survey. The data presented below suggests that no significant demographic changes have taken place in the county. As a result, the 2017 on-board survey data represents the most accurate and timely data available.

Demographic and Ridership Comparison 2017-2020

Census Data

American Community Survey (ACS) data from table S0102 was analyzed to assess if there are differences in select population characteristics between the 2017 and 2021 ACS 5-year samples. This included characteristics that may influence transit ridership (such as employment status, disability, and poverty status) as well as general population characteristics such as ethnicity, Limited English Proficiency, and educational attainment. There was very little difference between the 2017 and 2021 5-year samples in Marin County, most estimates changing less than 2%. This provides justification for using prior on-board survey results in this analysis. Table 2 presents the census comparison.

Table 2 2017 - 2021 Population Comparisons

| Characteristic | 2017 Estimate | 2021 Estimate | Difference |
|---|---------------|---------------|------------|
| Total Population | | | |
| Population | 260,814 | 262,387 | 1,573 |
| Sex And Age | | | |
| Male | 48.90% | 49.20% | 0.3% |
| Female | 51.10% | 50.80% | -0.3% |
| Median age (years) | 46.1 | 47.1 | 1.00 |
| Race and Hispanic or Latino Origin | | | |
| One race | 95.30% | 92.20% | -3.1% |
| White | 78.20% | 75.30% | -2.9% |
| Black or African American | 2.20% | 2.30% | 0.1% |
| American Indian and Alaska Native | 0.30% | 0.40% | 0.1% |

| | | | |
|---|-----------|-----------|----------|
| Asian | 5.70% | 6.10% | 0.4% |
| Native Hawaiian and Other Pacific Islander | 0.20% | 0.20% | 0.0% |
| Some other race | 8.70% | 8.00% | -0.7% |
| Two or more races | 4.70% | 7.80% | 3.1% |
| Hispanic or Latino origin (of any race) | 15.90% | 16.40% | 0.5% |
| White alone, not Hispanic or Latino | 71.50% | 69.70% | -1.8% |
| Educational Attainment | | | |
| Population 25 years and over | 191,055 | 192,700 | 1,645 |
| Less than high school graduate | 6.80% | 6.60% | -0.2% |
| High school graduate, GED, or alternative | 11.20% | 10.20% | -1.0% |
| Some college or associate's degree | 24.50% | 23.10% | -1.4% |
| Bachelor's degree or higher | 57.50% | 60.10% | 2.6% |
| Disability Status | | | |
| Civilian noninstitutionalized population | 256,100 | 258,462 | 2,362 |
| With any disability | 9.20% | 9.20% | 0.0% |
| No disability | 90.80% | 90.80% | 0.0% |
| Language Spoken at Home And Ability to Speak English | | | |
| Population 5 years and over | 248,260 | 250,639 | 2,379.00 |
| English only | 77.30% | 78.60% | 1.3% |
| Language other than English | 22.70% | 21.40% | -1.3% |
| Speak English less than "very well" | 8.90% | 8.30% | -0.6% |
| Employment Status | | | |
| Population 16 years and over | 213,034 | 216,621 | 3,587 |
| In labor force | 64.30% | 63.60% | -0.7% |
| Civilian labor force | 64.20% | 63.60% | -0.6% |
| Employed | 61.30% | 60.30% | -1.0% |
| Unemployed | 2.90% | 3.30% | 0.4% |
| Percent of civilian labor force | 4.50% | 5.20% | 0.7% |
| Armed forces | 0.10% | 0.10% | 0.0% |
| Not in labor force | 35.70% | 36.40% | 0.7% |
| Income in The Past 12 Months (In Inflation-Adjusted Dollars) | | | |
| Households | 104,846 | 103,751 | -1,095 |
| With earnings | 79.00% | 77.90% | -1.10% |
| Mean earnings (dollars) | \$153,568 | \$188,574 | \$35,006 |
| Poverty Status in the Past 12 Months | | | |
| Population for whom poverty status is determined | 254,628 | 257,160 | 2,532 |
| Below 100 percent of the poverty level | 8.10% | 6.90% | -1.2% |
| 100 to 149 percent of the poverty level | 5.10% | 4.00% | -1.1% |
| At or above 150 percent of the poverty level | 86.90% | 89.10% | 2.2% |

Source: American Community Survey (ACS) Table S0102

Ridership Comparison

We also reviewed recent Marin Transit ridership data to determine whether changes in route-level ridership patterns would suggest that demographic or travel trends would render significant changes to the demographic assumptions. As shown in Table 3, below, while there was an 18% reduction in ridership associated with the COVID-19 pandemic, there was very little change in route-level ridership as a percentage of total ridership. This signals that even though ridership is still recovering, similar travel patterns exist between 2017 and 2022. This provides even greater confidence that using the 2017 on-board survey for demographic analysis is appropriate until new data is available.

Table 3 Route Level Ridership Comparison (2017-2022)

| Route | Ridership FY 2017 | Ridership FY 2022 | % Change (2017-2022) | Route % of Total Ridership FY 2017 | Route % of Total Ridership FY 2022 | Difference |
|-------|-------------------|-------------------|----------------------|------------------------------------|------------------------------------|------------|
| 17 | 247,998 | 181,285 | -27% | 10% | 9% | -1% |
| 22 | 215,758 | 118,390 | -45% | 8% | 6% | -3% |
| 23 | 199,150 | 163,184 | -18% | 8% | 8% | 0% |
| 23X | 49,255 | 56,299 | 14% | 2% | 3% | 1% |
| 29 | 40,103 | 36,792 | -8% | 2% | 2% | 0% |
| 35 | 658,869 | 511,590 | -22% | 25% | 24% | -1% |
| 36 | 342,178 | 235,339 | -31% | 13% | 11% | -2% |
| 49 | 237,236 | 196,555 | -17% | 9% | 9% | 0% |
| 61 | 36,328 | 36,118 | -1% | 1% | 2% | 0% |
| 68 | 76,598 | 64,318 | -16% | 3% | 3% | 0% |
| 71 | 121,141 | 237,842 | 96% | 5% | 11% | 7% |
| 219 | 50,449 | 35,760 | -29% | 2% | 2% | 0% |
| 228 | 71,340 | 52,605 | -26% | 3% | 2% | 0% |
| 233 | 42,798 | 27,666 | -35% | 2% | 1% | 0% |
| 245 | 49,766 | 39,924 | -20% | 2% | 2% | 0% |
| 251 | 95,506 | 77,729 | -19% | 4% | 4% | 0% |
| 257 | 69,126 | 51,241 | -26% | 3% | 2% | 0% |
| Total | 2,603,599 | 2,122,637 | -18% | | | |

Finding

The 2017 on-board survey represents the most comprehensive data available, and this data appears to still be valid based on the comparisons shown above. While it's ideal to have current demographic and ridership data, using this data for comparison and analysis is warranted until new on-board survey data can be collected. A summary of the 2017 On-Board Survey is provided below.

2017 On-Board Survey

The following provides a summary of the 2017 on-board survey results. The full survey, including sampling plan and methodology, is presented in [Appendix F](#).

Travel/Usage Patterns

- **Transfers:** About 40% of riders say they will use two or more transit vehicles (buses, trains, ferries) on their one-way trip. This is most commonly another Marin Transit bus or a Golden Gate Transit bus.
- **Access Mode:** Most riders walk to reach their first bus/transit vehicle (94%), and most riders also walk from their last bus/other transit vehicle to their final destination (93%).
- **Fare Payment:** More than half of Marin Transit riders paid for their trip with cash (60%), while only 15% said they used a Clipper card.
- **Usage Frequency:** Nearly two-thirds of riders (64%) use Marin Transit five or more days per week. Most riders (93%) use Marin Transit at least once per week.

Marin Transit Riders

The following is a summary of key characteristics of Marin Transit riders.

- **Internet Access:** While 80% of riders say they access the Internet on a smartphone or tablet, 13% say they do not access the Internet at all.
- **Youth riders:** Youth, including high school and college students, are a key audience for Marin Transit.
 - Notably, 15% of Marin Transit riders pay a youth fare.
 - In addition, 14% pay with either a K-12 pass (7%) or a Marin College pass (7%)
- **Spanish-speaking riders:** Hispanic riders/Spanish or bilingual speakers are another key audience for Marin Transit.
 - 23% of respondents completed the survey in Spanish; Route 36 had the highest share of respondents completing the survey in Spanish, while Route 61 had the lowest share of respondents completing a Spanish language survey.
 - In addition, more than half of respondents (52%) said they are of Hispanic, Latino, or Spanish ethnicity.
- **Vehicle Ownership:** The average Marin Transit rider household has only 1 vehicle.
- **Household Size:** Three to four people live in the average rider household and 2 of them are working.

13. Service Performance Monitoring

The FTA requires providers of public transportation that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population to monitor the performance of their transit system relative to their system-wide service standards and service policies (described in Chapter 10) no less than every three years.

Marin Transit has a robust performance monitoring program that includes a variety of performance metrics. Every quarter, the Marin Transit Board reviews the performance of services against established standards. However, these standards are separate from the Title VI standards and policies outlined in this report.

There are two components of the Title VI monitoring program: service standards and service policies. The service standards are used to compare the performance of Marin Transit routes that are primarily operated in minority areas ("minority routes") with lines that are primarily operated in non-minority areas ("non-minority routes"). The Marin Transit service policies are designed to monitor the results of vehicle assignment practices and the distribution of transit amenities to ensure that such practices are not conducted in a discriminatory manner.

It should be noted that Marin Transit is scheduled to implement service changes in June 2023 that affect about half of the current routes. This may change minority route designations and/or result in changes in the performance monitoring results. It should be further noted that Marin Transit is contemplating fare changes over the next several years that could change service performance monitoring results, as well.

The entire Service Performance Monitoring program, including results, is included in [Appendix G](#).

14. Major Service Change, Disparate Impact and Disproportionate Burden Policies

In 2013, Marin Transit adopted its Title VI policies which include the following:

- **Major Service Change Policy:** Defines what constitutes a “major service change” for Marin Transit; only “major service changes” are subject to a service equity analysis.
- **Disparate Impact Policy:** Establishes a threshold to determine when adverse effects of proposed service or fare changes are borne disproportionately by minority populations.
- **Disproportionate Burden Policy:** Establishes a threshold to determine when adverse effects of proposed service or fare changes are borne disproportionately by low-income populations.

To allow for public review of the policies and associated thresholds when the policies were initially established, Marin Transit conducted extensive public engagement. A public hearing was held on May 20, 2013, which initiated a 45-day public comment period. Four public meetings were held in advance of the May 20, 2013 public hearing; Novato on May 2, San Rafael on May 4 and 8, and Marin City on May 7. The May 4 meeting was organized in cooperation with Asian Advocacy; it 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; it included approximately 25 participants. Staff sent out media announcements and distributed posters in Spanish and English to advertise the meetings, and the three proposed Title VI policies were made available and presented at the public meetings. Throughout this engagement, staff received constructive feedback and thoughtful input to assist in developing ongoing Title VI-related outreach.

Marin Transit’s Board of Directors held a second public hearing at the June 24, 2013 meeting to consider revised policies that had been updated to reflect public input. In preparation for the June 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. At the June meeting, these policies were presented in draft final form with the intent to consider any additional public input regarding these policies in the development of the District’s full Title VI Program throughout the remainder of 2013. The Board officially adopted the policies with approval of the full Title VI Program on April 21, 2014.

In spring of 2023, staff made administrative revisions to the Major Service Change, Disparate Impact and Disproportionate Burden policies. These changes were made to: 1) streamline and clarify language to ensure clear understanding of the intent of the policies and consistent application across staff and over time, 2) update formatting and 3) extract them from the Title VI Program to be stand-alone official Board policies that are easier to view and access. At the April 3, 2023 Marin Transit Board of Directors meeting, Board members considered and adopted these administrative updates.

The revisions do not make any substantive changes to the meaning of the policies. No changes were made to the thresholds that establish when a major service change or fare change would result in a Disparate Impact to minority populations or a Disproportionate Burden to low-income populations.

The current adopted policies are included in [Appendix H](#).

15. Results of Service and/or Fare Equity Analyses

There have been three Service and Fare Equity Analyses completed since the last Title VI Program Update that are included in Appendix I:

1. Marin Transit Fixed Route Pass Programs (Feb. 2020)
2. Marin Transit Fixed Route Fares for Eligible Low-Income Riders on the Regional Electronic Fare Payment System (October 2020)
3. Systemwide Service Changes (March 2023)

16. Board Adoption of the Title VI Program

Appendix K presents the Board memo and resolution that reflect the Board adoption of the 2023 Title VI Program Update in June 2023.



Appendix A: Public Participation Plan

Introduction

Marin Transit's Public Participation Plan (PPP) provides a framework to guide a strategic approach to public participation. Marin Transit will use this framework to collect and consider input from riders, the general public, and other stakeholders and use it as an integral input into planning, policies, service design, and project development activities. The PPP addresses 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 and improving accessibility for individuals with limited English proficiency that are described in Marin Transit's Language Assistance Plan (LAP).

What is Marin Transit?

Marin County Transit District (Marin Transit) was formed by a vote of the people of Marin County in 1964 and was given the responsibility for providing local transit service within Marin County. Marin Transit develops and delivers a range of programs and services to meet the diverse transportation needs of community members. Marin Transit's bus and shuttle services carry over 2.4 million passenger trips each year (FY 2021-2022) and include several service types for different markets: local fixed route, community shuttle, supplemental school, rural fixed route, and the Muir Woods Shuttle. Marin Transit also offers a suite of programs and services designed for older adults and people with disabilities under the brand Marin Access.

What is the purpose of the Public Participation Plan?

The primary purpose of the PPP is to detail Marin Transit' strategies and methods for public engagement. The PPP outlines opportunities for the community to get involved and provide input into Marin Transit's planning, service design, policies, projects, and operations.

Summary of Plan Development

This PPP identifies existing outreach and public engagement methods that are used to provide information about Marin Transit's services and solicit input, as well as additional ways that Marin Transit can engage traditionally underrepresented or underserved groups in order to develop more inclusive plans for the future and better represent rider interests in the agencies' work.

Marin Transit selects appropriate participation methods based on a variety of factors. These include the composition of the affected population, the type of public participation process planned, the type of

input needed for a project or initiative, and available staffing and financial resources. Marin Transit coordinates with community partners and other stakeholders to tailor participation methods to particular audiences and particular purposes.

Stakeholders are those who are either directly or indirectly affected by a proposed initiative, such as a change in service or fares, a proposed project, and/or a study or plan and its resulting recommendations. Those who may be adversely affected, or who may be denied the benefits of this initiative, are of particular interest in this initial identification process. Stakeholders can include many different individuals, populations, groups, or entities, including, but not limited to local residents, Marin Transit riders, minority and low-income persons, public agencies, private and non-profit organizations, or local businesses.

Once Marin Transit identifies the affected stakeholders for an initiative, staff will develop a tailored engagement plan to maximize awareness and participation opportunities for the affected stakeholders. Ultimately, Marin Transit seeks to use the input collected to address community concerns, meet community needs, and accomplish the goals of the initiative.

The PPP is developed as part of Marin Transit's Title VI Language Assistance Plan (LAP) and incorporates language considerations for safe harbor languages as defined in the LAP including Spanish, Chinese (Mandarin and Cantonese), and Vietnamese.

Who do we engage?

Marin Transit is committed to engaging and collecting input from a range of stakeholders. Primary audiences include the following:

- **General Public** – All residents of, employees of, and visitors to Marin County, including existing riders and potential riders. The general public is comprised of various groups that may have specific needs and warrant special consideration, including:
 - **Youth and Students** – Marin Transit engages this population to get feedback on service offerings related to school service, supplemental service, youth fare products, and yellow bus support.
 - **Older Adults** – Marin Transit engages this population to get feedback on the needs of older adults and to inform efforts to update and improve Marin Access programs and services.
 - **People with Disabilities** - Marin Transit engages this population to get feedback on ADA-mandated paratransit, to understand the needs of people with disabilities, to inform efforts to update and improve Marin Access programs and services, and to ensure that all Marin Transit services are accessible for all.

- **Community Members with Limited Incomes** – Marin Transit engages this population to understand the needs of community members with limited incomes and ensure that these community members are aware of fare assistance programs available to them.
 - **Community Members with Limited English Proficiency** – Marin Transit engages this population to understand the needs of community members with limited English proficiency and to ensure that community members are familiar with opportunities to receive information in their primary language.
 - **Community Members in Equity Priority Communities** – Marin Transit engages this population to ensure that these historically-underserved communities have equitable access to transportation.
 - **West Marin residents** – Marin Transit engages this population to ensure that lifeline services are available to residents in rural areas of the county.
- **Community Partners** – Community-based organizations that serve users and potential users of Marin Transit and Marin Access programs and services. Community partners include a wide range of organizations including special interest nonprofit organizations, advocacy groups, and business associations. Marin Transit engages these organizations to identify shared interests, areas for coordination, and to further our reach into the community. *Appendix B* contains a sample list of community partners with whom Marin Transit collaborates.
 - **Peer Agencies** – Other transportation agencies like the Transportation Authority of Marin, Sonoma-Marín Area Rail Transit (SMART), the Golden Gate Bridge, Highway and Transportation District, and public transit operators in Sonoma County and beyond. Marin Transit engages these agencies to identify shared interests, areas for coordination, and advocacy priorities to ensure that riders have a seamless experience traveling in Marin County and beyond. Relationships with peer agencies can also be leveraged to better reach riders and potential riders and enhance the effectiveness of public engagement efforts.
 - **Local Governments** – Local governments and jurisdictions in Marin County. Examples of ongoing coordination efforts include participation in the Marin County Public Works and Marin County Planning Directors monthly meetings. Marin Transit engages these entities to identify shared interests and areas for coordination. Relationships with local governments can also be leveraged to better reach riders and potential riders and enhance the effectiveness of public engagement efforts.

Goals for Public Engagement

Marin Transit takes an expansive approach to public engagement and seeks to engage with and address the needs of a wide range of people across the County. Agency goals for public engagement are aimed

at amplifying the voices that have been historically underrepresented and left out of the decision-making process in particular.

Marin Transit’s goals for public engagement are to:

1. **Educate and Inform** – Marin Transit seeks to facilitate broad community awareness of public transportation options that are available in Marin County. Effective community education involves investing in relationship building to allow Marin Transit to be seen as a trusted source of information.
2. **Encourage Broad Participation** – Marin Transit seeks to encourage participation from all members of the community, to provide a range of opportunities to provide input, and to use a variety of methods to access different audiences and “meet people where they are at.” Marin Transit seeks to provide two-way communication channels in order to learn from the experiences of community members and partners across the County and integrate that learning into service and project development.
3. **Ensure Engagement Activities are Inclusive and Accessible for All** – Marin Transit seeks to create an inclusive environment throughout the engagement process and to ensure that all activities are accessible to all. Staff recognize that public engagement activities must include clear communication that is appropriate, in both content and format, for the intended audience. Staff tailor methods and provides accommodations to meet the needs of vulnerable populations and those that have been historically underrepresented or left out of the decision-making process.
4. **Evaluate the Effectiveness & Impact of Engagement Activities** – Marin Transit seeks to engage in efforts to evaluate the effectiveness and impact of engagement activities. A focus on ongoing monitoring allows staff to identify opportunities for improvement for future activities.

Opportunities for Ongoing Participation

To meet the above goals, Marin Transit uses a range of strategies and methods. This section describes tools and methods that Marin Transit uses on an ongoing basis to engage riders and the general public. Methods that are specifically targeted to reach residents who speak Spanish, Chinese, and Vietnamese are briefly described here, more detail is provided in the LAP. For specific initiatives (e.g., plans, studies, campaigns, projects, service or fare changes), Marin Transit will design and implement tailored, more-detailed public participation plans that take into account the targeted audiences, affected stakeholders and unique subject matter.

Pursuant to Federal Title VI regulatory guidance, Marin Transit will continue to ensure that underserved populations have meaningful access to public participation processes through tailored engagement methods. This includes efforts to improve access for low-income, minority and LEP populations, using the methods shown here and in the LAP.

Marin Transit Board of Directors

Stakeholders are invited to engage with Marin Transit's Board of Directors at regularly scheduled monthly Board meetings, public hearings, and issue-specific convenings of the Board of Directors. Regular Board meetings are generally held on the first Monday of the month; agendas are available at least 72 hours prior to Board meetings and are posted at Marin Transit's office in San Rafael and on Marin Transit's website. Additional Board information is available at <https://marintransit.org/board>. Board agendas and materials are available in languages other than English by request.

The following provides highlights of the methods utilized to ensure the public has meaningful access to information presented to the Board and the decision-making processes:

- All Marin Transit Board meetings reserve time for public comments on every item and for items not on the agenda, and translators are available on request at least 72 business hours in advance of the meeting.
- Meetings are held in the Marin County Civic Center, which is easily accessible by public transit, and are streamed on the Internet and archived on the District's website www.marintransit.org.
- Board agendas, staff reports, and meeting minutes are available at: www.marintransit.org/board.
- All Board meeting agendas include information about opportunities to comment on agenda items in all safe harbor languages, including Spanish, Chinese (Written Simplified Chinese), and Vietnamese.
- Board meetings that discuss major service changes and fare changes (non-promotional) are advertised on a broader scale and include a public hearing (see below).
- Community members that require Translation Assistance, American Sign Language Interpreters, Assistive Listening Devices, or other accommodations to participate in a meeting 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.

Public Hearings

The public hearing process is one method that Marin Transit Board of Directors uses to solicit and receive public comments about decisions affecting the community and Marin Transit riders. A public hearing is warranted when the matter under consideration is significant enough that it warrants extra effort to ensure public awareness of the matter and solicit public input. Details on the topics that warrant a public hearing and the methods for public hearings can be found in the Board-adopted Public Hearing Policy ([Appendix J](#)).

Marin Transit Advisory Committees

Riders and community members are invited to participate in Marin Transit's Advisory Committees: the Marin Paratransit Coordinating Council (PCC) and the Marin Mobility Consortium (MMC). The PCC provides an ongoing forum for riders and other stakeholders to provide input and receive updates about the District's ADA-mandated paratransit program. The MMC provides an ongoing forum for community partners and stakeholders to provide input and receive updates about the District's efforts toward expanding mobility for all community members, particularly as they relate to the Marin Access suite of programs.

As of March 2023, the PCC is held in-person with a remote option for non-voting members. Marin Transit's PCC meetings are held at the Marin Transit Administrative Office in San Rafael; a location that is both transit and Americans with Disabilities Act (ADA) accessible. The MMC is held virtually via Zoom. Information about the meetings is published on the Marin Transit website at <https://marintransit.org/meetings>.

All materials are presented in English with translation assistance provided upon request. Accessibility accommodations are made in accordance with those described in the Marin Transit Board of Directors section.

Partner Agency Meeting Participation

Staff also provide regular updates at peer agency and community partner forums including: Golden Gate Bridge Highway and Transportation District's Bus Passenger Advisory Committee and the Advisory Committee on Accessibility, the Transportation Authority of Marin's Citizens Oversight Committee, and the Marin County Commission on Aging's Housing & Transportation Committee.

Customer Service

Customer service includes support for complaints, commendations, service inquiries, or service suggestions as related to the programs and services offered by Marin Transit. Community members can seek and receive customer service support in a variety of ways. Community members can engage directly with Marin Transit staff members; contact information for all staff is available at <https://marintransit.org/contact>. Additionally, community members can call the Marin Transit Administrative office at 415-226-0855 (voice) or contact the California Relay Service by dialing 711. Support is available in English and Spanish with support in additional languages available by use of an on-demand translation service, the Language Line.

Additional customer service support is available at the San Rafael Transit Center Customer Service center weekdays from 7am – 6pm and the Marin Access Travel Navigator Customer Service center weekdays from 8am – 5pm. Community members can seek support in both locations via email, phone,

or in person during scheduled business hours. Support is available in English and Spanish with support in additional languages available by use of an on-demand translation service, the Language Line.

Direct Rider Engagement

Marin Transit staff initiate and perform direct rider engagement through surveys, focus groups, direct engagement at transit hubs or bus stops, community meetings and events, and travel training.

- **Travel Training** – Travel training, also known as “transit tours,” is a hands-on training of how to use the public transit system. A Marin Transit representative provides a tour of the system including planning a trip and taking a trip with the group. These trips usually take a few hours and are ideally tailored to the area in which the group requesting a “tour” will be traveling. There is no cost for this service.
- **Surveys** – Marin Transit engages riders through surveys, conducted periodically as needed for general public riders and annually for Marin Access program participants. Generally, surveys are incentivized and are either mailed or emailed directly to riders or collected in person on-board vehicles or at key transit hubs or bus stops; survey respondents can choose to complete the survey on paper and return via US Mail or complete the survey online.
- **Transit Stops** – In-person engagement is conducted at key transit hubs or bus stops and/or other community locations to collect input for specific initiatives, as well as on a regular basis to inform service development.
- **Community Events/Workshops/Focus Groups** – Community meetings, focus groups, workshops, and events provide stakeholders an opportunity for more sustained conversations and discussions in an interactive setting, and for community discussion with multiple stakeholders present. These may consist of brief presentations with brainstorming discussions, full project or service proposal reviews, or small informational sessions; they may use exercises or breakout groups to generate ideas and feedback. These types of in-person events may be appropriate at key decision-points in a planning effort or project and/or when major service or fare changes are proposed. Focus group participants are usually compensated for their participation and participation incentives may also be distributed at other in-person engagement events. Information about these types of events is published on the Marin Transit website at <https://marintransit.org/meetings>.
- **Partner Organization Meetings** – 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. Additionally, staff works with community-based organizations and other partners when scheduling these events to meet the needs of specific communities.

Focus groups and community meetings are held either in person or remotely depending on the needs and preferences of the target attendee population. Staff perform direct engagement activities at various times of the day and on weekends when possible, to accommodate working families, individuals, and seniors and to maximize opportunities for individuals to provide input. Marin Transit’s in-person meetings and focus groups are held at locations that are transit and Americans with Disabilities Act (ADA) accessible.

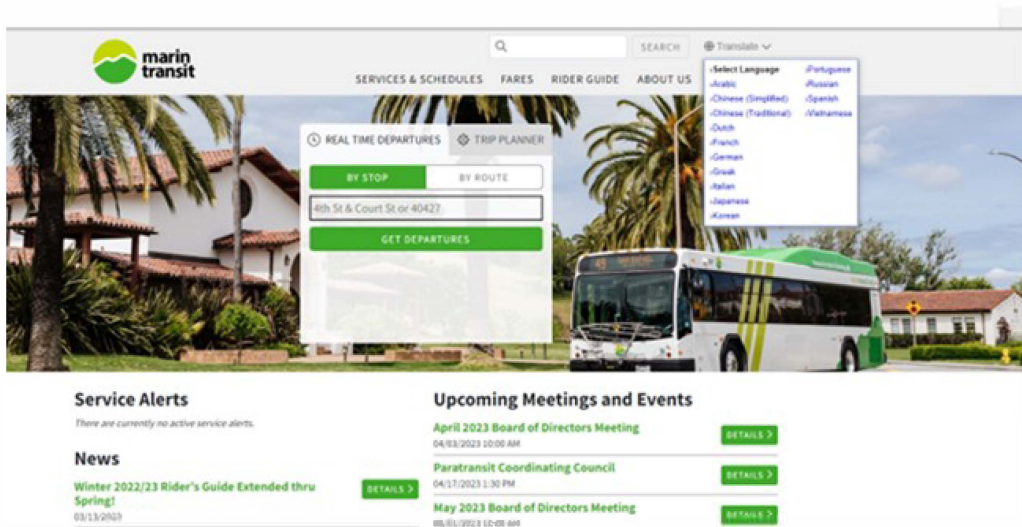
For all methods, translation assistance is provided upon request. Staff ensure all digital versions of all collateral materials are accessible and that forms can be completed by individuals with low or no vision.

Community members that require Translation Assistance, American Sign Language Interpreters, Assistive Listening Devices, or other accommodations to participate in a meeting 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.

Marin Transit Website

The Marin Transit website provides all information that is pertinent to the public about its services, projects, Board and Committees, and provides opportunities for input. Google Translate allows visitors to instantly translate the website content into 14 languages including Spanish, Vietnamese, Simplified Chinese and Traditional Chinese (see Figure 1, below).

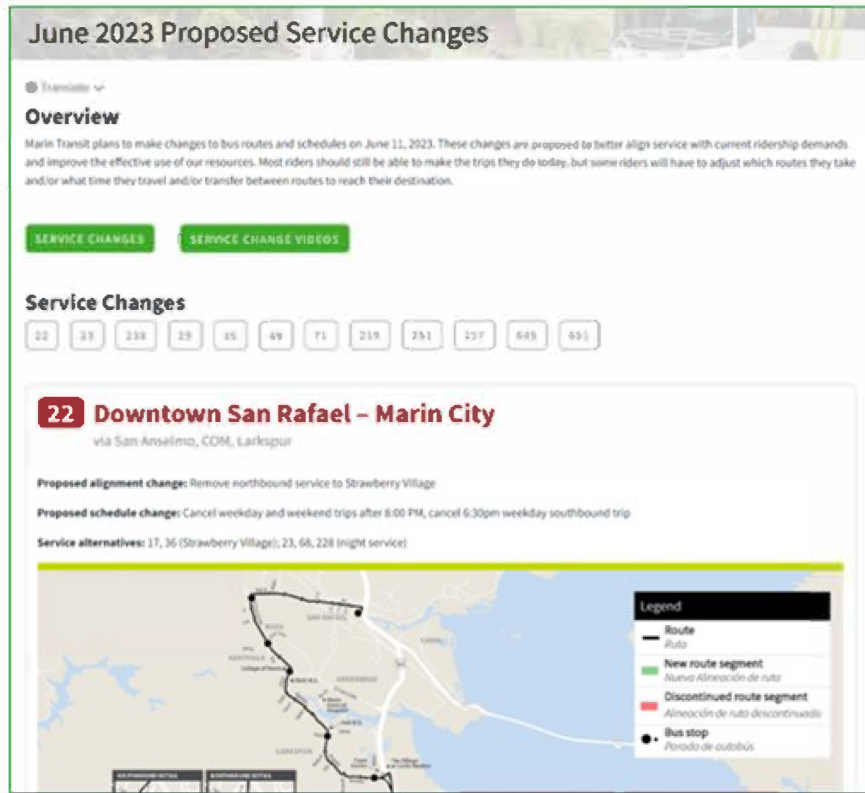
Figure 1: Marin Transit Website Translation Options



For service changes and other major initiatives, Marin Transit creates special web pages with links to informational materials and calendars of upcoming participation opportunities. Links and information may also be shared via various community partner organizations’ e-newsletters. Figure 2 shows the

dedicated webpage that was created to collect feedback to inform major service changes proposed for June 2023.

Figure 2: Dedicated Website for Proposed Service Changes



Additional information available on the Marin Transit website includes interactive route maps, a trip planner tool, real-time arrival information, rider alerts and contact information to reach Marin Transit staff. The website provides information about the District's Title VI Program, ADA Complaint process, and Reasonable Modification Request process. A dedicated link provides direct access to information about the Marin Access suite of mobility programs and services for older adults and individuals with disabilities: www.marinaccess.org. The purchasing page includes information and links on current and upcoming procurements, and the District's Disadvantaged Business Enterprise Program.

The Marin Transit website also provides an opportunity for community members to provide feedback via an online form and detailed information about the many ways community members can contact and engage with the District (see Figure 3, below).

Figure 3: Marin Transit Website “Contact Us” Page

Contact

Customer Service
Schedules, trip planning, feedback, lost & found

Phone
Dial 511 and say "Marin Transit"
TDD/TTY: 711
Or 415-455-2000 from outside the Bay Area
weekdays 7:00 AM - 6:00 PM

Email
info@marintransit.org

Online Form
SEND US A MESSAGE

Marin Access
Travel navigators & program eligibility

Phone
415-454-0902
weekdays 8:00 AM - 5:00 PM

Email
travelnavigator@marinaccess.org

Administrative Office

Address
711 Grand Avenue, Suite 110
San Rafael, California 94901

Phone
415-226-9855
TDD: 711

Service Alerts and Updates
Get email updates and SMS Service Alerts

Service Alerts via SMS
SUBSCRIBE VIA SMS

Updates via Email
Email address: SUBSCRIBE

Digital Communication Methods

Marin Transit aims to expand its reach to community members who are unable to attend or do not regularly participate in traditional public meetings and board hearings by utilizing various digital communication methods, such as social media and electronic communication. This approach is taken to ensure that all members of the community have access to the District's services, are aware of changes and initiatives, and are able to provide input and participate.

The District maintains a presence on social media via Facebook, Twitter, Instagram and YouTube to encourage ongoing participation and dialogue with community members. An online and social media presence provides for two-way communication between meetings, strengthens the dialogue, and supports a transparent planning process. Marin Transit has a Social Media Policy, found here: <https://marintransit.org/contact>.

Email blasts facilitate communication and feedback from the public and may also 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 list consisting of those who have indicated they wish to be notified of general Marin Transit news and activities. The public can notify Marin Transit of their interest at www.marintransit.org, by phone, in person, by mail, and at meetings.

Marin Transit's Main Social Media Channels include:

- Facebook – <https://www.facebook.com/marintransit/>
- Twitter – <https://twitter.com/marintransit>

- Instagram – <https://www.instagram.com/marintransit/>
- YouTube - <https://www.youtube.com/@marintransit7955>

Printed Materials: Guides, Brochures and Other Materials

Marin Transit publishes guides, brochures and other information materials to provide information to riders, community partners and community members including the Marin Transit Rider’s Guide and the Marin Access Rider’s Guide. All vital documents, as defined in Marin Transit’s Title VI Language Assistance Plan, are available in all safe harbor languages, including Spanish, Chinese (Written Simplified Chinese), and Vietnamese. Community members can access all documents via the Marin Transit website and can order paper copies to display at their location(s) at <https://marintransit.org/brochures>. Staff also proactively notify community partners of the availability of these documents and makes efforts to ensure they are distributed widely throughout Marin County and in formats that meet the needs of the various populations.

All brochures and information materials are developed to be user-friendly accessible documents, use plain language, and include maps and graphics as possible to illustrate concepts or information.

Assessing the Impact of Engagement

Marin Transit is committed to educating and informing the public and collecting broad input to inform decision-making processes, in alignment with the goals described at the start of this plan. To this end, the District strives to provide the public with multiple avenues for engagement beyond traditional public meetings and hearings. Marin Transit's goal is to provide all audiences, including disadvantaged and historically underrepresented communities, with the information and perspective necessary to provide thoughtful and considered input on service and fare development, plans and studies, as well as overall system performance.

Marin Transit will measure and report on the effectiveness of its public participation activities as follows:

- Maintaining records of activities and input when soliciting public comment, particularly in low-income and limited English proficient communities, including the content and quantity of the public comment received.
- Utilizing tools available to the District including TransTrack and Sprout Social to track and report on engagement activities.
- Examining the results of engagement efforts to gauge effectiveness and engaging in a continual improvement process to use lessons learned to refine future activities.
- Comparing outreach efforts with best practices and industry peers.

- Adapting future efforts to enhance the ability of the public to participate in Marin Transit's public engagement and outreach process.
- Providing updates on activities and effectiveness to the Marin Transit Board of Director's via quarterly reports and an annual Board Update.

Recent Outreach

Outreach undertaken since the last Title VI Program Update is included in Marin Transit's Title VI Plan, *Appendix C*.

Conclusion

Marin Transit is committed to providing comprehensive, accessible, and effective public participation processes and engaging in a continual improvement process to use lessons learned and best practices to refine future activities. Staff seek to use these activities to promote trust in the community, ensure effective use of Marin Transit resources, and ensure rider and community perspectives are considered in decision making. This document should be used in conjunction with the Language Assistance Plan to meet the needs of all members of our community.

Appendix B: Community Based Organizations, Agencies and Groups

| Community Organizations, Trade Councils and Agencies |
|--|
| Aldersly |
| Aging Action Initiative |
| Alzheimer's Association |
| Brain Injury Network |
| CA Department of Rehabilitation |
| Call A Ride for Sausalito Seniors |
| Canal Alliance |
| CarePool |
| Casa Allegra |
| CIL Berkeley |
| City of San Rafael |
| County of Marin |
| County of Marin Aging & Adult Services |
| Covia |
| DaVita Dialysis |
| EAH Housing |
| Golden Gate Bridge & Highway Transportation District |
| Green & Healthy Homes Initiative |
| Guide Dogs for the Blind |
| Institute for Global Communications |
| Jewish Family and Children's Services |
| Kaiser |
| Legal Aid Marin |
| Life House Agency |
| Lifelong Medical |
| Margaret Todd Senior Center |
| Marin Center for Independent Living |
| Marin Commission on Aging |
| Marin Community Clinics |
| Marin Community Development Corporation |
| Marin Community Foundation |
| Marin General Hospital |
| Marin Grassroots |
| Marin Link |
| Marin Space |
| Marin Ventures |

| Community Organizations, Trade Councils and Agencies |
|--|
| Marin Villages |
| Metropolitan Transportation Commission |
| Mobility Matters |
| MV Transportation |
| Nazareth House |
| Nelson Nygaard |
| North Marin Community Services |
| R&D Transportation |
| Representatives of the GGBHTD Advisory Committee on Accessibility |
| Representatives of the Marin Paratransit Coordinating Council |
| Representatives of the Transportation Authority of Marin Citizen's Oversight Committee |
| Ritter Center |
| Sausalito Village |
| Schurig Center |
| Scussel Consulting |
| Senior Access |
| Silver Ride |
| Sonic |
| Sutter Health |
| Technology4Life |
| The Cedars of Marin |
| The Redwoods |
| Transportation Authority of Marin |
| VITAL |
| Vivalon |
| West Marin Senior Services |
| YWCA |



Appendix C: Recent Outreach Efforts

The table below summarizes Marin Transit outreach efforts for the period of May 1, 2020 through March 31, 2023.

| Campaign | Topic | Method | Timeframe |
|--------------------------------|--|------------------------------------|------------------------------|
| Marin Transit General Outreach | Navigating Transit: Understanding Your Transportation Options - Marin Transit Program Overview | Virtual or In-Person Presentations | May 1, 2020 - March 31, 2023 |
| Marin Access General Outreach | Navigating Transit: Understanding Your Transportation Options - Marin Access Program Overview | Virtual or In-Person Presentations | May 1, 2020 - March 31, 2023 |
| Advisory Committees | Marin Mobility Consortium - Various Topics related to mobility in Marin County | Virtual or In-Person Presentations | Quarterly, ongoing |
| Advisory Committees | Marin Paratransit Coordinating Council - Topics related to paratransit service | Virtual or In-Person Presentations | Bi-monthly, ongoing |
| Advisory Committees | Golden Gate Bridge Highway and Transportation District Advisory Committee on Accessibility - Topics related to paratransit service | Virtual or In-Person Presentations | Quarterly, ongoing |
| Advisory Committees | Golden Gate Bridge Highway and Transportation District Bus Passenger Advisory Committee | Virtual or In-Person Presentations | Quarterly, ongoing |

| Campaign | Topic | Method | Timeframe |
|-----------------------------|---|--|--|
| General Rider Education | Information and service-related updates about holiday service | E-blasts | May 1, 2020 - March 31, 2023 |
| General Rider Education | Outreach related to COVID-19 protocols | E-blasts, Marketing Collateral | March 2020 - March 2022 |
| Community Partner Education | General Updates for Marin County Commission on Aging Housing & Transportation Committee | Virtual and In-person Meeting Participation | Bi-monthly, ongoing |
| Community Partner Education | Navigating Transit: Understanding Your Transportation Options - Marin Access Program Overview | Virtual or In-Person Presentations | May 1, 2020 - March 31, 2023 |
| Promotional | Marin County Fair | E-blasts, Marketing Collateral, and Coordinated Marketing with the County of Marin & Fair Organizers | May - July 2020 May - July 2021 May - July 2022 Annual Effort |
| Promotional | Fare promotion offering free fixed route fares for seniors (65+) / people with disabilities | E-blasts and Marketing Collateral | October 2021 - March 2022 |
| Promotional | Fare promotion offering a free youth summer pass for fixed route | E-blasts and Marketing Collateral | June 2022 - August 2022 |
| Promotional | Fare promotion offering a free monthly pass for family of low-income students or those who qualify for free & reduced lunch program | E-blasts and Marketing Collateral | December 2021 - January 2022 |

| Campaign | Topic | Method | Timeframe |
|-----------------|--|--|---|
| Fares | Clipper START Pilot Program | E-blasts, Marketing Collateral, and Coordinated Marketing with Clipper | November 2020 - January 2021 |
| Public Hearing | Clipper START Pilot Program | MCTD website | October 5, 2020 |
| Public Hearing | Proposed Major Service Changes | MCTD website | March 6, 2023 |
| Service Changes | Connect 2.0 - Connect service changes & partnership with TAM | E-blasts, Marketing Collateral, and Coordinated Marketing with Transportation Authority of Marin | Summer 2020 |
| Service Changes | Minor services changes for fixed route | E-blasts and Marketing Collateral | Ongoing efforts leading up to and following sign-up periods |



Appendix D: Limited English Proficiency Language Assistance Plan

Introduction

Title VI prohibits discrimination by recipients of Federal financial assistance on the basis of race, color, and national origin, including the denial of meaningful access for limited English proficient (LEP) people. As a recipient of Federal funds, Marin Transit District (or “The District”) must “take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.”¹

On August 11, 2000, President William Jefferson Clinton signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" that requires Federal agencies and recipients of Federal funds to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those needed services so that LEP persons can have meaningful access to them. Further guidance was provided in 2012 with the release of the Federal Transit Administration (FTA) circular--FTA C 4702.1B—that further codified the FTA’s objective to “promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.”²

As a means of ensuring this access, the FTA Office of Civil Rights has created a handbook for public transportation agencies to use that includes step-by-step instructions for conducting the required LEP needs assessment and developing a Language Assistance Plan (LAP). The LAP becomes a blueprint for ensuring that language does not present a barrier to access to the agency’s programs and activities.

To develop the LAP necessary to comply with the guidance, an individualized agency assessment is required that balances the following four factors:

- Factor 1: The number or proportion of LEP persons eligible to be served or likely to encounter a program, activity, or service of the recipient or grantee;
- Factor 2: The frequency with which LEP individuals come in contact with the program;
- Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives; and
- Factor 4: The resources available to the recipient and costs for translation services.

To ensure compliance with federal guidance, the District undertook an assessment with the goal that all reasonable efforts should be made to ensure that members of our customer base are not denied access to their services due to a limited ability to speak, read, write and understand English. The District believes in the rights of all residents within its community, and furthermore supports the overriding goal of providing meaningful access to its services by LEP persons. Eliminating the barrier to persons of

¹ Federal Register Volume 70, Number 239 (Wednesday, December 14, 2005)

² FTA Circular 4702.1B- Title Vi Requirements And Guidelines For Federal Transit Administration Recipients, October 1, 2012.

limited-English-speaking abilities will have a positive impact not only on LEP individuals themselves, but also on the impact that Marin Transit has in the community.

Agency Background

Marin County Transit District (Marin Transit) was formed by a vote of the people of Marin County in 1964 and was given the responsibility for providing local transit service within Marin County. Marin Transit operates a variety of programs and services including fixed route bus service, supplemental school bus service, demand-response services, and a suite of mobility management programs. Marin Transit services are operated under purchased transportation contracts and one interagency agreement. The District's bus and shuttle services carry over 2.4 million passenger trips each year (3.2 million pre-COVID).

Marin Transit Language Assistance Plan Methodology

A variety of data points provide the basis for development of the LAP. The District consulted census data for Marin County to assist in determining the languages in which it is necessary to provide assistance. The LAP was also informed by the translation services being provided through existing District programs, as well as by employees who may provide frontline interaction with the community.

Summary of Findings

By consulting the data sources identified above, the findings reveal the top three languages in the service area that will inform the LAP:

- Spanish
- Chinese (Mandarin and Cantonese)
- Vietnamese

By a large margin, Spanish remains the most prominent non-English language spoken within the County, followed by Chinese and Vietnamese. As a result, while other languages may be considered for translation assistance, as reflected in the LAP, continued care should be taken to translate information into Spanish, Chinese, and Vietnamese to ensure that Spanish, Chinese, and Vietnamese language speakers are not presented with barriers to access Marin Transit's services and planning processes based on their English language ability. Other languages, including those falling under the "Safe Harbor" provision, will be provided translation services upon request.

For Chinese, due to the greater prevalence of Mandarin speakers in Marin County, documents will be translated into Simplified Chinese which is the written form of Mandarin.

Limited English Proficiency: Four Factor Framework Analysis

Factor 1: Determining the number or proportion of LEP persons in the service area who may be served or are likely to encounter Marin Transit’s services or activities

The first step in the LAP development process was to quantify the number of persons in the service area who do not speak English fluently and would benefit from language assistance. This process included examining the District’s prior experience with LEP populations and using census and Department of Education data to identify concentrations of LEP persons in the county.

Data Sources

The following data were consulted to determine the most prevalent languages spoken in the service area, as well as those that may benefit from language assistance:

- American Community Survey 2021 1-year sample languages of people that speak English less than “Very Well”³
- California Department of Education (DOE) 2021-22 Census of English Learners
- 2017 Rider survey (the most recent survey that is available)

Data Analysis

Using data from the American Community Survey (ACS) 2021 1-Year Estimate within Marin County, the estimated percentage of the population that indicated they speak English “Less than Very Well” is approximately 9%. Table 1 presents the breakdown by language for those within the county that speak English “Less Than Very Well.”

Per Federal Department of Transportation (DOT) guidelines regarding “Safe Harbor Provision” for translation of written materials that requires the identification of “Safe Harbor Languages,” careful attention must be paid to the absolute numbers as well as the percentage of the population that do not speak English in the development of the LAP. FTA Circular 4702.1B states the following with respect to the Safe Harbor Provision:

The Safe Harbor Provision stipulates that, if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations. Translation of non-vital documents, if needed, can

³ This represents the most recent 1-year estimate at this time, per Census Branch Chief, Data Products Development Branch, American Community Survey, US Census Bureau

be provided orally. If there are fewer than 50 persons in a language group that reaches the five percent (5%) trigger, the recipient is not required to translate vital written materials but should provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

There are three languages that have more than 1,000 persons who speak English less than “Very Well”: Spanish, Chinese and Vietnamese. Thus, per the guidelines, these would qualify as “Safe Harbor” languages requiring the translation of vital documents. According to FTA guidance under C4702.1B, 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 benefits or services; and notices advising LEP individuals of free language assistance services. LEP populations that qualify as Safe Harbor Languages and their share of the total LEP population is summarized in Table 2.

This table does not include several groups of languages (for example, “Other Indo-European Languages”) that may have more than 1,000 individuals represented because the languages cannot be disaggregated to determine if each individual language is above the threshold.

It is important to note that due to the size of the service area, the 1,000-person Safe Harbor threshold can sometimes represent a very small percentage of the overall population. For instance, while approximately 1,200 Chinese speakers indicate that they speak English “Less Than Very Well”, this equates to only about 0.5% of the total population in the service area. Regardless, this language constitutes more than 1,000 individuals and would qualify for “Safe Harbor Provisions” along with another language (Vietnamese) that also represents less than 1% of the service area population.

Table 1: Marin County Residents That Speak English “Very Well” and “Less than Very Well” by Language

| Language | Population in Marin County | | Speak English less than “very well” | |
|--|----------------------------|------------------------------|-------------------------------------|------------------------------|
| | Population | % of Total County Population | Population | % of Total County Population |
| Spanish | 31,695 | 12.7% | 15,786 | 6.3% |
| Other Indo-European languages | 9,526 | 3.8% | 3,064 | 1.2% |
| Chinese (incl. Mandarin, Cantonese) | 2,061 | 0.8% | 1,269 | 0.5% |
| Vietnamese | 1,693 | 0.7% | 1,100 | 0.4% |
| Russian, Polish, or other Slavic languages | 2,122 | 0.9% | 821 | 0.3% |
| Other Asian and Pacific Island languages | 1,745 | 0.7% | 550 | 0.2% |
| Tagalog (incl. Filipino) | 2,098 | 0.8% | 507 | 0.2% |
| Other and unspecified languages | 1,227 | 0.5% | 432 | 0.2% |
| Arabic | 788 | 0.3% | 278 | 0.1% |
| French, Haitian, or Cajun | 3,154 | 1.3% | 141 | 0.1% |
| Korean | 604 | 0.2% | 109 | 0.0% |
| German or other West Germanic languages | 2,267 | 0.9% | 64 | 0.0% |
| Total Non-English | 58,980 | 23.7% | 24,121 | 9.7% |
| Speak only English | 189,973 | 76.3% | | |
| Total Population | 248,953 | 100.0% | | |

Source: Table C16001 American Community Survey 1-year Estimate 2021

Table 2: Safe Harbor Languages in Order of Prominence

| Language Spoken | Individuals Speaking English “Less than Very Well” | Percentage of Total LEP Population |
|-------------------------------------|--|------------------------------------|
| Spanish | 15,786 | 65.4% |
| Chinese | 1,269 | 5.3% |
| Vietnamese | 1,100 | 4.6% |
| All other non-Safe Harbor languages | 5,966 | 24.7% |

Additional data was also analyzed using the American Community Survey 1-Year Estimates from 2021 to help understand the percentage of the community that may experience language barriers. The Census defines a “linguistically isolated” household as one in which no member over the age of 14 years speaks English only or the household members speak a non-English language and don’t speak English “very well.” Individuals in these households may face significant language barriers because they may not be able to rely on an adult relative who speaks English well to provide translation assistance. This

data confirms that Spanish is the predominant language of those who are linguistically isolated. Table 3 shows percentages of the total households in Marin County that would be considered linguistically isolated along with the languages of those households.

Table 3: Linguistically Isolated Households in Marin County

| Household Language Spoken | % of Marin County Linguistically Isolated Households |
|--|--|
| Spanish | 51.1% |
| Other Indo-European languages | 33.9% |
| Asian and Pacific Island languages | 13.7% |
| Other languages | 1.2% |
| Percent of Marin County households Considered "Linguistically Isolated" | 4.2% |

Source: Table S1602 American Community Survey 1-year Estimate 2021

According to the guidelines set forward by the FTA, the LEP analysis should also review alternate and local sources of data. For this analysis, the California Department of Education (DOE) 2021-22 Census of English Learners provides an overview of the primary languages of the English Learners in the service area. The English Learner survey does not provide the most useful data for the LEP analysis, as it is collected among students and not the population as a whole. However, it provides another means of cross-checking census data analyses. All three languages identified as “Safe Harbor” languages by the census data analysis appear in this list. Spanish remains the most predominant language of all the language learners by a large margin, representing over 90% of the language learners, while Vietnamese, Mandarin and Cantonese represent very small numbers and shares of the language learners.

Table 4 provides the results of the Department of Education English Learners Census for the school districts in Marin County that have greater than 5 speakers in the school year beginning in 2021. The “Safe Harbor” languages are highlighted.

Table 4: Department of Education Language Learners in Marin County

| Language Name | Total | Percent of Total |
|--------------------------------|-------|------------------|
| Spanish | 4,725 | 90.07% |
| Portuguese | 89 | 1.70% |
| Other non-English languages | 77 | 1.47% |
| French | 48 | 0.91% |
| Russian | 43 | 0.82% |
| Vietnamese | 32 | 0.61% |
| Japanese | 26 | 0.50% |
| Mandarin (Putonghua) | 24 | 0.46% |
| Arabic | 17 | 0.32% |
| Filipino (Pilipino or Tagalog) | 16 | 0.30% |
| Gujarati | 16 | 0.30% |
| Punjabi | 15 | 0.29% |
| Korean | 14 | 0.27% |
| Farsi (Persian) | 11 | 0.21% |
| Hindi | 10 | 0.19% |
| Urdu | 9 | 0.17% |
| Swedish | 9 | 0.17% |
| Telugu | 9 | 0.17% |
| German | 6 | 0.11% |
| Cantonese | 6 | 0.11% |
| Thai | 5 | 0.10% |
| Italian | 5 | 0.10% |
| Khmer (Cambodian) | 5 | 0.10% |

Source: California Department of Education English Language Learners SY 2021-22

Rider Surveys

According to the 2017 On Board Survey, 63% of riders speak a language other than English at home. Of this, the vast majority indicate Spanish as their home language. Further, of these riders, over half speak English “not well” or “not at all,” indicating a high need for translation. It is also worth noting that the other languages found above to be “Safe Harbor” languages indicate speaking English “well” or “very well.”

Table 5: On Board Survey Results of languages other than English at home

| Language Name | # respondents | % of Total | Share of language by English Ability | | | |
|--|---------------|-------------|--------------------------------------|-------------|------------|------------|
| | | | Very Well | Well | Not Well | Not at all |
| Spanish | 910 | 46% | 23% | 25% | 44% | 8% |
| French | 50 | 3% | | 60% | 40% | |
| English and Spanish equally | 40 | 2% | 40% | 30% | 30% | |
| Tagalog/Filipino | 30 | 2% | 67% | | 33% | |
| Portuguese | 28 | 1% | | 100% | | |
| Farsi/Persian | 24 | 1% | 25% | 25% | 50% | |
| Fijian | 24 | 1% | 100% | | | |
| Japanese | 19 | 1% | | 100% | | |
| Hindi | 18 | 1% | 100% | | | |
| Russian | 18 | 1% | 100% | | | |
| Urdu | 17 | 1% | 100% | | | |
| Cantonese | 15 | 1% | 100% | | | |
| Nepali | 13 | 1% | | 100% | | |
| Tibetan | 12 | 1% | 100% | | | |
| German | 11 | 1% | | 100% | | |
| Vietnamese | 9 | 0% | | 100% | | |
| Amharic | 7 | 0% | 100% | | | |
| English-Only | 711 | 36% | | | | |
| ASL | 16 | 1% | | | | |
| Total All Respondents | 1972 | 100% | | | | |
| Total Non-English (excl. English-Only, ASL) | 1245 | 63% | | | | |
| Share of Grand Total by level of language ability | | | 18% | 18% | 23% | 4% |

Factor 1 Findings

Factor 1 of the LEP Plan was undertaken to determine the number of persons in the service area who do not speak English fluently and may benefit from language assistance. The findings reveal:

- 3 languages qualify under the “Safe Harbor Provision” for written materials including Spanish, Chinese, and Vietnamese.
- Spanish represents the predominant non-English language spoken in the county and the highest need for translation.

Table 6, below, combines the outputs of the data considered, and presents a ranking of the languages spoken by LEP populations by the different data sets. Using this comparison to confirm the prevalence of the Safe Harbor languages, the 3 languages are identified as those that should be considered for written or verbal translation service. However, only Spanish could be considered predominant languages using all data sets, as it is over four times as prevalent as other languages in all of the data sets.

Table 6: Predominant Languages within Marin County

| Safe Harbor Languages | American Community Survey | Department of Education | Rider Survey (Speak English less than “very well”) |
|--------------------------------|---------------------------|-------------------------|---|
| Spanish | 1 | 1 | 1 |
| Chinese (Mandarin & Cantonese) | 2 | 8 | |
| Vietnamese | 3 | 6 | 9 |
| Portuguese | | 2 | 3 |
| Other non-English languages | | 3 | 6 |
| French | | 4 | 2 |
| Russian | | 5 | |
| Japanese | | 7 | |
| Arabic | | 9 | |
| Filipino (Pilipino or Tagalog) | | 10 | 8 |
| Gujarati | | 11 | |
| Punjabi | | 12 | |
| Korean | | 13 | |
| Farsi (Persian) | | 14 | 4 |
| Hindi | | 15 | |
| Urdu | | 16 | 5 |
| Swedish | | 17 | |
| Telugu | | 18 | |
| German | | 19 | 7 |
| Thai | | 21 | |
| Italian | | 22 | |

Factor 2: The frequency with which LEP Populations come in contact with Marin Transit’s programs, activities and services.

Assessing the frequency with which LEP populations come in contact with Marin Transit’s services, programs and activities helps the agency determine which languages need to be considered for language translation services. Generally, “the more frequent the contact, the more likely enhanced

language services will be needed.”⁴ Strategies that help serve an LEP person on a one-time basis will be very different from those that may serve LEP persons on a daily basis. For purposes of estimating the frequency of contact with LEP individuals and refining the languages encountered, Marin Transit reviewed their programs and services in addition to consulting front-line employees that may have direct connection with LEP populations.

Marin Transit’s Service and Programs

Table 7 presents a general description of Marin Transit’s programs, activities and services that may be encountered by LEP populations.

Table 7: Marin Transit’s Services and Programs

| Program | Description of Activities or Services | |
|----------------------------|---------------------------------------|---|
| General Administration | 1 | General agency administration including soliciting public input, conducting public hearings and providing Language Assistance for Board meetings as requested |
| | 2 | Planning activities as related to service, fare, or other policy changes |
| | 3 | Providing information about Title VI policies, processes, and protections, including filing a complaint |
| | 4 | Marin Transit and Marin Access websites |
| | 5 | Marin Access Mobility Management Services and outreach efforts |
| Transit Service Operations | 1 | Signage using visual and tactile methods for non-English speaking riders |
| | 2 | Kiosks and signs at Transit Centers and stops with display information |
| | 3 | Title VI Notice to Beneficiaries located onboard buses, at stops and at administrative offices |
| | 4 | Call in Customer Service, wayfinding and trip planning |

Data Sources

The following data were consulted to determine the frequency with which LEP Populations come in contact with Marin Transit’s staff, programs, services and activities, as well as those that may benefit from language assistance:

- Annual call center data for Marin Access and Customer Service call centers
- Annual Language Line usage data
- Marin Transit Staff & Contracted Staff Language Survey

⁴ Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

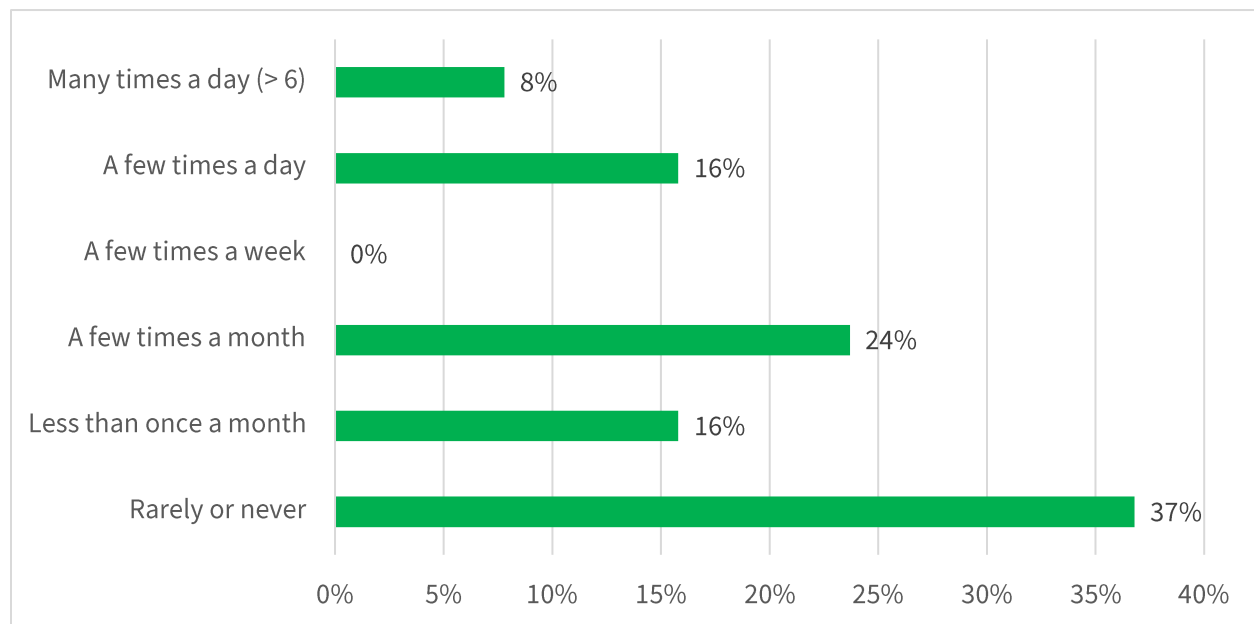
Frontline Staff Interactions and Capabilities

Staff collected feedback from internal and contracted frontline staff via a web-based survey to understand staff language capabilities and the frequency with which frontline staff interacted with LEP populations. 38 individual respondents completed the survey.

Currently, when staff members interact with LEP populations, staff either assist the patron by utilizing their ability to communicate in the necessary language, refer to another staff member for support, or indicate that they will engage the use of Language Line to assist with the call and complete the request.

Approximately 24% of the surveyed staff or contractors responded that they had somewhat frequent interactions with LEP populations. However, the remainder (76%) indicated that they had very little or no interactions with LEP populations. This would signify that while interpretation services may be needed by some LEP populations, they are not the preponderance of encounters of those frontline employees. The findings of this survey are displayed in Figure 1 below:

Figure 1: Survey Responses regarding Staff and Contractor Interactions with LEP Populations

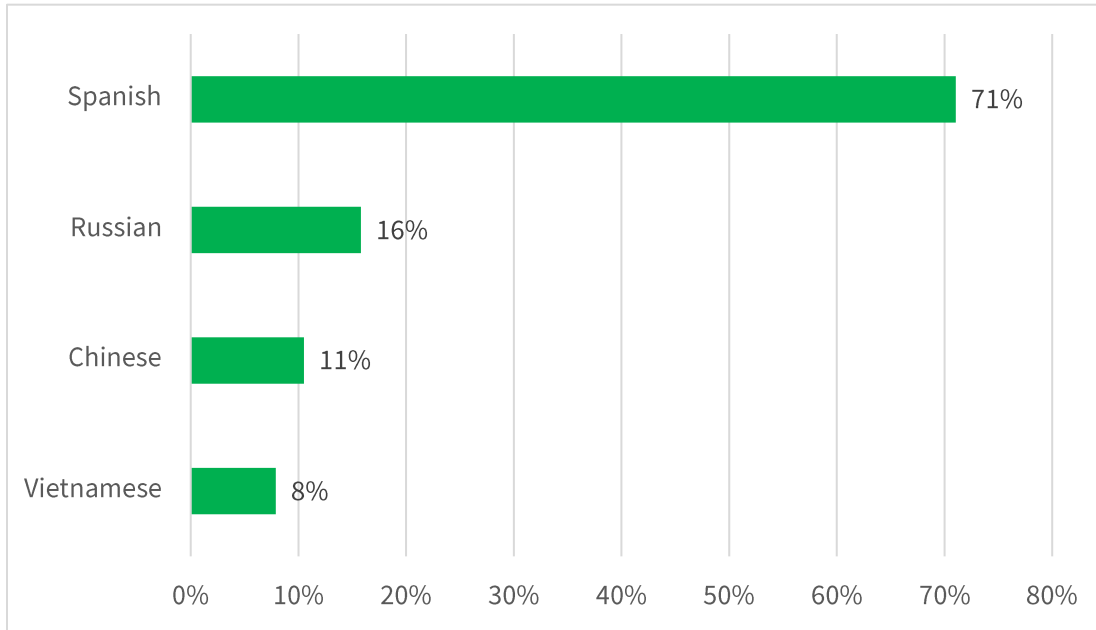


We also consulted data regarding the frequency with which interpretation or translation requests are received for various live meetings or events. Interpretation or translation requests must be received no less than five working days prior to each meeting or event to allow staff sufficient time to coordinate resources. However, in the last year, there have been no requests for interpretation or translation requests.

The survey also confirmed that Spanish remains the language most often encountered by frontline employees. About 70% of those who responded had identified Spanish as the most predominant

language, followed by Vietnamese, Chinese and Russian. Figure 2 presents the findings; due to staff reporting encountering more than one language on a frequent basis, the totals below do not sum to 100%.

Figure 2: Survey responses of top languages frequently encountered by staff



Survey data also shows that Marin Transit has a large percentage of staff that can speak another language, with the most common language being Spanish. Approximately 42% of the total staff and contractors indicated that they were proficient in Spanish, while other languages including Vietnamese, Portuguese, Laotian and Arabic are also spoken by employees. Table 8 presents the staff language capabilities that could provide in-house interpretation services; some staff speak multiple languages thus the totals do not sum to 100%.

Table 8: Staff Language Capabilities

| Language | Proficient Internal Staff | Proficient Staff Contractors | Total Proficient | Percent of Total |
|-------------------|---------------------------|------------------------------|------------------|------------------|
| Spanish | 8 | 8 | 16 | 42% |
| Vietnamese | | 1 | 1 | 3% |
| Portuguese | 2 | | 2 | 5% |
| Laotian | | 1 | 1 | 3% |
| Arabic | 1 | | 1 | 3% |
| Total Speakers | 10 | 10 | 20 | 53% |
| Total Respondents | 21 | 17 | 38 | 100% |

Data from the staff survey aligned with census data and demonstrated that Spanish remains the most predominant language requested by a large margin, representing over 90% of the translation assistance requested, while Vietnamese, Mandarin and Cantonese represent very small numbers. Additional languages also emerged that may be considered for translation in the future.

Staff who reported that they regularly interact with the public largely cited Spanish as the language most frequently spoken with Russian, Chinese, and Vietnamese following in small percentages.

Call Center

Call Center data was reviewed regarding both the languages requested via Language Line as well as the percentage of total calls received in order to determine whether language assistance requests uncovered insights about those seeking information. This does not include calls that were handled independent of Language Line by Call Center employees who speak Spanish and could address the language assistance directly. Languages of these representatives include Spanish and Vietnamese. Spanish was the predominant language for Language Line assistance, representing approximately 90% of the Language Line assistance needed. A summary of the call center data is shown in Table 9.

Table 9: Call Center Language Assistance (FY2023 - July - March)

| | Customer Service Calls | Assistance via Language Line | % of Customer Service Calls with Language Assistance Provided | % of Total Language Assistance |
|--------------------------------|------------------------|------------------------------|---|--------------------------------|
| English | 18,862 | - | - | - |
| Spanish | - | 170 | 0.90% | 87% |
| Chinese (Mandarin & Cantonese) | - | 4 | 0.02% | 2% |
| Vietnamese | - | 6 | 0.03% | 3% |
| French | - | 2 | 0.005% | 1% |
| Russian | - | 8 | 0.04% | 4% |
| Japanese | - | 1 | 0.01% | 1% |
| Korean | - | 2 | 0.01% | 1% |
| Haitian - Creole | - | 1 | 0.005 | 1% |
| Hindi | - | 1 | 0.005% | 1% |
| Total | 18,862 | 195 | 1% | 100% |

Marin Access Survey & Client Information

Staff consulted other data sources to assess the interactions of LEP populations with other services. Marin Access survey data and client database indicate that a little more than 7% speak a language other than English as their primary language, with Spanish representing a little less than 4% of the total Marin Access database. For this reason, language services may not be as important on Marin Access as other

services. However, ensuring that vital documents related to Marin Access services are available in other languages is still a crucial element to ensure that language is not a barrier to Marin Access services.

This data aligns with the other data consulted and demonstrates that Spanish is the most predominant language by a large margin, while Vietnamese, Mandarin and Cantonese represent very small numbers. This data does not provide the most useful data for the LEP analysis, as it represents a small sample size and is collected among Marin Access participants only and not the rider population as a whole. It does, however, afford the opportunity to confirm other findings. A summary of the findings from Marin Access data sources is shown below in Table 10.

Table 10: Marin Access Database - Primary Language

| Primary Language Spoken | % Total Eligible |
|--|-------------------------|
| English | 92.7% |
| Spanish | 3.6% |
| Russian | 0.9% |
| Farsi (Persian) | 0.8% |
| Vietnamese | 0.7% |
| Chinese (Mandarin & Cantonese) | 0.5% |
| Other non-English languages | 0.2% |
| Korean | 0.2% |
| Filipino (Pilipino or Tagalog) | 0.1% |
| Hindi | 0.1% |
| Urdu | 0.1% |
| Japanese | 0.1% |
| Arabic | 0.1% |
| Portuguese | 0.0% |
| French | 0.0% |
| Total Limited English Proficiency | 7.3% |

Factor 2 Findings

- Contact with LEP members of the public is significant among a limited number of employees and contractors; the majority have little or no contact with non-English speaking customers.
- While Marin Transit provides language assistance services for non-English speakers, ensuring that vital documents are translated is warranted to ensure access for Marin Access riders.
- The languages most often heard by staff correspond to the languages identified in Factor 1.
- A large percentage of employees and contractors speak languages other than English, enabling them to engage members of the LEP community directly and providing staff to which LEP persons could be referred if necessary.

- Language Line service remains an important component of the Marin Transit language assistance measures in order to provide assistance for languages beyond Spanish.

Factor 3: The nature and importance of the program, activity, or service provided by the recipient to people's lives.

“The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed.”⁵

Use of Marin Transit Bus Services

Marin Transit fixed route operations serve all residents of and visitors to Marin County, but the service is especially important for low-income residents, who are more likely to be transit-dependent and more likely to be using transit to reach a wide variety of destinations, many of which are not served by regional transit. In addition to serving commute trips within the county, fixed route services provide access to medical facilities, schools, senior programs, groceries, and other destinations within Marin County.

There are three regionally designated Equity Priority Communities in Marin, and all three receive high-quality, frequent fixed route services to support mobility for these communities. The Canal district of San Rafael has an especially large low-income and transit-dependent population and is served by five (out of fifteen total) local routes, with greater frequency than any other area of the county (outside downtown San Rafael and the San Rafael Transit Center). A Marin Transit Rider Guide is currently provided in both English and Spanish to assist the most common language spoken by LEP riders.

According to the on-board survey results, about 95% of the Marin Transit riders use the bus at least once each week. About two-thirds of these riders speak English “Not Well” or “Do Not Speak English.” This also holds true for more casual riders who use the service 3 or fewer times per month. This data helps to better understand how important Marin Transit service is to the LEP community. Table 11 presents the 2017 On Board Survey Results comparing frequency of riding the bus with the ability to speak English.

⁵ Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons--A Handbook for Public Transportation Providers, 2007

Table 11: Frequency of Riding Bus and English Proficiency

| Frequency of Riding Bus | Speak English “Very Well” | Speak English “Well” | Speak English “Not Well” | “Do Not Speak English” | Total “Not Well” or “Do Not Speak English” | Percentage of Total Population |
|----------------------------|------------------------------|-------------------------|-----------------------------|------------------------------|---|--------------------------------------|
| 5 times per week or more | 11% | 24% | 55% | 11% | 66% | 75% |
| 1-4 times per week | 11% | 18% | 55% | 17% | 72% | 20% |
| 1-3 times per month | 7% | 7% | 56% | 30% | 86% | 2% |
| Less than 1 time per month | 21% | 25% | 38% | 17% | 55% | 2% |

Source: MTC Marin Transit On-board survey 2017

Customer Service

Marin Transit provides a call-in customer service number that provides trip planning and other transit-related customer services. This includes calls in non-English languages for which translations or interpretations are required. Marin Transit uses Language Line interpretation service; consequently, in many cases, the customer service agents are the first line of communication for those who may not speak English. As reflected in Factor 2, a good percentage of all employees are bilingual and are able to provide language assistance in addition to the Language Line service.

Marin Transit offers riders several options to access a call-in customer service. These options include:

- Assistance for General Public Riders via Customer Service Center at San Rafael Transit Center
 - A team of customer service staff assist with trip planning and other transit-related customer service requests.
 - This team has bilingual staff that speak Spanish on duty during all hours of operation and access to the Language Line to support requests in other languages.
- Assistance from Staff at the Marin Transit Administrative Office
 - Marin Transit staff assist with trip planning and other transit-related customer service requests.
 - Several staff members are bilingual and are available to assist callers or visitors to the Marin Transit Administrative Office in Spanish. Callers or visitors that need assistance in other languages are referred to the Customer Service Center or Travel Navigator Call Center for assistance via the Language Line.

Marin Access

Marin Transit initiated an innovative mobility management program, Marin Access, to develop and deliver efficient travel options and improve information for older adults and persons with disabilities. A team of Travel Navigators coordinate and match eligible riders with different types of mobility programs, including local paratransit, travel training, volunteer driver, and subsidized taxi (Catch-A-Ride) as described below.

Assistance is available for Marin Access Riders via the Travel Navigator Call Center in San Rafael, which includes:

- A team of Travel Navigators that provide information and eligibility assistance for the Marin Access suite of mobility programs, including: ADA mandated paratransit; a subsidized taxi / TNC program; a volunteer driver reimbursement program; and, a fare assistance program. The Travel Navigators also assist with trip planning and technical assistance so that riders can select the most appropriate option to make their trips.
- The Travel Navigators have bilingual staff that speak Spanish on duty during all hours of operation and access to the Language Line to support requests in other languages.

As demonstrated in Factor 2, there is a small number of LEP riders who use the service. However, providing translations for vital documents related to Marin Access will help ensure that English proficiency is not a barrier to ride.

Factor 3 Findings

Marin Transit services provide an essential mobility connection for transit riders to reach important destinations within the county. Insofar as it is practical, ensuring that critical information is available in the most commonly spoken languages in the county is important to ensure access to critical services and programs for LEP populations. Given the services that Marin Transit provides, the following represent the most important general areas where the District should ensure that language is not a barrier to access:

- Information about how to use fixed route bus services, this includes written information, schedules and pictograms at transit centers and stops and the Rider Guide
- Call-in Customer Service that provides general information on bus service, including trip planning
- Application forms and/or other forms required to use services (e.g. Clipper card application, ADA Paratransit application)
- Notice to beneficiaries of Title VI protections and complaint forms
- Information regarding how to obtain translation services for those who do not speak English

Marin Transit will continue to assess and identify critical areas that require language assistance to ensure LEP access to services. Marin Transit will periodically assess information that is available about programs and activities to understand and remedy language barriers that could have serious consequences to LEP customers. Marin Transit will also seek input on its programs, activities and services from LEP customers to help identify how to best meet their needs; this will include working with the community directly as well as through Community-Based Organizations to ensure the benefits of services are equally experienced by English-speaking and LEP riders and the general community.

Factor 4: The resources available to Marin Transit and costs associated with translation services

Marin Transit assessed the cost of currently available resources that are used to provide LEP assistance. Marin Transit has several resources available for translation services including in-house translation or interpretation support by staff, contracted staff translation or interpretation support, written materials translation, and on-demand language interpretation services. However, costs associated with some bilingual staff that provide language assistance are embedded in salaries and thus, are not included in this estimate.

Marin Transit currently provides translation or interpretation assistance in Spanish by default; and provides other languages as requested by the public. Internal resources are used as often as possible for Spanish translation and interpretation support as these staff understand the context and nature of transit services that may be useful to ensure translations accurately convey the information. Contracted staff are provided a pay incentive for fluency in Spanish.

External resources are used for Vietnamese, Chinese, and other languages as needed. Table 12 below shows costs for various services provided. As previously mentioned, Marin Transit staff are called upon to provide some language assistance at no additional cost to the agency. This practice will continue if staffing continues to offer this skill set.

Table 12: Translation Assistance Costs

| Service | Consecutive Interpreting | Simultaneous Interpreting |
|---------------------------|---|--|
| ASL Interpreting | \$120 / hour | \$240 / hour |
| Face-to-Face Interpreting | \$95 - \$120 / hour depending on language | \$110 - \$195 / hour depending on language |
| Virtual Interpreting | \$95 - \$120 / hour depending on language | \$110 - \$195 / hour depending on language |
| Document Translation | \$45 / hour | \$45 / hour |

Other annual expenses may include:

- In-house translation support by staff including training

- Contracted staff translation support
- Written materials translation (such as complaint forms, if needed)
- In-person / virtual language interpretation support
- Language line on-demand language interpretation

Marin Transit's budget does not provide a specific line item for translations at this time. Translations of specific documents such as printed materials or Language Line services are included in the program-level costs. However, an upcoming review of the need for and cost of translation services will render a method of more accurately tracking some of these costs.

Language Line Costs

Staff reviewed Language Line costs to provide a better understanding of Marin Transit's costs associated with providing on-demand interpretation services. Table 13, below, provides the summary of Language Line's costs for the Customer Service Call Center and the Marin Access Call Center in both an annual total and monthly average (rounded to nearest \$10). This total is similar to other agencies in the Bay Area who have similar language assistance needs.

Table 13: Language Line Costs

| | FY22 Monthly Average | FY22 Total | FY23 Monthly Average | FY23 Total |
|------------------------------|----------------------|----------------|----------------------|----------------|
| Customer Service Call Center | \$90 | \$1,130 | \$60 | \$460 |
| Marin Access Call Center | \$200 | \$970 | \$210 | \$1,700 |
| Total | | \$2,090 | | \$2,160 |

Factor 4 Findings

It is recommended that budgeting for and tracking the costs of translations or interpretation services would provide a better understanding of the costs associated with all language assistance measures that the agency undertakes as well as the languages that are served. While it may not be possible to have all language assistance measures fall under one line-item in the budget due to contracting mechanisms, it is recommended that project-specific budgets that have outreach activities or front-line employee interactions should include a line-item for language services costs. This is a best practice that allows the agency to monitor the usefulness of the translation expenses and ensure that translation services are taken into consideration during the development of outreach efforts.

Limited English Proficiency: Language Assistance Plan

Language Assistance Plan Overview

1. Identifying LEP Individuals Who Need Language Assistance

The Four Factor analysis considered several data sets to determine the languages that would require “Safe Harbor” consideration and prominent languages used by county residents. These data included Census data (American Community Survey 2021 1-year sample) and the Department of Education English Learners data and the last rider survey. Approximately 9% of the population in Marin County speak English less than “Very Well” and would be considered an LEP population.

The following represents the findings from Factor 1:

- Three languages qualify under the “Safe Harbor Provision” for written materials due to having greater than 1,000 individuals in Marin County: Spanish, Chinese, and Vietnamese and thus would require translations of vital documents.
- Spanish represents the principal non-English language spoken in the county and the highest need for translation.

Because Spanish remains the predominant language of LEP households, Marin Transit will continue to focus language assistance to Spanish speaking populations. However, based on the Four Factor Findings, there is a need for language translations beyond Spanish especially for Complaint Forms and Notices to Beneficiaries in all “Safe Harbor” languages.⁶

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

- Examining customer service center records for language assistance provided in person or over the phone;
- Having Marin Access Mobility Management Program eligibility coordinators and dispatchers 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 and then tracking requests received;
- Providing Census Bureau Language Identification Flashcards at Marin Transit events near the registration table. While Marin Transit may not be able to accommodate individuals that self-identify as persons not proficient in English at an event, this information assists staff in anticipating needs for future events; and

⁶ Due to the greater prevalence of Mandarin speakers in Marin County, documents will be translated into Simplified Chinese which is the written form of Mandarin.

- 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; enabling passengers to easily connect with the Language Line service that provides immediate translation in 200 languages.

2. Providing Language Assistance Measures

Marin Transit is committed to providing meaningful access to their services for LEP customers. Marin Transit uses various methods to accomplish this goal but is planning on enhancing those methods to include all necessary languages. Methods pertaining to general rider and public outreach/engagement are discussed in Marin Transit’s Public Participation Plan (PPP); methods related to bus service and rider customer service are identified here.

Currently, Marin Transit’s primary language assistance tools include:

- Providing Title VI Notice to Beneficiaries and Title VI complaint form in Spanish, with plans to include Chinese (Written Simplified Chinese) and Vietnamese
- Spanish-speaking Customer Service staff to assist those with limited English proficiency
- Language Line assistance for those who call in and need on-demand interpretation services
- Providing notification of available translation services on website and printed materials in Spanish, such as Board meeting notices
- Rider Guide translated into Spanish, with plans to include a statement in Chinese (Written Simplified Chinese) and Vietnamese about how to get a translated copy
- Having “Google Translate” bar on the website (www.marintransit.org)
- Spanish translations on informational brochures and meeting notices
- Translators for public hearings
- Posting Marin Transit public hearing notices, news releases and advertisements to newspapers in other languages as determined by project need
- CBO and other agencies’ assistance in outreach to LEP populations for major planning or environmental efforts

LEP Attachment 1 provides some examples of documents that have been translated in the past.

The following are recommendations that would improve the level of service that Marin Transit provides to its LEP customers and that can be implemented within the next several years:

- Provide Notice to Beneficiaries and Complaint Forms in all of the Safe Harbor Languages
- Continue to use a variety of Social Media in other languages
- Continue to work with CBOs to serve multilingual communities

- Continue to track language needs and identify new translation needs

Vital Documents Guidelines

Marin Transit is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency. An effective Language Assistance Plan includes the translation of vital and other documents into the languages of frequently encountered LEP customers. According to federal guidance, 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 benefits or services; and notices advising LEP individuals of free language assistance services.⁷ Classification of a document as “Vital” depends upon the importance of the program, information, service, or encounter involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner.

Based on the Four Factor analysis, the “Safe Harbor” Languages for vital document translation are Spanish, Chinese (Written Simplified Chinese) and Vietnamese

Table 14 below lists both vital and non-vital documents and categories of documents (such as promotional materials) and identifies the language category into which they should be translated. However, the District may provide a summary of a vital document and/or notice of free language assistance in the “Safe Harbor” languages, rather than a word-for-word translation of the vital document.

Marin Transit reserves the right to translate documents into more languages as circumstances dictate and resources allow. Additionally, due to the critical nature of safety and security information, Marin Transit may rely on pictographs to the extent possible, so that information is communicated regardless of language spoken.

Table 14: Vital and Non-Vital Document List

| Document | Languages | Vital Document? |
|--|---------------------------------------|---------------------------|
| Title VI Public Notice | All Safe Harbor Languages | Yes |
| Title VI Complaint Form and Procedures | All Safe Harbor Languages | Yes |
| Notice of Free Language Assistance | All Safe Harbor Languages | Yes |
| Public Hearing Notices | Spanish and translations upon request | Yes |
| Participation Applications or Forms | Spanish and translations upon request | Yes |
| Safety and Security Information | Use of Pictographs or translations | Depends on subject matter |

⁷ FTA Circular 4702.1B

| | | |
|---|---|----|
| General Promotional Materials (including Marin Transit Rider Guide) | Spanish (plus notice of language assistance in all Safe Harbor languages) | No |
| Construction Notices | As determined by location | No |

The following represents the current documents that are translated into Spanish per the Vital Document table, above:

- Title VI Public Notice
- Title VI Complaint Form and Procedures
- ADA Public Notice
- ADA Complaint Form and Procedures
- Reasonable Modification Public Notice
- Reasonable Modification Form and Procedures
- Notice of Free Language Assistance
- Public Hearing Notices
- Rider Guide
- Other documents such as marketing materials have been translated into other languages as determined by project outreach strategies.

3. Training Staff

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 that educates 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;
- Distribute LEP curriculum and training materials to contractors for their use in training drivers and front-line staff who deliver and support Marin Transit fixed route services;
- The above two trainings will include the following
 - A description of language assistance services offered by Marin Transit;
 - Specific procedures to be followed when encountering an LEP person, including how to handle a potential Title VI/LEP request or complaint; and
 - Instructions on use of the U.S. Census Bureau Language Identification Flashcards and/or Language Line brochure.

With the adoption of the Language Assistance Plan, all training materials will be refreshed to reflect the new data, languages, and language assistance strategies.

4. Providing Notice to LEP Persons of Language Assistance Measures

The methods that Marin Transit will use to notify LEP customers of language assistance services include the following:

- Post Language Assistance Notification on the marintransit.org website
- Provide Language Assistance Notification on Board agendas and public hearing notices
- Provide Language Assistance Notification on Rider Guide and other educational materials as appropriate
- Provide Google Translate on website to promote language inclusion
- Use of foreign language media outlets as appropriate whenever possible

5. Monitoring and Updating the 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 monitor changes in demographics and consider whether new documents and services need to be made accessible for LEP persons.

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 of usage of translation services
- Assessment that may include surveys of coach operators and other front-line staff, including Travel Navigators, dispatchers, 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;
- 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.

LEP Attachment 1: Examples of Translated Materials

Below are examples of translated materials for a variety of campaigns.

Image posted to Marin Transit social media sites on free transit to vaccination sites (Feb. 2021)



Poster displayed in Marin Transit vehicles and activity centers on promotional fare campaign offering free transit for older adults and people with disabilities (Oct. 2021).

PROMOCIÓN DE TARIFA
¡A partir de octubre!

free marin transit rides
For Older Adults & ADA
oct. 2021-mar 2022

Viajes gratuitos para personas mayores (65+) y personas con discapacidades
Oct 2021- Mar 2022

Para calificar, debe tener un comprobante de edad o discapacidad que incluya una tarjeta de Medicare válida, una tarjeta / licencia de identificación del DMV, una tarjeta RTC, un pase de autobús LIFA válido o una tarjeta de identificación para personas mayores o personas con discapacidades de otro servicio de tránsito de California.
Esta oferta no es válida en las rutas de Paratransit, Catch-A-Ride, Dial-A-Ride, Connect, Muir Woods Shuttle y Golden Gate Transit.

Visite www.marintransit.org/farepromotions para obtener más información.

Poster displayed in Marin Transit vehicles on promotional fare campaign offering free transit for youth (June 2022)

Viajes GRATIS para estudiantes y jóvenes
12 de junio - 14 de agosto

Estudiantes y jóvenes menores de 18 años pueden viajar GRATIS en servicios de rutas local de Marin Transit este verano 2022.

Paratransit, Catch-A-Ride, Dial-A-Ride, Connect y Muir Woods Shuttle están exentos de la promoción de tarifa gratis. Pasajeros deben proporcionar prueba de edad, si el conductor la solicita.

Para más información visite marintransit.org/farepromotions Visite marintransit.org para planificar su próximo viaje

Poster displayed in Marin Transit vehicles on promotional fare campaign offering free transit to the Marin County Fair (June 2022)

fare free marin transit during the **FAIR**
30 de julio - 4 de julio

Deje el coche en casa y viaje en transporte público **¡GRATIS!** Marin Transit ofrecerá viajes de transporte local gratuitos en todo el condado en servicios locales de ruta fija durante la Feria del Condado de Marin.

La oferta no es válida en los servicios Demand Response y Muir Woods Shuttle.

30 de junio - 4 de julio

VIAJE **¡GRATIS!** EN MARIN TRANSIT DESDE EL **30 DE JUNIO** HASTA EL **4 DE JULIO**

Para más información sobre la feria de Marin County visite marinfair.org/2022

Marin Access rider survey (Dec. 2021)

MARIN ACCESS

Encuesta de Pasajeros 2021

Paratransit | Catch-A-Ride | Volunteer Drivers | Travel Navigators | Travel Training | Connect

Ayúdenos a comprender su experiencia al usar los servicios de Marin Access:*Si no utiliza el servicio mencionado marque la casilla que está a la derecha.*1. Califique **Marin Access Paratransito** en cada uno de los siguientes aspectos:

| | Excelente | Bien | Regular | Mal | Muy mal | |
|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|
| Desempeño de puntualidad | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | No utilizo este servicio <input type="checkbox"/> |
| Limpieza /condición del vehículo | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Cortesía de conductores | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Facilidad para programar viajes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Experiencia general | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

2. Califique **Catch-A-Ride** en cada uno de los siguientes aspectos:

| | Excelente | Bien | Regular | Mal | Muy mal | |
|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|
| Costo de viajes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | No utilizo este servicio <input type="checkbox"/> |
| Cortesía de conductores | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Facilidad para programar viajes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Experiencia general | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

3. Califique **Connect** en cada uno de los siguientes aspectos:

| | Excelente | Bien | Regular | Mal | Muy mal | |
|--------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|
| Facilidad para programar viajes | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | No utilizo este servicio <input type="checkbox"/> |
| Área de servicio y horas de servicio | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Cortesía de conductores | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Experiencia general | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

4. Califique los programas de Conductor Voluntario **STAR / TRIP** en cada uno de los siguientes:

| | Excelente | Bien | Regular | Mal | Muy mal | |
|-----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|
| Facilidad de reembolso | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | No utilizo este servicio <input type="checkbox"/> |
| Encontrar un conductor voluntario | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Experiencia general | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

5. Califique **Marin Access Entrenamiento de Viaje** en cada uno de los siguientes aspectos:

| | Excelente | Bien | Regular | Mal | Muy mal | |
|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--|
| Ayudarme a entender mis opciones | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | No utilizo este servicio <input type="checkbox"/> |
| Experiencia general | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |



Appendix G: Service Performance Monitoring

Marin Transit 2023 Service Performance Monitoring

Overview

The FTA requires providers of public transportation that operate 50 or more fixed route vehicles in peak service and that are located in a UZA of 200,000 or more in population to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e., vehicle load, vehicle headway, vehicle assignment, transit amenities, etc.) no less than every three years.

The guidelines presented in the FTA Circular 4702.1B lay out the following methodology:

- Identify routes as Minority or non-Minority transit routes – a route that has at least one-third of its total revenue mileage in a Minority Census block group is considered a minority route. Minority Census Block Groups are defined as those that have a percentage minority population that meets or exceeds the service area baseline percentage of minority population;
- Assess the performance of each Minority and non-Minority route for each of the transit provider’s service standards and service policies;
- Compare the transit service observed in the assessment to the transit provider’s established service policies and standards;
- For cases in which the observed service for any route exceeds or fails to meet the standard or policy, analyze why the discrepancies exist, and take steps to reduce the potential effects;
- Evaluate transit amenities policy to ensure amenities are being distributed throughout the transit system in an equitable manner;
- Develop a policy or procedure to determine whether disparate impacts exist on the basis of race, color, or national origin, and apply that policy or procedure to the results of the monitoring activities; and
- Submit the results of the monitoring program as well as documentation to verify the board’s awareness, consideration, and approval of the monitoring results to FTA every three years as part of the Title VI Program.

Identification of Minority and Non-Minority Routes

According to the methodology outlined in the FTA guidance, a Minority transit route is a route that has at least one-third of its total route mileage in the Minority Census Block Group. To identify Minority routes, staff conducted a Geographic Information System (GIS) based analysis using block group data from the American Community Survey along with outputs from Marin Transit's scheduling software for route length. As a result of the analysis, staff found that 14 of the 17 routes are designated Minority Routes. This route designation provided the basis for the performance analysis, which reviews the performance of all 17 routes as appropriate. Table 1 presents the Minority and Non-Minority Routes and percentage of total route length in Minority Block Groups.

Table 1: Minority and Non-Minority Route Designation

| Route Number | Total Route Length | Total Route Length within Minority Block Groups | Percentage of Route Length within Minority Block Groups | Minority Route Designation |
|--|--------------------|---|---|----------------------------|
| 17 | 30.8 | 12.8 | 42% | Yes |
| 22 | 27 | 10.1 | 37% | Yes |
| 23 | 17.2 | 10.5 | 61% | Yes |
| 23X | 14.9 | 7.5 | 50% | Yes |
| 29 | 16 | 10.6 | 66% | Yes |
| 35 | 29.5 | 26.6 | 90% | Yes |
| 36 | 23.2 | 17 | 73% | Yes |
| 49 | 31.4 | 28.1 | 90% | Yes |
| 61 | 49.9 | 1.2 | 2% | No |
| 68 | 56.5 | 4 | 7% | No |
| 71 | 38.9 | 34.1 | 88% | Yes |
| 219 | 12.5 | 4 | 32% | No |
| 228 | 23.1 | 9.1 | 40% | Yes |
| 233 | 11.9 | 8.4 | 71% | Yes |
| 245 | 16.2 | 11.2 | 69% | Yes |
| 251 | 31.1 | 25.3 | 81% | Yes |
| 257 | 30.4 | 21 | 69% | Yes |
| Total Minority Routes | | | | 14 |
| Total Non-Minority Routes | | | | 3 |
| Total Routes | | | | 17 |
| Minority Routes as Percent of Total Routes | | | | 82% |
| Non-Minority Routes as Percent of Total Routes | | | | 18% |

Headway Analysis

Headway represents the amount of time between buses on a particular route; a lower number indicates a shorter wait for riders. For the purpose of this data analysis, rural routes with 4-8 trips per day were not included, as they are not scheduled based on a standard headway. Headway measures were calculated on an average value if headways were operated on a range of values based on their service design.

The following Table 2 presents the average peak and non-peak headways by route number.

Table 2: Peak and Non-Peak Headway (Frequency) by Route

| Route Number | Minority Route Designation | Peak Headway | Off-Peak Headway |
|--------------|----------------------------|--------------|------------------|
| 17 | Yes | 30 | 60 |
| 22 | Yes | 30 | 60 |
| 23 | Yes | 60 | 60 |
| 23X | Yes | 60 | NA |
| 29 | Yes | 60 | NA |
| 35* | Yes | 23* | 30 |
| 36 | Yes | 30 | 30 |
| 49 | Yes | 30 | 30 |
| 61** | No | NA | NA |
| 68** | No | NA | NA |
| 71 | Yes | 30 | 60 |
| 219 | No | 30 | 30 |
| 228 | Yes | 60 | 60 |
| 233 | Yes | 60 | 60 |
| 245 | Yes | 60 | 60 |
| 251 | Yes | 60 | 60 |
| 257 | Yes | 60 | 60 |

**Route 35 provides short line service within the Canal District at 15 minutes peak.*

***Rural Routes are coverage based and are not scheduled by headway. They are excluded from this analysis.*

When reviewing the frequencies from a systemwide perspective, there is only a 1% difference between Minority routes and Non-Minority routes in the peak and 14% difference in the off-peak. Because there is only one headway-based route that is non-minority, this route's influence on the average non-peak frequency analysis overstates the frequency difference in the off-peak. This route provides 30-minute frequency in the off-peak to provide coverage. Unlike other areas that have overlapping routes which

together provide higher corridor-level frequency, the 219 is the only route operating in its area. Table 3 provides the Average Peak Frequency Analysis by service type.

Table 3: Average Headway by Service Type

| Average Headway by Service Type | Average Peak Headway | Average Off-Peak Headway |
|--|----------------------|--------------------------|
| Average All Minority Routes | 46 | 52 |
| Average All Non-Minority Routes | 45 | 45 |
| Average All Routes | 46 | 51 |
| Percent Difference between Minority and Non-Minority | 1% | 14% |

Load Factor

Load factor measures the amount of service that is effectively available to riders, as it considers not just the number of daily trips, but the number of seats available on the bus. The non-minority routes have significantly lower load factors due to operating in low ridership areas. In particular, rural routes 61 and 68 operate in very low-density areas. The minority routes primarily operate along high-ridership transit corridors, which leads to greater loads on the routes that serve these corridors. It is also worth noting that all routes are well below the service standard maximum of 1.25 and that although the difference between the minority and non-minority load factor is a larger percentage difference, the average load factors are very low.

Table 4 provides historical load factors.

Table 4: Load Factor by Year

| Route | Ridership | 2023 Load Factor | 2022 Load Factor | 2021 Load Factor | 2020 Load Factor |
|-------|-----------|------------------|------------------|------------------|------------------|
| 17 | 140,654 | 0.38 | 0.35 | 0.22 | 0.41 |
| 22 | 122,900 | 0.26 | 0.21 | 0.14 | 0.30 |
| 23 | 135,413 | 0.54 | 0.49 | 0.30 | 0.50 |
| 23X | 43,766 | 0.46 | 0.44 | 0.22 | 0.30 |
| 29 | 32,134 | 0.32 | 0.27 | 0.14 | 0.24 |
| 35 | 453,439 | 0.46 | 0.39 | 0.23 | 0.49 |
| 36 | 197,930 | 0.41 | 0.36 | 0.24 | 0.46 |
| 49 | 173,878 | 0.39 | 0.35 | 0.23 | 0.37 |
| 61 | 16,655 | 0.17 | 0.29 | 0.12 | 0.22 |
| 68 | 52,604 | 0.31 | 0.29 | 0.19 | 0.29 |
| 71 | 229,021 | 1.13 | 0.88 | 0.22 | 0.37 |
| 219 | 21,833 | 0.08 | 0.10 | 0.07 | 0.12 |
| 228 | 44,505 | 0.29 | 0.26 | 0.17 | 0.30 |
| 233 | 27,949 | 0.20 | 0.15 | 0.10 | 0.17 |
| 245 | 30,605 | 0.22 | 0.21 | 0.12 | 0.22 |

| | | | | | |
|--|--------|------|------|------|------|
| 251 | 65,551 | 0.42 | 0.34 | 0.23 | 0.41 |
| 257 | 46,183 | 0.36 | 0.30 | 0.17 | 0.34 |
| Average Minority Load Factor | | 0.42 | 0.35 | 0.20 | 0.35 |
| Average Non-Minority Load Factor | | 0.19 | 0.22 | 0.13 | 0.21 |
| % Difference btw Minority and Non-Minority | | 76% | 46% | 43% | 50% |

Vehicle Assignment

Per the Marin Transit Vehicle Assignment standard, assigning vehicles by policy helps ensure that vehicles are placed into service based on service type, ridership demand, or roadway requirements rather than by other conditions, such as neighborhood demographics, that could result in discriminatory outcomes. Routes with the lowest passenger demand will be assigned a 24' cutaway, while those with higher demand will be assigned a 35' or 40' vehicle. However, if terrain and street design warrants, vehicle assignments may be adjusted for safe operations.

Systemwide, the average age of the fleet is approximately 6 years. Average age by route is calculated as a weighted average of the vehicle age for every vehicle used on the route, weighted by number of pullouts. Because two of the three non-minority routes have relatively newer vehicles, non-minority routes have an average age that is approximately 2 years newer than minority routes. However, as the 2011 model year vehicles get replaced in the next two years, this will result in minority routes with a significantly newer average age. Table 5 presents the average vehicle age by route and year.

Table 5: Vehicle Age by Route

| Route | Minority Route Designation | Average Model Year | FY 2023 Vehicle Age | FY 2022 Vehicle Age | FY 2021 Vehicle Age |
|------------|----------------------------|--------------------|---------------------|---------------------|---------------------|
| 17 | Yes | 2016 | 7.1 | 5.9 | 4.8 |
| 22 | Yes | 2016 | 7.2 | 6.0 | 5.4 |
| 23 | Yes | 2011 | 11.9 | 11.5 | 10.6 |
| 23X | Yes | 2013 | 9.7 | 7.7 | 7.2 |
| 29 | Yes | 2013 | 9.8 | 7.4 | 6.9 |
| 35 | Yes | 2018 | 5.0 | 3.8 | 2.5 |
| 36 | Yes | 2015 | 7.9 | 7.4 | 5.6 |
| 49 | Yes | 2016 | 7.1 | 5.8 | 5.2 |
| 61 | No | 2018 | 5.4 | 3.6 | 4.5 |
| 68 | No | 2019 | 4.4 | 3.9 | 4.2 |
| 71 | Yes | 2017 | 5.7 | 4.2 | 2.8 |
| 219 | No | 2020 | 3.2 | 2.4 | 2.0 |
| 228 | Yes | 2020 | 3.3 | 1.8 | 2.9 |
| 233 | Yes | 2020 | 2.6 | 1.6 | 2.6 |
| 245 | Yes | 2020 | 2.6 | 1.6 | 2.5 |
| 251 | Yes | 2018 | 5.3 | 5.2 | 5.3 |

| | | | | | |
|---|-----|------|-----|-----|-----|
| 257 | Yes | 2020 | 3.4 | 3.5 | 2.7 |
| Average Model Year of Fleet | | 2017 | 6.0 | 4.9 | 4.6 |
| Average Model Year Minority Routes | | 2017 | 6.3 | 5.2 | 4.8 |
| Average Model Year Non-Minority Routes | | 2019 | 4.3 | 3.3 | 3.6 |
| Absolute Difference Between Minority and Non-Minority | | | 2.0 | 1.9 | 1.2 |
| Percentage Difference Between Minority and Non-Minority | | | 37% | 45% | 29% |

On Time Performance

Marin Transit defines “on time” as up to 5 minutes late and 1 minute early upon arrival at a timepoint. On Time performance is determined by the percentages of runs completed. This data represents the percentage of times all service was within this metric. A higher number indicates better reliability for riders.

On Time performance for the FY 2023 Year-To-Date has been the same for Minority Routes as Non-Minority Routes. Only small differences in on-time performance were experienced in the prior years. Table 6 presents the on-time performance by route and year.

Table 6: On-Time Performance (OTP)

| Route | Minority Route | FY23 YTD | FY22 | FY21 |
|-------------------------|----------------|----------|------|------|
| 17 | Yes | 69% | 69% | 74% |
| 22 | Yes | 70% | 71% | 79% |
| 23 | Yes | 76% | 76% | 67% |
| 23X | Yes | 73% | 70% | 70% |
| 29 | Yes | 68% | 68% | 62% |
| 35 | Yes | 73% | 78% | 75% |
| 36 | Yes | 78% | 76% | 75% |
| 49 | Yes | 69% | 80% | 79% |
| 61 | No | 67% | 71% | 74% |
| 68 | No | 74% | 69% | 75% |
| 71 | Yes | 75% | 74% | 75% |
| 219 | No | 75% | 71% | 78% |
| 228 | Yes | 71% | 72% | 80% |
| 233 | Yes | 71% | 70% | 75% |
| 245 | Yes | 76% | 75% | 75% |
| 251 | Yes | 70% | 76% | 80% |
| 257 | Yes | 70% | 75% | 77% |
| Summary | | | | |
| OTP Minority Routes | | 72% | 74% | 75% |
| OTP Non-Minority Routes | | 72% | 70% | 76% |

Attachment E

| | | | |
|--|----|----|-----|
| Difference Between Minority and Non-Minority | 0% | 4% | -1% |
|--|----|----|-----|

Service Availability

Service availability is evaluated in the Marin Transit service area by analyzing the distance from the centroid of each Census Block Group in the service area to its nearest bus stop to assess the percentage of the population in both Minority Block Groups and Non-Minority Block Groups with access to transit. Marin Transit's goal is to provide 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.

In general, all of the targets were exceeded in both Minority Block Groups as well as Non-Minority Block Groups. Table 7 presents the findings for population, large residential buildings, jobs, and schools.

Table 7: Access to Transit

| | Target | Minority | | | Non-Minority | | |
|-----------------------------|--------|--------------------|----------------|---------|--------------------|----------------|---------|
| | | Service Area Total | Within ½ mile* | Percent | Service Area Total | Within ½ Mile* | Percent |
| Population | 85% | 91,615 | 91,615 | 100% | 170,772 | 161,480 | 95% |
| Large Residential Buildings | 90% | 5,674 | 5,674 | 100% | 3,597 | 3,594 | 100% |
| Jobs | 80% | 53,757 | 47,396 | 88% | 50,284 | 41,467 | 82% |
| Middle Schools | 90% | 6 | 6 | 100% | 5 | 5 | 100% |
| High Schools | 75% | 2 | 2 | 100% | 9 | 6 | 67% |

* ¼ mile used for high schools in accordance with established service standard.

Transit Amenities

Transit amenities include improvements to the riders' waiting experience at stops and stations, which are distributed according to rider need, including benches, shelters, signage or real-time passenger information signs. In general, transit amenities are more likely to be located in minority block groups than in non-minority block groups. Table 8 presents the Transit Amenities analysis for stops within Minority Block Groups and Non-Minority Block Groups.

Table 8: Transit Amenities by Block Groups

| | Trash Can | Benches | Shelter | All Stops |
|---|-----------|---------|---------|-----------|
| Within Minority Block Groups | 91 | 130 | 98 | 211 |
| Within Non-Minority Block Groups | 135 | 187 | 112 | 330 |
| Total | 226 | 317 | 210 | 541 |
| % of Stops in Minority Block Groups w Amenities | 43.1% | 61.6% | 46.4% | |
| % of Stops in Non-Minority Block Groups w Amenity | 40.9% | 56.7% | 33.9% | |

Attachment E

| | | | | |
|--|-------|-------|-------|--|
| % of All Stops with Amenity | 41.8% | 58.6% | 38.8% | |
| Difference between Minority and Non-Minority | 2.2% | 4.9% | 12.5% | |



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June 5, 2023

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

Subject: Marin Transit Public Engagement Update

Dear Board Members:

Recommendation

Accept report.

Summary

This letter and attached presentation provide an update about Marin Transit's public engagement efforts, including goals, target audiences, and activities.

Background

Marin Transit takes an expansive approach to public engagement and seeks to engage with and address the needs of the wide range of stakeholders across the County. While public engagement has always been part of the work completed by District staff, key events have led to a growth in the need to expand these efforts.

Coming out of the COVID-19 pandemic, community engagement efforts have needed to expand to bring riders back to using transit service, understand how needs have changed, and educate riders on important topics. In 2021 a dedicated staff member was designated to coordinate public engagement efforts for the District.

Public Engagement Plan

Public engagement efforts are guided by the Public Participation Plan (PPP) developed as part of the District's Title VI Plan. The PPP creates a framework for engagement activities and details numerous communication strategies and tactics to offer early and continuous opportunities for the public to participate and influence decision-making. Staff seek to engage a wide range of stakeholders, particularly those that may have historically been left out of the decision-making process. Public engagement is viewed as an opportunity to share information with and learn about the needs of the public.

Marin Transit's goals for public engagement are to:



- **Educate and Inform** – Marin Transit seeks to facilitate broad community awareness of public transportation options that are available in Marin County.
- **Encourage Broad Participation** – Marin Transit seeks to encourage participation from all members of the community, to provide a range of opportunities to provide input, and to use a variety of methods to access different audiences and “meet people where they are at.”
- **Ensure Engagement Activities are Inclusive and Accessible for All** – Marin Transit seeks to create an inclusive environment throughout the engagement process and to ensure that all activities are accessible to all.
- **Evaluate the Effectiveness and Impact of Engagement Activities** – Marin Transit seeks to engage in efforts to evaluate the effectiveness and impact of engagement activities.

Staff continue to utilize strategies that have proven to be fruitful in the past, while at the same time developing and testing new and enhanced strategies for directly engaging riders and using digital communication to further our reach in the community. As needed, Marin Transit also engages consultants and contractors to support development and implementation of engagement efforts.

2023 Engagement Campaigns

Marin Transit staff organize engagement activities into “campaigns” which fall into broad categories including: General Public Outreach, Rider Engagement and Education, Service Changes, Promotional, and Input into Plans and Projects. For each campaign, staff defines the goals, the target audiences, the messaging, and the specific strategies and activities staff will undertake to reach the desired audience and get the desired feedback or other desired outcome.

Table 1 details major public engagement campaigns currently underway or planned for 2023. This list is not exhaustive and is continuously evolving as new opportunities arise.

Table 1: Planned Public Engagement Activities for FY23 & FY24

| Campaign | Campaign Category | Timeframe |
|---------------------------------------|-------------------------------|---------------------|
| June 2023 Fixed Route Service Changes | Service Changes | May – June |
| Marin Access 2.0 Service Changes | Service Changes | May – July |
| Real Time Transit Predictions Update | Rider Education | May – June |
| Free Youth Summer Promotion | Promotional | June – August |
| County Fair Free Transit Promotion | Promotional | June - July |
| Low-Income Rider Promotion Follow-up | Promotional | July - August |
| Fare Study | Input into Plans and Projects | September - October |

Staff conduct outreach and seek input on a range of topics shown here, but getting feedback related to our core mission of providing public transit service is of particular importance. Staff are intentional about collecting ongoing input from riders about our services and feeding that input directly into service development and service changes, as well as fare policy changes.

Staff will make a presentation summarizing the Public Participation Plan and providing an overview of public engagement campaigns planned for the coming months at the June 5, 2023 Board meeting. The presentation is shown in Attachment A.



Fiscal/Staffing Impact

None. Funding for engagement activities, staffing and materials is included in the annual budget.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Rodolfo Saldaña".

rodolfo saldaña
Engagement Coordinator

A handwritten signature in black ink, appearing to read "Joanna Huitt".

Joanna Huitt
Senior Mobility Planner

Attachment A: Marin Transit Public Engagement Update

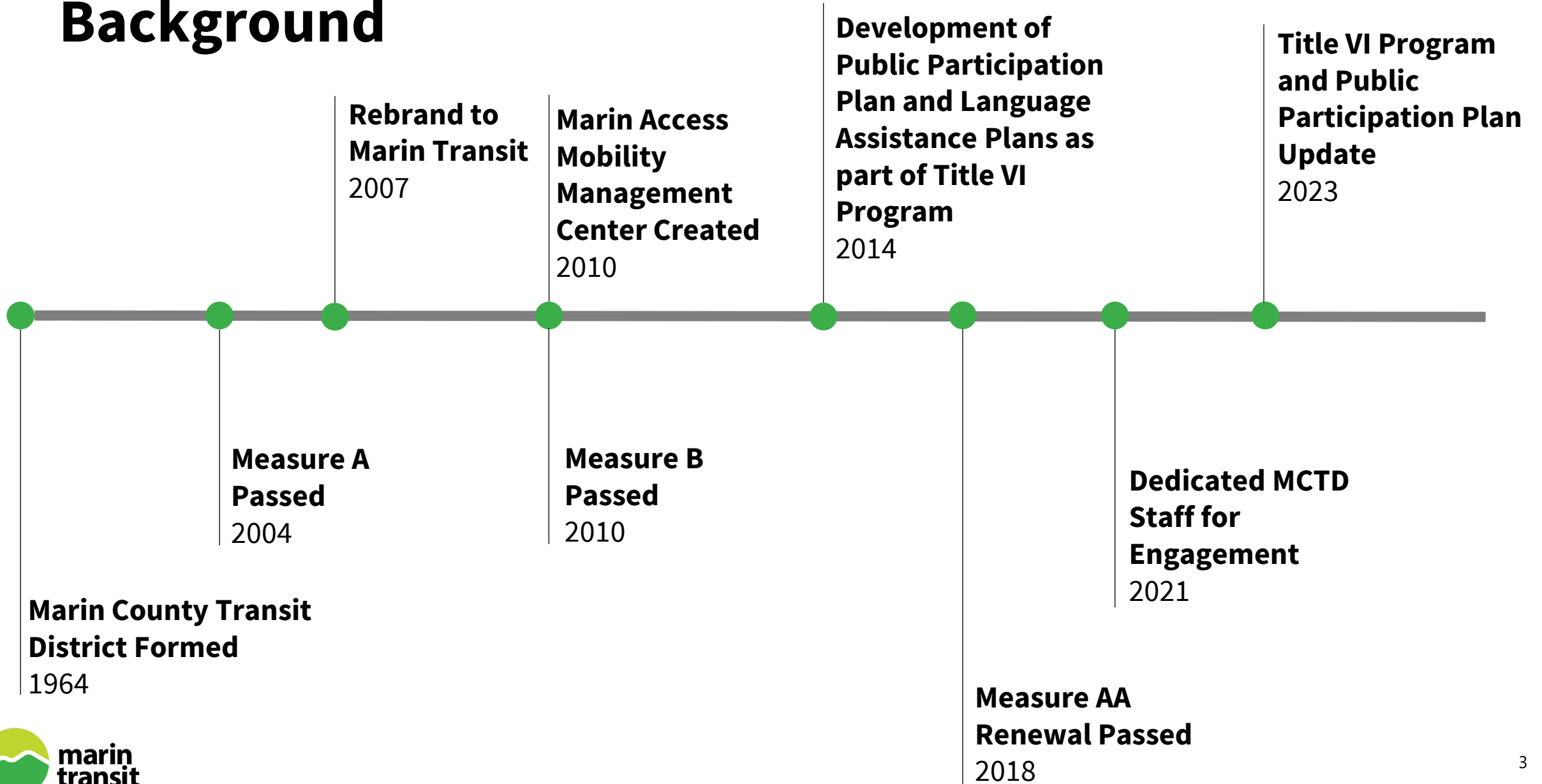


Marin Transit Public Engagement Update

Agenda

- 01** Background
- 02** Public Engagement Overview
- 03** Public Engagement Strategies
- 04** Measuring Effectiveness

Background



Public Engagement Goals



Educate & Inform



Encourage Broad Participation



Ensure Inclusivity & Accessibility



Evaluate Effectiveness & Impact

Who We Engage

- General Public
 - Groups warranting specialized attention
 - Youth and Students
 - Older Adults and People with Disabilities
 - Community members with limited incomes and limited English proficiency
 - Equity Priority Communities
 - West Marin
 - Community Partners
 - Peer Agencies
 - Local Governments



Community Partner Examples



VISION IMPAIRED OF MARIN

Logos on this slide only represent a small number of Marin Transit's community partners, a more robust list can be found in Appendix B of the Title VI Plan.

Public Engagement Strategies

- Board of Directors
- Public Hearings
- Advisory Committees
- Partner Agencies
- Customer Service
- Direct Rider Engagement
- MCTD Website
- Digital Communication
- Printed Materials



New and Enhanced Rider Engagement Strategies



- **Direct Rider Engagement**
 - Direct rider engagement and surveys at bus stops/stations and on vehicle
 - Events and community forums (rider education, collecting input, eligibility intake)
 - Compensated focus groups
- **Digital Communication**
 - Online surveys
 - E-blast revamp & schedule
 - Enhanced social media engagement, tracking
 - Website analytics
 - Expanded advertising through social media, radio, and print
- **Rider Fare and Other Promotions**

Examples



Marin Senior Fair Event, 2019

PROMOCIÓN DE TARIFA free marin transit rides For Older Adults & ADA oct 2021- mar 2022 ¡A partir de octubre!

Viajes gratuitos para personas mayores (65+) y personas con discapacidades
Oct 2021- Mar 2022

Para calificar, debe tener un comprobante de edad o discapacidad que incluya una tarjeta de Medicare válida, una tarjeta / licencia de identificación del DMV, una tarjeta RTC, un pase de autobús LIFA válido o una tarjeta de identificación para personas mayores o personas con discapacidades de otro servicio de tránsito de California.

Esta oferta no es válida en las rutas de Paratransit, Catch-A-Ride, Dial-A-Ride, Connect, Muir Woods Shuttle y Golden Gate Transit.

Visite www.marintransit.org/farepromotions para obtener más información.

Senior Fare Campaign Ad Rail Notice, 2022

viaja gratis con marin transit
durante la **FERIA FAIR**
June 30 - July 4, 2023

Marin Transit ofrecerá paseos GRATIS en todo el condado en los servicios de autobús local de ruta fija durante la Feria del Condado de Marin.
No válido en servicios de respuesta a la demanda de Marin Access.

Marin County Fair Promotion Ad Rail Notice, 2023

marin transit

Para leer en español, haz clic aquí.

News & Updates

Welcome to the Marin Transit newsletter! In this edition, we have some exciting updates to share with you, including:

- Summer Service Changes:** Important service changes will be taking effect on June 11, 2023, impacting many of our bus routes and schedules.
- Marin Access Service Changes:** Marin Transit will make changes to its Marin Access programs on July 1, 2023, including fare increases for paratransit, expansion of Catch-A-Ride, discontinuation of Novato Dial-a-Ride and Connect, and an increase in the Volunteer Driver program reimbursement rate.
- Youth Ride Free Summer 2023:** A special promotion for youth riders (18 & under) offering free rides all summer long.
- Get Real-Time Bus Updates:** We've made it easier for you to track your bus and stay updated through our website or Twitter on delays or service disruptions.

E-blast, 2023

marin transit
515 followers • 108 following

Posts About Photos Videos

Intro
Dedicated to serving Marin County with high-quality, accessible transit for all.

Page • Government organization
(415) 226-0855
info@marintransit.org
marintransit.org/2023servicechanges
Price Range • \$
Not yet rated (2 Reviews)

June 2023 Service Change

Marin Transit Facebook, 2023



Organize Activities into “Campaigns”

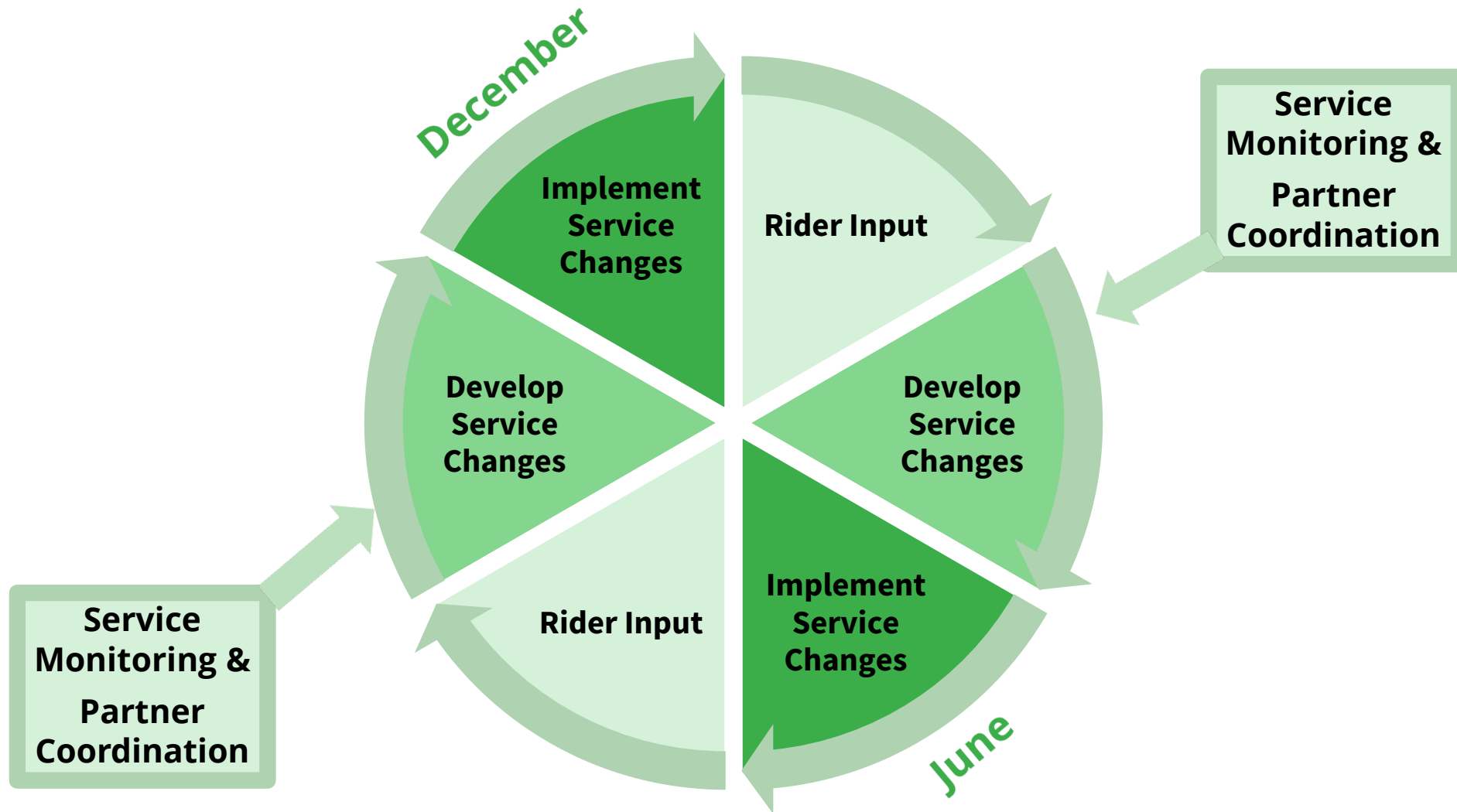
Campaign Categories

- General Public Outreach
- Rider Engagement and Education
- Service Changes
- Promotional
- Input into Plans and Projects

Campaign Examples

| Campaign | Campaign Category | Timeframe |
|---------------------------------------|-------------------------------|---------------------|
| June 2023 Fixed Route Service Changes | Service Changes | May-June (June 11) |
| Marin Access 2.0 Service Changes | Service Changes | May-July (July 1) |
| Real Time Transit Predictions Update | Rider Education | May-June |
| Free Youth Summer Promotion | Promotional | June- August |
| County Fair Free Transit Promotion | Promotional | June-July |
| Low-Income Rider Promotion Follow-up | Promotional | July-August |
| Fare Study | Input into Plans and Projects | September – October |

Rider Input → Service Changes



Measuring Effectiveness

FY 2023 Q3 (January - March) Marin Transit Community Engagement

Reporting Month: January 2023

| Date(s) | Event | Description | Attendees |
|------------|------------------------------------|---|-----------|
| 01/18/2023 | Canal Community Resilience Council | The Canal Community Resilience Council aims to ensure Canal residents can participate in the decisions that affect them. The community is concerned about housing, transportation, emergency preparedness, climate change, safety, and other issues. It is an opportunity to engage with other community/county representatives, and others to create and address community concerns. English & Spanish | 27 |

Reporting Month: February 2023

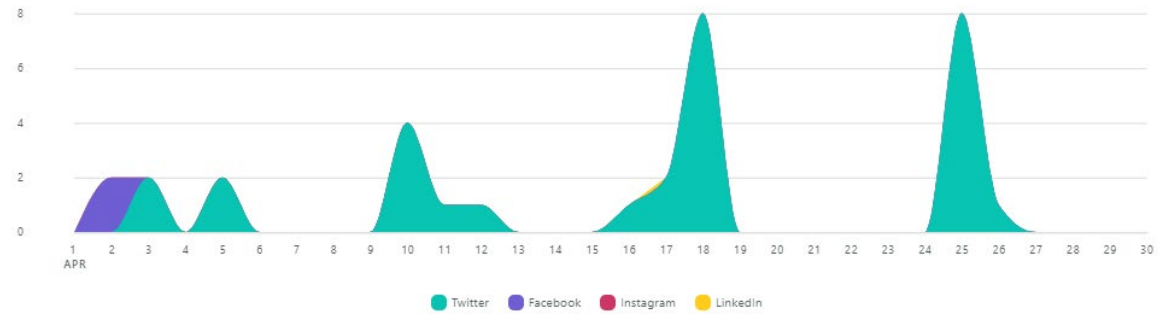
| Date(s) | Event | Description |
|------------|---|--|
| 02/01/2023 | Marin Access Navigating Transit Presentation / Event for Vision Impaired of Marin | Virtual Navigating Transit presentation to Vision Impaired of Marin. The presentation was staffed by MCTD staff and information was presented in English with staff for Spanish translation. |
| 02/07/2023 | Marin County Mobile Vaccine Unit & Food Pantry at Canal Alliance in San Rafael | Outreach event for proposed June service change with Canal Alliance, the Marin County Mobile Vaccine Unit, and San Rafael Food Pantry. |

Quarterly Outreach Report, 2023

Engagement

See how people are engaging with your posts during the reporting period.

Engagements, by Day



| Engagement Metrics | Totals | % Change |
|-----------------------|--------|----------|
| Total Engagements | 32 | ↘ 93.3% |
| Twitter Engagements | 30 | ↘ 62% |
| Facebook Engagements | 2 | ↘ 99.5% |
| Instagram Engagements | 0 | → 0% |
| LinkedIn Engagements | 0 | ↘ 100% |

Social Media Analytics Showing Engagement Across Platforms, 2023



Thank you

CONTACT

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Joanna Huitt

Senior Mobility Planner

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June 5, 2023

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

Subject: Muir Woods Shuttle Evaluation Report for the 2022 Season

Dear Board Members:

Recommendation

Accept report.

Summary

Marin Transit assumed operation of the Muir Woods Shuttle in 2009 as part of a funding partnership with the Golden Gate National Recreation Area (GGNRA). The Shuttle is an integral mode of access to the park and has historically carried over 40 percent of park visitors on busy weekends. The District continues to improve the Muir Woods Shuttle service to meet visitor needs, reduce congestion, and improve service.

During the 2022 calendar year, the Shuttle operated on weekends & holidays year-round, and operated on weekdays during the peak summer season. Park visitors took 84,771 one-way trips, representing a 135% percent increase in ridership compared to 2021. The Shuttle provided service on 33 peak summer weekend and holiday days, 39 peak summer weekdays, and 82 off-peak season days (all weekends and holidays). Daily ridership reached up to 1,425 unlinked passenger trips on the Shuttle's busiest days.

The Shuttle carried an average of 15 passengers per revenue hour and 12.9 passengers per trip for the 2022 season. Productivity was highest during off-peak season weekends and holidays at 15.6 passengers per revenue hour and during peak season weekends and holidays at 15.4. On weekdays, which only operated during the peak season, productivity was 8.5 passengers per revenue hour.

For the 2022 season, the net program cost for the Muir Woods Shuttle service was \$660,547. The net cost includes service operations, marketing, Marin Transit administration, part-time Customer Liaisons, and the provision of portable restrooms. The Cooperative Agreement with GGNRA stipulates that GGNRA contribute half of net operations costs for the first 4,035 revenue hours in each federal fiscal year (calendar year), and 100 percent of operating costs for revenue hours above the 4,035. GGNRA reimburses Marin Transit for



passenger revenues at \$5.00 per rider over the age of sixteen. Under the terms of the Cooperative Agreement, GGNRA was responsible for an estimated \$438,474 of the 2022 program costs. Measure A/AA and property tax funds provided the balance of the funds necessary to operate the 2022 program.

Starting Memorial Day weekend 2023, Shuttle operations switched from MV Transportation to Bauer's Intelligent Transportation, Inc. Staff anticipate this new contract will improve service reliability and allow service levels to increase closer to historic levels. Currently, the pilot service with Bauer's is only planned through October 2023, at which time staff will reevaluate program costs, operations, and schedules.

Fiscal/Staffing Impact

None.

Respectfully Submitted,

A handwritten signature in black ink that reads "Asher Butnik".

Asher Butnik
Transit Planner

Attachment A: 2022 Muir Woods Shuttle Evaluation Report

Attachment B: 2022 Muir Woods Shuttle Evaluation Report Presentation



2022 Muir Woods Shuttle Evaluation Report

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Introduction

The Muir Woods Shuttle provides service to Muir Woods National Monument in Marin County, California. The Shuttle service began operation in 2005 as a demonstration project to provide an alternative to automobile access and to alleviate over-demand for parking and traffic congestion. The Shuttle is an integral mode of access to the park and historically has carried up to 18 percent of park visitors throughout the year.

This evaluation report provides an overview of the history of the Shuttle as well as trends and changes in performance over time. It concludes with recommendations for the Shuttle's future.

Shuttle History

The Shuttle, also referred to as Marin Transit Route 66 or 66F, represents a unique partnership of governments on several levels. The service was originally designed as a partnership of the National Park Service (NPS), County of Marin, and Golden Gate Transit. In 2009, responsibility for the Shuttle shifted to the Marin County Transit District (Marin Transit) under a funding agreement with NPS. In 2013, Marin Transit formed an additional partnership with the Golden Gate National Parks Conservancy to administer a new fare collection process. This change in how passengers pay their fares eased boarding delays and provided additional convenience to customers.

The District has continually taken steps to improve the service in response to customer feedback and service evaluations. The shuttle has historically operated from the Pohono Park & Ride location at the Highway 1 exit from Highway 101. In 2018, Marin Transit provided a mobile information kiosk at the park & ride location to help guide Muir Woods Shuttle passengers and provide drivers with a break area. The partners also implemented a new web-based parking and transit reservation system for Muir Woods in the same year, which requires visitors to pre-purchase their parking reservation for parking at Muir Woods or pre-purchase shuttle tickets for a specific window of time, thus guaranteeing availability.

Funding

The first three years of operation were funded primarily through a grant from the Federal Highway Administration (FHWA), from 2005 through 2007. Funds for the 2008 season were provided by a combination of federal TCSP (Transportation and Community and System Preservation Program) and PLH (Public Lands Highway Discretionary Program) funds. In May 2009, the Shuttle became a permanent Marin Transit route funded partly by the District, partly by NPS and partly by fares.

Description of Service

Historical Evolution of Service

The level of service provided has evolved over time. In the program's early years, Marin Transit operated service on weekends & holidays during a regular season from May through October.

In 2013, winter holiday service was introduced, and Marin Transit began operating winter service around Thanksgiving weekend and between Christmas and New Year's Day.

For the 2015 season, Marin Transit introduced weekday service as a pilot. Since then, weekday service is typically operated from the third week in June through the second week of August.

In 2018, year-round service was introduced on weekends and holidays.

The Muir Woods Shuttle was suspended in March 2020 due to the COVID-19 pandemic. Weekend and holiday service resumed on June 19th, 2021. Summer weekday service resumed in 2022.

2022 Service Description

For the 2022 season, shuttle service was provided on weekends and holidays for the full calendar year, and weekday service was provided from June 20th through August 12th, as well as between Christmas and New Year's. The shuttle ran special service for eight holidays: New Years Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and the day after Thanksgiving. Note that Christmas Eve, Christmas Day, and New Year's Eve fell on weekends, when service was already scheduled.

Shuttle routing changed two ways in 2022. First, the Pohono Park & Ride Lot (Pohono) has historically been used as the park & ride location for shuttle service. Beginning in June 2022, the park & ride location changed to the Larkspur Ferry Terminal. This change occurred primarily due to flooding issues at Pohono, but the change also provided Shuttle riders with increased transit connections and amenities at the park & ride location. Second, Route 66F, which connects the Sausalito Ferry Terminal to the park, stopped serving Marin City.

Figure 1 shows the routing of Route 66 to Pohono from January through May 2022. Figure 2 shows the routing of the same route, now serving Larkspur, starting in June 2022. Figure 3 shows the routing of Route 66F to Sausalito, which resumed service on May 28, 2022 (Memorial Day weekend) after being suspended for the 2021 season.

Schedules for weekend and holiday service are divided into peak and off-peak periods that correspond to different levels of service. The peak period runs from Memorial Day weekend through Labor Day weekend. The off-peak season runs the remainder of the year. During the peak season in 2022, service on Route 66 was provided every 15-20 minutes, and service on Route 66F between Muir Woods and the Sausalito Ferry Terminal was provided every 40 minutes. From June 20th to August 12th, weekday service on Route 66F was increased to every 20 minutes. During the off-peak season, service was provided every 15-20 minutes on Route 66 only. Service was provided on Route 66F only for the Thanksgiving holiday weekend and the week between Christmas and New Year's..

In total, the Shuttle provided service on 33 peak summer weekend and holiday days, 39 peak summer weekdays, and 82 off-peak season days. Table 1 summarizes service changes over the last five years of operations.

Figure 1: Route 66 Shuttle Routing to Pohono Park & Ride - January - May 2022

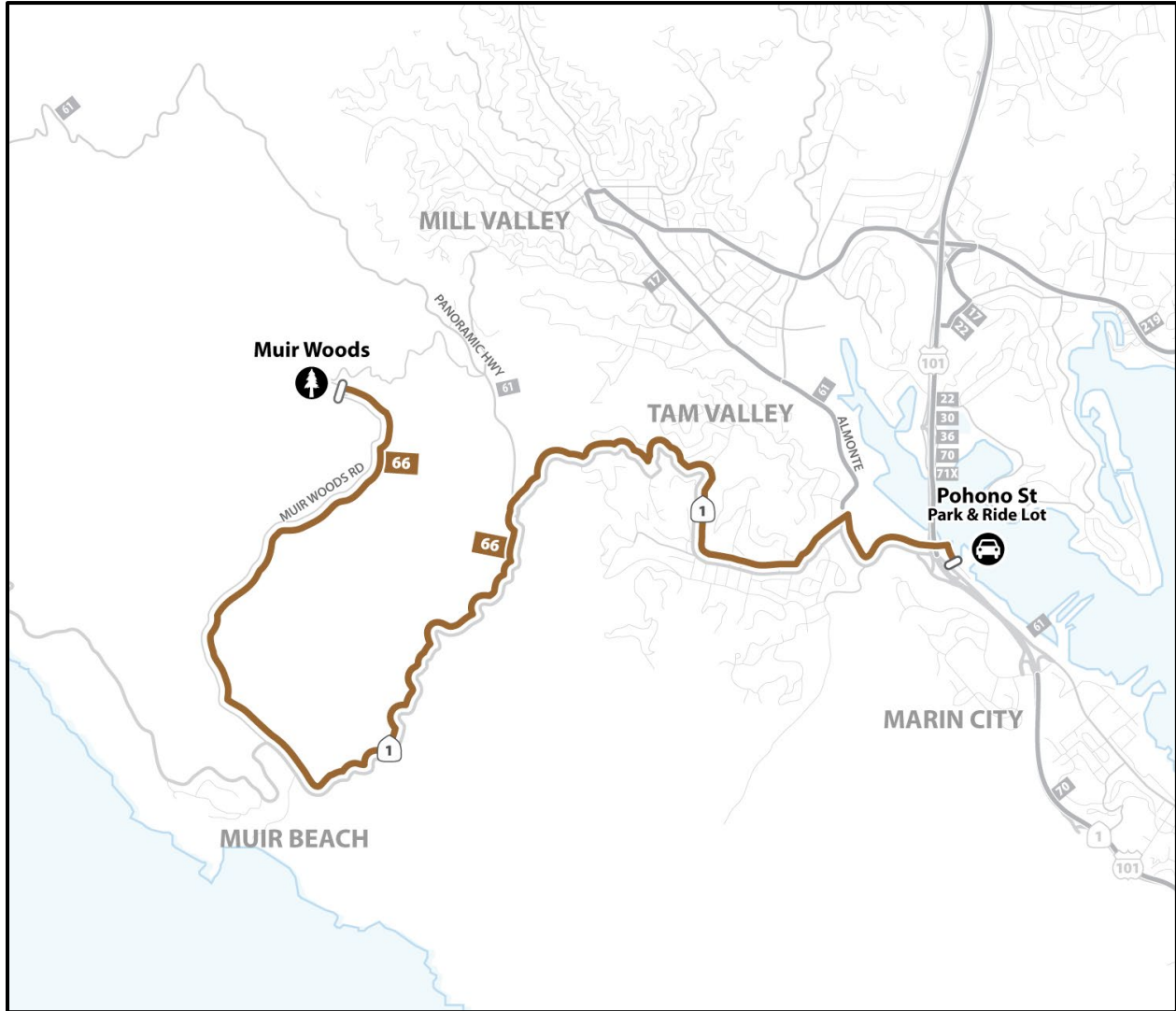


Figure 2: Route 66 Shuttle Routing to Larkspur Ferry Terminal - June 2022

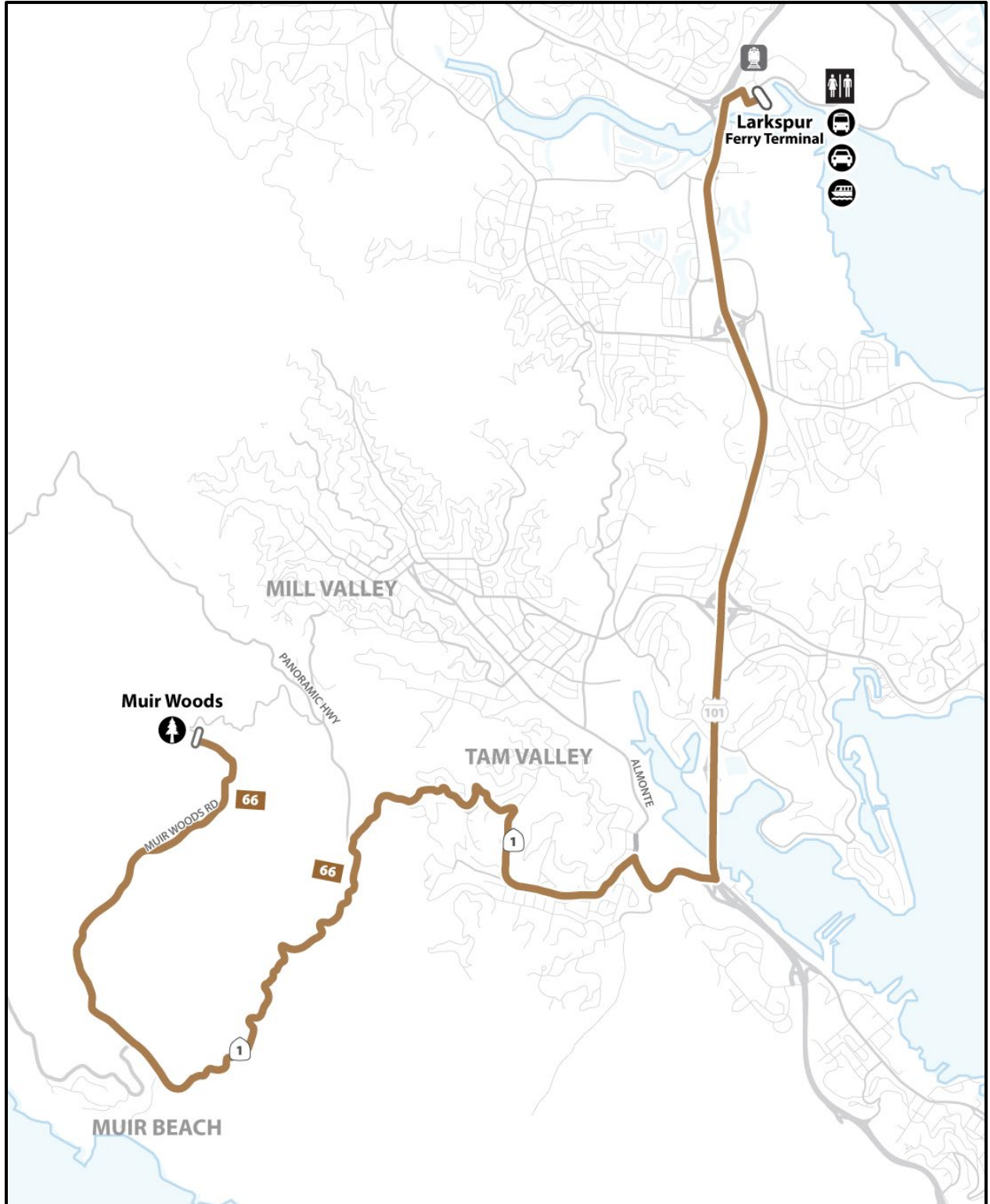


Figure 3: Route 66F Shuttle Routing to Sausalito Ferry Terminal – May 2022

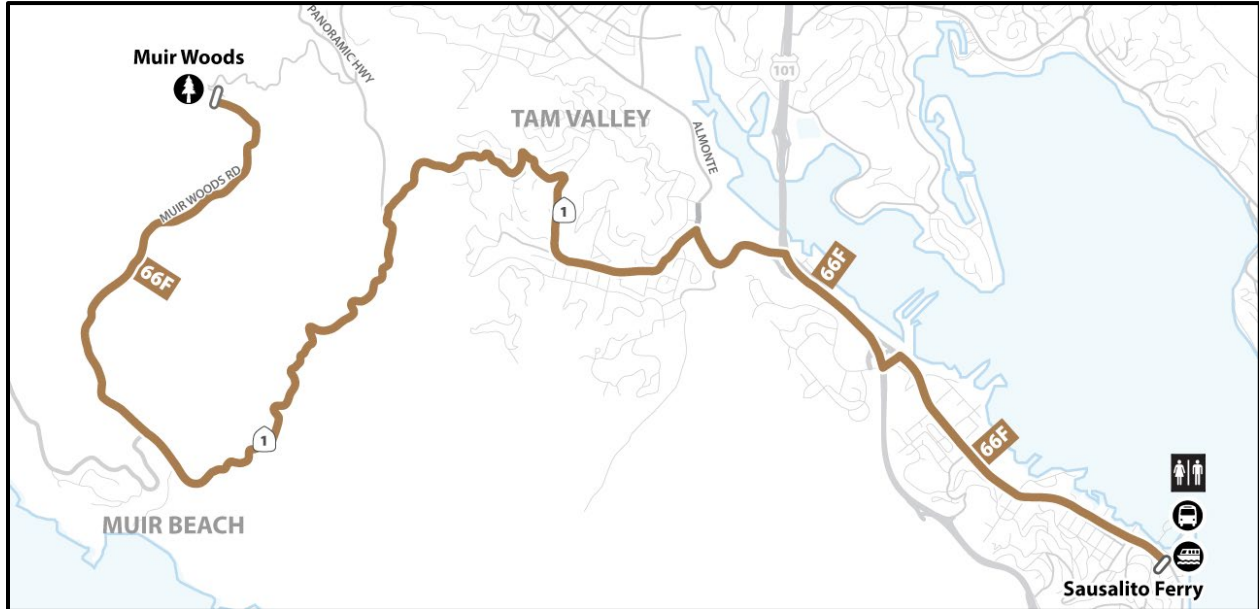


Table 1: Summary of Operations, 2017-2022

| | 2017 | 2018 | 2019 | 2020 ⁽³⁾ | 2021 | 2022 |
|---|-----------------------|-----------------|-----------------|---------------------|------------------------|-----------------|
| Season Start | May 13 ⁽²⁾ | January 1 | January 1 | January 1 | June 19 ⁽⁴⁾ | January 1 |
| Weekend & Holiday Service | 64 days | 108 days | 113 days | 24 days | 65 days | 115 days |
| Weekday Service | 44 days | 39 days | 39 days | 0 days | 0 days | 39 days |
| Avg. Frequency (Off-Peak/Peak/Weekday) | 20/10/30 min | 20/10/30 min | 20/10/30 min | 20 min | 20/10 min | 20/15/20 min |
| Revenue Hours ⁽¹⁾ | 4,376 | 6,428 | 6,381 | 932 | 2,008 | 5,650 |
| Standard Fare (Round trip) | \$5.00 | \$3.00 | \$3.00 | \$3.25 | \$3.25 ⁽⁵⁾ | \$3.50 |

Notes:

- (1) Actual revenue hours may differ from planned hours due to canceled or added service.
- (2) Season start delayed due to closure of Highway 1.
- (3) Season suspended due to COVID-19 pandemic and Muir Woods Park closure. The 2020 season is excluded from the remainder of this report.
- (4) Season start delayed due to COVID-19 pandemic.
- (5) On November 15th, 2021, the MWS round-trip adult fare was raised to \$3.50.

Fares

To manage visitation and parking demand, NPS implemented a new web-based parking and transit reservation system for Muir Woods in late 2017. In 2018, the partner agencies upgraded the reservation system to include fare payment. Under this system, visitors are required to pre-purchase their parking reservation for parking at Muir Woods, or they can pre-purchase shuttle tickets for a specific window of time.

The round-trip adult fare of \$3.50 per person was instituted on November 15th, 2021, and remained throughout 2022. No fare is charged for youth ages 15 and younger, seniors with a Lifetime NPS Pass, and disabled individuals with a Federal Lands Access Pass. One-way fares are not available. The pricing structure of \$9 for a parking reservation directly at the Muir Woods park versus \$3.50 for a Shuttle seat reservation provides an incentive to take the Shuttle.

Customer Liaisons

Marin Transit hires Customer Liaisons to assist passengers waiting for the Shuttle at the Pohono Park & Ride Lot, Larkspur Ferry Terminal, and at the Sausalito Ferry Terminal. The liaisons provide passengers with Muir Woods and Shuttle service information, particularly on the fare payment process. These liaisons supplement the customer service provided by a full-time operations supervisor.

This season, the operations supervisor was stationed at the park & ride location (either Pohono or Larkspur) on weekends & holidays, and at Sausalito on weekdays (when all Shuttles ran to Sausalito). In addition, there were two Customer Liaisons in service. A customer liaison was scheduled at Muir Woods every day the Shuttle was in service to provide customer information and assist with Shuttle loading. On days when both routes 66 (to Pohono or Larkspur) and 66F (to Sausalito) were in service, an additional customer liaison was stationed at Sausalito.

Customer Liaisons have continually proven to be an integral part of the service and significantly enhanced the customer experience. Many passengers who take the Shuttle are tourists and not familiar with the area. Some are also unfamiliar with using public transit. These staffing levels help ensure efficient operations and a quality passenger experience.

Marketing and Passenger Information

Marketing for the Shuttle service has primarily focused on visitors to the Bay Area, with emphasis on travelers based in San Francisco. Information on the Shuttle is distributed through the park's visitor information center, online, and on signage near the highway exits.

Shuttle service messaging across all marketing platforms informs visitors to pre-plan and pre-purchase their shuttle seats or Muir Woods parking. This strategy relies more on educating visitors in advance and less on intercepting visitors travelling to the Woods.

The Changeable Message Signs (CMS), installed along Highway 101, continue to be one of the most effective means of advertising the Muir Woods Shuttle and assisting visitors in wayfinding to the park & ride lots.

Historically, most passengers learned about the Shuttle through the CMS. However, due to shifts in marketing and the reservation system, now more passengers are finding Shuttle information online through web searches and transit trip planners.

Historically, the CMS warned of full parking at the Woods. This was the first notification to visitors that they should take the shuttle. The CMS messaging now simply states that reservations are required at

Muir Woods. Shuttle marketing materials are focused on redirecting riders to the gomuirwoods.com site to pre-purchase shuttle seats.

Schedules and signs are posted at each stop.

Information is also provided to customers online and over the phone by both Marin Transit and National Park Service staff, and visitors can plan their trips in advance using Google Transit, 511 and the NPS reservation website.

Evaluation Data Sources

The evaluation contained in this report relies on several different sources of information.

Visitors are required to purchase their advanced tickets through the NPS's web-based reservation system. The Shuttle also accepts same day walk-ups pending availability through an on-board fare collection process. Data on Shuttle ridership and fare revenues is provided through a combination of farebox data and fare collection reports from the NPS reservation system.

Conservancy staff also provide data on park visitation levels. Marin Transit staff compile the Shuttle financial numbers and operating statistics.

Customer Liaisons, NPS and Conservancy staff, and MV Transportation operations staff provide qualitative observations of the service. These include commentary on on-time performance, weather conditions, traffic circulation, fare collection, pass-ups, service strengths and weaknesses, and suggestions to improve the service.

Ridership and Productivity

This section summarizes the number of Muir Woods Shuttle passengers in 2022, Shuttle productivity (passengers per revenue hour), and the proportion of Muir Woods visitors who chose to ride the Shuttle. These figures are compared with prior years.

Ridership

Ridership is measured as one-way, unlinked passenger trips. During the 2022 season, there were 84,771 one-way passenger trips on the Shuttle. This represents a 135% increase in ridership compared to 2021, due to the shortened 2021 season (which started in mid-June), the restoration of peak season weekday service (which did not occur in 2021), and the general increase in total park visitation from 2021 to 2022.

Table 2 and Figure 4 show total ridership trends over the past five seasons by month.

Table 2: Shuttle Ridership by Month, 2017-2022

| Month | 2017 | 2018 | 2019 | 2021 | 2022 | % Change 2021-2022 |
|--------------|----------------|----------------|----------------|---------------|----------------------|--------------------|
| January | 1,502 | 3,112 | 2,689 | - | 4,137 | N/A |
| February | - | 12,560 | 6,044 | - | 4,237 | N/A |
| March | - | 14,964 | 10,335 | - | 4,857 | N/A |
| April | - | 10,084 | 9,858 | - | 6,474 | N/A |
| May | 9,284 | 14,530 | 11,355 | - | 7,269 | N/A |
| June | 16,588 | 22,226 | 20,195 | 1,231 | 7,899 | 541% |
| July | 36,806 | 36,970 | 27,380 | 9,246 | 18,140 | 96% |
| August | 20,860 | 21,836 | 20,910 | 6,481 | 10,570 | 63% |
| September | 11,750 | 15,934 | 11,853 | 5,678 | 6,633 | 17% |
| October | 6,016 | 9,442 | 8,525 | 3,570 | 6,053 | 70% |
| November | 4,908 | 7,022 | 8,818 | 5,653 | 5,384 | -5% |
| December | 6,410 | 8,732 | 8,979 | 4,223 | 3,118 ⁽¹⁾ | -26% |
| Total | 114,124 | 177,412 | 146,941 | 36,082 | 84,771 | 135% |

Notes:

(1) Shuttle service was cancelled for two days in December 2022 due to severe weather conditions.

In 2022, July had the highest total monthly ridership, which is typical and corresponds with the highest total park visitation (Table 2 and Figure 4). Overall ridership and park visitation in 2022 was higher than 2021, but lower than previous years due to the ongoing COVID-19 pandemic and lower service levels (discussed further below under Missed Service). The significant increase in ridership from 2021 to 2022 may indicate that ridership will continue to grow and approach pre-COVID levels in the future, especially as increased park visitation leads to more sold-out days for on-site parking.

Figure 5 shows ridership by day on weekends and holidays. Figure 6 shows ridership by day for the peak season only, including weekday service. Sunday, May 29th (Memorial Day weekend) had the highest daily ridership at 1,425 unlinked passenger trips. There were a total of 18 days in 2022 with ridership over 1,000 unlinked passenger trips, all of which occurred on weekends in the summer peak season.

Figure 4: Shuttle Ridership by Month, 2017-2022 (unlinked passenger trips)

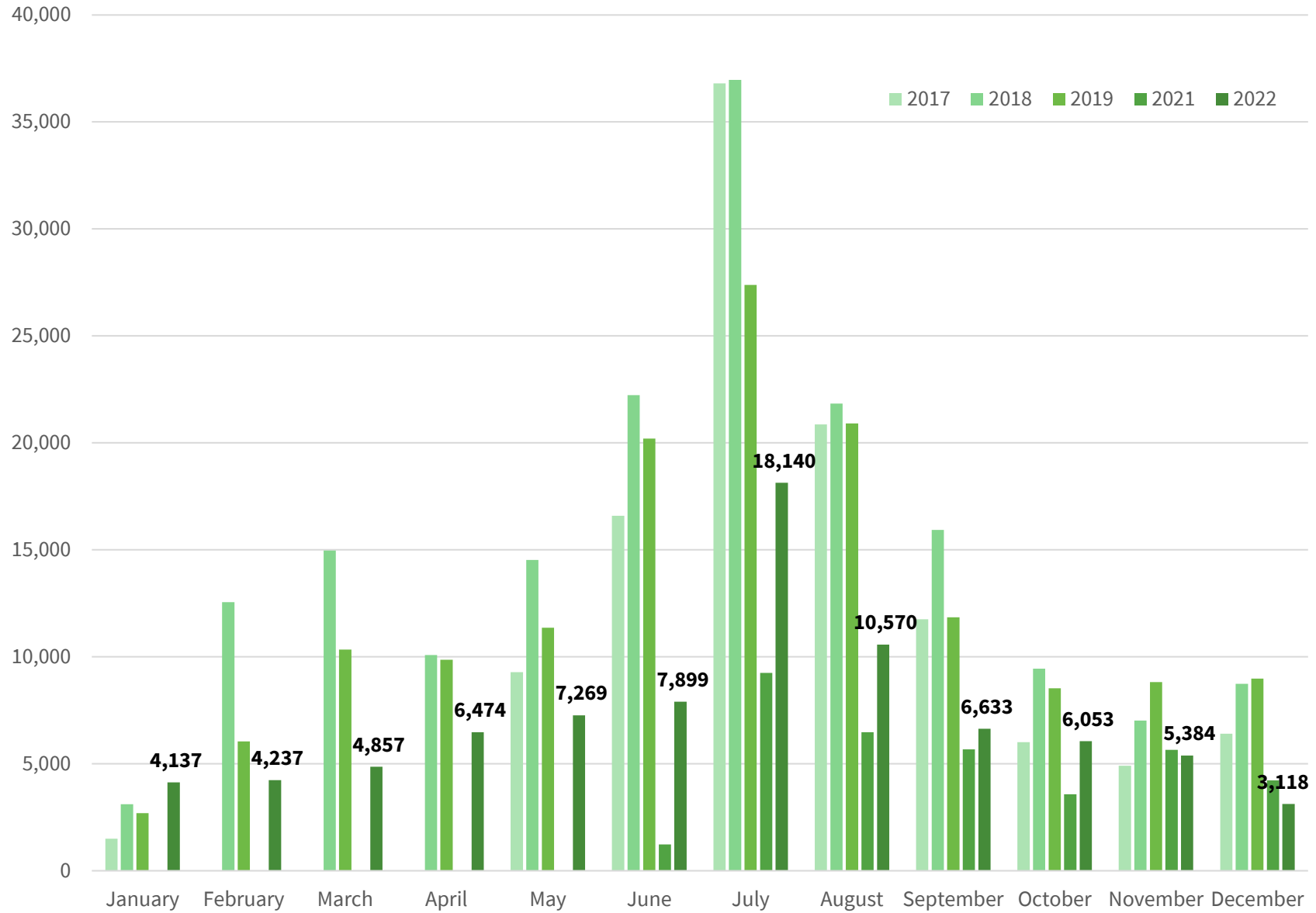


Figure 5: Daily Weekend & Holiday Ridership, 2022 (unlinked passenger trips)

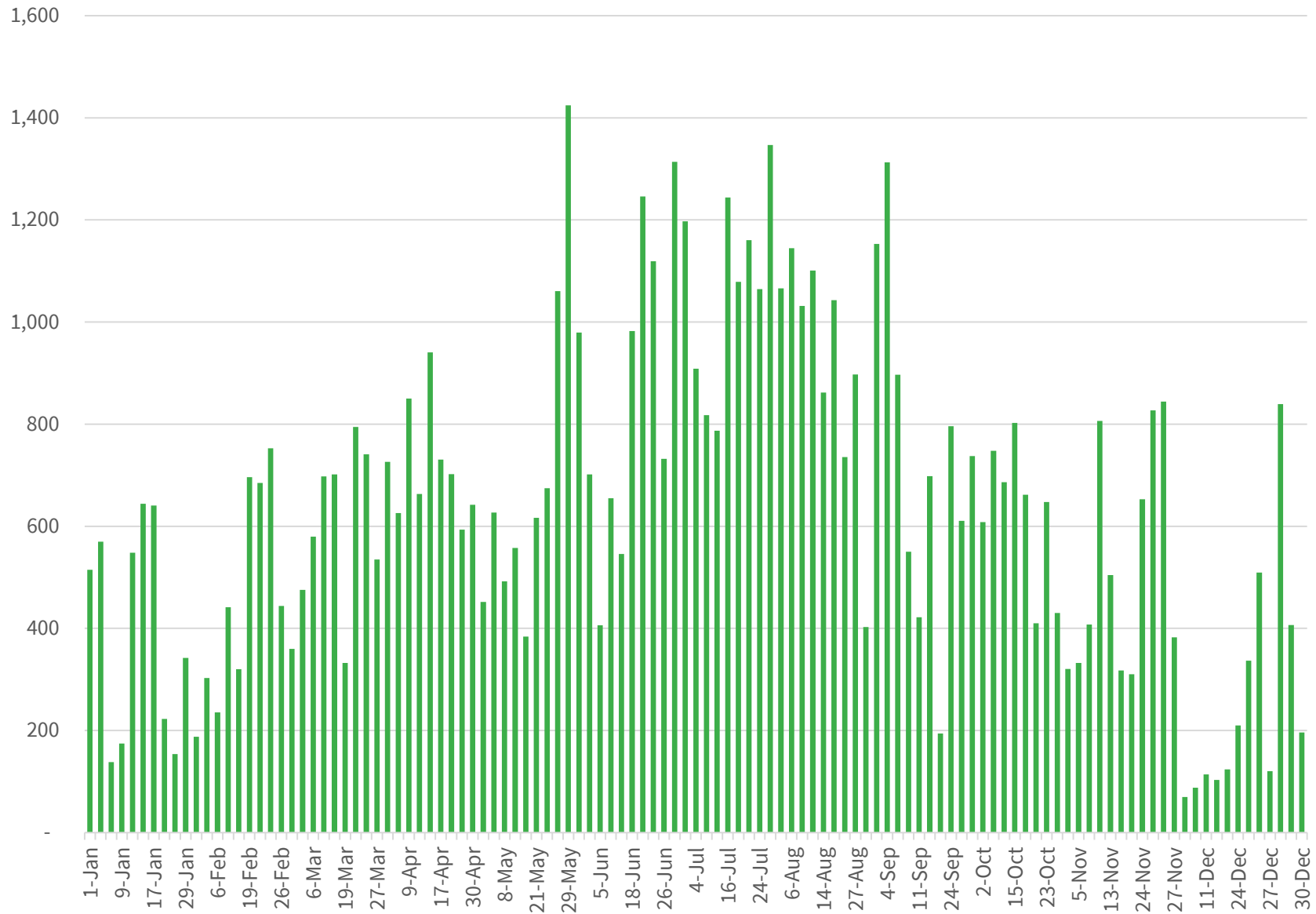
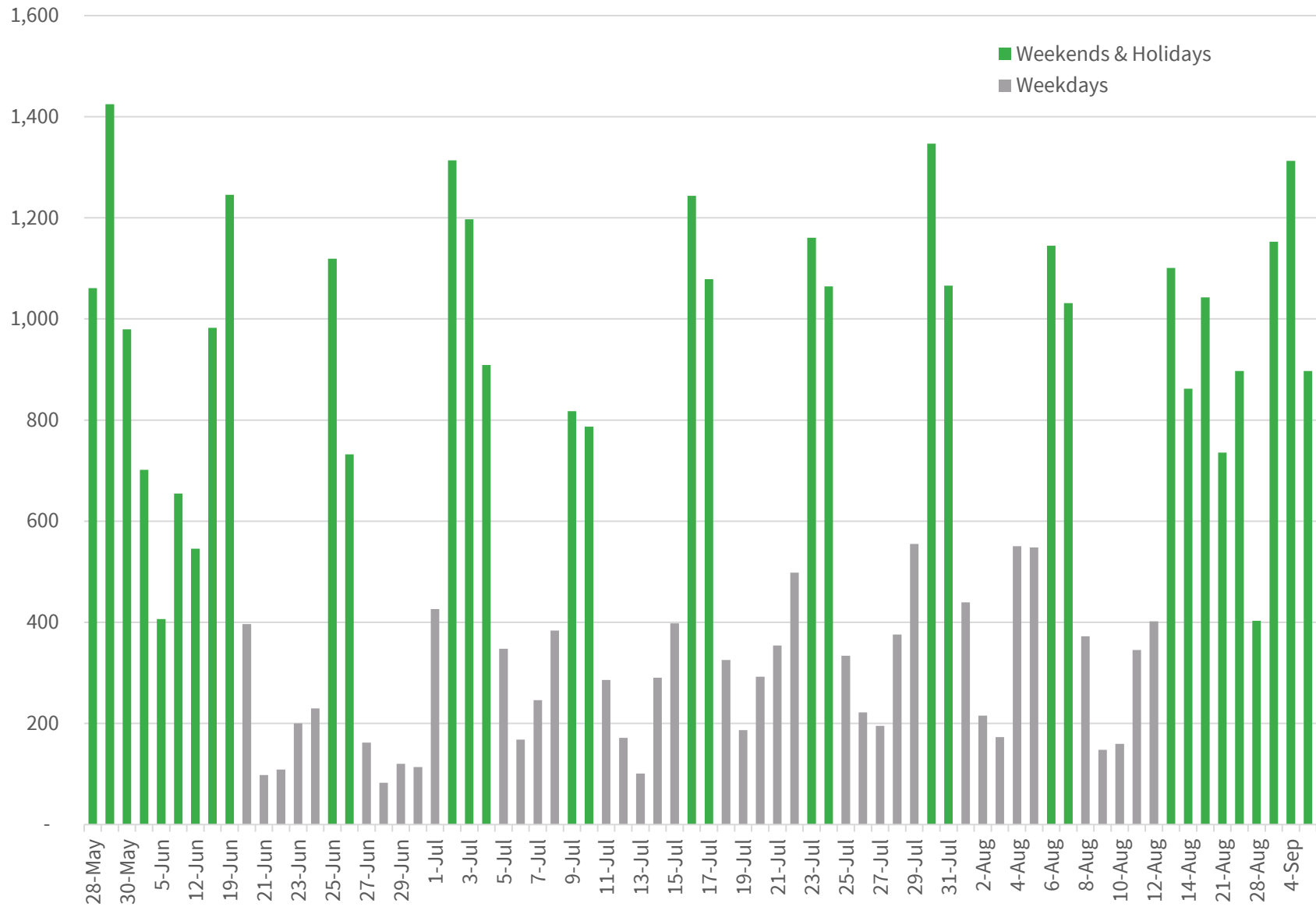


Figure 6: Peak Season Daily Weekday, Weekend & Holiday Ridership, 2022 (unlinked passenger trips)



Productivity

Service productivity is measured in passengers per revenue hour or per trip. Overall, the service carried an average of 15 passengers per revenue hour and 12.9 passengers per trip for the 2022 season. The Shuttle operated a total of 5,650 revenue hours and 6,568 trips in the 2022 season. Table 3 shows productivity measures by month compared to 2021.

Overall, productivity decreased from 2021 to 2022 when measured in passengers per revenue hour. The primary reason for this is the moving of the park & ride location from Pohono to Larkspur, which increased the one-way trip length from 35 minutes to 45 minutes (an increase of 29%), and thus increased revenue hours. Although passengers per revenue hour decreased by 16% from 2021 to 2022, passengers per trip increased by 36%, which is a more accurate reflection of the relative popularity and usage of the shuttle. Note that the restoration of 66F service to Sausalito in 2022 may have also contributed to lower passengers per revenue hour, as the 66F takes 50 minutes per one-way trip, again adding to revenue hours.

Table 3: Shuttle Productivity, 2021-2022

| Month | Passengers per Trip | | | Passengers per Hour | | |
|---------------------|---------------------|-------------|--------------|---------------------|-------------|---------------|
| | 2021 | 2022 | % Change | 2021 | 2022 | % Change |
| January | - | 10.0 | N/A | - | 14.7 | N/A |
| February | - | 11.0 | N/A | - | 15.9 | N/A |
| March | - | 11.9 | N/A | - | 17.1 | N/A |
| April | - | 14.8 | N/A | - | 19.3 | N/A |
| May | - | 11.9 | N/A | - | 16.2 | N/A |
| June ⁽¹⁾ | 2.9 | 10.7 | 268.5% | 7.8 | 11.8 | 52.1% |
| July | 8.7 | 13.5 | 55.3% | 23.3 | 14.4 | -38.5% |
| August | 11.3 | 13.4 | 18.7% | 22.5 | 14.0 | -37.9% |
| September | 14.6 | 18.0 | 23.5% | 22.7 | 19.2 | -15.4% |
| October | 9.2 | 15.9 | 72.7% | 13.8 | 17.9 | 29.7% |
| November | 12.9 | 16.6 | 29.0% | 19.0 | 17.5 | -7.6% |
| December | 8.1 | 8.3 | 2.4% | 11.7 | 8.7 | -25.5% |
| Total | 9.5 | 12.9 | 35.7% | 18.0 | 15.0 | -16.5% |

Notes:

(1) In June 2022, the shuttle park & ride location moved from Pohono to Larkspur, increasing the trip length from 35 minutes to 45 minutes.

Mode Share

Another important indicator of Shuttle service success is the percentage of park visitors who choose to take the Shuttle. Mode share is the transportation term for the proportion of park visitors that take the Shuttle. In 2022, on days of Shuttle operation, a total of 441,593 people visited Muir Woods, and

42,386 of them chose to ride the Shuttle. This represents a 10% average mode share, which about the same as the prior year.

It is worth noting that weekday service was reintroduced in 2022, whereas it had been suspended the prior year and ridership on weekdays is lower than weekends due to lower daily park visitation and thus lower demand for parking at Muir Woods. When comparing like with like and only looking at weekends & holidays in the peak and off-peak seasons, 2022 saw a slightly larger percentage of park visitors use the Shuttle (13% peak and 10% off-peak).

Table 4: Mode Share, 2021-2022 (2019 included for reference)

| | | 2019 | 2021 | 2022 | % Change |
|---|-------------------|------------|-------------------|------------|------------|
| Peak Weekends & Holidays | Park Visitors | 136,035 | 59,263 | 121,017 | 104% |
| | Shuttle Users | 27,247 | 6,593 | 16,208 | 146% |
| | Mode Share | 20% | 11% | 13% | 2% |
| Peak Weekdays | Park Visitors | 121,405 | No service | 112,946 | N/A |
| | Shuttle Users | 11,558 | No service | 5,510 | N/A |
| | Mode Share | 10% | No service | 4% | N/A |
| Off-Peak Weekends & Holidays | Park Visitors | 207,791 | 123,780 | 207,630 | 68% |
| | Shuttle Users | 34,665 | 11,448 | 20,667 | 81% |
| | Mode Share | 17% | 9% | 10% | 1% |
| Total | Park Visitors | 465,231 | 183,043 | 441,593 | 141% |
| | Shuttle Users | 73,470 | 18,041 | 42,386 | 135% |
| | Mode Share | 16% | 10% | 10% | 0% |

Figure 7 and Figure 8 show percentage mode share of the Shuttle by day during the peak and off-peak seasons, respectively. On the busiest weekend (Memorial Day), the Shuttle carried 18% of all park visitors. During the weekdays, Shuttle ridership was as low as 2-3%.

Weather has a significant impact on the level of park visitation and an even greater effect on Shuttle ridership and mode share. When there are fewer visitors to the park, there is less traffic and more available parking, making the Shuttle a less appealing alternative. On rainy days, Shuttle mode share typically tends to drop by 10%.

Figure 7: Peak Season Daily Shuttle Mode Share, 2022

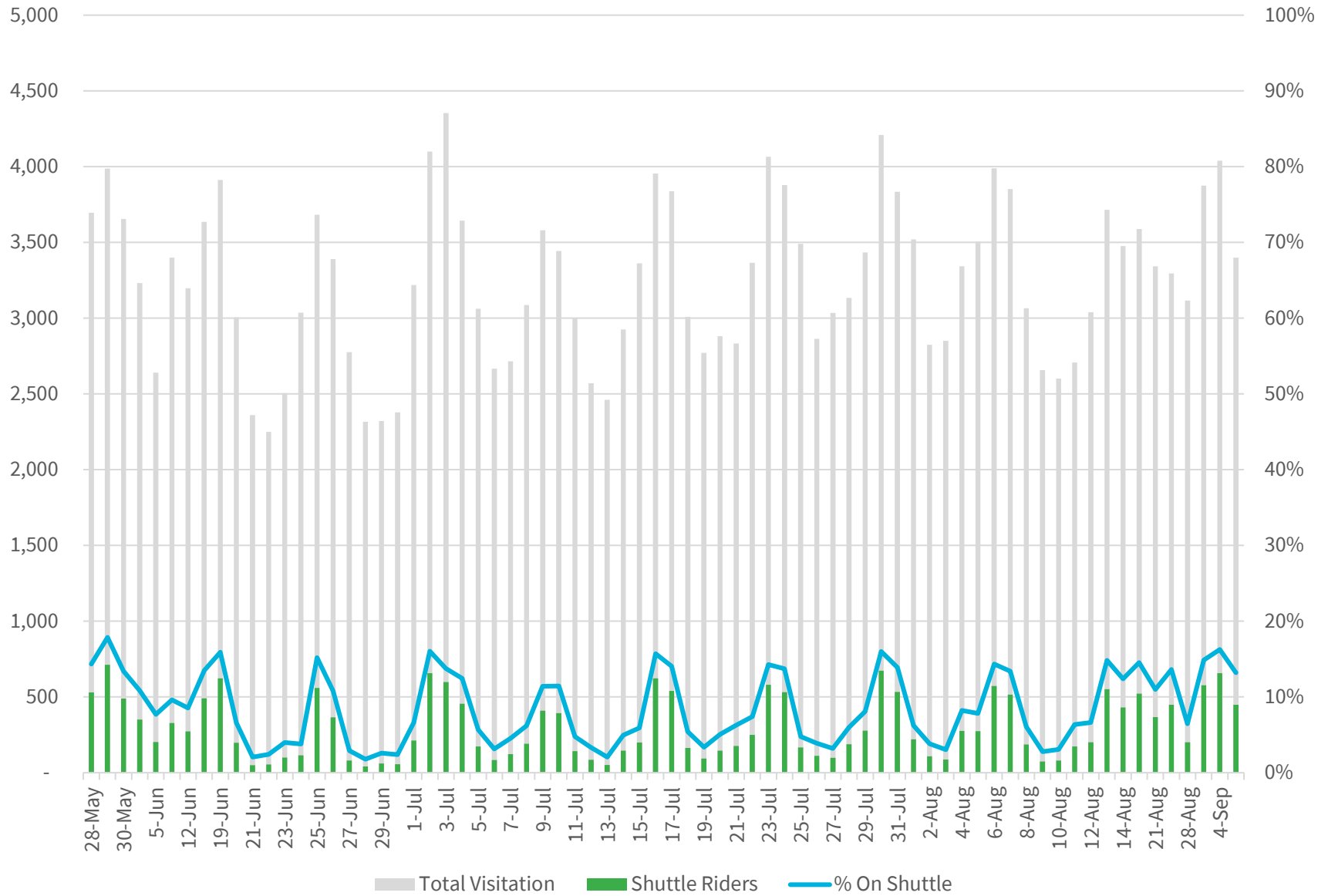
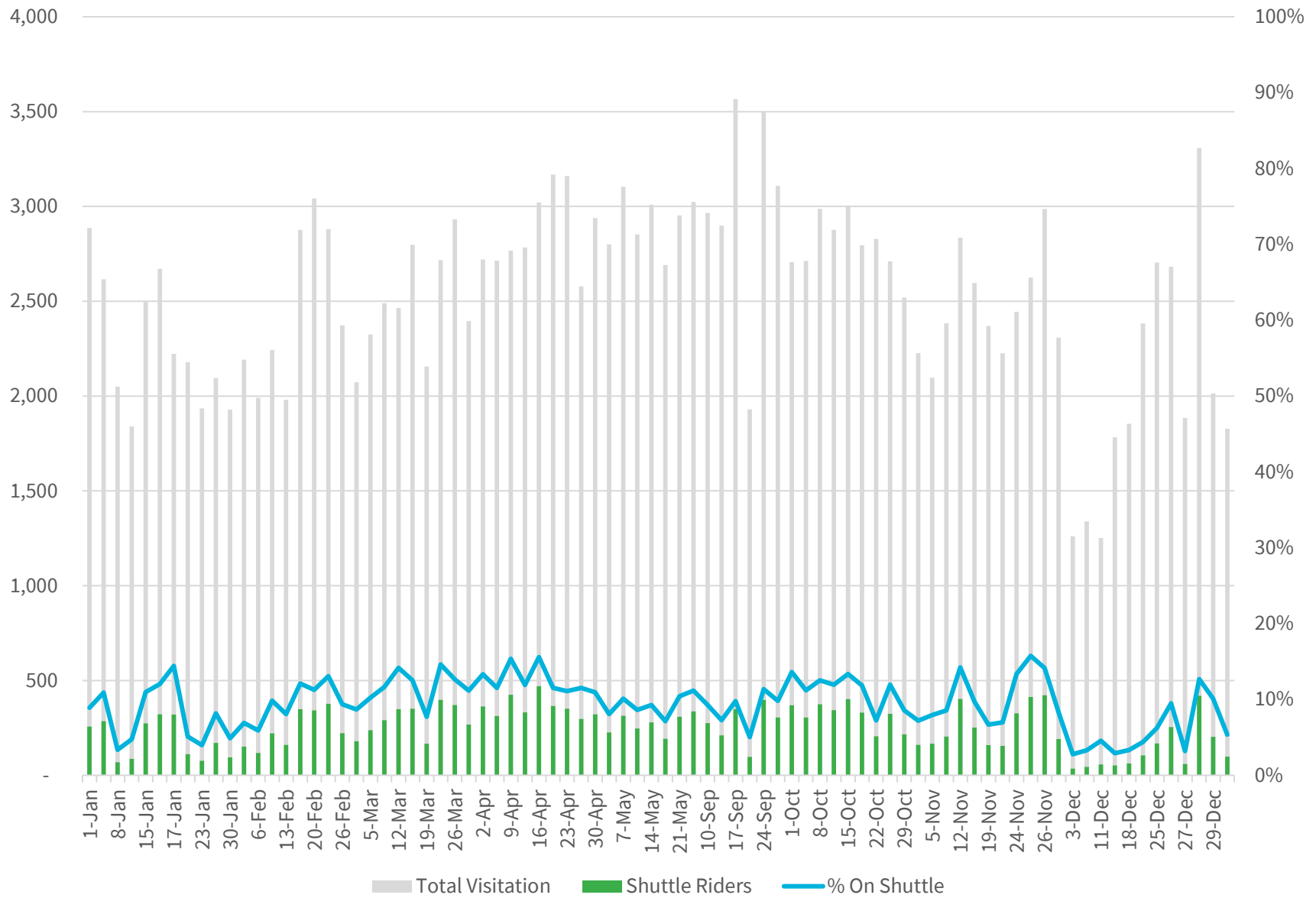


Figure 8: Off-Peak Season Daily Shuttle Mode Share, 2022



Missed Service

The 2022 season saw a significant amount of missed service on the Shuttle. Over the course of the year, 525 revenue hours were cancelled, which amounts to 9% of total scheduled service.¹ In addition, as it became clear that the contractor could not deliver the full amount of scheduled service, scheduled service was reduced several times during the year to improve reliability. When compared to desired service levels, the amount of missed service is much higher.

The missed service was due to a combination of driver shortages and equipment maintenance issues. Driver shortages have been an issue across all Marin Transit services since the COVID-19 pandemic, and present a major issue for transit operators around the region and country. The equipment maintenance issues were unique to the contractor operating the Shuttle, MV Transportation, and are discussed further in the Conclusions and Recommendations section.

Service Cost and Farebox Recovery

This section summarizes expenses and revenues for the 2022 season and compares them to the prior year. Table 5 provides a breakdown of the total cost and revenue for the Shuttle compared to the past four seasons.

Table 6 summarizes key cost performance measures. These costs are shared with the National Park Service as follows:

- For the first 4,035 revenue hours of each federal fiscal year (calendar year), operating costs net passenger revenue will be shared 50/50 with the National Park Service. The NPS will pay 100% of net operating expenses for revenue hours exceeding 4,035. In the 2022 season, the Shuttle operated a total of 5,650 revenue hours.
- According to the agreement between NPS and Marin Transit, NPS credits the District \$5.00 per pre-reserved round-trip rider over the age of sixteen. \$3.50 of this credit comes from the rider, whose fare is collected directly by NPS. NPS does not credit the District any additional fare revenue for walk-on riders, who pay the \$3.50 fare in cash rather than through the pre-reservation system.

The total service cost for the 2022 season was \$886,074, 117% higher than 2021. This includes operating, administration, equipment maintenance, and marketing costs. Operating costs in 2022 were \$721,037, 114% higher than the previous year. These increased operating costs reflect the full-year 2022 season relative to the shortened 2021 season, as well as the weekday service operated during the summer peak season which did not occur in 2021.

Administration costs in 2022 were \$130,222, 343% higher than 2021. This significant increase in administrative costs was due to the addition of a second customer liaison (whereas prior years only had one), staff costs associated with managing missed and cancelled service, and the procurement of

¹ These figures do not include the two days in December that were cancelled for weather reasons.

a new operator to run the Shuttle, which will go into effect mid-2023. More information on this can be found in the Conclusions and Recommendations section.

After fare revenue, the net program cost in 2022 was \$660,547. This represents a 110% increase relative to 2021.

As part of the fare collection process implemented in 2013, the Golden Gate National Parks Conservancy collected a 10% administrative fee based on total ticket sales to cover the costs of fare collection services. This 10% fee is no longer applicable under the new reservation system, implemented in 2018.

Table 5: Shuttle Service Costs, 2017-2022

| | 2017 | 2018 | 2019 | 2021 | 2022 | % Change 2021-2022 |
|--|------------------|------------------|--------------------|------------------|------------------|-----------------------|
| Operating Costs | \$341,911 | \$721,916 | \$935,346 | \$337,588 | \$721,037 | 114% |
| Marketing | \$2,758 | \$1,909 | \$3,594 | \$793 | \$4,678 | 490% |
| Maintenance & Equipment | \$49,735 | \$19,675 | \$36,335 | \$39,524 | \$30,137 | -24% |
| Marin Transit Admin/ Customer Liaisons | \$46,710 | \$74,895 | \$73,549 | \$29,427 | \$130,222 | 343% |
| Fare Collection ⁽¹⁾ | \$21,753 | \$112 | - | - | - | N/A |
| Total Cost of Program | \$466,368 | \$821,081 | \$1,051,988 | \$407,489 | \$886,074 | 117% |
| Total Fare Revenue | \$219,416 | \$447,108 | \$426,510 | \$93,220 | \$225,527 | 142% |
| Net Program Cost | \$246,953 | \$373,973 | \$625,477 | \$314,269 | \$660,547 | 110% |
| NPS Share of Program Cost⁽²⁾ | \$123,476 | \$219,757 | \$433,654 | \$157,135 | \$438,474 | 179% |

Notes:

(1) As part of the fare collection process implemented in 2013, a 10% administrative fee based on total ticket sales was included to cover the costs of fare collection by the Golden Gate National Parks Conservancy. This was phased out with the introduction of the online reservation system in 2018.

(2) NPS share of program cost does not include NPS credit toward fare revenue.

Table 6: Shuttle Cost Effectiveness Measures, 2017-2022

| | 2017 | 2018 | 2019 | 2021 | 2022 | % Change 2021-2022 |
|--------------------------------------|--------|--------|--------|---------|---------|-----------------------|
| Farebox Recovery | 47.0% | 54.5% | 40.5% | 22.9% | 25.5% | 11% |
| Cost per Revenue Hour | 104.91 | 126.26 | 164.86 | 202.92 | 156.84 | -23% |
| Cost per Passenger ⁽¹⁾ | \$4.09 | \$4.63 | \$7.16 | \$11.29 | \$10.45 | -7% |
| Subsidy per Passenger ⁽¹⁾ | \$2.16 | \$2.11 | \$4.26 | \$8.71 | \$7.79 | -11% |
| Average Fare | \$1.92 | \$2.52 | \$2.90 | \$2.58 | \$2.66 | 3% |

Notes:

(1) Passenger refers to unlinked passenger trip (one-way), not round-trip.

Farebox Recovery

The regular adult fare is \$3.50 per round-trip. However, with the NPS subsidy, total fare revenue per round-trip passenger is \$5.00. Youth under 16, seniors with a Lifetime National Park Pass, and disabled individuals with a Federal Lands Access Pass ride the Shuttle for free. For the second and third group, NPS covers the cost of their fare. No fare revenue is received for youth under 16.

As shown in Table 5, \$225,527 in fares was collected during the 2022 season – an increase of 142% over 2021. The amount collected represents a farebox recovery rate of 25.5%, 11% higher than in 2021.

Cost per Revenue Hour

The average cost per revenue hour for the 2022 season was \$156.84, a 23% decrease from the previous season. The decrease in per-hour operating costs was due to more service being offered, therefore distributing fixed costs such as customer liaisons, road supervisors, and administrative costs over a larger number of hours.

Cost per Passenger

The cost per unlinked passenger trip for the 2022 season was \$10.45, 7% lower than the previous year. The decrease in cost per passenger is due to higher ridership per trip than in 2021.

Subsidy per Passenger

The average subsidy per passenger was \$7.79 in the 2022 season. This represents an 11% decrease compared to the 2021 season. This average subsidy did not meet the District's cost effectiveness target of \$3.25 per passenger.

Conclusions and Recommendations

Ridership recovery in 2022 compared to 2021 indicates that interest in the Muir Woods Shuttle is rebounding as the COVID-19 pandemic wanes. The Shuttle plays an important role in reducing congestion and providing a viable alternative transportation option to the park. Mitigating traffic and parking congestion will become more and more important as park visitation levels increase.

Larkspur Ferry Terminal

The move from Pohono to Larkspur for the park & ride location has been largely successful operationally, and the strong ridership in 2022 suggests that it has not reduced ridership. The agreement with Golden Gate Transit only allows Shuttle service from Larkspur on weekends and holidays. For peak season weekday service, the Shuttle only operated the 66F from Sausalito, which was successful. Staff plan to continue this arrangement in 2023.

New Operations Contract

As described earlier, the current contractor operating the Shuttle, MV Transportation, experienced service delivery issues throughout 2022, which have continued into early 2023. The seasonal nature of the service, unique routing and terrain, and unique vehicle requirements, make the service challenging to deliver compared to traditional public transit services.

The current agreement with MV Transportation expires in 2023. In advance of this contract's expiration, the District issued multiple RFPs in late 2022 and earlier in 2023 to solicit a provider for the service. Unfortunately, both procurement efforts failed to attract a qualified proposal.

In consultation with NPS, District staff reached out to firms who expressed interest in the RFP but did not ultimately bid to get quotes and negotiated a short-term agreement to allow the service to continue through the summer and fall 2023 season. Ultimately, the District selected Bauer's Intelligent Transportation, Inc. (Bauer's) to be the new Shuttle operator starting Memorial Day weekend 2023.

This new contract will allow Shuttle service levels to increase closer to historic levels during the summer peak season, with a goal of increasing service reliability. Currently, the pilot service with Bauer's is only planned through October 2023, at which time staff will reevaluate program costs, operations, and schedules.

Under the new contract, there will be several changes to Shuttle operations, described below. Although some of these changes are desirable, others were needed to support the new contract and agreement. Taken together, these changes will transition the service away from traditional "fixed route public transit." However, the increase in reliability and service levels will be such a significant improvement for the program that staff believe this is the best way forward.

No Walk Up Passenger or Cash Fares

Under the new contract with Bauer's, Shuttle riders will no longer be able to access the service without a reservation and pay their fares with cash. All riders will be required to book their fare using

the online reservation and payment portal. Walk-up passengers will be required to use a smartphone or other internet-equipped device to book online while onsite.

Return Trip Reservations

Under the reservation system implemented in 2018, riders booking in advance would only reserve a specific time slot for the trip *to* Muir Woods. Return trips from Muir Woods back to the park & ride lot or Sausalito ferry did not need to be reserved in advance. Under the new contract with Bauer's, riders will need to reserve specific time slots for both trips *to* and *from* Muir Woods at time of booking.

Contractor-Owned Vehicles

Under the new contract with Bauer's, Shuttle service will be operated in contractor-owned vehicles instead of District-owned vehicles. Storage and maintenance of these vehicles will also be done at the contractor's facility. These new vehicles offer a more comfortable ride using over the road coaches and offer the opportunity to test all electric vehicles without the District directly investing in the equipment and facility upgrades.

66F Operations

In the summer peak season of 2023, the 66F Shuttle to Sausalito will only operate on weekdays, with all weekend & holiday service going to the Larkspur Ferry Terminal.



Muir Woods Shuttle Evaluation Report

2022 SEASON

Agenda

- 01** Performance Overview
- 02** Financial Metrics
- 03** Program Changes

Performance Overview

2022 Service Overview

- Days of Service: 154 days
 - +137% from 2021
 - +1% from 2019
- Hours of Service: 5,650 revenue hours
 - +181% from 2021
 - -11% from 2019

Note: The Muir Woods Shuttle did not operate from early 2020 until June 19, 2021.



| | Peak Season | | Off Peak Season |
|--|-------------------|-----------------|------------------------------------|
| | Weekend & Holiday | Weekday | Weekend & Holiday |
| Dates of Service | May 28 – Sep 5 | Jun 20 – Aug 12 | Jan 1 – May 22, Sep 10 – Dec 31 |
| Route 66 Pohono/Larkspur Park & Ride* | Every 15-20 min | No Service | Every 15-20 min** |
| Route 66F Sausalito | Every 40 min | Every 20 min | No Service** |

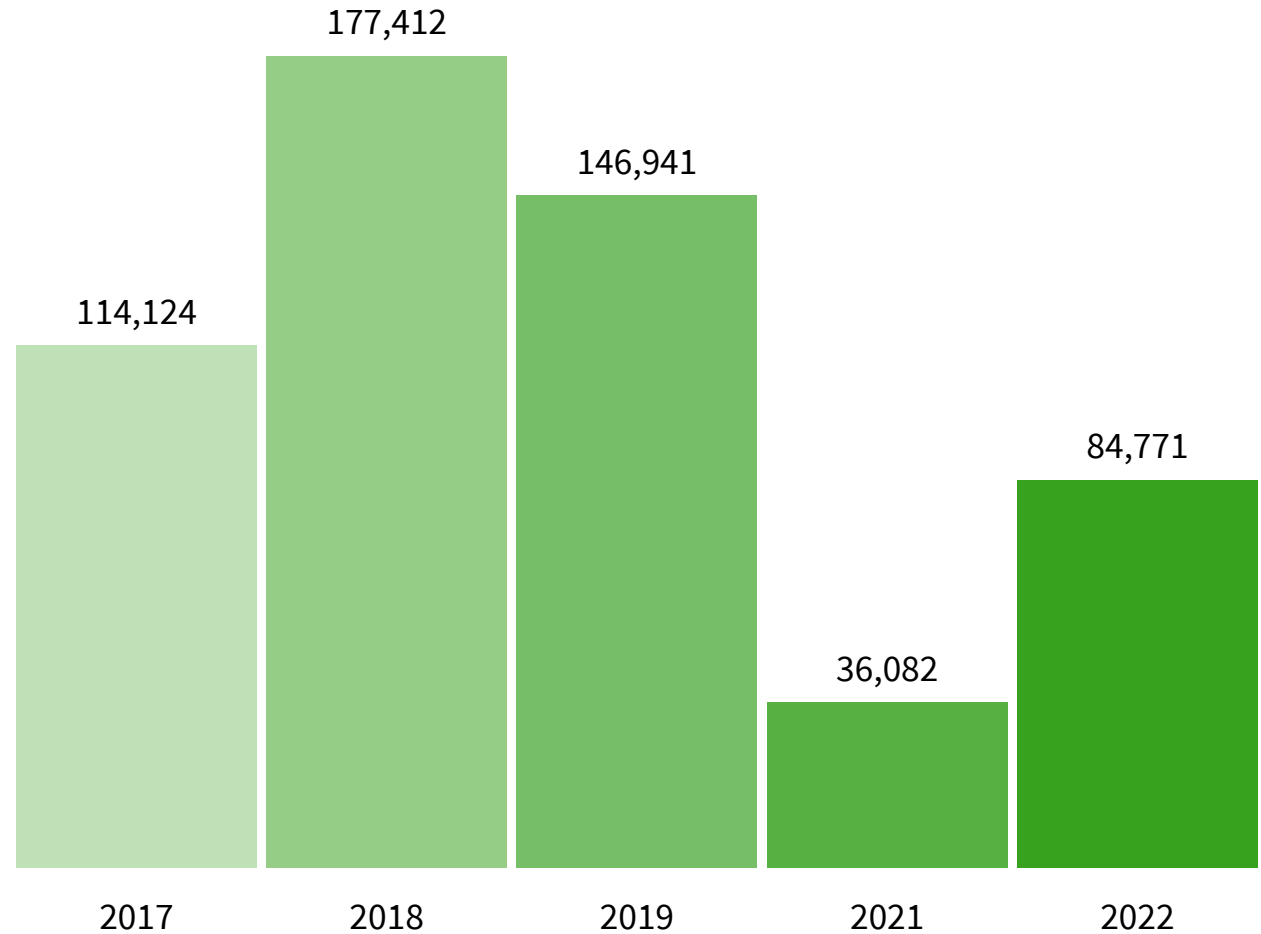
* The Park & Ride location moved from Pohono to Larkspur on June 4, 2022.

** Route 66F to Sausalito operated in place of Route 66 to Larkspur for Thanksgiving weekend and the last week in December.

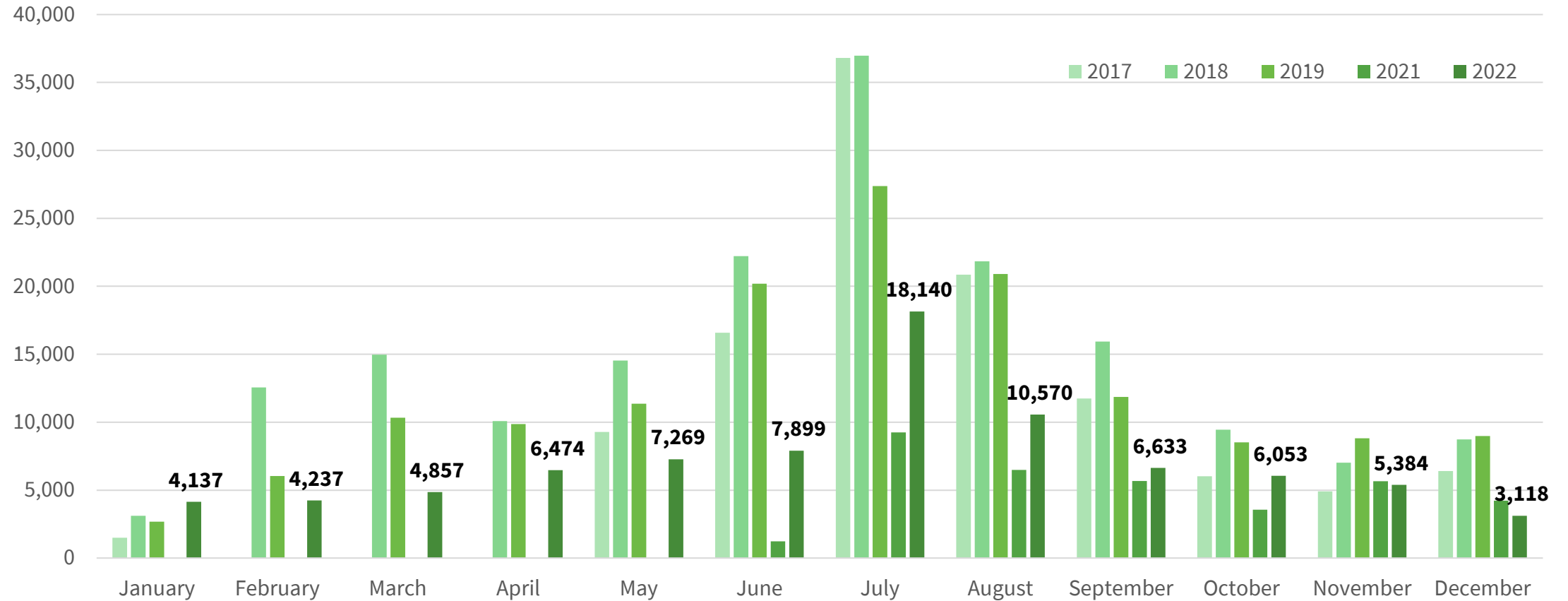
Ridership

- 84,771 passengers in 2022
 - +135% from 2021
 - -42% from 2019
- Ridership increase is due to:
 - Service running the full year
 - Weekday service during the peak season
 - Increased total visitation to Muir Woods

Passengers



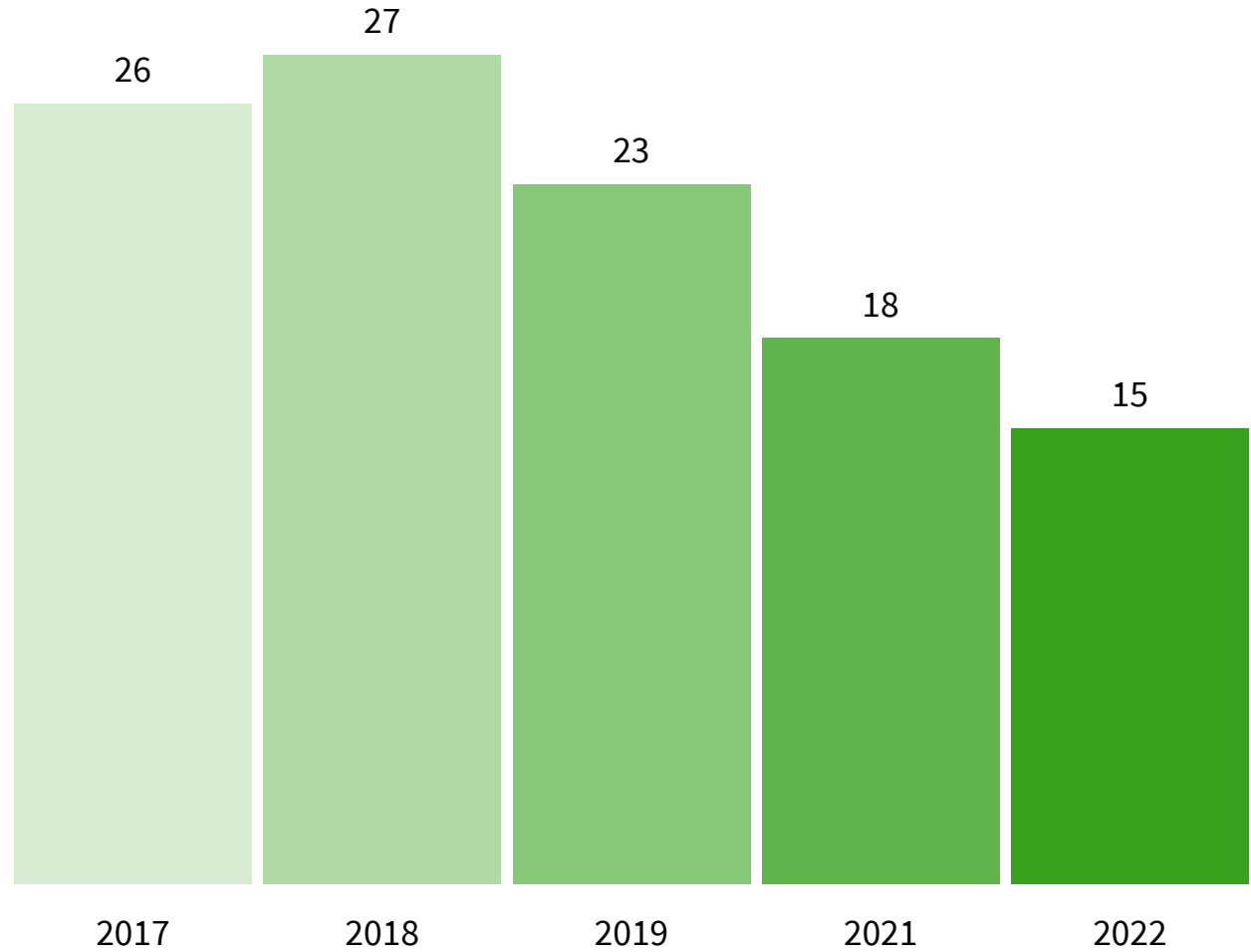
Monthly Ridership



Productivity

- 15 passengers per hour
 - 16% decrease from 2021
 - Does not meet productivity target of 25 passengers/hour
 - Operating service from Larkspur & Sausalito vs Pohono increased hours per trip
- 13 passengers per trip
 - 36% increase from 2021

Passengers per Revenue Hour

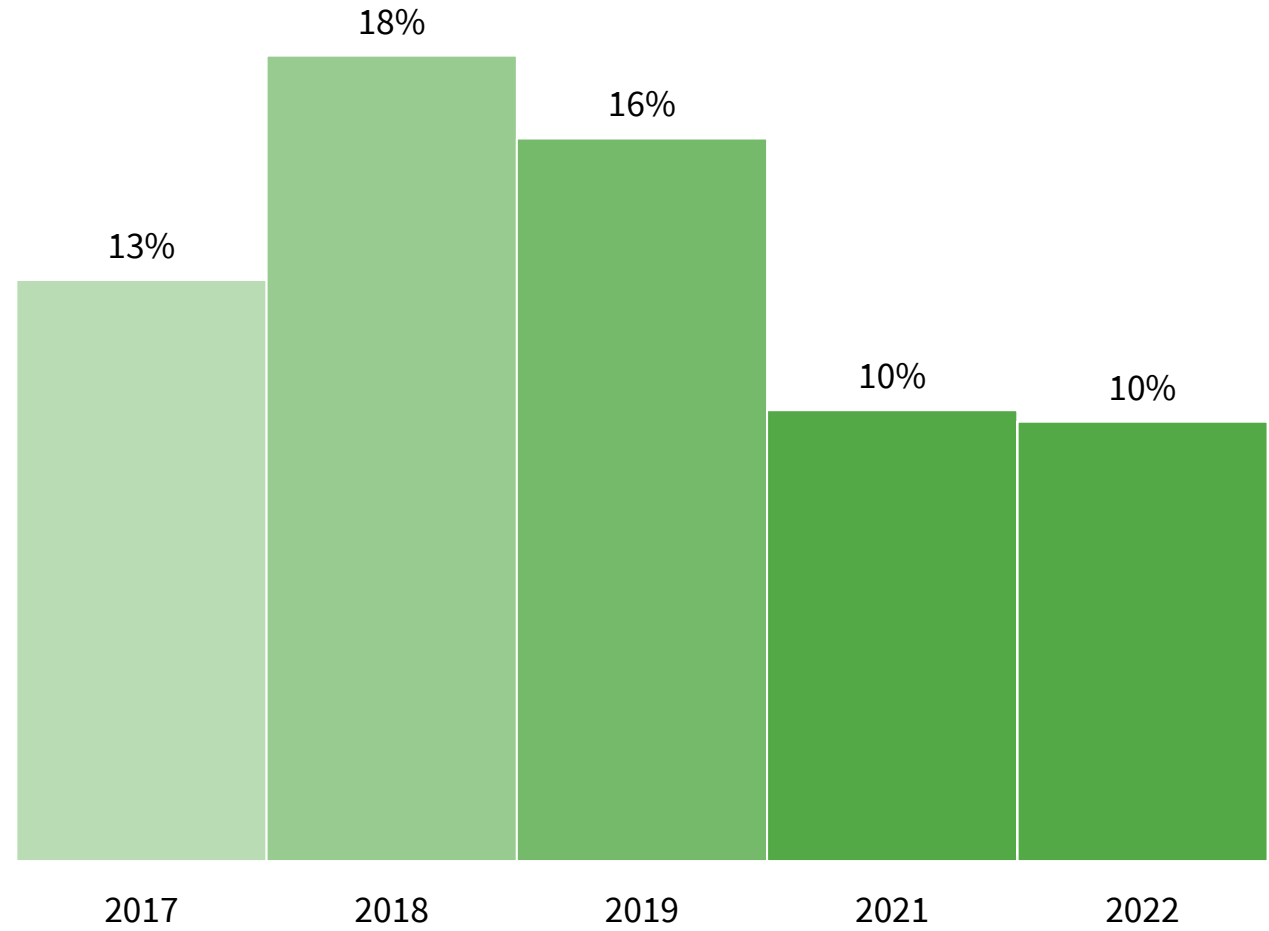


Mode Share

On 2022 shuttle service days:

- 441,593 park visitors
- 42,386 shuttle riders
- Average 10% mode share
 - Slight decrease (<1%) is due to restoration of peak season weekday service
- Up to 18% of park visitors rode the shuttle on the busiest days

Mode Share

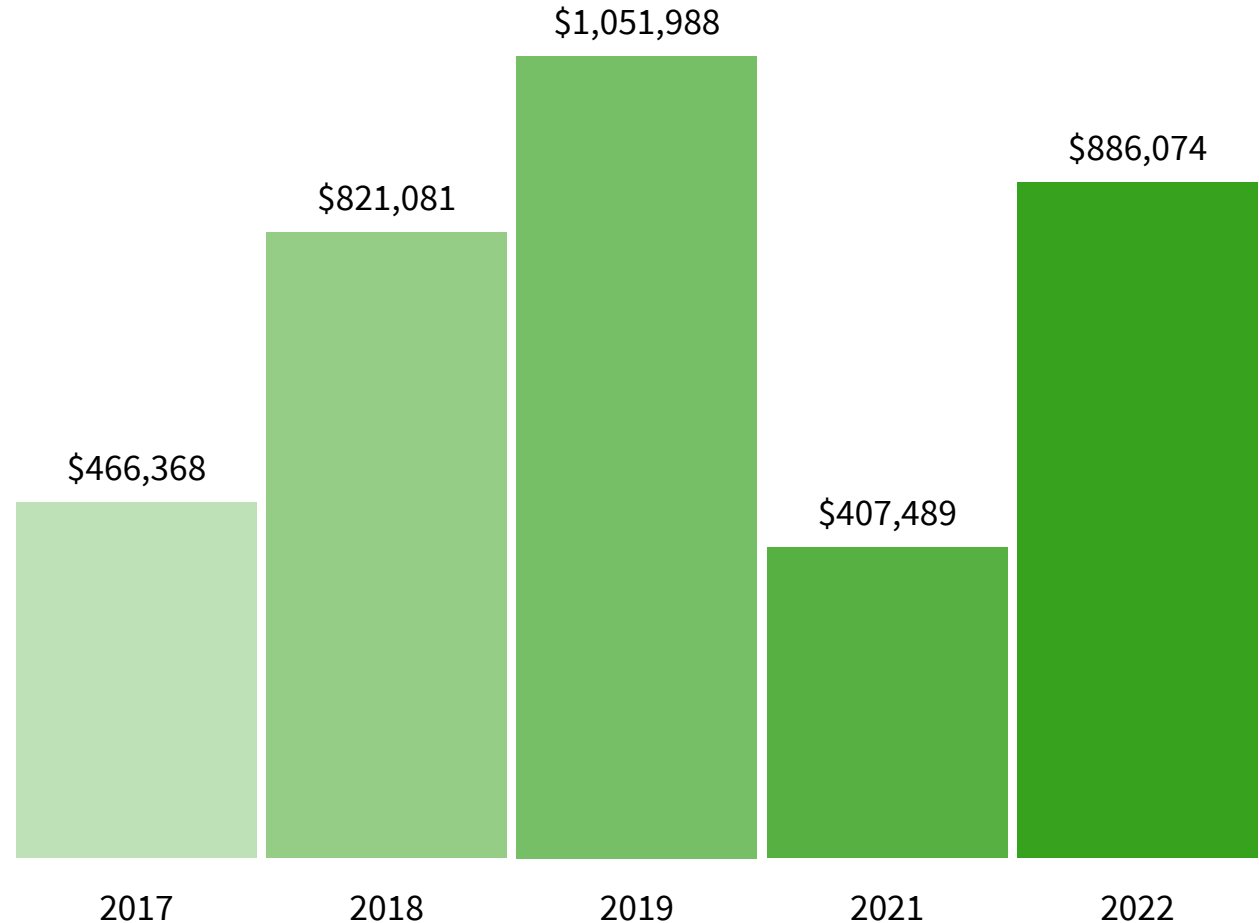


Financial Metrics

Program Cost

- Total 2022 cost: \$886,074
 - 117% increase from 2021
 - 16% decrease from 2019 due to missed service (comparable to revenue hours)
- Cost increase is due to:
 - Service running the full year
 - Weekday service during the peak season

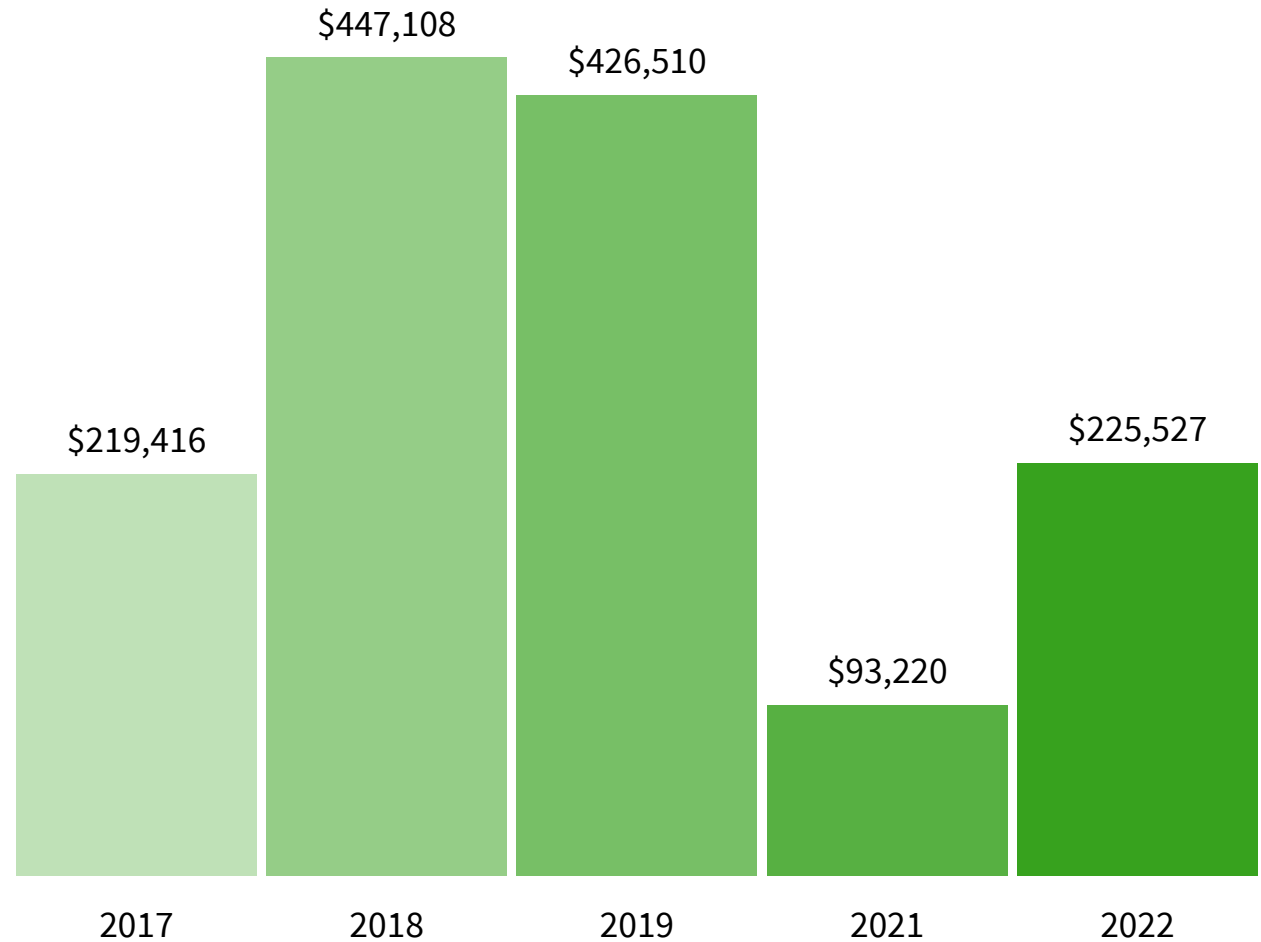
Program Cost



Fare Revenue

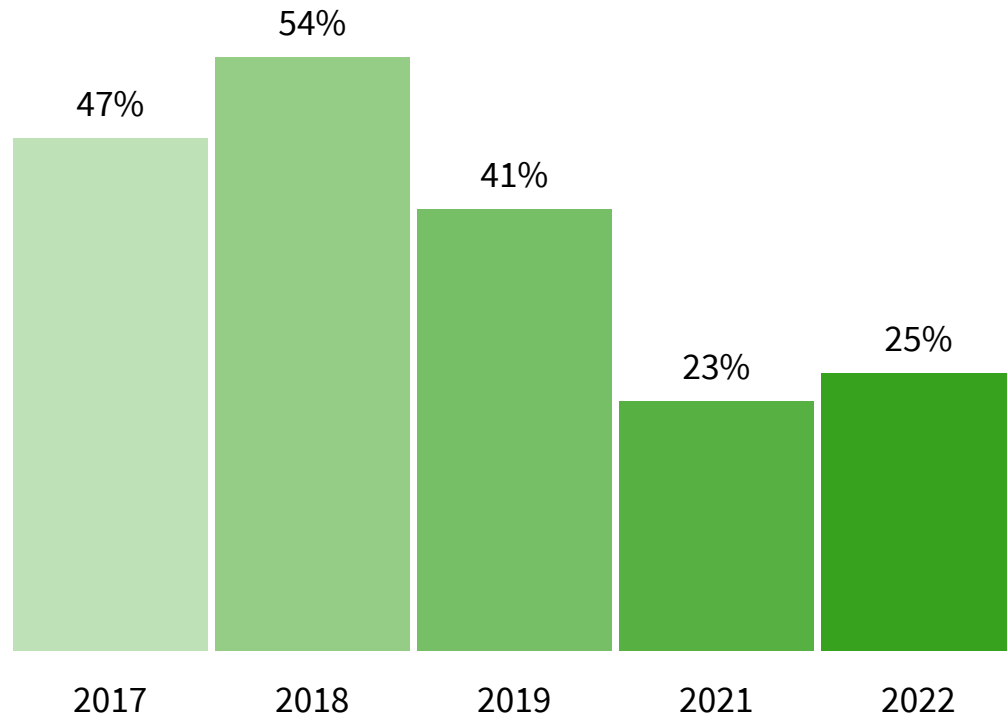
- 2022 fare revenue: \$225,527
 - 142% increase from 2021
 - This is comparable to the 135% ridership increase

Fare Revenue

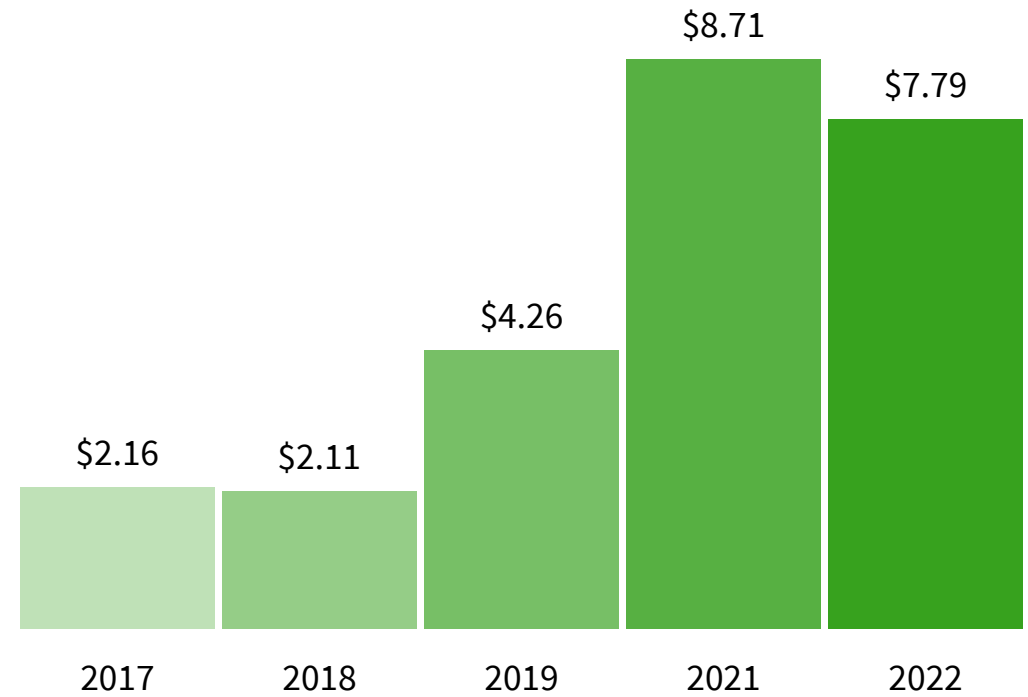


Other Financial Metrics

Farebox Recovery



Subsidy per Passenger



Program Changes

2022 Season Changes

- The main park & ride location was moved from Pohono to the Larkspur Ferry Terminal
 - Change took effect starting in June 2022
 - Increased trip length from 35 minutes to 45 minutes (+29%)
 - Increased transfer opportunities and nearby amenities for riders
- The 66F Muir Woods shuttle to Sausalito was restored during the peak season
 - Weekday service during summer peak
 - 66F service to Sausalito also ran Thanksgiving weekend and the last week in December

Future Considerations & Plans

- Operations are switching to new contractor (Bauer's)
 - Started Memorial Day weekend (May 27, 2023)
- Pilot service with Bauer's is currently scheduled through October 2023
 - Marin Transit and NPS staff will evaluate pilot and recommend future operation in the fall
- New contract will improve service delivery and reliability



Future Considerations & Plans

- Other changes as part of new contract:
 - No walk up or cash fares
 - Return trip reserved at time of booking
 - Shuttle will operate in contractor-owned vehicles, maintained at contractor-owned facility
 - The 66F will only run on summer peak weekdays



Thank you

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