

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

**Marin Transit**

**February 3, 2020**

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## Executive Summary

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

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

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

## Background

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

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

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

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

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

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

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

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

## Title VI Requirements

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

Marin Transit seeks to avoid, minimize or mitigate disproportionately high and adverse impacts on minority and low-income populations. As a recipient of financial assistance from the Federal Transit Administration (FTA), Marin Transit is required to comply with Title VI of the Civil Rights Act of 1964 by evaluating service and fare changes at the planning and programming stages to determine whether those changes have discriminatory impacts, including Disparate Impacts on minority populations and/or Disproportionate Burdens on low-income populations.

In 2012, FTA issued guidance under FTA Circular 4702.1B (Title VI Requirements and Guidelines for

Federal Transit Administration Recipients) and Circular 4703.1 (Environmental Justice Policy Guidance for Federal Transit Administration Recipients) requiring transit agencies to develop policies when they contemplate service or fare changes. Despite being an FTA requirement, a Title VI Equity Analysis does not replace the responsibility for conducting an ongoing process that considers equity among other factors when designing fare changes, service changes, or discretionary policies and programs.

## Marin Transit's Title VI Program

Marin County has approximately 250,000 residents, and they are located primarily along the U.S. Highway 101 corridor stretching to Sonoma in the north and San Francisco to the south. Most of Marin County consists of protected open space; national, state, and local parks; and agricultural preservation areas in South and West Marin. Marin Transit carries 3.5 million local transit and paratransit trips each year. Based on a 2017 Marin Transit fixed route passenger survey, approximately 59 percent of local riders are low-income and approximately 71 percent identify as minority or other. Over half of the survey respondents identified as Hispanic (52%).

**Table 1** below updates demographic analysis in the District's Title VI Program table with the results of the 2017 On-board Ridership Surveys and 2017 American Community Survey (ACS) data. Consistent with FTA's Title VI guidance, minority population is defined as all persons who self-identify as not white in the US Census and persons who identify as Latino or Hispanic regardless of race. As applied in Marin Transit's 2017 Title VI Program, low-income is defined as households earning less than \$50,000 annually. The countywide average proportion of minorities residing in Marin County is 28 percent. In all cases, Marin Transit routes serve predominantly minority and low-income residents based on passenger survey results and ridership statistics. Marin Transit conducted its most recent onboard passenger survey in 2017, and the most recent survey of Marin Access paratransit and mobility management program clients was conducted in 2018.

The 2017 Board-adopted Title VI Program sets procedures that the District must follow regarding fare and major service change proposals. As defined under the program, major service and fare changes are subjected to an equity analysis to identify disparate and disproportionate impacts. Marin Transit fare change proposals are developed based on a long process of research, survey, and public participation. Before Board approval of any fare change, the District provides a meaningful opportunity for riders and the general public to discuss possible impacts and comment on any proposed mitigation measures. This includes discussion of less discriminatory alternatives that may be available, in advance of any action on the proposals that the Board of Directors may approve.

To comply with the 2012 FTA Title VI guidance, the Marin Transit Board adopted Policies on Major Service Change, Disparate Impact, and Disproportionate Burden for evaluating service and fare changes on June 24, 2013. These three policies established a definition of what constitutes a major service change to require an equity analysis and a statistical threshold to determine whether minority and low-income riders are disproportionately impacted by a service or fare change. These are provided as Appendix A with a description of the public outreach efforts associated with establishing these policies.

**Table 1: Demographic Overview of Transit Riders in Marin County**

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

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

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

## Developing the Proposal to Change Marin Access Fare Policies and Program Eligibility and Marin Transit Fixed Route Passes

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

The first Marin Access Study recommendation:

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

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

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

The second Marin Access Study recommendation:

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

“Eligibility for nearly all Marin Access programs differs and creates confusion for the user and inconsistency across the services. Many Marin Access clients also rely on auxiliary services, not operated by Marin Transit, that are subject to their own requirements and eligibility thresholds. Establishing a consistent and clear eligibility process for all Marin Access program is an important step in improving the user experience and ensuring programs are easy to understand and use. Changes to Marin Access



eligibility thresholds need to be considered jointly with potential fare policy changes and developed with an understanding of eligibility requirements established by other service providers in the county and the Bay Area. Action Items might include: Standardize eligibility across Marin Access and Marin Transit services and programs; Develop recommendations for a system-wide low-income fare policy.”

### Marin Transit Fare Policies and the Short Range Transit Plan

Marin Transit updates its Short Range Transit Plan (S RTP) every two years. The S RTP is a fiscally constrained five-year blueprint with a ten-year financial outlook. The S RTP is informed by completed and ongoing planning efforts, including the 2016 Marin Access Study and related actions. The Marin Access and Marin Transit fare policy and program proposals build on the principles and priorities of the S RTP and extensive public participation opportunities. These include community-based transportation plans for Marin City in Southern Marin and for the Canal neighborhood in San Rafael and ongoing public participation activities. The 2016, 2018, and 2020 plans reflect the goals and guiding principles for proposed changes to fare policies and programs. Appendix B of this report is from the current draft S RTP proposed for adoption at the Marin Transit Board meeting on February 3, 2020.

### Public Participation Before and After the Public Comment Period

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

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

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

**Appendix E** to this report summarizes all stakeholder and community partner comments and indicates how staff used these comments to revise the draft proposal.

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

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

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

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

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

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

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

## Adjustments to the Proposal Resulting from Public Outreach and Subsequent Analysis

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

## Marin Access Rider Surveys and Client Database as Data Sources

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

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

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

**Table 2: Marin Access Client Survey Participation (2017 and 2018)**

	2017	2018
Total Surveys Mailed	1750	1996
Target Response Rate	Unknown	20%
Surveys Needed	-	399
Surveys Received	347	272
Completed by Phone	-	130
Actual Response Rate	20%	20%

For the Catch-A-Ride data, respondents self-reported their use of the service, income, and race/ethnicity.

## Proposed Changes to Marin Access and General Purpose Dial-A-Ride Fares

### Marin Access Paratransit and Catch-A-Ride Fare Changes Proposed in Two Phases

If approved by Marin Transit, the first phase will be effective July 1, 2020 on Marin Access Paratransit and Catch-A-Ride. Phase 2 would go into effect three years later on July 1, 2023.

Phase 1 proposes that fares for ADA-mandated and non-mandated paratransit trips will increase to \$3.00. Currently, ADA-mandated trips are priced the same as fixed route adult fares at \$2.00 per trip. Non-mandated paratransit trips are priced at \$2.50. Marin Transit adult fixed route and paratransit fares have been held constant since 2004. Going forward there will be no differentiation in fares for mandated and non-mandated paratransit.

The second phase will be effective July 2023 and is proposed to further increase the per trip paratransit fare from \$3.00 to \$4.00. The Catch-A-Ride program subsidies will also change in Phase 2. **Table 3** below provides the current and proposed fare and subsidy structure for Catch-A-Ride.

**Table 3: Proposed Changes to Catch-A-Ride Subsidized Same-Day Taxi Service**

Current Catch-A-Ride	Phase 1	Phase 2
Free up to \$14.00/\$18.00	\$4.00 + 100% of fare above \$18.00	\$5.00 + 100% of fare above \$19.00
Limit of 8 trips/month <sup>(1)</sup>	Limit of 10 trips/month	Limit of 10 trips/ month
<b>Note:</b> (1) Qualified low-income riders get an additional \$4.00 in subsidy per ride or free rides up to \$18.00.		

The Catch-A-Ride is provided for ADA-eligible riders as a convenient same-day service alternative to paratransit and to older adults based on age requirements. At no charge to the rider, this service currently provides up to \$18 in distance-based service per trip for low-income riders and \$14 for those who are not low-income. In both cases, riders are limited to eight trips per month. The proposal alters the fare structure by adding a \$4.00 fare per trip with subsidy of \$14 per trip. Above \$18, the rider will pay 100 percent of the trip cost. At \$14, the subsidy per trip will remain the same as currently provided for those who are not low-income. The number of subsidized trips for each client will increase from eight to ten trips per month, a 25 percent increase.

In Phase 2, the base fare is proposed to rise from \$4.00 to \$5.00 beginning in July 1, 2023. The rider will pay 100 percent of the trip cost above \$19.

### Proposed Changes to Dial-A-Ride Fares

The fares for the two rural Dial-A-Rides and the Novato Dial-A-Ride (DAR) are proposed to change on July 1, 2020. The Novato DAR offers an on-demand shuttle for travel within the City of Novato with curb to curb service. Currently, the Novato DAR per trip fares are the same as on Marin Transit's fixed route services at \$2.00 for Adults and \$1.00 for Senior, Disabled, and Youth riders. Marin Transit is proposing to increase the fare on the Novato Dial-A-Ride to \$4.00 for Adults and \$2.00 for Senior, Disabled, and Youth riders.

The Dillon Beach/Tomales Dial-A-Ride operates one round trip per week on Wednesdays by reservation. It provides curb-to-curb pick-up and drop-off service between Dillon Beach, Tomales, and Petaluma in Sonoma County. The Point Reyes Dial-A-Ride operates two round trips per month on the first and third Mondays, by reservation. It offers curb-to-curb pick-up and drop-off service between Point Reyes Station and Novato.

The current fare for the two rural services is \$2.50 each way. For both rural Dial-A-Ride services, Marin Transit is proposing to raise the one-way fare to \$4.00 for Adults and to lower the fare for Senior, Disabled, and Youth riders to \$2.00.

### Notes on Dial-A-Ride Ride Data

Dial-A-Ride ridership information is from the trip history for calendar years 2017 and 2018. Marin Transit does not collect income or race/ethnicity information from these riders. Date of birth is collected from riders that disclose this information at the time of trip scheduling or based on information Marin Transit has if the rider is eligible for Marin Access Paratransit. Dial-A-Ride and Marin Access Paratransit are both scheduled using TripSpark PASS. To determine data for use in the Fare Equity Analysis, staff combined trip history data with Marin Access Travel Navigator Database information to determine whether a rider reported minority and/or low-income status.

### Title VI Fare Equity Analysis for Marin Access Program and Dial-A-Ride Fare Changes

Based on survey data, **Table 4** below indicates that the burden of the fare increase is shared equally among Marin Access riders. There is no difference between the impact to minority and low-income clients and those who are not. Based on Title VI guidance, there is no disparate impact or disproportionate burden.

**Table 4: Marin Access Survey Data and Fare Equity Analysis for Phase 1 (July 1, 2020)**

Marin Access Programs	Ridership Information (Numbers)				Fare Information				Average Fare Change			
	Minority	Non-minority	Low-income	Non low-income	Current fare	Proposed fare	Fare change %	Fare change absolute	Minority	Non-minority	Low-income	Non low-income
Paratransit	86	369	317	53	\$2.00	\$3.00	50%	\$1.00	\$86.00	\$369.00	\$317.00	\$53.00
Non-Mandated Paratransit					\$2.50	\$3.00	20%	\$0.50				
Catch-A-Ride subsidized taxi	49	241	190	47	Distance-based, variable fare	\$4.00		See Table 3				
Dial-a-Ride, Seniors	Unknown	Unknown	99	1	\$1.00	\$2.00	100%	\$1.00			\$99.00	\$1.00
Dial-a-Ride, Adults	Unknown	Unknown	Unknown	Unknown	\$2.00	\$4.00	100%	\$2.00				
Dial-a-Ride, Rural	Unknown	Unknown	2	0	\$2.50	\$4.00	60%	\$1.50			\$2.00	\$0.00
								Average	\$1.00	\$1.00	\$1.00	\$1.00
								Percent Increase	50%	50%	50%	50%

## Marin Access Clients Able to Ride Marin Transit Fixed-Route Services

**Table 5** provides data from two sources for Marin Access older adult and disabled clients who report that they ride Marin Transit fixed route services when they are able to do so. The rider survey and Travel Navigator database are consistent in finding that those riders are primarily low-income. Currently, Marin Transit’s monthly pass for senior /disabled passengers is \$25. Marin Transit is proposing to further lower the price of this monthly pass to \$20. As discussed in the Marin Low-Income Assistance Program section below, eligible low-income clients will receive a free Marin Transit Monthly Pass for access to all local Fixed Route services.

**Table 5: Marin Access Survey, Clients Who Ride Fixed Route Services**

Data Sources	Responded to Race / Ethnicity			Responded to Income		
	Question	Minority	Non-Minority	Question	Low-Income	Non Low-Income
(1) Marin Access Rider Survey	157	28	129	130	107	23
(2) Travel Navigator Database	N/A	Unknown	Unknown	135	127	8

- (1) Marin Access 2017 + 2018 Rider Survey. Self-reported use of fixed route, income, and race/ethnicity.
- (2) Travel Navigator Database through 1/22/2020. This houses all applicant information. Applicants self-report income or was inferred by eligibility for SSI or Marin Access LIFA. Race/ethnicity is not currently requested or reported at intake.

## Mitigations for Marin Access Fare Changes

### Program Eligibility

One of the recommendations from the 2016 Strategic Analysis Study was to make program eligibility consistent across Marin Access mobility programs. Paratransit eligibility will continue to follow ADA requirements. In all cases ADA-paratransit riders are eligible to ride the other programs. In terms of age, eligibility for Volunteer Driver Reimbursement Programs will increase from 60+ to 65+. There will be no impact on those who currently utilize these programs as they will remain eligible. Catch-A-Ride will be



open to all riders age 65+. The current and proposed program eligibility criteria are summarized below in **Table 6**.

**Table 6: Current and Proposed Marin Access Program Eligibility Criteria**

Demand Response Program	Current Eligibility Criteria	Proposed Eligibility Criteria	Applies to
<b>Local Paratransit (mandated and extended)</b>	Marin County resident or visitor and approved for ADA service based on ability-based evaluation	No Change	No Change
<b>Volunteer Driver Reimbursement Programs (STAR &amp; TRIP)</b>	Marin County resident, age 60+ -or- ADA approved	Marin County Resident, age 65+ -or- ADA approved	<ul style="list-style-type: none"> <li>Existing clients are grandfathered into programs</li> <li>New eligibility criteria apply to all new applicants</li> </ul>
<b>Catch A Ride</b>	Marin County resident, age 80+, or 60-79 and no longer driving -or- ADA approved	Marin County Resident, age 65+ -or- ADA approved	No Change
<b>Marin Transit Connect Dial-A-Ride</b>	None (General Public Services)	No Change	No Change

## Marin Access Low-Income Assistance Program Changes

**Table 7** below summarizes the current eligibility and proposed changes for the Low-Income Assistance Program (LIFA) serving Marin Access clients. These changes are intended to provide consistency and to substantially offset the burden on low-income clients of the increase in paratransit fares. The eligibility requirements and financial assistance benefits for paratransit and Catch-A-Ride are combined and will rely on the Elder Economic Index or qualification for Medi-Cal.

### New Financial Assistance for LIFA-eligible Marin Access Clients

Under the proposal, all LIFA eligible clients will receive a \$20.00 credit each month for use on all Demand Response programs. These include Paratransit, Catch-A-Ride, Marin Transit Connect, and the Dial-A-Rides serving Novato, Point Reyes, and Dillon Beach/Tomales. LIFA clients will also receive a free Marin Transit Monthly Pass to ride all local Fixed Route services.

**Table 7: Low-Income Fare Assistance  
Programs Current and Proposed**

	Paratransit	Catch A Ride	Proposed Low-Income Fare Assistance
<b>Program Eligibility<sup>(1)</sup></b>	Marin County resident or visitor and approved for ADA service based on ability-based evaluation	Marin County resident, age 80+, or 60-79 and no longer driving  -or- ADA approved	Marin County Resident, age 65+  -or- ADA approved
<b>LIFA Eligibility Threshold</b>	SSI Eligibility <sup>(2)</sup>	Income Tied to Elder Economic Index <sup>(3)</sup>	Income tied to Elder Economic Index <sup>(3)</sup> or Medi-Cal Qualified
<b>Financial Assistance</b>	Ticket booklets valued at total of \$40 per quarter	Additional \$4 subsidy per ride (up to \$32 per month)	<ul style="list-style-type: none"> <li>▪ \$20.00 in credit each month for use on all Demand Response programs.(4)</li> <li>▪ Monthly Pass for free access to Fixed Route.</li> </ul>
<b>Documentation Required to Demonstrate Eligibility</b>	SSI Eligibility Letter	Self-Reported	<ul style="list-style-type: none"> <li>▪ Medi-Cal status can be confirmed with County of Marin</li> <li>▪ Proof of age/address/ income required (documentation can include SSI letter, AGI from federal income tax forms, recent paystubs, Marin County General Assistance Letter, etc.)</li> </ul>
<b>Program Applicability</b>	Paratransit Only	Catch-A-Ride Only	All Programs that require a fare
<b>Process</b>	Two 10-ticket/ride booklets mailed to participant on a quarterly basis by Travel Navigators	Additional subsidy applied at booking beyond CAR subsidy	Credit added into e-wallet account to scheduling software and applied at time of booking; Fixed Route monthly pass distribution TBD

<b>Delivery</b>	Paper, manual process	None - managed through Access database	None - managed through scheduling software
<b>Eligibility Renewal</b>	N/A	N/A	Annual

**Table 7 Notes:**

- (1) Recipients of LIFA must apply and be approved for one of the Marin Access programs including ADA paratransit, Volunteer Driver, or Catch-A-Ride.
- (2) The income limit for SSI is the federal benefit rate (FBR), which is \$771 per month/\$9,252 annually for an individual and \$1,157 per month/\$13,884 for a couple in 2019.
- (3) Based on annual household income: \$22,272 / 1-person household, Owner w/o Mortgage.
- (4) Demand Response programs include Paratransit, Catch-A-Ride, Connect, Novato Dial-A-Ride, and Point Reyes Dial-A-Ride and Dillon Beach Dial-A-Ride (in West Marin).

## Proposed Changes to Marin Transit Fixed Route Pass Programs

Marin Transit has analyzed data on fixed route fare payment methods from its most recent on-board passenger survey in 2017. This is summarized in **Table 8**, below. Marin Transit used the survey data to identify the fare media usage distinguished by rider characteristics, i.e. minority and low-income.

Minority populations are those who identified themselves as American, Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latin, Native Hawaiian or Other Pacific Islander. Consistent with the Marin Transit 2017 Title VI Program, low-income is considered as households that earn less than \$50,000 annually.

The 2017 passenger survey data did not differentiate between Adult, Senior/Disabled and Youth Local Passes or 1-day, 7-day, or monthly categories.

**Table 8: Survey Results for all Marin Transit Fare Payment Methods by Minority and Income Status, Actual Total Reported Methods**

Fixed Route Passes (Day, 7-Day, or 31-Dday)	Ridership Information (Numbers)				
	Minority	Non-minority	Low-income (below \$50,000)	Non low-income (\$50,000 or more)	Total Surveys
Marin Local Pass, Adult	49	19	36	24	1,214
Marin Local Pass, Youth	4	2	2	1	
Marin Local Pass, Senior/Disabled	11	13	15	3	
Cash	529	182	464	124	
Clipper Electronic Card	113	82	127	42	
Regional Discount Card for Disabled Passengers	9	13	15	2	
College Pass	53	35	55	14	
Youth Pass	83	10	38	17	
<b>Total</b>	<b>851</b>	<b>356</b>	<b>752</b>	<b>227</b>	

Based on 1,214 surveys, **Table 9** shows the percentage of reported Pass program participants out of the total reported fare payment methods by minority and income status.

**Table 9: Survey Results for all Marin Transit Pass Program Methods by Minority and Income Status, As a Proportion of Total Reported Methods**

Fixed Route Passes (Day, 7-Day, or 31-Day) Combined	Ridership Information (%)				
	Minority	Non-minority	Low-income (below \$50,000)	Non low- income (\$50,000 or more)	Total Surveys
Marin Local Pass, Adult	5.8%	5.3%	4.8%	10.6%	1,214
Marin Local Pass, Youth	0.5%	0.6%	0.3%	0.4%	
Marin Local Pass, Senior/Disabled	1.3%	3.7%	2.0%	1.3%	

## Title VI Equity Analysis of Changes to Marin Transit Pass Programs

**Table 10** below estimates the proportion of minority and low-income riders who purchase Marin Transit Passes, by applying the proportions in the 2017 survey data and actual pass usage in fiscal year 2017. This provides context for evaluating the relative impacts of the proposed changes to Marin Transit Pass programs.

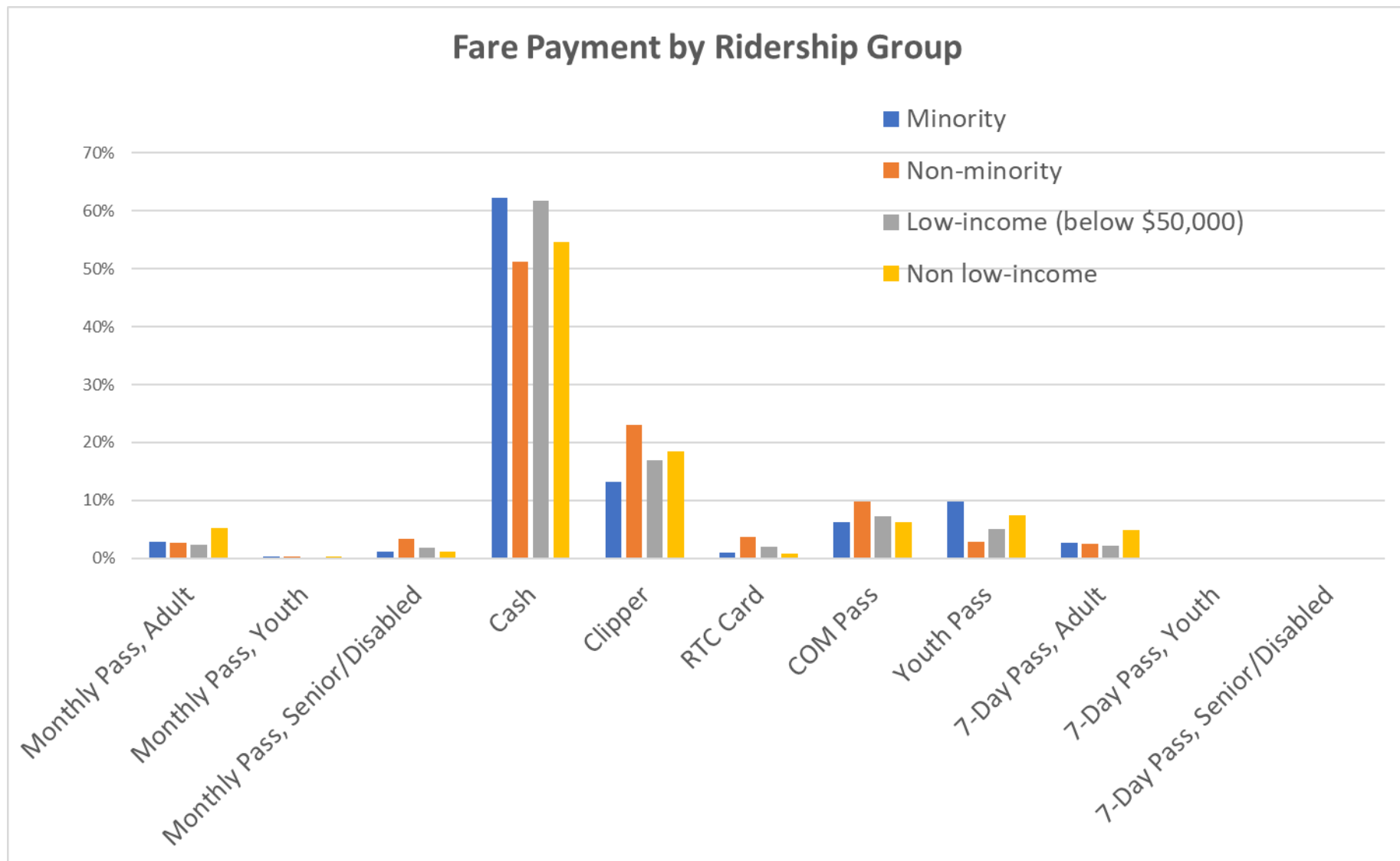
The District is proposing to cut the price of an Adult monthly pass from \$80 to \$40 and the monthly pass for Senior/Disabled passengers from \$25 to \$20. The Youth pass is proposed to be eliminated, as there is no demonstrated use. The 7-Day Pass program is proposed to be eliminated. This section analyzes these proposals and describes the FTA guidance for determining disparate impact on minority populations and disproportionate impact on low-income populations.

**Table 10: Proportion Using Marin Transit Passes Based on Overall Fare Payment Methods Used by Minority and Low-Income Riders**

Fare Payment Methods	Ridership Information (%)			
	Minority	Non-minority	Low-income (below \$50,000)	Non low-income
Monthly Pass, Adult	3%	3%	2%	5%
Monthly Pass, Youth	0%	0%	0%	0%
Monthly Pass, Senior/Disabled	1%	3%	2%	1%
Cash	62%	51%	62%	55%
Clipper Electronic Fare Card	13%	23%	17%	19%
Regional Discount Card for Disabled Riders (RTC)	1%	4%	2%	1%
College of Marin (COM) Pass	6%	10%	7%	6%
Annual & Semester Youth Pass *	10%	3%	5%	7%
7-Day Pass, Adult	3%	2%	2%	5%
7-Day Pass, Youth	0.1%	0.1%	0.1%	0.11%
7-Day Pass, Senior/Disabled	0.0%	0.1%	0.1%	0.01%

**\*Under Marin Transit's Annual and Six-Month Youth Pass Program, 94% of passes are distributed free to eligible low-income students. See page 25 of this report.**

The data from **Table 10** is displayed as a chart on the following page and shows the low usage of Marin Transit Monthly and Weekly Passes compared to cash fares and use of the regional electronic Clipper card.



In **Table 11**, staff uses the results of the 2017 on-board passenger survey to analyze the potential for disparate impacts based on minority status or disproportionate burden based on low-income (those reporting annual household incomes below \$50,000). The analysis finds that the reduction in the price of monthly passes provides significant net benefits to each population. Based on the survey responses, minority riders will experience more benefits than non-minority. Minorities will experience 60 percent of the benefit from the reductions and non-minority riders will experience 40 percent. The results for low-income riders who purchase monthly passes are reversed. Low-income riders will experience 43 percent of the overall benefit while non-low income riders will experience 57 percent of the benefit. Marin Transit's policy on disproportionate burden has a threshold of 20 percent variance in the relative burden or benefit of a fare change. The equity analysis is described in detail below.

Note that this analysis is based on a statistically small number of surveyed riders who purchase monthly passes. For example, of those surveyed 18 identified as low-income and 12 identified as not low-income.

FTA requires Marin Transit to document the percentage change and the absolute change in fares to determine the relative distribution of benefits or burdens. Under FTA guidance, an agency multiplies the fare increase or decrease of each specific fare with the number of riders for each specific fare.

Using the data in **Table 11**, this calculation is (\$40)(24 minority riders), then (\$40)(9 non-minority riders) and (\$40)(18 low-income riders) and (\$40)(12 non low-income riders). The results of multiplying these figures show the distribution of average monthly benefit of the pass price reductions, as follows:

- \$27.29 for minority pass purchase;
- \$19.09 for non-minority pass purchasers;
- \$23.94 for low-income pass purchasers; and
- \$30.94 for non-low income pass purchasers.

FTA guidance specifies that the transit agency add the average fare changes and divide them by the total number of riders in that category. The average minority ridership decrease is \$29.70, which is derived by adding \$960 and \$50 (\$1,010) and dividing that figure by the total number of minority monthly pass purchasers (34, excluding the youth pass category).

The next step is to add the average pass price decrease for minority and non-minority (\$29.70 and \$20) and divide the minority rider figure and non-minority figure separately by the aggregate figure (\$49.70). This is used to determine the percentage decrease for minority and non-minority riders from the average reduction in the cost of the monthly pass calculated as \$29.70/\$49.70 minority and \$20.00/\$49.70 non-minority. Based on the survey responses, the results indicate that minority riders will receive 60 percent of the benefit and non-minority riders will receive 40 percent. Minority riders will benefit substantially more than non-minority riders, and there is no disparate impact from the monthly pass price reduction. The 2017 survey indicated that 71 percent of Marin Transit identify as non-white. Marin Transit anticipates that the price reduction will provide an additional incentive for minority riders to purchase a monthly pass.



Staff repeated this calculation for low income and non-low income riders, using \$24.68/\$57.68 to determine the share of benefits for low-income riders and \$33.00/\$57.68 to determine the share of benefits for non-low income riders. Based on the survey responses, these results indicate that low-income riders will receive 43 percent of the benefit and non-low income riders will receive 57 percent.

The percentage difference in benefit for low-income versus non-low-income riders is 14 percent. This figure is within Marin Transit's threshold for disproportionate burden, which is 20 percent. According to the 2017 on-board survey, 59 percent of Marin Transit riders are from low-income households.

Marin Transit anticipates that cutting the price of the Adult Monthly Pass from \$80 to \$40 will provide an incentive for a higher proportion of low-income riders to purchase a monthly pass. The \$40 pass price is two times the current weekly pass price of \$20.

These results are shown in **Table 11**, below.

**Table 11: Title VI Equity Analysis of Fixed Route Pass Program Changes, On-Board Survey**

2017 Fixed Route Survey Findings (out of 1214 surveys)	Fare Information				Average Fare Change				Relative Distribution of Fare Change by Category			
	Minority	Non-minority	Low-income (below \$50,000)	Non low-income	Current fare	New fare	Fare change %	Fare change absolute	Minority	Non-minority	Low-income	Non-low-income
Monthly Pass, Adult	24	9	18	12	\$80.00	\$40.00	-50%	\$40.00	\$960	\$360	\$720	\$480
Monthly Pass, Youth	3	1	1	1	\$40.00	\$40.00	0%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Monthly Pass, Senior/Disabled	10	12	14	3	\$25.00	\$20.00	-25%	\$5.00	\$50	\$60	\$70	\$15
<b>Average benefit for each category</b>									<b>\$29.70</b>	<b>\$20.00</b>	<b>\$24.68</b>	<b>\$33.00</b>
<b>Percent benefit by category</b>									<b>60%</b>	<b>40%</b>	<b>43%</b>	<b>57%</b>

**Table 12: On-Board Survey of Marin Transit 7-Day Pass Purchases, by Category**

<b>2017 Fixed Route Survey (out of 1214 total surveys)</b>	<b>Minority</b>	<b>Non-minority</b>	<b>Low-income (below \$50,000)</b>	<b>Non low-income</b>	<b>Pass Price</b>	<b>Proposed Action</b>
<b>7-Day Pass, Adult</b>	22	9	16	11	\$20.00	Eliminate
<b>7-Day Pass, Youth</b>	1	0	0	0	\$10.00	Eliminate
<b>7-Day Pass, Senior/ Disabled</b>	0	0	1	0	\$10.00	Eliminate

## Eliminating the Weekly Pass

**Table 12** above summarizes the number of fixed-route passengers that stated that they purchased a 7-Day Pass in the 2017 on-board surveys by minority and low-income status. Out of 1214 surveys, 49 passengers or four percent responded that they purchased the 7-Day Pass. Based on actual recorded use of the 7-Day Pass, less than one percent of all Marin Transit riders use this pass.

The proposal eliminates Marin Transit's seven-day passes for all categories. The price is currently \$20 for adults, which is equivalent to an \$80 monthly pass. The fare proposal cuts the price of adult monthly passes by 50 percent, from \$80 down to \$40. The monthly pass for youth will be rolled into the adult pass and the price will be the same. By cutting the monthly pass price in half, Marin Transit hopes to incentivize ridership in two ways. First, promote the purchase of a \$40 monthly pass. Second, encourage more passengers to take advantage of the fare discounts that accompany use of the regional Clipper Electronic Fare Card. Clipper provides a ten percent discount per trip.

The current weekly pass for Senior and Disabled riders is \$10, and the monthly pass is \$25. The proposal will reduce the price of a monthly pass to \$20. This is equivalent to the price of two current weekly passes. For Youth, the current weekly pass price is also \$10. The monthly pass for youth riders will remain at \$40.

## Impact of Eliminating Marin Transit's Six-Month Youth Pass

Marin Transit has offered a school-based Youth Pass program to Marin County students for the past ten years. In fiscal year 2018/19, over 4,600 youth pass "stickers" were distributed to 33 participating public and private schools. Of these, 49 were for six-month passes. The six-month stickers distributed constitute just one percent of the total distributed. The six-month pass costs \$175, and the annual pass costs \$325. The annual pass provides a 5-10 percent discount for students who ride Marin Transit daily to and from school. Students whose families demonstrate income restrictions similar to the State-administered free and reduced-price meal program participate in the Youth Pass Program at no charge. Of the 49 six-month passes issued, 39 were purchased and ten were issued to students for free.

Based on the District's annual report, *Analysis of the 2018-19 Marin Transit Youth Pass Program*, 94 percent of all Marin Transit youth passes are distributed for free to low-income students. Only six percent of the youth passes were purchased. Marin Transit has data that tracks youth flash pass usage. However, that data does not distinguish between the two categories of youth passes (the six-month and annual youth pass).

As part of the proposed changes to Marin Transit passes, the District proposes eliminating the six-month pass. The free pass program for income-eligible students will remain unchanged.

Youth who are not eligible for the free pass program will continue to have the option to purchase the \$1.00 youth cash fare, a monthly pass at the current price of \$40, or to purchase the annual pass. Marin Transit anticipates there will be minimal impacts due to eliminating the six-month youth pass. There will be no impact on low-income students due to the availability of the free pass program.

## Conclusion

Using the results of the Marin Access rider survey, the fare equity analysis of the proposed increase in Paratransit fares indicates that the burden of the fare increase is shared equally among Marin Access riders. There is no difference between the impact to minority and low-income clients and those who are not and, therefore, no disparate impact or disproportionate burden. At the same time, Marin Transit has identified a package of mobility program incentives and revisions to the Marin Access Low-Income Fare Assistance program that mitigate the impacts. These will increase subsidies for alternative and premium mobility options while clarifying program eligibility for low-income clients using the Elder Economic Index. Low-income eligible clients who are able to ride fixed route services will receive free monthly passes.

Based on analysis of 2017 Marin Transit fixed-route survey responses, minority riders will receive 60 percent of the benefit and non-minority riders will receive 40 percent from the reductions in monthly pass prices. This indicates that minority riders will benefit substantially more than non-minority riders, and there is no disparate impact from the monthly pass price reduction. In the 2017 survey, 71 percent of Marin Transit riders stated that they were either minority or other. Marin Transit anticipates that the reduced monthly pass price will lead to more participation from minority riders.

For Marin Transit's low-income riders, the equity analysis indicates that low-income riders will receive 43 percent of the benefit and non-low income riders will receive 57 percent. The difference in benefit for low-income and non-low-income riders is 14 percent and within Marin Transit's threshold for determining disproportionate burden, which is 20 percent.

The 2017 on-board survey found that 59 percent of Marin Transit riders are from low-income households. Marin Transit anticipates that reducing the Adult Monthly Pass from \$80 to \$40 will increase the incentive for low-income riders to purchase a monthly pass.

Marin Transit is prepared to conduct a thorough, multi-faceted public education campaign in Spanish and English after changes are approved by the Board. Marin Transit anticipates implementing the fare proposal package on July 1, 2020. The District will monitor changes in travel behavior and program participation by minority and low-income Marin Access eligible clients and identify any unanticipated impacts. Marin Transit meets regularly with the Marin County Paratransit Coordinating Council and the Marin Mobility Consortium. These meetings provide a forum for discussing the impacts of the changes and identifying improvements. The District will continue to use rider survey data and review comments from Marin Access and Marin Transit fixed-route riders and monitor Pass program usage. Staff will develop future recommendations for improvements, as needed, to ensure that Marin Transit is meeting its goals and maximizing mobility for its most vulnerable riders.

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

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

### Marin Transit Policy on Major Service Changes

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

**Table 1: Examples of Service Changes on Bus Routes**

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

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

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

- a. The addition of a new transit route. Reassignment of existing route numbers, including splitting or combining two or more routes, will not constitute a new transit route. However, if the reassignment will impact the number of transit revenue hours or the route path, the criteria (c) and (d) listed below will be considered. Transit revenue hours refers to the amount of time that a bus is available to carry passengers; or
- b. New service on streets not previously used by any route (excluding major arterial streets and streets designated as a truck route); or

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

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

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

**Table 2: Marin Transit Productivity Goals by Route Typology (updated January 2020)**

Typology	Routes	Productivity Target (minimum)
Local Trunkline	35, 36, 71X	20 passengers/ REVENUE HOUR
Local Basic	17, 22, 23, 23X, 29, 49	18 passengers/ REVENUE HOUR
Local Connector	219, 228, 233, 245, 251, 257	8 passengers/ REVENUE HOUR
Supplemental	113, 115, 117, 119, 125, 139, 145, 151, 154	20 passengers/TRIP
Rural	61, 68	6 passengers/ REVENUE HOUR
Recreational	66	25 passengers/ REVENUE HOUR
Demand Response	Paratransit, Novato DAR, Dillon Beach/Tomales DAR, Point Reyes DAR	2 passengers/ REVENUE HOUR

**Source:** Marin Transit 2020-29 Short Range Transit Plan

### **EXCEPTIONS** *(continued)*

- ii. Frequency of service (or headway) adjustments of up to 20 minutes that are not combined with changes to a route's revenue hours or path as described in (c) and (d) above.

- iii. Standard seasonal variations, unless the variations, as compared to operations during the previous season, fall within the definition of major adjustments in transit service listed in the criteria (a) through (d) above.
- iv. Introduction or discontinuation of short- or limited-term service as long as the service will be or has been operated for no more than twelve months. These include promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversion for construction or other similar activities. Emergency service changes include changes to routes or service frequencies that result from a disaster that severely impairs public health or safety; changes in access to public streets (such as street closures); or the ability of District equipment to travel on public streets.
- v. Restoration of service previously eliminated due to budget constraints, provided the service runs on the same route as it had prior to its elimination, subject to minor deviations that do not exceed the requirements of (a), (b), (c), or (d) above.
- vi. Changes to infrequent, seasonal, or supplemental routes, including supplemental school routes that meet the requirements of (a) or (b).

## Marin Transit Policies on Disparate Impact and Disproportionate Burden

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

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

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



*a. Definitions of Disparate Impact and Disproportionate Burden*

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

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

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

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

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

*b. Disparate Impact on Minority Populations*

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

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

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

*c. Disproportionate Burden on Low-Income Populations*

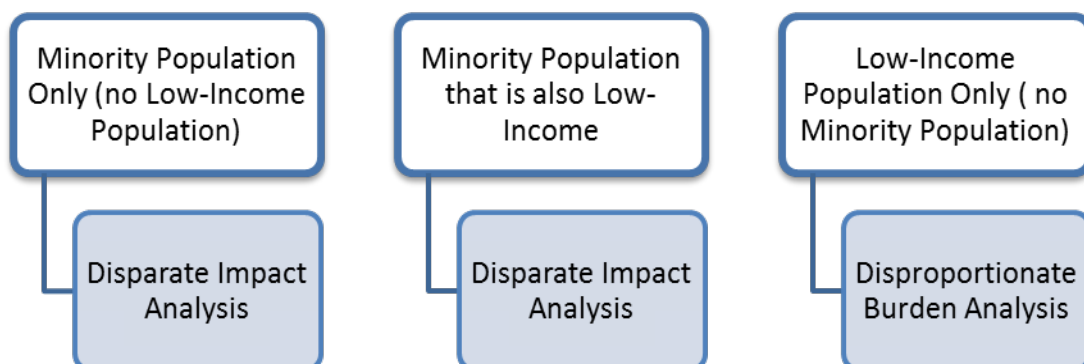
Race, color, and national origin are protected classes under Title VI. While low-income populations are not protected, Marin Transit recognizes the need to evaluate the impacts of service and fare changes on transit-dependent passengers. Marin Transit's disproportionate burden policy is based on a scenario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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

## Appendix B – Proposal for Changes to Marin Transit Fare Policy, Program Eligibility, and Low-Income Fare Assistance

### Background

The Marin Transit 2016 and 2018 Short Range Transit Plans took an in-depth look at Marin Transit’s fare policy, and proposed changes to the structure and fare prices in response to the following policy goals:

- Maintain cost effectiveness targets by service typology;
- Offer fare media that encourages ridership and simplifies payment;
- Keep Marin Transit fares in line with peer agencies;
- Provide non-cash options to support operational efficiency; and
- Maximize social equity by providing mobility for all within the county

In 2016, the District released the Marin Access Strategic Analysis and Recommendations report which provides an in-depth overview of Marin Access programs and riders, and the market forces that influence current and future demand. The study examined how Marin Access services are being utilized, what aspects of the programs are well-performing, and what changes in policy or programs will improve rider’s experience and enhance mobility management in the county. This study identified opportunities and constraints to improve Marin Access fare and eligibility policies and recommended the following strategies:

- Reevaluate fare policies to optimize public subsidy, achieve sustainable programs, ensure fares are equitable and maintain a safety net for low-income individuals, and create pricing that manages consumer demand for services
- Reassess eligibility thresholds to achieve consistency and equity across all Marin Access and Marin Transit programs

Staff revisited previous recommendations on fares and eligibility criteria for Marin Access program and the Low-Income Fare Assistance (LIFA) that is offered to older adults and those with disabilities.

A comprehensive review of fares and eligibility thresholds together has not been completed to date. With the addition of new programs such as Connect, upgraded technology expected to come online in 2020 such as the ability to pay fares via an online “wallet,” and growing needs in the community, revisiting the fares and eligibility policies were deemed necessary.

As part of the SRTP 2020-2029, staff conducted a comprehensive evaluation of fare pricing, policies, and program eligibility standards to develop policy updates that will benefit riders and increase the financial sustainability of Marin Transit programs. Staff also conducted a survey of riders in November and December 2018 to inform these efforts and better understand why riders use certain payment methods and identify possible incentives to achieve goals of the fare proposal.

This Appendix reflects these updates and changes.

## Guidelines for Setting Fares and Eligibility Standards

As a result of evaluation of fare pricing, policies, and program eligibility standards, staff identified the following challenges, and established the fare policy and eligibility goals that guided the recommended policy changes.

### Key Considerations and Challenges

- Marin Transit has not increased its Fixed Route or Paratransit fares since 2004.
- Fare revenues in Demand Response programs do not keep pace with increasing operations costs and do not meet current financial performance targets.
- Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area.
- Some fares do not reflect the premium features offered across various services and programs. For example, the fare for some curb to curb, non-ADA demand response services is lower than the Fixed Route fare.
- Marin Transit cannot independently change its fares within the Clipper system as its fare table in Clipper is shared with Golden Gate Transit. Until Clipper independence is reached, all changes to local fares must be agreed upon by both agencies.
- Even though the fare for local trips is \$2, Clipper users on local routes are required to tag-on/tag-off. This continues to be an obstacle for attracting local passengers to use Clipper. When a passenger forgets to tag off on exiting a Marin Transit bus, they are charged a higher regional fare.
- Eligibility criteria to receive low-income fare assistance is inconsistent across services and programs. This has led to rider and community partner confusion.

### Rider Survey

In 2018, Marin Transit staff conducted a survey of riders as part of a larger agency effort to simplify its fare structure. The goal of the survey was to better understand why riders use certain payment methods and identify possible incentives to achieve goals of the fare proposal. The survey also intended to identify the level of rider's awareness of different fare media options, determine willingness to shift away from cash to period passes and Clipper, and gauge rider's interest in mobile ticketing.

The fare payment survey was administered online and on-board in both English and Spanish. A total of 535 responses were received with 301 responses coming from onboard riders and 234 responses online. About 17 percent of riders responded in Spanish, and 25 percent of onboard surveys were completed in Spanish. Over 85 percent of all respondents identified themselves as transit riders.

In summary, cash was overwhelmingly perceived as an easy and convenient way to pay. Common theme in survey responses included:

- Lack of knowledge on Clipper and passes,
- Cash being known as the only fare payment method, and
- Financial challenges with affording a prepaid fare payment option

The survey results also confirmed that over 25% of cash users will be willing to consider using passes if they were less expensive, while more than 60% of cash users were not aware of the 10% Clipper discount. Additionally, over 25% of cash users indicated concerns of being overcharged when paying by Clipper.

Lastly, about 67% of surveyed riders responded they were interested in mobile ticketing. Of those riders, 41% currently pay with cash, 40% percent pay with Clipper, and 19% percent use a pass product.

The results of the survey confirmed that while there are opportunities to shift away from cash to support operational efficiencies, cash may remain the preferred method of fare payment for about 19% of the riders who indicated that they will not consider using any other fare media.

Staff also concluded that pass and Clipper usage can be incentivized through pricing adjustments, and considering the limited level of rider knowledge on some of the fare products, a focused marketing and education on fares is recommended to reinforce the impact of the policy updates and lead to riders behavioral changes in fare payment.

### Fare and Eligibility Policy Goals

The 2020-2029 SRTP recommendations for fare policy and eligibility standards are targeted at the following goals:

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

The proposed policy changes fall into the following three categories:

- Fare policies;
- Low-income fare assistance (LIFA) for older adults and those with disabilities; and
- Program eligibility for demand response programs.

Due to the interrelationship between these policies, staff considered changes to these three areas concurrently.

### Fare Policy

The 2018 Short Range Transit Plan described recommendations for system-wide changes to fare pricing and structure. Staff are using the 2018 SRTP update as a guide for the updated fare policy changes. Staff continue to carefully weigh potential recommendations and guidelines to ensure they are consistent with regional goals and facilitate transfers with our partner transit agencies.

The 2018 SRTP recommended fixed route changes to Clipper pricing and youth fares. Staff held on recommending any major changes to fixed route fares, due to the following factors:

- Marin Transit and Golden Gate Transit are embedded within the Clipper regional fare system, and changes related to fare structure cannot be achieved independently within the Clipper environment. Golden Gate Transit declined to support proposed changes to youth fares.
- Regional efforts are underway by MTC and San Francisco Planning and Urban Research (SPUR) to simplify fares and improve coordination within the region. Recommendations for significant changes to fixed routes fares should follow guidance from the region and additional coordination with our partner transit agencies.

Marin Transit will be designated as an independent operator under Clipper 2.0, which is expected to occur by 2023. Staff recommends postponing fixed route fare changes to when the District has control over its fare pricing, while remaining consistent with any future regional guidance.

The proposed eligibility and fare policy changes fall into two main categories are shown in Table B-1:

- Adjust pricing and structure of Fixed Route Fare Media (passes)
- Implement a phased update for fare structure and pricing of Marin Access demand response programs including paratransit, Dial-A-Ride, and Catch-A-Ride

### Fixed Route Fare Media Changes

#### 7-day Passes:

Proposed Change:

- Eliminate the 7-day Pass for all fare categories, including Adult/Senior/Youth

The following are expected Impacts of these changes:

- Eliminate the administrative burden associated with providing weekly passes that are currently underutilized.
- Minimal impact on current pass users. This is due to very low usage of this pass (below one percent). Lowering monthly pass prices will be provide a new cost-effective option.

#### Monthly Passes:

Proposed Changes:

- Reduce Adults Monthly Pass prices to \$40 (-50% compared to current \$80 pass price)
- Reduce Senior Monthly Pass price to \$20 (-20% compared to current \$25 pass price)

The following are expected Impacts of these changes:

- Make monthly passes a more attractive option to encourage pass usage over cash fare payments.
- Provide additional discount for regular riders who rely on public transit.
- Encourage additional usage of the services.

## Demand Response Program Fares and Fare Policy

### Dial-a-Ride (DAR) Fares

Proposed Changes:

- Increase DAR fare to \$4.00 for the general public (from \$2.00 to \$4.00 for the Novato DAR and from \$2.50 to \$4.00 for Rural DAR).
- Increase DAR fare for older adults and persons with disabilities from \$1.00 to \$2.00.

The following are expected Impacts of these changes:

- Fare pricing to align with the premium aspects of DAR services compared to Fixed-Route (i.e. on-demand curb-to-curb pick-up and drop-off services).
- DAR pricing to support operational efficiencies and cost performance targets.
- Higher DAR fares will be an incentive for the general public to use Fixed Route services over DAR where possible. This will free up additional capacity for older adults and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders.

### ADA Paratransit Fares

Proposed Changes:

- Increase all paratransit program fares to \$3.00 in Phase 1, effective July 1, 2020. This will equate to a 50% increase in the fare for current mandated paratransit and a 20% increase compared to current extended service area, or non-mandated, paratransit services.
- Increase all paratransit fares to \$4.00 in Phase 2, effective July 1, 2023.

The following are expected Impacts of these changes:

- A competitive pricing structure will encourage riders to use Fixed Route services over ADA Paratransit services where possible.
- Fare pricing will keep pace with growing paratransit operations costs and meet District's performance targets.
- Staff proposes increased eligibility thresholds and additional fare assistance subsidy levels for the Low-Income Fare Assistance Program to alleviate or eliminate the impact of fare increase on low-income riders.

### Catch-A-Ride (CAR) Fare Structure

Proposed Changes:

- Adjust CAR fare structure to require an initial \$4.00 fare from rider to activate the subsidy of \$14 per trip, effective July 1, 2020. The rider will pay 100 percent of the trip cost beyond \$18. The subsidy per trip level will remain the same as currently provided for CAR riders that are not income eligible. Increase the limit of allowable subsidized trips to ten trips per month. This is 25 percent more trips compared to the current program.
- Adjust CAR base fare from \$4.00 to \$5.00, effective July 1, 2023. All other fare rules stay the same. The rider will pay 100 percent of the trip cost beyond \$19.



- The following are expected Impacts of these changes:
- The initial \$4 contribution encourages use of Fixed Route services over CAR where possible
- Increased fare revenue will allow program to continue to meet District’s performance targets
- Riders will have an additional two CAR trips per month to support increased trip making

**Volunteer Driver Reimbursement Subsidy**

Proposed Changes:

- Increase volunteer driver mileage reimbursement to \$0.60/mile. This will be a 70% mileage reimbursement increase for STAR and 50% mileage reimbursement increase for TRIP compared to current rates.

The following are expected Impacts of these changes:

- Higher mileage reimbursements will increase the incentives for volunteer drivers to participate in the program
- Increased incentives will encourage riders take more trips using the Volunteer Drivers Program. The VDPs are more cost-effective than paratransit or other Marin Access services
- Provides additional support for Senior/ADA riders to ask for ride assistance

**Table B-1: Proposed Fare Changes, next page**

Program	Current	Proposed Phase 1 (July 1, 2020)	Proposed Phase 2 (July 1, 2023)
<b>Adult</b>			
Adult Cash Fare	\$2.00	No change	No change
Adult Clipper Single Ride	\$1.80	No change	No change
Adult 1-Day Pass	\$5.00	No change	No change
Adult 7-Day Pass	\$20.00	Eliminate	No change
Adult 31-Day Pass	\$80.00	\$40.00	No change
<b>Older adults 65+ / Persons with Disabilities</b>			
S/D Cash Fare	\$1.00	No change	No change
S/D Clipper Single Ride	\$1.00	No change	No change
S/D 1-Day Pass	\$2.50	No change	No change
S/D 7-Day Pass	\$10.00	Eliminate	No change
S/D 31-Day Pass	\$25.00	\$20.00	No change
<b>Youth Ages 5 - 18</b>			
Youth Cash Fare	\$1.00	No change	No change
Youth Clipper Single Ride	\$1.00	No change	No change
Youth 1-Day Pass	\$2.50	No change	No change
Youth 7-Day Pass	\$10.00	Eliminate	No change
Youth 31-Day Pass	\$40.00	Roll into Adult Pass	No change
6 Month Youth Pass	\$175.00	Eliminate	No change
Annual Youth Pass	\$325.00	No change	No change
Annual Youth Pass - low income	Free	No change	No change
<b>Marin Access</b>			
Novato Dial-A-Ride	\$2.00/\$1.00	\$4.00/\$2.00	No change
Rural Dial-A-Ride	\$2.50	\$4.00/\$2.00	No change
Paratransit - Mandated	\$2.00	\$3.00	\$4.00
Paratransit - Extended	\$2.50	\$3.00	\$4.00
Catch A Ride	Free up to \$14.00/\$18.00 Limit of 8 trips/month <sup>(1)</sup>	\$4.00 + 100% of fare above \$18.00 Limit of 10 trips/month	\$5.00 + 100% of fare above \$19.00 Limit of 10 trips/ month
Volunteer Driver	No Fare - Driver reimbursement \$.35/mile or \$.40/mile West Marin	No Fare - increase driver reimbursement to \$0.60/mile	No change

**Note:** (1) Qualified low-income riders get an additional \$4.00 in subsidy per ride or free rides up to \$18.00.

## Low-Income Fare Assistance

Low-Income Fare Assistance program provides fare assistance to Paratransit and Catch-A-Ride passengers who qualify as low income. Income qualified paratransit riders receive \$40 per quarter to use for local paratransit rides or 80 rides per year. In terms of eligibility, all ADA eligible clients who are recipients of Supplemental Security Income will be eligible to receive Paratransit low-income fare assistance. Income eligibility for Catch-A-Ride service is determined based on Elder Economic Index and is self-reported. Eligible low-income riders receive an additional \$4 subsidy per trip on Catch-A-Ride.

Under current policy, Fare Assistance eligibility varies across these programs, and the assistance is limited to Catch-A-Ride and Paratransit services. Additionally, the documentation that is required to demonstrate eligibility is inconsistent and varies across transportation services. Income disclosure in multiple instances has been a burden for many applicants, and staff believe that this requirement has prevented access to fare assistance. Staff proposes to consolidate eligibility for both programs to simplify the application process, and to provide a higher financial safety net for older adults and those with disabilities in financial need.

The proposed changes to low-income fare assistance program fall into two categories: eligibility and application process, and financial assistance, as listed in the following sections. Table B-2 presents a summary of current and proposed changes to the fare assistance program.

### Eligibility and application process

- Consolidate eligibility criteria for fare assistance and make it applicable to all programs. Consistent eligibility standard improves operations, and District's ability to serve those with financial need.
- Registered Medi-Cal participants or riders with income at or below the current Elder Economic Index that correlates with their living situation will be eligible.
- Medi-Cal eligibility will be verified by the Travel Navigator team via County of Marin. Income-based eligibility for non-Medi-Cal participants will be assessed based on applicant's income documentation.
- LIFA will be offered to all eligible applicants across Marin Access programs, during the program eligibility determination process. The LIFA application and determination process can be consolidated with program eligibility, while one will not hold up the process for the other.
- LIFA eligibility will require annual renewal at the start of each calendar year. Those that qualify based on Medi-Cal eligibility will be renewed through coordination between the Travel Navigator department and the County of Marin. Those that qualify based on income will be required to provide updated income documentation each calendar year and will be renewed through communication with the Travel Navigator department.

## Financial Assistance

### Fare Assistance Credit:

- All low-income riders who are eligible for LIFA will receive \$20 in credit each month in phase 1 (effective July 1, 2020), and \$25 in credit each month in phase 2 (effective July 1, 2023). The LIFA credit can be used toward the base fare of all Marin Access program: Paratransit, Catch-A-Ride, Dial-A-Ride and Connect. LIFA credit cannot be applied to the balance of trip over \$18 in Catch-A-Ride service.
- LIFA credit is applied for all eligible clients on a monthly basis, to a maximum of \$240 in credit per year. The LIFA credit will not roll over annually and is reset at the start of each calendar year. The unused credit will expire at the end of each calendar year and has no cash value.
- LIFA credit cannot be applied to trips for companions and will not be reimbursed in the event of no-shows of same day cancellations; incidents out of the control of the rider will be reviewed on a case by case basis.

### Fixed Route Pass:

- All LIFA eligible riders will be eligible to receive free access to Fixed Route services. Eligible clients will have to opt into receiving the fixed route pass. Opting in includes completing a fixed route pass request form, review of a short video designed to orient the applicant to how they can use the pass and more generally how to use fixed route service, review and signature of a certification form stating that they understand the policies for use, and provision of a usable photo that will be included on their Marin Access badge. Transportation to and from Marin Access orientation sessions is the responsibility of the applicant. Applicants can use the Marin Transit website to complete the opting in process or attend a Marin Access orientation session that will be offered on a bi-weekly basis.
- All eligible clients will receive a Marin Access badge that includes their name, Marin Access ID number, and photos that comply with the following requirements:
  - Must be current and show the applicants face in a clearly visible fashion;
  - Travel Navigators will assess the usability of photos provided; and
  - Photos will also be uploaded to the platform used for scheduling and routing to improve ability to detect fraudulent use of services.
- The fixed route pass will be renewed annually with the period of validity signified by a sticker that will be attached to the badge indicating the current year
- Lost Marin Access Badges can be replaced only once annually at a cost of \$20. Clients who lose their badge must fill out a lost badge form and return this to the Travel Navigators. All replacement badges will need to be picked up by the client to verify identity; alternative arrangements can be made on a case by case basis with approval from Marin Transit staff.

The following are expected impacts of these changes:

- The new low-income eligibility threshold will significantly increase the number of riders eligible to receive LIFA fare assistance and offset any proposed increases in fares;

- A streamlined application process for Medi-Cal participants and options for documenting income will remove the burden of duplicated paperwork for riders to obtain and/or demonstrate to demonstrate LIFA eligibility;
- Replacing ticket booklets with ride credits in riders' accounts will eliminate administrative work and reduce management costs; and
- All potential LIFA eligible riders will be able to opt into multiple programs without the need for separate applications.

Table B-2: Overview of Current and Proposed Low-Income Fare Assistance Programs for Marin Access Clients

Current Programs			Proposed LIFA
	Paratransit Fare Assistance	Catch A Ride Fare Assistance	
Program Eligibility <sup>(1)</sup>	Marin County resident or visitor and approved for ADA service based on ability-based evaluation	Marin County resident, age 80+, or 60-79 and no longer driving -or- ADA approved	Marin County Resident, age 65+ -or- ADA approved
LIFA Eligibility Threshold	SSI Eligibility <sup>(2)</sup>	Income Tied to Elder Economic Index <sup>(3)</sup>	Income Tied to Elder Economic Index <sup>(3)</sup> or Medi-Cal Qualified
Financial Assistance	Ticket booklets valued at total of \$40 per quarter	Additional \$4 subsidy per ride (up to \$32 per month)	- \$20.00 in credit each month for use on all Demand Response programs.(4) - Monthly Pass for free access to Fixed Route.
Documentation Required to Demonstrate Eligibility	SSI Eligibility Letter	Self-Reported	- Medi-Cal status can be confirmed with County of Marin - Proof of age/address/income required (documentation can include SSI letter, AGI from federal income tax forms, recent paystubs, Marin County General Assistance Letter, etc.)
Program Applicability	Paratransit Only	Catch-A-Ride Only	All Programs that require a fare
Process	Two 10-ticket/ride booklets mailed to participant on a quarterly basis by Travel Navigators	Additional subsidy applied at booking beyond CAR subsidy	Credit added into e-wallet account to scheduling software and applied at time of booking; Fixed Route monthly pass distribution TBD
Delivery	Paper, manual process	None - managed through Access database	None - managed through scheduling software
Eligibility Renewal	N/A	N/A	Annual

Notes:

- 1. Recipient of LIFA must apply and be approved for one of the Marin Access programs including ADA paratransit, Volunteer Driver, or Catch-A-Ride.
- 2. The income limit for SSI is the federal benefit rate (FBR), which is \$771 per month/\$9,252 annually for an individual and \$1,157 per month/\$13,884 for a couple in 2019.
- 3. Based on annual household income: \$22,272 / 1-person household, Owner w/o Mortgage
- 4. Demand Response programs include Paratransit, Catch-A-Ride, Connect, Novato Dial-A-Ride, Pt Reyes Dial-A-Ride, and Dillon Beach Dial-A-Ride.

## Program Eligibility (Demand Response Programs)

To simplify and coordinate eligibility for programs targeted at older adults and those with disabilities, staff proposes changes to the Catch-A-Ride and the Volunteer Driver programs. Table B-3 shows a summary of current and proposed changes to the program eligibility. Below is a summary of these proposed changes.

- Standardize eligibility criteria across Volunteer Driver and Catch-A-Ride programs to include Marin County residents who are either 65+ or ADA eligible; and
- Proposed eligibility criteria will apply to all new applicants only, and current clients will be grandfathered into programs.

Staff expects the following results:

- Consistent and simplified eligibility criteria will make the program easier for applicants to understand and for community partners to share;
- The number of eligible riders will increase due to removing the 80+ age limit and the ‘no longer driving’ criteria from Catch-A-Ride eligibility; and
- New streamlined eligibility criteria will encourage older adults to consider exploring their transportation options before they lose their ability to drive.

**Table B-3: Overview of Demand Response Program Current and Proposed Eligibility**

Demand Response Program Eligibility	Existing Eligibility Criteria	Proposed Eligibility Criteria	Applies to
Local Paratransit (mandated and extended)	Marin County resident or visitor and approved for ADA service based on ability-based evaluation	No Change	No Change
Volunteer Driver Reimbursement Programs (STAR & TRIP)	Marin County resident, age 60+ -or- ADA approved	Marin County Resident, age 65+ -or- ADA approved	<ul style="list-style-type: none"> <li>▪ Existing clients are grandfathered into programs</li> <li>▪ New eligibility criteria apply to all new applicants</li> </ul>
Catch A Ride	Marin County resident, age 80+, or 60-79 and no longer driving -or- ADA approved	Marin County Resident, age 65+ -or- ADA approved	No Change
Marin Transit Connect Dial-A-Ride	None (General Public Services)	No Change	No Change

Before adopting the fare and eligibility policy changes Marin Transit has opened a public comment period and a public hearing for the Board to consider. Staff will also prepare a Title VI equity analysis for Board review.

## Appendix C – Fare Change Proposal Public Participation Plan Activities

The public participation plan for the fare and eligibility policy proposal was multi-faceted and developed keeping in mind the District’s process for soliciting and considering public comments. Outreach began early in the development of the proposal to help our operational and community partners understand the history of our fare policy and our goals for this effort. Outreach efforts were focused on five distinct segments of stakeholders including general marketing and outreach to community members, outreach to riders, outreach to community partners, outreach to operational partners, and outreach to peer agencies.

Staff anticipated that outreach to community partners and operational partners will be particularly beneficial as they generally have more direct and frequent interaction with current and potential riders and could act as our surrogates in the community to help inform and educate the public. Input provided by our community partners and operational partners proved to be useful as the proposal evolved and is documented in **Appendix E** - Summary of Public and Stakeholder Comments and Responses. Outreach to peer agencies helped staff understand the experience of our peer agencies that engaged or completed a similar effort in the past and incorporate their suggested best practices and lessons learned as the proposal was developed.

The graphic below details the various activities planned for each segment of stakeholders.



General Marketing & Outreach	<ul style="list-style-type: none"> <li>• Dedicated webpage &amp; social media</li> <li>• Email to Marin Transit listserves</li> <li>• Outreach and collateral for major stakeholders</li> <li>• In-vehicle notices; Bus Stop notices</li> </ul>
Riders	<ul style="list-style-type: none"> <li>• Postcard to Marin Access riders</li> <li>• Marin Access Newsletter</li> <li>• Travel Navigator Satellite Hours &amp; Events</li> </ul>
Community Partners	<ul style="list-style-type: none"> <li>• Orientation to fare policy &amp; resources for staff &amp; clients</li> <li>• Individual meetings with key stakeholders</li> <li>• Presentations for PCC, MMC, ACA, H&amp;T/COA</li> </ul>
Operational Partners	<ul style="list-style-type: none"> <li>• FAQ</li> <li>• Orientation to fare policy &amp; resources for staff</li> <li>• Collecting &amp; sharing input from riders</li> </ul>
Peer Agencies	<ul style="list-style-type: none"> <li>• Presentation at Bay Area Partnership Accessibility Committee meeting</li> </ul>

**The table below summarizes all public outreach activities:**

Category	Item	Date Completed
General Marketing and Outreach	Email to Marin Transit Listserv	December 9, 2019
	Email to Marin Transit Community Partner Listserv	December 9, 2019
	Outreach to City Managers	December 13, 2019
	Outreach to Board of Supervisors	December 13, 2019
	Outreach to School Districts	December 13, 2019
	Information shared in Transportation Authority of Marin (TAM) TAM Traveler e-newsletter	December 19, 2019
	Information shared in Aging Action Initiative e-newsletter	December 19, 2019
	Information shared in Whistlestop Express newsletter	January, 2020
	Press Release & Notice for Public Hearing	December 15, 2019

	In-Vehicle Notices	December 12, 2019
	Posters distributed to Whistlestop, West Marin Senior Services, and MCIL	December 16, 2019
	Canal Alliance Video Posted to Social Media	January 7, 2020
<b>Rider Outreach</b>	Eligibility Policy Proposal Fact Sheet in English & Spanish	At Marin Access satellite hours & presentations and by request
	Fare & Eligibility Policy Proposal Frequently Asked Questions guide in English & Spanish	At Marin Access satellite hours & presentations and by request
	Fare & Eligibility Policy Proposal Informational Postcard Mailing	December 10, 2019
	Marin Transit website; dedicated page for Fare & Eligibility Policy Proposal information	December 12, 2019
	Fare & Eligibility Policy Proposal Online Comment Form in English & Spanish	December 12, 2019
	Marin Access Newsletter	January 2020
	Marin Access Satellite Hours & Presentations were held at San Geronimo Community Center, San Rafael Community Center, Al J. Boro Community Center / Pickleweed in the Canal, Corte Madera Community Center, Mill Valley Community Center, Margaret Todd Senior Center in Novato, and West Marin Senior Services at the Dance Palace in Point Reyes Station.	December 11, 2019 December 16, 2019 December 19, 2019 January 8, 2020 January 14, 2020 January 15, 2020 January 16, 2020 January 30, 2020
<b>Community Partner Outreach</b>	Resources Shared to Ensure Understanding & Ability to Explain / Solicit Feedback from Clients	December 16, 2019
	Presentation & Roundtable Discussions with Marin Paratransit Coordinating Council	August 19, 2019 October 21, 2019 December 16, 2019
	Presentation & Roundtable Discussions with Marin Mobility Consortium	July 17, 2019 November 19, 2019

	Presentation & Roundtable Discussions with GGBHTD Advisory Committee on Accessibility	November 14, 2019 January 16, 2020
	Presentation & Roundtable Discussions with Marin Commission on Aging Housing & Transportation Committee	November 13, 2019 January 15, 2020
	Meeting with Canal Alliance	December 10, 2019
	Meeting with Lifelong Medical	December 17, 2019
	Meeting with Marin Center for Independent Living	August 15, 2019
<b>Operational Partner Outreach</b>	Presentation & Roundtable Discussions with Marin Access Travel Navigator Team	November 8, 2019
	Resources Shared with All Contractors to Ensure Understanding & Ability to Explain / Solicit Feedback from Clients	December 12, 2019
<b>Peer Agency Outreach</b>	Presentation at Bay Area Transit Accessibility Working Group (BAPAC)	12/9/2019

## Survey Documents

- **Marin Access Rider Surveys:** <T:\13 Legislation & Compliance\13.01 Marin Transit Federal Program & Compliance Docs\Title VI\Marin Transit Title VI Program\Title VI Service & Fare Change Analyses\2020\Marin Access Data\Survey Documents>
- **Fare Policy Feedback Paper Forms:** T:\04 MCTD Programs\04.20 Fares\2019-2020 Fare Change Proposal\Outreach and Education\Comment Form\Comment Form - Fare Policy
- **Fare Policy Online Survey**
  - **English -**  
<https://docs.google.com/forms/d/e/1FAIpQLSfWi8EaMgasemI9aw5vXQrVhiNnPiloDKjSVrXIX1xswT8seA/viewform>
  - **Spanish -**  
[https://docs.google.com/forms/d/e/1FAIpQLSdKufZF8o1ESe3lvh4E4KQxIDxcs2LuRAYggZkRORRxs-Q0\\_Q/viewform](https://docs.google.com/forms/d/e/1FAIpQLSdKufZF8o1ESe3lvh4E4KQxIDxcs2LuRAYggZkRORRxs-Q0_Q/viewform)

## Appendix D - Summary of Public Comments from All Sources

Including comments from the Marin Access Fare & Eligibility Policy Change Comment Form.

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<b>Date:</b>	12/12/2019		
<b>Source:</b>	Online form		
<b>Commenter:</b>	Age: 25-59	Annual Household income: 50-75k	Frequent user of Marin Access, Paratransit services
<b>Comment:</b>	<p>I like that the proposal increases the reimbursement rate for the Marin Access volunteer driver programs (STAR &amp; TRIP), standardizes the Marin Access eligibility standards, making the services easier to understand.</p> <p>I don't like that the proposal eliminates the 7-day pass for fixed route, changes the age-related eligibility standard for Marin Access to 65+.</p> <p>The drivers are always nice and accommodating.</p>		
<b>Comment Response:</b>	<p>The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass.</p> <p>Eligibility criteria is currently inconsistent across Volunteer Driver and Catch-A-Ride programs. The proposed standardized eligibility criteria across these programs will make it easier for riders to understand and for community partners to share. The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program. It will also increase the number of eligible riders due to removing the 80+ age limit.</p>		

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<b>Date:</b>	12/13/2019		
<b>Source:</b>	Online form		
<b>Commenter:</b>	Age: 25-59	Annual Household income: < 10k	Frequent user of Marin Access, Paratransit services
<b>Comment:</b>	<p>I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program., increases the frequency of Marin Access Low-Income Fare Assistance disbursement.</p> <p>I don't like that the proposal increases the fare for Dial-A-Ride, increases the fare for paratransit.</p> <p>I go to many activities throughout the month. I use Whistlestop busses to come and go. I quickly run out of tickets so then I pay for my rides. These activities provide community and friendships for me. I do not have a lot of money. If the price of my rides goes up, I may have to cut back on my use of Whistlestop busses and not be able to go to so many activities. I like riding on Whistlestop and being with friends and doing fun things.</p>		

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**Comment Response:** To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy (\$240 in credits for use on all demand response programs vs \$160 value paratransit ticket booklet annually). Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy. Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders.

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**Date:** 12/14/2019

**Source:** Online form

**Commenter:** Age: 65+                      Annual Household income: 10-25k      Frequent user of Marin Access services

**Comment:** I like that the proposal increases the number of trips per month for Catch-A-Ride. I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

Catch-A-Ride taxi drivers are already highly compensated for very short trip, usually just 2 or 3 miles, usually earning more than they would for a metered trip. Most riders DO tip the drivers for each trip. If you're going to impose out of pocket fare, it should be for no more than \$2. You should also consider only imposing an out of pocket fare for trips over 5 miles.

**Comment Response:** Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

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**Date:** 12/16/2019

**Source:** Online form

**Commenter:** Age: 65+                      Annual Household income: N/A                      Frequent user of local bus, Marin Access services

**Comment:** I like that the proposal increases the number of trips per month for Catch-A-Ride.  
I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

**Comment Response:** Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.  
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

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**Date:** 12/16/2019

**Source:** Online form

**Commenter:** Age: 65+                      Annual Household income: 10-25k                      Non- transit user

**Comment:** I like that the proposal increases the frequency of Marin Access Low-Income Fare Assistance disbursement, gives low-income Marin Access clients access to a free monthly pass for use on fixed route.

I don't like that the proposal eliminates the 7-day pass for fixed route, changes the age-related eligibility standard for Marin Access to 65+.

Once I retire--(2 years at 70) I would enjoy taking the train (non-peak hours) for excursions up North and back for something to do, and not having to pay anything--just being a senior with free option.

**Comment Response:** The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass.  
Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

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**Date:** 12/16/2019

**Source:** Online form

**Commenter:** Age: N/A      Annual Household income: N/A      Frequent user of local bus, Marin Access services

**Comment:** I like that the proposal reduces the cost of the monthly fixed route passes., gives low-income Marin Access clients access to a free monthly pass for use on fixed route. I don't like that the proposal increases the fare for Dial-A-Ride, increases the fare for paratransit.

Public transit should be free in order to arrest climate change. Research cities who have implemented this policy.

**Comment Response:** Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders.

Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

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**Date:** 12/16/2019

**Source:** Online form

**Commenter:** Age: 65+      Annual Household income: N/A      Frequent user of Marin Access, Paratransit services

**Comment:** I like that the proposal increases the number of trips per month for Catch-A-Ride. I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

Catch A Ride it is too high. I have limited income and cannot afford this increase. \$2 is better. This is not well thought out because we tip with this service. The service has become unreliable too many problems.

**Comment Response:** Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.  
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

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<b>Date:</b>	12/16/2019
<b>Source:</b>	Online form
<b>Commenter:</b>	Age: 25-59    Annual Household income: < 10k    Frequent user of local bus services
<b>Comment:</b>	I like that the proposal reduces the cost of the monthly fixed route passes, makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program. I don't like that the proposal eliminates the 7-day pass for fixed route, changes the age-related eligibility standard for Marin Access to 65+.
<b>Comment Response:</b>	<p>The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass.</p> <p>Eligibility criteria is currently inconsistent across Volunteer Driver and Catch-A-Ride programs. The proposed standardized eligibility criteria across these programs will make it easier for riders to understand and for community partners to share. The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program. It will also increase the number of eligible riders due to removing the 80+ age limit.</p>

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<b>Date:</b>	12/16/2019
<b>Source:</b>	Online form
<b>Commenter:</b>	Age: 60-64    Annual Household income: 10-25k    Frequent user of local bus, Marin Access services
<b>Comment:</b>	<p>I like that the proposal increases the frequency of Marin Access Low-Income Fare Assistance disbursement, increases the number of trips per month for Catch-A-Ride. I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.</p> <p>There is a draw back for the Taxi drivers- I will not be able to afford a tip. I only take rides that the current discount pays for.</p>
<b>Comment Response:</b>	<p>Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.</p> <p>As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.</p>

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<b>Date:</b>	12/16/2019
<b>Source:</b>	Online form



**Commenter:** Age: 25-59    Annual Household income: > 200k    Frequent user of local bus services

**Comment:** I like that the proposal Makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program, increases the frequency of Marin Access Low-Income Fare Assistance disbursement.  
I don't like that the proposal increases the fare for paratransit, changes the age-related eligibility standard for Marin Access to 65+.

**Comment Response:** Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.  
Eligibility criteria is currently inconsistent across Volunteer Driver and Catch-A-Ride programs. The proposed standardized eligibility criteria across these programs will make it easier for riders to understand and for community partners to share. The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program. It will also increase the number of eligible riders due to removing the 80+ age limit.

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**Date:** 12/17/2019  
**Source:** Online form

**Commenter:** Age: 65+    Annual Household income: 35-50k    Frequent user of local bus, Marin Access, Paratransit services

**Comment:** I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program, gives low-income Marin Access clients access to a free monthly pass for use on fixed route.  
I don't like that the proposal eliminates the 7-day pass for fixed route, increases the fare for Dial-A-Ride.

**Comment Response:** The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass.  
Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current

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issues with providing sufficient capacity for these riders. As a safety net to our senior/ADA low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

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**Date:** 12/17/2019

**Source:** Online form

**Commenter:** Age: 65+      Annual Household income: N/A      Frequent user of Marin Access services

**Comment:** I like that the proposal increases the number of trips per month for Catch-A-Ride. I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

Marin Transit is victimizing the seniors that this service was set up for. I am very unhappy to pay \$4. My income is fixed, and I don't think LIFA will help me. I am on oxygen and can only be out a limited amount of time.

**Comment Response:** Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.  
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program (LIFA) is introduced to offset the potential impact of any of the fare changes. The LIFA credits can be used towards all demand response programs incl. CAR base fare.

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**Date:** 12/17/2019

**Source:** Online form

**Commenter:** Age: 65+      Annual Household income: 10-25k      Frequent user of local bus, Marin Access, Paratransit services

**Comment:** I like that the proposal increases the number of trips per month for Catch-A-Ride. I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

I will not mind paying more if the 1/2 hour window is not exceeded so frequently.

**Comment Response:** Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.  
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

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**Date:** 12/17/2019

**Source:** Online form

**Commenter:** Age: 65+      Annual Household income: N/A      Frequent user of Marin Access services

**Comment:** I like that the proposal increases the number of trips per month for Catch-A-Ride. I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

I am unhappy to pay \$4. LIFA will not help. I'm on limited income and a base fee of \$4 is too much. I mainly use this service for short trips.

**Comment Response:** Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

The LIFA credits can be used towards all demand response programs incl. CAR base fare.

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**Date:** 12/18/2019

**Source:** Online form

**Commenter:** Age: 25-59      Annual Household income: 50-75k      Frequent user of Marin Access, Paratransit services

**Comment:** I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program, makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program.

I don't like that the proposal eliminates the 7-day pass for fixed route, changes the age-related eligibility standard for Marin Access to 65+.

Marin Access definitely should NOT increase rates for anyone. It also should be easier to qualify for the Low Income eligibility program. Try hard to stay on time! Rides are late a lot.

**Comment Response:** To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy. The proposed eligibility process for LIFA is streamlined and simplified, that should make it easier to our riders to take advantage of.

The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program. It will also increase the number of eligible riders due to removing the 80+ age limit. The proposed standardized eligibility criteria

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across Volunteer Driver and Catch-A-Ride programs will also make it easier for riders to participate and for community partners to share.

The usage of 7-day passes is currently below 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass.

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**Date:** 12/18/2019

**Source:** Online form

**Commenter:** Age: 60-64    Annual Household income: < 10k    Frequent user of Marin Access, Paratransit services

**Comment:** I like that the proposal increases the number of trips per month for Catch-A-Ride. I don't like that the proposal increases the fare for Dial-A-Ride, adds a base fare of \$4 to Catch-A-Ride trips.

I am very concerned about having to pay the \$4, even the \$2 dollars for Catch a Ride. I depend on the services a lot and my income is very limited. Having to pay for every ride is like taking away my only way of transportation. The aid for low income will not be enough.

**Comment Response:** Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes

Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders.

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**Date:** 12/19/2019

**Source:** Online form

**Commenter:** Age: 65+    Annual Household income: 75-100k    Frequent user of Marin Access, Paratransit services

**Comment:** I like that the proposal increases the number of trips per month for Catch-A-Ride.  
I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

I am on fixed income with no increase. It is more and more difficult to maintain living in Marin due to fees going up. No thought given to the cost of living increases.

**Comment Response:** As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.  
The proposed eligibility threshold LIFA is based on EEI that is county specific and takes into consideration the cost of living in Marin County.  
Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

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**Date:** 12/20/2019

**Source:** Online form

**Commenter:** Age: 60-64 Annual Household income: 50-75k Frequent user of Marin Access, Paratransit services

**Comment:** I like that the proposal standardizes the Marin Access eligibility standards, making the services easier to understand.

I don't like that the proposal changes the age-related eligibility standard for Marin Access to 65+.

Our concern is being considered "stand by" because we're not near enough to a bus route. We can't drive, are under extreme stress from medical situations and the medical financial strain. I can't always get to appointments. Please provide equal treatment! Please do not change the service rate to 65+. I thought there were MORE Baby Boomers entering "senior citizen hood" and thus NEEDING such SERVICES as Whistlestop.

**Comment Response:** The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program.  
Eligibility criteria is currently inconsistent across Volunteer Driver and Catch-A-Ride programs. The proposed standardized eligibility criteria across these programs will make it easier for riders to understand and for community partners to share. It will also increase the number of eligible riders due to removing the 80+ age limit.

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**Date:** 12/23/2019

**Source:** Online form

**Commenter:** Age: 65+ Annual Household income: 10-25k Frequent user of Marin Access, Paratransit services

**Comment:** I like that the proposal increases the number of trips per month for Catch-A-Ride, increases the reimbursement rate for the Marin Access volunteer driver programs (STAR & TRIP).  
I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

Adding \$4 for Catch a Ride will make using the program too expensive to use, even the \$18 is not enough for local trips. It is too expensive. It should be higher.

**Comment Response:** Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.  
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

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**Date:** 12/24/2019

**Source:** Online form

**Commenter:** Age: 65+      Annual Household income: <10k      Frequent user of local bus, Marin Access, Paratransit services

**Comment:** I like that the proposal reduces the cost of the monthly fixed route passes, increases the number of trips per month for Catch-A-Ride.  
I don't like that the proposal adds a base fare of \$4 to Catch-A-Ride trips.

The services are often not good, and the drivers are late. scheduling does mistakes.

**Comment Response:** Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.  
As a safety net to our low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

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**Date:** 12/26/2019

**Source:** Online form

**Commenter:** Age: 65+      Annual Household income: < 10k      Frequent user of Marin Access, Paratransit services

**Comment:** I like that the proposal makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program.  
I don't like that the proposal increases the fare for paratransit.

I cannot afford \$4. I depend on paratransit services. LIFA will limit my use. Marin Access wants less clientele. You will lose a lot of riders in need like the ones using transit for dialysis treatments. the extra money won't go to the drivers. I can afford \$2 but not \$4.

**Comment Response:** To alleviate the impact of fare increase on low-income riders, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.  
Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.

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**Date:** 12/31/2019

**Source:** Online form

**Commenter:** Age: 25-59    Annual Household income: 10-25k    Frequent user of Marin Access, Paratransit services

**Comment:** I don't like that the proposal Increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.

I am disabled w/a service animal and low income and can't afford to use Catch A ride and Paratransit often. I barely have money for food. I am on disability SSDI.

**Comment Response:** To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy that is \$240 in credits for use on all demand response programs annually (versus current \$160 value paratransit ticket booklet).  
Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.  
Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

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**Date:** 1/3/2020

**Source:** Online form

**Commenter:** Age: 65+    Annual Household income: N/A    Frequent user of local bus, Marin Access, Paratransit services

**Comment:** I like that the proposal makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program, increases the number of trips per month for Catch-A-Ride.  
I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.  
Will stop using CAR due to the fare increase. I can't always afford to pay for Paratransit because I am very low income.

**Comment Response:** Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.  
Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.  
To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

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**Date:** 1/6/2020

**Source:** Online form

**Commenter:** Age: 65+      Annual Household income: 35-50k      Frequent user of Marin Access, Paratransit services

**Comment:** I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.

I am very low income and need these services for dialysis. I pay over \$50 a month for paratransit. Very thankful for paratransit.

**Comment Response:** Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.  
Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy that can be used on both CAR and paratransit.



**Date:** 1/6/2020  
**Source:** Online form  
**Commenter:** Age: 65+    Annual Household income: N/A    Frequent user of Marin Access, Paratransit services  
**Comment:** I like that the proposal increases the number of trips per month for Catch-A-Ride, increases the reimbursement rate for the Marin Access volunteer driver programs (STAR & TRIP).  
I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.  
  
Would like increase in pay for the Paratransit drivers, to retain good drivers. Marin Transit should pay for fare for people who attend PCC meetings.  
  
**Comment Response:** The PCC is volunteer based public meeting that provides an opportunity for members of the public, private and non-profit agencies, and paratransit operators to discuss and solve the transit problems of people with disabilities, elderly, and other transit dependents.  
  
Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.  
  
Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.  
To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

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**Date:** 1/6/2020  
**Source:** Email  
**Commenter:** Age: N/A    Annual Household income: N/A    Frequent user of Marin Access, Paratransit services  
**Comment:** I like that the proposal I like that the proposal makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program, increases the number of trips per month for Catch-A-Ride.  
  
I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.

I question balancing the budget on the backs of the poor by increasing the paratransit fare by 200% by 2023 and increasing Catch A Ride to 400% more per ride! I can't afford any fare increase on SSI and Social Security. I will be stranded at home without a way to get groceries and go to medical appointments, etc. This situation would constitute a crisis in the disabled community.

**Comment Response:** To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy. Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

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**Date:** 1/7/2020

**Source:** Email

**Commenter:** Age: N/A    Annual Household income: N/A    Non-user

**Comment:** As the appointed public defender of Marin County I write to encourage Marin Transit to work with my office, the Probation Department of Marin County, the Marin County Sheriff, and the Marin County Superior Court to create limited time reduced bus passes that can help people of limited means, receiving public assistance, or unemployed to make court appearances, probation appointments, or are leaving jail without means of transportation to their housing. Bench warrants and failures to appear often happen because people do not have transportation. Our office currently supplies individuals with bus passes and Clipper cards as our budget allows. If our office, probation or the Sheriff's department could have access to minimally priced bus passes we can have a long-term impact on public safety by encouraging people to meet their court-ordered legal obligations through subsidized transportation. Please consider adding a section for monthly bus passes available to public safety agencies at a reduced rate. \$40 dollars is too high for us to be able to meet our demand, but if such passes could be available to between \$10 and \$15 per month, we could see an increase in the number of people this would assist. Thank you for your consideration.

**Comment Response:** Marin Transit staff will reach out to probation or the Sheriff's department to coordinate a follow up meeting.

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**Date:** 1/7/2020

**Source:** Email

**Commenter:** Age: N/A    Annual Household income: N/A    Frequent user of Marin Access, Paratransit services

**Comment:** Please do not raise Catch A Ride rates for Low Income Seniors. We are very dependent on this service.

**Comment Response:** As a safety net to our senior/ADA low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.  
Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

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**Date:** 1/8/2020

**Source:** Online form

**Commenter:** Age: 60-64    Annual Household income: N/A    Frequent user of regional services

**Comment:** I like that the proposal reduces the cost of the monthly fixed route passes, raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program. I don't like that the proposal eliminates the 7-day pass for fixed route, increases the fare for Dial-A-Ride.  
I am very upset regarding the increase the fare for Dial A Ride (DAR). I don't understand why this can't happen over a 2-year period like you are doing for Paratransit. You need more drivers for DAR as well. I take DAR from Smart to work every day. Marin Transit doesn't go where I need to go.

**Comment Response:** The usage of 7-day passes is currently below 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass.  
  
Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders. As a safety net to our senior/ADA low-income riders, an expanded and streamlined low-income fare assistance program is introduced to offset the potential impact of any of the fare changes.

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**Date:** 1/14/2020

**Source:** Online form

**Commenter:** Age: 65+    Annual Household income: \$10k -25k    Frequent user of Marin Access, Paratransit services and bus service

**Comment:** I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program, makes it easier to qualify and apply for the Marin Access Low-Income Fare Assistance program.

I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips.

My rent has gone up and he is on a very limited budget. I can't afford the increase in fares. I have maybe \$700 left for food, medicine and utilities etc. I am worried that my feedback will not count, and that Marin Transit will raise the cost of Paratransit and Catch A Ride. The \$20 /month LIFA that I might qualify for in July will not make much of a difference.

**Comment**

**Response:** Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.

Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program.

To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

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**Date:** 1/17/2020

**Source:** Online form

**Commenter:** Age: 25-59    Annual Household income: N/A    Non-transit user

**Comment:** I like that the proposal Reduces the cost of the monthly fixed route passes, increases the frequency of Marin Access Low-Income Fare Assistance disbursement.

I don't like that the proposal eliminates the 7-day pass for fixed route  
Please eliminate the route at San Marin as there's very low ridership in this area.

**Comment Response:** The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in

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monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass.

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**Date:** 1/20/2020

**Source:** Online form

**Commenter:** Age: under 18      Annual Household income: \$35 – 50K      Frequent user of bus service

**Comment:** I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program.

I don't like that the proposal eliminates the 7-day pass for fixed route, changes the age related eligibility standard for Marin Access to 65+.

My dad is legally blind and cannot drive, meaning he has to bus to and from work every day and my sister and I have to bus to and from school. We didn't know about the Marin student bus passes until last month and he pays full price. As a low income family with the head of the house unable to drive, it's always seemed unfair that we have to pay so much in public transit while we should be conserving money for rent and necessities. Any financial aid from Marin Transit would help us and families like ours very much.

**Comment**

**Response:** The usage of 7-day passes is currently under 1%. Under current pricing, 4 weekly passes will be equivalent to a monthly pass. However, the proposed 50% reduction in monthly pass pricing at \$40 is intended to facilitate a more cost-effective option to riders in lieu of a \$10 weekly pass.  
Eligibility criteria is currently inconsistent across Volunteer Driver and Catch-A-Ride programs. The proposed standardized eligibility criteria across these programs will make it easier for riders to understand and for community partners to share. The 65+ eligibility is applicable to new clients only, and all current riders who are under 65 will be grandfathered into the program. It will also increase the number of eligible riders due to removing the 80+ age limit.

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**Date:** 1/21/2020

**Source:** Online form

**Commenter:** Age: 65+      Annual Household income: \$10-25K      Frequent user of Marin Access, Paratransit services and bus service

**Comment:** I like that the proposal raises the income threshold to qualify for the Marin Access Low-Income Fare Assistance program, increases the number of trips per month for Catch-A-Ride.

I don't like that the proposal increases the fare for paratransit, adds a base fare of \$4 to Catch-A-Ride trips

**Comment Response:** Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. Catch-A-Ride is a non-shared, on-demand, premium program that provides curb to curb service, and is designed to help older adults and people with disabilities who are unable to drive, to receive taxi service at a discounted rate. The proposed base fare is introduced to align Catch-A-Ride pricing with the extra perks offered through this program. To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

---

**Date:** 1/22/2020

**Source:** Online form

**Commenter:** Age: 25-59      Annual Household income: N/A      Frequent user of Paratransit services and bus service

**Comment:** I like that the proposal standardizes the Marin Access eligibility standards, making the services easier to understand.  
I don't like that the proposal increases the fare for paratransit.

My daughter uses paratransit. Would like to be able to schedule paratransit same day.

**Comment Response:** Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets. To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

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**Date:** 1/24/2020

**Source:** Online form

**Commenter:** Age: 18-24      Annual Household income: 75-100K      Frequent user of Marin Access, Paratransit services and bus service

**Comment:** I like that the proposal Reduces the cost of the monthly fixed route passes, gives low-income Marin Access clients access to a free monthly pass for use on fixed route.

I don't like that the proposal increases the fare for paratransit, increases the fare for Dial-A-Ride.

It would be nice if there was a paratransit program for College of Marin students, similar to the program for College of Marin unlimited bus

**Comment** Marin Transit has not increased its paratransit fares since 2004. Marin Transit's ADA  
**Response:** Paratransit fare is the second lowest among peer agencies in the Bay Area. In terms of program's efficiency, the current fare revenues are not keeping pace with growing paratransit operations costs and don't meet District's performance targets.

Dial-A-Ride (DAR) is a curb-to-curb general public service that is designed to supplement connection to fixed route network or fill gaps of transit network in rural areas. The proposed DAR fares better align with the premium aspect of this service compared to fixed route. A competitive pricing structure will encourage commuters within the existing bus network to use fixed route services over DAR where possible. This will free up additional capacity for seniors and persons with disabilities and alleviate current issues with providing sufficient capacity for these riders.

To alleviate or eliminate the impact of fare increase on low-income rider, an expanded and streamlined low-income fare assistance program is introduced that offers increased eligibility thresholds and additional fare assistance subsidy.

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## Appendix E – Summary of Community Partner Meetings and Comments

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<b>Meeting:</b>	Marin Mobility Consortium
<b>Meeting Date:</b>	7/17/2019
<b>Meeting Detail:</b>	Quarterly meeting of stakeholders in Marin County to plan and take action together as a consortium of agencies and advocates to improve and expand transportation options for Marin’s senior, disabled and low-income residents.
<b>Comment:</b>	No comments; attendees provided information and advised on future opportunities to provide input
<b>Impact on Proposal:</b>	N/A

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<b>Meeting:</b>	Individual Meeting with MCIL
<b>Meeting Date:</b>	8/15/2019
<b>Meeting Detail:</b>	General plan and approach for fare policy / eligibility updates presented to MCIL team given their role as advocates for those with disabilities in the community.
<b>Comment:</b>	Ensure language is tangible and easily understood by general public; provide 1-pagers for reference / take away; ensure there is a thorough educational campaign; understand CA SSP benefit for reference; highlight free FR pass to LIFA eligible; prepare talking points for community partners; emphasize comparison to peers for paratransit fares; tease out explanation on medical eligibility v. SSI - share of cost example; messaging is key; use visual representations / infographics
<b>Impact on Proposal:</b>	<ul style="list-style-type: none"><li>• Revised language and graphics for future presentations and resources</li><li>• Developed resources for community partners and operational partners to understand / explain proposal</li><li>• Researched CA SSP benefit</li></ul>

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<b>Meeting:</b>	Marin Paratransit Coordinating Council
<b>Meeting Date:</b>	8/19/2019
<b>Meeting Detail:</b>	The PCC is responsible for the development and implementation of transportation programs designed to solve the transit problems of people with disabilities, elderly, and other transit dependents in coordination and cooperation with appropriate public private and non-profit agencies, and paratransit operators within the established boundaries of Marin County.



**Comment:** Concerns about shifting to 65+ - for those 60-64 in W. Marin this is often their only option for transportation – request to dig into those who may get left out with shift to 65+; include performance trends as it helps show that this will be revenue neutral; give more context of why proposing now + goals; add info about “how we got here” (i.e.. how did we land on 65+ & 138% of FPL); LIFA – don’t say Medi-Cal is threshold, talk more logic of why 138% chosen, advantage of matching Medi-Cal is proof of eligibility is easy, focus on how/why it’s easier for people; detail why we’re adding a base fare to Catch A Ride; add a slide with financial impacts; use infographics

**Impact on Proposal:**

- Revised language and graphics for future presentations and resources
- Reviewed rider data and ACS data to determine impact of shift in eligibility age threshold
- Determined to “grandfather” in all existing riders age 60 - 64

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**Meeting:** Marin Paratransit Coordinating Council

**Meeting Date:** 10/21/2019

**Meeting Detail:** The PCC is responsible for the development and implementation of transportation programs designed to solve the transit problems of people with disabilities, elderly, and other transit dependents in coordination and cooperation with appropriate public private and non-profit agencies, and paratransit operators within the established boundaries of Marin County.

**Comment:** No comments; attendees provided information and advised on future opportunities to provide input

**Impact on Proposal:** N/A

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**Meeting:** Travel Navigator Quarterly Meeting

**Meeting Date:** 11/8/2019

**Meeting Detail:** Draft plan, outreach plan and collateral documents presented to Travel Navigator team as they are the most public facing piece of the Marin Access suite of programs.

**Comment:** Concerns that it will lower ridership; likes that expansion of LIFA offsets increases in fares; riders would benefit from a tool to help them to decide which service to use for a trip; consider increasing mileage for STAR

**Impact on Proposal:** N/A

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**Meeting:** Commission on Aging Housing & Transportation Committee

**Meeting Date:** 11/13/2019

**Meeting Detail:** COA committee active in advocating for affordable housing and transportation needs for older adults in Marin.

**Comment:** No comments; attendees provided information and advised on future opportunities to provide input

**Impact on Proposal:** N/A

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**Meeting:** GGT Advisory Committee on Accessibility

**Meeting Date:** 11/14/2019

**Meeting Detail:** Accessibility Advisory group that informs GGBHTD staff on accessibility issues for bridge, bus, or ferry.

**Comment:** No Comments; attendees provided information and advised on how to provide comment

**Impact on Proposal:** N/A

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**Meeting:** Marin Mobility Consortium

**Meeting Date:** 11/19/2019

**Meeting Detail:** Quarterly meeting of stakeholders in Marin County to plan and take action together as a consortium of agencies and advocates to improve and expand transportation options for Marin's senior, disabled and low-income residents.

**Comment:** General Comments from Group: Consider adding Medicare to standard for eligibility; Add year of EEI standard into slides/materials; Add bullet re: youth changes to monthly pass; Consider adding an accelerator for annual increases for STAR/TRIP

AAI - Linda Jackson: The AAI Newsletter is a great place to provide information to current and potential clients; April 2020 convening may also be a good place to communicate changes to current and potential clients; Don't use "senior" - use older adult; Don't use "giving up the keys" - rethink how this is framed

**Impact on Proposal:**

- Revised language and graphics for future presentations and resources
- Developed content for AAI newsletter & other relevant publications

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**Meeting:** Bay Area Partnership Accessibility Committee (BAPAC)

**Meeting Date:** 12/9/2019

**Meeting Detail:** Monthly meeting of peer agencies in region regarding accessibility + specifically, paratransit.

<b>Comment:</b>	<p>General Comments from Group: Using a whole dollar fare is a good idea; for customer facing materials, break down the fares to show that you're "still giving them a really good deal."</p> <p>MTC: Thinks changes are in line with improving mobility options</p> <p>SolTrans: When they made fare changes, they adopted a regular structural policy increase to avoid "reinventing the wheel" and having to go through the full process in the future; this pegged the paratransit fare at 2x the fixed route fare</p> <p>SamTrans: Their experience with offering a free fixed route pass to paratransit eligible clients resulted in an increase in paratransit applicants; their LIFA equivalent program offers a deep discount on every ride for paratransit</p> <p>Santa Rosa City Bus: Their free fixed route pass for paratransit eligible clients uses a card with a magstripe; they are happy to share more info if requested</p>
<b>Impact on Proposal:</b>	<ul style="list-style-type: none"> <li>Reviewed documents shared by SamTrans regarding their LIFA equivalent and fixed route pass programs</li> </ul>

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<b>Meeting:</b>	Marin Paratransit Coordinating Council
<b>Meeting Date:</b>	12/16/2019
<b>Meeting Detail:</b>	The PCC is responsible for the development and implementation of transportation programs designed to solve the transit problems of people with disabilities, elderly, and other transit dependents in coordination and cooperation with appropriate public private and non-profit agencies, and paratransit operators within the established boundaries of Marin County.
<b>Comment:</b>	Consider adding info in key areas for those that board at the rear of the vehicle - using the lift; target those that speak Spanish as a primary language; consider direct mail for outreach / education after implemented
<b>Impact on Proposal:</b>	<ul style="list-style-type: none"> <li>Researched potential to post notices near wheelchair lift on board vehicles</li> <li>Coordinated with Canal Alliance to develop a short video about the proposal which was posted on Marin Transit social media accounts</li> <li>Staffed a Travel Navigator Satellite Hours event at Al J. Boro Community Center / Pickleweed with Spanish speaking staff</li> </ul>

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<b>Meeting:</b>	Individual Meeting with Lifelong
<b>Meeting Date:</b>	12/17/2019
<b>Meeting Detail:</b>	Lifelong Medical Care is an ADH center and is one of Marin Access Paratransit's top OD locations.
<b>Comment:</b>	Clients will want to use LIFA for their personal trips - not trips to Lifelong - so advantages of LIFA not helpful; will double costs + impacts their business & ability to serve clients; They purchase 2k tickets at a time and that barely lasts them 6 weeks
<b>Impact on Proposal:</b>	N/A

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<b>Meeting:</b>	Commission on Aging Housing & Transportation Committee
<b>Meeting Date:</b>	1/15/2020
<b>Meeting Detail:</b>	COA committee active in advocating for affordable housing and transportation needs for older adults in Marin.
<b>Comment:</b>	No Comments; attendees provided information and advised on how to provide comment
<b>Impact on Proposal:</b>	N/A

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<b>Meeting:</b>	GGT Advisory Committee on Accessibility
<b>Meeting Date:</b>	1/16/2020
<b>Meeting Detail:</b>	Accessibility Advisory group that informs GGBHTD staff on accessibility issues for bridge, bus, or ferry.
<b>Comment:</b>	No Comments; attendees provided information and advised on how to provide comment
<b>Impact on Proposal:</b>	N/A

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## Appendix F - Marin Transit Public Participation Process for Major Service and Fare Changes

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

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

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

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

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

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

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

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

## Appendix G - Marin Access Rider Survey (2018)

# MARIN ACCESS 2018 Rider Survey

Paratransit | Catch-A-Ride | Volunteer Drivers | Travel Navigators | Travel Training | Connect

## Help us understand your experience using Marin Access services:

If you do not use the service listed, check the box on the far right.

### 1. Please rate Marin Access Paratransit (operated by Whistlestop) on each of the following:

	Excellent	Good	Average	Poor	Very Poor
On-time performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness / condition of vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of trip scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I do not  
use this  
service

☐

### 2. Please rate Catch-A-Ride on each of the following:

	Excellent	Good	Average	Poor	Very Poor
Ease of trip scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of taxis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I do not  
use this  
service

☐

### 3. Please rate Connect on each of the following:

	Excellent	Good	Average	Poor	Very Poor
Ease of trip scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I do not  
use this  
service

☐

### 4. Please rate the STAR/TRIP Volunteer Driver Reimbursement Program on each of the following:

	Excellent	Good	Average	Poor	Very Poor
Ease of reimbursement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of finding a volunteer driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I do not  
use this  
service

☐



5. Please rate the Travel Navigators on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Helping me understand my travel options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	I do not use this service <input type="checkbox"/>
Ease of enrolling in Marin Access programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Referrals to other programs or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overall performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Help us better understand how our riders get around:**

6. Do you ever ride the regular fixed route bus like Marin Transit or Golden Gate Transit?

☐ Yes  
↓

☐ No  
↓

6a.i **If yes**, how frequently do you ride?

- ☐ Frequently (3 or more days per week)
- ☐ Often (1 or 2 days per week)
- ☐ Sometimes (1 to 4 times per month)
- ☐ Rarely (Less than once per month)

6a.ii **If yes**, which bus routes do you typically ride?

\_\_\_\_\_

6b. **If no**, would any of these improvements make you more likely to ride the bus? (*check all that apply*)

- ☐ More accessible path to the bus stop
- ☐ More convenient schedules or destinations
- ☐ Help understanding how the bus system works
- ☐ Safer or more comfortable place to wait for the bus
- ☐ Safer or more comfortable ride on board the bus
- ☐ Real time arrival information at the bus stop
- ☐ I am unable to ride the bus under any conditions

7. What other transportation options do you use aside from Marin Access services?

- ☐ I drive myself
- ☐ A friend or family member drives me
- ☐ Taxi, Uber or Lyft
- ☐ Shuttle service provided by my residential facility
- ☐ Transportation program offered by a non-profit
- ☐ Marin Transit Connect
- ☐ Other: \_\_\_\_\_

**Help us better understand who our riders are:**

8. What language do you regularly speak at home? \_\_\_\_\_

9. Race/Ethnicity:

- ☐ White
- ☐ African American/Black
- ☐ Asian
- ☐ American Indian or Alaska Native
- ☐ Native Hawaiian or Pacific Islander
- ☐ Latino/a or Hispanic
- ☐ Other \_\_\_\_\_

10. What category best describes your annual household income?

- ☐ Less than \$10,000
- ☐ \$10,000 to \$24,999
- ☐ \$25,000 to \$34,999
- ☐ \$35,000 to \$49,999
- ☐ \$50,000 to \$74,999

- ☐ \$75,000 to \$99,999
- ☐ \$100,000 to \$149,999
- ☐ \$150,000 to 199,999
- ☐ \$200,000 and above

11. Do you own and use a cell phone?

☐ Yes

☐ No



11a. **If yes**, is it a smart phone (a touchscreen phone that combines features of a computer with a phone, e.g. an Apple iPhone, a Samsung Galaxy phone, or a Jitterbug phone)?

☐ Yes

☐ No

12. Do you use the internet or email, at least occasionally?

☐ Yes

☐ No



12a. **If yes**, do you use the internet to look up transit information?

☐ Yes

☐ No

13. How many people live in your household (including yourself)?

☐ 1

☐ 2

☐ 3+

14. In the past three months, have you missed or delayed a medical appointment because of a lack of transportation?

☐ Yes

☐ No

15. Does anyone assist you in booking your trips or managing your reservations?

☐ Yes

☐ No



15a. **If yes**, who is that person?

☐ Friend

☐ Family member

☐ Case manager or social worker

☐ IHSS worker

☐ Residential facility administrator or concierge

☐ Other: \_\_\_\_\_

16. Thank you for taking the time to complete this survey. In an effort to better assess the specific needs of our riders, we will be conducting follow-up interviews. By writing your name and the best number to reach you below, you will give us permission to contact you for an interview. Thank you!

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID  
COUNTY OF MARIN

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 171 SAN RAFAEL, CA

**MARIN TRANSIT**  
711 Grand Avenue, Suite 110  
San Rafael CA 94901-3511

..... FOLD HERE .....

Thank you for taking our survey!

Please fold and seal to mail back your completed survey. No postage is required.

To be eligible for our raffle drawing, place your completed survey in the mail by February 15, 2019. The winner will be contacted at their home phone number on file with the Travel Navigators.

To stay up to date on all Marin Access news, sign up for our email newsletter at [www.marinaccess.org](http://www.marinaccess.org).

Para obtener acceso o solicitar una copia de la encuesta de usuarios en español por favor visite al [www.marinaccess.org](http://www.marinaccess.org) o llame al 415-226-0855.



## Appendix H - Fare & Eligibility Policy Change Comment Form



## Comment Form

### Marin Transit is updating fares & eligibility policies in July 2020.

As part of the 2020-2029 Short Range Transit Plan, Marin Transit has developed a proposal that includes changes to local bus fares, Catch-A-Ride, Dial-A-Ride, and paratransit fares, the reimbursement rate for STAR & TRIP volunteer driver programs, the Low Income Fare Assistance program, and eligibility standards for Marin Access programs.

**We want to hear from you!** Please use the form below to share your feedback with us.

1. I like that the proposal... *Select your top two responses.*

- ☐ Reduces the cost of the monthly fixed route passes
- ☐ Raises the income threshold to qualify for the Marin Access Low Income Fare Assistance Program
- ☐ Makes it easier to qualify and apply for the Marin Access Low Income Fare Assistance Program
- ☐ Increases the frequency of Marin Access Low Income Fare Assistance disbursement
- ☐ Gives Marin Access clients access to a free monthly pass for use on fixed route
- ☐ Increases the number of trips per month for Catch-A-Ride
- ☐ Increases the reimbursement rate for the Marin Access volunteer driver program (STAR & TRIP)
- ☐ Standardizes the Marin Access eligibility standards, making the services easier to understand

2. I don't like that the proposal... *Select your top two responses.*

- ☐ Eliminates the 7-day pass for fixed route
- ☐ Increases the fare for Dial-A-Ride
- ☐ Increases the fare for paratransit
- ☐ Changes the age-related eligibility standard for Marin Access to 65+
- ☐ Adds a base fare of \$4 to Catch-A-Ride trips

3. Use the area below to provide your feedback.



4. Zipcode: \_\_\_\_\_

5. Which of the following describes you best?

	Sometimes	Frequently	Never
I use Marin Transit local bus service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use Marin Access paratransit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use other Marin Access programs (Catch-A-Ride, STAR, TRIP, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use other public transportation options in Marin County (SMART, Golden Gate Transit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I work with community members that are Marin Transit or Marin Access riders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Help us better understand who our riders are** *(optional)*:

6. Name: \_\_\_\_\_

7. Email: \_\_\_\_\_

☐ I would like to sign up for future announcements from Marin Transit

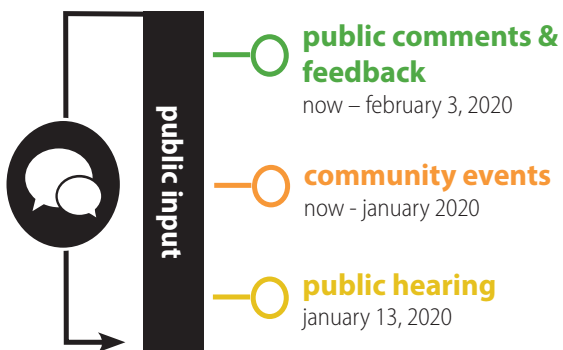
8. What is your age?

- ☐ Under age 18                      ☐ 18 - 24                      ☐ 25 - 59  
☐ 60 - 64                      ☐ 65 +

9. What is your annual household income?

- ☐ Less than \$10k                      ☐ \$10k - \$24,999                      ☐ \$25k - \$34,999  
☐ \$35k - \$49,999                      ☐ \$50k - \$74,999                      ☐ \$75k - \$99,999  
☐ \$100k - \$149,999                      ☐ \$150k - \$149,999                      ☐ \$200k and above

**Thank you for your feedback!** See below for additional opportunities to provide input.



**Community members can provide feedback on our website, by email, or by phone**

**Marin Transit will host community workshops across Marin County**

**A public hearing will be held on January 13, 2020**

**How to  
learn more**



**Online at:** [www.marintransit.org/farepolicy2019](http://www.marintransit.org/farepolicy2019)



**By email at:** [info@marintransit.org](mailto:info@marintransit.org)



**In person at:** locations across the county



**By phone at:** 415-454-0902, *press option 2*