



Marin Paratransit Coordinating Council
Monday, April 22, 2024, 1:30 p.m.

Meeting Location *(for voting members and others that wish to join in person)*

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

Virtual Attendance *(for members of the public)*

Zoom: <https://us02web.zoom.us/j/88380919497>

Teleconference: +1 669 900 6833

Webinar ID: 883 8091 9497

Providing Public Comment

- To provide written public comment prior to the meeting, email info@marintransit.org or use the comment form at www.marintransit.org/meetings. Submit your comments no later than **5:00 P.M. Sunday, April 14, 2024** to facilitate timely distribution. Include the agenda item number you are addressing, your name, and address. Your comments will be forwarded to members of the PCC and will be included in the written public record.
- Public comment is limited to two minutes per speaker unless a different time limit is announced. The Chair may limit the length of comments during public meetings due to the number of persons wishing to speak or if comments become repetitious.
- Participating on Zoom or teleconference: Ensure that you are in a quiet environment with no background noise. To raise your hand on Zoom press ***9** and wait to be called upon by the Chair. You will be notified that your device has been unmuted when it is your turn to speak. You will be warned prior to

your allotted time being over. Your comments will be included in the public record.

General Meeting Information

- Late agenda material can be inspected at the office of Marin Transit, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.
- In case of Zoom outage, dial 515-604-9094; meeting ID: 142-334-233
- All Marin Transit public meetings are conducted in accessible locations.
- Documents are available in accessible formats or additional languages by request. If you require translation or other accommodation, call (415) 226-0855 or 711. Requests must be received no less than five working days prior to the meeting.

Agenda

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

1. Introductions

2. Review of Agenda

3. Review of Meeting Minutes for February 2024

Recommended Action: Approve

4. Open Time for Public Expression

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

5. New Business

- a. PCC Member Application – *Action*
- b. MTC Transformation Action Plan Action 25 - *Information*
- c. Marin Access Eligibility Updates – *Information*

6. Old Business

7. Agency / Committee Reports

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

3:00 p.m. Adjourn

MARIN PARATRANSIT COORDINATING COUNCIL

February 26, 2024, 1:30PM to 3:00PM

MEETING MINUTES

1. Meeting called to order at 1:38 PM by PCC Chair Patti Mangels.
 - a. In attendance
 - i. PCC Members: Patti Mangels, Terri Sylvain, Allan Bortel, Michael Harris, Jane Gould (*alternate*), Sylvia Barry
 - ii. Members of the Public: Charmina Guerrero, Lisa Irving, Peter Pardini, Jaime Faurot (*PCC member attending virtually as a member of the public*)
 - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Kyle French, Robert Betts, Joanna Huitt, Asher Butnik, Kate Burt, Raymundo Vidaure Jr., Cathleen Sullivan
 - iv. Contractors (Transdev): Varuna Faasavalu, Teresa Jones, Jhashe Holloway
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for August 2023, October 2023, and January 2024
 - a. All present have reviewed. Motion to approve made by Terri Sylvain, seconded by Michael Harris.
4. Open Time for Public Expression
 - a. Jamie Faurot asked for clarification regarding the representation of transit agencies at the meeting.
 - b. Joanna Huitt asked if Ms. Faurot was asking about which Transdev Operations staff were present.
 - c. Ms. Faurot confirmed she was.
 - d. Ms. Huitt reviewed which Transdev staff were at the meeting.
 - e. Peter Pardini asked if he could share comments regarding Catch-A-Ride.
 - f. Ms. Huitt requested that Mr. Pardini wait until the agenda item regarding Catch-A-Ride.
 - g. Ms. Faurot stated that at the last meeting, she requested information. She asked Marin Transit staff to respond to her questions after that day's meeting.
5. New Business
 - a. TAM COC Nomination
 - i. Staff explained the Transportation Authority of Marin (TAM)'s Citizen Oversight Committee (COC). Staff described how Allan Bortel has participated in both the TAM COC and PCC. Staff stated that the PCC will need to consider Mr. Bortel and Jane Gould for a term.

- ii. Terri Sylvain asked if Mr. Bortel and Ms. Gould had agreed to be nominated.
 - iii. Joanna Huitt confirmed they had.
 - iv. Motion to approve Allan Bortel as PCC representative to TAM COC and Jane Gould as alternate made by Sylvia Barry, seconded by Terri Sylvain.
 - 1. Ayes: Patti Mangels, Terri Sylvain, Allan Bortel, Michael Harris, Sylvia Barry
 - 2. Noes: None
 - 3. Abstain: None
- b. New Officer Elections
- i. Staff reported that the PCC nominates officers every two years. Staff thanked Patti Mangels for her time as Chair, and Allan Bortel for his time as Vice Chair. Staff explained how the PCC would vote. Staff reviewed the duties of each position on the slate. Staff clarified that the Secretary role would remain vacant.
 - ii. Terri Sylvain asked why there were two names listed for Chair on the slate.
 - iii. Joanna Huitt clarified voting PCC members would vote for one of the two names on the slate for Chairperson once the slate was approved.
 - iv. Motion to approve the slate made by Terri Sylvain, seconded by Michael Harris.
 - 1. Ayes: Patti Mangels, Terri Sylvain, Allan Bortel, Michael Harris, Jane Gould, Sylvia Barry
 - 2. Noes: None
 - 3. Abstain: None
 - v. Ms. Huitt requested that each candidate leave the meeting space during voting.
 - vi. Sylvia Barry requested background information for each candidate.
 - vii. Ms. Huitt provided background information for each candidate.
 - viii. The PCC's voting members conducted a vote for Chair.
 - ix. Ms. Huitt announced that Michael Harris had been elected as Chair for the next two years. She thanked Ms. Mangels for her years as Chair.
 - x. Motion to elect Allan Bortel as Vice Chair made by Sylvia Barry, seconded by Michael Harris.
 - 1. Ayes: Patti Mangels, Terri Sylvain, Allan Bortel, Michael Harris, Sylvia Barry
 - 2. Noes: None
 - 3. Abstain: None
 - xi. Ms. Huitt clarified that there would not be a PCC Secretary.

c. Catch-A-Ride Initial Program Findings

- i. Staff provided an overview of the Catch-A-Ride program. Staff reported on their initial findings regarding Catch-A-Ride program results, including ridership and trip length statistics. Staff reported on their next steps for the program.
- ii. Lisa Irving asked how many riders were enrolled in the digital voucher program. She said she would like to speak about the program.
- iii. Asher Butnik responded that 68 riders elected to use only digital vouchers, and 63 riders elected to use both digital and paper vouchers.
- iv. Ms. Irving asked if staff were able to break down rider data by disability type. She asked if staff keep track of how many riders have service animals.
- v. Joanna Huitt answered that the information that riders report in the eligibility process is available to staff. She reported that there were three riders with service animals, and two of those riders used digital vouchers.
- vi. Ms. Irving explained that last February, her and a representative from Guide Dogs for the Blind asked Ms. Huitt and other administrators what would happen when service animal denials occur. Ms. Irving stated that she never received a straight answer. More recently, she reported service animal denials by Uber to Kyle French. She has started filing complaints with the Sheriff's Department, as service animal denial by Uber is a misdemeanor in California. As paratransit is administering the Transport Network Company (TNC) contract, Marin Transit is responsible for Americans with Disabilities Act (ADA) violations. She asked what staff are doing to address the problem. She asked if this would impact Marin Transit's contract with Uber.
- vii. Ms. Huitt stated that staff take reports of violations seriously and have worked with Uber to understand their process for taking action when violations are reported. Ms. Huitt explained that when Marin Transit receives a report, they bring it to Uber and start an internal investigation. Staff follow up and coordinate with the rider, who is refunded any funds or vouchers that they spent on the trip. Staff continue to work with Uber to improve. There is a dedicated call center for violations. The phone number for the call center is posted on Marin Transit's website. As is the case with all of Marin Transit's Operations contracts, they investigate the issue and follow up with contractors to ensure it does not happen again.
- viii. Ms. Irving described a conversation she had with Mr. French regarding Marin Transit's correspondence with at Uber. She explained her understanding of Uber's claims process and how it may impact Marin

Transit's culpability. She emphasized that the violations are criminal offenses. She explained that to file a claim, riders may report a service animal denial through the app or call Uber's safety number. She recently called the safety number and was transferred four times. After filing a claim, riders receive a boiler plate response and never know if the offending driver is removed from the platform. Ms. Irving reported that there is a Facebook group where drivers pay to be able to work again.

- ix. Ms. Huitt thanked Ms. Irving for her comments and stated that she has no information on how Uber drivers could be re-added to the platform.
- x. Ms. Irving requested that a letter that she wrote be read into the public record.
- xi. Staff read the letter out loud during the meeting. The letter is attached to the minutes as Attachment 1.
- xii. Jane Gould asked if the Catch-A-Ride rider survey would ask about riders' use of service animals.
- xiii. Ms. Huitt confirmed it would.
- xiv. Ms. Irving noted that there are only three riders who have service animals.
- xv. Peter Pardini asked if Marin Transit staff communicate with Uber regarding service animal denials.
- xvi. Ms. Huitt responded that staff meet with Uber biweekly regarding items that need immediate response. Afterward, Uber staff coordinate with their internal teams to respond. Recently, Uber introduced a dedicated site and phone number for service animal denial claims and have confirmed that any offending drivers will be removed from the platform.
- xvii. Mr. Pardini requested that when staff renew their contract with Uber, there should be stronger language regarding fees and fines when drivers make violations. Mr. Pardini suggested that fines will help bring attention to the issue and bring a sense of responsibility to Uber.
- xviii. Ms. Huitt responded that staff plan to explore additional providers.
- xix. Mr. Pardini replied that there should be stronger language in the contract, and currently there is no language regarding service animal denials in the contract.
- xx. Ms. Huitt stated that Uber is required to comply with ADA.
- xxi. Ms. Irving said that may not be enough to reinforce the regulations.
- xxii. Mr. Pardini added that involving money would attract attention from the contractor.
- xxiii. Mr. Irving stated that not renewing Uber's contract would be effective.
- xxiv. Michael Harris asked if staff had received any feedback from Uber regarding drivers being confused about the difference between service

animals and comfort animals. He has heard that people can purchase service animal tags for their comfort animals so that they may bring their animals to more places.

- xxv. Ms. Huitt stated that staff have not heard any indication of that from Uber, however Uber trains their drivers on ADA.
- xxvi. Ms. Irving said she has spoken to drivers who have told her they are not trained. Driver training materials are only available in English and Spanish. An attorney told Ms. Irving that the training process is a point-and-click process. She urged staff to not renew the contract with Uber, as Uber does not take responsibility. Ms. Irving reported that she engaged in arbitration with Uber in 2021.
- xxvii. Ms. Huitt thanked Ms. Irving for her comments and confirmed staff have not heard from Uber that drivers are confused about service animals.
- xxviii. Jamie Faurot explained that she has had difficult experiences when trying to use Uber to get to medical appointments. She asked if staff could ask Uber to converse with the PCC so that Uber can hear from individuals with disabilities who have issues with Uber's service. Communication currently seems one-way with less responsibility for Uber. Some riders may not be able to speak up for themselves or may not know how. Ms. Faurot stated she is trying to advocate for riders with challenges. She feels riders are at the mercy of Uber's service. Sometimes an emotional support animal is all that a person has. She expressed concern over Uber's ability to respond to concerns. She would like to be able to connect with Uber's staff to collaborate and develop a better understanding.
- xxix. Ms. Huitt stated that staff can request that Uber and North Bay Taxi join a future Marin Mobility Consortium meeting.
- xxx. Jane Gould stated that Uber drivers must register to be in category called Uber Pet, which might happen during driver training. That may be an opportunity to reinforce regulations regarding animals. Some drivers may not understand the process and regulations.
- xxxi. Ms. Irving said that is part of the drivers' onboarding.
- xxxii. Terri Sylvain suggested that it would be a good idea to have another contractor in place of Uber, although that may be a challenge for staff. Terminating Uber's contract without a replacement would be unwise.
- xxxiii. Mr. Pardini suggested that in the meanwhile, Uber's contract should be modified to include stronger language.
- xxxiv. Ms. Huitt said staff can explore that idea.

- xxxv. Ms. Irving stated she agrees with Ms. Sylvain’s idea. Ms. Irving said that the Catch-A-Ride program is good, however staff should consider working with Lyft and Uzurv.
 - xxxvi. Ms. Huitt clarified that staff have spoken with Lyft and Uzerv in the past and will consider them.
 - xxxvii. Ms. Irving said that staff from Uzerv would like to speak with Ms. Huitt.
- d. West Marin Transportation Options Survey
- i. Staff explained that there is a need for service improvement in West Marin. Among other efforts, staff are seeking feedback from riders via surveys.
 - ii. Terri Sylvain suggested staff should extend the survey deadline.
 - iii. Staff reviewed how staff have been distributing the surveys. Staff are open to additional ideas regarding distribution methods. Staff explained what they will do with the information gathered in the surveys.
 - iv. Jane Gould suggested that staff distribute surveys at the San Geronimo Senior Center. Ms. Gould expressed concern regarding participants potentially submitting multiple survey responses.
 - v. Ms. Sylvain said that staff should request feedback from those who are not riders. Ms. Sylvain also expressed concerns regarding survey fatigue.
 - vi. Joanna Huitt responded that staff would be sensitive to survey fatigue. She added that staff have funding to support programs and are motivated to implement changes based on feedback.
 - vii. Sylvia Barry suggested that Marin County Supervisors could add information regarding the survey to newsletters.
 - viii. Ms. Huitt said staff will work on including the survey in local newsletters.
 - ix. Ms. Barry offered to help with that effort.
 - x. Allan Bortel asked if staff could include a question in the survey regarding transportation to Inverness.
 - xi. Ms. Huitt responded that there is a question on the survey regarding Route 68. Staff are open to ideas regarding routing and timing.

6. Old Business

- a. Nothing to report.

7. Agency / Committee Reports

a. Marin Transit Updates

- i. Staff introduced Raymundo Vidaure Jr. as Marin Transit’s new Community Engagement Coordinator.
- ii. Raymundo Vidaure Jr. introduced himself.
- iii. Terri Sylvain asked if the Community Engagement Coordinator position was a new position.

- iv. Joanna Huitt clarified it is not a new position.
- v. Jamie Faurot asked if staff could follow up with additional information regarding new staff and their roles.
- vi. Ms. Huitt said she would follow up with Ms. Faurot after the meeting. She reviewed a recent fare study conducted by Marin Transit staff.
- vii. Cathleen Sullivan provided additional information on the fare study. The fare study is related to upcoming changes with the Clipper Card. Marin Transit will also be updating their fare systems soon, including pass structure and fareboxes. Ms. Sullivan explained the goals of the upcoming changes.
- viii. Patt Mangels asked if the Clipper Card transition will be seamless.
- ix. Ms. Sullivan confirmed that Clipper Cards will automatically transfer to Clipper 2.0.
- x. Lisa Irving asked if Clipper Cards would be able to be used to pay for paratransit. She asked if there would still be zone-based fares.
- xi. Ms. Sullivan explained how Marin Transit's service is currently embedded in Golden Gate Transit's zone-based fare system. After the upcoming changes, Marin Transit will be separated from Golden Gate Transit's system. Marin Transit's fares will remain the same.
- xii. Ms. Irving asked if riders would still need to tag on and off Golden Gate Transit's buses after the changes.
- xiii. Ms. Sullivan confirmed they would. She added that regional paratransit is considering Clipper Card usability. There will be a pilot program within San Francisco's paratransit to make sure it is functional.
- xiv. Allan Bortel asked if bridge tolls will ever merge with Clipper Cards.
- xv. Ms. Sullivan suggested Jon Gaffney could answer Mr. Bortel's question.
- xvi. Jon Gaffney said he has not heard about paying bridge tolls that way.
- xvii. Jane Gould asked if Marin Airporter's private service will ever accept Clipper Cards.
- xviii. Ms. Sullivan said she was unsure but will share the idea with the Metropolitan Transportation Commission (MTC).
- xix. Ms. Huitt explained that there are regional efforts to explore accessibility improvements. At future meetings, there will be a longer item with MTC staff. Staff have received all five of their new vehicles and are developing how the vehicles will be used. Staff are working on updating Marin Access' informational brochures.
- xx. Ms. Irving asked how riders would board the new vehicles.
- xxi. Jhashe Holloway stated that the new vehicles have steps and a lift.
- xxii. Ms. Irving asked why the vehicles were built that way.

- xxiii. Mr. Gaffney responded that he has been told that smaller vehicles are harder to lower.
 - xxiv. Ms. Irving asked if staff plan to purchase any vans or smaller vehicles.
 - xxv. Ms. Holloway replied that the new vehicles are smaller than the cutaway vehicles and can navigate some of the tighter roads in Marin County.
 - xxvi. Ms. Huitt added that staff are wrapping up the printing of the Marin Access At-A-Glance brochures.
- b. Marin Access Performance Metrics
 - i. Staff reported on Marin Access call center performance for January 2024, highlighting the differences between Fiscal Year 2022-2023 and Fiscal Year 2023-2024. Staff reported on Marin Access trip performance for January 2024, highlighting the differences between Fiscal Year 2022-2023 and Fiscal Year 2023-2024. Staff reported on efforts to increase the number of riders per hour. Staff reported on Marin Access rider feedback for January 2024.
 - c. GGBHTD Advisory Committee on Accessibility Report
 - i. Jon Gaffney reported on data regarding Golden Gate Bridge traffic and public transportation usage. The Advisory Committee on Accessibility (ACA) will meet next on April 11, 2024.
 - d. TAM Citizens Oversight Committee Report
 - i. Alan Bortel reported that the TAM COC met in January at Marin Access' facility on Kerner Boulevard. The next COC meeting will be in April. Mr. Bortel reported that TAM's prior Chief Financial Officer Li Zhang has left TAM. TAM is currently recruiting for Li Zhang's replacement.
8. Next Meeting on April 22, 2024.
- a. Meeting adjourned at 2:59 PM by PCC Chair Patti Mangels.

Good morning, Everyone:

I am writing to bring to your attention Marin Transit's responsibility for civil rights violations perpetrated by its TNC contractor provider, Uber Technologies Inc.

In early 2023, Marin Transit and paratransit representatives rolled out plans for a pilot program that included ride-share service. Qualified paratransit clients would receive a limited number of electronic GenAM vouchers through the Uber app to cover a portion of the cost of a one-way trip. Last February I and a representative from Guide Dogs for the Blind asked Ms. Hewett and Marin Transit representatives how they planned to address service animal denials. A response was not provided then, or at future meetings of the Mobility Consortium or the Paratransit Coordinating Council.

I informed Kyle French on two occasions when Marin Transit's contractor provider, Uber, denied me and my service animal service. Mr. French did little to remedy the problem. In fact, according to Mr. French, his only contact with Uber was someone that worked with technology. I assured Mr. French that I had filed complaints with Uber. More recently, on February 2, 2024, and February 24, 2024, I received assistance from the Marin Sheriff's Office. Two drivers have been cited for violating PC 365.5. Obviously, a pattern of failure to provide ride-share service to a protected class member and my service dog has been established. The Federal Transit Administration has remedies that I plan to pursue.

I urge Ms. Gerchow and others to not renew the contract with Uber. I urge Mr. Betts and others to pursue a contract with UZERV and or, Lyft. Lyft has a lower service animal denial rate than Uber. Lyft is cheaper than Uber, on average, \$5.00 to \$11.00). Additionally, Lyft has partnered with Aira, a fee-for-service remote visual interpreter service that enables their agents to locate the Lyft car and provide video assistance when needed. Furthermore, Lyft has a dedicated line for service animal assistance when a ride is requested, and when service animal denials occur.

I look forward to your responses.

From,

Lisa M. Irving, M.A. VRT



Marin Paratransit Coordinating Council

Housekeeping

Housekeeping - General

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

Housekeeping - Zoom

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

Agenda

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

New Business

PCC Member Application

- Evan Milburn
 - Evan is interested in improving the accessibility of the paratransit system for Marin residents with disabilities
 - Qualifications
 - Systems Change / Community Organizer for Marin Center for Independent Living (MCIL)
 - Former user of San Mateo County Paratransit
 - Former member of San Mateo's PCC and co-chair of Accessible Transportation Committee for San Mateo's Commission on Disabilities

ACTION: Consider Evan Milburn as PCC Voting Member

TAP Action 25: Standardize Paratransit Eligibility

April 2024

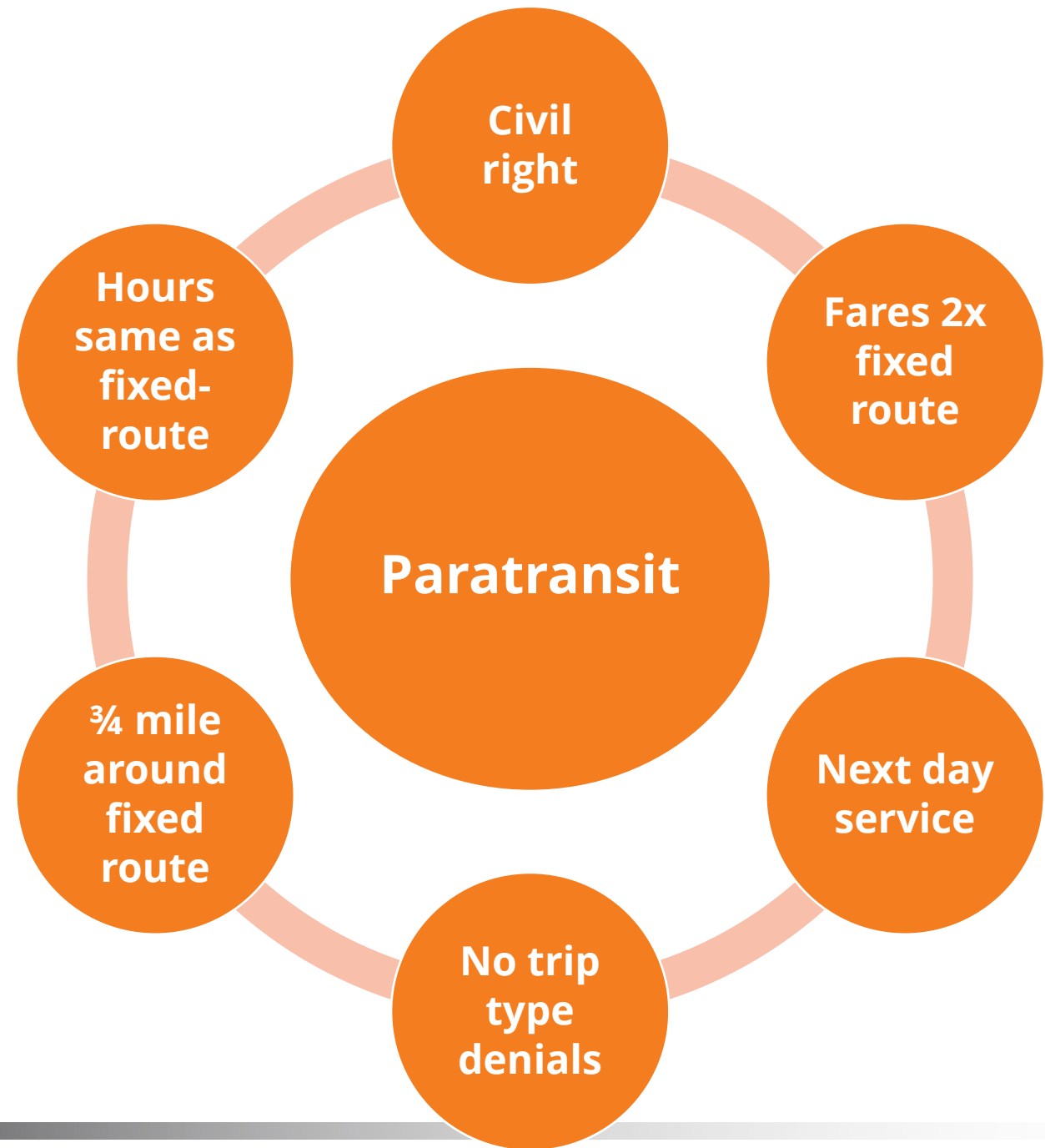


METROPOLITAN
TRANSPORTATION
COMMISSION



Paratransit Primer

- Civil right
- Hours same as fixed route
- 3/4 mile around fixed route
- No trip type denials
- Next day service
- Fares 2x fixed route



Paratransit Programs in the Bay Area

- AC Transit / BART – ***East Bay Paratransit***
- SolTrans – ***SolTrans Paratransit***
- County Connection – ***LINK Paratransit***
- Sonoma County Transit – ***Sonoma County Paratransit***
- City of Dixon – ***Dixon Redit-Ride***
- Tri-Delta Transit -- ***Tri Delta Paratransit***
- Fairfield & Suisun Transit – ***FAST Connect ADA***
- Union City Transit – ***Union City Paratransit***
- Golden Gate Transit / Marin Transit – ***Marin Access***
- Vacaville City Coach – ***City Coach Paratransit***
- Petaluma Transit – ***Petaluma Paratransit***
- Napa Vine Transit – ***VineGo Paratransit***
- City of Rio Vista – ***Delta Breeze***
- Santa Clara VTA – ***VTA ACCESS Paratransit***
- SamTrans – ***Redi-Wheels / RediCoast Paratransit***
- WestCAT – ***WestCAT Paratransit***
- Santa Rosa CityBus - ***Santa Rosa Paratransit***
- Wheels (LAVTA) – ***Wheels Dial-A-Ride***
- SFMTA (Muni) – ***SF Paratransit***

Existing Paratransit Eligibility

1. Eligibility processes in the Bay Area vary:

- Paper process
- Paper + phone interview
- Paper + In-person interview

2. All eligible riders must recertify

3. Some agencies have mobility management integrated



Near-term

Recommendations:

Customer Experience

*Implementation as
a region that will
primarily benefit
the customer*

1. Standardize application forms and make available online
2. Standardize eligibility interview protocols for agencies using in-person and paper/phone-based assessments
3. Standardize the appeals process
4. Standardize definitions of eligibility categories and renewal timelines
5. Explore alternatives to in-person assessments for certain disability categories
6. Identify and enhance promotion of paratransit alternatives and incorporate travel training referrals during the eligibility process

Near-term

Recommendations:

Quality of Services

*Implementation as
a region that ensure
quality service*

7. Set aside new funding to host annual paratransit eligibility trainings
8. Learn about new eligibility vendors in coordination and with support from MTC
9. Explore technical solutions to enhance eligibility implementation
10. Develop on-going monitoring strategies for quality assurance
11. Increase the use of trip conditional eligibility

Recommended Next Steps

- **Final Report to**
 - **Regional Network Management Council** – June/July 2024
 - **Regional Network Management Committee** – Fall 2024
- **Continued coordination for policy changes and implementation** through a Paratransit Eligibility Working Group (consisting of MTC and transit and paratransit agency staff)





For updates and more information:

Drennen Shelton, MTC: dshelton@bayareametro.gov

John Sanderson, County Connection: jsanderson@cccta.org

Marin Access Eligibility Updates

Update pilot process to test adjustments that allow us to:

- Align with TTAP Goals
- Streamline the application process for applicants
- Improve applicant consultation / education

	CURRENT	SUGGESTED
Application Format	Paper / Online / Phone (9 pages) + follow-up as needed	Paper / Online / Phone (2-3 pages) + Phone Interview
Application Processing	Up to 21 days	Up to 21 days
Require Professional Verification	Yes	If a determination cannot be made based on phone interview

Old Business

No Old Business

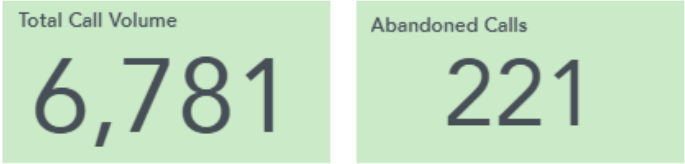
Agency / Committee Reports

Marin Transit Updates

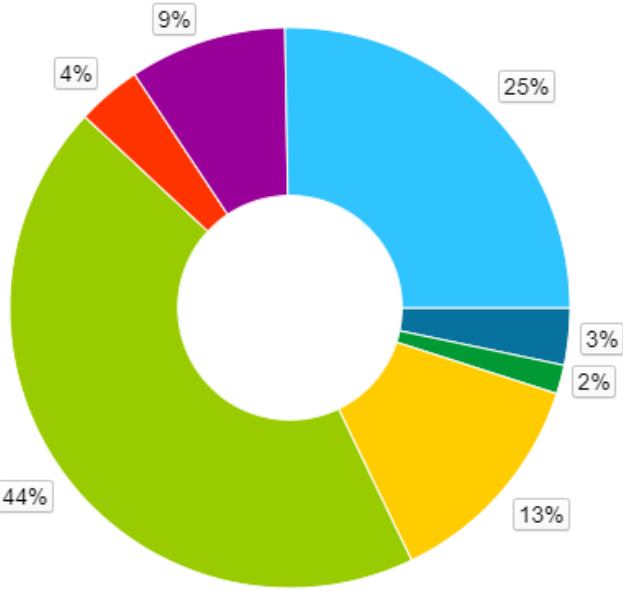
- New Marin Access Operations Staff Introductions
- West Marin Shuttle Pilot Program
- Marin Transit Focus Groups
- PCC Structural Changes

Marin Access Call Center

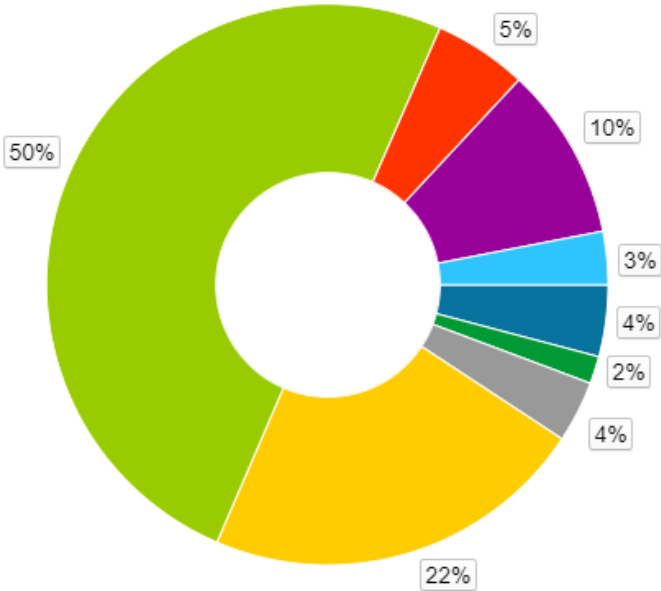
- Marin Access call volume for all queues in March was 6,781



Call Volume



Selected Year

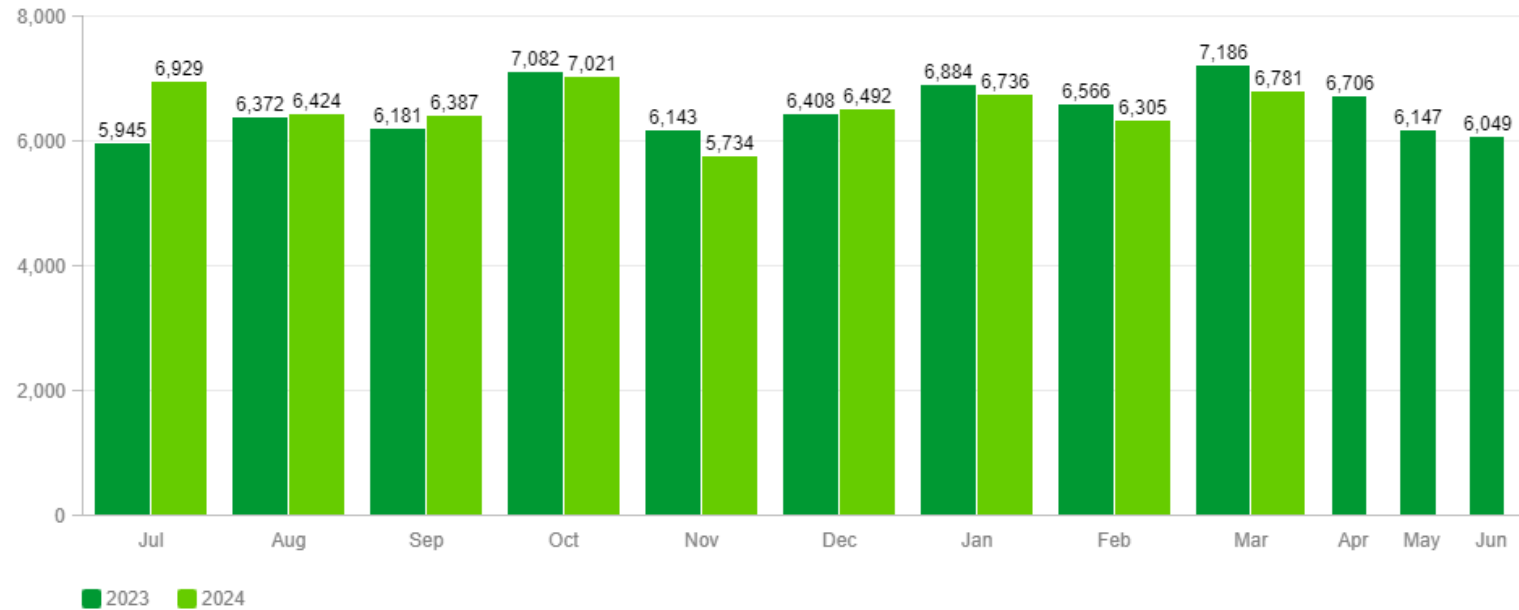


Prior Year



Marin Access Call Center

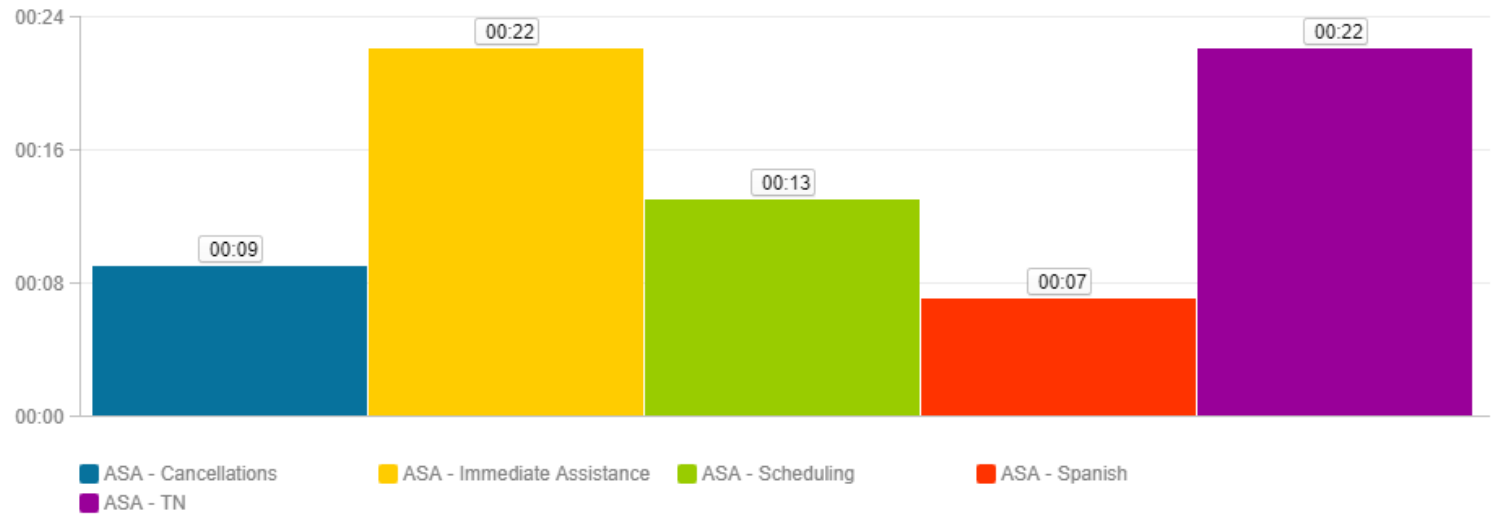
- Total call volume for the month was 6,781, a decrease from the same period last year.



Marin Access Call Center

- Average hold times for all Marin Access call center queues is meeting the performance standard of less than two minutes.

Average Hold Time



Performance Standard – Average Hold Time

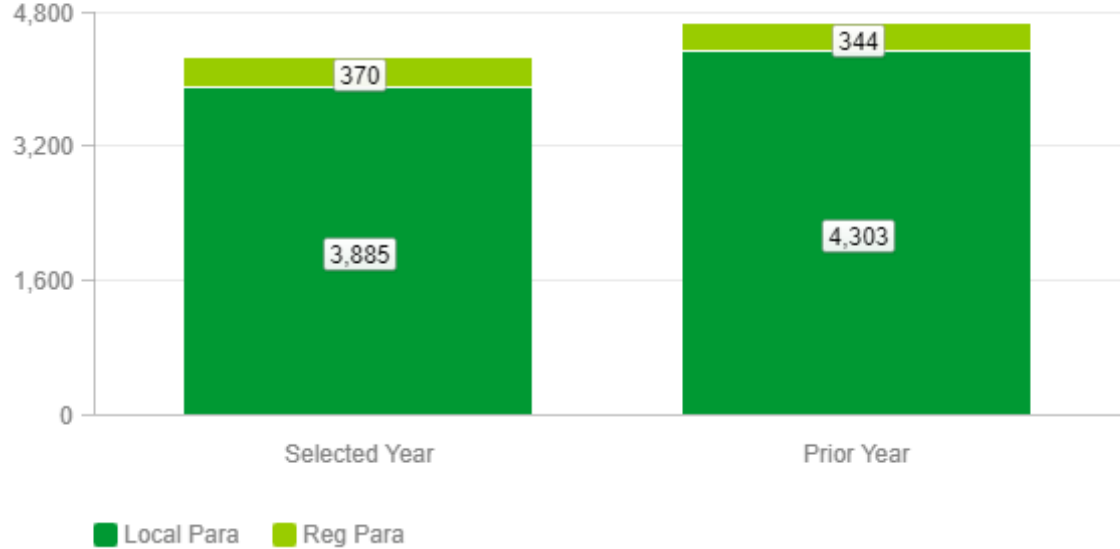
- Less than 2 minutes



Marin Access Paratransit Ridership

- In March, there were a total of 3,885 trips on local and 370 trips on regional paratransit.

Local & Regional Paratransit



Trip Denials - YTD
0

Trip Refusals - YTD
1,296

Performance Standard – Trip Denials

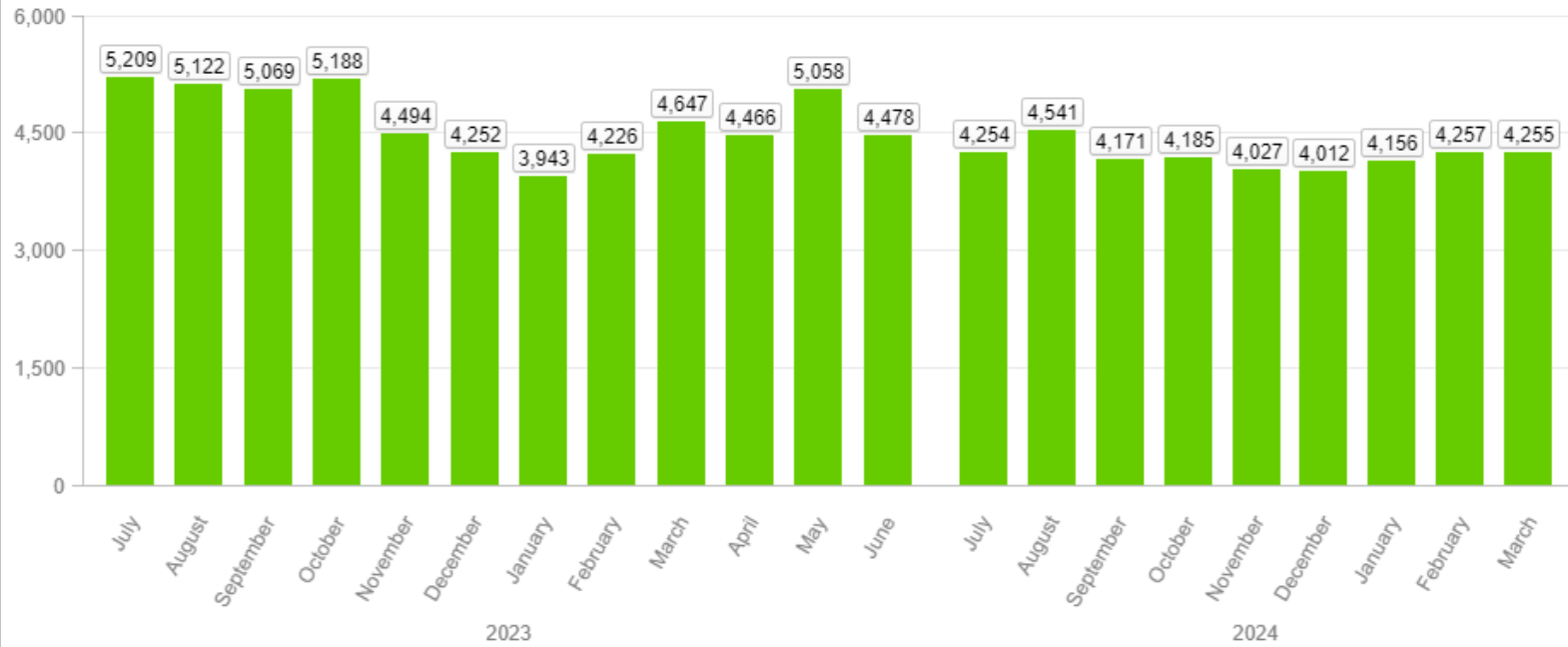
- 0 trip denials

Trip Refusals occur when a rider does not accept a pick-up window scheduled within the regulations.



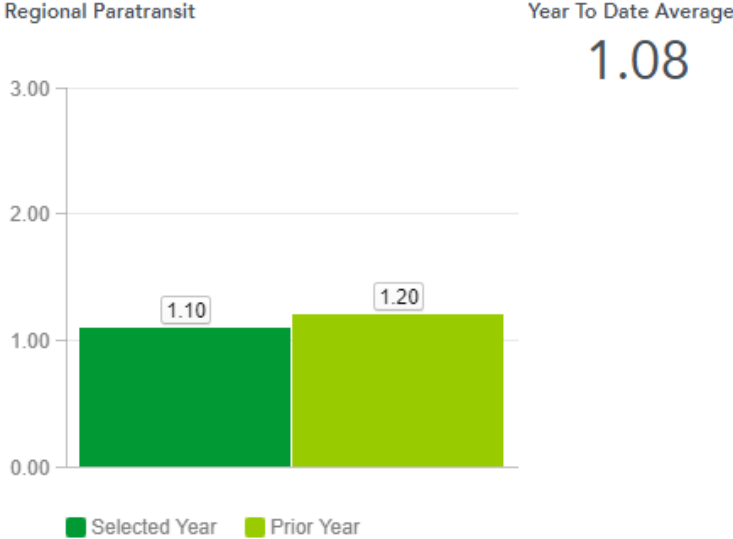
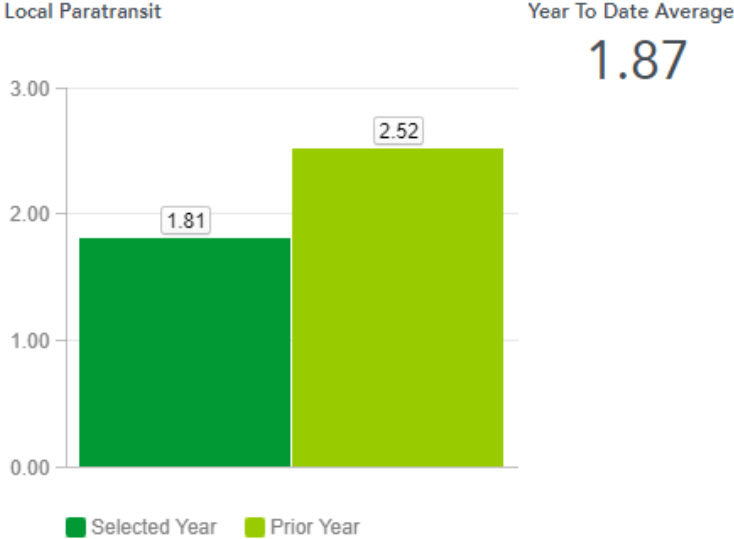
Marin Access Paratransit Ridership

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



Marin Access Paratransit Ridership

- In March, riders per hour for local paratransit was 1.81 and rides per hour for regional paratransit was 1.01.



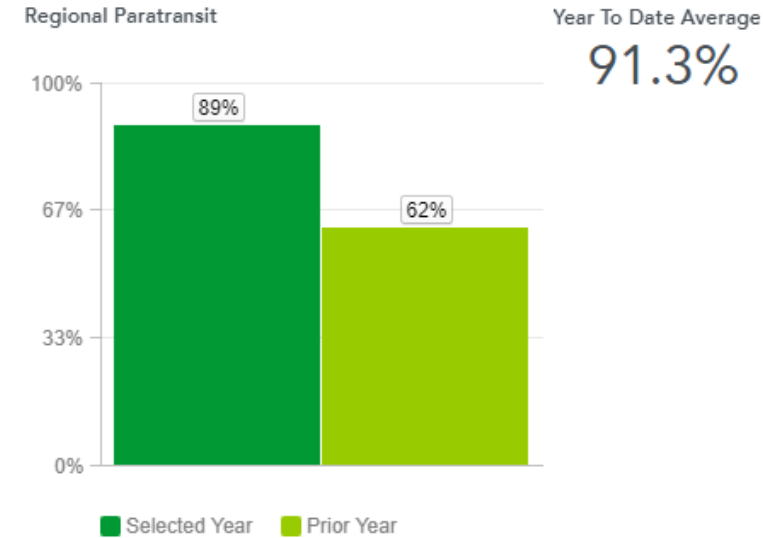
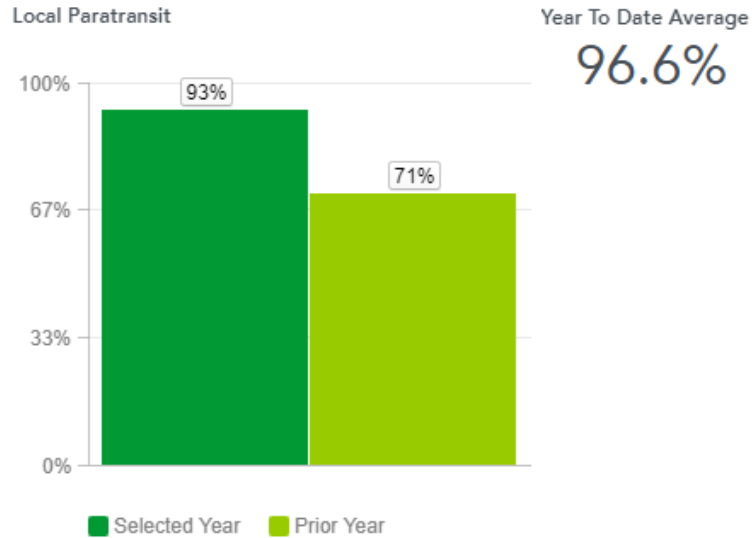
Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0



Marin Access Paratransit Ridership

- In March, on time performance for local paratransit was 93% and 89% for regional paratransit.



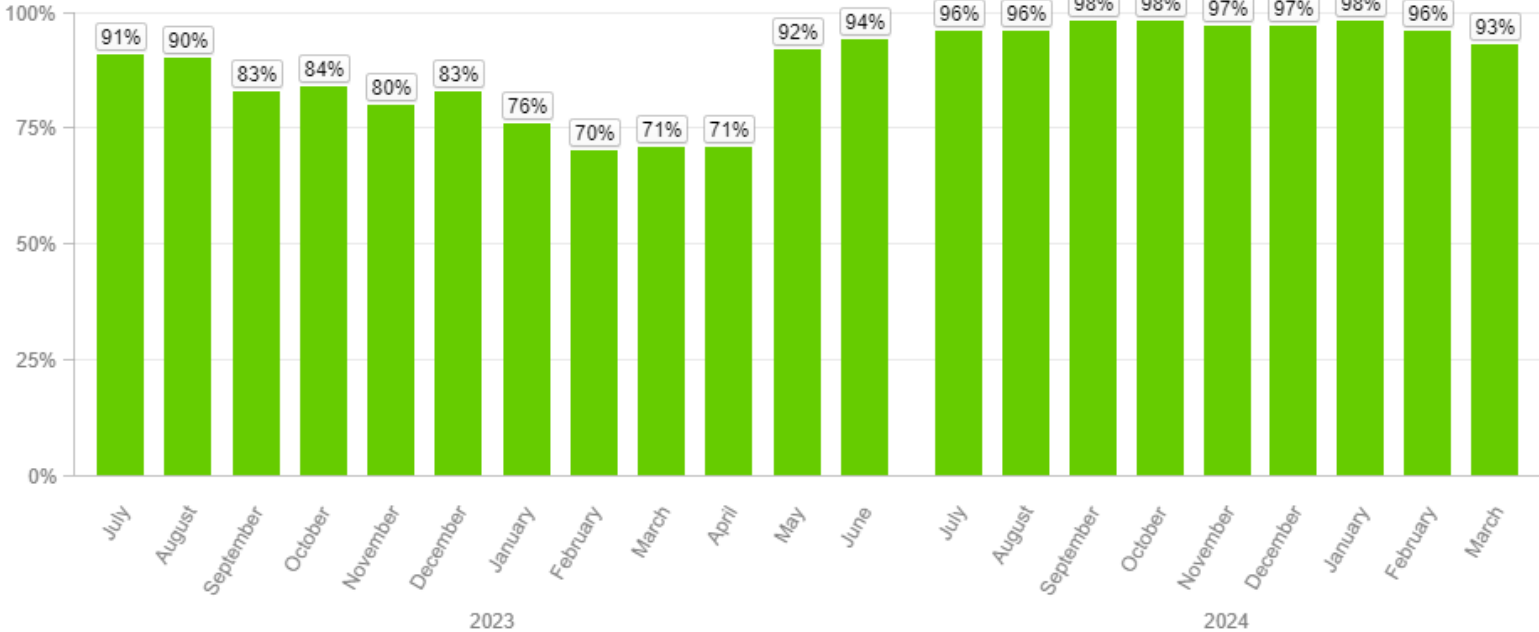
Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



Marin Access Paratransit Ridership

- On-time performance for local paratransit began to improve in May and has continue to remain above 90%. OTP in March was 93%. This exceeds the performance standard.



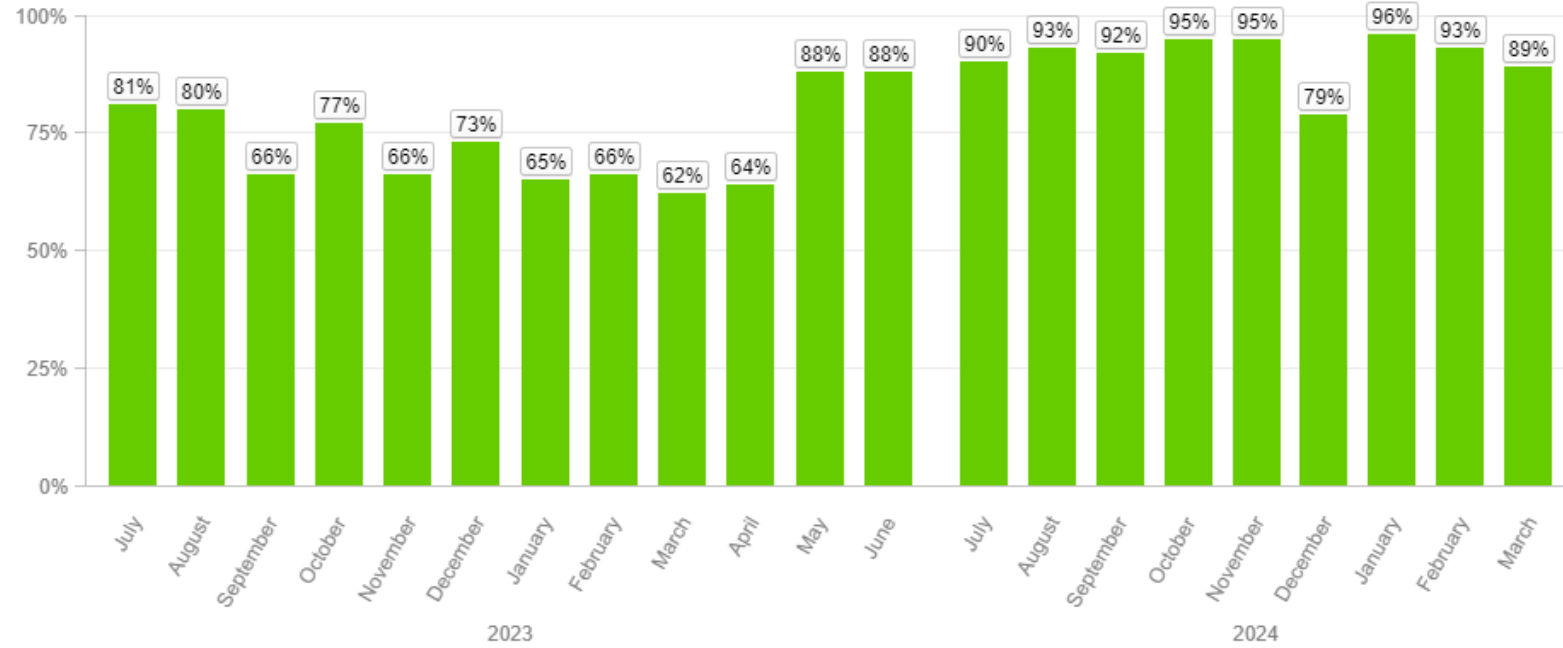
Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



Marin Access Paratransit Ridership

- On-time performance for regional paratransit began to improve in May and has continue to improve with slight fluctuations.



Performance Standard – On Time

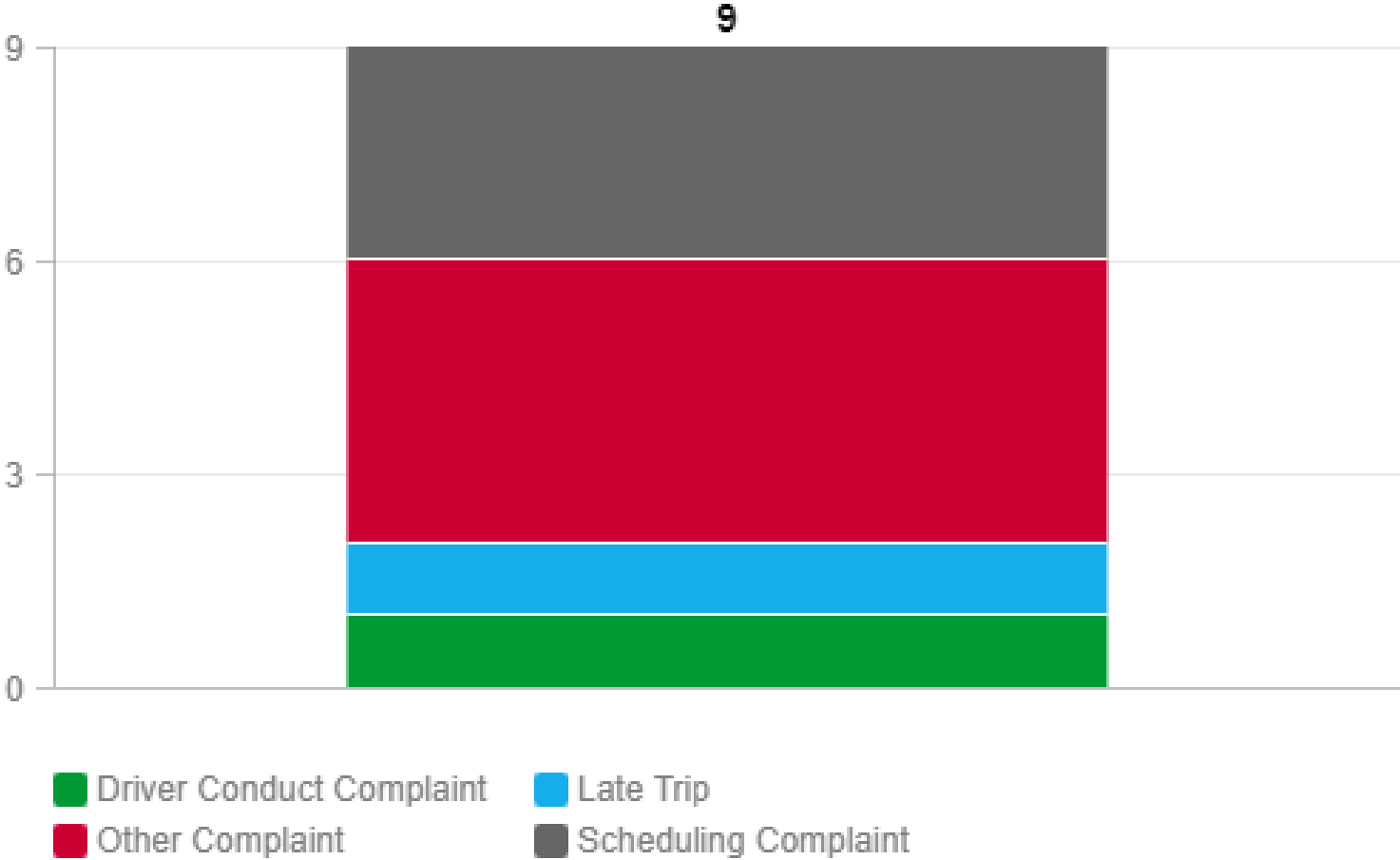
Performance

- Local – 90%
- Regional – 90%



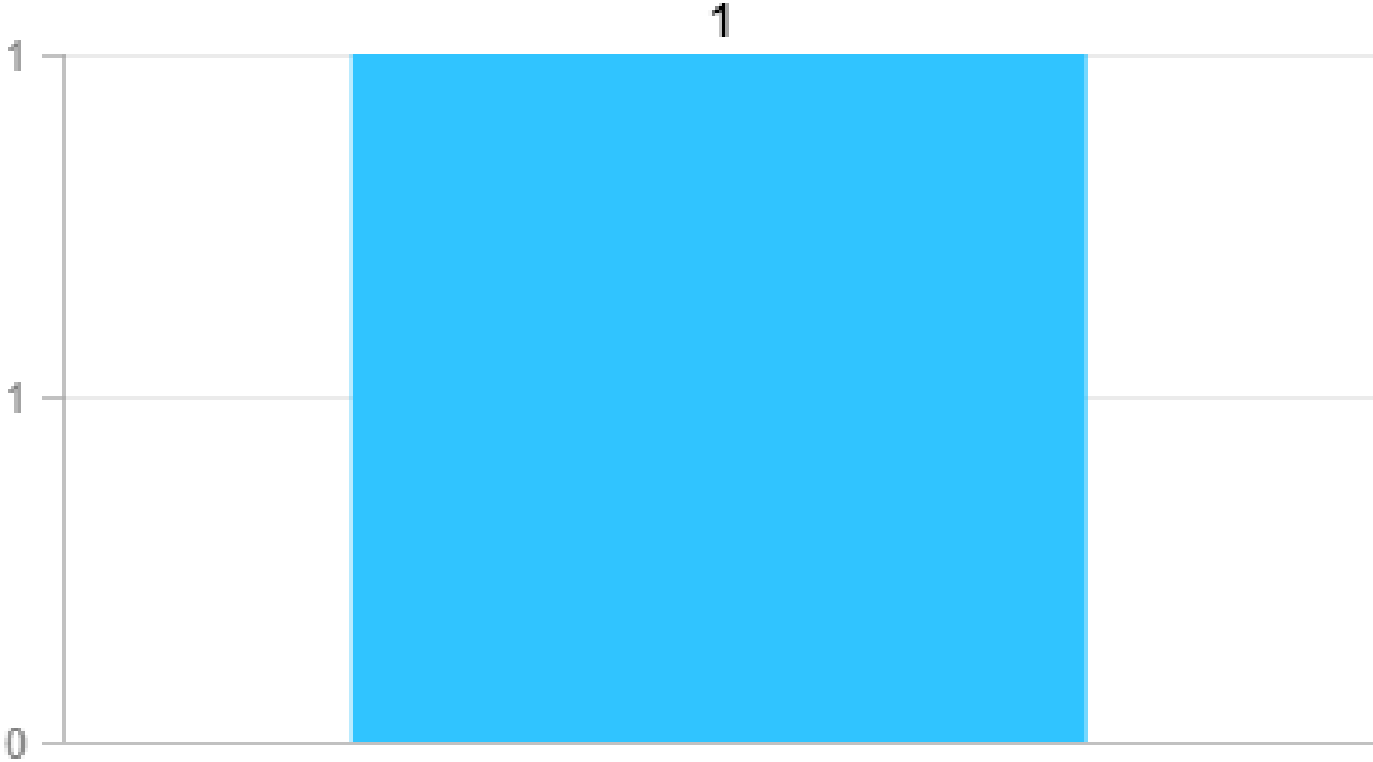
Marin Access Feedback

- In March there were 9 complaints for Marin Access



Marin Access Feedback

- In March there was 1 commendation.



Thank you

CONTACT

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