



MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

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Webinar ID: 879 7268 3373

Monday, July 12, 2021

Until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the Board of Directors and staff may participate in this meeting electronically or via teleconference. Members of the public are encouraged to participate remotely as described below.

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Webinar ID: 879 7268 3373

Teleconference: Members of the public wishing to participate via teleconference, can do so by dialing in to the following number at **9:30 A.M.**

July 12, 2021: +1 669 900 6833; Access Code: **879 7268 3373**.

How to provide comment on agenda items:

- To provide written public comment prior to or during the meeting, please email info@marintransit.org (if intended to be read aloud as public comment, please state "Public Comment" in subject line). Please email your comments no later than **9:00 A.M. Monday, July 12, 2021** to facilitate timely distribution to the Board of Directors. Please include the agenda item number you are addressing and include your name and address. Your comments will be forwarded to the Board of Directors and will be placed into the public record.
- During the meeting (only): Use the comment form available at <https://www.marintransit.org/meetings> to submit your meeting-related comments on this agenda. Your comments will become part of the public record.
- During the meeting (only): Ensure that you are in a quiet environment with no background noise (traffic, children, pets, etc.) To raise your hand on Zoom press ***9** and wait to be called upon by the President or the Clerk to speak. You will be notified that your device has been unmuted when it is your turn to speak. You will be warned prior to your allotted time being over. Your comments will also become part of the public record.



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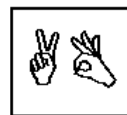
AGENDA

Monday, July 12, 2021

9:30 a.m. Convene as the Marin County Transit District Board of Directors

1. Open Time for Public Expression (limited to three minutes per speaker on items not on the Transit District's agenda)
2. Board of Directors' Matters
3. General Manager's Report
 - a. General Manager's Oral Report
 - b. Monthly Monitoring Report: April 2021
 - c. Healthy Transit Plan Monthly Metrics Report
4. Consent Calendar
 - a. Minutes for June 7, 2021 Board Meeting
 - b. Fiscal Year 2020/21 Contracting Opportunities and Awards Update
 - c. First Amendment to Agreement with Michael's Transportation Service, Inc. to Provide Pupil Transportation Services
Recommended Action: Approve.
5. Marin Access Program Update
Recommended Action: Information only.
6. Fare Evaluation Update
Recommended Action: Information only.

Adjourn



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

In case of Zoom outage dial 515-604-9094. Meeting ID: 142-334-233

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

En caso de interrupción de Zoom, marque al 515-604-9094. ID de Reunión 142-334-233



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July 12, 2021

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

SUBJECT: General Manager Report – Monthly Report: April 2021

Dear Board Members:

board of directors

kate colin
president
city of san rafael

judy arnold
vice president
supervisor district 5

stephanie moulton-peters
2nd vice president
supervisor district 3

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

dennis rodoni
director
supervisor district 4

brian colbert
alternate
town of san anselmo

RECOMMENDATION: This is a recurring information item.

SUMMARY: The attached monthly report provides an overview of Marin Transit operations for the monthly period ending April 31, 2021. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

Overall systemwide ridership in April 2021 increased by 134.6 percent compared to April 2020 which represents a 50.2 percent decrease from the pre-COVID ridership in April 2019 and 4.8% increase from March 2021.

Ridership on fixed-route services increased by 138.8 percent from prior year which is a 47 percent decline compared to pre-COVID in April 2019. Ridership on Marin Access services increased by 55 percent compared to April 2020 which represent a 68.6 percent decline from April 2019. There were no yellow bus services due to school closures throughout the month. April 2021 was the fourteenth month of ridership affected by the ongoing COVID-19 global pandemic.

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

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

Nancy Whelan
General Manager

Attachments

FISCAL YEAR

2021

Year-to-Date Ridership Trends

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



Demand Response Passengers by Month

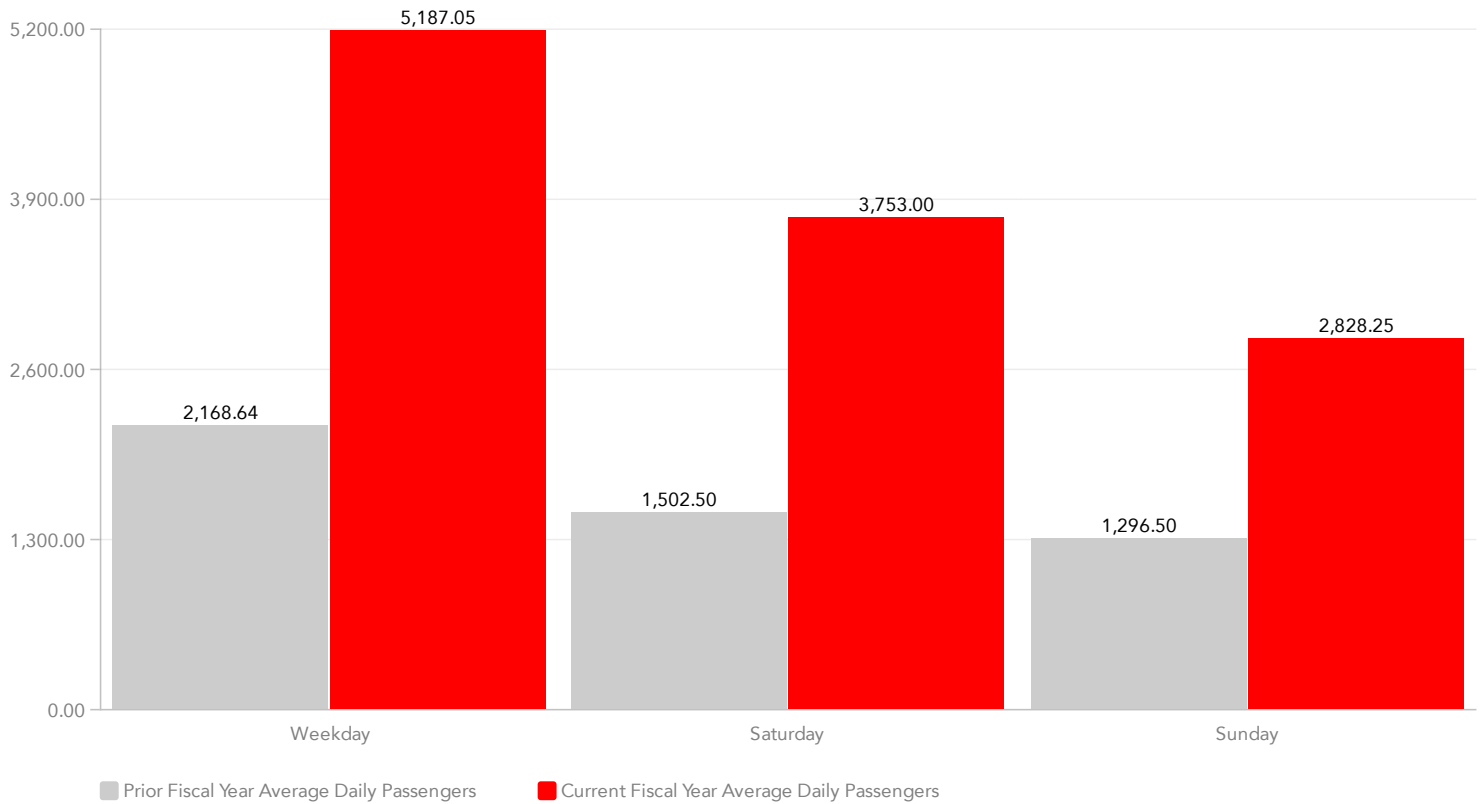


Monthly Statistics

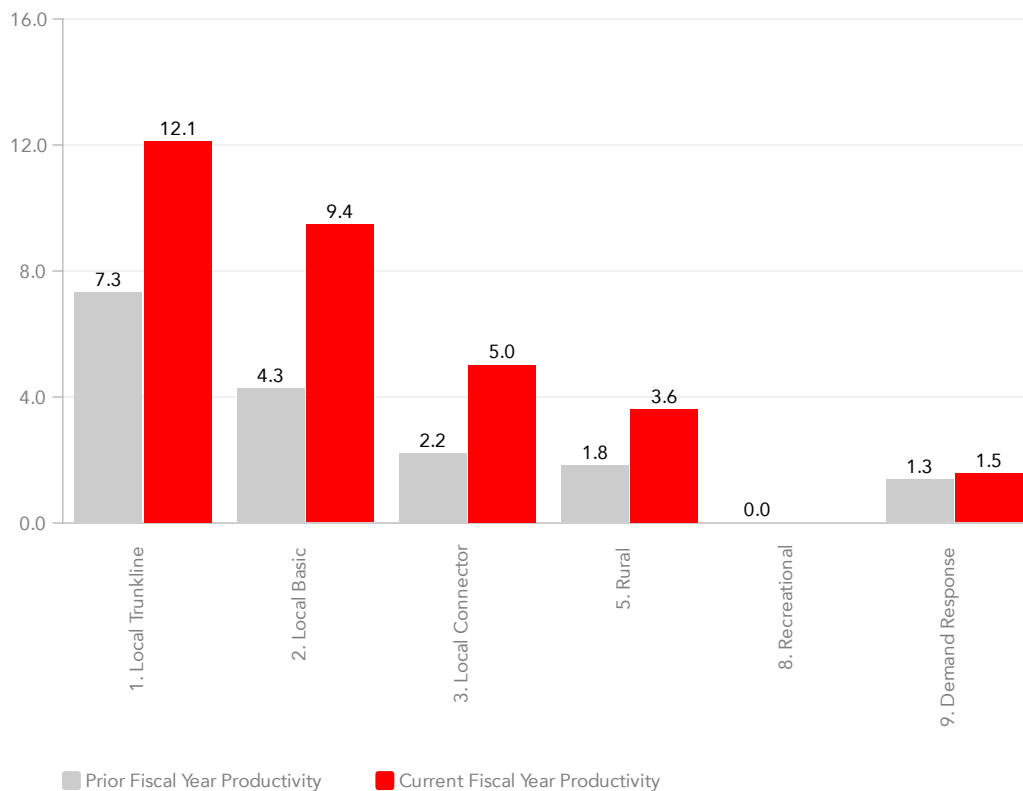
MONTH

April

Average Systemwide Daily Passengers



Productivity (pax/hr) by Typology



Route Typologies

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



Monthly Customer Feedback Report

April 2021

Month: April 2021								
Category	Program							Total
	Fixed-Route Local	Fixed-Route Shuttle	Stagecoach & Muir Woods	Supplemental & Yellow Bus	Demand Response	Mobility Management	Systemwide	
Commendation	0	0	0	0	0	0	0	0
Service Delivery Complaint	7	11	3	2	0	0	1	24
Accessibility	0	0	1	0	0	0	0	1
Driver Conduct Complaint	3	1	0	0	0	0	0	4
Driving Complaint	2	1	1	0	0	0	1	5
Early Trip	0	1	0	0	0	0	0	1
Equipment Issue	0	0	0	0	0	0	0	0
Farebox	0	0	0	0	0	0	0	0
Late Trip	0	0	0	0	0	0	0	0
Missed Connection	0	0	0	0	0	0	0	0
Missed Trip	0	0	0	0	0	0	0	0
No-Show	0	1	0	1	0	0	0	2
Off-Route	0	1	0	0	0	0	0	1
Pass-Up Complaint	2	6	1	1	0	0	0	10
Service Structure Complaint	0	1	0	0	1	3	0	5
Bus Stop Improvement Request	0	0	0	0	0	0	0	0
Fares	0	0	0	0	1	0	0	1
Other Complaint	0	1	0	0	0	1	0	2
Scheduling Complaint	0	0	0	0	0	2	0	2
Service Improvement Suggestion	0	0	0	0	0	0	0	0
Safety Complaint	0	0	0	0	0	0	0	0
Total Service Hours	9,024	3,454	1,270	2,470	2,394	-	18,612	18,612
Commendations per 1,000 Hours	0.0	0.0	0.0	0.0	0.0	-	0.0	0.0
Complaints per 1,000 Hours	0.8	3.5	2.4	0.8	0.4	-	0.1	1.6
Total Passengers	96,465	17,205	4,550	17,337	3,674	965	140,196	140,196
Commendations per 1,000 Passenger:	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Complaints per 1,000 Passengers	0.1	0.7	0.7	0.0	0.3	3.1	0.0	0.2



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July 12, 2021

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

SUBJECT: Healthy Transit Plan Monthly Metrics Report

Dear Board Members:

board of directors

kate colin
president
city of san rafael

judy arnold
vice president
supervisor district 5

stephanie moulton-peters
2nd vice president
supervisor district 3

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

dennis rodoni
director
supervisor district 4

brian colbert
alternate
town of san anselmo

RECOMMENDATION: This is a recurring information item.

SUMMARY: In accordance with Marin Transit Board of Directors' Resolution No. 2020-05, staff collect and report health metrics related to the COVID-19 pandemic on a monthly basis.

The data collection period for this report is May 10, 2021 – June 9, 2021. At the June 2021 MTC Commission meeting Chair Pedroza announced that Healthy Transit Plan dashboard reporting is completed. This is Marin Transit's final monthly report for your Board and for the dashboard.

Table 1: Healthy Transit Plan Metrics Report

Customer Facing	% Properly Wearing Face Coverings	100%
	% Vehicle Capacity for Safe Distancing	99%
Employee Facing	% Properly Wearing Face Coverings	100%
	% of Contact Tracing for Infected Employees	100%

This information has been transmitted to the Metropolitan Transportation Commission and is available on the Metrics Dashboard at <http://dashboard.healthytransitplan.com/>.

In addition to the Healthy Transit Plan Metrics, this report summarizes pass-up activity through the end of the reporting period. Pass-ups are defined as those instances when a bus operator must leave a passenger at the curb because the bus is already at capacity. To comply with public health guidance, Marin Transit reduced capacity on large buses to nine passengers and four passengers on small buses. These capacity limits allow for six feet of physical distancing between passengers.

Pass-up activity initially declined when Marin Transit introduced back-up Supplemental Service (Routes 117, 122, 135, and 171) on August

10, 2020. More passengers returned to the system as the County of Marin began to reopen after the Regional Stay-Home Order was lifted on January 25, 2021.

On May 19, 2021, Marin Transit and Golden Gate Transit increased bus capacities to 50%, allowing three feet of distance between passengers. This increase followed the County's transition from the orange tier to the yellow tier and was based on drivers having been provided an opportunity to get vaccinated and continuing other health and safety measures. Pass-ups decreased as a result of the increased availability of seats.

Marin Transit and Golden Gate Transit increased bus capacities to full capacities on June 15, 2021 when the State discontinued the Blueprint for a Safer Economy tiered structure and further re-opened activities in the State. With 100 percent of capacity available to passengers, pass-up activity decreased significantly during the reporting period.

Weekly Pass-up Activity Trends

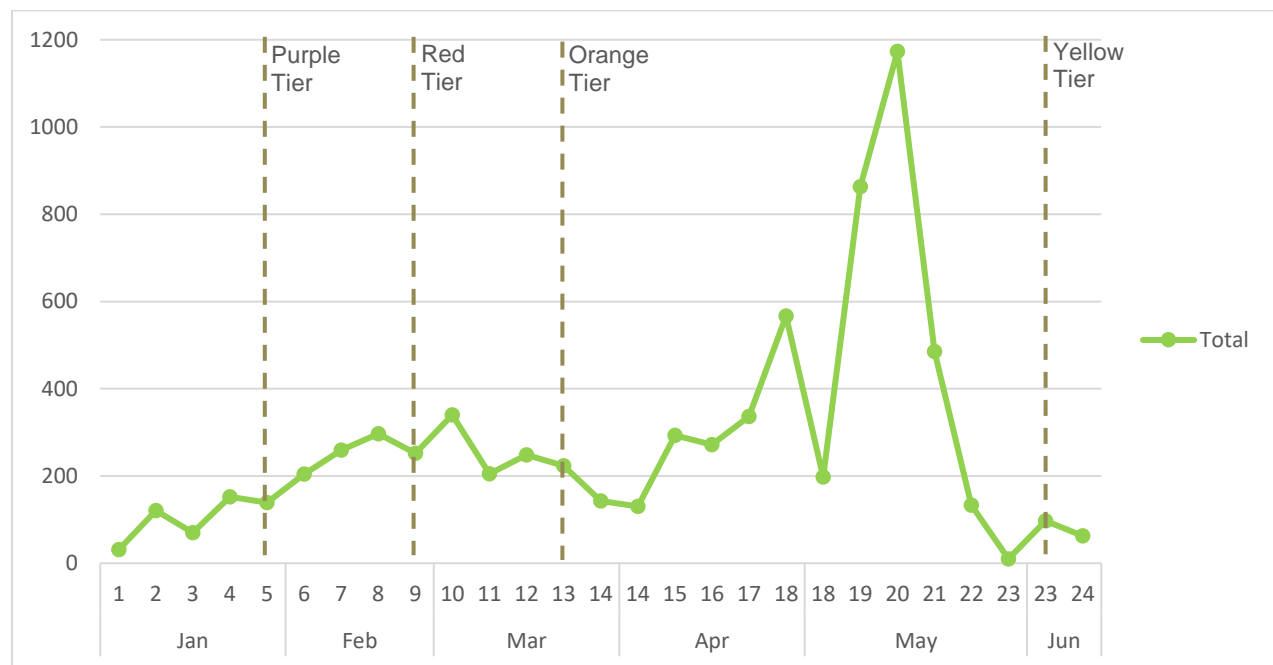


Table 2 summarizes complaints related to compliance with COVID-19 mitigation policies. Complaints may include issues pertaining to pass-ups, overcrowding, properly worn face mask covering (driver or passenger), and vehicle cleanliness.

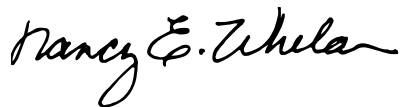
Table 2: Summary of COVID-19 Related Complaints

Date	Route	Complaint
5/10/2021	17	Pass-up
5/23/2021	35	Pass-up

Marin Transit staff refer complaints to the appropriate contractor for investigation and follow-up with the driver when they can identify that individual.

FISCAL/STAFFING IMPACT: None associated with this report.

Respectfully submitted,

A handwritten signature in black ink, reading "Nancy E. Whelan". The signature is written in a cursive, flowing style.

Nancy Whelan
General Manager

REGULAR MEETING OF THE MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

Held Monday, June 7, 2021 at 10:00 A.M.

Roll Call

Present: President Colin, Director Connolly, Director Lucan, Director Rice, Director Rodoni, Director Colbert

Absent: Vice President Arnold, Second Vice President Moulton-Peters

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

Until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the public are encouraged to participate remotely via Zoom.

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

1. [Open Time for Public Expression \(limited to three minutes per speaker on items not on the Transit District's agenda\)](#)

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

{Second Vice President Moulton-Peters present at 10:03 AM}

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

Director Rice acknowledged the passing of Cindy Winters, an advocate for cycling and transportation in Marin, and Bill Bodine, a lifelong activist for people with disabilities.

President Colin sent a letter to Dr. Willis requesting additional messaging in Marin County to remind the public that both fully vaccinated and unvaccinated people must wear masks while riding public transit. The District will have a small supply of masks available on transit vehicles.

{Vice President Arnold present at 10:05 AM}

3. [General Manager's Report](#)
 - a. [General Manager's Oral Report](#)
 - b. [Monthly Monitoring Report: March 2021](#)
 - c. [Healthy Transit Plan Monthly Metrics Report](#)

General Manager Nancy Whelan reported that the Metropolitan Transportation Commission's Programming and Allocations Committee will host a special workshop for Commissioners on June 9 to hear directly from Bay Area transit agencies about the challenges the COVID-19 pandemic has created for their

operations, and to learn about transit agencies' outlooks for service delivery and financial sustainability in the coming fiscal year and beyond. The Commission may approve the first distribution of ARP funds to Bay Area transit agencies as early as July 2021.

The upcoming June 13th service changes will continue to address the ongoing response to COVID-19 as well as changes in both operating conditions and ridership demand. These changes will ensure that current service levels are maintained for local trips in Marin County, especially in areas along the Highway 101 corridor.

The District will continue to offer free transit trips to vaccination sites. For this reporting period (April 26 – May 25) more than 325 free trips were provided; and more than 2,000 free trips have been provided since the start of the campaign in February.

President Colin convened an Ad Hoc Personnel Committee to consider the additional position proposed in the FY 21/22 budget. The Ad Hoc Committee met June 4 and reviewed the added workload staff identified to justify an additional position. New programs, new Federal and regional reporting requirements, and an overall incremental growth in responsibilities that has been building for a couple of years were discussed. Additionally, the workload related to the District's response to COVID will continue for at least the next fiscal year. While the increased workload has impacts across the organization, requiring a variety of skills, staff are recommending adding one position in the Finance & Grants section and reallocating tasks among staff.

Director Rice expressed support for adding one position in the Finance & Grants section.

Overall systemwide ridership in March 2021 decreased by 24 percent compared to March 2020. This is a 53 percent decrease from March 2019, pre-COVID, and a 19 percent increase from February 2021.

In accordance with Marin Transit Board of Directors Resolution No. 2020-05, staff collected data on health metrics related to the COVID-19 pandemic. Ms. Whelan presented data collected for the period April 10, 2021 – May 9, 2021.

4. [Consent Calendar](#)

- a. [Minutes for May 3, 2021 Board Meeting](#)
- b. [Marin County Transit District Third Quarter FY 2020/21 Financial Report](#)
- c. [Marin County Transit District Third Quarter FY 2020/21 Performance Report](#)
- d. [Metropolitan Transportation Commission Resolution for Transportation Development Act and State Transit Assistance Funds FY 2021/22](#)
- e. [Authorizing Resolution and Project List for California's State of Good Repair Program](#)
- f. [Resolution 2021-09 Low Carbon Transit Operations Program](#)
- g. [COVID-19 Recovery Plans and American Rescue Plan Act Funding](#)

- h. [Second Amendment to Agreement with West Marin Senior Services for Services to Support Marin Access Programs in West Marin for an amount not to exceed \\$16,400](#)

Recommended Action: Approve.

M/s: Director Arnold – Director Rice

Ayes: President Colin, Vice President Arnold, Second Vice President Moulton-Peters, Director Connolly, Director Lucan, Director Rice, Director Rodoni

Noes: None

Absent: None

Abstain: None

5. [Marin County Transit District Final Operating and Capital Budget for FY 2021/22](#)

[Staff Report](#)

Director of Finance and Capital Projects Lauren Gradia requested the Board adopt the final FY2021/22 budget. The final budget document is attached to the board letter and includes no changes from the draft budget.

Marin Transit's capital expenditure budget is \$13.6 million to fund transit vehicles, bus stop improvements, transit technology projects, and other capital expenses. In FY2021/22 Marin Transit will complete the purchase of four 40ft electric vehicles, two 35ft rural vehicles, and five paratransit vehicles. The District will initiate a mid-life hybrid battery replacement project and a procurement for electric paratransit vehicles. These projects will be primarily funded with Federal Transit Administration Section 5307 funding matched with local and state funds. The FY2021/22 budget includes expenditure of \$5.7 million in capital reserves for improvements at the Rush Landing and Kerner facilities and to purchase additional land for vehicle parking.

President Colin acknowledged and expressed appreciation to staff for the extensive work done to produce the FY2021/22 budget.

Recommended Action: Recommended Action: Adopt FY 2021/22 budget.

M/s: Director Arnold – Director Moulton-Peters

Ayes: President Colin, Vice President Arnold, Second Vice President Moulton-Peters, Director Connolly, Director Lucan, Director Rice, Director Rodoni

Noes: None

Absent: None

Abstain: None

6. [Purchase Agreement with Gillig, LLC for Four Chargepoint Electric Bus chargers and Status Reports on 600 Rush Landing Electrification](#)

[Staff Report](#)

Senior Capital Analyst Anna Penoyar requested Board authorization to procure four Chargepoint CPE 250 Chargers to charge four battery electric buses due to be delivered to the District in October 2021.

Staff selected Chargepoint CPE 250 Chargers because they are lower cost than other available chargers and have the desired features. The Chargepoint charger is compatible with many different vehicle types. This will increase the likelihood that the District can use them for other vehicle types in the future, including buses with larger battery packs. The design provides flexibility for potential improvements in bus battery technology without making the chargers obsolete. Chargepoint's software also offers the ability to monitor the buses and manage charging remotely to reduce electrical demand charges as Marin Transit's Battery Electric Bus fleet grows.

The cost of the four Chargepoint CPE 250 chargers will not exceed \$259,453. This includes the price of the charger, a three-year warranty, Chargepoint on-site installation support and training as well as a three-year network service plan. After the initial three-year network service plan period, Marin Transit may elect to continue that plan for an estimated \$806 per charger per year.

Director Rice asked if additional charging infrastructure will be required in the future. Ms. Penoyar responded that additional units and infrastructure will be required. Ms. Rice asked if the District applied for grants available through the Air District. Ms. Gradia responded that the project is funded through the State Low Carbon Transit Operations Program (LCTOP) and the Urbanized Area Formula Funding program for transportation-related planning (5307).

Ms. Rice asked if the District is an MCE customer. Ms. Penoyar responded that to participate in the PG&E project the District must retain PG&E status for five years. Ms. Rice requested more information on PG&E and their green service options.

Director Lucan asked about charging costs and whether there are special tiers or cost savings for public transit agencies. Ms. Penoyar responded that there are alternative rate plans available however depending on usage the alternative rate plans may not be cost effective. The installation of the new charging infrastructure will allow vehicles to be metered separately to provide more data on charging costs. Mr. Lucan asked if there is discussion amongst

public transit agencies to lobby for specialized tiers for charging electric vehicles. Ms. Whelan responded that discussions for specialized rate plans for public transit agencies are ongoing.

Second Vice President Arnold expressed appreciation to staff for their work on the electrification of the Marin Transit fleet.

Recommended Action: Authorize General Manager to complete the purchase of four Chargepoint Battery Electric Bus Chargers from Gillig, LLC.

M/s: Director Arnold – Director Connolly

Ayes: President Colin, Vice President Arnold, Second Vice President Moulton-Peters, Director Connolly, Director Lucan, Director Rice, Director Rodoni

Noes: None

Absent: None

Abstain: None

Adjourn President Colin adjourned the meeting at 10:49 A.M.

SINE DIE

PRESIDENT

ATTEST:

CLERK



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July 12, 2021

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

SUBJECT: Fiscal Year 2020/21 Contract Awards and Fiscal Year 2021/22 Contracting Opportunities

board of directors

Dear Board Members:

kate colin
president
city of san rafael

RECOMMENDATION: Information only.

judy arnold
vice president
supervisor district 5

SUMMARY:

Staff brought a report on contract awards for the first half of FY 2020/21 to your Board in January 2021. This report provides an update and lists all contracts awarded in FY 2020/21 and anticipated solicitations for FY 2021/22.

stephanie moulton-peters
2nd vice president
supervisor district 3

FY 2020/21 Contract Awards

Marin Transit entered into 93 agreements. Of these, 21 are revenue or non-financial agreements. Your Board awarded 34 agreements for a total value \$22.2 million. The General Manager has the authority to approve contracts up to \$50,000 and approved a total of \$368,827 in contract awards. With authority from your Board, the General Manager also approves Task Orders and additional years of multi-year contracts as required. In total, the General Manager approved \$392,818 in Task Orders and multi-year agreements with Board authorizations. (Attachment A)

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

Option years on operation contracts are the largest funding awards for a total of \$12.5 million. The purchase of the Kerner facility was \$3.24 million (#202162)

katie rice
director
supervisor district 2

Smaller awarded contracts were for printing, vehicle equipment, software, and professional services.

dennis rodoni
director
supervisor district 4

In FY2020/21, Marin Transit implemented a new contract tracking software, Bonfire, and the contract numbers re-start at 1001. The new software will help track expiring contracts, contract types, procurement methods and ensure better data integrity.

brian colbert
alternate
town of san anselmo

FY 2021/22 Contracting Opportunities

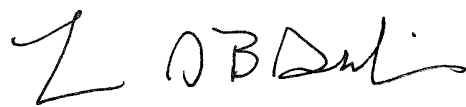
Your Board adopted the FY 2021/22 annual budget on June 7, 2021. Marin Transit staff anticipated the contract opportunities required to deliver the service and projects outlined in the Budget. These are listed in **Table 1** below.

Table 1: FY 2021/22 Contracting Opportunities

Product or Service	Type of Procurement	Procurement Method	Anticipated Release Date	Contract Value over or under \$1 Million	Federal
Bus Stop Shelters	Equipment	RFQ	October 2021	Under	Yes
Paratransit and Mobility Management	Service	RFP	In process	Over	Yes
Rush Landing Electrification	Construction	IFB	July 2021	Under	Yes
Rush Landing Fencing and Lighting	Construction	IFB	October 2021	Under	Yes
Kerner Improvements	Construction	IFB	Sept.2021	Over	No
Five Paratransit Vans	Vehicles	Piggyback	Sept.2021	Under	Yes
Electric Cutaway	Vehicles	Piggyback	March 2022	Under	No
News Letter Printing and Distribution	Marketing	RFQ	August 2011	Under	No
Staff Car	Vehicles	RFQ	Sept.2021	Under	No

FISCAL/STAFFING IMPACT: There are no fiscal impacts associated with this information item.

Respectfully submitted,



Lauren Gradia
Director of Finance and Capital Programs

Attachment A - FY2020/21 Contract Awards

Attachment A
FY2020/21 Contract Awards

Contract #	Contract Title	Date of Award	Contractor	Board Awards	Other Awards	Previous Board Authorizations
192071	Operations Amendment 1 - COVID-19 Expenses	7/13/2020	Marin Airporter	\$40,000		
202101	Print Advertising	7/7/2020	Point Reyes Light		\$3,120	
202102	Travel Navigator Eligibility Platform	10/5/2020	TransTrack Solutions Group	\$84,600		
202103	Revenue Agreement					
202104	Operations Amendmen 4 - extend cleaning expense	8/3/2020	MV Transportation	\$30,000		
202105	Operations Amendment 5 - extend COVID terms	9/13/2020	Vivalon	\$80,000		
202106	Revenue Agreement					
202107	Second Amendment - Clipper Connection Point	11/3/2020	County of Marin		\$4,877	
202108	Clipper Installation on 4 XHF	8/5/2021	Cubic Transportation Systems	\$4,582		
202109	Decal Installation on 15 Paratransit Replacements	5/4/2020	Fast Signs	\$16,542		
202110	In-plant inspections and Audit on Paratransit Vehicles	5/4/2020	TRC Engineering	\$5,800		
202111	Paratransit Phone Number Decal Update	8/4/2020	Decals by Design		\$5,435	
202112	Clipper Installation on 9 Shuttle Replacements	8/11/2020	Cubic Transportation Systems	\$10,324		
202113	Operations and Maintenance (fixed route) amendment 2-SC	8/3/2020	Golden Gate Transit (GGT)	\$192,000		
202114	Revenue Agreement					
202115	Revenue Agreement					
202116	Syncromatics Installation on 4 XHF Replacements	9/18/2020	Syncromatics	\$27,654		
202117	Camera Installation on 9 Shuttle Replacements-SC	5/20/2020	Seon	\$10,760		
202118	Two 35' XHF Transit Buses	7/20/2020	Creative Bus Sales	\$859,153		
202119	Appraisal services	8/13/2020	Nannette Quigley		\$4,000	
202120	In-plant inspections and post delivery Buy America Audit - SC	5/4/2020	First Transit	\$9,900		
202121	Syncromatics Installation on 9 Shuttle Replacements	5/20/2020	Syncromatics	\$54,637		
202122	EAP Benefit	8/13/2020	ESI Employee Assistance Group		\$2,555	
202123	Transtrack programming - pass ups	8/20/2020	TransTrack Solutions Group		\$1,800	
202124	Third Party Administrator Services for Retirement Plans 401(a) and 457	8/24/2020	C-Ben Group		\$2,500	
202125	Financial Reviews and Grants Assistance	8/24/2020	NWC Partners Inc		\$25,000	
202126	Actuarial Services - DB plan	1/28/2021	David Dougherty LLC		\$40,000	
202127	Marin Transit Photoshoot	8/27/2020	Kara Brodgesell		\$10,000	
202128	Decal Installation on 4 x 29' XHF Replacements	9/3/2020	Decals by Design	\$9,701		
202129	Downtown Novato Shelter Cleaning MOU	8/15/2020	Downtown Streets Team		\$6,039	
202130	Amendment 2 Clipper MOU	10/1/2020	MTC			
202131	Equipment rental - Portable Light Tower with Generator	9/9/2020	Herc Rentals		\$2,925	

Attachment A
FY2020/21 Contract Awards

202132	FY 21 extension and annual fee	9/17/2020	TransTrack Solutions Group		\$44,195	
202133	Amendment 3 to IT Contract #141520	9/25/2020	SPTJ Consulting		\$25,000	
202134	On-Call Public Information and Marketing-Task Order 2	9/25/2020	Civic Edge Consulting Services		\$12,000	
202135	<i>Non - Financial Agreement</i>					
202136	<i>Non - Financial Agreement</i>					
202137	Purchase of 4 Battery Electric Buses	10/5/2020	Gillig, LLC	\$3,653,424		
202138	TO 10 - PSPS Preparedness - Redwood & Grant	10/8/2020	Mark Thomas & Company			\$35,866
202139	Decal Installation on 15 Paratransit Replacements	5/4/2020	Decals by Design	\$21,845		
202141	On-Call Graphic Design Services	11/2/2020	We The Creative	\$100,000		
202142	TO - 600 Rush Landing - Layouts & Maintenance	6/11/2020	Mark Thomas & Company			\$73,601
202143	Electronic Signature Software	11/20/2020	DocuSign		\$3,605	
202144	120 On-Vehicle Hand Sanitizer Dispensers, Drip Trays, and gel packs	12/7/2020	Indoff		\$13,152	
202145	Armored Car Pick Weekly Pick Up at Rush Landing	12/8/2020	Loomis		\$1,470	
202146	RFP Assistance for Operations & Maintenance Services	12/10/2020	David Rzepinski		\$34,900	
202147	Amendment 4 to IT Contract #141520 (time only)	12/11/2020	SPTJ Consulting			
202148	TO 1 On Call Graphics (no new value)	1/18/2021	We The Creative			
202149	Ticket Printing	12/9/2020	Magnetic Ticket Label Corp. (MTL)		\$5,305	
202150	Driver Barriers for Gillig Buses	12/7/2020	A-Z Bus Sales	\$59,617		
202151	Paratransit Compensation adjustment	1/11/2021	Vivalon	\$80,000		
202152	Contract Management Software	1/1/2021	Bonfire Interactive Ltd		\$10,500	
202153	<i>Non - Financial Agreement</i>					
202154	Network and IT Support Services	1/11/2021	SPTJ Consulting	\$78,205		
202155	Legal Services	12/18/2020	Shute Mihaly & Weinberger		\$50,000	
202156	<i>Revenue Agreement</i>					
202157	<i>Revenue Agreement</i>					
202158	Appraisal services for 3000 Kerner Blvd San Rafael	1/11/2021	Nannette Quigley		\$4,000	
202159	TO 3 - PR and Communications Strategy Support (no new value)	2/21/2021	Civic Edge Consulting Services			\$25,000
202160	Hanover Display Signs for 3 XHF Vehicles	2/2/2021	Hanover Displays, Inc.		\$20,167	
202161	Four Cashboxes	1/28/2021	GFI Genfare		\$2,843	
202162	PSA (Purchase and Sale Agreement) for 3000 Kerner Blvd	2/10/2021	Jason R. Strahm and Irene W.P. Strahm Revocable Trust	\$3,250,000		
202163	Partial Exemption Certificate - Zero-Emission Transit Bus	2/16/2021	California Department of Tax and Fee Administration			
202164	Relocate Clipper Network Equipment	2/18/2021	Cubic Transportation Systems		\$5,334	
202165	COVID Expenses	3/1/2021	Vivalon	\$185,000		
202166	COVID Expenses	3/1/2021	Marin Airporter			
202167	COVID Expenses	3/1/2021	MV Transportation			
202168	On Call Engineering -2nd amendment	5/12/2021	Mark Thomas & Company			

Attachment A
FY2020/21 Contract Awards

202169	TO #12 - 3000 Kerner - ALTA Survey & Phase I Environmental Assessment	3/2/2021	Mark Thomas & Company			\$24,293
202170	Financial Audit Services	4/5/2021	Brown Armstrong CPA	\$35,898		
1001	FY22 Maintenance & Support - Amendment #17	4/16/2021	TransTrack Solutions Group	\$45,521		
1002	Property Management for 600 Rush Landing and 3000 Kerner Blvd.	4/5/2021	Paseo Properties	\$46,344		
1003	Transit Operations - Execute 1 option year	3/1/2021	MV Transportation	\$3,300,000		
1004	Nine Driver barriers, New Flyer and BYD	4/28/2021	A-Z Bus Sales		\$17,406	
1005	Transit Operations - Execute second option year	1/11/2021	Vivalon	\$2,423,230		
1006	Replacement realtime sign for Redwood and Grant	4/5/2021	Daktronics		\$3,260	
1007	Transit Operations - Execute 1 option year	3/1/2021	Marin Airporter	\$6,826,270		
1008	FY22 Employee Assistance Program	1/15/2020	ESI Employee Assistance Group		\$3,500	
1009	Permission to enter property (bus stop improvement)	5/17/2021	David T. Giannini			
1010	<i>Non - Financial Agreement</i>					
1011	TO #13 Construction Management for 600 Rush Landing	5/14/2021	Mark Thomas & Company			\$75,464
1012	TO #14 - Kerner Office and Warehouse Designs	5/20/2021	Mark Thomas & Company			\$158,594
1013	<i>Revenue Agreement</i>					
1014	Four Genfare Odyssey fareboxes	10/5/2020	GFI Genfare	\$66,209		
1015	Marketing support for Marin Access Services in West Marin, 2nd amendment	6/7/2021	West Marin Senior Services	\$16,400		
1016	<i>Not Issued</i>					
1017	<i>Revenue Agreement</i>					
1018	Purchase of 4 Chargepoint Bus Chargers	6/7/2021	Gillig, LLC	\$259,453		
1019	In-plant and Buy-America Inspections for 2 x 35' XHF Replacements (XC)	7/13/2020	TRC Engineering	\$14,965		
1020	Refinish stained wood benches at Redwood & Grant	6/9/2021	Clean Solutions Services, Inc.		\$2,073	
1021	ADA Improvements at E Blithedale & Roque Moraes (#40132)	6/9/2021	Clean Solutions Services, Inc.		\$1,160	
1022	<i>Not Issued</i>					
1023	Purchase of 2 portable solar lighting units for Redwood & Grant	6/10/2021	EE Systems Group, Inc.		\$706	
1024	<i>Not Issued</i>					
1025	<i>Revenue Agreement</i>					
1026	Marin Access Mobility Management Center / Travel Navigator. 4th amendment, contract term 7/1/2021 - 6/30/2022, month to month basis.	5/3/2021	Vivalon	\$339,442		
Total Contract Values			\$22,606,304	\$22,237,477.64	\$368,826.52	\$392,818
Total Number of Expense Contracts			72	34	32	5
Revenue and Non-Financial Agreements			21			
Total Contracts			93			



711 grand ave, #110
san rafael, ca 94901

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fax: 415.226.0856
marintransit.org

July 12, 2021

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

SUBJECT: First Amendment to Agreement with Michael's Transportation Service, Inc. to Provide Pupil Transportation Services.

board of directors

Dear Board Members:

kate colin
president
city of san rafael

RECOMMENDATION: Authorize General Manager to execute an amendment to the contract with Michael's Transportation Service, Inc. (#1028) to exercise the first option year for Pupil Transportation Services through June 30, 2022.

judy arnold
vice president
supervisor district 5

SUMMARY:

On April 2, 2018 your Board approved a contract with Michael's Transportation Service Inc. (#171863) to provide yellow school bus services in the Ross Valley. The base contract was a three year duration, that started with the 2018/19 school year and ended in ended in the 2020/21 school year. The District did not operate service in the final year of the agreement due to COVID-19 impacts on the academic year and the lack of transportation needed for the limited in-person curriculum. The contract allows for two additional option years if the parties mutually agree to exercise. Service needed for this upcoming 2021-22 school year will be operated in the first option year of the agreement.

stephanie moulton-peters
2nd vice president
supervisor district 3

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

dennis rodoni
director
supervisor district 4

Since the start of this agreement and yellow school bus service in the Ross Valley, six buses were contracted to support the busing demands of student transportation. Based on a combination of reduced bus pass demand, limited program revenue, and an increase in expenditures, the first option year of the agreement will contract for five buses. Routes and schedules will largely remain the same apart from one fewer AM and one fewer PM route. Most of the service will be continue to focus on White Hill school (nine AM, eight PM routes) with one AM and PM route serving Hidden Valley and one AM and PM shared route with White Hill serving Ross Valley Charter.

brian colbert
alternate
town of san anselmo

Marin Transit staff met with the Ross Valley Joint Exercise of Powers Authority (JEPA) committee on June 14, 2021 to review the proposed service plan, budget, pass price, and contract option year with Michael's Transportation. The JEPA recommended that Marin Transit approve the contract option year with Michael's Transportation.

FISCAL/STAFFING IMPACT: The contract with Michael's is pricing at a 4-hour daily rate for service. The base rate in year one of the base contract was \$598 per day, per bus with a \$20 per day, per bus discount if Marin Transit provided parking within Marin County. Marin Transit, under contract to the County of Marin, was able, and continues to provide parking in the County which allows for the lower rate. The contract allows for an annual increase in the daily rate based on the Consumer Price Index (CPI), or a maximum of 3%. Fortunately, Michael's has honored the base year pricing in all years of the contract in an effort to keep the service financially sustainable for the District and the funding partners. However, due to many unexpected impacts on operations and costs for Michael's during the COVID-19 pandemic, the first option year will be billed based on the original escalation schedule. Table 1 below shows the allowable daily rate and the actual or expected rate paid in each year.

Table 1: Estimated and Actual Contract Costs

	# of Buses	Allowed Rate Per Day ¹	Actual/Expected Rate Per Day ¹
FY2018/19	6	\$578	\$578
FY2019/20	6	\$595	\$578
FY2020/21	0	\$613	\$578
Option Years			
FY2021/22	5	\$632	\$632
FY2022/23	TBD	\$651	TBD

1. Rate reflects parking provided within Marin County

FISCAL/STAFFING IMPACT: Assuming Ross Valley provides in-class instruction 180 days in the upcoming 2021-22 school year, the expected expenditures in the first option year are estimated to be \$568,800. These expenses are offset by revenues from pass sales and contributions from the Town of Fairfax, the Town of San Anselmo, and the County of Marin. The remaining expenses are funded with Measure AA local sales tax allocated to student transportation. The cost of the contract to Michael's Transportation is included in Marin Transit's annual budget in the Yellow Bus budget. There is no staffing impact associated with this item.

Respectfully submitted,



Robert Betts
Director of Operations & Planning

Attachment A – Amendment #1 to Michael's Transportation Services, Inc. for Pupil Transportation (#1028)

Attachment A

FIRST AMENDMENT TO AGREEMENT

BY AND BETWEEN THE

MARIN COUNTY TRANSIT DISTRICT AND MICHAEL'S TRANSPORTATION SERVICES INC. FOR STUDENT TRANSPORTATION SERVICES, DATED APRIL 2, 2018

THIS FIRST AMENDMENT is made and entered into as of this ____ day of _____ 2021, by and between the Michael's Transportation Services Inc. (hereinafter referred to as the "Michael's") the MARIN COUNTY TRANSIT DISTRICT, a political subdivision of the State of California (hereinafter referred to as "MCTD") for paratransit services.

RECITALS

WHEREAS, the MCTD and Michael's entered into an agreement (#171863) on April 2, 2018 for pupil transportation services; and

WHEREAS, the District desires to engage and the Contractor jointly agrees to provide student bus transportation services ("Services") by entering into this Agreement pursuant to all applicable laws; and

WHEREAS, the Contractor agrees to perform the Services described in this Agreement in accordance with the standards of its profession, to District's satisfaction, and in accordance with this Agreement; and

WHEREAS, the District and Contractor wish to extend the contract for one of the two allowed option years.

NOW, THEREFORE, the Parties agree as follows:

NOW, THEREFORE, IT IS AGREED:

- 1) Section 3.1 Contract Term and Renewal, of the Contract is deleted and replaced in its entirety with the attached revised section 3.1, Contract Term and Renewal.
- 2) Exhibit A Services, of the Contract is amended to include the attached 2021-22 routes.
- 3) Exhibit B Rate Schedule, of the Contract is deleted and replaced in its entirety with the attached revised Exhibit B Rate Schedule.
- 4) Except as otherwise provided herein all terms and conditions of the Contract shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have entered into this First Amendment on the date above written.

MARIN COUNTY TRANSIT DISTRICT:

MICHAEL'S TRANSPORTATION
SERVICES INC.:

By: _____

By: _____

3.1 Contract Term and Renewal.

3.1.1. This Contract shall be in effect commencing on the Contract Effective Date of April 2, 2018 and shall continue in full force and effect to and including June 30, 2022 ("Contract Term"), unless this Contract is terminated during the Contract Term pursuant to this Article.

3.1.2. Where this Contract terminates by expiration of the Contract Term, one one-year renewal options will be available to the Parties as follows:

3.1.2.1. The Parties may mutually agree in a writing executed by the Parties and pursuant to Education Code section 39803 to renew this Contract for a successive period of one year.

EXHIBIT A**2021-22 ROUTE SCHEDULES****AM**

	Bus 1	Bus 2	Bus 3	Bus 4	Bus 5
AM Start	7:35a	7:40a	7:30a	7:30a	7:30a
AM End	8:12a	8:42a	8:30a	8:43a	8:43a
Route	WH-1	WH-2	WH-3	WH-5	WH-6
Trip Start	7:35a Memorial Park Lot	7:40a San Anselmo Hub	7:30a Sequoia & Red Hill	7:30a Butterfield & Meadowcroft	7:30a Butterfield Rd & Caletta Ave (East)
Trip End	7:47a White Hill School	7:55a White Hill School	7:45a White Hill School	7:53a White Hill School	7:52a White Hill School
	Deadhead	Deadhead	Deadhead	Deadhead	Deadhead
Route	HV-1	WH-7	WH-17	WH-8	WH-18
Trip Start	7:52a SFD & Claus	8:23a San Anselmo Hub	8:11a San Anselmo Hub	8:15a Butterfield & Meadowcroft	8:25a San Anselmo Hub
Trip End	8:12a Hidden Valley	8:42a White Hill School	8:30a White Hill School	8:43a White Hill School	8:43a White Hill School

PM

PM Start	3:00p	3:00p	3:00p	3:00p	3:00p
PM End	4:15p	3:58p	3:28p	4:03p	4:23p
Route	HV-1	WH-11	WH-15	WH-9	WH-10
Trip Start	3:00p Hidden Valley	3:00p White Hill School	3:00p White Hill School	3:00p White Hill School	3:00p White Hill School
Trip End	3:30p White Hill School	3:10p Pastori & Center/SFD&Willow Ave	3:28p San Anselmo Hub via Butterfield	3:15p San Anselmo Hub	3:15p Memorial Park
	Deadhead	Deadhead		Deadhead	Deadhead
Route	WH-14	WH-16		WH-13	WH-12
Trip Start	3:35p White Hill School	3:23p Sir Francis Drake Blvd & Marinda Dr		3:45p White Hill School	3:43p White Hill School
Trip End	4:15p San Anselmo Hub via Butterfield	3:33p White Hill School 3:58p Red Hill & Sequoia		4:03p San Anselmo Hub	4:23p San Anselmo Hub via Butterfield

EXHIBIT "B" TO PUPIL TRANSPORTATION SERVICES AGREEMENT – RATE SCHEDULE

CONTRACTOR WILL PROVIDE THE SERVICES BASED UPON THE FOLLOWING RATE SCHEDULE, CALCULATION OF TIME IS FURTHER DEFINED IN "EXHIBIT F":

Rate Schedule (2018/19-2020/21)

Service Description		4-Hour Minimum		5-Hour Minimum		8-Hour Minimum	
		Daily Rate for 4 hour min (per bus)	Hourly rate for service exceeding 4 hours per bus	Daily Rate for 5 hour min (per bus)	Hourly rate for service exceeding 4 hours per bus	Daily Rate for 8 hour min (per bus)	Hourly rate for service exceeding 8 hours per bus
Home-to-school bus, 80 - 90 seat	Parking in Marin County	\$ 578.00	\$ 649.00	\$ 720.00	\$ 791.00	\$ 862.00	\$ 933.00
	No Parking	\$ 598.00	\$ 669.00	\$ 740.00	\$ 811.00	\$ 882.00	\$ 953.00
Home-to-school bus, 60 - 70 seat	Parking in Marin County	\$ 578.00	\$ 649.00	\$ 720.00	\$ 791.00	\$ 862.00	\$ 933.00
	No Parking	\$ 598.00	\$ 669.00	\$ 740.00	\$ 811.00	\$ 882.00	\$ 953.00

Rate Schedule (2021/22)

Service Description		4-Hour Minimum
		Daily Rate for 4 hour min (per bus)
Home-to-school bus, 80-90 seat or 60-70 seat	Parking in Marin County	\$632.00
	No Parking	\$652.00



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July 12, 2021

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

SUBJECT: Marin Access Program Update

Dear Board Members:

board of directors

kate colin
president
city of san rafael

judy arnold
vice president
supervisor district 5

stephanie moulton-peters
2nd vice president
supervisor district 3

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

dennis rodoni
director
supervisor district 4

brian colbert
alternate
town of san anselmo

RECOMMENDATION: Information Only

SUMMARY: Marin Transit offers a variety of mobility management programs and services for older adults and those with disabilities under the umbrella of Marin Access. Marin Access programs and services include:

- Travel Navigators – eligibility, information, referral,
- Travel Training – group presentation or individual counseling to better understand how to use services,
- ADA complementary paratransit – service available to those who are unable to use the fixed route bus,
- Catch-A-Ride – subsidized taxi program,
- Volunteer Driver – reimbursement for clients to offer drivers, and
- Fare assistance – monthly credit for those with limited incomes.

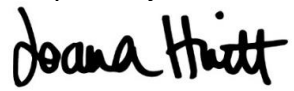
Residents of Marin County over the age of 65 are eligible for all Marin Access programs, except for ADA paratransit which is based on an individual's disability. This suite of mobility management programs goes above and beyond what is required by the ADA and gives riders many options for travel in Marin.

Over the past two years, several changes have been made to the Marin Access suite of programs to improve the rider experience and improve operational efficiency. While the COVID-19 pandemic has impacted ridership and slowed some of the programs' growth and development, all services and programs continued to be offered throughout the pandemic to ensure that riders still had access to mobility options for essential travel.

Staff will present the attached presentation to your Board on July 12. This presentation will summarize Marin Access programs and services and give an update on the current and future efforts related to these offerings.

FISCAL/STAFFING IMPACT: There are no fiscal impacts associated with this information item.

Respectfully submitted,

A handwritten signature in black ink that reads "Joanna Huitt". The signature is written in a cursive, flowing style.

Joanna Huitt
Senior Mobility Planner

Attachment: Marin Access Update Presentation



Marin Access Program Update

July 12, 2021

- Overview of Marin Access
- Marin Access Participant Demographics
- Ridership Information
- Program Improvements
- Future of Marin Access



Paratransit

Door-to-door, shared ride service for ADA-eligible riders



Travel Navigators

One-stop resource for program information & eligibility



Volunteer Driver

Mileage reimbursement for seniors & people with disabilities



Travel Training

Group presentations on public transit & other mobility options



Catch-A-Ride

Discounted taxi rides for seniors & people with disabilities



Fare Assistance

Fare assistance for those that qualify via Medi-Cal or income



Marin Transit CONNECT

On-demand, general public shuttle service



Dial-A-Ride

Pre-scheduled, general public shuttle service



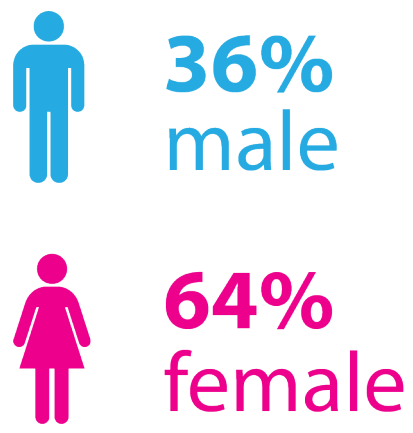
Marin's Transportation Sales Tax



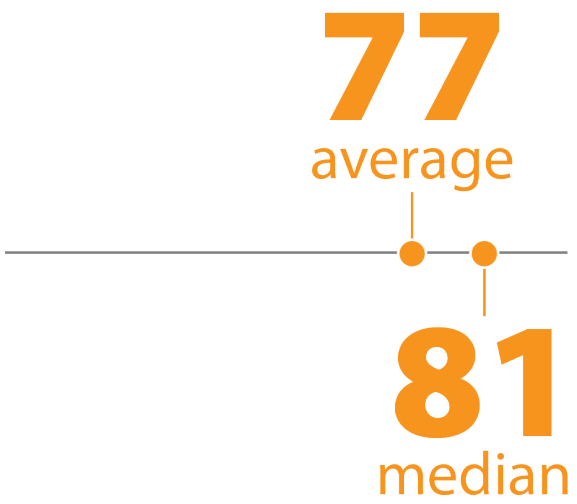
Marin's Vehicle Registration Fee

Marin Access Rider Demographics

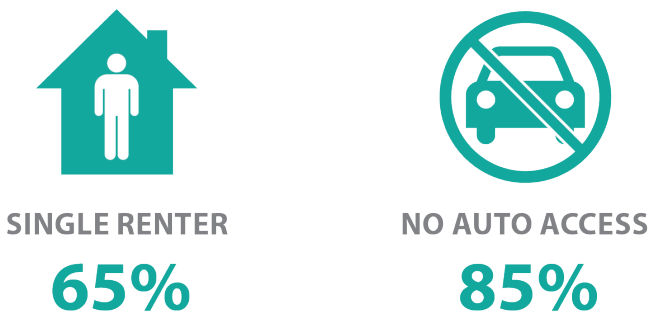
gender



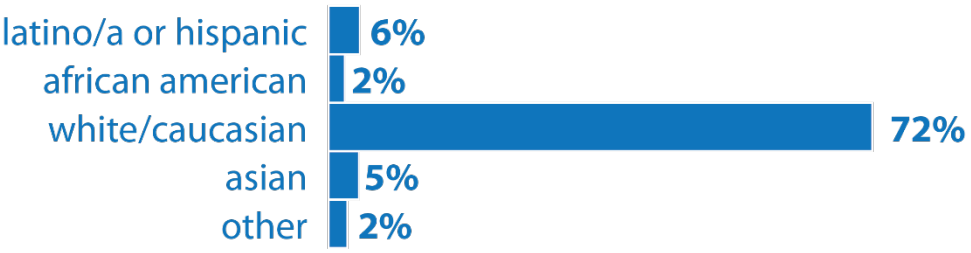
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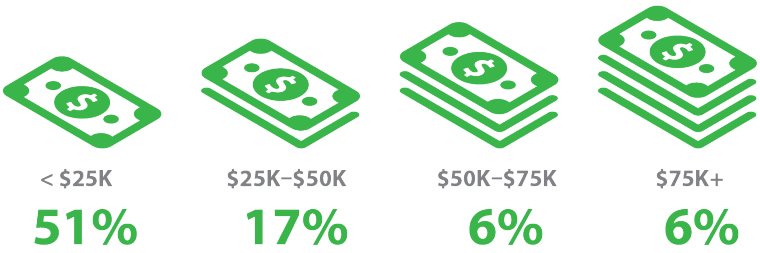
service dependence



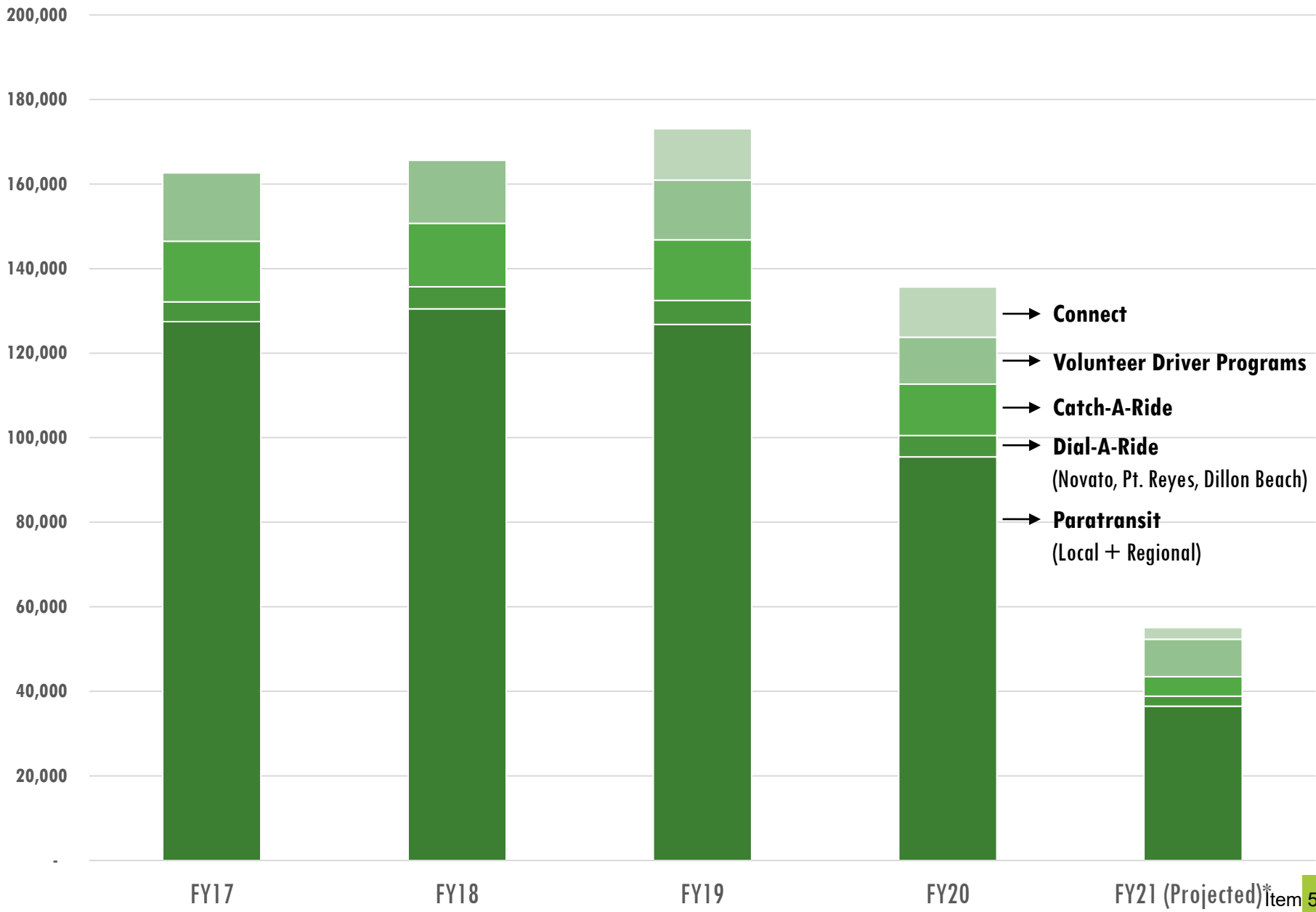
race/ethnicity



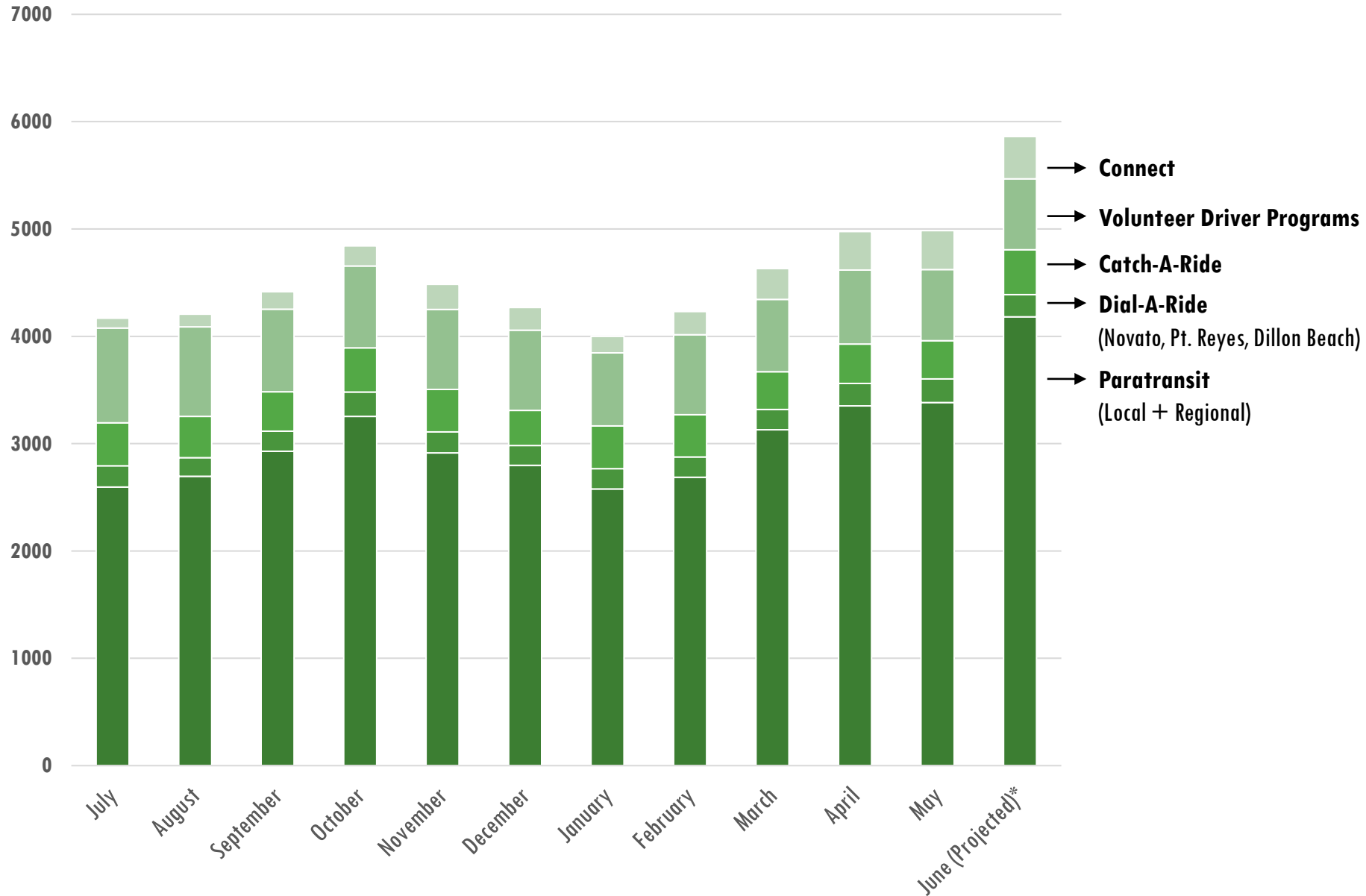
annual income



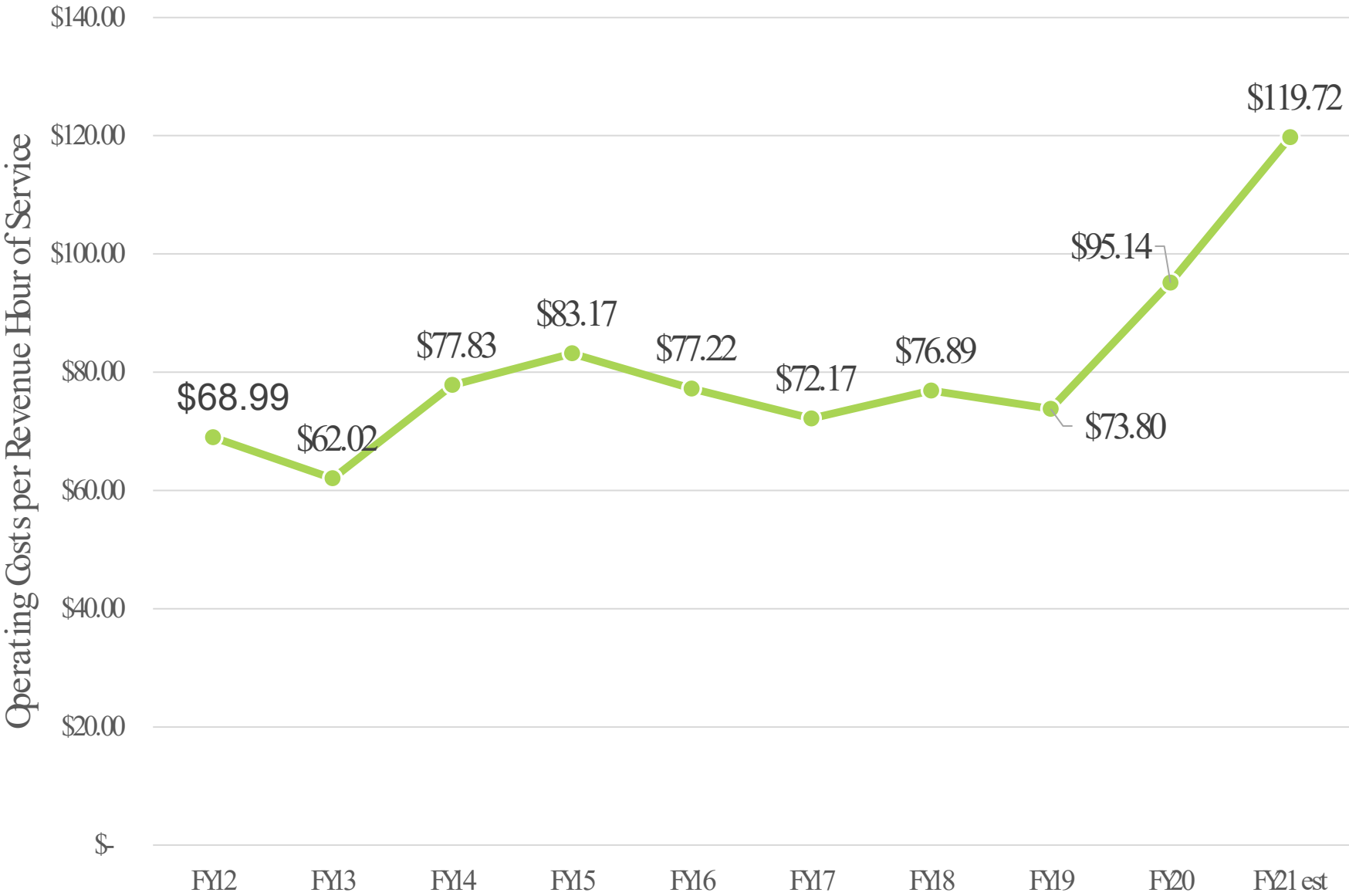
Marin Access Program Ridership FY17 – FY21



FY21 Marin Access Program Ridership by Month



Marin Access Operating Costs Per Revenue Hour



- **Significant declines in ridership**
 - 70-80% decrease on Marin Access services & programs
- **Performance metrics dropped**
 - Cost per hour and subsidy per passenger went up, productivity went down
- **Marin Transit retained drivers and keep service levels high**
 - Paratransit drivers supported community programs including transportation to testing and vaccination sites, grocery & pharmacy delivery, and prepared meals delivery

- **Fare Policy / Eligibility Changes**
 - Implemented new fare assistance program
 - Adjusted fares
 - Simplified eligibility
- **Rider Tools**
 - Implemented Marin Access Passenger Portal
 - Implemented Marin Access Alerts
 - Online Application
 - Online Document Upload
- **Staff Tools**
 - Eligibility Database
 - Marin Access Dashboards

fare & eligibility policy goals



Meet and maintain performance standards to **ensure our ability to serve the community** in the future.

Offer fare media that **encourages ridership and simplifies payment.**



Adjust fare assistance programs to **maximize social equity** and provide mobility options for all within the County.

Streamline operations to **improve the rider experience.**



Keep fares in line with the **value of the service provided** and our peer agencies.

Adjusted Marin Access Eligibility

- Adjusted and simplified program eligibility for Marin Access to **age 65+ & resident of Marin**

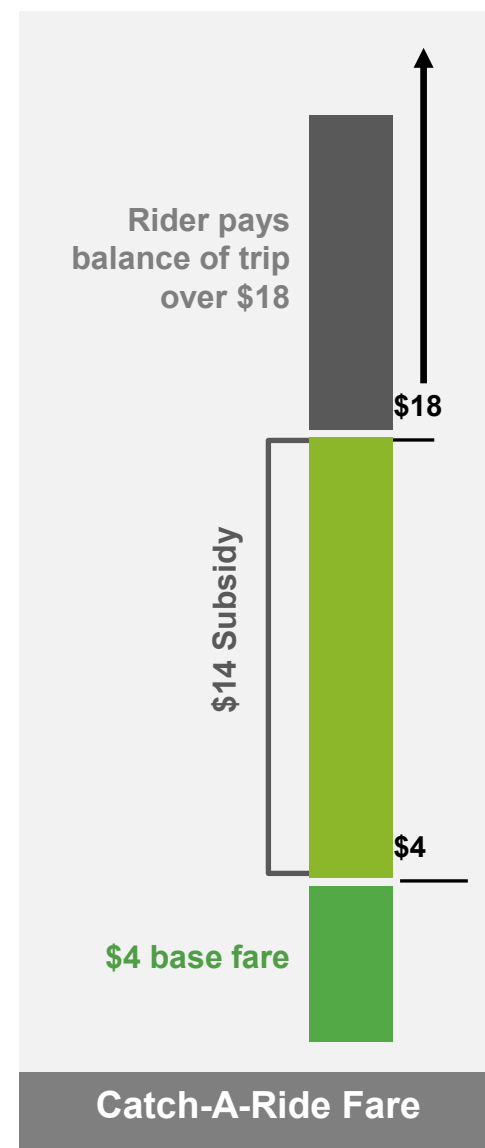
Expanded Low-Income Fare Assistance (LIFA) Program

- Consolidated eligibility** criteria for fare assistance + simplified application process
- Adjusted the income threshold** and qualifies Medi-Cal participants
- \$20 credit** each month for use on Paratransit, Catch-A-Ride base fare, and Rural Dial-A-Ride
- Free access to Marin Transit fixed route services

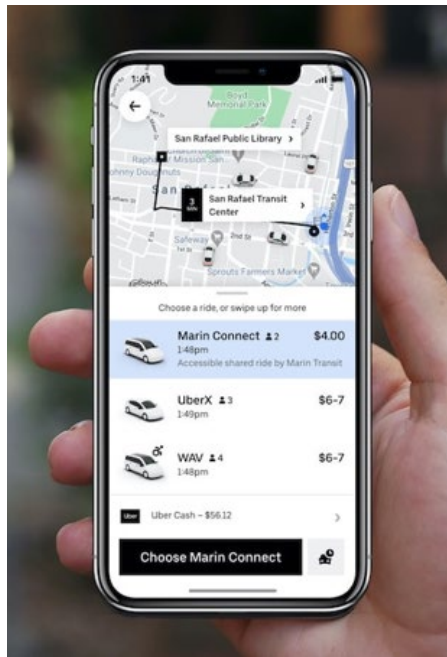


Adjusted Fares / Reimbursement Rates

- Paratransit
 - Increased the fare to \$3 per one-way trip
- Catch-A-Ride
 - Added \$4 base fare for all trips
 - Increased number of trips allowed per month to 10
- Dial-A-Ride
 - Increased the fare to \$4 for general public and \$2 for older adults and people with disabilities
- Volunteer Driver
 - Increased reimbursement rate to \$0.60 per mile



App-Based Scheduling & Payment: Connect



Online Scheduling, Trip Management, & Payment: Paratransit & Dial-A-Ride

Joanna Test

Home Address:
711 Grand Avenue, San Rafael

Seat Type:
Ambulatory

- Home
- My Trips
- Book a Trip**
- Bulletins
- Profile
- Payment
- Marin Access Passenger Portal Info
- Marin Access Website
- Marin Transit Website
- Help

Itinerary

BOOK AGAIN (OPTIONAL)

Select a Recent Booking ▾

FROM

Origin Address Unit #

Enter any special pick up instructions here

DATE

Select Date

OUTBOUND TRIP

Pick me up at

Select a time

Real-Time Trip Updates & Alerts: Paratransit, Dial-A-Ride, & Connect

+1 (415) 578-9825 >

Thursday 13:18

Marin Access: You have cancelled your trip for May 28 at 6:00 AM
Pick up: 711 GRAND AVENUE
Drop off: 700 DU BOIS ST
Trip ID: 2856846

Friday 08:50

Marin Access: You have cancelled your trip for Jun 1 at 8:15 AM
Pick up: 711 GRAND AVENUE
Drop off: 650 Las Gallinas Ave
Trip ID: 2856961

Marin Access: You have cancelled your trip for Jun 2 at 8:15 AM
Pick up: 711 GRAND AVENUE
Drop off: 650 Las Gallinas Ave
Trip ID: 2856962

Monday 11:16

Marin Access: You have cancelled your trip for Jun 1 at 3:30 PM
Pick up: 711 GRAND AVENUE
Drop off: 505 PARNASSUS AVE
Trip ID: 2856301

Marin Access: You have cancelled your trip for Jun 1 at 7:00 PM
Pick up: 505 PARNASSUS AVE
Drop off: 711 GRAND AVENUE
Trip ID: 2856302

Online Application



Follow the steps below to complete your application.

1. Indicate which programs you would like to apply for. Provide full responses to **all of the questions** in this application. Digitally sign the completed application in Section III (if applicable) and Section V.
2. Submit the completed application and all required documentation to the Travel Navigator Department. **Incomplete applications will not be processed.** If you are submitting documents by US Mail, provide copies only, documents will not be returned. Remove or cross out all instances of your social security number, identification number, and / or account numbers on the documents that you provide.
3. For assistance completing this application, or to complete this application by phone, contact the Marin Access Travel Navigators at (415) 454-0902.
4. Allow up to 21 days for processing. Completion of this form does not amount to an eligibility determination.

* For expanded mobility, we encourage you to apply for all programs that you meet the eligibility requirements for (see above). I would like to sign up for the following (select all that apply):

- ☒ Marin Access Mobility Programs
- ☐ Marin Access Paratransit
- ☐ Marin Access Low Income Fare Assistance

1 / 8 12%

Next

Web Upload for Documents



Volunteer Driver Reimbursement Request

Use this form to submit your volunteer driver program reimbursement form.

Reimbursement forms can be submitted online through this form, by email to travelnavigator@marintransit.org or by mail to Marin Access | 711 Grand Avenue, Suite 110, San Rafael, CA 94901.

If you have any questions about how to complete this form, contact the Marin Access Travel Navigators at 415.454.0902.

OK

* 1. First Name:

Eligibility Database Upgrade

Intake Date	<input type="text"/>
Navigator	-- Please Select One ▾
Marin Access ID	<input type="text"/>
Program Applied For	-- Please Select One ▾
Nickname	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Date of Birth	<input type="text"/>
Age	<input type="text"/>
Gender	-- Please Select One ▾
Preferred Pronoun	-- Please Select One ▾
Race / Ethnicity	-- Please Select One ▾
Race / Ethnicity - Other	<input type="text"/>
Primary Language	-- Please Select One ▾
Phone	<input type="text"/>

Administration

First Name	<input type="text"/>	Last Name	<input type="text"/>
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Rider ID's

Marin Access ID	<input type="text"/>	RED ID	<input type="text"/>	PASS ID	<input type="text"/>	Clipper Card #	<input type="text"/>
-----------------	----------------------	--------	----------------------	---------	----------------------	----------------	----------------------

Eligibility

<input type="checkbox"/> Marin Access Mobility Programs? (Check if Yes)	
<input type="checkbox"/> Paratransit? (Check if Yes)	Para Eligible Type -- Please Select One ▾ Para Eligible Category -- Please Select One ▾
<input type="checkbox"/> Low Income Fare Assistance? (Check if Yes)	<input type="checkbox"/> LIFA Local Bus Pass? (Check if Yes)
<input type="checkbox"/> Marin Access Passenger Portal (Check if Yes)	<input type="checkbox"/> Marin Access Alerts (Check if Yes) Type -- Please Select One ▾
Active Date <input type="text"/>	Inactive Reason -- Please Select One ▾
<input type="checkbox"/> Used translation line? (Check if Yes)	Language -- Please Select One ▾
Please Select One ▾	
Date Received <input type="text"/>	
Date Received <input type="text"/>	
Date Received <input type="text"/>	

LIFA Application

Navigator	-- Please Select One ▾	Date	<input type="text"/>
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Client Information

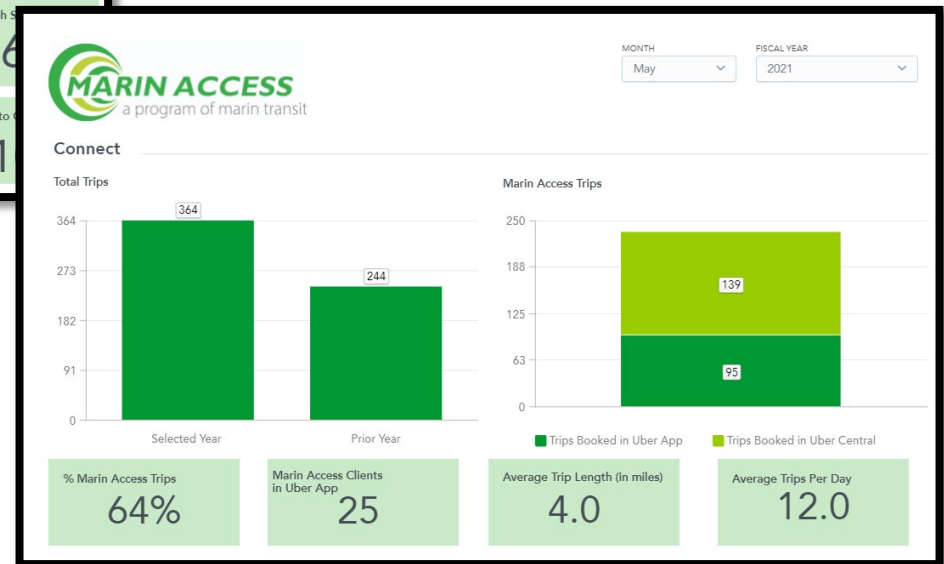
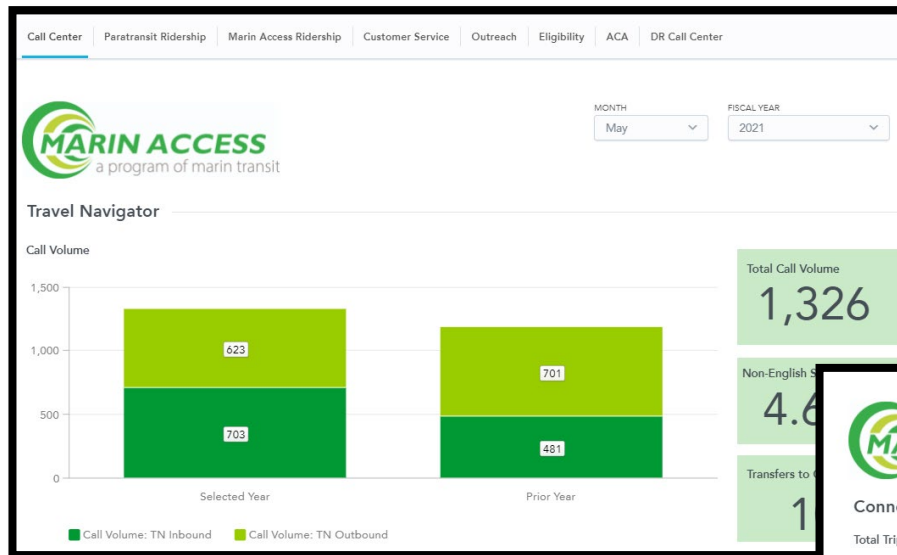
Marin Access ID	<input type="text"/>	<input type="checkbox"/> Income Stated? (Check if Yes)	Living Situation -- Please Select One ▾
First Name	<input type="text"/>	Annual Income	<input type="text"/>
Last Name	<input type="text"/>	Income Level	-- Please Select One ▾
Date of Birth	<input type="text"/>	Income Doc. Type	-- Please Select One ▾
		Living Situation Other	<input type="text"/>

LIFA

<input type="checkbox"/> LIFA Local Bus Pass (Check if Yes)	<input type="checkbox"/> Medi-Cal (Check if Yes)
LIFA Eligible -- Please Select One ▾	Medi-Cal ID Number <input type="text"/>
Recertification Date <input type="text"/>	Medi-Cal Issue Date <input type="text"/>
LIFA Year -- Please Select One ▾	

Submit

Consolidated and Enhanced Marin Access Dashboards



Rider Satisfaction (% Responding Good or Excellent)

overall experience



on-time performance



driver courtesy



ease of enrollment



Current procurement for Operation of Marin Access Programs and Services will bring all elements of the existing contracts together.

Existing

Marin Access



Operations (Scheduling/Dispatch) & Maintenance



Marin Access Mobility Management



Catch-A-Ride & Connect Administration & Scheduling

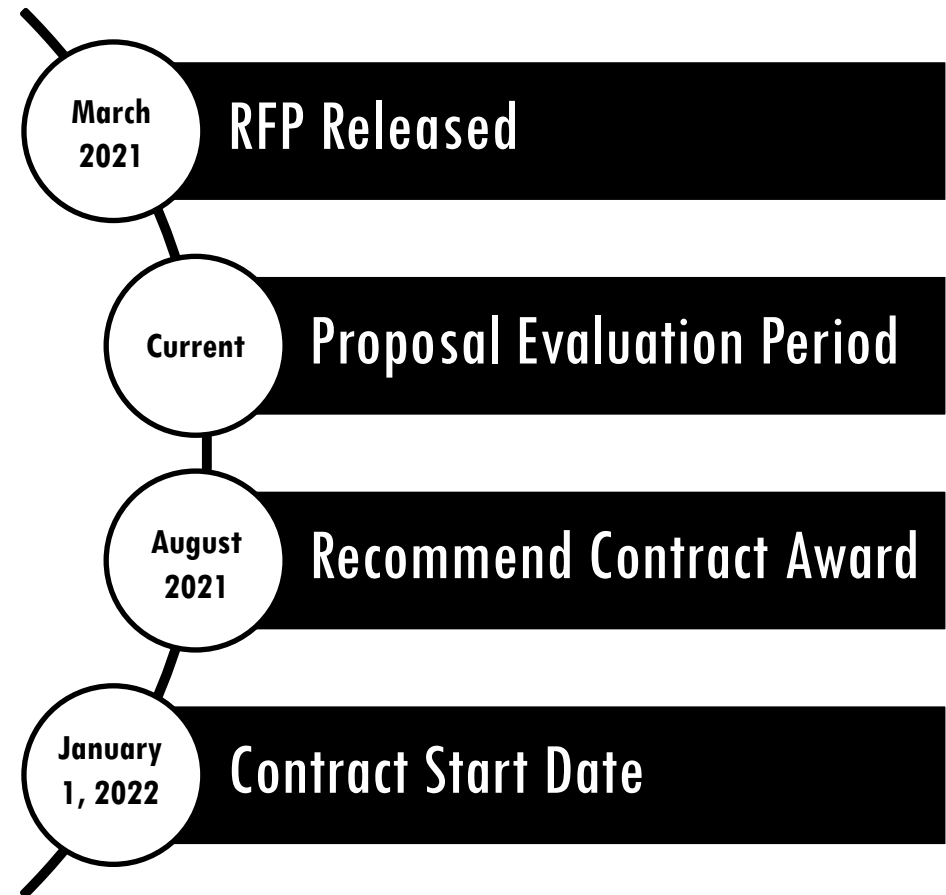
Future

Marin Access

Successful Bidder

Operations (Scheduling/Dispatch),
Maintenance, Program Administration, &
Mobility Management

- Bring all elements of Marin Access under one contract
- Create an integrated call center
- Explore additional service delivery models
- Standardize operational procedures across all programs
- Increased resilience and stability for Marin Access programs and services



Questions?

Joanna Huitt

Senior Mobility Planner

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san rafael, ca 94901

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fax: 415.226.0856
marintransit.org

July 12, 2021

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

SUBJECT: Fare Evaluation Update

Dear Board Members:

board of directors

kate colin
president
city of san rafael

judy arnold
vice president
supervisor district 5

stephanie moulton-peters
2nd vice president
supervisor district 3

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

dennis rodoni
director
supervisor district 4

brian colbert
alternate
town of san anselmo

RECOMMENDATION: Information Only

SUMMARY: Marin Transit evaluated changes to its fares and fare policies in its 2018 Short Range Transit Plan. Over the past two years, several changes have been made to the fares and fare assistance programs to simplify fare structure, maximize social equity and improve the rider experience.

Marin Transit offers a variety of discounted fare options and fare assistance programs. Those include:

- 50% discount on cash fares and passes for Seniors, persons with disabilities and Youth
- 10% discount on cash fares when using Clipper
- 50% discount on cash fares for low-income Adults when using Clipper
- Free Youth Pass for all youth with low-income households
- Low-income Fare Assistance (LIFA) for low-income seniors and persons with disabilities to use on local Paratransit and rural Dial-A-Ride service. LIFA eligible riders receive free unlimited access to Marin Transit local bus service.
- \$3 flat fare on Connect for seniors and persons with disabilities.

At your March 15th Board Workshop staff presented an overview of our fare structure, how riders use our fare discount programs, and a brief assessment of the financial impacts of a free fare program.

Based on Board direction, staff have conducted further analysis to assess riders' ability to pay fares and explore potential scenarios to expand fare assistance and discounted fares. The approach includes:

- Evaluation of current fare policy and impacts of the recent fare changes,
- Research existing literature on free fares including peer agency experiences, and
- Collect rider and stakeholder input.

As part of this effort, staff conducted interviews with select partner community-based organizations (CBO) to discuss their client's needs and barriers to access transit. The discussion also addressed opportunities for further collaboration for increased reach to the communities and additional involvement in pilot programs.


The District recently conducted a rider survey on fares, to better understand barriers to fare payment and capture rider's feedback on current fare policies. Additionally, staff are in process of conducting a second survey that is geared towards human service agencies and CBOs on means-based free or reduced fare programs that best serve the communities they serve.

The attached presentation provides an update on the fare evaluation effort along with an overview of potential scenarios for near term fare assistance pilot programs and promotional fare discounts.

Staff will update this proposal based on the direction of the Board and will come back with recommendations at the August Board meeting.

FISCAL/STAFFING IMPACT: There are no fiscal impacts associated with this information item.

Respectfully submitted,



Nancy Whelan
General Manager



Aida Banihashemi
Manager of Planning and Marketing

Attachment: Fare Evaluation Presentation



Fare Evaluation

Marin Transit Board of Directors

July 12, 2021

Board Workshop on Ridership and Revenue Assumptions in March

How do we ensure fares aren't a barrier to access the services?

Are the current discounted fare programs enough?



Evaluation of current Fare Policy

- Review impacts of current fare policies and fare assistance programs

Stakeholder Input

- Barriers to fare payment and riding transit
- Awareness of reduced and free fare programs
- Access to fare products

Peer Agencies

- Research reduced and free fare models and experience elsewhere
- Review revenue and potential service impacts of free fare scenario

Identify near term and long term reduced/free fare options

Observations

Ridership:

- None to minimal direct impact on overall ridership
- Difficult to quantify Impact of free fare on the ridership due to the highly fluid situation of COVID impacts

Service Quality

- Increased verbal altercations between riders and operators
- Increased complaints (by 2-3 times) from regular riders related to what they viewed as “homeless people” sheltering in the bus during the free fare period
- Higher proportion of overall ridership was comprised of individuals experiencing homelessness exhibiting behaviors that were troublesome for other riders or operators
- Overcrowding in peak times on high demand routes

Community Based Organization interviews

Community Action Marin, Canal Alliance, EAH Housing in West Marin

Discussion Focus:

- Understand the barriers to riding transit
- Marin Transit Fare assistance programs and input on fare payment
- How to further support the transportation needs of their clients
- How to better target reduced fares to those who need it
- Partnership and collaboration opportunities

Community Based Organization interviews

Findings:

- Targeted free fare to those who need it most was preferred over a systemwide free fare for all riders
- Education to raise awareness of existing fare programs
- Further collaboration to increase access to fare products
- Partnership with CBOs for dedicated ambassadors and increased reach to the community (compensated)

Human Services Agency/CBO Survey

- **Focus:**
 - Better understand HSA clients and their specific transportation needs
 - Programs and fare products options that best suit their needs
 - Free or discounts tailored to those least able to pay
 - Gauge interest in further involvement and participation in pilot programs
- **Goal:**

Develop Means-based free or reduced fare policies that can be administered through human service agencies

GOALS

- Understand barriers and gaps to fare payment and riding transit
- Gauge awareness of reduced and free fare programs
- Free fares or reduced fare policies tailored to those least able to pay



TIMELINE

26 May 18
June



DISTRIBUTION

- Web, Email, Social Media
- Bus Stop Rider Notices
- Community & Agency Partners

314 Responses

235 Transit Rider (75%)

79 Non-Transit Rider (25%)

4% Youth

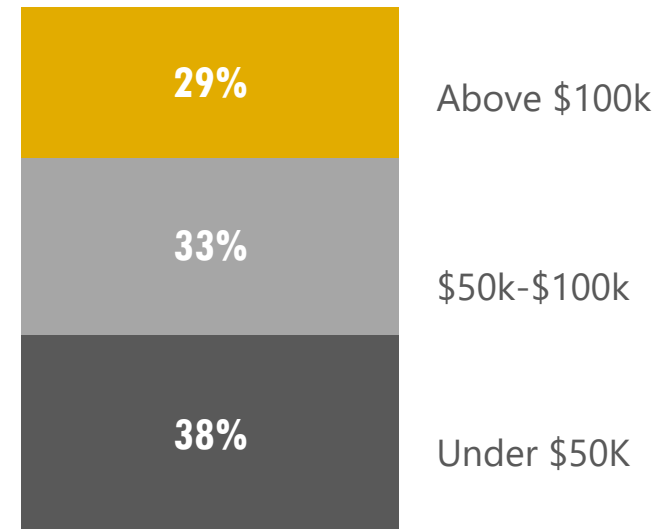
44% Senior 65+

52% Age 18-65

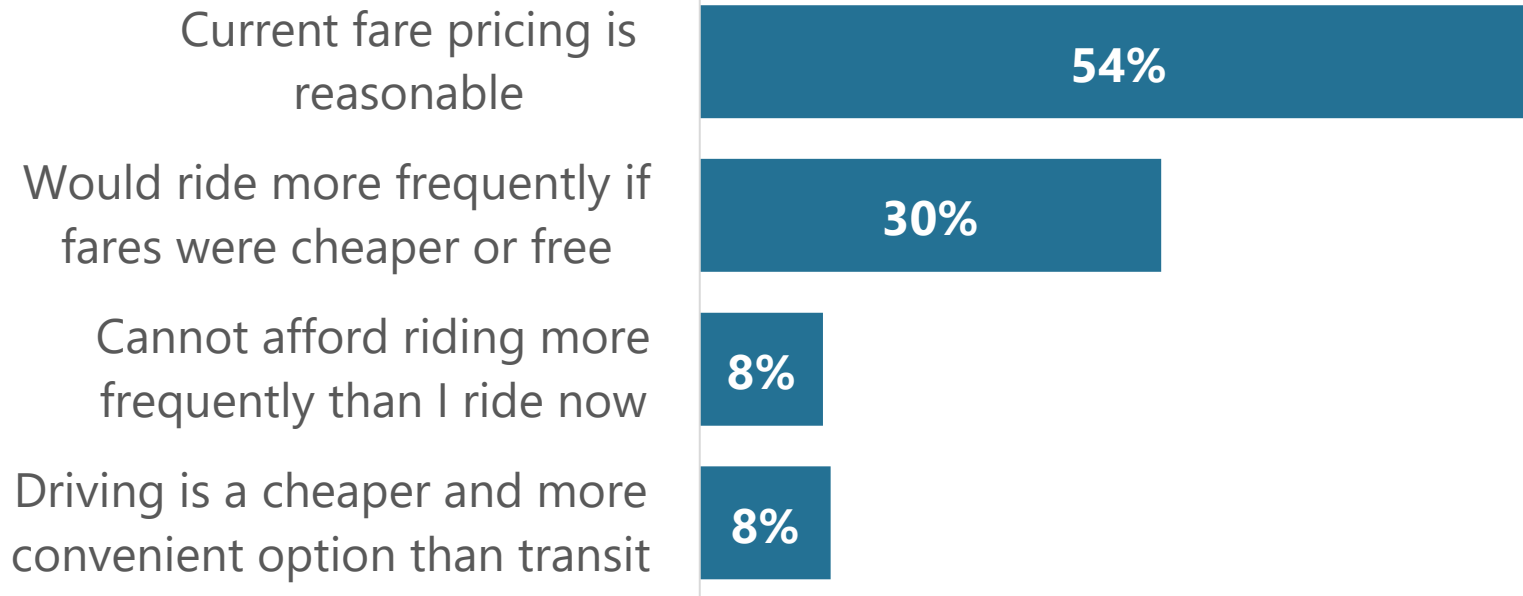
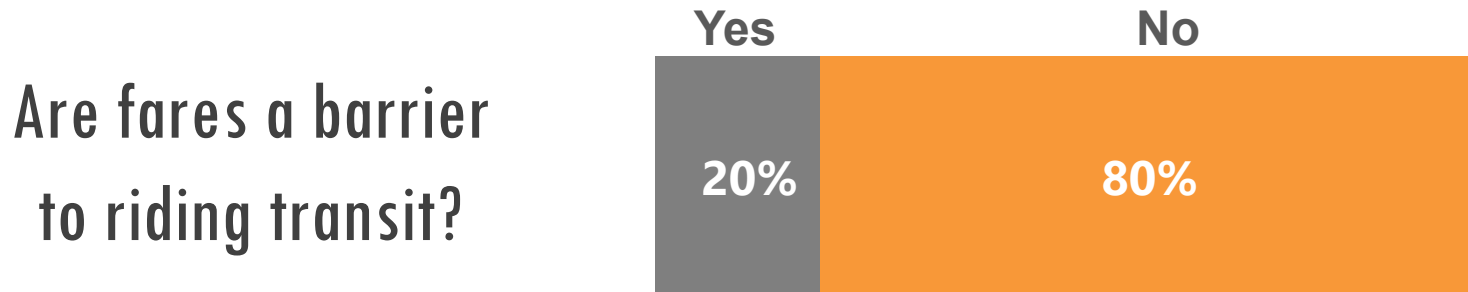
69% White

31% Non-white

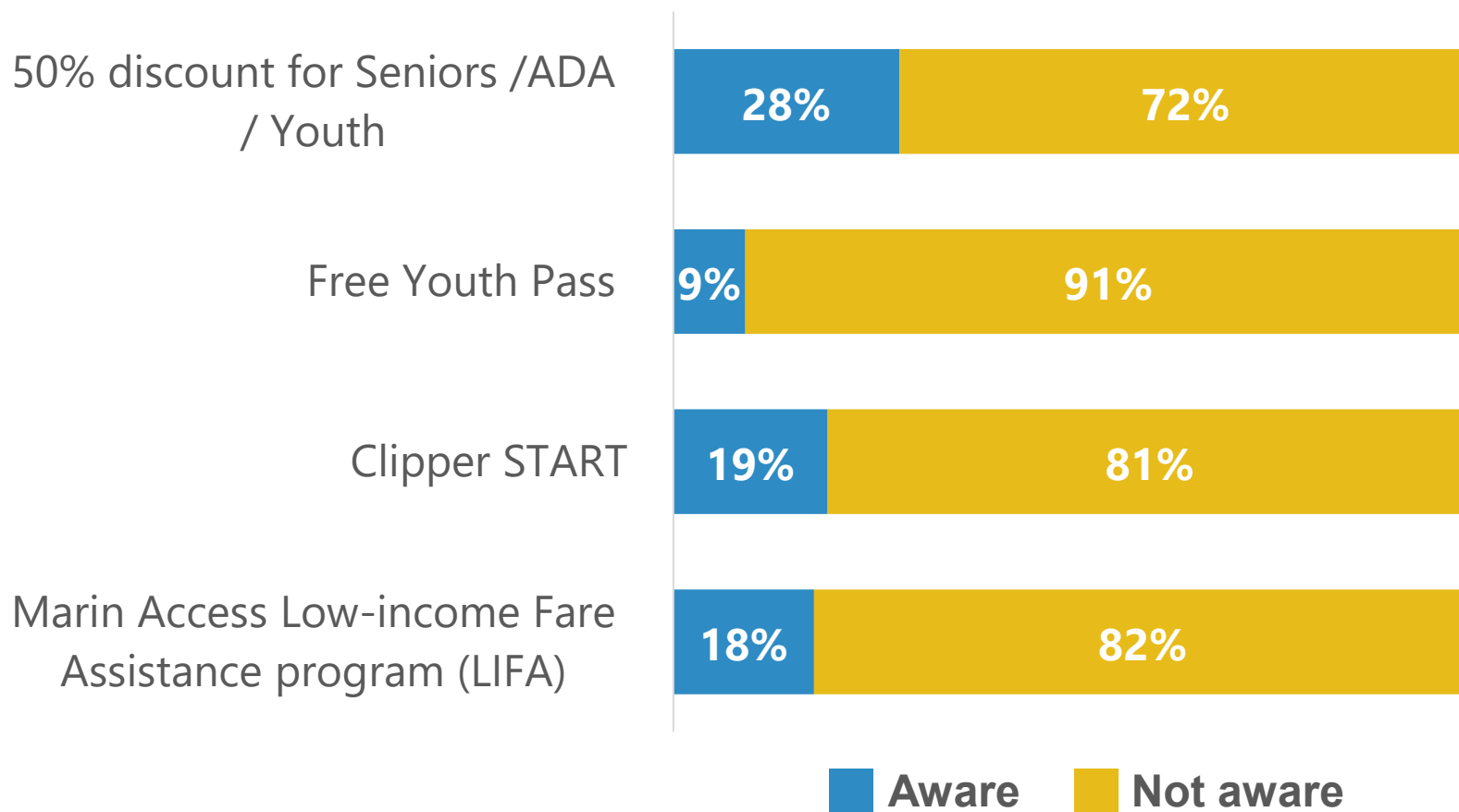
INCOME LEVEL



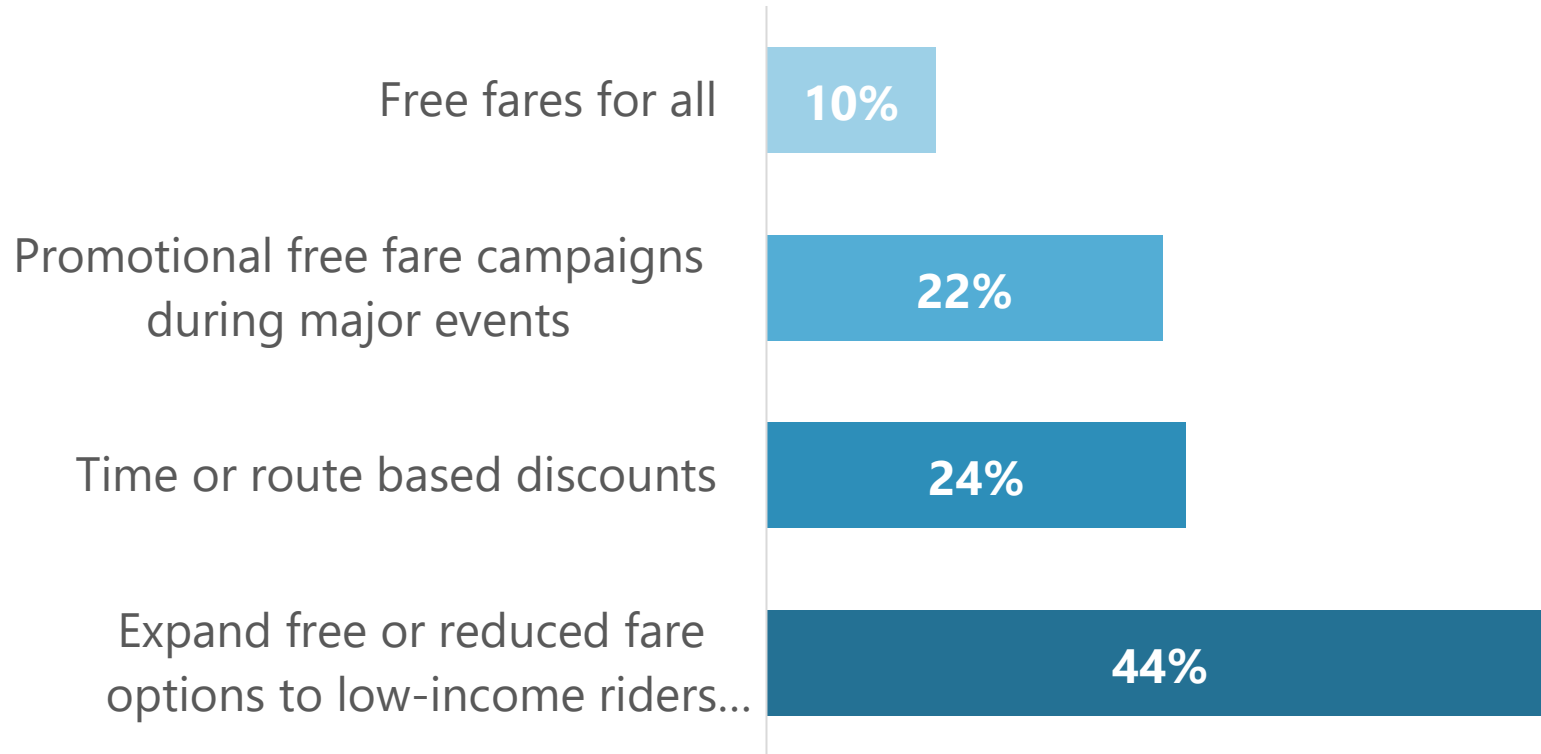
Fare Payment Survey Responses



26% Not aware of any of Marin Transit's discount options



What would make transit more affordable?



- Education to raise awareness of existing reduced and free fare programs
- Target discounted fares to those who need it most over a systemwide free fare for all
- Further collaboration with CBOs and human service agencies to:
 - Leverage existing resources for distribution and eligibility
 - Increase access to means-based free or reduced fares products

Potential Scenarios – Near Term

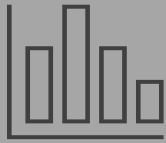
Free and Reduced Fare Scenarios	Type		Campaign/Pilot Goal			Targeted Riders	
	Pilot vs Promotional *	Social Service Agency (CBO)	Post-Pandemic Relief	Promote Back to Transit	Promote Monthly Pass Usage	Low-income Targeted	All Riders
Free/reduced \$2 ticket rides	Pilot	x				x	
Free/reduced monthly pass	Pilot	x				x	
Passes for family of students on free & reduced lunch program	Pilot					x	
Free pass to all students K-12	Promotional		x				x
Fare Free Month in low ridership month/early summer (Fixed Route) \$20 fare credit to LIFA qualified riders (Demand Response)	Promotional			x			x
Free/discounted Monthly Pass	Promotional				x		
Time Based Free Service	Pilot						x
Fare Free Geographic Zones (Community of concern)	Pilot					x	x

* Promotional Campaigns: 1-month | Pilot: 6-12 months

Key Considerations for Pilot Evaluation

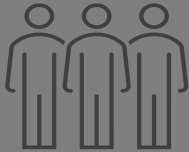
- Financial impacts and sustainability
- Level of impact on targeted population
- Impact on current services (capacity, operations, quality)
- Oversight and access to data
- Ease of distribution
- Eligibility verification
- Leverage existing systems for eligibility and distribution
- Ease of transfer with our partner transit agencies

- Do the options presented capture the goal of providing fare relief to those who need it most?
- Which options should staff further evaluate and consider for implementation?
- Are the evaluation criteria adequate to support a decision to continue or discontinue the pilot as an ongoing program?



1

Complete current data analysis and research



2

Complete social service agency survey



3

Round 2 interviews with CBOs re: potential pilots



4

Board discussions and direction



5

Near term discounted fare recommendations-August

Questions

Nancy Whelan

General Manager

Aida Banihashemi

Manager of Planning & Marketing