



# **General Manager's Report**

**ITEM 4**

# Marin Access Hiring Update

Role	Staff Required	Current #	Recruiting For
Driver	32	28	4
Road Supervisor	4	3	1
Reservationist	5	5	0
Dispatcher	4	4	0
Call Center Lead	1	0	1
Travel Navigator	3	3	0

*Information current as of June 1, 2023.*

# Marin Access Program Change Update

- **Changes are effective on July 1, 2023**
- Rider Communication
  - Dedicated Webpage
  - Weekly Virtual Info Sessions
  - General E-Blast to MCTD Listserv
  - Mailer(s) to Active Riders
  - Mailer(s) to Fare Assistance Participants
  - Marin Access Newsletter to All Marin Access Eligible Riders
- Presentations



## Overview

Marin Transit will be implementing changes to several Marin Access programs on **July 1, 2023**. These changes are intended to stabilize the ADA-mandated paratransit program, focus programs and services on the populations most in need, improve service reliability and legibility for Marin Access riders, and improve the rider experience. Complete detail about the changes [can be found here](#).

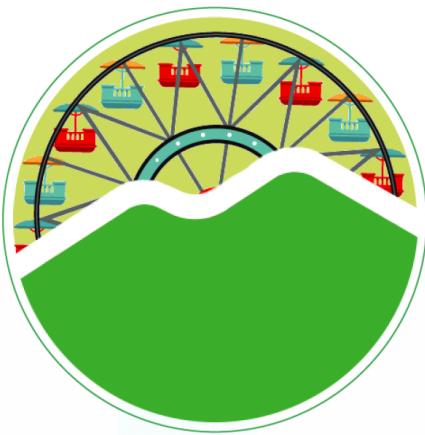
We encourage riders to review the information below carefully and check back regularly as updates will be made to this page throughout the implementation process. **Please consider joining us for an upcoming info session to learn more (see the Upcoming Events section below)!** For information about existing Marin Access programs, visit [www.marinaccess.org](http://www.marinaccess.org); this will be updated on July 1.

## Service Changes



Dedicated Webpage: [www.marintransit.org/machanges](http://www.marintransit.org/machanges)

# Fare Promotions



Marin Transit will be offering FREE rides  
White background  
ywide on all fixed route local bus  
services during the Marin County Fair.  
Not valid on Marin Access demand response services.

marin  
transit  
free fares  
during the **FAIR**  
**June 30 - July 4, 2023**



# Real Time Information



# Get Real

Real-time bus departures are available at:  
[www.marintransit.org/real-time](http://www.marintransit.org/real-time)

## 3 Easy Ways to Get Real-Time Information



**text**

“Stop ID” to:

**(415) 993-5300**



**call:**

**(415) 993-5300**

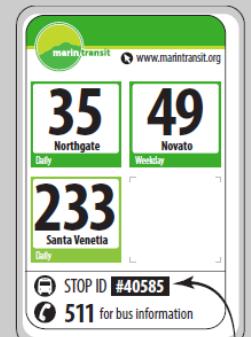
enter “Stop ID”



**visit:**

**www.marintransit.org**

enter “Stop ID”

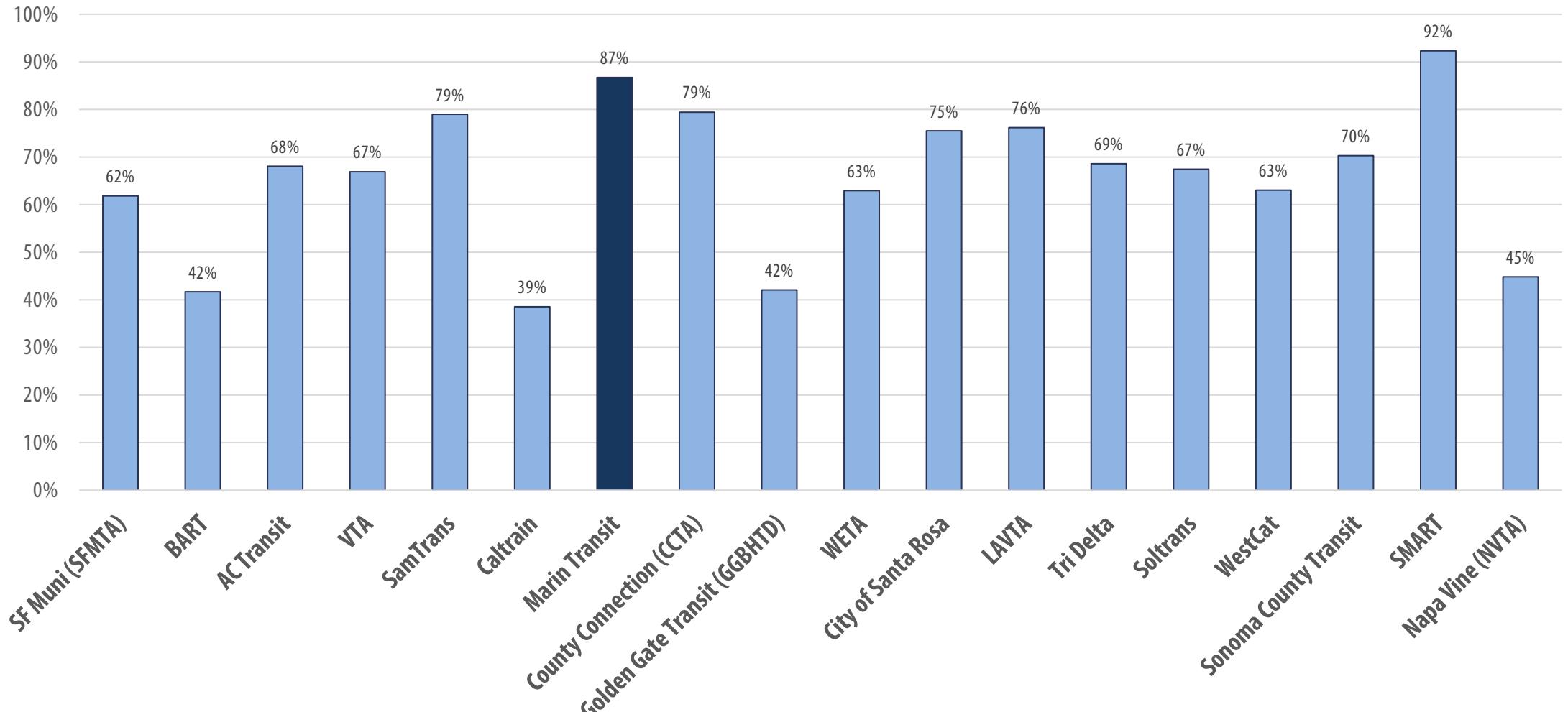


Stop IDs are shown on all bus stop signs and start with “4”

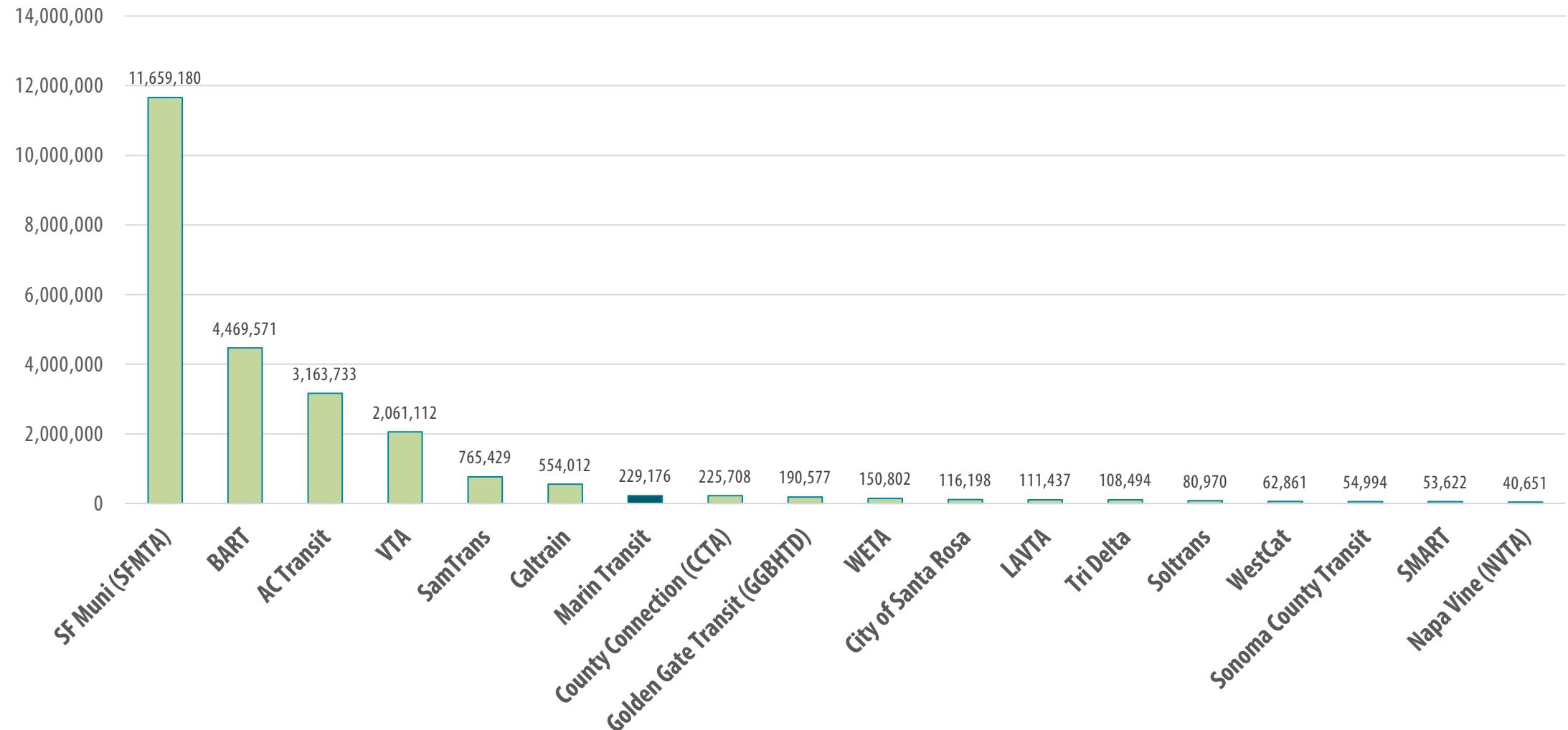
scan QR code  
for access to predictions



# % Pre-COVID Ridership (Mar 2019 vs Mar 2023)



# Monthly Ridership (February 2023)



# Fixed Route Ridership – March 2023



# Demand Response Ridership – March 2023



# Thank you

## CONTACT

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