



Marin Paratransit Coordinating Council

Monday, February 23, 2026, 1:30 p.m.

Meeting Location

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

Join via Zoom or Teleconference:

<https://us02web.zoom.us/j/86250092225>
+1 669 900 6833
Webinar ID / Access Code: 862 5009 2225

Providing Public Comment

- To provide written public comment prior to the meeting, email info@marintransit.gov or use the comment form at <http://www.marintransit.gov/meetings>. Submit your comments no later than **5:00 p.m. Sunday, February 22, 2026** to facilitate timely distribution to PCC members. 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 PCC Chair may limit the length of comments during public meetings due to the number of persons wishing to speak or if comments become repetitive.
- 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 to speak. You will be notified that your device has been unmuted when it is your turn to speak. You will be warned prior to your allotted time being over. Your comments will be included in the public record.

General Meeting Information

- Late agenda material can be inspected at the office of Marin Transit, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday.
- In case of Zoom outage, dial 515-604-9094; meeting ID: 142-334-233
- All Marin Transit public meetings are held in accessible locations. Documents are available in additional languages and accessible formats by request. Requests for translation and disability-related accommodations or modifications for this meeting may be made to the District Secretary at 415-226-0855 or 711 (California Relay Service) no less than five business days before the meeting.
- Si usted requiere una traducción u otra adaptación, llame al (415) 226-0855 or 711. Para acceder a estas instrucciones en español, [haga clic aquí](#).
- 如果您需要翻译或其他辅助服务, 请致电(415) 226-0855 或711。如需查看这些说明的简体中文版本, [请点击此处](#)。
- Nếu bạn cần thông dịch hoặc các hỗ trợ khác, hãy gọi (415) 226-0855 hoặc 711. Để truy cập các hướng dẫn này bằng tiếng Việt, [hãy nhấp vào đây](#).

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

- 1. Introductions & Roll Call**
- 2. Review of Agenda**
- 3. Review of Meeting Minutes for December 2025**

Recommended Action: Approve.

- 4. Open Time for Public Expression**

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

- 5. New Business**

- a. Brown Act / Member Attendance Updates – *Recommended Action:* Information.
- b. Marin Access Safety Presentation – *Recommended Action:* Information.
- c. Marin Access Program Evaluations – *Recommended Action:* Information.

- 6. Old Business**

- a. Public Comment / Question Follow-Up – *Recommended Action:* Information.
- b. 2025 PCC Workplan Update – *Recommended Action:* Information.

- 7. Agency / Committee Reports**

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

Adjourn

Next Meeting: April 20, 2026

MARIN PARATRANSIT COORDINATING COUNCIL

December 8, 2025, 1:30PM to 3:00PM

MEETING MINUTES

1. Meeting called to order at 1:32 PM by PCC Chair Michael Harris.
 - a. In attendance
 - i. PCC Members: Michael Harris, Maurice Pollard, Terri Sylvain, Patti Mangels, Javier Miranda, Jane Gould, Terry Scussel, Sylvia Barry, Dario Santiago
 - ii. Members of the Public: Eric Little, Joe Cashel, Kevin Lent, Tani Girton, Dominic Buono
 - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Kate Burt, Joanna Huitt, Sandra Romero, Robert Betts
 - iv. Contractors (Transdev): Sean Brown
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for October 2025
 - a. All present have reviewed. Motion to approve made by Terry Scussel, seconded by Jane Gould.
4. Open Time for Public Expression
 - a. Eric Little described Onward's program and survey for riders who are not eligible for paratransit.
 - b. Patti Mangels asked if a flyer was available regarding the survey.
 - c. Mr. Little confirmed there was a flyer.
 - d. Sylvia Barry requested that flyers and information be distributed to PCC members.
 - e. Jane Gould asked what Onward plans to do after the one-year pilot program.
 - f. Mr. Little explained that Onward expects the program to continue after one year. The survey is part of a study comparing curb-to-curb rideshare service with door-through-door rideshare service.
 - g. Michael Harris asked if there are dedicated vehicles for Onwards service.
 - h. Mr. Little explained that the vehicles are like those used for Uber and Lyft. The vehicles are screened and drivers are held to a high standard.
 - i. Ms. Gould asked if Onward has a call center.
 - j. Mr. Little said he could follow up with information and flyers.
 - k. Terri Sylvain asked how many drivers work for Onward in Marin County.
 - l. Mr. Little stated that he was unsure of the number of drivers and described the breadth of service in Marin County.

- m. Maurice Pollard asked if there were 100 spots available for Onwards program.
- n. Mr. Little clarified that 120 spots were available and 20 spots had already been taken.
- o. Mr. Pollard noted he had heard about Onward before.
- p. Mr. Harris asked about the age requirement for Onward's program.
- q. Mr. Little stated that participants must be 65 or older.
- r. Robert Betts asked what qualifications riders must meet.
- s. Mr. Little explained that transportation must be for medical appointments. Riders must have a foldable wheelchair or walker and be able to stand on their own. Riders cannot have access to transport through assisted living.
- t. Terry Scussel asked about the program's requirements regarding stairs.
- u. Mr. Little replied that drivers are trained by EMTs regarding falls and stairs.
- v. Mr. Harris requested that information about Onward be distributed.
- w. Mr. Little asked about how to best distribute information.
- x. Joanna Huitt requested that Mr. Little send informational materials to her for distribution.
- y. Mr. Pollard asked if Onward's program had a deadline.
- z. Mr. Little said the program is ongoing. He explained the program's service area, noting that riders can travel between counties.

5. New Business

- a. 2026 Meeting Dates
 - i. Staff reported on 2026 PCC meeting dates, noting which dates are adjusted for holidays. Staff stated that they will follow up with an updated copy of the schedule.
 - ii. Michael Harris requested that the schedule be read aloud.
 - iii. Joanna Huitt read the schedule aloud.
- b. 2026 – 2027 PCC Officer Elections
 - i. Staff reported on the PCC officer election process and nominations.
 - ii. Eric Little asked about the duties of each role and asked which roles were on the slate.
 - iii. Joanna Huitt reviewed the duties of each role on the slate.
 - iv. Mr. Little asked about the Secretary role.
 - v. Ms. Huitt explained the Secretary role and noted that Marin Transit staff usually fulfil the role. She clarified that there were no additional nominations.
 - vi. Terri Sylvain asked when the Secretary role was most recently filled by a PCC member.
 - vii. Ms. Huitt stated that Marin Transit staff usually fulfil the role and the role will likely be removed from the PCC bylaws.

- viii. Mr. Little asked about PCC meeting frequency.
 - ix. Ms. Huitt described the PCC meeting schedule and clarified that only PCC voting members can be elected for office. Ms. Huitt offered to reach out to Mr. Little with information regarding how to become a voting member.
 - x. Motion to elect Michael Harris as Chair:
 - 1. Ayes: Michael Harris, Maurice Pollard, Terri Sylvain, Patti Mangels, Javier Miranda, Jane Gould, Terry Scussel, Sylvia Barry, Dario Santiago
 - 2. Noes: None
 - 3. Abstain: None
 - xi. Motion to elect Patti Mangels as Vice Chair:
 - 1. Ayes: Michael Harris, Maurice Pollard, Terri Sylvain, Patti Mangels, Javier Miranda, Jane Gould, Terry Scussel, Sylvia Barry, Dario Santiago
 - 2. Noes: None
 - 3. Abstain: None
 - xii. Ms. Huitt clarified updated bylaws reflecting the removal of the Secretary role will be voted on at the February 23, 2026, PCC meeting.
- c. Marin Access Policy Updates
- i. Staff reported that a policy regarding food and drink on vehicles was made in response to feedback from a rider. The policy will be in effect for paratransit and fixed route service. Staff listed next steps for implementing the policy.
 - ii. Michael Harris asked if the new policy would allow bottled water but not food.
 - iii. Joanna Huitt clarified that riders could eat if they need to eat due to a disability.
 - iv. Terri Sylvain asked who would make the determination that a rider's need is due to a disability.
 - v. Ms. Huitt said drivers will accept the rider's statement and not ask questions.
 - vi. Robert Betts added that the discussion would be between the rider and driver.
 - vii. Ms. Sylvain asked if riders need documentation that they need food and drink while aboard a vehicle.
 - viii. Mr. Betts explained that staff would investigate if they suspected abuse of the policy.
 - ix. Ms. Sylvain asked about the feedback that prompted the policy.

- x. Ms. Huitt explained that a rider was previously given incomplete information about food and drink.
- d. Marin Access Collateral Updates
- i. Staff reported on a new collateral document that will encourage and facilitate rider feedback. The collateral will be placed in paratransit vehicles. Staff reported on a new paratransit FAQ document, which will be available online and sent to all new riders. All Marin Access collateral will undergo a redesign in a few months.
 - ii. Jane Gould commended the new collateral and suggested that the FAQ sheet include information regarding how to prepare for an arriving paratransit vehicle.
 - iii. Joanna Huitt stated they will add that information to the FAQ sheet.
 - iv. Michael Harris noted that there are now text and email alerts for riders.
 - v. Ms. Huitt commented that they will add information regarding alerts to the FAQ sheet.
 - vi. Maurice Pollard stated that Whistlestop drivers knock on riders' doors sometimes. He asked if Marin Access drivers could do that, especially to accommodate those with only a landline.
 - vii. Sean Brown replied that paratransit is door-to-door service. If they don't leave sight of the bus, drivers can walk to a rider's front door.
 - viii. Ms. Huitt added that alerts can go to a rider's landline phone.
 - ix. Eric Little stated that Onwards' ride service has an alert system.
 - x. Tani Girton thanked staff for being responsive to her ideas quickly.
 - xi. Staff reported that in the following week, the Paratransit Rider's Guide will be updated to reflect new policies and updated program offerings. The Marin Access intake form will be updated to add a question about weight and mobility devices.
 - xii. Ms. Gould asked if information regarding eligibility periods is included in Marin Access collateral.
 - xiii. Ms. Huitt confirmed the welcome packet explains eligibility periods.
 - xiv. Terri Sylvian asked if riders would likely know the weight of their mobility devices.
 - xv. Ms. Huitt clarified that only a best guess will be required, and the application will provide guidance. A backup vehicle will be sent if a lift cannot carry a rider with their mobility device.
 - xvi. Michael Harris suggested that collateral should provide additional information regarding Marin Access Fare Assistance (MAFA).
 - xvii. Ms. Huitt explained that staff are contacting Mobility Wallet users about MAFA eligibility. Staff will make the information more widespread.

6. Old Business

a. Public Comment / Question Follow-Up

- i. Staff reported that Marin Transit Routes 17, 29, 228 provide service to the Larkspur SMART station.
- ii. Robert Betts added that many additional routes provide service to the San Rafael SMART station. Route 228 serves the Larkspur SMART station primarily.
- iii. Staff reported that they may create a subcommittee to address rider safety concerns after the Marin Access survey. The survey will collect information about rider safety concerns.
- iv. Michael Harris stated that some drivers step outside the vehicle to assist riders even when riders seem stable. Some drivers accelerate or brake quickly, which may push riders' bodies and wheelchairs back and forth. A short-term subcommittee could address that, and it should be discussed at the February PCC meeting.
- v. Sean Brown replied that he wants Marin Access drivers to experience riding a vehicle while in a wheelchair, to better understand the experience.
- vi. Mr. Harris noted that the issue often arises at specific locations on the freeway.
- vii. Ms. Huitt explained that staff can showcase safety solutions and technology at PCC meetings. PCC members should identify concerns and bring them to the February 23, 2026, PCC meeting, and they will discuss the subcommittee.
- viii. Maurice Polard emphasized the importance of training drivers about awareness.
- ix. Patti Mangels explained that it is important for drivers to become familiar with Marin County. She observed that some drivers have been retrained and now are much better at their jobs. Ms. Mangels said training is vital for drivers to understand the needs of passengers.
- x. Mr. Brown added that drivers are required to complete monthly trainings which are often based on rider feedback.
- xi. Ms. Mangels commended Marin Access' drivers.
- xii. Jane Gould suggested that comment cards should ask if riders had a safe trip and if they have any additional comments.
- xiii. Ms. Huitt confirmed those prompts are already on comment cards.
- xiv. Mr. Brown noted that there are incentives and goals for safety amongst drivers. They recently achieved 60 perfect safety days, and staff celebrate every 30-day milestone.

- xv. Ms. Mangels commended Marin Access' paratransit service and highlighted the importance of relating rider feedback. She offered to speak at driver safety meetings.
- xvi. Ms. Huitt stated that once staff's data management system is updated, staff will provide program enrollment data. She said information about Marin Access programs will be included in the MCIL newsletter starting in 2026.

b. 2025 PCC Workplan Update

- i. Staff provided updates regarding PCC Workplan items two and four.

7. Agency / Committee Reports

a. Marin Transit Updates

- i. Staff reported on the Marin Mobility Consortium's 2026 meeting schedule and Marin Transit's transition to a .gov domain.
- ii. Sylvia Barry asked if other transit agencies use a .gov domain.
- iii. Joanna Huitt explained the benefits of the .gov domain and listed other agencies that use a .gov domain.
- iv. Robert Betts noted that all government agencies must transition to a .gov domain by 2030.
- v. Staff reported that upcoming updates to the Brown Act will allow PCC members to participate remotely as voting members. Staff reported on upcoming Next Gen Clipper updates.
- vi. Patti Mangels asked how riders will update their Clipper Cards.
- vii. Ms. Huitt stated that riders may update their Clipper Cards using the Clipper app and website. In 2026, riders will be able to update their Clipper Cards at Marin Transit's office. Clipper will also be usable for paratransit in the future.
- viii. Staff reported that the RTC program will be renamed Clipper Access. Staff reported that Marin Transit service changes in response to the MASCOTS plan were approved on December 1, 2025, and will be implemented in April 2026.
- ix. Mr. Betts explained that the final proposal for Marin Transit service changes is scaled back from the original proposal. The most significant change is to Route 71. Route 29 will be cancelled, and supplemental school service will preserve services to schools.
- x. Ms. Barry asked if the service changes will bring any additional service.
- xi. Mr. Betts replied that revenue hours will not change.
- xii. Staff reported on upcoming Marin Access program evaluations in response to changes that occurred in July 2025.

- xiii. Terri Sylvain asked if changes will be made to shuttles serving Bolinas, now that Bolinas has its Post Office again.
- xiv. Ms. Huitt responded that staff would meet about Bolinas service in a few weeks. They will also collect feedback from riders and community partners. Staff will notify PCC members of any changes to the shuttles.
- xv. Staff reported that electric vehicles for Marin Access service will be delivered soon and the vehicle pilot will begin in February 2026. Staff reported that the Same Day Paratransit pilot program extension was approved by Marin Transit's Board of Directors on December 1, 2025.
- xvi. Ms. Mangels asked if there have been many requests for same day paratransit trips.
- xvii. Ms. Huitt replied that requests decreased in October 2026 but have increased since then. A formal evaluation will be shared.
- xviii. Ms. Mangels asked if same day paratransit trips are often available.
- xix. Ms. Huitt stated that trip fulfilment metrics will be reported in the formal evaluation.

b. Marin Access Performance Metrics

- i. Staff reviewed performance metrics found in the agenda packet and presentation for the meeting.
- ii. Michael Harris asked if staff could share data regarding riders who miss pick-up windows.
- iii. Joanna Huitt confirmed that data can be shared in future reports.
- iv. Robert Betts asked if staff track reasons why riders miss their pick-up windows.
- v. Sylvia Barry asked if staff follow up with riders who miss their pick-up windows.
- vi. Jon Gaffney noted that riders can be on will-call if they are not at home.
- vii. Sean Brown suggested that will-call data would be valuable.

c. GGBHTD Advisory Committee on Accessibility Report

- i. Staff reported that the GGBHTD Advisory Committee on Accessibility will meet next in January 2026.

d. TAM Citizens Oversight Committee Report

- i. Nothing to report.

8. Next Meeting on February 23, 2026.

- a. Meeting adjourned at 2:53 PM by PCC Chair Michael Harris.



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 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 & Roll Call
- 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

Introductions & Roll Call

Review of Agenda

Review of Meeting Minutes

Open Time for Public Expression

Limited to two minutes per speaker for items not on the agenda.

New Business

Brown Act & Member Attendance Updates

Background & Updates

- On October 3, 2025, Governor Newsom signed into law SB 707, which **revises the Ralph M. Brown Act (the Brown Act) effective January 1, 2026.**
- The new Section 54953. (c) **expands options for remote participation** in meetings.
- **PCC members may now request remote participation as a reasonable accommodation for a disability.** Their remote participation will be treated as in-person attendance for all purposes, including the meeting's quorum and voting procedures.

Brown Act Revisions - Procedures

- To participate remotely under this regulation, **send an email to PCC staff at least one business day in advance of the meeting** with the following details:
 - The date(s) of the meeting(s) you would like to participate remotely in.
 - Confirmation that you would like to participate in the meeting(s) remotely as a reasonable accommodation for a disability. You do not need to provide staff with any additional information about your disability.
 - *Note: Staff will respond to your email with remote participation instructions.*

Brown Act Revisions - Procedures

- **While participating remotely, you must:**
 1. Participate through both audio and visual technology if possible.
 - Per Section 12102 of Title 42 of the United States Code, you may participate only through audio technology if a physical condition related to your disability results in a need to participate off camera.
 2. After the meeting begins and before any voting occurs, staff will ask you to disclose whether any individuals 18 years of age or older are in the room with you, and the general nature of your relationship.

Marin Access Safety Presentation

Safety is Part of Our Mission!

Transdev Mission Statement: Our Purpose: We empower freedom to move every day, thanks to safe, reliable, & innovative solutions that serve the common good.



Meet the Safety Team

Local Team



Kent Hinton
General Manager



Sean Brown
Safety & Training
Manager



Varuna Faasavulu
Operations Manager



Kathy Plank
Maintenance Manager



Claudia Tamayo
Call Center Manager



Cassandra Ristine
HR Manager



Courtney Garrett
Road Supervisor



Jose Valdez
Road Supervisor



Adrienne Lipstrom
Road Supervisor

Corporate Support Team



Casey Hitchcock
Sr. Manager Training
& Development



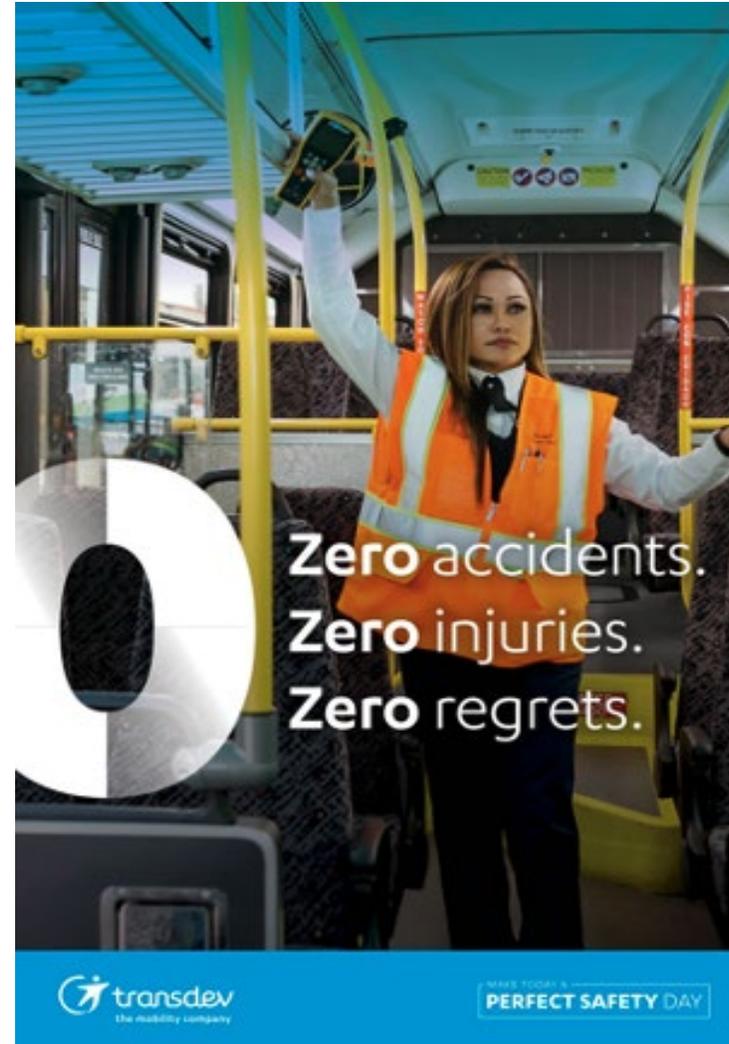
Bradley Wright
Northwest Regional
Safety Director

Perfect Safety Day

A Perfect Safety Day is a day without:

- A preventable motor vehicle accident
- A passenger / pedestrian injury requiring transport to the hospital
- An OSHA-recordable employee injury

“No accidents...no injuries...no regrets.”



Transdev Safety Manager Academy



Instructor Training Certification – Level 1

ICP | Level 1 Instructor Performance Evaluation



Instructor Name: _____ Location Name: _____ Location State: _____

Performance Codes: N – Needs Further Training C – Competency X – Not Applicable

Training Type Task Codes: NH = New Hire E = Existing

Task Codes: A = Certification B = Biennial Evaluation C = Enhancement D = Follow up E = Other (specify)

| General Expectations | 1 | 2 | 3 |
|---------------------------------------|--|---|---|
| Attitude | Shows optimism, positivity, and constructiveness in all conversations | | |
| Respectfulness | Demonstrates respectfulness and politeness to Participant's name, instructor, and others | | |
| Communication Skills | Conveys information effectively and efficiently | | |
| Policy & Procedures | Follows organizational policies and procedures | | |
| Appearance / Dress Code | Models professionalism with appropriate attire, fully presented, proper PPE | | |
| Safety | Contributes to a safe and secure environment by E | | |
| Transdev Purpose | Exhibits and speaks to Transdev values through w | | |
| Revenue Service Training Facilitation | | | |
| Training Environment | Vehicle is clean, accessible and in safe operating c | | |
| Engagement | Allows natural conversation flow & encourages part | | |
| Knowledge Transfer | Understands mental models, checks, and confirms conversation and teach backs | | |
| Distraction Management | Limits personal conversations during instruction tin stowed away | | |
| Time Management | Adheres to instructional timing and breaks, includi Participant on task and focused, limits personal sto | | |
| Revenue Service | | | |
| Route Familiarity | Properly explains how to navigate route and servic Give proper direction on risk assessing stops and s through Go/No Go | | |
| Risk Assessment | | | |
| Technology Usage | Provides instruction on proper usage of MDTs, com | | |
| Candidate Commentary | Encourages candidate commentary and coaches us | | |
| Service Standards | Articulates, coaches, and evaluates application of r | | |
| Safety First Culture & Coaching | | | |
| PPE / Dress Code for Participant(s) | I Ensures Participant(s) understanding of and adheri Participant(s) given and wearing proper PPE (zippe grippers, etc.) | | |
| Safety as Purpose | Articulates the importance of safety in decisio ma | | |
| Use of Questions | Uses open ended and clarifying questions throughe ensure understanding, using Ask vs Tell coaching n | | |
| Pinpointed Feedback | Incorporates MORS when providing feedback to Pa | | |
| Feedback Timing | Delivers positive reinforcement and/or feedback du behavior | | |
| Critical Safe Behaviors | Knows and understands critical safe behaviors for i behaviors consistently and provides positive reinfo feedback as necessary (Key focus on understandin vehicle operations and Passenger Interaction) | | |
| Documentation | | | |
| Presentability | Paperwork is neat, clean, and legible | | |
| Timing | Completes paperwork as training occurs and obtai appropriate | | |
| Accuracy | Follows proper policy and procedure when complet | | |

| | |
|---|---|
| Session Date | 1 |
| Participant Type | |
| Task Code | |
| Total Observation Time (in hours) | |
| Instructor Signature | |
| Print Evaluator Name | |
| Evaluator Title (Level 3 or 4 Instructor, RSM, RSD, STM, STD, etc.) | |
| Evaluator Signature | |

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Transdev Instructor Certification Program

Doc Name: Level 1 Instructor Participant Qualification Form

Doc #: TD Revision Date: July 2023

The following information must be obtained for all potential training instructors and will become part of the employee's personnel file.

| | | |
|------------------|--------------|----------------|
| Participant Name | FT Hire Date | |
| Loc # | Loc Name | State/Province |

| General Qualifications | |
|--------------------------|--|
| <input type="checkbox"/> | High School Diploma or GED |
| <input type="checkbox"/> | 1-year minimum AC/ID revenue service experience, or |
| <input type="checkbox"/> | 1-year minimum revenue service for same client or agency |

| Credentials | |
|--------------------------|--|
| <input type="checkbox"/> | Level 1 Instructors: |
| <input type="checkbox"/> | Must hold a license and endorsements required to operate revenue service vehicles and, |
| <input type="checkbox"/> | Have a minimum of one year's experience driving vehicle type required for service. |
| <input type="checkbox"/> | Holds third party, state, or provincial certification, where applicable. |

| Safety/Work History | |
|--------------------------|---|
| <input type="checkbox"/> | No disciplinary action for unsafe acts in the previous 12 months |
| <input type="checkbox"/> | No preventable collisions or injuries in the previous 12 months |
| <input type="checkbox"/> | No MVR violations in the previous 12 months |
| <input type="checkbox"/> | Attendance: |
| <input type="checkbox"/> | No disciplinary action for attendance in the previous 12 months |
| <input type="checkbox"/> | No disciplinary action for customer, general public, or co-worker interaction in the previous 12 months |

| | |
|--------------------------|---|
| <input type="checkbox"/> | Instructor Participant meets all requirements of the Instructor Selection Process |
| <input type="checkbox"/> | Participant's MVR and ADPR are attached |

Location Safety Manager / Training Manager
 I APPROVE the above-named employee's continued participation in the Instructor Selection Process
 I DO NOT APPROVE the above-named employee's continued participation in the Instructor Selection Process

Signature: _____ Date: _____

Location Manager
 I APPROVE the above-named employee's continued participation in the Instructor Selection Process
 I DO NOT APPROVE the above-named employee's continued participation in the Instructor Selection Process

Signature: _____ Date: _____

To achieve Level 1 Training Certification, you must have:

- A minimum of one year's experience driving vehicle type required for service
- No preventable collisions or injuries in the previous 12 months
- No disciplinary action for unsafe acts in the previous 12 months
- No disciplinary action for attendance in the previous 12 months
- No disciplinary action for customer, general public, or co-worker interaction in the previous 12 months
- Level 1 Instructors are able to Cadet train with new operators

Current Level 1 Instructors: Road Supervisors Jose Valadez & Adrienne Lipstrom



Instructor Training Certification – Level 2

To achieve Level 2 Training Certification, you must complete:

- Skills training
- BTW (behind the wheel) training
- Classroom training

Current Level 2 Instructors: Safety & Training Manager Sean Brown and Road Supervisor Courtney Garrett



This certifies that the undersigned
Has met all requirements to become a

Level 2 Certified Instructor
Behind the Wheel and Classroom
Sean Brown

December 9, 2024
Date of Training

Marin County
Place of Training

Trainer Signature

Safety Manager Signature

July 23, 2025
Date



New Bus Operator Classroom Training

Unit 1 Introduction:

Welcome, Employee Handbook, Safety First!, Hazzard Communication, Bloodborne Pathogens, ELDT Requirements

Unit 2 Fundamentals:

Perfect Safety Days, Basics of Safety Security Awareness, Intro to the Vehicle, Managing Emergencies, Communication Devices, Navigation & Fare Policies, Smith System Risk Management, DriveCam Orientation

Unit 3 The Operator:

Drug and Alcohol Awareness, Distracted Driving, Sleep Apnea and Fatigue

Unit 4 Transporting Passengers with Disabilities:

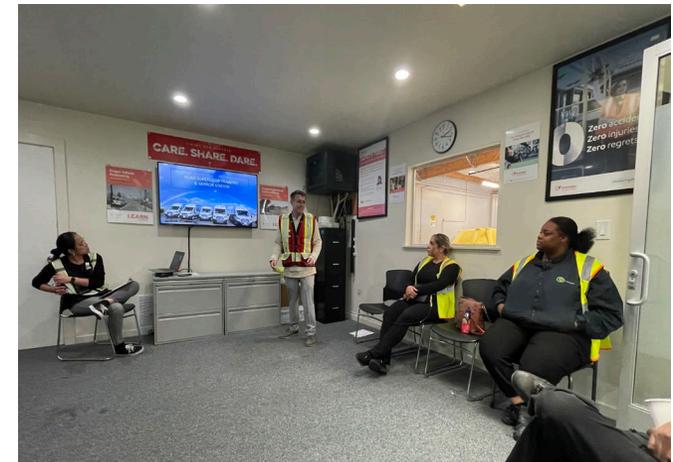
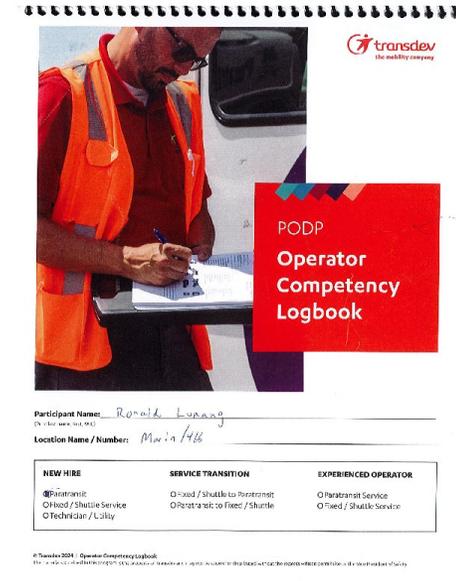
Interacting with Passengers, Diffusing Conflict, Passenger care during boarding and alighting, Mobility Aids and Devices, Elder Abuse Awareness

Unit 5 Driving Fundamentals:

Driving Skills, Driving In Inclement Weather, Basic Maneuvers Rural and Hill Driving, Roadway Types, Railroad Crossing Procedures

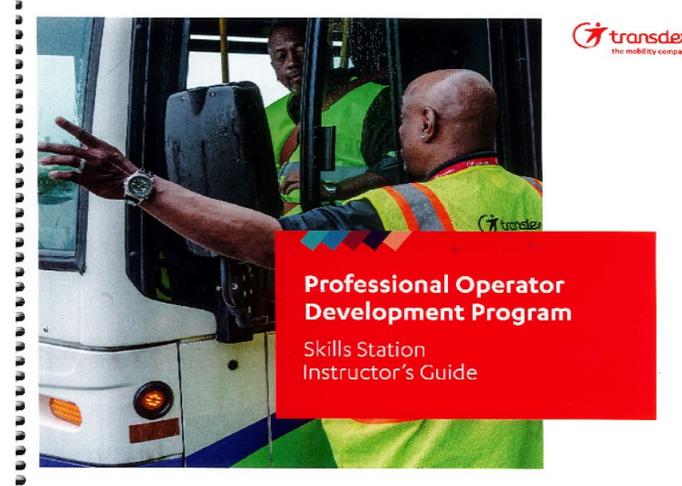
Additional Classroom Training includes:

ADA, Title VI, Difficult Locations, Coversheets, Fare collection, etc.



New Bus Operator BTW & Cadet Training

- **Vehicle Orientation & Skills Course**
 - Getting familiar with our vehicles pre trips set up cone stations height of bus
- **Basic Road Work**
 - Local basic driving left right turns. Additional tablet training
- **Advanced Road Work**
 - Going to difficult places freeway driving
- **Final Evaluation**
 - Ability to safely demonstrate and knowledge of Driving Skills



Support & Evaluations

- **New Hire**
 - 80% Speed Factor in the Scheduling Software
 - Daily onboard observations during the first 30 Days
 - Weekly onboard observations and evaluations
- **Intermittent**
 - Driving evaluations at 30 – 60 – 90 days
- **Annual**
 - Evaluations
 - Trail Checks
 - Lift & Securement Certification

Operator Evaluation Wheelchair Securement Training



Operator: _____ Employee #: _____ Date: _____
 Instructor: _____

| | |
|---|--|
| <p>Policy: Transdev has an obligation to provide safe, reliable and efficient transportation services. Safety is the key element that can never be compromised. The following is the wheelchair, scooter and/or three-wheeler procedure using training methods to load, unload and secure mobility devices.</p> <p>Objective: The operator will reinforce and develop additional skills and knowledge to identify proper loading, unloading and securement of mobility devices.</p> <p>Leading the Bus: Always be sure to get the permission of the mobility device user before touching or moving the mobility device. Let them know what you intend to do, prior to performing the task.</p> <p>NEVER lift a wheelchair, except for locations that do stair assists, and then only using proper safety procedures.</p> <p>Communicate movements and actions to your passenger. Treat your wheelchair passengers with respect and dignity, make eye contact when you are communicating.</p> <p>Unloading the Bus: NEVER lift a wheelchair, except for Divisions that do stair assists, and then only using proper safety procedures.</p> <p>Communicate movements and actions to your passenger. Treat your wheelchair passengers with respect and dignity, make eye contact when you are communicating.</p> | <p style="text-align: center;">Wheelchair Securement</p> <ol style="list-style-type: none"> 1) All wheelchairs, scooter and/or three wheelers will be secured with a four-point tie down. Powered mobility devices should have the power shut off once on the lift. 2) All wheelchairs, scooters and/or three wheelers will be secured in a tie down space on the vehicle floor. No wheelchair, scooter and/or three wheelers will be boarded unless there is sufficient capacity per the vehicle's wheelchair capacity. 3) All wheelchairs will be secured using webbing loops and four-point tie down straps on four securement points on the wheelchair. 4) The driver is responsible for the safety of his/her passengers. Only the driver and/or qualified aid will load passengers on the lift and secure them in the vehicle. 5) All wheelchair incidents must be reported immediately. Wheelchair incidents are treated the same as vehicle incidents. Driver error in wheelchair securement may result in termination as defined in the employee handbook. 6) An operator must always be sure to check whether the wheelchair is properly secured before the vehicle is driven. 7) The operator must always be sure to check that all three points of the wheelchair are secured. |
|---|--|

Revised: 10/13/2017



Ongoing Training

Safety Meetings

Transdev conducts a series of monthly safety meetings.

Topics include:

- Corporate Safety Topic
- Local LYTX videos
- Client Feedback
- Perfect Safety Days
- Staff recognition
- Employee Feedback

Spot Checks & Coaching

- Pick-up and drop-off observations



Previous Meeting Summary/Action Items:

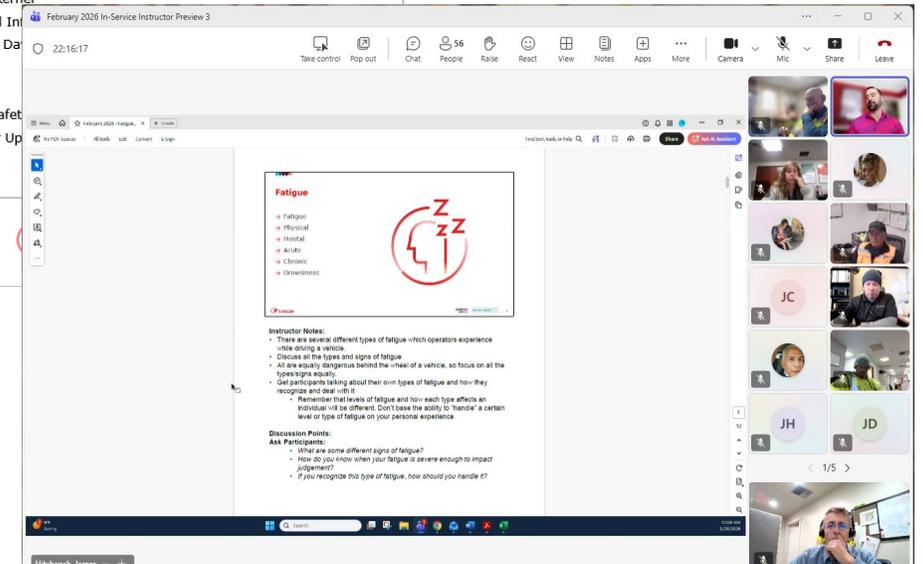
- Wheelchair securement
- Near miss Videos
- 3100 Update
- Perfect Safety Days

Next Meeting Date & Time:

Make Up meeting Friday February 6th, 2026, at 11:00 AM

Meeting Agenda:

- Perfect Safety Days!
- Construction 3010 Kerner
- Near Misses General In
- Refuel at the end of Da
- LYTX
- Staffing Updates
- Monthly Transdev Safet
- Operations Manager Up
- Employee Feedback
-



Technical Systems

Lytx DriveCam

Say hello to the future of video

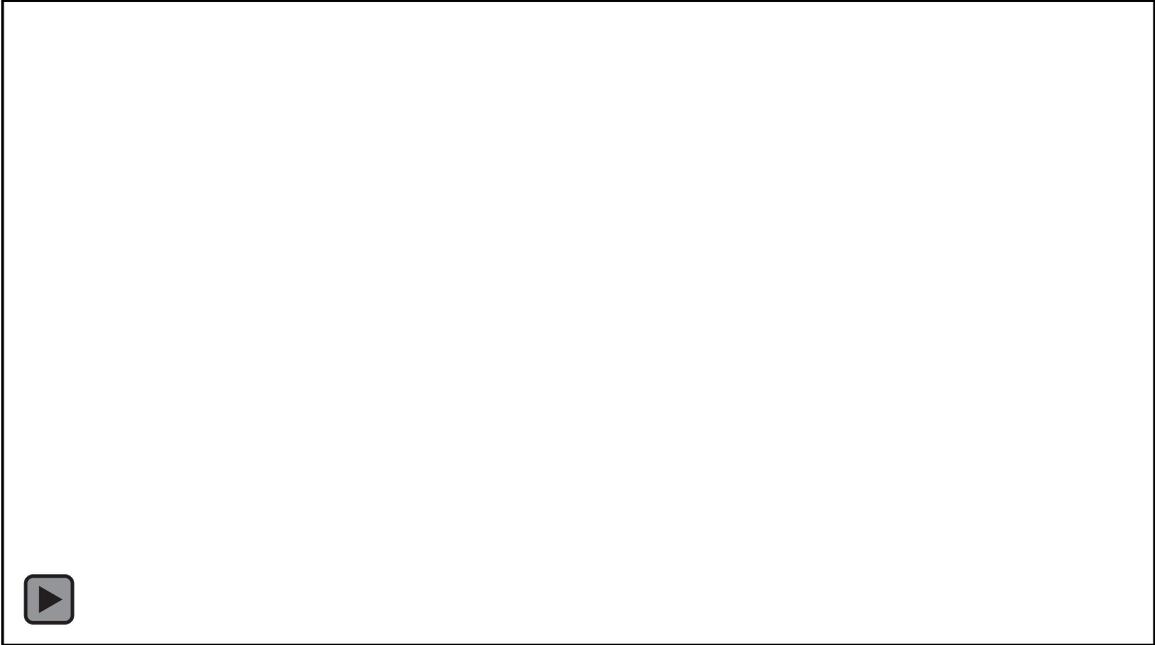
- ✓ Advanced MV+AI risk detection
- ✓ Expandable memory for more video
- ✓ 4G LTE
- ✓ Continual recording
- ✓ Live streaming
- ✓ In-vehicle audio alerts
- ✓ Multiple camera support



lytx

Behaviors by Highest Frequency [View Details](#)

| BEHAVIOR | FREQ. | TREND ⬇ |
|---|-------|--|
| Following Distance: ≥ 1 sec to < 2 sec | 8 | ▼ 20% |
| Late Response | 8 | ▼ 11% |
| Other Distraction | 5 | ▲ 67% |
| Following Distance: ≥ 2 sec to < 3 sec | 4 | ▲ 300% |
| Incomplete Stop | 3 | ▼ 40% |



Technical Systems

Mobileye

- Displays speed limits from posted signs
- Lane Departure Warning
- Forward collision Warning



Seon Security Video System

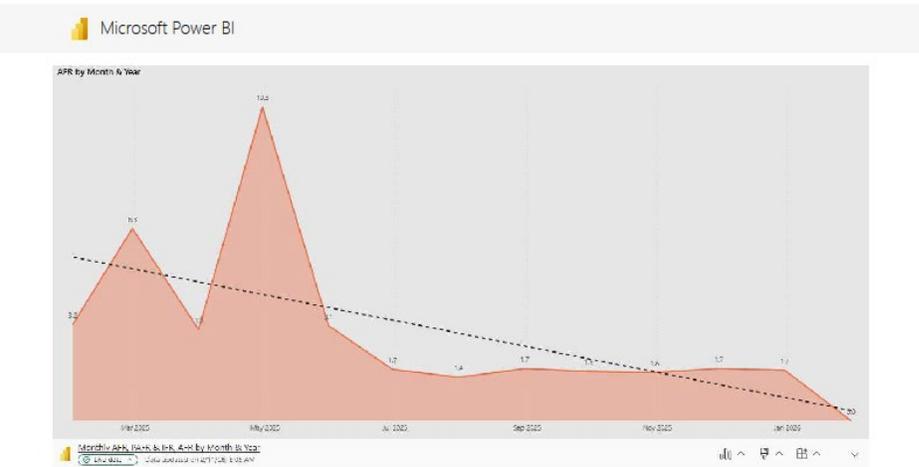
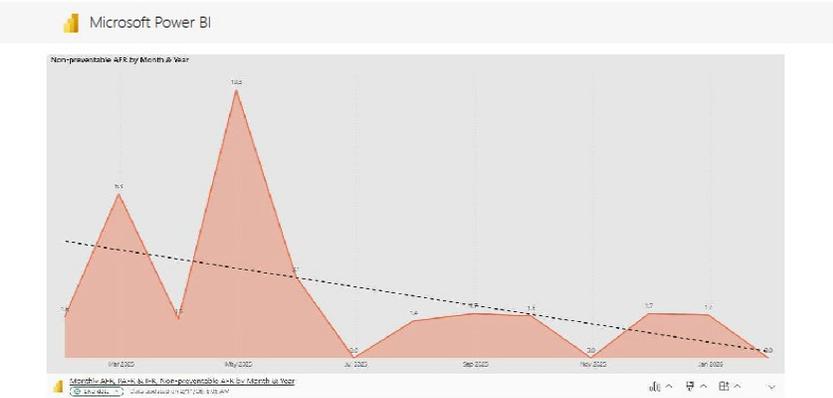
- Audio & video recording on all vehicles
- Cameras are placed both internally & externally on the vehicle



Technical Systems

Webrisk

- Transdev incident database
- Compliance tracking
- Safety meeting attendance tracker



Safety Action Plan

2026 Areas of Focus

- Attention to safety
- Mirror usage
- Safety communication
- Reduce the 300
- Lift and securement certification
- Continued focus on new operator support & training



Safety Recognition

- Food Events when at 30 & 60 Perfect Safety Days
- Raffles during Safety Meeting



Marin Access Program Evaluations

**See the Supplemental Materials Section
on the Event Page for this Presentation**

Old Business

Public Comment / Question Follow-Up

- No follow-up items noted from December meeting

2025 Goals & Workplan

| Goal | Frequency |
|---|-----------|
| 1. Provide feedback on Marin Transit / Marin Access programs & services | As needed |
| 2. Plan & host a Marin Access staff appreciation event | 1x / year |
| 3. Increase PCC Membership with a focus on rider recruitment | Ongoing |
| 4. Provide on-boarding and ongoing education to all new voting members / participants | Ongoing |
| 5. Host a compensated rider focus group to get feedback from riders | 1x / year |
| 6. Review & update Paratransit Rider's Guide | As needed |
| 7. Receive an annual update on staff / driver satisfaction & ongoing efforts | 1x / year |
| 8. Receive a quarterly update on staff ride alongs | Quarterly |



Agency / Committee Reports

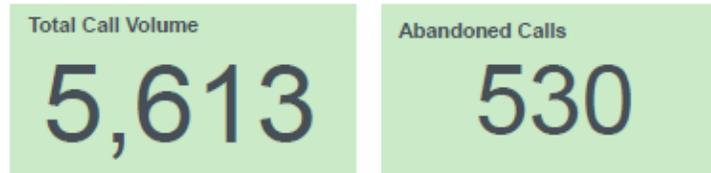
Marin Transit Updates

- Marin Transit Website & Email Transition
- Next Gen Clipper Updates (Clipper for Paratransit, Clipper Access)
- Marin Transit Service Changes / MASCOTS Update
- Marin Access EV Pilot

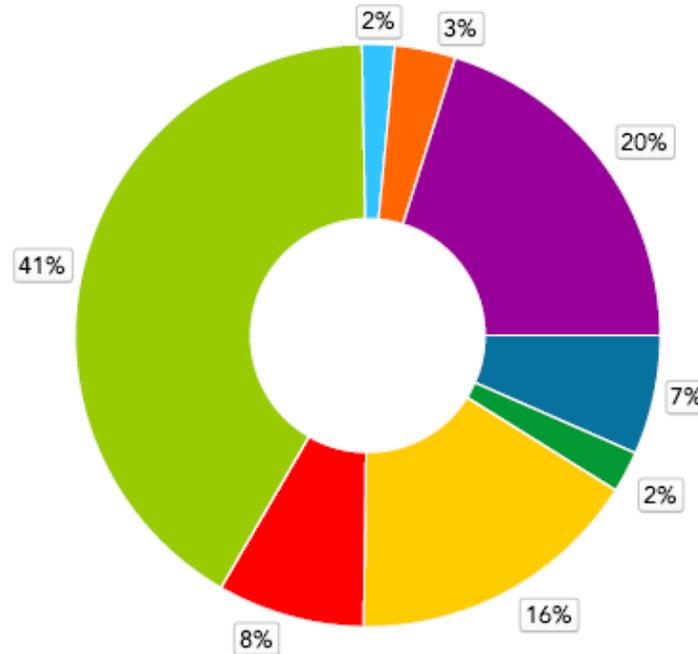
Marin Access Call Center

Marin Access call volume for all queues was **5,613**. The majority of calls were for scheduling assistance.

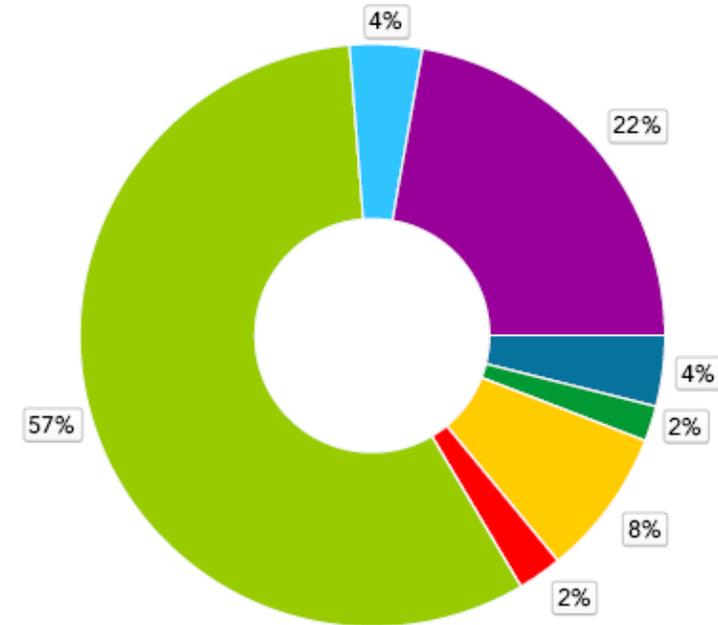
January 2026



Call Volume



Selected Year



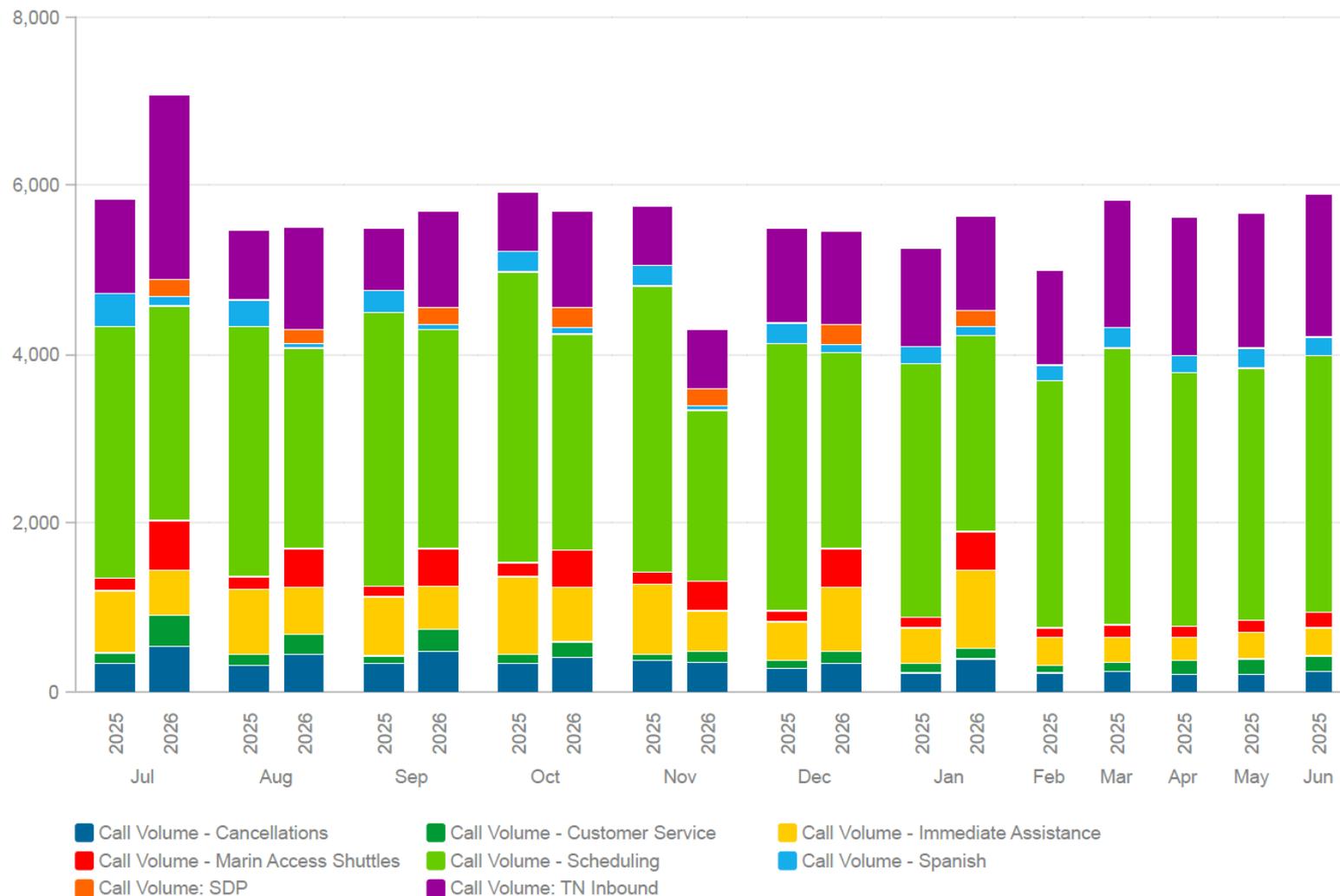
Prior Year

- Call Volume - Cancellations
- Call Volume - Marlin Access Shuttles
- Call Volume: SDP
- Call Volume - Customer Service
- Call Volume - Scheduling
- Call Volume: TN Inbound
- Call Volume - Immediate Assistance
- Call Volume - Spanish



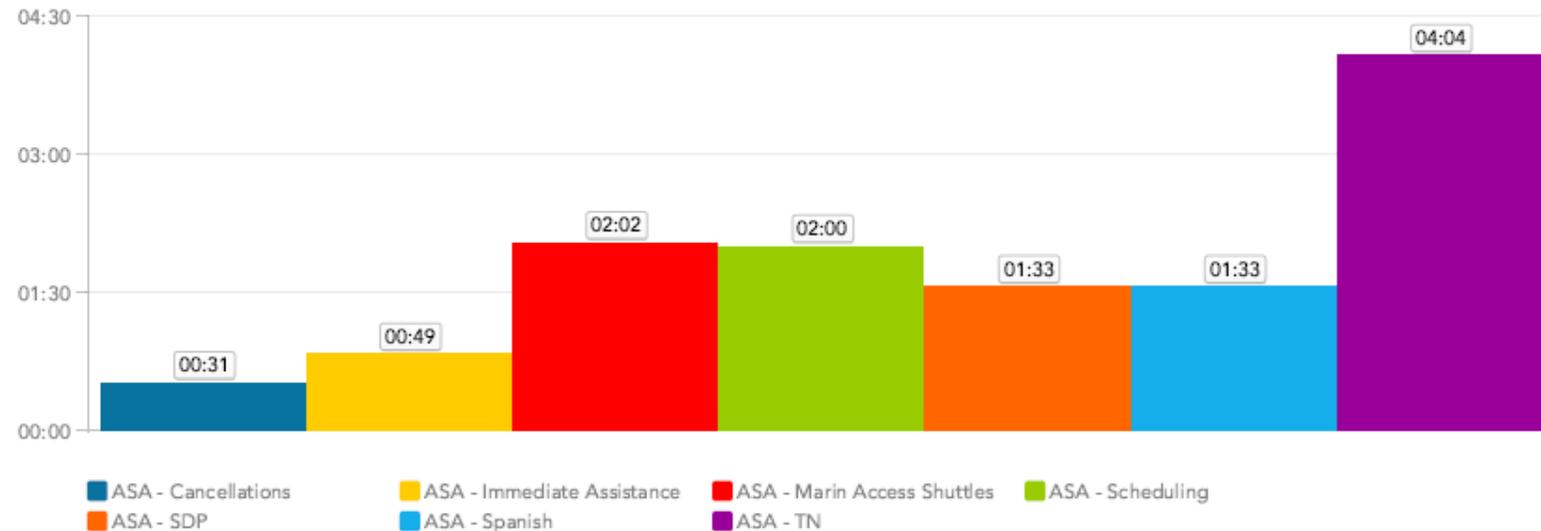
Marin Access Call Center

Total call volume for the month was **5,613**, an increase from the same period last year.



Marin Access Call Center

Average hold times have increased due to staffing turnover. Staff are monitoring closely and expect improvements as additional staff are hired and complete their training.

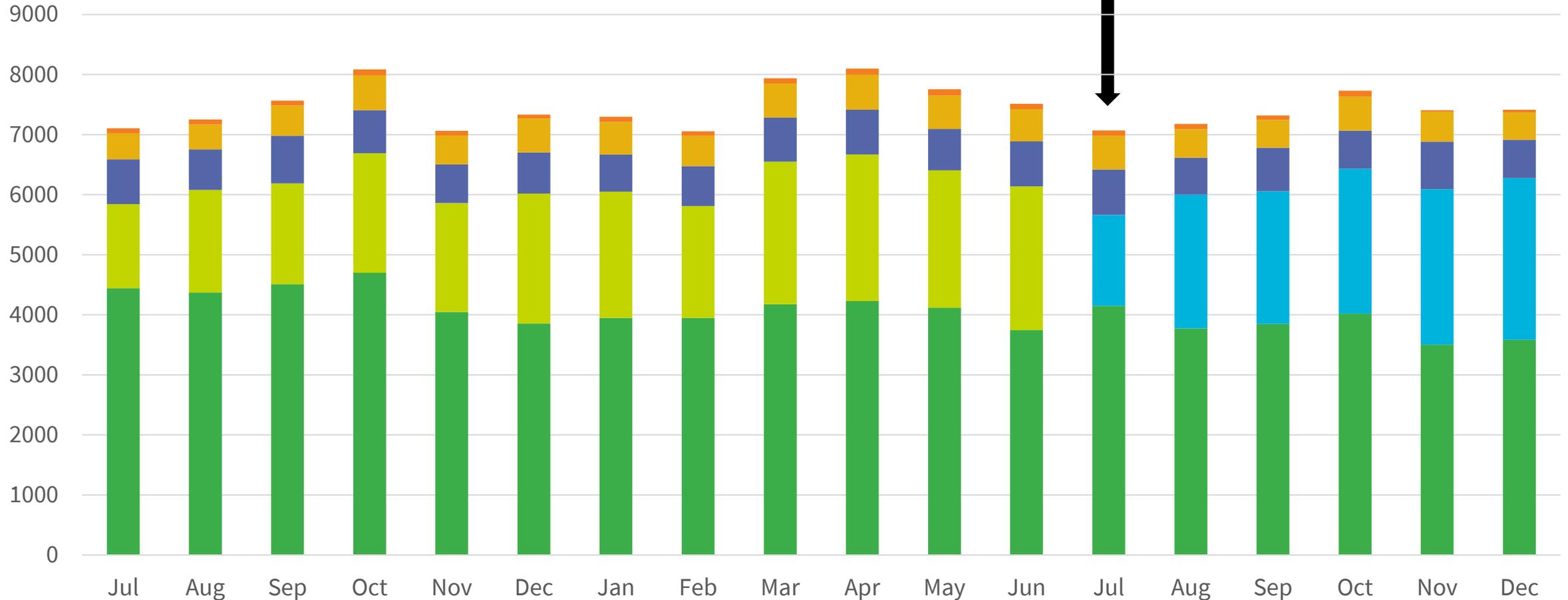


Performance Standard - Average Hold Time

- Less than 2 minutes

Marin Access Ridership Trends July 2024 – December 2025

CAR Pilot Program
Discontinued &
Mobility Wallet
Implemented



■ Local Paratransit
 ■ Catch-A-Ride
 ■ Mobility Wallet
 ■ Volunteer Driver
 ■ Regional Paratransit
 ■ Marin Access Shuttles



Marin Access Paratransit Ridership

There were a total of **3,494** trips on local and **429** trips on regional paratransit.

Local & Regional Paratransit



Trip Denials - YTD

0

Trip Refusals - YTD

757

Performance Standard – Trip Denials

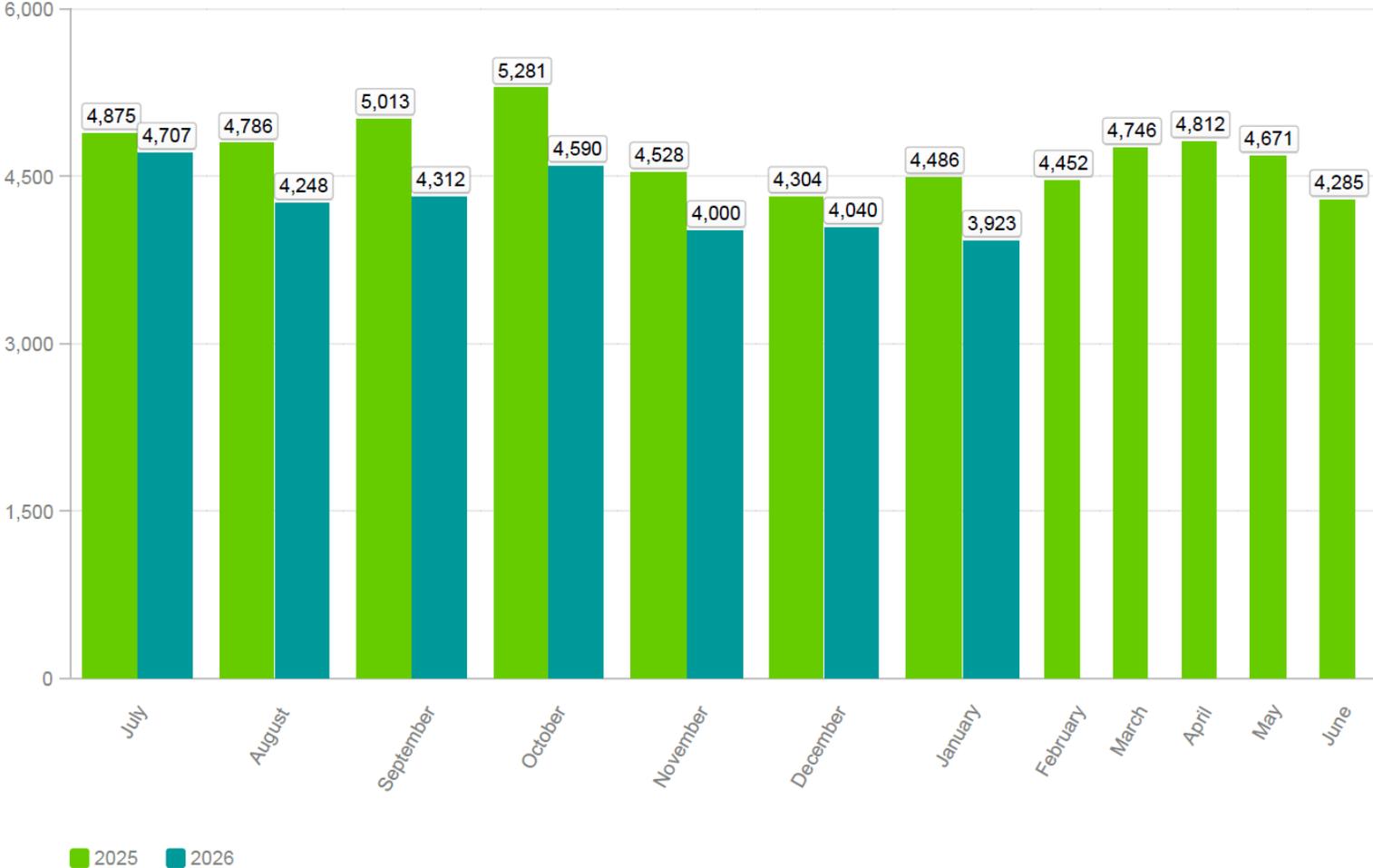
- 0 trip denials

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.

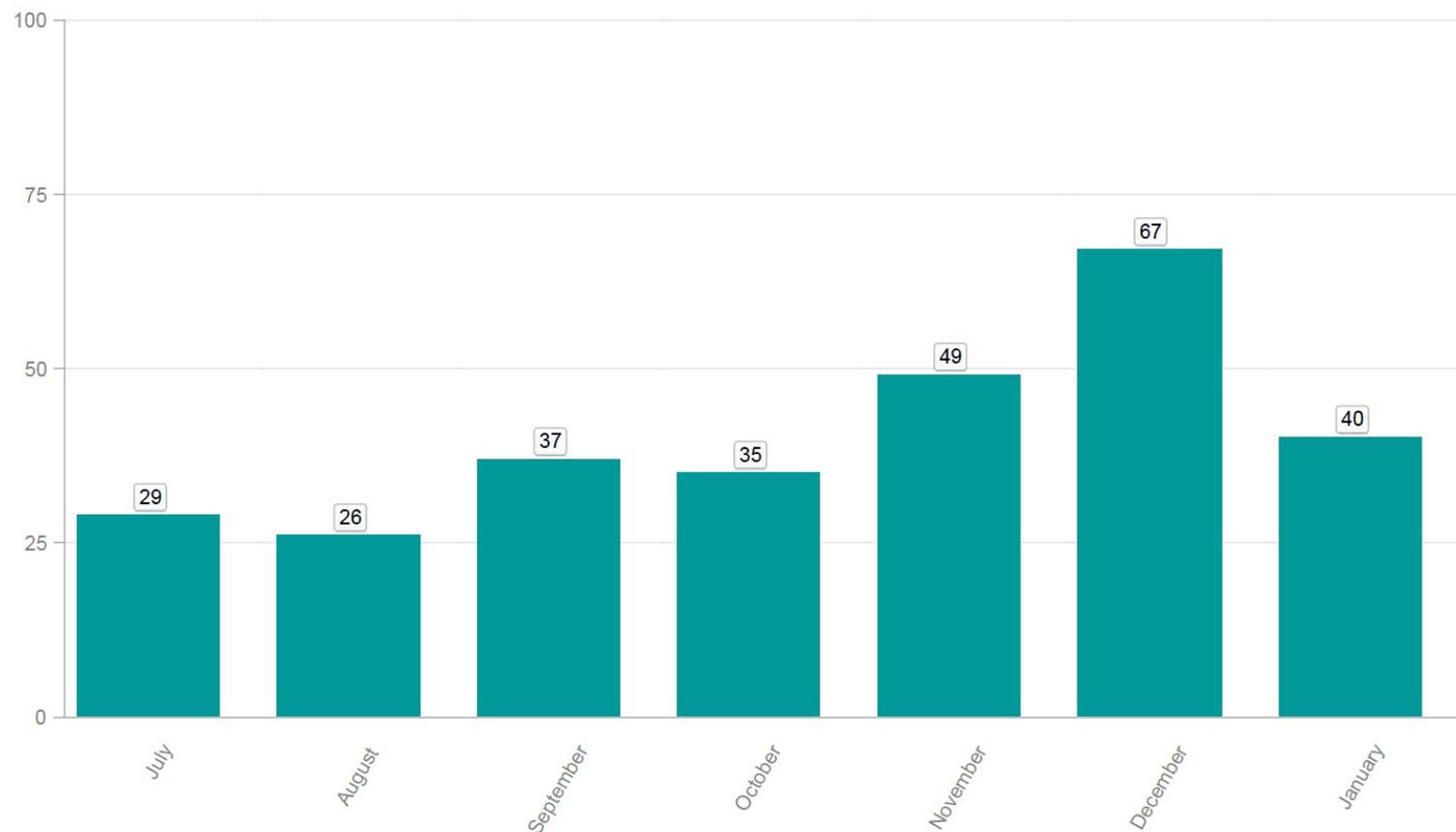
January 2026



Marin Access Same Day Paratransit Ridership

Month over month ridership for same day paratransit remains relatively low.

These trips are included in the totals for local paratransit service.



Marin Access Paratransit Riders per Hour

Riders per hour for local paratransit was **1.61** and rides per hour for regional paratransit was **1.10**.

Year to date averages are **1.73** for local paratransit and **1.17** for regional paratransit.

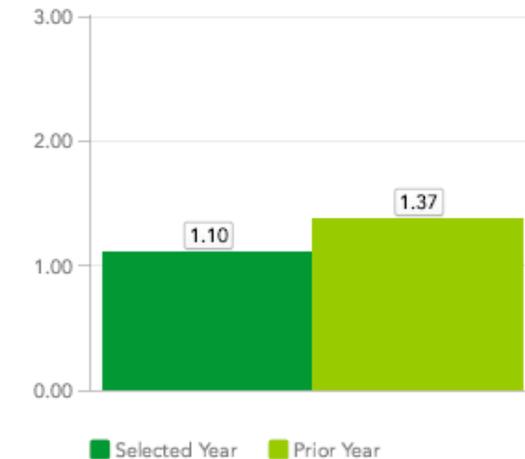
Local Paratransit



Year To Date Average

1.73

Regional Paratransit



Year To Date Average

1.17

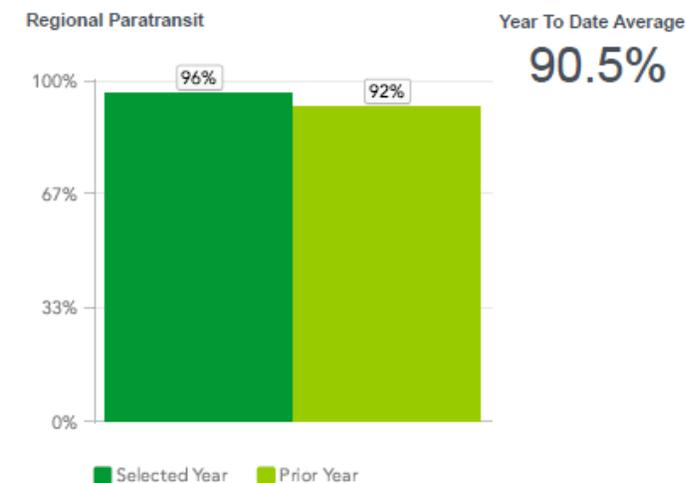
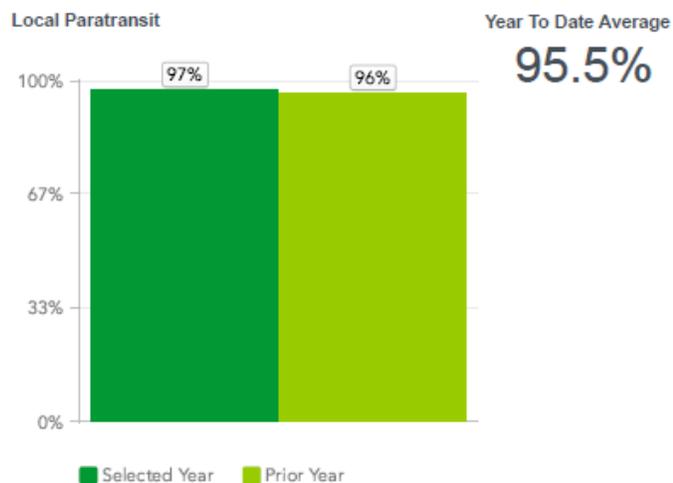
Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0



Marin Access Paratransit On Time Performance

On time performance for local paratransit was **97%** and **96%** for regional paratransit.



- Performance Standard – On Time Performance**
- Local – 90%
 - Regional – 90%



Marin Access Paratransit On Time Performance

On-time performance for local paratransit has continued to remain above 90%.

OTP in October was **97%**. This exceeds the performance standard.

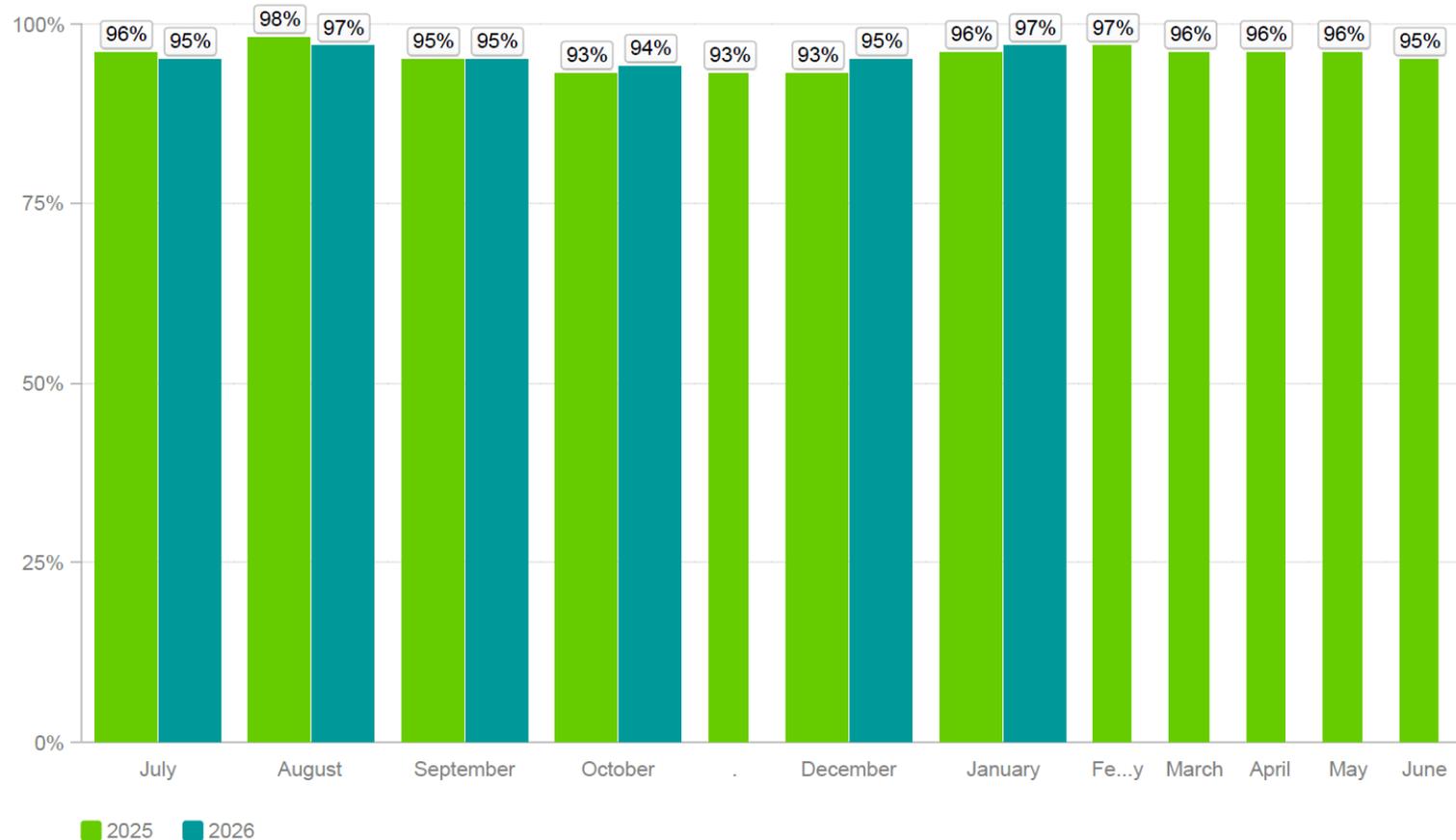
Performance Standard – On Time

Performance

- Local – 90%
- Regional – 90%



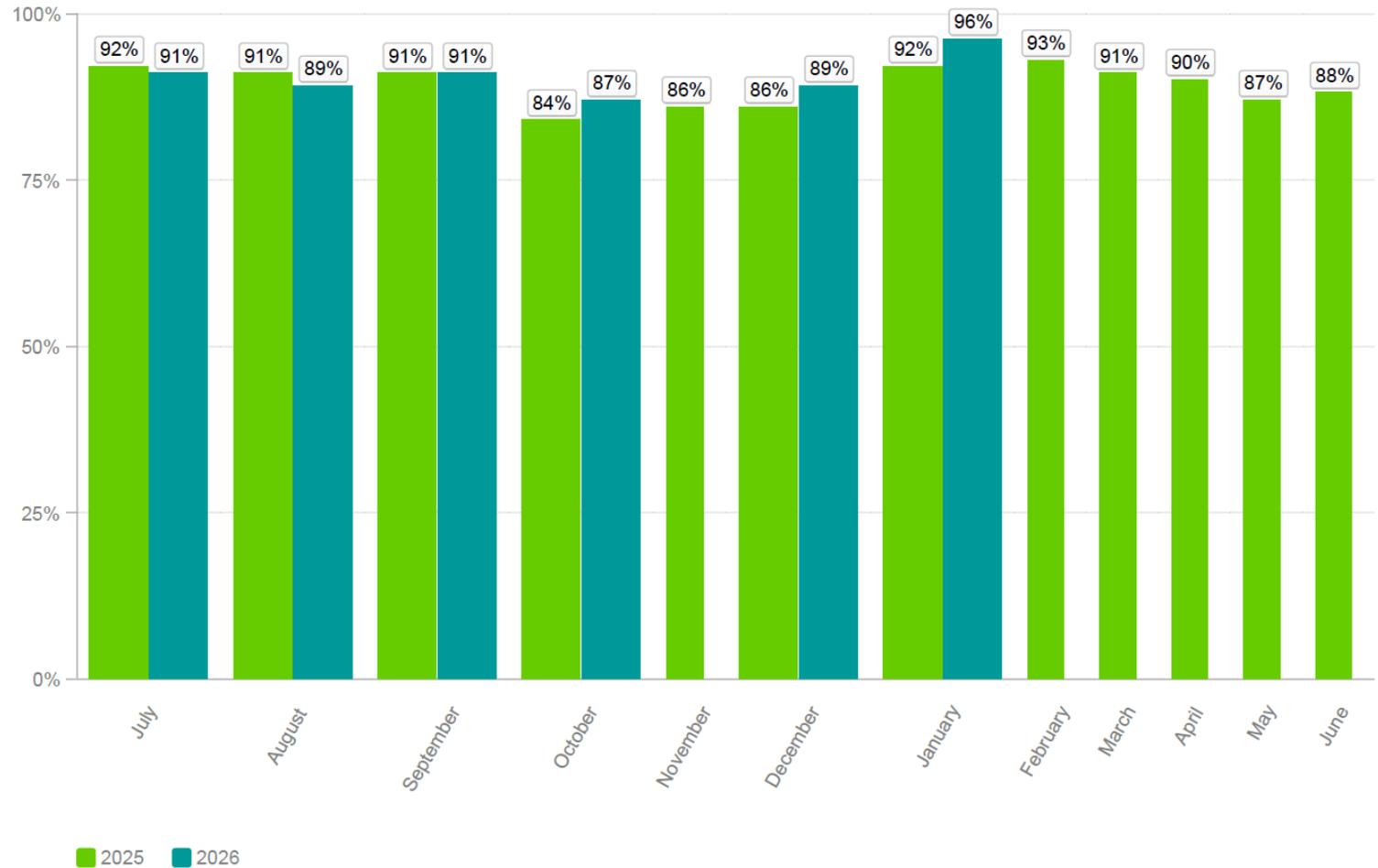
January 2026



Marin Access Paratransit On Time Performance

On-time performance for regional paratransit has slight fluctuations.

OTP in October was **96%**.
Regional OTP in discussion to meet performance standard.



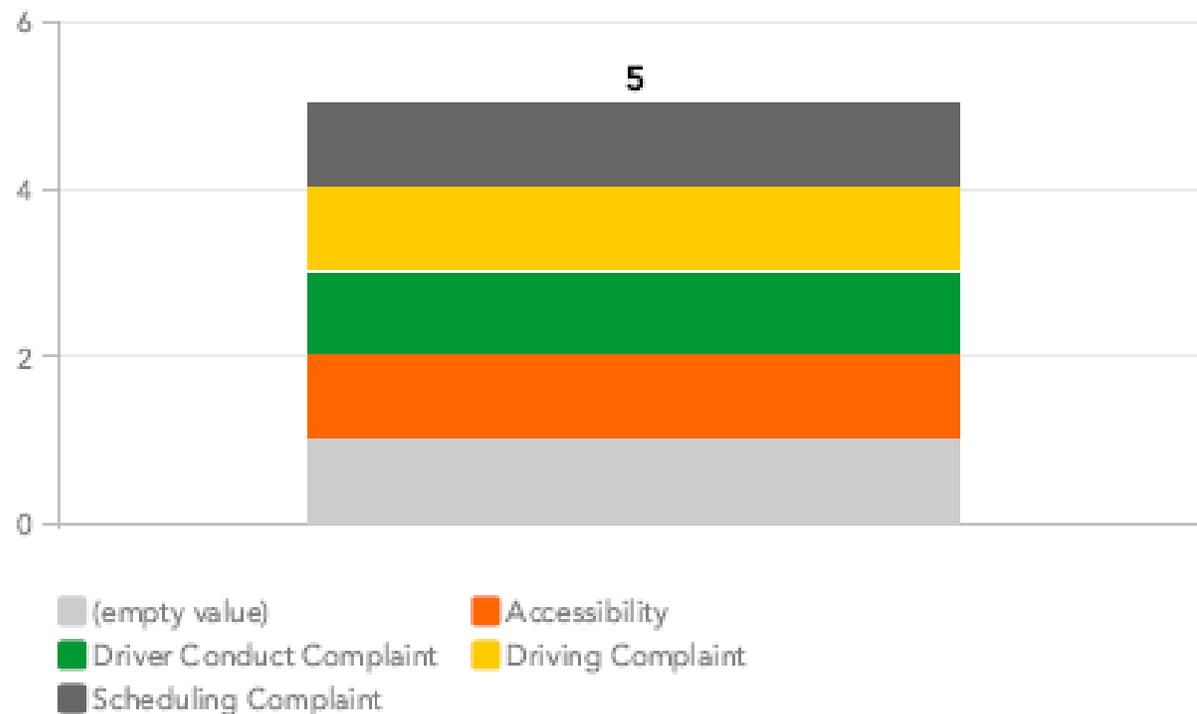
Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



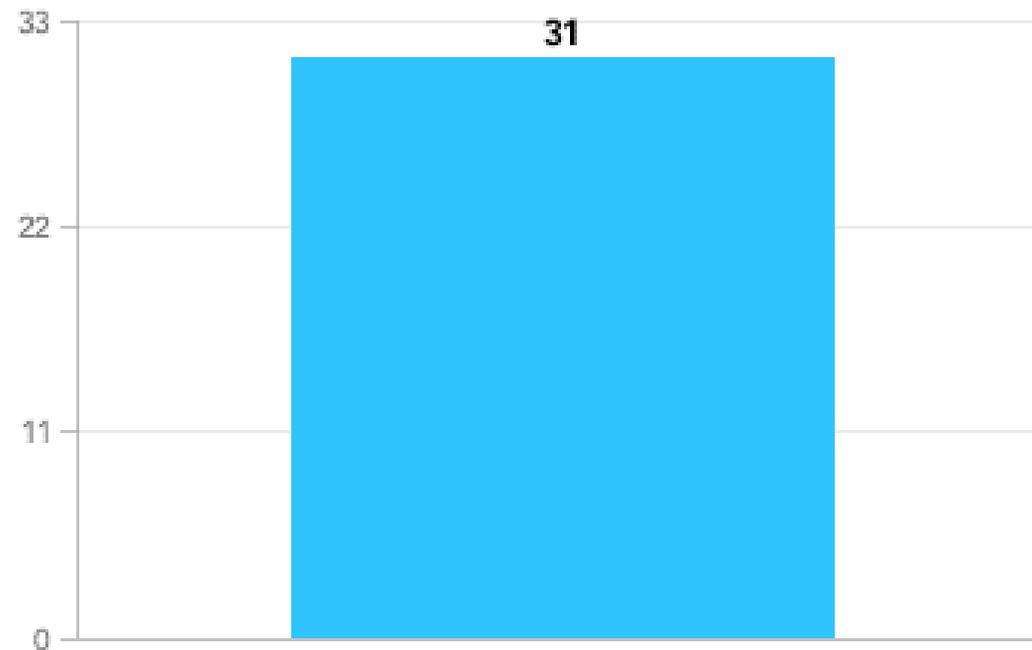
Marin Access Feedback

In October, there were **5** complaints for Marin Access.



Marin Access Feedback

In October, there were **31** commendations for Marin Access.



Thank you