Marin Access Program Updates & Upcoming Evaluations

February 23, 2026

Program Overview & Challenges

Marin Access Programs and Services Overview

Mobility Programs

For All Marin County Residents Age 65+

- Intro to Mobility
- Volunteer Driver
- Shuttles
- Travel Training
- Travel Navigators

Paratransit

For Enrolled Riders with Disabilities

- Paratransit
- Same Day Paratransit *Pilot Program*

Fare Assistance (MAFA)

For Enrolled Riders 65+ or with Disabilities, with Income Barriers

- $300 / Year Subsidy
- Free Annual Bus Pass
- Mobility Wallet *(up to $200 per month)*

marin transit

Marin Access Ongoing Challenges

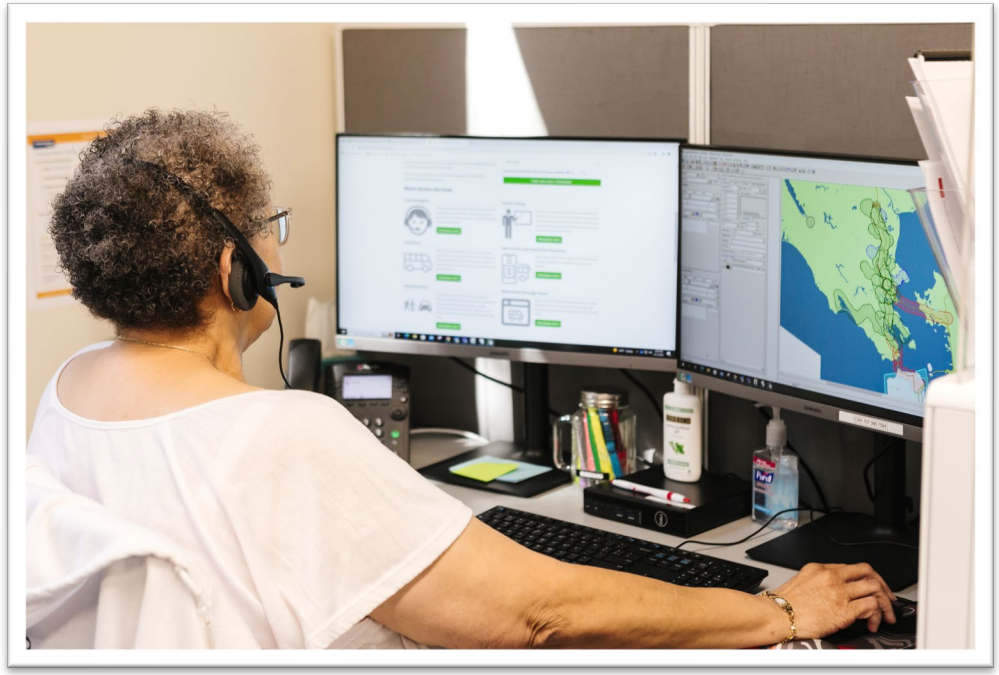
- Meeting the changing needs and preferences of riders
- Offering programs and services that are financially sustainable
- Providing programs and services that are not overly administratively burdensome
- Eliminating barriers & challenges related to enrollment
- Improving legibility of programs and services
- Meeting the needs of riders with income barriers
- Finding ways to solve complex mobility challenges
- Achieving program stability

marin transit

What have we been working on?

Marin Access Staffing

- Goals
  - Reduce enrollment challenges due to staff turnover
  - Improve staff retention for critical functions
  - Improve messaging & quality of interactions
- Key Changes *In Progress*
  - MCTD to hire Program Enrollment Coordinator & rescope CEC role
  - Adjust enrollment duties between Transdev & MCTD teams
  - Comprehensive review of “pending applications”
  - Develop SOPs for coordination between teams



marin transit

Marin Access Enrollment Process

- Goals
  - Streamline intake process
  - Include interview
  - Improve legibility of forms
- Key Changes *Implemented 11/2024*
  - Shortened Intake Form
  - Interview requirement
  - Updated forms
  - Professional Verification Form

marin transit

Outreach & Community Engagement

- Goals
  - Improve quality of engagement with community
  - Offer new ways to engage with our team
  - Ensure outreach efforts are inclusive of all Marin Transit programs & services
- Key Changes *Implemented*
  - Hire Community Engagement Coordinator
  - Rework Satellite Hours schedule & introduce new locations
  - Test out new methods of engagement

marin transit

Mobility Programs

- Goals
  - Expand mobility options for all older adults in Marin County
  - Offer programs and services beyond the requirements of the ADA
  - Provide a connection between rural and more urbanized areas
  - Provide access to critical services
- Key Changes *Implemented*
  - Pilot expansion of Marin Access Shuttle program to serve new locations
  - Introduction of the Intro to Mobility Program

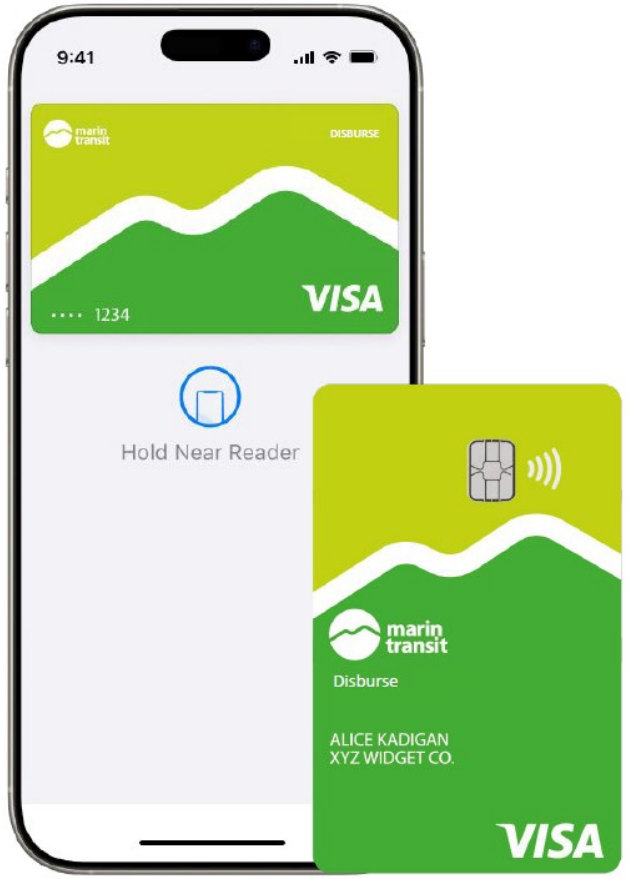
Paratransit

- Goals
  - Provide service in compliance with ADA
  - Provide more flexible service for paratransit eligible riders
- Key Changes *Implemented*
  - Pilot program for Same Day Paratransit service
  - Expansion & improvement of fare assistance for paratransit
  - Collaboration with community partners to pay for paratransit fares

marin transit

Marin Access Fare Assistance

- Goals
  - Offer fare assistance to those most in need
- Key Changes *Implemented*
  - Introduction of the LIFA program
  - Expansion and rebrand of the MAFA program
  - Introduction of the MAFA bus pass
  - Introduction of the mobility wallet



What’s Next?

What’s Next?

Upcoming Program Evaluations

- Same Day Paratransit
- Marin Access Shuttles
- Mobility Wallet

Planned Program Changes

- Clipper for Paratransit
- Marin Access + Clipper Enrollment
- Shift MAFA bus pass to Clipper
- Launch of IVR
- Collateral refresh & website updates

Program Changes Under Consideration

- VDP reimbursement rate update
- New model for VDP reimbursement
- Elimination of MAFA renewal requirement

marin transit

Timeline

February

- Rider & Community Partner Outreach

March

- Continue Outreach
- 3/19 - Presentation to Commission on Aging Housing & Transportation Committee
- 3/26 Presentation to Marin Disability Coalition

April

- 4/6 - Marin Access Update to MCTD Board of Directors
- 4/20 - Preliminary Program Evaluation to PCC

May

- 5/4 - Final Program Evaluation w/ Recommendation to MCTD Board of Directors

June

- 6/10 - Marin Access Update to Marin Mobility Consortium

July

- 7/1 - Implement any adopted changes