



# Marin Paratransit Coordinating Council

**Monday, June 15, 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](mailto: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, June 14, 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 repetitious.
- Participating on Zoom or teleconference: Ensure that you are in a quiet environment with no background noise. To raise your hand on Zoom press **\*9** and wait to be called upon by the Chair 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 April 2026**

*Recommended Action:* Approve.

4. **Open Time for Public Expression**

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

5. **New Business**

- a. Marin Access Enrollment Process – *Recommended Action:* Information.
- b. Marin Access Photoshoot - *Recommended Action:* Information.

6. **Old Business**

- a. Marin Access Upcoming Program Changes – *Recommended Action:* Information.
- b. Public Comment / Question Follow-Up – *Recommended Action:* Information.
- c. 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:** August 17, 2026

**MARIN PARATRANSIT COORDINATING COUNCIL**  
**April 20, 2026, 1:30PM to 3:00PM**

**MEETING MINUTES**

1. Meeting called to order at 1:31 PM by PCC Chair Michael Harris.
  - a. In attendance
    - i. PCC Members Attending in Person: Patti Mangels, Terri Sylvain, Maurice Pollard, Michael Harris, Sylvia Barry, Terry Scussel, Javier Miranda, Jane Gould
    - ii. Members Attending Remotely: Jane Gould
      1. Joanna Huitt reported that Jane Gould was participating remotely under the Brown Act. Per Brown Act procedures, Ms. Huitt asked Ms. Gould to state if anyone over the age of 18 was present in the room with her.
      2. Ms. Gould confirmed no one over the age of 18 was present in the room with her.
    - iii. Members of the Public: Neda Kiani, Noele Kostelic, Ruth Vosmek, Nathaniel Gray
    - iv. Staff (MCTD + GGBHTD): Jon Gaffney, Joanna Huitt, Kate Burt, Sandra Romero, Gianni LaCarrubba
    - v. Contractors (Transdev): Varuna Faasavalu, Kent Hinton, Claudia Tamayo
2. Review of Agenda
  - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for February 2026
  - a. All present have reviewed. Motion to approve made by Michael Harris, seconded by Patti Mangels.
4. Open Time for Public Expression
  - a. Sylvia Barry commented that on May 16, 2026, the Rotary Club will host the Epic Older Adult Service Day at Marin County Civic Center.
  - b. Ruth Vosmek stated she is looking for assistance for patients needing transportation to dialysis treatment.
  - c. Joanna Huitt replied that she will follow up with Ms. Vosmek regarding resources.
5. New Business
  - a. Marin Access Feedback
    - i. Staff reviewed how Marin Access customer feedback is collected and how the information is used during the service change cycle. Staff reported

that feedback also drives policy and procedure changes. Staff explained Civil Rights regulations that Marin Transit follows. Staff summarized the customer feedback process, including intake, documentation, investigation, resolution, and response. Staff reviewed the goals of the customer feedback process.

- ii. Michael Harris commented that drivers reported occurrences wherein wheelchairs were not properly secured during trips. He requested information regarding how those incidents occurred. He inquired about the status of the riders in question and asked how future incidents will be prevented.
  - iii. Kent Hinton explained that there were two incidents wherein drivers did not secure the front of the wheelchairs. Transdev has zero tolerance for that type of incident, so the drivers in question are no longer employed by Transdev. All drivers received individual follow-up training to remind them about wheelchair lift usage and securement. Wheelchair lift usage and securement training regularly occurs twice per year.
  - iv. Mr. Harris asked if any of the incidents resulted in injuries.
  - v. Mr. Hinton confirmed there were no injuries from a liability standpoint. The riders in question still use paratransit service.
  - vi. Mr. Harris asked if the drivers in question were terminated from employment with Transdev.
  - vii. Mr. Hinton confirmed they were.
  - viii. Joanna Huitt noted that the incidents demonstrate how rider feedback and leads to improved service.
- b. Marin Access Program Evaluations & Upcoming Program Changes
- i. Staff reported on Marin Access' program offerings and ongoing challenges. Staff highlighted that in July 2025, the Intro to Mobility program, Same Day Paratransit (SDP), and Mobility Wallet were introduced along with expanded Marin Access Shuttles. Staff shared Marin Access ridership data from July to December 2025. Staff presented cross program use for unique active riders from July to December 2025. Staff provided an overview of Mobility Wallet, Marin Access Shuttles, and Same Day Paratransit (SDP) programs and their performance from July to December 2025.
  - ii. Michael Harris commented that the Catch-A-Ride program provided same-day, door-to-door, wheelchair-accessible service. He asked if Catch-A-Ride has been replaced by equivalent service that accepts the Mobility Wallet.

- iii. Joanna Huitt replied that there are no known taxi providers that have wheelchair accessible vehicles, but there may be opportunities. Vivalon, Onward, Roll, Wheelcare Express, and other providers offer wheelchair-accessible service. Ms. Huitt offered to provide a list of providers after the meeting. She stated that she was unsure about cost comparison between Catch-A-Ride and other providers.
- iv. Maurice Pollard explained that he heard two transportation providers wanted to operate in Marin County but could not justify it based on demand. Mr. Pollard noted that connecting riders with transportation providers is a challenge that he has been researching. Mr. Pollard found that Onward's service in Marin County arrives quickly, but Onward charges a monthly membership fee. Mr. Pollard suggested that all eligible riders should use the Mobility Wallet to offset costs for on-demand service, so that riders can access transportation easily and with autonomy.
- v. Ms. Huitt responded that Marin Access has tried on-demand and same-day programs. She noted that everyone over the age of 65 and people with disabilities can enroll in the Mobility Wallet.
- vi. Mr. Pollard stated that many different agencies discuss similar concepts, but they do not collaborate sufficiently.
- vii. Ms. Huitt explained that PCC and Marin Mobility Consortium (MMC) meetings provide opportunities for broader planning and discussion. Additional accessible programs and Transportation Network Companies (TNC) have been explored, but the providers want more demand. Onward is planning to expand service across the San Francisco Bay Area.
- viii. Mr. Pollard stated that he has heard Onward has the least service in Marin County compared to the rest of the San Francisco Bay Area.
- ix. Ms. Huitt clarified that new funding should help Onward's service. Go Go Grandparent accepts Mobility Wallet payments but charges fees. If riders can be educated on Uber and Lyft, they can get more out of their Mobility Wallet funds and have increased travel mobility.
- x. Mr. Pollard suggested that case managers should know what transportation options are available, how to educate their clients, and how to apply for the Mobility Wallet.
- xi. Ms. Huitt replied that community partners can be trained in Marin Access programs. Marin Transit has absorbed the Marin Access enrollment process. Staff want to determine how to best partner with community

partners and case managers. The topic may also be discussed at an MMC meeting.

- xii. Mr. Pollard highlighted the importance of collaboration between transportation agencies and community partners.
- xiii. Mr. Harris asked if transportation agencies and community partners could collaboratively discuss how to improve the system.
- xiv. Ms. Huitt replied that MMC meetings would be an opportunity for that.
- xv. Staff reported that they brought the Marin Access Program Evaluations to the Marin Transit Board of Directors, and three recommendations were approved. Staff reviewed administrative changes to address Marin Access program challenges.
- xvi. Terri Sylvain commented that riders' income levels will likely not change during their Marin Access Fare Assistance (MAFA) program eligibility period.
- xvii. Mr. Pollard asked if Clipper Cards are compatible with same day paratransit.
- xviii. Ms. Huitt answered that Clipper Cards will be compatible with same day paratransit in the future. Currently, MAFA can offset the cost of same day paratransit fares.
- xix. Mr. Pollard asked about regional fares for same day paratransit trips.
- xx. Ms. Huitt replied that same day paratransit trips are not available outside of Marin County.
- xxi. Mr. Pollard asked if Clipper Card discounts apply to paratransit.
- xxii. Ms. Huitt stated they do not. Clipper Card discounts apply to all Marin Transit fixed route service and all other public transportation providers in the San Francisco Bay Area. Staff are working on an outreach plan regarding upcoming Clipper Card changes.
- xxiii. Noele Kostelic asked if In-Home Supportive Services (IHSS) workers are eligible to be volunteer drivers in the Volunteer Driver Program (VDP).
- xxiv. Ms. Huitt confirmed they are.

## 6. Old Business

### a. Public Comment / Question Follow-Up

- i. Staff reported that an attendee at last PCC meeting raised concerns about living outside the mandated paratransit service area. Their concerns were resolved.
- ii. Staff expanded upon the Brown Act requirement to disclose whether any individuals 18 years of age or older are in the room with you while participating remotely.

- iii. Jane Gould asked about the resolution of the PCC meeting attendee's concerns about living outside the mandated paratransit service area.
    - iv. Jon Gaffney confirmed that staff found paratransit service could serve the rider's home address.
  - b. 2026 PCC Workplan Update
    - i. Staff provided updates regarding items six and eight of the 2026 PCC Workplan.
- 7. Agency / Committee Reports
  - a. Marin Transit Updates
    - i. Staff reported on updates to Marin Transit, including service changes, upcoming fare promotions, Next Gen Clipper, the Marin Access Electric Vehicle Pilot, the Marin Access photoshoot, the What About Age Transportation Fair, and the Marin Access call queue.
    - ii. Patti Mangels asked how many vehicles will be tested in the Marin Access Electric Vehicle Pilot.
    - iii. Joanna Huitt replied that two electric vehicles will be tested in the pilot. Staff hope to show the vehicles at the next PCC meeting.
    - iv. Ms. Mangels expressed concerns about marketing efforts regarding the What About Age Transportation Fair location.
    - v. Ms. Huitt replied that the flyers state that the fair will be at the Vivalon building and which was formally known as Whistlestop.
    - vi. Michael Harris asked about the date of the What About Age Transportation Fair.
    - vii. Ms. Huitt confirmed the date of the What About Age Transportation Fair is April 30, 2026.
    - viii. Ms. Mangels asked if the What About Age Transportation Fair is a public event.
    - ix. Ms. Huitt confirmed it is a public event.
    - x. Ms. Mangels asked if she could receive flyers for the What About Age Transportation Fair.
    - xi. Ms. Huitt stated she will provide Ms. Mangels with flyers.
  - b. Marin Access Performance Metrics
    - i. Staff reviewed performance metrics found in the agenda packet and presentation for the meeting.
    - ii. Patti Mangels asked how many new riders call the Marin Access call center each month.
    - iii. Claudia Tamayo confirmed that the number of calls from new riders is increasing.

- iv. Kent Hinton stated staff will provide metrics regarding new riders at the next PCC meeting.
  - v. Ms. Mangels stated that she hears of people who do not know about Marin Access.
  - vi. Maurice Pollard asked about Mobility Wallet enrollment.
  - vii. Joanna Huitt replied that approximately 500 riders are enrolled in the Mobility Wallet. At the next meeting, staff can provide more information about enrollment across programs.
  - viii. Terry Scussel asked how many riders are active paratransit users.
  - ix. Mr. Hinton responded that approximately 1000 riders are active paratransit users.
  - x. Ms. Huitt explained that staff tracked declining paratransit usage and found that riders transitioned to alternative and additional programs.
  - xi. Mr. Hinton noted there was a decline of 33,000 annual service hours, while a decline of 40,000 annual service hours was projected.
  - xii. Mr. Scussel suggested that trip destinations may also be shifting.
  - xiii. Mr. Hinton stated that group trips have declined and individual trips have increased. Group trips often travel to San Francisco.
  - xiv. Ms. Huitt confirmed that from July 2025 to December 2025, approximately 1,000 riders were enrolled in paratransit. She shared information regarding active unique ridership. Ms. Huitt noted that staff can present monthly data as well.
  - xv. Mr. Pollard asked how long the current Mobility Wallet enrollment process is.
  - xvi. Ms. Huitt summarized the intake, interview, and processing timelines for Marin Access applications.
  - xvii. Mr. Pollard asked if applicants can submit enrollment packets and documents online.
  - xviii. Ms. Huitt confirmed they can. Submitting information online is faster than by mail.
  - c. GGBHTD Advisory Committee on Accessibility Report
    - i. Staff reported that the April GGBHTD Advisory Committee on Accessibility meeting is moved to May 14, 2026.
  - d. TAM Citizens Oversight Committee Report
    - i. Nothing to report.
8. Next Meeting on June 15, 2026.
- a. Meeting adjourned at 2:59 PM by PCC Chair Michael Harris.



# **Marin Paratransit Coordinating Council**

# Agenda

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

# 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

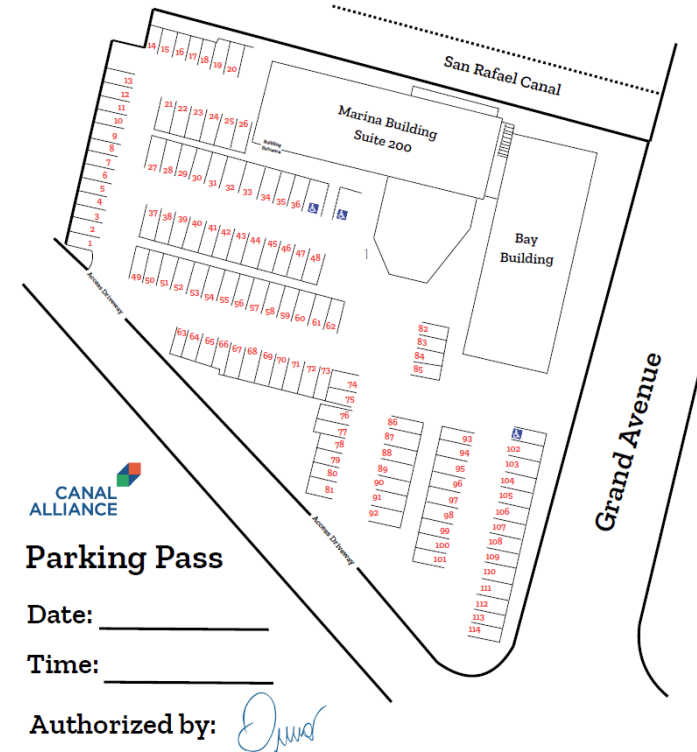
# Housekeeping - Zoom

- 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

# Housekeeping - Parking

- Parking passes are now **required** for all vehicles in the parking lot.
- Vehicles without parking passes will be towed.
- Please let staff know if you need a parking pass at this time.

**- 711 Grand Avenue -  
Staff & Visitors Parking Lot Map**



# 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






# Marin Access Enrollment

# Marin Access Programs and Services Overview

## Mobility Programs

For All Marin County Residents Age 65+



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

## Paratransit

For Enrolled Riders with Disabilities


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-  Paratransit
-  Same Day Paratransit  
*Pilot Program*

## Fare Assistance (MAFA)

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

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

# Marin Access Eligibility Process Timeline

- **2010 – 2020: Program based applications**
  - Low cross program enrollment / use
- **2012: Launch of Mobility Management Center & Travel Navigator Team**
  - Team to lead on information & enrollment
- **2020: Unified application + web form**
  - Increased awareness of variety of programs
  - Increased cross program use + usage of fare assistance
- **2022: Unified Travel Navigator / Operations Teams**
  - New contract with Transdev to bring functions under one roof
- **2024: Abbreviated paper application + introduction of interview**
  - Align with TTAP Goals & region
  - Streamline the application process for applicants
  - Improve applicant consultation / education
- **2026: Enrollment shifted to MCTD team**
  - Developed new procedures to manage the process
  - Staff training ongoing

# Marin Access Enrollment Process



- Timeline

- 2-3 business days from intake > interview
- 1-2 business days from interview > intake packet
- Up to 21 days from receipt of documentation for review

# Marin Access Enrollment Process Detail

| Step                          | Overview                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Intake                     | <ul style="list-style-type: none"> <li>• Completed by phone / web / paper</li> <li>• Once received, reviewed + input into database + added to processing queue</li> </ul>                                                                                                                                                                                                                         |
| 2a. Interview Scheduling      | <ul style="list-style-type: none"> <li>• Scheduled using web-based booking tool + processing queue</li> <li>• Up to two proactive calls completed</li> <li>• Unreachable moved to “pending” status with no further contact</li> </ul>                                                                                                                                                             |
| 2b. Interview Completion      | <ul style="list-style-type: none"> <li>• Up to 6 scheduled interviews / day</li> <li>• No shows moved to “pending” status with no further contact</li> </ul>                                                                                                                                                                                                                                      |
| 3. Request Documentation      | <ul style="list-style-type: none"> <li>• Enrollment packet (request for documentation) sent after interview by mail/email</li> <li>• Customized for the needs of the applicant (e.g. reflects what they want to sign up for)</li> <li>• Once received, logged on application queue &amp; processed in order received</li> </ul>                                                                   |
| 4a. Eligibility Determination | <ul style="list-style-type: none"> <li>• Done when complete application received (e.g. return of documentation)</li> <li>• Processed in order received</li> <li>• Expediting or prioritizing a specific application is not allowed by FTA regulations</li> <li>• Will process for specific programs if all documentation is received + add back to queue if other programs are pending</li> </ul> |
| 4b. Welcome Call              | <ul style="list-style-type: none"> <li>• Newly eligible folks called to confirm enrollment</li> <li>• One call only</li> </ul>                                                                                                                                                                                                                                                                    |

# Intake Form



Mobility Programs | Paratransit | Fare Assistance | Travel Training

**Thank you for your interest in Marin Access!** Read on to learn more about how to complete the first step of the enrollment process. Information provided during the enrollment process will be used to assess your eligibility for Marin Access programs and services. All information will remain confidential and is used only for the purpose of completing the enrollment process for Marin Access.

## Enrollment Process



## Enrollment Information

- If you wish to enroll for Marin Access, you must complete this form. You also have the option of completing this form by phone or online.
- Responses to all questions (unless noted as optional) are required. Completion of this form does not amount to an eligibility determination. Incomplete forms will not be processed.
- Upon receipt of a completed intake form, the Travel Navigator team will reach out to you to schedule a phone or virtual interview.
- The interview must be completed by the applicant or a delegate of their choice. The applicant is strongly encouraged to participate in the interview.
- The interview is designed to learn more about your needs and identify which programs and services may be best for you.
- During the interview, you will have the opportunity to ask questions about Marin Access programs and services.
- Following the interview you will be required to submit documentation supporting your application. You may submit required documentation in advance of the interview. Information about required documentation can be found at [marintransit.org/marinaccessenrollment](http://marintransit.org/marinaccessenrollment).
- Once all required documentation is received, the enrollment review can take up to 21 days.

**For assistance or to complete this form by phone, contact us at (415) 454-0902.** *Translation assistance is available.*

**Visit [marintransit.org/marinaccessenrollment](http://marintransit.org/marinaccessenrollment) to learn more about the enrollment process.**

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## Marin Access Intake Form

### 1. Instructions

**Thank you for your interest in Marin Access!** Read on to learn more about how to complete the first step of the enrollment process. Information provided during the enrollment process will be used to assess your eligibility for Marin Access programs and services. All information will remain confidential and is used only for the purpose of completing the enrollment process for Marin Access.

Para completar este formulario en español, [haga clic aquí](#).

## Enrollment Process

1. Submit Intake Form
2. Complete Interview
3. Submit Documents
4. Enrollment Review

## Enrollment Information

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**For assistance or to complete this form by phone, contact us at (415) 454-0902.** *Translation assistance is available.*

Visit [marintransit.gov/marinaccessenrollment](http://marintransit.gov/marinaccessenrollment) to learn more about the enrollment process.

Si necesita información en otro idioma, comuníquese con Marin Access al (415) 454-0902.  
Nếu cần thông tin bằng ngôn ngữ khác, hãy liên lạc với Marin Access theo số (415) 454-0902.  
如需其他語言的信息，請致電Marin Access (415) 454-0902。



**Fillable / Printable Form**

**Web Based Form**

# Enrollment Packet

- Enrollment packet sent by email or US Mail based on applicant preference
- Can be shared with applicants support network
- Should not be submitted in advance of interview



## ENROLLMENT PACKET FORMS & SUPPORTING DOCUMENTATION

Date:  
Marin Access ID:  
Name:  
Home Address:  
Mailing Address:  
Phone Number:  
Email:

**Thank you for starting the Marin Access enrollment process!** Use the information contained in this packet to complete the enrollment process.

To complete your enrollment, you must complete and submit the attached forms and all required supporting documentation. When your completed forms and required documentation are received, your application will be put into the queue for processing. Processing can take up to 21 days and applications are processed in the order received. *Incomplete applications or applications missing required documentation will not be processed.*

Application packets can be submitted via US mail or by email. *Please note: there are no in-person drop-off options available.*

**By US Mail:**

Attn. Marin Access Enrollment  
PO Box 2387  
San Rafael, CA 94912

**By email:**

[travelnavigator@marinaccess.org](mailto:travelnavigator@marinaccess.org)

If you have questions or need assistance submitting documentation, please contact the Travel Navigator team by phone at 415.454.0902.

# Required Forms & Documentation

- All Applicants
  - Marin Access Enrollment Form
- Mobility Programs (*Mobility Wallet & Volunteer Driver Programs*)
  - Proof of Age
  - Proof of Address
  - Mobility Program Enrollment Form
  - Mobility Wallet Enrollment Form
- Paratransit
  - Paratransit Enrollment Form
  - Same Day Paratransit Enrollment Form
  - Professional Verification Form
- Fare Assistance (MAFA)
  - To Qualify by Medi-Cal, applicants must submit a copy of a current and valid Medi-Cal card
  - To Qualify by Income, applicants must submit one of the following:
    - Most recent three (3) paystubs;
    - Most recent three (3) financial assistance documents;
    - Most recent tax return; or
    - Most recent year end social security statement

# Welcome Packet

- Cover letter summarizes eligibility
- Additional collateral shared includes: VDP Driver Enrollment Form, VDP Reimbursement Form, Paratransit Rider’s Guide, Call Center Resource, etc.



Date:

**Thank you for enrolling in Marin Access programs and services.** Below you will find a summary of your contact information and a summary of your enrollment. If this information is incorrect or incomplete, please contact us to review.

**Your Marin Access ID is:**

**CONTACT INFORMATION**

Name: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Home Address: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_

**MOBILITY PROGRAMS**  Eligible  Did Not Enroll

STAR Volunteer Driver Program  TRIP Volunteer Driver Program  
 Intro to Mobility - Mobility Wallet  Intro to Mobility - Bus Pass

**PARATRANSIT**  Eligible  Did Not Enroll

Eligibility Category  
 Category 1  Category 2  Category 3

Eligibility Type  
 Unconditional  Conditional  Temporary - Unconditional  Temporary - Conditional

Conditional Eligibility:

Your eligibility expires on:

Additional Detail:

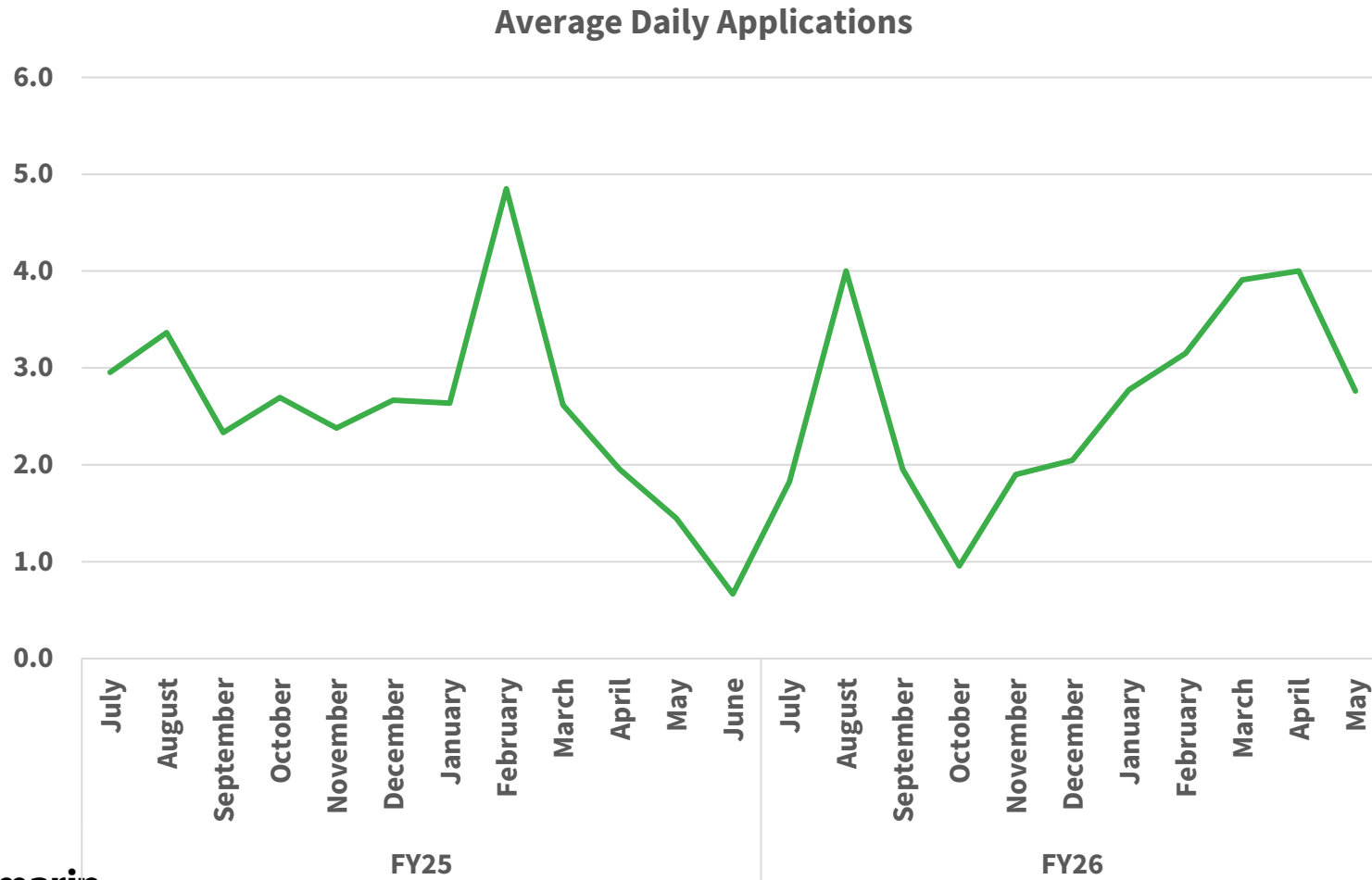
*If you disagree with this determination, you have the right to appeal, and to be represented at an appeals hearing. If you wish to file an appeal, please submit a written request to Marin Access within 60 days of receipt of this letter.*

**FARE ASSISTANCE**  Eligible  Did Not Enroll

MAFA Fare Assistance  MAFA Mobility Wallet  MAFA Bus Pass

**Questions? Contact us at:**  
PO Box 2387 San Rafael, CA 94912 | (415) 454-0902  
www.marinaccess.org | travelnavigator@marinaccess.org

# Enrollment demand fluctuates but does not appear to be increasing.



Applications in  
FY25

652

Applications in  
FY26  
*through May*

630

# The enrollment team has made significant progress on catching up & we are in much better shape!

| Step                          | Target                                                                                                                     | Count                                           | Exceeding Target | Meeting Target? |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|------------------|-----------------|
| 1. Intake                     | 1 business day from receipt                                                                                                | 0                                               | 0                | ✓               |
| 2a. Interview Scheduling      | 3 business days from intake for 1 <sup>st</sup> call<br>5 business days from 1 <sup>st</sup> call for 2 <sup>nd</sup> call | 3                                               | 0                | ✓               |
| 2b. Interview Completion      | Next Available Interview is 10 business days from intake                                                                   | Next available interview is in 11 business days | Yes              | No              |
| 3. Request Documentation      | 1 business day from interview                                                                                              | 0                                               | 0                | ✓               |
| 4a. Eligibility Determination | 21 days from receipt of complete application                                                                               | 26                                              | 0                | ✓               |
| 4b. Welcome Call              | 2 business days of determination                                                                                           | 3                                               | 0                | ✓               |



*Data reflects status as of 6/12/2026*

# Challenges & Opportunities

|                              | Challenges                                                                                                                                                            | Recommendations                                                                                                                                                                             |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Intake                    | <ul style="list-style-type: none"><li>• Duplicate data entry between web / database</li><li>• Database updates needed to reflect updated programs / process</li></ul> | <ul style="list-style-type: none"><li>• Explore integration of webform with database</li><li>• Complete updates in database</li><li>• <b>Consider new pathways to enrollment</b></li></ul>  |
| 2. Interview                 | <ul style="list-style-type: none"><li>• Time needed for interviews varies based on need</li><li>• High number of no-shows</li></ul>                                   | <ul style="list-style-type: none"><li>• Explore options for “self-service” scheduling</li><li>• Consider whether interview requirement should be maintained for mobility programs</li></ul> |
| 3. Request for Documentation | <ul style="list-style-type: none"><li>• Undeliverable emails</li><li>• Undeliverable mail</li><li>• Incomplete forms</li></ul>                                        | <ul style="list-style-type: none"><li>• Update forms &amp; collateral to streamline and improve legibility</li></ul>                                                                        |
| 4. Eligibility Determination | <ul style="list-style-type: none"><li>• Account set-up involves duplicate data entry</li></ul>                                                                        | <ul style="list-style-type: none"><li>• Explore integration of account platforms</li></ul>                                                                                                  |

# Next Steps

- Convene group of members of applicant “support network” via Marin Mobility Consortium to drill down into enrollment process with the following goals:
  - Review enrollment process
  - Review draft forms / collateral
  - Identify improvements & how/where we can utilize the support network to streamline enrollment

# Marin Access Photoshoot



Photo Credit (all photos): Noah Berger / MTC



Photo Credit (all photos): Noah Berger / MTC



Photo Credit (all photos): Noah Berger / MTC

# **Marin Access Upcoming Program Changes**

# Upcoming Administrative Program Changes

| Change                                               | Implementation Timeline |
|------------------------------------------------------|-------------------------|
| Updates to duties related to Marin Access enrollment | Complete                |
| Adjustment to MAFA renewal requirement               | Complete                |
| Marin Access & Clipper Enrollment                    | July 1, 2026            |
| Launch of IVR                                        | July 1, 2026            |
| Shift MAFA bus pass to Clipper                       | July 1, 2026            |
| Volunteer driver reimbursement rate update           | July 1, 2026            |
| Collateral refresh & website updates                 | August 1, 2026          |
| Implement Clipper for Paratransit                    | TBD                     |

# Old Business

# Public Comment / Question Follow-Up

N/A

# PCC Goals & Workplan

| <b>Goal</b>                                                                           | <b>Frequency</b> |
|---------------------------------------------------------------------------------------|------------------|
| 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**

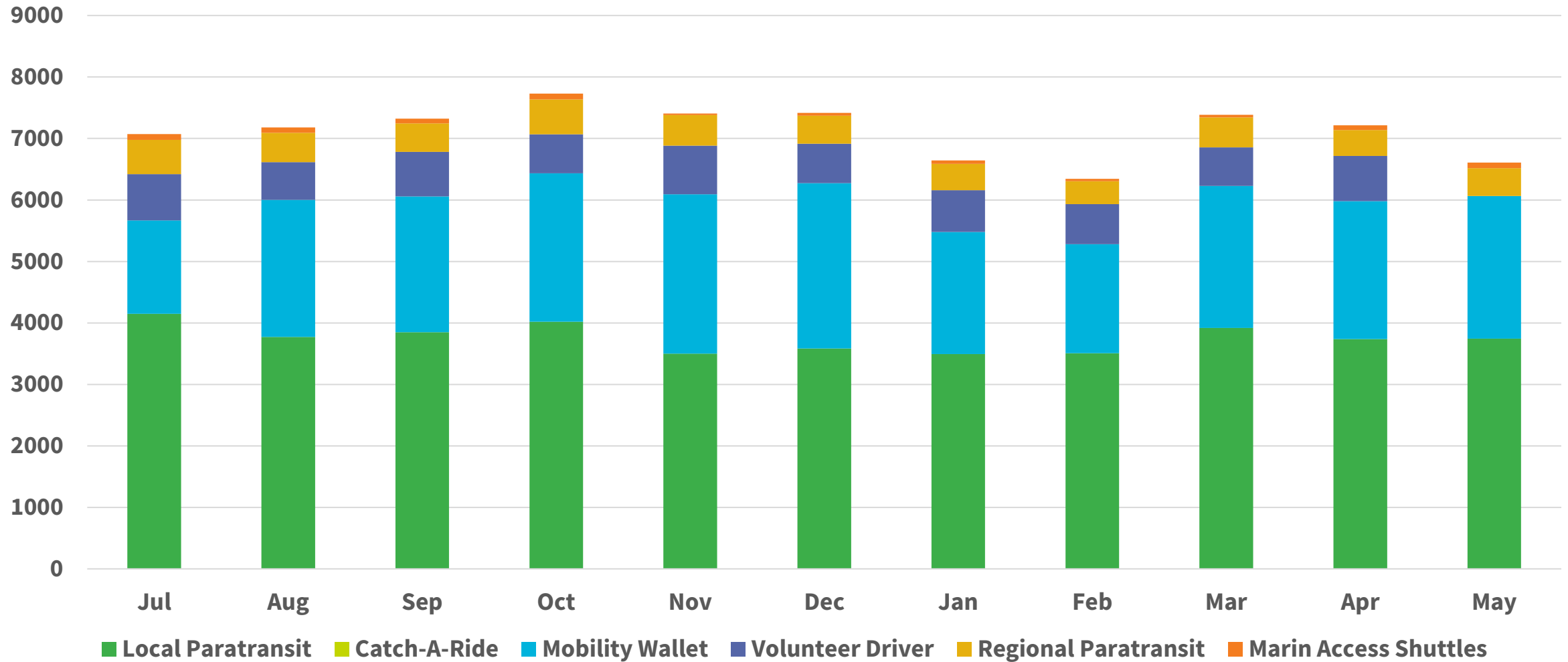
# Marin Transit Updates

- Staffing Update – New Marin Transit Director of Operations & Service Development
- Fare Free During the Fair
  - Sensory Carnival
- Marin Access EV Pilot
- What About Age Transportation Fair Field Trips & Travel Training



# Marin Access Ridership Trends

July 2025 – May 2026

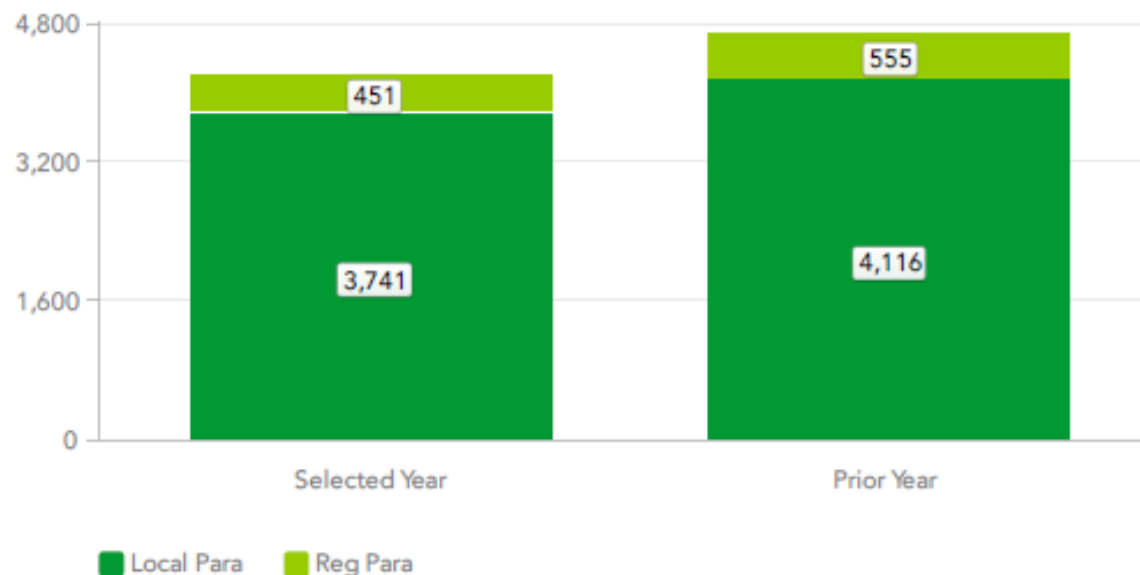


*Note: Volunteer Driver Reporting for May 2026 is still in progress and is not included.*

# Marin Access Paratransit Ridership

There were a total of **3,741** trips on local and **451** trips on regional paratransit.

Local & Regional Paratransit



Trip Denials - YTD

0

Trip Refusals - YTD

1,224

## Performance Standard – Trip Denials

- 0 trip denials

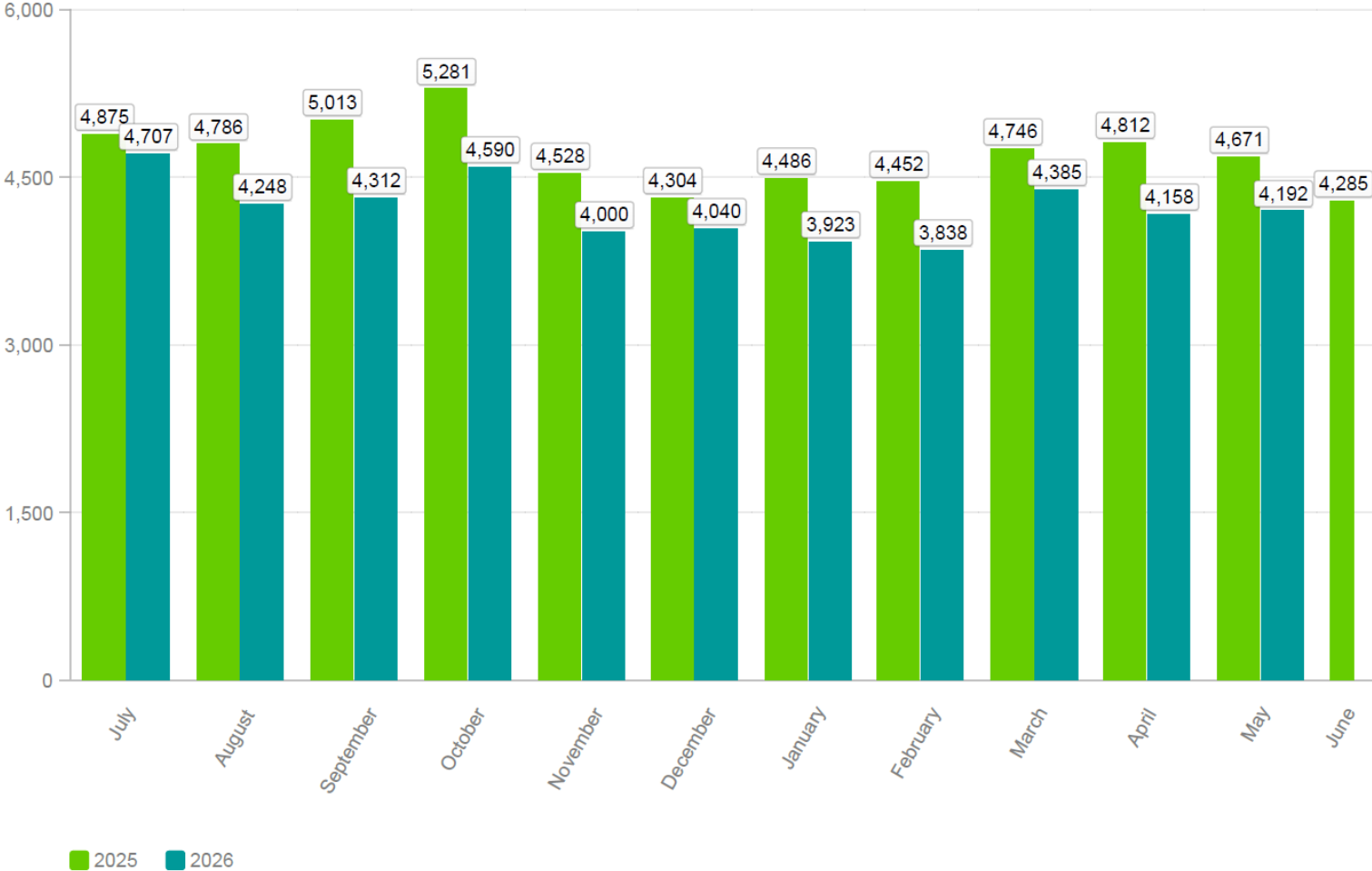
*Trip Refusals occur when a rider does not accept a pick-up window scheduled within the regulations.*



# Marin Access Paratransit Ridership

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

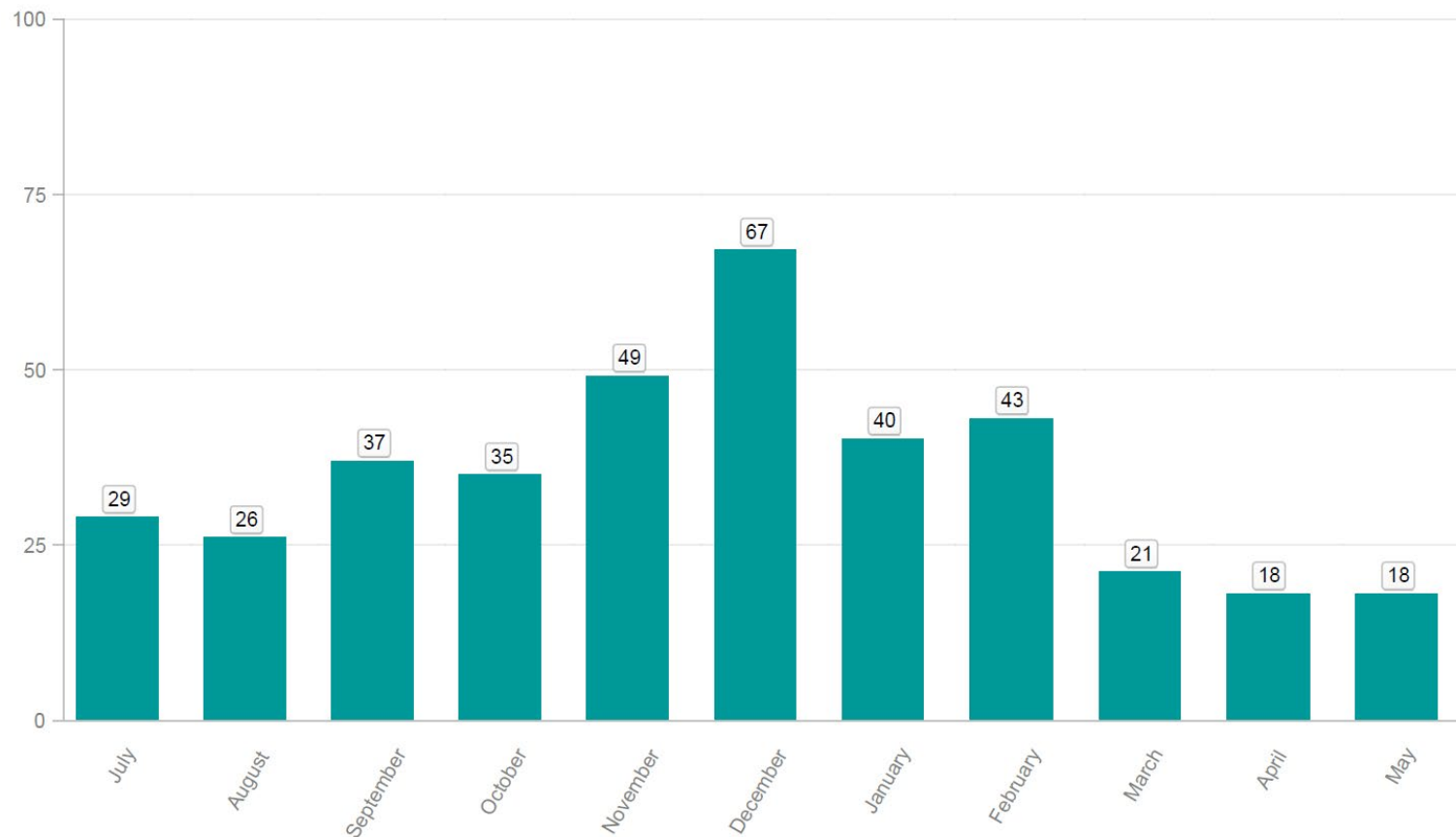
May 2026



## Marin Access Same Day Paratransit Ridership

Month over month ridership for same day paratransit remains relatively low indicating that riders are using the service selectively when needed.

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

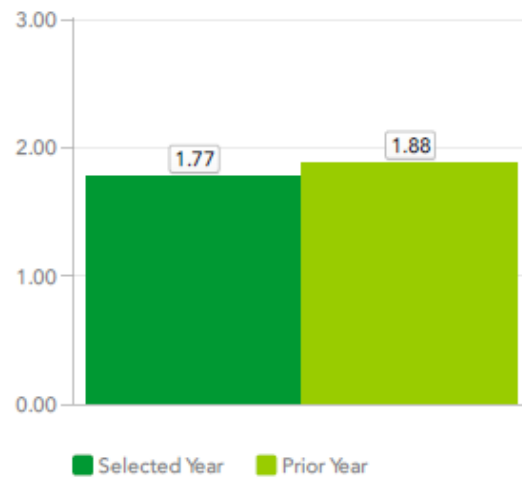


## Marin Access Paratransit Riders per Hour

Riders per hour for local paratransit was **1.77** and rides per hour for regional paratransit was **1.13**.

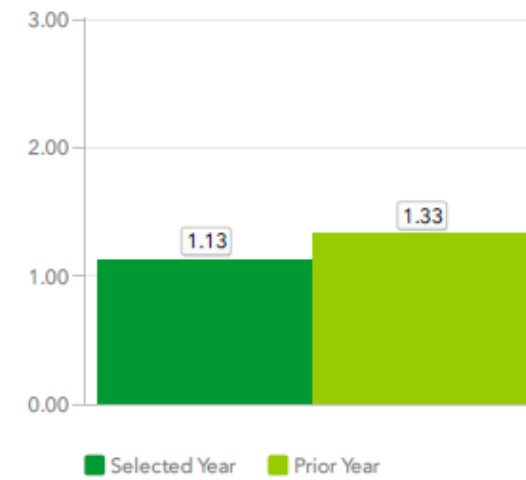
Year to date averages are **1.75** for local paratransit and **1.16** for regional paratransit.

Local Paratransit



Year To Date Average  
**1.75**

Regional Paratransit



Year To Date Average  
**1.16**

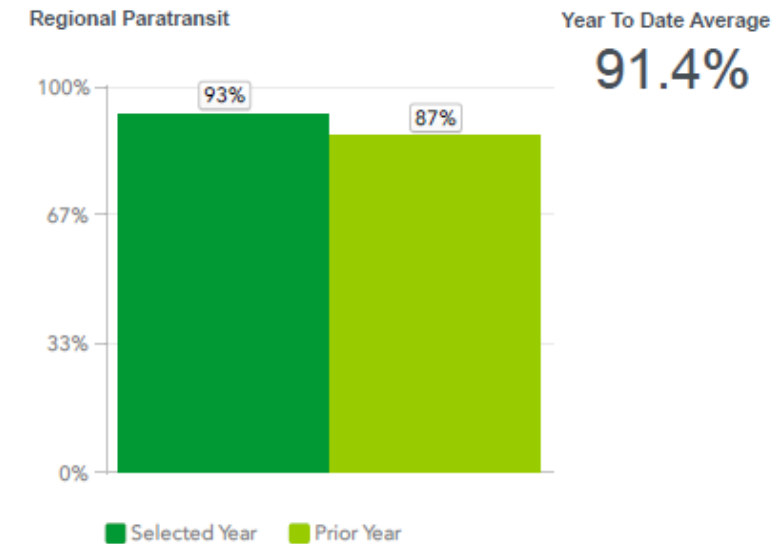
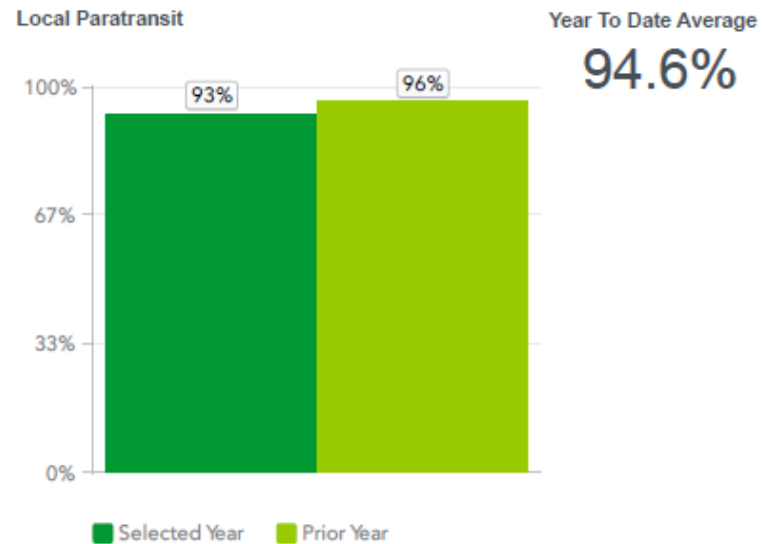
### Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0



## Marin Access Paratransit On Time Performance

On time performance for local paratransit was **93%** and **93%** for regional paratransit.



**Performance Standard – On Time Performance**

- Local – 90%
- Regional – 90%



# Marin Access Paratransit On Time Performance

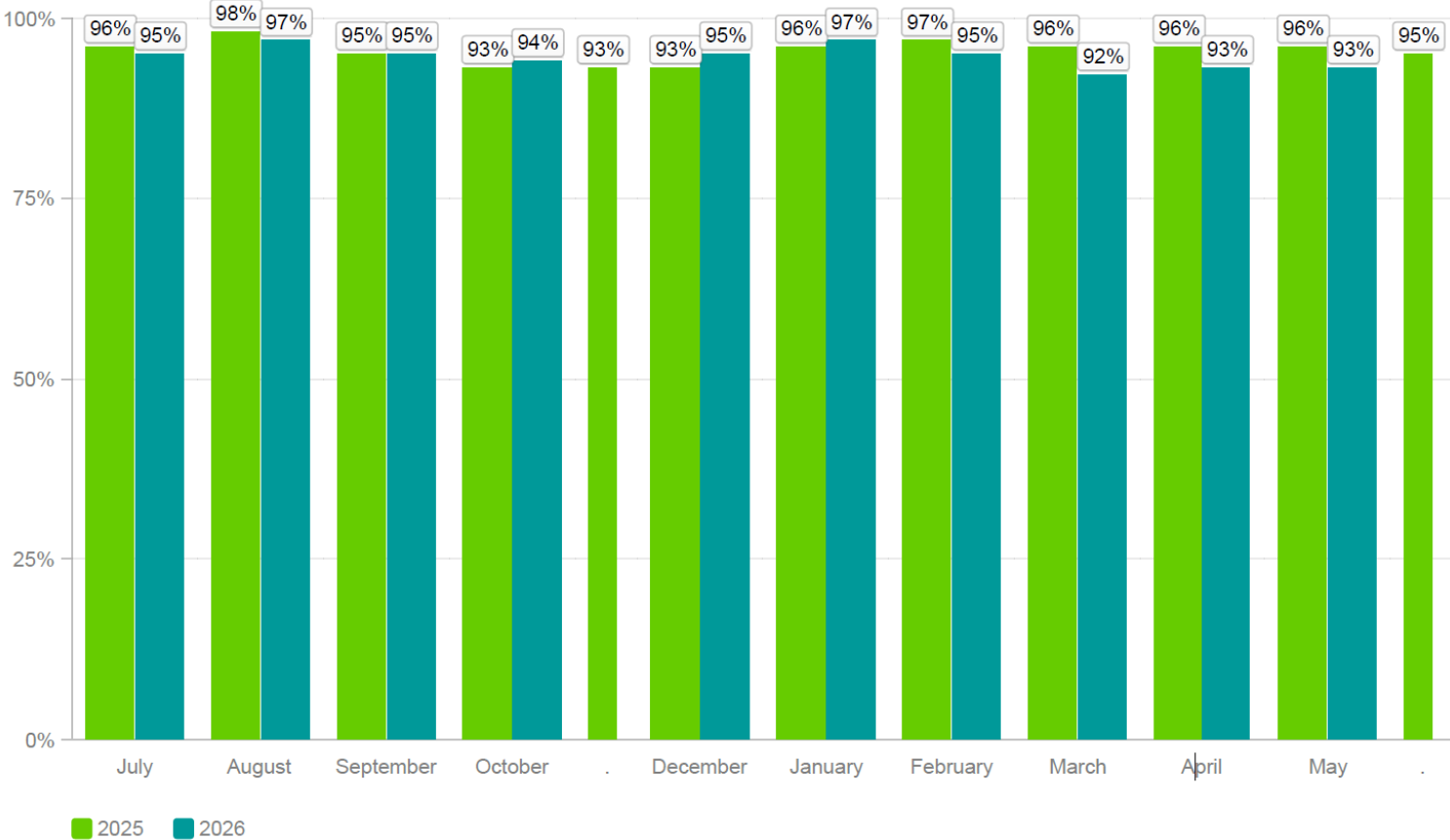
On-time performance for local paratransit has continued to remain above 90%.

OTP in May was **93%**. This exceeds the performance standard.

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



May 2026



# Marin Access Paratransit On Time Performance

On-time performance for regional paratransit has slight fluctuations.

OTP in May was **93%**. Regional OTP in discussion to meet performance standard.

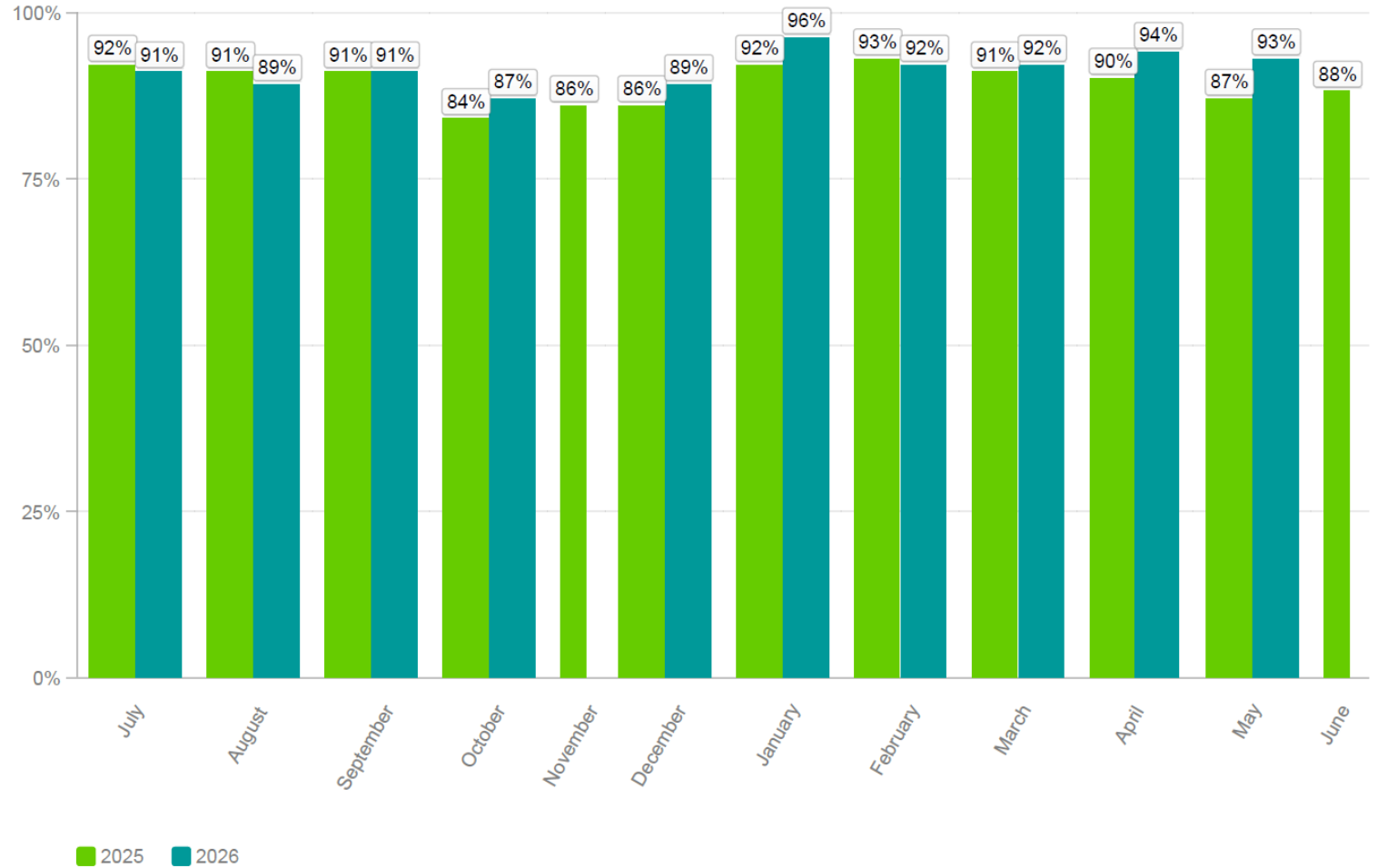
## Performance Standard – On Time

### Performance

- Local – 90%
- Regional – 90%



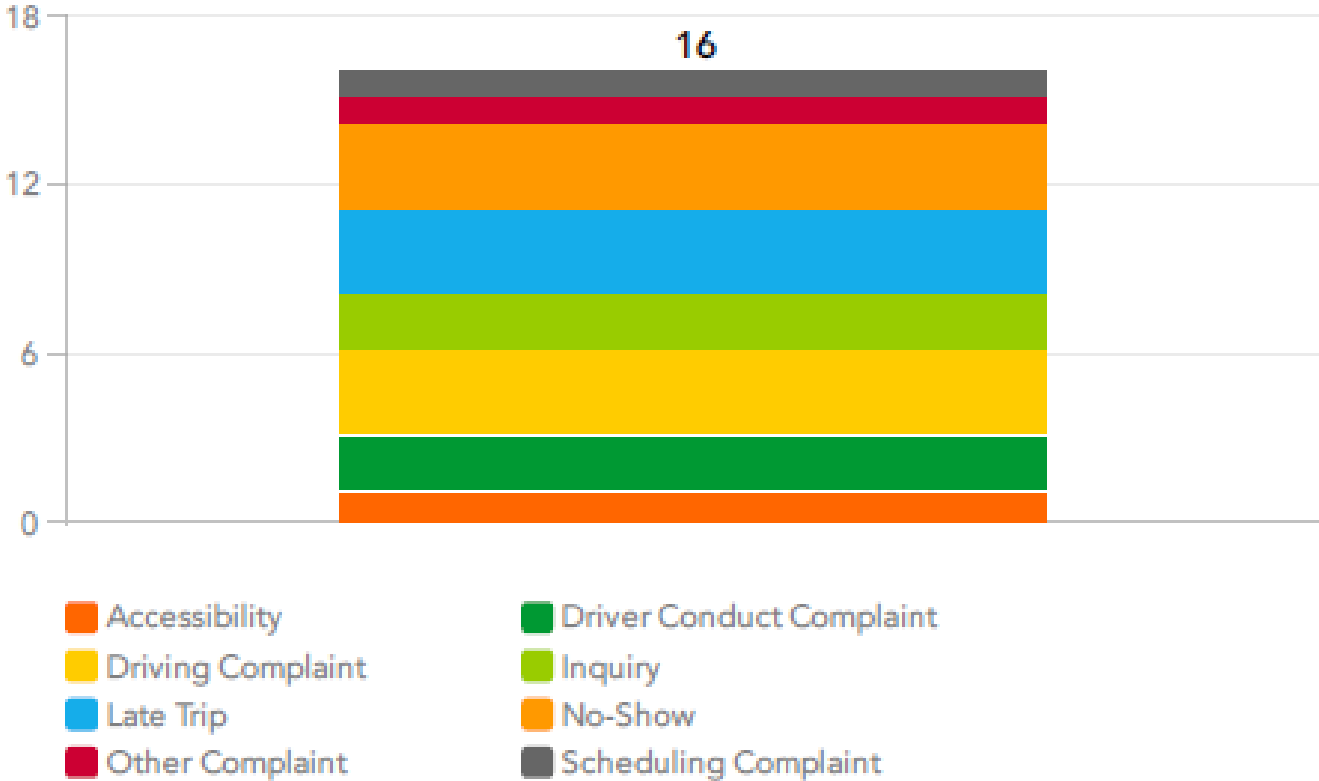
May 2026



# Marin Access Feedback

In May, there were 16 complaints for Marin Access.

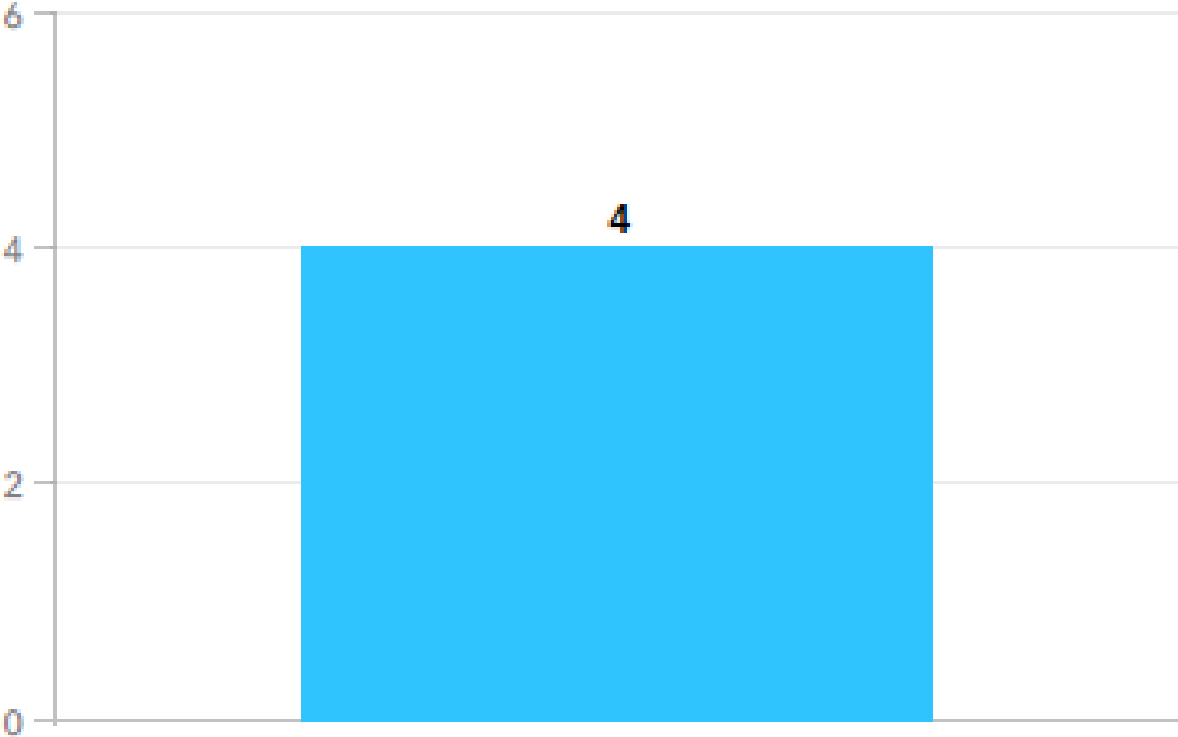
May 2026



# Marin Access Feedback

In March, there were **4** commendations for Marin Access.

May 2026



**Thank you**