



Marin Paratransit Coordinating Council

Monday, October 19, 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, October 18, 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 August 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. Request for Proposals (RFP) for Operation and Maintenance of Paratransit Services, Demand Response Accessible Services, the Marin Access Call Center, and Fixed Route Shuttle Services Update – ***Recommended Action:*** Information.
- b. Marin Access EV Update – ***Recommended Action:*** Information.

6. Old Business

- a. Public Comment / Question Follow-Up – ***Recommended Action:*** Information.
- b. 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: December 14, 2026

MARIN PARATRANSIT COORDINATING COUNCIL

August 17, 2026, 1:30PM to 3:00PM

MEETING MINUTES

1. Meeting called to order at 1:35 PM by PCC Chair Michael Harris.
 - a. In attendance
 - i. PCC Members: Michael Harris, Javier Miranda, Jane Gould, Patti Mangels, Dario Santiago
 - ii. Members of the Public: Eric Liddle, Tricia Smith, Wayne, Noele Kostelic
 - iii. Staff (MCTD + GGBHTD): Jon Gaffney, Joanna Huitt, Kate Burt, Jonathan Steketee
 - iv. Contractors (Transdev): Kent Hinton, Varuna Faasavalu
2. Review of Agenda
 - a. All present have reviewed agenda, no updates needed.
3. Review of Meeting Minutes for June 2026
 - a. As there was no quorum present, the approval of the June 2026 meeting minutes was deferred to the October 17, 2026, PCC meeting.
4. Open Time for Public Expression
 - a. Patti Mangels announced that the Marin Senior Fair is on September 16, 2026.
 - b. Jane Gould replied that the theme of the 2026 Marin Senior Fair is “Not My First Rodeo”.
 - c. Michael Harris commented that many organizations attend the Marin Senior Fair, allowing members of the public to introduce themselves and learn what services the organizations provide.
 - d. Eric Liddle shared that Onward’s Access for All wheelchair-accessible van program is now available via the Marin Access Mobility Wallet. Trip costs start at two dollars, and service is available throughout all of Marin County. Trips must start or end in Marin County.
5. New Business
 - a. Request for Proposals (RFP) for Operation and Maintenance of Paratransit Services, Demand Response Accessible Services, the Marin Access Call Center, and Fixed Route Shuttle Services
 - i. Staff reported on the timeline, purpose, and contract term of the RFP for Operation and Maintenance of Paratransit Services, Demand Response Accessible Services, the Marin Access Call Center, and Fixed Route Shuttle Services. Staff explained the past, present, and future structure of Marin Access operations and contracts.

- ii. Michael Harris asked if the new contract will include the Muir Woods Shuttle.
- iii. Jonathan Steketee confirmed it will not, but it will include the 200-series shuttle routes. He summarized the fixed route operation structure.
- iv. Jane Gould asked if Marin Airporter's airport shuttle is related to the RFP.
- v. Mr. Steketee answered that Marin Airporter's airport shuttle is a private service and separate from Marin Transit's local bus service.
- vi. Patti Mangels asked for printed copies of the presentation slides.
- vii. Joanna Huitt stated that she will provide Ms. Mangels with printed copies of the presentation slides.
- viii. Staff reported on upcoming key changes to the structure of Marin Access operations and contracts.
- ix. Ms. Mangels asked if 3000 Kerner Boulevard will still be Transdev's address.
- x. Kent Hinton confirmed that 3000 Kerner Boulevard is Transdev's Operations address.
- xi. Mr. Steketee clarified the purposes of the Marin Transit and Transdev facilities at 711 Grand Avenue and 3000 Kerner Boulevard.
- xii. Staff reported on the RFP's evaluation criteria and timeline.
- xiii. Michael Harris asked if three vendors might submit a bid for the RFP.
- xiv. Mr. Steketee clarified that staff do not know how many vendors will bid. Any vendor can bid and staff hope for multiple bidders.
- xv. Mr. Harris asked if vendors must meet certain requirements before bidding.
- xvi. Mr. Steketee said vendors do not need to meet requirements before bidding, but many qualifications will be evaluated in the RFP process.
- xvii. Mr. Harris suggested that bidders should have a track record of success.
- xviii. Mr. Steketee reviewed the RFP's evaluation criteria.
- xix. Jane Gould asked if vendors may apply for just one component of the RFP.
- xx. Mr. Steketee replied that the RFP allows bidders to include subcontractors.
- xxi. Dario Santiago if vendors' salaries and cost-effectiveness will be evaluated. He asked if previous contractors may apply.
- xxii. Mr. Steketee stated that previous contractors may apply. He added that the RFP is not occurring due to any dissatisfaction with Transdev. The RFP is required on a recurring basis.
- xxiii. Mr. Harris commented that other organizations have recurring RFP processes for ongoing evaluations of contractors.

- xxiv. Mr. Steketee noted that there is no guarantee of whether a new contractor will be selected. He reviewed the wage requirements included in the RFP. During the evaluation, staff will review cost-effectiveness of wages.
- xxv. Mr. Harris stated that deductions may reduce the payout of drivers' wages.
- xxvi. Mr. Steketee replied that drivers have representation and a collective bargaining agreement.
- b. Marin Access Collateral Updates
 - i. Staff reported on key updates to Marin Access documents, highlighting adjustments to the Professional Verification Form. Staff shared the next steps for collateral updates.
 - ii. Michael Harris asked about the average enrollment completion time from start to finish.
 - iii. Joanna Huitt explained that the process can take up to 21 days once all documentation is received. Currently, staff complete the process in about 10 to 12 days. Ms. Huitt explained common factors that delay the process. Staff are always working to reduce the processing time.
 - iv. Mr. Harris asked if forms are available online.
 - v. Ms. Huitt stated that the intake form is available online. The enrollment packet must be completed as a hard copy as it is customized to the rider. Staff are working on digitizing the enrollment packet.
 - vi. Jane Gould asked if Mobility Wallet users may find it easier to apply for other Marin Access programs.
 - vii. Ms. Huitt replied that Mobility Wallet users have less documentation requirements when applying for other programs, as they already submitted age verification, but applications will still be processed in the order they are received.
 - viii. Patti Mangels asked if applicants can receive application assistance.
 - ix. Ms. Huitt explained what assistance is available for applicants, noting that applicants do not need to apply for every program at the same time.
 - x. Ms. Gould commented that if the enrollment process were staggered so that applicants could just apply for the programs that are easier to enroll in, it might be more attractive to certain populations.
 - xi. Noelle Kostelic asked if staff accept old application forms.
 - xii. Ms. Huitt replied that some older forms do not include the same information as current forms. Older forms may also be designed for discontinued programs.

- xiii. Ms. Kostelic clarified that the forms she possesses are only a few months old. She recommended that her client call the Travel Navigator team.
- xiv. Ms. Huitt responded that staff try to work with applicants regardless of what version of forms they submit. Ms. Huitt said she will provide Ms. Kostelic with current forms.
- xv. Eric Liddle asked if the welcome packet could include information about additional service providers, such as Mobility Wallet service providers.
- xvi. Ms. Huitt stated that Mobility Wallet users receive service provider information, but staff can consider adding service provider information to welcome packets.
- xvii. Mr. Liddle asked when new collateral will be distributed.
- xviii. Ms. Huitt explained that collateral will be sent to the designer in the coming weeks. She noted that if Mr. Liddle wishes to provide information for welcome packets, it does not have to match the style of the welcome packet. Welcome packets are distributed every day, so Mr. Liddle is welcome to send his materials to staff.

6. Old Business

a. Public Comment / Question Follow-Up

- i. Staff reported that at the June 2026 PCC meeting, Michael Harris shared two challenges he had with paratransit trips. One challenge pertained to changing a drop-off location during a trip. The other challenge pertained to on-time performance. Both issues have been resolved. Staff clarified that requests for drop-off location changes can always be made, but they may not always be granted. Staff added that when reporting incidents, riders should provide as much information as possible.
- ii. Michael Harris explained that sometimes he books trips several days in advance, so slight changes may occur after booking. He commented that during the incident he reported, he wanted to be dropped off one block early, but the determination was made by Dispatch. Mr. Harris noted that his request was not off route. Mr. Harris stated that he understands that drivers must follow policy.
- iii. Kent Hinton replied that drivers may grant early drop-off requests if riders appear capable of being dropped off. Route deviations are not allowed.
- iv. Mr. Harris commented that drivers try to communicate with Dispatch, but sometimes information can be misconstrued, depending on the context.
- v. Mr. Hinton responded that staff regularly meet to make sure everyone is on the same page, so that there is less variance between situations.
- vi. Javier Miranda said that if staff make an exception for one trip, they must make an exception for all trips.

- vii. Mr. Hinton noted the impact of Transdev's open radio system.
 - viii. Patti Mangels commended that there cannot be favoritism.
 - b. 2026 PCC Workplan Update
 - i. Staff provided updates regarding item six of the 2026 PCC Workplan. Staff announced that there will be an election of PCC officers at the end of 2026.
- 7. Agency / Committee Reports
 - a. Marin Transit Updates
 - i. Staff reported on upcoming fixed route service changes, proposed fare policy changes, an upcoming fare policy public hearing, Clipper updates, the Marin Access electric vehicle pilot, the Marin Access Enrollment Workshop, and Transdev staffing updates.
 - ii. Patti Mangels asked if the fare policy changes are only related to fixed route service.
 - iii. Joanna Huitt confirmed they are and provided resources for additional information.
 - iv. Kent Hinton provided additional information regarding two new Transdev staff.
 - v. Joanna Huitt stated that Marin Transit is a 2026 Marin Senior Fair sponsor. Staff will attend the fair and provide attendees with the opportunity to start the Marin Access enrollment process.
 - b. Marin Access Performance Metrics
 - i. Staff reviewed performance metrics found in the agenda packet and presentation for the meeting.
 - ii. Patti Mangels commented that Dispatch called her when her paratransit trip was delayed by twenty minutes.
 - iii. Kent Hinton expressed appreciation for rider feedback. He noted that on time performance and trip efficiency can have an inverse relationship.
 - iv. Michael Harris asked how rider feedback is usually received.
 - v. Kent noted that most feedback comes from comment cards.
 - vi. Joanna Huitt explained how rider feedback is received.
 - c. GGBHTD Advisory Committee on Accessibility Report
 - i. Staff reported that the GGBHTD Advisory Committee on Accessibility met during the previous week, but there was no quorum. The next meeting will be in October 2026.
 - d. TAM Citizens Oversight Committee Report
 - i. Staff reported that at the last TAM Citizens Oversight Committee, they discussed the Safe Routes to School program. Project updates were provided. Attention was given to sea level rise efforts and the results of

the Marin Sonoma Coordinated Transit Service Plan (MASCOTS) service changes. Staff stated that TAM's Community Resource Guides were available at the last Citizens Oversight Committee meeting.

- ii. Joanna Huitt noted that Community Resource Guides were also given to Travel Navigators.
- iii. Michael Harris asked if there is an outreach program for PCC membership.
- iv. Ms. Huitt explained that staff call for membership whenever possible. New paratransit vehicle signage will include details about the updated phone tree and how to provide comments at PCC meetings. Staff are open to other ideas about how to encourage PCC membership. The ability to request virtual participation as a reasonable accommodation may encourage membership.
- v. Mr. Harris replied that he wants to identify people who are interested, available to attend meetings, and want to have their voice make a difference. Mr. Harris stated he will follow up with suggestions.
- vi. Ms. Huitt commented that staff would like to encourage riders to become PCC members. Staff have tried to make the PCC membership application as easy as possible.
- vii. Patti Mangels asked if it would be helpful to advertise PCC membership in vehicle signage.
- viii. Ms. Huitt replied that new vehicle signage will include PCC information, but staff can consider adding a dedicated flyer.
- ix. Ms. Mangels asked if there will be new Marin Access brochures.
- x. Ms. Huitt answered that staff are working on updated brochures, which will be available before the Marin Senior Fair. Updates to the brochures primarily pertain to new images.
- xi. Jane Gould suggested there should be a PCC membership interest form at the Marin Senior Fair.
- xii. Ms. Huitt confirmed that staff can add PCC membership interest to an outreach form for the Marin Senior Fair.
- xiii. Ms. Mangels asked if staff would like support from any PCC members at the Marin Senior Fair.
- xiv. Ms. Huitt replied that she is developing the staff plan for the Marin Senior Fair. Marin Transit staff usually provide support, but anyone is welcome to stop by and offer support.
- xv. Mr. Harris asked if staff have communicated with the Golden Gate Ferry regarding paying fares with the Mobility Wallet.
- xvi. Ms. Huitt stated that the Mobility Walley can be used to pay public transportation fares, including the Golden Gate Ferry.

- xvii. Mr. Harris asked about the difference between the Mobility Wallet and Clipper.
 - xviii. Ms. Huitt clarified that Clipper is the regional payment method for public transportation fares. Fare discounts and transit passes are available on the Clipper card. Eventually, Clipper may be used to pay paratransit fares. Value can be added to Clipper cards using the Mobility Wallet and the Intro to Mobility Wallet as a payment method. The Mobility Wallet and the Intro to Mobility Wallet can also be used to directly pay fares for other transportation providers.
 - xix. Mr. Harris asked about applying for a Clipper card.
 - xx. Ms. Huitt explained that riders can request a Clipper card in-person, online, during the Marin Access enrolment process, or with the Travel Navigators.
 - xxi. Mr. Harris said that he would like a Clipper card.
 - xxii. Kent Hinton showed what Clipper cards look like. He explained how Clipper will be integrated into paratransit.
8. Next Meeting on October 19, 2026.
- a. Meeting adjourned at 2:45 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

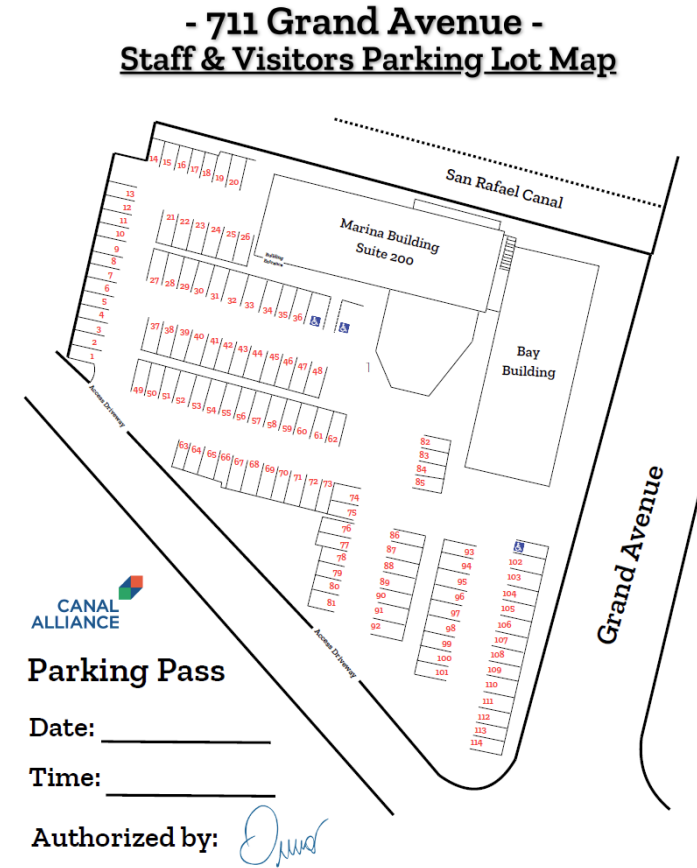
- If you are comfortable, turn on your camera when speaking
- Keep your audio muted when not speaking
- Use the “raise hand” feature to participate
- Meeting is being recorded for purpose of recording the minutes; recordings will not be shared publicly
- State your name before speaking
- Public comment 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.



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

RFP for Operation and Maintenance of Paratransit Services, Demand Response Accessible Services, the Marin Access Call Center, and Fixed Route Shuttle Services Update

Overview

- On August 3, 2026, staff released an RFP for Operation and Maintenance of Paratransit Services, Demand Response Accessible Services, the Marin Access Call Center, and Fixed Route Shuttle Services.
- The purpose of this RFP is to identify a contractor for:
 - Operation and maintenance of Marin Access Paratransit and Demand Response services
 - Operation and maintenance of select Marin Transit fixed route services
 - Operation of the Marin Access Call Center
- Contract Term - Four (4) year base term, three (3) one-year option years
- The PCC will be provided informational updates throughout the procurement

Evolution of Marin Access Operations & Contracts



Past



Current



Future

One Suite of Programs
Multiple Contracts
Multiple Contractors

One Suite of Programs
One Contract
One Contractor

Expanded Programs
One Contract
One Contractor

What's Changing?

- Marin Transit to provide consolidated facilities for operations
 - Kerner Operations and Maintenance Facility & Primary Vehicle Storage at 3000, 3010, and 3020 Kerner Blvd in San Rafael
- Adjustments to Contractor Responsibilities
 - Addition of Fixed Route Shuttle Services
 - Enrollment & Supplementary Program Administration will be done by Marin Transit staff

Evaluation Criteria

Criteria	Points
Understanding and Approach to the Project	10
Overall Capabilities and Experience	25
Experience Providing Paratransit and Demand Response Services	15
Experience Providing Call Center Operation Services	10
Experience Providing Fixed Route and Shuttle Services	15
Cost Effectiveness	25
Compliance with California Labor Code 1072	10%, max 10pt
Total Points Possible	100

Timeline



Marin Access EV Update

EVs in Service



Old Business

Public Comment / Question Follow-Up

- There were no comments or questions requiring follow-up

PCC 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

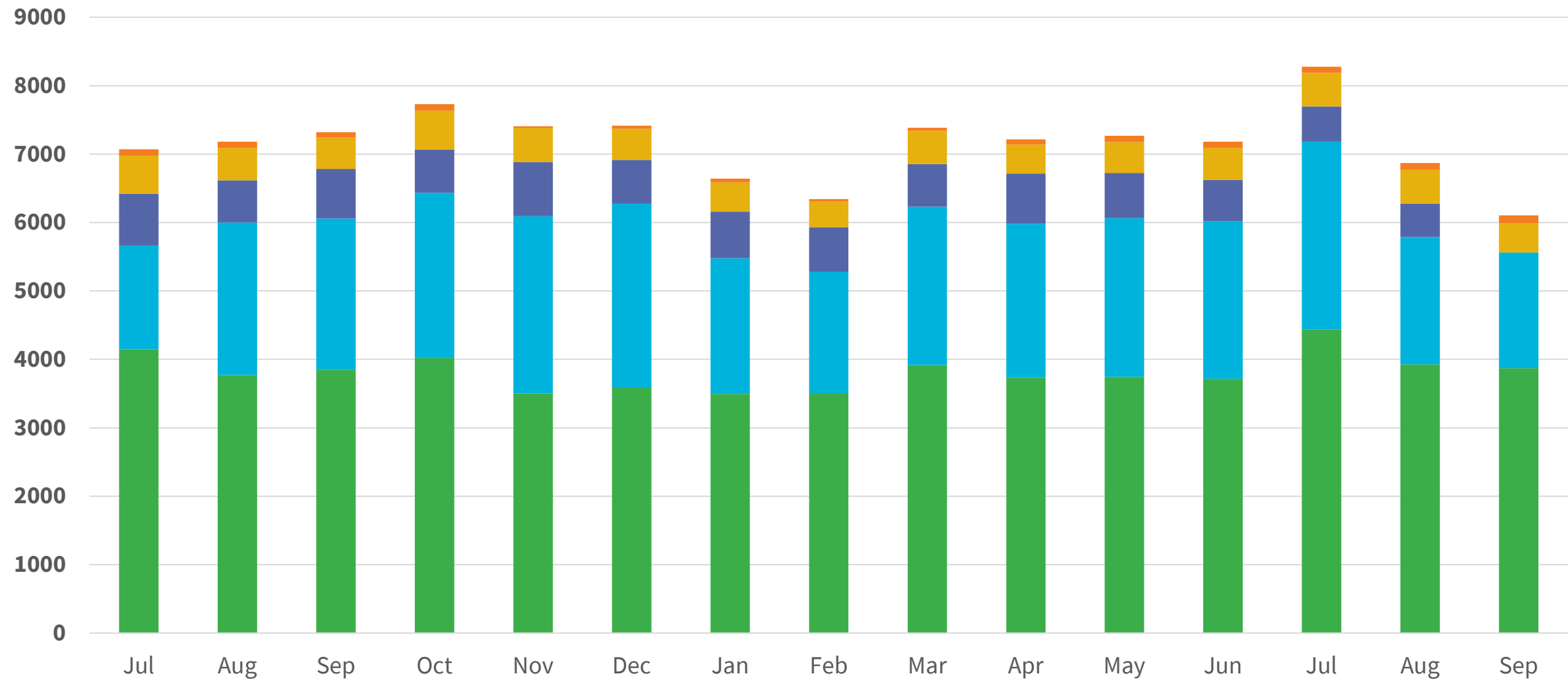
Agency / Committee Reports

Marin Transit Updates

- Fare Policy Changes
- Clipper
- Clipper for Paratransit

Marin Access Ridership Trends

July 2025 – September 2026



Local Paratransit Mobility Wallet Volunteer Driver Regional Paratransit Marin Access Shuttles

**VDP data for September not yet available.*

Marin Access Paratransit Ridership

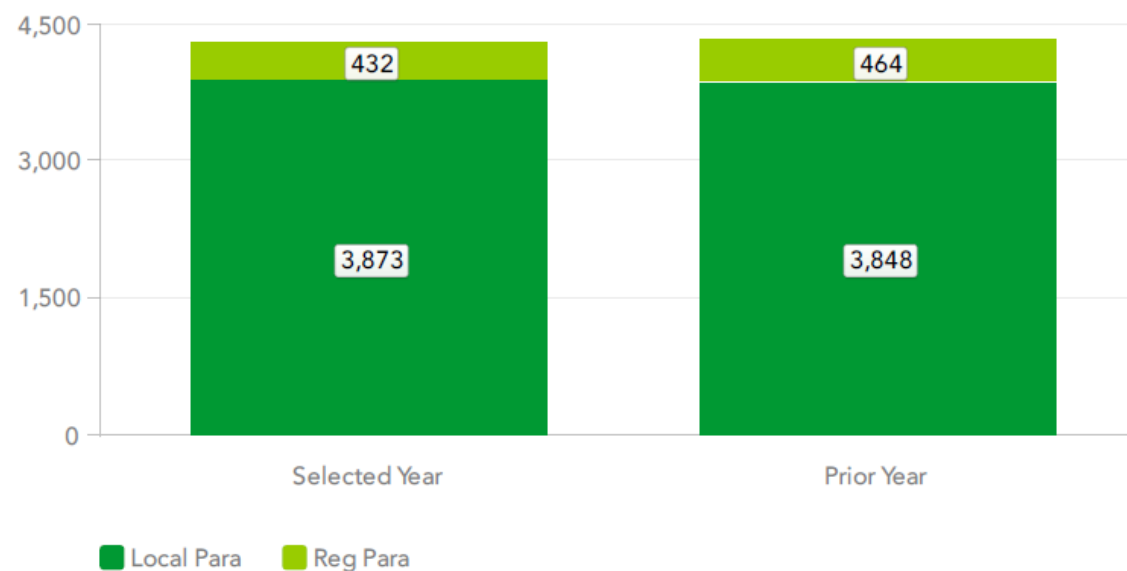
There were a total of **3,873** trips on local and **432** trips on regional paratransit.

Performance Standard – Trip Denials

- 0 trip denials

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

Local & Regional Paratransit



Trip Denials - YTD

0

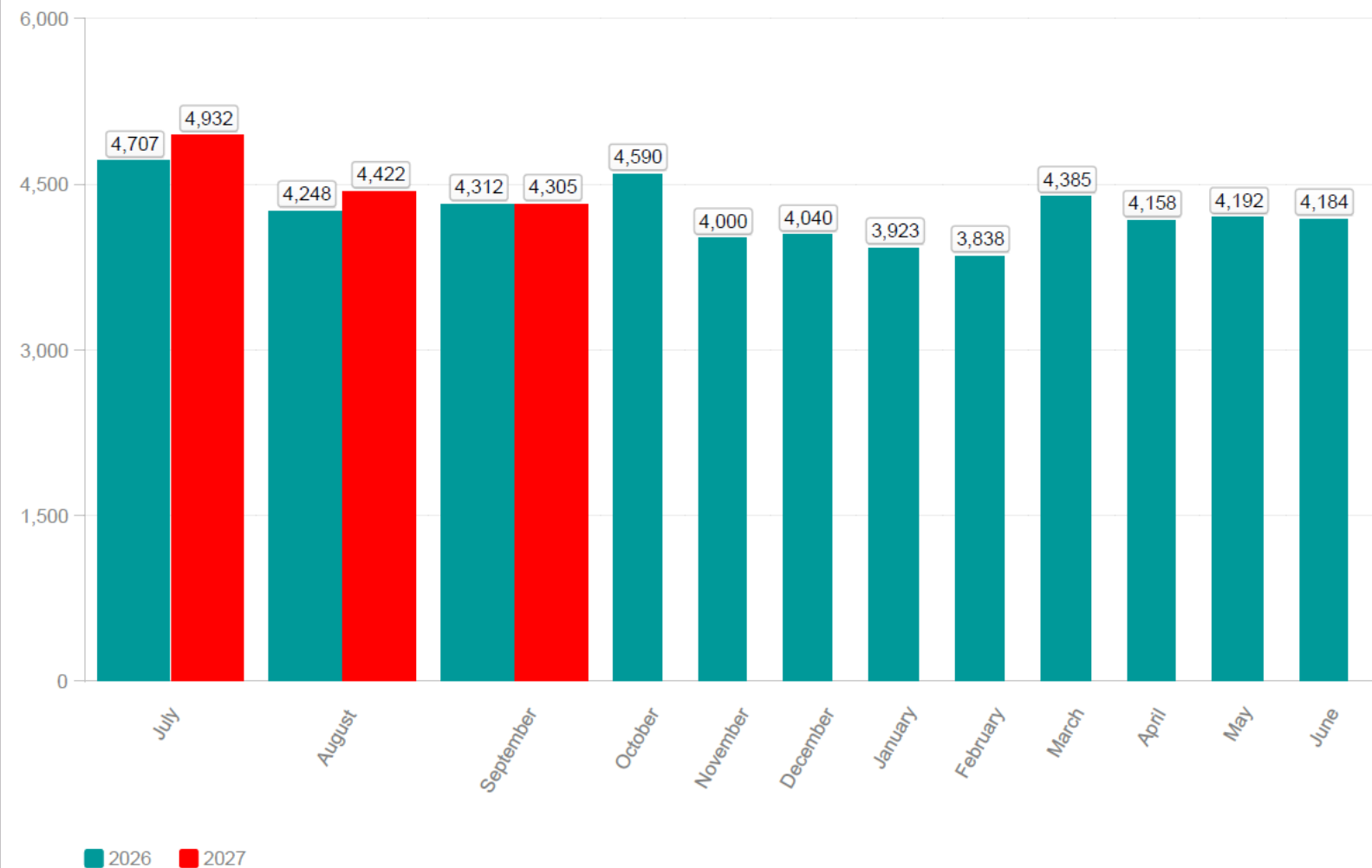
Trip Refusals - YTD

388

Marin Access Paratransit Ridership

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

September 2026

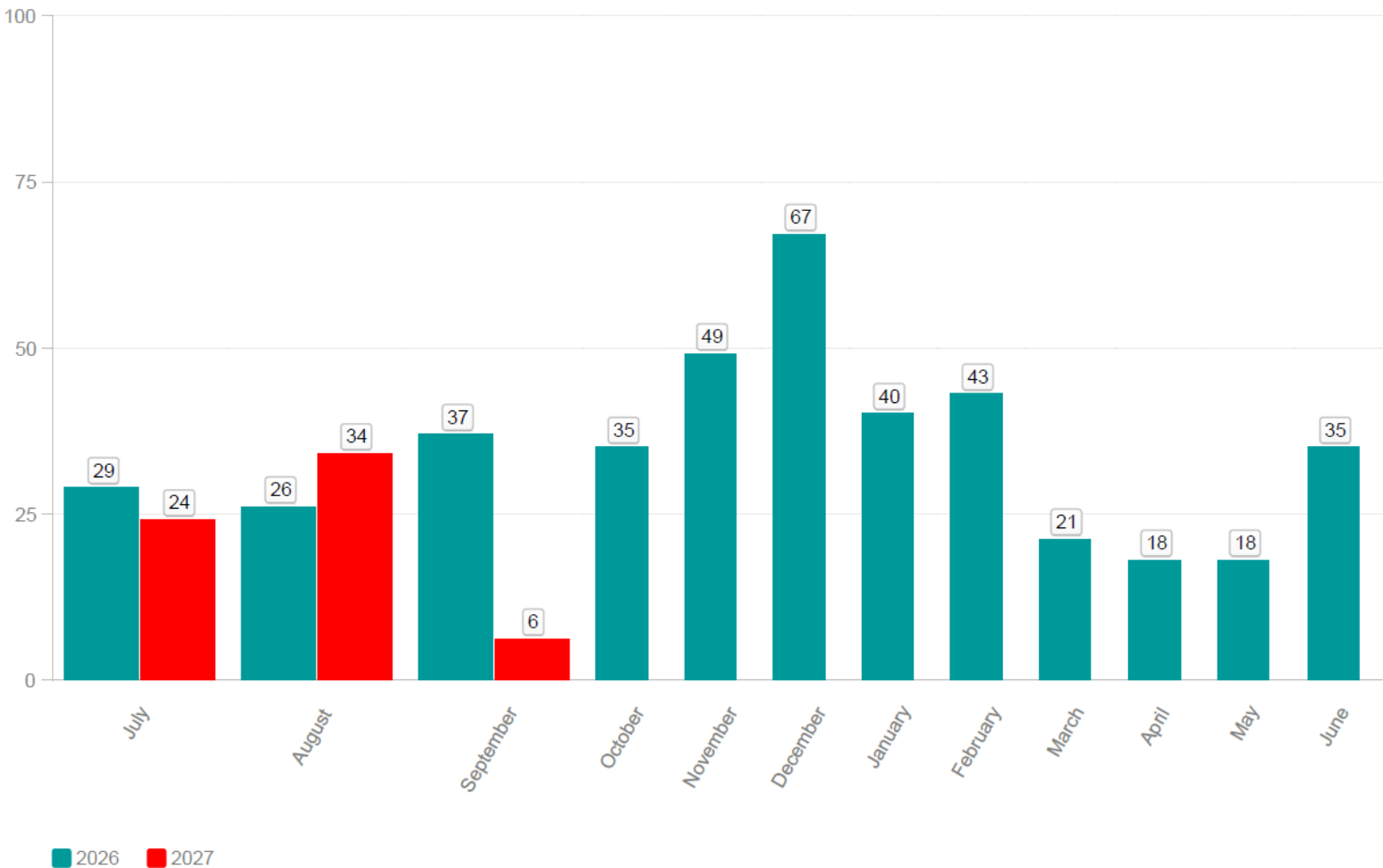


Marin Access Same Day Paratransit Ridership

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.

September 2026



Marin Access Paratransit Riders per Hour

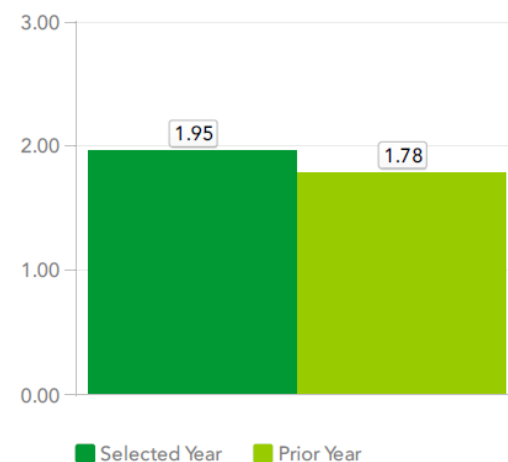
Riders per hour for local paratransit was **1.95** and rides per hour for regional paratransit was **1.28**.

Year to date averages are **1.89** for local paratransit and **1.25** for regional paratransit.

Local Paratransit

Year To Date Average

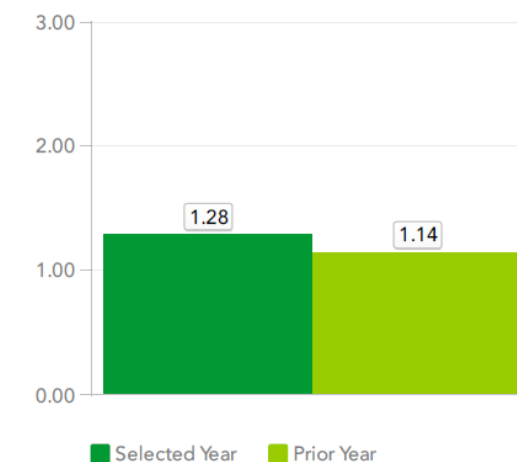
1.89



Regional Paratransit

Year To Date Average

1.25



Performance Standard – Riders / Per Hour

- Local – 2.0
- Regional – 1.0

Marin Access Paratransit On Time Performance

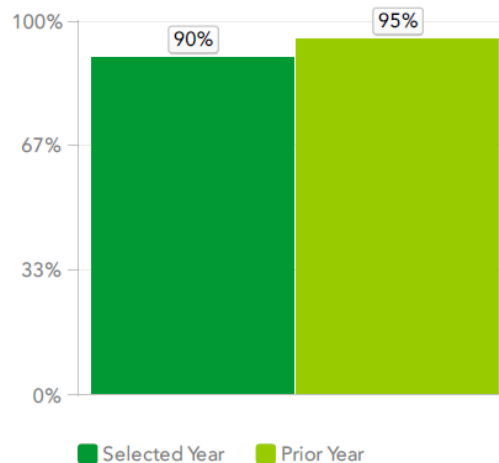
On time performance for local paratransit was **90%** and **91%** for regional paratransit.

Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



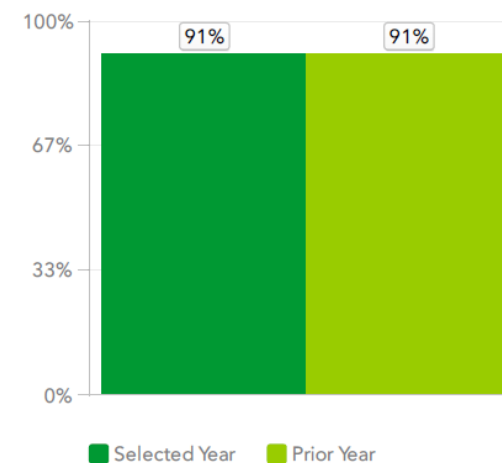
Local Paratransit



Year To Date Average

91.0%

Regional Paratransit



Year To Date Average

90.7%

Marin Access Paratransit On Time Performance

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

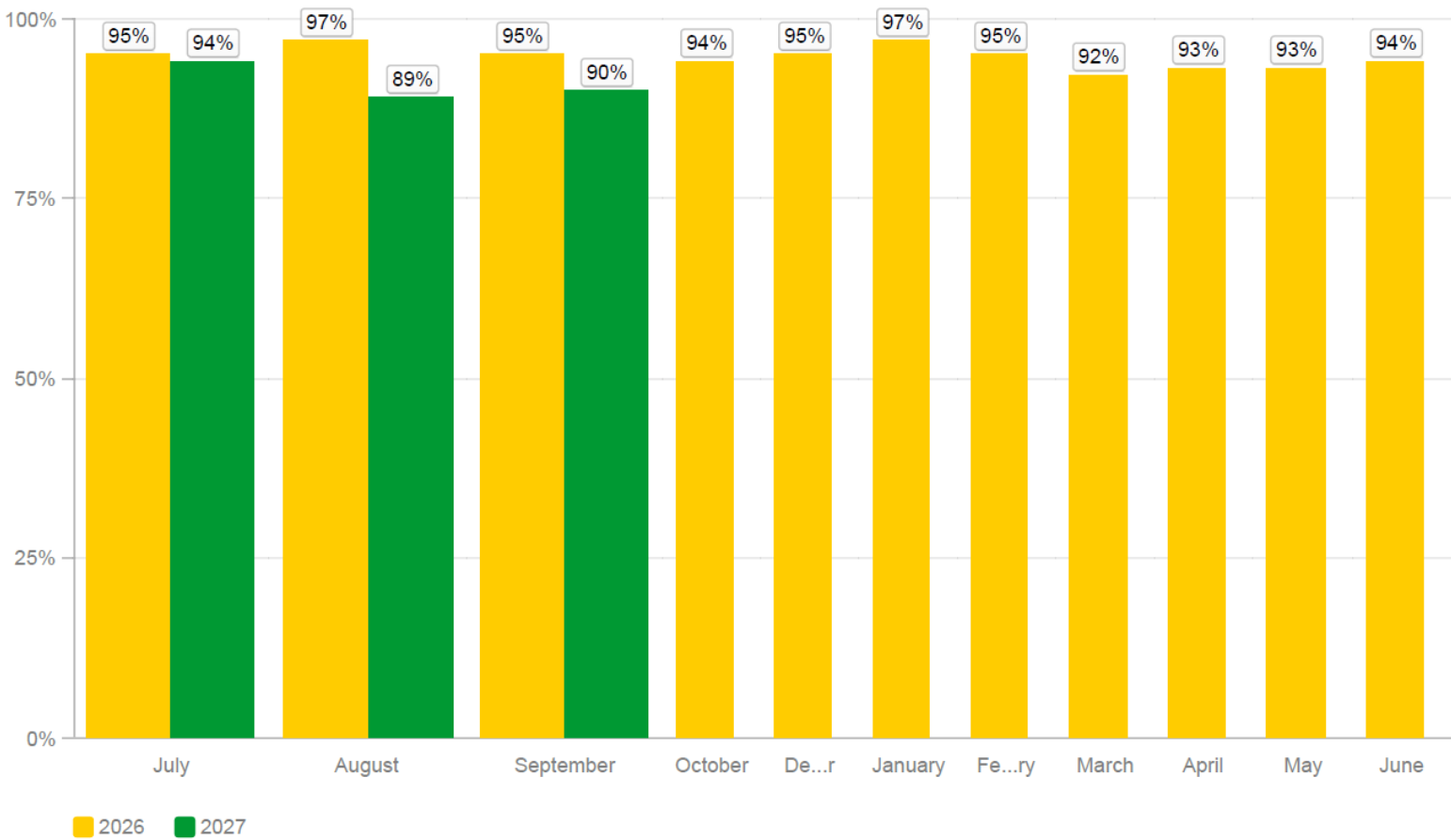
OTP in September was **90%**.
This exceeds the performance standard.

Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



September 2026



Marin Access Paratransit On Time Performance

On-time performance for regional paratransit has slight fluctuations.

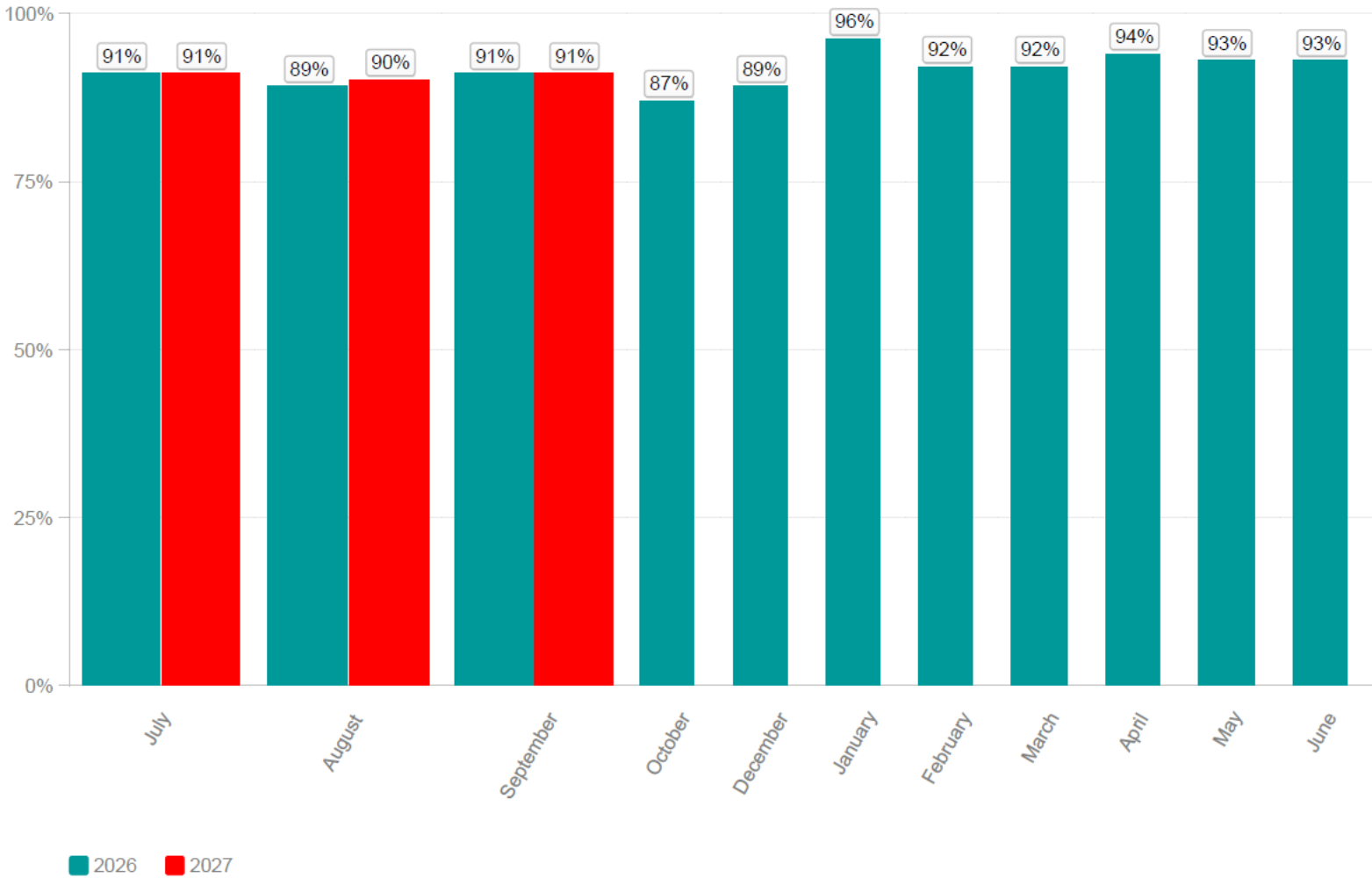
OTP in September was **91%**.
Regional OTP in discussion to meet performance standard.

Performance Standard – On Time Performance

- Local – 90%
- Regional – 90%



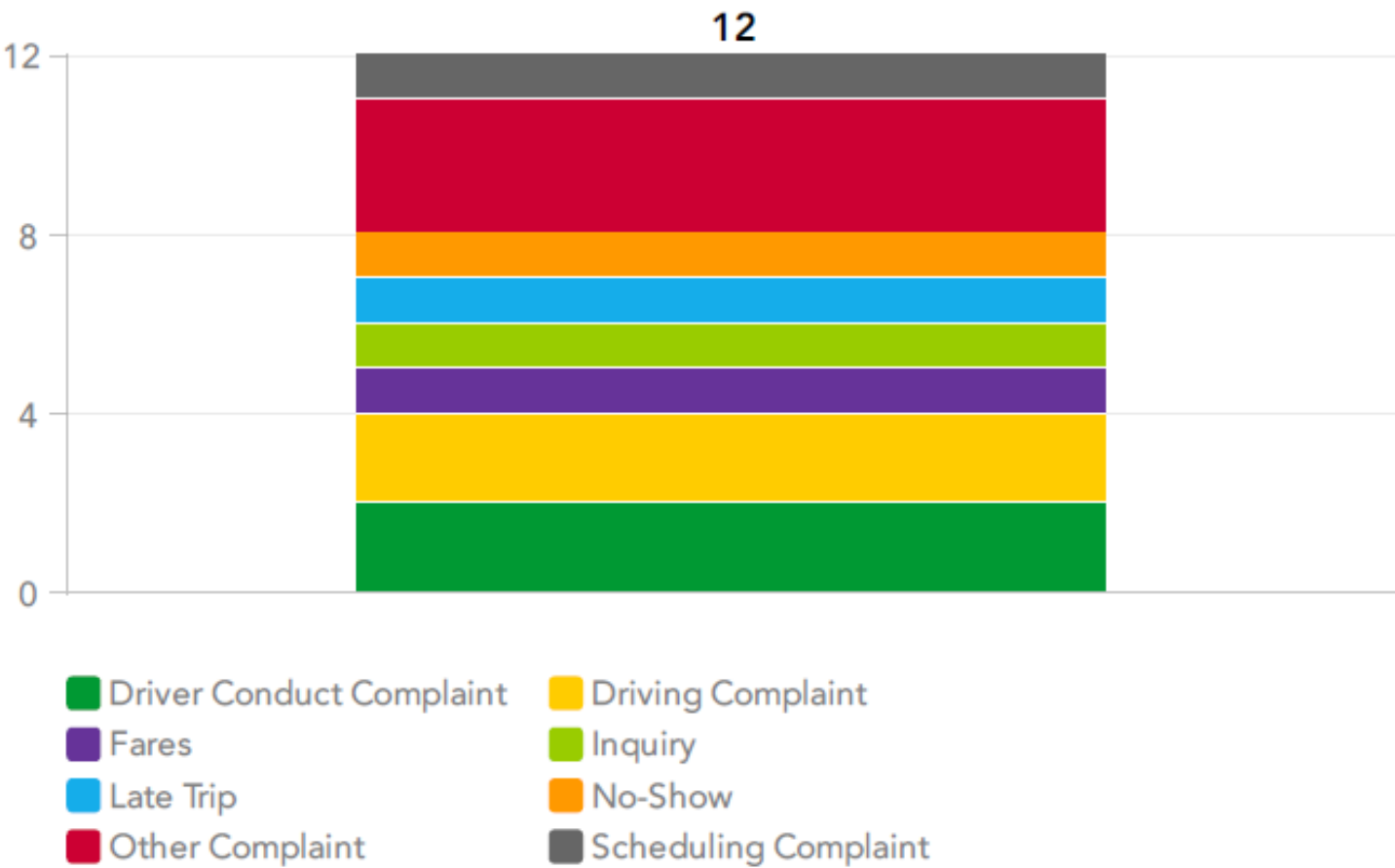
September 2026



Marin Access Feedback

In September, there were **12** complaints for Marin Access.

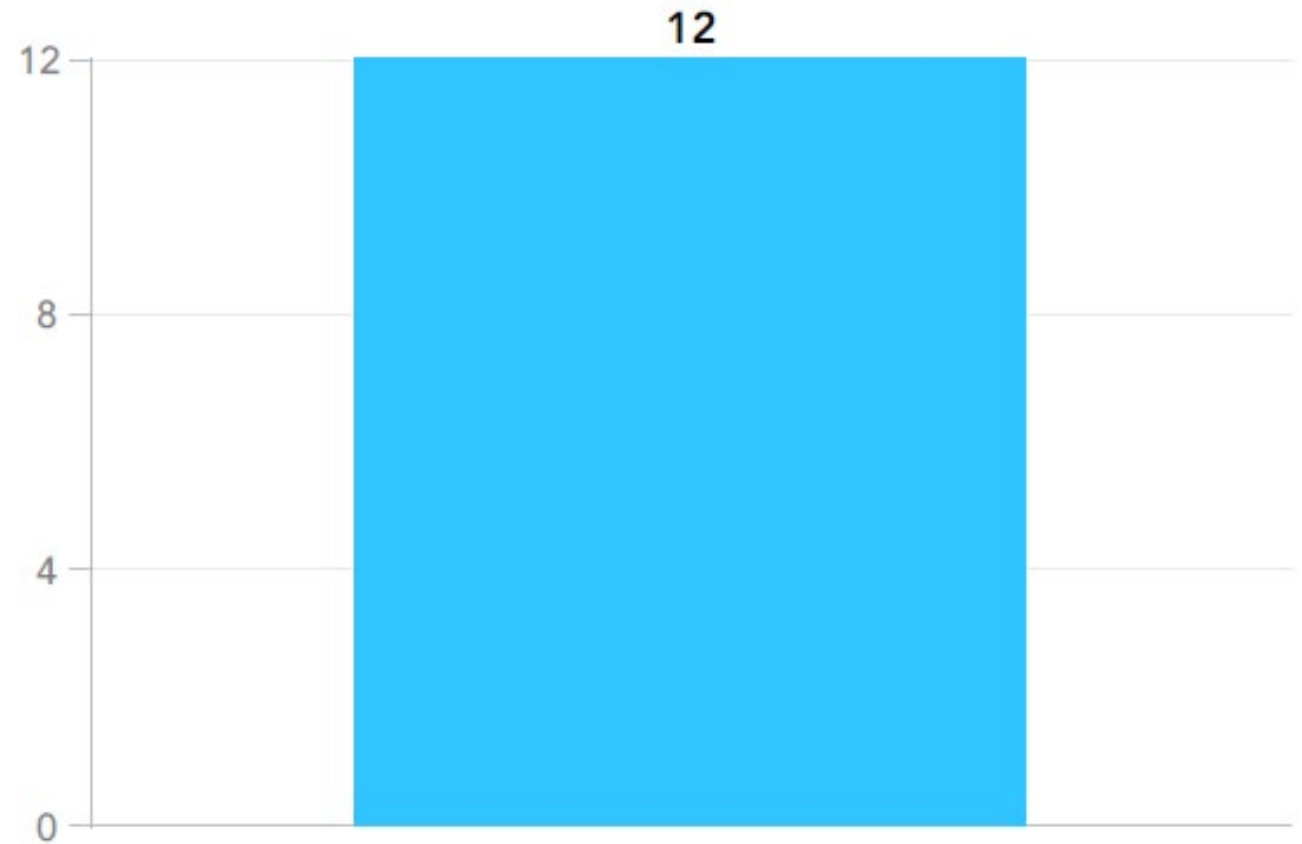
September 2026



Marin Access Feedback

In September, there were **12** commendations for Marin Access.

September 2026



Thank you