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September 14, 2026

Marin Transit Board of Directors Meeting

Supplemental Material: Additional Comments on Agenda Item Five



Date:	9/9/2026
Source:	Online Comment Form
Rider Type:	Marin Transit Local Bus Service
Fare Payment Method:	Clipper
Zip Code:	94903
Comment:	Switching everyone to Clipper should be the move, but we have to make sure that Cubic can be responsive to issues that will arise from the C2 migration, all while ensuring that our spanish-speaking neighbors (and other langugaes) are aware of the switch and eventual adoption. This includes app usage and filling up cards at the transit center/SMART stations

Date:	9/9/2026
Source:	Online Comment Form
Rider Type:	Marin Transit Local Bus Service
Fare Payment Method:	Cash
Zip Code:	94947
Comment:	Terrible proposal. I have one functional hand, right which balances on my cane, I use cash as it is the only way I can go. I am NOT capable of holding a clipper card or any form of a card !!!

Date:	9/9/2026
Source:	Voicemail
Rider Type:	Marin Transit Local Bus Service
Fare Payment Method:	Cash
Zip Code:	Unknown
Comment:	Hi, I was online and [saw] the number that was given to leave a comment about the fare policy proposal changes. I am not in favor of them. I don't want to be forced to use Clipper card. I stopped using Clipper card years ago because I was getting charged for fares that I didn't do, and then I wasn't getting refunds back in a timely manner. It was just an inconvenience, so I went back to using cash, and I prefer to use cash. Also, making it punitive that if you pay cash, then you don't get a transfer to complete your destination, that seems unfair, so



	that's why I'm calling. I'm not in favor of the fare proposal policy changes. I definitely don't want to be forced to use Clipper card. I fired Clipper card years ago, because I was being charged money that I didn't have, and I wasn't getting a refund, and it was just inconvenient. So, that's my two cents on that. My name is [redacted], my phone number is [redacted]. Thank you.
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Date:	9/12/2026
Source:	Online Comment Form
Rider Type:	Marin Transit Local Bus Service
Fare Payment Method:	Cash
Zip Code:	94941
Comment:	I strongly disagree with the discontinuation of free transfers for cash paying customers. The only way I can get to my destination is to take at least 2 buses. My cost will double.