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marin transit

Transportation Authority of Marin

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June 24, 2013

The Honorable Judge James Ritchie  
Marin County Superior Court  
P.O. Box 4988  
San Rafael, CA 94913-4988

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director  
supervisor district 2

Rich Treadgold, Foreperson  
Marin County Grand Jury  
3501 Civic Center Drive, Room #275  
San Rafael, CA 94903

Dear Honorable Judge James Ritchie and Foreperson Treadgold:

Attached is the response requested by the 2012/13 Marin County Civil Jury to the report entitled "Senior Transportation: On the Road Again". This is a coordinated response on behalf of the: Board of Directors, Marin Transit; Marin Transit's Community Mobility Manager; and the Chief Executive Officer, Whistlestop Wheels (Whistlestop Wheels is Marin Transit's contract provider of paratransit services). Also attached is the Agenda of the meeting of the Marin Transit Board of Directors during which the response was made available under the open meeting requirements of the Brown Act.

The Marin Transit Board of Director's response addresses all Findings and Recommendations in the report as well as providing a brief overview of the Senior Services provided by Marin Transit.

Thank you for choosing this very important issue as a topic for your Grand Jury report. Providing transportation today and in the future for Marin County's aging population is an important objective for Marin Transit.

Sincerely,

Barbara Heller  
President, Marin Transit Board of Directors



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San Rafael  
California 94901  
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Kathrin Sears  
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July 10, 2013

The Honorable Judge James Ritchie  
Marin County Superior Court  
P. O. Box 4988  
San Rafael, CA 94913-4988

Re: Grand Jury Report: *Senior Transportation: On the Road Again*  
Report Date: April 19, 2013

Dear Judge Ritchie:

On April 25, 2013, the Transportation Authority of Marin (TAM) received the attached report, *Senior Transportation: On the Road Again*, from the Marin County Civil Grand Jury. TAM's Chair, Alice Fredericks, received a transmittal asking for TAM to respond to a series of questions related to transit service in Marin.

TAM cooperated with Marin Transit regarding their reply to the Report as we believe we were not in a position to provide a response since the program is not under our direct purview. It is important to note that TAM's role is limited to coordinating the distribution of funds to Marin Transit that we receive through various revenue sources and that we neither initiated nor operate any aspect of the senior mobility program.

Attached is the Marin Transit response dated June 24 sent through Chair Barbara Heller.

We would be glad to answer any additional questions you may have. You may reach me at 415-226-0820, or [dsteinhauser@tam.ca.gov](mailto:dsteinhauser@tam.ca.gov)

Respectfully,

A handwritten signature in cursive script that reads 'D. Steinhauser'.

Dianne Steinhauser  
Executive Director  
The Transportation Authority of Marin

cc: Rich Treadgold, Foreperson, Marin County Grand Jury ✓  
David Rzepinski, General Manager, Marin Transit

**RESPONSE TO GRAND JURY REPORT FORM**

**Report Title:** *Senior Transportation: On the Road Again*

**Report Date:** April 19, 2013

**Public Release Date:** April 24, 2013

**Response by:** Marin Transit Board of Directors, including responses for the Community Mobility Manager and the Chief Executive Officer of Whistlestop Wheels

**FINDINGS**

- We agree with the findings numbered: 2,3,5,8,12,13,16,17
- We disagree wholly or partially with the findings numbered: 1,4,6,7,9,10,11,14,15,18  
(Attach a statement specifying any portion of the findings that are disputed; include an explanation of the reasons therefor.)

**RECOMMENDATIONS**

- Recommendations numbered 4,13,14 have been implemented.  
(Attach a summary describing the implemented actions.)
- Recommendations numbered 12,16 have not yet been implemented, but will be implemented in the future.  
(Attach a timeframe for the implementation.)
- Recommendations numbered 3,5,6,7,8,9,10,11,15,17,18,19 require further analysis.  
(Attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of publication of the grand jury report.)
- Recommendations numbered 1,2 will not be implemented because they are not warranted or are not reasonable.  
(Attach an explanation)

Date: June 24, 2014

Signed: \_\_\_\_\_

*Barbara Heller*

Number of pages attached 12

### Overview of Marin Transit's Senior Services

Marin Transit's primary objective is to provide traditional fixed route bus transit services to the residents and visitors of Marin County. Marin Transit carries out this mission through a network of transit routes throughout the county operated in a variety of sized vehicles to meet the specific needs of individual communities and neighborhoods. Bus service is available within a quarter of a mile of 80% of Marin County households. This traditional fixed route service is the primary means of public transportation for the majority of Marin County's seniors. Each month seniors over 65 take approximately 34,000 trips on Marin Transit's fixed route bus network, comprising 12% of the total ridership of the system. Traditional bus service is not only the most popular Marin Transit service for seniors, it is also inexpensive and the most cost effective form of public transportation provided by Marin Transit. The single senior fare throughout Marin County is \$1.00. Seniors can also purchase a monthly pass providing unlimited rides for \$25. The average cost to provide a fixed route bus ride on Marin Transit is \$4.36.

For individuals who cannot use fixed route transit for some or all of their trips due to disability, Marin Transit also provides complementary paratransit services. Paratransit service is a shared ride door-to-door van service operating all hours when regular bus service is available. The provision of this service for trips starting and ending within  $\frac{3}{4}$  miles of an operating bus route is mandated under the Americans with Disabilities Act which was passed in 1990. Although the requirement to provide paratransit service is specific to persons with disabilities, the largest segment of the disabled population in Marin County is seniors. Marin Transit provides its paratransit service through a contract with Marin Senior Coordinating Council (Whistlestop Wheels). Paratransit service is the most costly service for Marin Transit to provide; and it is more costly for customers as well. The fare for a paratransit ride anywhere within Marin County is \$2.00 (free for qualifying low income riders). The cost to Marin Transit to provide this ride is \$37.33.

Although the ADA only mandates service within  $\frac{3}{4}$  miles of an operating fixed route bus, Marin Transit chooses to provide service beyond that limit on an "as available basis". About 100 trips of this nature are provided each month at a fare of \$2.50.

With Federal New Freedoms Grant funding and the passage of Measure B in 2010, Marin Transit is able to augment its traditional fixed route and paratransit senior services with several senior transportation options that are not typically provided by public transit agencies. Using this grant funding, Marin Transit initiated two volunteer driver programs for seniors in early 2011: one serving rural Marin and the other urban Marin. These two programs currently provide a combined 1,000 rides per month. In each of these programs Marin Transit provides a subsidy of thirty-five cents per mile to volunteer drivers to offset the cost of providing the ride. These rides are free to the rider. The average per ride cost to Marin Transit to support a volunteer driver trip is \$15.34. Marin Transit also provides referrals to other volunteer driver programs throughout the county. Marin Transit's newest senior program is Catch-A-Ride, a subsidized taxi program. Marin Transit provides a \$14 (\$18 for qualifying low income participants) subsidy toward the cost of a taxi ride. This service started in September 2012 and is growing rapidly. The cost to the rider is dependent on the length of the trip. Over 90% of the rides

taken have been at no cost to the seniors as they have learned how far the discount will take them. The cost to Marin Transit for each trip is \$18.67.

Finally, Marin Transit, through its Mobility Management department, also offers other travel resources for seniors to support finding and using available transportation options. These include: travel training to teach seniors how to use the bus service and the new "Travel Navigator" program to help seniors identify their available transportation options based on their unique needs and location within the County. In the past year Marin Transit has hosted or participated in 18 travel training events with over 200 participants.

### Responses to Findings and Recommendations

#### **Paratransit and Medical Transportation**

F1. The time spent waiting to be picked up and dropped off by Whistlestop transit is unnecessarily lengthy and fatiguing for frail seniors. Consequently, a trip to the doctor can needlessly consume an entire day.

*Similar to Marin Transit's fixed route public transit, the paratransit (operated on behalf of Marin Transit by Whistlestop Wheels) is a shared ride service. As such customers can expect more waiting than if they were taking an individual ride or a trip on a fixed route bus. The extra time waiting for the vehicle and on the vehicle is necessary to ensure that the most rides are provided with the available funds. When scheduling a paratransit trip, customers are given a 30 minute pick-up window. Ninety-four percent of passenger pick-ups occur during the window. The average trip time on a paratransit vehicle is 30 minutes. The average trip length is 8 miles.*

***Agree that time spent waiting can be fatiguing for frail seniors, disagree that it is unnecessary and needless as it is a function of the type of shared ride service being provided***

F2. The lack of Whistlestop service to East San Rafael, as well as to West and Northwest Marin lessens the ability of seniors in those areas to remain independent and healthy.

*The Americans with Disabilities Act (ADA) requires public transit agencies such as Marin Transit to provide paratransit service within ¼ miles of an active fixed route service. Consequently neighborhoods that are not well served by fixed route are not required by law to have paratransit service. However, Marin Transit goes beyond the requirement of the ADA by providing trips beyond the ¼ mile limit on a space available basis. Additionally, eligible seniors throughout Marin County can now use Marin Transit's Volunteer Driver and Catch-A-Ride programs. In West Marin, Stagecoach Routes 61 and 68 deviate within ¼ mile from their fixed alignments to provide paratransit services. In addition, Route 61 will deviate beyond the ¼ mile in Bolinas to serve the Medical Clinic on the Mesa. In Northwest Marin (Tomales and Dillon Beach) Marin Transit, through Whistlestop Wheels, provides a weekly shopping shuttle to Petaluma and is currently pursuing a grant to provide a new five routes a day bus service between Tomales/Dillon Beach and Petaluma.*

***Agree that services are more limited in East San Rafael, West and Northwest Marin.***

F3. The perceived shortage of viable alternatives to Whistlestop service for medical and dental appointments affects the health of seniors by curtailing their access to health care.

*For seniors who can access bus services, many routes serve medical and dental facilities throughout the county. Additionally, paratransit service is not prioritized by trip purpose so medical and dental trips can be made on paratransit for eligible seniors. Volunteer Driver and Catch-A-Ride are also available for these trips.*

**Agree that many seniors perceive that they do not have viable transportation to medical and dental services which would point to a need for ensuring that medical and dental providers are targeted for information on Marin Transit's available programs.**

F4. There is an overreliance on a patchwork quilt of volunteer driver programs. Private vehicles are not always wheelchair accessible, the burden of finding a driver rests on the elderly passenger and, as Marin's population ages, the pool of volunteers may shrink as volunteers themselves age into passengers.

*In addition to Marin Transit's two volunteer driver programs there are a number of other volunteer driver programs throughout the county most of which serve a specific population or need (e.g. cancer treatment). Marin Transit is working with a number of these programs both to support their operations by providing volunteer driver software and possibly grant funding for growth and to promote their services, currently through a shared brochure and soon through the Travel Navigator program.*

**Disagree. A myriad of volunteer driver programs allows for a variety of models so that there is something to meet all the varied needs of the seniors. Some programs rely on seniors selecting their own volunteers and others provide volunteers.**

#### **Impact on Quality of Life**

F5. Lack of weekend shuttle service impairs the ability of seniors to maintain their independence as well as their ability to access medical care in emergencies.

*Although service levels are lower than weekdays, nearly every area served by fixed route during the weekday is also served during the weekend. The only exceptions include portions of Marin City, Larkspur (Sundays only), and Terra Linda where routes 29, 222, 257, and 259 operate. Marin Transit's August 4, 2013 service change will provide new weekend service on Route 259 to Terra Linda, a new weekend Route 28 to Larkspur/San Anselmo and significantly improve service levels in the Tiburon Peninsula on route 219. Additional requests for weekend service will be evaluated as they arise. Although Marin Transit strives to provide a high level of service, it is not intended as emergency transportation.*

**Agree. Marin Transit, as funding becomes available, will expand weekend Shuttle service to meet demand.**

F6. Difficulty in shopping for groceries and providing adequately for their nutritional needs adversely affect the health of seniors.

Approximately 77% of seniors (by census block) are within ¼ mile of existing bus service. 80% of major trip generators, including shopping venues are within a ¼ mile of a transit route. Seniors who cannot access fixed route are likely eligible for other Marin Transit senior programs to meet their shopping needs. Additionally, Marin Transit provides weekly or bi-weekly shopping shuttles through Whistlestop Wheels for the following locations: Martinelli House (San Rafael), Marin Valley Mobile Home Park (Novato), Rotary Manor (San Rafael) and Dillon Beach weekly.

**Partially agree. For active seniors, fixed route transit can be an excellent way to get around to shopping and other life activities, and can even promote good health through walking to and from the bus stop. For less active seniors, Marin Transit provides other transportation options as described in this report. However, for the most frail elderly, riding public transit of any kind coupled with transporting of goods such as groceries is likely too much of a burden for these seniors. Other senior service programs, such as Meals on Wheels, may be a better option.**

F7. Obstacles to the purchase of basic consumer goods have a negative impact on the ability of seniors to maintain their quality of life.

See above response to F6.

#### **Access to Public Transportation**

F8. Marin Transit or Whistlestop vans should be made available to transport healthy seniors living on central and southern Marin's secluded hillsides to the closest public transit stops.

*Paratransit vans are available to eligible seniors within ¾ miles of a bus stop and are an excellent option for seniors to use to access the bus stops. Eligible riders beyond the ¾ mile boundary can also use paratransit services on an "as-available" basis to access bus stops. Many seniors who are eligible for Catch-A-Ride have found that taking a taxi to the nearest bus stop can even be done within the \$14 subsidy.*

**Agree that paratransit and other Marin Transit services should be used in combination with fixed route services to maximize senior transportation options.**

F9. Senior residents of Marin City's housing projects should have improved access to the Marin City transit hub.

*See response to F8 above. A good deal of the Marin City community is within a quarter mile distance of the Marin City transit hub which is a feasible walk for active seniors (particularly those living in the lower hills). For seniors who cannot make the walk, Marin Transit provides hourly, weekday shuttle service to seven stops within the community located on Cole Drive and Drake Avenue. These stops serve many of Marin City's housing projects including the Marin City Senior Center where the service pulls into the parking lot to improve access to this location. In addition, the Catch-A-Ride program can be used by seniors to complete the first / last quarter mile of their trip with door-to-door access to the Marin City transit hub.*

**Partially Agree.** Senior residents in Marin City have a number of options for accessing the transit hub. However, not all streets in Marin City are suitable or have enough ridership to warrant daily fixed route shuttle service.

F10. Senior residents living east of the Montecito Shopping Center (areas of Loch Lomond and Peacock Gap) need greater access to public transportation.

*As funding for public transit is limited Marin Transit continually evaluates requests for new transit services based on: the potential ridership, the appropriateness of the area for bus service, and the overall desire of a neighborhood to have bus service. Analysis done by the District as part of the 2012 Short Range Transit Plan shows that these areas have a relatively low propensity for potential transit use which is derived from a function of demographics and population/employment densities. Additionally, the street network in these neighborhoods is not well suited to fixed route bus transit. A consequence of a lack of bus service is that this neighborhood is not covered under the mandated ADA paratransit. However senior residents east of Montecito Shopping Center can use paratransit on a space available basis as well as Volunteer Driver and Catch-A-Ride.*

**Partially Agree.** This neighborhood is not served by bus service however; greater access may not be feasible based on the current street network and overall demand for bus service.

F11. Senior residents living in Novato east of Highway 101 (Bel Marin Keys, Bahia and Black Point) need greater access to public transportation.

*The neighborhood east of Highway 101 in Novato is served by Novato Dial-A-Ride, a general public pre-scheduled van service which operates Monday through Friday from 7:30 am to 11:00 and 3:00 pm to 6:00 pm, and weekends from 9:00 am to 5:00 pm. Service levels on the Dial-A-Ride will see further expansion in August of 2013. All residents of Novato are eligible to use this curb-to-curb service for trips within Novato.*

**Disagree.** Novato Dial-A-Ride provides a high level of service within the City of Novato and connections to buses travelling elsewhere in the county.

F12. West Marin seniors, including those in Northwest Marin should have additional transit options within West and Northwest Marin towns and between those areas and the rest of the county.

*As funding for public transit is limited Marin Transit continually evaluates requests for new transit services based on: the potential ridership, the appropriateness of the area for bus service, and the overall desire of a neighborhood to have bus service. In response to requests for service from residents of Northwest Marin, Marin Transit has recently submitted a grant application to the Caltrans Rural Intercity Bus Program requesting funds for a pilot project to provide five daily trips between Tomales and Petaluma. This is the second grant request that Marin Transit has made in an attempt to fund this project.*

**Agree if funding is available and ridership is adequate to justify the service.**

## Information and Outreach

F13. Despite the outreach efforts of transit providers to inform seniors about transportation options, a general lack of knowledge about the range of transportation alternatives continues to remain and therefore, impacts the ability of seniors to preserve their independence.

**Agree.** *Marin Transit relies on a number of methods for getting the word out about senior transportation programs including making presentations at senior venues, providing a website and phone line dedicated to programs for seniors and the disabled, authoring articles for local and national publications on Marin County's senior programs, and hosting and participating in countywide committees focused on Senior services. Despite these efforts, until a senior is ready to give up their car, it is unlikely that they will look for alternate forms of transportation. Without some interest on their part to explore transportation options, it is difficult to educate all seniors on the available programs.*

### Catch-A-Ride Taxi Subsidy Program

F14. The application process to enroll in the Catch-A-Ride taxi program is too difficult and complicated for that large subset of elderly seniors who either don't own computers or are not computer literate.

*In addition to downloading the application form from the Marin Access website, enrollment can be done over the phone, on a paper application that can be mailed out, and in person at various senior events.*

**Disagree.**

F15. The application process to enroll in the Catch-A-Ride taxi program is too difficult for many non-English speaking seniors who hesitate to call for information and/or an application because of a language barrier. Moreover, the Marin Access website does not offer translations from English. Marin Transit's website does not consistently provide translations. For example, the Paratransit Riders Guide is available only in English.

*Although Marin Transit has provided presentations to senior audiences in both Spanish and Vietnamese, reaching non-English speaking riders can be a challenge. Marin Transit has recently received a grant to include and involve limited English and non-English speaking Hispanic and Vietnamese seniors and persons with disabilities into the planning process as well as reaching out to these communities in their own language and in culturally appropriate ways to facilitate increased usage of Marin Transit's programs and services. All text on the Marin Transit website can be translated into one of 14 languages using the "select language" feature in the upper right corner of all webpages.*

**Partially agree.** *Improving access to information for non-English speaking seniors is a priority for Marin Transit.*

F16. The Catch-A-Ride program's age requirement of 80 years for healthy seniors excludes many who are neither frail nor disabled but who would also benefit from their program.

*Catch-A-Ride is available to all seniors over the age of 80 and to seniors over the age of 60 who do not drive. In the next few months, Marin Transit will add a component to Catch-A-Ride to provide the service to younger individuals with disabilities which will make more individuals under 80 eligible for the program. However, while expanding the automatic eligibility to younger seniors may be appropriate, as with all Marin Transit programs, this program has limited funding, and so expansion can only be done if the program funding can support a larger enrollment.*

***Agree that there are seniors who are currently ineligible who would benefit from the program. However, program expansion is dependent on available funding.***

F17. The Catch-A-Ride program's advance registration time excludes those who have last minute appointments or medical emergencies.

*Catch-A-Ride currently requires a three hour advance reservation. Marin Transit is considering reducing the advance reservation time to two hours. However, Catch-A-Ride is not designed for emergency medical transportation. In cases of emergency seniors should always call 911.*

***Agree that the advance reservation time makes Catch-A-Ride an inappropriate choice for medical emergencies.***

F18. The Catch-A-Ride's \$14/\$18 voucher for a one-way trip places an undue financial constraint on the distance some seniors might travel.

*As with the eligibility limitations, the limitations on the value of a voucher are based on the program's financial constraints and a desire to provide the service to a larger segment of the population. A way of maximizing the value of the Catch-A-Ride voucher is to take the taxi trip to the nearest bus stop and complete the journey on a fixed route bus.*

***Disagree. Catch-A-Ride is not designed to meet all possible travel needs of seniors. It is one of several services provided by Marin Transit that together increase senior mobility.***



June 25, 2013

The Honorable Judge James Ritchie  
Marin County Superior Court  
P.O. Box 4988  
San Rafael CA 94913-4988

Dear Judge Ritchie:

I am contacting you regarding the Grand Jury report, "Senior Transportation: On the Road Again", released to the public on April 24, 2013, and the response to the report being submitted by Marin Transit.

While the Marin Senior Coordinating Council, dba Whistlestop, operating as a 501(c)(3) nonprofit organization has no formal obligation to respond to the Grand Jury report, we did however work with Marin Transit staff on their response to the report. Therefore our response was incorporated into the Marin Transit response. It is our opinion that Marin Transit did an excellent job addressing the Grand Jury report's finding and recommendations.

Sincerely,



Joe O'Hehir, CEO

cc: Richard Treadgold, Civil Grand Jury  
David Rzepinski, General Manager, Marin Transit

**Whistlestop**

930 Tamalpais Avenue, San Rafael, CA 94901-3325  
Marin Senior Coordinating Council, Inc.

415-456-9062 [www.whistlestop.org](http://www.whistlestop.org)



## RECOMMENDATIONS

### Paratransit and Medical Transportation

R1. Whistlestop Wheels reduce the time spent waiting for Whistlestop service by using more reliable and accommodating scheduling.

*Will not be implemented – Marin Transit uses a state of the art scheduling program for its paratransit program (provided through a contract with Whistlestop Wheels), however, the shared ride nature of the service and the ADA mandate to accommodate all eligible ride requests inevitably results in some waiting time.*

R2. Marin Transit and Whistlestop Wheels initiate local paratransit service to East San Rafael and to West and Northwest Marin.

*Will not be implemented beyond existing service levels – There is no available funding to expand the paratransit program beyond its current limits. However, residents of East San Rafael may schedule paratransit rides on a space available basis, residents of West Marin are able to request the Stage bus to deviate up to ¼ mile from its designated route to pick up eligible riders. Eligible seniors in all of these locations have access to the Volunteer Driver and Catch-A-Ride (based on taxi availability) programs.*

R3. Marin Transit and the Transit Authority of Marin (TAM) support additional medical appointment shuttles by partnering with Marin General and Greenbrae-area medical clinics.

*Requires further analysis – Marin Transit has previously, unsuccessfully, partnered with Marin General to request grant funding for medical shuttles. Marin Transit will continue to work with medical facilities to identify new partnership and funding opportunities. Current financial resources are not available for such program.*

R4. Marin County's Department of Aging and Adult Services initiate a collaborative effort, such as the creation of a central database, among the patchwork quilt of community volunteer driver programs. Attempts should also be made to involve bilingual volunteers.

*Implemented – Marin Transit has prepared a brochure providing information on all known Volunteer Drive programs in Marin County. Additionally, Marin Transit is in the process of purchasing volunteer driver software which will be made available to all interested volunteer driver programs for use in managing their driver and customer databases.*

### Quality of Life Issues

R5. Marin Transit and TAM provide vans to support a weekend shuttle service transporting seniors to social, cultural and entertainment functions.

*Requires further analysis – Many weekend social, cultural and entertainment functions are accessible on Marin Transit’s existing family of services including the Community Shuttle program. Marin Transit staff is available to provide information and individual training to help seniors learn about and use these services. If specific venues are not accessible through the existing services, Marin Transit would have to evaluate whether existing services can or should be expanded to serve these locations based on ridership projections, the suitability of the street network for shuttle service, and the overall interest in the neighborhood for new bus service. It is important to note that as a recipient of federal funding Marin Transit is prohibited from providing charter service, even free charter service, and service to small groups of seniors as described above may not be allowable under federal regulations.*

R6. Marin Transit and TAM partner with area supermarkets to provide neighborhood shopping shuttles.

*Requires further analysis – Marin Transit provides a limited number of shopping shuttles already. Current financial resources are not available for such program.*

R7. Marin Transit and TAM collaborate with Northgate shopping center, Town Center, the Village and other large shopping malls to provide senior shopping shuttles.

*Requires further analysis – Marin Transit provides a limited number of shopping shuttles currently. Northgate mall is served by four fixed route bus lines with service every 15 minutes during the weekday and every 30 minutes during the weekend and is one of the most heavily used stops in the County. Town Center, including the Paradise bus pad, is served by seven fixed route bus lines with service every 10-15 minutes during the weekday and every 30 minutes during the weekend. The Village interior parking lot had been historically served with two shuttle routes but ridership did not warrant continuation of these services to this location. However, two routes continue to provide access to the Village along Tamalpais Drive.*

#### **Access to Public Transportation**

R8. Marin Transit and TAM supply fixed-route or on-call vans to transport seniors living in central and southern Marin’s isolated hillside neighborhoods to the nearest bus stop or transit hub.

*Requires further analysis - Funding for public transit is limited and consequently Marin Transit evaluates requests for new transit services based on: the potential ridership, the appropriateness of the area for bus service, and the overall desire of a neighborhood to have bus service. The existing Volunteer Driver and Catch-A-Ride subsidized taxi program currently performs this function and will continue to do so to meet the needs of seniors living in central and southern Marin’s hillside neighborhoods who wish to get rides to the nearest bus stop or transit hub. Marin Transit and TAM Planning staffs have ongoing discussions on similar transportation options and ideas and will continue to study the feasibility and explore possible funding sources.*

R9. Marin Transit and TAM provide fixed-route or on-call vans to enable seniors living in Marin City’s housing projects to travel to Sausalito and connect to other parts of the county.

***Requires further analysis – Marin Transit currently provides fixed route service from the Marin City transit hub to Sausalito. The existing Volunteer Driver and Catch-A-Ride subsidized taxi program can currently meet the needs of seniors living in housing projects who wish to get rides to the nearest bus stop or transit hub. Marin Transit would be interested in working with a volunteer driver to provide on-call van service to seniors in Marin City.***

R10. Marin Transit and TAM furnish fixed-route or on-call vans to enable West Marin and Northwest Marin seniors, to connect more easily to transit hubs in Fairfax, central San Rafael, and Petaluma.

***Requires further analysis - Funding for public transit is limited and consequently Marin Transit evaluates requests for new transit services based on: the potential ridership, the appropriateness of the area for bus service, and the overall desire of a neighborhood to have bus service. Marin Transit's West Marin Volunteer Driver program currently has the ability to provide rides to transit hubs. Marin Transit would be interested in exploring a partnership with a volunteer driver to provide on-call van service to seniors in West and Northwest Marin. Fixed-route service between West Marin and Petaluma is pending funding through a current grant application.***

R11. Marin Transit extend Novato's Dial-A-Ride model to other areas of Marin in addition to the Tiburon route currently under consideration.

***Requires further analysis - Funding for public transit is limited and consequently Marin Transit evaluates requests for new transit services based on: the potential ridership, the appropriateness of the area for bus service, and the overall desire of a neighborhood to have bus service.***

#### **Information and Outreach**

R12. Marin Transit publicize senior transit information, including Catch-A-Ride taxi brochures and the list of senior transportation options listed in this Grand Jury report, in a variety of locations in addition to retirement homes and traditional senior centers. Other venues might include shopping centers, adult education classes, recreational facilities and farmers' markets.

***Not yet implemented – Marin Transit will expand its outreach to include those locations above that are not yet included.***

R13. Marin Transit, when appropriate, publicize senior transit information in a variety of modes to include oral presentations, announcements, and videos. Information must be brought immediately and directly to the attention of seniors. Heed may not always be given to printed brochures, flyers, announcements, or notices in seniors newsletters, unless the information is specifically brought to their attention.

***Implemented – Marin Transit works through a variety of modes to publicize senior transportation options including presentations, announcements and videos.***

R14. Marin Transit translates all transit information, whether in print, on the website, or available by phone, into Spanish and other languages. As the non-English speaking population continues to increase,

so does the number of older immigrants in need of transportation services. Outreach efforts need to be diversified to connect with this growing population.

***Partially implemented - Marin Transit has recently received a grant to include and involve limited English and non-English speaking Hispanic and Vietnamese seniors and persons with disabilities into the planning process as well as reaching out to these communities in their own language and in culturally appropriate ways to facilitate increased usage of Marin Transit's programs and services. Marin Transit website text is available in 14 languages through a translation option in the right hand corner of each website page.***

R15. Marin Transit supply more complete senior transportation information on the website of the Division of Aging and Adult Services instead of referring seniors to the Marin Access telephone number. Include the "Marin Senior Transportation Options" section of this Grand Jury report.

***Requires further analysis – In addition to providing the phone number for Marin Access, the Division of Aging and Adult Services also provides a link to Marin Transit's senior transportation services on its website. By providing this information through a link to the Marin Access website they can ensure that they are always providing the most up to date information.***

#### **Catch-A-Ride Taxi Program**

R16. Marin Transit simplify the application process for the Catch-A-Ride taxi program by including an application form, both in Spanish and other languages, with each brochure rather than requiring seniors to either download an application or to call Marin Transit to request one.

***Not yet implemented.***

R17. Marin Transit lower Catch-A-Ride's age requirement to 75 to accommodate healthy non-driving seniors.

***Requires further analysis – Implementing any change to the program eligibility requirements will increase the cost of the program. With the program having been implemented less than a year ago, it may be possible to revisit eligibility requirements if funding permits.***

R18. Marin Transit reduce Catch-A-Ride's advance scheduling time to allow for last minute trips and emergency appointments.

***Partially implemented – Marin Transit intends to reduce the advance scheduling requirement from three hours to two hours, however, this service is not intended as a means of providing emergency medical transportation.***

R19. Marin Transit continue to increase the number of wheelchair accessible taxis as the Catch-A-Ride program expands.

***Requires further analysis – If demand for accessible taxi rides increase Marin Transit will explore with taxi providers to identify opportunities for funding to purchase new accessible taxis.***