

**ADVISORY COMMITTEE ON ACCESSIBILITY
(ACA)**

Meeting Minutes for Thursday, July 24, 2025



Location: Conference Room (Room 109), Administration Building, Golden Gate Bridge, Highway & Transportation District, 1011 Andersen Drive. San Rafael, CA 94901

Committee Members Present: Patti Mangels, Terry Scussel, Marcela Vargas, Craig Yates

Committee Members Absent: Jaime Faurot

District Staff Present: Jon Gaffney, ADA Compliance and Program Manager; Roberta Regan, Administrative Assistant, Planning Department, Carlena Natouf, Customer Relations Supervisor

Visitors Present: Mohamed Osman, Marin Transit; Kent Hinton, Transdev Inc.

1. **Roll Call and Introductions.** Patty Mangels called the meeting to order at 1:31 p.m. Members, staff and visitors introduced themselves.
2. **Approval of Minutes.** Meeting minutes were approved as written.
3. **Ongoing Business.**
 - A. **Marin County Local Bus and Mobility Management.** Mohamed Osman explained that some changes to Marin Transit's mid-day fixed route service had gone into effect.
 - B. **Marin Access/Paratransit Service (Regional and Local).** Mr. Osman announced that same day service began on the Marin Local Paratransit service. Kent Hinton stated that the fare for the same day paratransit was \$15.

Mr. Osman then mentioned that Marin Transit's Mobility Wallet program had changed eligibility requirements. Craig Yates stated that he had not received any information on the program. Mr. Hinton stated that information went out all paratransit eligible riders and said he would follow up with Mr. Yates to ensure he received that information.

Mr. Hinton discussed the paratransit statistics for the month of June 2025. He explained that there was a significant increase in calls for the month of June as a result of the program changes at Marin Access. He then went on to discuss staffing levels in the call center and announced the promotion of a couple members of his staff. Mr. Hinton also announced that Regional Paratransit service continues to see an increase in ridership from month to month.

Mr. Hinton announced that Marin Access Paratransit reached 30 consecutive days without an accident. This achievement was awarded by a day for staff where management prepared made-to-order pizzas.

4. New Business.

A. Review and Approval of Proposed ACA Bylaws. Jon Gaffney presented the proposed ACA bylaws changes to the committee. The changes included a three-year term for members as well as a clause that allows individuals to serve as a member on only one committee at a time at the District. The changes were unanimously passed. These changes will be made to the bylaws of all four committees.

B. Presentation – MASCOTS (Marin-Sonoma Coordinated Transit Service Plan)

Mr. Gaffney discussed the MASCOTS plan that was developed through coordination of all of the North Bay Transit Agencies (GGBHTD, Marin Transit, Sonoma County Transit, Petaluma Transit and Santa Rosa City Bus). He explained that these agencies performed an extensive review of the existing service north of the Golden Gate Bridge to eliminate any duplication of service and increase frequency and the over all rider experience. He stated that a proposal to change the existing service was developed with these principals in mind while remaining cost neutral. He announced that the process was in the public outreach phase and encouraged the committee to comment if they had any suggestions or concerns. Mr. Gaffney explained that the largest change for GGBHTD would be the cancellation of the Route 101 north of Novato. It was stated that this change would end GGBHTD Basic Fixed Route service north of Novato (though commute service would still be provided from Sonoma County to SF) as this service was duplicative of the service being provided by SMART.

Mr. Gaffney explained that the discontinuation of the Golden Gate Transit Route 101 in Sonoma County removed the paratransit obligation for the District in Sonoma County. However, it was stated that there is a commitment to keeping that service in place for those in need. No changes were proposed by the MASCOTS plan to the existing regional paratransit service. From the rider's perspective the service will remain the same.

Mr. Gaffney announced that GGBHTD would continue public outreach through August 2025 and then take a final recommendation to the District's Board of Directors in Fall of 2025.

5. ACA Member Announcements.

Patti Mangles asked how the general public can contact GGBHTD to comment on service levels and provide service suggestions. Carlena Natouf explained that individuals are encouraged to reach out to Customer Service by phone or through the website. All comments submitted are brought to GGBHTD's Planning Department for future service planning.

6. Public Comment.

Craig Yates asked about the Metropolitan Transportation Commission's (MTC) effort to assign Mobility Managers in each county. Mr. Gaffney explained that that effort was

ongoing and stated he would report any progress back to the group. Mr. Yates also asked about Marin Transit's Marin Mobility Consortium. Mr. Gaffney stated that the group was still meeting quarterly.

7. Adjournment.

Patti Mangles adjourned the meeting at 2:03 p.m. Members were advised that the next meeting would take place on October 16, 2025.