

**ADVISORY COMMITTEE ON ACCESSIBILITY
(ACA)**

Meeting Minutes for Thursday, October 16, 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: None

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

Visitors Present: Kyle French, Marin Transit; Kent Hinton, Transdev Inc.

1. **Roll Call and Introductions.** Patty Mangels called the meeting to order at 1:33 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.

Kyle French stated that he did not have an update for the group on Marin Transit service.

B. Marin Access/Paratransit Service (Regional and Local)

Kent Hinton gave statistical highlights for the paratransit program. He stated that there are fewer calls to the paratransit call center this year than there were last year. He then explained that there was an increase in calls to the Travel Navigator Department that coincided with program changes to the Marin Access Mobility Management Programs.

Mr. Hinton stated that Marin Access call center hold times remained under the two-minute contract-required threshold. He explained that ridership was down slightly for the Marin Local Paratransit service and on-time performance for the paratransit remained over 90% on-time for both Marin local and regional service. Jon Gaffney added that the regional paratransit service had more ridership this year than it did the previous year.

Mr. Hinton described to the committee some work that Mr. Gaffney had performed to adjust the travel times in the paratransit scheduling software in San Francisco. This work was done to better reflect actual travel times within San Francisco. Mr. Gaffney stated that it was his hope that these changes would lead to an increase in on-time performance for the regional service.

Marcela Vargas asked about vehicles that arrive early on the paratransit service. Mr. Hinton explained that the rider is not required to leave until 5 minutes after the beginning of their assigned pickup window, even if the vehicle arrives early.

Mr. Hinton then explained that Marin Access was experiencing some turnover in the call center. He stated that they were cross-training various staff to be able to enter reservations into the call center software when the call center is short-staffed to ensure hold times remained low. Patti Mangles asked about the staffing level for drivers. Mr. Hinton stated that Marin Access was almost fully staffed on drivers.

4. **New Business.**

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

Mr. Gaffney distributed a printout of the proposed changes for GGBHTD and Marin Transit under MASCOTS. He explained that the changes were going to the District's Board of Directors for approval at their meeting on October 24, 2026. He stated that the changes are focused on increasing frequency of service without increasing cost and eliminating service duplication between the various service providers in the North Bay. He mentioned that the largest change to the service is the proposed elimination of Route 101 north of Novato. He also stated that the Route 580 would no longer travel along the frontage road in San Rafael, which would speed up the travel time of the route significantly.

Mr. French gave an update on Marin Transit's service changes under MASCOTS. Ms. Vargas asked about changes to east/west travel. Mr. Gaffney stated that east/west travel was not studied directly in the MASCOTS analysis. Ms. Vargas stated that Bel Marin Keys was not served by fixed route. Mr. French said he would take that feedback under advisement.

Mr. French stated that Marin Transit would be holding an outreach event on the MASCOTS changes with the Canal Alliance on October 22, 2026. Mr. Gaffney mentioned that GGBHTD would also be holding outreach events in the community to discuss the changes.

Mr. Gaffney stated that there was a commitment to continue providing regional paratransit service to Sonoma County even though that service would no longer be mandated with the elimination of Route 101 north of Novato.

A. Committee Applications / Membership Update

The committee discussed the ongoing difficulty in recruiting new members for the committee.

5. **ACA Member Announcements**

Ms. Vargas asked how individuals with disabilities access the fixed route bus in Marin. Mr. French explained that all the vehicles either have lifts or ramps. He stated that the lifts /ramps are for use by any passenger whether they use a mobility device or are ambulatory.

6. Public Comment.

No public comment was provided.

7. Adjournment.

Patti Mangles adjourned the meeting at 2:04 p.m. Members were advised that the next meeting would take place on January 15, 2026. That meeting was later canceled.