



## **Marin Access Catch-A-Ride Pilot Program**

This document details the policies and procedures related to the Marin Access Catch-A-Ride Pilot Program and contains the following sections: Program Overview, Eligibility, Voucher Selection, Fares, Accessibility, Program Rules, Using a Paper Voucher, Using Digital Vouchers, Customer Service, and Questions.

### **Program Overview**

In July 2023, Marin Transit introduced an enhanced Catch-A-Ride pilot program where riders receive paper or digital vouchers to use for their trips. The Catch-A-Ride pilot program is a user subsidy program where Marin Transit partners with multiple vendors/providers to offer a financial subsidy for eligible riders. Marin Transit only subsidizes rides and/or administers the Catch-A-Ride pilot program. Drivers and other employees for this program are not employees or agents of Marin Transit. Trips are provided on an “as available” basis and continuation of the program is contingent upon funding and can be cancelled anytime without notice.

Please note that the Catch-A-Ride pilot program is not ADA Paratransit Service or a replacement for this service. Participation is optional and riders are not required to use this program; riders are voluntarily participating in the pilot program.

### **Eligibility**

The Catch-A-Ride pilot program is available to residents of Marin County that are age 65 and older or that have been determined to be eligible for Marin Access Paratransit. To use the program, riders must have submitted all required documentation for Marin Access Mobility programs which includes submitting proof of age and address. This documentation is required of all riders that wish to use Marin Access Mobility programs and is not waived in the event a rider has been determined eligible for paratransit.

All riders must complete a voucher selection form and opt-in to the program. As part of the voucher selection process, riders agree to:

- Hold harmless and fully indemnify Marin Transit, its officers, directors, agents, employees, and volunteers, as well as any and all organizations, agencies, or individuals who provide funding to or otherwise support the program, from and against any and all claims, proceedings, actions, liability and damages (including

attorney's fees and costs) due to property damage or injury or death to the rider or others arising out of or in any way connected to participation in the program, including, but not limited to, any failure to equip or maintain the safety of the adaptive equipment or service animal that the rider may require for mobility.

- Abide by all policies and program guidelines established by the provider and Marin Transit and acknowledge that failure to abide by these policies may result in the termination of the riders participation.
  - Lyft's terms, conditions, and policies can be found at [www.lyft.com](http://www.lyft.com).
  - North Bay Taxi's terms, conditions, and policies can be found at [www.northbaytaxi.com](http://www.northbaytaxi.com)
  - Uber's terms, conditions, and policies can be found at [www.uber.com](http://www.uber.com).

The voucher selection form can be found at [www.marintransit.org/catch-a-ride](http://www.marintransit.org/catch-a-ride).

## **Voucher Selection**

Riders have the option to select paper, digital, or mixed (50% paper, 50% digital) vouchers for their trips. Paper vouchers can be used for trips with a traditional taxi provider and digital vouchers can be used for trips with Uber or Lyft. Riders will receive vouchers each quarter (three-month period). Vouchers must be used during that quarter and do not roll over to future quarters.

For existing Marin Access riders, visit [www.marintransit.org/catch-a-ride](http://www.marintransit.org/catch-a-ride) or contact the Travel Navigators to make your voucher type selection (see contact information below). For new Marin Access applicants, the voucher selection will be made during the eligibility process.

## **Fares**

For each trip, the rider will pay a \$5 base fare, the voucher will cover the next \$20 and the rider will be responsible for all costs above \$25. This is a higher subsidy amount than the current program to allow for longer trips.

Riders eligible for the Marin Access Fare Assistance program will not have to pay the base fare; the voucher will cover \$25 towards the total fare and riders will be responsible for all costs above \$25. Riders eligible for the Marin Access Fare Assistance program will also receive 10 additional long-distance (\$40 each), one-way vouchers each quarter.

Fares for paper vouchers are determined based on the taxi meter. When booking a trip using a paper voucher, riders will receive an estimated fare amount. The actual fare will be based on the meter and will vary based on wait times and necessary route changes.

Fares for digital vouchers are based on Uber / Lyft rates and will vary based on time and distance traveled. The fare estimate will be displayed as the rider books their trip.

## **Accessibility**

Marin Transit is committed to making all Marin Access programs and services fully accessible. Marin Transit will monitor this program throughout the pilot to ensure the service is fully accessible and that our providers comply with all local, state, and federal regulations, including the Americans with Disabilities Act (ADA).

Marin Transit has leased an accessible vehicle to our taxi partner, North Bay Taxi, to ensure that riders using a wheelchair or mobility device - have access to this program.

## **Program Rules**

- Only one voucher can be used for each trip. Each voucher covers a one-way trip from one origin to one destination. If you make any stops in between, those are considered separate one-way trips.
- All trips must either start or end in Marin County.
- Riders may bring guests on the ride at no extra cost, subject to vehicle seating limitations, as long as the guests board and alight at the same origin and destination as the rider.
- Vouchers are distributed on a quarterly basis (every 3 months). Riders will not be given additional vouchers if they run out before the quarter ends.
- Vouchers must be used in the quarter they are issued for and do not roll-over or accumulate from quarter to quarter.
- Vouchers cannot be combined, transferred, or exchanged for cash. If the voucher amount is more than the fare, the rider will not receive change.
- Requests for replacement of vouchers that are lost or misplaced will be evaluated on a case-by-case basis. To report lost vouchers, contact the Travel Navigators.
- Rides are provided on an as-available basis. Every effort will be made to provide the rider with the trip you request, but in some situations no ride may be available.
- These vouchers are for the rider only. Riders are not allowed to book trips or use Catch-A-Ride vouchers on behalf of others.

## **Using a Paper Voucher**

- When using Catch-A-Ride, all riders must adhere North Bay Taxi's terms, conditions, and policies as shown below and found at [www.northbaytaxi.com](http://www.northbaytaxi.com).

- To schedule or cancel a trip, call (415) 454-0902 and select option 5. Trips can be booked for the same day or up to seven days in advance.
- When booking a trip, provide your first and last name, the complete address that you are traveling from and to, and the date and time you would like to travel.
- If you need a wheelchair accessible vehicle or are traveling with a mobility device or service animal, please let us know when booking.
- When booking, you'll receive an estimated fare amount. The actual fare will be based on the meter and will vary based on wait times and necessary route changes.
- If you need to cancel your trip, please call (415) 454-0902 at least two hours in advance.
- Riders must present the voucher to the driver and pay any remaining fare before exiting the vehicle.
- Riders must be ready when the vehicle arrives. Drivers are only allotted five minutes to make their pick-ups. If you are not ready to leave within five minutes of the vehicle's arrival, the driver may have to leave without you in order to be on time for the next passenger.
- Riders that do not board the vehicle within five minutes of the vehicle's arrival are considered a no-show. Riders demonstrating a pattern and practice of no-shows may result in a loss of your ability to use Catch-A-Ride.
- If you find yourself running late, call Catch-A-Ride as soon as possible. The scheduling and dispatch team will try to adjust the schedule to accommodate you.
- When boarding the vehicle, you must show your ID and the voucher to the driver. Riders without identification matching the voucher will not be permitted to ride.
- Catch-A-Ride is a curb-to-curb service; the driver will not come to your door or assist with carrying packages. Drivers will provide boarding assistance for those boarding using the lift.
- Riders are limited to four carry-on bags or packages, with each package no heavier than twenty pounds. Riders that bring items on board that exceed this policy will not be permitted to ride.
- Tipping is optional and at your discretion. Tips cannot be paid using any excess voucher amount.

### **Using a Digital Voucher**

- When using Catch-A-Ride, all riders must adhere Uber's or Lyft's terms, conditions, and policies as shown below and found at [www.uber.com](http://www.uber.com) or [www.lyft.com](http://www.lyft.com).

- Digital vouchers will be displayed in your “wallet” within the Uber / Lyft app. Riders must have an Uber / Lyft account and a valid payment type saved in Uber / Lyft to use the digital voucher.
- To schedule a trip, open the Uber / Lyft app, input your origin and destination, and select a service type.
- Riders may use UberX, UberX Share, Uber WAV (for those that require a wheelchair accessible vehicle), or Uber Assist (for those that require additional assistance) when using Uber vouchers for their trips; riders may use Lyft when using Lyft pass for their trips.
- Catch-A-Ride is a curb-to-curb service; the driver will not come to your door or assist with carrying packages. Drivers will provide boarding assistance for those boarding using the lift.
- Riders are limited to four carry-on bags or packages, with each package no heavier than twenty pounds. Riders that bring items on board that exceed this policy will not be permitted to ride.
- Riders must be ready when the vehicle arrives. Drivers are only allotted five minutes to make their pick-ups. If you are not ready to leave within five minutes of the vehicle’s arrival, the driver may have to leave without you in order to be on time for the next passenger.
- Riders that do not board the vehicle within five minutes of the vehicle’s arrival are considered a no-show. Riders demonstrating a pattern and practice of no-shows may result in a loss of your ability to use Catch-A-Ride.
- Riders are responsible for any cancellation or no-show charges incurred as a result of cancelling or no-showing a trip after it is booked. Cancellation and no-show fees established by the provider can vary depending on several factors. Cancelling a trip promptly when not needed can help to minimize fees incurred to the rider.
- All fare payments for Catch-A-Ride trips taken using Uber digital vouchers will be paid for through the Uber application. Uber accepts all major credit/debit cards, Google Pay, Apple Pay, Venmo, Paypal, and Uber Gift Cards. Uber Gift Cards can be purchased with cash if needed at many major retailers. For more information on payment methods, please see more information from Uber:  
<https://help.uber.com/riders/section/payment-options-?nodeId=969a673b-e414-4fa4-a73b-297106d6cdc7>
- All fare payments for Catch-A-Ride trips taken using the Lyft Pass digital voucher will be paid for through the Lyft application. Lyft accepts all major credit/debit cards, prepaid cards, Google Pay, Apple Pay, Venmo, Paypal, and Lyft Cash. Visit

<https://help.lyft.com/hc/en-us/all/articles/7069764130> for more information on Lyft Cash. For more information on payment methods, please see more information from Lyft: <https://help.lyft.com/hc/zh-tw/all/articles/115013080408-How-to-add-or-update-payment-info>

- Tipping is optional and at your discretion. Tips cannot be paid using any excess voucher amount.

## **Customer Service**

Your feedback is very important to us. To provide feedback about your experience using Catch-A-Ride, please call (415) 454-0902 and select option 6. Alternatively, you may submit feedback via email to [travelnavigator@marinaccess.org](mailto:travelnavigator@marinaccess.org). We will review your comments and follow up within one business day.

## **Questions**

If you have any questions about this document or the Catch-A-Ride pilot program, please contact the Marin Access Travel Navigators by phone at (415) 454-0902 or by email at [travelnavigator@marinaccess.org](mailto:travelnavigator@marinaccess.org).