



CATCH-A-RIDE RIDERS GUIDE

Call 1-855-760-0920

To Schedule Rides

***Remember to Provide at Least 2 Hours' Notice Prior to
Your Desired Departure Time***

*Made Available Through Funds From
Marin County's Measure B*



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Introduction

Funded by Marin County's Measure B, Marin Catch-A-Ride is a program within the Marin Access family of services. This program was designed by Marin Transit and allows Marin residents who are age 80 and older as well as residents 60 and older who no longer drive, to receive a discount to ride on taxis and other Public Utilities Commission (PUC) licensed vehicles within Marin County. All transportation services are provided by independently owned and operated local taxicab service providers. The information in this booklet is subject to change as this is a pilot program and is still evolving.

Once eligible, you may call our centralized call center and set up transportation. This call center utilizes a mixture of live operators and voice recognition technology to efficiently schedule your rides. When you call in you will be given a list of options that will allow you to schedule your rides, check on the status of rides and leave feedback on the **program. Rides can be scheduled in advance or on the same day (with 2 hours minimum notice). Your** ride discount will be automatically deducted from the cost of your ride. There are no vouchers to keep track of or purchase. The process of applying your discount toward your ride, and keeping track of available rides are handled automatically for you.

Eligibility

Overview

Eligibility for Marin Catch-A-Ride is determined by Marin Health and Human Services in a partnership with Marin Transit. You may be eligible for this program if you are:

1. A resident of Marin County
2. At least 80 years of age
3. At least 60 years of age and unable to drive
4. Eligible for Marin Access Paratransit under the ADA (Americans with Disabilities Act)

**These eligibility criteria are subject to change. Please Call (415) 454-0902 to determine if these criteria are still current.*

Required Documents

To verify your age and residency within Marin County, we ask that you provide us with a copy of some form of identification (state identification issued in lieu of a driver's license, driver's license, or passport) during eligibility. If you are 80 year of age or older this is all we will need. If you are a non-driver between the ages of 60 and 80 you will also need to sign a statement declaring that you no longer drive.

Low Income Discount

Catch-A-Ride offers an additional discount for those who are low-income (based upon the Elder Economic Scale for those who are under age 60). If you think you might qualify for this additional benefit you can ask one of our eligibility specialists about qualifying.

Program Overview

Rides Per Month

All eligible riders of Marin Catch-A-Ride will be provided with eight (8) one-way discounted rides per month. Rides are tracked in a database operated by Marin Catch-A-Ride. There are no ride coupons or vouchers. When you schedule your ride Marin Catch-A-Ride will have contacted a local taxi company whose driver has been made aware of the discount and will subtract the appropriate discount from your ride.

Discounts are distributed on a per ride basis. No refunds will be issued to riders for rides costing less than your maximum discount. Discounts cannot be combined and do not accumulate from month to month. Two or more riders can ride together and split the cost of the ride but only one discount will be applied per ride (not per individual) (see “Tips for a Successful Ride” page 5). If you will be riding with other people be sure to tell the operator or the system the total number of people traveling in your party (up to a maximum of 4, based open availability of a large taxi).

Discounts

Marin Catch-A-Ride has two levels of discount. The standard discount is \$14 toward each ride. The remainder of the ride cost is up to you. The low-income discount for those who qualify (based on the Elder Economic Scale for Marin) is \$18 toward each ride.

Ride Costs

Your ride fare will be based on the mileage of your trip plus a per ride rate. Ride costs, beyond the discount, are due at the start of your ride and must be paid in cash (unless you have requested to make pay by credit card and a vehicle capable of taking credit cards is available). Tipping of drivers is recommended, but not required. Tips are the responsibility of the rider and cannot be paid out of excess discount. The taxi meter may still run in the taxi, but the amount you are asked to pay has been predetermined.

Preferred Providers

You may request a particular provider from among the participating local transportation companies when scheduling a pickup through Marin Catch-A-Ride. However, rides are provided on an as-available basis. If your preferred provider is performing other rides or is unavailable you may be presented with alternate pickup times or providers. It is your choice to accept these ride times and/or providers when your preferred option is not available. Marin Catch-A-Ride makes no promise of driver availability in all areas and at all times of the day. Though every effort will be made to provide you with the ride you request, in some situations no ride may be available.

Identification

Drivers are required to check your identification upon boarding to ensure they are picking up the correct passenger. You will not be allowed to ride without some form of picture identification. Please remember to bring your ID with you when you travel.

Package Policy

Passengers are limited to four carry-on bags or packages, with each package no heavier than twenty pounds. For your safety and the safety of the driver and others that may be on board the vehicle, if you are trying to bring items on board that exceed this policy, you will not be permitted to ride.

Scheduling a Ride

After completing the eligibility process you may call **1-855-760-0920** to schedule your rides. Please, **DO NOT** call the ride provider directly. Only rides scheduled by Catch-A-Ride at the above phone number will receive a discount. Calling a provider directly to have them pick you up will require you to pay the entire fare. Taxi services are subject to busy times and delays. It is recommended that you schedule your pick up time well in advance of any appointments so that you allow ample time for delays caused by traffic or if the taxi service provider is running behind schedule.

Calling in

To schedule a ride with Marin Catch-A-Ride simply call **1-855-760-0920** and provide the operator or the automated system with:

1. Your name (first and last)
2. The date you would like to ride
3. The origin and destination of your ride
4. The time in which you want to travel
5. A phone number where you can be reached for confirmation of the ride
6. The time of your return (if the ride is a roundtrip)
7. The number of people traveling
8. Whether you will be traveling with a mobility device (i.e. in a wheelchair)

Catch-A-Ride is available to schedule rides 365 days a year from 9 am until 6 pm. You must give the Catch-A-Ride scheduling system at least 2 hours advance notice to ensure a ride will be placed. Rides can be scheduled for any time of the day, but ride requests must be placed between 9 am and 6 pm. After receiving your request, Catch-A-Ride will contact the company you choose and book your ride. If you use the automated system, a confirmation call will be placed back to you once the ride is scheduled. This call will contain your confirmation along with the total cost of the ride. Should the ride you requested not be available Catch-A-Ride will call you to offer an alternative if one is available.

You may call the Catch-A-Ride system after hours to give feedback or to check on your ride by connecting to the local taxi provider. The system is capable of connecting you directly with the taxi dispatcher should you run into any problems with your ride.

Rider Responsibilities

At Catch-A-Ride, our goal is to provide you with the best rider experience possible. However, to provide this we also need a few things from you.

- 1) You must call between the hours of 9 am and 6 pm to schedule your ride.
- 2) You must give Catch-A-Ride at least 2 hours' notice to ensure your ride will be scheduled.

- 3) The Catch-A-Ride call taking system and the schedulers who arrange your rides with the taxi companies do not provide the transportation directly. If you have concerns about your ride, please call the Catch-A-Ride scheduling number (**1-855-760-0920**) and select "2" from the menu to speak directly to the taxi company. If you would like to provide feedback on your ride please call (415) 226-0855 to speak to someone at Marin Transit.
- 4) Make sure you are ready to be picked up at the time and location of your scheduled ride.
- 5) If you have to cancel or change your ride, be sure to do so at least 1 hour prior to the ride.
- 6) Not canceling your ride will result in a no-show being counted on your record. A no-show ride will be counted as one of your discounted rides for the month and a repeat pattern of no-shows could result in suspension from the program and/or billing for the cost of the no-show incurred by Marin Transit.
- 7) Keep track of your belongings. We cannot be responsible for lost items.
- 8) When riding with Catch-A-Ride please be sure to carry enough money to pay for your portion of the ride. If you are paying by credit card be sure to arrange that at the time of scheduling to ensure your driver will be capable of accepting credit cards (not all taxis are able to accept credit cards, this payment method is subject to taxi availability)
- 9) Do not participate in distracting, disruptive, illegal, dangerous behavior, or verbal abuse while riding Catch-A-Ride.

A violation of rules 8 and/or 9 of could result in refusal of service, and/or removal from the program, or arrest or fine depending on the behavior.

Complaint / Comment Procedure

It is important to note that Marin Catch-A-Ride does not provide your ride directly. Catch-A-Ride provides your subsidized taxi discount to the Taxi companies in order to make riding this form of transportation less expensive for Marin County's older adults.

We hope your experience riding Marin Catch-A-Ride is a positive one. However, should your experience be less than positive we would like to hear about it as-soon-as-possible. If you have a complaint /comment about a driver or the Marin Catch-A-Ride staff or a complaint /comment about the service in general call or write to:

Marin Transit
c/o Joanna Huitt
Mobility Planner

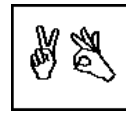
711 Grand Ave, Suite 110
San Rafael, CA 94901_
jhuitt@marintransit.org
415-226-0855

We also appreciate positive feedback. If you would like to share a positive experience you had using Catch-A-Ride, contact us with that as well.

Tips for a Successful Ride

1. Remember you must give Catch-A-Ride at least 2 hours to schedule your ride.
2. Remember to bring the Catch-A-Ride scheduling number (**1-855-760-0920**) with you when you travel (just in case there are any problems with your ride and you need to be connected to the Taxi provider).
3. Remember to bring cash to pay the driver for any ride costs beyond your discount. If you are paying by credit card be sure to state that at the time of scheduling to ensure your driver will be capable of accepting credit cards. Not all drivers are able to accept credit cards and, though upon request, we will try to arrange a ride with one who does, we cannot guarantee a driver with these capabilities will be available during your requested ride time.
4. You may travel with other people (even if they are not enrolled in the program) and split the additional cost (beyond the subsidy) with them. However only one subsidy can be applied toward every ride and you must tell Catch-A-Ride how many people will be traveling when you schedule your ride.
5. Tipping your driver is recommended, but not required.

Please DO NOT call a provider directly for a Catch-A-Ride trip. Rider discount will only be provided for trips authorized by and scheduled through Marin Catch-A-Ride.



Copies of documents are available in accessible formats upon request.
You may request them by calling (415) 226-0855.

All County public meetings are conducted in accessible locations. If you require American Sign Language Interpreters, Assistive Listening Devices or other accommodations to participate in a meeting, you may request them by calling (415) 226-0855 (voice) or contact the California Relay Service by dialing 711 to connect to the telephone listed above. Requests must be received no less than four working days prior to the meeting to help ensure availability. For additional information, visit our website at <http://www.marintransit.org>.