Dear Rider,

Thank you for your patience over the past year as Marin Access has adapted to new operating requirements and the changing needs of our riders during the COVID-19 pandemic.

As pandemic restrictions ease following the June 15th reopening, we look forward to continuing to serve you. Please be advised that all riders are still required to wear a face covering while using Marin Access services.

Until next time,

- Marin Access

Marin Access Rider Survey Results

Thank you for completing the 2020 Marin Access Rider Survey. Your responses provide valuable feedback that help us improve our programs. We received 287 responses submitted by mail, phone, or online.

Approximately 86% of respondents selected a rating of good or excellent for their satisfaction with ease of enrollment for Marin Access, on time performance, and driver courtesy. Based on your feedback, opportunities for improvement include improving referrals by Travel Navigators to other programs and streamlining the trip scheduling process for all programs.

Visit https://marintransit.org/service-performance-and-reports to see the full results of the survey. We look forward to hearing from you again in the next survey!
Marin Access Eligibility Renewal

In May 2021, the renewal process for Marin Access and the Low Income Fare Assistance program began. All eligible Marin Access participants were sent a renewal form by US mail. A second notice form was sent in mid-June.

The purpose of the form is to:

1. Allow riders to update contact and basic information that may have changed since they first applied for Marin Access. For your convenience, the information we have on file was pre-printed in section 1 of the form. Recipients were asked to update any information that had changed to ensure we have the most up to date information on file for you.

2. Allow participants in the Low Income Fare Assistance program to renew their eligibility by providing information about their Medi-Cal eligibility status OR information about their annual income.

3. Allow those that are not currently enrolled in the Low Income Fare Assistance program to apply.

The form included information about paratransit eligibility if applicable, but is not used for the purposes of paratransit recertification.

Recipients were requested to complete and return the form by June 15, 2021. This is particularly important for current participants of the Low Income Fare Assistance program. **Participants that submitted incomplete forms or failed to submit the form by June 15 may experience a brief interruption in their LIFA benefit.** If you received a form and have not yet returned it, please do so at your earliest convenience. If you would prefer to complete the renewal process by phone or need assistance completing the form, contact the Marin Access Travel Navigators by phone or email at (415) 454-0902 or travelnavigator@marinaccess.org.
Marin Access Professional Verification Form

The professional verifier should use this section to clearly describe the applicant’s condition and how it causes the applicant to be unable to independently use a fixed route lift-equipped bus some or all of the time. Forms that only name the condition, use medical abbreviations, or do not state why the applicant is unable to use a lift-equipped bus will require our team to follow-up with the applicant and/or professional verifier to collect additional information. This may cause a delay in processing the eligibility determination.

The professional verifier should use this section to indicate whether the condition is permanent or temporary. If temporary, the number of months the condition is expected to last should be included.

The Marin Access Paratransit Professional Verification Form is a key piece in all paratransit applications and must be filled out completely and accurately. Incomplete forms or those that do not provide the information as requested may result in delayed processing of a paratransit application. Resources to help applicants work with their professional verifier to complete this form are available at [www.marinaccess.org](http://www.marinaccess.org). If you need assistance or have questions about completing this form, contact the Marin Access Travel Navigators at (415) 454-0902 or travelnavigator@marinaccess.org.
## Important Phone Numbers

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| **415-454-0902**  
(Travel Navigators) | » Enroll for or ask questions about Marin Access  
» Ask general questions about your transportation options  
» Learn about the Low Income Fare Assistance (LIFA) program  
» **Se habla Español** |
| **1-855-760-0920** | » Use Catch-A-Ride to take a taxi ride and receive $14 towards each one-way ride you take, up to 10 trips per month. *Call at least 3 hours prior to your desired departure time.* |
| **415-454-0902**  
(East and West Marin) | » Reimburse a friend or neighbor who gives you rides in their personal car. |
| **415-454-0964**  
(Call Center) | » Schedule a ride with paratransit. *You must already be enrolled.* |
| **415-457-4630** | » Cancel a paratransit ride. |

Marin Access is a program of Marin Transit in partnership with Golden Gate Transit.

Thank you to our operational partners: MV Transportation, North Bay Taxi, West Marin Senior Services, and Whistlestop Wheels by Vivalon, without whom we could not provide these services.

Requests for accommodations may be made by calling 415-226-0855, 711 (TDD) or by e-mail at info@marintransit.org. Documents are available in alternative formats, upon request.

Para obtener acceso o solicitar una copia de boletín de Marin Access en español llame al 415-454.0902.