

MARIN ACCESS

a program of marin transit

newsletter

www.marinaccess.org | (415) 454-0902

Winter 2019/20



Dear Rider,

Over the past year, we've been reviewing fares and eligibility standards for Marin Access programs to ensure that we have the ability to continue to expand programs, invest in technological advancements, and improve the services we offer you, our riders.

Read through to see what we've been working on and please complete your 2019 Rider Survey to let us know how we are serving you! As always, thank you for riding and reading. Until next time,

– **Marin Access**

What's New

- » Learn about **Marin Transit's Fare Policy Proposal** on page 2.
- » Understand **how you can comment** on the Fare Policy Proposal on page 2.
- » Find **information about the Public Hearing** for Fare and Eligibility Policies on page 3.

Marin Paratransit Coordinating Council & Mobility Consortium

We want to hear from you! Join us and share your ideas for how we can improve Marin Access programs.

The **Marin Paratransit Coordinating Council** is your opportunity to give feedback about Marin Access paratransit. Our next meeting is on February 24, 2020 from 1:30 - 3pm at Transportation Authority of Marin, 900 Fifth Avenue, Suite 100, in San Rafael.

The **Marin Mobility Consortium** is where you can learn about what we're doing to improve mobility across Marin. Our next meeting is on February 5, 2020 from 10 - 11:30am at the Northgate Mall Community Room at 555 Northgate Drive in San Rafael.

For more information, visit <https://marintransit.org/events>

Paratransit Operations Appreciation Breakfast

In October, we celebrated the hard work and dedication of our Paratransit Operations Team with an Appreciation Breakfast. A special thanks to Whistlestop and Marin Transit for hosting, to PCC member and rider Naomi Butler for planning the event, and all of the volunteers who helped make this event a success.

The hardwork and dedication of our great team of paratransit drivers and schedulers deserve recognition every day; without them, paratransit would not be possible!

Marin Transit Fare & Eligibility Policy Proposal

Marin Transit recognizes the value of being able to choose between a variety of transportation options. To ensure that older adults and people with disabilities have a wide range of mobility options, Marin Transit offers the Marin Access suite of programs and services specifically designed to meet the needs of older adults and persons with disabilities. Marin Access programs include Paratransit, Catch-A-Ride, STAR & TRIP volunteer driver programs, travel training, and the Travel Navigators, your one-stop resource for transportation info!

Marin Transit staff recognize the need to expand programs, invest in technological advancements, and update fare and eligibility thresholds. In November, the Board of Directors reviewed a draft proposal to revise fare policies and update eligibility criteria for Marin Access programs and the Low-Income Fare Assistance program for older adults and those with disabilities. Marin Transit's Board of Directors unanimously voted to kick off the public comment period for the proposal on fares and eligibility policies. **Read on to learn more about the proposed changes and how you can comment on the proposal.**

PROPOSED POLICY CHANGES

- MARIN ACCESS LOW-INCOME FARE ASSISTANCE**
 - LIFA will **apply to all Marin Access programs**
 - Eligible clients will receive **\$20 of credit per month** effective July 2020 & **\$25 of credit per month** effective July 2023
 - Eligible clients can sign up for a **free fixed route monthly pass**
 - Clients **easily qualify** through income or Medi-Cal eligibility
- MARIN ACCESS ELIGIBILITY**
 - Eligibility standard will be updated to **65+ or ADA eligible** for all programs
- FARE CHANGES**
 - **Reduce fixed route monthly pass cost** by 50% for adults and by 20% for older adults and people with disabilities
 - **Eliminate** the 7-day pass
 - **Increase volunteer driver reimbursement** to \$.60/mile
 - **Increase Dial-A-Ride fare** to \$4 for adults & \$2 for older adults and people with disabilities
 - **Increase local paratransit fare** to \$3, effective July 2020 & \$4, effective July 2023
 - **Adjust Catch-A-Ride fare** to include a base fare of \$4 paid by the rider plus 100% of fare above \$18.00; **increase the number of Catch-A-Ride trips** per month from 8 to 10

Share your feedback with us!

🖱️ Visit our website at www.marintransit.org/farepolicy2019

📞 Call the Travel Navigators at 415-454-0902, *press option 2*

@ Email info@marintransit.org

👤 Join us at outreach events across the county

Need a same day ride? Try Connect!

Did you know that you can use Connect for same-day service? Connect is a great option for Paratransit and Catch A Ride users in Northern San Rafael! Connect is operated by Whistlestop and provides same-day, wheelchair accessible service.

To start riding, download the Marin Transit Connect app on your smartphone. If you don't have a smartphone, call (415) 454-0902 to set up an account or schedule a ride. To learn more about how to use your smartphone to use Connect and other transportation options, join us at a Tech Tips for Transportation class; more information can be found at www.technology4life.org/transit-tech.



Once you have an account, you can request same-day service within the service area and be picked up within a few minutes. We'll give you an estimated pickup time and plan a convenient route to your destination in one of our accessible Connect vans. You'll receive text message notifications about your ride, and will be able to track your ride in-real time when you use the app.

Marin Access clients receive a discount on per ride fares and monthly passes. Riders can pay through the app with a credit or debit card or by paying the driver cash when boarding the vehicle.

For those that haven't used Connect yet, **you may see changes coming to the program soon!** Throughout the pilot program we've collected feedback from riders, community partners, and others that use our services. In order to understand how to improve the service, riders have responded to multiple surveys and we learned that expanding the service area was the top request among all registered Connect riders. We will be proposing to expand the service area to include Downtown San Rafael and adjust the pricing structure early in 2020.

Visit connect.marintransit.org or call a Travel Navigator at (415) 454-0902 to learn more.

Notice of Public Hearing:

Marin Transit Fare & Eligibility Policy Proposal

Marin Transit will hold a public hearing on the proposal to change Fare and Eligibility Policies. **We invite you to share your ideas with us, comments provided before January 13 will help inform our Board of Directors.**

Provide comments online, by email or phone, or in-person at the public hearing. If you require language assistance, please notify us by Thursday, January 9, 2020.

Visit www.marintransit.org or call 415-226-0855 for more information

Time & Location

 Monday, Jan 13, 2020

 9:30am - 11:30am

 Marin County Civic Center
3501 Civic Center Drive,
Room 330, San Rafael



711 Grand Ave, Suite 110
San Rafael, CA 94901

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



A special thanks to our operators: Whistlestop, West Marin Senior Services, MV Transportation, and North Bay Taxi, without whom we could not provide these services.

Important Phone Numbers

Call...	If you need to...
415-454-0902 (Travel Navigators)	<ul style="list-style-type: none"> » Enroll in any program or ask questions about eligibility » Ask general questions about any of the programs » Register for Marin Transit Connect or request a ride
1-855-760-0920	<ul style="list-style-type: none"> » Use Catch-A-Ride to take a taxi ride and receive \$14 towards each one-way ride you take, up to 8 per month. <i>Call at least 3 hours prior to your desired departure time. You must already be enrolled.</i>
415-454-0902 (East and West Marin)	<ul style="list-style-type: none"> » Reimburse a friend or neighbor who gives you rides in their personal car.
415-454-0964 (Call Center)	<ul style="list-style-type: none"> » Schedule a ride with paratransit. <i>You must already be enrolled.</i>
415-457-4630	<ul style="list-style-type: none"> » Cancel a paratransit ride.

2019 Marin Access Survey

The Rider Survey enclosed with this newsletter is an opportunity to provide your feedback AND your chance to win a **Marin Access prize pack!** Mail in your survey by **March 1, 2020** to be entered in the raffle.

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

Para obtener acceso or solicitar una copia de boletín de Marin Access en español por favor visite al www.marinaccess.org o llame al 415-226-0855.