

MARIN ACCESS

a program of marin transit

newsletter

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

Winter 2020



Dear Rider,

What a year! Marin Access grew a lot in 2020 - updated fares & eligibility policies, new and updated programs, and we're still growing! Thank you for your patience as we continue to roll out changes and new features. We these changes have improved your experience using Marin Access and are making it easier for you to get around Marin.

While we cannot predict when this pandemic will end, we know that Marin Access is more crucial now than ever. We continue to monitor the ongoing COVID-19 pandemic and remain committed to ensuring your safety while using Marin Access.

Until next time,

- Marin Access

2020 Marin Access Rider Survey

Enclosed you will find the 2020 Marin Access Rider Survey. You have the option to either complete the paper survey and return it by mail (no postage required) or complete the survey online. To complete the survey online, visit www.marinaccess.org.

We encourage you to complete the annual rider survey. This is your opportunity to let us know how we can improve our programs and better serve you. As a token of appreciation for completing the survey you will be entered into our raffle for a Marin Access prize pack and your chance to **win \$100 in ride credit to use on Marin Access services!** To be entered in the raffle, simply complete and return your survey by mail or complete the survey online by March 1, 2021.

What's New

- » Learn about the **Marin Access Passenger Portal** on page 2.
- » Understand **how the updated Marin Access eligibility policies impact you** on page 3.
- » Join us in **thanking all Marin Access staff for their commitment to your safety** during the pandemic on page 4.

Outreach & Meetings

Due to the ongoing COVID-19 pandemic, Marin Access has suspended all in-person outreach.

Marin Paratransit Coordinating Council and Marin Mobility Consortium meetings will be held via phone or video conference. In-person meetings and outreach will resume as soon as it is safe and feasible to do so.

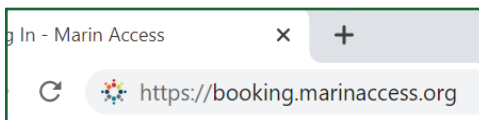
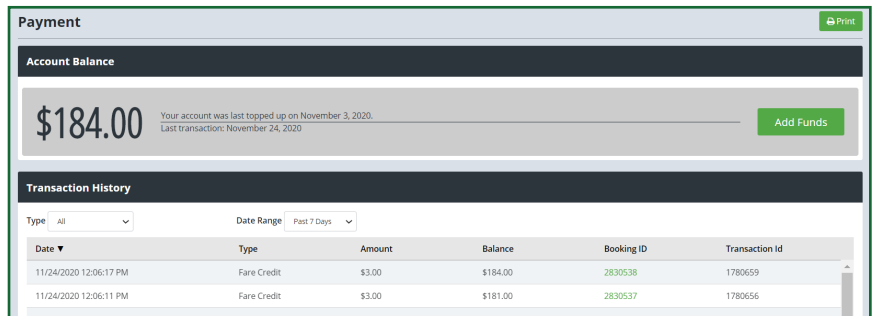
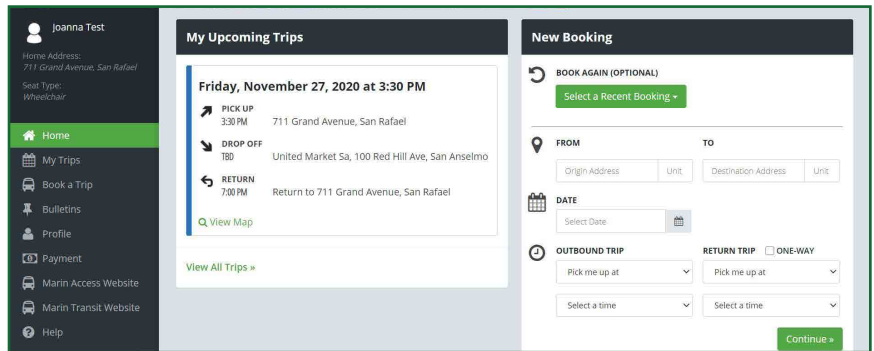
Please visit www.marintransit.org/events to see a full listing of upcoming Marin Access meetings and events.

Marin Access Passenger Portal

The Marin Access Passenger Portal will officially launch for all Marin Access riders on January 4, 2021.

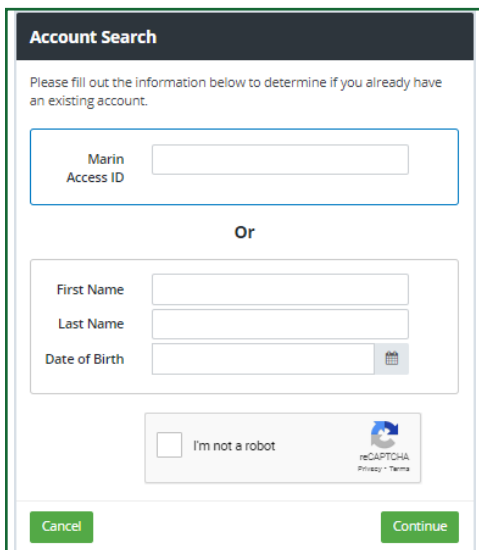
This feature is available to all Marin Access riders and will enable you to:

- » Book and manage trips online for paratransit
- » Review and manage your account information and account balance
- » View updates from Marin Access
- » Adjust Marin Access Alert settings
- » Add money to your account for cashless payment on paratransit, Dial-A-Ride, and Catch-A-Ride base fares



Beginning on January 4, 2020, all Marin Access riders will be eligible to register for and use this system. You can also identify a delegate to access and use the Marin Access Passenger Portal on their behalf such as a friend, family member, or social worker.

To register for the Marin Access Passenger Portal, visit <https://booking.marinaccess.org> and click Register for Account. Use your Marin Access ID (find it on the back of the enclosed survey) to search for your account and complete the registration process. You will not be able to begin this process until January 4, 2020. For assistance, contact the Marin Access Travel Navigators at (415) 454-0902. If you decide to have a delegate manage your account, please ask that individual to contact the Travel Navigators prior to registration.



Marin Access will offer online information sessions to orient you or your delegate to the Marin Access Passenger Portal and its features in December, prior to the launch of Passenger Portal. These sessions will cover: registration, trip booking, adding money to your account, managing account balances, and more! See below for more about these orientation sessions, and visit www.marinaccess.org or call the Travel Navigators to RSVP.

Marin Access Passenger Portal Orientation Sessions

RSVP to an Info Session to learn more about the new Passenger Portal! Visit www.marinaccess.org and click the Passenger Portal Orientation Sessions button to RSVP.

- » Wednesday, December 16, 1pm - 2pm
- » Thursday, December 17, 1pm - 2pm
- » Tuesday, December 22, 2pm - 3pm
- » Tuesday, December 29, 1pm - 2pm

Marin Access Eligibility Policies

Marin Access updated and simplified eligibility policies on July 1, 2020 so that existing clients qualify for and use all Marin Access programs including the STAR or TRIP volunteer driver programs, Catch-A-Ride, and discounted fares on Connect. Riders who are not able to independently ride on local buses may qualify for Paratransit and individuals with limited incomes may qualify for the Low Income Fare Assistance program.

What this means for you as a current Marin Access is that your transportation options have expanded. You do not need to complete a new application to access and use all Marin Access programs. Many riders typically use only one of our services for all their trips. We encourage you to consider your options each time you schedule a trip. You may find that some services are more convenient or less expensive, depending on where you are traveling to or the purpose of your trip.

See the table below for more specific information on each service. If you would like advice on which service is best for a particular trip, please contact the Travel Navigators.

	Paratransit	Catch-A-Ride	Connect	Volunteer Driver	Dial-A-Ride	Local Buses
Program Detail	Shared ride service for eligible individuals	Subsidized taxi rides; limited to 10 one-way trips per month	On-demand service available in Uber App	Mileage based trip reimbursement	Shared ride service for the general public	Daily fixed route bus service
Fare	Local Trips are \$3; Regional Trips have zone based fares	\$4 base fare +	\$3 per trip for Marin Access riders	N/A	\$2 for seniors or people with disabilities	\$1 for seniors or people with disabilities
Trips are LIFA eligible	✓	✓ <i>Base fare only</i>			✓	✓ <i>LIFA bus pass</i>
Weekend Travel	✓	✓		✓	✓	✓
Advance Reservations Required	✓	✓			✓	
Same Day Travel		✓	✓	✓		✓
Assistance Required to/ from door	✓			✓		
Traveling to location outside Marin	✓					✓
Someone can drive me				✓		
I use a wheelchair	✓	✓	✓		✓	✓

Thank You to Marin Access Staff

We extend our sincere appreciation to the team of Marin Access operations staff, including drivers, mechanics, schedulers and Travel Navigators. Their work is essential to the operation of Marin Access programs and services. While many of us have sheltered in place and limited our travel during the pandemic, this team has stayed on the job to ensure that Marin Access services remain available.

Thank you to all our partners - Golden Gate Transit, Marin Airporter, MV Transportation, North Bay Taxi, West Marin Senior Services, and Whistlestop Wheels by Vivalon - for their commitment to ensuring that community members continue to have access to transportation services for essential trips with your health and safety as our highest priority.



Marin Access Holiday Shedule

- » The Travel Navigator Call Center and Same Day Scheduling Office (Catch-A-Ride and Connect) will be closed on Christmas Day and New Years Day.
- » Connect will not operate on Christmas Day or New Years Day.
- » Riders may use Catch-A-Ride on Christmas Day and New Years Day, but trips must be scheduled in advance. Trips scheduled direct with taxi providers on Christmas Day or New Years Day will not qualify for the Catch-A-Ride subsidy; riders will be required to pay the full fare.

Important Phone Numbers

Call...	If you need to...
415-454-0902 (Travel Navigators)	<ul style="list-style-type: none">» Enroll for or ask questions about Marin Access» Ask general questions about any of the programs» Learn about the Low Income Fare Assistance (LIFA) program
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 10 per month. <i>Call at least 3 hours prior to your desired departure time.</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.

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 or solicitar una copia de boletin de Marin Access en español llame al 415-454.0902.