

MARIN ACCESS

a program of marin transit

newsletter

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

2nd Edition | May 2016

The fixed-route edition



Dear Rider,

One of every four Marin Access riders who took our recent survey reported also using our local Marin Transit buses or the Golden Gate Transit regional buses (**see more information on our survey results on page 2**). Since Marin Transit is ramping up to introduce added service on local bus routes starting June 12 (**read more on page 3**), we decided to focus much of this newsletter on your local bus options in Marin. Between our service improvements, travel training opportunities, and some beautiful new hybrid buses (**see one pictured above!**), we are working hard to make sure getting around Marin County is as convenient as possible.

We are also using the results of our recent rider survey to help develop a set of recommendations that will shape the future of Marin Access. Over the next few months, we will be gathering feedback from our stakeholders, including the Marin Mobility Consortium and the Paratransit Coordinating Council. Then, after our Board of Directors meeting in June, we will begin reaching out directly to our most important stakeholders – you, our riders – for guidance on how to implement these recommendations.

Stay tuned for more on how to participate and provide your feedback. In the meantime, don't forget to take advantage of this great spring weather with a trip on the local bus or one of our Marin Access programs.

As always, thank you for riding and reading. Until next time,

– Marin Access



PARATRANSIT RIDERS: Avoid the peaks!

Marin Access services are in high demand, especially at the busiest times of day.

As a paratransit rider, you may have noticed more stops and more passengers between 8 and 9 am and between 2 and 4 pm. These are what we call the "peaks."

More than one-third of all daily passengers are riding during just these three peak hours.

Riders with flexible schedules can avoid the crunch by scheduling their appointments or rides between 10 am and 2 pm, especially on weekdays.

Questions or concerns? Call a Travel Navigator today to discuss your travel options: 415-454-0902.

Become a transit aficionado

Arrange a personalized travel training today!

Are you curious about the bus but not sure how it all works? Luckily, Marin Access Travel Training is FREE to anyone who is interested in becoming a bonafide transit expert.

All you have to do is call and provide us with a few key details. Our travel trainer will arrange a personalized training to get you started. See below for a step-by-step experience as modeled by some of our newest transit riders in Mill Valley.

We look forward to riding the bus with you!

Learn to ride the bus in four simple steps.

STEP ONE: Call us at 415-226-0869.



We'll ask for information that will help us plan your training session, like where you live and where you'd like to travel. By the end of the call you'll know where and when to meet the travel trainers.

STEP TWO: We'll meet you at your starting point.



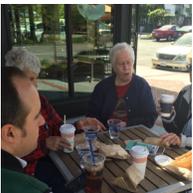
From the meeting point, you'll board the bus and head towards your first destination -- to get a Clipper card at the San Rafael Transit Center. With a Senior or RTC Clipper card, you can travel anywhere in Marin for \$1.

STEP THREE: Ride the bus to an exciting destination.



Now it's time for the fun stuff. After you have your Clipper card, you and the travel trainer will ride to a destination you've identified as the main event for the day. Coffee, lunch, or a trip to See's Candy? It's up to you!

STEP FOUR: Sit back and relax.



You've made it to your favorite coffee shop. Sit back, relax, and talk about all the new places you might try now that you know how to ride the bus.

MARIN ACCESS By the Numbers

Thank you to everyone who mailed in their completed Marin Access rider surveys!

Your responses helped us to paint a more complete picture of everyone who uses our services – and understand what future needs might be.

Here are a few highlights of what we learned:

A majority (**70%**) of riders are women.



More than half of Marin Access riders use a cell phone.



22% of those riders use a smart phone.



Over one-quarter of Marin Access riders said they would not have transportation without Marin Access.

Marin Access only serves about **3% of all older adults in Marin County**. Call the Travel Navigators to refer a friend and connect them with the transportation services they need!

Oh, the places you'll go...

Service changes start June 12.

Did you know one of every four Marin Access customers also takes advantage of the local and regional buses that run in and around Marin County?

Using public transit is a great way to remain independent on a more flexible schedule than many of our other services allow.

In June, we will be adding even more service, new express routes, more direct connections to major destinations, and more frequent service. Visit www.marintransit.org/2016changes for more info.

The bus is accessible to people of all ages and abilities.

Every Marin Transit vehicle is accessible to anyone who uses a mobility device or has difficulty climbing steps. Each bus contains either a lift or wheelchair ramp and at least two wheelchair positions. Some vehicles are even equipped with lower floors for easy access, or can be lowered to assist riders in boarding. Just ask an operator for assistance.

Your options are endless! You can use the local bus to...

STAY HEALTHY With our service changes, getting to the doctor will be more convenient than ever. Route 29 will be rerouted to provide a more direct connection to Marin General. The 228 will now operate daily and serve stops along S. Eliseo Dr, close to many medical offices and clinics. The new Route 245 will provide a quicker connection to Kaiser in Terra Linda. Together with Route 257, there will be service to Kaiser every half hour from the San Rafael Transit Center.

TREAT YOURSELF Head over to the Northgate Mall (Routes 35, 49, 245, 257) for shopping, lunch, or a movie. Or if sitting by the water is more your thing, spend an afternoon in Sausalito by taking the newly extended 71 or existing Route 17.



+19% increase in service levels



new
EXPRESS
routes



more
direct
connections
to major destinations



added
service
frequency
along major corridors



improve
underperforming
routes & scheduling
efficiency

Monthly passes are only \$25 for seniors.

For frequent riders, monthly passes provide a discount and are good for unlimited rides on Marin Transit and Golden Gate Transit routes within Marin for 31 days. Senior monthly passes are only \$25 (instead of the full price of \$80) and activated at first use. You can purchase a pass at the San Rafael Transit Center or online at <http://store.goldengate.org>.

KEEP MOVING Staying active is easy with great options like a Tai Chi class at Whistlestop (take almost any bus to the adjacent San Rafael Transit Center) or a weekend trip to Muir Woods on the Muir Woods Shuttle (Routes 66, 66F).

EXPAND YOUR HORIZONS Learning is a lifelong activity. Take transit to courses at the College of Marin (Routes 22, 29, 122, 228) or at the Osher Lifelong Learning Institute at Dominican College (Routes 233, 257). Registered College of Marin students have free, unlimited access to local Marin Transit buses with a valid COM Card.

Find schedules and more information about the fixed route bus at www.marintransit.org.

Marin Transit
711 Grand Ave, Suite 110
San Rafael, CA 94901



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

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» Request a CarePool ride to get to a medical appointment or go grocery shopping. <i>You must already be enrolled and call one week in advance.</i>
1-855-760-0920** **NEW NUMBER	<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 family member who gives you rides in their personal car. <i>The Travel Navigators are now enrolling riders in both East Marin and West Marin. Call them today to enroll.</i>
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.

Upcoming Events

All events are free and open to the public.

May 23rd, 1:30 pm

Paratransit Coordinating Council Meeting

Marin Transit, 711 Grand Ave, Suite 110, San Rafael

June 2nd, 10 am

Commission on Aging Meeting: Dementia Friendly Cities

AlmaVia of San Rafael, 515 Northgate Drive, San Rafael



Marin Access is a program of Marin Transit in partnership with Golden Gate Transit and operated by Whistlestop Transportation.