



Dear Rider,

Helping residents, no matter age or ability, engage in their communities is our mission and we're constantly considering new and innovative ways to make independence through mobility a reality for older adults and people with disabilities. Whether through technology or outreach, we are always aiming to make our programs more convenient and simpler to use.

We've made strides to improve transit access for older adults and people with disabilities in the past year. We launched Travel Navigator satellite hours so more people can learn about the transit options available to them, offered free Tech Tips for Transportation classes to help riders use technology to plan their trips, and expanded the Paratransit service region so eligible riders in the East San Rafael/Peacock Gap area can have more reliable transit.

Marin Access is taking another step to improve Paratransit service by upgrading our software. In the next few months, we will be reaching out to riders to help them sign up for new features, including an online web portal and text or email notifications about your rides.

Now one of our biggest advancements is here! On May 29, we launched Marin Transit Connect, a completely accessible on-demand shuttle pilot program. Passengers in the service area will be able to get a ride within 15 minutes of making a request on the App – for the first time Paratransit users will have an option that doesn't require advanced planning! See page 2 for an FAQ.

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

– Marin Access

## Marin Year of the Older Adult

Have you heard that 2018 is the Marin Year of the Older Adult? At Marin Access, we're proud to operate transportation programs that make Marin County a great place to age. The Marin Aging Action Initiative identified transportation, alongside housing, economic security, and aging in community, as one of the top priority areas for improving quality of life for older adults.



We know our transportation programs are more than just a ride – they are a vital connection for our passengers and their employers, friends, family, and communities. Marin is more vibrant when everyone participates – and that includes the many older residents who rely on Marin Access services to be part of the wonderful fabric of this county.

To learn about special events and programs through the year, visit:  
[marinyearoftheolderadult.org](http://marinyearoftheolderadult.org)

# Marin Transit Connect: Mobility on Demand



## What is Marin Transit Connect?

Marin Transit Connect is a 100% accessible on-demand shared ride shuttle service operated through a partnership between Marin Transit and the ridesharing service Via. Marin Transit Connect drivers have undergone background checks and are fully-trained to work with seniors and passengers with disabilities. If you use Paratransit, you can use Marin Transit Connect!

## How do I request a ride?

Download the Marin Transit Connect app from your phone's app store, register for an account and you'll be ready to go. Passengers without smartphones can also book rides. Call our Travel Navigators at (415) 454-0902 to set up your account and get booking information. Rides will come within 15 minutes of a booking – no advance planning required!

## Where will Marin Transit Connect operate?

Marin Transit Connect serves an area of Northern San Rafael stretching North to South from Smith Ranch Road to North San Pedro Road and East to West from Gallinas Creek to the western edge of Terra Linda. It includes the Marin County Civic Center, Northgate Mall, Kaiser Hospital and the McInness Park Golf Center.

## When will Marin Transit Connect operate?

The pilot program will run from 7 AM to 7 PM Monday through Friday beginning May 29.

## How much does Marin Transit Connect cost?

Your first ride is free! After that, rides will be \$4. Discounted rides are available for \$2 if you are an eligible Marin Access consumer or traveling to or from a bus stop.

## How can I learn more?

We're here to help you decide if Marin Transit Connect is right for you. Visit [www.connect.marintransit.org](http://www.connect.marintransit.org) for more information, drop by Travel Navigator satellite hours, or call a Travel Navigator at (415) 454-0902 to learn more.

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## Marin Access Paratransit Now Serves East San Rafael/Peacock Gap!

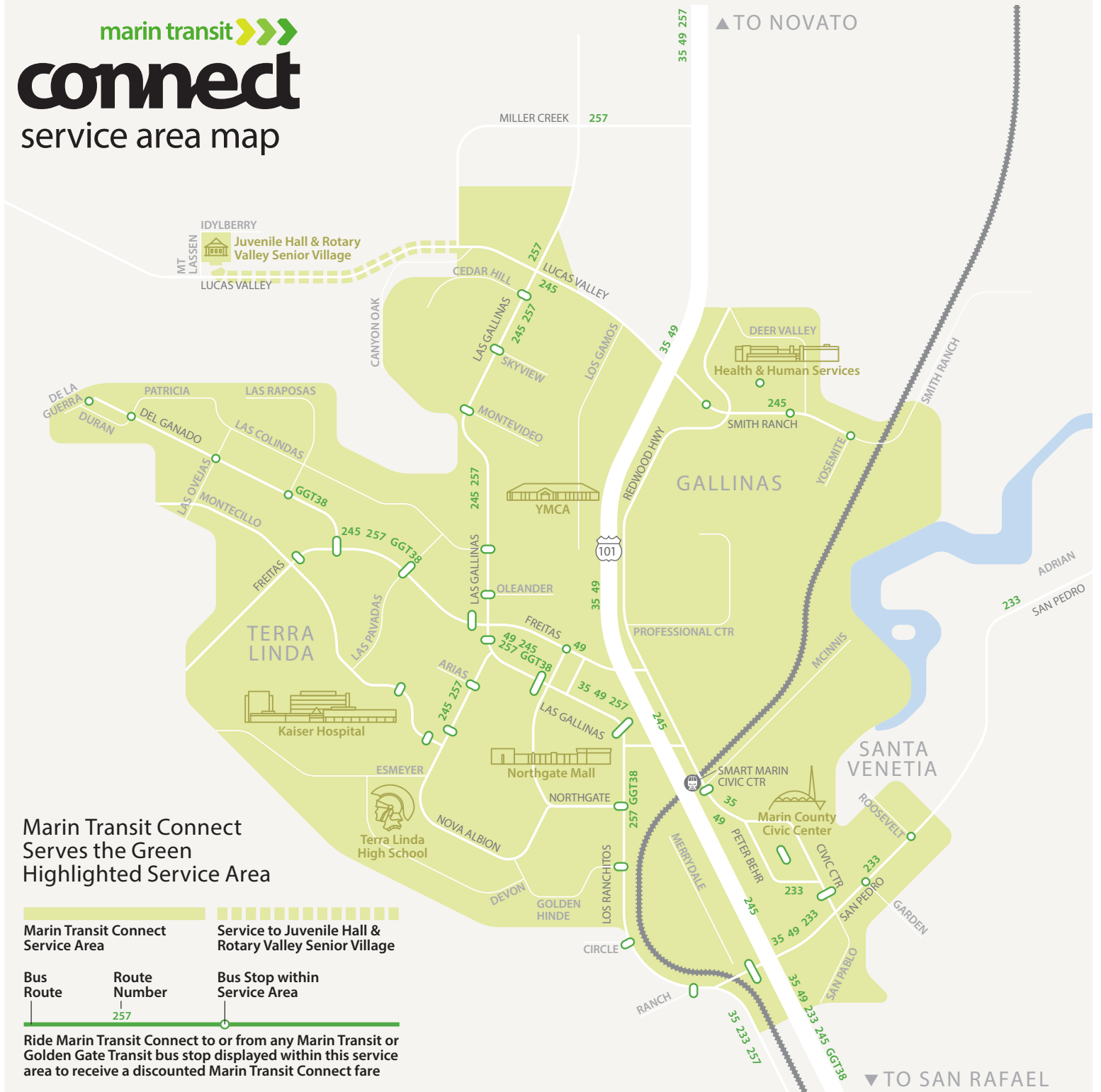
This March, Marin Transit expanded the service area for Marin Access Paratransit to include the neighborhood of East San Rafael/Peacock Gap. If you or someone you know lives in the area and qualifies for paratransit service you can now call one to seven days in advance of your requested trip and schedule a ride. The service is available from 10 am to 2 pm and 4 pm to 7 pm on weekdays. On weekends, the service is available from 8 am to 5 pm.

This change was initiated in response to feedback from the community and made possible by the funding Marin Transit receives through Measure A and Measure B. The Transit District will monitor the results of the expanded service area and continue to look at service expansion efforts to further support mobility in East San Rafael as well as other areas of Marin County currently underserved by public transit.

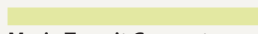

To find out if you are already eligible for paratransit or to start the application process, call the Marin Access Travel Navigators at 415-454-0902.

# Marin Transit Connect Service Area Northern San Rafael

marin transit   
**connect**  
 service area map



## Marin Transit Connect Serves the Green Highlighted Service Area

Bus Route	Route Number	Bus Stop within Service Area
	257	

Ride Marin Transit Connect to or from any Marin Transit or Golden Gate Transit bus stop displayed within this service area to receive a discounted Marin Transit Connect fare



[www.connect.marintransit.org](http://www.connect.marintransit.org)



415-454-0902

**\$4**

**Regular Fare**  
Discounted fares available for ADA eligible and low-income seniors

**\$2**

**Transfer Fare**  
To or from any bus stop shown in the service area map above



**Available Weekdays  
7 AM – 7 PM**



**On-Demand Shuttle Vans**



**Wheelchair Accessible**



**MARIN ACCESS**

711 Grand Ave, Suite 110  
San Rafael, CA 94901

## Important Phone Numbers

Call...	If you need to...
<b>415-454-0902</b> (Travel Navigators)	<ul style="list-style-type: none"> <li>» Enroll in any program or ask questions about eligibility</li> <li>» Ask general questions about any of the programs</li> <li>» Register for Marin Transit Connect or request a ride</li> </ul>
<b>1-855-760-0920</b>	<ul style="list-style-type: none"> <li>» 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></li> </ul>
<b>415-454-0902</b> (East and West Marin)	<ul style="list-style-type: none"> <li>» Reimburse a friend or neighbor who gives you rides in their personal car.</li> </ul>
<b>415-454-0964</b> (Call Center)	<ul style="list-style-type: none"> <li>» Schedule a ride with paratransit. <i>You must already be enrolled.</i></li> </ul>
<b>415-457-4630</b>	<ul style="list-style-type: none"> <li>» Cancel a paratransit ride.</li> </ul>



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, and MV Transportation, without whom we could not provide these services.

Para obtener acceso o solicitar una copia del boletín de Marin Access en español por favor visite al [www.marinaccess.org](http://www.marinaccess.org) o llame al 415-226-0855.