



Marin Access Phone Tree Options are Changing

Starting February 1, 2022 the phone tree options will change. Please make sure to choose the correct new option on the phone tree. There are no other changes in how you reach the Travel Navigators or schedule trips for local and regional paratransit, Dial-A-Ride and shopper shuttles, Catch-A-Ride, and Connect.

See below to understand which option to choose when you call us. **Our call center is open from 8am to 5pm, 7 days a week, 365 days a year.**

To reach Marin Access, dial:

(415) 454 - 0902

For assistance in English, press 1 or for assistance in Spanish press 2. Once you make a selection, you will then choose the option below that addresses your need.

- 1** Talk to the **Travel Navigators** for assistance with eligibility or general questions
- 2** Schedule a trip on **Marin Access Paratransit**
- 3** Cancel a trip on **Marin Access Paratransit**
- 4** Schedule a trip on **Dial-A-Ride** or a **Shopper Shuttle**
- 5** Schedule a trip on **Marin Transit Connect**
- 6** Schedule a trip on **Catch-A-Ride**
- 7** Share a **Customer Service** concern
- 8** Receive **Immediate Assistance** for an in-progress trip

Marin Access Drivers have a new look!

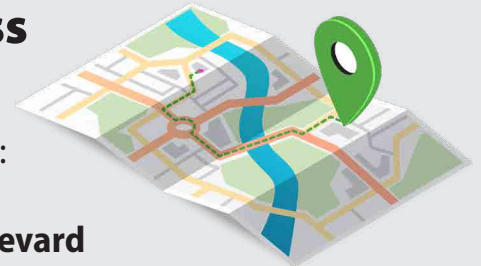
Starting February 1, 2022 your drivers will have a new look. The new driver uniforms include black shirts and jackets with the Marin Access logo. The images below reflect what you'll see the next time you board the vehicle. Nothing else has changed - you can still expect the same great service you're used to with Marin Access!



Marin Access has moved!

Our new address is:

**3000 Kerner Boulevard
San Rafael, CA 94901**



Use this address for all application materials, applicant documentation, volunteer driver reimbursement forms, customer feedback, and anything else sent via US Mail. For your convenience, you can also send items via email to travelnavigator@marinaccess.org.