

Marin Transit Connect Frequently Asked Questions

Starting July 1, 2020 the Connect service is only available through the Uber app platform. Details on program changes are found [here](#) and in the May 2020 Board documents at the bottom of this page. Questions? See the FAQ below.

What are the changes?

Starting July 1st, Marin Transit Connect service transitioned to a new phase with a new app platform and expanded service area. The service area expanded to roughly 2.5 square miles of all Marin SMART stations. This expansion allows integration with the Transportation Authority of Marin's (TAM) first last mile GET2SMART program all within the Uber app. Most importantly, Marin Transit Connect has transitioned from a standalone app to the Uber app platform. Riders who would like to schedule a ride on Connect can choose Marin Connect vehicles as an option within the Uber app. The app also offers real-time transit departure information, so you can compare your trip request to see if other shared ride options—including local bus, regional Golden Gate Transit bus service, or SMART rail service—are more attractive. Plus, any qualifying subsidies from TAM are configured within the app for Connect or shared UberPool trips.

What do I need to do to use the service?

You should download the Uber app and create an account. The app is available in the [Apple App Store](#) for iPhone or [Google Play Store](#) for Android.

What if I do not have a smartphone?

If you are unable to download the Uber app, you can register for an account online using www.m.uber.com and book rides for yourself (you must have a phone with SMS messaging). Marin Transit is also maintaining its scheduling line for riders without accounts. These riders will pay cash onboard. Rides can only be prescheduled using the call-in option. Trips booked using the Uber app are completely on-demand.

How is Connect available in the Uber app?

Marin Connect will be available in the carousel of options seen in addition to offerings from Uber.

I am a registered Marin Access rider; do I need to do anything?

Yes, to receive the Marin Access discounted fare (\$3) on your Connect trips, make sure you call a Marin Access Travel Navigator at (415) 454-0902 to submit or update your information.

What if I am an employer-sponsored rider?

Marin Transit and TAM are coordinating directly with Kaiser and the County of Marin to inform these employers about the new program. Employers will reach out to employees to coordinate any new ride subsidies. All riders should download the Uber app regardless of rider type.

Are Connect rides free after July 1st?

Connect will start collecting fares on July 1st. General public fares are a flat per mile fee, and qualified Marin Access riders who are enrolled in the new program will pay a flat rate of \$3 per ride. Information on fares can be found below on this page.

Are monthly passes still be offered?

The initial launch of the program will not include a monthly pass option. Uber currently does not support this feature but have included an optional task in our scope to develop in the future if funding allows.

Are there any changes to fares?

There are no changes to fares. General public rides will remain a per mile fee and Marin Access trips will be a flat rate of \$3. Additional riders will be \$1 per rider. The only change to fare media is monthly passes will no longer be available. The fare structure is summarized in the section entitled Fares below.

What is the new service area?

Connect's new service area expands from limited areas in San Rafael to roughly 2.5 square miles from SMART stations in Marin County. These stations include: Larkspur, San Rafael, Marin Civic Center, Hamilton, Downtown Novato, and San Marin. The service area extends north to Novato including areas off San Marin Drive and Atherton Avenue. The service area extends south to the Larkspur SMART station and Golden Gate ferry terminal, including parts of Corte Madera north of Tamalpais Drive. New areas that will be served include parts of Corte Madera, Larkspur, downtown San Anselmo, Hamilton, Ignacio, downtown Novato, and San Marin.