



## Paratransit Rider's Guide



Marin Access Paratransit provides pre-scheduled bus transportation for persons with disabilities who cannot independently use regular Marin Transit or Golden Gate Transit bus service some or all of the time.

This Paratransit Rider's Guide explains how to use this service to ensure a high-quality experience for all paratransit riders.

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

711 Grand Avenue, Suite 110 • San Rafael, CA 94901 • (415) 454 - 0902  
[travelnavigator@marintransit.org](mailto:travelnavigator@marintransit.org) • [www.marinaccess.org](http://www.marinaccess.org)



Copies of all documents are available in accessible formats upon request. You may request them by calling the Travel Navigators at (415) 454-0902.

**Table of Contents**

What is ADA Paratransit?..... 1

Paratransit in Marin County (Marin Access)..... 1

Additional Transportation Options..... 1

How do I become eligible for paratransit?..... 2

Eligibility Categories and Types..... 3

Recertification..... 3

Visitors..... 4

Eligibility Determination Appeals..... 4

Keeping Personal Information Up To Date..... 4

How much does it cost to use paratransit?..... 5

Where & When can I use paratransit?..... 7

Transfer Trips..... 7

Scheduling Tips..... 8

How do I schedule a trip on paratransit?..... 8

Pick-Up Windows..... 9

Marin Access Alerts..... 9

Time Changes..... 9

Canceling Trips..... 9

Changing Trip Requests..... 9

Late Trips..... 9

Subscription Service..... 10

Will Call Policy..... 10

No Show / Late Cancellation Policies..... 11

What can I expect while riding paratransit?..... 12

Marin Access Drivers..... 15

Driver Responsibilities..... 16

Mobility Devices..... 17

Animals on Board..... 18

Riders Requiring Additional Assistance..... 18

Unacceptable Behavior..... 19

How can I give feedback?..... 20

Reasonable Modifications..... 21

How to Appeal an Eligibility or Suspension Decision..... 22

Committees / Public Involvement..... 23

Title VI: Civil Rights Act of 1964 (Non-Discrimination Policy)..... 24

Americans with Disabilities Act Complaint Procedure and Designation of Coordinator..... 27



## What is ADA Paratransit?

The Americans with Disabilities Act (ADA) was signed into federal law in 1990. It prohibits discrimination against persons with disabilities in the areas of employment, public accommodations, private services, telecommunications, and public services such as transit.

The ADA requires all public transit operators to provide an equivalent service to eligible individuals whose disabilities prevent them from using accessible, lift-equipped public transit. This service, called “paratransit” is required by the ADA to be “complementary” to fixed-route public transit service. By complimentary, the ADA means that paratransit operates at similar times and in similar areas as public transportation (defined by the ADA as a minimum of three-quarters of a mile on either side of existing public non-commute fixed-route transit).

## Paratransit in Marin County (Marin Access)

The Marin County Transit District (Marin Transit) is responsible for the provision of local paratransit service within Marin County. Golden Gate Transit is responsible for the provision of intercounty paratransit services, which is regional service that crosses county lines between Marin, Sonoma, San Francisco and Contra Costa counties.

Marin Access Paratransit is a combined effort of both Marin Transit and Golden Gate Transit to offer a single point of contact for all paratransit trips that begin or end in Marin County or pass through Marin from one neighboring county to another (i.e. Santa Rosa to San Francisco). Operated by Whistlestop, a non-profit transportation provider, this joint effort allows for seamless travel within Marin County and beyond. This guide is designed as a tool to help you, the rider, get the most benefit from the services provided by Marin Access.

## Additional Transportation Options & Resources

There are additional transportation options and resources available to our riders that may be more suitable for specific trips. See below for more detail.

Option	Detail	Where Can I Find More Detail?
Fixed Route Buses	Public bus service that operates on a fixed schedule and route. All Marin Transit and Golden Gate Transit vehicles are fully accessible.	Visit: <a href="http://www.marintransit.org">www.marintransit.org</a> <a href="http://www.goldengatetransit.org">www.goldengatetransit.org</a> Dial: 511 or (415) 455-2000
Marin Access Travel Navigators	Marin Access Travel Navigators are available to review your transportation options for getting around Marin and beyond and can walk you through program eligibility requirements and application processes. Travel Navigators are available in-person, via phone or email, or at satellite hours at locations across Marin.	Call: (415) 454-0902 Email: <a href="mailto:travelnavigator@marintransit.org">travelnavigator@marintransit.org</a>

Option	Detail	Where Can I Find More Detail?
Travel Training	With Travel Training, you can learn about your transit options and get in-person instruction on how to ride the public bus system.	Call: (415) 454-0902 Email: <a href="mailto:travelnavigator@marintransit.org">travelnavigator@marintransit.org</a>
Catch-A-Ride	Subsidized taxi service for eligible Marin residents.	Call: (415) 454-0902 Email: <a href="mailto:travelnavigator@marintransit.org">travelnavigator@marintransit.org</a>
STAR / TRIP Volunteer Driver Reimbursement Programs	Volunteer driver reimbursement programs that provide mileage reimbursement for eligible riders to pass on to the driver(s) of their choice.	Call: (415) 454-0902 Email: <a href="mailto:travelnavigator@marintransit.org">travelnavigator@marintransit.org</a>
Marin Transit Connect	On-demand accessible service in Northern San Rafael. Marin Access riders are eligible for a 50% discount.	Call: (415) 454 -0902 Email: <a href="mailto:connect@marintransit.org">connect@marintransit.org</a>

## How do I become eligible for paratransit?

ADA regulations require transit providers to conduct an eligibility determination process that strictly limits eligibility for complementary paratransit service to individuals who are not able to use accessible fixed route services due to a disability.

Before using the Marin Access paratransit service, prospective riders must apply for and be found eligible for paratransit service. At Marin Access eligibility determinations are made by our Travel Navigators.

- » Eligibility determinations can take up to 21 days from the time a complete application is received (though in most cases it is determined much sooner).
- » The application requires that a licensed professional (doctor, therapist, social worker, etc.) verify the applicant's disability or health related condition that prevents them from independently using accessible fixed-route transportation. Within the 21 day period, Marin Access may follow up with your physician or appropriate third party professional to validate your disabilities and functional limitations.
- » Incomplete applications can delay the process, so be sure to fill out your application completely to avoid any delay.
- » Once you are found eligible you will receive a letter informing you of this determination and outlining any conditions of eligibility. You are then certified as eligible to ride paratransit anywhere in the United States.

For questions about this process or to request an application, contact:

### Marin Access Travel Navigators

415-454-0902 | [travelnavigator@marintransit.org](mailto:travelnavigator@marintransit.org) | [www.marinaccess.org/](http://www.marinaccess.org/)

## Eligibility Categories and Types

There are three eligibility categories and three types of eligibility:

### Categories

In order to become eligible, you must qualify under one or more of the following ADA eligibility criteria:

Category	Description	Details
I	A person cannot navigate the transit system without assistance due to a disability.	You are unable to independently board, ride, or exit an accessible Golden Gate Transit or Marin Transit fixed-route bus, or similar transit vehicle, because of your disability.
II	A person with a disability who requires an accessible vehicle or stop when one is not available.	You are able to independently board, ride, and exit an accessible bus, but accessible equipment has not been assigned to your route, or a lift cannot be deployed at your stop. <b>Please note:</b> All Golden Gate Transit and Marin Transit buses are lift-equipped.
III	A person who is unable to reach the transit stop due to a disability.	You are unable to travel to or from a transit stop because of your disability.

### Types

Your eligibility type determines what kinds of trips you may take:

Eligibility Type	Rider Description
Unconditional eligibility (all trips)	You are unable to use the fixed route service under any conditions.
Conditional eligibility (some trips)	You can use the fixed route service in specific situations, such as a fixed route with a close and accessible stop. However, if a stop is too far or is inaccessible, this rider may qualify for paratransit. It is important that the conditions of your eligibility be clearly defined and understood by both the rider, the person making the eligibility determination, and the reservationists/schedulers and dispatchers.
Temporary eligibility (defined period of time)	You only require paratransit for a limited period of time. For example, while recovering from a surgery or other temporary life event.

### Recertification

Recertification of eligibility is required every three years (less with a temporary disability). However, at Marin Access we understand that some conditions do not change over time. Thus, we offer an abbreviated recertification process for those individuals whose condition is unlikely to change over time.

To qualify for the abbreviated recertification process, you must have a licensed professional verify that your disability or health related condition that prevents you from riding fixed-route transit is not likely to change over time. To do so, the licensed professional will need to sign the Marin Access ADA Paratransit Application section "Verification of Permanent Condition." With this statement in our files, we will send out a short form for you to fill out and return to us every three years. The short form asks if you wish to remain in the program and provides an opportunity for you to share any updates to your contact information and/or changes in your disability or health-related condition.

## Visitors

You do not need to be a resident of Marin County to use Marin Access. If you have been certified to use paratransit in any of the nine Bay Area counties, Marin Access will be able to provide your ride after checking the Regional Eligibility Database and confirming your eligibility.

ADA-eligible visitors from outside the Bay Area may also use Marin Access paratransit service for any combination of 21 days of service during any 365-day period beginning with the visitor's first use of the service. Visitors do not need to re-certify in Marin during this 21-day period but must be able to show proof of a disability. Please call a Travel Navigator for more information at (415) 454-0902.

Conversely, once you are certified to use ADA paratransit in Marin County, you are also eligible to receive paratransit services in other cities and states. We suggest you contact the transit agency in the city to which you plan to travel prior to your trip. They will give you information about trip scheduling, fares, and operating times.

## Eligibility Determination Appeals

If you apply for ADA paratransit eligibility and receive a determination that you do not qualify for paratransit or are only conditionally eligible for the service, you may appeal this decision and have it reviewed by a panel. Your determination letter will explain the reason(s) for the conditions or denial of eligibility and explain the procedure to follow if you would like to appeal the decision. (see "How to Appeal an Eligibility or Suspension Decision" on page 22)

## Keeping Personal Information Up To Date

It is very important that you keep your personal information up to date. Call Marin Access at (415) 454-0902 if there is a change in the following:

- » Your address or telephone number (including cell phones)
- » Your emergency contact's name or telephone number
- » The type of mobility device you are using
- » Changes to your disability or health-related condition
- » Whether or not you need a Personal Care Attendant



## How much does it cost to use paratransit?

### Local Fares

A local trip on Marin Access is one that remains within Marin County. There are four different types of local trips detailed in the table below. Exact fare is payable at time of boarding. Drivers do not sell ticket booklets or carry change.

<b>Trip Type</b>	<b>Description</b>	<b>Fare</b>
One-Way Trip	Travel within the paratransit service area within Marin County	\$2.00
Extended Trip	Trips outside of the service area, but remaining within Marin County	\$2.50
Will Call Trip (less than 2-hour notice)	A local trip where the passenger is not ready for his/her scheduled pick-up and calls to have Marin Access send out a second vehicle	\$2.50
Will Call Trip (more than 2-hour notice)	A local trip where the passenger alerts Marin Access two or more hours in advance of return trip that they will not be ready for their scheduled pick-up and calls to reschedule a return trip	\$2.00

### Intercounty Fares

Intercounty trips on Marin Access are trips that begin in one county and end in another (either originating, terminating or passing through Marin). One-way intercounty paratransit fares are based on a system of zones. The exact fare depends upon the length of the trip and the fare zone (zones 1 – 6) in which it begins and ends. These zones are the same ones used by Golden Gate Transit for their regional fixed-route transit fares.

Consistent with ADA regulations, intercounty ADA paratransit fares are no more than twice the full adult cash fare for comparable travel on a Golden Gate Transit bus. More detail on intercounty fares can be found by visiting <http://goldengatetransit.org/fareprograms/#Paratransit>.

Intercounty trips will not go beyond the ADA mandated  $\frac{3}{4}$  mile service area in Marin County. Through agreements with our neighboring paratransit operators, rides do extend beyond the ADA service area in San Francisco and Sonoma Counties. The additional fares for these trips will vary and are set by the adjoining operator. Marin Access does not provide extended service in the East Bay. Trips beyond the service area will require a transfer-trip (see page 7 for more information about transfer trips).

### Fares for Companions and Personal Care Attendants

Per ADA regulations, every rider is allowed one companion rider and/or one Personal Care Attendant (PCA).

- » PCAs ride free of charge.
- » Companion riders (non-PCAs) pay the same fare as eligible riders.
- » Companion riders and PCAs must be traveling to and from the same location as the rider.
- » Companion riders do not need to be eligible for the service.
- » Additional companion riders (in excess of one) are allowed if there is space available on board the vehicle.

- » Riders should alert their scheduler if they are traveling with a PCA or companion(s) at the time of booking.

### **How to Pay**

Drivers will collect the fare as you board the vehicle. Exact fare is required at time of boarding. Drivers do not sell ticket booklets or carry change.

### **Paying Round-Trip**

For your convenience, you may pay for your entire trip at the time of boarding for your first ride. The driver will issue you a round-trip ticket when doing so. This ticket will be used for your ride home later in the day. Be sure not to lose this ticket as you will need it to board the vehicle for your return trip. Round-trip tickets are good only for the day in which they are issued and are non-refundable.

### **Checks**

Checks are not accepted for trips remaining within Marin County (local trips) but are accepted for intercounty rides extending beyond Marin County. If you will be filling out your check in advance, be sure to confirm the fare for your rides with your scheduler at the time of booking.

There is a \$25.00 charge for returned checks. If your check is returned, you forfeit the right to pay by check for six months. After two returned checks, a rider permanently forfeits the right to pay by check.

### **Express Tickets**

Ticket booklets of 10 “Express” paratransit tickets may be purchased for your convenience by sending a check for \$20.00 and a self-addressed, stamped envelope to or by visiting:  
Whistlestop • 930 Tamalpais Avenue, San Rafael, CA 94901

These tickets can be used only to ride Marin Access within Marin County. They cannot be used for intercounty rides. Tickets are non-refundable and have no cash value.

### **Receipts**

If you need a receipt for your trip, ask the driver at the time of boarding. If you need a printout of your rides over a given period, please contact the scheduling office at (415) 454-0964.

### **Subsidies for Low-Income Riders**

Marin Transit is pleased to offer a Low-Income Fare Assistance Program for eligible persons in need. Funded by Marin County’s Measure B (vehicle registration fee), this program provides a fare subsidy for Marin Access programs. For more information about this program, please contact Marin Access Travel Navigators at (415) 454-0902.

Tickets provided through the Low-Income Fare Assistance Program are non-refundable, non-transferable and have no cash value.

## Where & When can I use paratransit?

Paratransit is available in the same service areas and during the same hours of operation as the rest of the transit system. Your trip request will always be fulfilled if your trip starts and ends within 3/4 of a mile of an existing non-commute bus route during the same service hours. The types of paratransit services offered by Marin Access are described below.

Service Type	Service Area	Description
ADA Complementary Service	Trips within ¾ mile of existing bus routes	<ul style="list-style-type: none"><li>• ADA complementary paratransit operates during the same hours and days of the week as local and intercounty fixed-route, non-commute bus services.</li></ul>
Extended Trips	Trips beyond the ADA complementary service area in Marin County	<ul style="list-style-type: none"><li>• Requests for trips outside of the ADA complementary service area will be placed on stand-by status until a scheduler can confirm availability.</li><li>• A Marin Access scheduler will call you the day before your requested ride to confirm whether the trip is available. If it is, the scheduler will let you know your pick-up window and fare.</li></ul>
Transfer Trips	Trips beyond Golden Gate Transit's paratransit service area that connect to another paratransit operator	<ul style="list-style-type: none"><li>• Tell Marin Access of your complete travel needs at least two days prior to the date of travel so that we can coordinate with the transferring agency.</li><li>• It is Marin Access policy to drop-off passengers at a transfer point where they may have to wait for the other provider. If you cannot wait alone, it is suggested that you bring someone to assist you while you wait.</li><li>• You will need to pay the connecting paratransit agency a separate fare for the trip it provides.</li></ul>

## Transfer Trips

If your trip requires a transfer to another agency, Marin Access will drop you off at a defined transfer point and depart, whether or not the neighboring agency's vehicle has arrived to pick you up. Marin Access will assist in coordinating the connections for each portion of your trip. Contact scheduling 48 hours prior to your trip to allow time for transfers to be arranged.

If you are delayed and will be late for a transfer trip returning to the Marin Access service area, notify us as soon as possible. Every effort will be made to coordinate a trip home with the connecting agency.

## How do I schedule a trip on paratransit?

### Ride Scheduling

When scheduling a trip, please be prepared to give the scheduler the following information for each leg of the trip:

1. Your name.
2. The day and date you would like transportation.
3. Your pick-up address.
4. Your destination address.
5. The name of the location if the location is a business, medical office or shopping center.
6. The time you need to be at your destination OR when you would like to be picked up.
7. Whether you will be using a mobility device and/or will need to use the lift to board.
8. If you are traveling in a wheelchair, we need to know if it is manual, motorized or a scooter (three- or four-wheeled mobility device). Please note if your wheelchair or scooter is "oversized" (larger than 48 inches long by 30 inches wide) and/or you will need to recline during transport.
9. Whether you will be traveling alone or with someone else. If you will be accompanied by a companion or personal care assistant, we need to know whether that person(s) will have any special needs.
10. The telephone number of the destination when it is available and/or a cell phone number that you can be reached at while at your destination.

### Marin Access Passenger Portal

The Marin Access Passenger Portal allows you to have complete control over your transportation experience online, including trip management and trip booking. Passengers or their designated delegates, including friends or family members, can use this user-friendly web portal to:

- » Book, review, confirm, and cancel your trips
- » Automatically generate your return trip
- » See all upcoming and previously booked trips
- » Get accurate estimated time of arrival of an approaching vehicle
- » Manage your personal profile

Visit <https://booking.marinaccess.org> and use your full name and date of birth to sign up for an account.

## Scheduling Tips

- » Trip reservations are accepted as far ahead as seven (7) days prior to the trip and up until the scheduling department closes at 5 pm on the night before the trip.
- » Schedule your trip by calling (415) 454-0964. When calling from outside Marin County, dial toll-free at: (800) 454-0964.
- » Due to limited capacity, priority must be given to trips that are mandated by the ADA. If your trip is outside the service area or service times required by the ADA, your trip request will be on "standby" until a scheduler calls you back to confirm or deny your request.



## Pick-Up Windows

At the time you call, you will be given a 30-minute window for your pick-up. This window is based on the time you would like to arrive at your destination or when you would like to be picked up. You are expected to be ready to board the vehicle when the driver arrives at any point within this window.



## Marin Access Alerts

Marin Access Alerts can notify you about upcoming trips, directly from our automated service. Because we know where our vehicles are, we can contact you when it's about to arrive. You can receive notifications by:

- » Email
- » Text message
- » Phone call, or
- » A combination of all three

Call a Travel Navigator at (415) 454-0902 to update your notification preferences.

## Time Changes

Occasionally, trip cancellations or additions will cause your pick-up time to be adjusted. If changes to your ride occur after scheduling, Marin Access will call you to discuss your adjusted pick-up time.

## Canceling Trips

Please cancel trip reservations at least one day in advance whenever possible. For your convenience, a 24-hour cancellation "hotline" can be reached at: (415) 457-4630.

A cancellation made less than 2 hours prior to the scheduled pick-up will be recorded as a late cancellation. Repeated failure to cancel a scheduled ride with at least 2 hours advance notice can lead to suspension of service (see "No Show / Late Cancellation Policy" on page 11).

## Changing Trip Requests

When making a change to a scheduled pick-up, call the reservation line at (415) 454-0964 to make the change at least one day prior to the scheduled pick-up. Marin Access will make a good faith effort to accommodate requests for same-day changes but cannot guarantee that all changes can be made.

## Late Trips

### What if I Am Late for My Scheduled Ride?

If you find yourself running late, call Marin Access as soon as possible. The scheduling and dispatch team will try to adjust the schedule to accommodate you.

Marin Access drivers are only allotted five minutes to make their pick-ups. If you are not ready to leave within five minutes of the vehicle's arrival, the driver may have to leave without you in order to be on time for the next passenger. Our ability to dispatch a second vehicle is based upon availability.

If a second vehicle must be dispatched to pick you up, this becomes a "will call" trip and a fare surcharge will apply (see "Local Fares" on page 5).

### **What if Marin Access is Late Picking Me Up?**

Many factors affect the on-time performance of Marin Access vehicles. These include traffic and weather conditions. If Marin Access Paratransit finds it will be unable to meet your scheduled pick-up time by 15 minutes or more, Marin Access scheduling staff will endeavor to call and notify you. For this reason, when scheduling your ride, it is important to provide a phone number (if one is available) where you can be reached at each of your pick-up locations. Marin Access Alerts keep you up to date on the status of your trip, see page 9 to learn more.

### **Subscription Service**

Subscription Service is limited to riders traveling to the same place at the same time at least once a week for a minimum period of four weeks. Once a subscription has been set up, Marin Access will continue to provide the ride without the need for you to make an individual reservation for each trip. Subscription service is not available for intercounty trips.

It is important to remember to cancel your subscription ride when you are unable to attend. Failure to do so could result in suspension under Marin Access' no show policy (see page 11). If suspended for multiple no-shows, you will not be allowed to use the subscription ride service for a period of at least two (2) months. Reinstatement of subscription rides is at the discretion of Marin Transit and will require a review of your standing with regards to our no-show policy

The ADA states that no more than half of all rides taking place at one time can be reserved as subscription rides. If there is no immediate space for your subscription ride request, you may be put on a waiting list. While you are on the waiting list, you can make individual reservations for each day's trips in the normal fashion.

You may request a subscription ride by calling the Marin Access Paratransit Scheduling office at (415) 454-0964.

### **Will Call Policy**

If you are not ready at the time of your pick-up for your return trip, you will be placed on "will call." Once you are ready, it is your responsibility to notify Marin Access and then remain at your pick-up point until a vehicle can be dispatched to you. Be aware that will-call trips cost an additional \$0.50 and it may be some time before we are able to send another bus to pick you up – all our vehicles may already be scheduled to pick-up other riders and may not be readily available to detour to pick you up.

## No Show / Late Cancellation Policies

The table below details the Marin Access policies for no shows or late cancellations.

Policy	Detail	Penalty Point Accrual
No Show and/or Cancel at Door	Occurs when a customer does not board the vehicle within five minutes of the vehicle's arrival within the negotiated 30-minute pick-up window or cancels the trip when the driver arrives.	Two Penalty Points
Late Cancellation	Occurs when a customer cancels a trip less than two hours before the start of the negotiated 30-minute pick-up window.	One Penalty Point

- » All riders will receive an advisory letter after the accumulation of four points that explains the policy and explains their current accumulation of points. Advisory letters are sent to riders on a monthly basis.
- » No rider will be suspended without first receiving an advisory letter and then accumulating at least four additional points to put them in the range of suspension.
- » In any monthly period ending on the last day of the current month, if a customer has accumulated eight or more penalty points, they will receive a suspension.
- » A trip cancelled in accordance with policy will not be counted in the total number of trips booked, nor will it be assessed penalty points.
- » A customer will be subject to suspension only if at least ten trips have been booked and eight penalty points are reached during the monthly period and cumulative no-showed or late cancelled trips equal at least 10% of said riders trips for the month.
- » All suspension periods will begin on a Monday.

The length of a customer's suspension will adhere to the following schedule:

Violation	Action
First Suspension	7-day (1-week) suspension
Second Suspension	14-day (2-week) suspension
Third Suspension	21-day (3-week) suspension
Fourth and Subsequent Suspensions	28-day (4-week) suspension

- » Passengers who feel they have been unjustly charged with a no show or late cancellation may contact the Scheduling Supervisor to discuss.
- » Passengers who feel they have been unjustly charged with a suspension may use the Appeals Process detailed in this guide on page 22.
- » Return rides are not automatically cancelled even if the customer fails to make the first portion of scheduled trip.
- » Marin Access will attempt to reach the customer in the event of a no show to verify whether the return trip is needed. If the customer cannot be reached, it is the customer's responsibility to contact Marin Access to cancel the return ride home. Otherwise, the customer will receive a second point assessment for the return trip.

## What can I expect while riding paratransit?

### Ride-Share

Marin Access paratransit service is a shared-ride service. This means the vehicle may stop and pick-up or drop-off other riders as it proceeds to your destination. When you call to request your ride, your scheduled pick-up times or route of travel may be negotiated to ensure efficiency of the service for all users.

The ADA requires that there be no priority given to specific trip purposes. For example, requests for trips to medical appointments cannot be prioritized over requests for trips to a movie theater.

### In Case of Emergency

Paratransit is not emergency medical transportation. Though our drivers are trained in first aid and CPR, they are not medical professionals. If you are at home or out in the community and have a medical emergency, call 911.

If there is a medical or health emergency on board the paratransit vehicle, the driver will pull over, call dispatch (who will in turn call 911 and your emergency contact) and wait for a medical professional to arrive.

### Vehicle Arrival

When your driver arrives for your pick-up during your scheduled window, they can wait no more than five minutes for you to board the vehicle. If you are not ready to leave within five minutes of the vehicle's arrival, the driver will be required to move on to their next pick-up and you will be marked a "no-show." This is to ensure all passengers reach their destinations on time.

If you are not ready and you miss your return trip, you will be placed on "will-call" until you are ready, and another vehicle can be dispatched to pick you up. (See "Will Call Policy" on page 10).

### Trip Length

As a shared ride system, travel time can vary depending on the number of rides being accommodated. Rides are scheduled to ensure your time on board is no more than the length of time that a comparable trip would take if made on a regular fixed-route bus (including travel to and from the bus stop from your origin and destination, as well as any transfers needed to complete a similar trip). Usually, much less time is required to complete the trip.

There are some situations Marin Access has no control over, including but not limited to traffic conditions, road construction, weather, and/or vehicle breakdown. Occasionally when this happens, some trips may exceed this standard. Passengers should discuss their travel times with Marin Access if they have any concerns.

If the paratransit vehicle arrives before the beginning of the scheduled window due to a cancellation or especially light traffic, you may wait to get on the vehicle until the start of your confirmed pick-up window or you may get into the vehicle and leave right away. It's your choice.



## Service Limitations

Eligibility for the service does not always mean that the service will be able to serve you in every situation. The following are a few service limitations you may encounter.

- » If your pick-up or drop-off location is outside the service area or if the bus that paratransit is required to complement is not running on the day or time you request, your ride will be put on stand-by.
- » If it is determined that a location you would like to travel to or from is not safe to maneuver in one of our paratransit vehicles, we will not be able to serve that location (e.g. dangerous double parking, required backing of the vehicle, low hanging branches, no safe area to load the client, etc.). In this case, arrangements may be made for an alternative pick-up address that is safer.
- » Marin Access Paratransit is a door-to-door-service. Every effort will be made to assist you from the exterior door of your pick-up location to the vehicle and vice versa upon drop-off. However, there are some limitations to the extent a driver may assist you to and from your door. For more information, please see "Driver Responsibilities" on page 16.
- » Should you require more assistance than drivers can provide, we recommend you bring a Personal Care Attendant (PCA) with you. Please see page 18 for more information on PCAs.

## Riding On Assigned Vehicle with the Assigned Vehicle Operator

Due to the complexity of the system and the limited availability of resources, you cannot request a pick-up in a certain vehicle or by a certain driver. You are expected to ride in the vehicle dispatched for your trip with the vehicle operator assigned by Marin Access. If you have concerns about the condition of a vehicle or the vehicle operator's performance, report them promptly to a Marin Access supervisor at (415) 454-0964.

## Packages

Passengers are limited to four carry-on bags or packages, with each package no heavier than twenty pounds. One small shopping cart (see dimensions below) is allowed. Packages or parcels may not obstruct aisles or prevent seats from being used. Drivers will assist you with packages that fit into this policy and will secure all small shopping carts as described below. For the safety of you and all others on board the vehicle, if you are trying to bring items on board the bus that exceed this policy, you will not be permitted to ride.

### Carts:

- » 37" high from the floor to the top of the handle
- » Large basket area measures (maximum):
  - » 13" side to side
  - » 11 ½" front to back
  - » 20 ½" top to bottom
- » Folds for easy storage



## Luggage

Luggage that can be stowed in front of the passenger, under the seat, or on the lap of the passenger is allowed. Drivers will assist you with luggage that fits into this policy and will secure all packages. This luggage must comply with the same guidelines as airline carry-on luggage.

### Carry-On Bags:

- » One carry-on bag  
not to exceed  
22" x 9" x 14"



## Lost and Found

Marin Access accepts no responsibility for personal items left on a vehicle. Passengers may call Marin Access to find out about any personal items they may have left on the vehicle. If recovered, Marin Access will hold personal items for 60 days prior to disposal.

## Safety Rules and Expectations

Safety is of primary importance to Marin Access. Passengers are required to follow all safety instructions given by the driver and/or as required by law enforcement or safety officers.

If you believe you have been injured on a Marin Access vehicle, please report your injury to Marin Access as soon as possible (preferably immediately or within 24 hours).

## Seat Belts and Securements

Each Marin Access vehicle is fitted with seat belts for every passenger seat and securements for each wheelchair position. Passengers must always wear seat belts or safety lap belts secured to the floor of the van (for customers using wheelchairs).

If for some reason a seat or safety lap belt is not available due to failure of that equipment and all other equipment on board is already in use, passengers can decline their scheduled trip and Marin Access will dispatch a properly equipped vehicle as soon as possible.

## Using the Lift

Passengers who have difficulty navigating stairs may request to board the vehicle using the wheelchair lift.

## Life Support Equipment

You may bring your respirator, portable oxygen, or other life support equipment on the vehicle if it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the paratransit vehicle and be managed by you or your Personal Care Attendant.

## Children

Children aged eight and older may ride Marin Access ADA paratransit independently once they are determined eligible for the service. Children under the age of eight must be secured in a car seat or booster seat and accompanied by an adult. An adult is responsible for providing such safety equipment and for securing it, and the child, in the paratransit vehicle. Marin Access is not responsible for the safety of the child safety seat or booster or for its proper securement. Children who are eight years of age OR have reached 4'9" in height must be secured by a safety belt.

Children traveling as companions under the age of five are not charged a fare; those aged five and older must pay the full fare. Be sure to alert your scheduler at the time of booking if you are traveling with children. All rules that apply to adult riders also apply to children.

## Marin Access Drivers

All Marin Access Paratransit drivers are trained professionals. Training includes defensive driving, behind-the-wheel training, sensitivity training, CPR, and first aid.

## Driver Uniforms and Identification

Marin Access drivers wear uniforms bearing the name "Whistlestop" and the Marin Access logo on the shirt, jacket, and/or cap. Drivers also wear badges with their name and picture displayed prominently on the front.

Drivers will greet each passenger, give their name and the name of Marin Access, and then confirm the passenger's name and destination for each scheduled pick-up.



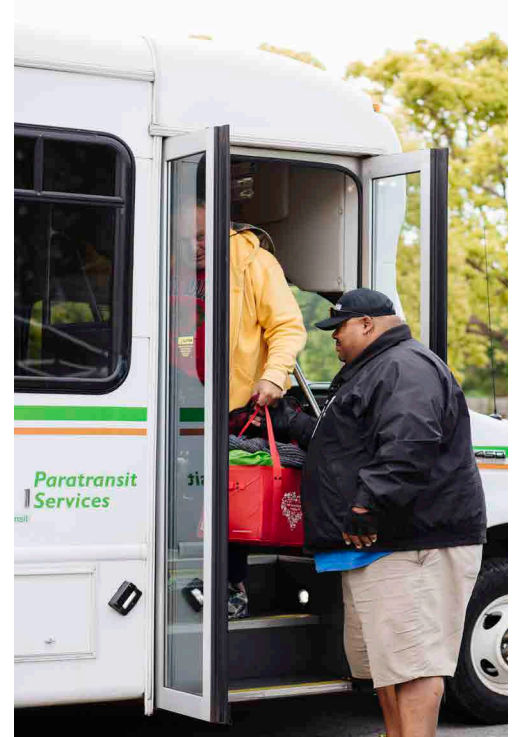
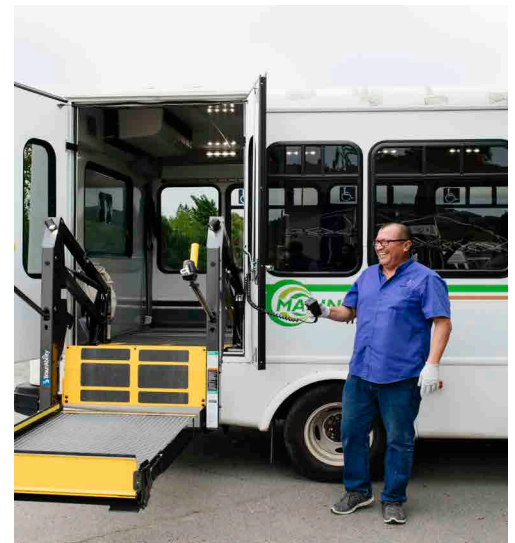
## Driver Responsibilities

### Drivers Must:

- » Get out of the vehicle and let you know they have arrived.
- » Operate the vehicle and lift in a safe manner and safely secure wheelchairs on the vehicle.
- » Assist passengers to and from the front door of their origin and destination. The front door of the primary building is considered the outermost door of a home or facility accessible by the driver.
- » Assistance includes, but is not limited to:
  - Offering ambulatory passengers a steadying arm or other appropriate assistance when walking or using stairs
  - Helping persons in manual wheelchairs maneuver onto standard ramps to and from the main door of their origin and destination
  - Carrying packages that comply with Marin Access' policy (see page 13)
  - Providing reasonable assistance to riders entering or leaving the vehicle.
  - Assisting riders or wheelchairs up or down no more than one exterior stair.

### Drivers Are Not Permitted To:

- » Lift or carry passengers.
- » Enter a passenger's residence, including the garage.
- » Perform any personal care assistance for any passenger, such as assisting with dressing or eating.
- » Assist a passenger or wheelchair up or down any interior steps or more than one exterior step.
- » Make an unplanned stop along the route for a rider to conduct business, such as at an ATM/Cash machine, pharmacy, restroom, or mailbox.
- » Escort a passenger beyond the ground floor lobby of a public building or beyond the front door of a private residence.
- » Accept tips or any other gratuities.
- » Perform errands for riders such as picking up prescriptions or groceries.
- » Take information from the rider about cancellations or changes in reservations.
- » Secure child safety systems in the vehicle or children into such systems.
- » Transport wheelchairs or mobility devices without the eligible rider.



## Mobility Devices

Wheelchairs will be secured to our vehicle via a four-point tie-down system or a similar device. We may refuse to transport you if you will not allow your wheelchair to be properly secured prior to transport.

If you use a three- or four-wheeled mobility device or scooter, the driver will ask you to transfer to a regular seat. This is done for your protection as these devices are known to be less stable than a standard wheelchair. If you are unwilling or unable to comply with this request, you may decline, and the driver will secure you in your mobility device and continue with your ride.

For your safety, please be sure that your wheelchair or other mobility device is properly maintained in accordance with manufacturer's specification. We may refuse to transport any mobility device that could pose a hazard of any type to other passengers, the driver, or to our equipment.

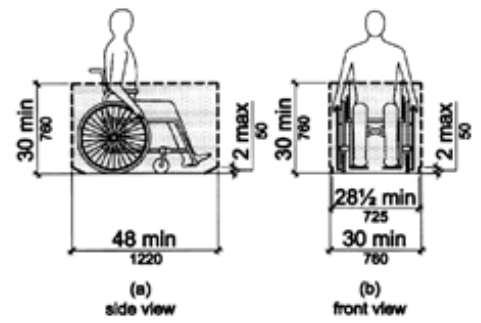
For more information about our denial of service policy, contact Marin Transit at (415)226-0855.

## Wheelchair Size

If you often ride paratransit, you may want to consider the size and weight limitations of our service when purchasing a new wheelchair or scooter.

Marin Access recommends that the size of your wheelchair does not exceed:

- » Maximum Size:  
48 inches long x 30 inches wide
- » Maximum Weight  
(including occupant): 600 lbs.



Marin Access recognizes that many paratransit riders have chairs that exceed these dimensions. If you are using a wheelchair that is larger than the above recommended size, it is considered oversize. If you will be using an oversize chair, you must notify the scheduler when reserving your ride. A ride request involving an oversize chair will be placed on stand-by until Marin Access can determine that the vehicle assigned to the trip can accommodate the wheelchair. Marin Access will accommodate oversize wheelchairs and scooters whenever possible.

Wheelchairs that need to be reclined more than 45 degrees cannot be transported as it makes it impossible to safely secure the client. If your wheelchair or scooter is power-driven, the driver may not assist you in its operation and you will be expected to maneuver it safely on, off, and inside the vehicle.

If you would like to use your wheelchair as a seat in a paratransit vehicle, Marin Access suggests considering a WC19 compliant wheelchair as WC19 certified wheelchairs are generally easier for a bus driver to secure and go through rigorous crash testing to ensure their safety in a moving vehicle.

## Animals on Board

### Service Animals

A service animal for the purpose of transport upon a paratransit vehicle is defined by the Department of Transportation (DOT) as an animal that is individually trained to perform tasks for people with disabilities, such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals and not pets. The work or task an animal has been trained to provide must be directly related to the person's disability. Per the DOT, animals whose sole function is to provide comfort or emotional support do not qualify as service animals.

- » When scheduling a trip with Marin Access, tell the scheduler that a service animal will be accompanying you.
- » Your service animal must always be under your control while in the vehicle.
- » For safety purposes, we ask that your service animal board via the passenger door.

### Pet & Emotional Support Animal Policy

Animals other than service animals can be transported in an airline approved carrier provided that the carrier fits on your lap or under your seat.

- » The weight of the animal and carrier together must be under 20 lbs.
- » Service animals are excluded from this policy (see "Service Animals" above).
- » Animals must remain in the carrier for the entirety of the trip.
- » Animals must always be under your control while in the vehicle.

## Riders Requiring Additional Assistance

### Assistance on Board

Many paratransit riders can ride independently without the aid of another individual. However, some of our riders have conditions that require more assistance. If this is the case for you, we strongly recommend you bring someone along as a Personal Care Attendant. This individual can be anyone from a friend to a caregiver that will assist you during your trip. The driver cannot act as a PCA for riders.

### Assistance at Pick-Up and Drop-Off Locations

Some riders cannot be safely left on their own at either their pick-up or drop-off location. It is the responsibility of the rider's Personal Care Attendant (PCA) or family to clearly identify these riders to Marin Access so that the driver can take appropriate precautions.

A PCA must be present at the pick-up point and at the drop-off point for riders who cannot be left alone. If a PCA is not present when the driver attempts to pick-up or drop-off these riders, it can seriously disrupt the driver's schedule. If Marin Access encounters multiple absences of a PCA, service to the rider may be suspended and the situation could be reported to Adult Protective Services.

## Illness or Incontinence

Should you experience illness or incontinence while onboard the vehicle, please notify the driver of the situation so that he or she can make arrangements to get you home and return the vehicle to a clean state. Passengers who have soiled themselves or with open wounds upon pick-up will not be transported.

Marin Access vehicles are not permitted to make stops along the scheduled route of travel to allow you to use a restroom. Please make the proper precautions prior to departure to ensure you will be able to make your entire trip without incident.

## Unacceptable Behavior

To ensure that your ride experience is as enjoyable and safe as possible, refrain from distracting the driver while he or she is operating the vehicle.

Type of Behavior	Examples	Penalty
Disruptive Behavior	<ul style="list-style-type: none"><li>» Screaming</li><li>» Yelling</li><li>» Banging on any surface of the vehicle</li><li>» Loud cell phone conversations</li></ul>	The penalty for a proven incident of dangerous/unsafe behavior or physical abuse will be determined through consultation between Marin Access and Marin Transit (or Golden Gate Transit if the behavior occurs on the intercounty service). The penalty will range from a warning letter to permanent suspension from the Marin Access program.
Dangerous Behavior	Any threat or action that could cause direct or indirect physical harm to the driver, vehicle or other passenger(s)	
Physical Abuse	Any action that may cause direct or indirect physical harm to a passenger, driver, or Marin Access staff	
Verbal Abuse	Any oral presentation that is offensive to a passenger, driver, or Marin Access staff	

## Disciplinary Process

Our disciplinary process progresses from warnings to suspension.

- » First, a rider is warned by a telephone call from Marin Access.
- » If the behavior or action continues, the rider will receive a written warning with an explanation of the violation.
- » Finally, if the behavior continues unchanged, Marin Access will notify the rider of a pending suspension.

Suspension	Length of Suspension
First Infraction	7 day suspension
Second Infraction	14 day suspension
Third Infraction or more	30 day suspension

Any step in this process may be bypassed should the behavior warrant doing so.

All riders have a right to appeal a suspension decision. Please see page 22 for more information on the Appeals Process.

## How can I give feedback?

### Feedback Procedure

Your feedback is appreciated. For your convenience, all vans are equipped with an accessible courtesy card for this purpose. These cards are reviewed by Marin Transit and Marin Access staff.

Feedback should be submitted in a written format whenever possible. If writing to us is a hardship due to your disability, phone numbers and email addresses may also be used. Feedback should be submitted within three days of occurrence to ensure an appropriate response. Serious problems should be communicated immediately.

When providing feedback, passengers are requested to provide the following information:

1. Passenger's name
2. Passenger's address and telephone number
3. Date and time of the occurrence/problem
4. Place of incident (when applicable)
5. Scheduled pick-up time
6. Vehicle number
7. Driver's or scheduler's name
8. Any other important details that describe the occurrence or problem

If your feedback is about a fellow passenger, we recommend you bring it to the attention of Marin Access supervisors (or the driver if it requires an immediate response) rather than addressing another rider directly. You may request that your comments be handled confidentially.



Please address your feedback to one of the following:

<b>Agency</b>	<b>Address</b>	<b>Phone</b>	<b>Email</b>
Marin Access	930 Tamalpais Avenue San Rafael, CA 94901	(415) 454-0964	travelnavigator@marintransit.org
Marin Transit	711 Grand Ave, Suite 110 San Rafael, CA 94901	(415) 226-0855	info@marintransit.org
Golden Gate Transit	ADA Compliance and Program Manager 1011 Anderson Drive San Rafael, CA 94901	(415) 257-4416	jgaffney@goldengate.org

## Reasonable Modifications

A rider may request a modification to Marin Access policies, practices or procedures to accommodate his/her disability. Modifications will be considered and granted if it is determined that the rider is not able to fully use Marin Transit / Marin Access services, programs, or activities for their intended purpose without the requested modification and said modification does not:

1. Fundamentally alter the nature of Marin Transit / Marin Access services, programs or activities;
2. Create a direct threat to the health or safety of others;
3. Cause unreasonable financial or administrative burden

To request a reasonable modification to current policies, practices or procedures please call Marin Transit at 415-226-0855 to request a Reasonable Modification Form. The Reasonable Modification Form is also available on the Marin Access website at [www.marintransit.org/reasonable-modification](http://www.marintransit.org/reasonable-modification). For more information contact the Reasonable Modification Coordinator at the contact information below.

## Reasonable Modification Coordinator

The Reasonable Modification Coordinator is the person designated to coordinate the efforts of Marin Transit / Marin Access to comply with reasonable modification requirements including determinations of requests and handling complaints.

<b>Address</b>	711 Grand Ave, Suite 110, San Rafael, CA 94901
<b>Telephone</b>	415.226.0855
<b>Fax</b>	415.226.0856
<b>Email</b>	jhuitt@marintransit.org

## Reasonable Modification Complaints

If you would like to file a complaint regarding the service or a determination of your reasonable modification request, please contact the Reasonable Modification Coordinator at 415-226-0855 or by email at [jhuitt@marintransit.org](mailto:jhuitt@marintransit.org). Marin Transit / Marin Access will review and investigate each complaint regarding reasonable modification that is filed and respond to you, with a reason for the response, within 14 calendar days.

# How to Appeal an Eligibility or Suspension Decision

## Appeals Process

If you are determined to be “conditionally eligible” or “ineligible” for paratransit service, or you are a client of Marin Access with existing service who has been suspended, you have access to an appeals process. All requests for an appeal must be received by Marin Access within 30 days of issuance of the notification of penalty or service suspension or within 60 days of determination of “conditional” eligibility or denial of eligibility. In all cases, the appeal process will be concluded as expeditiously as possible.

You have a right to a timely hearing and decision. If not concluded within 30 days, the passenger will be considered presumptively eligible for ADA paratransit service until the appeals process is concluded. No penalties will be applied unless immediate action is required to address dangerous behavior or physical abuse. The appeals decision will be by majority rule and will be final upon mailing of the written determination.

To Appeal...	Deadline to Request an Appeal	What happens while the decision is under appeal?
Denied or Conditional Eligibility Determination	Within 60 days of eligibility determination	The original eligibility determination will apply until an appeals panel issues a decision.
Suspension for violating the No Show/Late Cancellation Policy	Within 30 days of being notified of suspension	Paratransit service will continue until the appeals panel issues a decision.
Suspension for violating a Safety Policy	Within 30 days of being notified of suspension	For the safety of our passengers, if you have been suspended for behavior that is illegal or potentially compromises the safety of our driver, other riders, or our equipment, your suspension will remain upheld until the appeal process can be completed.

## Appeals Review Panel

The Appeals Review Panel is composed of at least three representatives, including one or more transit or paratransit users familiar with Marin Access services, one transit agency staff person, and one individual with a medical, social work, or other appropriate background.

The panel representatives will be selected from a pool of candidates coordinated through the Marin Paratransit Coordinating Council as well as Golden Gate Transit’s Advisory Committee on Accessibility (See Committees / Public Involvement page 23). When an appeal is received, the panel will meet, review the appeal, hear evidence from both sides, and issue a decision in writing. The appellant may have a representative with and/or in place of him/herself at the hearing.

## **Committees / Public Involvement**

Community feedback and recommendations are greatly appreciated. Your perspective and input can help us improve the Marin Access family of programs. Below you will find more information on opportunities to provide feedback.

All public meetings are conducted in accessible locations. If you require American Sign Language Interpreters, Assistive Listening Devices or other accommodations to participate in a meeting, you may request them by calling (415) 226-0855 (voice) or contact the California Relay Service by dialing 711 to connect to the telephone listed above. Requests must be received no less than four working days prior to the meeting to help ensure availability. For additional information, visit our website at <http://www.marintransit.org>.

### **Marin Paratransit Coordinating Council**

The Marin Transit Paratransit Coordinating Council (PCC) is an advisory body for customers, service providers, social service agency representatives, and others to provide input on the paratransit program. Meetings take place every other month, are staffed by Marin Transit, and are open to the public. The meetings serve to ensure that paratransit services comply with the ADA, monitor provider performance and service quality regularly, educate the community-at-large, review and make recommendations, and develop the leadership skills of paratransit consumers.

For further information call or email:

Marin Transit

(415) 226-0855 | TDD (415) 226-0856 or 711 | [info@marintransit.org](mailto:info@marintransit.org)

### **Advisory Committee on Accessibility**

Golden Gate Transit's Advisory Committee on Accessibility (ACA) was organized in 1979 to advise the District's Board of Directors on transportation issues pertaining to seniors and persons with disabilities. The ACA meets quarterly and forwards its recommendations to the Board of Directors.

For further information call:

ADA Compliance and Programs Manager

Golden Gate Bridge, Highway and Transportation District

(415) 257-4416

## **Title VI: Civil Rights Act of 1964 (Non-Discrimination Policy)**

### **Marin Transit's Title VI Policy Statement**

Marin Transit grants all citizens equal access to its transportation services. Marin Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI").

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint. For more information on Marin Transit's civil rights program and the procedures to file a complaint, contact (415) 226-0855 or TDD 711, email [info@marintransit.org](mailto:info@marintransit.org) or visit our offices at 711 Grand Avenue, Suite 110, San Rafael, CA 94901.

If information is needed in another language, contact Marin Transit at (415) 226-0855.

Marin Transit otorga a todos los ciudadanos la igualdad de acceso a sus servicios de transporte. Marin Transit tiene el compromiso de garantizar que ninguna persona sea excluida de participar o que se le nieguen los beneficios de sus servicios sobre la base de raza, color u origen nacional, según se proteja por el Título VI de la Ley de Derechos Civiles de 1964, y sus enmiendas ("Título VI").

Toda persona que crea que ha sido perjudicada por cualquier práctica discriminatoria ilegal conforme al Título VI puede presentar una queja. Para obtener más información sobre el programa de derechos civiles de Marin Transit y los procedimientos para presentar una queja, comuníquese al (415) 226-0855 o TDD 711, envíe un correo electrónico a [info@marintransit.org](mailto:info@marintransit.org) o visite nuestras oficinas en 711 Grand Avenue, Suite 110, San Rafael, CA 94901. Para obtener más información, visite [www.marintransit.org](http://www.marintransit.org)

Si se necesita información en otro idioma, póngase en contacto con Marin Transit al (415) 226-0855.

Marin Transit's Title VI policy is posted at its administrative offices, at major transit hubs located in San Rafael, Marin City, and Novato, and on Marin Transit vehicles.

### **Additional Information**

Members of the public can request additional information on Marin Transit's non-discrimination obligations or a copy of "Marin Transit Title VI Policy Statement and Report" by contacting:

Civil Rights Officer, Marin Transit  
711 Grand Ave, Suite 110  
San Rafael CA 94901  
415-226-0855

## Complaint Process

If you believe that you have received discriminatory treatment by Marin Transit on the basis of your race, color, or national origin, you have the right to file a complaint with the Civil Rights Officer. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident. This document and the Title VI complaint form are available [here](#).

Si usted cree que ha recibido un trato discriminatorio por Marin Transit sobre la base de su raza, color u origen nacional, usted tiene el derecho de presentar una queja con el Oficial de Derechos Civiles. La queja debe ser presentada a más tardar 180 días calendario después del supuesto incidente discriminatorio alegado. Este documento y el formulario de queja del Título VI están disponibles [aquí](#).

Los documentos que describen la Declaración de la Política conforme al Título VI y los Procedimientos de Queja de Marin Transit se pueden traducir al español bajo solicitud. Por favor llame al (415) 226-0855 o TDD 711.

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and send it to:

Civil Rights Officer, Marin Transit  
711 Grand Avenue, Suite 110  
San Rafael, CA 94901

Verbal complaints will be accepted and transcribed by the Civil Rights Officer. To make a verbal complaint, call (415) 226-0855 or TDD 711.

You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court. Should a complaint be filed with Marin Transit and an external entity simultaneously, the external complaint shall supersede Marin Transit complaint and Marin Transit's complaint procedures will be suspended pending the external entity's findings.

The Marin Transit Civil Rights Officer will review and investigate all Title VI complaints that are complete. Once the complaint is received, Marin Transit will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. Reasonable measures will be undertaken to preserve any information that is confidential. The investigation may include a review of all relevant documents, practices and procedures as well as discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation will be conducted and generally completed within 60 days of receipt of a formal complaint.

Based on the information received, an investigation report will be prepared by the Civil Rights Officer for submittal to the Marin Transit General Manager. On behalf of the General Manager, the Civil Rights Officer will issue one of two letters to the complainant: a closure letter or a Letter of Finding. A closure letter summarizes the allegations and states that there was not a Title VI

violation and that the case will be closed. A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. Parties will have 14 calendar days from the date of the outcome letter to appeal. If the complainant wishes to appeal the decision, he or she may appeal directly to the United States Department of Transportation, the Equal Employment Opportunity Commission or the California Department of Fair Employment and Housing, as appropriate.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

#### Investigation Procedures

The Civil Rights Officer will maintain a log of Title VI complaints received that shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken by Marin Transit in response to the complaint.

If requested, documents describing Marin Transit's Title VI Policy Statement and Complaint Procedures can be translated into languages other than English.

Los documentos que describen la Declaración de la Política conforme al Título VI y los Procedimientos de Queja de Marin Transit se pueden traducir al español bajo solicitud. Por favor llame al (415) 226-0855 o TDD 711.

## Americans with Disabilities Act Complaint Procedure and Designation of Coordinator

Pursuant to the regulations of the United States Department of Justice, which require the designation of an Americans with Disabilities Act (ADA) or Disability Access Coordinator, the General Manager for the Marin County Transit District shall be responsible for and designate qualified staff as the ADA and/or Disability Access Coordinator (DAC) who will administer the processing of all complaints or grievances as well as coordinate Marin Transit's overall efforts to comply with and carry out its responsibilities under the Act. The DAC shall also administer all complaints brought pursuant to Title 24, California Code of Regulations, concerning both privately and publicly funded accommodations.

All complaints or grievances shall be in writing on a form designated and contain information about the alleged violation or discrimination including name, address, phone number of complainant and location, date, and description of the problem. Anonymous complaints or grievances will not be taken. Complaints or grievances will, to the greatest extent possible (see Evidence Code 1040), be kept confidential unless ordered released by a court of competent jurisdiction. Alternative means of filing complaints or grievances may be registered by phone, email (confidentiality cannot be assured), letter, personal interview, or tape recording for persons with a disability upon request.

The complaint should be submitted by the complainant or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation or discriminatory act to the DAC at the below location or he may be contacted by phone at (415) 499-6100 Voice or TTY (415) 499-6172 or by fax at (415) 499-6939.

Disability Access Coordinator, Marin Transit  
711 Grand Avenue, Suite 110  
San Rafael, CA 94901

If the complaint is about building or facility inaccessibility, the Disability Access Coordinator will forward the complaint within 7 calendar days to Marin Transit District's Capital Programs Division for investigation and will formally acknowledge receipt of the complaint to the complainant ("See the Enforcement Procedure for Marin County Transit District, California Disabled Access Regulations"). Note: Any unauthorized deviation from such regulations or building standards shall be rectified by full compliance within 90 days after discovery of the deviation.

For all other complaints or grievances, within 30 calendar days after receipt of the complaint or grievance, the DAC will contact the complainant to discuss the complaint or grievance and the possible resolutions. Within 30 calendar days of the contact, the DAC will respond in writing and, where appropriate, in a reasonable format accessible to the complainant. The response will explain the position of Marin Transit and offer options for substantive and reasonable resolution of the complaint or grievance.

If the response by the DAC does not satisfactorily resolve the issue, the decision may be appealed within 30 calendar days after receipt of the response to the General Manager or his/her designee. Within 30 calendar days after receipt of the appeal, the General Manager or his/her designee will contact the complainant to discuss the complaint or grievance and possible resolutions. Within 30 calendar days of this contact, the General Manager will respond in writing and, where appropriate, in a reasonable format accessible to the complainant, with a final resolution of the complaint or grievance.

Every reasonable attempt will be made by Marin Transit to remedy the disability complaints or grievances in a timely manner subject to staff and budget constraints.

If any Title 24 Building Code or ADA complaint or grievance resides under the jurisdiction of another public entity, the complainant will be notified that Marin Transit lacks said jurisdiction.





