

MARIN ACCESS

a program of marin transit

newsletter

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

Spring 2019



Dear Rider,

It is no easy task to understand all of the different options available to help you get around Marin and beyond. That's why we focus on providing a variety of ways for you to learn more about your transportation options.

- » **Travel Navigators** are available by phone, email, and in person in downtown San Rafael or at satellite hours at locations across the county;
- » Information is available on our website at <https://marintransit.org/marin-access> and in our At A Glance and Marin in Motion brochures (available by request and at locations across Marin);
- » We offer **Travel Training** through group presentations or individualized sessions; and
- » We offer **Tech Tips for Transportation** classes to help you understand the options and tools available as you plan your trips.

Read on to learn more. Until next time,

– Marin Access

What's New

- » Learn more about **Travel Training** and how you can sign up on page 2.
- » Find important **updates for Marin Access Paratransit** riders on page 2.
- » Technology is a great tool that can help you get around without driving! Read about **Tech Tips for Transportation** classes on page 3.

Upcoming Events

We want to hear from you! Join us and share your ideas for how we can improve Marin Access programs.

The **Paratransit Coordinating Council** is your opportunity to give feedback about Marin Access paratransit. Our next meeting is on June 17, 2019 from 1:30 - 3pm. **NEW LOCATION:** 900 Fifth Avenue, Suite 100, San Rafael, CA

The **Marin Mobility Consortium** is where you can learn about what we're doing to improve mobility across Marin and provide your input on what is needed. Our next meeting is on July 17, 2019 from 10am - 12pm at the Northgate Mall Community Room at 555 Northgate Drive in San Rafael.

Travel Training

Marin Transit's travel training options are designed to help riders become more informed and independent consumers. Attend a group presentation to learn about transportation programs and services available through Marin Transit and Marin Access, or request a one-on-one training aboard our fixed route buses and learn how to ride with ease and confidence.

Group Presentations – “Navigating Transit” is a free one-hour presentation that discusses alternatives to driving for older adults in Marin County. You'll hear extensive information on Marin Access programs and riding local transit, including trip planning, tips for riding, and fare options for older adults. There is no cost for this service. Group presentations are held in locations across the county. **Contact a Travel Navigator at (415) 454-0902 to learn when and where our next sessions will be held.**

Individualized Travel Training – We will show you the ins and outs of riding the public bus including how to read a schedule and pay the fare. These trips usually take about three hours and are tailored to give you information about how to get to the areas you travel to on a regular basis. There is no cost for this service. **To sign up for travel training, visit <https://marintransit.org/travel-training>.**

Marin Access Paratransit Updates

Passenger Portal & Alerts

We've been hard at work improving the new features that give you more control over your paratransit experience.

The **Marin Access Passenger Portal** allows you to have complete control over your transportation experience online, including trip management and trip booking.

Marin Access Alerts notify you about upcoming trips, directly from our automated service. We know where our vehicles are, so we can contact you when it's about to arrive!

Call a Travel Navigator at (415) 454-0902 to update your account and activate these features.



Suspension Policy

Marin Access has **simplified the suspension policy** for paratransit so that you can easily track any points you accrue due to trips that are determined to be a no show, cancel at door, or late cancellation.

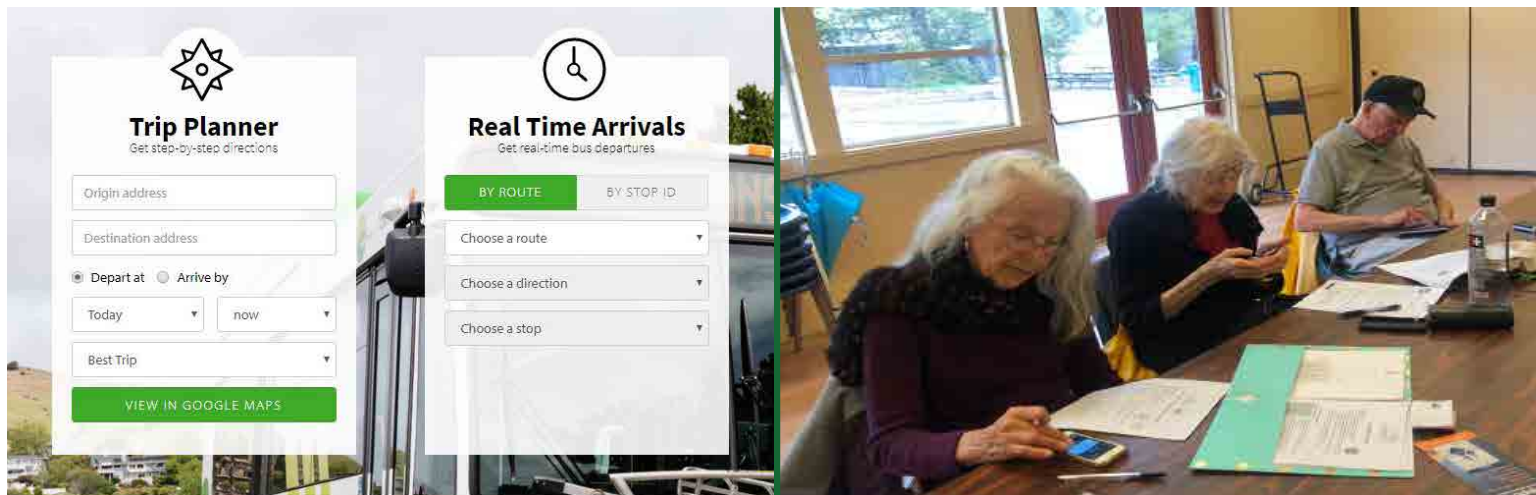
- » Penalty points are now accrued on a **full point basis**. No shows or cancel at door will accrue two penalty points. Late cancellations will accrue one penalty point.
- » The amount of points that will incur a warning or a suspension have **doubled** to account for the change. A warning will occur after 4 points are accrued, and a suspension will occur after 8 points are accrued.
- » Advisory letters will now be mailed out on a **monthly basis** so that you can track any points that you may have accrued.

For questions about this policy, please call the Scheduling Supervisor at (415) 454-0964.

Tech Tips for Transportation

Tech Tips for Transportation classes were developed to teach those that attend how technology can help you get around without driving!

Smartphones, tablets and computers are all great tools for learning about your transportation options and managing your rides.



This two session course is offered to help you learn about your transportation options in Marin. You will learn how to get online to use web sites & apps to determine the fastest and least expensive way to get where you want to go. Learn more about how to use the Marin Transit website and these useful services & apps:



This course is especially geared toward older adults, riders with disabilities, and/or caregivers who are exploring their transportation options. Attendees should bring their tablet, smartphone, or laptop to each session. We encourage you to register in advance for Tech Tips for Transportation classes. Walk-ins are also welcome. Registration fees vary by location.

A complete listing of upcoming classes can be found by visiting <http://technology4life.org/transit-tech/>.

Tech Tips for Transportation classes are offered through a partnership of Marin Transit and Technology 4 Life.





711 Grand Ave, Suite 110
San Rafael, CA 94901

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 » Register for Marin Transit Connect or request a ride
1-855-760-0920	<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 neighbor who gives you rides in their personal car.
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.

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.

Requests for accommodations may be made by calling 415-226-0855, 711 (TDD) or by e-mail at info@marintransit.org. Copies of documents are available in alternative formats, upon request.

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