



TIPS FOR RIDING PARATRANSIT

Scheduling a Ride

- » To schedule a ride, **call before 5 pm** on the day prior to travel. Rides can be scheduled up to seven days in advance.
- » Trips requiring a transfer to another paratransit service provider must be made at least 48 hours in advance of service.
- » When scheduling be prepared to give the following information:
 - Your full name.
 - The full address of destination(s). **Be very specific** as to where you will be waiting for us. For example, at Kaiser, tell us which building entrance you are traveling to.
 - The time when you need to be at your destination (including appointment time).
 - Whether you be traveling with a friend or Personal Care Attendant (PCA)?
 - Whether you will be using any mobility devices? (Wheelchair, Walker, etc.)
- » Be sure to **write** down your **pick-up** window time(s) - you **must be ready** at the start of your 30-minute pick-up window. Drivers can only wait 5 minutes.
- » If we need to change your pick-up time, we will call you the night before your trip after 4pm.
- » Remember this is a **shared ride service**; other riders may be picked up and dropped off during your ride. Marin Access provides more than 500 rides per day, on dozens of routes, and the patience and understanding of our riders is appreciated.

WHO TO CALL

To **schedule a ride**, call 415.454.0964.

The scheduling office is open from 8am – 5pm, 7 days a week.

To **cancel a ride**, call 415.457.4630.

The cancellations line is open from 8am – 5pm, 7 days a week. You may leave a message for cancellations after business hours.



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Fares

- » The one-way fare within Marin County is an exact fare of \$2.00 payable at time of boarding.
Drivers do not sell ticket booklets or carry change.
- » The one-way fare for extended trips (outside the service area but remaining within Marin County) is \$2.50.
- » “Will-call” trips, 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 – are also subject to the \$2.50 fare.
- » Intercounty trips are double the cost to ride fixed route; riders may pay by check or cash.

Additional Tips

- » You must remain seated with your seat belt buckled during the ride.
- » Eating, drinking, or smoking aboard the bus are not permitted.
- » Drivers will assist you as you are boarding or disembarking the vehicle.
- » Drivers do not know your future pick-up times. Please call scheduling for that information.
- » Children under 8 must travel in a child seat that you provide and install. They may not travel alone. Children 4 and under travel free. Children 5 and older pay full fare.
- » Clients and companions, but not PCAs, are allowed 4 bags each, each weighing up to 20 pounds. They must fit on your lap or under your seat.

For more information on paratransit service please see the complete Marin Access Paratransit Rider's Guide. This guide can be found at <https://marintransit.org/paratransit>. For additional assistance, please contact the Marin Access Travel Navigators by phone at 415.454.0902 or by email at travelnavigator@marintransit.org.