



'Ready For Anything' Edition

Photo by Flickr User Government of Alberta

Dear Rider,

The likelihood that you will recover from an emergency tomorrow often depends on how prepared you are today. While each Marin Access rider's abilities and needs are unique, every one can take a few basic steps to prepare for all kinds of emergencies. On pages 1 and 2, we provide information on what you can do to ensure you are prepared before, during, and after any emergency.

Inside, you will also find a Q&A with our newest staff member, Joanna Huitt. Join us in welcoming her to the team and learn more about her on page 3.

As always, thank you for riding and reading. Until next time,

– Marin Access

Dear Friend,

I recently started using Lyft and UBER for certain transportation needs and I wanted to share my experiences with the Marin Access community. My first ride was in late June. I needed to go to a hospital for an unexpected appointment and I wasn't able to get a paratransit ride for a same day trip. I decided I would try UBER. I placed the order with my phone and the driver was at my door within ten minutes. The driver was very pleasant and the ride from Greenbrae to San Rafael cost me less than ten dollars.

Since then, I have taken a handful of trips on both Lyft and UBER. I have taken rides home from the store when it would have been too far to walk with my packages and rides on days when the weather was unfavorable. Each time the drivers have been kind and considerate. I consider it a great addition to my travel options and encourage you to consider if it might work for your needs too.

– Patti Mangels, Chair of the Paratransit Coordinating Council

ARE YOU READY?

A guide to prepare for any situation

EVERYDAY PREPAREDNESS

DRESS IN LAYERS Marin has many microclimates. The ability to add or remove layers can be essential for comfort when traveling.

BRING EXACT CHANGE Paratransit, Catch-A-Ride, and the local fixed route bus all require exact change.

WATCH YOUR STEP The stairs on your vehicle can be steep. If they are difficult for you, don't hesitate to ask the operator for assistance using the lift.

BUCKLE UP Seatbelts are mandatory and are provided for your safety. Remain seated and buckled in while the vehicle is in motion.

BRING SOMETHING TO PASS THE TIME In cases where you get to your appointment early or have to spend a little time waiting for your ride, you'll be grateful for a distraction. Many of our riders bring books, personal music players, or small games to occupy their time.

PLAN YOUR MEALS Drinking and eating are not permitted onboard the vehicle unless you have a medical condition that requires doing so. If you do, please alert the driver.

continued on the next page...

EMERGENCIES WHILE RIDING

STAY CALM Our operators have received extensive emergency training. They also have printed instructions to reference on the spot!

HOLD TIGHT First, your driver will check on the condition of all passengers. Next, he or she will check the vehicle and road conditions to ensure it is safe to continue driving. If the driver is not able to continue on your route or needs assistance, he or she will call dispatch for instructions.

WHILE ON BOARD During a major emergency, the driver will attempt to take you one of three places: your home; your alternate drop-off destination; or a pre-designated safe location.

WHEN WAITING FOR A RETURN RIDE If you have been dropped off at your location and are awaiting a return ride, Marin Access will send a vehicle as soon as one is available to take you home or to a safe location.

WHEN YOU ARE AT HOME EXPECTING A RIDE All outbound trips from your home will be canceled until the emergency is over. You can reschedule your ride once service has been restored.

EMERGENCIES AT HOME

PLAN AHEAD Have a plan for what you will do if disaster strikes. Experts recommend that you plan to be on your own for at least three days after an emergency. Check out the sidebar below for some planning resources.

BUILD A KIT Put together a kit with essential items, like first aid, flashlights, personal hygiene items, portable radio, and a copy of your ID. Be sure to include enough water and non-perishable food to last for a minimum of three days. (At least one gallon of water per person per day.)

GIVE NOTICE If you have any special medical needs that first responders will need to be aware of, make sure they are written down and saved on your refrigerator. Use the resources in the sidebar below to register with 211, the County, and your local fire department.

COMMUNICATION IS KEY During a natural disaster emergency, electricity may be down and wireless networks could experience disruption. Know what type of landline telephone service you have (will it work without electric power?), keep your mobile devices charged if you know a storm is coming, and conserve battery power once you do lose electricity.

ready - set - register, and plan!

Use these resources to make sure you are prepared in case of an emergency.

211 Call 2-1-1 or visit 211.org
Ask about Emergency Registration for people with disabilities.

AlertMarin (www.alertmarin.org)
Register for Emergency Notifications

Ready.gov
The Department of Homeland Security's website will help you to prepare, plan & stay informed.

The American Red Cross (www.redcross.org)
Learn life-saving skills in case of an emergency or volunteer your time for a good cause.

FEMA (fema.gov)
Find up-to-date resources and information on the federal response to current disasters.

Marin County Fire Department
(www.marincounty.org/depts/fr)
Contact your local fire department to alert them of any special needs you may have in case of an evacuation.

There's a new face in the Travel Navigator office!



Joanna Huitt has joined the Marin Access team as a Mobility Manager for Whistlestop. Her role includes supervising our wonderful crew of Travel Navigators and assisting the Marin Access team with promoting and strengthening our programs. We sat down with Joanna for a Q&A to get to know her better.

hometown

Redlands, California

defining traits

Adaptable
Organized
Observant

can't live without

avocados

education

Master of Urban and
Regional Planning,
*San Jose State
University (SJSU)*

Bachelor of Arts,
Political Science,
*San Francisco State
University (SFSU)*

What is your personal philosophy?

Learn by doing. I believe that jumping in and trying new things is the best way to figure out what works or doesn't work. This can be applied to all areas of daily life.

Where is the best place you have traveled and why?

Mexico City because the subway is fantastic and makes it possible to enjoy the art and culture of Mexico.

Tell us about someone who has influenced your decision to work in mobility management.

While serving as a Commute Coordinator at SJSU, one of our students who had a disability used a variety of methods (paratransit, fixed route, light rail) to get around. He shared his transportation concerns with me, from getting places on time to accessibility for his wheelchair. Hearing about these challenges brought mobility issues to light for me, and I realized that I could improve the mobility of people in their communities. I love helping people find a solution that gets them where they need to go,

revealing many options so that even if their needs change, they can still get around.

How do you think transportation will change in the next five years?

I believe that advances in technology will expand the public's availability and understanding of transportation, allowing people to make the best choices from a range of options. This will in turn reduce isolation for populations such as older adults and people with disabilities.

What do you wish other people knew about Marin Access and the Travel Navigators?

I wish that people knew how many options exist for getting around. We encourage people with disabilities and seniors to use the wide range of services offered by Marin Access. Besides calling the Travel Navigators, we invite people to stop in and see us in person! Every weekday between 8:00 am and 5:00 pm, the Travel Navigators are available to review a plethora of options to help clients get around Marin. Our office is located in the Whistlestop building in Downtown San Rafael, right next to the Transit Center.

In six words or less, tell us what you envision for the future of the Travel Navigators.

Expanded focus on outreach and awareness.

FIRST CLASS MAIL
U.S. POSTAGE
PAID
COUNTY OF MARIN

Marin Transit
711 Grand Ave, Suite 110
San Rafael, CA 94901



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

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» Request a CarePool ride to get to a medical appointment or go grocery shopping. <i>You must already be enrolled and call one week in advance.</i> |
| 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 family member who gives you rides in their personal car. <i>The Travel Navigators are now enrolling riders in both East Marin and West Marin. Call them today to enroll.</i> |
| 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. |

2016 Marin Access Survey

The Rider Survey enclosed with this newsletter is an opportunity to provide your feedback AND your chance to **win a \$20 ticketbook** for paratransit! Mail in your survey by the end of January to be entered in the raffle.



Marin Access is a program of Marin Transit in partnership with Golden Gate Transit and operated by Whistlestop Transportation.