

MARIN ACCESS

a program of marin transit

newsletter

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

Winter 2018/19



Dear Rider,

Over the past year, we've been spending a lot of time finding ways to improve your experience as a rider using Marin Access programs and services. We're charting new territory in 2019 with improved scheduling options for paratransit, new and improved transportation options for Marin Access riders in North San Rafael, and an improved advisory process for those that do not comply with our no show and late cancellation policies.

Read through to see what we've been working on and please complete your 2018 Rider Survey to let us know how we are serving you! As always, thank you for riding and reading. Until next time,

– Marin Access

Paratransit Operations Appreciation Breakfast



In October, we celebrated the hard work and dedication of our Paratransit Operations Team with an Appreciation Breakfast. A special thanks to Whistlestop and Marin Transit for hosting, to PCC member and rider Naomi Butler for planning the event, and all of the volunteers who helped make this event a success.

The hardwork and dedication of our great team of paratransit drivers and schedulers deserve recognition every day; without them, paratransit would not be possible!

Winter 2018 - Marin Access Newsletter

What's New

- » Learn how you can get discounted rides on [Marin Transit Connect](#) on page 2.
- » Paratransit users can now register to book trips online on the new [Marin Access Passenger Portal](#). Learn more on page 2.
- » Knowing when your ride has arrived has never been easier. Read about [Marin Access Alerts](#) on page 2.

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 February 25, 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. Our next meeting is on January 9, 2019 from 10 - 11:30am at the Northgate Mall Community Room at 555 Northgate Drive in San Rafael.

For more information, visit
<https://marintransit.org/events>.



NEW FEATURES FOR PARATRANSIT USERS

We're happy to announce the launch of new tools to help make your paratransit trips more convenient!

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 ETAs 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.

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, or complete and return the form enclosed with this newsletter.

Get discounted rides on Connect in Northern San Rafael

Did you know that you can use Connect for same-day service? Connect is a new option for Paratransit and Catch A Ride users in Northern San Rafael! Connect provides same-day service and is wheelchair accessible. If you're in Northern San Rafael on weekdays from 6:20 am through 7 pm, Connect might work for you!

To start riding, download the Marin Transit Connect app on your smartphone. If you don't have a smartphone, call us at (415) 454-0902. We can help you set up an account or schedule a ride for you.

Once you have an account, you'll be able to request same-day service within the service area and have a ride by your door within a few minutes. We'll give you an estimated pickup time and plan a convenient route to your destination in one of our accessible Marin Transit Connect shuttle vans. You'll receive text message notifications about your ride, and will be able to track your ride in-real time when you use the app.

As a Marin Access client, you will also receive a 50% discount on all of your rides. You will pay \$2 per trip, or \$1 when connecting to a bus stop or train station. New users may be eligible to receive a \$30 credit to try Connect.

We're here to help you decide if Marin Transit Connect is right for you. Call a Travel Navigator at (415) 454-0902 to learn more.



Meet Your Team!

The Marin Access suite of programs would not be possible without the hard work and dedication of many individuals behind the scenes. You may be surprised to learn that there is much more than driving that goes into taking a paratransit trip to your destination.

Signing up for paratransit starts with the Travel Navigators. They provide critical information, including eligibility and enrollment services for all Marin Access programs. Travel Navigators will discuss with you which service is most appropriate for your trip.

Once eligible, paratransit riders call the scheduling team at least one day in advance of the trip to request a ride. The scheduling team combines all of the transportation requests they receive and builds a schedule that meets the needs of all eligible riders.

The safety & training team provides first class driver training and support, including training for new drivers and keeping seasoned drivers up-to-date on best practices that help keep our riders safe.

On an average day, a paratransit vehicle travels more than 100 miles. The fleet services team is responsible for maintaining our fleet of vehicles so that they are safe and reliable every time you take a ride.

On the day of the trip, drivers ensure that all riders arrive at their destinations safely. Drivers understand their critical role. They recognize that without paratransit many community members would not be able to access the services they need to maintain their quality of life.



Updated 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.



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711 Grand Ave, Suite 110
San Rafael, CA 94901

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.

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.

2018 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 February 15, 2019 to be entered in the raffle.

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 boletín de Marin Access en español por favor visite al www.marinaccess.org o llame al 415-226-0855.