

MARIN ACCESS

a program of marin transit

newsletter

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

1st Edition | December 2015



Marin Access is a family of services...

...all working together to get you where you need to go.

Dear Rider,

Since its inception, Marin Access has overseen the coordination and growth of transportation resources for Marin's older adults, people with disabilities, low-income residents, and others who cannot or choose not to drive. We know there's no one right fit for all of our riders' transportation needs, and that's why we offer a family of services including Travel Navigators, Marin Access paratransit, volunteer driver programs, Catch-A-Ride, and programs to learn to ride the bus.

Through this mix of services, Marin Access provided over 150,000 trips for more than 2,300 seniors and people with disabilities in the past year. Since 2010, ridership has increased 26%.

After a period of growth, we are now taking a moment to assess how we've done and how we can continue to improve. Inside this newsletter, the first of its kind, you will find information on how to better use all of our available services.

We have also developed a survey designed to assist us in better understanding your needs. Please take a moment to fill out the survey and drop it in the mail (postage already included). Your feedback will be put to good use. Plus, you will be entered in a raffle to win a \$20 ticketbook for paratransit!

Thank you for riding and reading. Until next time,

– Marin Access



Did you know?

Helpful Tips for Paratransit Riders

- Marin Access accepts reservations up to 7 days in advance. Rides are scheduled on a "first call/first served" basis, so call early!
- When making a reservation, tell the scheduler (1) what time you need to be at your appointment and (2) when you'll be ready to go home.
- Be prepared to arrive at your destination up to an hour before your appointment or to go home up to one hour after your appointment ends.
- For a quicker ride, try riding between 10 am-1 pm on weekdays, and mornings or afternoons on weekends.
- Live in Novato and going somewhere in Novato? Use Dial-a-Ride instead of paratransit for faster service. Call: 415-892-7899 to schedule a ride.

Paratransit Coordinating Council Update

by Patti Mangles, PCC Chair

Are you interested in becoming more involved in the Marin Access Paratransit program? The Marin Paratransit Coordinating Council (PCC) is always looking for new members to help improve the availability of transportation services for people with disabilities.

The PCC's input helps Marin Transit with the development and implementation of transportation programs and is a forum for discussing common goals and recommending actions to improve all Marin Access services.

For more information or to express an interest in joining, contact Jon Gaffney at 415-226-0869. We look forward to seeing you at our next meeting!



Spotlight on:
Travel Training

Learning to ride the bus opens many doors, and it's easy. Here's how:

- 1 GIVE US A CALL**
415-226-0855
- 2 REQUEST A TRAVEL TRAINING APPOINTMENT**
Let us know what dates and times work best for you.
- 3 TOUCH BASE WITH YOUR TRAVEL AMBASSADOR**
Explain where you'd like to be able to go and arrange a time and place to meet.
- 4 GO FOR A RIDE**
Let our Travel Ambassadors show you how great it can be to take the bus!



Spotlight on:
Volunteer Driver Programs

Marin Access offers several volunteer driver programs within Marin. Whether you need help finding a ride or you simply want to enlist a friend or family member and reimburse them for fuel, we're here to help. Call a Travel Navigator (415-454-0902) to enroll or set up a ride!

"I have taken rides with three different volunteers and they have all been very kind. It's nice when you are rushing to appointments to have someone to talk to. They have all been approachable and helped me if I needed it."

- Jaime, Rider

"I loved learning how to get to the Northgate Mall! Now I can see all of the movies as soon as they come out."

**- New Transit Rider,
Age 86**

The Faces of Marin Access

Introducing the people who help get you where you're going.



Kristin Stoerker
Travel Navigator

Kristin is a lifelong San Rafael resident who is actively involved in the community.



Stephanie Carneiro
Travel Navigator

Stephanie is a native Bay Area resident and loves to travel.



Raphael Krantz
Travel Navigator

Raphael is originally from New York and came to the Bay Area after traveling the world.



Tom Roberts
COO, Whistlestop

Tom has provided transportation services to seniors and people with disabilities for 28 years.



Helene Buchman
Call Center Manager,
Paratransit

Helene is new to our programs and brings more than 30 years of experience in transportation.



Susan Stratman
Mobility Service Program
Manager, Whistlestop

Susan oversees the Navigators and volunteer driver programs. She previously worked for Area 4 Agency on Aging.



Jon Gaffney
Senior Mobility Analyst,
Marin Transit

Jon has been working in the fields of paratransit and mobility management in Marin County for the past 13 years.



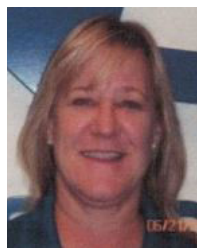
Erin McAuliff
Transit & Mobility Planner,
Marin Transit

Erin is a planner focused on providing services for communities of all ages. She grew up in a multi-generational household in Brooklyn, NY.



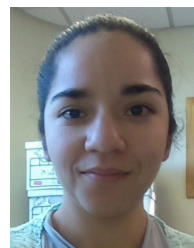
Patti Mangles
Travel Ambassador & PCC
Chair

Patti has volunteered for Marin Access for the last 3 years. She is a Marin County native & Chair of the Marin Paratransit Coordinating Council (PCC).



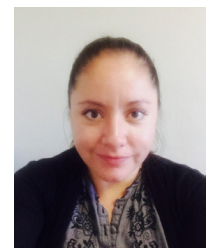
Debbie McCallum
Catch-A-Ride Supervisor

Debbi has worked in paratransit and veteran transportation services for ten years.



Anali Martines
Catch-A-Ride Scheduler

Anali has worked with the Catch-A-Ride program for almost two years.



Yessy Mora
Catch-A-Ride Scheduler

Yessy joined Catch-A-Ride just over one year ago and has found it a pleasure to work with the elderly and people with disabilities.

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Para obtener acceso o solicitar una copia del boletín de Marin Access o encuesta 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>
1-855-627-4674	<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 Marin) 415-663-8148 (West Marin)	<ul style="list-style-type: none">» Reimburse a friend or family member who gives you rides in their personal car. <i>Enroll in the STAR or TRIP program to reimburse your driver \$0.35 per mile up to 100 miles per month.</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.

Upcoming Events

All events are free and open to the public.

January 11th, 10 am-12 pm

Marin Mobility Consortium

Location TBD. For updates, email: jgaffney@marintransit.org

January 24th, 1:30 pm

Paratransit Coordinating Council Meeting

Aging and Adult Services, 10 N San Pedro Road, Room 1018, San Rafael



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