

MARIN ACCESS

a program of marin transit

newsletter

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

Summer 2020



Dear Rider,

We wish you all continued health and safety during these unprecedented times. Over the past several months, we've been monitoring the ongoing COVID-19 pandemic and the impact to transportation options in Marin. Ensuring your safety is our number one priority.

At this time, we are operating all Marin Access programs and services. Marin Access services should be used for essential travel only (e.g. for essential service employees to get to and from work; for individuals to obtain essential goods and services), and infection control recommendations should always be followed on public transportation. Riders should maintain 6 feet of separation from other passengers and the operator while onboard, refrain from traveling while ill, and wear face coverings at all times.

We would like to extend our sincere appreciation to all of our operational partners including Golden Gate Transit, Marin Airporter, MV Transportation, North Bay Taxi, West Marin Senior Services, and Whistlestop Wheels for their commitment to ensuring that community members continue to have safe access to transportation services for essential trips.

Read through to learn about fare changes coming on July 1, understand our efforts to ensure your safety, and find information about changes coming to Marin Transit Connect! As always, thank you for riding and reading. Until next time,

– **Marin Access**

What's New

- » Learn about the **fare changes** coming on July 1 on page 2.
- » Understand **what we're doing to ensure your safety** when using Marin Access services on page 3.
- » Find information about **new changes coming to Marin Transit Connect** on page 3.

Marin Access Outreach & Meetings

Due to the ongoing COVID-19 pandemic and County of Marin shelter in place order, all in-person Marin Access outreach has been suspended. Marin Paratransit Coordinating Council and Marin Mobility Consortium meetings will be held via phone or video conference. In-person meetings and outreach will resume as soon as it is safe and feasible to do so.

Please visit www.marinaccess.org to see a full listing of upcoming Marin Access meetings and events.

Fare Changes Effective July 1, 2020

In February 2020, the Marin Transit Board of Directors approved a proposal that revises fare policies and eligibility criteria for Marin Transit local bus fares, Marin Access programs and the Low-Income Fare Assistance program. **Read on to learn more about what you can expect on July 1st.**

MARIN ACCESS FARES

- » Local paratransit fares will be **\$3 per trip**.
- » All Catch-A-Ride trips will incur a **base fare of \$4** that must be paid by the rider.
- » Riders will be allowed **10 trips per month** on Catch-A-Ride.
- » The **reimbursement rate for STAR and TRIP will be \$0.60 / mile** up to the respective mileage caps.

LOW INCOME FARE ASSISTANCE

- » Eligible riders will receive **\$20 of credit per month** to use on paratransit and Catch-A-Ride base fares
- » Eligible riders can sign up to receive a **free Marin Transit local bus pass**
- » Visit **www.marintransit.org/lifa** to sign up if you have not already completed an application

MARIN TRANSIT FARES

- » **Monthly pass costs will be reduced.** The new prices are \$40 for an adult monthly pass and \$20 for a senior (65+) monthly pass.
- » The **7-day pass will be eliminated.**
- » Dial-A-Ride fares will be **\$4 for adults and \$2 for older adults or people with disabilities** per trip.

TO LEARN MORE

-  Visit www.marintransit.org
-  Call the Travel Navigators at 415-454-0902, *press option 2*
-  Email us at info@marintransit.org

Paratransit Express Tickets

Marin Access is phasing out paper Paratransit Express tickets and shifting to an account based system. **Starting July 1 we will no longer sell paper tickets.**

If you currently have paper Express tickets that you received through the former Low Income Fare Assistance program or that you purchased at Whistlestop, be sure to use them by August 31, 2020. Due to the fare increase, all riders using paper Express tickets to pay for their local trip will be required to pay an extra \$1 cash for each on-way ride.

Marin Access will roll out a new system later this summer that allows all riders to purchase value to add to their account through our online Passenger Portal. As trips are booked, fares will be drawn down from the value in the account. Cash fares will continue to be accepted. **Visit www.marinaccess.org for updates on the new system.**

EXPRESS TICKETS

Marin Access

Marin Local Paratransit Ticket

Value single one-way Trip

Valid for a single one-way trip that begins and ends within the A.D.A. mandated service area of the Marin County Transit District. Ticket must be surrendered to the driver at the time of boarding. Any additional fare must be paid in cash at the time of boarding. This ticket has no cash value and may not be exchanged for cash, except as provided on back of ticket.

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New Safety Measures Due to COVID-19

Due to the COVID-19 pandemic, Marin Transit has worked with our operational partners to implement additional cleaning and safety measures to stop the spread of COVID-19. Ensuring your safety is our number one priority.

To date, no Marin Access services have been suspended or cancelled. Marin Access services should be used for essential travel only (e.g. for essential service employees to get to and from work; for individuals to obtain essential goods and services). All riders must wear face coverings when using Marin Transit or Marin Access services.



We are taking the following precautions for our passengers and have recommended that all drivers:

- » Wipe down high touch areas in their vehicle frequently and at least once per day
- » Set air circulation to "outside" air
- » When possible, provide hand-sanitizer onboard for passengers
- » Not report to work if they feel ill

Please check www.marintransit.org/service-alerts for updates on any new information or service impacts related to COVID-19.

Marin Transit Connect is Moving to A New App!

Marin Transit has coordinated with the Transportation Authority of Marin to offer Connect and the GET2SMART program in one convenient platform. **Starting July 1, you'll be able to book Connect and GET2SMART trips through the Uber app.** Once you set up an account, you'll be able to see your options for using Connect, Marin Transit local bus service, and Uber rideshare options.

Marin Transit is also introducing an **expanded service area for Connect.** The new service area will serve roughly 2.5 square miles around all SMART stations in Marin County. **Marin Access clients will qualify for \$3 fares per trip;** general public trips will cost \$4 per mile. All trips on Connect can be booked on the same-day through the app or by calling our scheduling line. **Connect offers wheelchair accessible service and is a great option for Paratransit and Catch-A-Ride riders.**



To receive the Marin Access discount on your Connect trips, make sure you're enrolled for the new Connect app!
Visit our website or call a Travel Navigator to update your information.



connect.marintransit.org



415-454-0902, press option 2



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 Marin Access or ask questions about eligibility » Ask general questions about your transportation options » 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 10 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, MV Transportation, and North Bay Taxi, 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.