

# MARIN ACCESS

a program of marin transit

# newsletter

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

Summer 2021



## Dear Rider,

Thank you for your patience over the past year as Marin Access has adapted to new operating requirements and the changing needs of our riders during the COVID-19 pandemic.

As pandemic restrictions ease following the June 15th reopening, we look forward to continuing to serve you. Please be advised that all riders are still required to wear a face covering while using Marin Access services.

Until next time,

- Marin Access

## Marin Access Rider Survey Results

Thank you for completing the 2020 Marin Access Rider Survey. Your responses provide valuable feedback that help us improve our programs. We received 287 responses submitted by mail, phone, or online.

Approximately 86% of respondents selected a rating of good or excellent for their satisfaction with ease of enrollment for Marin Access, on time performance, and driver courtesy. Based on your feedback, opportunities for improvement include improving referrals by Travel Navigators to other programs and streamlining the trip scheduling process for all programs.

Visit <https://marintransit.org/service-performance-and-reports> to see the full results of the survey. We look forward to hearing from you again in the next survey!

## What's New

- » Learn about **Marin Access Eligibility Renewal** on page 2.
- » Understand what is required on the **Marin Access Paratransit Professional Certification Form** on page 3.

## Marin Access Events

The Marin Access Travel Navigator team will begin in-person outreach again in Summer 2021.

At these events you can:

- » Start the eligibility process for Marin Access
- » Talk to a Travel Navigator about our programs and services
- » Get recommendations about which programs are best for your trips.

We hope to see you at an event soon! Visit [www.marintransit.org/events](http://www.marintransit.org/events) to see a full listing of upcoming Marin Access meetings and events.

# Marin Access Eligibility Renewal

In May 2021, the renewal process for Marin Access and the Low Income Fare Assistance program began. All eligible Marin Access participants were sent a renewal form by US mail. A second notice form was sent in mid-June.

The purpose of the form is to:

1. Allow riders to update contact and basic information that may have changed since they first applied for Marin Access. For your convenience, the information we have on file was pre-printed in section 1 of the form. Recipients were asked to update any information that had changed to ensure we have the most up to date information on file for you.

2. Allow participants in the Low Income Fare Assistance program to renew their eligibility by providing information about their Medi-Cal eligibility status OR information about their annual income.

3. Allow those that are not currently enrolled in the Low Income Fare Assistance program to apply.

The form included information about paratransit eligibility if applicable, but is not used for the purposes of paratransit recertification.

Recipients were requested to complete and return the form by June 15, 2021. This is particularly important for current participants of the Low Income Fare Assistance program. **Participants that submitted incomplete forms or failed to submit the form by June 15 may experience a brief interruption in their LIFA benefit.** If you received a form and have not yet returned it, please do so at your earliest convenience. If you would prefer to complete the renewal process by phone or need assistance completing the form, contact the Marin Access Travel Navigators by phone or email at **(415) 454-0902** or **travelnavigator@marinaccess.org**.



Thank you for using Marin Access. The purpose of this form is to renew your eligibility for Marin Access Mobility Programs and the Low Income Fare Assistance program. This process does not impact your eligibility for paratransit.

Review & complete sections one through four to confirm and renew your eligibility for Marin Access programs. Complete and return this form at your earliest convenience. **If we do not receive a completed form by June 15th, you will experience an interruption in your LIFA benefit.** Incomplete forms will not be processed. A completed form includes responses to all questions and the inclusion of all necessary documentation.

When we receive a completed form we will review and renew your eligibility based on the information provided below. Processing may take up to 10 business days. You will receive a letter confirming your eligibility renewal via US Mail.

<b>SECTION 1: Use this section to confirm your information.</b>		<b>Use Section 4 to update incomplete or incorrect information.</b>													
Marin Access ID:															
You are eligible for: <input type="checkbox"/> Mobility Programs <input type="checkbox"/> Low Income Fare Assistance (LIFA)															
<input type="checkbox"/> LIFA Bus Pass <input type="checkbox"/> Paratransit -- You are eligible for paratransit through:															
First Name:		Last Name:													
Phone Number (Home):		Phone Number (Cell):													
Email Address:															
Home Address:		Mailing Address:													
Primary Language:		Mobility Device:													
Emergency Contact (EC):		Relationship:													
EC Phone Number:		EC Email:													
<b>SECTION 2: Use this section to renew your LIFA eligibility. Renew by providing Medi-Cal OR Annual Income Information. Skip this section if you are not eligible for LIFA.</b>															
<b>Renew with Medi-Cal Information</b>		<b>Renew with Annual Income Information</b>													
1. I am registered for Medi-Cal. <input type="checkbox"/> Yes <input type="checkbox"/> No		1. Annual Income:													
2. Medi-Cal ID #:		2. Housing Situation:													
3. Medi-Cal Benefits Card Issue Date:		<table border="1"> <thead> <tr> <th></th> <th>Single</th> <th>Couple</th> </tr> </thead> <tbody> <tr> <td>Owner without Mortgage</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Owner with Mortgage</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Renter</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>			Single	Couple	Owner without Mortgage	<input type="checkbox"/>	<input type="checkbox"/>	Owner with Mortgage	<input type="checkbox"/>	<input type="checkbox"/>	Renter	<input type="checkbox"/>	<input type="checkbox"/>
	Single	Couple													
Owner without Mortgage	<input type="checkbox"/>	<input type="checkbox"/>													
Owner with Mortgage	<input type="checkbox"/>	<input type="checkbox"/>													
Renter	<input type="checkbox"/>	<input type="checkbox"/>													
<p>You <b>must</b> provide your complete Medi-Cal ID # and Card Issue Date. This can be found on your card or by calling the Medi-Cal Member Helpline at (800) 541-5555.</p>		<p>3. Enclose <b>one</b> of the following (Check the box to identify which documents you are including):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Three recent pay stubs</li> <li><input type="checkbox"/> Three recent financial assistance documents</li> <li><input type="checkbox"/> Most recent tax return</li> <li><input type="checkbox"/> Most recent year end social security statement</li> </ul>													
<b>SECTION 3: Select the most appropriate statement below and then sign &amp; date to agree to the certification statement.</b>															
<input type="checkbox"/> I do not want to renew my eligibility.															
<input type="checkbox"/> I would like to renew my eligibility.															
I certify that the information in this renewal application is true and correct. I understand that knowingly falsifying the information will result in dismissal from the program. I understand that all information will be kept confidential and used only for the purposes of the programs and services offered by Marin Access. I understand that completing this form does not amount to an eligibility renewal.															
Signed:			Date:												
<p>Use Section 4 on the back side to update any incorrect information shown in Section 1.</p> <p>Once you have completed this form, fold, seal and return via US Mail. No postage required.</p> <p>For assistance or to complete this application by phone, call 415-454-0902.</p> <p><b>Incomplete applications will not be processed.</b></p>															

Image 1: Marin Access Renewal Form

# Marin Access Has a New Email Address!

Marin Access recently updated our Travel Navigator email address. Please update your email address books and send all email inquiries to [travelnavigator@marinaccess.org](mailto:travelnavigator@marinaccess.org). If you are not yet receiving information and updates by email from Marin Access, contact the Travel Navigators to update your account and provide your email address.

## Marin Access Professional Verification Form

The professional verifier should use this section to clearly describe the applicant's condition and how it causes the applicant to be unable to independently use a fixed route lift-equipped bus some or all of the time. Forms that only name the condition, use medical abbreviations, or do not state why the applicant is unable to use a lift-equipped bus will require our team to follow-up with the applicant and/or professional verifier to collect additional information. This may cause a delay in processing the eligibility determination.

The professional verifier should use this section to indicate whether the condition is permanent or temporary. If temporary, the number of months the condition is expected to last should be included.

### SECTION VI: Marin Access Paratransit Professional Verification Form

**TO THE APPLICANT:** If you are applying for Marin Access Paratransit and this form is not completed and returned with your application, your application will be incomplete and your Paratransit eligibility evaluation may be delayed. Paratransit eligibility requirements may change in the future. Should this occur, Marin Access reserves the right to require those with permanent status to meet these new eligibility requirements at the discretion of Marin Transit and Golden Gate Bridge Highway and Transportation District.

**TO THE PROFESSIONAL:** Americans with Disabilities Act (ADA) regulations state that persons are eligible for paratransit service if, because of a disability or medical condition, they are physically or cognitively unable to (not discomforted by or find difficult) independently use lift-equipped public transit service. Paratransit eligibility is not based on a person's lack of knowledge of bus service, distance from bus service, ability to drive, language ability or age. The information you provide will assist in determining under what circumstances this applicant may be eligible for paratransit service.

Name of Applicant:	DOB of Applicant (mm/dd/yyyy):	
Date of Last Face to Face Contact with Applicant (mm/dd/yyyy):		
Name of Professional:		
Title:	Clinic / Agency:	
Phone:	Email:	
Address:		
City:	State:	Zip Code:
Professional License / Certification Number:		State:

**Describe in detail**, the medical condition, physical or cognitive disability and **how it causes the applicant to be unable** to independently use a lift-equipped bus some or all of the time. *Print your answers legibly and do not use medical abbreviations.* Attach additional pages if necessary.

Is this condition permanent or temporary? *Check one if either description applies. Skip this section if neither applies to the applicant.*

Temporary

*If the condition is temporary, please enter then number of months this condition is likely to last (applicants may reapply should the condition go beyond the projected period):*

\_\_\_\_\_ Months

Permanent

*If the applicant has a condition that is unlikely to change over time, sign below. With this statement in our files, the applicant's future eligibility renewal will be much shorter, consisting of a questionnaire that will ask questions about their travel habits and if they wish to remain in the program.*

*I certify under penalty of perjury under the laws of the State of California that the information contained in this application is true and correct.*

Signature:  
Date:

Signature:  
Date:

Return completed forms: 930 Tamalpais Avenue San Rafael, CA 94901 | [travelnavigator@marintransit.org](mailto:travelnavigator@marintransit.org)

Image 2: Marin Access Professional Verification Form

The Marin Access Paratransit Professional Verification Form is a key piece in all paratransit applications and must be filled out completely and accurately. Incomplete forms or those that do not provide the information as requested may result in delayed processing of a paratransit application. Resources to help applicants work with their professional verifier to complete this form are available at [www.marinaccess.org](http://www.marinaccess.org). If you need assistance or have questions about completing this form, contact the Marin Access Travel Navigators at (415) 454-0902 or [travelnavigator@marinaccess.org](mailto:travelnavigator@marinaccess.org).



711 Grand Ave, Suite 110  
San Rafael, CA 94901

## Important Phone Numbers

Call...	If you need to...
<b>415-454-0902</b> (Travel Navigators)	<ul style="list-style-type: none"> <li>» Enroll for or ask questions about Marin Access</li> <li>» Ask general questions about your transportation options</li> <li>» Learn about the Low Income Fare Assistance (LIFA) program</li> <li>» <b>Se habla Español</b></li> </ul>
<b>1-855-760-0920</b>	<ul style="list-style-type: none"> <li>» Use Catch-A-Ride to take a taxi ride and receive \$14 towards each one-way ride you take, up to 10 trips per month. <i>Call at least 3 hours prior to your desired departure time.</i></li> </ul>
<b>415-454-0902</b> (East and West Marin)	<ul style="list-style-type: none"> <li>» Reimburse a friend or neighbor who gives you rides in their personal car.</li> </ul>
<b>415-454-0964</b> (Call Center)	<ul style="list-style-type: none"> <li>» Schedule a ride with paratransit. <i>You must already be enrolled.</i></li> </ul>
<b>415-457-4630</b>	<ul style="list-style-type: none"> <li>» Cancel a paratransit ride.</li> </ul>

Marin Access is a program of Marin Transit in partnership with Golden Gate Transit.



Thank you to our operational partners: MV Transportation, North Bay Taxi, West Marin Senior Services, and Whistlestop Wheels by Vivalon, 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](mailto:info@marintransit.org). Documents are available in alternative formats, upon request.

Para obtener acceso or solicitar una copia de boletin de Marin Access en español llame al 415-454.0902.