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Introduction

Disclaimer

The information in this booklet is subject to change. Please consult Marin Access scheduling staff for the most current information.

Electronic copies of this document can be found online at

www.marinaccess.org or www.marintransit.org

What is ADA Paratransit?

The Americans with Disabilities Act (ADA) was signed into federal law in 1990. It prohibits discrimination against persons with disabilities in the areas of employment, public services such as transit, public accommodations, private services, and telecommunications. The ADA requires all public transit operators to provide a special service to eligible disabled individuals whose disabilities prevent them from using lift-equipped public transit. This special service, called "paratransit service," is required by the ADA to complement fixed-route public transit service. For this reason, it operates at similar times and in similar areas as public transportation (defined by the ADA as a minimum of three-quarters of a mile on either side of existing public non-commute fixed-route transit). The ADA also requires transit operators to establish specific eligibility criteria for users of paratransit service and that there be no trip priorities given (e.g. medical versus recreation).



Paratransit in Marin County (Marin Access)

Marin Transit is responsible for provision of paratransit service within Marin County which complements local fixed-route transit service. Golden Gate Transit is responsible for provision intercounty paratransit services (primarily intercounty service that crosses county lines) which complements its regional fixed-route bus service that operates between Marin, Sonoma, San Francisco and Contra Costa counties.

Marin Access is a combined effort of both Marin Transit and Golden Gate Transit to offer a single point of contact all for paratransit service in the area. Operated by Whistlestop, this joint effort allows for seamless travel within Marin County and beyond. This guide is designed as a tool to help you, the rider, get the most benefit from the services provided by Marin Access.



Eligibility

Process

To be considered eligible for paratransit, you must first apply within the county in which you live. Marin County residents need to register with Marin Access. To do so you must fill out an application explaining why your disability prevents you from using public transportation and submit it along with the “Authorizations for Release of Protected Health Information”. For questions about this process or to request an application and release, contact:

Marin Access Travel Navigators
415-454-0902

Applications are also available online at
www.marinaccess.org

Eligibility determinations can take up to 21 days from the time the application is received (though in most cases it is determined much sooner).

Applicants are required to have the condition that prevents them from independently using public fixed-route transportation verified by a professional licensed to make such determinations at the time of applying. Within the 21 day period, Marin Access may follow up with your physician or appropriate third party professional to validate disabilities and functional limitations.

Incomplete applications can delay the process, so be sure to fill out your application completely to avoid any delay.

Once you are found eligible you will receive a letter informing you of this determination and outlining any conditions of eligibility. You are then certified eligible to ride paratransit anywhere in the United States.



Eligibility Categories

In order to become eligible you must qualify under **one or more** of the following ADA eligibility criteria:

1. You are unable to independently board, ride, or exit an accessible Golden Gate Transit or Marin Transit fixed-route bus, or similar transit vehicle, because of your disability.
2. You are able to independently board, ride, and exit an accessible bus, but accessible equipment has not been assigned to your route, or a lift cannot be deployed at your stop. (Please note: All Golden Gate Transit and Marin Transit buses are lift-equipped.)
3. You are unable to travel to or from a transit stop because of your disability.

Full vs. Conditional Eligibility

Passengers may be considered “fully” or “conditionally” eligible. Fully eligible riders are those riders whose inability to ride the bus is not based upon conditions which change. Conversely, conditionally eligible passengers include passengers who are eligible for paratransit only when certain conditions exist (e.g., wet weather, cold temperatures, darkness, geographical / architectural barriers, and distance). Conditionally eligible passengers are required to use fixed-route service whenever conditions permit.



Permanent vs. Temporary Eligibility

Riders are also determined to have “permanent” or “temporary” eligibility based upon the physical condition that prevents them from riding fixed route service. “Permanent” certification is for a period of three years

(unless it is determined your condition is unlikely to change over time) while “Temporary” certification can be for any period up to three years and is usually set based upon the projected length of recovery. Both “Permanent” and “Temporary” riders are able to re-apply for certification once their certification expires.

Recertification

Recertification of eligibility is usually required every three years (less with a temporary disability). However, at Marin Access we understand that some conditions do not change over time. Thus, we offer an abbreviated recertification process for those individuals whose condition is unlikely to change over time. To qualify you must have a doctor sign a Marin Access form that states that you have a condition that prevents you from riding public transportation and that this condition is unlikely to change over time. With this statement in our files, we will simply send out a short form for you to fill out and return to us every three years that asks if you wish to remain in the program. There will be no recertification application to fill out.

If you are found ineligible or if you object to the conditions of your eligibility during the certification process, please contact the Marin Access eligibility department. If you are still not satisfied after speaking with a representative from the eligibility department, you may file an appeal (discussed later in this guide).

Visitors

You do not need to be a resident of Marin County to use Marin Access. If you have been certified to use paratransit in any of the nine Bay Area counties Marin Access will be able to provide your ride once your eligibility has been verified in the Regional Eligibility Database.

ADA-eligible visitors from outside the Bay Area may also use Marin Access paratransit service for any combination of 21 days of service during any 365-day period beginning with the visitor’s first use of the service.

Conversely, once you are ADA-certified to use paratransit in Marin County you are also eligible to receive paratransit services in other cities and

states. We suggest you contact the transit agency in the city to which you plan to travel prior to your trip. They will give you information about arrangements, fares, operating times, and schedules.

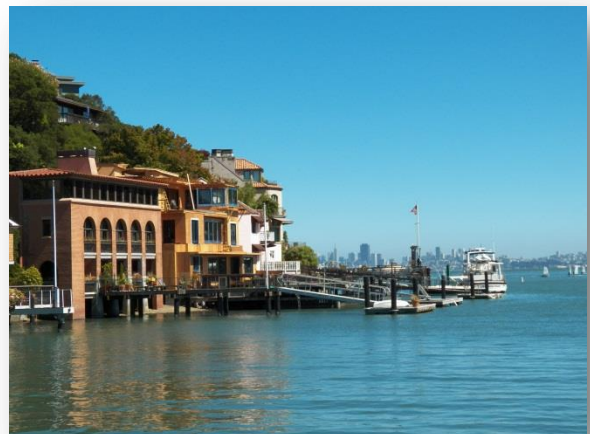
Eligibility for the Service vs. Service Limitations

Marin Access provides trips to those found to be eligible within Marin County and beyond. However, as with any service, there are limitations. Eligibility for the service does not always mean that the service will be able to serve you in every situation. The following are a few service limitations you may encounter.

The ADA requires paratransit to be available within $\frac{3}{4}$ of a mile of an active fixed-route (see “Service Area” page 16). If your pick-up or drop-off location is outside this area or if the bus that paratransit is required to complement is not running, your ride will be put on standby. Though every effort will be made to provide you with your trip, we may not be able to accommodate your ride due to the high volume of requests. In this case, you will be notified the day before of the availability of your requested rides.

Another service limitation lies in the geographical location of some pick-up and drop-off locations. If it is determined that a location you would like to travel to or from is not safe to maneuver in one of our paratransit vehicles, we will not be able to serve that location (e.g. dangerous double parking, required backing of the vehicle, low hanging branches, no safe area to load the client, etc.). Arrangements may be made for an alternative pick-up address that is safer in this case.

Another limitation on the system lies in the door-to-door policy. Every effort will be made to assist you from the exterior door of your location to the vehicle on pick-up and vice versa on drop-off. However, drivers may not leave the line of sight of their vehicle or travel more than 50 feet from their vehicle when other passengers are present. Furthermore, our door-to-door policy applies only to the outermost entrance of your location. This is often a lobby at a hospital or the beginning of an exterior staircase at an apartment complex. We are unable to assist you past these points. We recommend you



bring a Personal Care Attendant with you should you require further assistance.

Appropriate Service

Though paratransit provides a wonderful service to those in need, it does not work for everyone in every situation. Due to the nature of shared ride services, paratransit passengers may be required to wait up to an hour for pick-up or arrive early at their destination. Flexibility is key for you as a paratransit rider. As it is a shared ride service, you will often have to make several stops en route to your destination. Individuals requiring a direct trip to or from their destination are encouraged to consider other options (e.g. Volunteer Driver and Catch-a-Ride).

Paratransit is not emergency medical transportation. Though our drivers are trained in first aid and CPR, they are not medical professionals. Call 911 if you are having a medical emergency. We are unable to transport individuals needing to ride on a gurney or who are too physically frail or ill to complete their trip safely on paratransit.

Please understand that paratransit drivers are not caregivers. Drivers are there to safely transport you from your origin to your destination. Behaviors that keep drivers from being able to perform this duty may be grounds for removal from the service (e.g., removing one's seatbelt and moving about the vehicle while it is in motion, uncontrollable screaming, etc.). If you need assistance we highly recommended that you bring a Personal Care Attendant.

At Marin Access we understand that you may have certain conditions that fall outside the scope of what paratransit is able to provide. There may be alternatives available that fit your specific needs. To find out about alternatives, contact the Marin Access Information and Referrals line at:

(415) 454-0902

www.marinaccess.org

Keeping Eligibility Information Up To Date

It is very important that you keep your eligibility information up to date to limit confusion and so that Marin Access has current emergency contact information on hand. Call Marin Access at (415) 456-9062 if there is a change in the following:

- Your address or telephone number (including cell phones)
- Your emergency contact's name or telephone number
- The type of mobility device you are using
- Your physical or mental condition
- Your need for a personal care attendant

Denied Eligibility

If you submitted an application for ADA paratransit eligibility, and a determination was made that you do not qualify for paratransit or are conditionally eligible for the service (such as eligible only during wet weather), a letter will be mailed explaining the reason(s) for the conditions or denial of service and advising of the procedure to follow if an appeal is desired. (see “Appeals” page 38)

Fares

Local Fares

The one-way fare for travel within the paratransit service area within Marin County is an exact fare of \$2.00 (cash or ticket) payable at time of boarding.

Drivers do not sell ticket booklets or carry change.

For trips outside the service area (but remaining within Marin County) the one-way fare is \$2.50. These trips are considered “extended” trips (see Service Area page 16).

“Will-call” trips (a local trip where the passenger is not ready for his/her scheduled pick-up and calls to have Marin Access send out a second vehicle) are also subject to the \$2.50 fare.

Intercounty Fares / Zones

One-way intercounty paratransit fares are based on a system of zones. The exact fare depends upon the length of the trip and the fare zone (zones 1 – 6) in which it begins and ends. These zones are the same ones used by Golden Gate Transit for their regional fixed-route transit fares.

Consistent with ADA regulations, intercounty ADA paratransit fares are no more than twice the full adult cash fare for comparable travel on a Golden Gate Transit bus.

Intercounty trips will not go beyond the ADA mandated $\frac{3}{4}$ mile service



area in Marin County. Through agreements with our neighboring paratransit operators, rides do extend beyond the ADA service area in San Francisco and Sonoma Counties. The fares for these trips will vary and are set by the adjoining operator. Marin Access does not provide extended service in the East Bay. Trips beyond the service area in the East Bay will require a transfer-trip.

Paying Round-trip

For your convenience you may pay for your entire trip at the time of boarding for your first ride. The driver will issue you a round-trip ticket when doing so. This ticket will be used for your ride home later in the day. Be sure not to lose this ticket as you will need it to board the vehicle for your return trip. Roundtrip tickets are good only for the day in which they are issued and are non-refundable.

Checks

Checks are not accepted for trips within Marin County but are accepted for intercounty rides extending beyond Marin County. If you will be filling out your check in advance, be sure to confirm the fare for your rides with your scheduler at the time of booking.

There is a \$25.00 charge for returned checks. Any client that bounces a check forfeits the right to pay by check for six months. After two bounced checks, a client permanently forfeits the right to pay by check.

E - Tickets

Ticket booklets of 10 “Express” paratransit tickets may be purchased for your convenience by sending a check for \$20.00 and a self-addressed, stamped envelope to:

Whistlestop Wheels
930 Tamalpais Avenue
San Rafael, CA 94901

These tickets can be used only to ride Marin Access within Marin County. They cannot be used for intercounty rides.

Receipts

Be sure to ask the driver at the time of boarding if you require a receipt for your trip. He/she will be happy to issue you a receipt for your ride. Also, if you need a printout of your rides over a given period, please contact the scheduling office at (415) 454-0964.

Companions / Personal Care Attendant's

You may bring additional riders along with you on your Marin Access ride as long as they are traveling to and from the same locations. These additional passengers do not need to be eligible for the service and are considered "companions." Fares for companions are the same as they are for ADA passengers.

You may also bring a Personal Care Attendant (PCA) to assist you during your ride. This individual rides free of charge.

Every rider is allowed one companion and one PCA under ADA regulations. Additional companions are allowed as long as there is space available on board the vehicle. Be sure to alert your scheduler if you will be traveling with a PCA, companion(s) or service animals at the time of booking.

Low Income Subsidy for Riders

Marin Transit is pleased to offer a Low Income Rider Scholarship Program for seniors and persons with disabilities. Funded by Marin County's Measure B (vehicle registration fee), this program provides a fare subsidy for ADA eligible paratransit riders who are current recipients of Supplemental Security Income (SSI). For more information about this program, please contact Marin Access at (415) 454-0964 or www.marinaccess.org.

Service Area

Local Service

The ADA mandates a service area of $\frac{3}{4}$ of a mile on either side of an active non-commute bus route. This generally means paratransit is available along existing bus routes during the hours in which the bus is operating. This is because the ADA was designed to provide “equal” access to public transportation for those who have disabilities that prevent them from using the public system.

In many counties, this is the extent to which paratransit is offered. However, fortunately Marin Access is able to provide trips beyond the ADA mandated service area (for rides within Marin County. This is not available on intercounty rides). These are referred to as “extended trips” and are provided as long as space is available on the vehicle. Though it is not guaranteed that a trip either originating or concluding beyond the $\frac{3}{4}$ mile limit will be provided, every effort will be made to accommodate these rides when space is available.



Service Hours

As mentioned above, in accordance with ADA, both local and intercounty paratransit services operate during the same hours and days of the week as comparable local and intercounty fixed-route, non-commute bus services.

It is important to remember that bus schedules change between days of the week and hours of the day, so local and intercounty paratransit service also differ.

Bus schedules are subject to quarterly review. As fixed-route services change, so does the service area and hours of paratransit. Current schedules for fixed-routes in Marin County can be found at:

www.marintransit.org
and
www.goldengatetransit.org

Extended Trips

For Marin County extended trips (those beyond the $\frac{3}{4}$ mile service area in within Marin County), your trip request will be placed on stand-by at the time you call. Marin Access will call you the day before your scheduled ride to confirm availability of the trip, pick-up window, and fare. Extended trips are not available for intercounty riders.

Marin Access has made arrangements with public paratransit providers in San Francisco and Sonoma County to allow intercounty paratransit customers to continue certain trips on Marin Access beyond Golden Gate Transit's service area in order to avoid transferring to another vehicle. Additional fares apply and will be quoted at the time of booking. Contact Marin Access for further information.



Transfer Trips

Trips beyond Golden Gate Transit's intercounty paratransit service area may require a vehicle transfer. All such trips may be made only within the service area and during the service hours of the adjoining paratransit operator. It is Marin Access' policy to drop-off its passengers at a transfer point where they may have to wait for the other provider. If you cannot wait

alone, it is suggested that you bring someone to assist you while you wait. There will be an additional fare for the portion of the trip provided by another paratransit agency.

It is very important when scheduling a trip involving another provider that you advise Marin Access of your complete travel needs at least two days prior to the date of travel so they may coordinate service and advise you of your total fare and transfer requirements. Trips with less than two days of notice will require you to coordinate the transfer trip with each service provider separately.

Marin Access recommends you bring the phone number of the other provider(s) involved in your trip when traveling outside the Marin Access service area in case there are any issues with that portion of your trip. Phone numbers for the paratransit agencies in our surrounding areas can be found on page 47.

Scheduling a Trip

Ride Scheduling

You must schedule your paratransit rides in advance. Marin Access will accept trip reservations not less than one day and no more than seven days ahead. You can schedule your trip by calling:

Marin Access
(415) 454-0964
8 a.m. until 5 p.m.
7 days a week

When calling from outside Marin County:
(800) 454-0964

Schedulers are instructed to give their names at the time they answer a call. If they do not give their name, be sure to ask for it when making a reservation, cancellation, changes to your scheduled pick-up, or request for expected arrival times.

Be sure to advise Marin Access of your total travel needs so that schedulers may coordinate services and advise you of your total fare and any transfer requirements. Let the scheduler know of any special transportation needs you have (e.g. information about locations, etc.).

When scheduling a Marin local or intercounty paratransit trip, please be prepared to give the scheduler the following information:

1. Your name
2. The day and date you would like transportation
3. The time you would like transportation
4. Your pick-up address as well as the cross street (if you know it)
5. Your destination's address and cross street (if known) and any scheduled appointment you might have at that location
6. Your return time and return address

7. Whether a personal care assistant or companion(s) will accompany you and whether that person(s) will have any special needs (e.g. mobility devices, children, service animals, pets in a carrier, etc.)
8. Whether you will be using a wheelchair (manual or motorized) or scooter (three- or four-wheeled mobility device) and if your wheelchair or scooter is “oversized” (larger than 48 inches long by 30 inches wide)
9. Whether you will be using a cane, walker, or other mobility device
10. Whether you are ambulatory and require the wheelchair lift to board
11. The telephone number of the destination when it is available (this information can help avoid delays)

Your scheduler will offer you the best reservation time possible. However, the exact pick-up time you want may not be available. We understand that this can be frustrating but ask you to remember that paratransit is a shared-ride service and flexibility is required.

Every effort will be made to schedule all trips requested. However, due to limited capacity, priority must be given to trips that are mandated by the ADA. If your trip is outside the service area or service times required by the ADA, your scheduler will advise you that your trip is on “standby.” In this case, your request will be served on a space-available basis.



Pick-up Windows

At the time you call, you will be given a range of time for pick-up. This is referred to as your pick-up window. This thirty minute period is when you can expect your pick-up to occur. You are expected to be ready to board the vehicle when the driver arrives at any point within this window.



Time Changes

Occasionally, trip cancellations or additions will cause your pick-up time to be adjusted. Up until the day of your ride, Marin Access is allowed to change your pick-up time up to one hour in either direction (earlier or later) to accommodate other riders. If this occurs, Marin Access will call you the afternoon of the day before your ride to advise you of your adjusted pick-up time. If you do not have an answering machine or are away from your phone during this period, you are advised to call Marin Access after 4:00 p.m. to check the status of your ride to ensure you are aware of any changes.



Canceling / Changing Rides

Paratransit is a vital community resource, and there is limited public funding to support it. Cancellations are a major contributor to service costs and system inefficiency. Rides that are cancelled too late to schedule another trip in their place result in wasted expense and unused capacity. Failure to cancel with enough advance notice (2 hours prior) so that rides can be reassigned impacts the system and can lead to suspension of service (see “No Show Policy” page 36).

You can help by making sure you only schedule rides you plan to take.

For your convenience a 24-hour cancellation “hotline” can be reached at:

(415) 457-4630

Please cancel trip reservations at least one day in advance whenever possible. A cancellation made less than 2 hours prior to the scheduled pick-up will be recorded as a late cancellation. When canceling a trip, passengers are responsible for providing the following information:

1. Name of passenger
2. Time and date of scheduled pick-up
3. Exact destination address
4. Whether or not another trip scheduled for that day is also being changed

Please remember that the earlier you cancel a trip reservation, the greater the chance another passenger will be able to use the time.

Changing a Trip

When making a change to a scheduled pick-up, call the reservation line at (415) 454-0964 to make the change at least one day prior to the scheduled pick-up. Marin Access will make a good faith effort to accommodate requests for same-day changes but cannot guarantee that all changes can be accepted. Passengers are responsible for providing the following information:

1. Time and date of scheduled pick-up
2. New destination address, if applicable
3. New telephone number, if applicable
4. Status of any other scheduled trips for that day
5. New time of scheduled pick-up, if applicable

Standing Rides

If you need to go to the same place over and over (at least once a week for at least a month) you can request a "standing order." Once a standing order has been set up, Marin Access will continue to pick you up without the need for you to make an individual reservation for each trip.

It is important to remember when you have a standing ride to call and cancel if you will not be able to take your ride. Failing to do so wastes time that could be used to provide this valuable service to others. Missing your ride will result in a no-show and you will incur a point. If you reach four points within a rolling 90-day period you will be subject to suspension from the service under Marin Access's no show policy and you will not be allowed to have standing rides for a period of at least two (2) months. Reinstatement of standing rides is at the discretion of Marin Transit and will require a review of your standing with regards to our no show policy.

It is important to note that the ADA states that no more than ½ of all rides taking place at one time can be reserved as standing orders. If there is no immediate space for your standing order, you may be put on a waiting list. While you are on the waiting list, you can make individual reservations for each day's trips in the normal fashion.

Call the customer services center to request a standing order at (415) 454-0964.

Trip Purpose Priority

Paratransit is an equal right and it is against the law to give priority to one trip over another (within the service area). Trips are scheduled to allow for the maximum number of individuals to ride within the parameters set forth by the ADA without prioritizing according to purpose or destination.

Trips may be reserved from one day to seven days in advance. Early booking helps our scheduling department, as it provides more time to put together a quality schedule. However, early booking does not guarantee that your pick-up times will not be changed to accommodate others (See "Time Changes" page 21).

In Case of Emergency

Paratransit is not emergency medical transportation. Though our drivers are trained in first aid and CPR, they are not medical professionals. If you are at home or out in the community and have a medical emergency, call 911.

If there is a medical or health emergency on board the paratransit vehicle, the driver will pull over, call dispatch (who will in turn call 911 and your emergency contact), and wait for a medical professional to arrive.



Riding Paratransit

Ride Share

Marin Access paratransit service is considered a shared-ride system. Other passengers may be on board during transit to your destination. Your scheduled pick-up times or route of travel may be altered so another passenger can be accommodated. The vehicle may stop and pick-up other riders as it proceeds to your destination. Shared rides lower the cost of paratransit service by increasing system productivity. Marin Access schedulers may ask you to accept trip reservation times that are different from your original requested pick-up time. Your reservation time may be moved up to an hour earlier or later than you requested. We ask that you be flexible. By changing your time, more passengers can be served.

Vehicle Arrival

When your driver arrives for your pick-up during your scheduled window, he/she can wait no more than **five minutes** for you to board the vehicle. If you are not ready to leave within five minutes of the vehicle's arrival, the driver will be required to move on to their next pick-up and you will be marked a "no-show." If you are not ready and you miss your trip, we may not be able to send you another bus, therefore it is very important that you are ready to board the vehicle when your pick-up window begins. This is to ensure all passengers are able to reach their appointments on time.

Trip Length

As a shared ride system, travel time can vary depending on the number of rides being accommodated. Rides are scheduled to ensure your time on board is **no more than twice the length of time** that a comparable trip would take if made on a regular fixed-route bus (including travel to and from the bus stop from your origin and destination, as well as any transfers needed to complete a similar trip). Usually much less time is required to complete the trip.

Sometimes extenuating circumstances do occur, creating exceptions over which Marin Access has no control (e.g., traffic conditions, road

construction, weather, vehicle breakdown, etc.). Occasionally when this happens, some trips may exceed this standard. Passengers are advised to discuss their travel times with Marin Access if they have any concerns.

Late Trips

What if I Am Late for My Scheduled Ride?

If you find yourself running late, call Marin Access as soon as possible. Marin Access will try to adjust their schedule to accommodate you. Marin Access drivers are only allotted five minutes to make their pick-ups. If you are not ready to leave within five minutes of the vehicle's arrival, the driver may have to leave without you in order to be on time for his/her next passenger. If a second vehicle must be dispatched to pick you up, this becomes a "will call" trip and a fare surcharge will apply (see "Fares" page 13).

What if Marin Access is Late Picking Me Up?

Many factors affect the on-time performance of Marin Access vehicles. These include traffic and weather conditions. If Marin Access finds it will be unable to meet your scheduled pick-up time by 15 minutes or more, Marin Access staff will endeavor to call and notify you. For this reason, when scheduling your ride, it is important to provide a phone number (if one is available) where you can be reached at each of your pick-up locations.

Early Pick-ups

Sometimes your vehicle will arrive before the beginning of the window because of a cancellation or especially light traffic. If your vehicle arrives before the pick-up window, you may wait to get on the vehicle until the start of your confirmed pick-up window or you may get into the vehicle and leave right away. It's your choice.

Riding On Assigned Vehicle with the Assigned Vehicle Operator

Due to the complexity of the system and the limited availability of resources, you cannot request a pick-up in a certain vehicle or by a certain driver. You are expected to ride in the vehicle dispatched for your trip with the vehicle operator assigned by Marin Access. If you have concerns or

complaints about the condition of a vehicle or the vehicle operator's performance, report it promptly to a Marin Access supervisor at (415) 454-0904.

Door-to-Door

Marin Access is considered a door-to-door service. This means your driver will escort you from the front door of the primary building where you are being picked up to the vehicle, and then to the front door of the primary building at your destination upon drop-off. This includes boarding onto the vehicle and securing any mobility device you may be using.

The front door of the primary building is considered the outermost door of a home or facility accessible by the driver. For example, if you are being picked up at an assisted living facility or a hospital, the driver will meet you at the overall entrance of that facility. The base of exterior stairs to a building are considered the front door of the primary building for the purposes of this policy. Drivers are not permitted to assist clients up flights of stairs to their destination (even if these stairs are external to the building and within the line of sight of the vehicle), nor are they allowed to assist clients in elevators.

Drivers are **not** allowed to cross into interior areas within living accommodations or enter into facilities to search for you. If you require assistance in these areas, it is recommended that you bring a Personal Care Attendant for your trip.

Furthermore, Marin Access drivers are not allowed to leave the line of sight of their vehicle when other passengers are on board. If escorting you to the front door of the primary building of either your pick-up or drop-off requires the driver to lose line of sight to his/her vehicle, travel more than 50 feet from his/her vehicle, or prevent them from easily and quickly returning to the vehicle in case of an emergency, your driver is not permitted to escort you all the way to the door. The driver's responsibility for door-to-door service ends at the point where his/her vehicle is no longer in sight or easily accessible in case of an emergency.

Drivers will assist you with packages that fit into Marin Access' package policy. (see "Packages" page 43). If you are trying to bring items on board the bus that exceed this policy, you will not be permitted to ride. This is for your own safety as well as the safety of all people on board the vehicle.

Drivers may assist wheelchair passengers down one external step or curb only.

Passengers with special needs requiring greater assistance are encouraged to bring a Personal Care Assistant and/or discuss their needs with a Marin Access supervisor. There is no additional fare for Personal Care Assistant.

Children

Children over the age of eight may ride Marin Access independently (as long as their condition allows) and may be certified for paratransit. Eligible children may be required to travel with a Personal Care Attendant if the child is seriously disruptive or presents a safety hazard to themselves or others.

Children five and under are not charged a fare. Children over the age of six must pay the full fare. Be sure to alert your scheduler at the time of booking if you are traveling with children. All rules applying to adult riders also apply to children.

Children, eight years of age and under are required by law to use a child safety seat, a booster seat, or other safety restraint system (unless over a height of 4' 9"). An adult is responsible for providing such safety equipment and for securing it, and the child, in the paratransit vehicle. For this reason, all children age eight and under are required to travel with an adult. Marin Access is not responsible for the safety of the child safety seat or booster or for its proper securement.

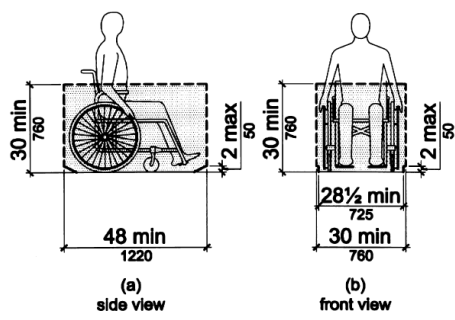
Wheelchair Size

When purchasing a new wheelchair or scooter, riders should consider if it will fit on Marin Access vehicles.

Marin Access recommends that the size of your chair does not exceed:

Maximum Size: 48 inches long
30 inches wide

Maximum Weight
(Including occupant): 600 lbs.



Marin Access recognizes that many paratransit riders have chairs that exceed these dimensions for a variety of reasons. If you are using a chair that is larger than the above recommended size, Marin Access considers it oversized. If you will be using an oversized chair, you must notify the scheduler when reserving your ride. A ride request involving an oversized chair will be placed on standby until Marin Access can determine that the vehicle assigned to the trip can accommodate the chair. Marin Access will continue to accommodate oversized chairs and scooters whenever possible.

If your wheelchair or scooter is power-driven, the driver may not assist you in its operation and you will be expected to maneuver it safely on and off the vehicle.

Will Call Policy

If you are not ready at the time of your pick-up for your return trip, you will be placed on will call. Marin Access will make every effort to ensure you are not stranded in the community. However, it is your responsibility to call Marin Access when you are ready for pick-up and to remain at your pick-up point until a vehicle can be dispatched to you. Be aware that it may be some time before we are able to send another bus to pick you up as other vehicles are already scheduled to pick-up other riders and may not be

readily available to detour to pick you up. Please estimate the time of your return trip as accurately as possible to avoid this situation.

Ensuring a Safe Ride for All

Passenger Safety

Passengers must wear seat belts (for ambulatory passengers) or safety lap belts secured to the floor of the van (for customers using wheelchairs) at all times. Each Marin Access vehicle is fitted with seat belts for every passenger seat and securements for each wheelchair position.

If for some reason a seat or safety lap belt is not available due to failure of that equipment and all other equipment on board is already in use, passengers can decline their scheduled trip and Marin Access will dispatch a properly equipped vehicle as soon as possible.

If you use a three- or four-wheeled mobility device or scooter, the driver will ask you to transfer to a regular seat. This is done for your protection as these devices are typically not constructed to withstand the rigors of being used as a seat in a passenger vehicle (especially in the case of an accident). If you are unable or unwilling to comply with this request, you may decline, and the driver will secure you in your mobility device and continue with your ride.

Passengers are required to follow other safety instructions given by the driver and/or as required by law enforcement or safety officers.

Safety is of primary importance to Marin Access. If you believe you have been injured on a Marin Access vehicle, please report your injury to Marin Access as soon as possible (preferably immediately or within 24 hours)

Using the Lift

Ambulatory passengers who have difficulty navigating stairs may request to board the vehicle on the wheelchair lift.

Life Support Equipment

You may bring your respirator, portable oxygen, or other life support equipment on the vehicle as long as it does not violate laws or rules related to transportation of hazardous materials. Your equipment must be small enough to fit into the paratransit vehicle and be managed by you or your Personal Care Attendant.

Driver Training

Marin Access provides training to all drivers. Training includes defensive driving, behind-the-wheel training, sensitivity training, CPR, and first aid.

Driver Uniforms and Identification

Marin Access drivers wear uniforms bearing the name “Whistlestop” on the shirt, jacket, and/or cap. Drivers also wear badges with their name and picture displayed prominently on the front.

Drivers will greet each passenger, give their name and the name of Marin Access, and then confirm the passenger’s name and destination for each scheduled pick-up.

Vehicles

All new/used vehicles and new lifts purchased for the service will be in a manner that will meet or exceed their ADA Accessibility needs as required under the Americans with Disabilities Act of 1990.

All Marin Access vehicles are kept in a safe and well-maintained condition.



Wheelchair Securement

If you ride in a wheelchair, your wheelchair will be secured to our vehicle via a four-point tie-down system or a similar device. We may refuse to transport you if you will not allow your wheelchair to be properly secured prior to transport.

Mobility Device Condition

For your safety, please be sure that your wheelchair or other mobility device is properly maintained in accordance with manufacturer's specification. We may refuse to transport any mobility device that is not properly maintained and could pose a hazard of any type to the rider, driver, or to our equipment.

Rider Conditions

Many paratransit riders are able to ride independently without the aid of another individual. However, some of our riders have conditions that require more assistance. This is especially true of passengers with severe mobility issues or cognitive lapses. If this is the case for you, we recommend you bring someone along as a Personal Care Attendant. This individual can be anyone from a friend to a caregiver that will assist you during your trip.

Should your condition be such that it is determined you are unable to ride safely without a Personal Care Attendant, Marin Access will require you to provide a Personal Care Attendant for your own safety and for the safety of your fellow passengers.

Caregiver Responsibility

Some riders are cognitively impaired or have severe memory problems such that they cannot be safely left on their own at either their pick-up or the drop-off. It is the responsibility of the rider's caregivers or family to clearly identify these riders to Marin Access so that the driver can take appropriate precautions.

The driver cannot act as an attendant for these riders. Cognitively impaired riders will be allowed to travel without an attendant only as long as they exhibit safe behavior while on board the vehicle.

An attendant or caregiver must be present at the pick-up point and at the drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pick-up or drop-off these riders, it can seriously disrupt the driver's schedule. If Marin Access encounters absences of an attendant or caregiver, service to the rider may be suspended and the situation reported to Adult Protective Services.

Rider Code of Conduct

Following are the *Rules of Riding* Marin Access Paratransit.

- Treat your fellow passengers kindly - don't abuse, threaten, use obscene language or attempt to engage them in conversation that makes them uncomfortable
- Respect others - please no soliciting or panhandling
- Let the operator do his/her job. Don't interfere with the operator's control while the bus is in motion
- Remain seated with your seatbelt buckled until the vehicle comes to a complete stop
- Don't behave in ways that disrupt the service or delay the vehicle
- Pay your fare
- It is illegal to smoke on board the bus
- Do not eat or drink on board the bus^{***}
- It is illegal to drink alcohol on board the bus
- It is illegal to carry and/or use illegal substances on board the bus/vehicle
- Do not abuse or damage property or equipment, including creating graffiti or scratchitti or vandalizing fixtures
- Clean up after yourself. Don't litter

****Exception: those who have a medical condition which requires the intake of food or drink (i.e. diabetics) may eat or drink on board the vehicle if doing so is required to help prevent the onset of a serious medical condition.*

- Listen to music or media devices only with headphones or earphones. Keep cell phone conversations to a minimum
- Store all items underneath the seat, or on your lap
- Do not soil the vehicle with bodily fluids or waste, or fail to maintain acceptable standards of personal hygiene
- Don't commit violent or illegal actions on board the vehicle or use paratransit as a mode of transportation while in the process of committing a crime
- Do not fraudulently obtain paratransit service for yourself or for others
- Don't carry a weapon, firearm, explosive, flammable material, or corrosive liquid on board (small oxygen tanks required for medical purposes are acceptable)
- Do not harass other riders or Marin Access staff, including racial, sexual, gender, or age-related harassment
- Do not participate in distracting, disruptive or dangerous behavior or verbal abuse as defined below

Violation of any of these rules can result in arrest, fine, refusal of service, and/or removal from the system

Distractive / Disruptive Behavior

To ensure that your ride experience is as enjoyable and safe as possible refrain from distracting the driver while he or she is operating the vehicle. Even engaging in conversation with the driver while they are operating the vehicle may be distracting, consequently be understanding if your driver asks you to refrain from engaging him/her in conversation during your trip.

Disruptive behavior such as screaming, yelling, banging on any surface of the vehicle and loud cell phone conversations are also not acceptable on board a Marin Access vehicle.

Dangerous Behavior

Dangerous behavior is defined as any threat or action that could cause direct or indirect physical harm to the driver, vehicle or other passenger(s).

Physical abuse is defined as any action that may cause direct or indirect physical harm to a passenger, driver, or Marin Access staff.

The penalty for a proven incident of dangerous/unsafe behavior or physical abuse will be determined through consultation between Marin Access and Marin Transit (or Golden Gate Transit if the behavior occurs on the intercounty service). The penalty will range from a warning letter to *permanent* suspension from the Marin Access program.

Verbal Abuse

Verbal abuse is defined as any oral presentation that is offensive to a passenger, driver, or Marin Access staff. The penalty for a proven incident of verbal abuse will be determined through consultation between Marin Access and Marin Transit (or Golden Gate Transit if the behavior is occurring on the intercounty service) . The penalty will range from a warning letter to *temporary* suspension from the Marin Access program.

Disciplinary Process

Our disciplinary process progresses from warnings to suspension. Typically a riders first warned by a telephone call from Marin Access. If the behavior or action continues, the rider will receive a written warning with an explanation of the violation. Finally, if the behavior continues unchanged, Marin Access will notify the rider of a pending suspension.

Any step in this process may be bypassed should the behavior warrant doing so. For instance, suspensions can be immediate when the behavior is illegal or potentially compromises the safety of our driver, other riders, or our equipment.

Bathroom Accidents

Many of us have had times in our lives where we became ill in public. At Marin Access, we realize this kind of thing happens. Should it happen to you on board the vehicle, please discretely notify the driver of the situation so that they can make arrangements to get you home quickly and return the vehicle to a clean state.

However, consistent problems of this nature cannot be accepted. If this should happen to you, Marin Access will suggest steps be taken to control the situation.

Marin Access vehicles are not permitted to make stops along your scheduled route of travel to allow you to use a restroom. Please make the proper precautions prior to departure to ensure you will be able to make your entire trip without incident.

No Show Policy

Passengers will be allowed a limited amount of preventable no-shows or late cancellations (less than two hours' notice to Marin Access) in a rolling 90-day period. Passengers who exceed this amount may be subject to suspension of service.

Each no-show is considered one "point" and each late cancellation is a half point. After passengers have accumulated two "points" in a rolling 90 day period, Marin Access will send a warning letter. After the fourth point, a passenger is subject to suspension from service for a 30-day period. Passengers who feel they have been unjustly "charged" with a no-show or late cancellation may take advantage of the appeals process (see "Appeal Process" page 38)

Marin Access makes every effort not to strand our passengers in the community. In doing so it is our policy not to cancel your return ride from your destination should you not show for the first leg of your trip. Every effort will be made to reach you in the case of a no show, however, if we are unable to reach you to confirm you will not be taking your ride home it is your responsibility to contact Marin Access to cancel it. It is important to

note that if you do not call to cancel your return ride on a trip for which you were a no show you will incur a second no show for the return trip.



Appeals

Appeals Process

If you are determined to be conditionally eligible or ineligible for paratransit service, or you are a client of Marin Access with existing service who has been suspended, you have access to an appeals process.

All requests for an appeal must be received in writing by Marin Access within 30 days of issuance of the notification of penalty or service suspension or within 60 days of determination of conditional eligibility or denial of eligibility.

Your written appeal needs to include:

1. Date
2. Name
3. Address
4. Contact Number
5. The reason given to you for your suspension / denial of service
6. Why you are appealing that decision
7. Date of suspension / denial
8. Signature

Written appeals should be addressed to:

Marin Access
Attn: Paratransit Eligibility
930 Tamalpais Avenue
San Rafael, CA 94901

If you are an existing client of Marin Access who has been suspended for violation of the “no-show” policy and you choose to appeal, your eligibility will continue until your appeal is heard by a review panel and a determination is reached to uphold or overturn the suspension.

While the decision is under appeal, paratransit service will continue for the passenger if he/she is already receiving service. No penalties will be applied unless immediate action is required to address dangerous behavior

or physical abuse. In all cases, the appeal process will be concluded as expeditiously as possible. If not concluded within 30 days, the passenger will be considered presumptively eligible for ADA paratransit service until the appeals process is concluded. The appeals decision will be by majority rule and will be final upon mailing of the written determination.

If you have been suspended for behavior that is illegal or potentially compromises the safety of our driver, other riders, or our equipment, your suspension will remain upheld until the appeal process can be completed for the safety of our passengers.

Appeal Review

The Appeals Review Panel is composed of at least three representatives, including one or more transit or paratransit users familiar with Marin Access services, one transit agency staff person, and one individual with a medical background.

The panel representatives will be selected from a pool of candidates coordinated through the Marin Paratransit Coordinating Council as well as Golden Gate Transit's Advisory Committee on Accessibility (See Committees / Public Involvement" page 45).

When an appeal is received, the panel will meet, review the appeal, hear evidence from both sides, and issue a decision in writing. The appellant may have a representative with and/or in place of him/herself at the hearing.

Customer Complaint Procedure

Your feedback is appreciated. Comments or complaints may be made directly to Marin Access, Marin Transit, or Golden Gate Transit. For your convenience, all vans are equipped with an accessible courtesy card for this purpose. These cards are mailed directly to Marin Transit and are reviewed by the staff of Marin Transit and Marin Access.

Passenger input is important in providing a safe and reliable Marin Access service. See below for information on how to contact us.

It is requested that complaints be submitted in a written format whenever possible. If written submittal is a hardship due to your disability, phone numbers and email addresses may also be used. Complaints should be submitted within three days of occurrence to ensure an appropriate response. Serious problems should be communicated immediately.

When making commendations or complaints, passengers are requested to provide the following information:

- a. Passenger's name
- b. Passenger's address and telephone number
- c. Date and time of the occurrence/problem
- d. Place of incident (when applicable)
- e. Scheduled pick-up time
- f. Van number
- g. Driver's or scheduler's name
- h. Any other important details that describe the occurrence or problem

If your complaint is about a fellow passenger we recommend you bring it to the attention of Marin Access supervisors (or the driver if it requires an immediate response) rather than addressing another rider directly.

You may request that your comments be handled confidentially. Please address your complaints to one of the following:

MARIN ACCESS

930 Tamalpais Ave.
San Rafael, CA 94901
Complaints: (415) 454-0964
Email: comments@thewhistlestop.org

MARIN TRANSIT

750 Lindero St, Suite 200
San Rafael, CA 94901
Telephone: (415) 226-0855
Email: info@marintransit.org

GOLDEN GATE TRANSIT

Planning Department
1011 Andersen Dr.
San Rafael, CA 94901
Telephone: (415) 257-4417
Email: customerservice@goldengate.org



Other Policies

Animals on Board

Service Animals

A service animal is defined by the ADA as an animal that is individually trained to perform tasks for people with disabilities, such as guiding people who are blind or who have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals and not pets.

The work or task an animal has been trained to provide must be directly related to the person's disability. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

“Be prepared to indicate if the animal is required because of a disability and what task the animal has been trained to perform”

When scheduling a trip with Marin Access, advise the scheduler that a service animal will be riding. Service animals are not required to have special ID cards or harnesses but must be under the control of their owner at all times while in the vehicle (it cannot wander around at will, and it will be removed if showing signs of aggression, i.e., growling, snarling, or biting). Service animals must be housebroken.

In the interest of safety for you and your service animal, Marin Access asks that if you need to board the vehicle using the lift that your animal be boarded via the passenger door. This is to keep from having their tails, paws, head, or equipment from catching in the lift mechanism and to ensure ample room for you and your driver to ride up the lift.

Pet Policy

Pets can be transported in a carrier provided that the carrier fits on your lap or under your seat and the animal and carrier together are under 20 lbs. Service animals are excluded from this policy (see “Service Animals” above). Pets must remain in the carrier for the entirety of the trip. Pets are

to refrain from barking, showing signs of aggression, or going to the bathroom on board the vehicle.

Lost and Found

Passengers are responsible, and Marin Access accepts no responsibility, for personal items left on a vehicle. Passengers may call Marin Access to find out about any personal items they may have left on the vehicle. If recovered, Marin Access will hold personal items for 60 days prior to disposal.

Packages

Passengers are advised to limit their carry-on bags or packages to four, with each package no heavier than twenty pounds. One small (see dimensions below) shopping cart is allowed. Packages or parcels may not obstruct aisles or prevent seats from being used.



- Cart is 37" high from the floor to the top of the handle
- Large basket area measures (maximum):
 - 13" side to side
 - 11 ½" front to back
 - 20 ½" top to bottom
- Folds for easy storage

Luggage

Luggage that can be stowed in front of or on the lap of the passenger is allowed. This luggage must comply with the same guidelines as airline carry-on luggage:



Carry-on Bags:

One carry-on bag not to exceed 22" x 9" x 14"

Eating, Drinking and Smoking

State law requires that passengers refrain from eating, drinking, and smoking while on the vehicle.

Exception: Passengers who have a medical condition which requires the intake of food or drink (i.e. diabetics) may eat or drink on board the vehicle if doing so is required to help prevent the onset of a serious medical condition.



Strong Scents

Passengers are requested not to wear strongly scented personal care products while on board. This helps to ensure that vans are accessible for passengers with chemical sensitivity or environmental illness.

Committees / Public Involvement

Community feedback and recommendations are greatly appreciated. As a rider of the service your perspective and input can help us make Marin Access an even better service. If you would like to get involved, you are welcome to attend and participate in either of the committees listed below.

Marin Paratransit Coordinating Council

The Marin Paratransit Coordinating Council is made up of senior and disabled consumers of paratransit services as well as paratransit providers and disability advocacy groups. This group meets on a bi-monthly basis to discuss issues related to paratransit service in Marin County.

For further information on the Marin Paratransit Coordinating Council call or email:

Marin Transit

(415) 226-0855

TDD (415) 226-0856 or 711

info@marintransit.org

Advisory Committee on Accessibility

Golden Gate Transit's Advisory Committee on Accessibility (ACA) was organized in 1979 to advise the District's Board of Directors on transportation issues pertaining to seniors and persons with disabilities. The ACA meets quarterly and forwards its recommendations to the Board of Directors.

In recent years, the Committee has worked actively to assist Golden Gate Transit with responding to the ADA, including the ongoing review of its intercounty paratransit services.

For further information call:

Golden Gate Transit

Planning Department

(415) 257-4917

Contact Info

Marin Access Contact Info

Marin Access

930 Tamalpais Ave
San Rafael, CA 94901

www.marinaccess.org

Scheduling	(415) 454-0964
Eligibility.....	(415) 456-0962 x 106
Information and Referrals.....	(415) 454-0902
Cancellation Line.....	(415) 457-4630

Marin Transit

750 Lindaro St
San Rafael, CA 94901

www.marintransit.org

email: info@marintransit.org

Main Line.....	(415) 226-0855
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Golden Gate Transit

850 Tamalpais ave
San Rafael, CA 94901

www.goldengate.org

Customer Service	(415) 455-2000
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Neighboring Paratransit Providers

East Bay Paratransit

1722 Broadway

Oakland CA 94612

www.eastbayparatransit.org (510) 287-5000

Petaluma Paratransit..... (707) 765-8493

San Francisco Paratransit

68 12th St

San Francisco CA 94103

www.sfparatransit.com

Main Line..... (415) 351-7000

Scheduling..... (415) 285-6945

Customer Service..... (415) 351-7052

Santa Rosa Paratransit

Eligibility..... (707) 541-7180

Scheduling..... (707) 546-1999

Sonoma County Paratransit

355 West Robles Ave

Santa Rosa, CA 95407

<http://www.sctransit.com/RidingSCT/Paratransit.aspx>

Eligibility..... (707) 585-7516

Scheduling..... (707) 573-3377

Appendix A: Other Services

Fixed-route Buses

For those who are able to take the public bus at some times, we encourage you to explore this option as it will provide you with added travel flexibility not available in the paratransit service.

Bus schedules can be found online at:

www.marintransit.org

or

www.goldengatetransit.org

Route information can also be found by phone at

511

or

(415) 455-2000

If you feel you need help learning how to ride the bus or maneuver the system travel training is available (See page 51 for more information).

Catch-A-Ride

Funded by Measure B and administered by Marin Transit, Marin Catch-A-Ride is another program in the Marin Access family of services. This program allows Marin residents who are age 80 and older as well as residents 60 and older who no longer drive to receive a subsidy to ride on taxis and other Public Utilities Commission (PUC) licensed vehicles within Marin County. Once determined eligible, you will be given a phone number and a riders guide for this program, then you simply call our centralized call center and set up transportation. The \$14 subsidy (\$18 for low-income riders) will be automatically deducted from the cost of your ride.

This program allows for same-day rides and provides riders with eight rides a month. Rides are directly to and from your destination and do not involve

ride sharing (unless you would like to ride with others of your choice to split the additional cost of the ride). Three hours advance notice is required.

For more information please contact:

(415) 473-2943 or (415) 457-INFO (4636)

Volunteer Driver Programs

Two volunteer driver programs are available in Marin County. These programs are funded by Marin Transit and operated by Whistlestop for the eastern portion of Marin County and West Marin Senior Services for the western portion of Marin County and.

STAR (Eastern Marin)

What is it?

The Safe Transport And Reimbursement (STAR) Program, formerly Volunteer Driver Program (VDP), empowers older adults and people with disabilities to remain independent by providing a mileage reimbursement for their friends, neighbors, and other community members who provide them with rides.

How does it Work?

- The STAR Program provides **free** transportation reimbursement for older adults and people with disabilities living in Marin County.
- Participants identify members of their community who are willing to be a driver for them
- The STAR program does not provide a pool of volunteer drivers, but rather allows the rider to find their own trusted driver and provide a mileage reimbursement. A caregiver, friend or neighbor may be a driver. You can have more than one driver and are encouraged to do so
- Participants are helped to overcome the feeling of dependency by providing a financial mileage reimbursement to their driver so that they have resources to give in return for the help they receive. With the STAR Program, participants receive door-to-door assistance and

companionship for medical appointments, shopping, classes, family visits, or a meal and a night out

How do I qualify for the STAR Program?

- Live in Marin County
- **If you are under the age of 60** you must have been approved for ADA paratransit (Marin Access)
- **If you are over the age of 60** and have a disability or frailty, you will also qualify

Call (415) 454-0969 to find out more information and to schedule a phone assessment to begin the application process.

TripTrans (West Marin)

Seniors and persons with disabilities may qualify for assistance to help secure a volunteer escort-driver.

Call (415) 663-8148 x 114 if you need help with transportation.

Once you have completed the necessary application procedure, you may be eligible for TRIPtrans assistance. You will receive monthly cash mileage reimbursements for your volunteer driver's work.

Arrangements for travel are made between you and your volunteer driver, as mutually convenient. Records of travel are sent to TRIPtrans each month to validate your completed travel.

- Reimbursed at \$0.35 a mile
- 300 miles a month limit
- IHSS workers OK
- Family helpers must be approved in advance

TRIPtrans is that simple. It is very user-friendly and convenient.

Call (415) 663-8148 if you need volunteer assisted transportation.

Marin Access Information and Referrals

There are other services throughout Marin that may fit your needs. These services are subject to change, so we do not list them all in this handbook. For a current list of available services, please view us online at:

www.marinaccess.org

or call us at
(415) 454-0902

A call taker will be glad to help you with your transportation needs.

Travel Training

Marin Transit is pleased to offer travel training for seniors who would like to learn about their transit options or who feel they would like in person instruction on riding the public bus system. Travel training is currently offered in two formats, a one hour group presentation on transit in Marin County and small group trainings tailored to the travel needs of the group.

Presentations are offered throughout Marin County on a monthly basis. Group trips can be signed up for at these events or organized independently. If you are interested in having a presentation in your area or would like to participate in a small group training, please contact:

Marin Transit
(415) 226-0855
info@marintransit.org

Appendix B: Glossary of Terms

ACA: Advisory Committee on Accessibility

ADA: Americans with Disabilities Act of 1990

Basic Service: Daily lift-equipped Golden Gate & Marin Transit bus service within Marin and between San Francisco, Contra Costa, and Sonoma Counties

Companion: One who accompanies an ADA-eligible passenger on a paratransit trip but is not a personal care assistant

Fare Zone: the Intercounty service area is divided into geographic fare zones that provide a means for determining fares based on distance traveled

Fixed-route: The pre-determined route a bus takes. Applies to public buses operated by Golden Gate Transit and Marin Transit

GGT / GGBHTD: Golden Gate Transit / Golden Gate Bridge, Highway and Transportation District

Intercounty Service: Service provided where the origin and/or destination of the trip begin or ends outside Marin County (Sonoma, SF, Contra Costa)

Local Service: Service entirely within Marin County

Muni: San Francisco Municipal Railway

Non-commute: Golden Gate and Marin Transit's daily bus services that operate at regular intervals throughout the day and evening, as opposed to GGT's weekday express services, which operate only during morning and afternoon commute periods

Paratransit: Specialized transportation services such as an accessible "door-to-door" transportation service for the disabled

PCC: Paratransit Coordinating Council

Personal Care Assistant (PCA): Someone designated or employed to help an ADA paratransit-eligible individual meet his or her needs when that eligible person needs assistance on a regular basis

Rolling 90-Day Period: Measured from the first no-show or late cancellation

TDD: Telecommunication Device for the Deaf

Appendix C: Title VI

Marin Transit's Title VI Policy Statement

Marin Transit grants all citizens equal access to its transportation services. Marin Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended ("Title VI").

Additional Information

Members of the public can request additional information on Marin Transit's nondiscrimination obligations or a copy of "Marin Transit Title VI Policy Statement and Report" by contacting:

EEO Officer
Marin Transit
750 Lindero St. Suite 200
San Rafael CA 94901
415-226-0855

Complaint Process

Persons who believe that they have received discriminatory treatment by Marin Transit on the basis of race, color or national origin have the right to file a complaint with the EEO Officer. The complaint must be filed no later than 180 calendar days from the alleged discriminatory incident. The preferred method is to file a complaint in writing using the [complaint form](http://www.marintransit.org/titlevi.html) found at <http://www.marintransit.org/titlevi.html> and sending it to the EEO Officer at the above address.

Verbal complaints will be accepted and transcribed by the EEO Officer. To make a verbal complaint, call (415) 226-0855.

Complaints may also be filed with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

Should a complaint be filed with Marin Transit and an external entity simultaneously, the external complaint shall supersede the Marin Transit

complaint and Marin Transit's complaint procedures will be suspended pending the external entity's findings.

Appendix D: Paratransit At-A-Glance

Service Days and Hours

The buses Operate 7 Days a week / 365 Days a year.

Buses operate at the same times and within the same area as public transit.

The scheduling Department operates 7 Days a week from 8 am until 5 pm. Riders can schedule a ride 1-7 days in advance of the desired pickup. There is a limited reservation period when calling on holidays to schedule a ride.

Before or after office hours there is a dispatcher present to answer calls (whenever a vehicle is operating). Dispatch can help you locate your ride or give you information on an upcoming ride, but cannot schedule rides. To schedule rides please call between the hours of 8 am and 5 pm, 7 days a week.

Phone Numbers

(415) 454-0964 Scheduling Number
(415) 457-4630 Cancellation Line
(415) 456-9062 Eligibility
(415) 454-0902 Information and Referrals

Service Area

Paratransit operates within a service area of $\frac{3}{4}$ of a mile on either side of a fixed-route (non-commute) public bus during the hours in which that route is in service. In Marin County rides outside this limit are considered “extended” rides and are provided on a space available basis.

Information You Will Need When Calling

- 1) Your Name (first and last)
- 2) The date of your desired trip

- 3) The addresses of the pick-up and drop-off of your desired trip as well as phone numbers at these locations where you can be reached should the driver not be able to locate you
- 4) The time you wish to arrive at your destination OR the time you want to be picked up at your origin (you may choose one or the other / this is to allow for ride sharing)
- 5) The time you would like to return from your destination. If you are unsure of this time, make an educated guess allowing enough time to reasonably be ready to return
- 6) The number of people traveling with you and if those people will be traveling as Companions or Personal Care Attendants
- 7) Whether you will be traveling with a mobility aid (a wheelchair or walker) and if you will be traveling with a service animal
- 8) Any other information the driver should know about your trip that will help them in picking you up

Fares

- Local fares (within Marin) \$2.00 (\$2.50 if outside the $\frac{3}{4}$ mile service area)
- Inter-county fares (involving travel in more than one county) vary based upon fare zones. Check with your scheduler at the time of booking to determine exact fare.

Appendix E: Rider & Driver Responsibilities

Rider Responsibilities:

- Carefully read all Rider's Guide materials
- Follow all rules and regulations set forth in this Rider's Guide
- Make ride reservations at least one day in advance
- Avoid no-shows and late or repeated cancellation of reservations
- Be at the designated pick-up location on time, and provide entry for the vehicle if you live in a gated community or have special access requirements
- Get aboard the vehicle promptly, remain seated once on board, wear your seat belt, and keep arms, legs, and head inside the vehicle
- If the vehicle has not arrived by the end of the on-time window call Marin Access
- Call to cancel an unneeded ride as soon as possible to avoid a "no-show."
- Pay the correct fare (remember, drivers cannot make change)
- Wear seat belts at all times during transport
- Avoid distracting the driver or annoying other passengers with inappropriate behavior
- Maintain wheelchairs or other mobility aids in safe operating condition according to manufacturer's specifications
- Expect "shared-ride" service. Others may be picked up after you, and/or dropped off before you reach your destination
- Maintain acceptable standards of personal hygiene; please refrain from using scented products as they can bother other chemically sensitive riders
- Follow these common rules of courtesy:
 - No eating, drinking or smoking on board the vehicle
 - No riding under the influence of alcohol or illegal drugs
 - No littering in the vehicle
 - No radios, cassette tape players, compact disc players or other sound generating equipment may be played aloud aboard the vehicle (headphones are acceptable)
- Provide feedback to Marin Access should your service be unsatisfactory by calling (415) 454-0964

Driver Responsibilities

Drivers must:

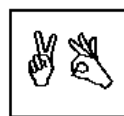
- Be courteous at all times
- Get out of the vehicle and let you know they have arrived (if possible due to line of sight restrictions)
- Adhere to the same standards of common courtesy and personal hygiene as those required of riders
- Give you a receipt for the fare if you want one
- Collect the fare listed on their schedule or manifest
- Treat riders with courtesy
- Be in proper uniform
- Visibly display a proper ID badge
- Carry only the riders assigned to them along with attendants and companions, who have reservations
- Go only to the destinations listed on the manifest or as notified by their dispatcher. For safety reasons, maintain “line-of-sight” of vehicle at all times when other passengers are on board
- Keep to the assigned service schedule for the convenience of all riders
- Provide reasonable assistance to riders entering or leaving the vehicle
- Assist riders or wheelchairs up or down no more than one exterior stair (if safe to do so and while remaining in the line-of-sight of their vehicle)
- Driver can not use personal cell phones, radios, “Walkman™,” or play loud music while driving
- Operate the vehicle and lift in a safe manner and safely secure wheelchairs on the vehicle
- Assist passengers to and from the main door of their origin and destination (if safe to do so and within line of sight of the vehicle with passengers on board)
- “Assistance” includes, but is not limited, to:
 - Offering ambulatory passengers a steadying arm or other appropriate assistance when walking or using stairs
 - Helping persons in wheelchairs maneuver onto standard ramps to and from the main door of their origin and destination (if safe to do so and while remaining in the line-of-sight of their vehicle)
 - Carrying packages that comply with Marin Access’ policy for items on board the vehicle

Drivers Are Not Permitted to:

- Lift or carry passengers
- Enter the residence of a rider
- Perform any personal care assistance for any rider, such as assisting with dressing
- Assist a rider or wheelchair up or down any interior steps or more than one exterior step
- Wait for a passenger to make a stop to conduct business, such as at an ATM/Cash machine, pharmacy, or video store
- Escort a passenger beyond the ground floor lobby of a public building or beyond the front door of a private residence
- Accept tips or any other gratuities
- Perform errands for riders such as picking up prescriptions or groceries
- Take information from the rider about cancellations or changes in reservations
- Secure child safety systems in the vehicle or children into such systems

Appendix F: Tips for Riding Paratransit

1. You may arrive at your destination up to an hour early and/or be required to wait for an hour at your destination. For this reason many riders choose to bring books or some other form of entertainment to pass the time.
2. Weather in Marin can often vary from town to town. Remember to take this into consideration before you leave for your trip. Dressing appropriately and comfortably can make a big difference.
3. If you suffer from an ailment that requires or may require medication remember to bring it with you. Those requiring oxygen should ensure your tank is adequately filled before you travel.
4. When scheduling your rides it is important to estimate your return time as accurately as possible. Giving yourself some extra time can mean the difference between meeting your driver and having to wait for Marin Access to send another vehicle back to pick you up.
5. If you can, it is recommended that you do not schedule your rides to drop you at a location at the exact time when that location is scheduled to open. This is because you may be dropped off up to an hour before your requested appointment and if the location is not yet open you may be forced to wait outside. This is also true on the return ride as your pick-up time for your return can also be moved up to an hour. If you schedule your return for the moment the location you are traveling from closes, you may have to wait outside for your vehicle to arrive.
6. If your rides take you to more than one location before returning home, remember to give yourself enough time at each location to complete your tasks. You should also consider giving yourself some extra time as your ride times may change and this could affect the amount of time you have at any given location.
7. Remember to carry exact change for your fare. Fares are required at the time of boarding, so not having your fare will result in not being able to ride.
8. If you have an issue with your ride please be sure and bring it to the attention of a Marin Access Supervisor or fill out a comment card (available on the bus). We are constantly trying to improve the system and your feedback is greatly appreciated.



Copies of documents are available in accessible formats upon request.
You may request them by calling (415) 226-0855.

All County public meetings are conducted in accessible locations. If you require American Sign Language Interpreters, Assistive Listening Devices or other accommodations to participate in a meeting, you may request them by calling (415) 226-0855 (voice) or contact the California Relay Service by dialing 711 to connect to the telephone listed above. Requests must be received no less than four working days prior to the meeting to help ensure availability. For additional information, visit our website at <http://www.marintransit.org>.