



Youth Pass Frequently Asked Questions (FAQ's)

Q. Which bus routes will accept the Youth Pass?

A. The Pass will be good on all Marin Transit routes including the local routes and Supplemental School Routes operated by Golden Gate Transit, the West Marin Stagecoach, and community shuttles such as the Twin Cities, Santa Venetia and Marinwood-Terra Linda Shuttles. The pass will not be accepted on any Golden Gate regional or commute routes such as the 70/80 routes.

Q. What if a student loses their ID with the Youth Pass sticker or it is stolen?

A. If a student ID is lost or stolen, they would first need to obtain a new student ID from their school. Once they have a new student ID card, they will have to request a new Youth Pass sticker from the designated school program coordinator. Students must be aware that there is a \$30 replacement fee for a lost Youth Pass sticker through the first half of the six month period (2009-10 Fall/Winter Pass; August 17, 2009 – November 30, 2009; 2010 Spring/Summer Pass: February 1, 2010 – May 31, 2010) and \$15 thereafter (2009-10 Fall/Winter Pass: December 1, 2009 – February 28, 2010; 2010 Spring/Summer Pass: June 1, 2010 – August 31, 2010). This fee may be waived for stolen student IDs when students are able to document the theft with a police or school security report. Please note that only one replacement sticker can be issued per student per six-month period.

Q. What if my Transit Pass sticker is damaged?

A. If a Transit Pass sticker is damaged due to wear (e.g., it went through the laundry by accident!), but it is still readily identifiable as a current sticker, students may be able to obtain a new sticker at no cost. Bring the damaged pass to your school program coordinator for a replacement.

Q. What happens at the beginning of the school year before a student is issued their student ID?

A. Schools may distribute temporary Youth Transit Passes which will be valid on Marin Transit buses for only the first 6-8 weeks of the school year after which time all student ID cards with photos should be available. For the 2008-09 academic year, temporary passes will expire on October 31, 2008 and drivers will know that after the date of expiration, students must show their student ID card with a valid sticker in order to ride free of charge.

Q. Who can I contact if I have suggestions, comments or other questions?

A. Send your suggestions, comments or questions about the Youth Transit Pass program to Suzanne Chen-Harding at Marin Transit (contact information below).

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