Help us understand your experience using Marin Access services:

1. How long have you been riding Marin Access paratransit and/or using other Marin Access services?
   - [ ] Less than one year
   - [ ] 1 to 3 years
   - [ ] 3 to 5 years
   - [ ] 5 to 10 years
   - [ ] More than 10 years

2. Do you ever ride the regular fixed route bus like Marin Transit or Golden Gate Transit?
   - [ ] Yes
   - [ ] No

2a. If yes, how frequently do you ride?
   - [ ] Frequently (3 or more days per week)
   - [ ] Often (1 or 2 days per week)
   - [ ] Sometimes (1 to 4 times per month)
   - [ ] Rarely (Less than once per month)

2b. If no, why don’t you ride?

   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________

2c. Would you be more willing to ride the bus if it were free?
   - [ ] Yes
   - [ ] No

2d. Would you be more willing to ride the bus if someone rode with you the first few times?
   - [ ] Yes
   - [ ] No

3. Please rate Marin Access on each of the following:

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
<th>N/A</th>
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<tbody>
<tr>
<td>On-time performance</td>
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<td>Cleanliness/condition of vehicle</td>
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<td>Driver courtesy</td>
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<td>Ease of trip scheduling</td>
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<td>Overall performance</td>
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</tbody>
</table>
4. Marin Transit coordinates a number of transportation services that benefit seniors and people with disabilities. Please check the ones with which you are familiar and/or use. (check all that apply)

☐ Marin Access Paratransit
☐ Catch-A-Ride
☐ Carepool volunteer drivers
☐ STAR or TRIP volunteer drivers
☐ Travel training
☐ Novato Dial-A-Ride

5. Do you use any other transportation programs or services available in Marin County?

☐ Yes
☐ No

5a. If yes, please check all that apply:

☐ Novato Health Express
☐ The Hamilton Shuttle
☐ Marin Villages Volunteer Drivers
☐ CARSS (Call a Ride for Sausalito Seniors)
☐ Shuttle provided by my housing complex
☐ Other: ________________________

6. Where do you find or receive information on Marin Access programs? (check all that apply)

☐ Online
☐ Travel Navigator
☐ A friend or family member helps me
☐ Social service agency (senior center, adult day facility, etc.)
☐ My medical provider
☐ Other ________________________

Help us better understand who our riders are:

7. Are you of Hispanic, Latino, or Spanish origin?

☐ Yes
☐ No

8. Race/Ethnicity:

☐ White
☐ African American
☐ Asian
☐ American Indian or Alaska Native
☐ Native Hawaiian or Pacific Islander
☐ Other ________________________

9. What category best describes your annual household income?

☐ Less than $10,000
☐ $10,000 to $24,999
☐ $25,000 to $34,999
☐ $35,000 to $49,999
☐ $50,000 to $74,999
☐ $75,000 to $99,999
☐ $100,000 to $149,999
☐ $150,000 to $199,999
☐ $200,000 and above

10. Do you own and use a cell phone?

☐ Yes
☐ No
11. Would you be interested in receiving status updates about your ride via phone call, text message, or email?
   [ ] Yes  [ ] No

11a. If yes, please check which method you would prefer. (select only one)
   [ ] Phone Call  [ ] Text Message  [ ] Email

12. Do you access the internet:
   a. On a smartphone  [ ] Yes  [ ] No
   b. On a computer at home  [ ] Yes  [ ] No
   c. On a computer at school  [ ] Yes  [ ] No
   d. On a computer at work  [ ] Yes  [ ] No
   e. On a computer at the library  [ ] Yes  [ ] No
   [ ] N/A I do not access the internet

13. How many people live in your household (including yourself)?
   [ ] 1  [ ] 2  [ ] 3+

14. Is there a driveable vehicle available to members of your household?
   [ ] Yes  [ ] No

15. How would you travel if Marin Access was not available? (select only one)
   [ ] Walk  [ ] Drive myself
   [ ] Electric wheelchair/scooter  [ ] Friend or family member
   [ ] Bus  [ ] Ambulance
   [ ] Taxi  [ ] Would not make the trip
   [ ] Uber/Lyft  [ ] Other _________________________

16. Would you be willing to pay more for a premium paratransit service if:
   a. The driver assisted you into your house or destination  [ ] Yes  [ ] No
   b. You had more control over your pick-up and drop-off time  [ ] Yes  [ ] No
   c. You were guaranteed a direct, non-stop ride  [ ] Yes  [ ] No

17. Are you interested in using a wheelchair accessible taxi in Marin?
   [ ] Yes  [ ] No

17a. If yes, how often would you plan to use a wheelchair accessible taxi?
   [ ] Frequently (3 or more days per week)
   [ ] Sometimes (1 to 4 times per month)
   [ ] Often (1 or 2 days per week)
   [ ] Rarely (Less than once per month)
18. If Marin Access transportation services were discounted during certain times of the day, how likely would you be to adjust your schedule to ride during those times?

☐ Very likely  ☐ Not sure  ☐ Very Unlikely
☐ Likely  ☐ Unlikely

19. Some transit agencies offer passengers the option to pay for their rides with a stored fare card. Like a Clipper Card or FasTrak, it is similar to a debit card and eliminates the need to pay cash for each ride. How likely would you be to sign up for and use an electronic fare card?

☐ Very likely  ☐ Not sure  ☐ Very Unlikely
☐ Likely  ☐ Unlikely

20. Thank you for taking the time to complete this survey. In an effort to better assess the specific needs of our riders, we would like to conduct follow-up interviews. By writing your name and the best number to reach you below, you will give us permission to contact you for follow up. Thank you!

Name: ___________________________________  Phone Number: _______________________