

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

STAR or TRIP volunteer drivers

Catch-A-Ride

Travel training

Carepool volunteer drivers

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

CARSS (Call a Ride for Sausalito Seniors)

The Hamilton Shuttle

Shuttle provided by my housing complex

Marin Villages Volunteer Drivers

Other: _____

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

Online

Social service agency (senior center, adult day facility, etc.)

Travel Navigator

My medical provider

A friend or family member helps me

Other _____

Help us better understand who our riders are:

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

Yes

No

8. Race/Ethnicity:

White

American Indian or Alaska Native

African American

Native Hawaiian or Pacific Islander

Asian

Other _____

9. What category best describes your annual household income?

Less than \$10,000

\$75,000 to \$99,999

\$10,000 to \$24,999

\$100,000 to \$149,999

\$25,000 to \$34,999

\$150,000 to 199,999

\$35,000 to \$49,999

\$200,000 and above

\$50,000 to \$74,999

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)

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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: _____



Thank you for your response! Please fold and seal to mail back your completed survey. No postage is required. <<ID>>