Help us understand your experience using Marin Access services:
If you do not use the service listed, select “N/A” in the far right column.

1. Please rate Marin Access Paratransit (operated by Whistlestop) on each of the following:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-time performance</td>
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<tr>
<td>Cleanliness/condition of vehicle</td>
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<tr>
<td>Driver courtesy</td>
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<tr>
<td>Ease of trip scheduling</td>
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<tr>
<td>Overall performance</td>
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</tbody>
</table>

2. Please rate Catch-A-Ride on each of the following:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of trip scheduling</td>
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<tr>
<td>Availability of taxis</td>
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<tr>
<td>Driver courtesy</td>
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<tr>
<td>Overall performance</td>
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</tbody>
</table>

3. Please rate the STAR/TRIP Volunteer Driver Reimbursement Program on each of the following:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of reimbursement</td>
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<tr>
<td>Ease of finding a volunteer driver</td>
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<tr>
<td>Overall performance</td>
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</tbody>
</table>

4. Please rate the Travel Navigators on each of the following:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helping me understand my travel options</td>
<td></td>
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<tr>
<td>Ease of enrolling in Marin Access programs</td>
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<tr>
<td>Referrals to other programs or services</td>
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<tr>
<td>Overall performance</td>
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</tbody>
</table>
Help us better understand how our riders get around:

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

5a. 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)

5a.ii If yes, which routes do you typically ride?
   _____________________________________

5b. If no, how likely are you to use the fixed route bus if there is a service that transports you to and from your home and the bus stop?
   - Very Likely
   - Likely
   - Unlikely
   - Very Unlikely

6. Do you use any other transportation programs or services available in Marin County?
   - Yes
   - No

6a. If yes, please check all that apply:
   - The Hamilton Shuttle
   - Marin Villages Volunteer Drivers
   - Sausalito Village and/or CARSS
   - Shuttle provided by my housing complex
   - Uber or Lyft
   - Silver Ride
   - Other: __________________________

Help us better understand who our riders are:

7. What language do you regularly speak at home?   _____________________________________

8. Are you of Hispanic, Latino, or Spanish origin?
   - Yes
   - No

9. Race/Ethnicity:
   - White
   - African American/Black
   - Asian
   - American Indian or Alaska Native
   - Native Hawaiian or Pacific Islander
   - Other __________________________

10. 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
11. Do you own and use a cell phone?

☐ Yes ☐ No

11a. If yes, is it a smart phone (a touchscreen phone that combines features of a computer with a phone, e.g. an Apple iPhone, a Samsung Galaxy phone, or a Jitterbug phone)?

☐ Yes ☐ No

12. Do you use the internet or email, at least occasionally?

☐ Yes ☐ No

12a. If yes, do you use the internet to look up transit information?

☐ Yes ☐ No

13. How many people live in your household (including yourself)?

☐ 1 ☐ 2 ☐ 3+

14. What is your housing situation?

☐ Own home with mortgage ☐ Own home without mortgage

☐ Rent (apartment/home) ☐ Live in independent living senior housing

☐ Live in assisted living/nursing home ☐ Live in affordable/HUD/Section 8 housing

☐ Staying with family/friends ☐ Other: ________________________________

15. Is there a drivable vehicle available to members of your household?

☐ Yes ☐ No

16. In the past three months, have you missed or delayed a medical appointment because of a lack of transportation?

☐ Yes ☐ No

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

Name: ___________________________________ Phone Number: ____________________________

Is there anything else you think we should know? Please write it below:
Thank you for taking our survey!

Please fold and seal to mail back your completed survey. No postage is required.

To be eligible for our raffle drawing, place your completed survey in the mail by the end of January 2017. The winner will be contacted at their home phone number on file with the Travel Navigators.

To stay up to date on all Marin Access news, sign up for our email newsletter at www.marinaccess.org.

Para obtener acceso o solicitar una copia de la encuesta de usuarios en español por favor visite al www.marinaccess.org o llame al 415-226-0855.