

MARIN ACCESS 2017 Rider Survey

Paratransit | Catch-A-Ride | Volunteer Drivers | Travel Navigators | Travel Training

Help us understand your experience using Marin Access services:

If you do not use the service listed, check the box on the far right.

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

| | Excellent | Good | Average | Poor | Very Poor | |
|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| On-time performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Cleanliness/condition of vehicle | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I do not use this service |
| Driver courtesy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Ease of trip scheduling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

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

| | Excellent | Good | Average | Poor | Very Poor | |
|-------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Ease of trip scheduling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I do not use this service |
| Availability of taxis | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Driver courtesy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

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

| | Excellent | Good | Average | Poor | Very Poor | |
|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Ease of reimbursement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I do not use this service |
| Ease of finding a volunteer driver | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Overall performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

| | Excellent | Good | Average | Poor | Very Poor | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Helping me understand my travel options | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | I do not use this service |
| Ease of enrolling in Marin Access programs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Referrals to other programs or services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

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



5a.i **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?

No



5b. **If no**, would any of these improvements make you more likely to ride the bus?
(check all that apply)

- More accessible path to the bus stop
- More convenient schedules or destinations
- Help understanding how the bus system works
- Safer or more comfortable place to wait for the bus
- Safer or more comfortable ride on board the bus
- Real time arrival information at the bus stop
- I am unable to ride the bus under any conditions

6. What other transportation options do you use aside from Marin Access services?

- I drive myself.
- A friend or family member drives me.
- Taxi, Uber or Lyft
- Shuttle service provided by my residential facility

Transportation program offered by a non-profit

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?

- | | |
|---|---|
| <input type="checkbox"/> Less than \$10,000 | <input type="checkbox"/> \$75,000 to \$99,999 |
| <input type="checkbox"/> \$10,000 to \$24,999 | <input type="checkbox"/> \$100,000 to \$149,999 |
| <input type="checkbox"/> \$25,000 to \$34,999 | <input type="checkbox"/> \$150,000 to 199,999 |
| <input type="checkbox"/> \$35,000 to \$49,999 | <input type="checkbox"/> \$200,000 and above |
| <input type="checkbox"/> \$50,000 to \$74,999 | |

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. In the past three months, have you missed or delayed a medical appointment because of a lack of transportation? Yes No

15. Does anyone assist you in booking your trips or managing your reservations?

- Yes No

15a. **If yes**, who is that person?

- | | |
|--|--|
| <input type="checkbox"/> Friend | <input type="checkbox"/> Residential facility administrator or concierge |
| <input type="checkbox"/> Family member | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Case manager or social worker | |
| <input type="checkbox"/> IHSS worker | |

16. 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: _____

FIRST CLASS MAIL
U.S. POSTAGE
PAID
COUNTY OF MARIN

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 171 SAN RAFAEL, CA

MARIN TRANSIT
711 Grand Avenue, Suite 110
San Rafael CA 94901-3511

..... FOLD HERE

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 2018. 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.

