**MARIN ACCESS**  
**2018 Rider Survey**

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

**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:

<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-time performance</td>
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<td></td>
<td></td>
<td></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>Category</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of trip scheduling</td>
<td></td>
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<tr>
<td>Availability of taxis</td>
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<td>Driver courtesy</td>
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<tr>
<td>Overall performance</td>
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</tbody>
</table>

3. Please rate Connect on each of the following:

<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
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</thead>
<tbody>
<tr>
<td>Ease of trip scheduling</td>
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<tr>
<td>Driver courtesy</td>
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<tr>
<td>Overall performance</td>
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</table>

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very Poor</th>
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</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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<td>Overall performance</td>
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</tbody>
</table>
5. 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>I do not use this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helping me understand my travel options</td>
<td></td>
<td></td>
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<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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</table>

Help us better understand how our riders get around:

6. Do you ever ride the regular fixed route bus like Marin Transit or Golden Gate Transit?

- Yes
- No

6a. 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)

6a.i If yes, which bus routes do you typically ride?

- __________________________

6b. 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

7. 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
- Marin Transit Connect
- Other: ______________________________

Help us better understand who our riders are:

8. What language do you regularly speak at home?

- ______________________________

9. Race/Ethnicity:

- White
- African American/Black
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Pacific Islander
- Latino/a or Hispanic
- 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. 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?
- Friend
- Family member
- Case manager or social worker
- IHSS worker
- Residential facility administrator or concierge
- Other: _____________________________

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: ________________________
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 February 15, 2019. 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.