Help us understand your experience using Marin Access services:
If you do not use the service listed, check the boxes on the far right.

1. Please rate **Marin Access Paratransit** (operated by Whistlestop) 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>
</tr>
</thead>
<tbody>
<tr>
<td>On Time Performance</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Cleanliness / Condition of Vehicle</td>
<td></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 Experience</td>
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</tbody>
</table>

2. Please rate **Catch-A-Ride** 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>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of Trips</td>
<td></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 Experience</td>
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</tbody>
</table>

3. Please rate **Connect** 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>
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</thead>
<tbody>
<tr>
<td>Ease of Trip Scheduling</td>
<td></td>
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<tr>
<td>Service Area &amp; Service Hours</td>
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<td></td>
<td></td>
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<tr>
<td>Driver Courtesy</td>
<td></td>
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<td></td>
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<tr>
<td>Overall Experience</td>
<td></td>
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</tbody>
</table>

4. Please rate the **STAR / TRIP** Volunteer Driver programs 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>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of Reimbursement</td>
<td></td>
<td></td>
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<tr>
<td>Ease of Finding a Volunteer Driver</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Overall Experience</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

5. Please rate **Marin Access Travel Training** 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>
</tr>
</thead>
<tbody>
<tr>
<td>Explaining my Travel Options</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall Experience</td>
<td></td>
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</tbody>
</table>

I do not use this service
6. Please rate the **Low Income Fare Assistance Program** 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>I do not use this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of Using LIFA Credit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Ease of Checking LIFA Balance</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Overall Experience</td>
<td></td>
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</tbody>
</table>

7. Please rate the **Travel Navigators** 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>I do not use this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explaining My Travel Options</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of Enrollment for Marin Access</td>
<td></td>
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<td></td>
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<tr>
<td>Referrals to Other Programs</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Overall Experience</td>
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<td></td>
<td></td>
<td></td>
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</tbody>
</table>

**Help us understand how our riders get around:**

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

- [ ] 3 or more days per week
- [ ] 1 or 2 days a week
- [ ] 1 to 4 times per month
- [ ] Less than once a month
- [ ] Never

9. If you never ride the bus, would any of these improvements make you more likely to ride the bus? *Check all that apply.*

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

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

- [ ] I drive myself
- [ ] Transportation Offered by Residential Facility
- [ ] A Friend or Family Member Drives Me
- [ ] Transportation Program Offered by Non-Profit
- [ ] Taxi, Uber, or Lyft
- [ ] Other ________________________________

11. How would you travel if Marin Access services were not available? *Select only one.*

- [ ] I Would Not Make the Trip
- [ ] Taxi
- [ ] Friend / Family Member
- [ ] Walk
- [ ] Uber / Lyft
- [ ] Ambulance
- [ ] Electric Wheelchair / Scooter
- [ ] I Drive Myself
- [ ] Transportation Offered by Residential Facility
- [ ] Bus
- [ ] SMART Train
- [ ] Other ________________________________

12. Do you avoid traveling or using Marin Access due to any of the following? *Check all that apply.*

- [ ] Rush Hour / Heavy Traffic
- [ ] Rain or Inclement Weather
- [ ] Health Concerns
- [ ] After Dark / Nighttime
- [ ] Trip Requires Highway Driving
- [ ] Safety Concerns
Help us understand who our riders are:

13. What language do you speak at home? _________________________________________________

14. Race / Ethnicity:

- White
- Asian
- Latino/a or Hispanic
- Other
- African American / Black
- American Indian or Alaska Native
- Native Hawaiian or Pacific Islander
- Middle Eastern / North African

15. 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

16. What category best describes your housing situation?

<table>
<thead>
<tr>
<th>Single</th>
<th>Couple</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner without Mortgage</td>
<td></td>
</tr>
<tr>
<td>Owner with Mortgage</td>
<td></td>
</tr>
<tr>
<td>Renter</td>
<td></td>
</tr>
</tbody>
</table>

17. Are you a registered Medi-Cal participant?

- Yes
- No
- I'm not sure

18. Do you own and use any of the following? *Check all that apply.*

- Cell Phone
- Smart Phone
- Tablet or Laptop / Desktop Computer
- None

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

- Yes
- No

Help us understand your concerns about using Marin Access during the pandemic:

20. Have you avoided using Marin Access or limited your travel due to concerns about the Coronavirus?

- Yes, I only use Marin Access for essential trips
- Yes, I no longer feel comfortable using Marin Access
- No

21. If you answered yes above, what needs to happen for you to feel safer using Marin Access?

- Ensure vehicles are sanitized
- Require Personal Protective Equipment for drivers
- Physical distancing is observed on vehicles
- Provide hand sanitizer
- Limit riders on each vehicle
- Require face coverings
- Vaccine is developed
- Significant decrease in cases
- Widespread testing available
Thank you for taking our survey!

» Fold and seal to mail back your completed survey. No postage is required.

» **To be eligible to win $100 in ride credit to use on Marin Access services, return your completed survey by March 1, 2021.**

» 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 llame al 415-454-0902.

» **To complete the survey online, visit www.marinaccess.org; use the Marin Access ID shown below to complete your survey.**

Marin Access ID: