

MARIN ACCESS 2021 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 boxes on the far right.

1. Rate **Marin Access Paratransit** on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
On Time Performance	<input type="checkbox"/>	<i>I do not use this service</i> <input type="checkbox"/>				
Cleanliness / Condition of Vehicle	<input type="checkbox"/>					
Driver Courtesy	<input type="checkbox"/>					
Ease of Trip Scheduling	<input type="checkbox"/>					
Overall Experience	<input type="checkbox"/>					

2. Rate **Catch-A-Ride** on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Cost of Trips	<input type="checkbox"/>	<i>I do not use this service</i> <input type="checkbox"/>				
Driver Courtesy	<input type="checkbox"/>					
Ease of Trip Scheduling	<input type="checkbox"/>					
Overall Experience	<input type="checkbox"/>					

3. Rate **Connect** on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Ease of Trip Scheduling	<input type="checkbox"/>	<i>I do not use this service</i> <input type="checkbox"/>				
Service Area & Service Hours	<input type="checkbox"/>					
Driver Courtesy	<input type="checkbox"/>					
Overall Experience	<input type="checkbox"/>					

4. Rate the **STAR / TRIP** Volunteer Driver programs on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Ease of Reimbursement	<input type="checkbox"/>	<i>I do not use this service</i> <input type="checkbox"/>				
Ease of Finding a Volunteer Driver	<input type="checkbox"/>					
Overall Experience	<input type="checkbox"/>					

5. Rate **Marin Access Travel Training** on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Explaining my Travel Options	<input type="checkbox"/>	<i>I do not use this service</i> <input type="checkbox"/>				
Overall Experience	<input type="checkbox"/>					

6. Rate the **Low Income Fare Assistance Program** on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Ease of Using LIFA Credit	<input type="checkbox"/>	<i>I do not use this service</i>				
Ease of Checking LIFA Balance	<input type="checkbox"/>					
Overall Experience	<input type="checkbox"/>					

7. Rate the **Travel Navigators** on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Explaining My Travel Options	<input type="checkbox"/>	<i>I do not use this service</i>				
Ease of Enrollment for Marin Access	<input type="checkbox"/>					
Referrals to Other Programs	<input type="checkbox"/>					
Overall Experience	<input type="checkbox"/>					

8. Rate the **Marin Access Passenger Portal Online Booking & Payment system** on each of the following:

	Excellent	Good	Average	Poor	Very Poor	
Ease of Enrollment	<input type="checkbox"/>	<i>I do not use this service</i>				
Ease of Use	<input type="checkbox"/>					
Increased Convenience	<input type="checkbox"/>					
Overall Experience	<input type="checkbox"/>					

Help us understand how our riders get around:

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

<input type="checkbox"/> 3 or more days per week	<input type="checkbox"/> 1 or 2 days a week	<input type="checkbox"/> 1 to 4 times per month
<input type="checkbox"/> Less than once a month	<input type="checkbox"/> Never	

Did you know?

Marin Transit local bus service is free for older adults age 65+ and persons with disabilities, now through March 31, 2022. Visit www.marintransit.org/farepromotions to learn more!

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

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

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

<input type="checkbox"/> I drive myself	<input type="checkbox"/> Transportation Offered by Residential Facility
<input type="checkbox"/> A Friend or Family Member Drives Me	<input type="checkbox"/> Transportation Program Offered by Non-Profit
<input type="checkbox"/> Taxi, Uber, or Lyft	<input type="checkbox"/> Other _____

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

- | | | |
|--|---|---|
| <input type="checkbox"/> I Would Not Make the Trip | <input type="checkbox"/> Taxi | <input type="checkbox"/> Friend / Family Member |
| <input type="checkbox"/> Walk | <input type="checkbox"/> Uber / Lyft | <input type="checkbox"/> Ambulance |
| <input type="checkbox"/> Electric Wheelchair / Scooter | <input type="checkbox"/> I Drive Myself | <input type="checkbox"/> Transportation Offered by Residential Facility |
| <input type="checkbox"/> Bus | <input type="checkbox"/> SMART Train | <input type="checkbox"/> Other _____ |

Help us understand who our riders are:

13. What language do you speak at home? _____

14. Race / Ethnicity:

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> White | <input type="checkbox"/> Asian | <input type="checkbox"/> Latino/a or Hispanic | <input type="checkbox"/> Other |
| <input type="checkbox"/> African American / Black | <input type="checkbox"/> American Indian or Alaska Native | <input type="checkbox"/> Native Hawaiian or Pacific Islander | <input type="checkbox"/> Middle Eastern / North African |

15. What category best describes your annual household income?

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

Help us understand the needs of our riders:

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

- | | | |
|--|--|--|
| <input type="checkbox"/> Rush Hour / Heavy Traffic | <input type="checkbox"/> Rain or Inclement Weather | <input type="checkbox"/> Health Concerns |
| <input type="checkbox"/> After Dark / Nighttime | <input type="checkbox"/> Trip Requires Highway Driving | <input type="checkbox"/> Safety Concerns |

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

- | | | | |
|-------------------------------------|--------------------------------------|--|-------------------------------|
| <input type="checkbox"/> Cell Phone | <input type="checkbox"/> Smart Phone | <input type="checkbox"/> Tablet or Laptop / Desktop Computer | <input type="checkbox"/> None |
|-------------------------------------|--------------------------------------|--|-------------------------------|

18. I feel comfortable using my smartphone, tablet, or computer to access information about Marin Access and Marin Transit.

- | | | | |
|------------------------------|-----------------------------|------------------------------------|------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Sometimes | <input type="checkbox"/> N/A |
|------------------------------|-----------------------------|------------------------------------|------------------------------|

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

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

20. I feel comfortable using Marin Access due to increasing vaccination rates and the availability of vaccine boosters in Marin County.

- | | | |
|------------------------------|-----------------------------|---------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> I'm not sure |
|------------------------------|-----------------------------|---------------------------------------|

21. I feel safe using Marin Access programs and services.

- | | | |
|--------------------------------------|---|-----------------------------|
| <input type="checkbox"/> Yes, always | <input type="checkbox"/> Yes, sometimes | <input type="checkbox"/> No |
|--------------------------------------|---|-----------------------------|

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

FOLD HERE

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, 2022.**
- » Looking for additional ways to provide feedback? Join one of Marin Transit's advisory committees! To learn more about these committees, email info@marintransit.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: