**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:

<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>
<td></td>
</tr>
<tr>
<td>Cleanliness / Condition of Vehicle</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Driver Courtesy</td>
<td></td>
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</tr>
<tr>
<td>Ease of Trip Scheduling</td>
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<td></td>
</tr>
<tr>
<td>Overall Experience</td>
<td></td>
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</tr>
</tbody>
</table>

2. 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>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Driver Courtesy</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Ease of Trip Scheduling</td>
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</tr>
<tr>
<td>Overall Experience</td>
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<td></td>
</tr>
</tbody>
</table>

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

4. 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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</tr>
<tr>
<td>Overall Experience</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

5. 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>
<td></td>
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<td></td>
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</tbody>
</table>
6. 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>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of Using LIFA Credit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of Checking LIFA Balance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Overall Experience</td>
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<td></td>
</tr>
</tbody>
</table>

I do not use this service [ ]

7. 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>
</tr>
</thead>
<tbody>
<tr>
<td>Explaining My Travel Options</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of Enrollment for Marin Access</td>
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<tr>
<td>Referrals to Other Programs</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Overall Experience</td>
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<td></td>
</tr>
</tbody>
</table>

I do not use this service [ ]

8. Rate the **Marin Access Passenger Portal Online Booking & Payment system** 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 Enrollment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ease of Use</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Increased Convenience</td>
<td></td>
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</tr>
<tr>
<td>Overall Experience</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I do not use this service [ ]

**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?

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

10. 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

11. 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 ________________________________

**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](http://www.marintransit.org/farepromotions) to learn more!
12. 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 __________________

**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

**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.*

- [ ] Rush Hour / Heavy Traffic
- [ ] Rain or Inclement Weather
- [ ] Health Concerns
- [ ] After Dark / Nighttime
- [ ] Trip Requires Highway Driving
- [ ] Safety Concerns

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

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

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

- [ ] Yes
- [ ] No
- [ ] Sometimes
- [ ] N/A

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

- [ ] Yes
- [ ] No

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

- [ ] Yes
- [ ] No
- [ ] I’m not sure

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

- [ ] Yes, always
- [ ] Yes, sometimes
- [ ] No
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: