

# MARIN ACCESS 2020 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. 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"/>	<i>I do not use this service</i> <input type="checkbox"/>
Cleanliness / Condition of Vehicle	<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"/>	
Ease of Trip Scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overall Experience	<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	
Cost of Trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>I do not use this service</i> <input type="checkbox"/>
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"/>	
Overall Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3. Please rate **Connect** 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>I do not use this service</i> <input type="checkbox"/>
Service Area & Service Hours	<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"/>	
Overall Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4. Please rate the **STAR / TRIP** Volunteer Driver programs 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>I do not use this service</i> <input type="checkbox"/>
Ease of Finding a Volunteer Driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overall Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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

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

6. Please 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>I do not use this service</i> <input type="checkbox"/>
Ease of Checking LIFA Balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Overall Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

7. Please rate the **Travel Navigators** on each of the following:

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

### 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:

- |   |   |  |   |
|---|---|--|---|
| <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    |

16. What category best describes your housing situation?

	Single	Couple
Owner without Mortgage	<input type="checkbox"/>	<input type="checkbox"/>
Owner with Mortgage	<input type="checkbox"/>	<input type="checkbox"/>
Renter	<input type="checkbox"/>	<input type="checkbox"/>

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?

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Ensure vehicles are sanitized | <input type="checkbox"/> Require Personal Protective Equipment for drivers | <input type="checkbox"/> Physical distancing is observed on vehicles |
| <input type="checkbox"/> Provide hand sanitizer        | <input type="checkbox"/> Limit riders on each vehicle                      | <input type="checkbox"/> Require face coverings                      |
| <input type="checkbox"/> Vaccine is developed          | <input type="checkbox"/> Significant decrease in cases                     | <input type="checkbox"/> Widespread testing available                |

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..... 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, 2021.**
- » To stay up to date on all Marin Access news, sign up for our email newsletter at [www.marinaccess.org](http://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](http://www.marinaccess.org); use the Marin Access ID shown below to complete your survey.**



Marin Access ID: 