

4. Marin Transit coordinates a number of transportation services that benefit seniors and people with disabilities. Please check the ones with which you are familiar and/or use. (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Marin Access Paratransit | <input type="checkbox"/> STAR or TRIP volunteer drivers |
| <input type="checkbox"/> Catch-A-Ride | <input type="checkbox"/> Travel training |
| <input type="checkbox"/> Carepool volunteer drivers | <input type="checkbox"/> Novato Dial-A-Ride |

5. Do you use any other transportation programs or services available in Marin County?

- Yes No

5a. **If yes**, please check all that apply:

- | | |
|---|--|
| <input type="checkbox"/> Novato Health Express | <input type="checkbox"/> CARSS (Call a Ride for Sausalito Seniors) |
| <input type="checkbox"/> The Hamilton Shuttle | <input type="checkbox"/> Shuttle provided by my housing complex |
| <input type="checkbox"/> Marin Villages Volunteer Drivers | <input type="checkbox"/> Other: _____ |

6. Where do you find or receive information on Marin Access programs? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Online | <input type="checkbox"/> Social service agency (senior center, adult day facility, etc.) |
| <input type="checkbox"/> Travel Navigator | <input type="checkbox"/> My medical provider |
| <input type="checkbox"/> A friend or family member helps me | <input type="checkbox"/> Other _____ |

Help us better understand who our riders are:

7. Are you of Hispanic, Latino, or Spanish origin?

- Yes No

8. Race/Ethnicity:

- | | |
|---|--|
| <input type="checkbox"/> White | <input type="checkbox"/> American Indian or Alaska Native |
| <input type="checkbox"/> African American | <input type="checkbox"/> Native Hawaiian or Pacific Islander |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Other _____ |

9. What category best describes your annual household income?

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

10. Do you own and use a cell phone?

- Yes No

11. Would you be interested in receiving status updates about your ride via phone call, text message, or email?

- Yes No

11a. **If yes**, please check which method you would prefer. (select only one)

- Phone Call Text Message Email

12. Do you access the internet:

- | | | |
|---|------------------------------|-----------------------------|
| a. On a smartphone | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. On a computer at home | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. On a computer at school | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| d. On a computer at work | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| e. On a computer at the library | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <input type="checkbox"/> N/A I do not access the internet | | |

13. How many people live in your household (including yourself)?

- 1 2 3+

14. Is there a driveable vehicle available to members of your household?

- Yes No

15. How would you travel if Marin Access was not available? (select only one)

- | | |
|--|--|
| <input type="checkbox"/> Walk | <input type="checkbox"/> Drive myself |
| <input type="checkbox"/> Electric wheelchair/scooter | <input type="checkbox"/> Friend or family member |
| <input type="checkbox"/> Bus | <input type="checkbox"/> Ambulance |
| <input type="checkbox"/> Taxi | <input type="checkbox"/> Would not make the trip |
| <input type="checkbox"/> Uber/Lyft | <input type="checkbox"/> Other _____ |

16. Would you be willing to pay more for a premium paratransit service if:

- | | | |
|---|------------------------------|-----------------------------|
| a. The driver assisted you into your house or destination | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| b. You had more control over your pick-up and drop-off time | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| c. You were guaranteed a direct, non-stop ride | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

17. Are you interested in using a wheelchair accessible taxi in Marin?

- Yes No

17a. **If yes**, how often would you plan to use a wheelchair accessible taxi?

- | | |
|--|--|
| <input type="checkbox"/> Frequently
(3 or more days per week) | <input type="checkbox"/> Sometimes
(1 to 4 times per month) |
| <input type="checkbox"/> Often
(1 or 2 days per week) | <input type="checkbox"/> Rarely
(Less than once per month) |

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18. If Marin Access transportation services were discounted during certain times of the day, how likely would you be to adjust your schedule to ride during those times?

Very likely Not sure Very Unlikely
 Likely Unlikely

19. Some transit agencies offer passengers the option to pay for their rides with a stored fare card. Like a Clipper Card or FasTrak, it is similar to a debit card and eliminates the need to pay cash for each ride. How likely would you be to sign up for and use an electronic fare card?

Very likely Not sure Very Unlikely
 Likely Unlikely

20. Thank you for taking the time to complete this survey. In an effort to better assess the specific needs of our riders, we would like to conduct follow-up interviews. By writing your name and the best number to reach you below, you will give us permission to contact you for follow up. Thank you!

Name: _____ Phone Number: _____



Thank you for your response! Please fold and seal to mail back your completed survey. No postage is required.