

SUMMARY**Survey for Seniors and People with Disabilities – December 2023****SUMMARY**

A majority of Alameda residents that responded to the survey rode some form of public transportation with a high level of satisfaction. 65% reported using at least 2 forms of public transportation.

188 surveys were completed.

This is an 29% increase from 2022, and a 40% increase from 2021. Surveys were distributed through the City's social media sites, the City's paratransit website, transportation email list, Mastick Senior Center email blast, Mastick Senior Center, the libraries, and direct mail when requested. This year the survey was also translated into Chinese with 25 respondents (13%), and Spanish with 4 respondents (2%).

Public Transit Options Used

	2023	2022
AC Transit	 154 respondents (82%)	102 respondents (64%)
BART	 111 respondents (59%)	87 respondents (55%)
Ferries	 73 respondents (39%)	68 respondents (43%)
East Bay Paratransit	 19 respondents (10%)	34 respondents (21%)
Do NOT use public transit	 16 respondents (9%)	42 respondents (26%)
Use at least 2 different types of public transit	 122 respondents (65%)	102 respondents (64%)

  Indicate a rise or fall in the percent of respondents that responded compared to 2022.

Public Transit Satisfaction Rating

	AC Transit		BART		Ferries		Eastbay Paratransit	
	2023	2022	2023	2022	2023	2022	2023	2022
Average rating (0 Lowest / 5 Highest)	4.04 	3.87	3.57 	3.70	4.33 	4.29	4.47 	4.00
Report using the service and rating their satisfaction a four or higher	110/154 (71%) 	67/102 (66%)	57/111 (51%) 	51/87 (59%)	58/73 (79%) 	52/68 (76%)	17/19 (89%) 	22/34 (65%)

Currently using a Clipper Card

- **Senior Clipper Card:** 126 respondents (67%)
- **Adult Clipper Card:** 11 respondents (6%)
- **RTC Clipper Card:** 8 respondents (4%)
- **Do NOT use a pass:** 16 respondents (9%)

Currently using Alameda Free AC Transit Bus Pass

- 92 Respondents (68%) in 2023. This is double the 34% (54 respondents) from 2022.

SUMMARY**Survey for Seniors and People with Disabilities – December 2023****AC TRANSIT**

Frequency of AC Transit Rides	Responses	Percent
Every day	38	20%
2-3 days per week	64	34%
One day per week	19	10%
2-3 days per month	11	6%
1 day per month	19	10%

- 121 respondents (64%) report that they ride AC Transit at least one day per week. This is a 12% increase from 2022.
- 102 respondents (54%) report that they ride AC Transit at least 2-3 days per week, a 16% increase from 2022.
- 16 respondents (9%) said that they do not take public transit.

Reasons not using AC Transit	Responses*	Percent
I use East Bay Paratransit	3	2%
I drive myself	29	15%
Someone else drives me	15	8%
AC Transit stop is not near my house	10	5%
I am uncomfortable on the buses	13	7%
AC Transit stop is not near my destination	6	3%
I don't know how to trip plan on AC Transit	10	5%
Parking is Free or Cheap	6	3%

* Respondents chose all that applied

On a scale of 1 (not likely) to 5 (very likely), *how likely you to continue using AC Transit*, 156 respondents (83%) reported 4 or 5, with the average response of 4.71. This is compared to 2022 when only 64% reported at least 4, with an average response of 4.55

How likely are they to continue using AC Transit?	Number responded	Percent of 156 responses
5 (very likely)	75	74%
4	11	11%
3 (somewhat likely)	13	13%
2	3	3%
1 (not likely)	1	1%

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Using a scale of 1 – 4, respondents answered Yes (4), Most of the time (3), Some of the time (2), or No (1) to the following statements about AC Transit service and their satisfaction. The percent is calculated on 154, the total number of respondents that reported riding AC Transit buses.

I am satisfied with the AC Transit bus service	Number responded	Percent of AC Transit Riders	Average rating
Yes	69	45%	3.27
Most of the time	60	39%	
Some of the time	25	16%	
No	2	1%	

AC Transit driver are courteous	Number responded	Percent of AC Transit Riders	Average rating
Yes	81	53%	3.40
Most of the time	54	42%	
Some of the time	19	17%	
No	0	0%	

AC Transit buses arrive on time	Number responded	Percent of AC Transit Riders	Average rating
Yes	32	21%	2.90
Most of the time	81	53%	
Some of the time	35	23%	
No	6	4%	

It is easy to plan my trips on AC Transit	Number responded	Percent of AC Transit Riders	Average rating
Yes	62	40%	3.05
Most of the time	50	32%	
Some of the time	33	21%	
No	10	6%	

12 percent of AC Transit riders reported using a wheelchair or a mobility device.

AC Transit drivers properly secure wheelchair or other mobility device	Number responded	Percent of AC Transit Riders	Average rating
Yes	19	12%	3.74
Most of the time	3	2%	
Some of the time	0	0%	
No	1	1%	

5 percent of AC Transit riders reported riding with a service animal.

My service animal is treated properly on AC Transit Buses	Number responded	Percent of AC Transit Riders	Average rating
Yes	7	5%	3.60
Most of the time	2	1%	
Some of the time	1	1%	
No	0	0%	

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AIM (Alameda Independent Mobility) Program

12 respondents (6%) said that they are enrolled in the AIM Program.

7 respondents whom reported using the AIM Program.

Using a scale of 1 (not likely) to 5 (very likely), 80 percent reported 4 or 5 when asked to rate how satisfied they are with the AIM Program, with the average response of people using the program is 4.71. This is up from the average of 3.82 from 2022. The percent is calculated on 7, the total number of respondents that reported using the AIM Program.

Satisfaction with AIM Program	Responses	Percent of responses	Average rating
5 (very satisfied)	6	86%	4.71
4	0	0%	
3 (somewhat)	1	14%	
2	0	0%	
1 (not really)	0	0%	

Using a scale of 1 – 5, respondents responded to how much they rely on the AIM Program:

How much you rely on the AIM Program	Number responded	Percent of total responses	Average rating
5 (Important)	6	86%	4.27
4	0	0%	
3 (somewhat)	1	14%	
2	0	0%	
1 (Not at all)	0	0%	

Using a scale of 1 – 4, respondents answered Yes (4), Most of the time (3), Some of the time (2), or No (1) to the following statements about the AIM Program:

The 2-1-1 representatives are courteous and helpful	Number responded	Percent of total responses	Average rating
Yes	6	86%	3.71
Most of the time	0	0%	
Some of the time	1	14%	
No	0	0%	

The Uber/Lyft drivers are courteous	Number responded	Percent of total responses	Average rating
Yes	6	86%	3.71
Most of the time	0	0%	
Some of the time	1	14%	
No	0	0%	

I feel safe with the Uber/Lyft drivers	Number responded	Percent of total responses	Average rating
Yes	6	86%	3.71
Most of the time	0	0%	
Some of the time	1	14%	
No	0	0%	

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The Uber/Lyft cars are clean	Number responded	Percent of responses	Average rating
Yes	6	86%	3.71
Most of the time	0	0%	
Some of the time	1	14%	
No	0	0%	

3 out of 7 active AIM riders reported using a wheelchair or a mobility device.

AC Transit drivers properly secure wheelchair or other mobility device*	Number responded	Percent of AIM Riders	Average rating
Yes	2	29%	3.33
Most of the time	0	0%	
Some of the time	1	14%	
No	0	0%	

* This question was not asked in 2022

2 out of 7 active AIM riders reported riding with a service animal.

My service animal is treated properly on AC Transit Buses*	Number responded	Percent of AC Transit Riders	Average rating
Yes	1	14%	2.50
Most of the time	0	0%	
Some of the time	0	0%	
No	1	14%	

* This question was not asked in 2022

SUMMARY
Survey for Seniors and People with Disabilities – December 2023

Demographics (Optional)

(172 answered this question)

Own or Rent home, or Living with Family	2023	2022
RENTING their home	65 respondents (35%)	64 respondents (40%)
OWNING their home	92 respondents (49%)	80 respondents (50%)
LIVING WITH FAMILY:	15 respondents (8%)	10 respondents (6%)
DID NOT RESPOND:	16 respondents (9%)	5 respondents (3%)

(165 answered this question)

Where in Alameda do they live	2023	2022
EAST	29 respondents (15%)	80 respondents (50%)
CENTRAL	63 respondents (34%)	47 respondents (30%)
WEST	57 respondents (30%)	51 respondents (32%)
BAY FARM:	17 respondents (9%)	24 respondents (15%)
DID NOT RESPOND:	22 respondents (12%)	13 respondents (8%)

(173 answered this question)

Age	2023	2022
90 years or older	3 respondents (2%)	9 respondents (6%)
80 – 89 years old	23 respondents (12%)	19 respondents (12%)
70 – 79 years old	89 respondents (47%)	70 respondents (44%)
65 – 69 years old:	41 respondents (22%)	28 respondents (18%)
41 – 64 years old	14 respondents (7%)	22 respondents (14%)
18 – 40 years old	3 respondents (2%)	4 respondents (3%)
DID NOT RESPOND	15 respondents (8%)	4 respondents (3%)

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(176 answered this question)

Gender Identity	2023	2022
MALE:	51 respondents (27%)	40 respondents (25%)
FEMALE:	120 respondents (64%)	113 respondents (71%)
DECLINE TO ANSWER:	5 respondents (3%)	4 respondents (3%)
DID NOT RESPOND:	12 respondents (6%)	2 respondents (1%)

(175 answered this question)

Ethnicity	2023	2022
AFRICAN AMERICAN, BLACK:	16 respondents (9%)	10 respondents (6%)
AMERICAN INDIAN, FIRST NATION, ALASKA NATIVE, INDIGENOUS:	1 respondent (1%)	1 respondent (1%)
ASIAN, ASIAN AMERICAN:	51 respondents (27%)	34 respondents (21%)
HISPANIC, LATINO/A/X:	7 respondents (4%)	4 respondents (3%)
PACIFIC ISLANDER, NATIVE HAWAIIAN:	0 respondents (0%)	1 respondent (1%)
WHITE:	82 respondents (44%)	87 respondents (55%)
MULTI-RACIAL:	5 respondents (3%)	4 respondents (3%)
OTHER:	22 respondents (12%)	2 respondents (1%)
NO ANSWER / PREFER NOT TO ANSWER:	4 respondents (2%)	16 respondents (10%)

Expressed interest in programs

54 respondents expressed interest in at least one program

Program	Number of people who expressed interest
AIM Program	34
Free AC Transit Bus Pass	17
Senior / RTC Clipper Card	8
East Bay Paratransit	3
Transportation 101	12
Hop on the Bus	8
Transit App Training	13
Emergency Response Database	72

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Demographics (Optional)**Own or Rent home, or Living with Family**

(172 answered this question)

- 65 respondents (35%) reported RENTING their home
- 92 respondents (49%) reported OWNING their home
- 15 respondents (8%) reported LIVING WITH FAMILY
- 16 respondents (9%) did not respond

Where in Alameda do they live

(165 answered this question)

- 29 respondents (15%) reported living in the EAST end of Alameda
- 63 respondents (34%) reported living in the CENTRAL section of Alameda
- 57 respondents (30%) reported living in the WEST end of Alameda
- 17 respondents (9%) reported living in BAY FARM
- 22 respondents (12%) did not respond

Age

- 3 respondents (2%) are 90 years or older
- 23 respondents (12%) are between 80 – 89 years old
- 89 respondents (47%) are between 70 – 79 years old
- 41 respondents (22%) are between 65 – 69 years old
- 14 respondents (7%) are between 41 – 64 years old
- 3 respondents (2%) are between 18 – 40 years old
- 15 respondents (8%) did not respond

Gender Identity

- 51 respondents (27%) are Male
- 120 respondents (64%) are Female
- 5 respondents (3%) Declined to answer
- 12 respondents (6%) did not respond

Ethnicity

(175 answered this question)

- 16 respondents (9%) are African American, Black
- 1 respondents (1%) are American Indian, First Nation, Alaska Native, Indigenous
- 51 respondents (27%) are Asian, Asian American
- 7 respondents (4%) are Hispanic, Latino/a/x
- 0 respondents (0%) are Pacific Islander, Native Hawaiian
- 82 respondents (44%) are White
- 5 respondents (3%) Multi-racial
- 22 respondents (12%) are Other
- 4 respondents (2%) No Answer/ Prefer not to answer

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