

Exhibit 2: Summary of Survey for Seniors and People with Disabilities – November 2021

A majority of Alameda residents that responded to the survey rode some form of public transportation with a high level of satisfaction. 68% reported using at least 2 forms of public transportation. Only 26% reported riding the Alameda Loop Shuttle, compared to 71% who do not ride the shuttle. Shuttle riders are satisfied with the drivers and the physical shuttles, but more respondents reported finding the shuttle, its schedule or the stops challenging (a total of 74 responses) than reported riding the shuttle (34 respondents). A total of 32 out of 35 shuttle riders reported that they also ride AC Transit buses.

133 surveys were completed.

Surveys were distributed through the City’s social media sites, the City’s paratransit website, transportation email list, Mastick Senior Center email blast, and the Alameda Loop Shuttle.

Public transit options used

- 90 respondents (68%) use at least 2 different types of public transit
- 90 respondents (68%) use BART
- 86 respondents (65%) use AC Transit
- 69 respondents (52%) use the Ferries
- 16 respondents (12%) use East Bay Paratransit
- 15 respondents (11%) do NOT use public transit

Satisfied with public transit

	Ferries	AC Transit	BART	East Bay Paratransit
Average rating (0 Lowest / 9 Highest)	8.0	6.4	6.3	6.6
Of those that use the service, they rated service 6 or higher	79 respondents (91%)	91 respondents (71%)	95 respondents (71%)	17 respondents (71%)

Currently using a Clipper Card

- 87 respondents (65%) use Senior Clipper Card
- 43 respondents (32%) do NOT use a pass
- 3 respondents (2%) use RTC Clipper Card

Alameda Loop Shuttle

- 35 respondents (26%) currently ride the shuttle
- 32 respondents (24%) currently ride AC Transit and the shuttle

Challenges when riding free Alameda Loop Shuttle

Respondents who find shuttle challenging	Specifically say schedule is challenging	Specifically say shuttle stops are challenging
39	22	13
29%	17%	10%

- Number of times use Alameda Loop Shuttle

I don't ride the shuttle	1 – 3 times / month	Once per week
94	18	8
71%	14%	6%

- Experience riding the Alameda Loop Shuttle

	Satisfied	Percent
Drivers are courteous	42	32%
Shuttles are clean	40	30%
Shuttles arrive on time	30	23%
Satisfied with shuttle service	31	23%

- 42 responded to their experience riding the Alameda Loop Shuttle. These responded specifically to mobility devices, service animals and bike racks.

	Number responded	Percent of total responses	Report using power wheelchair, manual wheelchair, or scooter
Drivers secure wheelchair or mobility device correctly	2 wheelchairs 3 walkers	4%	6
My service animal is treated properly	2	2%	
Have used the bike racks	3	3%	

Uber/Lyft

- 72 respondents (53%) have used Uber/Lyft
- 61 respondents (47%) have NOT used Uber/Lyft

Interested in using Uber/Lyft if Alameda offered a program

- 64 respondents (48%) would be interested
- 17 respondents (13%) not interested
- 52 respondents (39%) not sure

Demographics (Optional)

Own or Rent home

- 80 respondents (60%) reported OWNING their home
- 42 respondents (32%) reported RENTING their home
- 11 respondents (8%) did not respond

65 years or older

- 107 respondents (81%) are 65 years or older
- 19 respondents (14%) are younger than 65 years old
- 13 respondents (5%) did not respond

Use mobility device

- 38 respondents (29%) use a mobility device

Type of mobility device used (some responses listed more than one type of device)

- 28 respondents (21%) use a cane
- 12 respondents (9%) use a walker
- 4 respondents (3%) use a manual wheelchair
- 2 respondents (2%) use a scooter
- 2 respondents (2%) use a service animal
- 1 respondent (1%) use a motorized wheelchair

Expressed interest in programs: 62 respondents expressed interest in at least one program

Program	Number of people expressed interest
AIM Program	46
Free AC Transit Bus Pass	24
Alameda Loop Shuttle	15
Transportation 101	10
Senior / RTC Clipper Card	8
East Bay Paratransit	6
Hop on the Bus	3

Comments from the survey:

"We love Alameda and are so happy to have options when we can no longer drive!"

"If the Tuesday shuttle ran until 5:00p, it would help to make grocery shopping much easier."

"I have had vision problems and have at times been unable to drive. I would use transportation if more available. Notice that the new AC transit route to the ferry only stops at Webster before getting to the pier. Even the school kids don't have bus options! Transportation and the lack of it is a reason West Enders feel slighted by the City."

"Just like to thank mastic for all their help"

"Yes, bring back the trolley system. I was here when the Key System was here. It was GREAT."

"COVID will skew these results. I am still not venturing out much but would like to now. Have to figure out the ferry situation"

"A service that helps seniors both to and from, as well as into and out of a facility, would be most beneficial even at a cost (sliding scale based on income)."

"I like the idea of the curb to curb service for disabled folks"

"If the Alameda Loop Shuttle starts an APP, please have it show the exact spot of the Shuttle Stop so I can wait in the correct location. or have a big sign easily seen in front of Trader Joe's."

"Within 5 years I intend to transition to mainly public transportation. "

"Public transportation in the Bay Area is slow and inefficient."

"I love the shuttle. Robyn is very helpful."

"I have trouble walking and use a cane. It is painful for me to walk any distance. I live in Littlejohn Commons and to use AC transit to get to the I have to walk too far or change busses. Since I still drive, I

prefer the convenience of getting where I need to go. For example, I shop for groceries at Safeway Alameda Landing. Virtually impossible to get there on public transportation from my home. The limitations I have using public transit are almost to how far I have to go."

"Although I don't currently use any mobility aids, it is difficult for me to walk long distances. I find that to use much of public transportation, I would need to walk a fair amount in order to use it on either end."

"Redesign the shuttle bus schedule"

"I have difficulty walking long distances. More shuttle stops would help."

"I would use the shuttle if I could remember which day it went where"

"I love the shuttle"

"The main problem is that the existing system doesn't go to destinations outside of Alameda where people want to go to appointments and shopping"

"Is the new service only going to be for people who can't ride the a/c transit at all or for those who can get around town on a/c transit but don't venture further do to physical and mental health issues? I have a hard time getting to places outside Alameda as I and my child have PTSD after being physically attacked in San Francisco a few years ago. We used to go to different cities to enjoy life but now feel trapped due to PTSD of being attacked again while being on public transit outside of Alameda"

"The income threshold is very, very low for Alameda. Maybe another layer of half pay for a higher income?"

"Low income limits are too low."

*"*** Lyft, Uber and Taxi are not available for powered wheelchairs. NO way to call for immediate ride."*

"I hope you can pass on to AC Transit that they need to improve the 96 line so that it works on the schedule posted."

"Thank you for the services."

"Need free transportation to and from doctor and hospital appointments"

"I learned something new in Transportation 101 - I can use my clipper card on the ferry!"

"What really need is a Curb to Curb Medical Trip service. I have no living relatives and if I can't find a friend to drive me to a cataract surgery or epidural injections appt, those appts NEVER HAPPEN, even when you have medicare coverage. Many old disabled people have NO ONE to drive them and go in with them when a medical/dental procedure demands it. We don't need "Friendly Visitors" as much as "Friendly Drivers"."