

**User feedback on AC Transit Bus Pass from 2024 Transportation Survey**

We would love to hear how this program has impacted your life. Please share with us your experience using your Alameda FREE AC Transit Bus Pass.

Helps me alot because I am on fixed income

Because of this, I take the bus more frequently now. Keep this plan going!

I am able to take the bus regularly it will be a asset to find work

A Godsend

I couldn't be happier to find it. I use the buses multiple times a day. It saves me from having to buy a monthly pass, and that's more than \$400 yearly  
Saves money

Like most retired elders saving money is the Holy Grail! Therefore, I do use the pass and it has made my life less stressful to save those dollars I would have spent to see my doctors (at Oakland KP) and dentist (in SF).

Helpful for low income

I appreciate the free pass very much

Makes all the difference. Could not travel as often as I need to without it.

Very useful. Thank you.

I love this pass program. I can take buses if no one can drive me.

Priceless

Having the Free AC allows me to easily get around in my community.

Yes

This bus pass makes getting around easier and AC Transit is convenient. Thank you.

It is very helpful especially when it is too hot to walk and currently to get to Kaiser in Oakland.

We are so grateful for this program. My disabled son need lots of practice and this pass opens up opportunities for greater independence. We use it to go shopping, to volunteer and to socialize.

most of my trips are between park & webster. I used to plan my trips to save on bus fare. This often restricts my movements and I felt trapped. With the pass I am free to come & go sd I please. Feels liberating.

If they didnt have this program dont know how I would get around

The program allows me to be independent and able to do things.

It gives me independence of movement. I shop,go to doctors appointments, attend classes and muchmore without any cost to me which makes me feel very happy. T

This has been a godsend for me. There are places I refuse to drive to and prefer to use public transportation now.

That the AC Transit Free Bus Pass has been presented and offered to certain Alameda residents is a Godsend ... simply superb ... I thank you.

It has helped me by saving money which now be used for food.

Saves money & clipper is so convenient, not worry if there's is no cash or change.

Saves me \$\$\$ and I appreciate it

The Alameda Free AC Transit bus pass helps my life much easier.

The free bus pass has been fantastic. It gives us low-income elderly people the freedom to extensively travel for errands, shopping and appointments.

I hope this service continues in the future.

I have a very fixed income and this allows me independence I would not otherwise have

Everything is good but the lost of the bus to the ferry came pass our home. So now I have a longer walk home. This is in the West Alameda.

The pass really is useful in getting me around for my day plan. I use Senior Discount no card on occasional S.F. Muni trips.A.Iso, on very occasional med. appts., I pay for East Bay Paratransit.

Substantial savings! Thank you.

It is very convenient for me. The bus is pretty close to my home and whenever I have doctors appointments in Alameda I take it. I have to go to the lab that is very very convenient. I have a broken right foot and it's been very helpful because I cannot drive. I appreciate you guys and I love the drivers I used to take the bus going to the city to work many years ago and I was really friendly with them and that we knew each other it was great thank you so very much for all your help.

I love the drivers, they are very friendly.

I take the bus regularly. I will be going back to work soon and using transit has made a huge difference in my independence.

As Public transportation being my main source of transportation it saves me the monthly coast of a pass, and it also helps get's me out b/c there is no cost associated with it, I can go anywhere, ... anytime there is a bus

wonderful, thank you

Enables me to have needed transportation

I know I will have transportation when I need it and not worry

This has been a real lifesaver! I don't have to worry about being able to make it to Highland Hospital for lab work or Dr's appointments. I need to exercise daily and my main form is walking. What I've been doing is walking as much as I can and taking a bus home if I've gone to far to walk back.

Very enjoy the Free AC transit bus pass. It help me a lot.

Easy to use to get to Bart and local commercial places.

My adult son is disabled and needs lots of practice to learn. The pass has removed barrier to the learning process and allowed him access to the larger community

Age. 69. Only income is \$1,300 per month SSA-SSI.

I appreciate it

lower my transportation expense

It's convenient and I don't have to drive to Oakland to catch the Bart train

my only complaint is, that the 20 Buses frequently do not show up at all.

A wonderful service to have. It makes life easier & keeps us seniors from risky driving

Free ac transit bus pass help me a lot

AC transit, 51 bus is somewhat reliable during the day, but not dependable late at night. Not enough buses go to Alameda. Sometimes have to wait a long time for 51 bus to come on Broadway. Bad late at night, after ten pm. Had to give up going to cultrual events at night as a result of unreliable AC 51 bus. Makes it more unsafe having to wait a long time for that bus to pick me up on Broadway, compared to other AC transit buses.

Nice to have.
I save money to contribute to my fixed income
I am able to explore more due to not have to worry about driving and parking.
The free bus pass has been a great blessing for me because ; without a car & a limited fixed income I am able to beat the "empty nest, isolation Blues" & stay active in the community! It makes me very happy! 😊 Thank you very much!
I can go get groceries and go to my appointments without worrying about the cost for transportation.
I GO TO THE DOWNTOWN YMCA 3X A WEEK & I AM GREATFUL, GREATFUL, GREATFUL!
It's great except this is the 3rd survey you sent me, and I'm afraid I'll lose the pass if I don't fill out every one of these things
Good
很重要！几乎每天乘坐
Most of my trips are within alameda county so I save a lot of money
without the alameda bus I would be land locked
It's very helpful especially when it's difficult to find parking like in Chinatown
this pass has made it possible for me to get out almost daily. i am very happy with it!
it's been easy for me to travel around
This free AC transit bus pass has not changed my life much except the fact that i'm low income so I save \$34 monthly for the senior clipper card
since i got the free bus pass, i don't have problems anymore to go places
LOVE IT!!
very helpful because i save money
Excellent service/program
free bus pass makes it possible to get to do errands, see friends and keep appointments. could not afford to do it otherwise.
very happy with this service
If I got the free bus pass i could go shopping, visit friends and go any place i'd like to visit.
My life has been greatly enriched because i know i always have the option to get places that otherwise would not out of reach for me. thank you! thank you! thank you!
works very well for me. i don't have to ask for transfer. I save some time and money since it's free. thank you!!!
it's made my life easier
it has helped me tremendously to get around.
Very good program. would like to see expanded to BART/MUNI, ETC
The Senior Clipper Card and Free Bus Pass are a blessing!
This card has been my life blood, thank you!
It was a big help for my husband and I. We both are seniors and retired with low income. The program is just so helpful. It helps us save some money which we could use for something else.
Just great and love the "O" transbay. just to have an adventure.
great to have available- however, i have to walk over 6 blocks to get to and from the bus stop. i wish there was bus service on encinal near broadway. there used to be, but no longer, i have to walk from encinal to santa clara
this has been a life saver! social security is my only income and it can't keep up with inflation. the free pass allows me to travel whenever and wherever I need it. I visit highland hospital on a regular basis and this allows me access to medical appts. it also helps when i go to the grocery store or food bank and i don't have to worry about carrying heavy packages home on foot. This pass allows me to walk as much as i can and get a bus if i need it.
Am able to safely get to medical appointments and church.
I meet the eligibility requirements and i did sign up. still on waiting list
Since I'm on limited income now it has enabled me to get out more for local shopping and errands and just for pleasure on the Mastick Senior excursion groups.
I am very happy to have the Alameda Free AC Transit Pass. I really appreciate it. If i did not have it I wouldn't be able to get out the house much because of money to pay as well as depression. It has also helped me be able to get around to take care of and see my grandchildren. I'm also able to pick up food, groceries and attend doctors appointments. This service helped me tremendously. THANK YOU SO MUCH!
<b>User feedback on Alameda Independent Mobility from 2024 Transportation Survey</b>
<b>Please tell us more about your experience with the AIM Program.</b>
Good
excellent but I wish there were more than 6 trips available
Easy to use and very very useful
So happy, save money, fast & convenient
I wanted to go to the theater in Oakland and my friend was visiting me and we came and it was really great. Thank you so much.
It was good during the week, but when I tried to reserve a ride on a Saturday, no one answered
I wish there was a way to bypass all the messages when you call in
very happy with the drivers
I love this program. A short wait to get a car and the drivers are helpful. i have a walker and they always help
Service animals aren't always welcomed, that's been the tricky part. would like to have number of rides increased.