

**SUMMARY****Survey for Seniors and People with Disabilities – November 2022****SUMMARY**

*A majority of Alameda residents that responded to the survey rode some form of public transportation with a high level of satisfaction. 64% reported using at least 2 forms of public transportation.*

**159 surveys were completed.**

This is an 18% increase over 2021. Surveys were distributed through the City’s social media sites, the City’s paratransit website, transportation email list, Mastick Senior Center email blast, direct mail when requested.

**Public transit options used**

- 102 respondents (64%) use AC Transit
- 87 respondents (55%) use BART
- 68 respondents (43%) use the Ferries
- 34 respondents (21%) use East Bay Paratransit
- 42 respondents (26%) do NOT use public transit
  
- 102 respondents (64%) use at least 2 different types of public transit

**Satisfied with public transit**

|   | AC Transit              | BART                    | Ferries                 | Eastbay Paratransit     |
|---|-------------------------|-------------------------|-------------------------|-------------------------|
| Average rating<br>(0 Lowest / Highest 5)                      | 3.87                    | 3.70                    | 4.29                    | 4.00                    |
| Of those that use the service, they rated service 4 or higher | 66 respondents<br>(65%) | 51 respondents<br>(59%) | 51 respondents<br>(75%) | 22 respondents<br>(65%) |

**Currently using a Clipper Card**

- 85 respondents (53%) use Senior Clipper Card
- 13 respondents (8%) use RTC Clipper Card
- 12 respondents (8%) use Adult Clipper Card
- 42 respondents (26%) do NOT use a pass

**Currently using Alameda Free AC Transit Bus Pass**

- 54 respondents (34%)

**SUMMARY****Survey for Seniors and People with Disabilities – November 2022****AC TRANSIT**

82 respondents (52%) said that they ride AC Transit at least one day per week.  
54 respondents (34%) said that they ride AC Transit at least 2-3 days per week.

When asked the reasons for not using public transit they replied:

| Frequency of AC Transit Rides | Responses | Percent |
|-------------------------------|-----------|---------|
| Every day                     | 21        | 13%     |
| 2-3 days per week             | 33        | 21%     |
| One day per week              | 28        | 18%     |
| 2-3 days per month            | 16        | 10%     |
| 1 day per month               | 0         | 0%      |

42 respondents (26%) said that they do not take public transit.

When asked the reasons for not using public transit they replied:

| Reasons not using AC Transit                | Responses | Percent |
|---|-----------|---------|
| I use East Bay Paratransit                  | 22        | 14%     |
| I drive myself                              | 17        | 11%     |
| Someone else drives me                      | 14        | 9%      |
| AC Transit stop is not near my house        | 13        | 8%      |
| I am uncomfortable on the buses             | 8         | 5%      |
| AC Transit stop is not near my destination  | 7         | 4%      |
| I don't know how to trip plan on AC Transit | 7         | 4%      |
| Parking is Free or Cheap                    | 1         | 1%      |

When asked how likely the respondents are to continue using AC Transit, on a scale of 1 (not likely) to 5 (very likely), 85 percent reported 4 or 5, with the average response of 4.55.

| How likely are they to continue using AC Transit? | Number responded | Percent of total 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:

| I am satisfied with the AC Transit bus service | Number responded | Percent of total responses | Average rating |
|--|------------------|----------------------------|----------------|
| Yes  | 41               | 40%                        | 3.05           |
| Most of the time                               | 28               | 27%                        |                |
| Some of the time                               | 33               | 32%                        |                |
| No   | 0                | 0%                         |                |

| AC Transit driver are courteous | Number responded | Percent of total responses | Average rating |
|---------------------------------|------------------|----------------------------|----------------|
| Yes                             | 43               | 43%                        | 3.25           |
| Most of the time                | 42               | 42%                        |                |
| Some of the time                | 17               | 17%                        |                |
| No                              | 0                | 0%                         |                |

| AC Transit buses arrive on time | Number responded | Percent of total responses | Average rating |
|---------------------------------|------------------|----------------------------|----------------|
| Yes                             | 14               | 14%                        | 2.64           |
| Most of the time                | 42               | 41%                        |                |
| Some of the time                | 45               | 44%                        |                |
| No                              | 1                | 1%                         |                |

| It is easy to plan my trips on AC Transit | Number responded | Percent of total responses | Average rating |
|---|------------------|----------------------------|----------------|
| Yes                                       | 30               | 29%                        | 2.86           |
| Most of the time                          | 33               | 32%                        |                |
| Some of the time                          | 34               | 33%                        |                |
| No  | 5                | 5%                         |                |

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

| AC Transit drivers secure my wheelchair or other mobility device properly | Number responded | Percent of responses | Average rating |
|---|------------------|----------------------|----------------|
| Yes   | 2                | 29%                  | 2.58           |
| Most of the time  | 3                | 43%                  |                |
| Some of the time  | 2                | 29%                  |                |
| No  | 0                | 0%                   |                |

2 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 responses | Average rating |
|---|------------------|----------------------|----------------|
| Yes   | 1                | 14%                  | NA             |
| Most of the time  | 1                | 14%                  |                |
| Some of the time  | 0                | 0%                   |                |
| No  | 0                | 0%                   |                |

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**AIM (Alameda Independent Mobility) Program**

14 respondents (9%) said that they are enrolled in the AIM Program.

10 respondents (6 %) reported using the AIM Program.

When asked to rate how satisfied they are with the AIM Program using a scale of 1 (not likely) to 5 (very likely), 80 percent reported 4 or 5, with the average response of 3.82. The percent is calculated on the participants who have used the program.

| Satisfaction with AIM Program | Responses | Percent of responses | Average rating |
|-------------------------------|-----------|----------------------|----------------|
| 5 (very satisfied)            | 3         | 27%                  | 3.82           |
| 4                             | 5         | 45%                  |                |
| 3 (somewhat)                  | 2         | 18%                  |                |
| 2                             | 0         | 0%                   |                |
| 1 (not really)                | 1         | 9%                   |                |

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

| How much they rely on the AIM service | Number responded | Percent of total responses | Average rating |
|---------------------------------------|------------------|----------------------------|----------------|
| 5 (Important)                         | 7                | 64%                        | 4.27           |
| 4                                     | 2                | 18%                        |                |
| 3 (somewhat)                          | 1                | 9%                         |                |
| 2                                     | 0                | 0%                         |                |
| 1 (Not at all)                        | 1                | 9%                         |                |

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   | 8                | 73%                        | 3.55           |
| Most of the time                                    | 2                | 18%                        |                |
| Some of the time                                    | 0                | 0%                         |                |
| No  | 1                | 9%                         |                |

| The Uber/Lyft drivers have been courteous | Number responded | Percent of total responses | Average rating |
|---|------------------|----------------------------|----------------|
| Yes                                       | 10               | 91%                        | 3.91           |
| Most of the time                          | 1                | 9%                         |                |
| Some of the time                          | 0                | 0%                         |                |
| No  | 0                | 0%                         |                |

| I feel safe with the Uber/Lyft drivers | Number responded | Percent of total responses | Average rating |
|--|------------------|----------------------------|----------------|
| Yes                                    | 10               | 91%                        | 3.91           |
| Most of the time                       | 1                | 9%                         |                |
| Some of the time                       | 0                | 0%                         |                |
| No                                     | 0                | 0%                         |                |

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| The Uber/Lyft cars are clean | Number responded | Percent of responses | Average rating |
|------------------------------|------------------|----------------------|----------------|
| Yes                          | 9                | 82%                  | 3.82           |
| Most of the time             | 2                | 18%                  |                |
| Some of the time             | 0                | 0%                   |                |
| No                           | 0                | 0%                   |                |

**SUMMARY****Survey for Seniors and People with Disabilities – November 2022****Demographics (Optional)**

## Own or Rent home, or Living with Family

- 80 respondents (50%) reported OWNING their home
- 64 respondents (40%) reported RENTING their home
- 10 respondents (6%) reported LIVING WITH FAMILY
- 3 respondents (3%) did not respond

## Where in Alameda do they live

- 80 respondents (50%) reported living in the EAST end of Alameda
- 47 respondents (30%) reported living in the CENTRAL section of Alameda
- 51 respondents (32%) reported living in the WEST end of Alameda
- 24 respondents (15%) reported living in BAY FARM
- 13 respondents (8%) did not respond

## Age

- 9 respondents (6%) are 90 years or older
- 19 respondents (12%) are between 80 – 89 years old
- 70 respondents (44%) are between 70 – 79 years old
- 28 respondents (18%) are between 65 – 69 years old
- 22 respondents (14%) are between 41 – 64 years old
- 4 respondents (3%) are between 18 – 40 years old
- 4 respondents (3%) did not respond

## Ethnicity

- 10 respondents (6%) are African American, Black
- 1 respondents (1%) are American Indian, First Nation, Alaska Native, Indigenous
- 34 respondents (21%) are Asian, Asian American
- 4 respondents (3%) are Hispanic, Latino/a/x
- 1 respondents (1%) are Pacific Islander, Native Hawaiian
- 87 respondents (55%) are White
- 4 respondents (3%) Multi-racial
- 2 respondents (1%) are Other
- 16 respondents (10%) No Answer/ Prefer not to answer

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**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                                   |