

SUMMARY

**Open-ended Comments Submitted for the
Survey for Seniors and People with Disabilities – November 2022**

About the FREE BUS PASS:

- I'm pleased to have this free bus pass & has helped me get to my medical appointments & grocery shopping
- use it all the time, easy to use
- Having the bus pass gives me a degree of freedom where I can go out anytime.
- Took a long time to get it but easy and effective once it came.
- Love it! It has been so good! I see family and go to Chinatown.
- I am grateful and enjoy getting around by AC Transit.
- I use the pass a lot. I really like it and appreciate the money I am saving.
- It works for us. We are happy we use it. Thanks!
- Thank you Kat! It is very convenient, and I can go out more frequently without worrying about how much money I need on my clipper card.
- Very helpful due to my income.
- No difficulty. I really appreciate the program.
- I am so thankful to Kat for helping me get the free bus pass. She made it so easy.
- the service is good, thank you
- It works and saves money.
- I like everything. There isn't anything about the pass I don't like.
- Very convenient and very helpful
- This has been a blessing to me as my driver's license expired in 2018 and due to crazy drivers scaring me and the current high price of gasoline, the bus is my only transportation option. I rely on the free pass.
- Superb ... a Godsend
- It's great not having to think about whether it's cost effective to pay for another months pass, it would be nice if I could put cash on the FREE card and get charged as a senior (or disabled)
- very helpful for me to get to doctors etc
- We are very happy and satisfied to have Free AC transit bus pass and hope to continue
- It is very helpful because I frequently am short financially and live on a fixed income. Thank you for the program and for the personal service.
- I am so grateful for the free bus pass! I lost my Easy Pass from Little John Commons. The woman never replaced it and then told me that only one persons in the house can have an Easy Pass. I have no other way to get around.
- Easy to use. I use it almost daily
- Very convenient and drivers are courteous to the needs of elderly and disable persons.
- I love my free bus pass! Thank you so much!
- I love using it and am very grateful.
- I like the free pass a lot! I take the 21 and O bus a lot.
- Excellent service. Getting the free bus pass was easy and it is helpful and saves me money.
- I like the free bus pass. It is very helpful for me because I don't make a lot of money and it saves me money so that I can go out without having to worry.
- The free clipper card is good. Nice to save the money.
- The AC Free ACT Bus Pass is a Godsend. Thank you so much for the pass!

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- I love having something available that has a guaranteed ETA that is much shorter than paratransit. I feel bad that the drivers do not receive a tip with AIM like would otherwise though, so I keep cash on hand to give them. It seems any Lyft driver may be picked and when they don't receive a tip I worry that they will take it personally.
- Generally a very good experience. A couple of times they couldn't find me but overall, a very good experience. They get me where I want to go cheaply, and in-style and comfort. I wish that they ran in the evenings and on weekends.
- Very good! But once the driver never came to pick me up.
- All of my expectations were met. It was very easy to use and reliable.
- I love AIM and can't wait until they offer weekend rides
- I often have ride cancelled by the lyft driver 3 or more times for one ride. I wait on curb for 9 minutes then they cancel. Get assigned another driver, wait 7 minutes, they cancel. Get assigned a third driver, etc. it is so frustrating. At other times my ride has gone smoothly.
- It's a good service
- Not good at all. Difficult phone contact, limited schedule, not enough wheelchair vans. Left without a van home & no ride.

About TRAVEL TRAINING

- Kat Kaldis, the instructor, is excellent! She's patient, very knowledgeable - goes overboard to help those in the class.
- My wife and I have taken a couple of Kat's programs; we're very satisfied.
- The programs were particularly helpful to those who had never ridden the bus before or were nervous to begin riding it.
- If I ever get a cell phone, the app training so show when the bus is expected to arrive would be worth learning.
- The training was not helpful for the mobility impaired as it required too much walking.
- Hop on the Bus should demonstrate interface with BART or ferry off-island.
- Coordinating trips across different modes of mass transit [BART, ferry, MUNI, train, etc.]
- I think the Hop On The Bus sounds like something I would be very interested in. One of the reasons I don't use public transit is that I don't know how!
- How to plan a fun day outing to locations outside of my hometown using public transportation
- online travel training
- Would be interesting to learn about navigating transit systems in other regions i.e. other cities, states and countries.