

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 (0 5) Lowest / Highest	3.87	3.70	4.29	4.00
Of those that use the service, they rated service 4 or higher	66 respondents (65%)	51 respondents (59%)	51 respondents (75%)	22 respondents (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 2022AC 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