**EXHIBIT 1**                                                                                    Page 1 of 7

**SUMMARY**
**Survey for Seniors and People with Disabilities – December 2023**


<u>SUMMARY</u>

*A majority of Alameda residents that responded to the survey rode some form of public transportation with a high level of satisfaction. 65% reported using at least 2 forms of public transportation.*

**188 surveys were completed.**
This is an 29% increase from 2022, and a 40% increase from 2021. Surveys were distributed through the City's social media sites, the City's paratransit website, transportation email list, Mastick Senior Center email blast, Mastick Senior Center, the libraries, and direct mail when requested. This year the survey was also translated into Chinese with 25 respondents (13%), and Spanish with 4 respondents (2%).

**Public Transit Options Used**

|  | **2023** | **2022** |
|---|---|---|
| AC Transit | ⬆ 154 respondents (82%) | 102 respondents (64%) |
| BART | ⬆ 111 respondents (59%) | 87 respondents (55%) |
| Ferries | ⬇ 73 respondents (39%) | 68 respondents (43%) |
| East Bay Paratransit | ⬇ 19 respondents (10%) | 34 respondents (21%) |
| Do NOT use public transit | ⬇ 16 respondents (9%) | 42 respondents (26%) |
| Use at least 2 different types of public transit | ⬆ 122 respondents (65%) | 102 respondents (64%) |

⬆ ⬇ Indicate a rise or fall in the percent of respondents that responded compared to 2022.


**Public Transit Satisfaction Rating**

|  | AC Transit | | BART | | Ferries | | Eastbay Paratransit | |
|---|---|---|---|---|---|---|---|---|
|  | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 | 2023 | 2022 |
| Average rating (0 Lowest / 5 Highest) | 4.04 ⬆ | 3.87 | 3.57 ⬇ | 3.70 | 4.33 ⬆ | 4.29 | 4.47 ⬆ | 4.00 |
| Report using the service and rating their satisfaction a four or higher | 110/154 (71%) ⬆ | 67/102 (66%) | 57/111 (51%) ⬇ | 51/87 (59%) | 58/73 (79%) ⬆ | 52/68 (76%) | 17/19 (89%) ⬆ | 22/34 (65%) |


**Currently using a Clipper Card**
- **Senior Clipper Card:** 126 respondents (67%)
- **RTC Clipper Card:** 8 respondents (4%)
- **Adult Clipper Card:** 11 respondents (6%)
- **Do NOT use a pass:** 16 respondents (9%)

**Currently using Alameda Free AC Transit Bus Pass**
- 92 Respondents (68%) in 2023. This is double the 34% (54 respondents) from 2022.

**EXHIBIT 1**                                                                                                    Page 2 of 7
**SUMMARY**
**Survey for Seniors and People with Disabilities – December 2023**

**AC TRANSIT**

| Frequency of AC Transit Rides | Responses | Percent |
|---|---|---|
| Every day | 38 | 20% |
| 2-3 days per week | 64 | 34% |
| One day per week | 19 | 10% |
| 2-3 days per month | 11 | 6% |
| 1 day per month | 19 | 10% |

- 121 respondents (64%) report that they ride AC Transit at least one day per week. This is a 12% increase from 2022.
- 102 respondents (54%) report that they ride AC Transit at least 2-3 days per week, a 16% increase from 2022.
- 16 respondents (9%) said that they do not take public transit.

| Reasons not using AC Transit | Responses* | Percent |
|---|---|---|
| I use East Bay Paratransit | 3 | 2% |
| I drive myself | 29 | 15% |
| Someone else drives me | 15 | 8% |
| AC Transit stop is not near my house | 10 | 5% |
| I am uncomfortable on the buses | 13 | 7% |
| AC Transit stop is not near my destination | 6 | 3% |
| I don't know how to trip plan on AC Transit | 10 | 5% |
| Parking is Free or Cheap | 6 | 3% |

\* Respondents chose all that applied

On a scale of 1 (not likely) to 5 (very likely), *how likely you to continue using AC Transit,* 156 respondents (83%) reported 4 or 5, with the average response of 4.71.
This is compared to 2022 when only 64% reported at least 4, with an average response of 4.55

| How likely are they to continue using AC Transit? | Number responded | Percent of 156 responses |
|---|---|---|
| 5 (very likely) | 75 | 74% |
| 4 | 11 | 11% |
| 3 (somewhat likely) | 13 | 13% |
| 2 | 3 | 3% |
| 1 (not likely) | 1 | 1% |

**EXHIBIT 1**                                                                          Page 3 of 7
## SUMMARY
## Survey for Seniors and People with Disabilities – December 2023

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. The percent is calculated on 154, the total number of respondents that reported riding AC Transit buses.

| I am satisfied with the AC Transit bus service | Number responded | Percent of AC Transit Riders | Average rating |
|---|---|---|---|
| Yes | 69 | 45% | |
| Most of the time | 60 | 39% | 3.27 |
| Some of the time | 25 | 16% | |
| No | 2 | 1% | |

| AC Transit driver are courteous | Number responded | Percent of AC Transit Riders | Average rating |
|---|---|---|---|
| Yes | 81 | 53% | |
| Most of the time | 54 | 42% | 3.40 |
| Some of the time | 19 | 17% | |
| No | 0 | 0% | |

| AC Transit buses arrive on time | Number responded | Percent of AC Transit Riders | Average rating |
|---|---|---|---|
| Yes | 32 | 21% | |
| Most of the time | 81 | 53% | 2.90 |
| Some of the time | 35 | 23% | |
| No | 6 | 4% | |

| It is easy to plan my trips on AC Transit | Number responded | Percent of AC Transit Riders | Average rating |
|---|---|---|---|
| Yes | 62 | 40% | |
| Most of the time | 50 | 32% | 3.05 |
| Some of the time | 33 | 21% | |
| No | 10 | 6% | |

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

| AC Transit drivers properly secure wheelchair or other mobility device | Number responded | Percent of AC Transit Riders | Average rating |
|---|---|---|---|
| Yes | 19 | 12% | |
| Most of the time | 3 | 2% | 3.74 |
| Some of the time | 0 | 0% | |
| No | 1 | 1% | |

5 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 AC Transit Riders | Average rating |
|---|---|---|---|
| Yes | 7 | 5% | |
| Most of the time | 2 | 1% | 3.60 |
| Some of the time | 1 | 1% | |
| No | 0 | 0% | |

**EXHIBIT 1**                                                                                     Page 4 of 7
**SUMMARY**
**Survey for Seniors and People with Disabilities – December 2023**

**AIM (Alameda Independent Mobility) Program**

12 respondents (6%) said that they are enrolled in the AIM Program.
7 respondents whom reported using the AIM Program.

Using a scale of 1 (not likely) to 5 (very likely), 80 percent reported 4 or 5 when asked to rate how satisfied they are with the AIM Program, with the average response of people using the program is 4.71. This is up from the average of 3.82 from 2022. The percent is calculated on 7, the total number of respondents that reported using the AIM Program.

| Satisfaction with AIM Program | Responses | Percent of responses | Average rating |
|---|---|---|---|
| 5 (very satisfied) | 6 | 86% | |
| 4 | 0 | 0% | |
| 3 (somewhat) | 1 | 14% | 4.71 |
| 2 | 0 | 0% | |
| 1 (not really) | 0 | 0% | |

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

| How much you rely on the AIM Program | Number responded | Percent of total responses | Average rating |
|---|---|---|---|
| 5 (Important) | 6 | 86% | |
| 4 | 0 | 0% | |
| 3 (somewhat) | 1 | 14% | 4.27 |
| 2 | 0 | 0% | |
| 1 (Not at all) | 0 | 0% | |

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 | 6 | 86% | |
| Most of the time | 0 | 0% | |
| Some of the time | 1 | 14% | 3.71 |
| No | 0 | 0% | |

| The Uber/Lyft drivers are courteous | Number responded | Percent of total responses | Average rating |
|---|---|---|---|
| Yes | 6 | 86% | |
| Most of the time | 0 | 0% | |
| Some of the time | 1 | 14% | 3.71 |
| No | 0 | 0% | |

| I feel safe with the Uber/Lyft drivers | Number responded | Percent of total responses | Average rating |
|---|---|---|---|
| Yes | 6 | 86% | |
| Most of the time | 0 | 0% | |
| Some of the time | 1 | 14% | 3.71 |
| No | 0 | 0% | |

**EXHIBIT 1**                                                                 Page 5 of 7

**SUMMARY**
**Survey for Seniors and People with Disabilities – December 2023**

| The Uber/Lyft cars are clean | Number responded | Percent of responses | Average rating |
|---|---|---|---|
| Yes | 6 | 86% | |
| Most of the time | 0 | 0% | |
| Some of the time | 1 | 14% | 3.71 |
| No | 0 | 0% | |

3 out of 7 active AIM riders reported using a wheelchair or a mobility device.

| AC Transit drivers properly secure wheelchair or other mobility device* | Number responded | Percent of AIM Riders | Average rating |
|---|---|---|---|
| Yes | 2 | 29% | |
| Most of the time | 0 | 0% | |
| Some of the time | 1 | 14% | 3.33 |
| No | 0 | 0% | |

* This question was not asked in 2022

2 out of 7 active AIM riders reported reported riding with a service animal.

| My service animal is treated properly on AC Transit Buses* | Number responded | Percent of AC Transit Riders | Average rating |
|---|---|---|---|
| Yes | 1 | 14% | |
| Most of the time | 0 | 0% | |
| Some of the time | 0 | 0% | 2.50 |
| No | 1 | 14% | |

* This question was not asked in 2022

## SUMMARY
## <u>Survey for Seniors and People with Disabilities – December 2023</u>

**Demographics** (Optional)

(172 answered this question)

| Own or Rent home, or Living with Family | 2023 | 2022 |
|---|---|---|
| RENTING their home | 65 respondents (35%) | 64 respondents (40%) |
| OWNING their home | 92 respondents (49%) | 80 respondents (50%) |
| LIVING WITH FAMILY: | 15 respondents (8%) | 10 respondents (6%) |
| DID NOT RESPOND: | 16 respondents (9%) | 5 respondents (3%) |

(165 answered this question)

| Where in Alameda do they live | 2023 | 2022 |
|---|---|---|
| EAST | 29 respondents (15%) | 80 respondents (50%) |
| CENTRAL | 63 respondents (34%) | 47 respondents (30%) |
| WEST | 57 respondents (30%) | 51 respondents (32%) |
| BAY FARM: | 17 respondents (9%) | 24 respondents (15%) |
| DID NOT RESPOND: | 22 respondents (12%) | 13 respondents (8%) |

(173 answered this question)

| Age | 2023 | 2022 |
|---|---|---|
| 90 years or older | 3 respondents (2%) | 9 respondents (6%) |
| 80 – 89 years old | 23 respondents (12%) | 19 respondents (12%) |
| 70 – 79 years old | 89 respondents (47%) | 70 respondents (44%) |
| 65 – 69 years old: | 41 respondents (22%) | 28 respondents (18%) |
| 41 – 64 years old | 14 respondents (7%) | 22 respondents (14%) |
| 18 – 40 years old | 3 respondents (2%) | 4 respondents (3%) |
| DID NOT RESPOND | 15 respondents (8%) | 4 respondents (3%) |

**EXHIBIT 1**                                                                    Page 7 of 7
# SUMMARY
## Survey for Seniors and People with Disabilities – December 2023

(176 answered this question)

| Gender Identity | 2023 | 2022 |
|---|---|---|
| MALE: | 51 respondents (27%) | 40 respondents (25%) |
| FEMALE: | 120 respondents (64%) | 113 respondents (71%) |
| DECLINE TO ANSWER: | 5 respondents (3%) | 4 respondents (3%) |
| DID NOT RESPOND: | 12 respondents (6%) | 2 respondents (1%) |

(175 answered this question)

| Ethnicity | 2023 | 2022 |
|---|---|---|
| AFRICAN AMERICAN, BLACK: | 16 respondents (9%) | 10 respondents (6%) |
| AMERICAN INDIAN, FIRST NATION, ALASKA NATIVE, INDIGENOUS: | 1 respondent (1%) | 1 respondent (1%) |
| ASIAN, ASIAN AMERICAN: | 51 respondents (27%) | 34 respondents (21%) |
| HISPANIC, LATINO/A/X: | 7 respondents (4%) | 4 respondents (3%) |
| PACIFIC ISLANDER, NATIVE HAWAIIAN: | 0 respondents (0%) | 1 respondent (1%) |
| WHITE: | 82 respondents (44%) | 87 respondents (55%) |
| MULTI-RACIAL: | 5 respondents (3%) | 4 respondents (3%) |
| OTHER: | 22 respondents (12%) | 2 respondents (1%) |
| NO ANSWER / PREFER NOT TO ANSWER: | 4 respondents (2%) | 16 respondents (10%) |

## Expressed interest in programs
54 respondents expressed interest in at least one program

| Program | Number of people who expressed interest |
|---|---|
| AIM Program | 34 |
| Free AC Transit Bus Pass | 17 |
| Senior / RTC Clipper Card | 8 |
| East Bay Paratransit | 3 |
| Transportation 101 | 12 |
| Hop on the Bus | 8 |
| Transit App Training | 13 |
| Emergency Response Database | 72 |

**EXHIBIT 1**                                                                                                  Page 8 of 7
## SUMMARY
## <u>Survey for Seniors and People with Disabilities – December 2023</u>

**Demographics** (Optional)

**Own or Rent home, or Living with Family**           (172 answered this question)
- 65 respondents (35%) reported RENTING their home
- 92 respondents (49%) reported OWNING their home
- 15 respondents (8%) reported LIVING WITH FAMILY
- 16 respondents (9%) did not respond

**Where in Alameda do they live**           (165 answered this question)
- 29 respondents (15%) reported living in the EAST end of Alameda
- 63 respondents (34%) reported living in the CENTRAL section of Alameda
- 57 respondents (30%) reported living in the WEST end of Alameda
- 17 respondents (9%) reported living in BAY FARM
- 22 respondents (12%) did not respond

**Age**
- 3 respondents (2%) are 90 years or older           (173 answered this question)
- 23 respondents (12%) are between 80 – 89 years old
- 89 respondents (47%) are between 70 – 79 years old
- 41 respondents (22%) are between 65 – 69 years old
- 14 respondents (7%) are between 41 – 64 years old
- 3 respondents (2%) are between 18 – 40 years old
- 15 respondents (8%) did not respond

**Gender Identity**
- 51 respondents (27%) are Male           (176 answered this question)
- 120 respondents (64%) are Female
- 5 respondents (3%) Declined to answer
- 12 respondents (6%) did not respond

**Ethnicity**           (175 answered this question)
- 16 respondents (9%) are African American, Black
- 1 respondents (1%) are American Indian, First Nation, Alaska Native, Indigenous
- 51 respondents (27%) are Asian, Asian American
- 7 respondents (4%) are Hispanic, Latino/a/x
- 0 respondents (0%) are Pacific Islander, Native Hawaiian
- 82 respondents (44%) are White
- 5 respondents (3%) Multi-racial
- 22 respondents (12%) are Other
- 4 respondents (2%) No Answer/ Prefer not to answer

**EXHIBIT 1**                                                                 Page 9 of 7

**SUMMARY**
**Survey for Seniors and People with Disabilities – December 2023**

**Expressed interest in programs**

54 respondents expressed interest in at least one program

| Program | Number of people who expressed interest |
|---|:---:|
| AIM Program | 34 |
| Free AC Transit Bus Pass | 17 |
| Senior / RTC Clipper Card | 8 |
| East Bay Paratransit | 3 |
| Transportation 101 | 12 |
| Hop on the Bus | 8 |
| Transit App Training | 13 |
| Emergency Response Database | 72 |