

Paratransit Program 2019

Please share your thoughts about transportation issues relating to seniors and individuals with disabilities in the City of Alameda.

Summary Of Responses

As of December 18, 2019, 8:53 AM, this forum had: Topic Start

Attendees:	56	September 10, 2019, 1:06 PM
Responses:	173	
Hours of Public Comment:	8.7	








QUESTION 1

Are you using the City of Alameda Subsidized Taxi Programs?

		%	Count
Yes		38.8%	62
No		61.3%	98

QUESTION 2

If NO, please explain why not? (check all that apply)

		%	Count
Drive myself		40.0%	42
Someone else drives me		24.8%	26
Ride the bus		36.2%	38
Prefer Lyft or Uber type services		12.4%	13
Did not know about the subsidized taxi programs		12.4%	13
Not eligible due to age restrictions		11.4%	12
Other		24.8%	26

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QUESTION 3

If YES, please answer the questions below about the subsidized taxi programs:

Are the drivers courteous?

		%	Count
Yes		83.8%	67
No		3.8%	3
Not Applicable		3.8%	3

Are you picked up on time?

		%	Count
Yes		75.0%	60
No		13.8%	11
Not Applicable		2.5%	2

Are you satisfied with this service?

		%	Count
Yes		66.3%	53
No		18.8%	15
Not Applicable		2.5%	2

Is it easy to schedule the ride with the dispatcher?

		%	Count
Yes		62.5%	50
No		22.5%	18
Not Applicable		2.5%	2

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Do you use a wheelchair lift?



Does the driver secure your wheelchair or other mobility device properly?



Is your service animal treated properly?



The taxi service hours are Monday – Friday: 8:00 am – 5:00 pm



Do these hours meet your needs?



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		%	Count
Not Applicable		5.0%	4

QUESTION 4




If not, what hours would work better for you?

Answered	30
Skipped	143

- 00am 00pm 24 4 5 6 7 8 9 add evening evenings hour **hours** last later like midnight **monday-sunday** need Service sometimes **through** weekends

QUESTION 5

Do you use any of the following transportation services?

		%	Count
Uber or Lyft		93.9%	62
UberPool or Lyft Shared (shared ride services)		19.7%	13
GoGo Grandparent (you enroll, then call an agency that schedules a ride)		7.6%	5

QUESTION 6

How has your experience been with these services?

Answered	71
Skipped	102

- -- another available bad **don door** driver drivers expensive get gogo good **grandparent** great had know like **lyft** medical more none **ok only** prefer pretty **service t taxi them they** through time **uber** up use **used users** Very wheelchair

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QUESTION 7

If the City of Alameda Subsidized Taxi Programs expand to include Lyft, Uber or other similar type of service, where you schedule your rides using a smart phone and use a credit card for payment, would you use the service?



QUESTION 8

Would you use Lyft/Uber ride sharing if it was more affordable than riding alone?



QUESTION 9

Do you currently ride the free Alameda Loop Shuttle?

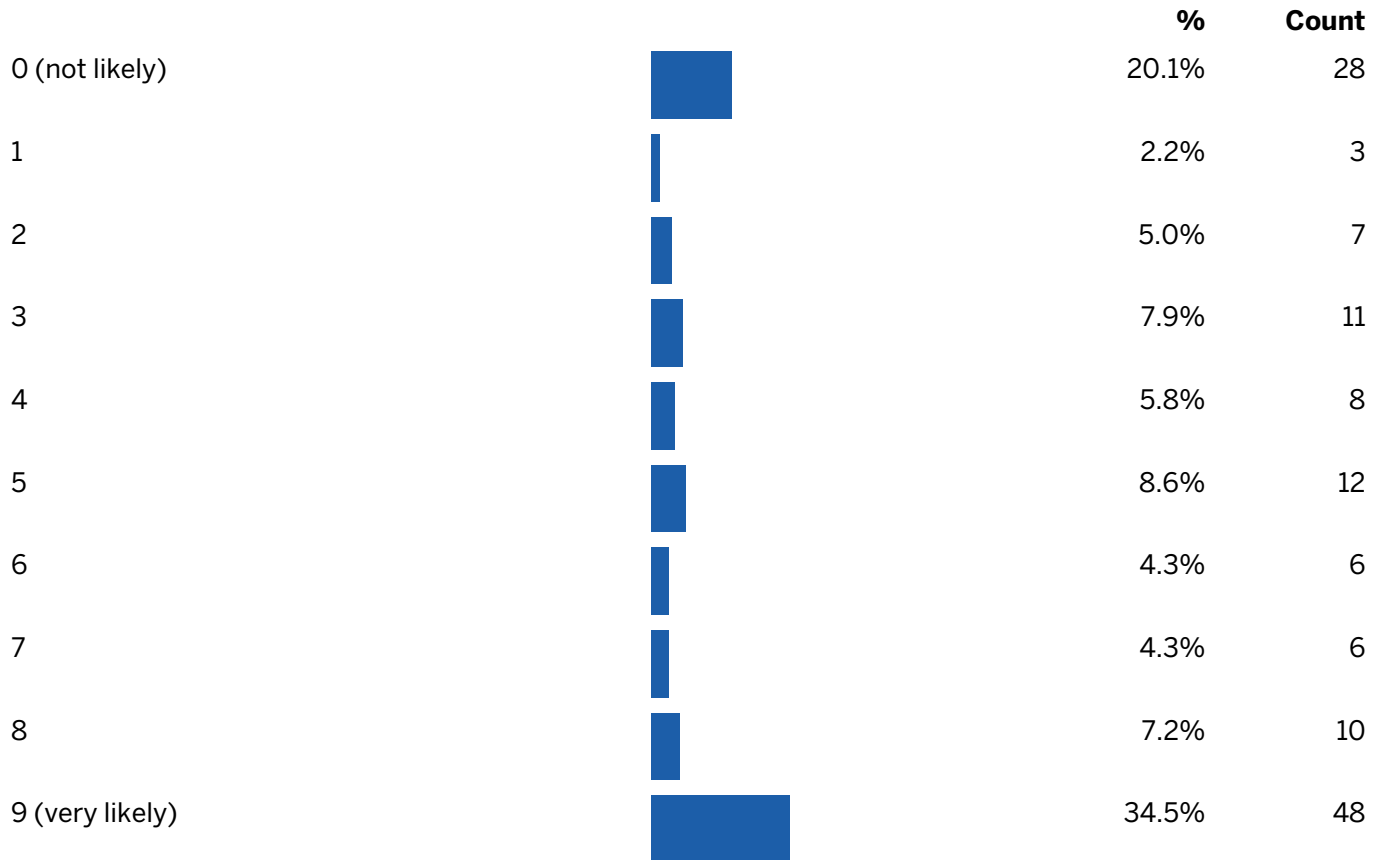


QUESTION 10

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How likely are you to continue or start riding the free Alameda Loop Shuttle?



QUESTION 11

Is there anything you find challenging when riding the free Alameda Loop Shuttle?

Answered	91
Skipped	82

-- buses days does don end enough far from get getting go goes like limited long loop more need one only point ride routes S
schedule shopping shuttle so sometimes stop stops t take time times too very where

QUESTION 12

Tell us about the benefits of riding the free Alameda Loop Shuttle.

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Answered 76

Skipped 97

-- ac alameda all always bus convenient day don door drive driver free from get goes good great helpful home island like
local need nice one other people S service shore shuttle south stops t transportation use very walk

QUESTION 13

I am not using the free Alameda Loop Shuttle because: (check all that apply)

		%	Count
Drive myself		38.4%	43
Someone else drives me		21.4%	24
Prefer AC Transit buses		11.6%	13
Parking is free/cheap		6.3%	7
Shuttle does not travel near my home		32.1%	36
Shuttle does not travel near my destination		15.2%	17
Don't know about the shuttle		10.7%	12
Shuttle is not in service when needed		20.5%	23
Other		23.2%	26

QUESTION 14

How many times have you used the free Alameda Loop Shuttle in the last month?

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QUESTION 15

Which route do you use? (check all that apply)



QUESTION 16

Tell us about your experience using the Alameda Loop Shuttle:

Are the drivers usually courteous?



Are the shuttle buses clean?

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Does the shuttle arrive on schedule?



Are you satisfied with this service?



Does the driver secure your wheelchair or other mobility device properly?



Is your service animal treated properly?



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QUESTION 17

Have you used the bike racks on the new Loop Shuttle?



QUESTION 18

How did you hear about the free Alameda Loop Shuttle?

