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?**

	90	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	I	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	l	2.5%	2
Is it easy to schedule the ride with the dispatche	r?		
		%	Count
Yes		62.5%	50
No		22.5%	18
Not Applicable		2.5%	2

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### Do you use a wheelchair lift?

	%	Count
Yes	12.5%	10
No	71.3%	57
Not Applicable	3.8%	3

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

	%	Count
Yes	20.0%	16
No	6.3%	5
Not Applicable	57.5%	46

### Is your service animal treated properly?

	70	Jouine
Yes	3.8%	3
No	3.8%	3
Not Applicable	67.5%	54

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

	%	Count
Not Applicable	6.3%	5

### Do these hours meet your needs?

	%	Count
Yes	52.5%	42
No	32.5%	26

%

Count

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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?

	%	Count
Yes, I would use this type of service	44.9%	66
No, I prefer traditional taxi cabs	11.6%	17
No, I don't have a smart phone	22.4%	33
I don't know	21.1%	31

#### **QUESTION 8**

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

	%	Count
Yes	32.5%	49
No	27.8%	42
I don't know	39.7%	60

### QUESTION 9

Do you currently ride the free Alameda Loop Shuttle?

	%	Count
Yes	43.1%	69
No	56.9%	91

QUESTION 10

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

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

	%	Count
0 (not likely)	20.1%	28
1	2.2%	3
2	5.0%	7
3	7.9%	11
4	5.8%	8
5	8.6%	12
6	4.3%	6
7	4.3%	6
8	7.2%	10
9 (very likely)	34.5%	48

### **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.

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

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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	%	Count
Two to three times a week	15.7%	18
One day a week	18.3%	21
One to three times a month	11.3%	13
Other	54.8%	63

### **QUESTION 15**

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

	%	Count
West Loop (Tuesday) route	67.1%	49
East Loop (Wednesday) route	58.9%	43
Central Loop (Thursday) route	57.5%	42

### QUESTION 16

### Tell us about your experience using the Alameda Loop Shuttle:

### Are the drivers usually courteous?

	%	Count
Yes	90.2%	74
No	1.2%	1
Not Applicable	6.1%	5

#### Are the shuttle buses clean?

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

	%	Count
Yes	87.8%	72
No	1.2%	1
Not Applicable	6.1%	5
Does the shuttle arrive on schedule?		
	%	Count
Yes	63.4%	52
No	19.5%	16
Not Applicable	8.5%	7
Are you satisfied with this service?		
	%	Count
Yes	76.8%	63
No	8.5%	7
Not Applicable	7.3%	6
Does the driver secure your wheelchair or other mobility device properly?		
	%	Count
Yes	25.6%	21
Not Applicable	62.2%	51
Is your service animal treated properly?		
	%	Count
Yes	7.3%	6

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	%	Count
No	3.7%	3
Not Applicable	75.6%	62

#### **QUESTION 17**

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

	%	Count
Yes	2.4%	2
No	34.1%	28
Plan to in future	7.3%	6
Not applicable	56.1%	46

### QUESTION 18

# How did you hear about the free Alameda Loop Shuttle?

	%	Count
At Mastick Senior Center	53.8%	64
At the Alameda Theatre	3.4%	4
Through the Alameda Sun	3.4%	4
From a shuttle schedule (please specify below where you obtained it)	11.8%	14
Through a presentation (please specify below which presentation)	4.2%	5
Other	23.5%	28