



Paratransit Program- 2020 Annual Survey

December 17, 2020, 1:49 PM

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Paratransit Program- 2020 Annual Survey

Please help the City of Alameda by sharing your thoughts about transportation relating to seniors and people with disabilities.










Summary Of Responses

As of December 17, 2020, 1:49 PM, this forum had: Topic Start

Attendees: 36 October 1, 2020, 10:19 AM
Responses: 33
Hours of Public Comment: 1.7

QUESTION 1

How did you get the food you needed? Check all that apply.

| | | % | Count |
|--|---|-------|-------|
| Family/friend delivered |  | 29.0% | 9 |
| Paid service delivered |  | 19.4% | 6 |
| Volunteer delivered |  | 19.4% | 6 |
| Drove myself/picked up bagged groceries at store |  | 29.0% | 9 |
| Walked or bicycled |  | 51.6% | 16 |
| Rode the Alameda Loop Shuttle |  | 45.2% | 14 |
| Used AC Transit buses |  | 51.6% | 16 |
| Rode Uber, Lyft, GoGo Grandparent or Onward Riders |  | 6.5% | 2 |
| Did not get all that I needed |  | 6.5% | 2 |

QUESTION 2

Please elaborate if you did not get all that you needed:

Answered 5

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Please help the City of Alameda by sharing your thoughts about transportation relating to seniors and people with disabilities.

Skipped

28

QUESTION 3

How did you get to your medical appointments? Please check all that apply.

| | | % | Count |
|---|---|-------|-------|
| Family/friend drove me |  | 34.5% | 10 |
| Paid service drove me |  | 3.4% | 1 |
| Drove myself |  | 17.2% | 5 |
| Walked or bicycled |  | 24.1% | 7 |
| Rode the Alameda Loop Shuttle |  | 20.7% | 6 |
| Used AC Transit buses |  | 58.6% | 17 |
| Rode Uber, Lyft, GoGo Grandparent, or Onward Rides |  | 3.4% | 1 |
| Had an appointment by phone or video instead of in-person visit |  | 20.7% | 6 |
| Postponed medical appointment |  | 24.1% | 7 |
| Did not get to my medical appointments |  | 10.3% | 3 |

QUESTION 4

Please elaborate if you did not get to your medical appointments:

Answered

7

Skipped

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QUESTION 5

What needs have you been unable to meet during the COVID-19 pandemic?

| | |
|----------|----|
| Answered | 24 |
| Skipped | 9 |

QUESTION 6

Do you use public transit - AC Transit, BART, ferry, etc.? Check all that apply.

AC Transit buses

| | | % | Count |
|-----|--|-------|-------|
| Yes |  | 83.9% | 26 |
| No |  | 12.9% | 4 |

BART

| | | % | Count |
|-----|---|-------|-------|
| Yes |  | 61.3% | 19 |
| No |  | 16.1% | 5 |

Ferry

| | | % | Count |
|-----|---|-------|-------|
| Yes |  | 32.3% | 10 |
| No |  | 29.0% | 9 |

Do you have a Clipper Card?

| | | % | Count |
|-----|---|-------|-------|
| Yes |  | 51.6% | 16 |
| No |  | 19.4% | 6 |

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Do you have a Senior Clipper Card?

| | | % | Count |
|-----|---|-------|-------|
| Yes |  | 58.1% | 18 |
| No |  | 29.0% | 9 |

QUESTION 7

If yes, how do these services work for you?

| | |
|----------|----|
| Answered | 26 |
| Skipped | 7 |

QUESTION 8

If no, why not?

| | |
|----------|----|
| Answered | 10 |
| Skipped | 23 |

QUESTION 9

Do you have a Mastick Senior Center Member AC Transit EasyPass?

This pass offers free, unlimited rides on AC Transit buses for Alameda residents who are Mastick Senior Center members, 65 years old or better and who meet income eligibility.

| | | % | Count |
|-----|--|-------|-------|
| Yes |  | 23.1% | 6 |
| No |  | 76.9% | 20 |

QUESTION 10

If yes, how does the EasyPass work for you?

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| | |
|----------|----|
| Answered | 9 |
| Skipped | 24 |

QUESTION 11

If no, would you like to apply? Please contact Victoria Williams, paratransit coordinator at vwilliams@alamedaca.gov or 510-747-7513.

| | |
|----------|----|
| Answered | 11 |
| Skipped | 22 |

QUESTION 12

Have you ever attended a Travel Training Class?

| | | % | Count |
|-----|--|-------|-------|
| Yes |  | 12.5% | 4 |
| No |  | 87.5% | 28 |

QUESTION 13

If yes, was it helpful?

| | |
|----------|----|
| Answered | 4 |
| Skipped | 29 |

QUESTION 14

If you have not attended a Travel Training Class, would you like information about upcoming classes?

| | | % | Count |
|-----|---|-------|-------|
| Yes |  | 45.8% | 11 |

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| | | % | Count |
|----|---|-------|-------|
| No |  | 54.2% | 13 |

QUESTION 15

Have you used any of the following transportation services? (Check all that apply)

| | | % | Count |
|---|--|--------|-------|
| Uber or Lyft (schedule rides electronically) |  | 100.0% | 13 |
| Onward Rides (you enroll, then call to schedule a ride) |  | 7.7% | 1 |

QUESTION 16

How has your experience been with these services?

| | |
|----------|----|
| Answered | 19 |
| Skipped | 14 |

QUESTION 17

If the City of Alameda Transportation Program expands to include Lyft, Uber or other similar type of service, would you use the service?

| | | % | Count |
|---------------------------------------|---|-------|-------|
| Yes, I would use this type of service |  | 53.6% | 15 |
| No, I prefer traditional taxi cabs |  | 10.7% | 3 |
| I don't know |  | 35.7% | 10 |

QUESTION 18

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Please help the City of Alameda by sharing your thoughts about transportation relating to seniors and people with disabilities.

Do you currently ride the free Alameda Loop Shuttle?

| | | % | Count |
|-----|---|-------|-------|
| Yes |  | 69.7% | 23 |
| No |  | 30.3% | 10 |

QUESTION 19

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

| | | % | Count |
|-----------------|--|-------|-------|
| 7 |  | 4.5% | 1 |
| 8 |  | 9.1% | 2 |
| 9 (very likely) |  | 86.4% | 19 |

QUESTION 20

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

| | |
|----------|----|
| Answered | 18 |
| Skipped | 15 |

QUESTION 21

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

| | |
|----------|----|
| Answered | 18 |
| Skipped | 15 |

QUESTION 22

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

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QUESTION 23

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



QUESTION 24

Tell us about your experience using the Alameda Loop Shuttle:

Are the drivers usually courteous?



Are the shuttle buses clean?



Does the shuttle arrive on schedule?

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Are you satisfied with this service?



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



Is your service animal treated properly?



QUESTION 25

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



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| | | % | Count |
|----------------|---|-------|-------|
| Not applicable |  | 50.0% | 9 |

QUESTION 26

Do/did you know the Alameda Loop Shuttle connects to AC Transit routes frequenting BART stations?

| | | % | Count |
|-----|--|-------|-------|
| Yes |  | 80.0% | 16 |
| No |  | 20.0% | 4 |

QUESTION 27

How did you hear about the free Alameda Loop Shuttle?

| | | % | Count |
|--------------------------|--|-------|-------|
| At Mastick Senior Center |  | 75.0% | 3 |
| Other |  | 25.0% | 1 |

QUESTION 28

If you selected shuttle or presentation above, please specify:

No response

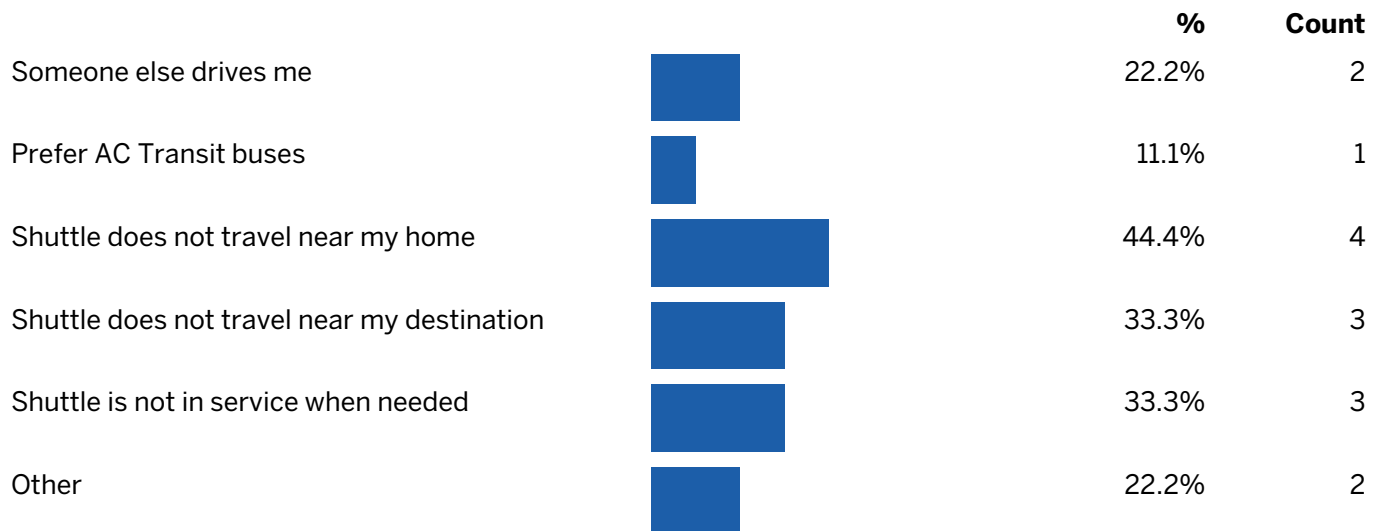
QUESTION 29

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

| | | % | Count |
|--------------|---|-------|-------|
| Drive myself |  | 44.4% | 4 |

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QUESTION 30

Do you own or rent your home?



QUESTION 31

Where do you live in Alameda?










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QUESTION 32

What is your ethnicity?

| | | % | Count |
|------------------------------|--|-------|-------|
| White (W) |  | 54.8% | 17 |
| African American/ Black (AA) |  | 12.9% | 4 |
| Chinese (CH) |  | 12.9% | 4 |
| Filipino (FI) |  | 9.7% | 3 |
| Japanese (JA) |  | 3.2% | 1 |
| Decline To State (DS) |  | 6.5% | 2 |
| Multiple Race (MR) |  | 3.2% | 1 |

QUESTION 33

Hispanic:

| | | % | Count |
|-------------------|---|-------|-------|
| No |  | 64.3% | 9 |
| Declined to state |  | 35.7% | 5 |

QUESTION 34

Name

| | |
|----------|----|
| Answered | 25 |
| Skipped | 8 |

QUESTION 35

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Address

| | |
|----------|----|
| Answered | 25 |
| Skipped | 8 |

QUESTION 36

Phone Number

| | |
|----------|----|
| Answered | 23 |
| Skipped | 10 |

QUESTION 37

Email:

| | |
|----------|----|
| Answered | 16 |
| Skipped | 17 |

QUESTION 38

I would like more information about:

| | |
|----------|----|
| Answered | 15 |
| Skipped | 18 |
