

2023 City of Alameda Transportation Survey Relating to Seniors and People with Disabilities

We appreciate you taking the time to complete this survey. It may take up to 5 minutes. Your input helps us plan for transportation services that will best serve City of Alameda residents. If you need more room for comments, please feel free to use the back of the page.

Please return this survey by **Monday, November 13, 2023** to:

Mastick Senior Center
Attn: Paratransit Coordinator
1155 Santa Clara Avenue
Alameda, CA 94501

PUBLIC TRANSIT

What public transit options do you use? (Check all that apply)

- AC Transit
- BART
- Ferry
- East Bay Paratransit
- I do not use public transit

If you use AC Transit, how satisfied are you with their service?

- 1 – Dissatisfied
- 2
- 3 – Somewhat satisfied
- 4
- 5 – Extremely satisfied
- I do not use AC Transit

Comments about AC Transit bus service: _____

If you use BART, how satisfied are you with their service?

- 1 – Dissatisfied
- 2
- 3 – Somewhat satisfied
- 4
- 5 – Extremely satisfied
- I do not use BART

Comments about BART service: _____

If you take the ferries, how satisfied are you with their service?

- 1 – Dissatisfied
- 2
- 3 – Somewhat satisfied
- 4
- 5 – Extremely satisfied
- I do not use the ferries

Comments about Ferry service: _____

If you use East Bay Paratransit, how satisfied are you with their service?

- 1 – Dissatisfied
- 2
- 3 – Somewhat satisfied
- 4
- 5 – Extremely satisfied
- I do not use East Bay Paratransit

Comments about East Bay Paratransit service: _____

PUBLIC TRANSIT PASSES

Do you use the following public transportation passes? (Check all that apply)

- Alameda FREE AC Transit Bus Pass** - This free bus pass is for residents of the City of Alameda who are senior riders, age 65+, or riders age 18 - 64 with a certified disability. This pass is for use on AC Transit Buses ONLY.
- Senior Clipper Card** - This discount bus pass is for senior riders, age 65+, for use on AC Transit, BART, Ferry service, Muni, and 20 other Bay Area agencies. This pass requires that you put money on the card before using it.
- RTC Clipper Card** - This discount bus pass is for adult riders, age 18 - 65, with qualifying disabilities, for use on AC Transit, BART, Ferry service, Muni, and 20 other Bay Area agencies. This pass requires that you put money on the card before using it.
- Adult Clipper Card** - This discount bus pass is for adult riders, age 18 - 64, for use on AC Transit, BART, Ferry service, Muni, and 20 other Bay Area agencies. This pass requires that you put money on the card before using it.
- I pay in cash
- I do not use a Public Transit Pass.

If you checked "I do not use a Public Transit Pass"

I am not using the AC Transit Bus Service because: (Check all that apply)

- I drive myself
- Someone else drives me
- I use East Bay Paratransit
- Parking is free/cheap
- AC Transit stop is not near my house
- AC Transit bus does not travel near my destination
- I don't know how to plan trips on AC Transit
- I am uncomfortable on buses
- I ride Bart and/or the ferries

Please share your experience using the transit pass.

TELL US ABOUT YOUR EXPERIENCE ON AC TRANSIT BUSES

How often do you ride AC Transit buses? (Select 1 option)

- Everyday
- 2-3 times a week
- Once a week
- 2-3 times a month
- Once a month

Are you likely to continue using AC Transit Bus Service? (Select 1 option)

- 1 - Not likely
- 2
- 3 - Somewhat likely
- 4
- 5 - Very likely

AC Transit Drivers are courteous (Select 1 option)

- Yes
- Some of the time
- Most of the time
- No

The AC Transit buses arrive on time (Select 1 option)

- Yes
- Some of the time
- Most of the time
- No

It is easy for me to plan my trips on AC Transit (Select 1 option)

- Yes
- Some of the time
- Most of the time
- No

I am satisfied with the AC Transit Bus Service (Select 1 option)

- Yes
- Some of the time
- Most of the time
- No

AC Transit drivers secure my wheelchair or other mobility device properly (Select 1 option)

- Yes
- Some of the time
- Most of the time
- No
- Not applicable

My service animal is treated properly on AC Transit buses (Select 1 option)

- Yes
- Some of the time
- Most of the time
- No
- Not applicable

ALAMEDA FREE AC TRANSIT BUSES PROGRAM

The City of Alameda offers an **AC Transit Free Bus Pass**.
This pass offers free, unlimited rides on AC Transit buses within Alameda County for **residents of the City of Alameda** who are:

- either age **65+** OR **between the ages of 18 and 64 years old and have a certified disability**
- meet **income eligibility** listed below that qualifies for the federal criteria for low income

<u>Household</u>	<u>Size</u>	<u>Maximum Income Limit</u>
1		\$78,550
2		\$89,750
3		\$100,950
4		\$112,150

Do you have a FREE AC Transit Bus Pass issued by the City of Alameda?

- Yes
- No

We would love to hear how this program has impacted your life. Please share with us your experience using your Alameda FREE AC Transit Bus Pass:

For more information about the Alameda FREE AC Transit Bus Pass, please complete your information below, or contact:

Katherine Kaldis
Paratransit Coordinator
CityParatransit@alamedaca.gov
or call 510.747.7513

Name: _____

Phone number: _____

Email: _____

TRAVEL TRAINING WORKSHOPS & OUTINGS

Alameda's Paratransit Program offers workshops on transportation options and training on how to navigate AC Transit and use transit apps to plan your trip for City of Alameda residents, and Mastick Senior Center Members.

If you are interested in learning more about these programs, call the Mastick Senior Center at 510.747.7500.

I have participated in the Transportation 101 workshop

- Yes
- No

I have participated in the Trip Planning using Transit Apps workshop

- Yes
- No

I have participated in the *Hop On The Bus with Us!* program

- Yes
- No

I did NOT ride AC Transit Buses UNTIL I participated in the *Hop on the Bus with Us!* program

- Yes
- No
- Not applicable

If you participated in any of these programs, what did you find helpful, or would like to see more of? _____

What type of travel training would you like to see more of? _____

AIM: Alameda Independent Mobility

The City of Alameda has partnered with our 2-1-1 provider, Eden I&R, to provide 5 subsidized curb-to-curb rides per month through TNCs (Transportation Network Companies), Lyft and Uber. Curb-to-curb service will be provided within Alameda County to qualified residents of the City of Alameda who are:

- **Age 18+**
- **Fully enrolled in East Bay Paratransit**
- **Meet income eligibility listed below that qualifies for the federal criteria for low income**

<u>Household Size</u>	<u>Maximum Income Limit</u>
1	\$78,550
2	\$89,750
3	\$100,950
4	\$112,150

Participants agree to pay the first \$4 of each ride and all charges over \$25.

I am enrolled in the AIM program

- Yes
 No

I have used the AIM program for rides

- Yes
 Not yet
 Not applicable

If you answered YES, please tell us more about your experience with the AIM Program.

If you answered NOT YET, can you tell us why you haven't used the AIM Program for rides yet.

I am satisfied with the AIM Program

- 1 – Not satisfied
- 2
- 3 – Somewhat satisfied
- 4
- 5 – Extremely satisfied

How much do you rely on the AIM service?

- 1 – Not at all
- 2
- 3 – Somewhat
- 4
- 5 – It is an important service for me

The 2-1-1 representatives are courteous and helpful

- Yes
- Some of the time
- Most of the time
- No

The Uber/Lyft drivers have been courteous

- Yes
- Some of the time
- Most of the time
- No

I feel safe with the Uber/Lyft drivers

- Yes
- Some of the time
- Most of the time
- No

The Uber/Lyft cars are clean

- Yes
- Some of the time
- Most of the time
- No

Uber/Lyft drivers assist me with my mobility device if requested

- Yes
- Some of the time
- Most of the time
- No
- Not applicable

My service animal is treated properly when I use the AIM program to ride Uber/Lyft

- Yes
- Some of the time
- Most of the time
- No
- Not applicable

Are you interested in learning more about our AIM program?

- Yes, I would use this type of service
- No
- I'm not sure

For more information about AIM, Alameda Independent Mobility, please complete your information below, or contact:

Katherine Kaldis
Paratransit Coordinator
CityParatransit@alamedaca.gov
or call 510.747.7513

Name: _____

Phone number: _____

Email: _____

Emergency Preparedness

This information is optional and useful to create programs that will support Emergency Responders in the event of an emergency.

The Office of Emergency Services is looking to create a database to serve as an aid to City of Alameda staff to identify persons within the community who may need assistance during an area emergency. This database will be used as a tool to aid in a disaster response. If this database is created, all submissions would be voluntary and renewed yearly. All information collected would be used solely by the City of Alameda Office of Emergency Services and will not be released to any other agency or person.

Are you interested in receiving more information about this program when it is launched?

- Yes, I would like to learn for myself
- Yes, I would like to learn for someone else
- No

For more information: www.alamedaca.gov/DisasterPreparedness

Name: _____

Address: _____

Phone number: _____

Email: _____

ADDITIONAL INFORMATION: This information is optional, and useful for our funder.

The City of Alameda Paratransit Program is funded by Measure BB, and administered by the Alameda County Transportation Commission.

Do you own or rent your home?

- Rent
- Own
- Live with family
- Transitional housing
- Other: _____

Where do you live in Alameda?

- West
- Central
- East
- Bay Farm Island

What is your age?

- 18 - 39
- 40 - 64
- 65 - 69
- 70 - 79
- 80 - 89
- 90+

What is your gender identity?

- Female
- Male
- Transgender female
- Transgender male
- Non-binary / gender-fluid / non-conforming
- Prefer not to answer
- Prefer to self-describe: _____

What is your ethnicity?

- African American, Black
- Hispanic, Latino/a/x
- White
- Asian, Asian American
- Pacific Islander, Native Hawaiian
- Native American Indian, First Nation, Alaska Native, Indigenous
- Middle Eastern
- Multi-ethnic / multi-racial
- Prefer not to answer
- Prefer to self-describe: _____

Do you have any additional comments that you would like to share with us:

(Please use the back of this page if you need additional space.)

OUR PROGRAMS: I would like more information on the following programs:

- AIM: Alameda Independent Mobility** (5 subsidized Uber/Lyft rides, administered by 2-1-1, for adults age 18+ who are fully enrolled in East Bay Paratransit)
- AC Transit FREE Bus Pass** (For Alameda residents with an income that qualifies for federal criteria for the low income, age 65+ or between the ages of 18-64, and have a certified disability)
- AC Transit Senior Clipper Card** (Discount bus pass is for riders age 65+)
- AC Transit RTC Clipper Card** (Discount bus pass is for riders 18-65 years old with qualifying disabilities)
- East Bay Paratransit** (a public transit service for people who are unable to use fixed route transit, like those operated by AC Transit Bus System and BART)
- Hop on the Bus with Us** (For Mastick members interested in learning more about AC Transit by riding the bus locally with the support from the paratransit coordinator)
- Transportation 101** (For Mastick members interested in learning more the various transportation options available to the City of Alameda residents. e.g.: Alameda FREE AC Transit Bus Pass Program, AIM - Alameda Independent Mobility, East Bay Paratransit, AC Transit Clipper Card, Transit App Training, Information on Electric Vehicles, and more!)
- Transit App Training** (For Mastick members interested in learning how to plan their trips on public transit using an app on their smart phone or computer)

Please list your contact information below and we will reach out to you with the information requested.

Name: _____

Phone number: _____

Email: _____