

ACTIA Banner 1

		All		Area												
		N	%	Alameda	Albany	Berkeley	Emeryville	Fremont	Hayward	Newark	Oakland Taxi	Oakland Van	Pleasanton	San Leandro	Union City	LAVTA
				%	%	%	%	%	%	%	%	%	%	%	%	%
Number of cases		1033		41	16	85	10	201	79	77	50	10	107	164	122	71
Row percent			100%	4%	2%	8%	1%	19%	8%	7%	5%	1%	10%	16%	12%	7%
Area	Alameda	41	4%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Albany	16	2%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Berkeley	85	8%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Emeryville	10	1%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Fremont	201	19%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%
	Hayward	79	8%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%
	Newark	77	7%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%
	Oakland Taxi	50	5%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
	Oakland Van	10	1%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%
	Pleasanton	107	10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%
	San Leandro	164	16%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%
	Union City	122	12%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%
	LAVTA	71	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
	Language interview was conducted in	English	961	93%	98%	92%	90%	100%	94%	97%	73%	97%	100%	96%	92%	95%
Spanish		12	1%	0%	0%	1%	0%	1%	1%	0%	2%	0%	1%	1%	3%	1%
MAndarin		56	5%	1%	8%	9%	0%	5%	2%	24%	1%	0%	2%	7%	2%	0%
Tagalog		3	0%	1%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%
Hearing Impaired		1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
SEX OF RESPONDENT	Male	221	21%	16%	25%	22%	14%	28%	28%	20%	10%	28%	24%	15%	19%	21%
	Female	812	79%	84%	75%	78%	86%	72%	72%	80%	90%	72%	76%	85%	81%	79%
5. One-way trips per month: (ALL) East Bay Paratransit	0/Don't know/Don't use	597	58%	25%	58%	52%	21%	49%	40%	70%	51%	56%	88%	66%	50%	77%
	1-5 one-way trips/month	269	26%	44%	25%	32%	36%	33%	28%	18%	27%	22%	10%	25%	35%	7%
	6-30 one-way trips/month	157	15%	28%	17%	15%	43%	16%	31%	11%	21%	22%	3%	10%	15%	15%
	31+ one-way trips/month	10	1%	2%	0%	1%	0%	3%	1%	1%	1%	0%	0%	0%	0%	1%
6. One-way trips per month: (ALL) A.C. Transit	0/Don't know/Don't use	779	75%	64%	83%	48%	64%	80%	81%	58%	64%	94%	94%	72%	81%	90%
	1-5 one-way trips/month	123	12%	14%	0%	19%	29%	12%	6%	19%	19%	6%	2%	14%	14%	6%
	6-30 one-way trips/month	119	11%	19%	17%	29%	7%	8%	13%	21%	13%	0%	4%	13%	5%	4%
	31+ one-way trips/month	13	1%	4%	0%	3%	0%	1%	0%	2%	4%	0%	0%	2%	0%	0%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Taxi	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
7. One-way trips per month: (ALL) Bart	0/Don't know/Don't use	755	73%	84%	67%	64%	57%	79%	81%	66%	75%	83%	75%	69%	70%	75%
	1-5 one-way trips/month	189	18%	11%	25%	18%	36%	17%	10%	31%	21%	6%	17%	16%	23%	18%
	6-30 one-way trips/month	82	8%	4%	8%	17%	0%	4%	9%	3%	4%	6%	6%	15%	7%	6%
	31+ one-way trips/month	7	1%	1%	0%	1%	7%	0%	0%	0%	0%	6%	2%	1%	0%	1%
8. One-way trips per month: (ALL) Family and Friends	0/Don't know/Don't use	496	48%	53%	42%	46%	43%	41%	48%	50%	52%	61%	40%	47%	65%	47%
	1-5 one-way trips/month	280	27%	31%	25%	30%	29%	34%	28%	26%	31%	11%	30%	26%	17%	18%
	6-30 one-way trips/month	236	23%	14%	33%	21%	21%	23%	22%	21%	16%	28%	30%	25%	16%	29%
	31+ one-way trips/month	21	2%	2%	0%	2%	7%	3%	2%	3%	1%	0%	0%	1%	2%	5%
9. One-way trips per month: (ALL) Drive yourself	0/Don't know/Don't use	855	83%	86%	92%	92%	79%	84%	88%	75%	90%	89%	78%	74%	80%	95%
	1-5 one-way trips/month	47	5%	5%	0%	5%	7%	4%	5%	6%	1%	0%	3%	7%	6%	1%
	6-30 one-way trips/month	100	10%	7%	8%	2%	14%	8%	5%	15%	8%	6%	13%	16%	12%	4%
	31+ one-way trips/month	30	3%	1%	0%	1%	0%	4%	2%	4%	1%	6%	7%	4%	2%	0%
10. One-way trips per month: Union City Transit	0/Don't know/Don't use	63	52%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	52%	0%
	1-5 one-way trips/month	43	35%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	35%	0%
	6-30 one-way trips/month	16	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	0%
11. One-way trips per month: Wheels, sometimes known as L.A. V.T.A	0/Don't know/Don't use	32	44%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	44%
	1-5 one-way trips/month	12	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	17%
	6-30 one-way trips/month	24	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%
	31+ one-way trips/month	4	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%
12. One-way trips per month: Alameda Paratransit	0/Don't know/Don't use	23	56%	56%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1-5 one-way trips/month	13	32%	32%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	6-30 one-way trips/month	5	12%	12%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
13. One-way trips per month: Albany Paratransit Taxi Program	0/Don't know/Don't use	12	75%	0%	75%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1-5 one-way trips/month	3	17%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	6-30 one-way trips/month	1	8%	0%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
14. One-way trips per month: Albany Paratransit Shopping Van Trip Program	0/Don't know/Don't use	13	83%	0%	83%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1-5 one-way trips/month	1	8%	0%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	6-30 one-way trips/month	1	8%	0%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

		All		Area												
		N	%	Alameda	Albany	Berkeley	Emeryville	Fremont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
15. One-way trips per month: Berkeley Paratransit Taxi Service	0/Don't know/Don't use	26	30%	0%	0%	30%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1-5 one-way trips/month	37	43%	0%	0%	43%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	6-30 one-way trips/month	22	26%	0%	0%	26%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
16. One-way trips per month: Berkeley Paratransit Wheelchair-Van Service	0/Don't know/Don't use	73	86%	0%	0%	86%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1-5 one-way trips/month	7	8%	0%	0%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	6-30 one-way trips/month	5	6%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
17. One-way trips per month: Emeryville Senior Center Taxi Voucher Program	0/Don't know/Don't use	4	36%	0%	0%	0%	36%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1-5 one-way trips/month	6	57%	0%	0%	0%	57%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	6-30 one-way trips/month	1	7%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%
18. One-way trips per month: Fremont Paratransit Program	0/Don't know/Don't use	84	42%	0%	0%	0%	0%	42%	0%	0%	0%	0%	0%	0%	0%	0%
	1-5 one-way trips/month	78	39%	0%	0%	0%	0%	39%	0%	0%	0%	0%	0%	0%	0%	0%
	6-30 one-way trips/month	39	19%	0%	0%	0%	0%	19%	0%	0%	0%	0%	0%	0%	0%	0%
19. One-way trips per month: Hayward Paratransit	0/Don't know/Don't use	26	33%	0%	0%	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%	0%
	1-5 one-way trips/month	31	39%	0%	0%	0%	0%	0%	39%	0%	0%	0%	0%	0%	0%	0%
	6-30 one-way trips/month	21	27%	0%	0%	0%	0%	0%	27%	0%	0%	0%	0%	0%	0%	0%
	31+ one-way trips/month	1	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
20. One-way trips per month: Newark Paratransit	0/Don't know/Don't use	30	40%	0%	0%	0%	0%	0%	0%	40%	0%	0%	0%	0%	0%	0%
	1-5 one-way trips/month	25	33%	0%	0%	0%	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%
	6-30 one-way trips/month	21	27%	0%	0%	0%	0%	0%	0%	27%	0%	0%	0%	0%	0%	0%
	31+ one-way trips/month	1	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
21. One-way trips per month: Oakland Paratransit	0/Don't know/Don't use	11	22%	0%	0%	0%	0%	0%	0%	0%	22%	0%	0%	0%	0%	0%
	1-5 one-way trips/month	19	38%	0%	0%	0%	0%	0%	0%	0%	38%	0%	0%	0%	0%	0%
	6-30 one-way trips/month	20	40%	0%	0%	0%	0%	0%	0%	0%	40%	0%	0%	0%	0%	0%
22. One-way trips per month: Oakland Paratransit	0/Don't know/Don't use	2	22%	0%	0%	0%	0%	0%	0%	0%	0%	22%	0%	0%	0%	0%
	1-5 one-way trips/month	2	22%	0%	0%	0%	0%	0%	0%	0%	0%	22%	0%	0%	0%	0%
	6-30 one-way trips/month	5	50%	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%	0%	0%	0%
	31+ one-way trips/month	1	6%	0%	0%	0%	0%	0%	0%	0%	0%	6%	0%	0%	0%	0%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
23. One-way trips per month: Pleasanton Paratransit Services or P.S	0/Don't know/Don't use	30	28%	0%	0%	0%	0%	0%	0%	0%	0%	0%	28%	0%	0%	0%
	1-5 one-way trips/month	36	34%	0%	0%	0%	0%	0%	0%	0%	0%	0%	34%	0%	0%	0%
	6-30 one-way trips/month	38	36%	0%	0%	0%	0%	0%	0%	0%	0%	0%	36%	0%	0%	0%
	31+ one-way trips/month	3	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%
24. One-way trips per month: City of San Leandro Flex Shuttle Bus Service	0/Don't know/Don't use	101	62%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	62%	0%	0%
	1-5 one-way trips/month	27	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	17%	0%	0%
	6-30 one-way trips/month	35	22%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	22%	0%	0%
25. One-way trips per month: City of San Leandro Flex Shuttle Curb to Curb Service	0/Don't know/Don't use	101	62%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	62%	0%	0%
	1-5 one-way trips/month	37	23%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	23%	0%	0%
	6-30 one-way trips/month	26	16%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	16%	0%	0%
26. One-way trips per month: Union City Paratransit Service	0/Don't know/Don't use	59	48%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	48%	0%
	1-5 one-way trips/month	41	34%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	34%	0%
	6-30 one-way trips/month	22	18%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	18%	0%
27. One-way trips per month: Union City Paratransit Plus	0/Don't know/Don't use	96	79%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	79%	0%
	1-5 one-way trips/month	20	16%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	16%	0%
	6-30 one-way trips/month	4	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%
	31+ one-way trips/month	2	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%
28. One-way trips per month: Wheels Dial-A-Ride Paratransit Service	0/Don't know/Don't use	14	19%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	19%
	1-5 one-way trips/month	14	19%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	19%
	6-30 one-way trips/month	39	56%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	56%
	31+ one-way trips/month	4	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	6%
29. One-way trips per month: (ALL) Full fare taxi services	0/Don't know/Don't use	894	87%	77%	75%	85%	71%	82%	84%	91%	79%	94%	89%	92%	89%	92%
	1-5 one-way trips/month	119	11%	21%	17%	13%	14%	16%	13%	8%	14%	6%	11%	7%	9%	7%
	6-30 one-way trips/month	19	2%	2%	8%	2%	14%	2%	3%	0%	5%	0%	0%	1%	2%	1%
	31+ one-way trips/month	1	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%
30. One-way trips per month: (ALL) Other community transportation service	0/Don't know/Don't use	955	92%	96%	83%	91%	71%	95%	98%	92%	93%	78%	85%	96%	90%	94%
	1-5 one-way trips/month	45	4%	1%	17%	7%	7%	4%	0%	8%	3%	6%	7%	2%	4%	4%
	6-30 one-way trips/month	29	3%	2%	0%	2%	7%	1%	1%	0%	3%	11%	9%	2%	5%	2%
	31+ one-way trips/month	4	0%	0%	0%	0%	14%	0%	1%	0%	0%	6%	0%	0%	1%	0%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Taxi	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
30. One-way trips per month: (ALL) Other community transportation service (TEXT)	Family/Friends	4	5%	0%	50%	0%	0%	0%	0%	25%	0%	0%	0%	0%	10%	0%
	Wheels	11	14%	0%	0%	0%	0%	0%	0%	0%	0%	63%	0%	0%	17%	
	Senior Services	6	8%	0%	0%	44%	0%	0%	0%	13%	0%	0%	6%	0%	10%	0%
	Buses/Shuttles	19	25%	67%	50%	0%	50%	17%	0%	38%	17%	0%	13%	75%	20%	33%
	Public transit	6	7%	0%	0%	11%	0%	17%	0%	0%	25%	0%	0%	10%	33%	
	Ambulance	6	7%	0%	0%	11%	0%	17%	50%	0%	33%	0%	6%	0%	0%	
	Van	1	1%	0%	0%	0%	0%	0%	0%	0%	17%	0%	0%	0%	0%	
	Taxi	1	1%	0%	0%	11%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	VIP	2	2%	0%	0%	0%	0%	0%	0%	0%	0%	75%	0%	0%	0%	
	Out Reach	4	5%	0%	0%	0%	0%	17%	0%	0%	0%	0%	6%	0%	10%	0%
	Ferry	1	2%	0%	0%	0%	50%	0%	0%	0%	0%	0%	0%	0%	0%	
	Amtrak	2	2%	0%	0%	11%	0%	0%	0%	13%	0%	0%	0%	0%	0%	
	Don't Know	1	1%	0%	0%	0%	0%	0%	50%	0%	0%	0%	0%	0%	0%	
	Other	9	11%	0%	0%	0%	0%	17%	0%	13%	33%	0%	6%	25%	20%	0%
	No Answer	6	8%	33%	0%	11%	0%	17%	0%	0%	0%	0%	0%	20%	17%	
31. Why do you feel you use East Bay PT more often than (Q2 ANSWER)?	More reliable	14	6%	2%	0%	4%	11%	9%	6%	13%	14%	0%	0%	6%	0%	0%
	More convenient	123	52%	39%	33%	38%	33%	48%	56%	47%	29%	50%	60%	72%	73%	50%
	More familiar with it	7	3%	6%	33%	4%	0%	3%	3%	7%	0%	0%	0%	0%	0%	0%
	Cheaper	13	5%	2%	33%	8%	33%	3%	0%	13%	33%	0%	0%	0%	0%	0%
	Didn't know about other	24	10%	22%	0%	17%	0%	9%	13%	0%	0%	50%	0%	11%	8%	0%
	Goes more places	11	5%	6%	0%	8%	0%	6%	3%	7%	10%	0%	0%	0%	4%	0%
	Depends where I'm going	3	1%	2%	0%	4%	0%	0%	0%	0%	5%	0%	0%	0%	4%	0%
	Just the one I use	10	4%	6%	0%	8%	0%	6%	6%	7%	0%	0%	0%	0%	4%	0%
	Don't know the difference	3	1%	4%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%
	Like it better/Better service	7	3%	2%	0%	0%	11%	3%	6%	0%	0%	0%	20%	0%	4%	0%
	Don't know	6	3%	6%	0%	0%	0%	3%	0%	7%	10%	0%	0%	0%	4%	0%
	Other	15	6%	2%	0%	8%	11%	6%	6%	0%	0%	0%	20%	11%	0%	50%

	All		Area													
	N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA	
			%	%	%	%	%	%	%	%	%	%	%	%	%	%
32. Why do you feel you use (Q2 ANSWER) more often than East Bay PT?	More reliable	43	9%	8%	0%	10%	0%	9%	11%	11%	11%	13%	10%	5%	7%	10%
	More convenient	276	56%	58%	50%	46%	75%	49%	54%	64%	53%	75%	68%	47%	66%	61%
	More familiar with it	10	2%	0%	0%	0%	0%	4%	3%	0%	0%	0%	0%	4%	0%	4%
	Cheaper	16	3%	0%	0%	0%	0%	4%	3%	4%	2%	0%	0%	11%	0%	0%
	Didn't know about other	26	5%	0%	0%	6%	0%	2%	3%	11%	2%	0%	9%	7%	0%	7%
	Goes more places	12	2%	0%	0%	2%	0%	0%	3%	0%	4%	0%	3%	2%	7%	4%
	Depends where I'm going	6	1%	0%	50%	2%	0%	0%	0%	4%	0%	0%	0%	0%	2%	1%
	Just the one I use	37	7%	0%	0%	13%	25%	16%	14%	0%	4%	0%	3%	7%	2%	6%
	Don't know the difference	8	2%	8%	0%	6%	0%	2%	5%	2%	4%	0%	0%	0%	0%	0%
	Not eligible	8	2%	0%	0%	6%	0%	2%	0%	0%	2%	0%	0%	2%	2%	0%
	Like it better/Better service	16	3%	8%	0%	2%	0%	2%	0%	0%	4%	13%	4%	5%	5%	1%
	Don't know	10	2%	8%	0%	6%	0%	2%	3%	0%	4%	0%	1%	0%	2%	3%
	Other	21	4%	8%	0%	2%	0%	4%	3%	4%	2%	0%	1%	9%	5%	3%
	No answer	3	1%	0%	0%	0%	0%	2%	0%	0%	4%	0%	0%	0%	0%	0%
33. Overall quality of the transit and transportation options available?	Excellent	268	26%	26%	17%	24%	7%	26%	28%	19%	21%	33%	47%	23%	21%	26%
	Good	492	48%	49%	50%	51%	50%	46%	43%	54%	46%	33%	32%	50%	58%	48%
	Only fair	139	13%	15%	17%	17%	21%	13%	20%	9%	23%	6%	9%	12%	12%	13%
	Poor	45	4%	5%	0%	3%	0%	9%	4%	8%	5%	22%	1%	2%	0%	6%
	(Don't know)	88	9%	5%	17%	5%	21%	6%	5%	10%	4%	6%	12%	14%	9%	6%
34. Rate the job: (ALL) East Bay Paratransit	Excellent	152	15%	21%	17%	10%	29%	15%	19%	10%	14%	6%	9%	16%	22%	10%
	Good	298	29%	42%	42%	25%	21%	38%	37%	17%	34%	22%	14%	26%	35%	15%
	Only fair	79	8%	14%	8%	16%	21%	5%	14%	2%	14%	11%	1%	4%	10%	7%
	Poor	51	5%	7%	8%	11%	0%	5%	7%	2%	13%	17%	1%	3%	4%	0%
	(Don't know)	453	44%	16%	25%	37%	29%	36%	23%	69%	24%	44%	75%	51%	29%	68%
35. Rate the job: (ALL) A. C. Transit	Excellent	62	6%	11%	0%	7%	7%	3%	6%	9%	7%	11%	3%	11%	5%	4%
	Good	282	27%	30%	33%	36%	36%	25%	24%	38%	30%	17%	15%	26%	37%	15%
	Only fair	100	10%	15%	17%	21%	21%	11%	13%	9%	15%	11%	2%	10%	3%	3%
	Poor	38	4%	9%	0%	6%	0%	4%	4%	5%	9%	6%	2%	2%	1%	3%
	(Don't know)	550	53%	36%	50%	29%	36%	58%	53%	40%	40%	56%	78%	51%	54%	75%

ACTIA Banner 1

		All		Area												
		N	%	Alameda	Albany	Berkeley	Emeryville	Freemont	Hayward	Newark	Oakland and Taxli	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
36. Rate the job: (ALL) Bart	Excellent	162	16%	10%	17%	18%	7%	17%	14%	25%	14%	11%	16%	17%	12%	11%
	Good	323	31%	22%	33%	33%	36%	31%	26%	34%	29%	17%	29%	32%	37%	32%
	Only fair	54	5%	9%	8%	8%	0%	5%	10%	6%	8%	11%	2%	3%	3%	5%
	Poor	16	2%	1%	0%	4%	0%	2%	3%	2%	1%	0%	2%	1%	0%	0%
	(Don't know)	478	46%	58%	42%	36%	57%	45%	47%	34%	48%	61%	51%	47%	48%	52%
37. Rate the job: Alameda Paratransit	Excellent	10	23%	23%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Good	12	30%	30%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Only fair	2	5%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	17	42%	42%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
38. Rate the job: Albany PT Taxi Program	Excellent	5	33%	0%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Good	9	58%	0%	58%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	1	8%	0%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
39. Rate the job: Albany PT Shopping Van Trip Prog.	Excellent	3	17%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Good	7	42%	0%	42%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	7	42%	0%	42%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
40. Rate the job: Berkeley Paratransit Taxi Service	Excellent	15	18%	0%	0%	18%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Good	34	40%	0%	0%	40%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Only fair	16	19%	0%	0%	19%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Poor	5	6%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	14	16%	0%	0%	16%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
41. Rate the job: Berkeley Paratransit Wheelchair-Van Service	Excellent	8	9%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Good	9	11%	0%	0%	11%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Only fair	4	5%	0%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Poor	3	3%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	61	72%	0%	0%	72%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
42. Rate the job: Emeryville Senior Center Taxi Voucher Program	Excellent	2	21%	0%	0%	0%	21%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Good	6	64%	0%	0%	0%	64%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Only fair	1	7%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	1	7%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%

ACTIA Banner 1

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Fremont	Hayward	Newark	Oakland and Taxi	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
43. Rate the job: The Fremont Paratransit Program	Excellent	46	23%	0%	0%	0%	0%	23%	0%	0%	0%	0%	0%	0%	0%	0%
	Good	71	35%	0%	0%	0%	0%	35%	0%	0%	0%	0%	0%	0%	0%	0%
	Only fair	21	11%	0%	0%	0%	0%	11%	0%	0%	0%	0%	0%	0%	0%	0%
	Poor	14	7%	0%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	48	24%	0%	0%	0%	0%	24%	0%	0%	0%	0%	0%	0%	0%	0%
44. Rate the job: Hayward Paratransit	Excellent	22	28%	0%	0%	0%	0%	0%	28%	0%	0%	0%	0%	0%	0%	0%
	Good	30	38%	0%	0%	0%	0%	0%	38%	0%	0%	0%	0%	0%	0%	0%
	Only fair	10	13%	0%	0%	0%	0%	0%	13%	0%	0%	0%	0%	0%	0%	0%
	Poor	4	5%	0%	0%	0%	0%	0%	5%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	13	16%	0%	0%	0%	0%	0%	16%	0%	0%	0%	0%	0%	0%	0%
45. Rate the job: Newark Paratransit	Excellent	20	26%	0%	0%	0%	0%	0%	0%	26%	0%	0%	0%	0%	0%	0%
	Good	36	47%	0%	0%	0%	0%	0%	0%	47%	0%	0%	0%	0%	0%	0%
	Only fair	8	10%	0%	0%	0%	0%	0%	0%	10%	0%	0%	0%	0%	0%	0%
	Poor	2	2%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%
	(Don't know)	12	16%	0%	0%	0%	0%	0%	0%	16%	0%	0%	0%	0%	0%	0%
46. Rate the job: Oakland Paratransit	Excellent	16	27%	0%	0%	0%	0%	0%	0%	0%	24%	39%	0%	0%	0%	0%
	Good	20	33%	0%	0%	0%	0%	0%	0%	0%	34%	28%	0%	0%	0%	0%
	Only fair	8	14%	0%	0%	0%	0%	0%	0%	0%	15%	6%	0%	0%	0%	0%
	Poor	7	11%	0%	0%	0%	0%	0%	0%	0%	11%	11%	0%	0%	0%	0%
	(Don't know)	9	16%	0%	0%	0%	0%	0%	0%	0%	15%	17%	0%	0%	0%	0%
47. Rate the job: Pleasanton Paratransit Service, or P.P.S.	Excellent	70	65%	0%	0%	0%	0%	0%	0%	0%	0%	0%	65%	0%	0%	0%
	Good	16	15%	0%	0%	0%	0%	0%	0%	0%	0%	0%	15%	0%	0%	0%
	Only fair	5	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%
	Poor	3	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%
	(Don't know)	12	12%	0%	0%	0%	0%	0%	0%	0%	0%	0%	12%	0%	0%	0%
48. Rate the job: City of San Leandro FLEX Shuttle Service	Excellent	53	32%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	32%	0%	0%
	Good	51	31%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	31%	0%	0%
	Only fair	10	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	6%	0%	0%
	Poor	5	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%
	(Don't know)	45	27%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	27%	0%	0%

ACTIA Banner 1

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Taxi	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
49. Rate the job: Union City Paratransit	Excellent	38	31%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	31%	0%
	Good	55	45%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	45%	0%
	Only fair	9	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%
	Poor	1	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
	(Don't know)	20	16%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	16%	0%
50. Rate the job: Wheels Dial-A-Ride	Excellent	29	40%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	40%
	Good	28	39%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	39%
	Only fair	10	14%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	14%
	Poor	4	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%
	(Don't know)	1	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
33. Overall quality of the transit and transportation options available?	Positive	760	74%	75%	67%	75%	57%	72%	71%	73%	67%	67%	79%	73%	79%	75%
	Negative	185	18%	20%	17%	20%	21%	22%	24%	17%	29%	28%	10%	14%	12%	19%
	(Don't Know)	88	9%	5%	17%	5%	21%	6%	5%	10%	4%	6%	12%	14%	9%	6%
34. Rate the job: (ALL) East Bay Paratransit	Positive	450	44%	63%	58%	35%	50%	53%	56%	27%	48%	28%	23%	42%	57%	25%
	Negative	130	13%	21%	17%	27%	21%	11%	21%	4%	27%	28%	2%	7%	14%	7%
	(Don't Know)	453	44%	16%	25%	37%	29%	36%	23%	69%	24%	44%	75%	51%	29%	68%
35. Rate the job: (ALL) A.C. Transit	Positive	344	33%	41%	33%	43%	43%	27%	30%	47%	36%	28%	18%	37%	42%	19%
	Negative	138	13%	23%	17%	27%	21%	15%	17%	14%	24%	17%	4%	12%	4%	6%
	(Don't Know)	550	53%	36%	50%	29%	36%	58%	53%	40%	40%	56%	78%	51%	54%	75%
36. Rate the job: (ALL) Bart	Positive	485	47%	32%	50%	52%	43%	48%	40%	58%	43%	28%	45%	49%	49%	43%
	Negative	70	7%	10%	8%	12%	0%	7%	13%	8%	9%	11%	4%	4%	3%	5%
	(Don't Know)	478	46%	58%	42%	36%	57%	45%	47%	34%	48%	61%	51%	47%	48%	52%
37. Rate the job: Alameda Paratransit	Positive	22	53%	53%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Negative	2	5%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't Know)	17	42%	42%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
38. Rate the job: Albany PT Taxi Program	Positive	15	92%	0%	92%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't Know)	1	8%	0%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

		All		Area												
		N	%	Alameda	Albany	Berkeley	Emeryville	Fremont	Hayward	Newark	Oakland and Taxi	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
39. Rate the job: Albany PT Shopping Van Trip Prog.	Positive	9	58%	0%	58%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't Know)	7	42%	0%	42%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
40. Rate the job: Berkeley Paratransit Taxi Service	Positive	50	59%	0%	0%	59%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Negative	21	25%	0%	0%	25%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't Know)	14	16%	0%	0%	16%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
41. Rate the job: Berkeley Paratransit Wheelchair-Van Service	Positive	17	20%	0%	0%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Negative	7	8%	0%	0%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't Know)	61	72%	0%	0%	72%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
42. Rate the job: Emeryville Senior Center Taxi Voucher Program	Positive	9	86%	0%	0%	0%	86%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Negative	1	7%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't Know)	1	7%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%
43. Rate the job: The Fremont Paratransit Program	Positive	117	58%	0%	0%	0%	0%	58%	0%	0%	0%	0%	0%	0%	0%	0%
	Negative	36	18%	0%	0%	0%	0%	18%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't Know)	48	24%	0%	0%	0%	0%	24%	0%	0%	0%	0%	0%	0%	0%	0%
44. Rate the job: Hayward Paratransit	Positive	52	66%	0%	0%	0%	0%	0%	66%	0%	0%	0%	0%	0%	0%	0%
	Negative	14	18%	0%	0%	0%	0%	0%	18%	0%	0%	0%	0%	0%	0%	0%
	(Don't Know)	13	16%	0%	0%	0%	0%	0%	16%	0%	0%	0%	0%	0%	0%	0%
45. Rate the job: Newark Paratransit	Positive	56	72%	0%	0%	0%	0%	0%	0%	72%	0%	0%	0%	0%	0%	0%
	Negative	9	12%	0%	0%	0%	0%	0%	0%	12%	0%	0%	0%	0%	0%	0%
	(Don't Know)	12	16%	0%	0%	0%	0%	0%	0%	16%	0%	0%	0%	0%	0%	0%
46. Rate the job: Oakland Paratransit	Positive	36	60%	0%	0%	0%	0%	0%	0%	0%	58%	67%	0%	0%	0%	0%
	Negative	15	25%	0%	0%	0%	0%	0%	0%	0%	26%	17%	0%	0%	0%	0%
	(Don't Know)	9	16%	0%	0%	0%	0%	0%	0%	0%	15%	17%	0%	0%	0%	0%
47. Rate the job: Pleasanton Paratransit Service, or P.P.S.	Positive	86	81%	0%	0%	0%	0%	0%	0%	0%	0%	0%	81%	0%	0%	0%
	Negative	8	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	8%	0%	0%	0%
	(Don't Know)	12	12%	0%	0%	0%	0%	0%	0%	0%	0%	0%	12%	0%	0%	0%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Taxi	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
48. Rate the job: City of San Leandro FLEX Shuttle Service	Positive	105	64%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	64%	0%	0%
	Negative	14	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	0%
	(Don't Know)	45	27%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	27%	0%	0%
49. Rate the job: Union City Paratransit	Positive	93	76%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	76%	0%
	Negative	10	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	8%	0%
	(Don't Know)	20	16%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	16%	0%
50. Rate the job: Wheels Dial-A-Ride	Positive	57	80%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	80%
	Negative	14	19%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	19%
	(Don't Know)	1	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
51. The service provided by (Q2 ANSWER) has gotten?	Better	373	36%	28%	17%	29%	29%	40%	27%	31%	30%	33%	49%	32%	40%	47%
	(Same)	319	31%	26%	33%	42%	43%	25%	27%	29%	33%	39%	29%	33%	34%	31%
	Worse	88	9%	7%	17%	16%	7%	7%	7%	11%	20%	22%	7%	4%	4%	13%
	(Have used <1 yr.)	55	5%	5%	17%	1%	7%	7%	12%	5%	2%	0%	3%	7%	3%	3%
	(Don't Know)	197	19%	33%	17%	11%	14%	21%	27%	25%	15%	6%	13%	24%	19%	5%
52. Why do you say has gotten worse over past year?	Schedule getting worse	22	25%	0%	0%	19%	0%	25%	57%	18%	11%	0%	43%	50%	25%	31%
	More expensive	1	2%	0%	0%	0%	0%	0%	0%	9%	0%	0%	0%	0%	0%	8%
	Rude driver/bad service	13	14%	17%	50%	31%	0%	0%	14%	9%	17%	0%	14%	0%	0%	23%
	Not issuing scripts	4	4%	0%	0%	19%	0%	0%	0%	0%	11%	0%	0%	0%	0%	0%
	Bad dispatcher	5	5%	0%	0%	0%	0%	13%	0%	9%	11%	0%	14%	0%	0%	0%
	Less offerings	8	9%	0%	0%	6%	100%	13%	0%	9%	11%	25%	0%	0%	25%	8%
	Longer wait time	10	11%	33%	50%	19%	0%	0%	0%	9%	17%	0%	0%	0%	25%	15%
	Availability is poor	9	10%	0%	0%	0%	0%	25%	14%	0%	6%	25%	14%	25%	0%	8%
	Come late often	6	7%	33%	0%	0%	0%	13%	14%	9%	6%	25%	0%	0%	0%	8%
	Not enough drivers	4	5%	17%	0%	0%	0%	0%	0%	0%	27%	0%	0%	0%	25%	0%
	Bad maintenance	2	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	25%	0%	0%
	Don't know	1	1%	0%	0%	0%	0%	0%	0%	0%	6%	0%	0%	0%	0%	0%
	Other	5	5%	0%	0%	6%	0%	13%	0%	0%	6%	25%	14%	0%	0%	0%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Taxi	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
53. Agreement: (Q2 ANSWER) The pickups are on time	Strongly Agree	498	48%	36%	25%	16%	29%	56%	50%	51%	35%	61%	70%	45%	57%	41%
	Somewhat Agree	295	29%	31%	50%	47%	57%	23%	27%	28%	43%	22%	17%	28%	21%	35%
	Somewhat Disagree	74	7%	9%	0%	16%	14%	4%	7%	8%	12%	6%	3%	6%	5%	13%
	Strongly Disagree	58	6%	7%	17%	15%	0%	6%	4%	2%	4%	11%	2%	4%	3%	9%
	No Opinion/(DK/NA)	108	10%	17%	8%	5%	0%	11%	12%	11%	5%	0%	8%	17%	14%	1%
54. Agreement: (Q2 ANSWER) The vehicles are clean and well maintained	Strongly Agree	628	61%	56%	42%	45%	36%	58%	60%	64%	47%	61%	88%	59%	60%	70%
	Somewhat Agree	256	25%	23%	42%	39%	57%	24%	23%	24%	42%	33%	6%	25%	22%	23%
	Somewhat Disagree	31	3%	2%	8%	6%	7%	3%	6%	1%	4%	6%	0%	2%	4%	2%
	Strongly Disagree	23	2%	1%	0%	2%	0%	4%	1%	0%	3%	0%	1%	3%	1%	4%
	No Opinion/(DK/NA)	95	9%	17%	8%	7%	0%	12%	10%	11%	3%	0%	5%	11%	13%	1%
55. Agreement: (Q2 ANSWER) I can schedule a ride or trip at the time I request	Strongly Agree	415	40%	52%	50%	32%	36%	37%	41%	34%	42%	72%	60%	28%	39%	51%
	Somewhat Agree	296	29%	21%	42%	38%	43%	21%	26%	27%	41%	11%	23%	32%	33%	29%
	Somewhat Disagree	97	9%	5%	8%	11%	7%	15%	10%	16%	4%	11%	5%	8%	5%	8%
	Strongly Disagree	72	7%	6%	0%	8%	0%	12%	7%	7%	4%	6%	4%	6%	6%	7%
	No Opinion/(DK/NA)	152	15%	16%	0%	10%	14%	15%	16%	17%	9%	0%	9%	25%	17%	5%
56. Agreement: (Q2 ANSWER) The service can take me to the places I need to go	Strongly Agree	646	63%	57%	67%	56%	57%	66%	66%	52%	65%	89%	69%	49%	67%	79%
	Somewhat Agree	223	22%	21%	17%	31%	43%	13%	22%	25%	29%	11%	18%	31%	16%	17%
	Somewhat Disagree	31	3%	0%	8%	4%	0%	2%	0%	8%	1%	0%	2%	5%	3%	3%
	Strongly Disagree	22	2%	1%	0%	2%	0%	4%	1%	3%	1%	0%	3%	1%	2%	0%
	No Opinion/(DK/NA)	111	11%	21%	8%	7%	0%	14%	11%	12%	4%	0%	8%	14%	12%	1%
57. Agreement: (Q2 ANSWER) Person that I call to reserve or schedule is courteous	Strongly Agree	590	57%	54%	58%	40%	29%	58%	63%	52%	51%	78%	80%	47%	61%	64%
	Somewhat Agree	241	23%	25%	25%	40%	36%	19%	18%	28%	40%	22%	9%	24%	20%	28%
	Somewhat Disagree	29	3%	0%	8%	4%	14%	4%	4%	2%	3%	0%	1%	2%	1%	5%
	Strongly Disagree	24	2%	2%	0%	1%	0%	5%	1%	1%	2%	0%	2%	2%	2%	1%
	No Opinion/(DK/NA)	150	15%	19%	8%	14%	21%	14%	14%	14%	17%	4%	0%	9%	25%	16%
58. Agreement: (Q2 ANSWER) Reservations and scheduling a ride is easy, convenient	Strongly Agree	465	45%	56%	42%	33%	50%	41%	50%	36%	44%	78%	67%	32%	49%	55%
	Somewhat Agree	263	25%	17%	50%	36%	43%	22%	20%	28%	42%	6%	13%	28%	24%	29%
	Somewhat Disagree	79	8%	5%	0%	11%	0%	9%	11%	14%	9%	6%	6%	4%	6%	8%
	Strongly Disagree	81	8%	6%	0%	5%	7%	14%	6%	8%	1%	6%	6%	9%	6%	7%
	No Opinion/(DK/NA)	145	14%	16%	8%	14%	0%	14%	13%	15%	4%	6%	9%	26%	15%	1%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
59. Agreement: (Q2 ANSWER) The drivers are courteous to the riders	Strongly Agree	686	66%	64%	17%	41%	43%	67%	71%	67%	49%	78%	88%	66%	68%	81%
	Somewhat Agree	219	21%	14%	58%	43%	29%	20%	16%	20%	35%	22%	6%	23%	18%	15%
	Somewhat Disagree	23	2%	2%	0%	7%	21%	3%	2%	3%	8%	0%	0%	0%	1%	0%
	Strongly Disagree	9	1%	1%	8%	5%	0%	0%	1%	0%	3%	0%	0%	0%	0%	0%
	No Opinion/(DK/NA)	96	9%	19%	17%	3%	7%	10%	10%	10%	4%	0%	7%	12%	13%	4%
60. Agreement: I feel safe when riding (Q2 ANSWER)	Strongly Agree	693	67%	65%	50%	58%	86%	58%	68%	71%	59%	67%	88%	63%	69%	82%
	Somewhat Agree	195	19%	16%	42%	27%	14%	21%	15%	16%	30%	28%	6%	21%	19%	14%
	Somewhat Disagree	15	1%	1%	0%	2%	0%	2%	2%	1%	4%	6%	1%	0%	1%	3%
	Strongly Disagree	17	2%	1%	0%	3%	0%	4%	3%	1%	2%	0%	0%	1%	0%	1%
	No Opinion/(DK/NA)	112	11%	16%	8%	10%	0%	15%	12%	11%	4%	0%	6%	16%	11%	0%
61. Agreement: (Q2 ANSWER) The ride is comfortable	Strongly Agree	569	55%	60%	33%	41%	50%	55%	54%	57%	51%	67%	77%	47%	59%	54%
	Somewhat Agree	304	29%	23%	50%	44%	50%	28%	27%	26%	35%	28%	13%	38%	24%	26%
	Somewhat Disagree	38	4%	0%	0%	7%	0%	4%	3%	5%	9%	6%	3%	1%	2%	9%
	Strongly Disagree	21	2%	1%	0%	2%	0%	3%	3%	0%	1%	0%	0%	2%	1%	9%
	No Opinion/(DK/NA)	101	10%	15%	17%	5%	0%	11%	13%	12%	4%	0%	7%	12%	14%	2%
62. Agreement: (Q2 ANSWER) Drivers make an effort to help me with my specific needs	Strongly Agree	629	61%	51%	17%	37%	43%	64%	71%	57%	46%	67%	81%	55%	65%	78%
	Somewhat Agree	219	21%	23%	50%	32%	36%	18%	13%	23%	35%	22%	11%	27%	16%	16%
	Somewhat Disagree	29	3%	2%	8%	8%	7%	1%	1%	4%	7%	6%	1%	2%	3%	2%
	Strongly Disagree	30	3%	4%	8%	10%	14%	3%	1%	0%	8%	6%	0%	2%	2%	1%
	No Opinion/(DK/NA)	127	12%	20%	17%	12%	0%	15%	14%	16%	4%	0%	8%	14%	14%	3%
63. Agreement: (Q2 ANSWER) The drivers know the area well	Strongly Agree	580	56%	48%	33%	32%	29%	50%	57%	65%	44%	72%	80%	58%	60%	64%
	Somewhat Agree	266	26%	26%	50%	45%	57%	31%	18%	24%	35%	22%	11%	23%	19%	24%
	Somewhat Disagree	51	5%	4%	8%	12%	0%	5%	6%	1%	14%	0%	1%	3%	4%	5%
	Strongly Disagree	20	2%	4%	0%	5%	0%	2%	3%	0%	2%	6%	0%	1%	2%	4%
	No Opinion/(DK/NA)	116	11%	19%	8%	5%	14%	12%	16%	10%	4%	0%	9%	16%	15%	3%
64. Agreement: (Q2 ANSWER) Drivers help secure my chair if needed, or help me into the vehicle	Strongly Agree	573	55%	52%	8%	32%	43%	58%	61%	54%	34%	78%	76%	50%	61%	69%
	Somewhat Agree	186	18%	20%	50%	30%	21%	15%	17%	19%	35%	11%	6%	20%	14%	14%
	Somewhat Disagree	19	2%	1%	0%	4%	7%	2%	2%	1%	7%	6%	0%	1%	0%	4%
	Strongly Disagree	35	3%	4%	8%	9%	14%	3%	2%	2%	11%	6%	1%	1%	4%	2%
	No Opinion/(DK/NA)	219	21%	23%	33%	24%	14%	22%	18%	24%	13%	0%	17%	28%	21%	11%

		All		Area												
		N	%	Alameda	Albany	Berkeley	Emeryville	Fremont	Hayward	Newark	Oakland and Taxi	Oakland and Van	Pleasanton	San Leandro	Union City	LAVTA
				%	%	%	%	%	%	%	%	%	%	%	%	%
65. Agreement: (Q2 ANSWER) The amount I pay for rides is reasonable	Strongly Agree	634	61%	58%	58%	48%	64%	72%	68%	54%	57%	72%	71%	53%	68%	45%
	Somewhat Agree	197	19%	19%	17%	30%	36%	15%	14%	20%	30%	11%	18%	16%	18%	25%
	Somewhat Disagree	42	4%	4%	8%	8%	0%	4%	3%	7%	7%	6%	2%	1%	1%	12%
	Strongly Disagree	33	3%	2%	0%	2%	0%	2%	4%	5%	2%	6%	4%	1%	1%	16%
	No Opinion/(DK/NA)	126	12%	17%	17%	11%	0%	8%	11%	14%	4%	6%	5%	29%	12%	1%
66. Agreement: (Alameda ONLY) Receiving vouchers for taxi rides is easy, convenient	Strongly Agree	23	57%	57%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Somewhat Agree	8	20%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Somewhat Disagree	1	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Strongly Disagree	1	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No Opinion/(DK/NA)	8	19%	19%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
67. Agreement: (Albany ONLY) Paying for rides, receiving reimbursement is easy and convenient	Strongly Agree	11	67%	0%	67%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Somewhat Agree	3	17%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Somewhat Disagree	3	17%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
68. Agreement: (Berkeley ONLY) Receiving free scrip, tickets, wheelchair-van vouchers is easy, convenient	Strongly Agree	47	56%	0%	0%	56%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Somewhat Agree	21	25%	0%	0%	25%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Somewhat Disagree	5	6%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Strongly Disagree	5	6%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No Opinion/(DK/NA)	6	7%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
69. Agreement: (Fremont ONLY) Paying the fare directly to the driver is easy, convenient	Strongly Agree	139	69%	0%	0%	0%	0%	69%	0%	0%	0%	0%	0%	0%	0%	0%
	Somewhat Agree	37	19%	0%	0%	0%	0%	19%	0%	0%	0%	0%	0%	0%	0%	0%
	Somewhat Disagree	2	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	Strongly Disagree	2	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	No Opinion/(DK/NA)	21	11%	0%	0%	0%	0%	11%	0%	0%	0%	0%	0%	0%	0%	0%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Taxi	Oakland Van	Pleasanton	San Leandro	Union City	LAVTA
				%	%	%	%	%	%	%	%	%	%	%	%	%
Number of cases		1033		41	16	85	10	201	79	77	50	10	107	164	122	71
Row percent			100%	4%	2%	8%	1%	19%	8%	7%	5%	1%	10%	16%	12%	7%
70. Agreement: (Hayward, San Leandro, Wheels D-A-R ONLY) Paying for rides is easy, convenient	Strongly Agree	179	57%	0%	0%	0%	0%	0%	66%	0%	0%	0%	0%	47%	0%	70%
	Somewhat Agree	67	21%	0%	0%	0%	0%	0%	18%	0%	0%	0%	0%	22%	0%	24%
	Somewhat Disagree	6	2%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	5%
	Strongly Disagree	1	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
	No Opinion/(DK/NA)	62	20%	0%	0%	0%	0%	0%	12%	0%	0%	0%	0%	31%	0%	1%
71. Agreement: (Newark, Union City ONLY) Buying tickets for rides is easy and convenient	Strongly Agree	79	40%	0%	0%	0%	0%	0%	0%	48%	0%	0%	0%	0%	35%	0%
	Somewhat Agree	48	24%	0%	0%	0%	0%	0%	0%	31%	0%	0%	0%	0%	20%	0%
	Somewhat Disagree	11	6%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%	0%	5%	0%
	Strongly Disagree	7	4%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%	0%	3%	0%
	No Opinion/(DK/NA)	53	27%	0%	0%	0%	0%	0%	0%	10%	0%	0%	0%	0%	37%	0%
72. Agreement: (Emeryville, Oakland Taxi, Oakland Van) Buying scrip, vouchers is easy, convenient	Strongly Agree	38	55%	0%	0%	0%	43%	0%	0%	0%	56%	61%	0%	0%	0%	0%
	Somewhat Agree	23	33%	0%	0%	0%	43%	0%	0%	0%	34%	17%	0%	0%	0%	0%
	Somewhat Disagree	2	3%	0%	0%	0%	7%	0%	0%	0%	2%	6%	0%	0%	0%	0%
	Strongly Disagree	1	2%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%
	No Opinion/(DK/NA)	5	7%	0%	0%	0%	7%	0%	0%	0%	5%	17%	0%	0%	0%	0%
73. Agreement: (Pleasanton ONLY) Buying rider punch cards is easy and convenient	Strongly Agree	73	68%	0%	0%	0%	0%	0%	0%	0%	0%	0%	68%	0%	0%	0%
	Somewhat Agree	13	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	0%	0%	0%
	Somewhat Disagree	3	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%
	Strongly Disagree	2	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%
	No Opinion/(DK/NA)	15	14%	0%	0%	0%	0%	0%	0%	0%	0%	0%	14%	0%	0%	0%
53. Agreement: (Q2 ANSWER) The pickups are on time	Agree	793	77%	67%	75%	64%	86%	79%	77%	79%	78%	83%	88%	74%	78%	77%
	Disagree	132	13%	16%	17%	31%	14%	11%	11%	10%	16%	17%	5%	10%	8%	22%
	No Opin/(DK/NA)	108	10%	17%	8%	5%	0%	11%	12%	11%	5%	0%	8%	17%	14%	1%
54. Agreement: (Q2 ANSWER) The vehicles are clean and well maintained	Agree	883	86%	79%	83%	85%	93%	81%	83%	88%	89%	94%	94%	84%	82%	93%
	Disagree	55	5%	4%	8%	8%	7%	7%	7%	1%	8%	6%	1%	5%	5%	6%
	No Opin/(DK/NA)	95	9%	17%	8%	7%	0%	12%	10%	11%	3%	0%	5%	11%	13%	1%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
55. Agreement: (Q2 ANSWER) I can schedule a ride or trip at the time I request	Agree	712	69%	73%	92%	71%	79%	58%	67%	60%	82%	83%	83%	61%	72%	80%
	Disagree	169	16%	11%	8%	19%	7%	27%	17%	23%	9%	17%	9%	14%	11%	15%
	No Opin/(DK/NA)	152	15%	16%	0%	10%	14%	15%	16%	17%	9%	0%	9%	25%	17%	5%
56. Agreement: (Q2 ANSWER) The service can take me to the places I need to go	Agree	870	84%	78%	83%	87%	100%	80%	88%	77%	93%	100%	88%	80%	83%	96%
	Disagree	53	5%	1%	8%	6%	0%	6%	1%	11%	2%	0%	5%	6%	5%	3%
	No Opin/(DK/NA)	111	11%	21%	8%	7%	0%	14%	11%	12%	4%	0%	8%	14%	12%	1%
57. Agreement: (Q2 ANSWER) Person that I call to reserve or schedule is courteous	Agree	831	80%	79%	83%	81%	64%	77%	81%	80%	90%	100%	88%	71%	81%	92%
	Disagree	52	5%	2%	8%	5%	14%	9%	5%	3%	5%	0%	3%	4%	3%	6%
	No Opin/(DK/NA)	150	15%	19%	8%	14%	21%	14%	14%	17%	4%	0%	9%	25%	16%	2%
58. Agreement: (Q2 ANSWER) Reservations and scheduling a ride is easy, convenient	Agree	728	71%	73%	92%	70%	93%	63%	70%	63%	86%	83%	80%	61%	73%	84%
	Disagree	160	16%	11%	0%	16%	7%	23%	17%	22%	10%	11%	12%	13%	12%	15%
	No Opin/(DK/NA)	145	14%	16%	8%	14%	0%	14%	13%	15%	4%	6%	9%	26%	15%	1%
59. Agreement: (Q2 ANSWER) The drivers are courteous to the riders	Agree	905	88%	78%	75%	85%	71%	88%	87%	87%	85%	100%	93%	88%	86%	96%
	Disagree	32	3%	4%	8%	12%	21%	3%	3%	3%	11%	0%	0%	0%	1%	0%
	No Opin/(DK/NA)	96	9%	19%	17%	3%	7%	10%	10%	10%	4%	0%	7%	12%	13%	4%
60. Agreement: I feel safe when riding (Q2 ANSWER)	Agree	889	86%	81%	92%	85%	100%	80%	83%	87%	89%	94%	93%	83%	88%	96%
	Disagree	32	3%	2%	0%	5%	0%	5%	5%	2%	7%	6%	1%	1%	1%	4%
	No Opin/(DK/NA)	112	11%	16%	8%	10%	0%	15%	12%	11%	4%	0%	6%	16%	11%	0%
61. Agreement: (Q2 ANSWER) The ride is comfortable	Agree	873	84%	84%	83%	86%	100%	83%	81%	83%	86%	94%	90%	85%	83%	80%
	Disagree	59	6%	1%	0%	9%	0%	6%	6%	5%	10%	6%	3%	3%	3%	18%
	No Opin/(DK/NA)	101	10%	15%	17%	5%	0%	11%	13%	12%	4%	0%	7%	12%	14%	2%
62. Agreement: (Q2 ANSWER) Drivers make an effort to help me with my specific needs	Agree	848	82%	74%	67%	70%	79%	81%	84%	80%	81%	89%	91%	82%	81%	94%
	Disagree	59	6%	6%	17%	18%	21%	4%	2%	4%	14%	11%	1%	4%	5%	3%
	No Opin/(DK/NA)	127	12%	20%	17%	12%	0%	15%	14%	16%	4%	0%	8%	14%	14%	3%
63. Agreement: (Q2 ANSWER) The drivers know the area well	Agree	846	82%	74%	83%	78%	86%	81%	75%	89%	79%	94%	90%	80%	79%	88%
	Disagree	71	7%	7%	8%	17%	0%	7%	9%	1%	16%	6%	1%	4%	6%	9%
	No Opin/(DK/NA)	116	11%	19%	8%	5%	14%	12%	16%	10%	4%	0%	9%	16%	15%	3%

ACTIA Banner 1

		All		Area												
		N	%	Alameda	Albany	Berkeley	Emeryville	Fremont	Hayward	Newark	Oakland Taxi	Oakland Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
64. Agreement: (Q2 ANSWER) Drivers help secure chair, help into vehicle	Agree	759	74%	72%	58%	63%	64%	73%	78%	73%	69%	89%	82%	70%	75%	83%
	Disagree	54	5%	5%	8%	13%	21%	4%	4%	3%	18%	11%	1%	2%	4%	6%
	No Opin/(DK/NA)	219	21%	23%	33%	24%	14%	22%	18%	24%	13%	0%	17%	28%	21%	11%
65. Agreement: (Q2 ANSWER) The amount I pay for rides is reasonable	Agree	832	81%	77%	75%	79%	100%	87%	82%	74%	87%	83%	89%	69%	86%	71%
	Disagree	75	7%	6%	8%	10%	0%	5%	7%	12%	9%	11%	6%	2%	2%	28%
	No Opin/(DK/NA)	126	12%	17%	17%	11%	0%	8%	11%	14%	4%	6%	5%	29%	12%	1%
66. Agreement: (Alameda ONLY) Receiving vouchers for taxi rides is easy, convenient	Agree	31	77%	77%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Disagree	2	5%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No Opin/(DK/NA)	8	19%	19%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
67. Agreement: (Albany ONLY) Paying, receiving reimbursement easy	Agree	13	83%	0%	83%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Disagree	3	17%	0%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
68. Agreement: (Berkeley ONLY) Receiving free scrip, tickets, vouchers is easy	Agree	69	81%	0%	0%	81%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Disagree	10	12%	0%	0%	12%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No Opin/(DK/NA)	6	7%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
69. Agreement: (Fremont ONLY) Paying the fare directly to the driver is easy, convenient	Agree	176	88%	0%	0%	0%	0%	88%	0%	0%	0%	0%	0%	0%	0%	0%
	Disagree	4	2%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%
	No Opin/(DK/NA)	21	11%	0%	0%	0%	0%	11%	0%	0%	0%	0%	0%	0%	0%	0%
70. Agreement: (Hayward, San Leandro, Wheels D-A-R ONLY) Paying is easy	Agree	246	78%	0%	0%	0%	0%	0%	84%	0%	0%	0%	0%	69%	0%	94%
	Disagree	7	2%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	5%
	No Opin/(DK/NA)	62	20%	0%	0%	0%	0%	0%	12%	0%	0%	0%	0%	31%	0%	1%
71. Agreement: (Newark, Union City ONLY) Buying tickets for rides is easy and convenient	Agree	127	64%	0%	0%	0%	0%	0%	0%	78%	0%	0%	0%	0%	55%	0%
	Disagree	19	10%	0%	0%	0%	0%	0%	0%	12%	0%	0%	0%	0%	8%	0%
	No Opin/(DK/NA)	53	27%	0%	0%	0%	0%	0%	0%	10%	0%	0%	0%	0%	37%	0%
72. Agreement: (Emeryville, Oakland Taxi, Oakland Van) Buying scrip, vouchers is easy	Agree	61	88%	0%	0%	0%	86%	0%	0%	0%	90%	78%	0%	0%	0%	0%
	Disagree	3	5%	0%	0%	0%	7%	0%	0%	0%	4%	6%	0%	0%	0%	0%
	No Opin/(DK/NA)	5	7%	0%	0%	0%	7%	0%	0%	0%	5%	17%	0%	0%	0%	0%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
73. Agreement: (Pleasanton ONLY) Buying rider punch cards is easy and convenient	Agree	86	81%	0%	0%	0%	0%	0%	0%	0%	0%	0%	81%	0%	0%	0%
	Disagree	5	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%
	No Opin/(DK/NA)	15	14%	0%	0%	0%	0%	0%	0%	0%	0%	0%	14%	0%	0%	0%
74. Importance: Reducing the amount you pay for trips	Not important	159	17%	15%	25%	0%	7%	22%	21%	12%	13%	11%	25%	15%	10%	10%
	2	43	5%	6%	0%	0%	7%	4%	8%	4%	7%	0%	3%	6%	3%	3%
	3	117	12%	12%	8%	0%	21%	12%	9%	18%	10%	22%	13%	9%	14%	13%
	4	112	12%	6%	8%	0%	7%	12%	11%	12%	12%	6%	15%	9%	18%	7%
	Very important	425	45%	53%	58%	0%	43%	40%	45%	47%	51%	56%	38%	40%	45%	66%
	(DK)	92	10%	7%	0%	0%	14%	9%	6%	8%	8%	6%	6%	22%	10%	1%
75. Importance: Increasing the amount of free taxi scrip, wheelchair-van vouchers, and EBP tickets	Not important	3	3%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	2	3	4%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	3	8	9%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	4	10	12%	0%	0%	12%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Very important	56	66%	0%	0%	66%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(DK)	5	6%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
76. Importance: Training riders on how to use the service	Not important	79	8%	7%	25%	11%	7%	10%	8%	7%	3%	11%	9%	6%	4%	5%
	2	46	4%	6%	0%	6%	7%	4%	0%	4%	9%	0%	6%	8%	1%	1%
	3	116	11%	7%	0%	12%	29%	15%	9%	12%	5%	17%	6%	11%	12%	14%
	4	144	14%	10%	25%	13%	7%	16%	7%	13%	14%	0%	15%	15%	17%	12%
	Very important	536	52%	56%	50%	47%	36%	44%	60%	50%	57%	72%	58%	50%	52%	62%
	(DK)	113	11%	14%	0%	10%	14%	11%	16%	15%	11%	0%	7%	11%	14%	6%
77. Importance: Providing more assistance during your ride	Not important	132	13%	12%	17%	11%	21%	12%	13%	14%	10%	6%	16%	18%	9%	8%
	2	52	5%	4%	0%	10%	7%	4%	5%	4%	10%	0%	3%	6%	4%	6%
	3	81	8%	10%	8%	8%	14%	6%	8%	9%	10%	0%	4%	12%	7%	7%
	4	109	11%	7%	17%	12%	7%	12%	8%	12%	14%	11%	11%	10%	10%	6%
	Very important	581	56%	53%	58%	55%	50%	57%	61%	52%	48%	83%	58%	47%	63%	67%
	(DK)	78	8%	14%	0%	4%	0%	10%	5%	9%	8%	0%	9%	8%	7%	6%

ACTIA Banner 1

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
78. Importance: Providing a travel companion or escort	Not important	263	26%	19%	33%	29%	29%	24%	28%	21%	24%	28%	32%	30%	17%	24%
	2	64	6%	5%	8%	6%	0%	8%	5%	5%	7%	0%	8%	4%	7%	7%
	3	88	9%	6%	8%	14%	14%	6%	8%	11%	11%	11%	11%	7%	8%	7%
	4	81	8%	10%	0%	9%	14%	6%	5%	11%	8%	11%	6%	10%	7%	10%
	Very important	400	39%	48%	42%	30%	29%	42%	37%	38%	36%	50%	25%	32%	54%	45%
	(DK)	137	13%	12%	8%	11%	14%	13%	17%	15%	14%	0%	19%	17%	7%	6%
79. Importance: Being able to get a ride when you need one	Not important	24	2%	2%	0%	4%	0%	3%	1%	2%	3%	0%	3%	2%	3%	1%
	2	18	2%	0%	0%	1%	0%	0%	3%	1%	3%	0%	1%	3%	4%	2%
	3	68	7%	4%	0%	7%	7%	6%	4%	9%	5%	11%	5%	10%	7%	5%
	4	89	9%	7%	8%	7%	14%	12%	7%	6%	12%	6%	18%	5%	6%	4%
	Very important	786	76%	83%	92%	78%	71%	75%	78%	77%	75%	83%	69%	73%	74%	88%
	(DK)	48	5%	4%	0%	3%	7%	4%	7%	5%	1%	0%	4%	8%	6%	0%
80. Importance: Providing more information on other transportation options available to you	Not important	107	10%	9%	25%	9%	21%	12%	7%	8%	11%	11%	14%	12%	6%	9%
	2	51	5%	4%	0%	7%	14%	1%	6%	3%	10%	6%	7%	7%	4%	6%
	3	120	12%	11%	0%	16%	7%	18%	11%	7%	10%	22%	12%	7%	11%	10%
	4	142	14%	10%	17%	12%	7%	12%	12%	18%	18%	11%	12%	22%	12%	8%
	Very important	511	49%	58%	50%	48%	36%	48%	53%	55%	42%	33%	49%	38%	58%	62%
	(DK)	102	10%	9%	8%	7%	14%	11%	11%	9%	10%	17%	7%	15%	9%	5%
81. Importance: Allowing more trips per month	Not important	85	8%	7%	8%	4%	0%	10%	10%	9%	7%	17%	12%	7%	8%	6%
	2	33	3%	5%	0%	4%	0%	4%	5%	2%	12%	0%	4%	1%	2%	1%
	3	131	13%	15%	17%	15%	21%	12%	12%	13%	10%	6%	11%	18%	8%	10%
	4	142	14%	11%	25%	12%	14%	11%	6%	13%	8%	6%	12%	20%	20%	17%
	Very important	521	50%	40%	42%	61%	50%	54%	51%	53%	57%	67%	45%	42%	49%	56%
	(DK)	121	12%	22%	8%	4%	14%	10%	16%	10%	7%	6%	17%	13%	13%	10%
82. Importance: Being able to request an accessible vehicle for your ride	Not important	92	11%	7%	17%	13%	21%	11%	9%	12%	11%	11%	13%	0%	9%	6%
	2	26	3%	1%	17%	3%	0%	3%	3%	7%	7%	0%	0%	0%	1%	4%
	3	59	7%	2%	8%	12%	7%	6%	4%	12%	5%	0%	5%	0%	5%	10%
	4	102	12%	5%	8%	9%	14%	10%	12%	11%	13%	11%	15%	0%	17%	10%
	Very important	516	59%	73%	42%	54%	43%	65%	58%	50%	57%	78%	59%	0%	62%	59%
	(DK)	73	8%	11%	8%	9%	14%	6%	14%	9%	7%	0%	9%	0%	6%	11%

ACTIA Banner 1

		All		Area												
		N	%	Alameda	Albany	Berkeley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
74. Importance: (All BUT Berkeley) Reducing the amount you pay for trips	Not Important	159	17%	15%	25%	0%	7%	22%	21%	12%	13%	11%	25%	15%	10%	10%
	2--4	272	29%	25%	17%	0%	36%	29%	28%	34%	29%	28%	32%	24%	35%	23%
	Very Important	425	45%	53%	58%	0%	43%	40%	45%	47%	51%	56%	38%	40%	45%	66%
	(DK)	92	10%	7%	0%	0%	14%	9%	6%	8%	8%	6%	6%	22%	10%	1%
75. Importance: (Berkeley ONLY) Increasing free taxi scrip, wheelchair-van vouchers, East Bay PT tickets	Not Important	3	3%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	2--4	21	25%	0%	0%	25%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Very Important	56	66%	0%	0%	66%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(DK)	5	6%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
76. Importance: (Q2 ANSWER) Training riders on how to use the service	Not Important	79	8%	7%	25%	11%	7%	10%	8%	7%	3%	11%	9%	6%	4%	5%
	2--4	306	30%	23%	25%	31%	43%	35%	16%	29%	29%	17%	27%	33%	30%	27%
	Very Important	536	52%	56%	50%	47%	36%	44%	60%	50%	57%	72%	58%	50%	52%	62%
	(DK)	113	11%	14%	0%	10%	14%	11%	16%	15%	11%	0%	7%	11%	14%	6%
77. Importance: (Q2 ANSWER) Providing more assistance during your ride	Not Important	132	13%	12%	17%	11%	21%	12%	13%	14%	10%	6%	16%	18%	9%	8%
	2--4	242	23%	21%	25%	30%	29%	22%	21%	25%	34%	11%	17%	27%	21%	19%
	Very Important	581	56%	53%	58%	55%	50%	57%	61%	52%	48%	83%	58%	47%	63%	67%
	(DK)	78	8%	14%	0%	4%	0%	10%	5%	9%	8%	0%	9%	8%	7%	6%
78. Importance: (Q2 ANSWER) Providing a travel companion or escort	Not Important	263	26%	19%	33%	29%	29%	24%	28%	21%	24%	28%	32%	30%	17%	24%
	2--4	233	23%	21%	17%	29%	29%	20%	18%	27%	25%	22%	24%	21%	22%	24%
	Very Important	400	39%	48%	42%	30%	29%	42%	37%	38%	36%	50%	25%	32%	54%	45%
	(DK)	137	13%	12%	8%	11%	14%	13%	17%	15%	14%	0%	19%	17%	7%	6%
79. Importance: (Q2 ANSWER) Being able to get a ride when you need one	Not Important	24	2%	2%	0%	4%	0%	3%	1%	2%	3%	0%	3%	2%	3%	1%
	2--4	175	17%	11%	8%	15%	21%	18%	14%	16%	21%	17%	24%	18%	17%	11%
	Very Important	786	76%	83%	92%	78%	71%	75%	78%	77%	75%	83%	69%	73%	74%	88%
	(DK)	48	5%	4%	0%	3%	7%	4%	7%	5%	1%	0%	4%	8%	6%	0%
80. Importance: (Q2 ANSWER) Providing more information on other transportation options	Not Important	107	10%	9%	25%	9%	21%	12%	7%	8%	11%	11%	14%	12%	6%	9%
	2--4	313	30%	25%	17%	35%	29%	30%	29%	28%	37%	39%	30%	35%	27%	24%
	Very Important	511	49%	58%	50%	48%	36%	48%	53%	55%	42%	33%	49%	38%	58%	62%
	(DK)	102	10%	9%	8%	7%	14%	11%	11%	9%	10%	17%	7%	15%	9%	5%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Fre mont	Hay ward	New ark	Oakl and Taxi	Oakl and Van	Plea sant on	San Leandro	Unio n City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
81. Importance: (Q2 ANSWER) Allowing more trips per month	Not Important	85	8%	7%	8%	4%	0%	10%	10%	9%	7%	17%	12%	7%	8%	6%
	2--4	305	30%	31%	42%	31%	36%	27%	23%	28%	30%	11%	26%	38%	30%	28%
	Very Important	521	50%	40%	42%	61%	50%	54%	51%	53%	57%	67%	45%	42%	49%	56%
	(DK)	121	12%	22%	8%	4%	14%	10%	16%	10%	7%	6%	17%	13%	13%	10%
82. Importance: (All BUT San Leandro) Being able to request an accessible vehicle for your ride	Not Important	92	11%	7%	17%	13%	21%	11%	9%	12%	11%	11%	13%	0%	9%	6%
	2--4	187	22%	9%	33%	24%	21%	19%	19%	30%	25%	11%	20%	0%	23%	24%
	Very Important	516	59%	73%	42%	54%	43%	65%	58%	50%	57%	78%	59%	0%	62%	59%
	(DK)	73	8%	11%	8%	9%	14%	6%	14%	9%	7%	0%	9%	0%	6%	11%
83. Tried to make a reservation on (Q2 ANSWER) but were turned down?	Yes, turned down	366	35%	14%	0%	24%	14%	47%	39%	36%	21%	11%	36%	31%	35%	60%
	No, not turned down	623	60%	80%	92%	70%	86%	48%	58%	60%	74%	78%	63%	64%	61%	40%
	(Don't know)	44	4%	6%	8%	6%	0%	5%	3%	4%	5%	11%	2%	5%	4%	0%
84. Why were you unable to get the reservation?	Schedule was full	201	55%	18%	0%	35%	0%	67%	56%	61%	37%	100%	41%	53%	60%	54%
	Time requested was outside normal service	40	11%	9%	0%	9%	0%	8%	15%	8%	21%	0%	16%	13%	6%	15%
	Service doesn't travel to that location	5	1%	0%	0%	4%	0%	0%	0%	6%	5%	0%	0%	0%	6%	0%
	Don't know	14	4%	9%	0%	9%	0%	4%	5%	0%	5%	0%	0%	3%	6%	5%
	No same day service	14	4%	0%	0%	0%	0%	6%	3%	3%	0%	0%	3%	3%	3%	8%
	Called too late to get a reservation	44	12%	45%	0%	9%	0%	12%	10%	3%	5%	0%	24%	13%	14%	7%
	Not enough rides	12	3%	0%	0%	0%	0%	0%	5%	3%	5%	0%	5%	9%	3%	2%
	No available drivers	8	2%	0%	0%	4%	0%	0%	3%	8%	5%	0%	5%	0%	3%	0%
	Bad service	8	2%	9%	0%	9%	0%	2%	0%	0%	5%	0%	0%	3%	0%	5%
	Not qualified	3	1%	9%	0%	4%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%
	Technical difficulties/Car problems	2	0%	0%	0%	4%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%
	They never answered the phone	5	1%	0%	0%	4%	0%	0%	0%	3%	0%	11%	0%	3%	0%	3%
	They never showed up	4	1%	0%	0%	9%	100%	0%	0%	0%	0%	0%	3%	0%	0%	0%
	Other	3	1%	0%	0%	0%	0%	0%	2%	0%	6%	0%	0%	0%	0%	0%

		All		Area												
		N	%	Alameda	Albany	Berkeley	Emeryville	Fremont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
85. Where were you trying to go?	Modesto	1	23%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%
	Union City	1	23%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%
	Oakland	1	10%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
	Fremont	1	14%	0%	0%	0%	0%	0%	0%	50%	0%	0%	0%	0%	0%	0%
	Berkeley	1	16%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Ohlone College	1	14%	0%	0%	0%	0%	0%	0%	50%	0%	0%	0%	0%	0%	0%
Q86 What did you do when you were turned down or not able to get that reservation?	Called program to complain	11	3%	9%	0%	4%	0%	6%	3%	0%	0%	0%	0%	3%	0%	3%
	Got a ride from friend/family member	97	26%	9%	0%	25%	50%	23%	23%	31%	21%	50%	38%	31%	26%	22%
	Got a ride from another service	79	22%	9%	0%	33%	0%	28%	28%	14%	26%	0%	24%	9%	23%	14%
	Took other form of public transit	58	16%	27%	0%	25%	50%	11%	18%	42%	16%	0%	16%	19%	9%	3%
	Drove myself	6	2%	0%	0%	0%	0%	0%	3%	0%	0%	0%	8%	0%	3%	2%
	Didn't make the trip (THIRD OTHER__)	130	36%	45%	0%	21%	0%	36%	31%	17%	37%	50%	30%	41%	43%	49%
	Rescheduled the reservation	15	4%	0%	0%	4%	0%	4%	5%	0%	21%	0%	0%	3%	3%	10%
87. Have you ever made a complaint about (Q2 ANSWER)?	Yes	153	15%	21%	0%	26%	14%	19%	9%	6%	29%	22%	3%	7%	8%	43%
	No	868	84%	78%	100%	72%	86%	81%	89%	94%	69%	72%	96%	91%	92%	56%
	(Don't know)	12	1%	1%	0%	2%	0%	1%	2%	0%	2%	6%	1%	2%	0%	1%
88. What was that complaint about?	For being late for pickup	36	24%	24%	0%	38%	50%	24%	33%	50%	12%	25%	0%	29%	0%	19%
	No ride available	1	1%	0%	0%	0%	0%	0%	0%	0%	8%	0%	0%	0%	0%	0%
	Rude driver	31	20%	24%	0%	19%	0%	14%	11%	17%	27%	25%	33%	29%	38%	16%
	Route took too long	7	5%	12%	0%	4%	0%	0%	0%	0%	0%	0%	0%	14%	0%	12%
	Never got picked up	38	25%	24%	0%	12%	50%	33%	33%	17%	19%	25%	0%	0%	63%	26%
	Difficult to make reservations	12	8%	6%	0%	4%	0%	10%	0%	17%	8%	0%	33%	0%	0%	14%
	Dispatch was rude	9	6%	6%	0%	4%	0%	10%	11%	0%	15%	25%	33%	0%	0%	0%
	Bad ride experience/saftey	10	7%	0%	0%	15%	0%	5%	11%	0%	0%	0%	0%	14%	0%	9%
	Wouldn't take scripts/vouchers	3	2%	0%	0%	0%	0%	5%	0%	0%	8%	0%	0%	0%	0%	0%
	Other	3	2%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	14%	0%	2%
	No answer	2	1%	6%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%

		All		Area												
		N	%	Alameda	Albany	Berkeley	Emeryville	Fremont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
88. The way your complaint was handled	Very satisfied	38	25%	24%	0%	19%	50%	14%	44%	33%	27%	25%	33%	29%	38%	28%
	Somewhat satisfied	43	28%	41%	0%	15%	0%	33%	22%	17%	27%	25%	33%	29%	38%	30%
	Somewhat unsatisfied	17	11%	0%	0%	23%	0%	5%	0%	0%	19%	0%	33%	14%	0%	14%
	Very unsatisfied	45	29%	29%	0%	31%	0%	38%	22%	50%	23%	25%	0%	29%	25%	26%
	(Don't know)	10	7%	6%	0%	12%	50%	10%	11%	0%	4%	25%	0%	0%	0%	2%
89. The way your complaint was handled	Satisfied	81	53%	65%	0%	35%	50%	48%	67%	50%	54%	50%	67%	57%	75%	58%
	Unsatisfied	62	40%	29%	0%	54%	0%	43%	22%	50%	42%	25%	33%	43%	25%	40%
	(Don't Know)	10	7%	6%	0%	12%	50%	10%	11%	0%	4%	25%	0%	0%	0%	2%
90. (Albany ONLY) Albany Senior Center day trip program	Yes, participate	4	25%	0%	25%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No/Don't know	12	75%	0%	75%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
91. (Berkeley ONLY) Berkeley Paratransit Services program change	Good thing	36	42%	0%	0%	42%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Bad thing	12	14%	0%	0%	14%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No difference	19	22%	0%	0%	22%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Don't know)	18	21%	0%	0%	21%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
92. (Pleasanton ONLY) Require transportation outside of the Tri-Valley region	Yes	42	39%	0%	0%	0%	0%	0%	0%	0%	0%	0%	39%	0%	0%	0%
	(No)	64	60%	0%	0%	0%	0%	0%	0%	0%	0%	0%	60%	0%	0%	0%
	(Don't know)	1	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Q92 To where?	Walnut Creek	9	22%	0%	0%	0%	0%	0%	0%	0%	0%	0%	22%	0%	0%	0%
	Pleasanton	3	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%
	Dublin	6	15%	0%	0%	0%	0%	0%	0%	0%	0%	0%	15%	0%	0%	0%
	Livermore	16	39%	0%	0%	0%	0%	0%	0%	0%	0%	0%	39%	0%	0%	0%
	Santa Clara	2	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%
	San Ramon	5	12%	0%	0%	0%	0%	0%	0%	0%	0%	0%	12%	0%	0%	0%
	Stanford	2	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%
	Other	3	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%
	Fremont	2	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%
	San Francisco	3	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%
	San Jose	2	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%
	Oakland	1	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%

ACTIA Banner 1

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Fremont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
93. (Pleasanton ONLY)	Yes	15	37%	0%	0%	0%	0%	0%	0%	0%	0%	0%	37%	0%	0%	0%
	Require transportation outside of Alameda County	25	59%	0%	0%	0%	0%	0%	0%	0%	0%	0%	59%	0%	0%	0%
	(Don't know)	2	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%
Q93 To where?	Contra Costa County	3	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	20%	0%	0%	0%
	Walnut Creek	4	27%	0%	0%	0%	0%	0%	0%	0%	0%	0%	27%	0%	0%	0%
	Fremont	2	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	0%	0%	0%
	Santa Clara	2	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	0%	0%	0%
	San Francisco	3	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	20%	0%	0%	0%
	Stanford	1	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%
	Oakland	2	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	13%	0%	0%	0%
	Sacramento	1	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%
	Palo Alto	1	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%
	No Answer	1	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%
94. (San Leandro ONLY)	Good thing	76	46%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	46%	0%	0%
	Change operating hours for Flex Shuttle	18	11%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	11%	0%	0%
	Bad thing	59	36%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	36%	0%	0%
	No difference	11	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	0%	0%
	(Don't know)															
95. What was the date of your last trip?	July 1--Aug 19, 2007	436	42%	37%	8%	42%	50%	37%	39%	29%	40%	56%	56%	40%	34%	83%
	Jan 1--Jun 30, 2007	285	28%	20%	25%	33%	29%	31%	32%	35%	35%	33%	21%	22%	34%	10%
	Before 2007	105	10%	7%	33%	6%	14%	12%	10%	18%	8%	0%	9%	14%	7%	2%
	DK/Don't remember	206	20%	36%	33%	18%	7%	20%	19%	19%	18%	11%	14%	25%	25%	5%
95. What was the date of your last trip	w/n past 1 month	227	22%	22%	0%	16%	14%	19%	22%	21%	12%	11%	37%	17%	15%	54%
	w/n past 6 months	492	48%	40%	33%	63%	64%	45%	48%	50%	65%	72%	38%	45%	50%	40%
	over 6 months ago/DK	314	30%	38%	67%	21%	21%	35%	30%	29%	23%	17%	26%	38%	35%	6%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
96. What was the main purpose of your most recent trip using (Q2 ANSWER)	(Medical appointment)	597	58%	67%	42%	66%	79%	55%	80%	74%	55%	83%	49%	40%	63%	53%
	(Visiting/Recreation/Social)	96	9%	5%	8%	7%	7%	11%	4%	3%	18%	0%	17%	10%	5%	13%
	(Shopping/Banking)	105	10%	5%	25%	10%	0%	6%	2%	1%	10%	11%	10%	24%	9%	13%
	(Errands)	37	4%	0%	0%	4%	0%	4%	1%	3%	2%	0%	6%	4%	6%	1%
	(Work)	28	3%	0%	0%	3%	0%	2%	0%	5%	3%	6%	5%	2%	2%	7%
	(School/College)	11	1%	0%	0%	0%	0%	1%	2%	1%	0%	0%	2%	1%	1%	3%
	(Travel to Senior Center)	18	2%	0%	0%	2%	7%	3%	0%	1%	4%	0%	3%	1%	1%	2%
	(Meal Program)	1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
	(Travel to Religious Institution)	16	2%	1%	0%	0%	0%	3%	1%	1%	4%	0%	0%	1%	1%	5%
	(Adult Day Care)	6	1%	0%	0%	0%	0%	2%	0%	0%	1%	0%	0%	1%	0%	1%
	(Don't Remember/Don't Know)	90	9%	20%	25%	6%	7%	12%	6%	7%	2%	0%	4%	14%	9%	0%
	Going to the Bart Station	6	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	1%	1%	2%
Never used this service	22	2%	2%	0%	2%	0%	3%	4%	3%	0%	0%	3%	2%	2%	0%	
97. Rate your experience with your most recent trip using (Q2 ANSWER)	Excellent	439	42%	38%	8%	32%	21%	36%	41%	42%	46%	67%	69%	36%	45%	52%
	Good	366	35%	33%	50%	42%	64%	35%	39%	42%	37%	17%	19%	37%	34%	34%
	Only fair	70	7%	5%	8%	9%	7%	10%	10%	5%	11%	11%	0%	6%	5%	7%
	Poor	55	5%	4%	17%	9%	0%	8%	2%	3%	3%	0%	4%	3%	6%	7%
	(Don't know)	103	10%	20%	17%	7%	7%	11%	8%	9%	2%	6%	8%	18%	10%	0%
97. Rate your experience with your most recent trip using (Q2 ANSWER)	Positive	805	78%	72%	58%	75%	86%	72%	80%	83%	84%	83%	88%	74%	79%	86%
	Negative	125	12%	9%	25%	18%	7%	18%	12%	8%	14%	11%	4%	9%	11%	14%
	(Don't Know)	103	10%	20%	17%	7%	7%	11%	8%	9%	2%	6%	8%	18%	10%	0%
98. For your most recent trip using (Q2 ANSWER) did the vehicle pick you up:	Earlier	138	13%	7%	8%	6%	0%	19%	12%	14%	9%	11%	13%	11%	12%	26%
	On time	672	65%	67%	58%	69%	86%	54%	64%	71%	76%	78%	70%	67%	67%	61%
	Later	87	8%	5%	17%	13%	0%	12%	11%	1%	11%	11%	6%	4%	10%	10%
	Did not show up	21	2%	2%	0%	4%	7%	4%	0%	1%	1%	0%	2%	0%	3%	2%
	(Don't know)	115	11%	19%	17%	8%	7%	12%	13%	13%	3%	0%	9%	19%	8%	1%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
99. How much (Earlier/Later) did the vehicle show up?	1-15 minutes	146	65%	70%	67%	32%	0%	74%	52%	80%	67%	0%	70%	73%	68%	56%
	16-30 minutes	49	22%	30%	33%	37%	0%	18%	30%	20%	17%	50%	20%	13%	18%	28%
	31-45 minutes	11	5%	0%	0%	11%	0%	6%	0%	0%	0%	25%	0%	7%	5%	8%
	46-60 minutes	8	3%	0%	0%	11%	0%	3%	4%	0%	6%	0%	5%	0%	5%	3%
	Over an hour	4	2%	0%	0%	5%	0%	0%	4%	0%	6%	25%	0%	0%	0%	6%
	(DK)	7	3%	0%	0%	5%	0%	0%	9%	0%	6%	0%	5%	7%	5%	0%
99. How much (Earlier/Later) did the vehicle show up?	< 15 min	146	65%	70%	67%	32%	0%	74%	52%	80%	67%	0%	70%	73%	68%	56%
	15 min+	72	32%	30%	33%	63%	0%	26%	39%	20%	28%	100%	25%	20%	27%	44%
	(DK)	7	3%	0%	0%	5%	0%	0%	9%	0%	6%	0%	5%	7%	5%	0%
Q100 When the vehicle did not show up, what did you do?	(Called to complain)	7	33%	100%	0%	50%	0%	25%	0%	0%	0%	0%	50%	0%	33%	0%
	(Got a ride from friend/family member)	4	20%	0%	0%	25%	0%	0%	0%	100%	100%	0%	0%	0%	33%	50%
	(Got a ride from another service)	5	25%	0%	0%	50%	0%	50%	0%	0%	0%	0%	0%	0%	0%	0%
	(Took other form of public transit)	1	3%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	(Drove myself)	2	11%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%	33%	0%
(Didn't make the trip)	5	22%	0%	0%	25%	0%	25%	0%	0%	0%	0%	0%	0%	33%	50%	
101. On your most recent trip using (Q2 ANSWER) did you get to your destination:	Earlier	191	18%	16%	25%	10%	7%	23%	14%	20%	19%	11%	22%	15%	14%	32%
	On time	637	62%	54%	42%	64%	86%	52%	65%	65%	67%	78%	67%	63%	67%	58%
	Later	77	7%	7%	8%	15%	7%	11%	8%	0%	11%	11%	3%	4%	8%	7%
	(Don't know)	129	12%	22%	25%	11%	0%	14%	13%	15%	3%	0%	8%	19%	11%	3%
102. (Union City ONLY) Most recent Union City PT trip involve transfer to/from East Bay PT?	Yes	11	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%
	No	99	81%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	81%	0%
	(Don't know / Refused)	12	10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%	0%
103. (Union City ONLY) Most recent Union City PT trip involve transfer to/from fixed-route service?	Union City Transit	10	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	8%	0%
	A.C. Transit	4	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%
	Bart	7	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	6%	0%
	(No / Did not involve a transfer)	89	73%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	73%	0%
	(Don't know / Refused)	12	10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%	0%

	All		Area												
	N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
			%	%	%	%	%	%	%	%	%	%	%	%	%
Q104 And what could the (Paratransit Service) change to do that make you ride more often?															
Be on time	98	9%	14%	8%	15%	14%	6%	6%	9%	15%	17%	6%	9%	10%	14%
Be able to make reservations the same day	87	8%	5%	0%	5%	0%	11%	7%	7%	8%	0%	10%	8%	10%	13%
Be more available	92	9%	10%	0%	2%	7%	11%	12%	9%	12%	0%	4%	15%	9%	4%
Extend service hours	54	5%	5%	0%	2%	7%	5%	2%	3%	2%	0%	1%	16%	5%	2%
Flexibility	13	1%	1%	0%	1%	0%	3%	0%	1%	1%	0%	1%	1%	1%	1%
Provide more information about their services	11	1%	2%	0%	1%	0%	1%	0%	2%	0%	0%	1%	3%	0%	0%
Expanded routes	47	5%	2%	0%	1%	0%	4%	2%	3%	2%	0%	6%	10%	7%	3%
More convenient stops for customers	23	2%	7%	0%	5%	0%	1%	1%	2%	1%	6%	0%	5%	1%	2%
Better routes	14	1%	2%	0%	2%	0%	1%	1%	2%	0%	6%	1%	1%	2%	2%
Cheaper/Better prices	56	5%	4%	17%	9%	14%	6%	6%	9%	3%	6%	5%	1%	3%	8%
Better vehicles	28	3%	2%	8%	2%	0%	3%	6%	2%	1%	6%	3%	0%	1%	9%
Improve customer service	37	4%	2%	17%	6%	0%	5%	1%	4%	7%	6%	2%	1%	1%	7%
More efficient service	23	2%	4%	0%	4%	0%	3%	4%	0%	5%	0%	0%	0%	3%	4%
Multi-lingual service	11	1%	0%	8%	2%	0%	2%	1%	2%	0%	0%	0%	1%	0%	0%
Better trained drivers	45	4%	5%	8%	11%	21%	6%	2%	2%	10%	6%	2%	0%	1%	8%
More drivers	19	2%	0%	0%	0%	0%	2%	2%	7%	1%	0%	2%	0%	4%	1%
Better dispatch	11	1%	1%	0%	1%	0%	1%	0%	2%	1%	0%	2%	0%	0%	5%
More vehicles	30	3%	0%	0%	1%	0%	3%	5%	4%	3%	0%	5%	1%	5%	3%
Offer more voucher scripts	26	2%	2%	0%	18%	7%	1%	1%	1%	8%	0%	0%	0%	1%	0%
More staff	1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Offer convenient programs	5	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%
Use it on a "need to" basis	20	2%	2%	0%	0%	7%	4%	5%	2%	2%	0%	1%	2%	0%	0%
Advertise more	3	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%
Don't Know	775	75%	59%	100%	67%	50%	72%	85%	70%	70%	61%	82%	76%	85%	70%
Other	44	4%	4%	17%	4%	0%	4%	3%	1%	2%	0%	3%	6%	8%	1%
No Answer	496	48%	63%	17%	38%	71%	48%	48%	56%	44%	89%	64%	42%	42%	42%

	All		Area												
	N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Taxi	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
			%	%	%	%	%	%	%	%	%	%	%	%	%
Q105 Thinking about all public transportation services, what could be done to do that make you ride more often?															
Lower fares	93	9%	5%	17%	11%	0%	10%	4%	21%	4%	6%	1%	12%	11%	5%
More friendly/courteous drivers	47	5%	7%	0%	8%	7%	2%	6%	6%	5%	6%	3%	5%	6%	3%
More physical assistance provided by drivers	41	4%	4%	8%	3%	0%	3%	4%	11%	5%	6%	1%	5%	3%	4%
More training on how to access/use service	19	2%	0%	8%	1%	0%	2%	0%	5%	1%	0%	3%	2%	1%	2%
Better reliability/on-time record	128	12%	10%	33%	22%	21%	10%	12%	12%	10%	11%	7%	14%	13%	11%
If service provided an escort or travel companion	16	2%	0%	0%	0%	0%	2%	1%	1%	1%	0%	2%	3%	2%	1%
More Bus routes	50	5%	7%	8%	2%	7%	5%	5%	6%	9%	0%	6%	3%	2%	9%
Lifts for the handicapped	7	1%	2%	0%	1%	0%	1%	1%	1%	2%	0%	1%	0%	0%	0%
Announce the stops	5	0%	0%	0%	2%	0%	0%	0%	0%	2%	0%	0%	0%	1%	1%
Better access	33	3%	2%	0%	4%	0%	6%	7%	1%	5%	0%	0%	2%	1%	4%
Service for seniors	26	3%	1%	0%	2%	0%	1%	2%	3%	7%	6%	2%	2%	6%	3%
Extended hours	18	2%	0%	0%	1%	0%	3%	1%	0%	2%	0%	1%	4%	1%	2%
Fixed bus fares	4	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%
Improve the reservation system	18	2%	2%	0%	2%	0%	2%	4%	0%	0%	0%	4%	2%	1%	0%
Better ride quality	22	2%	2%	0%	3%	0%	4%	4%	0%	0%	6%	0%	1%	3%	3%
Be more available	14	1%	2%	0%	2%	7%	2%	3%	3%	0%	0%	1%	1%	0%	0%
Better schedule	40	4%	1%	0%	5%	0%	4%	6%	2%	3%	0%	4%	3%	8%	2%
Offer more transportation	14	1%	2%	0%	1%	0%	1%	1%	1%	2%	0%	2%	2%	1%	1%
Readily available information	3	0%	1%	0%	0%	7%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Don't know	431	42%	41%	42%	32%	50%	40%	40%	37%	37%	56%	53%	45%	41%	42%
Other	18	2%	1%	0%	3%	0%	2%	2%	2%	3%	0%	3%	0%	1%	3%
No Answer	71	7%	11%	0%	7%	0%	8%	7%	8%	4%	11%	10%	5%	6%	6%

ACTIA Banner 1

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Fremont	Hayward	Newark	Oakland and Taxi	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
106. (All BUT Hayward, Pleasanton, San Leandro, Wheels DAR) Taxi you most frequently use for rides with (Q2 ANSWER)?	Friendly Cab	85	14%	41%	17%	37%	64%	2%	0%	1%	34%	33%	0%	0%	2%	0%
	Yellow Cab	73	12%	5%	17%	24%	7%	11%	0%	5%	27%	6%	0%	0%	6%	0%
	Paratransit	18	3%	2%	0%	1%	0%	4%	0%	5%	0%	0%	0%	0%	3%	0%
	Alameda Cab	3	1%	1%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	1%	0%
	Luxor	3	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Metro	3	0%	0%	0%	1%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%
	Tri-City	3	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%
	Veterans	12	2%	0%	0%	1%	0%	1%	0%	0%	14%	0%	0%	0%	2%	0%
	Welcome Trains	1	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Fremont PrivateTransit	14	2%	0%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%
	Taxi (Unspecified)	3	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
	Easy Bay	4	1%	2%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	Ez Does It	3	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	M.V.	7	1%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%
	Newark	2	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%
	Union City	8	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	4%	0%	
	VIP	5	1%	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%	0%	0%	
	Any Taxi	13	2%	0%	0%	4%	0%	0%	0%	4%	5%	0%	0%	3%	0%	
	Don't Know	198	32%	21%	25%	7%	7%	42%	0%	47%	4%	11%	0%	46%	0%	
	Other	17	3%	4%	0%	4%	0%	3%	0%	2%	0%	0%	0%	4%	0%	
	No answer	138	23%	21%	42%	12%	21%	25%	0%	28%	10%	0%	0%	28%	0%	
106. (All BUT Hayward, Pleasanton, San Leandro, Wheels DAR) Taxi you most frequently use for rides with (Q2 ANSWER)?	Friendly Cab	85	14%	41%	17%	37%	64%	2%	0%	1%	34%	33%	0%	0%	2%	0%
	Yellow Cab	73	12%	5%	17%	24%	7%	11%	0%	5%	27%	6%	0%	0%	6%	0%
	Other	118	19%	12%	0%	19%	0%	21%	0%	20%	24%	50%	0%	0%	18%	0%
	Don't Know	198	32%	21%	25%	7%	7%	42%	0%	47%	4%	11%	0%	0%	46%	0%
	No answer	138	23%	21%	42%	12%	21%	25%	0%	28%	10%	0%	0%	28%	0%	

	All		Area												
	N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAVTA
			%	%	%	%	%	%	%	%	%	%	%	%	%
Q107 Where do you get information about (Paratransit Service)?															
(Senior center)	223	22%	42%	67%	14%	79%	11%	8%	49%	11%	6%	37%	24%	11%	18%
(Information fair)	13	1%	0%	0%	1%	0%	3%	2%	0%	1%	0%	1%	1%	2%	0%
(Friends/relatives)	196	19%	10%	8%	23%	14%	20%	24%	17%	16%	17%	22%	21%	16%	13%
(Drivers)	17	2%	0%	0%	0%	0%	2%	0%	2%	3%	11%	2%	1%	3%	3%
(Case Worker)	34	3%	1%	0%	2%	0%	8%	2%	1%	7%	6%	0%	1%	4%	4%
(Meals on Wheels)	1	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
(Newspaper)	38	4%	1%	8%	0%	0%	3%	1%	5%	1%	0%	4%	11%	1%	3%
(Radio)	2	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
(Television)	3	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	1%
(Customer Service Representative)	38	4%	4%	0%	6%	7%	4%	1%	3%	7%	6%	3%	2%	5%	4%
(Reservationist)	3	0%	2%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%
(Internet)	11	1%	1%	0%	0%	0%	2%	0%	0%	2%	0%	0%	1%	2%	2%
(Healthcare Provider)	44	4%	6%	8%	6%	0%	6%	6%	3%	8%	11%	1%	1%	2%	8%
Hospital	65	6%	6%	0%	2%	0%	9%	15%	4%	5%	11%	6%	5%	5%	5%
(Mail)	131	13%	11%	8%	21%	0%	10%	12%	16%	11%	0%	13%	16%	16%	2%
Phone book/Yellow Pages	17	2%	2%	0%	1%	0%	4%	3%	0%	1%	0%	0%	1%	0%	3%
Ads on the bus/taxi/Bart	16	2%	0%	0%	0%	0%	1%	0%	1%	1%	0%	3%	3%	2%	4%
Community Center	71	7%	1%	0%	10%	0%	11%	8%	1%	4%	6%	1%	12%	7%	2%
Directly contact the Paratransit Office/Center	58	6%	4%	8%	6%	0%	2%	5%	2%	8%	6%	10%	3%	12%	10%
Wheels Bus	7	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	7%
Flyers/Pamphlets	9	1%	0%	0%	0%	0%	2%	1%	1%	0%	0%	1%	0%	1%	2%
No answer	92	9%	10%	0%	9%	14%	9%	12%	5%	13%	17%	6%	10%	9%	8%
Other	19	2%	0%	0%	1%	0%	2%	3%	1%	2%	11%	2%	0%	3%	5%
Don't Remember	5	0%	0%	0%	2%	0%	0%	0%	0%	2%	0%	1%	0%	0%	1%
108. When you ride (Q2 ANSWER), do you usually travel with an assistant?															
Yes	270	26%	30%	33%	31%	7%	28%	25%	36%	23%	50%	13%	16%	38%	26%
No	718	70%	63%	58%	64%	93%	67%	71%	60%	74%	50%	84%	78%	57%	74%
(Don't know)	45	4%	7%	8%	5%	0%	4%	4%	4%	3%	0%	4%	6%	5%	0%

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
109. What type of mobility device do you use when riding (Q2 ANSWER)	Wheelchair	168	16%	12%	17%	18%	0%	24%	24%	17%	5%	56%	11%	5%	20%	18%
	Walker	147	14%	21%	17%	9%	36%	15%	14%	8%	22%	11%	9%	15%	18%	14%
	Scooter	30	3%	5%	0%	2%	0%	5%	1%	0%	1%	6%	6%	1%	3%	3%
	Cane	271	26%	28%	33%	38%	29%	22%	22%	26%	49%	17%	19%	28%	27%	14%
	None/Don't use a mobility device	401	39%	30%	25%	31%	36%	32%	36%	49%	22%	11%	56%	50%	30%	48%
	Other	10	1%	2%	8%	0%	0%	0%	2%	1%	0%	0%	0%	1%	2%	2%
	Crutches	6	1%	1%	0%	1%	0%	2%	1%	0%	0%	0%	0%	0%	0%	0%
109. What type of mobility device do you use when riding (Q2 ANSWER)	Wheelchair	168	16%	12%	17%	18%	0%	24%	24%	17%	5%	56%	11%	5%	20%	18%
	Walker	147	14%	21%	17%	9%	36%	15%	14%	8%	22%	11%	9%	15%	18%	14%
	Cane	271	26%	28%	33%	38%	29%	22%	22%	26%	49%	17%	19%	28%	27%	14%
	None	401	39%	30%	25%	31%	36%	32%	36%	49%	22%	11%	56%	50%	30%	48%
	Other	46	4%	9%	8%	3%	0%	7%	4%	1%	1%	6%	6%	2%	5%	5%
110. What is your current situation?	Live independently w/o assistance	483	47%	47%	50%	52%	64%	35%	49%	36%	55%	17%	62%	68%	25%	45%
	Live with family who help	355	34%	35%	25%	18%	0%	42%	40%	44%	22%	50%	22%	25%	52%	41%
	Someone comes into the home	95	9%	14%	8%	20%	36%	12%	7%	9%	15%	22%	5%	3%	5%	5%
	Assisted living facility	48	5%	1%	0%	5%	0%	6%	2%	6%	4%	6%	4%	2%	10%	3%
	24 hr care or nursing facility	26	3%	2%	8%	1%	0%	2%	1%	2%	2%	0%	6%	1%	4%	5%
	Other	2	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
110. What is your current situation?	Refused	24	2%	1%	8%	4%	0%	2%	1%	4%	1%	6%	2%	2%	4%	0%
	Live independently w/o assistance	483	47%	47%	50%	52%	64%	35%	49%	36%	55%	17%	62%	68%	25%	45%
	Live with family who help	355	34%	35%	25%	18%	0%	42%	40%	44%	22%	50%	22%	25%	52%	41%
	Someone comes into the home	95	9%	14%	8%	20%	36%	12%	7%	9%	15%	22%	5%	3%	5%	5%
	Assisted living/24 hr. or nursing facility	74	7%	4%	8%	6%	0%	8%	3%	8%	7%	6%	10%	3%	14%	8%
Other/Refused	26	2%	1%	8%	4%	0%	3%	1%	4%	1%	6%	2%	2%	4%	0%	

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Tax	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
111. Age	17-24	12	1%	1%	0%	1%	0%	2%	0%	0%	0%	0%	0%	2%	6%	
	25-34	16	2%	1%	0%	2%	0%	2%	1%	1%	0%	0%	1%	0%	3%	5%
	35-44	24	2%	1%	0%	3%	7%	4%	1%	2%	0%	0%	2%	1%	1%	8%
	45-54	57	6%	9%	8%	5%	0%	12%	4%	3%	3%	6%	6%	1%	4%	6%
	55-64	128	12%	17%	8%	15%	0%	10%	19%	12%	11%	33%	10%	8%	14%	20%
	65-74	186	18%	14%	17%	14%	0%	22%	24%	23%	10%	11%	13%	17%	20%	17%
	75-84	362	35%	27%	8%	33%	64%	32%	33%	44%	40%	22%	48%	36%	34%	23%
	85+	188	18%	25%	33%	22%	14%	13%	16%	8%	30%	11%	12%	33%	15%	8%
	Refused	61	6%	5%	25%	4%	14%	4%	2%	8%	7%	17%	9%	4%	7%	6%
111. Age	17-64	236	23%	30%	17%	26%	7%	28%	25%	18%	14%	39%	18%	10%	24%	45%
	65-74	186	18%	14%	17%	14%	0%	22%	24%	23%	10%	11%	13%	17%	20%	17%
	75-84	362	35%	27%	8%	33%	64%	32%	33%	44%	40%	22%	48%	36%	34%	23%
	85+	188	18%	25%	33%	22%	14%	13%	16%	8%	30%	11%	12%	33%	15%	8%
	Refused	61	6%	5%	25%	4%	14%	4%	2%	8%	7%	17%	9%	4%	7%	6%
112. RACE	Afr.-Am./Black	120	12%	22%	8%	28%	29%	8%	13%	1%	40%	72%	2%	4%	15%	3%
	White	574	56%	54%	67%	45%	50%	53%	62%	38%	45%	0%	75%	69%	36%	75%
	Hisp./Latin-Am.	71	7%	5%	0%	6%	0%	6%	8%	9%	3%	11%	5%	5%	14%	7%
	Asian/Pac. Islander	165	16%	9%	17%	10%	14%	19%	8%	44%	5%	6%	8%	14%	25%	7%
	Native Am.	6	1%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	1%	1%	1%
	Bi or Multi-racial	32	3%	2%	0%	5%	7%	6%	2%	0%	1%	6%	1%	3%	3%	2%
	Other	9	1%	0%	0%	0%	0%	1%	1%	2%	0%	0%	3%	0%	1%	1%
	(Refused)	57	5%	6%	8%	5%	0%	6%	5%	6%	5%	6%	7%	5%	5%	4%
112. RACE	Afr.-Am./Black	120	12%	22%	8%	28%	29%	8%	13%	1%	40%	72%	2%	4%	15%	3%
	White	574	56%	54%	67%	45%	50%	53%	62%	38%	45%	0%	75%	69%	36%	75%
	Hisp./Latin-Am.	71	7%	5%	0%	6%	0%	6%	8%	9%	3%	11%	5%	5%	14%	7%
	Asian/Pac. Islander	165	16%	9%	17%	10%	14%	19%	8%	44%	5%	6%	8%	14%	25%	7%
	Other	47	5%	4%	0%	5%	7%	7%	4%	3%	1%	6%	4%	4%	5%	4%
	(Refused)	57	5%	6%	8%	5%	0%	6%	5%	6%	5%	6%	7%	5%	5%	4%

ACTIA Banner 1

		All		Area												
		N	%	Alameda	Albany	Berkley	Emeryville	Freemont	Hayward	Newark	Oakland and Taxi	Oakland and Van	Pleasanton	San Leandro	Union City	LAV TA
				%	%	%	%	%	%	%	%	%	%	%	%	%
Mode	Taxi	125	12%	0%	0%	88%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
	Van	10	1%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%
	Wheelchair-Van	10	1%	0%	0%	12%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	No Data	888	86%	100%	100%	0%	100%	100%	100%	100%	0%	0%	100%	100%	100%	100%
Mob1 and Mob2	Cane	91	9%	42%	0%	0%	0%	0%	0%	0%	0%	0%	0%	30%	20%	0%
	Walker	61	6%	25%	0%	0%	0%	0%	0%	0%	0%	0%	8%	9%	23%	0%
	Wheelchair	50	5%	7%	0%	0%	0%	0%	0%	0%	0%	0%	18%	1%	21%	0%
	N/A	90	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	55%	0%	0%
	Other	31	3%	6%	0%	0%	0%	0%	0%	0%	0%	0%	6%	3%	14%	0%
	No Data	1743	169%	120%	200%	200%	200%	200%	200%	200%	200%	200%	168%	102%	122%	200%
Travel	False	31	3%	77%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	N	164	16%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	83%	22%	0%
	S	40	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	0%
	True	10	1%	23%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Y	79	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	15%	45%	0%
	No Data	709	69%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	2%	0%	100%