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Alameda-Contra Costa Transit District

English

## AC Transit On-Board Survey

AC Transit wants to know how to serve you better. Your answers will be used to find out how you use the bus and how you feel about the service. You're welcome to take the survey or not, you may stop at any time, and you may answer only the questions you want to answer. If you prefer, take the survey with you and mail it back to us without a stamp (see address on back). If you complete and return the survey, we understand you have agreed to the above. Please do not put your name on this form. The survey takes about 5 minutes of your time. If you have questions, ask a surveyor for help or call Lisel Blash at 415-338-6733.

THIS SURVEY IS COMPLETELY ANONYMOUS.

### TELL ME ABOUT YOUR TRIP

**1** How many AC buses will it take to complete this **one-way** trip today? *Please choose one*

☐ 1 bus    ☐ 2 buses    ☐ 3 buses    ☐ 4 + buses

**2** How long did you wait for this bus to arrive?

☐ Less than 5 minutes    ☐ 16-20 minutes

☐ 5-10 minutes    ☐ More than 20 minutes

☐ 11-15 minutes

**3** What **kind of fare** did you pay on this bus trip today? *Please choose one*

☐ Youth    ☐ Senior    ☐ Adult    ☐ Disabled

**4** How did you **pay** your fare on this bus trip today? *Please choose one*

☐ Cash    ☐ Senior/Disabled Monthly Sticker

☐ 10-Ride Ticket    ☐ Translink E-Cash

☐ 31-Day Ticket    ☐ Translink EasyPass

☐ AC Transfer    ☐ City of Berkeley Ecopass

☐ BART Transfer    ☐ Don't Know

☐ UC Bear or Class Pass    ☐ Other (please describe) \_\_\_\_\_

**5** Is your trip today part of a **round trip** on the bus?

☐ Yes    ☐ No    ☐ Don't Know

COMING FROM ←

**6** Where did this **one-way** trip **START**? *Please choose one*

☐ Home    ☐ Shopping/Errands

☐ School    ☐ Medical Appointment

☐ Work    ☐ Sports/Social/Recreational

☐ Daycare    ☐ Other \_\_\_\_\_

**7** How did you get to the bus stop for this bus? *Choose all that apply*

☐ Walk → # of blocks:

☐ Car (as driver)

☐ Car (as passenger)

☐ Bicycle

☐ Another AC Bus → Line #? \_\_\_\_\_

☐ BART → Station? \_\_\_\_\_

☐ MUNI

☐ Ferry

☐ Shuttle/Van

☐ Other Transit → Which? \_\_\_\_\_

☐ Other → Which? \_\_\_\_\_

GOING TO →

**8** Where will this **one-way** trip **END**? *Please choose one*

☐ Home    ☐ Shopping/Errands

☐ School    ☐ Medical Appointment

☐ Work    ☐ Sports/Social/Recreational

☐ Daycare    ☐ Other \_\_\_\_\_

**9** How will you get to your **final destination** after you leave this bus? *Choose all that apply*

☐ Walk → # of blocks:

☐ Car (as driver)

☐ Car (as passenger)

☐ Bicycle

☐ Another AC Bus → Line #? \_\_\_\_\_

☐ BART → Station? \_\_\_\_\_

☐ MUNI

☐ Ferry

☐ Shuttle/Van

☐ Other Transit → Which? \_\_\_\_\_

☐ Other → Which? \_\_\_\_\_

### TELL ME ABOUT YOURSELF

**10** Are you: ☐ Male    ☐ Female

**11** Age: *Please choose one*

☐ 12 or younger    ☐ 35-49

☐ 13-17    ☐ 50-64

☐ 18-24    ☐ 65 and older

☐ 25-34

**12** Race or ethnicity: *Choose all that apply*

☐ Hispanic or Latino

☐ Black or African American

☐ White

☐ Asian

☐ Native Hawaiian or Other Pacific Islander

☐ Native American or Alaska Native

☐ Other (please describe): \_\_\_\_\_

**13** How many people live in your household, including yourself?

**14** What is your total household income?

☐ Under \$15,000    ☐ \$100,000 - 149,999

☐ \$15,000 - 24,999    ☐ \$150,000 - 199,999

☐ \$25,000 - 49,999    ☐ \$200,000 or higher

☐ \$50,000 - 74,999    ☐ Don't Know

☐ \$75,000 - 99,999

**15** How many cars are there in your household?


☐ 0 cars    ☐ 1 car    ☐ 2 cars    ☐ 3 + cars

**16** Where do you live?

City: \_\_\_\_\_

Zip Code:

Turn over and continue on page 2.





### FOR STUDENTS ONLY

**17** How often do you ride AC Transit buses **to school**?

- ☐ Once a week or less    ☐ Never  
☐ 2-4 times per week    ☐ Not in school  
☐ 5 times a week or more

**18** How often do you ride AC Transit buses **from school**?

- ☐ Once a week or less    ☐ Never  
☐ 2-4 times per week    ☐ Not in school  
☐ 5 times a week or more

### FOR EVERYONE

**19** How often do you ride AC Transit buses?

Please choose **one**

- ☐ 5-7 days a week    ☐ Once a month or less  
☐ 3-4 days a week    ☐ First time riding  
☐ 1-2 days a week

**20** On this trip today, did you use a:

- ☐ Bicycle    ☐ Wheelchair/scooter (for the disabled)  
☐ Stroller    ☐ None of the above

**21** How would you rate AC Transit's service with respect to:

	Poor	Fair	Good	Very Good	Excellent	Don't Know
a. AC Transit service overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The bus comes on time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Location of bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Days & times the bus runs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Cost of fares/passes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Safety on buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Safety at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Clean buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Courteous drivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**22** Why did you use AC Transit for this trip today?

Choose **all that apply**

- ☐ Bus is faster    ☐ Too much traffic  
☐ Better use of time    ☐ Too costly to park  
☐ No car in household    ☐ Hard to park where I'm going  
☐ No driver's license    ☐ Cheaper than other alternatives  
☐ No car available today    ☐ Better for environment / society  
☐ Other: \_\_\_\_\_

**23** Do you use the internet?

- ☐ Yes    ☐ No    ☐ Don't Know

**24** Do you have a cell phone?

- ☐ Yes    ☐ No    ☐ Don't Know

**25** Are you a registered voter?

- ☐ Yes    ☐ No    ☐ Don't Know

**26** Does your family own or rent your home?

- ☐ Own    ☐ Rent    ☐ Don't Know

**27** Do you receive any of the following?

Choose **all that apply**

- ☐ Commuter checks  
☐ Free transit or transit passes from employer  
☐ Free transit tickets/passes from CalWORKS for yourself or children  
☐ Free shuttle service to work  
☐ Pre-tax commute program  
☐ Parking cash-out program  
☐ Free transit tickets from other sources  
☐ None

**28** Are there any other comments you would like to give AC Transit?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Thank you for participating in the survey!!**  
**For more information go to**  
[www.actransit.org](http://www.actransit.org)

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Alameda-Contra Costa Transit District

## PARA ESTUDIANTES SOLAMENTE

- 17 ¿Con qué frecuencia viaja usted a la escuela en los autobuses AC Transit?
- ☐ Una vez a la semana o menos ☐ Nunca
- ☐ 2-4 veces a la semana ☐ Usted no va a la escuela
- ☐ 5 veces a la semana o más

- 18 ¿Con qué frecuencia viaja usted desde la escuela en los autobuses AC Transit?
- ☐ Una vez a la semana o menos ☐ Nunca
- ☐ 2-4 veces a la semana ☐ Usted no va a la escuela
- ☐ 5 veces a la semana o más

## PARA TODOS

- 19 ¿Con que frecuencia usa los autobuses de AC Transit?
- Por favor **elija una**
- ☐ 5-7 días a la semana ☐ Una vez al mes o menos
- ☐ 3-4 días a la semana ☐ Primera vez abordo
- ☐ 1-2 días a la semana

- 20 En este viaje del día de hoy, usó usted:
- ☐ Bicicleta ☐ Silla de ruedas/silla de ruedas con motor (para discapacitados)
- ☐ Cochecito ☐ Ninguna de las anteriores

- 21 ¿Como calificaría el servicio de AC Transit con respecto a lo siguiente?

	Mala	Regular	Buena	Muy buena	Excelente	No sabe
a. Servicio de AC Transit en general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. El autobus llega a tiempo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Localización de las paradas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Días & horas en que el autobus funciona	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Costo de tarifa/pases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Seguridad abordo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Seguridad en las paradas de autobus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Limpieza en autobus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Cortesía de los choferes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 22 ¿Porque usó usted AC Transit para este viaje del día de hoy?
- Elija **todas las que apliquen**
- ☐ Autobús es más rápido ☐ Mucho tráfico
- ☐ Mejor uso del tiempo ☐ Estacionamiento es muy costoso
- ☐ No hay auto en el hogar ☐ Muy difícil estacionarse a donde voy
- ☐ No tiene licencia de manejo ☐ Más barato que otras opciones
- ☐ No hubo auto disponible ahora ☐ Mejor para el medio ambiente/sociedad
- ☐ Otro: \_\_\_\_\_

- 23 ¿Utiliza usted el internet?
- ☐ Si ☐ No ☐ No sabe

- 24 ¿Tiene usted teléfono celular?
- ☐ Si ☐ No ☐ No sabe

- 25 ¿Está usted registrado para votar?
- ☐ Si ☐ No ☐ No sabe

- 26 ¿Es su familia propietaria de su casa o la renta?
- ☐ Propietario ☐ Renta ☐ No sabe

- 27 ¿Recibe usted alguno de los siguientes?
- Elija **todas las que apliquen**
- ☐ Abono/cheques para viajero frecuente (Commuter checks)
- ☐ Pases gratis que su trabajo provee
- ☐ Pases/boletos gratis de CALWORKS para usted o sus hijos
- ☐ Servicio de minibus gratis que le lleva hasta el trabajo
- ☐ Programa de descuento en impuestos para viajeros frecuentes
- ☐ Su trabajo ofrece pago por no estacionarse en las instalaciones
- ☐ Recibe boletos para viajar gratis de otras fuentes
- ☐ Ninguna

- 28 ¿Tiene usted otros comentarios que le gustaría hacer a AC Transit?

**¡Gracias por participar en esta encuesta!**  
 Para más información visite  
[www.actransit.org](http://www.actransit.org)

Si devuelve por correo, doble en la línea punteada y sujete con cinta adhesiva. (No cubra código de barras)



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## 只需學生回答

17 你乘坐 AC Transit 公車上學的經常性是什麼？

- ☐ 每星期 1 次或以下      ☐ 從不  
☐ 每星期 2 至 4 次      ☐ 不是學生  
☐ 每星期 5 次或以上

18 你乘坐 AC Transit 公車放學的經常性是什麼？

- ☐ 每星期 1 次或以下      ☐ 從不  
☐ 每星期 2 至 4 次      ☐ 不是學生  
☐ 每星期 5 次或以上

## 請所有人回答

19 你乘坐 AC Transit 公車的經常性是什麼？請選擇一項

- ☐ 每星期 5-7 天      ☐ 每個月 1 次或以下  
☐ 每星期 3-4 天      ☐ 第一次乘搭  
☐ 每星期 1-2 天

20 在今天這一次的行程中，你是否使用了：

- ☐ 單車      ☐ 輪椅/殘障人士電動車  
☐ 嬰兒車      ☐ 以上均未使用

21 你對以下每項 AC Transit 服務的體法是：

	差	普通	好	非常好	極好	不知道
a. AC Transit 服務的總體表現	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. 巴士準時	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. 巴士站地點	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. 巴士時間表	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 票價/車票	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. 巴士上的安全	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. 在巴士站的安全	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. 巴士的清潔	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. 有禮貌的司機	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22 今天你為什麼選擇乘坐 AC Transit？

請選擇所有適用的答案

- ☐ 公車更快      ☐ 交通太繁忙  
☐ 可以更好地利用時間      ☐ 停車太貴  
☐ 家中沒有車      ☐ 我去的地方停車太難  
☐ 沒有駕駛執照      ☐ 比其他方法更便宜  
☐ 今天沒有汽車      ☐ 對環境/社會比較好  
☐ 其他（請形容：）\_\_\_\_\_

23 你使用互聯網嗎？

- ☐ 用      ☐ 不用      ☐ 不知道

24 你有沒有手機？

- ☐ 有      ☐ 沒有      ☐ 不知道

25 你是不是已登記的選民？

- ☐ 是      ☐ 不是      ☐ 不知道

26 你的家是自置或租住？

- ☐ 自置      ☐ 租住      ☐ 不知道

27 你有沒有接受以下的資助？

請選擇所有適用的答案

- ☐ 通勤者支票  
☐ 僱主提供免費車票或交通安排  
☐ CalWORKS 為你及孩子提供免費車票  
☐ 免費穿梭小巴服務到辦公室  
☐ 稅前通勤計劃  
☐ 以停車費津貼兌換公車車費計劃  
☐ 由其他方面得到免費車票  
☐ 沒有

28 你有沒有其他對 AC Transit 的意見？

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多謝你參與本調查!!

如需要更多資料，請到

[www.actransit.org](http://www.actransit.org)

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