



# Title VI Equity Analysis for 2024 Fare Proposals

PREPARED BY:

LYNETTE LITTLE, DIRECTOR, CIVIL RIGHTS AND COMPLIANCE  
PHILLIP HALLEY, TITLE VI PROGRAM MANAGER  
KENDRA MA, TITLE VI SENIOR PROGRAM SPECIALIST  
HOWARD DER, SENIOR TRANSPORTATION PLANNER  
CAMPBELL JUNG, MANAGER OF BUSINESS ANALYTICS  
ZARIC WONG, STATISTICAL DATA AND INFORMATION ANALYST  
MICHELLE SCHURIG, MARKET RESEARCH PROJECT MANAGER II

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## I. EXECUTIVE SUMMARY

On March 27, 2024, the Board of Directors received an update on proposed changes to Board Policy 333: Fare Policy Goals and Methodology and the outreach planned to support the required analysis in staff report 21-163c. The report not only describes the proposed alternative to another fare price increase deferral but outlines planned changes to introduce fare accumulators and implement free local-to-local transfers on AC Transit service for Clipper and mobile app users. The fare accumulators and free transfers move the District into alignment with the impending implementation of the next generation Clipper system (C2) and fare integration pilots from the Fare Coordination and Integration Study (FCIS).

According to Federal Transit Administration (FTA) regulations and District policy, the Board must receive and approve a Title VI analysis to determine if any of the proposals would result in disproportionately high and adverse effects on communities protected by the Civil Rights Act or associated FTA regulations prior to implementation. The purpose of such an analysis is to determine prior to permanent implementation, or within six months of initiating a promotional or temporary fare program, whether the proposed changes would have a disparate impact on the basis of race, color, or national origin, or if low-income populations would bear a disproportionate burden of the changes. The analysis, contained in this report, found no discriminatory effects on Title VI-protected populations.

AC Transit is also required to provide equitable opportunities to all persons to participate in planning and decision-making processes, such as fare change processes. Section VII of this report provides a summary of public engagement process that was undertaken to meet this requirement, along with information about the comments provided by the public, particularly those addressing issues covered by Title VI and associated laws and regulations. Copies of the reviewed Fare Equity Analysis including public engagement efforts and public comments from other participating agencies are included as attachments to the staff report.

This report will provide details about the fare equity analysis, including a profile of riders affected by the proposals, methodology, data sources, how impacts on protected populations are determined, and findings. Per AC Transit Board Policy 518, this fare equity analysis must be presented to the Board of Directors for their consideration and approval within six months of implementation and before the promotional fare may be permanently adopted.

## II. TITLE VI ACT

Title VI of the Civil Rights Act of 1964 states:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal

financial assistance.”

Executive Order 12898 extends some protections of Title VI to low-income populations, however while other demographic groups may be protected by other laws and regulations they are not covered by Title VI or this assessment.

In 2012, the Federal Transit Administration (FTA) issued guidance to help recipients of federal funding such as AC Transit to comply with civil rights laws and orders. Since then, Board policies and the District’s Title VI Program have been regularly updated to provide staff with concrete direction and instructions to remain in compliance with those regulations.

### III. DATA SOURCES AND METHODOLOGY

#### **Data sources**

For this analysis, District staff used data derived from the 2017-18 Onboard Rider Survey, the most up-to-date data the District has regarding AC Transit passengers. Staff explored using other types of data, including census data from the American Community Survey. However, much of this data does not include tract-level information about Title VI populations (people of color and low-income households) within the District’s service area. Additionally, the onset of the coronavirus pandemic prevented AC Transit from conducting more recent ridership surveys. As a result, key assumptions are made around the generalizability of the 2017-2018 Rider Survey trip characteristics such as demographics, income, and travel behavior. The Onboard Survey provides the most relevant data set including records from more than 12,000 in-depth surveys of weekday local riders and allowed staff to obtain very detailed information through cross-tabulation. Each record in the survey contains information about the individual on the day they were surveyed: how they paid their fare, how many transportation services they took in order to complete their one-way trip, their race or ethnicity, and their household income.

#### **Methodology**

The Federal Transit Administration (FTA) recommends that recipients of federal aid evaluate fare changes according to the following steps (adapted from FTA Circular C4702.1B, October 1, 2012):

1. Assess the effects of the proposed fare changes on people of color and low-income populations.
2. Engage the public in the decision-making process to develop the thresholds used to identify disproportionate impacts on protected populations.
3. Determine which, if any, of the proposals would result in a disparate impact on minority populations, and modify the proposed changes in order to avoid, minimize, or mitigate impacts.

4. Determine which, if any, of the proposals would place a disproportionate burden on low- income populations, and take steps to avoid, minimize, or mitigate impacts where practicable.

The purpose of an equity analysis is to apply quantitative data methods to evaluate the fairness of proposed fare changes. AC Transit fare equity analyses do this by comparing impacts of the proposed change borne by protected populations to impacts borne by non-protected populations. AC Transit Board Policy 518 directs staff to conduct a fare equity analysis by comparing existing fares to proposed fares for both protected and non-protected populations and calculating the absolute change as well as the percent change.

As described earlier, the 2017-18 Onboard Rider Survey provides the data staff used to develop and conduct the average fare analysis. This consists of generating an average cost of a complete (linked) one-way trip for each survey respondent. Using statistical software, staff created a detailed sorting of each survey record so average costs could be derived for every major category, including: fare category, fare payment method, race/ethnicity, household income, and number of buses used for two one-way trips (to account for the proposed free transfer).

Staff prepared an average fare analysis incorporating the main fare proposals in Section VI below. The analysis is based on how riders actually pay their fares as self-reported in the Onboard Survey; they do not address riders' ability to pay or what fare would be best for any individual rider. The one-way average fare was calculated for each survey respondent, then sorted by race and ethnicity and by income to determine the impacts on classes of riders protected by the District's Title VI Program. The average one-way fare analysis considers all the fare proposals as a bundle and applies them to every survey record. The advantage of this approach is that small changes, which might be hidden when fare products are analyzed individually, become magnified. The disadvantage of this approach is that it can be difficult to identify which element among the fare proposals is most responsible if there is a discriminatory outcome.

Staff made assumptions about the various fare proposals in this analysis.

- Free local-to-local transfers: Includes the cost of two one-way trips to count as the transfer.
- 7-day/weekly pass: Weekday local pass riders ride the bus five or more times a week and reach the 7-day pass rate (10x the adult single ride fare) which is capped at \$22.50 within a fixed calendar week. The analysis assumes that riders will purchase a 7-day pass regardless of whether they use Clipper or not. Additionally, the analysis assumes riders have a smartphone and a data plan. Those using 31-day/monthly products and do not ride round-trips are excluded from the analysis.
- Local 31-day/monthly pass: Assumes that weekday local pass riders reach the monthly pass rate (36x the adult single ride fare) which is capped at \$84.60 within a fixed calendar month. The analysis assumes riders will purchase a 31-day pass regardless of whether they have Clipper or not and own a smartphone and have a data plan. Those

who use 7-day passes and do not ride roundtrip are excluded.

- Transbay 31-day/monthly pass: Assumes that weekday local pass riders reach the Transbay monthly pass rate (36x the adult Transbay single ride fare) which is capped at \$216 within a fixed calendar month. The analysis assumes riders will purchase a 31-day pass regardless of whether they have Clipper or not and own a smartphone and have a data plan. Those who use 7-day passes and do not ride roundtrip are excluded.

#### IV. DESCRIPTION OF FARE PROPOSALS

Table 1 below provides a description of the proposed fare policy changes.

**Table 1: Proposed Fare Policy Changes**

Proposed Change	Description of Change	Customer Impact
<p><b>Passes</b></p> <ul style="list-style-type: none"> <li>• 7-day: Discontinue 7-day pass and implement weekly pass</li> <li>• 31-day: Discontinue 31-day pass and implement monthly pass</li> <li>• Transbay: Discontinue 31-day Transbay pass and implement Transbay monthly pass</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Weekly pass</u>: Customers who utilize a Clipper card or the AC Transit mobile app on local service (adult, regular, single ride fare) will be automatically upgraded to a weekly pass</li> <li>• <u>Monthly pass</u>: Customers who utilize a Clipper card or the AC Transit mobile app on local service (adult, regular, single ride fare) will be automatically upgraded to a monthly pass</li> <li>• <u>Transbay monthly pass</u>: Customers utilizing a Clipper card or the AC Transit mobile app will automatically receive a monthly pass</li> </ul>	<ul style="list-style-type: none"> <li>• Pay-as-you-go system means customer will not pay for any more rides within a single week upon reaching the 7-day pass rate. The fare is capped at \$22.50</li> <li>• Pay-as-you-go system means customer will not pay for any more rides during the 31-day pass rate. The fare is capped at \$84.60</li> <li>• Pay-as-you-go system means customer will not pay for any more rides during the 31-day Transbay pass rate. The fare is capped at \$216</li> </ul>
<p><b>Transfers</b></p> <ul style="list-style-type: none"> <li>• Free local-to-local transfers</li> </ul>	<ul style="list-style-type: none"> <li>• Customers that pay adult, single ride regular fare on Clipper and Clipper mobile app utilizing a Clipper card</li> <li>• Unlimited free local-to-local transfers</li> <li>• AC Transit service only</li> <li>• 120-minute window</li> <li>• Any direction</li> </ul>	<ul style="list-style-type: none"> <li>• Clipper users transferring between local buses will not pay any additional fare</li> </ul>

<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Replace 31-day mag strip tickets with 31-day limited use Clipper cards (available only to qualified non-profit organizations and social service agencies)</li> </ul>	<ul style="list-style-type: none"> <li>• Eligible riders are given a 31-day limited use Clipper card loaded with the same 31-day pass</li> </ul>	<ul style="list-style-type: none"> <li>• No fiscal impact—current mag strip ticket users will instead use limited use Clipper cards to ride</li> </ul>
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## V. RIDERSHIP PROFILE

The following section shares how District staff used data derived from the 2017-18 Onboard Survey to examine demographic, income, and transit fare information to illustrate who is using the AC Transit system and in what manner.

### Race and Income

In this report, “people of color” is used to refer to people protected by the Title VI bans against discrimination on the basis of race, color, or national origin. “Latino/a” is used to refer to people who identify as Latino, Latina, Hispanic, or of Spanish-speaking origin (as defined by the U.S. Census Bureau), and because Latino/a populations are protected by Title VI, a person who identifies as White and also Latino/a is considered part of the protected class in this analysis.

Table 2 presents the race/ethnicity of the District’s weekday local riders, as reported by riders themselves. The largest proportion of riders indicated their race was African-American/Black (32%), followed by riders who identified as non-Latino/a White (23%), Latino/a (21%), and Asian (14%).

**Table 2: Race and Ethnicity**

Race/Ethnicity	Percent
People of Color	77%
Non-Latino/a White	23%
Not Provided	1%

Note: Due to rounding, some columns may not equal 100%.

Along with race and ethnicity, the FTA requires recipients of federal funds to evaluate fare changes to determine whether they would have a discriminatory impact on low-income populations. For this analysis, staff relied on how a person reported their household income in the Onboard Survey to determine whether they are low-income or not. A person is considered low-income if they have a household income of less than two times the federal poverty rate as defined by U.S. Census Bureau data; since the federal poverty rate for a family of four is \$25,100, a person is considered low-income if they had a household income of under \$50,000. The Census Bureau uses an algorithm which factors in age, income, and number of persons in each household

to calculate poverty levels—this algorithm is not available for our Survey data. Additionally, it is difficult to get complete samples of income in surveys, since many people view income as a private matter, so in cooperation with the consultants hired to conduct the survey, staff used a data imputation method to ensure a robust sample.

As seen in Table 3, more than two-thirds of weekday local AC Transit riders reported a household income (2016) of less than \$50,000, and more than a third of all riders live in households with very low-income (\$25,000).

**Table 3: Household Income**

Household Income	Percent	Percent Low-Income
Below \$25,000	34%	68%
\$25,000 - \$49,999	34%	
\$50,000 - \$99,999	24%	30%
\$100,000 or more	6%	
Other*	<2%	

Note: Other\* includes refused and unable to calculate.

Table 4 below presents a cross-tabulation of income and ethnicity of AC Transit weekday local riders.

**Table 4: Race/Ethnicity by Income**

Race/ Ethnicity	Household Income							
	Under \$10,000	\$10,000 - \$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$149,999	\$150,000 or greater
African-American	37%	35%	33%	30%	29%	22%	16%	11%
White	18%	18%	19%	23%	26%	33%	43%	53%
Latino/a	22%	25%	25%	21%	18%	15%	10%	6%
Asian	14%	13%	13%	14%	14%	18%	21%	21%
Other*	9%	10%	9%	12%	14%	12%	10%	9%
TOTAL**	100%	100%	100%	100%	100%	100%	100%	100%

Note: \*Other includes Native American, Middle Eastern/North African, Native Hawaiian/Pacific Islander, Multiracial, and Refused. \*\*Due to rounding, some columns may not equal 100%.

This table shows that, in general, weekday local White riders make up the largest percentage of high-income riders: more than half of riders with income of \$150,000 or above (53%) are White. Among riders in this income category, 21% are Asians, 11% are African-Americans, and only 6% are Latino/a riders. At lower income levels, African-American riders make up over one-third of weekday local riders with very low-income (under \$25,000) and Latino/a riders make up almost one-quarter of these riders. Fewer than one in five riders with household income under \$25,000 are White.



Comparing income levels by race/ethnicity in Table 5 shows a similar finding: local weekday White riders are less likely than other groups to be low-income, and riders who are people of color are more likely to live in low-income households.

**Table 5: Income by Race/Ethnicity**

	Race/Ethnicity				
Household Income	African-American	White	Latino/a	Asian	Other*
Under \$10,000	23%	15%	20%	19%	16%
\$10,000-\$24,999	19%	12%	20%	15%	15%
\$25,000-\$34,999	17%	13%	19%	14%	14%
\$35,000-\$49,999	18%	18%	19%	18%	21%
<b>Low-Income</b>	<b>76%</b>	<b>59%</b>	<b>77%</b>	<b>65%</b>	<b>65%</b>
\$50,000-\$74,999	16%	19%	15%	16%	22%
\$75,000-\$99,999	5%	10%	5%	9%	8%
\$100,000-\$149,999	2%	8%	2%	6%	4%
\$150,000 or greater	1%	5%	1%	3%	2%
<b>Not Low-Income</b>	<b>24%</b>	<b>41%</b>	<b>23%</b>	<b>35%</b>	<b>35%</b>
<b>TOTAL**</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Note: \*Other includes Native American, Middle Eastern/North African, Native Hawaiian/Pacific Islander, Multiracial, and Refused. \*\*Due to rounding, some columns may not equal 100%.

Over three-quarters of African-American riders and Latino/a riders (76% and 77% respectively) and about two-thirds (65%) of Asian riders have household incomes under \$50,000, compared to 59% of White riders.

### Fare Payment

To understand the relationship between race, ethnicity, and income, staff next looked at the connection between riders' demographics and how they paid their fare. If a fare proposal provides extra benefits to users of specific fare products, or places extra burdens on users of specific fare products, it might have a discriminatory impact on a population protected by Title VI. Because the proposals under consideration propose benefits for Clipper card users purchasing multi-use passes, staff specifically looked at how weekly/7-day and monthly/31-day passes are used by riders using Clipper and riders paying with cash.

Table 6a shows that a large majority—82%—of all weekday local riders use a Clipper card and/or buy a monthly 31-day pass to pay their fares. Passes provide the biggest discount and they are

used by more than half of all riders (55%). However, while only 18% of all weekday local riders pay their fare using cash, those paying with cash are more likely to be African-American than any other race or ethnicity.

**Table 6a: Race/Ethnicity by Fare Payment**

Race/Ethnicity	Fare Media Used		
	Cash (bills and coins)	Cash (value on Clipper)	Pass (on Clipper or RTC Sticker)
All Weekday Local Riders	18%	27%	55%
African-American	38%	25%	30%
Latino/a	27%	18%	19%
White	16%	32%	24%
Asian	10%	15%	17%
Other*	9%	11%	11%
TOTAL**	100%	100%	100%

Note: \*Other includes Native American, Middle Eastern/North African, Native Hawaiian/Pacific Islander, Multiracial, and Refused. \*\*Due to rounding, some columns may not equal 100%.

Table 6b looks at the same information but asks how members of a specific demographic group pays their fare. It shows that about one-quarter of African-Americans and Latino/a riders pay their fares with cash, compared to only 12% of White and Asian riders.

**Table 6b: Fare Payment by Race/Ethnicity**

Fare Media Used	Race/Ethnicity				
	African-American	White	Latino/a	Asian	Other*
Cash (bills and coins)	23%	12%	25%	12%	15%
Cash (value on Clipper)	23%	35%	25%	27%	27%
Pass (on Clipper or RTC sticker)	54%	52%	50%	61%	58%
TOTAL**	100%	100%	100%	100%	100%

Note: \*Other includes Native American, Middle Eastern/North African, Native Hawaiian/Pacific Islander, Multiracial, and Refused. \*\*Due to rounding, some columns may not equal 100%.

Tables 7a and 7b below examine the connection between fare payment methods and riders' income levels. Table 7a demonstrates that paying one's fare with cash (bills and coins) is directly correlated with lower income households. This means that a lower a rider's income is,

the more likely they are paying with cash. Those who pay with cash are not eligible for the better value and discounts offered by paying with Clipper.

**Table 7a: Income Status by Fare Payment**

Fare Media Used	Household Income							
	Under \$10,000	\$10,000-\$24,999	\$25,000 - \$34,999	\$35,000 - \$49,999	\$50,000 - \$74,999	\$75,000 - \$99,999	\$100,000 - \$149,999	\$150,000 or greater
Cash (bills and coins)	23%	22%	20%	15%	15%	13%	12%	10%
Cash (value on Clipper)	20%	22%	22%	27%	31%	38%	45%	55%
Pass (on Clipper or RTC Sticker)	57%	55%	58%	58%	55%	49%	43%	35%
TOTAL*	100%	99%	100%	100%	101%	100%	100%	100%

Note: \*Due to rounding, some columns may not equal 100%.

Table 7b below demonstrates that low-income riders buy a pass more often than people who are not low-income, an indication that low-income riders may be more likely to ride the bus more often and/or to be reliant on the bus because they do not have as much access to owning personal vehicles.

**Table 7b: Fare Payment by Income Status**

Fare Media Used	Household Income	
	Less than \$50,000	\$50,000 or Greater
Cash (bills and coins)	20%	14%
Cash (value on Clipper)	23%	37%
Pass (on Clipper or RTC sticker)	57%	50%
TOTAL	100%	100%

## VI. DETERMINING IMPACTS OF FARE PROPOSALS

In accordance with AC Transit Board Policy 518, staff used these tables to compare the impact between the proposed changes on riders protected by Title VI and the impact of proposed changes on riders who are not, then calculating the absolute change, as well as percent change. If riders who are people of color experience a 15% or more greater adverse effect than that borne by riders who are not people of color, the proposed fare changes will be considered to have a disparate impact. If the analysis finds that this results in disparate impacts, the District must

identify alternatives to the proposals that could serve the same objective with less disparate impacts. If a less discriminatory alternative does not exist and AC Transit has substantial legitimate justification that cannot be otherwise accomplished, AC Transit shall identify measures to mitigate the negative impacts of the changes.

Additionally, if low-income riders experience a 15% or more greater adverse effect than that borne by riders who are not low-income, the proposed fare changes will be considered to carry a disproportionate burden. If the District finds that this results in disproportionate burdens on low-income riders, the District shall identify alternatives available to affected low-income riders and take steps to avoid, minimize, or mitigate impacts where practicable.

## VII. FINDINGS AND IMPACTS OF FARE PROPOSALS

The following examination of the District's fare policy proposals uses the 2017-18 Onboard Rider Survey to develop and conduct the fare analysis. These fare proposals include the following: 1) replace the 7-day pass with a weekly pass 2) replace the 31-day pass with a monthly pass 3) replace the 31-day Transbay pass with a monthly Transbay pass 4) replace 31-day limited use mag strip tickets with a 31-day limited use Clipper ticket for eligible agencies and institutions and 4) implement free local-to-local transfers. The analyses in Tables 8a through 11b below compare the current fares to the new proposed fares, reflecting the average cost of two one-way trips for each demographic group or fare payment media type and the percentage change of that average cost of the two one-way trips. The analysis includes two one-way trips to understand the impact of implementing free local-to-local transfers in these fare proposals. Finally, although not a required component of this equity analysis, staff included an examination of the difference between Clipper users and cash-paying customers to demonstrate the impacts of these fare proposals on those who will not be able to participate in these proposals if adopted. Discussion of how this impacts cash-paying riders is included in Section IX, "Alternatives Analysis."

### **Findings: Free local-to-local transfers**

Customers paying adult, regular, single ride fares on Clipper and the AC Transit mobile app would be eligible for unlimited, free local-to-local transfers on AC Transit service only within a 120-minute window and in any direction. This means Clipper and AC Transit mobile app users (and not cash-paying customers) transferring between local buses will not pay any additional fare as long as their trip meets the aforementioned requirements. Transbay service does not count as local service. To estimate the impact of implementing free transfers, staff calculations for Tables 8a and 8b included the cost of two one-way trips to count as the transfer.

To understand whether the impacts of implementing free local-to-local transfers would have a disproportionate burden on low-income communities or disparate impact on people of color, staff examined Tables 8a and 8b. The analysis shown in the tables below found that riders who utilize Clipper cards identifying as low-income would see a fare decrease of 4.6% (Table 8a) and riders

who utilize Clipper Cards and identify as a person of color would see a fare decrease of 4.7% (Table 8b).

If this proposal is approved, implementing free local-to-local transfers would not results in a disproportionate burden on low-income communities or disparate impact on people of color. For instance, Table 8a reveals that the difference between Clipper riders who are low-income and those who are not is 0.7%—because 0.7% is much smaller than the 15% threshold established in Board Policy 518, therefore, there is no disproportionate burden on low-income communities. Additionally, Table 8b shows there is a 1% difference between Clipper riders who identify as a person of color than those who do not identify as a person of color. Similar to the previous finding, the small 1% percent difference indicates that there is no disparate impact on people of color if this proposal is approved.

**Table 8a: Local-to-Local Transfers: Fare Payment Type by Income Level**

Payment Type	Income Level	Current total fare	New total fare	Change in value	Percent change vs current total	Delta
By Clipper	Low-income (\$49,999 or less)	1.62	1.50	-0.12	-7.4%	0.7%
	Not low-income (\$50,000 or greater)	1.78	1.66	-0.12	-6.7%	

**Table 8b: Local-to-Local Transfers: Fare Payment Type by Race/Ethnicity**

Payment Type	Race/Ethnicity	Current total fare	New total fare	Change in value	Percent change vs current total	Delta
By Clipper	People of color	1.66	1.53	-0.08	-4.7%	1.0
	White alone, non-Hispanic	1.73	1.62	-0.06	-3.7%	

**Findings: 7-Day Pass to Weekly Pass**

The fare media change under consideration includes a proposal to replace the 7-day pass with a weekly pass. Customers who utilize a Clipper card and AC Transit mobile app on local service for adult, regular, single rides, will be automatically upgraded to a weekly pass upon the accumulation of the sufficient number of single rides. This means that customers will not pay for any more rides within a single week upon reaching the 7-day pass rate. Customers will no longer purchase weekly passes upfront and will only pay for rides taken up to the weekly rate.

The analyses shown in Table 9a and 9b below are based on a selection of riders who indicated the following: 1) they will purchase a 7-day pass regardless of whether they have Clipper or not 2) own a smartphone and have a data plan and 3) ride AC Transit 5 or more times a week on weekdays. Those who use monthly or 31-day passes and do not ride roundtrip are excluded.

Table 9a and Table 9b demonstrate that these fare changes, if approved, would result in a fare decrease for qualifying riders. In both tables, people of color and low-income riders who utilize Clipper to purchase a weekly pass would reap the benefits of this fare change. Low-income Clipper users would see a fare decrease of 13.8% (Table 9a) and people of color using Clipper would see a fare decrease of 12.6% (Table 9b).

An examination of Tables 9a and 9b is also used to assess whether this proposal would have a disproportionately high and adverse effect on Title VI populations. In Table 9a, the difference between the impact of the fare proposal on Clipper riders who are low-income compared to riders who are not is 5.5%. Because 5.5% is smaller than the 15% threshold established by Board Policy 518, no disproportionate burden is found. As seen in Table 9b, the difference between the impact of the fare proposal on Clipper riders who identify as people of color and the impact on non-Latino/a White riders is 3.7%. Since 3.7% is smaller than the 15% threshold established by Board Policy 518, there is no disparate impact.

**Table 9a: Weekly Pass: Fare Payment Type by Income Level**

Payment Type	Income Level	Current total weekly fare	New total weekly fare	Change in value	Percent change vs current total	Delta
By Clipper	Low-income (\$49,999 or less)	24.86	21.44	-3.42	-13.8%	5.4%
	Not low-income (\$50,000 or greater)	23.68	21.71	-1.97	-8.3%	

**Table 9b: Weekly Pass: Fare Payment Type by Race/Ethnicity**

Payment Type	Race/Ethnicity	Current total weekly fare	New total weekly fare	Change in value	Percent change vs current total	Delta
By Clipper	People of color	24.71	21.60	-3.11	-12.6%	3.7%
	White alone, non-Hispanic	23.55	21.45	-2.10	-8.9%	

**Findings: 31-Day Pass to Monthly Pass**

The same pay-as-you-go system proposed for the weekly pass applies to the monthly pass. Customers who utilize a Clipper card or the AC Transit mobile app for monthly service for local, adult, regular, single rides will be automatically upgraded to a monthly pass. Once the 31-day rate is reached, the customer will not pay for any more rides during the 31-day period (fare capping). The analyses in Table 10a and 10b below are based on a selection of riders who indicated the following: 1) they will purchase a 31-day pass regardless of whether they have Clipper or not and 2) own a smartphone and have a data plan. Those who use 31-day passes and do not ride roundtrip are excluded.

If this fare proposal is approved, Clipper users who are low-income would see a fare decrease of 28% and Clipper users who identify as a person of color would see a decrease of 27.7%—as shown in Table 10a and 10b below.

To understand whether the proposal to replace the 31-day pass with a monthly pass would cause a disproportionate burden on low-income riders or a disparate impact on people of color, Tables 10a and 10b are examined. In Table 10a, the difference between the impact of the fare proposal on Clipper riders who are low-income compared to riders who are not low-income is 6.6%. Since 6.6% is lower than the 15% threshold established by Board Policy 518, no disproportionate burden is found. In the same vein, the difference between the impact of the fare proposal on Clipper riders who identify as a person of color versus the impact on non-Latino/a White riders is 7.3%. 7.3% is lower than the 15% threshold established by Board Policy 518, so there is no disparate impact.

**Table 10a: Monthly Pass: Fare Payment Type by Income Level**

Payment Type	Income Level	Current total monthly fare	New total monthly fare	Change in value	Percent change vs current total	Delta
By Clipper	Low-income (\$49,999 or less)	87.23	62.80	-24.43	-28.0%	6.6%
	Not low-income (\$50,000 or greater)	76.55	60.17	-16.38	-21.4%	

**Table 10b: 31-Day Pass: Fare Payment Type by Race/Ethnicity**

Payment Type	Race/Ethnicity	Current total monthly fare	New total monthly fare	Change in value	Percent change vs current total	Delta
By Clipper	People of color	88.91	64.25	-24.66	-27.7%	7.3%
	White alone, non-Hispanic	71.44	56.88	-14.56	-20.4%	

**Findings: 31-Day Transbay Pass to Monthly Transbay Pass**

This equity analysis also considers the proposal to discontinue the 31-day Transbay pass and replace it with a Transbay monthly pass. Customers who utilize a Clipper card or the AC Transit mobile app automatically receive a monthly pass and will not pay for any more rides during the 31-day Transbay pass rate in a single month. The analyses in Tables 11a and 11b below are based on a selection of riders who indicated the following: 1) they will purchase a 31-day pass regardless of whether they have Clipper or not and 2) own a smartphone and have a data plan. Those who use 7-day passes and do not ride roundtrip are excluded.

Similar to the local monthly pass, Tables 11a and 11b both show that Clipper who are low-income would see a decrease of 11.6% and Clipper who identify as a person of color would see a decrease of 11%.

Staff examined Tables 11a and 11b to examine if the proposal to replace the 31-day Transbay pass with a monthly Transbay pass would result in a disproportionate burden or disparate impact on low-income communities or people of color. Table 11a shows that the difference between the impact of the fare proposal on Clipper riders who are low-income compared to the riders who are not low-income is .5%. Because .5% is much smaller than the 15% threshold established by Board Policy 518, no disproportionate burden is found. Looking at the difference between the impact of the fare proposal on Clipper riders who identify as a person of color versus the impact on non-Latino/a White riders, Table 11b also reveals little difference—1.8%.

**Table 11a: Transbay Monthly Pass: Fare Payment Type by Income Level**

Payment Type	Income Level	Current total monthly fare	New total monthly fare	Change in value	Percent change vs current total	Delta
By Clipper	Low-income (\$49,999 or less)	230.37	203.73	-26.64	-11.6%	-0.5%
	Not low-income (\$50,000 or greater)	224.73	197.58	-27.15	-12.1%	



**Table 11b: Transbay Monthly Pass: Fare Payment Type by Race/Ethnicity**

Payment Type	Race/Ethnicity	Current total month fare	New total month fare	Change in value	Percent change vs current total	Delta
By Clipper	People of color	226.07	201.09	-24.98	-11.0%	-1.8%
	White alone, non-Hispanic	226.33	197.37	-28.96	-12.8%	

**Findings: 31-day Mag Strip Ticket with 31-day Limited Use Clipper Cards**

The proposal to replace 31-day mag strip tickets with 31-day limited use Clipper cards is another element of this fare equity analysis. These tickets are not for sale to the public—they are available only to qualified non-profit organizations and social service agencies. Because this element of the proposal does not apply to the general public and no fiscal change is included as part of this proposal, staff found no impact on Title VI populations.

**VIII. PUBLIC ENGAGEMENT**

AC Transit is required by District policy and its Title VI Program to provide equitable opportunities to all persons to participate in planning and decision-making processes related to the fare policy changes. This section provides an overview of the public engagement efforts that were carried out to meet this requirement, along with the feedback provided by members of the public, particularly concerning issues impacting communities protected by Title VI and associated laws and regulations.

**Public Outreach and Engagement Approach**

To collect feedback on the perceived impact of the upcoming fare policy changes on AC Transit riders living in the District’s service area, staff recruited EMC Research Partners (EMC) to achieve this objective. EMC designed their research to represent a broad sampling of a large number of AC Transit riders in the service area—it was not designed to be a truly random or representative sample of riders or Title VI-qualified riders. EMC employed an online and intercept strategy with both modes using the same set of questions to allow for combined analysis. The survey tool outlined upcoming changes to the District’s fare policy and provided the opportunity for riders to give feedback to the District on their perception of those changes. In both online and intercept modes, the survey was available in English, Spanish, and simplified Chinese and was designed to ensure that a respondent could complete it in 10 minutes. The District and EMC used the following mix of methods to reach and engage a total of 370 riders in the District between April 1 through April 9, 2024.

Online listed sample engagement: An invitation to the online survey tool was sent to a purchased sample of residents of the District—with priority targeting residents who live in areas where people of color, low-income, and limited English proficient (LEP) communities are more likely to live—by email and text message.

Intercept engagement: EMC partnered with InterEthnica to engage with the specific populations of interest using the same survey questions by placing interviewers in locations where people of color, low-income communities, and LEP riders are likely to be. Interviewers surveyed riders in a mix of locations and conducted interviews on the spot using largely pencil-and-paper questionnaires, providing respondents with an incentive for their time. Intercept interviews were conducted by trained, professional interviewers in English, Spanish, Mandarin, and Cantonese.

Distributed link engagement: The District also distributed the online survey link through District networks or channels to boost reach and participation. A number of transit advocacy organizations and community-based organizations received the link to the online survey tool, which provided data for this analysis.

Using these mixed methods of online and intercept interviews in different languages, the four potential fare policy changes were tested on respondents: 1) Free transfers 2) Monthly pass fare accumulator 3) Weekly pass fare accumulator and 4) Transition to Clipper cards from the institutional 31-day mag strip tickets. For each proposal, respondents were asked to rate their perceptions of the impact on them overall, impact on how much they pay, and the impact on how often they ride AC Transit. Questions about their current ridership habits and demographic information were asked as well.

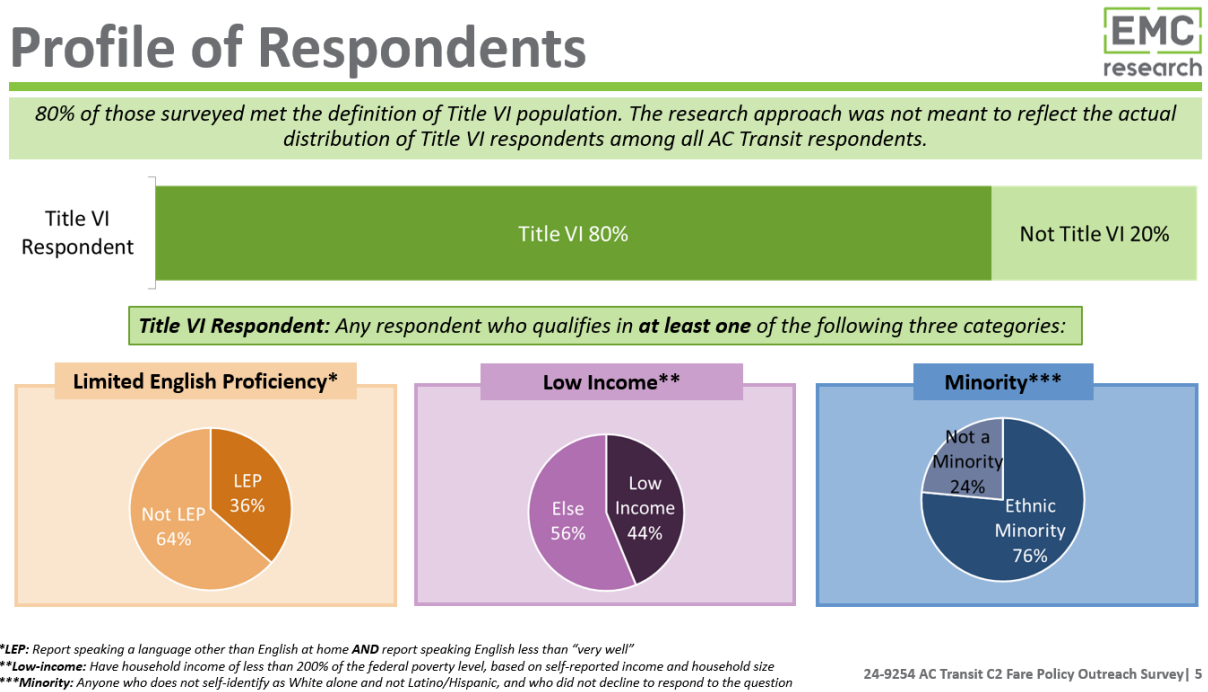
## **Results of Public Outreach and Engagement**

This section provides an overview of the results of the outreach conducted by EMC. Further information about the outreach is included in Appendix A (EMC Fare Policy Outreach Survey report) and Appendix B (EMC Survey Verbatim Responses). As a result of the outreach and engagement efforts, 370 total interviews were conducted. Of these, 103 were intercept interviews (28%) and 256 interviews were conducted online via email and text (69%). 11 additional online interviews were conducted via link and flyer distribution, representing 3% of total interviews. 297 interviews, or 80% of all interviews, were conducted with Title VI qualifying respondents who reacted similarly to their counterparts to every proposal.

Staff analyzed the characteristics of survey respondents, shown in Figure 1 below. 44% of respondents indicated they live in a low-income household, 76% indicate they identify as a person of color, and 36% indicate they have limited English proficiency. It is important to note that the parameters used to define who is low-income in EMC's survey is different than the data used in this analysis—EMC used data from the 2023 federal poverty guidelines and the data analysis utilizes the 2017 federal poverty guidelines. This means that those who are considered

low-income in EMC’s survey are different from the guidelines used in the data analysis. To sum up general results of the public outreach and engagement, a large share of respondents indicated that the proposals would have no impact on them, how much they pay, or how often they ride AC Transit.

**Figure 1: Profile of Respondents**



Source: EMC Fare Policy Outreach Survey Report, April 2024

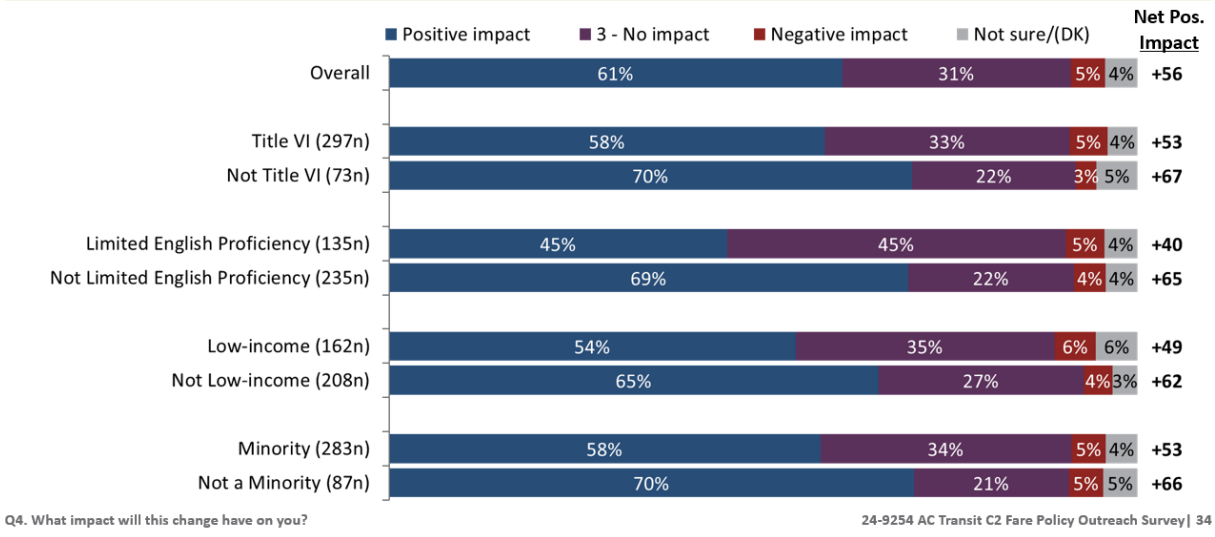
To assess the perceived impacts of implementing free transfers among Title VI respondents, the results of the outreach and engagement (Figure 2) show that the majority of Title VI respondents perceive the fare proposal to have a positive impact (58%). 41% indicated they perceived no change to how much they pay for AC Transit rides, and 55% indicated they perceived no change in how often they ride AC Transit.

**Figure 2: Free Transfers Impact by Title VI Subgroups**

# Free Transfers Impact by Title VI Subgroups



*Respondents in Title VI groups generally state that this change will impact them positively. In subgroups that perceive the impact less positively, negative perceptions do not increase much. Instead, more respondents say that there will be no impact.*



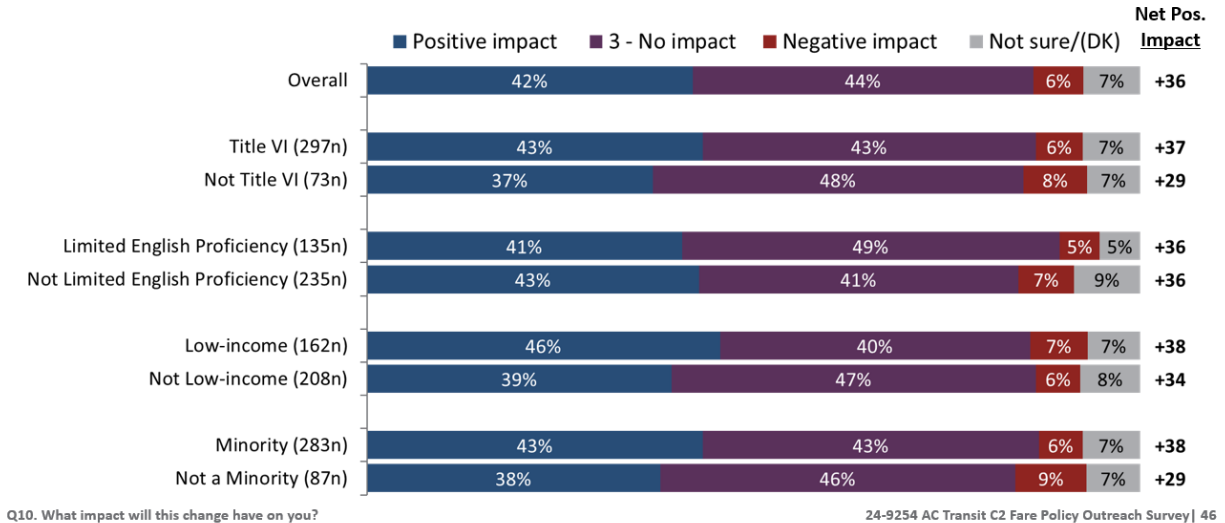
Source: EMC Fare Policy Outreach Survey Report, April 2024

In addition to understanding the perceived impacts of implementing free transfers, respondents were asked to assess the perceived impact of implementing the weekly fare accumulator pass. Figure 3 below demonstrates the findings: 38% perceived the fare proposal to have a positive impact, while 48% indicated they were not sure how the change will impact how much they pay for AC Transit rides and 56% indicated they perceived no change to how the fare proposal will impact how often they ride AC Transit.

**Figure 3: Weekly “Pay-As-You-Go” Impact by Title VI Subgroups**

## Weekly “Pay-As-You-Go” Impact by Title VI Subgroups

*Similar to the monthly option, most respondents in Title VI groups indicate that the weekly “pay-as-you-go” change will have either no change or a positive impact on them. Perceived negative impacts are minimal across groups.*



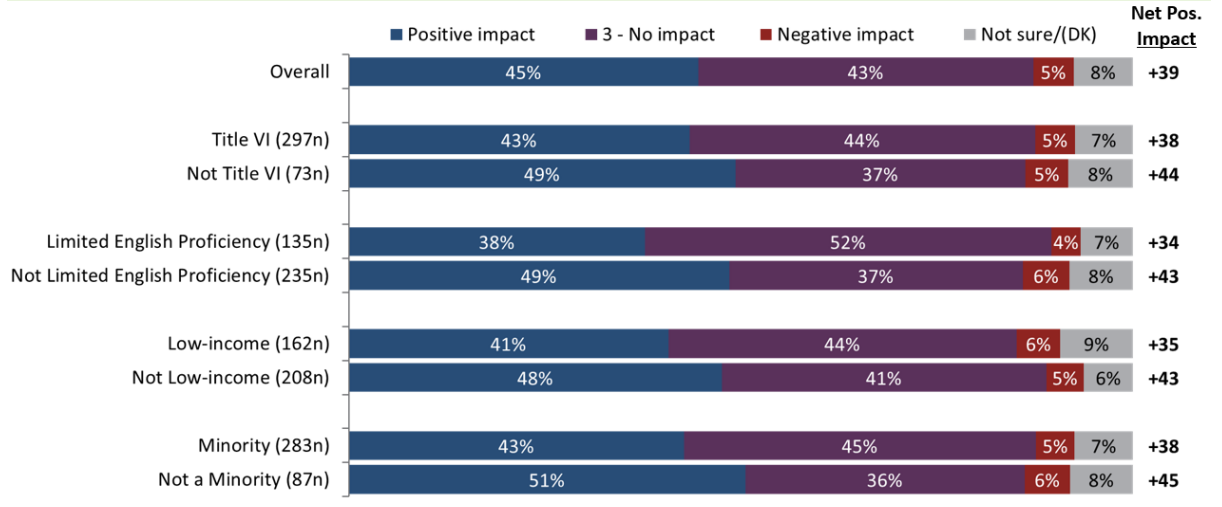
Source: EMC Fare Policy Outreach Survey Report, April 2024

Next, staff examined the results of the outreach asking respondents to indicate the perceived impacts of implementing the monthly fare accumulator pass. Figure 4 demonstrates that Title VI riders perceived impacts to be positive (36%) but a majority indicated that there is no perceived impact (44%), indicated no change in how they pay for AC Transit rides (49%), and no change in how it impacts how often they ride AC Transit (57%).

**Figure 4: Monthly “Pay-As-You-Go” Impact by Title VI Subgroups**

## Monthly “Pay-As-You-Go” Impact by Title VI Subgroups

*Most respondents in Title VI groups indicate that this change will have either no change or a positive impact on them. Perceived negative impacts are minimal and consistent across groups.*



Q7. What impact will this change have on you?

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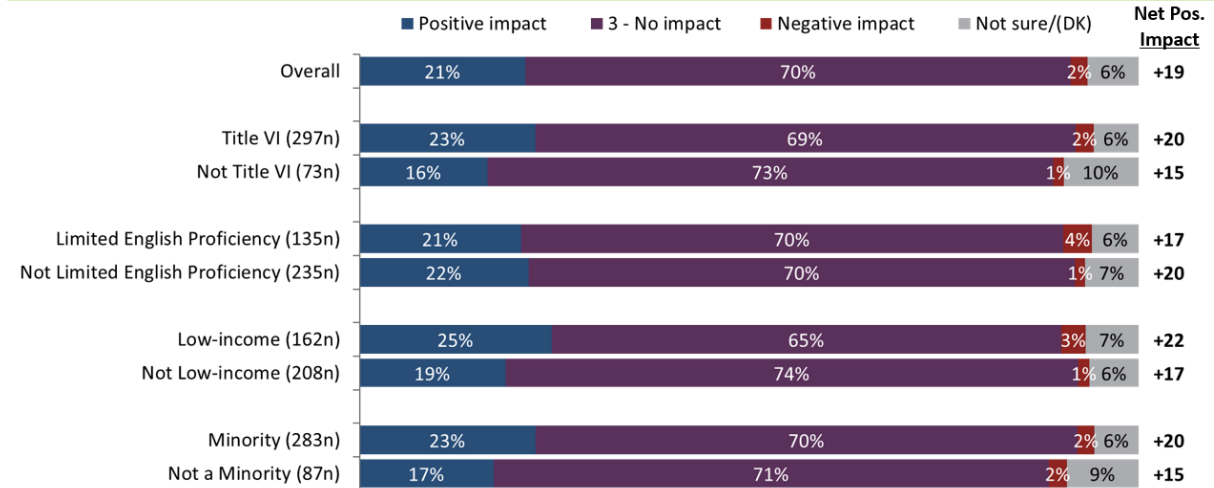
Source: EMC Fare Policy Outreach Survey Report, April 2024

Finally, staff assessed the perceived impacts of implementing monthly Clipper cards for those eligible for the 31-day monthly pass available only to eligible social service agencies and institutions. Among those who qualify as Title VI respondents, 69% indicated they perceived no impact and 73% indicated the proposal would not change how often they ride AC Transit, as shown in Figure 5.

**Figure 5: Transitioning to Clipper Cards Impact by Title VI Subgroups**

## Transitioning to Clipper Cards Impact by Title VI Subgroups

*A large majority of respondents across Title VI subgroups indicate that this change will have no impact on them. Among these subgroups, perceived negative impacts are consistent, and lower than any other proposed change.*



Q13. What impact will this change have on you?

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Source: EMC Fare Policy Outreach Survey Report, April 2024

Along with interviewing respondents about their perception of the proposed fare policy changes, EMC gave respondents the opportunity to share additional questions or comments at the end of each interview. While the majority (76%) of respondents provided no additional comments, 5% responded positively to the proposal while others shared questions and concerns about cost, pricing, implementation, and were unclear about the policy changes. Comments from the respondents can be viewed in Appendix B.

## IX. ALTERNATIVES ANALYSIS

The FTA recommends that recipients of federal aid assess alternatives available for people affected by fare change proposals and describe the actions the agency proposed to minimize, mitigate, or offset any adverse effects of the proposals on minority and low-income populations. The analysis found no disproportionate burdens or disparate impacts on low-income populations and people of color. Still, because these fare policy proposals provide benefits for customers who ride the bus frequently and also use Clipper and the AC Transit mobile app to pay for multi-use passes, staff included an examination of riders who would not be eligible for these benefits.

Findings from the Onboard Survey and EMC Research demonstrate that cash-paying customers are not participating in the proposals to implement weekly and monthly passes. As demonstrated in Table 6a in the Onboard Survey, 18% of respondents who ride the bus locally and on weekdays pay their fare with cash (bills or coins). These cash-paying customers, who primarily identify as African American (38%) and Latino/a (27%), would not be able to participate in the benefits of this fare change proposal if approved. Additionally, low-income households are less likely to be able to participate in the fare proposal if approved. While Table 7b demonstrates that low-income riders are more likely to buy a pass to ride the bus (because they are more reliant on public transit and less like to own a personal vehicle), Table 7a demonstrates that a number of low-income riders who pay with cash are still excluded from the benefits of this proposal. Results of the EMC outreach also reflects trends found in the Onboard Survey; at least four of the respondents displayed concerns about cash-paying customers who may be unbanked.

In addition to looking at the possible impacts on cash-paying riders, staff examined the number of riders who may not participate in the proposals benefitting Clipper and AC Transit mobile app users purchasing weekly and monthly passes. To reach the weekly pass (10 times the adult, local, single ride fare) and monthly pass (36 times the adult, local, single ride fare) rate, a rider must be considered a frequent rider. This means a customer who rides the bus 5 or more times a week is considered a frequent rider. According to the Onboard Survey, 40% of riders ride the bus less than 5 days a week. Of this group, 67% of riders report as having low-income and 75% identify as a person of color.

Although more research is needed to understand the perceived impacts of the proposal on AC Transit riders, results of EMC's public outreach and survey may reflect the rider frequency trends found in the Onboard Survey. For instance, among both Title VI and non-Title VI respondents participating in the EMC survey, a majority indicated that the weekly and monthly fare proposals would not have a perceived impact on the riders. This may be because the fare policy changes being proposed do not apply to them, as reflected by one respondent who said: "What about a daily maximum? I ride 2 buses to work and sometimes 2 buses back home, I don't know if I would hit either of the weekly or monthly limits!" While staff acknowledge that the multi-use pass fare proposals would only benefit Clipper and AC Transit mobile app users who are frequent riders, the results of EMC's public engagement and the Onboard Rider Survey provide important context to understanding the fare products that are currently being offered to the District's riders.

The fare proposal analysis shows no disproportionate burden or disparate impact on Title VI populations. Additionally, the outreach survey indicates that a majority, including Title VI respondents, view the fare policy proposals positively, with most perceiving no impact or no change on how often they ride or how much they pay for AC Transit services. Still, there is room in the future to explore opportunities to include customers who pay for their fares with cash and those who do not ride frequently enough to benefit from fare accumulator products. Bringing eligible customers into the Clipper START program is one approach to increasing ridership and ensuring that all riders are able to participate in fare policy changes at AC Transit.





Appendix A: EMC Fare Policy Outreach Survey



# AC Transit C2 Fare Policy Outreach Survey April 2024

## Survey Objective



In preparation for Clipper 2 implementation on September 1, 2024, this project aims to gather feedback on proposed fare policy changes within the District's service area from Title 6 populations, ideally engaging District riders, who will be most impacted.

# Survey Methodology



- ▶ Survey of AC Transit riders, conducted April 1-9, 2024
  - *It is important to note that this survey was not designed to be a representative sample of riders, but rather to maximize the sample size among riders who may qualify as a member of a Title VI population*
- ▶ Mixed mode survey using a combination of online surveys and intercept interviews
  - Online survey distributed through email and text to listed sample
  - Intercept interviews conducted by subcontractor InterEthnica at locations with high concentrations of AC Transit riders
  - Additional online survey distributed via flyer during intercept engagement
- ▶ 370 total completed surveys
  - 103 intercept interviews; 28% of total surveys
  - 256 online surveys via email and text; 69% of total surveys
  - 11 additional online surveys from distributed link/flyers; 3% of total surveys
  - n=370 on all survey questions (skips/refusals coded as “Don’t know”)
- ▶ Survey available in English, Chinese, and Spanish
- ▶ Intercept interviews conducted by trained, professional interviewers in English, Spanish, Mandarin, and Cantonese

Please note that due to rounding, some percentages may not add up to exactly 100%.

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# Survey Content



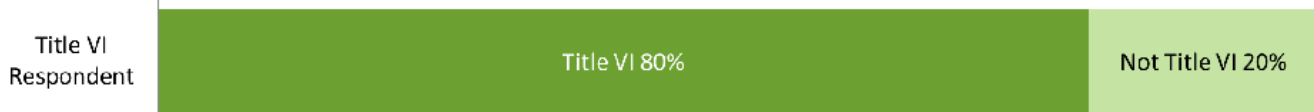
- ▶ In this survey, the following four potential fare policy changes were tested:
  - Free Transfers
  - Monthly “Pay-As-You-Go” fare capping
  - Weekly “Pay-As-You-Go” fare capping
  - Transition to Clipper Cards from 31-day Magstrip paper tickets
- ▶ For each proposed change, respondents were asked to rate their perceptions of:
  - The impact on them overall
  - The impact on how much they pay\*
  - The impact on how often they ride AC Transit
- ▶ Additionally, respondents were asked about some of their current ridership habits, as well as demographic information

\*Pay impact question was not asked on Magstrip to Clipper card proposed change since this change is cost neutral

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# Profile of Respondents

80% of those surveyed met the definition of Title VI population. The research approach was not meant to reflect the actual distribution of Title VI respondents among all AC Transit respondents.



**Title VI Respondent:** Any respondent who qualifies in **at least one** of the following three categories:



\*LEP: Report speaking a language other than English at home AND report speaking English less than "very well"  
\*\*Low-income: Have household income of less than 200% of the federal poverty level, based on self-reported income and household size  
\*\*\*Minority: Anyone who does not self-identify as White alone and not Latino/Hispanic, and who did not decline to respond to the question

## Executive Summary

# Key Findings

- ▶ **First Proposed Change: Free Transfers**
  - A majority of respondents (61%) reported that this change will have a positive impact on them, more than all other proposed changes.
- ▶ **Second Proposed Change: Monthly “Pay-As-You-Go”**
  - Many respondents indicated that the change will have no impact on them (43%). Among those who do anticipate an impact, perceptions are more positive (45%) than negative.
- ▶ **Third Proposed Change: Weekly “Pay-As-You-Go”**
  - Similar to the monthly version, many respondents reported that the weekly “pay-as-you-go” option will have no impact on them (44%). Perceptions are positive among those who do anticipate an impact.
- ▶ **Fourth Proposed Change: Transitioning to Clipper Cards**
  - A large majority of respondents (70%) anticipate no impact from this proposed change. Still, perceived positive impacts are much higher than negative impacts.

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# First Proposed Change: Free Transfers

Currently, if you use a Clipper card or a mobile app to pay for your bus ride on AC Transit, you have to pay again if you switch to another bus. A change has been proposed where any transfer or ride on another AC Transit bus within two hours of starting your first ride would be free if you pay using your Clipper card or mobile app. This means that within two hours of starting your first bus ride, you won't have to pay again when you switch to another bus.

# First Proposed Change: Free Transfers



A majority of Title VI respondents feel this change will have either a positive impact or no impact on them. Respondents overall expressed similar opinions.

"Not sure/(Don't Know)" responses excluded from this chart	Title VI Respondents (n=297)			Overall Respondents* (n=370)		
What impact will this change have on you?	58% positive impact	33% no impact	5% negative impact	61% positive impact	31% no impact	5% negative impact
How will this change impact how much you pay for your AC Transit rides?	42% pay less	41% no change	6% pay more	44% pay less	41% no change	6% pay more
How will this change impact how often you ride AC Transit?	35% ride more	55% no change	6% ride less	37% ride more	54% no change	6% ride less

\*The overall universe is not representative of all riders, and is therefore not projectable to a wider audience

Q4-Q6.

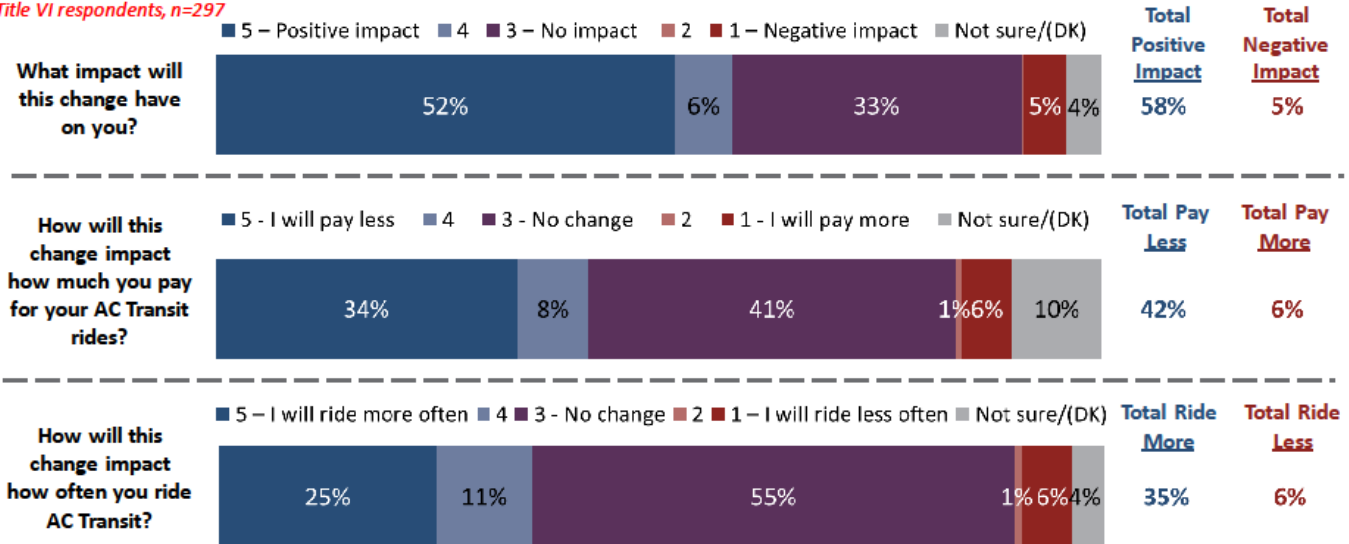
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# Free Transfers Among Title VI



Among Title VI respondents, those who anticipate an impact perceive the impact as more positive than negative.

Among those who qualify as Title VI respondents, n=297



Q4-Q6.

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# Second Proposed Change: Monthly “Pay-As-You-Go”



AC Transit is proposing a “pay-as-you-go” system for Clipper card users. As part of this change, there would be a maximum limit on how much you’ll be charged each month you ride the bus. Once you reach this limit on either local or Transbay service, you will be automatically upgraded to a monthly pass, and you won't have to pay for any more rides during that month. With this change, you'll never pay more than the monthly pass price with your Clipper card and will not have to pay up front.

Q7-INT.

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# Second Proposed Change: Monthly “Pay-As-You-Go”



Among Title VI respondents who do anticipate an impact from this proposed change either way, perceived impacts are much more positive than negative, similar to overall respondents.

<i>“Not sure/(Don’t Know)” responses excluded from this chart</i>	Title VI Respondents (n=297)			Overall Respondents* (n=370)		
What impact will this change have on you?	43% <i>positive impact</i>	44% <i>no impact</i>	5% <i>negative impact</i>	45% <i>positive impact</i>	43% <i>no impact</i>	5% <i>negative impact</i>
How will this change impact how much you pay for your AC Transit rides?	31% <i>pay less</i>	49% <i>no change</i>	6% <i>pay more</i>	30% <i>pay less</i>	50% <i>no change</i>	7% <i>pay more</i>
How will this change impact how often you ride AC Transit?	30% <i>ride more</i>	57% <i>no change</i>	6% <i>ride less</i>	31% <i>ride more</i>	56% <i>no change</i>	6% <i>ride less</i>

\*The overall universe is not representative of all riders, and is therefore not projectable to a wider audience

Q7-Q9.

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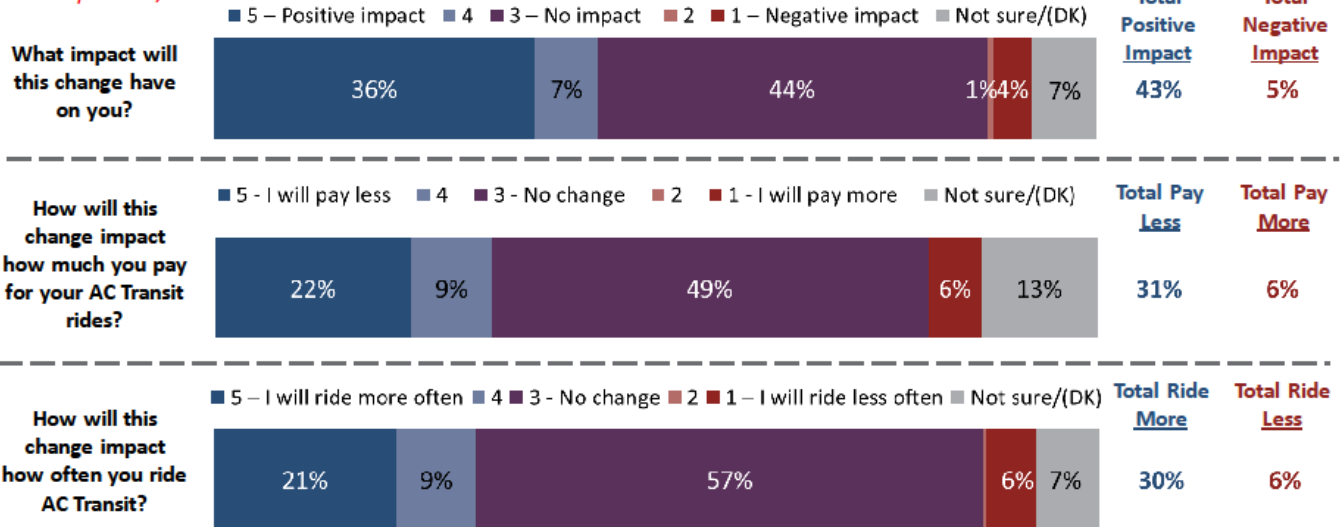


# Monthly “Pay-As-You-Go” Among Title VI



Many Title VI respondents indicate that this change will have no impact on them.

Among those who qualify as Title VI respondents, n=297



Q7-Q9.

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# Third Proposed Change: Weekly “Pay-As-You-Go”



The proposed “pay-as-you-go” system for Clipper card users also applies to weekly passes. As part of this change, there would be a maximum limit on how much you’ll be charged each week you ride the bus. Once you reach this limit, you will be automatically upgraded to a weekly pass, and you won't have to pay for any more rides during that week. With this change, you'll never pay more than the weekly pass price with your Clipper card and will not have to pay up front.

Q10INT.

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# Third Proposed Changed: Weekly “Pay-As-You-Go”



A majority of Title VI respondents anticipate no impact from this proposed change, and perceived negative impacts are very low. This is similar to overall respondents.

"Not sure/(Don't Know)" responses excluded from this chart	Title VI Respondents (n=297)			Overall Respondents* (n=370)		
What impact will this change have on you?	43% positive impact	43% no impact	6% negative impact	42% positive impact	44% no impact	6% negative impact
How will this change impact how much you pay for your AC Transit rides?	33% pay less	48% no change	8% pay more	31% pay less	49% no change	8% pay more
How will this change impact how often you ride AC Transit?	29% ride more	56% no change	7% ride less	29% ride more	56% no change	7% ride less

\*The overall universe is not representative of all riders, and is therefore not projectable to a wider audience

Q10-Q12.

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## Weekly “Pay-As-You-Go” Among Title VI

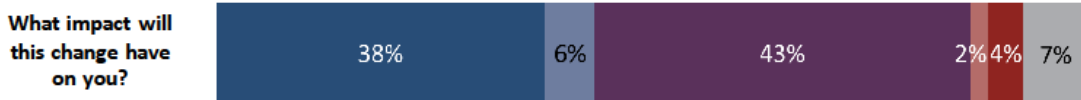


Many Title VI respondents anticipate no impact from this proposed change.

Among those who qualify as Title VI respondents, n=297

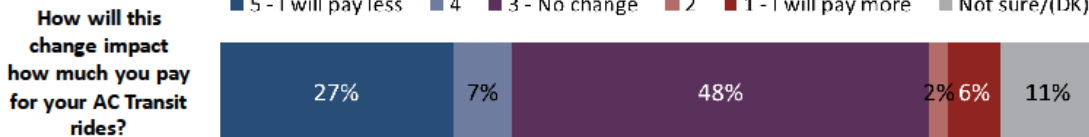
5 - Positive impact 4 3 - No impact 2 1 - Negative impact Not sure/(DK)

Total Positive Impact 43% Total Negative Impact 6%



5 - I will pay less 4 3 - No change 2 1 - I will pay more Not sure/(DK)

Total Pay Less 33% Total Pay More 8%



5 - I will ride more often 4 3 - No change 2 1 - I will ride less often Not sure/(DK)

Total Ride More 29% Total Ride Less 7%



Q10-Q12.

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## Fourth Proposed Change: Transitioning to Clipper Cards



Currently, some schools, institutions, and social service agencies distribute 31-day paper tickets to eligible riders each month. These would be replaced with a Clipper card loaded with the same 31-day pass instead. This means no more paper tickets. Instead, eligible riders will receive a Clipper card with a month's worth of rides.

Q13INT.

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## Fourth Proposed Change: Transitioning to Clipper Cards



A large majority of Title VI respondents anticipate no impact from this change, similar to overall respondents.

	Title VI Respondents (n=297)			Overall Respondents* (n=370)		
<i>"Not sure/(Don't Know)" responses excluded from this chart</i>						
What impact will this change have on you?	23% <i>positive impact</i>	69% <i>no impact</i>	2% <i>negative impact</i>	21% <i>positive impact</i>	70% <i>no impact</i>	2% <i>negative impact</i>
How will this change impact how often you ride AC Transit?	18% <i>ride more</i>	73% <i>no change</i>	3% <i>ride less</i>	16% <i>ride more</i>	74% <i>no change</i>	2% <i>ride less</i>

\*The overall universe is not representative of all riders, and is therefore not projectable to a wider audience

Q13-Q14.

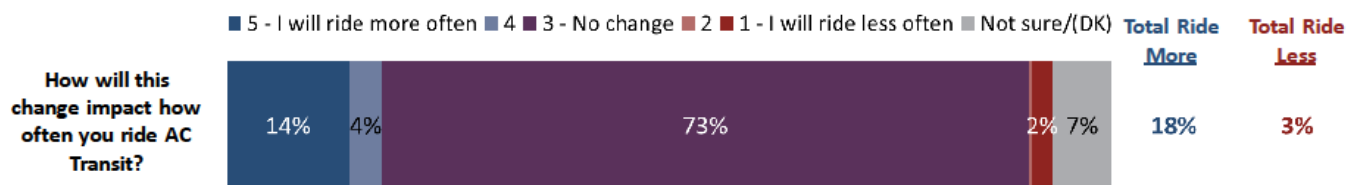
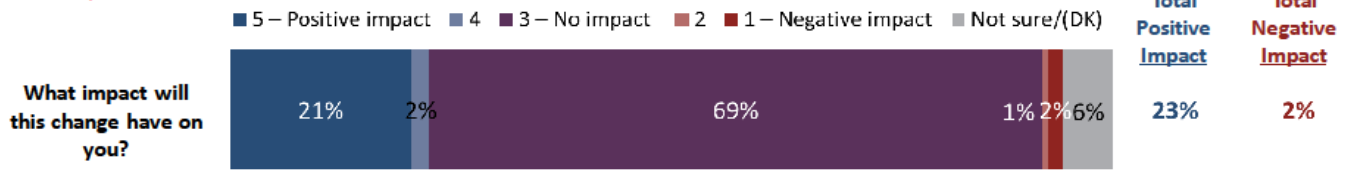
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# Transitioning to Clipper Cards Among Title VI



A large majority of Title VI respondents anticipate no impacts from this proposed change.

Among those who qualify as Title VI respondents, n=297



Q13-Q14.

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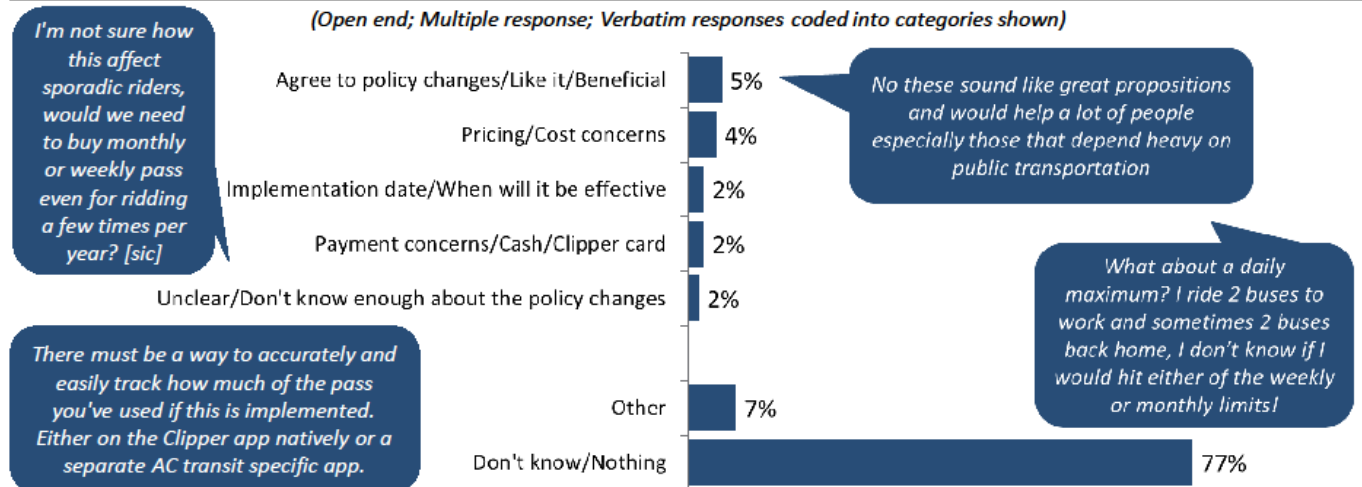
# Questions/Concerns About Proposed Fare Policy Changes



Three-quarters of respondents indicated not having any questions or concerns about the proposed changes. Among those who did, questions tended to be around implementation and more details of how the changes would work.

Do you have any questions or concerns about any of the proposed fare policy changes that you read about in this survey?

(Open end; Multiple response; Verbatim responses coded into categories shown)



Q15.

24-9254 AC Transit C2 Fare Policy Outreach Survey | 20

# Conclusions

- ▶ A plurality of respondents (43% and 44%, respectively) indicated the monthly and weekly “pay-as-you-go” changes would have no impact on them.
- ▶ A majority (61%) rated the impact of the free transfer change positively.
- ▶ A majority (70%) felt the change from 31-day paper tickets would have no impact on them or how often they ride AC Transit (74%).
- ▶ For all proposed changes, among those who did anticipate an impact one way or the other, reactions were more positive than negative.
- ▶ Compared to all respondents, Title VI respondents reacted similarly to every proposed change.
- ▶ Despite best efforts to explain the complex proposed changes clearly, the rate of respondents who answered “Don’t know/Unsure” or thought the changes would cost them more, as well as the questions and comments received, suggest there may be some confusion about the changes.

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## Complete Findings

# Key Findings

- ▶ **First Proposed Change: Free Transfers**
  - A majority of respondents (61%) reported that this change will have a positive impact on them, more than all other proposed changes.
- ▶ **Second Proposed Change: Monthly “Pay-As-You-Go”**
  - Many respondents indicated that the change will have no impact on them (43%). Among those who do anticipate an impact, perceptions are more positive (45%) than negative.
- ▶ **Third Proposed Change: Weekly “Pay-As-You-Go”**
  - Similar to the monthly version, many respondents reported that the weekly “pay-as-you-go” option will have no impact on them (44%). Perceptions are positive among those who do anticipate an impact.
- ▶ **Fourth Proposed Change: Transitioning to Clipper Cards**
  - A large majority of respondents (70%) anticipate no impact from this proposed change. Still, perceived positive impacts are much higher than negative impacts.

24-9254 AC Transit C2 Fare Policy Outreach Survey | 23

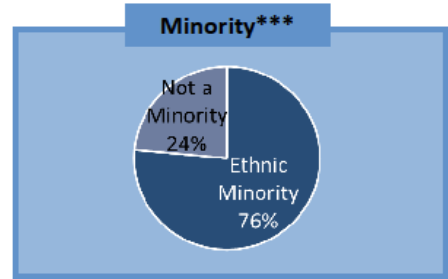
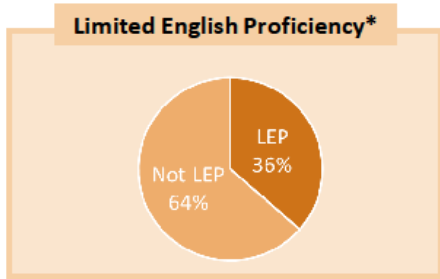
## Demographic Profile

# Profile of Respondents

80% of those surveyed met the definition of Title VI population. The research approach was not meant to reflect the actual distribution of Title VI respondents among all AC Transit respondents.

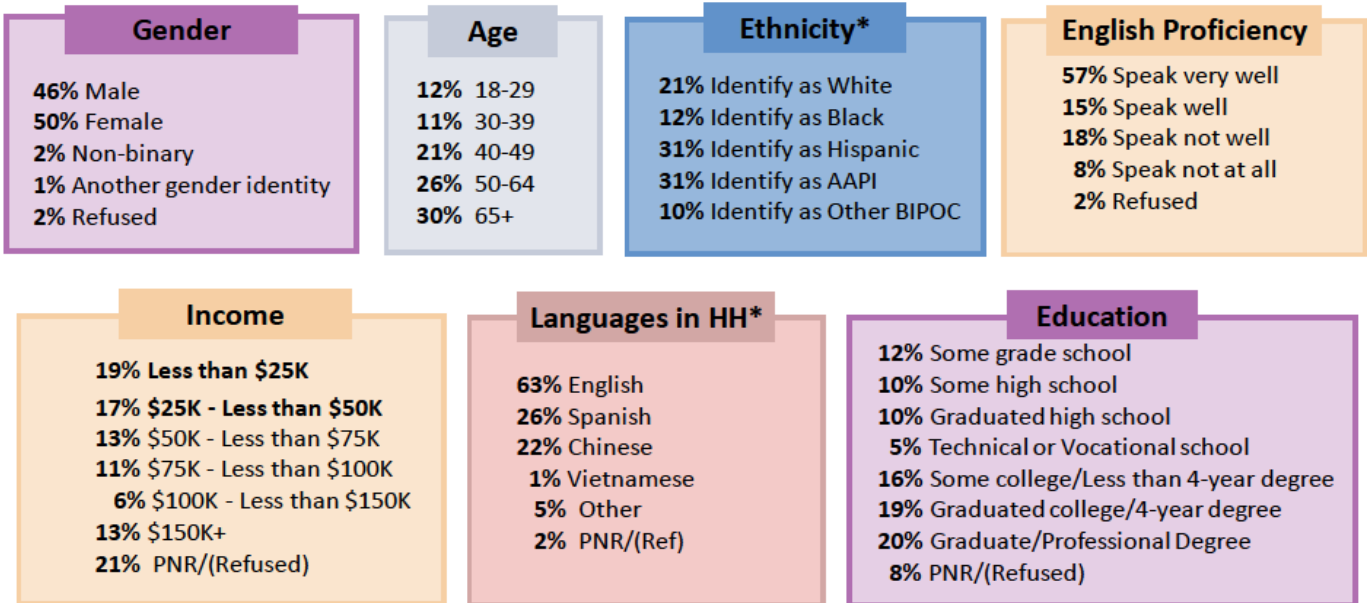


**Title VI Respondent:** Any respondent who qualifies in **at least one** of the following three categories:



\*LEP: Report speaking a language other than English at home AND report speaking English less than "very well"  
 \*\*Low-income: Have household income of less than 200% of the federal poverty level, based on self-reported income and household size  
 \*\*\*Minority: Anyone who does not self-identify as White alone and not Latino/Hispanic, and who did not decline to respond to the question

# Profile of Respondents

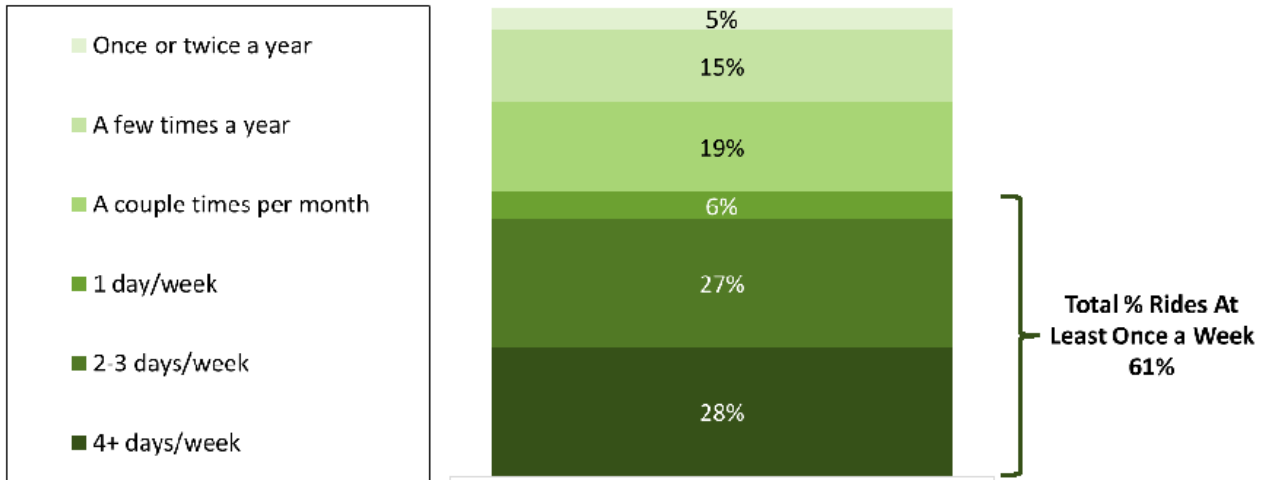


\*Multiple responses accepted

# Frequency of Ridership

Over a quarter of respondents report riding AC Transit at least four days a week, and over six-in-ten ride at least once a week.

**How often do you currently ride an AC Transit bus?\***

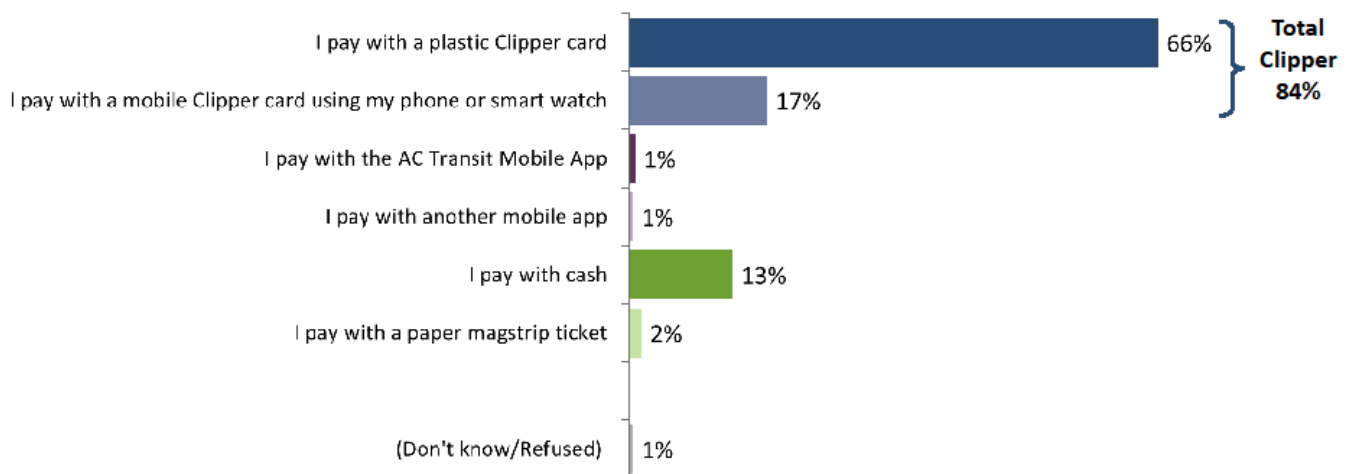


\*This survey was not designed to be a representative sample of riders; therefore, Q2. this data is not necessarily representative of the distribution of all AC Transit riders.

# Fare Payment Method

Two-thirds of respondents typically pay their fare with a plastic Clipper card. When taking into account mobile Clipper cards, over eight-in-ten pay with Clipper in some form.

**When you ride an AC Transit bus, how do you typically pay your fare?\***



\*This survey was not designed to be a representative sample of riders; therefore, Q3. this data is not necessarily representative of the distribution of all AC Transit riders.



# Proposed Fare Payment Updates



## First Proposed Change: Free Transfers

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Currently, if you use a Clipper card or a mobile app to pay for your bus ride on AC Transit, you have to pay again if you switch to another bus. A change has been proposed where any transfer or ride on another AC Transit bus within two hours of starting your first ride would be free if you pay using your Clipper card or mobile app. This means that within two hours of starting your first bus ride, you won't have to pay again when you switch to another bus.

# First Proposed Change: Free Transfers



A majority of Title VI respondents feel this change will have either a positive impact or no impact on them. Respondents overall expressed similar opinions.

"Not sure/(Don't Know)" responses excluded from this chart	Title VI Respondents (n=297)			Overall Respondents* (n=370)		
What impact will this change have on you?	58% positive impact	33% no impact	5% negative impact	61% positive impact	31% no impact	5% negative impact
How will this change impact how much you pay for your AC Transit rides?	42% pay less	41% no change	6% pay more	44% pay less	41% no change	6% pay more
How will this change impact how often you ride AC Transit?	35% ride more	55% no change	6% ride less	37% ride more	54% no change	6% ride less

\*The overall universe is not representative of all riders, and is therefore not projectable to a wider audience

Q4-Q6.

24-9254 AC Transit C2 Fare Policy Outreach Survey| 31

# Free Transfers Among Overall Respondents



A majority of respondents indicate that the free transfers proposed change will have a positive impact on them.

Among all respondents, n=370

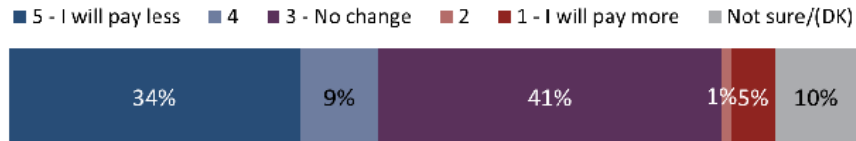
5 – Positive impact 4 3 – No impact 2 1 – Negative impact Not sure/(DK)

Total Positive Impact 61% Total Negative Impact 5%

What impact will this change have on you?



How will this change impact how much you pay for your AC Transit rides?



Total Pay Less 44% Total Pay More 6%

How will this change impact how often you ride AC Transit?



Total Ride More 37% Total Ride Less 6%

Q4-Q6.

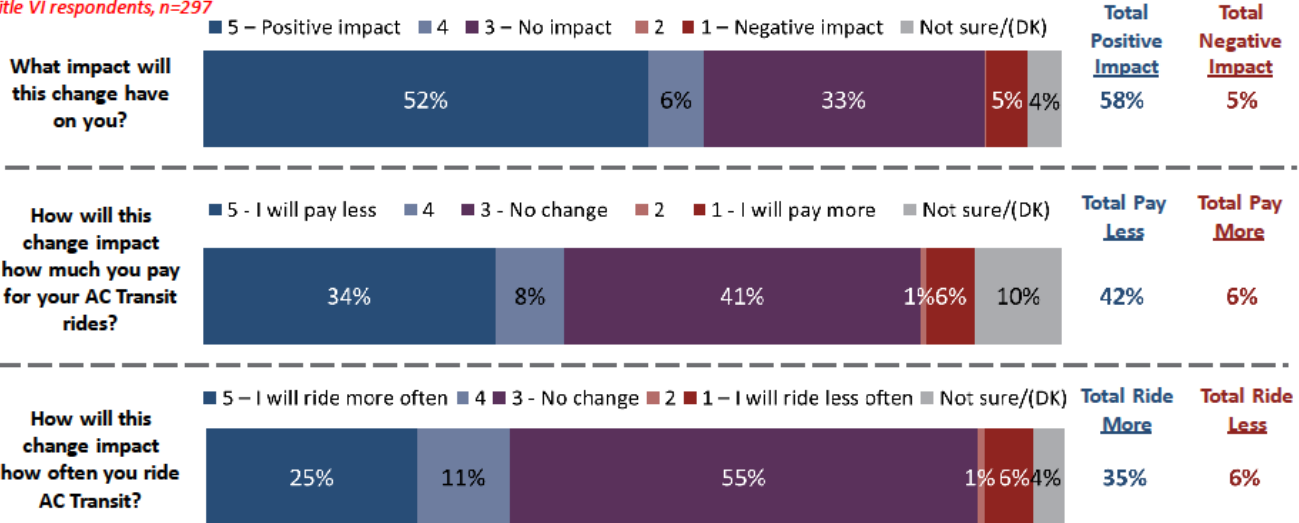
24-9254 AC Transit C2 Fare Policy Outreach Survey| 32

# Free Transfers Among Title VI



Among Title VI respondents, those who anticipate an impact perceive the impact as more positive than negative.

Among those who qualify as Title VI respondents, n=297



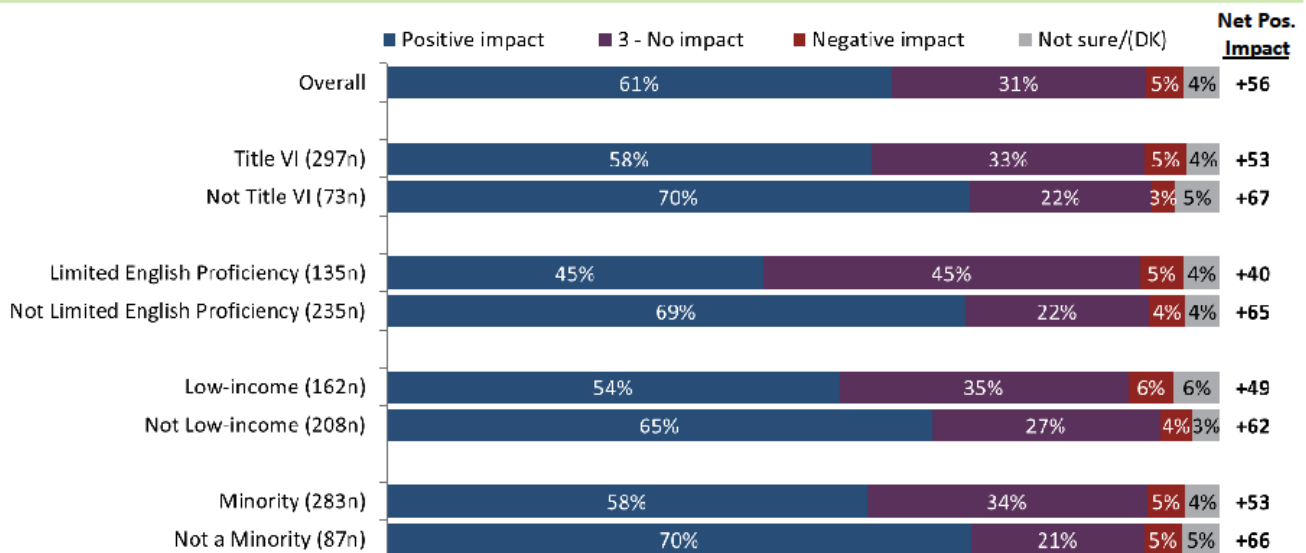
Q4-Q6.

24-9254 AC Transit C2 Fare Policy Outreach Survey | 33

# Free Transfers Impact by Title VI Subgroups



Respondents in Title VI groups generally state that this change will impact them positively. In subgroups that perceive the impact less positively, negative perceptions do not increase much. Instead, more respondents say that there will be no impact.



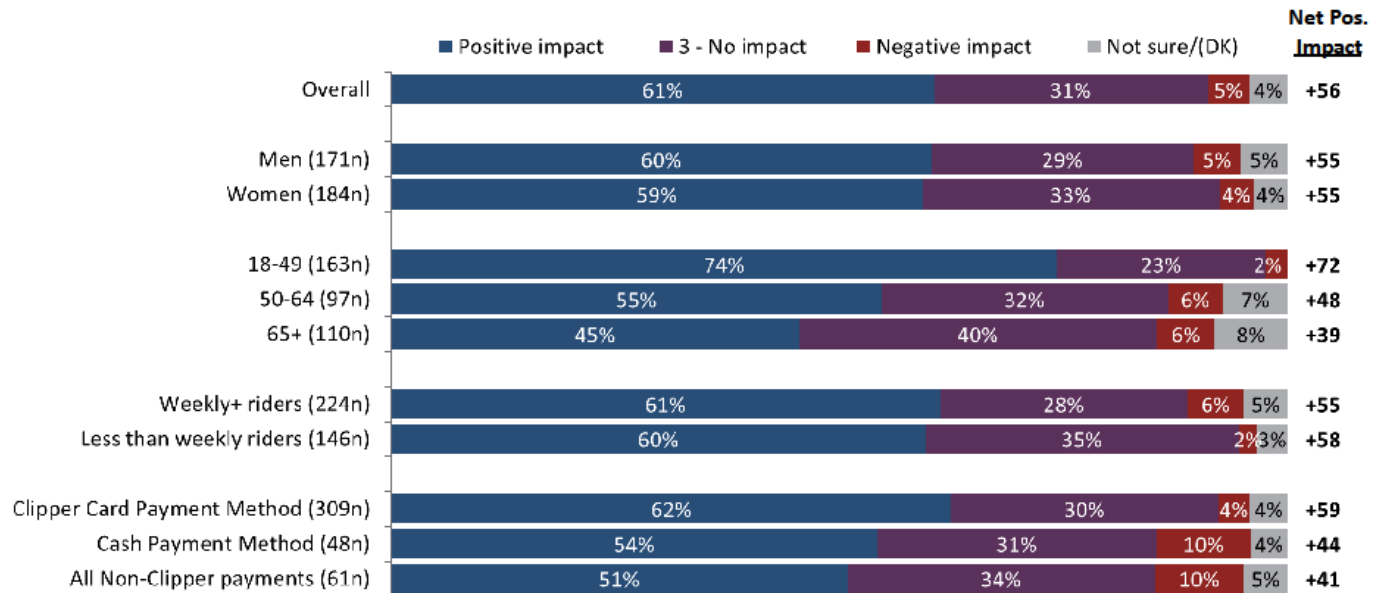
Q4. What impact will this change have on you?

24-9254 AC Transit C2 Fare Policy Outreach Survey | 34

# Free Transfers Impact by Additional Subgroups



Three-quarters of young respondents say this change will have a positive impact on them, more than any other subgroup.



Q4. What impact will this change have on you?

24-9254 AC Transit C2 Fare Policy Outreach Survey | 35

# Second Proposed Change: Monthly “Pay-As-You-Go”



AC Transit is proposing a “pay-as-you-go” system for Clipper card users. As part of this change, there would be a maximum limit on how much you’ll be charged each month you ride the bus. Once you reach this limit on either local or Transbay service, you will be automatically upgraded to a monthly pass, and you won't have to pay for any more rides during that month. With this change, you'll never pay more than the monthly pass price with your Clipper card and will not have to pay up front.

Q7INT.

24-9254 AC Transit C2 Fare Policy Outreach Survey | 36

# Second Proposed Change: Monthly “Pay-As-You-Go”



Among Title VI respondents who do anticipate an impact from this proposed change either way, perceived impacts are much more positive than negative, similar to overall respondents.

"Not sure/(Don't Know)" responses excluded from this chart	Title VI Respondents (n=297)			Overall Respondents* (n=370)		
What impact will this change have on you?	43% positive impact	44% no impact	5% negative impact	45% positive impact	43% no impact	5% negative impact
How will this change impact how much you pay for your AC Transit rides?	31% pay less	49% no change	6% pay more	30% pay less	50% no change	7% pay more
How will this change impact how often you ride AC Transit?	30% ride more	57% no change	6% ride less	31% ride more	56% no change	6% ride less

\*The overall universe is not representative of all riders, and is therefore not projectable to a wider audience

Q7-Q9.

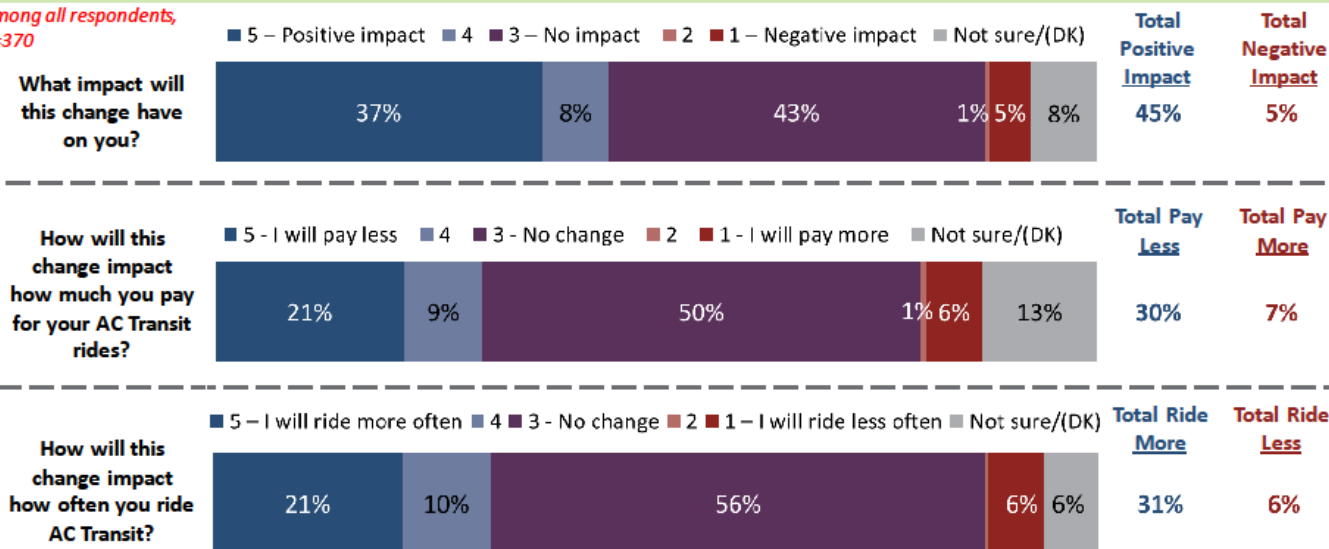
24-9254 AC Transit C2 Fare Policy Outreach Survey | 37

# Monthly “Pay-As-You-Go” Among Overall Respondents



Over a third of respondents indicate that the monthly “pay-as-you-go” proposed change will have a positive impact on them, though half or more indicate it will have no impact on how much they pay or how often they ride.

Among all respondents, n=370



Q7-Q9.

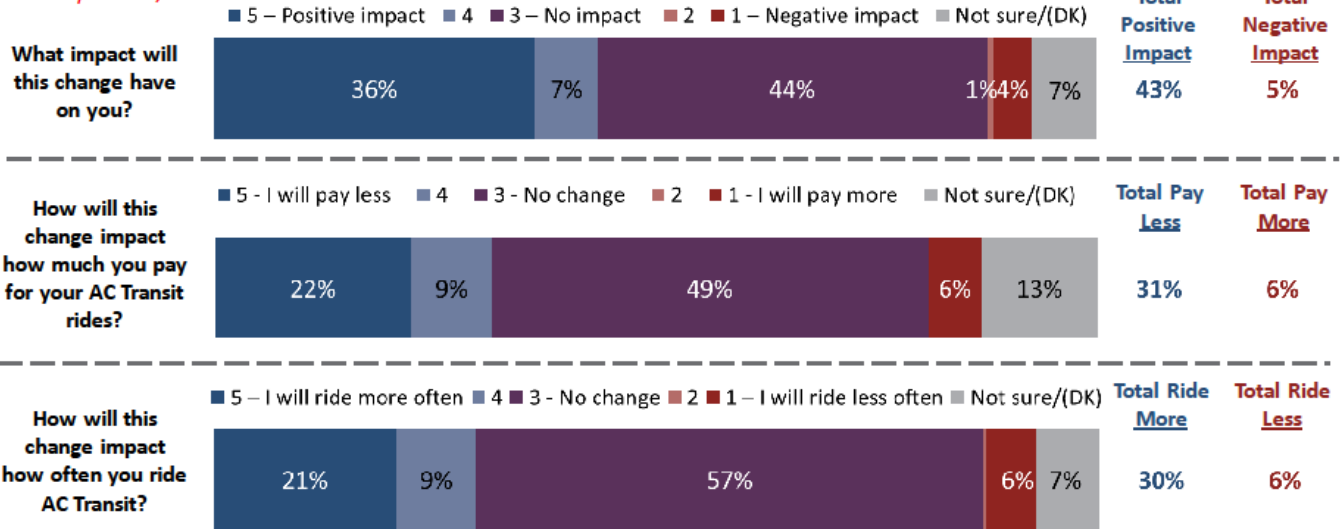
24-9254 AC Transit C2 Fare Policy Outreach Survey | 38

# Monthly “Pay-As-You-Go” Among Title VI



Many Title VI respondents indicate that this change will have no impact on them.

Among those who qualify as Title VI respondents, n=297



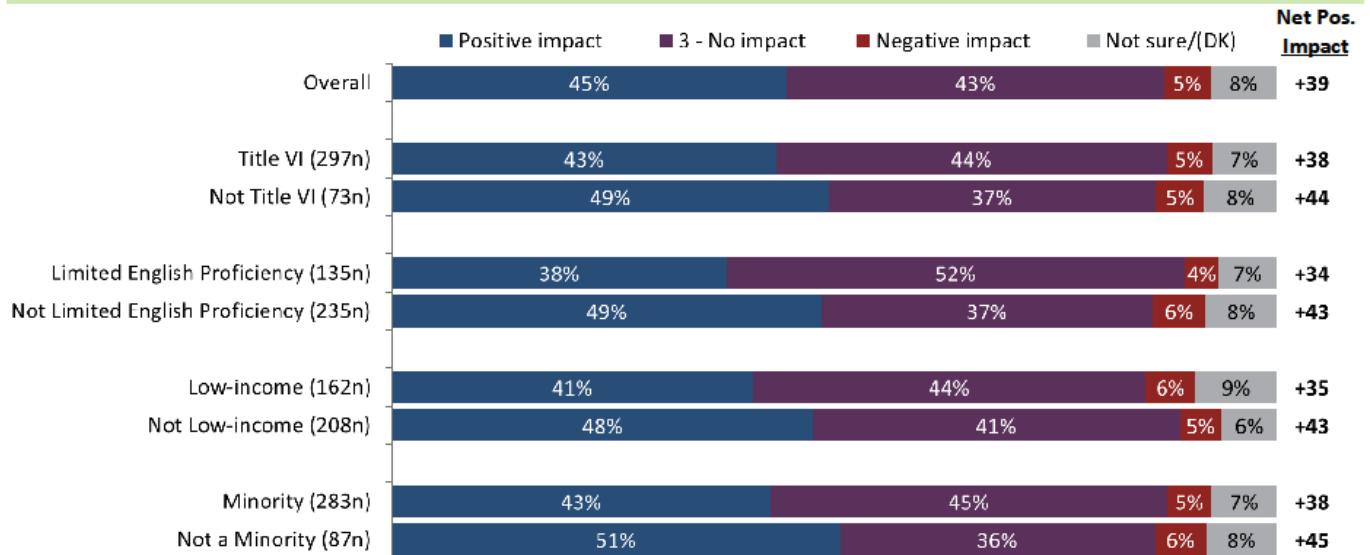
Q7-Q9.

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# Monthly “Pay-As-You-Go” Impact by Title VI Subgroups



Most respondents in Title VI groups indicate that this change will have either no change or a positive impact on them. Perceived negative impacts are minimal and consistent across groups.



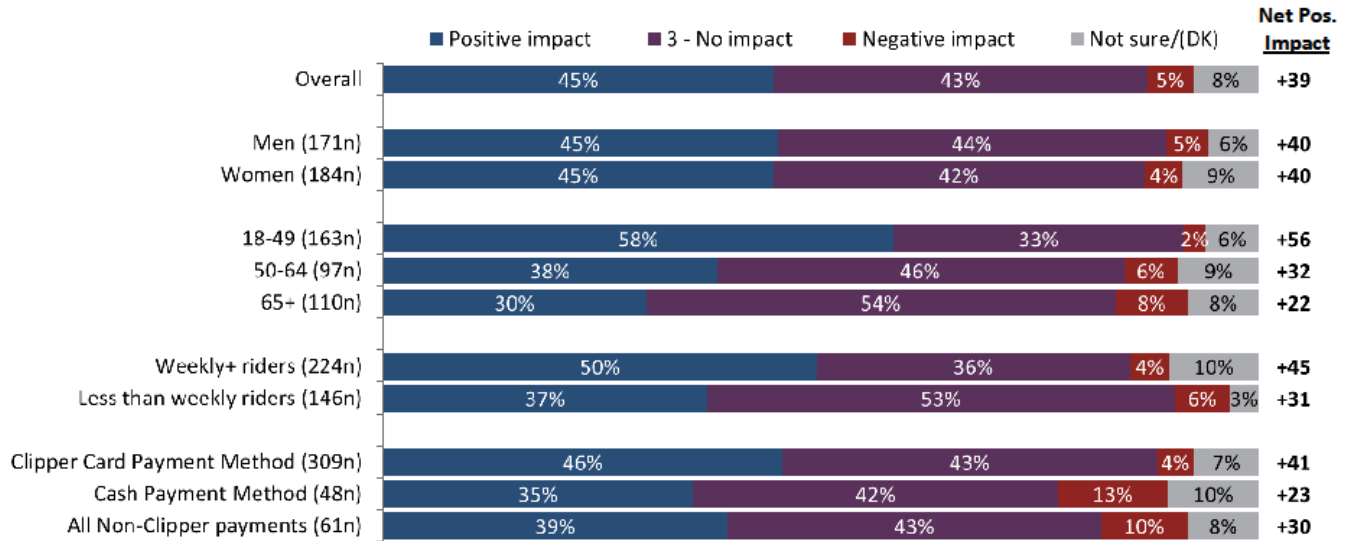
Q7. What impact will this change have on you?

24-9254 AC Transit C2 Fare Policy Outreach Survey | 40

# Monthly “Pay-As-You-Go” Impact by Additional Subgroups



Young respondents indicate that the monthly “pay-as-you-go” proposed change will have a positive impact on them more than any other subgroup. Half of those riding at least weekly say it will have a positive impact on them.



Q7. What impact will this change have on you?

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# Third Proposed Change: Weekly “Pay-As-You-Go”



The proposed “pay-as-you-go” system for Clipper card users also applies to weekly passes. As part of this change, there would be a maximum limit on how much you’ll be charged each week you ride the bus. Once you reach this limit, you will be automatically upgraded to a weekly pass, and you won’t have to pay for any more rides during that week. With this change, you’ll never pay more than the weekly pass price with your Clipper card and will not have to pay up front.

Q10INT.

24-9254 AC Transit C2 Fare Policy Outreach Survey | 42

# Third Proposed Changed: Weekly “Pay-As-You-Go”



A majority of Title VI respondents anticipate no impact from this proposed change, and perceived negative impacts are very low. This is similar to overall respondents.

"Not sure/(Don't Know)" responses excluded from this chart	Title VI Respondents (n=297)			Overall Respondents* (n=370)		
What impact will this change have on you?	43% positive impact	43% no impact	6% negative impact	42% positive impact	44% no impact	6% negative impact
How will this change impact how much you pay for your AC Transit rides?	33% pay less	48% no change	8% pay more	31% pay less	49% no change	8% pay more
How will this change impact how often you ride AC Transit?	29% ride more	56% no change	7% ride less	29% ride more	56% no change	7% ride less

\*The overall universe is not representative of all riders, and is therefore not projectable to a wider audience

Q10-Q12.

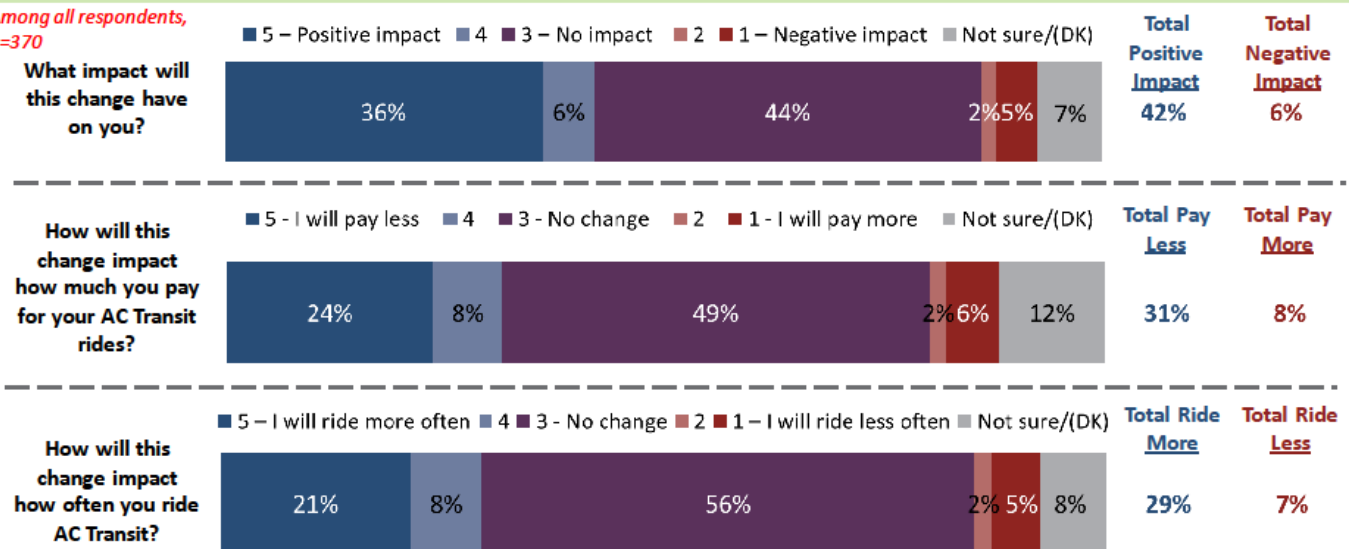
24-9254 AC Transit C2 Fare Policy Outreach Survey| 43

## Weekly “Pay-As-You-Go” Among Overall Respondents



Similar to the monthly option, many respondents indicate that the weekly “pay-as-you-go” change will have no impact on them. Among those who do indicate an impact, the change is perceived as far more positive than negative.

Among all respondents, n=370



Q10-Q12.

24-9254 AC Transit C2 Fare Policy Outreach Survey| 44

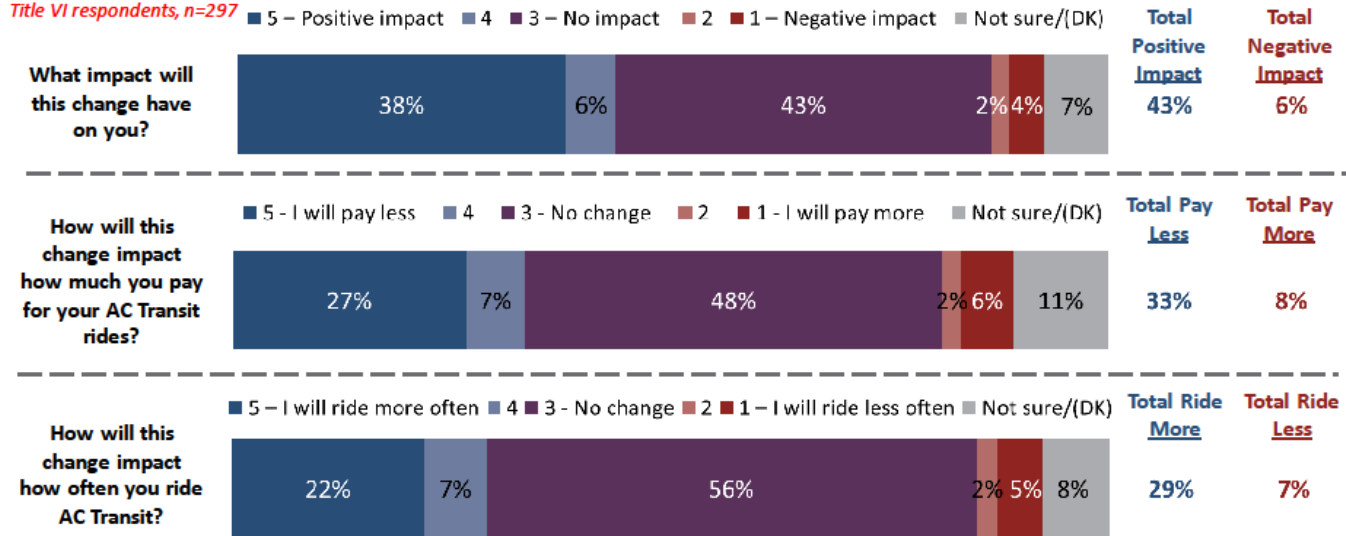


# Weekly “Pay-As-You-Go” Among Title VI



Many Title VI respondents anticipate no impact from this proposed change.

Among those who qualify as Title VI respondents, n=297



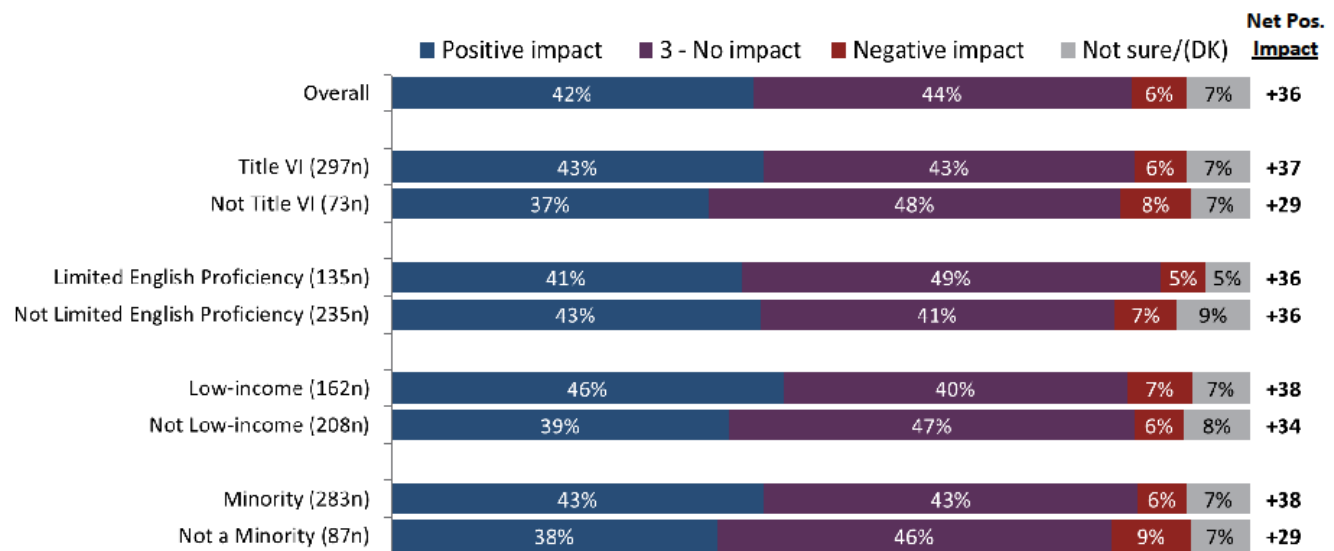
Q10-Q12.

24-9254 AC Transit C2 Fare Policy Outreach Survey | 45

# Weekly “Pay-As-You-Go” Impact by Title VI Subgroups



Similar to the monthly option, most respondents in Title VI groups indicate that the weekly “pay-as-you-go” change will have either no change or a positive impact on them. Perceived negative impacts are minimal across groups.



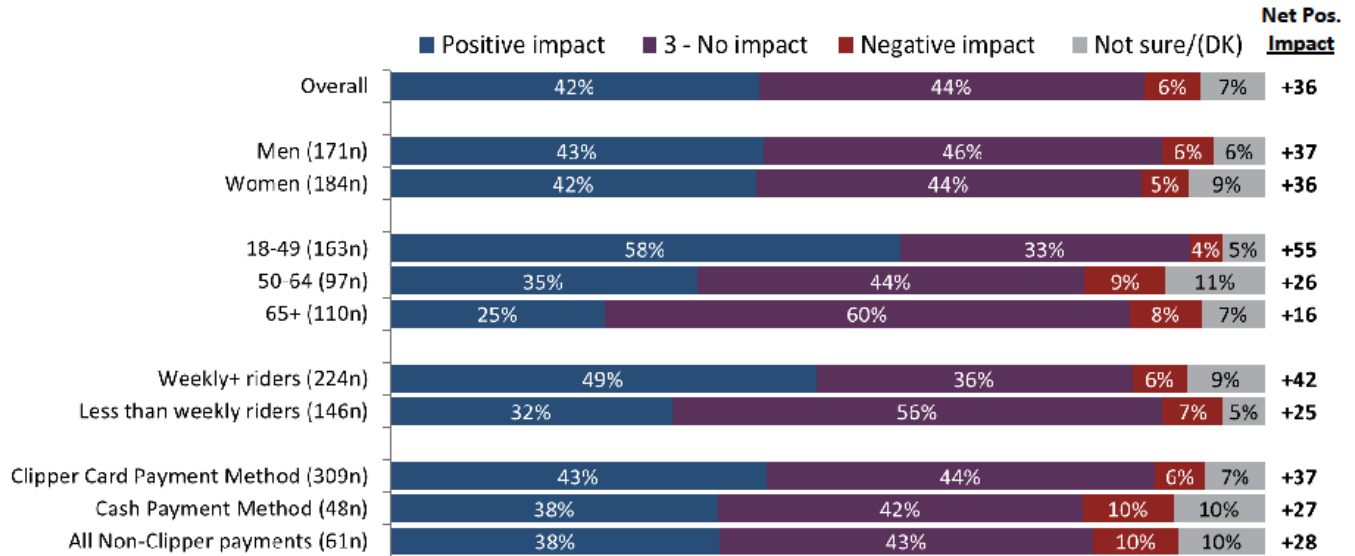
Q10. What impact will this change have on you?

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# Weekly “Pay-As-You-Go” Impact by Additional Subgroups



*Young respondents are the only group in which a majority indicate that the weekly “pay-as-you-go” proposed change will have a positive impact on them, along with just under half of those riding at least weekly.*



Q10. What impact will this change have on you?

24-9254 AC Transit C2 Fare Policy Outreach Survey | 47

# Fourth Proposed Change: Transitioning to Clipper Cards



Currently, some schools, institutions, and social service agencies distribute 31-day paper tickets to eligible riders each month. These would be replaced with a Clipper card loaded with the same 31-day pass instead. This means no more paper tickets. Instead, eligible riders will receive a Clipper card with a month’s worth of rides.

Q13INT.

24-9254 AC Transit C2 Fare Policy Outreach Survey | 48

# Fourth Proposed Change: Transitioning to Clipper Cards



A large majority of Title VI respondents anticipate no impact from this change, similar to overall respondents.

	Title VI Respondents (n=297)			Overall Respondents* (n=370)		
What impact will this change have on you?	23% positive impact	69% no impact	2% negative impact	21% positive impact	70% no impact	2% negative impact
How will this change impact how often you ride AC Transit?	18% ride more	73% no change	3% ride less	16% ride more	74% no change	2% ride less

*"Not sure/(Don't Know)" responses excluded from this chart*

\*The overall universe is not representative of all riders, and is therefore not projectable to a wider audience

Q13-Q14.

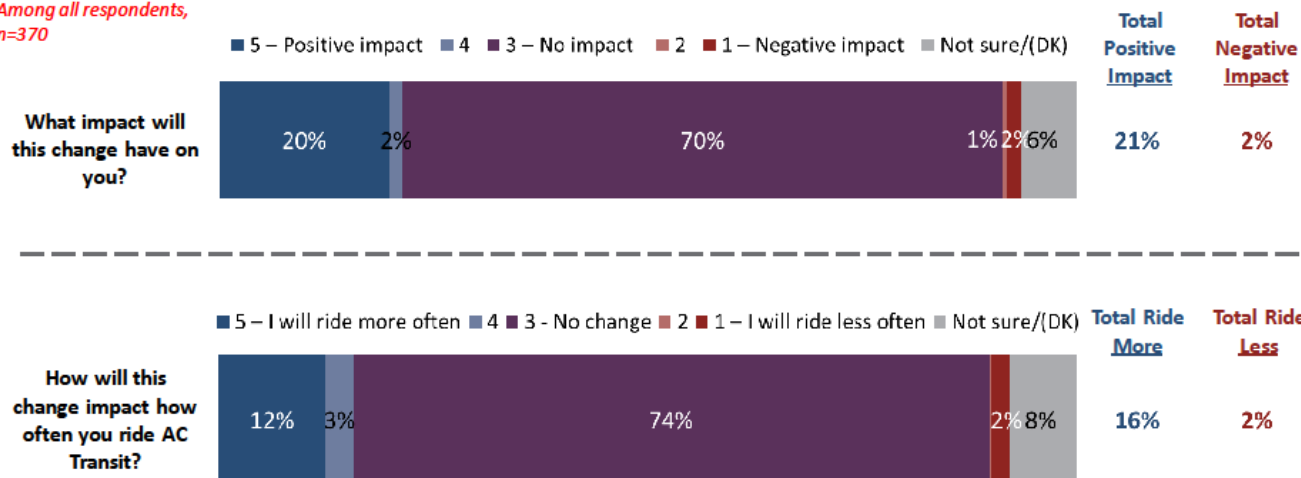
24-9254 AC Transit C2 Fare Policy Outreach Survey | 49

# Transitioning to Clipper Cards Among Overall Respondents



Nearly three-quarters of respondents indicate that the transition to Clipper Cards for those currently receiving 31-day paper tickets will have no impact on them or how often they ride AC Transit. Just over a fifth say it will have a positive impact.

Among all respondents, n=370



Q13-Q14.

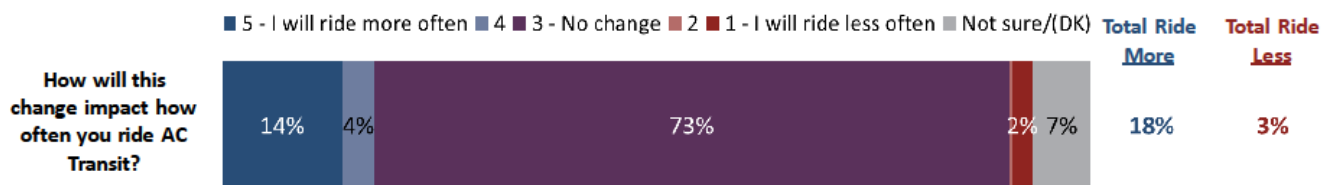
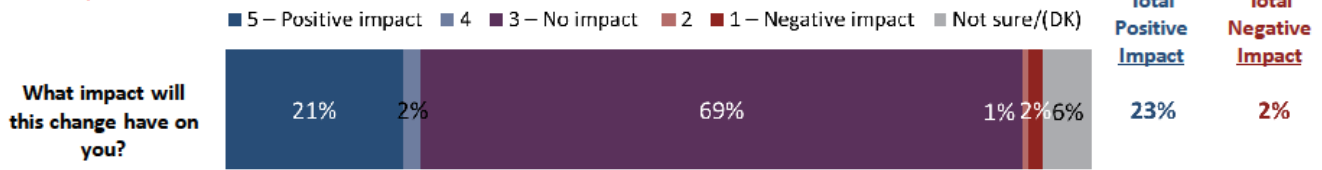
24-9254 AC Transit C2 Fare Policy Outreach Survey | 50

# Transitioning to Clipper Cards Among Title VI



A large majority of Title VI respondents anticipate no impacts from this proposed change.

Among those who qualify as Title VI respondents, n=297



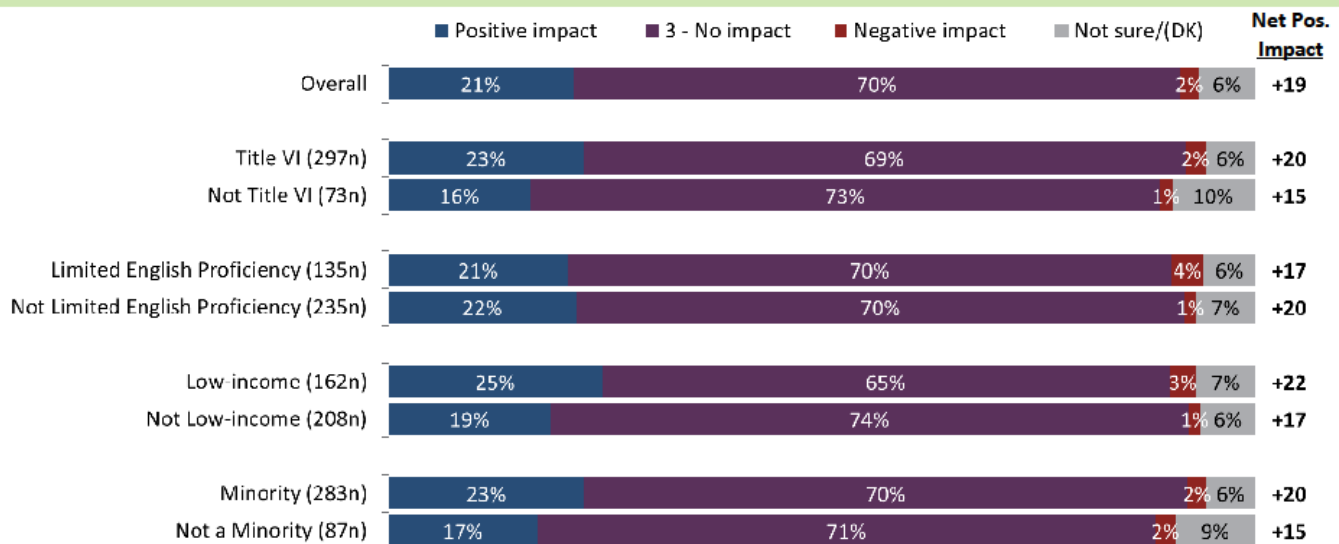
Q13-Q14.

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# Transitioning to Clipper Cards Impact by Title VI Subgroups



A large majority of respondents across Title VI subgroups indicate that this change will have no impact on them. Among these subgroups, perceived negative impacts are consistent, and lower than any other proposed change.



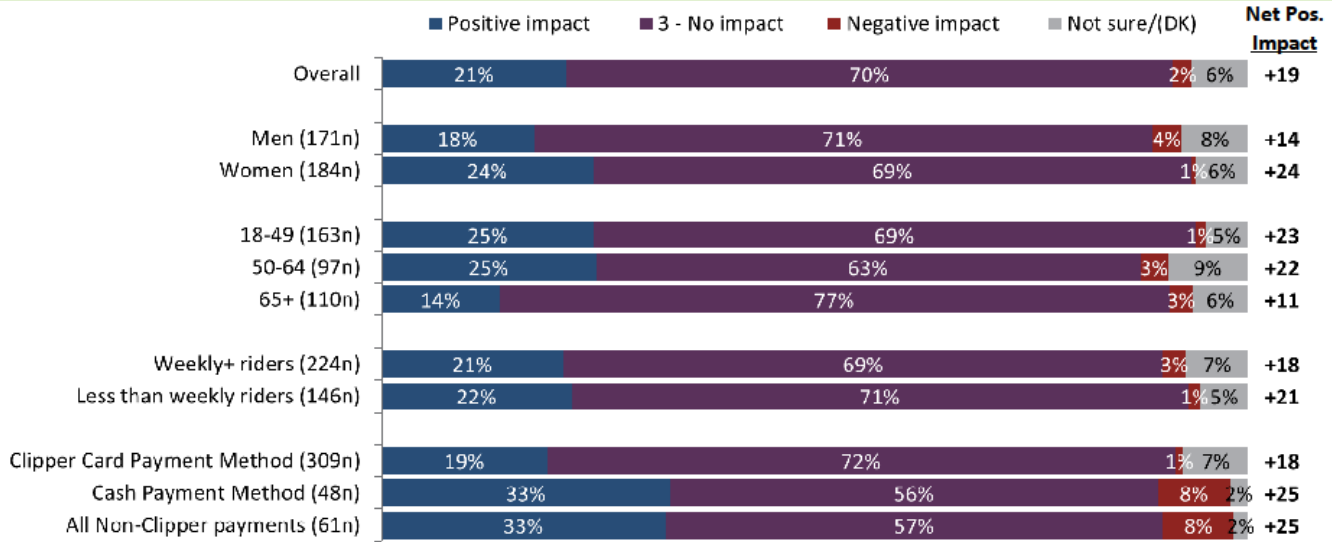
Q13. What impact will this change have on you?

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# Transitioning to Clipper Cards Impact by Additional Subgroups



Respondents who pay with something other than a Clipper card were more likely to indicate that the transition to Clipper cards for those currently receiving 31-day paper tickets will have a positive impact on them.



Q13. What impact will this change have on you?

24-9254 AC Transit C2 Fare Policy Outreach Survey | 53

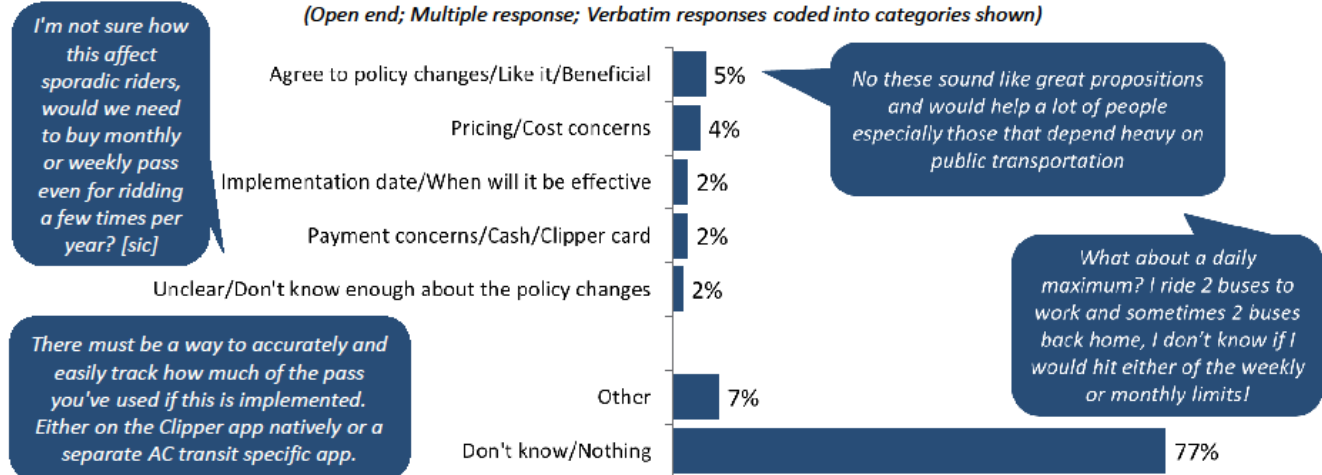
# Questions/Concerns About Proposed Fare Policy Changes



Three-quarters of respondents indicated not having any questions or concerns about the proposed changes. Among those who did, questions tended to be around implementation and more details of how the changes would work.

Do you have any questions or concerns about any of the proposed fare policy changes that you read about in this survey?

(Open end; Multiple response; Verbatim responses coded into categories shown)



Q15.

24-9254 AC Transit C2 Fare Policy Outreach Survey | 54

# Additional Insights: Intercept Interviews



- ▶ Intercept interviewers received some common questions from respondents, such as:
  - When will the proposed changes start?
  - Will my Clipper automatically update?
  - How will this work with other discount programs (seniors, students, disability)?
  - Do I still have to tap again when I transfer?
  - Do I have to pay for a Clipper card, or will they give me one when I pay for transit?
  - Can I keep paying cash when the proposed changes start?
  - How will this work with ClipperSTART?
- ▶ Other general feedback from respondents included:
  - Respondents were generally pleased to learn about the change; most people feel optimistic about the changes that will take place.
  - We heard particular excitement from those who take multiple buses and must transfer to reach their destinations.
  - Many shared that these changes will help improve their commuting experience.
  - Neutral stance/no impact on cash-paying passengers.

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## Conclusions



- ▶ A plurality of respondents (43% and 44%, respectively) indicated the monthly and weekly “pay-as-you-go” changes would have no impact on them.
- ▶ A majority (61%) rated the impact of the free transfer change positively.
- ▶ A majority (70%) felt the change from 31-day paper tickets would have no impact on them or how often they ride AC Transit (74%).
- ▶ For all proposed changes, among those who did anticipate an impact one way or the other, reactions were more positive than negative.
- ▶ Compared to all respondents, Title VI respondents reacted similarly to every proposed change.
- ▶ Despite best efforts to explain the complex proposed changes clearly, the rate of respondents who answered “Don’t know/Unsure” or thought the changes would cost them more, as well as the questions and comments received, suggest there may be some confusion about the changes.

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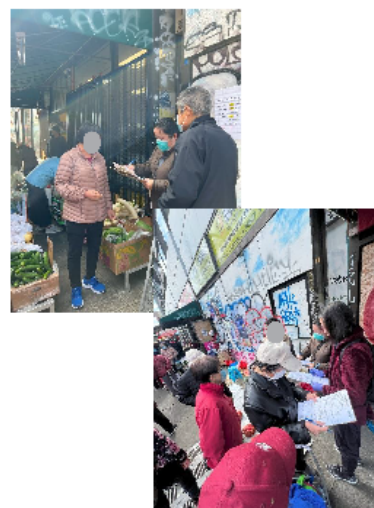
# Appendix: Additional Methodology Detail



## Additional Information: Intercept Survey Methodology



- ▶ Intercept interviews were collected over two days at a variety of locations. These locations were specifically chosen to reach AC Transit riders and Title VI participants
- ▶ Note that most of the Chinese speakers preferred to speak Cantonese with field staff and very few preferred Mandarin



Location of Intercept	Date	Time of Day
Hayward Day Labor Stop – Home Depot	April 1, 2024	Morning
San Leandro Bart Station	April 1, 2024	Early afternoon
Oakland Chinatown	April 1, 2024	Late afternoon
Oakland Chinatown	April 5, 2024	Morning
Community-Based Organization: All of Us or None	April 5, 2024	Afternoon

## Additional Information: Email and Text Survey Methodology

- ▶ Text response rate: 0.5%
- ▶ Email response rate: 0.17%
- ▶ Text Partial Completions\*: 759
- ▶ Email Partial Completions\*: 23
- ▶ Listed sample obtained: 102,782 voter records + 64,797 commercial records from within AC Transit service territory

\*Partial completions are respondents who began the survey but did not complete it. These responses are not counted in reporting.

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## Additional Information: Low Income Definition

*Low-income respondents were defined based on a combination of household size and self-reported 2023 total household income before taxes; using an approximation of 200% of the 2023 FPL.*

Household Size	Low Income Threshold	200% of 2023 Federal Poverty Level
1	Less than \$35,000	\$29,160
2	Less than \$50,000	\$39,440
3	Less than \$50,000	\$49,720
4	Less than \$75,000	\$60,000
5	Less than \$75,000	\$70,280
6	Less than \$100,000	\$80,560
7	Less than \$100,000	\$90,840
8	Less than \$100,000	\$101,120
9 or more	Less than \$150,000	\$111,400

24-9254 AC Transit C2 Fare Policy Outreach Survey | 60





Sara LaBatt  
sara@emcresearch.com  
510.550.8924

Sianna Ziegler  
sianna@emcresearch.com  
206.204.8045

Kailyn Robert  
kailyn@emcresearch.com  
720.826.8664

Appendix B: EMC Survey Verbatim Responses

Q15: Do you have any questions or concerns about any of the proposed fare policy changes that you read about in this survey?		
ResponseId		Code
R_3kuglXxhEnUY5vQ	I get a pass through UC Berkeley, so I already don't pay. These changes technically don't affect me, but I think they are a great idea!	Agree to policy changes/Like it/Beneficial
R_7DYRrXya8mAZAGJ	no questions. But agree with proposed changes	Agree to policy changes/Like it/Beneficial
R_5yLVJs1cu3VTppn	Good	Agree to policy changes/Like it/Beneficial
R_3OjLxnAAtCvkd5y	Wonderful great	Agree to policy changes/Like it/Beneficial
R_16kllczFPCb3TiN	These sound like great policy changes!	Agree to policy changes/Like it/Beneficial
R_2Mh7wz2nKXKvY71	No these sound like great propositions and would help a lot of people especially those that depend heavy on public transportation	Agree to policy changes/Like it/Beneficial
R_5Qflr3Hy7mla2Jv	No—I think that's great. That's how the system works in New York City.	Agree to policy changes/Like it/Beneficial
R_2PAzVkhSCVvQey	These all seem like great upgrades to the system.	Agree to policy changes/Like it/Beneficial
R_5D7Dfy3vFEqkNG7	No questions, I don't use AC transit that much but I like the pay as you go proposal to cap how much someone would pay in a month	Agree to policy changes/Like it/Beneficial
R_1kKX24j8jC3r8Fw	I think these changes sound good even if they don't affect me directly.	Agree to policy changes/Like it/Beneficial
R_5kjhD75wNXiBimd	Making it easier to pay and use the system means more people use and enjoy the service. I like the focus on it.	Agree to policy changes/Like it/Beneficial
R_7jcQgZ2yp45jg48	No, this sounds wonderful	Agree to policy changes/Like it/Beneficial
R_5c6jzVOYOxAie6J	Sounds great for people who ride more often than me!	Agree to policy changes/Like it/Beneficial
R_3B5xlayMxeiNotg	Son buenos los cambios	Agree to policy changes/Like it/Beneficial
R_34xlL46FAu4UMPD	I strongly feel that lowering cost, increasing ease of using public transportation, and increasing safety and cleanliness of public transportation will benefit everyone!	Agree to policy changes/Like it/Beneficial
R_2afbfvja1QDFoB	Free transfers for clipper users is long overdue! Thanks for your work!	Agree to policy changes/Like it/Beneficial
R_50dcuAHbYDEQ9xl	I hope this happens soon. The extra charge for transfers is classist and my number one complaint about AC transit	Agree to policy changes/Like it/Beneficial
R_3kTuDBvsWIBzCNp	No this is positive feedback and it was great experience.	Agree to policy changes/Like it/Beneficial
R_3BOWzSyf1oxUPzH	No. Sounds Like AC Transit Is Starting To Care More About Their Passengers. I M 54Yrs. Old This Yr. I Have Been Riding Since I Was Born! Thank You!!!	Agree to policy changes/Like it/Beneficial

R_2nkrFmZFEchyHF l	There must be a way to accurately and easily track how much of the pass you've used if this is implemented. Either on the Clipper app natively or a separate AC transit specific app.	Clipper card app updates
R_1xPp7liiesqKTmx	I would love for the clipper card app to be updated with these new options as well as be user friendly.	Clipper card app updates
R_19tGfPG12fMtFf v	I think my biggest concern is that people who have to pay cash won't benefit from these changes which may include people with less financial means and is unjust	Disagree to policy changes/Dislike it/Not beneficial
R_28liSChAzOdhSb T	For 50 years I have witnessed ever decreasing quality of service. I wish you would just admit it rather than serving up platitudes. It's not your fault Americas won't insist on public transit and would rather drive us into a climate disaster.	Disagree to policy changes/Dislike it/Not beneficial
R_15JjcX2H2DvSA0 P	AC Transit doesn't be fair in its policies. To the contrary, it takes advantage of any new business strategy.	Disagree to policy changes/Dislike it/Not beneficial
R_5IE6BrwEwrS17B n	There is currently a single-day capped fare. It's not clear how/whether that would be impacted in this survey. Anything that doesn't include BART transfers will have a limited usefulness.	Disagree to policy changes/Dislike it/Not beneficial
R_6hgtoEk0DQuDfy x	None. I don't know	Don't Know
R_2hBdyqvjesKA8m J	So when will this take place. It sounds good	Implementation date/When will it be effective
R_1f9zDP7LVQ5iN M	When will this take effect	Implementation date/When will it be effective
R_3rv3RDQJKt2ww EN	When this going to affect?	Implementation date/When will it be effective
R_2n8aO9XT5ScPSA 1	When is this going into affect	Implementation date/When will it be effective
R_5jUme4EIAonvib 3	Si cuando comenzara estos cambios	Implementation date/When will it be effective
R_5djbMzL8nrcYon G	When the change will start?	Implementation date/When will it be effective
R_3Amh3uZ4sPKW Qcp	When do they come into effect?	Implementation date/When will it be effective
R_5ijPsEFyzXsRXkV R_8wMTFW9u3pq QChH	when will this go in effect? When does this start?	Implementation date/When will it be effective Implementation date/When will it be effective
R_329IOv4inhWGc Mx	I would ride more if transbay line h was reinstated	More buses/Transit/Services
R_373tieJUc1IN4KF	No. Want a survey about how we need more buses on 7am to 9am timeframe for G line of Transbay	More buses/Transit/Services

R_1VjUuN2NQcPhH RG	我祇需要搭短程巴士到Bart站，每月定期的身體檢查，每程隔超過2小時每月所費不多，所以對我影響不大！如果在我們這地區建議巴士能短程而班次密些這樣可以方便上下班人群和接送孩子上學放學的老人和學生，我很留意巴士的載客量的。由於班次小搭客不多，並非人們不需要而是不方便，我曾在三藩市住過那裡搭車很方便。	More buses/Transit/Services
R_3dROdp7cbLzve m	No. Just do what it takes to have more service. Fare discounts are stupid compared to more regular bus service.	More buses/Transit/Services
R_3TgKwnEyNjX7q S	No further questions	Nothing
R_1t4uhWwyhn1xF 1T	No	Nothing
R_78BXL4UdtITQ2G A	No	Nothing
R_7DjFnpQ5ZGIHBJ v	no	Nothing
R_2t9VxkU3Ci7JfmF	No comment	Nothing
R_6AWvJlawwQtJZ M5	I use both BART and AC Transit. I also enjoy walking home when the weather is fine. So overall, the changes will not have much impact on me.	Nothing
R_1E7pGMJbPiQzCl C	no questions!	Nothing
R_2E64AwRyArDey gi	No I do not	Nothing
R_1f3tEzNwXUHgN wd	no	Nothing
R_1EW3fOceMpvTb B7	No it is simple and easy understanding	Nothing
R_3mxTuNFUNtHv7 og	No question	Nothing
R_2f8HDcKLdYojrPs	No concerns	Nothing
R_46x9kyRerV1rcPv	None	Nothing
R_3if329o4EhaGh8t	No	Nothing
R_3PAR9MVSv57V QcL	None.	Nothing
R_3wcAY6o07ANBK 3d	No	Nothing
R_72rmeBHldiMPM Nc	No	Nothing
R_7m2XGhM3N0N 90n0	No	Nothing
R_1ulp3jADqiBCTFu	no	Nothing
R_1EAmbler7MUILB ZW	No	Nothing

R_3kyPeazP40NWV w1	Not at the moment	Nothing
R_3n9juhGPCI4tLH B	No	Nothing
R_533IRurH5EkYjNT	no	Nothing
R_3tKGkcfk6178GIP	No	Nothing
R_7wdU86KcJrtYxd 7	no	Nothing
R_5efQs8y43dwHV Q0	None	Nothing
R_5rABueTRN13RY wW	None	Nothing
R_3cAtvWN2MuZa mN3	No	Nothing
R_5M4jWIAFyqkaO b1	No	Nothing
R_2oqigL9jiUphXHz	None	Nothing
R_57HhpplaB7QaO XQ	No questions	Nothing
R_1e2262eVbE8kYe 1	No	Nothing
R_2jlrYsppNtjQwGp	No	Nothing
R_6ToTnWUc2jZE7 78	Not at this time.	Nothing
R_3q1wYvohFOKR5 V7	N/A	Nothing
R_3R3HVrScBk3poT 7	No	Nothing
R_2VhVrp3Dhlqiw N	None	Nothing
R_7K8s4rQIPsLqVtP	No	Nothing
R_3RR336suHKkIDl d	No pero les agradezco la atención	Nothing
R_2oVys2BOHjVBrd D	No	Nothing
R_5ZNBLaAVoXFU bq	N/a	Nothing
R_5LhBGmChxgNaX pA	No	Nothing
R_2FJs8qkUaGlfFY o	No	Nothing
R_3njhcUaeYXsQ5K 4	No	Nothing
R_2hWMZM2tp6O VLFx	No	Nothing
R_3XmNZxXh8T48u 4z	No	Nothing

R_5kT90FiZp7Wjox		
L	No	Nothing
R_2kUnrGw6gYHln		
aN	无	Nothing
R_1s1F3By7zA1Hqj		
Z	no	Nothing
R_2U0PdymTbA7op		
rz	No	Nothing
R_3XAkOzfbkV9bOt		
r	No	Nothing
R_2523NN1slkQ5m		
JP	No everything is ok	Nothing
R_7jUMaH1j9B5M		
WR2	No	Nothing
R_7AVOh1Fi6IZtmh		
z	No	Nothing
R_8GwOpJXIRTzCiE		
4	No thanks	Nothing
R_6dASFrIAS4dAlg4	Na	Nothing
R_2XmvfXNVfQ0zW		
hy	No	Nothing
R_3mM5e38ItWZBc		
jf	No	Nothing
R_30ew4qpsglpxY6		
R	no	Nothing
R_6vdiadn1hKzzaKt	None	Nothing
R_7OVhlljbFM34jW		
Z	Ninguna	Nothing
R_723Xul6kFAI0AV		
V	No ninguna	Nothing
R_6gsY0ftwDKzGFk		
B	No	Nothing
R_2fJfFKQCKTmax		
q	nonen	Nothing
R_2VF46hbAUS4Ja		
mz	No	Nothing
R_14dzuzN51ynNSZ		
Z	No	Nothing
R_1LaXgTsQT5m2p		
b3	No	Nothing
R_2FZn1mRLsxnUw		
F3	No	Nothing
R_2s7c50D9M3YzX		
03	None	Nothing
R_5ESALiXScjXB01	N/c	Nothing
R_1PiHWgmwQLr0		
q1g	No	Nothing
R_2fOhyJ7zQTdTm		
H7	No	Nothing

R_3U2POYmJzkWsE		
5H	No	Nothing
R_3RVYLoR92NcWS		
Lx	No	Nothing
R_3pzW5tx2VOxDC		
NP	没有	Nothing
R_8gcL653jA44ImO		
n	No	Nothing
R_1MtEs8ulNmO6		
MkL	No	Nothing
R_2uKhr6kZqUoDa		
As	No	Nothing
R_1nrlivuV4rBpAyd	no	Nothing
R_6hYd81dFUd5ZN		
EJ	No	Nothing
R_33mxYwHDHo4K		
K8F	No ... thank you!	Nothing
R_3LJTkGgcAtnpoJP	Ninguna	Nothing
R_5PFOgJ69fFr00I9	No	Nothing
R_5drRk9CQO4nQY		
S4	No	Nothing
R_11nUTsFAzvggin		
1	No	Nothing
R_7r0OKg7Ehm58Q		
Sd	No	Nothing
R_8LptDhTxZ8QQfB		
t	No	Nothing
R_7jTdhBnNDe6oS3		
C	No	Nothing
R_5CJa60BTajafAtz	No	Nothing
R_3DCF3uLWV42a7	No question. I like the proposal not to be charged multiple	
Im	times within the 2 hour time span for a bus transfer.	Nothing
R_10wkgfap7llaczE	No	Nothing
R_5xAXv0BiDnA0dp		
v	Nyet	Nothing
R_6PY72J0XpOrDP3		
w	No	Nothing
R_1JQRrEgcuG=1M		
7T	No	Nothing
R_1KpXspGyj1h2oJ		
A	No	Nothing
R_5nYfkAOMJaOeR		
Ff	No	Nothing
R_1XcHBXBAGhANG		
A6	No	Nothing



R_1M4Olx6d5smvV 7e	No	Nothing
R_35FWqieJ2lMsR mV	No	Nothing
R_1hGB9HkGsoVKk 0m	No	Nothing
R_2mw7sxmze3fM Ncs	No	Nothing
R_5H7ijbw2jSN3XM Y	no	Nothing
R_2eRLUNnYpyydJj 4	No	Nothing
R_27Uzj6vpQyUfvB L	no	Nothing
R_52GTxAAGJmk4a vT	不會	Nothing
R_1f0YQWFJ5nEyH Gj	No	Nothing
R_2gcFB4qJbleFPq B	None	Nothing
R_42KplStZ9rYOpT6	No	Nothing
R_7jjm2lPrbMKCKa V	No	Nothing
R_2fqjMlpKSndEjH 0	No	Nothing
R_5ykgJpvBRrpQms m	No	Nothing
R_71MiZGgDWfjxL 8	沒有	Nothing
R_5FX21b2Kxlpia1j	N/A	Nothing
R_7VCKxWdUgsPPP 0C	No	Nothing
R_2OifRj2C7WdnO wQ	Para nada, esto no me afectaría tanto en mi caso	Nothing
R_3AXsNOx4KSz5B Ha	No	Nothing
R_72Rtzc0bemD9 6N	No tengo preguntas	Nothing
R_8dLzGxgdIR0bBq V	No	Nothing
R_3NxggrIEksh25o O	No	Nothing
R_5ZDEcc585DhRO hG	No	Nothing
R_5soDcdgNY76RFJ n	no	Nothing
R_7mPOsF2R8TDI56 q	No	Nothing
R_2qz6hiCXRHxWxk T	No	Nothing

R_2rOocxvBC6vgrN		
N	No	Nothing
R_3pYcVwFiznwPDt		
n	None	Nothing
R_22RJAf3ju3V3jc8	No	Nothing
R_5XK8alBUNfg1hV		
n	No thank u	Nothing
R_7u3fxW1a1Tdoff		
P	No	Nothing
R_5GCF878eKtMBo		
d	No	Nothing
R_7fqdsc7plQdOfM		
W	No	Nothing
R_5s0ZAyt71K60Ce		
B	No	Nothing
R_12Hbg1rhZWMjR		
YZ	No	Nothing
R_2Fs2Zz27NjXBHR		
3	No	Nothing
R_4YeNaXgFUIMsy		
dP	沒有	Nothing
R_3EQH7VxSWZJtu		
zT	沒有	Nothing
R_1035WcKOFT0sd		
Zc	No	Nothing
R_17NYtDu8GwZ5U		
Ds	Mo	Nothing
R_1My57hCGODD3		
6Pj	No	Nothing
R_3zWviaeCFB0eLa		
F	No	Nothing
R_72mxCjGHMxbp		
oEt	No	Nothing
R_2DGCqCI4jLzo5C		
n	No	Nothing
R_7uPpH6XFUyJ3XE		
2	Not at this time	Nothing
R_6f1hzQmR9anG6		
UV	No	Nothing
R_71g9d0EodUzebY		
A	No	Nothing
R_5EmMxFSi45D3L		
oZ	No	Nothing
R_257DMxnpvsbrG		
X4	No	Nothing
R_1170LodxDuhwe		
Hy	N/A	Nothing
R_7ebuhKiBeSmvw		
W7	No	Nothing
R_2j6cBVqIPLH9LEk	No	Nothing

R_BNIDQRSNIFXsrk		
c	no	Nothing
R_8sp5hOsLD1eTeC		
k	No	Nothing
R_5kuepMjtLO0blu		
4	No	Nothing
R_7F2Cpj85DCwnN		
wR	No	Nothing
R_1PtQuHwL1j1usU		
T	No	Nothing
R_8zLWKkLby8FsFk		
E	No	Nothing
R_5wm3SEmqWPB		
MXaV	No	Nothing
R_8CfSZ2KUzKfrfIC	No	Nothing
R_2Pu5NpejNxlqtQ		
o	No	Nothing
R_1LGGnM5QjkdO		
X8B	Not at this time	Nothing
R_6c5Ii0TD7luZbYI	No	Nothing
R_1THPMcmPlgWC		
gUa	No	Nothing
R_2UnvJsCMNOtUp		
t7	no	Nothing
R_3yKmcBjRScl1j45	No	Nothing
R_3KBkvGj3rWCpv		
X7	No	Nothing
R_7OAHdPCH6VmrI		
7n	没有	Nothing
R_7KPePPRLGSpKxT		
T	No.	Nothing
R_51NOLhVa15bQo		
eJ	None	Nothing
R_2cZCiFUUCx1DCb		
A	No	Nothing
R_1kTGGLV2lzlR7fg	No	Nothing
R_5ZK6aWzKvvHlm		
t6	No	Nothing
R_11DZ8QOrAo4kF		
33	No	Nothing
R_3uDqRplWmJ9gT		
Ga	N/A	Nothing
R_7Pw0aLAu2aYvb		
q6	No	Nothing
R_1VWHc9eE82xZY		
2J	None	Nothing
R_71dOYMvAeQDD		
4kA	None	Nothing

R_5o0fQQviCr7Ai1k	None	Nothing
R_2bOXF1sf84GtkI7	none	Nothing
R_56c5Jj9UMUv6E8		
N	None	Nothing
R_7Cp5KORQNdJJ		
Mqf	-99	Nothing
R_73Tt9sCUERfks1z	-99	Nothing
R_71bT5ygbW0nl7h		
T	-99	Nothing
R_3IKJxQ1CACzNJ0		
b	-99	Nothing
R_6EhsqoUO7GsaJ		
GO	-99	Nothing
R_27Hz6NnvNX4hnl		
7	-99	Nothing
R_1Bx017YyqU97YL		
1	-99	Nothing
R_5WIQUKhhmZCLJ		
7q	-99	Nothing
R_5RVbyc3vioFHad		
W	-99	Nothing
R_5he7kKhNQxTcxY		
5	-99	Nothing
R_3OQ8narrvDlnQ		
Qh	-99	Nothing
R_6fZhxskZygXY4Fa	-99	Nothing
R_5frhtHwOFASbyK		
1	-99	Nothing
R_3cYnDkdtYSA9LL		
H	-99	Nothing
R_33sArOorDMXc3		
bv	-99	Nothing
R_2BuCneULFtRQry		
9	-99	Nothing
R_3q48Sjt82qZQ6A		
B	-99	Nothing
R_5inStuzpC3FSBih	-99	Nothing
R_5CdJAaVmJAOAs		
re	-99	Nothing
R_2qKllHGwfoKVVA		
P	-99	Nothing
R_1cZX9WoHK6gZV		
X0	-99	Nothing
R_3XPgPwheNBnCG		
9P	-99	Nothing
R_2veS1t3WTpbBsZ		
v	-99	Nothing

R_5o0fQQviCr7Ai1k	None	Nothing
R_2bOXF1sfB4Gtkl7	none	Nothing
R_56c5Jj9UMUv6EB		
N	None	Nothing
R_7Cp5KORQNdJJ		
Mqf	-99	Nothing
R_73Tt9sCUERfks1z	-99	Nothing
R_71bTSygbW0nl7h		
T	-99	Nothing
R_3IKJxQ1CACzNJ0		
b	-99	Nothing
R_6EhsqoUO7GsaJ		
GO	-99	Nothing
R_27Hz6NnvNX4hnl		
7	-99	Nothing
R_1Bx017YyqU97YL		
1	-99	Nothing
R_5WlQUKhhmZCLJ		
7q	-99	Nothing
R_5RVbyc3vioFHad		
W	-99	Nothing
R_5he7kKhNQxTcxY		
5	-99	Nothing
R_3OQ8narrDlnQ		
Qh	-99	Nothing
R_6fZhxskZygXY4Fa	-99	Nothing
R_5frhtHwOFA5byK		
1	-99	Nothing
R_3cYnDkdySA9LL		
H	-99	Nothing
R_33sArOorDMXc3		
bv	-99	Nothing
R_2BuCneULFtRQry		
9	-99	Nothing
R_3q48Sjt82qZQ6A		
B	-99	Nothing
R_5inStuzpC3FSBih	-99	Nothing
R_5CdJAaVmJAoAs		
re	-99	Nothing
R_2qKlIHGwfoKVVVA		
P	-99	Nothing
R_1cZX9WoHK6gZV		
X0	-99	Nothing
R_3XPgPwheNBnCG		
9P	-99	Nothing
R_2ve51t3WTpbBsZ		
v	-99	Nothing

R_1gu5v0Hb8m1hl wB	-99	Nothing
R_2ewEY3FYNqbRB st	-99	Nothing
R_1gLpHhF8Mt91u Az	-99	Nothing
R_3zFy3PjMvlbw9 mV	-99	Nothing
R_60ZfHuBOhiiD1k Jf	-99	Nothing
R_21WqZyEO3E227 SB	-99	Nothing
R_8uJP8PwY76AZq 3	-99	Nothing
R_3MRksQqxJX3Jrzi i	-99	Nothing
R_1hazSXdEYbQTU0 T7	-99	Nothing
R_3OZUJ06w6HRVt MI	-99	Nothing
R_144NqBKD67fJ9 n	-99	Nothing
R_5vLPOllwg55aKD J6o	-99	Nothing
R_7wzBhbmTGcWN R_677rBz2ltoT20vK	-99	Nothing
R_2pSt1BFFMN04z8 4	-99	Nothing
R_7w2gR43EQEPsI7 H	-99	Nothing
R_3Rq5AOgTuVBeQ 3z	-99	Nothing
R_78lqsOrvEgh2Hx O	-99	Nothing
R_1pimT7fnX41gBs s	No	Nothing
R_21eARKWpikfW2 FT	-99	Nothing
R_1oHZ5YMdnVhOE 34	-99	Nothing
R_54IFDYGjY9pwE 9	-99	Nothing
R_30jmsHE1uak89 GY	-99	Nothing
R_7h6NuUbrDT54dl I	-99	Nothing
R_7f6iT7lw7amlom	-99	Nothing

R_1hA0s7SdDN0mJ		
5r	-99	Nothing
R_5Ptaz1C0vwBrkg		
p	-99	Nothing
R_2s1w0DAyiAqH8		
XL	-99	Nothing
R_1Vr0lrhJekiHPRo	-99	Nothing
R_37VRuenp6wGYV		
8Y	-99	Nothing
R_3YLgkM0vyvavy6		
B	-99	Nothing
R_5uhPRNqi5YBYng		
l	-99	Nothing
R_2jD2NL53TzS2L5		
O	-99	Nothing
R_7GjUFTHEdhXDS		
LL	-99	Nothing
R_6hSiDnHoGPgjZu		
4	-99	Nothing
R_2DI55f5O6JwTt4		
2	-99	Nothing
R_2RgYRnLOsGhrOr		
B	-99	Nothing
R_71gi1SCAJiz1ZOk	-99	Nothing
R_2SCF5DFG0ANly5		
9	-99	Nothing
R_3245g5spzG2iDv		
X	-99	Nothing
R_1FbRe5zKjwqjBo		
o	-99	Nothing
R_3ylqZz8OVXBr1lf	-99	Nothing
R_3pU4vVbePEZDC		
Y9	-99	Nothing
R_5AQJjzm5VvXSV6		
J	-99	Nothing
R_2FQJzZVDs6a5jb9	-99	Nothing
R_1eqjP8Uvhzbuus		
S	-99	Nothing
R_3QVuQ0aD9nsOc		
jE	-99	Nothing
R_24ztD3GiHOEqks		
V	-99	Nothing
R_1rHXeRtpeWuuZ		
AO	-99	Nothing
R_5kumjQmDiMRzF		
6S	-99	Nothing
R_2BexEdfbiLi976U	-99	Nothing

R_24CcertreweB8h A	-99	Nothing
R_1jlaFFZ8zkQv4op R_5QtK2yi6M6uWB LX	-99	Nothing
R_7ZwAiQr5gG154I F	-99	Nothing
R_7JRgWsqP4g1Ywi z	I've started to use busses less because the B line has been canceled. Please bring it back.	Other
R_2IYAI15gMFTcT7g r7	AC What about a daily maximum? I ride 2 buses to work and sometimes 2 buses back home, I don't know if I would hit either of the weekly or monthly limits!	Other
R_5R1kk7rFeNxQN GZ	Yes	Other
R_3gMI3JY8EGzJ5R Z	This survey is quite clear.	Other
R_72gQUSpektGbu Xb	Yes	Other
R_3nNQsc10mJ5y2 e2	No realmente tengo una pregunta pero es acerca de otra cosa pero no se si lo puedo expresar aquí	Other
R_2kLHWprWLFyUx E7	The change in the system will affect to the population that uses less the system	Other
R_2FsayH0BW8ags Cc	What about Seniors monthly pass? I am 65yrs old.	Other
R_51oIX0AX7M8VU YI	No en realidad sería lo mismo solo que más organización	Other
R_3L43b3sW5RMA SVr	Si el costo de cada mes fuera 90 dolars y yo solo uso el auto bus por 16 días al mes para mi no me conviene	Pay as you go concerns
R_1NneuG2gLMDuf oR	Pay as you go program a bit unclear	Pay as you go concerns
R_3I5kDyhKkgLixDH R_8Hi4SROjYxANSg F	Not clear on how Pay as you go would work for monthly pass users? Are you discontinuing monthly passes? Will paper tickets be worse to use?	Pay as you go concerns Payment concerns/Cash/Clipper card
R_2agpHji8RXGV7 Md	Nope, I just like having physical cards so my kids can have cards without phones.	Payment concerns/Cash/Clipper card
R_32yQqwUESOENr hN	Porqué se tiene que pagar de nuevo después de dos horas con la tarjeta clipper?	Payment concerns/Cash/Clipper card
R_7EW1H41XBtVIZ v3	Im not sure how this affect sporadic riders, would we need to buy monthly or weekly pass even for ridding a few times per year ?	Payment concerns/Cash/Clipper card
R_2VF3ppU5foE6kq 7	I'm concerned that most of AC Transit's riders do not have Clipper cards, likely due to lack of access to banking and the advantage of the \$1 "courtesy fare" cash policy. How will AC Transit extend the benefits of these transfer and capping programs to riders who don't currently use Clipper?	Payment concerns/Cash/Clipper card



R_3CeptAwG65uuUs9	Can I still take out my transfer card?	Payment concerns/Cash/Clipper card
R_7SppKUm9jVLMR0	Can I keep paying cash?	Payment concerns/Cash/Clipper card
R_6zPBm4aea2jmmk1	Do I have to pay for the clipper card or do I get it for free when I pay?	Payment concerns/Cash/Clipper card
R_491cCECSIXADNqV	Will my clipper automatically change?	Payment concerns/Cash/Clipper card
R_7VgZfXmy9juFxu4	No as long as overall costs don't increase much. Please ensure safety measures for all riders. Thank you.	Pricing/cost concerns
R_3VDAIv1RaISScSd	Where does the cost come from?	Pricing/cost concerns
R_1fTBL4xub7Oz9Kk	It will cost me more with less service .	Pricing/cost concerns
R_2DYmwO57WBAC6vU	I can't say whether a maximum weekly or monthly fee will affect how much I ride/pay if I don't know how much the maximums would be!	Pricing/cost concerns
R_1hBkkEexeZdfPHA	How much is the fare going up	Pricing/cost concerns
R_7By5wYNOqMJw2kl	Nothing as long as they dont increase the fares I hope this does not cause riders to pay more for a bus ride. There are some riders who have a limited income and this could impact their ability to get around to doctors appointments, obtain services, etc.	Pricing/cost concerns
R_2g5hp6itFaryBFu	Why are these changes proposed. Public transportation is already expensive enough for daily riders. Any chance at this point will impact the economy of the people using the services. As it is, the economy is bad enough. Please reconsider increasing the fees.	Pricing/cost concerns
R_7e5Alhhroyv4FYK	How much is a weekly or monthly pass?	Pricing/cost concerns
R_2YJ80akcO5o8uyO	Don't raise the fare	Pricing/cost concerns
R_7r27ftTCZo8wOD6	减少月票的价格	Pricing/cost concerns
R_7HXLUKvHoTmX11j		

R_2jhF5nbqy3HQW9X	Yes obviously the ones where I answered not sure, I'm not clear if it will really help me to economize or how will it help me. The \$2.35 each way is already too much for me being a person who only work part time and I just lost my old car, so sometimes I just walk from my place in 34th St. to downtown Oakland to avoid paying the fare as long as the weather is fine and it's not raining, I just really walked although I'm also worried about my safety on the streets in such a long walk. Also I want to know where I can find the free passes for low income residents in Oakland. My email is charmaineirmiter@icloud.com. I would be gladly happy to get some help for discounted bus fare. I do wanna get the proposed 50% Clipper card soon. I get this flyer in the mail about the 50% discount and I got so excited to apply. Pls.reach to me as I'm very much willing to take more surveys in the future. I appreciate AC Transit all my like in Oakland. Thank you very much guys.	Pricing/cost concerns
R_3RV2KUzAu8U6il d	Will this mean less money for AC Transit?	Pricing/cost concerns
R_2HFGZ1BNqI5Au Tk	Don't increase fares!	Pricing/cost concerns
R_5Q4sVaCOqfOnv D3	Can the NL and other transbay routes look at a system of tagging on and off so that the correct payment happens automatically. I often pay too little or too much for my trips on the NL and have seen this delay buses as people try and figure out the right payment. This is especially bad for first time users and can turn people off from transit.	Pricing/cost concerns
R_3jcs5IOAwy8Q4e n	My son gets aid for his mental health. Can he get this event with the discount he get?	Pricing/cost concerns
R_7TnKovemqJgq3 pG	Please make Bart cleaner and safer. Also ban loud phone conversations and music, please	Safety Concerns
R_1HPtdfGofMGKsl b	Make them clean and safe. Newer buses	Safety Concerns
R_3R3XLYqH09848 TP	I used to take 51A and 51B before it was split in 2 lines. While this change might help revert to the old fare, it's scant consolation for having to wait for the continuing bus.	Scheduling concerns
R_7vhWwHAlYWK4 8Xw	Bus Service are not well scheduled some are completely missing scheduled, sometimes a bus is missed waited more than 1 Hour or Bus service cancelled out is not replaced at all. d our.	Scheduling concerns
R_5DZrQHL5Mq8NI 85	Según entiendo a quien afectará al usuario y compañía de transporte	Unclear/Don't know enough about the policy changes
R_72A4dTZT1VB7x pY	I would like to know more about the whole proposal	Unclear/Don't know enough about the policy changes
R_5dvrNLEmLodVff G	So do you lose the benefit if you go on vacation or you'll get sick and you don't use your card to ride the bus for a couple of days?	Unclear/Don't know enough about the policy changes

R_71OV01t6JHGhm St	Unclear	Unclear/Don't know enough about the policy changes
R_6QrH4s8J640UZ 7	How would these changes impact people who don't have a debit or credit card?	Unclear/Don't know enough about the policy changes
R_3knTqqTy6M3kg k3	Is the monthly fare cap for transbay and local combined? What about the weekly? This was confusing. And what are the current pass prices. I can't figure out if it will benefit me or not without this information.	Unclear/Don't know enough about the policy changes