

# Riders' Perceptions of Safety on AC Transit

*Final Report - June 2025*

# Background

- In October of 2023, Senator Dave Min authored Senate Bill No. 434 which required the ten highest ridership transit agencies in the State of California, including AC Transit, to conduct a survey on perceptions of safety and experiences with street harassment while using public transportation.
- The initial survey was created by the Mineta Transportation Institute. Transit operators were required to use it or expand upon the survey's questions. The final version of the survey instrument used by AC Transit is provided in Appendix 1 of this report.

# Overview

AC Transit engaged **Davis & Associates Communications (D&A)** to support this effort.

The initiative involved two phases:

## Phase 1:

Develop, implement, analyze, and report preliminary findings for the Transit Safety Survey. This was completed in December 2024.



## Phase 2:

Survey findings finalized. To better understand the “why” behind survey findings, D&A conducted five focus groups in April 2025.

# Survey Methodology

## What was asked?

- Questions about safety perceptions and experiences with unsafe behaviors, based on the Mineta Transportation Institute survey.

## When and how was survey conducted?

- November 7- December 1, 2024.
- Paper: Nov 12 – 22 on popular bus routes (day/eve)
- Online: QR codes, bus promotions, and digital channels.
- Outreach focused on equity priority communities
- Paper version had 23 questions; online had 24
- Average online completion time = 8 minutes
- Offered in English, Spanish, and Chinese
- \$100 gift card raffle

## Who was reached?

- Targeted outreach aimed to meet demographic goals from [AC Transit's 2017-18 Onboard Survey](#)

Key Demographics (n= 1,439)	n	% of Total
Income <\$50,000 <sup>1</sup> /year	719	50%
Female	832	58%
Latinx or Hispanic	481	33%
Asian or Pacific Islander	261	18%
Black/African American	252	18%

## Total Responses: 1,533

- Intercept: 686
- Online: 848

# Limitations

## Survey

- Self-reporting may contain inaccuracies
- Participants with strong views may be overrepresented
- Limited intercept hours; poor weather may have reduced participation
- Incomplete surveys included in analysis
- Online responses to Q5 ("experienced or witnessed harassment or unsafe behavior") may be underreported; paper responses not impacted
- Q8 (online) uses structured drop-down; Q7 (paper) has open-ended responses, limiting comparability

## Focus Groups

- Qualitative data are subjective by nature and reflect opinions, attitudes and experiences of the individual participants.
- Findings reflect input from 36 participants, not representative of all riders
- Participants with strong views may be overrepresented
- Some concerns reflect broader regional or systemic issues beyond AC Transit's control

# Survey Results



# Key Findings - Quantitative

## General

- 81% felt “somewhat safe” or “extremely safe,” highest among ages 45–64 and 65+
- 58% **did not** experience or witness unsafe behaviors
- 50% of White respondents report they feel extremely safe vs. 25% of Black/African American respondents
- Most common lines: 51A and 1T
- 25%(n=381) added written comments in final open-ended question

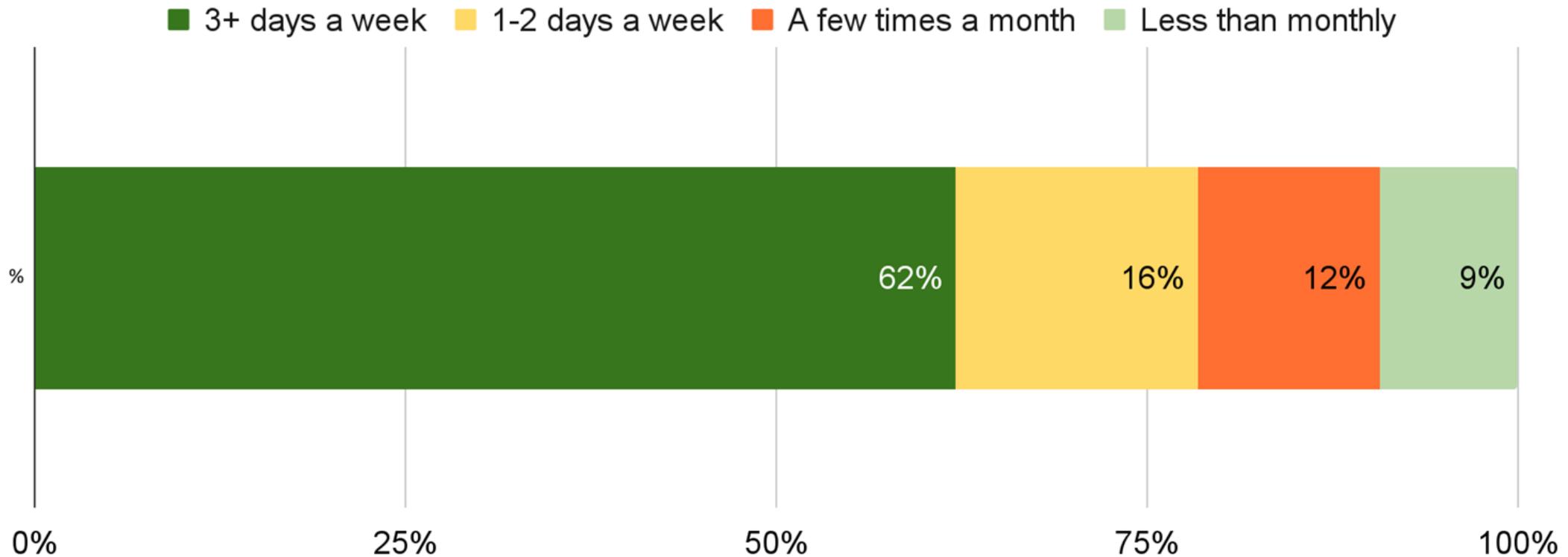
## Unsafe Behaviors

- 42% experienced or witnessed unsafe behaviors, this was highest among women (26%)
- 88% of these experiences occurred onboard buses
- Riders report they avoid riding at night (42%), certain bus lines (23%), and traveling with valuables (39%) as a precaution
- 77% did not make a report
- 37% cited race/ethnicity; 21% cited gender/gender expression as factors

# AC Transit Usage

## 62% ride AC Transit buses 3+ days a week

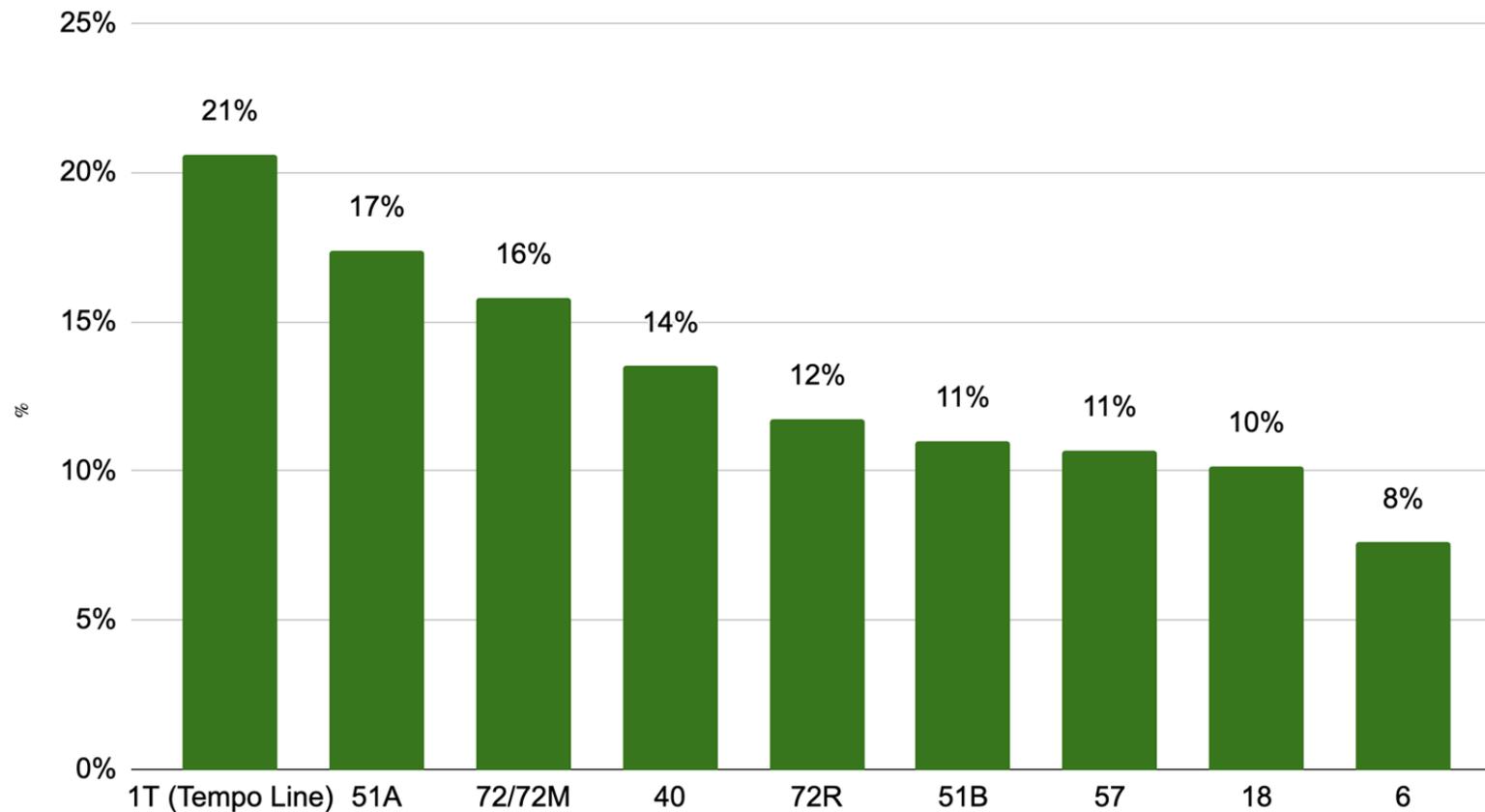
Q1. How often do you typically ride AC Transit buses?



# AC Transit Usage

## Commonly used bus lines are:

Q2. What bus lines do you typically ride? (Select up to 3)

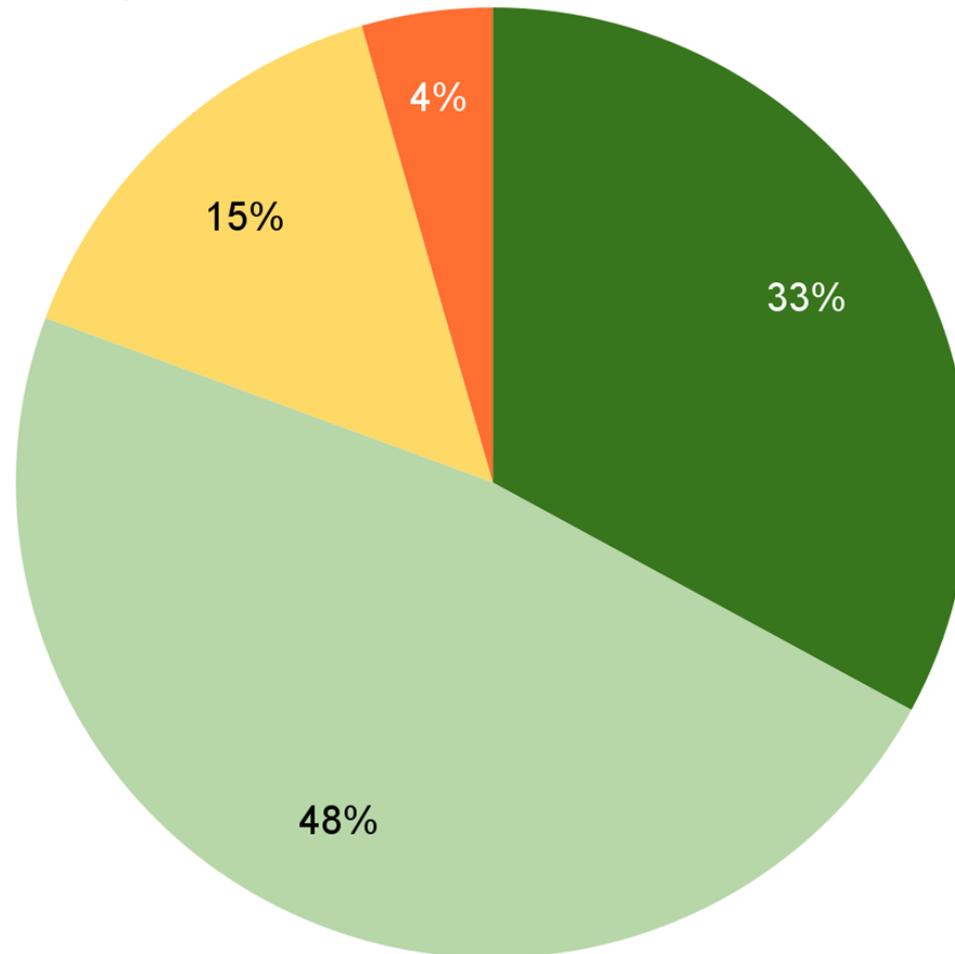


- Most frequently used lines: 1T, 51A, 72/72M, and 40
- Other common lines: 14, 52, 97, 79, and 99

# Overall Perceptions of Safety

**81% feel “extremely” or “somewhat” safe**

*Q3. How safe do you feel using AC Transit?*

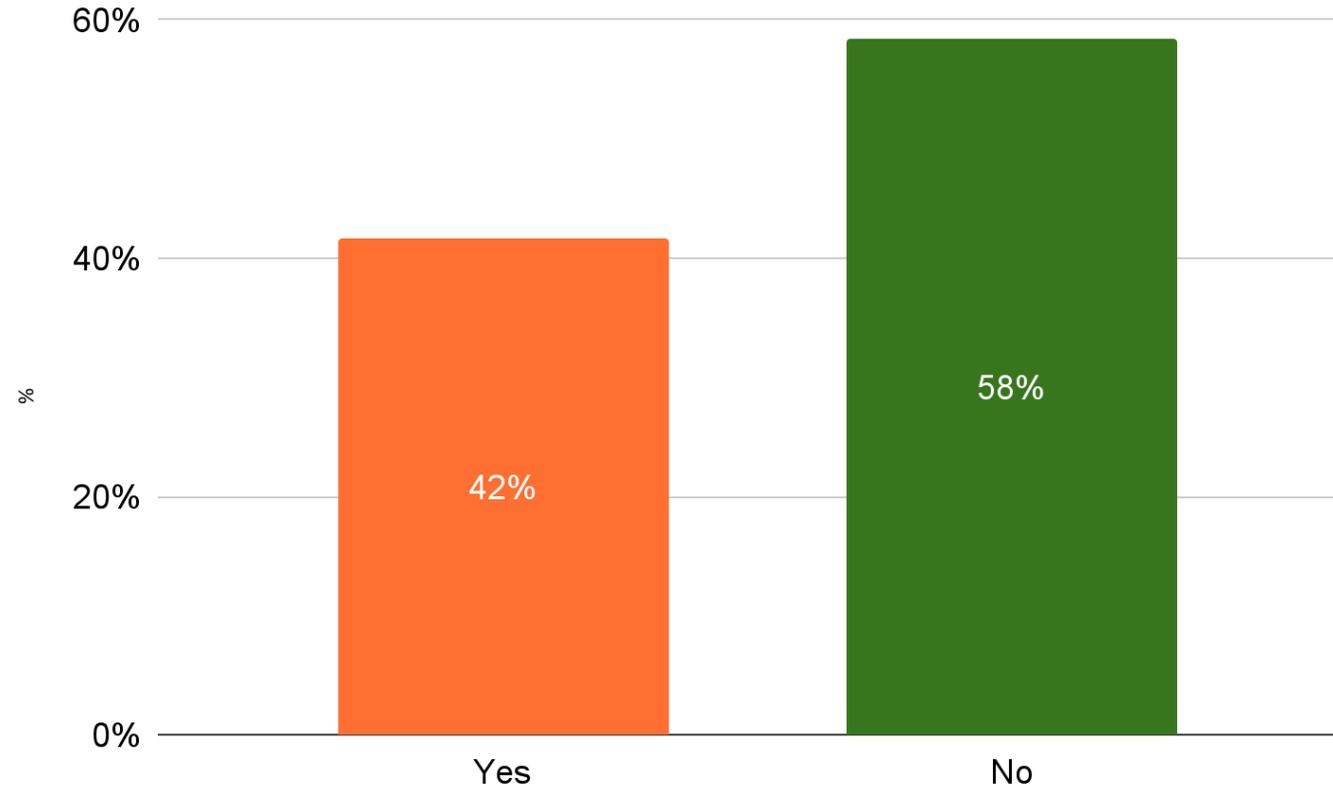


- Extremely Safe
- Somewhat Safe
- Somewhat Unsafe
- Extremely Unsafe

# Unsafe Behavior

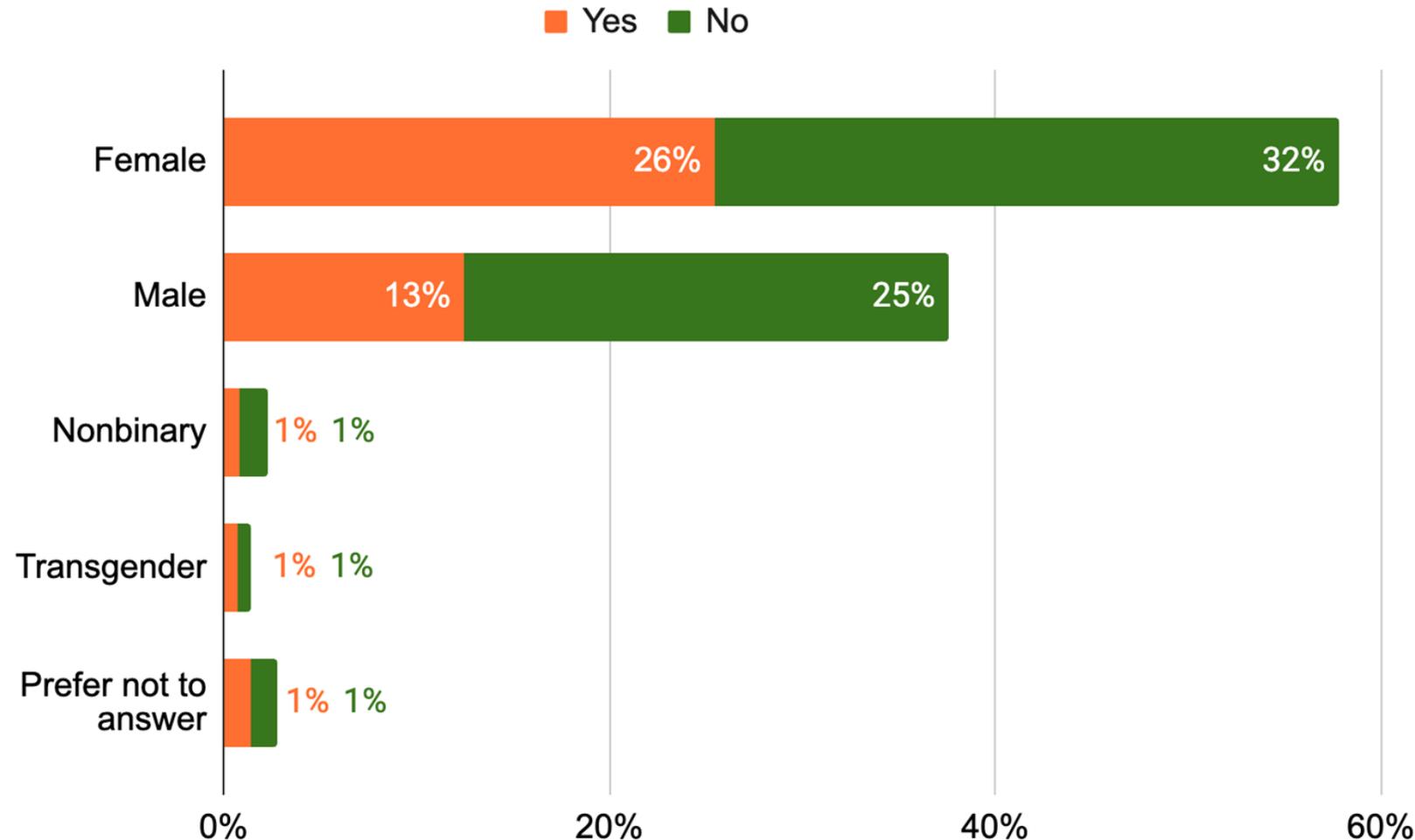
## 58% did not experience or witness unsafe behaviors

Q4. In the last year have you experienced or witnessed behaviors that make you feel unsafe on AC Transit?\*



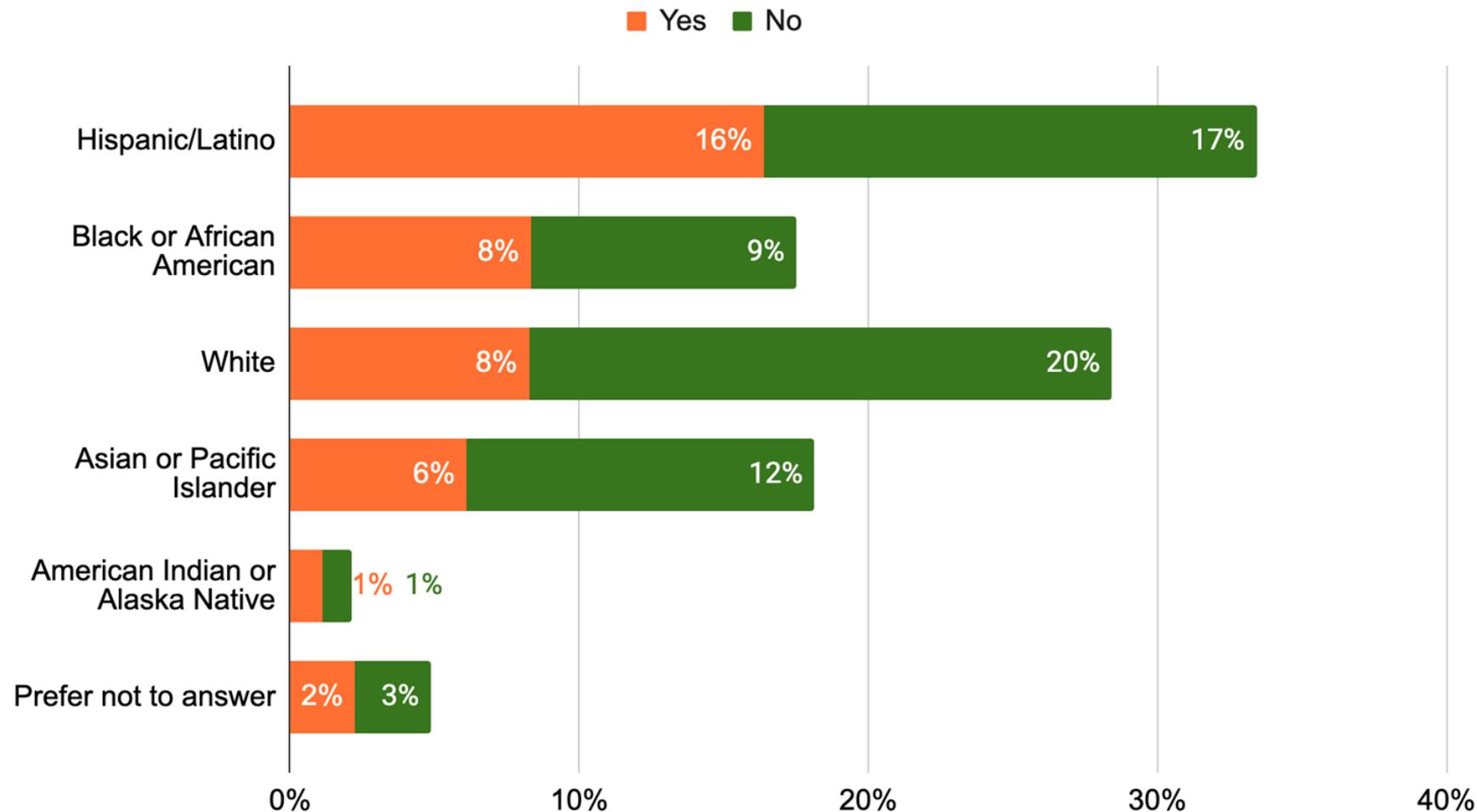
If participants answered 'No' - respondents automatically move to Q15 demographic section.

# Unsafe Behaviors by Gender



Women reported higher levels of unsafe behaviors. This may be influenced by 20% higher response rate among women.

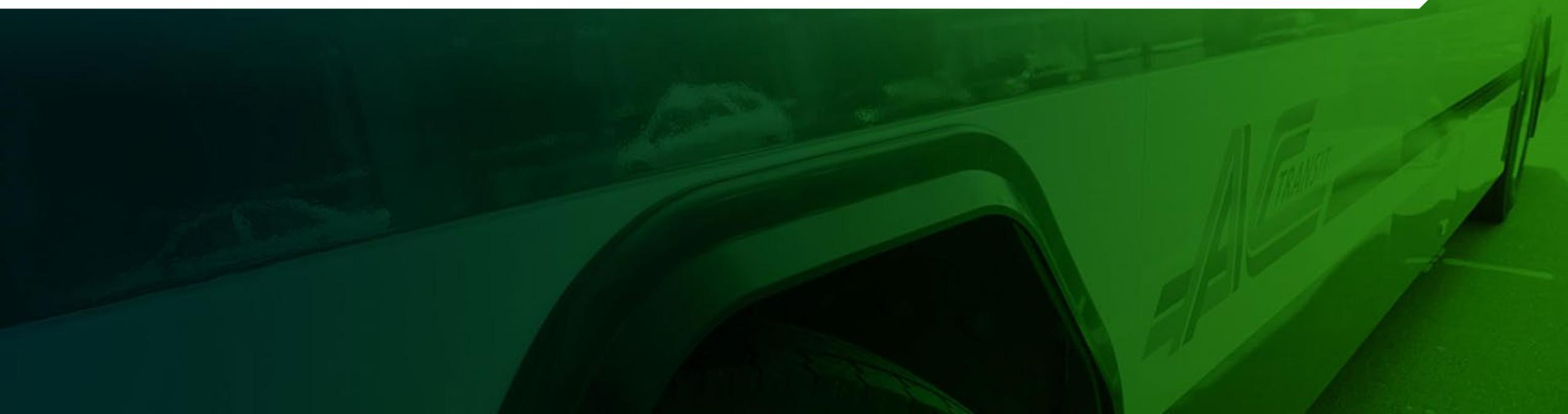
# Unsafe Behaviors by Race/Ethnicity



Latino/Hispanic respondents were the largest group (33%). This may explain higher number of reported experiences

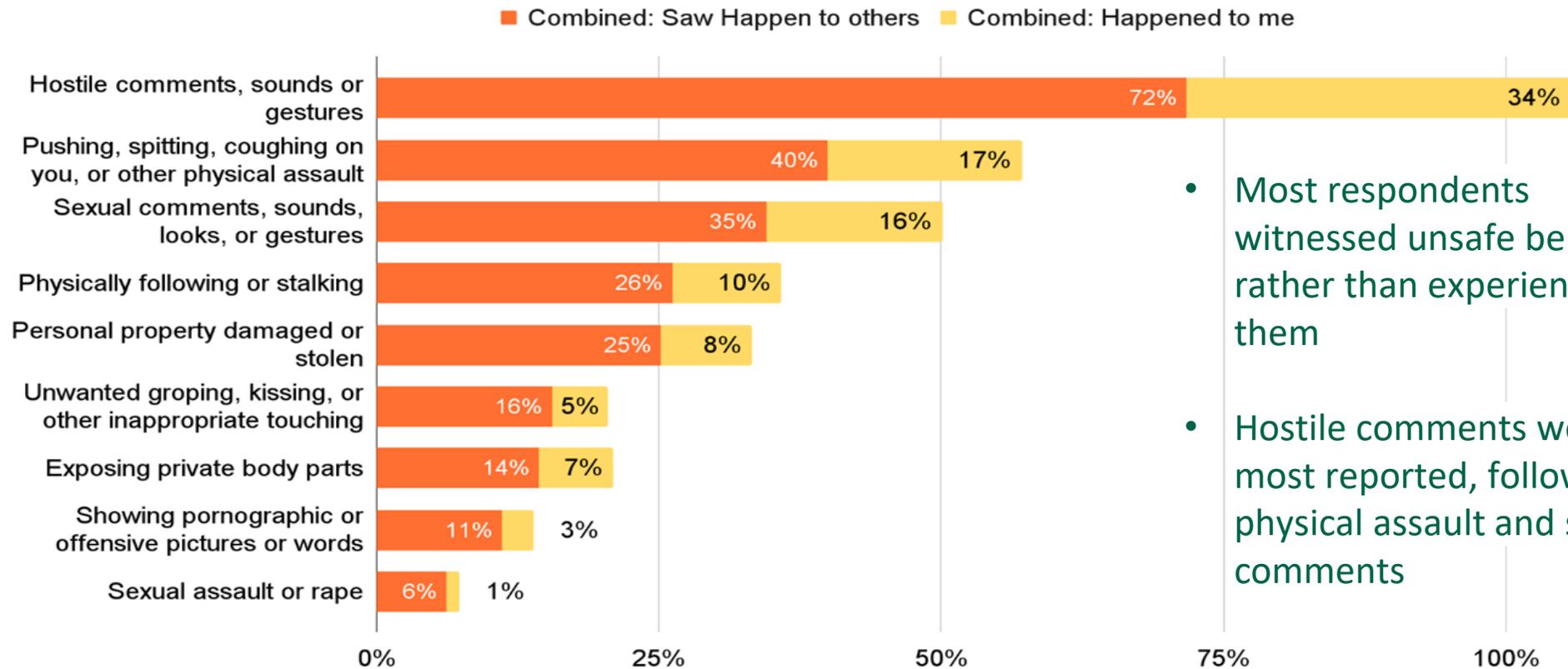
# Unsafe Behavior Experiences:

*The following slides present data from 42% of survey respondents*



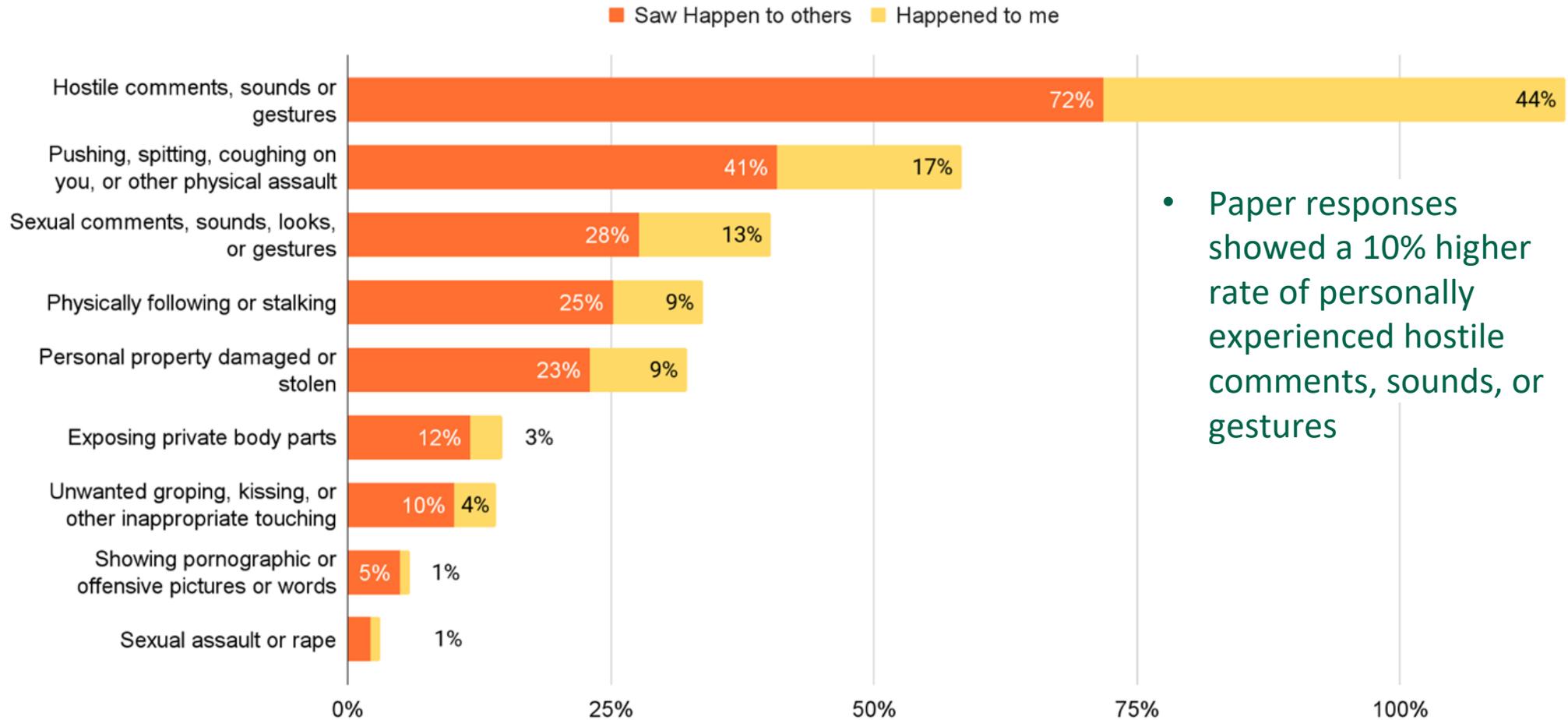
# Among 42% of respondents who saw or experienced unsafe behavior

Q5: Have you experienced any of the following yourself or seen them happen to others while using AC Transit in the past year? (Check all that apply).



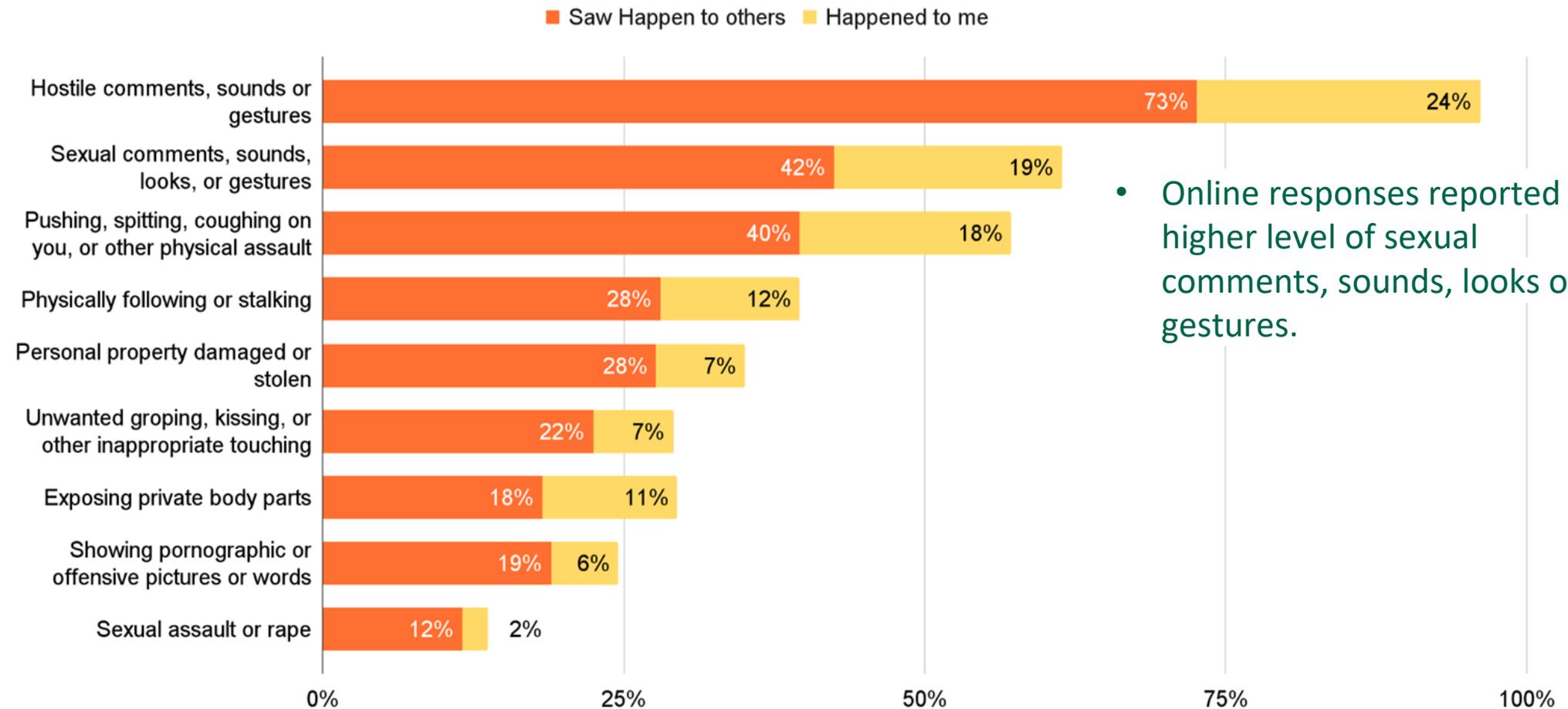
- Most respondents witnessed unsafe behaviors rather than experienced them
- Hostile comments were most reported, followed by physical assault and sexual comments

# Paper Survey Responses



- Paper responses showed a 10% higher rate of personally experienced hostile comments, sounds, or gestures

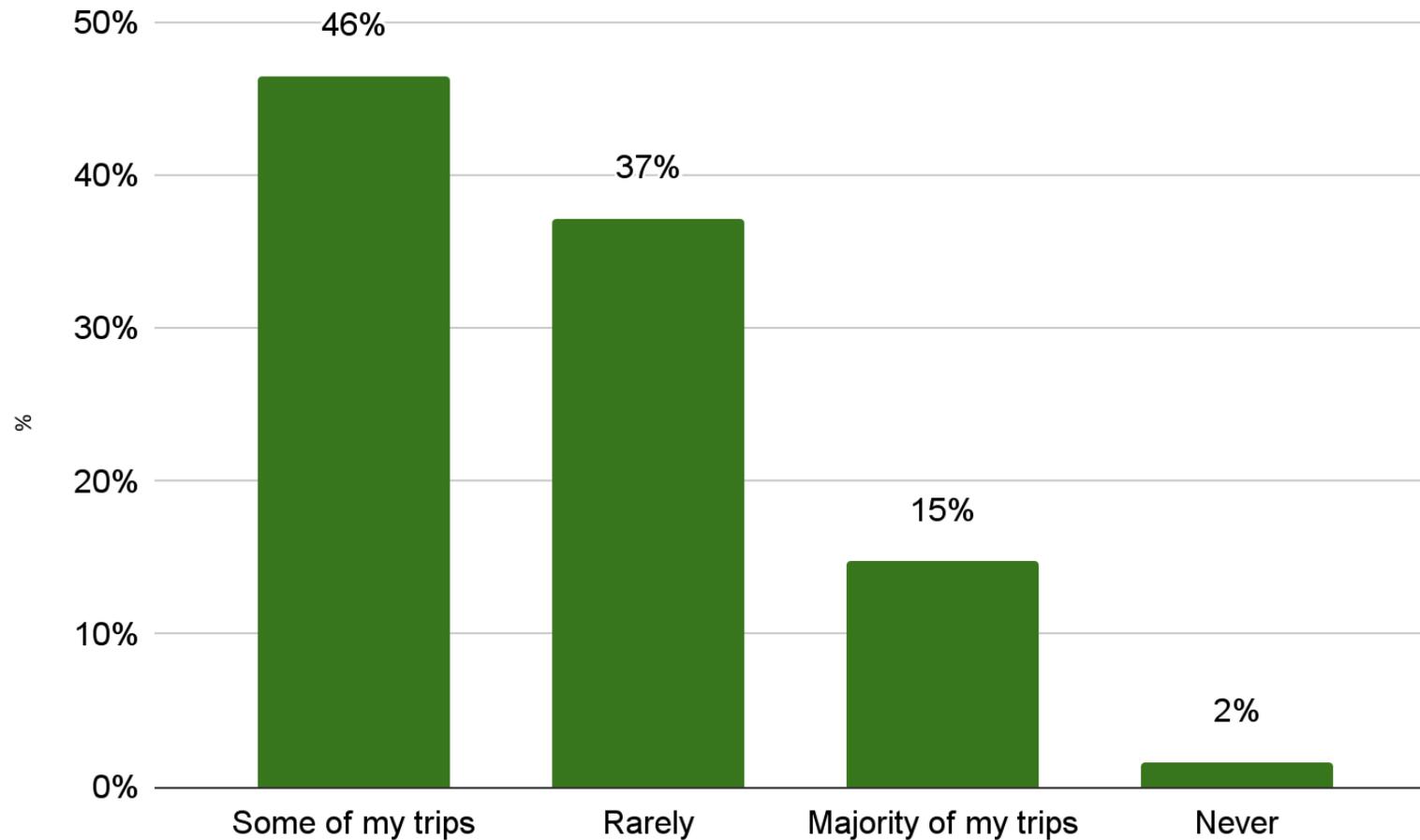
# Online Survey Responses



- Online responses reported higher level of sexual comments, sounds, looks or gestures.

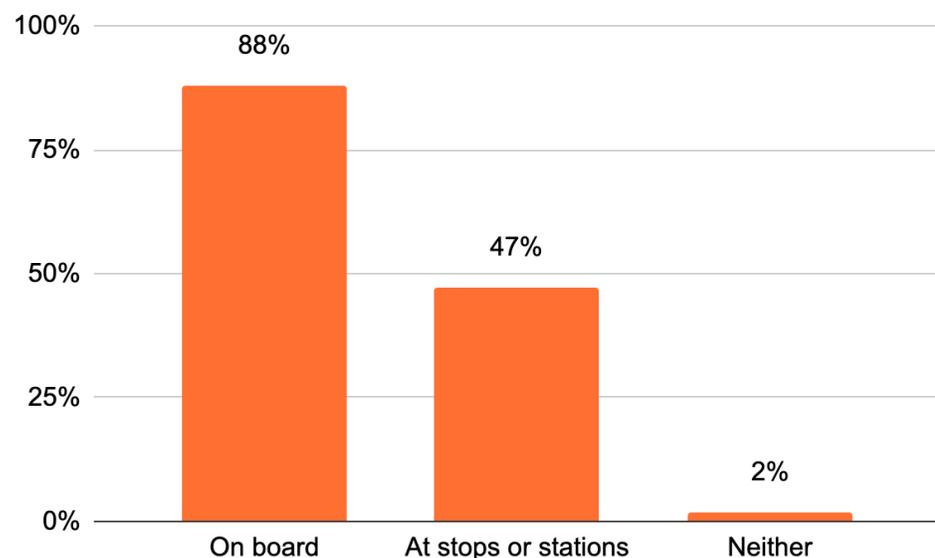
# 46% experienced or witnessed unsafe behaviors on some trips

Q6. How often did you experience or see any of these behaviors in the past year?



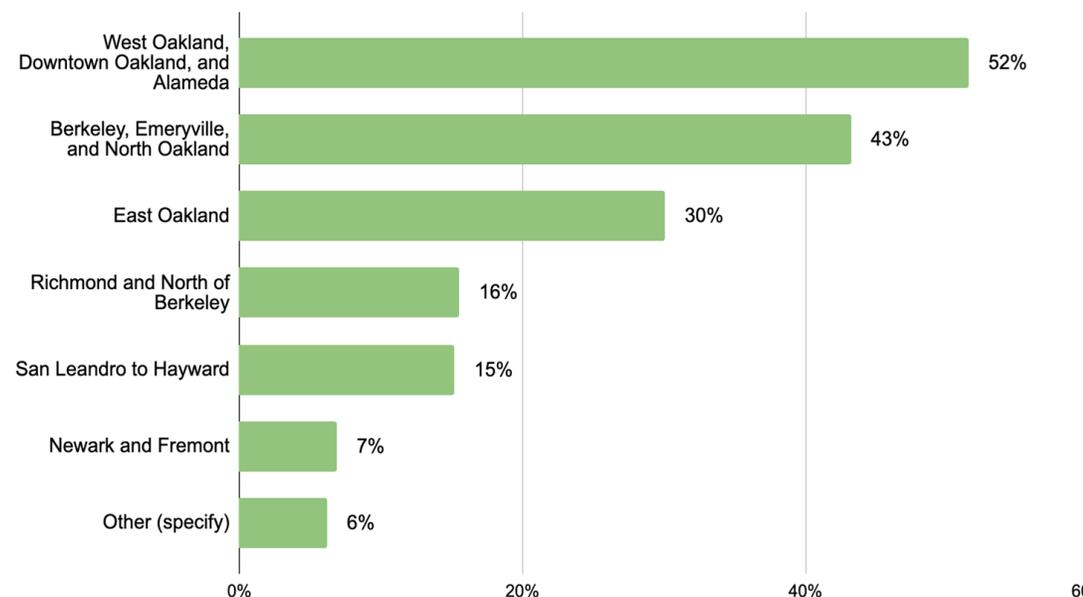
# Most unsafe behaviors occurred onboard; top locations were Oakland and Alameda

**Q7. Where did these happen?**  
(Check all that apply)



Does not equal 100%  
n = 611

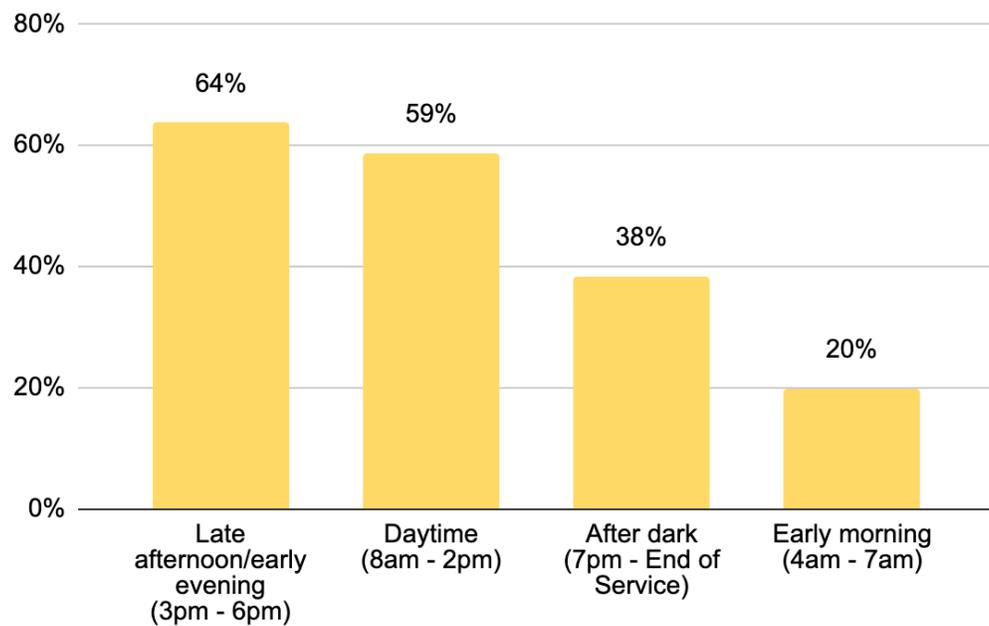
**Q8. Where did these occur? (Check all that apply). Online only.**



Does not equal 100%  
n = 285

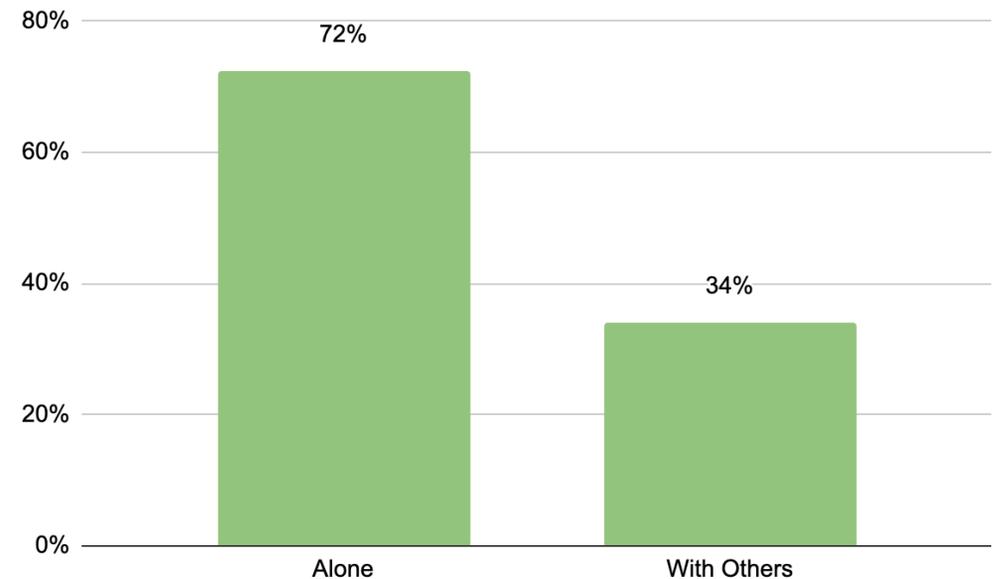
# Unsafe behaviors most likely late afternoon/early evening, and when traveling alone

Q9. What time of the day? (Check all that apply)



Does not equal 100%  
n = 611

Q10. Were you alone or with others? (Check all that apply)

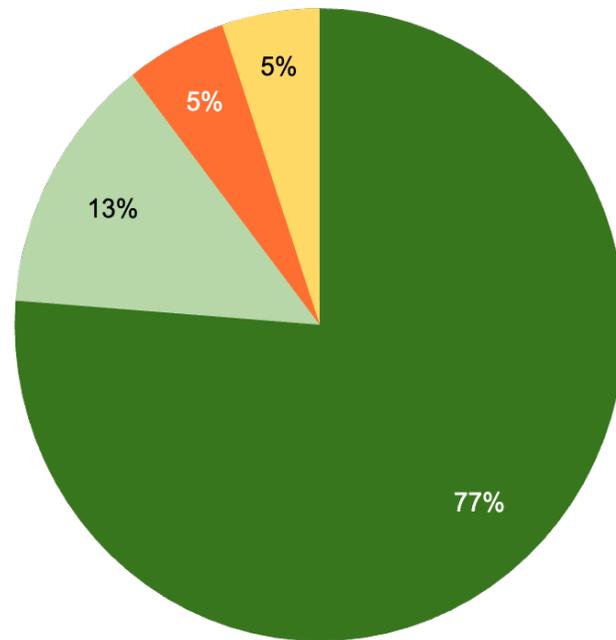


Does not equal 100%  
n = 611

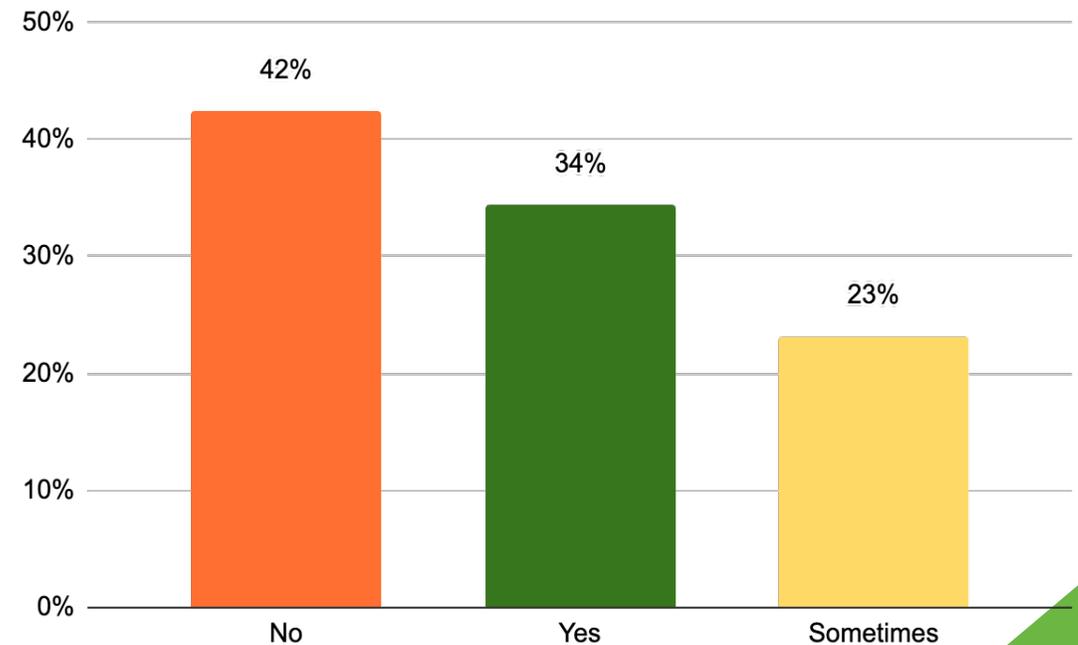
# 77% did not report unsafe behaviors; 42% of those who did, received no appropriate response

Q11. Who did you report this to? (Check all that apply)

- Did not report
- To AC Transit
- To police/law enforcement
- Other (specify)



Q12. Did you receive an appropriate response?

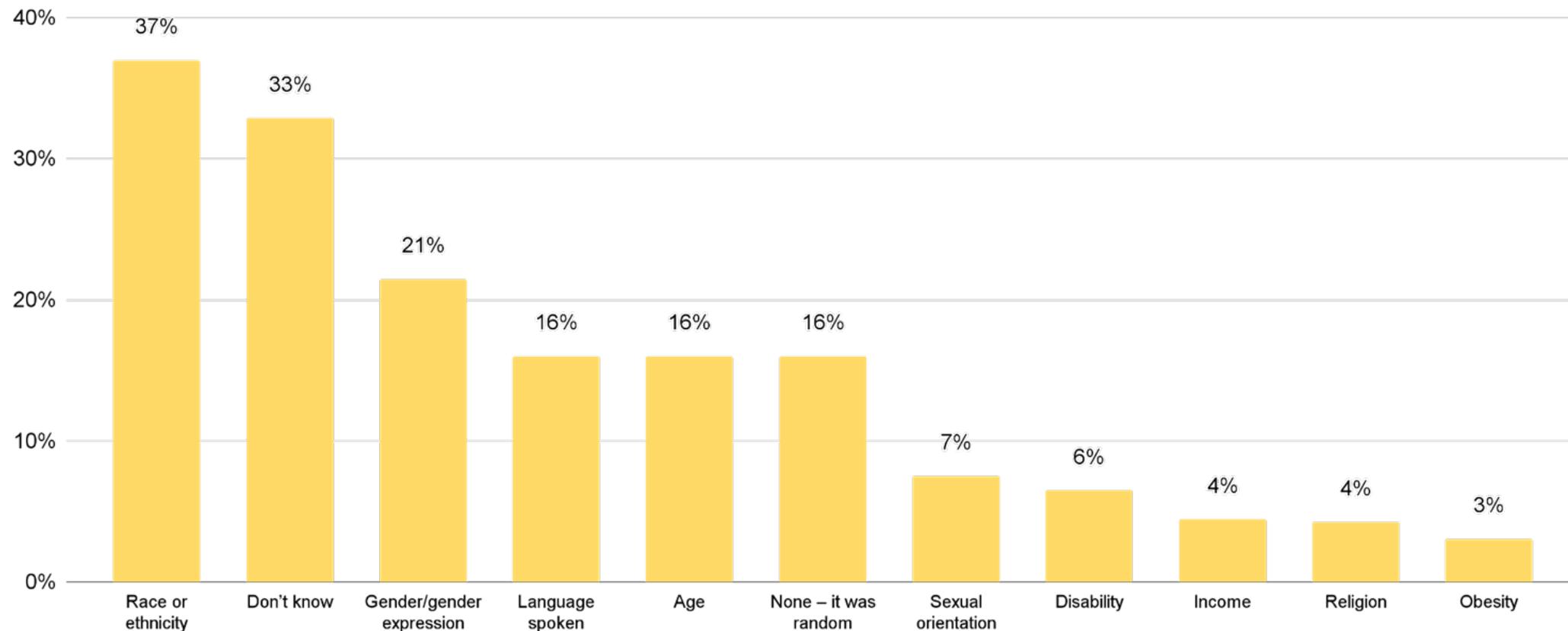


Does not equal 100%  
n = 611

n = 125

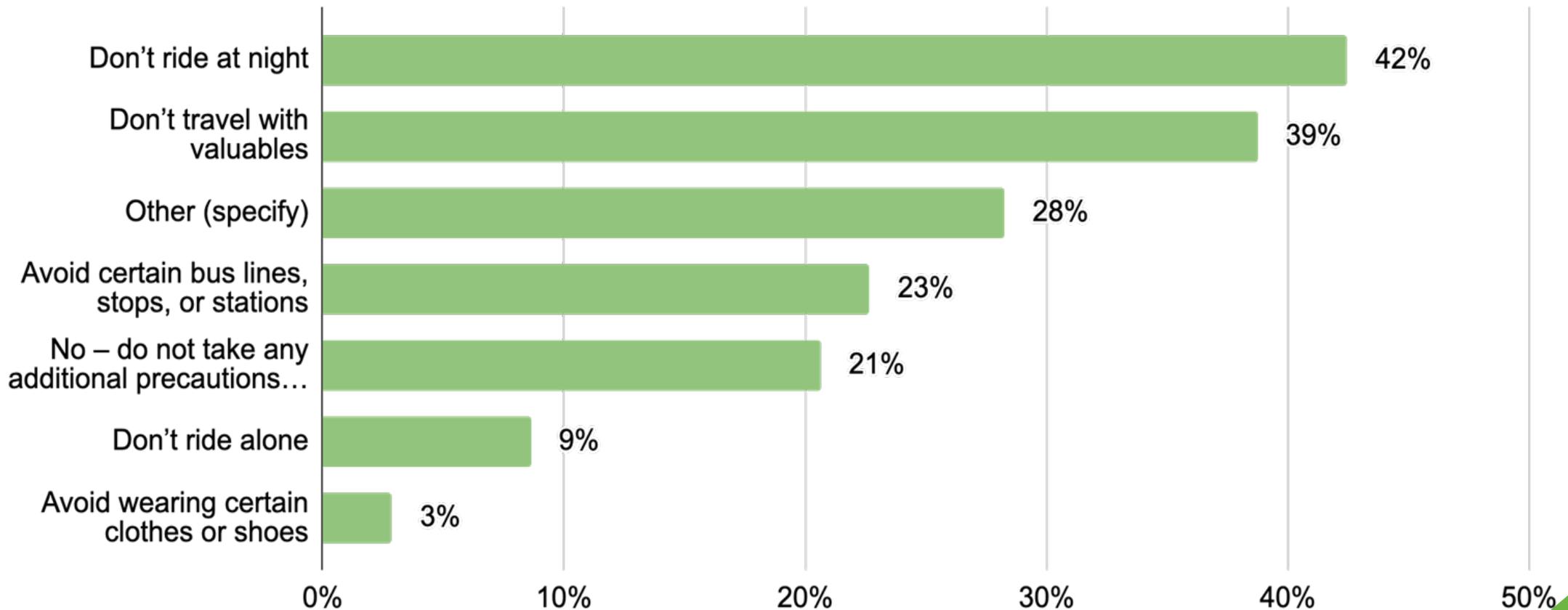
# Reported targeting largely based on race and gender expression

Q13. When these things happened, do you think the person was targeted because of...



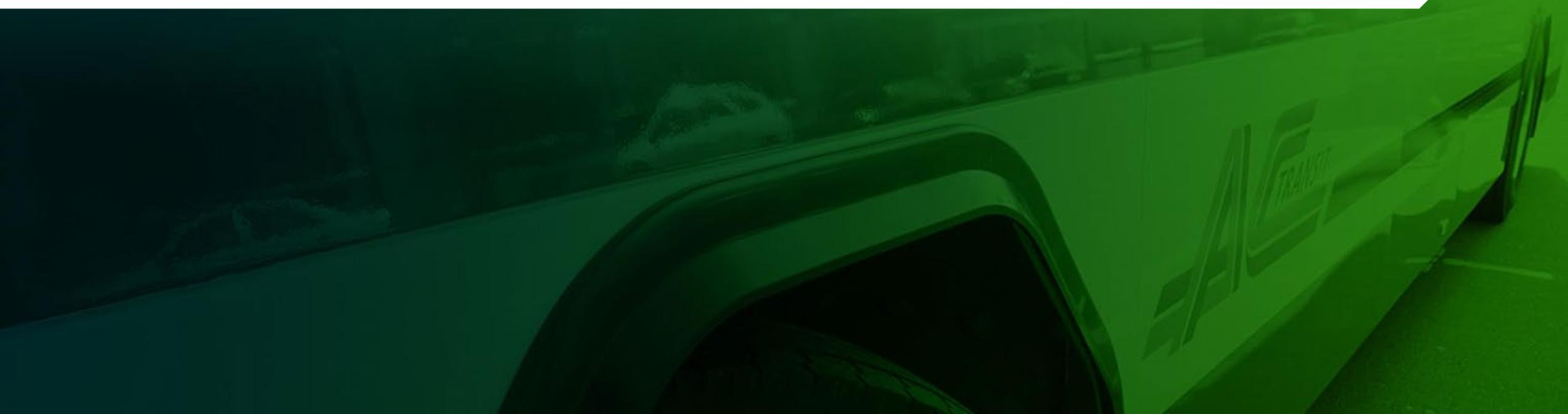
# 25% take no extra precautions; most take some steps

Q14. Do you currently take any additional precautions when using AC Transit to avoid being harassed? (Check all that apply)



# Qualitative Sentiment Analysis:

*The following slides analyze sentiment from 25% of respondents who answered Q24: “Other comments or experiences related to safety/harassment on AC Transit”*

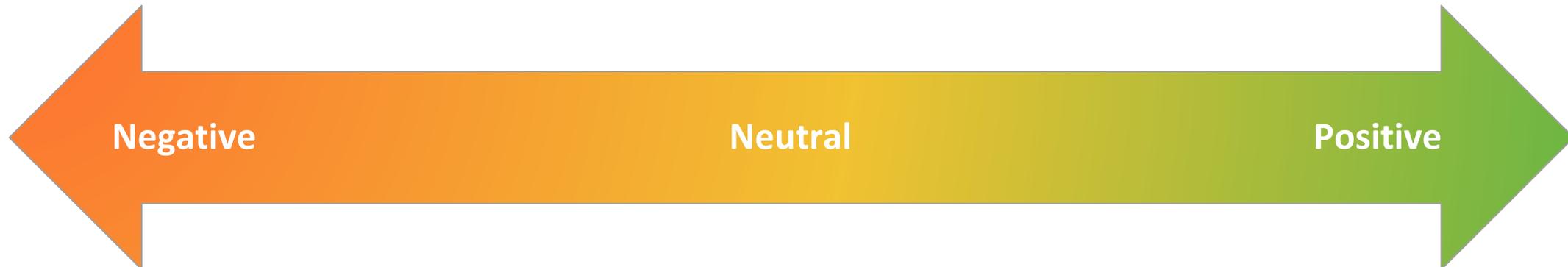


# 25% of survey respondents provided comments

## Q24. Other comments or experiences related to safety/harassment on AC Transit

### Sentiment Analysis (381 comments)

- Comments were rated on a scale from negative to positive, based on tone, language, and overall context.
- Interpret findings with caution as sentiment is subjective. Some feedback reflects broader issues beyond AC Transit.
- Examples of categorized comments are shown below.



*“Homeless people always on buses, their body odor and general behavior can be concerning.”*

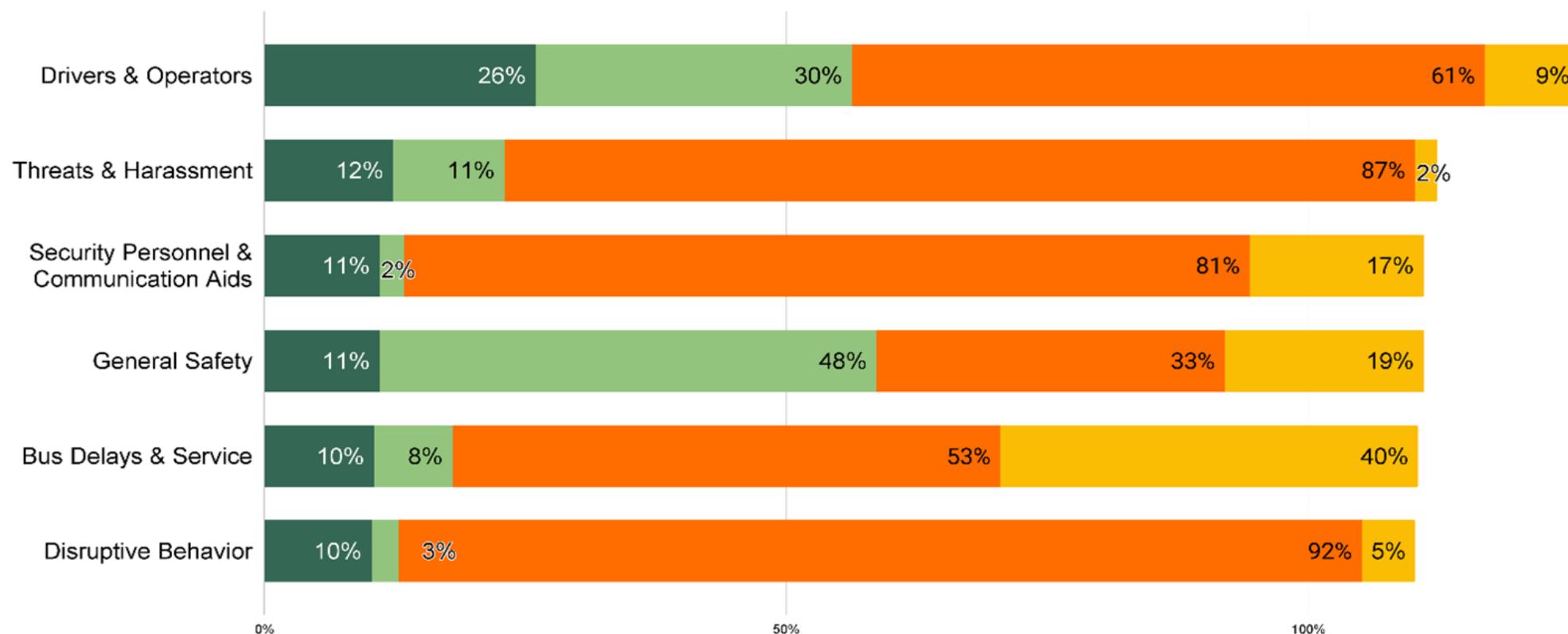
*“I do not typically ride during peak service usage hours.”*

*“I’ve never experienced any issues while riding AC TRANSIT”*

# Comments by Category

## Q24. Other comments or experiences related to safety/harassment on AC Transit

**Sentiment Analysis (381 comments)** A total of 259 comments were categorized as negative, 67 as positive, and 55 as neutral. The top six themes are categorized by sentiment below.

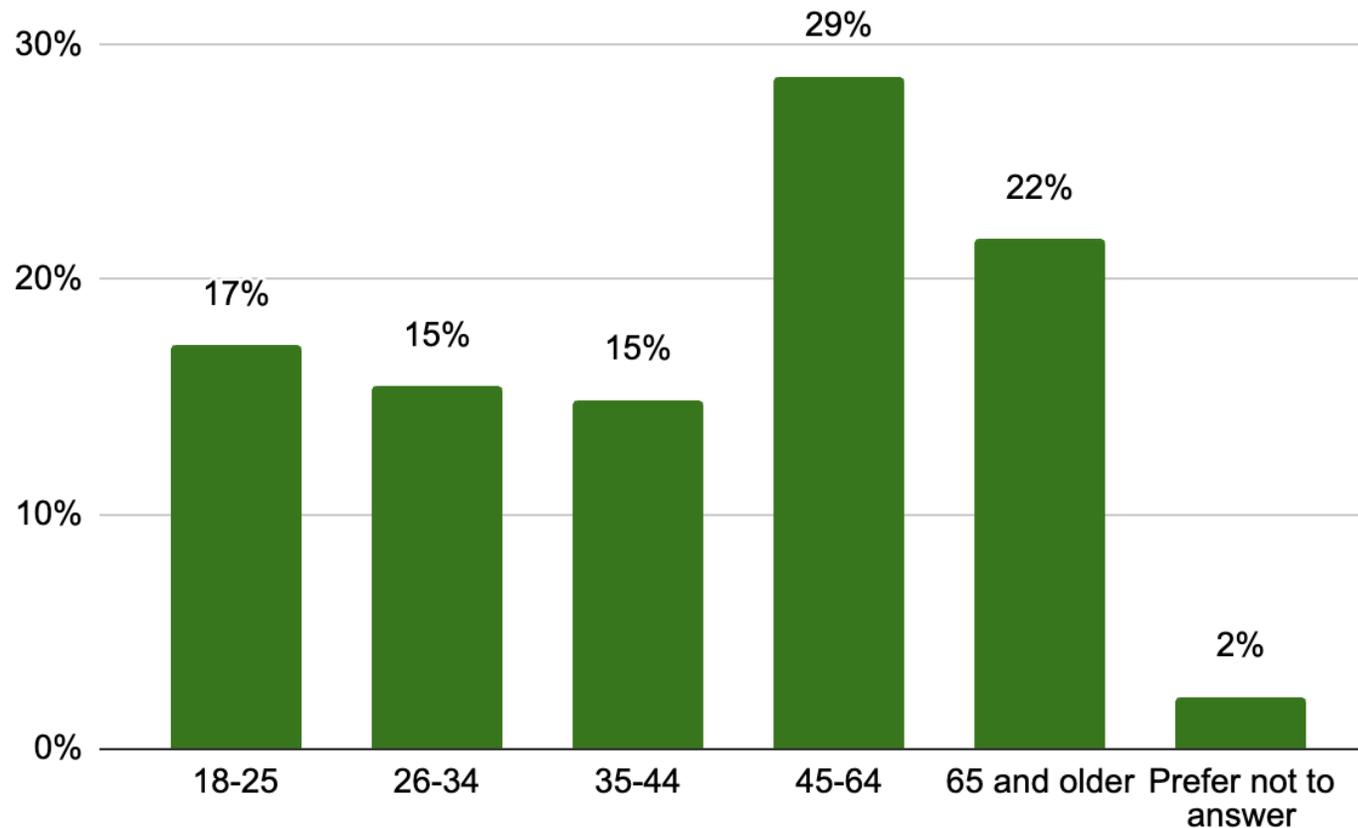


# Respondent Demographics



# Age

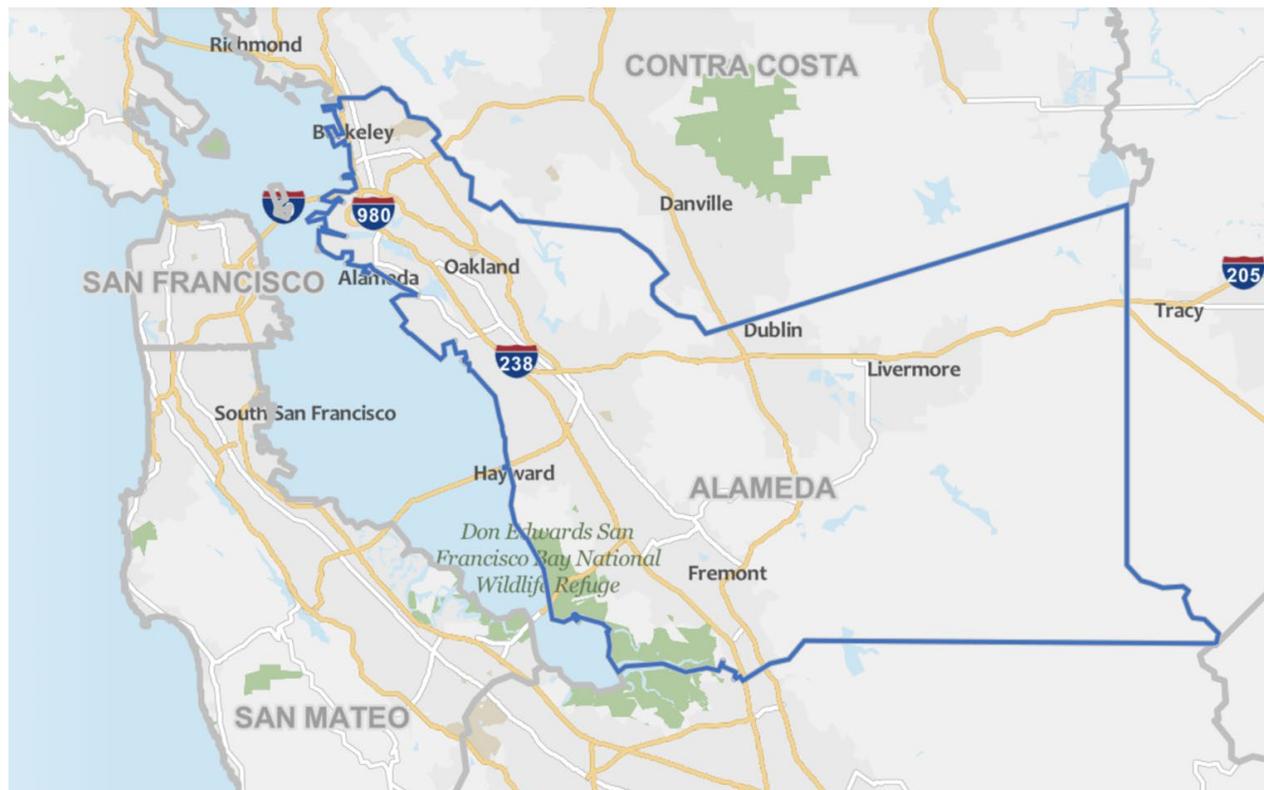
Q15. Age



**51%**  
reported they are  
45 years old and older

# Home Zip Codes

## Q16. Home Zip

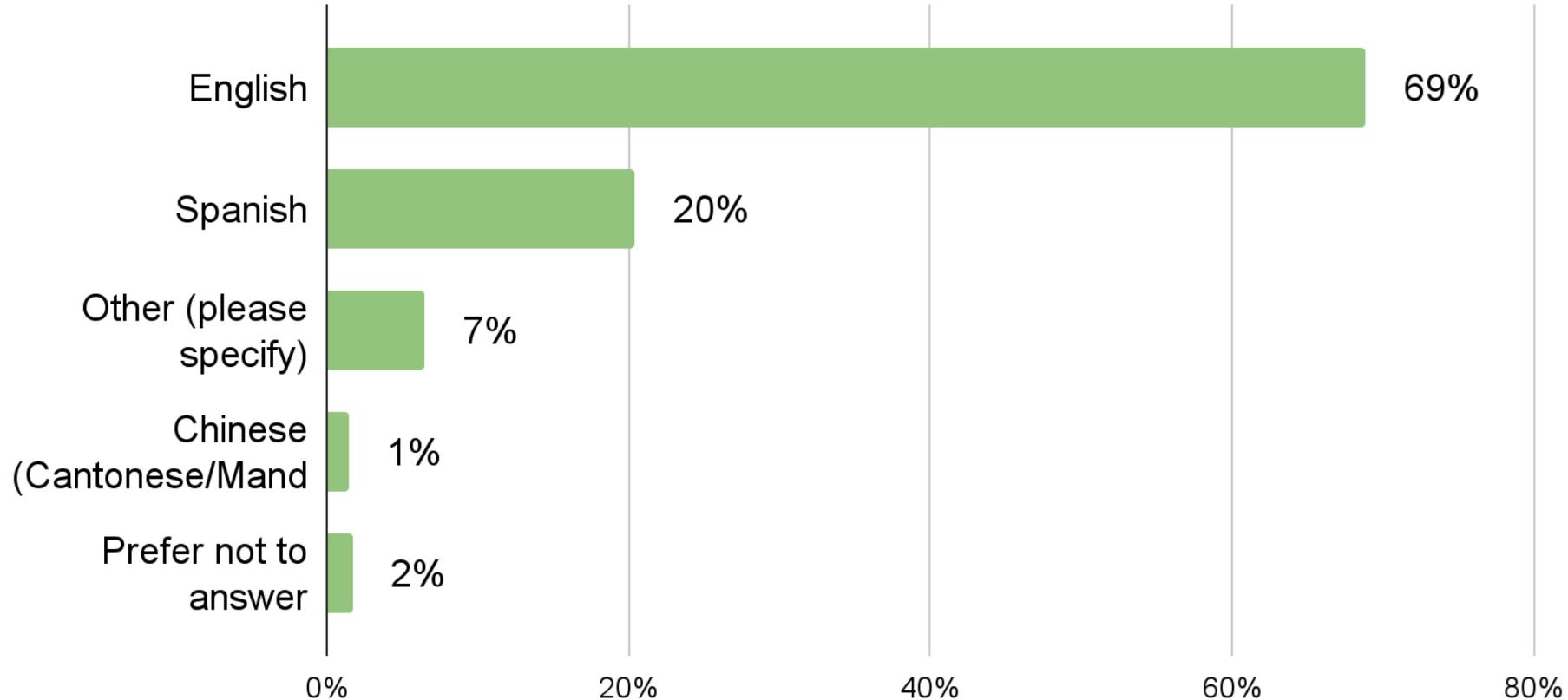


Top 5 Zip Codes	% of Respondents
94501 (Alameda)	7%
94611 (Oakland)	5%
94610 (Oakland)	4%
94706 (Albany)	3%
94702 (Berkeley)	3%

*\*Does not equal 100%  
n = 737*

# Demographics: Primary Language

Q17. What is your primary language?

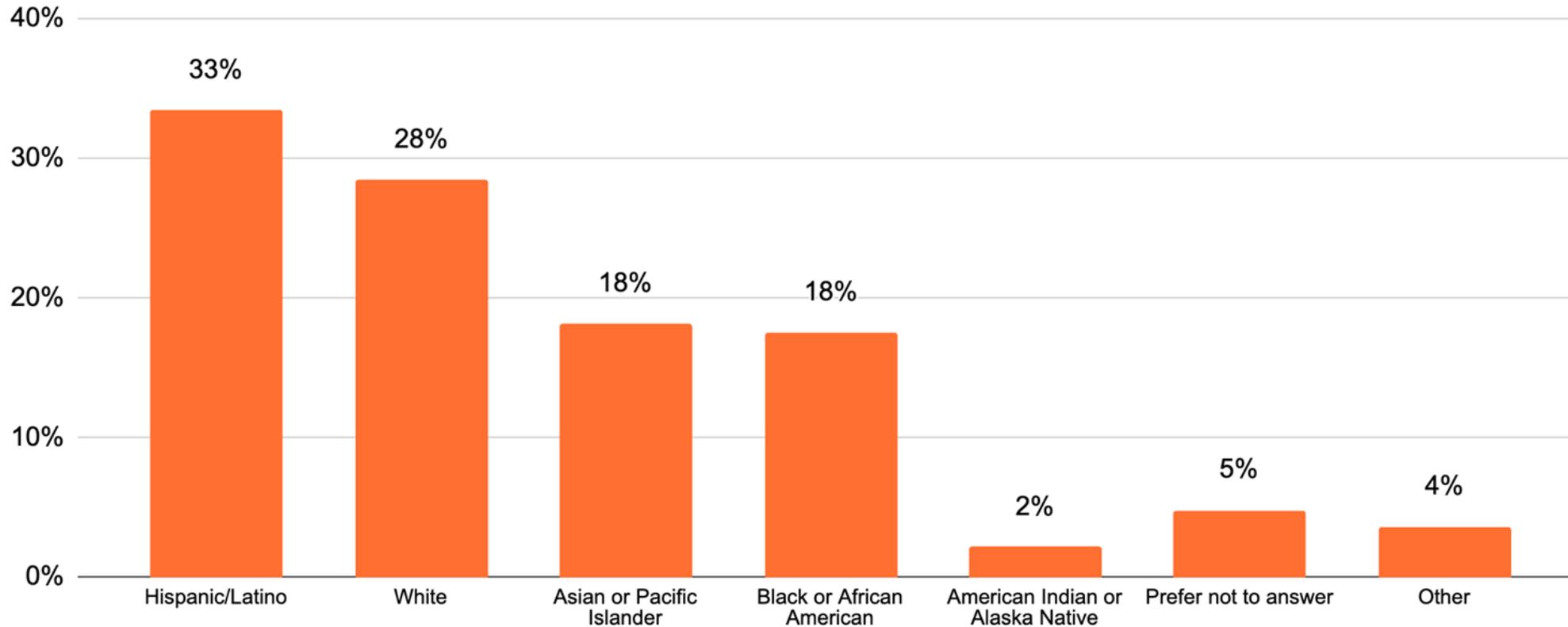


Other languages include:

**Vietnamese, Korean, Punjabi, and Tagalog**

# Demographics: Race/Ethnicity

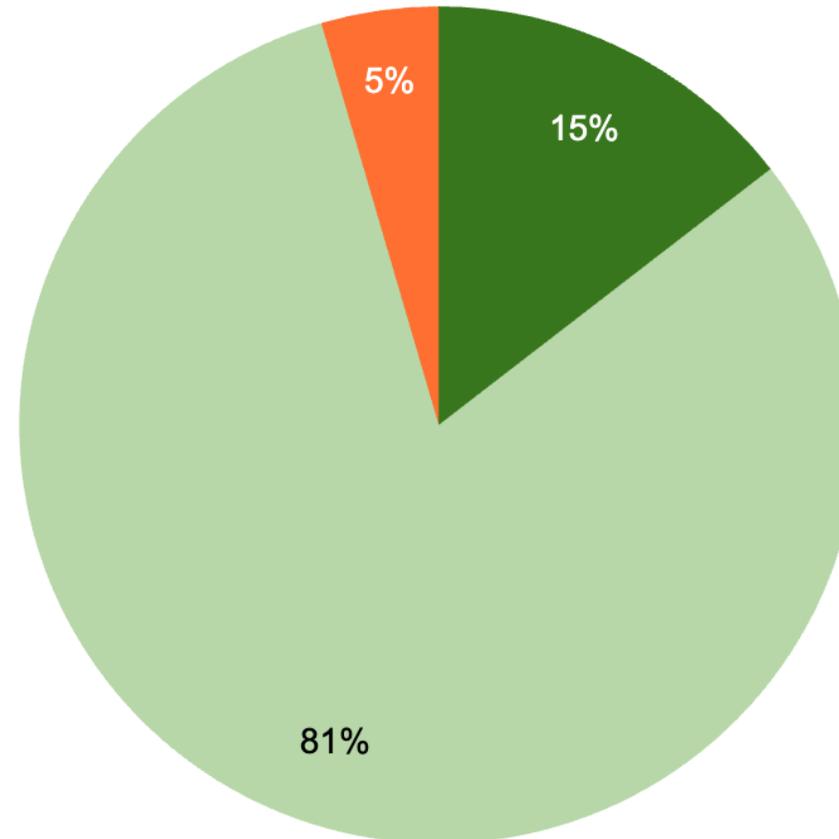
Q18. Race or ethnic identification *(Check all that apply)*



# Demographics: Disability Self-Identification

Q19. Do you have any disabilities that affect your experience using AC Transit?

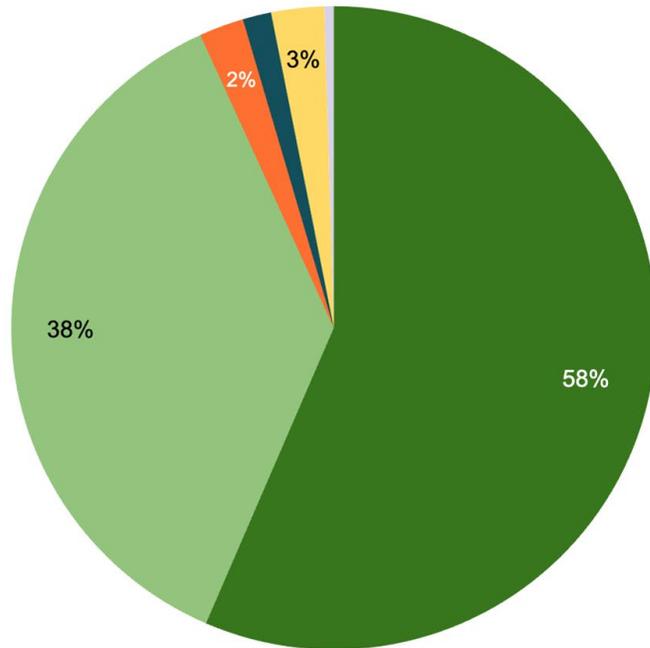
- Yes
- No
- Prefer not to answer



# Demographics: Gender Identity and LGBTQIA+

Q20. Gender (Check all that apply)

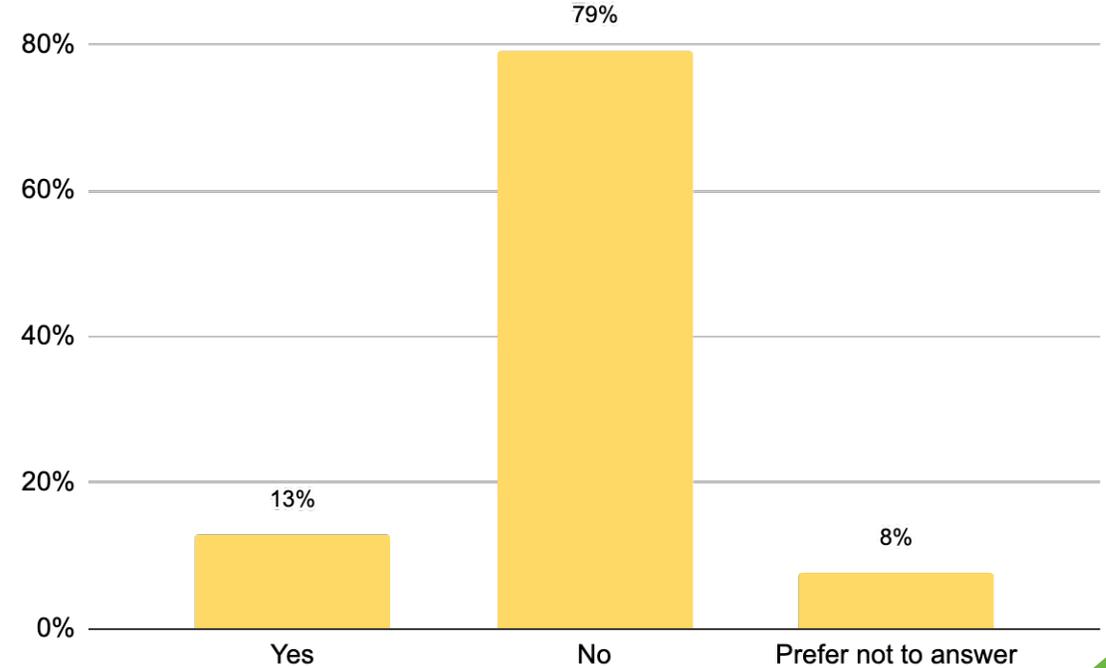
- Female
- Male
- Nonbinary
- Transgender
- Prefer not to answer
- Other (specify)



Does not equal 100%

n = 1,439

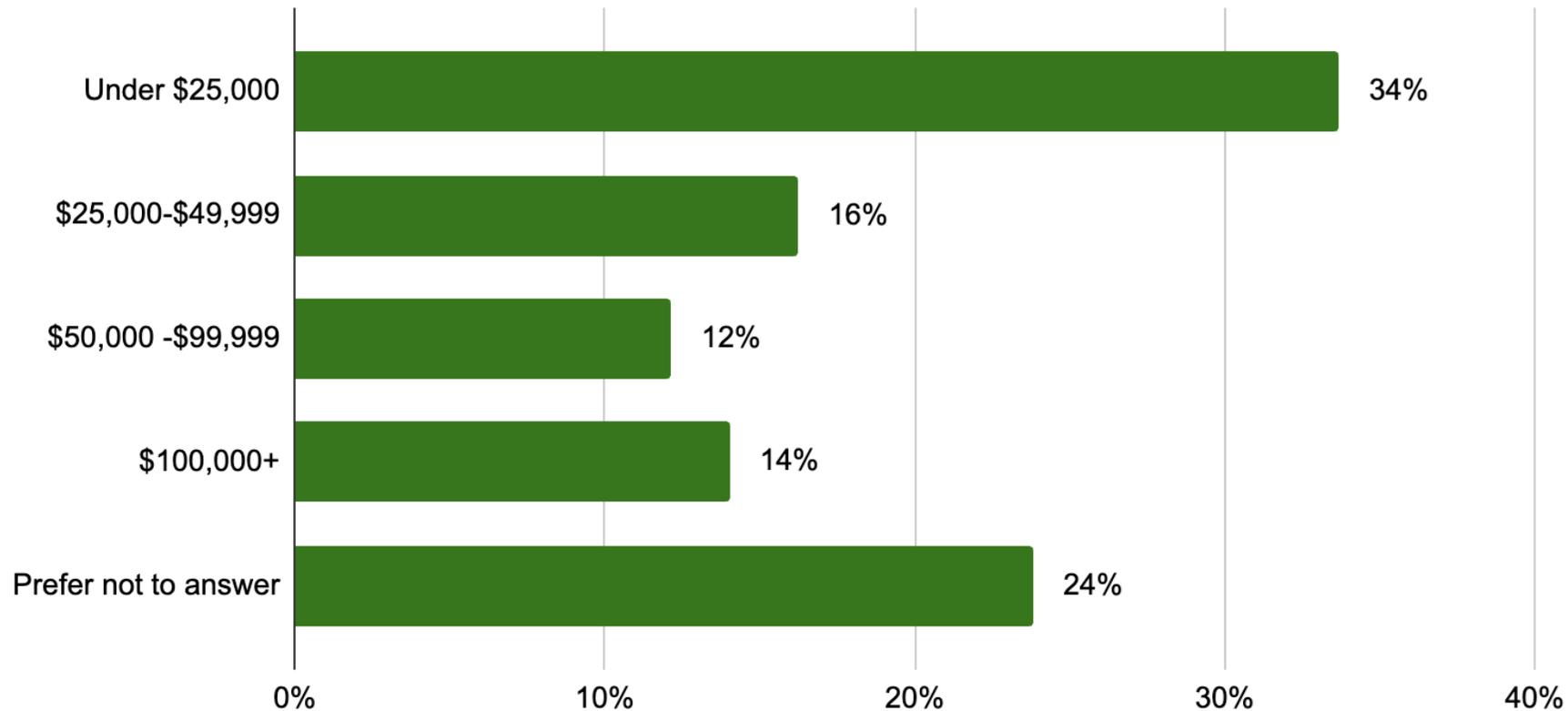
Q21. Do you identify as LGBTQIA+?



n = 1,439

# Demographics: Household Income

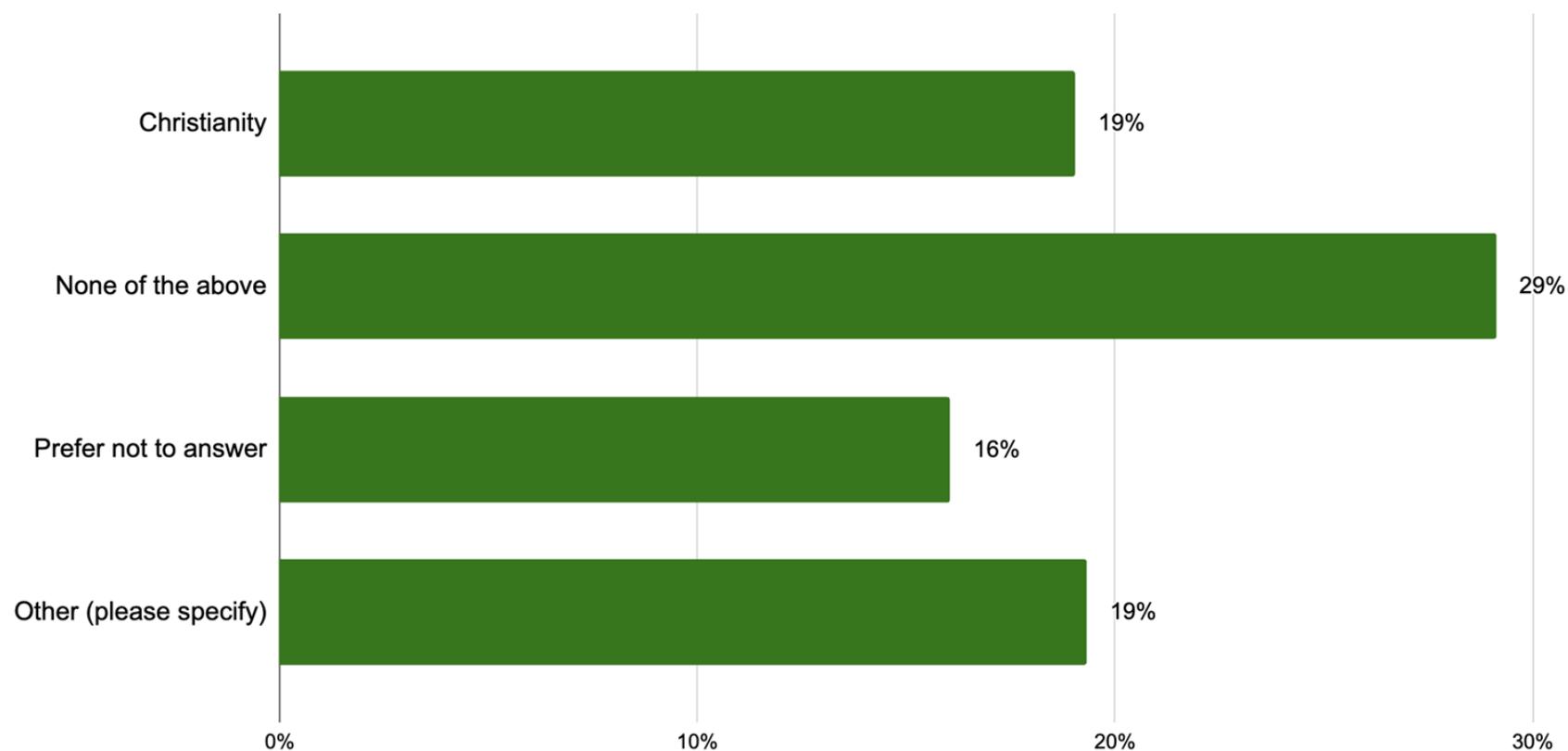
Q22. Annual Household Income



**50%**  
reported  
Household Income  
less than \$50k

# Demographics: Religion

Q23. What would you say is your religion?



Common other specified religions were **Catholicism and Evangelism.**

Other religions/selections include Judaism, Hinduism, Islam, Buddhism, Sikhism, Bahá'í Faith.

# Focus Group Results:

*Interpretations should be viewed with caution, as qualitative data is 36 AC Transit riders.*



# Focus Group Methodology



## Who participated and how was it held?

- 36 total mixed-gender participants
- Five (5) focus groups were held in Spanish, Cantonese, English, Disability Focused, and Youth (15-19)
- Four (4) Virtual, One (1) in-person
- 60-mins sessions
- April 21 – 30, 2025
- \$100 gift card for participants

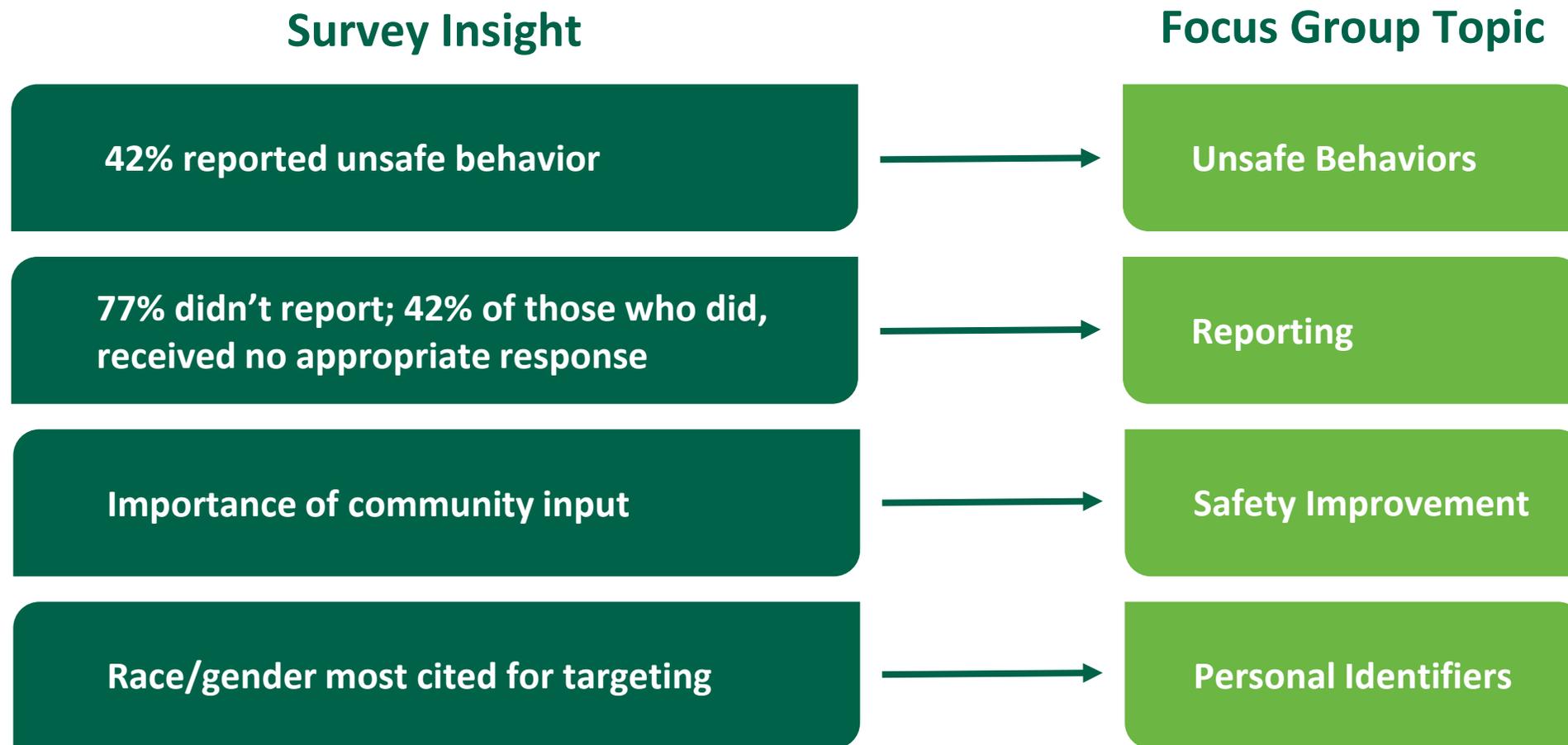
## How were participants recruited?

- Community-Based Organizations (CBOs) partnerships
- Digital and printed multi-language flyers
- Online pre-screener survey for participant placement

## How were the key findings determined?

- Analyze transcripts → noted recurring themes based on topics explored → summarized findings

# Survey Insights Informed Focus Group Topics



# Unsafe Behaviors

Focus group participants reported they:

- Had widespread safety concerns influenced by identity, location, time of day, and the bus environment
- Frequently observed aggressive or disruptive behavior that often went unaddressed
- Noted that driver behavior impacted their comfort, especially among vulnerable groups

*"I worry about traveling at night—not really on the bus but actually getting off at my stop. I try not to walk around at night." - Hispanic/Latina Female, 45-54*

*"I've seen people sexually assaulted – when people are smoking around, you don't know what they're smoking." - Black Female, 15-19*

*"I tend to feel safe when the fare is enforced. I've been on other lines where anyone can get on, and it feels less safe." - Black Female, 35-44*

# Reporting

Focus group participants reported they:

- Do not know how to report unsafe behaviors or feel it won't make a difference, especially youth, disabled riders, and non-English speakers
- Want simpler, multilingual, mobile-friendly reporting options
- Emphasized the need for discreet, accessible ways to report
- Value real-time updates, confirmation, and visible follow-through

*"I've never tried to [report]... nothing will actually be done."*

*- Black Male, 55-64*

*"A chat option or a citizen phone recording tool would be better... 911 doesn't care."*

*- Asian Male, 35-44*

*"I don't believe I've seen anything on the bus that tells me who I should contact."*

*- Hispanic/Latina Non-Binary, 35-44*

# Safety Improvements

Focus group participants reported they:

- Want clear, multilingual communication
- Feel safer on clean, well-lit, and busy buses, especially during peak hours
- Prefer safety supported by trained drivers, ambassadors, and visible support staff
- (Youth participants) want safety without profiling, requesting daily cleaning, bus monitors, and tools such as QR codes and emergency buttons
- Feel more secure when drivers are supportive and engaged

*“Maybe more messaging on the bus for the safety measures, so I can feel safer knowing there’s actual actions in place.” - Asian Male, 35-44*

*“If drivers were more interactive with people, it would make me feel safer.” - Black Female, 15-19*

*“I would like a more discreet way to let the driver know when I need to get off.” - White Female, 45-54*

# Personal Identifiers

Focus group participants reported they:

- Experience safety differently based on race, gender, language, age, and disability
- Noted little to no intervention when facing profiling or harassment
- Felt misunderstood or unsupported due to language barriers
- Want discreet, reliable support and clearer communication from drivers, especially for disabled riders

*"I feel unsafe at the bus stop, as a woman... It really depends on where I'm waiting." - Black Female, 35-44*

*"A group of girls with braids will be given attitude."  
- Black Female, 15-19*

*"I pretend to not speak English to avoid confrontation." - Asian Female, 35-44*

# Appendices



# Appendix 1.

## *Survey Questions*



**Transit Safety Survey Introduction Disclaimer**

AC Transit's bus network serves large portions of Alameda and Contra Costa Counties. As such, our transit district aims to gain a deeper understanding of your experiences as a rider, particularly regarding any unsafe events you've encountered while waiting for or riding our bus lines. To collect this information, we have prepared a few questions. While some of these questions may feel personal, your honest responses will help AC Transit better our network and the communities we serve. The survey is for adults (18 years or older). All responses will be kept confidential.

**Q1. How often do you typically ride AC Transit buses?**

- 3+ days a week
- 1-2 times a week
- A few times a month or less than monthly

**Q2. What bus lines do you typically ride? (Select up to 3 of your most used lines)**

1st \_\_\_\_\_ 2nd \_\_\_\_\_ 3rd \_\_\_\_\_

**Q3. How safe do you feel using AC Transit?**

- Extremely Safe
- Somewhat Safe
- Somewhat Unsafe
- Extremely Unsafe

**Q4. In the last year have you experienced or witnessed behaviors that make you feel unsafe on AC Transit?** (Examples include hostile or sexual comments, inappropriate touching, physical assault, stalking, sexual assault.)

\_\_\_\_ Yes \_\_\_\_ No

**If you answered No, Skip to Question 15**

*The following questions ask about your experiences with AC Transit over the past year. Please consider all aspects of your transit trips, including both your time onboard and while waiting at stations or stops.*

**Q5. Have you experienced any of the following yourself or seen them happen to others while using AC Transit in the past year?**

	Saw Happen to Others	Happened to me
Hostile comments, sounds or gestures	<input type="radio"/>	<input type="radio"/>
Sexual comments, sounds, looks, or gestures (asking you to have sex, calling you “babe,” whistling, kissing noises, leering, winking, etc.)	<input type="radio"/>	<input type="radio"/>
Physically following or stalking	<input type="radio"/>	<input type="radio"/>
Unwanted groping, kissing, or other inappropriate touching	<input type="radio"/>	<input type="radio"/>
Pushing, spitting, coughing on you, or other physical assault	<input type="radio"/>	<input type="radio"/>
Personal property damaged or stolen	<input type="radio"/>	<input type="radio"/>
Showing pornographic or offensive pictures or words	<input type="radio"/>	<input type="radio"/>
Exposing private body parts	<input type="radio"/>	<input type="radio"/>
Sexual assault or rape	<input type="radio"/>	<input type="radio"/>
Other (please specify) _____	<input type="radio"/>	<input type="radio"/>

***The following questions ask about your experiences with AC Transit over the past year. Please consider all aspects of your transit trips, including both your time onboard and while waiting at stations or stops.***

**Q6. How often did you experience or see any of these behaviors when using AC Transit in the past year?**

- Majority of my trips
- Some of my trips
- Rarely
- Never

**Q7. Where did these happen? (Check all that apply)**

- At stops/stations
- On board
- Neither

**Q8. In general, where did this occur? (Check all that apply)**

- Richmond and North of Berkeley
- Berkeley, Emeryville, and North Oakland
- West Oakland, Downtown Oakland, and Alameda
- East Oakland
- San Leandro to Hayward
- Newark and Fremont
- Other (please specify) \_\_\_\_\_

**Q9. What time of day did these happen? (Check all that apply)**

- Early morning (4am-7am)
- Daytime (8am-2pm)
- Late afternoon/early evening (3pm-6pm)
- After dark (7pm-End of Service)

**Q10. When these things occurred, were you alone or with others? (Check all that apply)**

- Alone
- With others

**Q11. Who did you report this to? (Check all that apply)**

- To AC Transit (in person, online, by phone, via social media, etc.)
- To police/law enforcement
- Other (specify) \_\_\_\_\_
- Did Not Report (*Skip to question 13*)

**\*Q12. Did you receive an appropriate response?**

- Yes
- Sometimes
- No

***The following questions ask about your experiences with AC Transit over the past year. Please consider all aspects of your transit trips, including both your time onboard and while waiting at stations or stops.***

---

**Q13. When these things happened, do you think the person was targeted because of .....? (Check all that apply)**

- Race or ethnicity
- Religion
- Language spoken
- Income
- Gender/gender expression (Includes female/woman and non-binary/transgender individuals)
- Sexual orientation
- Age
- Disability
- Obesity
- None – it was random
- Don't know
- Other (specify) \_\_\_\_\_

**Q14. Do you currently take any additional precautions when using AC Transit to avoid being harassed? (Check all that apply)**

- Don't ride at night
- Avoid certain bus lines, stops, or stations
- Don't ride alone
- Avoid wearing certain clothes or shoes
- Don't travel with valuables
- Other(specify) \_\_\_\_\_
- No – do not take any safety precautions while riding AC Transit

## Demographics and Final Comments

**Q15. Age**

- 18-25
- 26-34
- 35-44
- 45-64
- 65 and older

**Q16. Home ZIP code** \_\_\_\_\_**Q17. What is your primary language?**

- English
- Chinese (Cantonese)
- Chinese (Mandarin)
- Korean
- Punjabi
- Spanish
- Tagalog
- Vietnamese
- Prefer not to answer

**Q18. Race or ethnic identification (Check all that apply)**

- American Indian or Alaska Native
- Asian or Pacific Islander
- Black or African American
- Hispanic/Latino
- White
- Other (specify): \_\_\_\_\_

**Q19. Do you have any disabilities that affect your experience using AC Transit?**

- Yes
- No
- Prefer not to answer

**Q20. Gender (Check all that apply)**

- Female
- Male
- Nonbinary
- Transgender
- Prefer not to answer
- Other (specify): \_\_\_\_\_

**Q21. Do you identify as LGBTQIA+?**

- Yes
- No
- Prefer not to answer

**Q22. Annual household income**

- Under \$25,000
- \$25,000-\$49,999
- \$50,000 -\$99,999
- \$100,000+
- Prefer not to answer

**Q23. What would you say is your religion?**

- Buddhism
- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism
- Bahá'í Faith
- Jainism
- Shinto
- Zoroastrianism
- Atheism
- Agnosticism
- None of the above
- Prefer not to answer
- Other (specify)

**Q24. Other comments or experiences related to safety/harassment on AC Transit (long format response)****Q25. Enter your email for a chance to win a \$100 Visa Gift Card!**



COMPLETE THIS SURVEY FOR THE CHANCE TO  
**WIN A \$100 VISA CASH CARD!**

Winners will be notified by e-mail. To fill out this survey online please visit [actransit.org/saferide](http://actransit.org/saferide)

# TRANSIT SAFETY SURVEY

AC Transit's bus network serves large portions of Alameda and Contra Costa Counties. As such, our transit district aims to gain a deeper understanding of your experiences as a rider, particularly regarding any unsafe events you've encountered while waiting for or riding our bus lines. To collect this information, we have prepared a few questions. While some of these questions may feel personal, your honest responses will help AC Transit better our network and the communities we serve. The survey is for adults (18 years or older). All responses will be kept confidential. Survey responses must be received by December 1, 2024.

**1 How often do you typically ride AC Transit buses?**

- 3+ days a week
- 1-2 times a week
- A few times a month
- Less than monthly

**2 What bus lines do you typically ride?**

(Select up to 3 of your most used lines)

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**3 How safe do you feel using AC Transit?**

—  —  —   
 Extremely Safe      Somewhat Safe      Somewhat Unsafe      Extremely Unsafe

**4 In the last year have you experienced or witnessed behaviors that make you feel unsafe on AC Transit? (Examples include hostile or sexual comments, inappropriate touching, physical assault, stalking, sexual assault.)**

\_\_\_\_\_ Yes      \_\_\_\_\_ No

If you answered No, please skip to Question 13

The following questions ask about your experiences with AC Transit over the past year. Please consider all aspects of your transit trips, including both your time onboard and while waiting at stations or stops.

5 Have you experienced any of the following yourself or seen them happen to others <i>while using AC Transit</i> in the past year?	Saw happen to others	Happened to me
Hostile comments, sounds or gestures	<input type="checkbox"/>	<input type="checkbox"/>
Sexual comments, sounds, looks, or gestures (asking you to have sex, calling you "babe," whistling, kissing noises, leering, winking, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Physically following or stalking	<input type="checkbox"/>	<input type="checkbox"/>
Unwanted groping, kissing, or other inappropriate touching	<input type="checkbox"/>	<input type="checkbox"/>
Pushing, spitting, coughing on you, or other physical assault	<input type="checkbox"/>	<input type="checkbox"/>
Personal property damaged or stolen	<input type="checkbox"/>	<input type="checkbox"/>
Showing pornographic or offensive pictures or words	<input type="checkbox"/>	<input type="checkbox"/>
Exposing private body parts	<input type="checkbox"/>	<input type="checkbox"/>
Sexual assault or rape	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**6 How often did you experience or see any of these behaviors when using AC Transit in the past year?**

- Majority of my trips
- Some of my trips
- Rarely
- Never

**8 What time of day did these happen? (Check all that apply)**

- Early morning (4am-7am)
- Daytime (8am-2pm)
- Late afternoon/early evening (3pm-6pm)
- After dark (7pm-End of Service)

**7 Where did these happen? (Check all that apply)**

- At stops/stations  
General area (optional) \_\_\_\_\_
- On board  
General area (optional) \_\_\_\_\_

**9 When these things occurred, were you alone or with others? (Check all that apply)**

- Alone       With others



**10 Who did you report this to?** (Check all that apply)

- To AC Transit (in person, online, by phone, via social media, etc)
- To police/law enforcement
- Other (specify): \_\_\_\_\_
- Did not report (Skip to Question 11)

**10a Did you receive appropriate response?**

- Yes
- Sometimes
- No

**11 When these things happened, do you think the person was targeted because of.....?** (Check all that apply)

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Race or ethnicity | <input type="checkbox"/> Gender/gender expression<br><i>(includes female/woman and non-binary/transgender individuals)</i> | <input type="checkbox"/> Disability             |
| <input type="checkbox"/> Religion          | <input type="checkbox"/> Sexual orientation  | <input type="checkbox"/> Obesity                |
| <input type="checkbox"/> Language spoken   | <input type="checkbox"/> Age   | <input type="checkbox"/> None – it was random   |
| <input type="checkbox"/> Income            |  | <input type="checkbox"/> Don't know             |
|  |  | <input type="checkbox"/> Other (specify): _____ |

**12 Do you currently take any additional precautions when using AC Transit to avoid being harassed?**

(Check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Don't ride at night                         | <input type="checkbox"/> Don't travel with valuables   |
| <input type="checkbox"/> Avoid certain bus lines, stops, or stations | <input type="checkbox"/> Other (specify): _____  |
| <input type="checkbox"/> Don't ride alone                            | <input type="checkbox"/> No – do not take any additional precautions while riding AC Transit |
| <input type="checkbox"/> Avoid wearing certain clothes or shoes      |  |

**ABOUT YOU**

These questions are included to be sure we survey a mix of riders.

**13 Your age**

- 18-25
- 26-34
- 35-44
- 45-64
- 65 and older

**14 Home ZIP code** \_\_\_\_\_

**15 What is your primary language?**

- English
- Other (specify): \_\_\_\_\_

**16 Race or ethnic identification** (Check all that apply)

- American Indian or Alaska Native
- Asian or Pacific Islander
- Black or African American
- Hispanic/Latino
- White
- Other (specify): \_\_\_\_\_

**17 Do you have any disabilities that affect your experience using AC Transit?**

- Yes
- No

**18 Gender** (Check all that apply)

- Female
- Male
- Nonbinary
- Transgender
- Other (specify): \_\_\_\_\_

**19 Do you identify as LGBTQIA+ (lesbian, gay, etc.)?**

- Yes
- No

**20 Annual household income**

- Under \$25,000
- \$25,000-\$49,999
- \$50,000-\$99,999
- \$100,000+

**21 What would you say is your religion?**

- \_\_\_\_\_
- None

**22 Other comments or experiences related to safety/harassment on AC Transit:**

You may also share comments or questions via email to [ExternalAffairs@actransit.org](mailto:ExternalAffairs@actransit.org)

**23 For a chance to win one of forty \$100 VISA Cash Cards, please provide your email address:**

\_\_\_\_\_

*Your contact information will only be used for this purpose and will remain confidential.*

# Appendix 2.

## *Survey Collateral*



# Survey Campaign Collateral



**GIFT CARD**

COMPLETE THIS SURVEY FOR THE CHANCE TO WIN A \$100 VISA CASH CARD!  
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 1-2 times a week  
 A few times a month  
 Less than monthly
- What bus lines do you typically ride? (Select up to 3 of your most used lines)  
 1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_
- How safe do you feel using AC Transit?  
 Extremely Safe     Somewhat Safe     Somewhat Unsafe     Extremely Unsafe
- In the last year have you experienced or witnessed behaviors that make you feel unsafe on AC Transit? (Examples include hostile or sexual comments, inappropriate touching, physical assault, stalking, sexual assault.)  
 Yes     No

If you answered No, please skip to Question 13

The following questions ask about your experiences with AC Transit over the past year. Please consider all aspects of your transit trips, including both your time onboard and while waiting at stations or stops.

- Have you experienced any of the following yourself or seen them happen to others while using AC Transit in the past year?  

	Saw happen to others	Happened to me
Hostile comments, sounds or gestures	<input type="checkbox"/>	<input type="checkbox"/>
Sexual comments, sounds, looks, or gestures (asking you to have sex, calling you "babe," whistling, kissing noises, leering, winking, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Physically following or stalking	<input type="checkbox"/>	<input type="checkbox"/>
Unwanted groping, kissing, or other inappropriate touching	<input type="checkbox"/>	<input type="checkbox"/>
Pushing, spitting, coughing on you, or other physical assault	<input type="checkbox"/>	<input type="checkbox"/>
Personal property damaged or stolen	<input type="checkbox"/>	<input type="checkbox"/>
Showing pornographic or offensive pictures or words	<input type="checkbox"/>	<input type="checkbox"/>
Exposing private body parts	<input type="checkbox"/>	<input type="checkbox"/>
Sexual assault or rape	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>
- What time of day did these happen? (Check all that apply)  
 Early morning (4am-7am)  
 Daytime (8am-2pm)  
 Late afternoon/early evening (3pm-6pm)  
 After dark (7pm-End of Service)
- Where did these happen? (Check all that apply)  
 At stops/stations  
 General area (optional) \_\_\_\_\_  
 On board  
 General area (optional) \_\_\_\_\_
- When these things occurred, were you alone or with others? (Check all that apply)  
 Alone     With others




Ayúdenos a entender su experiencia como pasajero.

## ENCUESTA SOBRE LA SEGURIDAD DEL TRANSPORTE PÚBLICO

Encuesta sobre la seguridad del transporte público

Help us understand your rider experience.

TAKE OUR Transit Safety Survey

Scan code or go to [actransit.org/saferide](https://actransit.org/saferide)  
Please respond by December 1, 2024

请帮助我们了解您的乘车体验

参加我们的公共交通安全调查

扫码或访问 [actransit.org/zh](https://actransit.org/zh)  
请于 2024 年 12 月参与

MÁS INFORMACIÓN • 更多信息  
[ExternalAffairs@actransit.org](mailto:ExternalAffairs@actransit.org)



More information: [ExternalAffairs@actransit.org](mailto:ExternalAffairs@actransit.org)

## Take-Ones

Help us understand your rider experience.

# TAKE OUR Transit Safety Survey



Scan code or go to [actransit.org/saferide](https://actransit.org/saferide)  
Please respond by December 1, 2024

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 Asistencia gratuita para idiomas  
 Бесплатная языковая помощь  
 免費語言協助  
 免費語言協助

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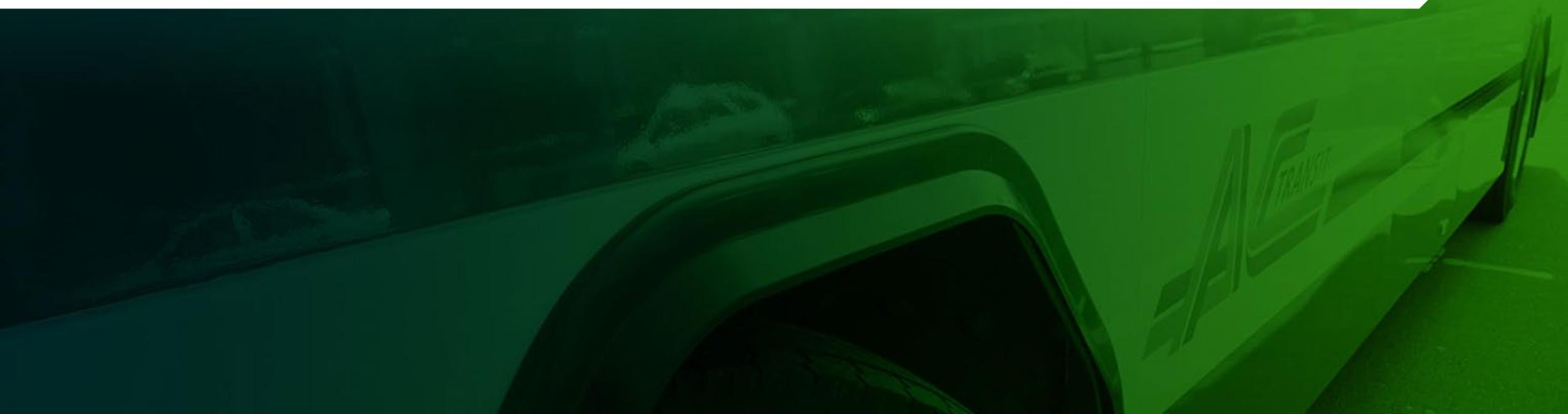
More information: [ExternalAffairs@actransit.org](mailto:ExternalAffairs@actransit.org)



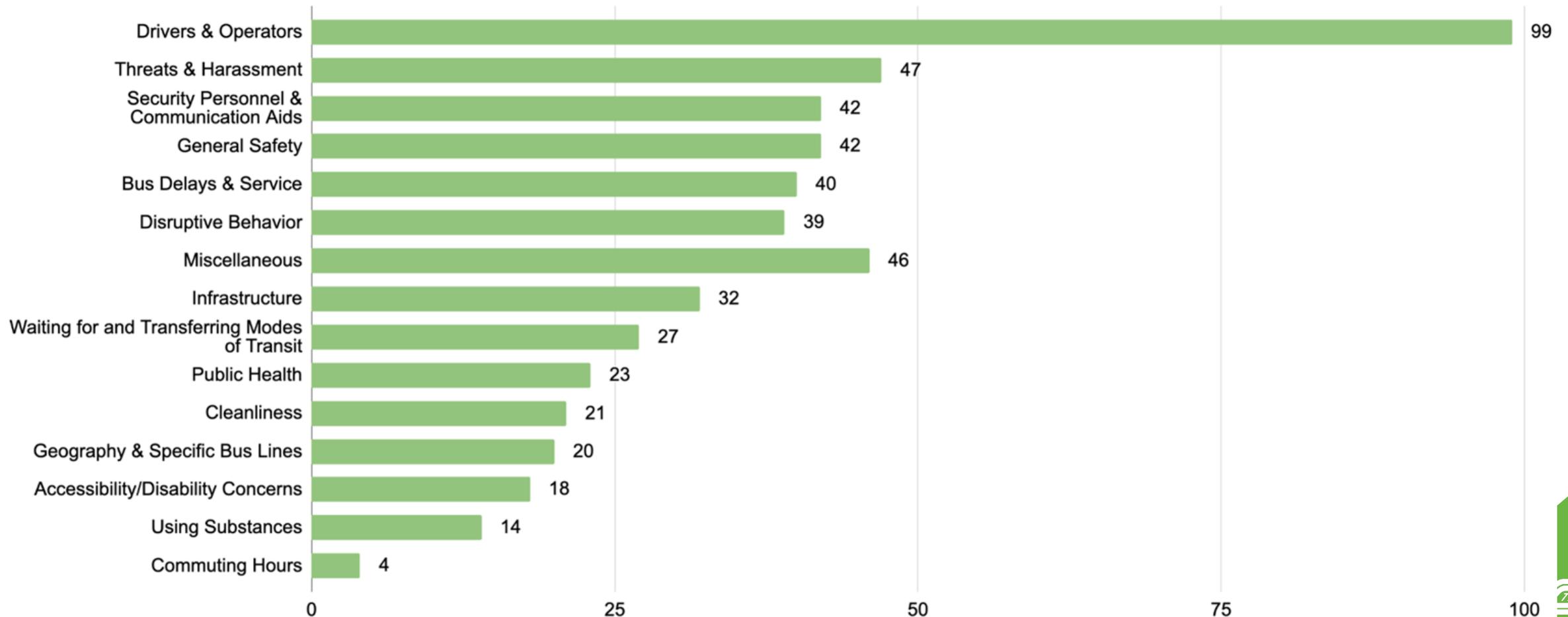
[actransit.org](https://actransit.org)

# Appendix 3.

## *Survey Q24 - Sentiment Analysis*



# Q24 - Sentiment Analysis Themes



# Q24 - Key Themes Definitions

Topic	Mentions Related to...
<b>Accessibility/Disability Concerns</b>	Passenger experiences who identify with having an accessibility and/or disability need
<b>Bus Delays &amp; Service</b>	Bus delays and general servicing
<b>Cleanliness</b>	General sanitation maintenance on board buses and/or at bus shelters
<b>Commuting Hours</b>	Ridership during commuting hours
<b>Disruptive Behavior</b>	Loud music/shouting, eating and/or general disruptions
<b>Drivers &amp; Operators</b>	Interactions with or general comments about drivers and operators
<b>General Safety</b>	General passenger safety on board and/or at bus shelters
<b>Geography &amp; Specific Bus Lines</b>	Specific bus lines and passenger ridership locations
<b>Infrastructure</b>	Unreliable or broken cameras, lack of proper lighting, poor bus shelter maintenance, general infrastructural needs of improvement
<b>Miscellaneous</b>	Non-categorized mentions
<b>Public Health</b>	Unhoused individuals, mental illness, and/or general health concerns
<b>Security Personnel &amp; Communication Aids</b>	Implementing methods of communication and security personnel on board buses
<b>Threats &amp; Harassment</b>	Verbal and/or physical encounters
<b>Using Substances</b>	Encounters with and/or displays of substance use by passengers
<b>Waiting for and Transferring Modes of Transit</b>	Experiences waiting for and/or transfer modes of transportation such as BART