



Alameda-Contra Costa Transit District

December 31, 2024

Subject: Alameda-Contra Costa Transit District SB434 Transit Safety Survey Preliminary Findings

Dear Chief Clerk Sue Parker,

In compliance with Senate Bill 434 (SB 434), the Alameda-Contra Costa Transit District (AC Transit) has completed its Transit Safety Survey to understand riders' perception of safety and their experience with harassment. We have posted the preliminary findings and the raw data file to our website, which can be accessed here: www.actransit.org/updates. For your convenience, a copy of the preliminary findings report is also attached to this email.

In October 2024, AC Transit engaged a consultant to implement the Transit Safety Survey. Survey responses were collected from November 7 – December 1, 2024. The survey resulted in 1,426 responses, and the findings are statistically significant.

To ensure broad representation, we conducted in-person intercept surveys at bus stops and onboard buses throughout our service area in English, Spanish, and Chinese. These findings are preliminary and will be updated as we complete additional verification and analysis to ensure accuracy.

In addition to this survey effort, AC Transit is actively working to enhance rider safety through initiatives such as:

- Driver protective barriers: In 2024, AC Transit installed 188 permanent driver protective barriers on buses, bringing the total to 369 buses equipped with this enhanced safety feature.
- Tracking harassment data: In May 2024, the local sheriff (who we contract with) began collecting harassment-related data for AC Transit, which is now included in regular protective services reports to the Board of Directors.
- Automated cameras: On August 7, 2024, AC Transit began issuing automated camera citations for illegally parked or stopped vehicles at bus stops across the district to improve safety.
- California Transit Association: AC Transit is actively participating in the subcommittee established by the association which will focus efforts on legislation in 2025 focused on transit operator, employee, and rider safety.
- All operators and frontline employees completed the following training programs: De-escalation, Human Trafficking Awareness, and Transportation Security Administration (TSA) approved security training.

We are excited to contribute to this important statewide initiative and look forward to continuing efforts to improve safety on public transit.

If you have any questions or require additional information, please feel free to reach out to Claudia Burgos, Director of Legislative Affairs and Community Relations at cburgos@actransit.org or (510) 701-2935.

Sincerely,

Kathleen Kelly

Kathleen Kelly, Interim General Manager
Alameda-Contra Costa Transit District



Alameda-Contra Costa Transit District

December 31, 2024

Subject: Alameda-Contra Costa Transit District SB434 Transit Safety Survey Preliminary Findings

Dear Deputy Secretary Myles White,

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December 31, 2024

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