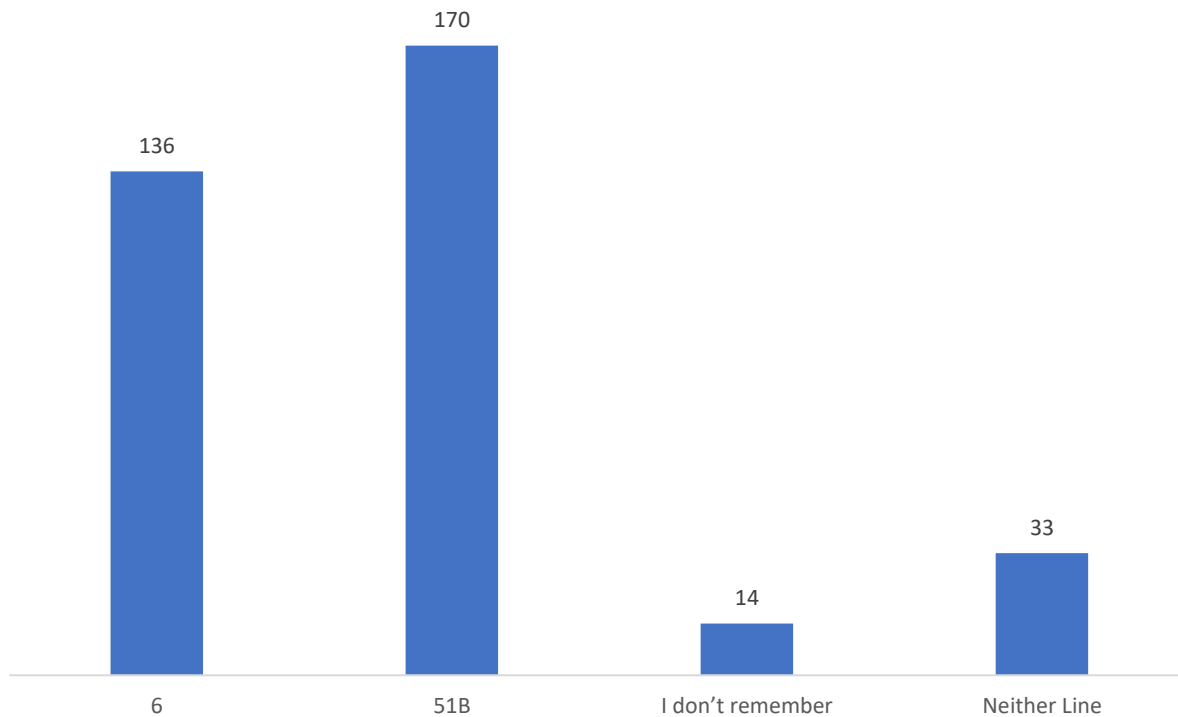


ALL DOOR BOARDING SURVEY ANALYSIS

CUSTOMER SURVEY RESULTS

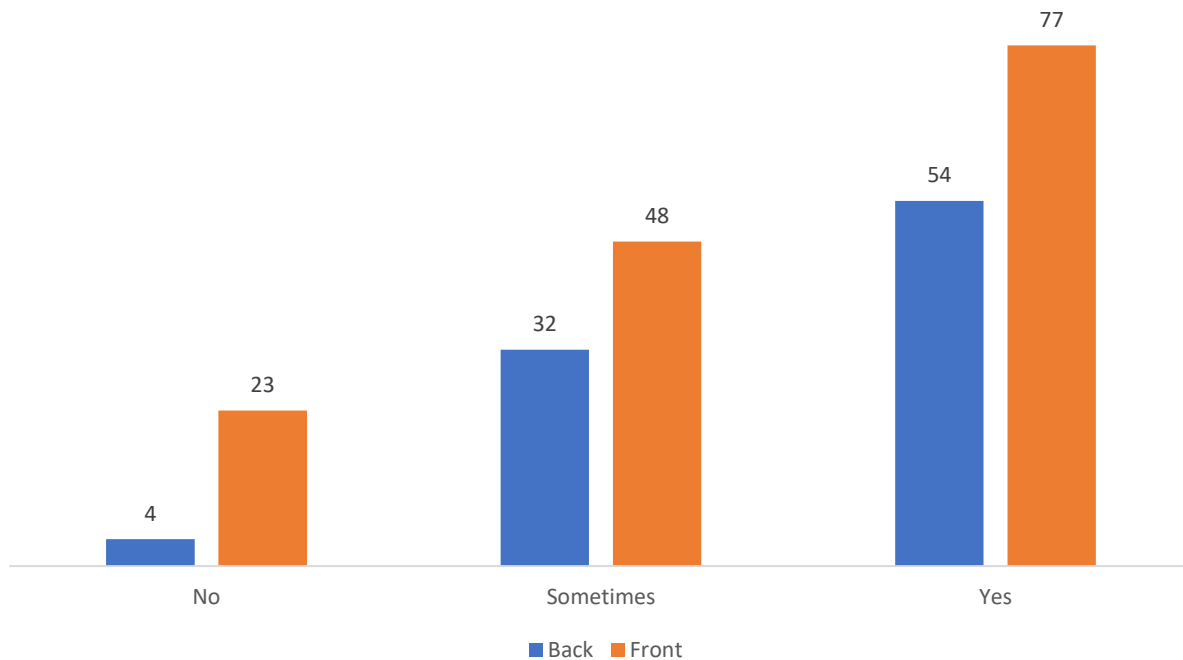
AC Transit released an online-only all-door boarding rider survey on April 7, 2021 and 353 total responses were received by the time the survey was closed on August 3, 2021. Of those responses, 47 indicated they didn't know which line they took or hadn't used either line. Among the remaining 306 responses, 44.4 percent indicated they rode Line 6 and 55.6 percent rode Line 51B.

Exhibit 1 – Line



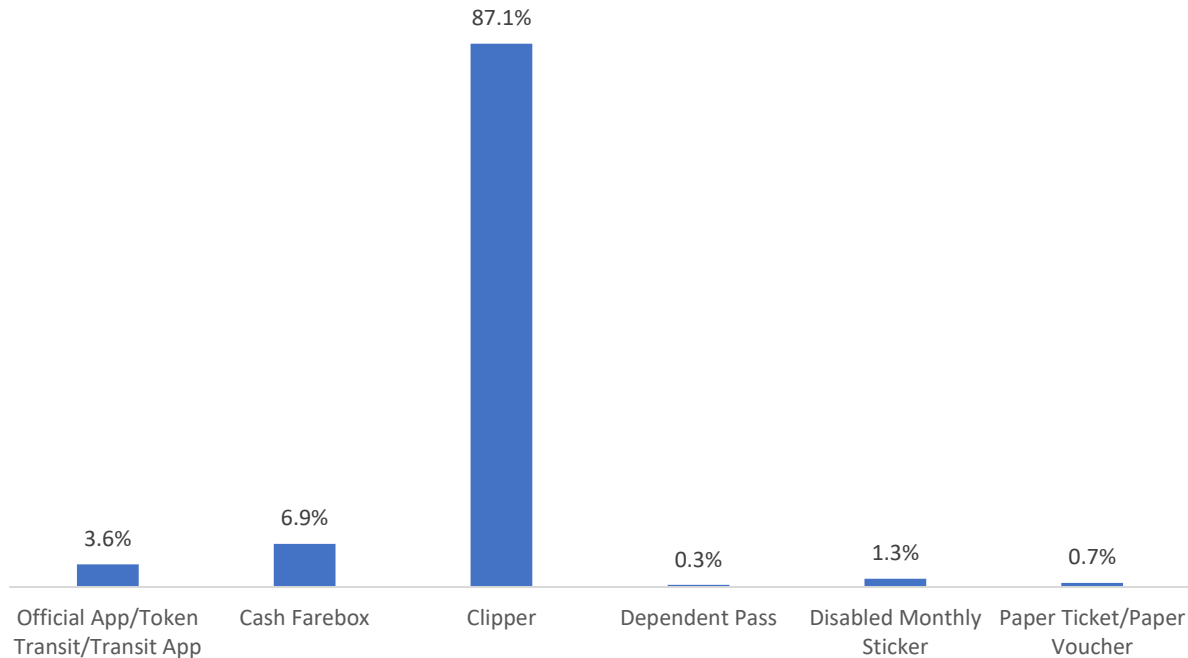
When asked whether the operators automatically opened the rear doors at every stop, respondents indicated the operator did so about 57 percent of the time, failed to consistently do so about 11 percent of the time, and did it sometimes about 32 percent of the time. This is generally consistent with the data from the buses.

Digging deeper into these results, riders were asked whether they used the front or back door. Overall, the majority of respondents used the front door regardless of whether the operator opened the rear one. Interestingly, four respondents indicated the operator did not open the rear door but indicated they entered through it.

Exhibit 2 – Did Operator Open Rear Door at Stops by Door Used

When asked how the respondents paid for their trip, nearly 90 percent indicated they used Clipper, seven percent indicated they paid via cash at the farebox, and 3.6 percent paid using a mobile application. Clipper penetration on these lines was among the highest in the system pre-COVID at about 76 percent for Line 6 and 80 percent for Line 51B but still falls short of the results found in this survey. This higher penetration rate for Clipper seen in the survey could be attributed to one or a combination of four things:

- 1) Survey respondents skewed towards Clipper users.
- 2) Global Pandemic has led to higher Clipper penetration given it permits contactless payment.
- 3) Global Pandemic has led to fewer trips from vulnerable populations who may use a Disabled Sticker or other means to ride.
- 4) All-Door Boarding procedure has incentivized riders to shift to Clipper.

Exhibit 3 – Payment Method

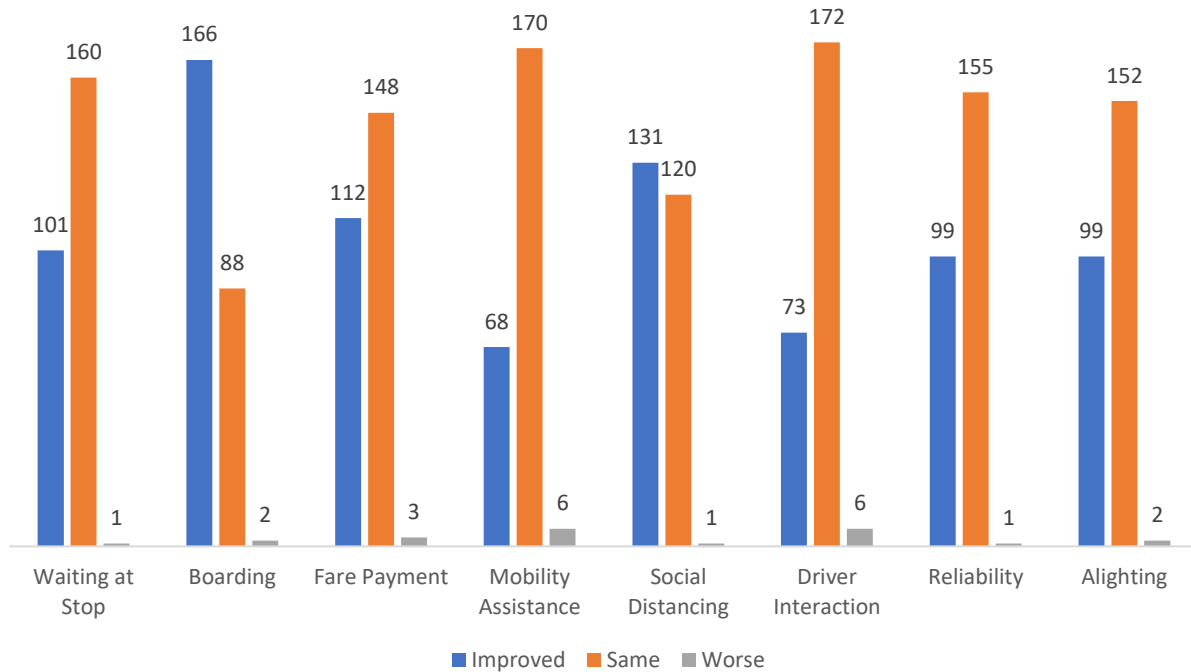
Respondents were also asked to rate whether the all-door boarding program had made improvements to their riding experience across the categories in Exhibit 4 below. There are three columns for each aspect of the program – how many respondents said it improved their experience, left it the same, or made it worse, respectively. While the number of respondents indicating the new procedures had improved their experience far outweighs the instances where it was made worse, several categories stand out where the program has improved things for more folks than it left them the same.

The pilot so far has had the greatest positive impact on two key categories: general boarding and Social Distancing (55 percent). These were two key goals of the program. Making boarding quicker and easier for customers and thus reducing dwell time is often the impetus for implementing all-door boarding. Allowing for better physical distancing on the bus is also crucial and was of particular interest to AC Transit during the pandemic. With this program, customers have the option of entering through the rear door if they notice it's too crowded or there are obstructions near the front of the bus.

The pilot has had the least positive impacts for customers with regard to Driver Interactions and Mobility Assistance. These two become clear when looking at the specific comments left by respondents. The number of positive response on these two aspects still far outweigh the number of “worse” responses, but the negative responses for driver interaction are primarily about customers missing interactions with the drivers because they boarded the rear door rather than having actual negative interactions with them. With respect to mobility assistance, the comments make clear that when the drivers don't open the front door they make it challenging for customers with visible or invisible mobility impairments to board the

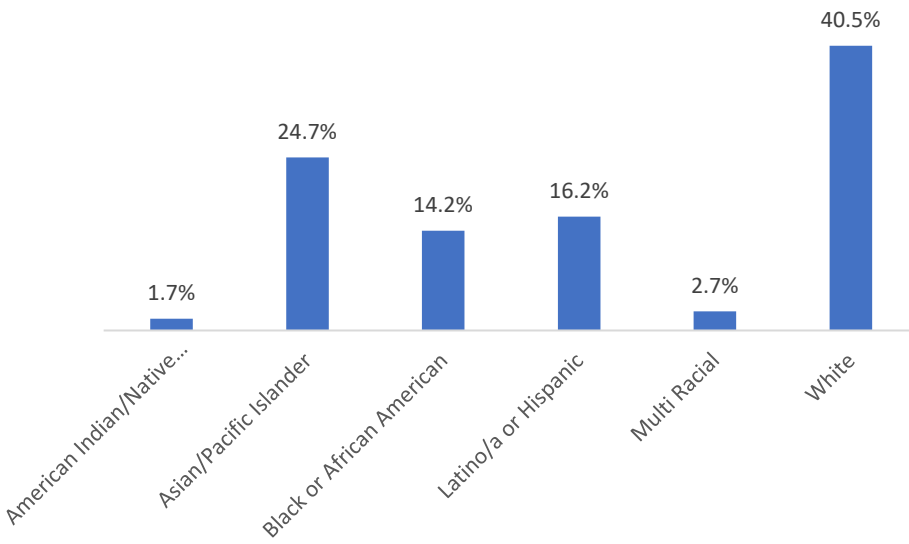
bus as the rear doors don't allow for the same kneeling and access. It appears this may be confusion on the drivers' part about the distinction between "rear-door boarding" which was in effect from March 2020 to October 2020 and "all door boarding" which means open all doors at every stop regardless.

Exhibit 4 – Impact on Riding Experience



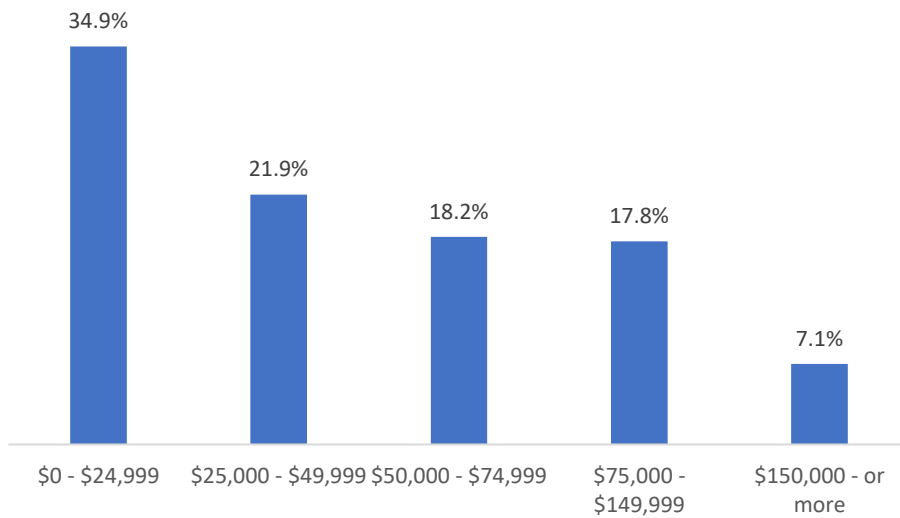
Finally, respondents were asked their race and income. Among respondents, 40.5 percent indicated they were white. The next largest group of respondents selected Asian/Pacific Islander (24.7 percent) followed by Latino/a or Hispanic (16.2 percent) and then Black or African American (14.2 percent). This percentage of white respondents skews higher than the system as a whole but the fact this survey was conducted entirely online due to the pandemic may have had an impact on the results.

Exhibit 5 – Race



With respect to income, 35 percent indicated they made less than \$25,000 per year and the remainder were spread almost evenly across the other categories except for the highest income bracket, which comprised only 7.1 percent of respondents.

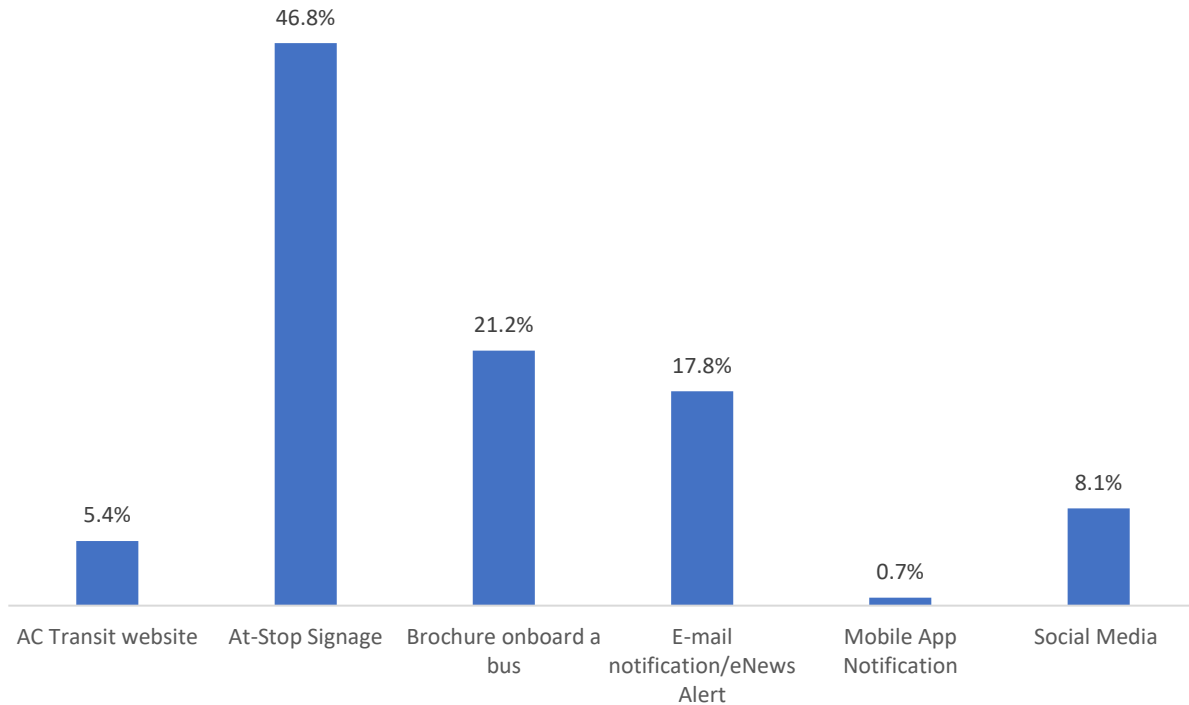
Exhibit 6 – Income



Customers were also able to write in comments about their impression of the pilot and how it’s working. Most were positive and requested the pilot be rolled out to other high-ridership lines. Several said the pilot couldn’t work as planned until capacity restrictions were lifted and more riders were allowed on-board; others didn’t like the pilot because it made fare evasion easier and had concerns about safety with

easier boarding for those they perceived as “homeless.” The full open-ended responses are included in Appendix A.

One theme from the survey responses was a request for more public communication about the Pilot. Staff did ask a question on the survey about how respondents heard about the survey and the results indicate that nearly half learned about it via at-stop signage and another 21 percent learned via notification onboard the bus. Email/eNews was the next most popular at 17.8 percent.



A final consideration from the survey is several respondents indicated they had a mobility impairment and the operator would only open the rear-door. Staff is working to communicate to operators that all doors should be open, not just rear doors.

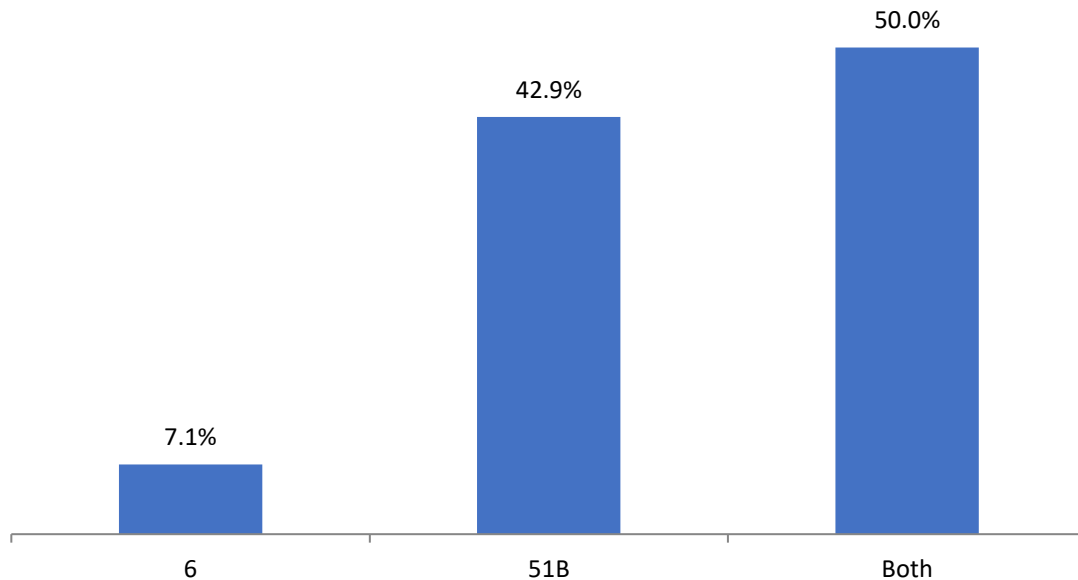
OPERATOR SURVEY RESULTS

AC Transit surveyed operators at Division 2 (Emeryville) to gather their impressions of the pilot on April 15 and there had been 18 responses as of August 3, 2021. Of those responses, 8 indicated they operated either Line 6 or 51B as their regular assignment, four indicated they drove one of those lines on the extra board and the others declined to answer.

Operators were also asked whether they opened doors at every stop and 78 percent said yes, which is higher than the 52-68 percent figure being reported from the bus. This could be because respondents are either over-sampled from the highest-performing operators, the question is being misunderstood (i.e.,

respondents interpret it to mean opening the rear-door when passengers are waiting there), or they are providing an overly optimistic picture of door-opening practices.

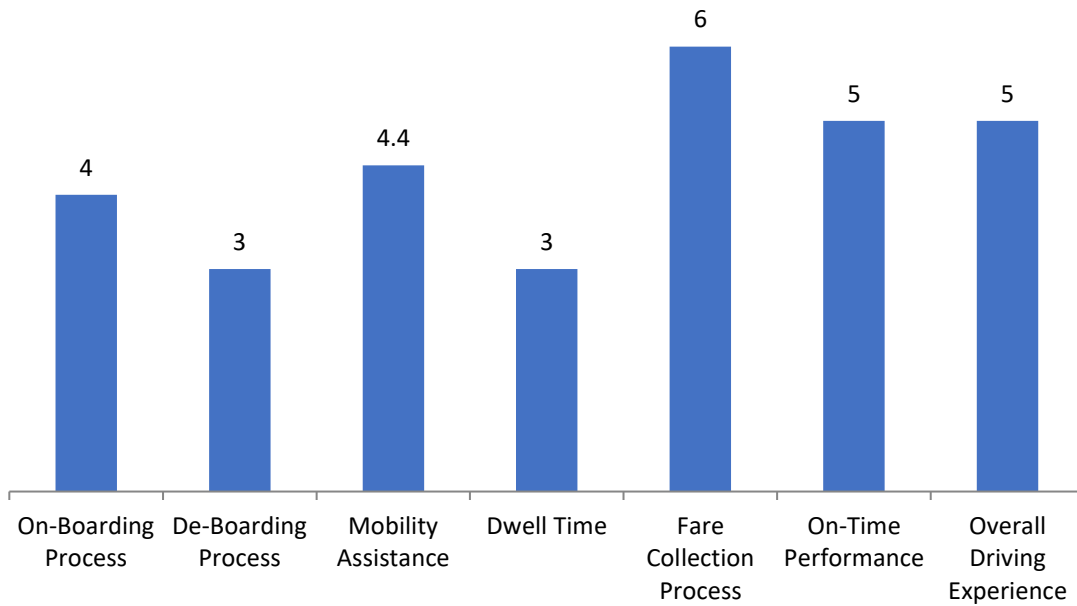
Exhibit 7 – Line Assignment



While the rider survey focused on whether the pilot had impacts on the experience of taking the bus, this survey focused on how the pilot affected the operators' experience of driving the bus, and thus their working environment. The pilot's goals for the operators are to minimize contact with customers, improve speed and reliability, and reduce conflict with customers.

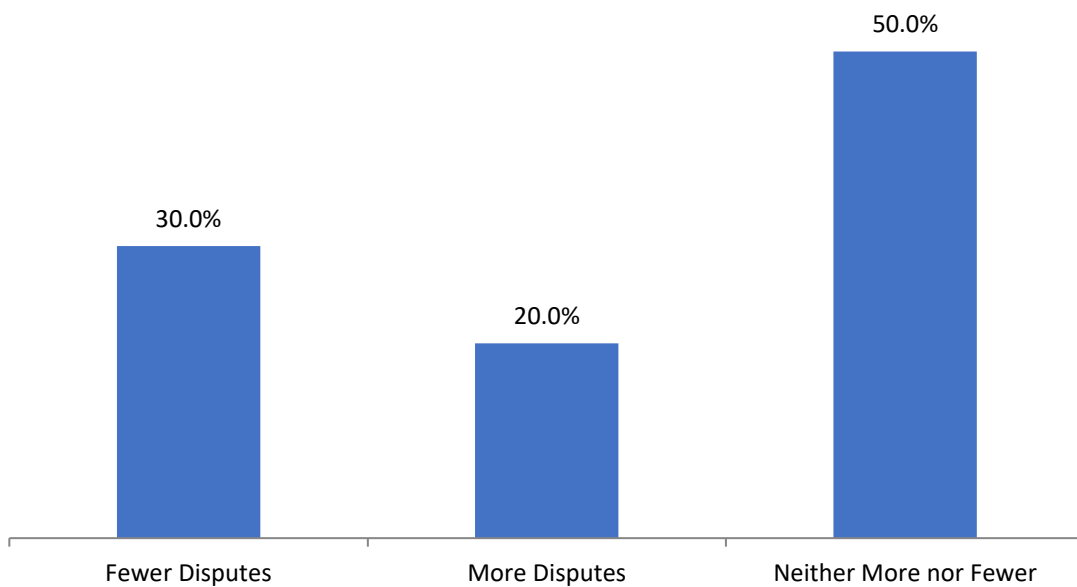
The survey requested that respondents rate whether the pilot had a positive effect on the driving experience with respect to the categories in Exhibit 8 below. Fifty percent or more of respondents indicated the pilot had a positive impact on the boarding process (on and off), mobility assistance, fare collection, and on-time performance. For this question, a weighted average was used to express the results. This means the number of negative responses for each question was subtracted from the number of positive responses and neutral responses had no effect. For instance, among the 10 people who answered the "On-Boarding Process" question, six reported that the process was improved, two stayed neutral, and 2 said it had a negative impact so 6 minus 2 equals 4. The results indicate the pilot had improved the overall driving experience and the experience across all of the categories more than it made them worse, which is positive. It's critical to note only ten of 18 respondents answered this question.

Exhibit 8 – Impact on Driving Experience



Digging deeper on Customer Conflict, respondents indicated the pilot was a mixed bag with respect to addressing customer disputes.

Exhibit 9 – Impact on Customer Conflict/Disputes

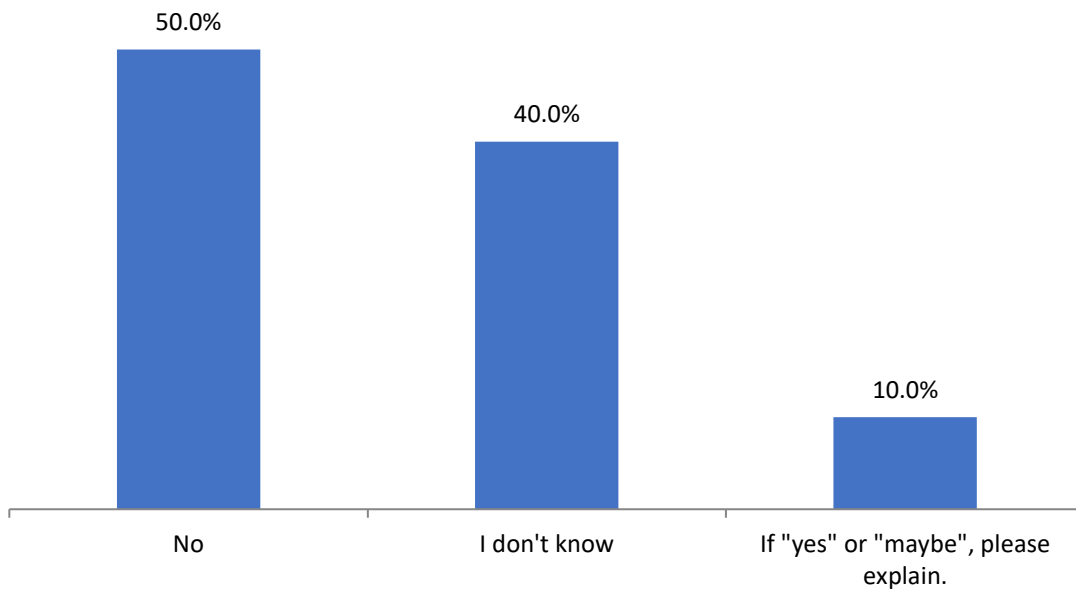


Respondents were also asked whether this pilot had led to a change in fare evasion on board the bus and an equal number responded “no” and “I don’t know.” One operator responded “other”:

I don’t open the rear door because of the responsibilities I have to comply with state/federal law regarding spacing. It has caused unnecessary disputes. If this pilot was done prior it may have worked; however, we are still in a pandemic 🤔 also it makes it difficult to count/ monitor passengers putting more STRESS on the operators.

This response is consistent with some customer comments and points towards the potential for it to better succeed as the region emerges from the pandemic.

Exhibit 10 – Has Pilot Led to Change in Fare Evasion

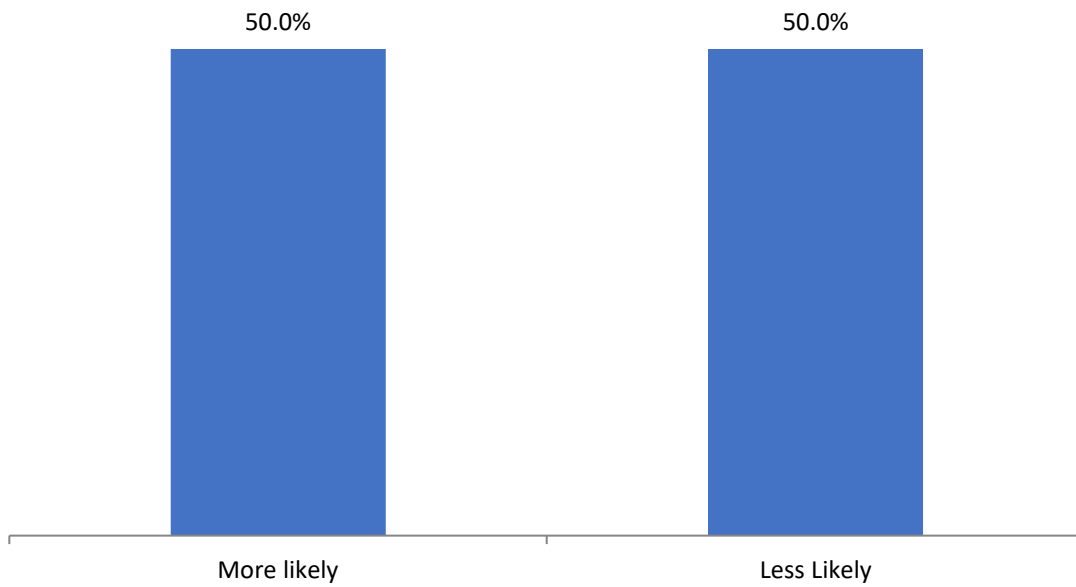


Finally, as a key measure of whether the pilot is working for those operating it, the survey asked whether this experience so far has made operators more or less likely to bid on the 6 and 51B in future sign-ups. Respondents were evenly split, with the same number being more and less likely to bid these lines in the future as a result of the pilot. The “Other” response was as follows:

I am on the extra board, so I am glad I don’t have to operate those lines daily. Undue stress because of the Protocols in place.

This is consistent with the single comment on the previous question and reveals that operators have a significant amount to contend with as they operate in the pandemic. Easing pandemic restrictions may reduce stress on operators and allow for better evaluation of the pilot program.

Exhibit 11 – Has Pilot Made You More or Less Likely to Bid 6 and 51B Assignments



Appendix B includes full comments from operators on what common problems they witnessed and recommendations for improvements to the program.

APPENDIX A – CUSTOMER SURVEY WRITTEN RESPONSES

Note: responses are unedited except for spell-check.

WAITING AT BUS STOP: OTHER
800 either never comes or is always late
Alighting at rear door is still harder as buses rarely pull into the curb
I love all these new options
I pay and the person behind me didn't pay and caused a safety concern that ultimately left the driver with no choice but to call the sheriffs to get him off the bus. I think although this new system does offer riders convenience it limits the driver's ability to control a problematic passenger especially if they're entering through the back and not paying their fair like everyone else.
I try to use the front door because if you don't, the Driver thinks you don't want a ride; and drives off.
I was disappointed that I could not board at the rear. I do not know why the driver did not provide rear entrance.
If the driver remembers to open the back it's rare
It's hard to know where to stand, to let the driver know you're waiting for the bus and to board without wasting extra steps
Not all drivers participated in the program
The drivers are not offering the option. Apparently-it is too new for them.
The transit app does not accurately track times don't know if there's anything you can do about it
When allowed on the bus. Due to social distances.
Worsened because of risk of waiting for rear door to open and then having driver not open the rear door

BOARDING THE BUS: OTHER
Annoying. The driver makes me walk to the rear door. It's stupid.
Confusing
Driver was rude about boarding rear.
I am a senior and 2 drivers wanted me to board at back, which is dangerous for me. Should let people board at front if they feel it is safer for them
I don't always remember to use the back door
I prefer front, I am disabled. Driver didn't want me to enter at front
I used to ride MUNI and they have rear entry too. I'm a fan of the idea I just have yet to see an ACT bus do it
I'll use the back door only if the driver is picking up disabled, old, or people who are taking forever dropping \$2.50 in small change.
I'm usually unsure which for the driver would like me to board at

Improved, faster to get in if no one is exiting the bus
Little chaotic with people rushing out late as I'm trying to board
Only half the buses on each line have clipper readers in the back or end up opening the back door so I never know which door to use
Saves time, particularly with the new driver doors
Slow as ever
Some drivers only open the front door and others open only the back door. This makes boarding slower as your never sure which door will be opened. It also slows down boarding because people are exiting and entering from the same doors. I preferred the front door enter back door exit system, as it is more efficient.
sometime drivers are not friendly to riders.
The back of the bus doesn't kneel like the front -- sometimes the step is a little high
Twice, drivers have tried to force me to use the back door despite my cane being evidence of disability
While some 6s have rear door readers, others don't

FARE PAYMENT: OTHER

It was faster because I didn't need to wait behind anyone buying paper tickets
I've only entered in front
New readers no more compliant than old.
No one pays through the back door!!!
Slightly worse since some drivers require that everyone enter the back but if you are paying with cash you need to go back to the front anyway.
Worsened when using rear door and there is no card reader there

MOBILITY ASSISTANCE: OTHER

Difficult. I am low-vision but don't use a cane. Some drivers would not open the front door but only the back, making it confusing for me to know where to get on the bus.
Due to my age they do not lower the bus
I did not use assistive devices, but the high step required at back door was hard for me, and I hurt myself getting on
I sometimes have a little difficulty rear-door boarding
I was still able to board front, but was worried about this, because I notice that the way the new policy is written, it says that people with clipper card must board rear unless they have a mobility device. I want to remind AC transit that some disabilities are invisible, and the most inclusive and accessible policy would be to allow anyone to choose to board front, while allowing clipper card holders the additional option of boarding rear if they choose.

If the back of the bus isn't low enough it's not like the driver can make it any lower, but you don't know that until you try to board in the back.
It is harder to get on using the back door when you have mobility issues
It's easy at front not back.
Not applicable; don't know
Rear entrance is usually farther from curb and I am old and have problems getting on the bus from the street
Somewhat worse---kneeling the bus appears to not lower it nearly as much at rear doorway. But it's not a huge difference, and I board alright.
Two drivers have tried to deny me use of the front door. Both very rude. I'm disabled and use a cane. Most of the drivers are pretty good, but you should stress to drivers that they must allow disabled to use front door.
Using center door is more difficult with cart/rolling suitcase. Narrower, no ramp
Worsened because rear door is almost always farther from curb (bus is not parallel to curb)

SOCIAL DISTANCE: OTHER

Clearly less real using rear door
Doesn't feel as distanced when you get on in the back
Less able to stay away from people
No one really social distance on the bus
The bus is not crowded at all. Saturday 8pm.
There is no social distancing at all. it is less than 6 ft distances
There needs to be a minimum of at least 15 people on board
WORSE, some drivers don't allow people to board even when UNDER capacity.

DRIVER INTERACTIONS: OTHER

Bad. Someone must have pissed in his cornflakes.
Driver was absolutely professional in every way
Driver does not care
Drivers a rude as fuck
I can no longer say thank you without yelling.
I don't need to speak to driver if I can---as always, if I don't have a heavy suitcase full of canned and other dense-weight items, needing ramp.
I like to greet the driver when getting on the bus
I miss the eye contact

Less interaction. Prefer being able to interact if just to thank them. Hard to ask questions when get on back.
Less interaction
Less interaction with driver if you can only use back door.
Make that none
Makes me angry at the driver.
Most drivers are rude.
One driver told me he didn't want someone like me on the bus! Not sure if he objected to my cane or the color of my skin. I always pay my fare and I shower daily.
Some of the drivers need a attitude a adjustment
Sometimes I need to ask the driver a question
Sometimes ordered to alight rear even though far from curb
They insist I board at back door which is dangerous for me (69 yr old)
WORSE, Drivers seem COMPLACENT in INDIFFERENT.
Worsened because of incompetent, untrained, and pigheaded ACT bus drivers
Worsened for drivers who refused to open back doors

RELIABILITY: OTHER
Every stop is slower with back door entering
I don't need to wait behind people paying, often slowly, w. cash nor fishing for their card or Pass. Great!
If will be more crowded it will help
People are confused, some are not paying

ALIGHTING: OTHER
Easier at front but forced off back exit.
Everyone exits off back while people board on front
Getting off the bus is slower when people are also entering from the back door
I need to get off at front door for safety reasons
May be harder to get off the bus
Once I had to wait for an exiting passenger -- without the driver directing traffic, we were on our own. Just have to get used to it.

People are almost always willing to wait for me to get off before they board thru rear door. If they don't, a small% are rude, the rest didn't see me in the rear doorway when door opened and thought nobody was getting off there via that door. No infection/injury/Signiant interpersonal tension occurred, though.
Some drivers have tried to force me to use the rear door to exit. Not acceptable.
Sometimes there is a "traffic jam" at the back door as that is the recommended way for passengers to get off the bus.
Sometimes I need to wait for boarding passengers to get on before I can get off
Sometimes riders who try to board at the rear don't see me getting off and try to push past me. This is especially an issue on the Gillig buses as the doors are much more narrow than a New Flyer or Van Hool bus
Stressful with people rushing on and not paying
There are people waiting at the back door
Worse, still ISSUE of Drivers NOT curbing buses and lowering the bus for Disabled.

GENERAL COMMENTS
6 and 51a are still crowded, need better spacing of buses, not back to back buses. sometimes 2nd bus is Empty. Still ISSUE of Drivers NOT curbing the bus and Kneeling.
A driver yelled at me today saying I shouldn't have entered through the backdoor (clipper scanned) and that the back door isn't open for customers??!!! I am very confused.
A good idea. It will work especially well when the students are here.
About time
AC Transit Drivers need more passenger relations service training, especially, disabled and elderly passenger relations training, and some AC Transit Drivers, need disciplinary measures to be taken by AC Transit Mgmt.
All buses should have this option.
All door boarding has created more of a confusion. As drivers are unsure the next boarding passenger is using clipper or paying cash. Also the passenger gets confuse as the drivers mostly open the front door when they stop at a bus stop which eliminates rear door boarding for clipper passengers
All door boarding is the future. I wish more companies did it. As much as the Driver has to think about and do, she/he should not have to think about fares to. Bus Companies should be given enough money so they don't have to charge or worry about fares.
All door is the way to go! I am all for it.
All-Door boarding is a great idea, especially during the pandemic.
All-door boarding is good and should be issued systemwide, but drivers have not been opening the rear doors. This is also a very poorly-written survey.

As a disabled senior I only use the front door. My concern is that a few riders try to sneak on or don't wear masks. I have concerns about the number of riders who wear a face covering on their chin or not covering their nose. No one enforced this unless I say something which is very awkward and can generate a negative reaction.
As I use the ramp, the all door feature has not affected me much.
Back door entering is less efficient than the front door enter, back door exit system.
Beautiful, just beautiful.
Being mobility challenged, I prefer the back door.
Domes drivers would not let me in at the back door. Had to walk be to the front. Many time they too off without waiting
Driver attitude uncalled for. Just rude to everyone.
Driver must treat all driver equally. We need social distances.
Drivers don't always open the rear doors
Expand to Line 52.
Felt the same. No much improvement
Gives more agility when getting on or off
Good idea
Good idea - it speeds up boarding when it's crowded.
Good Idea - safer for the driver. But too often overcrowded - Drivers don't pay attention or just plain stupid. Vaccinated twice but still worried
Good job on social distance
Good service
Great for crowded lines, please keep this option
Great idea!
Great improvement. It makes boarding a lot faster if there are a lot of people trying to get on. However, I dislike that some drivers require the use of the back door only which makes it difficult for people using cash or bus passes.
Happy to see it finally! Hoping to see it more.
Have supervisor's remind bus operators to inform riders on the 6 and 51 lines that we can pay and board at the rear doors. It is their job.
Have used both front and rear doors, only at low passenger volumes. Works just fine, and helps when running to catch the bus from behind! Might cause an issue when people are slow to leave out the back and users start to more quickly get on. The real test would be more crowded conditions, which I haven't seen yet.
Have yet to use the back door.
Having both the front and rear door available for use to board the bus improves social distancing and the time it takes for people to board.

I am glad that the drivers don't yell at every older Asian woman that boards the bus. This occurred for many years.
I appreciate the All-Door Boarding system. This system improves the boarding time so that the bus can arrive at your destination on time.
I appreciate your on time service!
I believe this new system does offer raider convenience but also allows troublemakers opportunities to climb aboard as well. I was on the 51B and entered through the back scanned my clipper and noticed the man behind didn't scan his clipper. The man caused a ruckus and wouldn't put his mask own I felt unsafe. The driver had no choice but to call the sheriffs, whom took forever to come get him off the bus. This new system offers convenience to abiding riders, but also allows troublemakers opportunities as well to get a free ride.
I can see how it would be helpful during busier times. I support it.
I did notice it was smoother on & off boarding. Riders were getting off more from the rear door. Normally people are trying to get off in the front of bus.
I didn't have to wait behind the line of people that use cash or have questions for the operator. It helped me board quicker and social distance better since I didn't have to stand behind the people bunched up at the front waiting to get on.
I didn't notice a difference.
I didn't know all door boarding was an option! Was concerned a bit that no windows were open, and I could not open a window with moderate effort.
I don't have any comments.
I don't know if there's a working clipper reader in back because no 51B bus I've boarded makes use of it
I enjoyed the last time when I could do back door entrance!
I have noticed other riders sometimes don't "Clip in" going in back. Sometimes driver catches that, sometimes not.
I have to still take the front door to show my sticker, but others can choose back door. It's beneficial
I hope they will use this on all the buses
I like it
I like having the option of back door boarding. It speeds things up and is more efficient.
I like it
I like it. It's like muni in San Francisco. Only recommendation is that all drivers get in the habit of always opening the back door to board. Many times only the front door opens so that's the go-to.
I like the All Door Boarding at crowded commuter times. As a senior, I especially like getting a seat and getting settled faster. Others seem to appreciate the expanded choice, too.
I like the concept. This is a great idea when social distancing and capacity limits are no longer needed. I think this change should be made permanent after the pilot ends.
I liked using rear boarding.

I loved being able to use all-door boarding - it allowed an elderly woman to debark in front while I was able to board in the back, speeding up the process for everyone.
I never saw anyone enter through the back door. Because I have a pass, I have to enter through the front.
i ride the 6 every day to & from work and i have only seen the driver open the rear door maybe 5 times. i even make a point of holding my phone out as the bus pulls up to hopefully show i don't need to get on in front
I still think it's a good idea. As mentioned, the Driver will leave you if he thinks you are not going to get on the bus.
I think all-door boarding is a terrific way to go.
I think all-door boarding is good because it's good for public health and for speeding up the bus trips.
I think everything's fine
I think it is much more efficient. I just need to remember my walker first better through the 2nd door now. Might be good to put a disabled sticker on the side of the bus with a arrow pointing to the 2nd door
I think it is very convenient, especially if there is a wheelchair boarding in the front, or there are a lot of passengers boarding, or there are passengers who don't have clipper cards, it really makes a difference.
I think it is very convenient, and helps with your time it takes to board, or make it to your destination, it also helps with social distancing.
I think it's great - with the small exceptions of times when people without masks use the rear door to get by the driver. Overall it saves time, though, which is key.
I think its a good idea overall.
I think the All-Door pilot program is a good idea and should be instituted for all AC Transit buses.
I think the driver being a little bit more patient with passengers coming on and off would be nice.
I think there is some confusion / issues with the fact that if I am the only person at the stop, when I stand near or walk towards the back door for boarding, there have been occasions where the driver almost (or did) leave me.
I tried to board at the back a couple times but the driver didn't see me, which once meant that the bus drove away without me. Some drivers seemed more attentive to the back door than others. I think it would be less confusing if procedures were standardized, and a lot of confusion would diminish if backdoor boarding was standard on all buses as it is on SF Muni. Some drivers only opened the back door, some only opened the front, some opened both but weren't anticipating riders would get on on the back, but many times it worked well. When I was able to board through the back it was useful. There were 2-3 times I boarded uneventfully (I thought) via the back door and tapped my clipper card, saw it worked, and sat down in the back of an articulated bus, and then the driver called to me at the back of the bus, but I couldn't tell what the issue was. I'm not sure if the card wasn't read properly even though it appeared to, or they somehow thought I hadn't tagged my card, or if they were just calling out to another rider, but this did happen multiple times.
I used it on the 6 into downtown Oakland and on the 51A out of Oakland. It mostly helped in getting everyone at the stop on the bus faster. Namely, there were two times when someone in a wheelchair or waiting for the ramp to lower used the front door and I used the rear door.
I was used to all door boarding from riding MUNI. Maybe it can be implemented on more busses.

I went back to catching the bus after a year, The 51B and 72 have been perfect!
I worry that fare evasion will increase and cause more inappropriate behavior onboard the buses.
I'm fine with the AC Transit
If it worked like it should it would be great, My driver in the 6 this afternoon sat at several stops and slowed us down. I was checking on Whiz
If you expect all people to pay, you better get someone to enforce your new rule. I hate that my family is ethical and pays and I see more and more people that do not.
I'm used to all-door boarding because that's how MUNI does it.
I'm used to it on Muni, and I'm glad AC is trying it. Getting off rear door can be hampered by trees, tree wells, etc.
In general I really enjoy the interaction with the bus driver upon entering the bus, however it's rare when they like to talk to people or even saying "hello" back. The back doors being an option has been helpful to avoid that kind of weird interaction too.
In order to make it more convenient for riders and drivers, all the bus stops should allow all-door boarding,
It doesn't make too much of difference, I usually board in the front if no one is exiting.
It is SO GOOD! I've been on a bus with people with mobility issues, where they could get on at the front while others got on at the back and it's smooth and fast and it's AMAZING!
It is so much easier, Being able to get on through both doors. The ride now feels inviting and welcoming.
It took a moment to recognize that the front doors wouldn't be opened for boarding, did cause some confusion and delayed boarding. The rest of the experience remained about the same
It's a little awkward that some drivers will open both the front and rear doors for passengers and some will only open the front because you so I usually just use the front door since I know they'll open that for sure.
It's fine
It's good and it should stay
It's has been great the all door boarding
It's a good idea. Please keep doing it!
It's all above.... :-)
it's good.
its great
It's great
It's great but some people may get on without scanning.
It's hard to evaluate due to the lack of the student crowd due to Covid. However, back door Clipper speeds up the boarding experience. You might have a light flash to warn those who enter in the back door about those who are exiting. It is a surprise to see people come down when you're focused on going up the very same step. Good luck in figuring that out. (Hope I win the free pass)

Just Like SF which works! Would be an excellent improvement!
Keep it up
Love it
Love it! Have been waiting for this to happen in the East Bay since it works so well in SF.
Love the all- door boarding.
Love the bus!
Makes sense, like they do for Muni. Just driver unpredictability sometimes had you standing there looking like a dummy lol
Missed being able to greet the driver as I walked onboard, but appreciated the efficiency and distancing. This is how Muni buses work and it's long due for AC Transit to work the same way.
More efficient boarding when there are several riders. Keeps buses on time.
MUNI's had it for years, happy AC Transit got on board.
Nice
Not complain so far so good. Thank you for your service and support.
Not enough traffic to be concerned about using the rear door when I use the bus.
Not every bus operator opens the back door for boarding.
One big problem is that not all of the ACT drivers on line 51B have been participating! A few times I've seen incompetent and oblivious 51B drivers stop at a bus stop and open only the front doors, despite at least one passenger (me, for instance) waiting at the spot where the rear door will be, expecting that to be opened. The passenger at the closed rear door then has to either run to the front door or be left behind. Either that driver didn't learn about that part in ACT class, or else the driver was in fact taught to open the back door but is not intelligent enough to remember and actually do it. (Yes, we know that lack of intelligence is a very common problem among ACT drivers.) A second problem is when someone at the ACT garage incompetently puts a bus on line 51B or 6 that doesn't have a card reader at the back door, probably a van Hool bus. So the passenger boards at the back and then has to walk to the front to pay using a Clipper card. Both of those are VERY BAD, AC Transit! Shame on you. You haven't been able to get it right! It seems that the trainers, the drivers, and the garage people who choose the buses to deploy aren't doing the right things. As a result, this passenger, probably among many others, has got used to NOT relying on back-door boarding on 51B during the test phase, and prefers to wait at the front end of the bus stop and board via the front door. Y'all blew it! But then that's what the passengers have come to expect from ACT, isn't it? General incompetence.
One clipper card was out of money and I was able to use the rear card reader and the driver could proceed.
Only one driver had informed me of it and opened back doors. Most don't.
over all I think ac is one of the best service and i wish to thank all of the AC staff.
People need to keep mask on after boarding.
Please consider adding this to the 72R!
Please do this on all high-traffic lines.

Please have All-Door Boarding on all routes!
Please include this service on our buses.
Please train drivers to serve the disabled with respect and compassion. They should be making it easier for us to get on and off- not harder.
Please train your drivers to be nice I don't have time to deal with shitty operators.
Rear boarding is challenging when the driver does not position the bus parallel to sidewalk.
rear boarding would work better if drivers brought the whole bus closer to the curb.
Rear door boarding has made life great. The bus arrives, I jump in from the back right into my usual seat near the rear wheels, and the bus speeds off. Driver doesn't have to fiddle with the plastic guard, I don't need to walk through a bus full of passengers, and I can finally board with my Clipper like on Muni, skipping the front door. Very positive experience!
Rear door boarding wasn't allowed when I tried so it didn't improve system because it wasn't actually happening
Seems fine!
Should be expanded to the TEMPO, 18, 57, 51A and 72 lines.
should do on all lines
Should never prevent people from getting on and off at the front door. Some of us need the step on and off the bus to be small. Because most buses do not pull into stops straight and near the curb, the distance at the back door from the ground to the bus can be way too big. I need to get on and off at the front door for my safety. (69 yrs)
Some bus drivers are really mean
Some improvements are necessary in all fields.
Stop doing it. Or if you must continue, at least have the drivers also open the front door to permit boarding through both doors.
Thank you. Glad to be back on the bus.
Thanks for doing this!
The 800 is not reliable when it should be. People like me rely on the bus to get to work. I have had some of the worst experiences with ac transit
The back entrance is not always good for disabled.
The intention of providing masks on board is very thoughtful. Some riders already wore masks, but they were greedy and took a few extra masks for themselves.
The use of both doors to board has improved efficiency when exiting and entering.
The 51B Gets me to my destination fast and on time.
There is no difference since I've been using the clipper card for years, and now I have it on my iPhone. My only issue is watching people board without paying, which is going to be harder to manage.
There should be an option for those with the Token Transit App.

THINGS ARE BETTER WITH ALL DOOR BOARDING.
This all door boarding, is the ticket! It expedites, travel, boarding, relieves stress of Boarding, exiting, the Motor Coach. And, saves time. Credit to the one's whom came up with this Brilliant Concept.
This has caused confusion even with the drivers. The problem with the #6 line is that many stops where eliminated to accommodate the night mare done to telegraph Ave, street construction. Now seniors have to walk a long way between stops.
This is not a good survey. Try again.
This service sucks.
Time-saving in boarding & finding way to seats & helps social distancing
Very convenient!
What happens when passengers are leaving the bus and collide with the ones entering?
while used to the process on Muni, AC drivers are less careful about pulling to the curb for the rear door. as my 76 year old knees become less limber, stepping up from or down to the pavement is less comfortable
With limited capacity, the benefits of rear boarding aren't realized.
work better on assure drivers start on time/no delays/no lost bus/no abandoned riders when bus on detour. who cares about boarding?
Yesterday was the first day of my riding AC Transit since March 2020, so I have had no experience with AC Transit for more than one year (until yesterday, April 7, 2021).
You're opening a can of worms by doing this. Homeless ppl are going to ride for free!!!

APPENDIX B – OPERATOR SURVEY GENERAL RESPONSES

Note: responses are unedited except for spell-check.

WHAT ISSUES DO YOU SEE WITH THE PILOT
Some buses don't have clipper scanner in rear door yet use to service 51B.
Making sure all pilot lines have Clipper device on rear doors.
Fare evasion.
Rear door boarding does not allow people to understand who's coming off or who's coming on. It also confuses the people in the front door to whether or not they can get on or off. Furthermore, if the bus does not have the Clipper Reader at the back door it made no sense for the person to go through the back door. I've had several cases where I've gotten a bus that does not have a Clipper Reader at the back door. And furthermore, if you were going to do this it should have been all runs because you totally have the public confused that they can do this on every route so now more fare evasion is happening on other routes because other people have ridden the bus with Clipper Cards in the back door and they think it's on all routes.
I don't open the rear door because of the responsibilities I have to comply with state/federal law regarding spacing. It has caused unnecessary disputes. If this pilot was done prior it may have worked; however, we are still in a pandemic. Also, it makes it difficult to count and monitor passengers, putting more STRESS on the operators.
People still don't know that they can use both doors. More PSAs are required.

WHAT CAN BE IMPROVED WITH THE PILOT?
Better signage and instructions, esp. to the Cal student body to use rear door. Many are still standing at the front.
Make it so that the only passengers that can sit in the area directly behind you are the handicap, everyone else should sit beyond that point and still have a limit to how many people can get on the bus.
Rear door boarding results in less confrontation with passengers, allows the schedule to flow more freely as long as it's a reasonable schedule.
Just do rear boarding - people board and sit faster loading from the rear doors.
We are not Muni stick to who you are AC Transit.
Wait until we go back to FULL capacity ridership than the program may give ac transit the results it's desires.
More PSA.