

Bayview Community Shuttle Survey: Key Insights

6/27/2023

1. Overall Status

As of 06/27, 297 people have filled in the survey. However, only 61% of them have completed the 'destination' question in the survey. They may or may not have answered all the other questions. Since 6/27, over 200 additional surveys have been received. The project team is in the process of inputting and analyzing these new survey results. The project team will work with our community partners to adjust their approach to survey solicitation to match as closely as possible the demographic profile of the community, with a special emphasis on vulnerable populations.

The survey results will directly inform the shuttle service planning process, which begins in September of 2023.

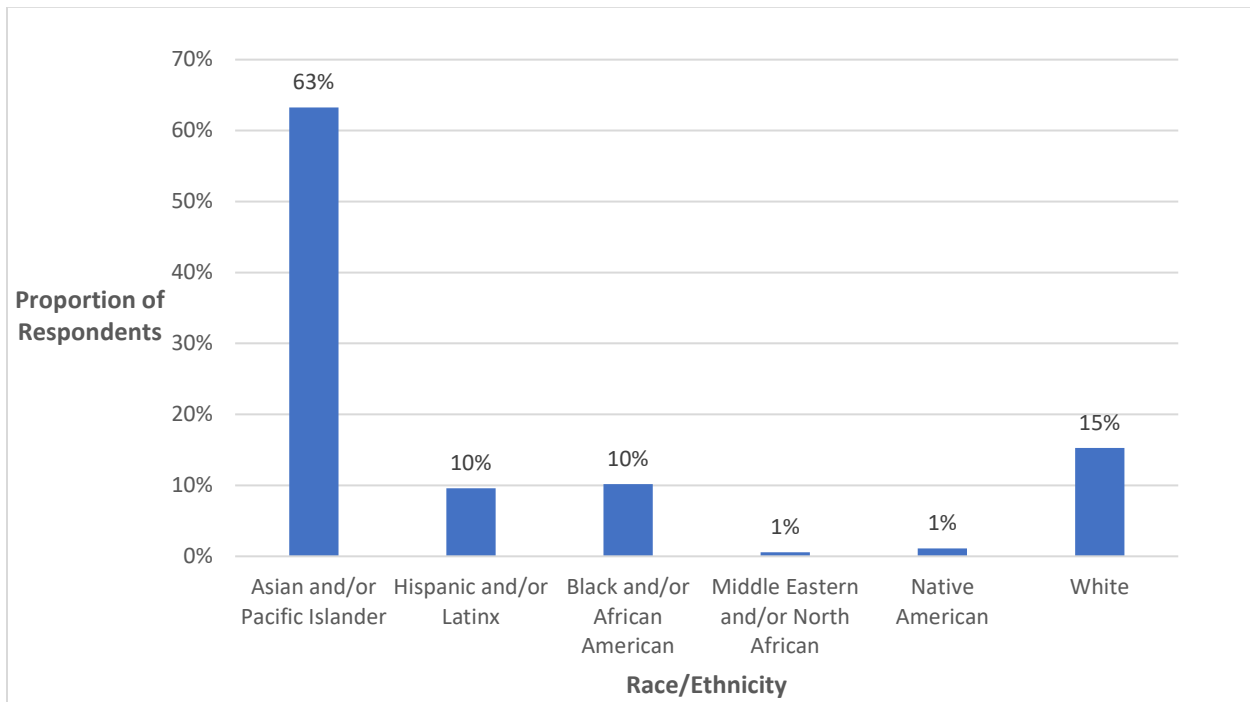
Table 1: Survey Response Status

| CATEGORY | RESPONSES |
|---|------------|
| Complete (respondents have filled destinations column) | 61% (182) |
| Partial (respondents have not filled destinations column) | 39% (115) |
| Total | 297 |

2. Respondent Demographics

2.1 Race and Ethnicity: Majority of the respondents (63%) identify as Asian and/or Pacific Islander. Only 60% of the respondents answered the race and ethnicity question.

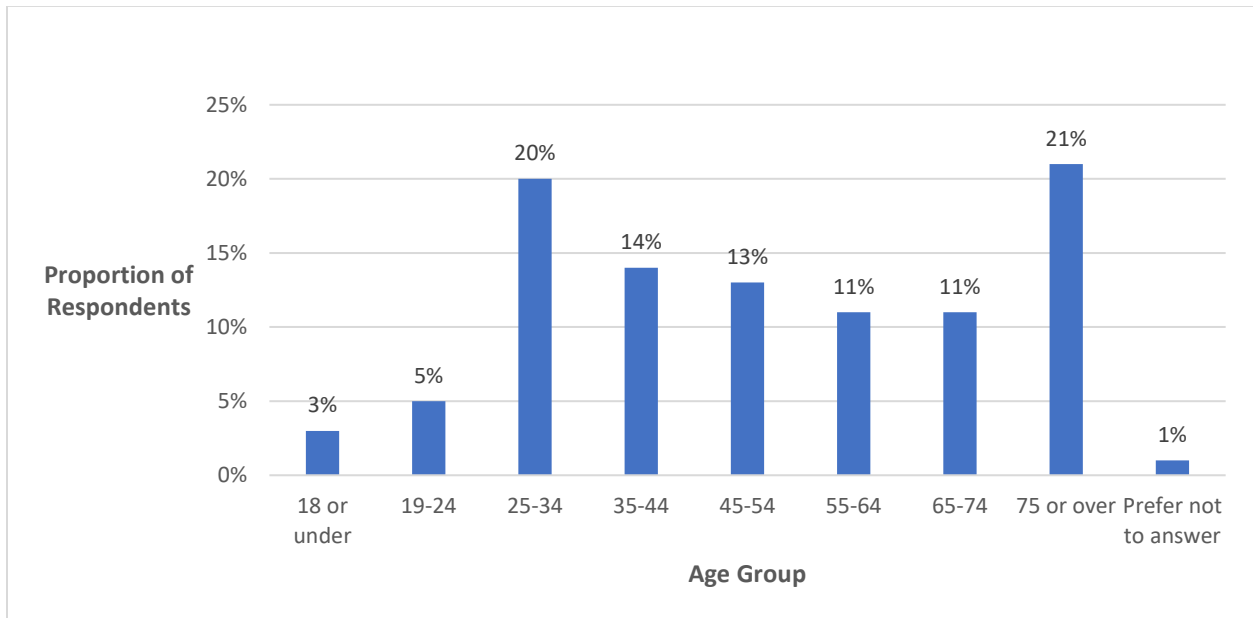
Fig 1: Race/Ethnicity of Respondents



2.2 Respondent Age

The largest group of respondents are in the age group of 75 or over followed by the group of 25-34.

Fig 2: Age Profile of Respondents



3. Trip/Travel Preferences

3.1 Key destinations

Chinatown and San Bruno Avenue are the top two destinations for the respondents. The following table lists seven key destinations.

Table 2: Key Destinations

| # | DESTINATION | RESPONSES |
|---|-------------------------------------|-----------|
| 1 | Chinatown | 28 |
| 2 | San Bruno Ave | 16 |
| 3 | Foods Co | 7 |
| 4 | Candlestick Point | 6 |
| 5 | Caltrain | 6 |
| 6 | Samoan Community Development Center | 5 |
| 7 | 24th St. BART | 5 |

3.2 Wait-time and Weekday/Weekend preferences.

On average respondents are willing to wait between 10-15 mins for a shuttle. The majority prefer shuttle service during weekdays.

Table 3: Travel Preference

| CATEGORY | NUMBER OF RESPONSES | PROPORTION |
|----------------|---------------------|------------|
| WEEKDAY | 81 | 55% |
| Weekend | 66 | 45% |
| TOTAL | 147 | |