

**Survey of Residents**  
**Nine County Bay Area**  
**Mixed-Mode Email and Text-to-Web/Live Telephone Survey**  
**Conducted April 15 – 21, 2021**  
**n=1000; Margin of Error  $\pm$ 3.1 percentage points**  
**EMC Research #21-8062**

*All numbers in this document represent percentage (%) values, unless otherwise noted.*  
*Please note that due to rounding, percentages may not add up to exactly 100%.*

**INTRO:** Hello, my name is \_\_\_\_\_, and I'm conducting a survey for \_\_\_\_\_ to find out how people feel about issues in the Bay Area. We are not trying to sell anything, and are collecting this information on a scientific and completely confidential basis.

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- |    |   |    |
|----|---|----|
| 1. | What county do you live in?   |    |
|    | Alameda County  | 22 |
|    | Contra Costa County   | 14 |
|    | Marin County  | 4  |
|    | Napa County   | 2  |
|    | San Francisco County  | 12 |
|    | San Mateo County  | 10 |
|    | Santa Clara County  | 24 |
|    | Solano County   | 6  |
|    | Sonoma County   | 6  |
|    | Other/(Refused) → <b>TERMINATE</b>  | -  |
| 2. | Do you feel that things in the Bay Area are generally going in the right direction or do you feel things have gotten pretty seriously off on the wrong track? |    |
|    | Right Direction   | 43 |
|    | Wrong Track   | 41 |
|    | (Don't Know/Refused)  | 16 |

3. What do you think is the most important problem facing the Bay Area today? **(VERBATIM RESPONSES CODED INTO CATEGORIES)**

Homelessness	21
Affordable Housing	17
Public Health/COVID-19/Vaccinations	11
Crime/Drugs/Safety	8
Racial Inequality/Policing	6
Cost of living	6
Traffic/Transit/Infrastructure	5
Jobs/Economy	5
Climate Change/Environment	3
Politicians/Government/Partisanship	3
Growth/Development	2
Education	1
Other	5
None/Don't know/No opinion	7

4INT. Now I'd like to ask you some questions about public transit in the Bay Area including BART, buses, Caltrain, light rail, and ferries.

4. Overall, how important is public transit for the Bay Area? Please use a scale from 1 to 7, where 1 means not at all important and 7 means very important.

1 – Not at all important	3
2	1
3	3
4	5
5	11
6	11
7 – Very important	65
(Don't know/Refused)	1
<b>Mean</b>	<b>6.15</b>

5INT. And thinking back to your experiences and perceptions from before the COVID-19 pandemic, please tell me how well you feel each of the following describes public transit in the Bay Area before the pandemic. Please use a scale from 1 to 7 where 1 means does not describe at all, and 7 means describes very well.

		Does not describe at all			Describes very well			(Don't know)	Mean	
SCALE:		1	2	3	4	5	6	7		
<b>(RANDOMIZE)</b>										
5.	Safe	9	10	14	19	21	12	12	2	4.21
6.	Affordable	7	6	13	24	20	11	15	4	4.47
7.	Reliable	5	5	11	18	24	18	15	3	4.70
8.	Convenient	8	10	11	18	18	15	17	2	4.43
9.	Easy to use	7	7	9	17	22	16	19	3	4.71

**(END RANDOMIZE)**

10INT. Now I'd like you to think about the future of public transit following the COVID-19 pandemic. For each of the following words or phrases, please tell me how important they are to the future of the Bay Area's public transit system. Please use a scale from 1 to 7 where 1 means not at all important and 7 means very important.

		Not at all important			Very important			(Don't know)	Mean	
SCALE:		1	2	3	4	5	6	7		
<b>(RANDOMIZE)</b>										
10.	Safe	2	1	1	4	9	11	70	2	6.35
11.	Affordable	1	1	3	6	12	15	61	2	6.18
12.	Reliable	2	1	1	4	9	18	64	2	6.32
13.	Convenient	1	1	2	6	13	18	58	1	6.18
14.	Easy to use	1	1	3	5	13	18	57	2	6.16

**(END RANDOMIZE)**

15. What specific improvements to public transit in the Bay Area do you think we should make today that future generations will thank us for tomorrow? **(VERBATIM RESPONSES CODED INTO CATEGORIES)**

Safety (Additional enforcement, reducing crime, etc.)	15
Expansion of routes	14
Better scheduling/Increase reliability	10
Lower cost/more affordable	9
Easier to access/use	9
Cleanliness (General)	6
More frequent service	5
Integration/Coordination between agencies	4
More eco-friendly/Greener	2
Need more of it	2
More funding	1
Other	9
Nothing	3
(Don't know/Refused)	12

16. A bill has been introduced in the state legislature called the **Bay Area Seamless and Resilient Transit Act**. This bill would coordinate all of the public transit systems in the Bay Area to operate as one seamless, multimodal transit system, including consistent mapping and signage to make transit easier to navigate, regional fares so riders pay one fare for their entire trip even if they have to transfer, and real-time vehicle location data so riders know when a bus, train, or ferry will arrive.

Given what you just heard, do you have support or oppose the **Bay Area Seamless and Resilient Transit Act**?

Strongly support	59	→ 89
Somewhat support	29	
Somewhat oppose	3	→ 8
Strongly oppose	4	
(Don't Know/Refused)	4	

17INT. Now I'm going to read you some of the things that would result from the **Bay Area Seamless and Resilient Transit Act**. After each one, please tell me if that is very important, somewhat important, not too important, or not at all important to you.

SCALE:	Very Important	Somewhat Important	Not Too Important	Not At All Important	(Don't know)
<b>(RANDOMIZE)</b>					
17.	One set of fares, passes, discounts, and transfer policies for the whole Bay Area transit system				
	54	35	6	3	2
18.	A single mobile app for planning, schedules, and information about public transit throughout the Bay Area				
	59	31	5	4	2
19.	Real-time information on wait times and vehicle locations for all public transit in the Bay Area				
	65	27	4	3	1
20.	More direct service, fewer transfers, and shorter wait times for public transit throughout the Bay Area				
	63	28	5	2	2
21.	A single fare policy for the whole Bay Area transit system so there is only one payment even with transfers				
	55	32	7	4	2
22.	Dedicated travel lanes along key transit routes for buses, carpools, and vanpools				
	42	38	12	6	2
23.	Easy to use and uniform transit maps and signage throughout the Bay Area transit systems				
	63	29	4	2	2
24.	Improved public transit service in the areas with more transit dependent and lower-income residents				
	69	23	3	4	2
25.	Improved public transit services for seniors and disabled populations				
	69	22	4	3	1
26.	Improved public transit to community services, such as schools, grocery stores, hospitals, and libraries				
	65	28	3	3	1
27.	More frequent public transit service				
	58	32	5	3	1
28.	More overnight public transit service				
	31	41	19	7	2
29.	A regional transit network that has the ability to set fares, align routes and schedules, and set service and information standards for the whole Bay Area transit system				
	53	36	6	4	2

**(END RANDOMIZE)**

30INT. Next I'd like to read you statements from people who **support** the Bay Area Seamless and Resilient Transit Act. After each, please tell me how convincing that statement is to you using a scale from 1 to 7, where 1 means not at all convincing and 7 means very convincing.

	Not at all convincing					Very convincing		(Don't know)	Mean
SCALE:	1	2	3	4	5	6	7		
<b>(RANDOMIZE)</b>									
30.	<b>[SEAMLESS]</b> This bill would make public transit work as one seamless, connected, and convenient network across the entire Bay Area, with coordinated routes and schedules, effortless transfers, transparent fares, and consistent mapping and trip planning tools for the entire region.								
	5	1	3	11	19	19	40	2	<b>5.60</b>
31.	<b>[FARES]</b> This bill would reduce fares for many transit riders, especially those that need it the most. Right now, many workers are traveling long distances and paying multiple fares when transferring from trains to buses. This will make one set of passes and discounts that work everywhere in the Bay Area.								
	4	1	3	10	17	19	44	1	<b>5.72</b>
32.	<b>[CLIMATE CHANGE]</b> The Bay Area should be a leader in addressing climate change by taking more steps to reduce greenhouse gas emissions. By making our public transit system more connected and easier to use, public transit can be a real option that helps to reduce the number of cars on our streets.								
	9	2	4	11	17	16	39	1	<b>5.31</b>
33.	<b>[FUTURE]</b> With fewer people riding transit right now because of the COVID-19 pandemic, this is the opportunity we needed to create the modern, efficient transit system the Bay Area deserves. It's not enough to just go back to the fragmented system we had before.								
	7	2	4	13	18	17	38	1	<b>5.37</b>
34.	<b>[EQUITY]</b> Many of the Bay Area's lowest income communities have no choice but to rely on public transit to get everywhere. This bill will create more consistent and affordable fares and help make transit more efficient and convenient for those who need it most.								
	6	2	5	10	16	20	40	2	<b>5.52</b>
35.	<b>[REAL-TIME INFORMATION]</b> This bill would require the Bay Area's public transit systems to create one consistent standard for real-time tracking of transit vehicles so everyone can see when the next bus, train, or ferry is arriving.								
	4	2	5	12	21	19	36	1	<b>5.47</b>
36.	<b>[REGIONAL]</b> This bill would allow regional transportation planners to look at how people get around the entire Bay Area and make decisions about transit routes, schedules, connections, and transit vehicle priority on roads so that transit is faster, more reliable, and more predictable throughout the Bay Area.								
	5	2	5	13	18	21	35	1	<b>5.40</b>

**(END RANDOMIZE)**

37. Sometimes people change their minds in a survey like this. Given what you've heard, do you support or oppose the **Bay Area Seamless and Resilient Transit Act** which would coordinate all of the public transit systems in the Bay Area to operate as one seamless, multimodal transit system, including consistent mapping and signage to make transit easier to navigate, regional fares so riders pay one fare for their entire trip even if they have to transfer, and real-time vehicle location data so riders know when a bus, train, or ferry will arrive?

Strongly support	57	→ 90
Somewhat support	32	
Somewhat oppose	3	→ 8
Strongly oppose	5	
(Don't Know/Refused)	2	

38INT. Next I'd like to read you statements from people who **oppose** the Bay Area Seamless and Resilient Transit Act. After each, please tell me how convincing that statement is to you using a scale from 1 to 7, where 1 means not at all convincing and 7 means very convincing.

	Not at all convincing					Very convincing		(Don't know)	Mean
SCALE:	1	2	3	4	5	6	7		
<b>(RANDOMIZE)</b>									
38.	<b>[LOCAL AGENCIES]</b> This proposal would take decisions out of the hands of local planners and give that power to regional transit planners. Local transit agencies know their communities best and should be able to control the decisions that impact their local riders.								
	16	10	12	19	17	10	12	4	<b>3.95</b>
39.	<b>[CHARACTER]</b> This proposal would make all of the transit agencies in the Bay Area look and feel the same by introducing things like standard paint colors, signs, and features. This will destroy the unique local character and connection riders have with their local neighborhood transit services.								
	42	11	9	13	10	5	8	2	<b>2.89</b>
40.	<b>[DECLINE]</b> Transit use has been in decline for years, and with the pandemic, nobody will want to get back on crowded buses and trains anytime soon. We should not be making significant investments in a system nobody is going to want to ride.								
	31	11	11	14	13	7	11	2	<b>3.32</b>
41.	<b>[LIFELINE SERVICES]</b> This bill is focused on improvements that make it easier for tourists and white collar commuters to ride transit while ignoring the needs of transit-dependent communities like seniors, people with disabilities, and low-income populations who rely on public transit to survive.								
	25	12	13	16	13	8	11	3	<b>3.49</b>
42.	<b>[REVENUES]</b> By setting one set of regional fares, this bill will significantly reduce the amount of money transit agencies bring in from riders, meaning cuts in service, less maintenance, and reduced cleaning on transit vehicles.								
	20	12	11	18	17	9	10	2	<b>3.72</b>
43.	<b>[NOT THE TIME]</b> Our local transit agencies need to spend all of their time and attention right now on keeping transit clean and safe for riders during this pandemic. This is not the time to make them change everything they are doing.								
	24	13	14	14	14	7	13	1	<b>3.54</b>

**(END RANDOMIZE)**

44.	And finally, given everything you've heard, do you support or oppose the <b>Bay Area Seamless and Resilient Transit Act</b> ?								
	Strongly support							49	→ <b>86</b>
	Somewhat support							36	
	Somewhat oppose							6	→ <b>12</b>
	Strongly oppose							6	
	(Don't Know/Refused)							2	





DEMOS. My last questions are for statistical purposes only.

45. **Before the COVID-19 pandemic**, in a typical week how many days **did** you take public transit? (**READ LIST IF NECESSARY**)

5 or more days per week	12
3 or 4 days per week	11
1 or 2 days a week	10
A few times a month	16
A few times a year	23
Never	28
(Refused)	0

[IF Q45.=1 thru 5, ask Q46.; n=721]

46. **Before the COVID-19 pandemic**, which modes of public transit **did** you use for any purpose including commuting to school or work, or running errands? (**MULTIPLE RESPONSES ACCEPTED**)

BART	57
Buses	53
Light rail	21
Trains (ACE, Caltrain, Amtrak)	22
Ferry	13
Other (specify)	3
(Refused)	4

[RESUME ASKING ALL]

47. And **currently**, how many days per week **do** you take public transit? (**READ LIST IF NECESSARY**)

5 or more days per week	3
3 or 4 days per week	5
1 or 2 days a week	7
A few times a month	8
A few times a year	15
Never	62
(Refused)	0

48. In the future, **after the COVID-19 pandemic ends**, how many days per week **do you think you will** take public transit?

5 or more days per week	8
3 or 4 days per week	12
1 or 2 days a week	13
A few times a month	18
A few times a year	24
Never	23
(Refused)	1

49.	What is your employment status?	
	Employed full time	53
	Employed part time	11
	Unemployed	6
	Retired	20
	Student	5
	Homemaker	3
	(Other)	2
	(Don't Know/Refused)	1

**[ASK IF Q49.=1, 2, 5, or 7; n=685]**

50. **Before** the pandemic, roughly how many days per week did you **[IF Q49=1, 2, 7: commute or go in to a workplace; IF Q49=5: commute to school]**?

1	2
2	3
3	8
4	10
5	57
6	6
7	3
0/(Don't know/Refused)	11
<b>Mean</b>	<b>4.13</b>

51. **Right now**, roughly how many days per week do you **[IF Q49=1, 2, 7: commute or go in to a workplace; IF Q49=5: commute to school]**?

1	4
2	7
3	8
4	6
5	24
6	4
7	2
0/(Don't know/Refused)	45
<b>Mean</b>	<b>2.25</b>

52.	<b>And after the COVID-19 pandemic ends</b> , roughly how many days per week do you anticipate that you will [IF Q49=1, 2, 7: commute or go in to a workplace; IF Q49=5: commute to school]?	
	1	3
	2	9
	3	12
	4	11
	5	43
	6	5
	7	3
	0/(Don't know/Refused)	15
	<b>Mean</b>	<b>3.64</b>

**[RESUME ASKING ALL]**

53.	Do you currently own the home or apartment where you live, do you rent, do you live with family, or do you not have stable housing?	
	Own/buying	49
	Rent/lease	35
	Live with family	10
	No stable housing	1
	(Don't Know/Refused)	4
54.	What is the last grade you completed in school?	
	Some grade school	1
	Some high school	5
	Graduated High School	9
	Technical/Vocational	4
	Some College/Less than 4 year degree	22
	Graduated College/4 year degree (B-A, Bachelor)	35
	Graduate/Professional (M-A, Master, P-h-D, M-B-A, Doctorate)	21
	(Don't Know/Refused)	3
55.	Do you identify as male, female, non-binary, or another gender identity?	
	Male	49
	Female	49
	Non-binary	1
	Another gender identity	-
	(Refused)	1

56.	Do you consider yourself to be African American or Black, Chinese, Native Hawaiian or Other Pacific Islander, Other Asian, American Indian or Alaska Native, Hispanic or Latinx, White, or something else?	
	African American or Black	6
	Chinese	10
	Native Hawaiian or Other Pacific Islander	1
	Other Asian	13
	American Indian/Alaska Native	1
	Hispanic or Latinx	20
	White	39
	Something else (please describe)	2
	(Refused)	7
57.	What was your total household income before taxes for 2020? Was it <b>(READ OPTIONS)</b>	
	Less than \$25,000	8
	\$25,000 to less than 50,000	11
	\$50,000 to less than 75,000	18
	\$75,000 to less than 100,000	12
	\$100,000 to less than 150,000	14
	\$150,000 and over	18
	(Don't Know/Refused)	20
58.	In what year were you born? <b>(YEARS CODED INTO CATEGORIES)</b>	
	18-24 (1997-2003)	10
	25-34 (1987-1996)	20
	35-44 (1977-1986)	18
	45-54 (1967-1976)	17
	55-64 (1957-1966)	16
	65+/(Refused) (1956 or earlier)	20

**THANK YOU!**

**LANGUAGE OF INTERVIEW**

English	85
Spanish	8
Chinese	5
Vietnamese	2

**PARTY REGISTRATION**

Democrat	40
Republican	11
NPP/Other	22
Non-Voter	27