

# Hayward Shuttle Study

## Industrial Employee Survey



Attachment III  
 Save Time. Take Survey Online.  
[employee.haywardshuttlesurvey.com](http://employee.haywardshuttlesurvey.com)

The City of Hayward is conducting a shuttle feasibility study looking at the possibility of providing a shuttle connecting the Downtown and/or South Hayward BART Station(s) and the industrial employment areas of the City of Hayward. The City of Hayward would appreciate your participation in this survey to gather more information regarding interest and need for a shuttle.

**1** Do you currently work in the City of Hayward?

- Yes  No

**2** Where is your place of work?

- Western Industrial Zone  Southern Industrial Zone  Southland Mall  
 Other: \_\_\_\_\_

**3** If a frequent, free or low-cost shuttle connecting BART to your work place were provided, would you consider taking the shuttle to work? (If *No*, skip to Question 6).

- Yes  No

**4** How important would each of the following shuttle features be to **you**?

*Please rank each on a scale from 1 to 5 with 1 being not at all important and 5 being very important*

	<i>not important</i>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<i>very important</i>
<b>i.</b> Short wait time for shuttle pick-ups...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>ii.</b> Shuttle runs throughout the day, including during off-peak hours...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>iii.</b> Shuttle schedule aligns with my work start and end times...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>iv.</b> Shuttle drop-off location is close to where I work...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>v.</b> Shuttle cost is low or free...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>vi.</b> Shuttle is fast / travel time is competitive with auto...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>vii.</b> Shuttle is direct / has few stops...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>viii.</b> Shuttle arrives and departs on time...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

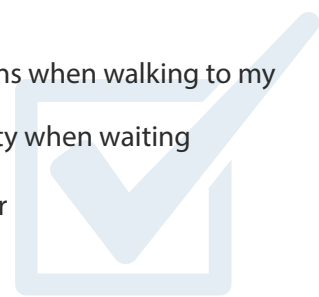
**5** Would you be willing to walk a few blocks to the stop if it would reduce the overall shuttle travel time?

- Yes**, don't mind walking to save overall travel time  **Maybe**  
 **No**, prefer to have a stop close by even if it means more frequent shuttle stops and longer overall travel time

**6** Why would you not consider taking shuttle?

*Check all that apply*

- |   |  |
|---|--|
| <input type="checkbox"/> Does not apply – I would consider taking a shuttle       | <input type="checkbox"/> I don't live near BART                                    |
| <input type="checkbox"/> Prefer to drive my own vehicle                           | <input type="checkbox"/> I work late hours   |
| <input type="checkbox"/> Need to transport children or relatives                  | <input type="checkbox"/> Personal safety concerns when walking to my place of work |
| <input type="checkbox"/> Need to use my car during the day for work               | <input type="checkbox"/> Concerns about security when waiting at the stop          |
| <input type="checkbox"/> Need to use my car during the day for errands/lunch      | <input type="checkbox"/> Driving would be faster                                   |
| <input type="checkbox"/> Need to use my car after work                            | <input type="checkbox"/> Cost concerns   |
| <input type="checkbox"/> Need to be able to get home quickly in case of emergency | <input type="checkbox"/> Other: _____  |



- 7** What **time** do you typically **get** to work? *Please select only one*
- Midnight - 6 am     6 - 9 am     9 am - 4 pm     4 - 7 pm     7 pm - Midnight
- 8** What **time** do you typically **leave** work? *Please select only one*
- Midnight - 6 am     6 - 9 am     9 am - 4 pm     4 - 7 pm     7 pm - Midnight
- 9** Which days per week do you typically work at this location in Hayward? *Check all that apply*
- Monday                       Wednesday                       Friday                       Sunday
- Tuesday                       Thursday                       Saturday
- 10** How do you typically get to work? **PLEASE SELECT ONLY ONE** – *the category you use most often or for most of your trip*
- Drive alone     Walk
- Ride or carpool with others and park                       Bike
- Dropped off     Motorcycle/scooter
- BART + AC Transit (route: \_\_\_\_\_)                       Other: \_\_\_\_\_
- AC Transit (route: \_\_\_\_\_)
- 11** If you typically drive to work, is it **easy** to find parking?
- Yes, always                       Sometimes                       I don't drive
- Usually                       Never
- 12** How **long** does it typically take you to get to work? \_\_\_\_\_ **min**
- 13** If you typically drive to work, is **traffic congestion** an issue?
- Yes, always                       Sometimes                       I don't drive
- Usually                       Never
- 14** Are you aware that AC Transit currently provides bus service (Routes 83, 85, 86) from the Hayward and South Hayward BART Stations to the West and South Hayward Industrial Areas?
- Yes                       No
- 15** Have you ever taken AC Transit service to work at your current job location?
- Yes                       No
- 16** Where do you live? \_\_\_\_\_ *city* \_\_\_\_\_ *zip code*
- 17** What is the closest BART Station to your home? \_\_\_\_\_ *station*
- Distance:*  Walkable (<1/2 mile)                       Less than 5 min drive (1/2 mile - 2 mile)
- 5-10 min drive (2 - 5 mile)                       Greater than 10 min drive (> 5 miles)
- 18** What is the name of your company/employer? \_\_\_\_\_
- 19** What is the **address** of your employment? \_\_\_\_\_
- 20** What is your **age group**?
- Under 20     20 - 30     31 - 40     41 - 50     51 - 60     61 - 70     Over 70
- 21** What is your annual household income?
- Under \$25,000                       \$50,000 - \$75,000                       Over \$100,000
- \$25,000 - \$50,000                       \$75,000 - \$100,000



# Hayward Shuttle Study

## Resident Survey



Attachment III  
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[resident.haywardshuttlesurvey.com](http://resident.haywardshuttlesurvey.com)

The City of Hayward is conducting a shuttle feasibility study looking at providing shuttle service that connects key destinations within the City of Hayward to residential neighborhoods. Key destinations include the Hayward and South Hayward BART Stations, and Downtown Hayward. Residential neighborhoods included in the study are The Cannery, Fairway Park, Upper B Street, and Mission/Foothill. The City of Hayward would appreciate your participation in this survey to gather more information regarding interest and need for a shuttle.

**1** In which Hayward neighborhood do you live?

- The Cannery       Mission/Foothill Area       Fairway Park  
 Upper B Street       Other: \_\_\_\_\_

**2** How often do you go to the **Downtown Hayward BART Station**? (If *Never*, skip to Question 5).

- Never       At least once per week  
 Less than once per month       4 times per week or more  
 1-5 times per month

**3** When you go to the **Downtown Hayward BART Station** how do you typically get there?

- Drive alone and park       Walk  
 Ride or carpool with others and park       Bike  
 Dropped off       Motorcycle/scooter  
 AC Transit (route: \_\_\_\_\_)       Other: \_\_\_\_\_  
 Does not apply (I never go to that location)

**4** If you currently drive to and park at the **Downtown Hayward BART Station**, is it easy to find parking?

- Yes, always       Never  
 Usually       Does not apply (I never go to that location)  
 Sometimes       Does not apply (I never drive to that location)

**5** If a frequent, free or low-cost shuttle connected your neighborhood and the **Downtown Hayward BART Station**, how often would you take the shuttle?

- Never       At least once per week  
 Less than once per month       4 times per week or more  
 1-5 times per month

**6** How often do you go to **Downtown Hayward**? (If *Never*, skip to Question 9).

- Never       At least once per week  
 Less than once per month       4 times per week or more  
 1-5 times per month

**7** When you go to **Downtown Hayward** how do you typically get there?

- Drive alone and park       Walk  
 Ride or carpool with others and park       Bike  
 Dropped off       Motorcycle/scooter  
 AC Transit (route: \_\_\_\_\_)       BART  
 Does not apply (I never go to that location)       Other: \_\_\_\_\_

**8** If you currently drive to and park in **Downtown Hayward**, is it easy to find parking?

- Yes, always       Never  
 Usually       Does not apply (I never go to that location)  
 Sometimes       Does not apply (I never drive to that location)

**9** If a frequent, free or low-cost shuttle connected your neighborhood and **Downtown Hayward**, how often would you take the shuttle?

- Never       At least once per week  
 Less than once per month       4v times per week or more  
 1-5 times per month

**10** If you would consider taking a shuttle, how important would each of the following shuttle features be to you? Please rank each on a scale from 1 to 5 with 1 being not at all important and 5 being very important

	not important	1	2	3	4	5	very important
i. Short wait time for shuttle pick-ups...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ii. Shuttle runs throughout the day, including during off-peak hours...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
iii. Shuttle schedule is timed to connect with BART trains...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
iv. Shuttle cost is low or free...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
v. Shuttle is fast / travel time is competitive with auto...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
vi. Shuttle is direct / has few stops...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
vii. Shuttle picks-up and drops-off very close to my start and end points...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
viii. Shuttle arrives and departs on time...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**11** Would you be willing to **walk** a few blocks to the shuttle stop if it would reduce the overall shuttle travel time?

- Yes**, don't mind walking to save overall travel time       **Maybe**
- No**, prefer to have a stop close by even if it means more frequent shuttle stops and longer overall travel time

**12** If you would consider taking a shuttle, when would you be most likely to use it? *Select all that apply*

- Midnight - 6 am       6 - 9 am       9 am - 4 pm       4 - 7 pm       7 pm - Midnight

**13** How often do you use each of the following forms of transportation to travel within or outside Hayward?

**Please rank each on a scale from 1 to 4:** 1 = never, 2 = less than once per week, 3 = a few times per week, 4 = every day

- # Car (as driver)       Car (passenger)       Motorcycle/scooter       Bike       Walk
- Taxi/Uber/Lyft       Other: \_\_\_\_\_

Hearing from a diverse sample of City residents is an important aspect of this study. To help ensure that representatives from every segment of the City population are included, please answer the following demographic questions. Remember, this survey is completely anonymous. Your identity will not be recorded or used for any purpose, and your responses to each question will be used solely for the purpose of completing this transit study for the City of Hayward.

**14** What is your **age group**?

- Under 20       20 - 30       31 - 40       41 - 50       51 - 60       61 - 70       Over 70

**15** What is your annual household income?

- Under \$25,000       \$50,000 - \$75,000       Over \$100,000
- \$25,000 - \$50,000       \$75,000 - \$100,000

**16** Do you or someone in your household **own a vehicle**?

- Yes       No

**17** Do you have a valid driver's license?

- Yes       No

**18** How many family members in your household (including yourself) would potentially use the shuttle service?

- 1       2       3 or more

**19** Is language **other than English** the primary language spoken in your household?

- No       Yes, what primary language is spoken?: \_\_\_\_\_

