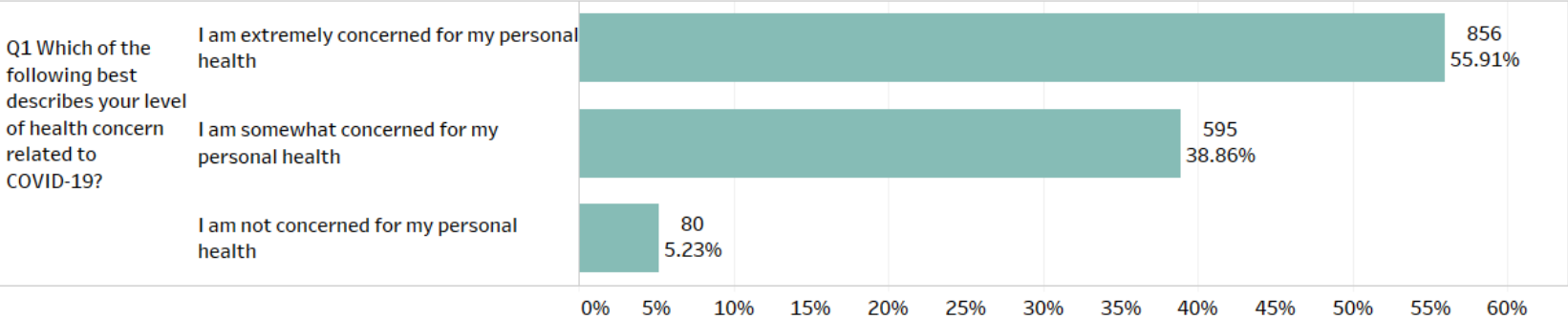


COVID-19 Rider Survey Questions and Response Analysis

AC TRANSIT and COVID-19 RIDER SURVEY - BEFORE

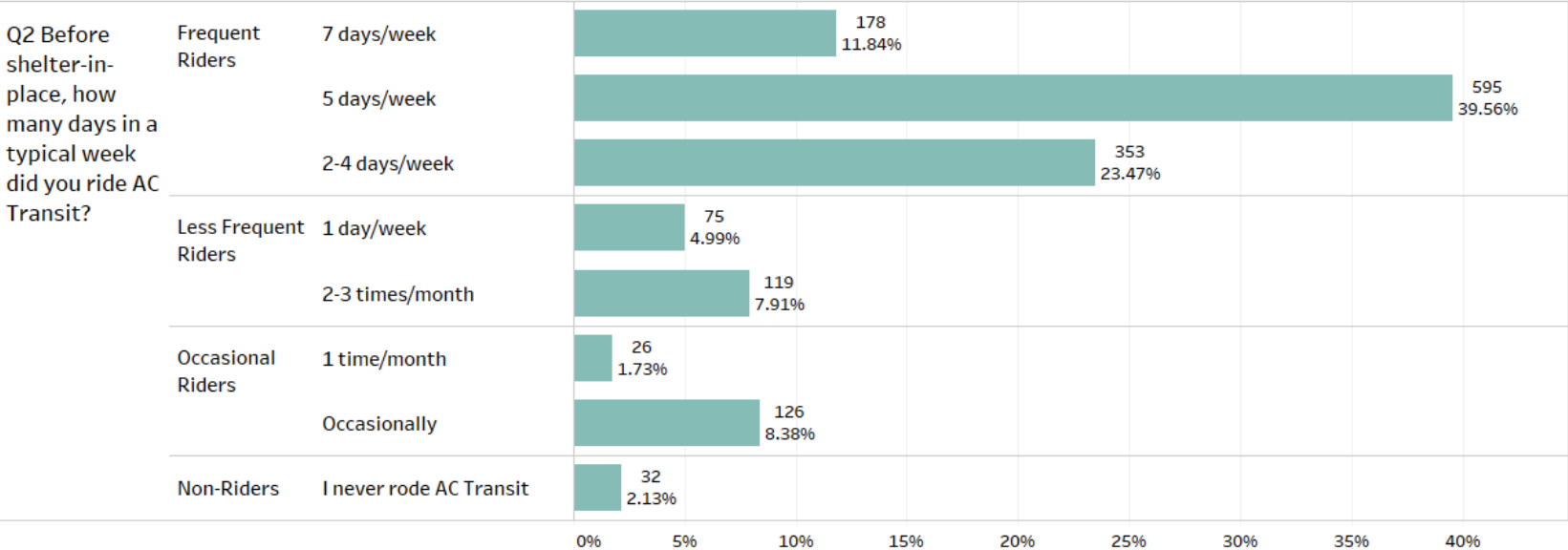


Q1 Health Concern [n = 1,531]



95% are somewhat or extremely concerned

Q2 Ride frequency BEFORE shelter-in-place (n=1,504)



75% Frequent riders
51% ride 5 or more days/week
13% Less frequent riders
10% Occasional riders



Q3 Ride Frequency DURING shelter-in-place (n = 1,467)

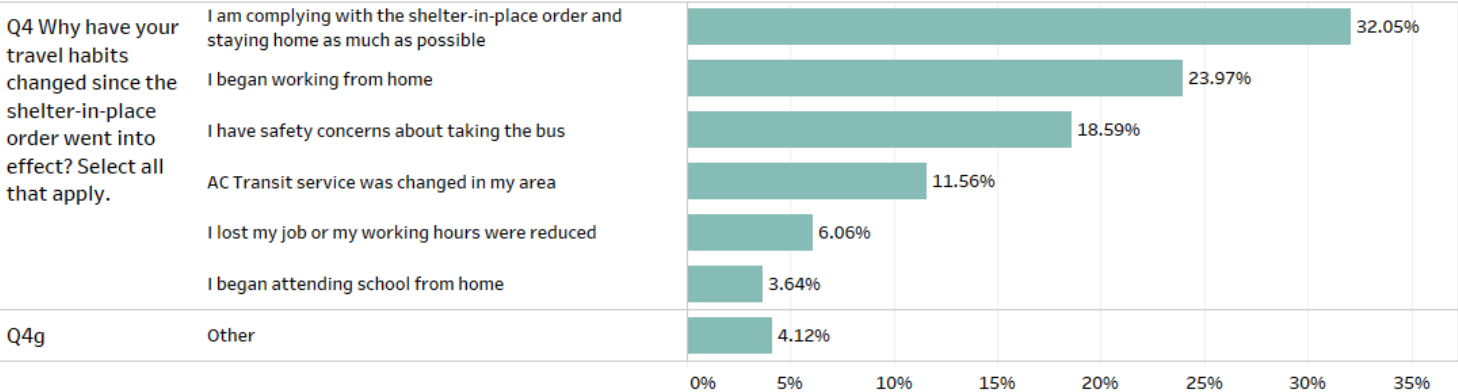
Q3 Has your AC Transit usage changed since the shelter-in-place order went into effect?				
	Yes, I have stopped riding AC Transit	Yes, I have been making fewer trips on AC Transit	No	Grand Total
Frequent Riders	49.4%	34.3%	16.3%	100.0%
Less Frequent Riders	64.9%	23.7%	11.3%	100.0%
Occasional Riders	58.0%	16.7%	25.3%	100.0%
Grand Total	52.4%	31.1%	16.6%	100.0%

52% stopped riding during SIP

31% made fewer trips during SIP

17% did not change their usage during SIP

Q4 Why have your travel habits changed (n = 2,474)



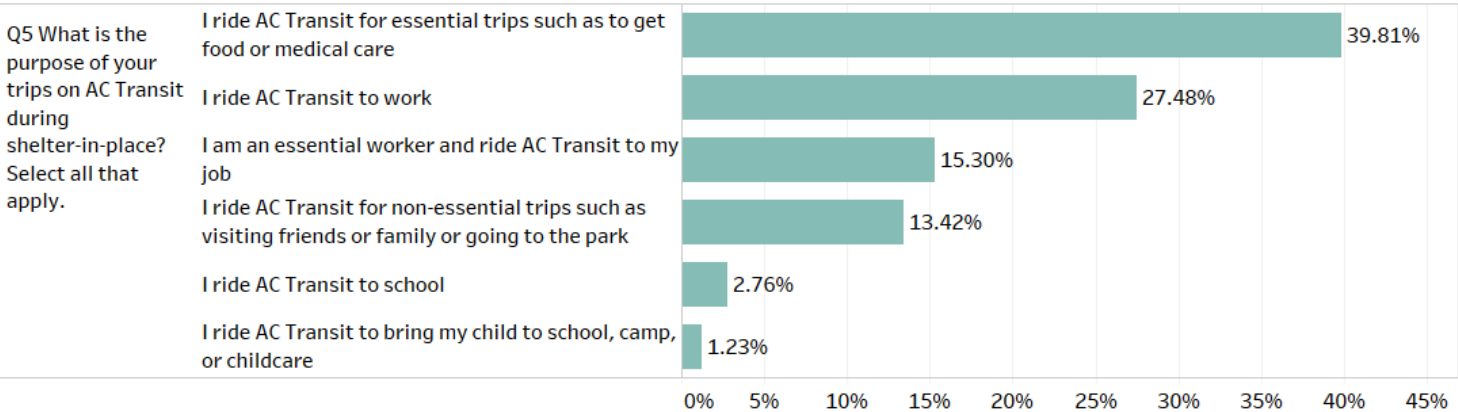
Top 3 travel habit changes -

32% complying with SIP order

24% began working from home

19% have safety concerns about taking the bus

Q5 Trip Purpose DURING shelter-in-place (n = 1,379)



Top 3 trip purpose during SIP:

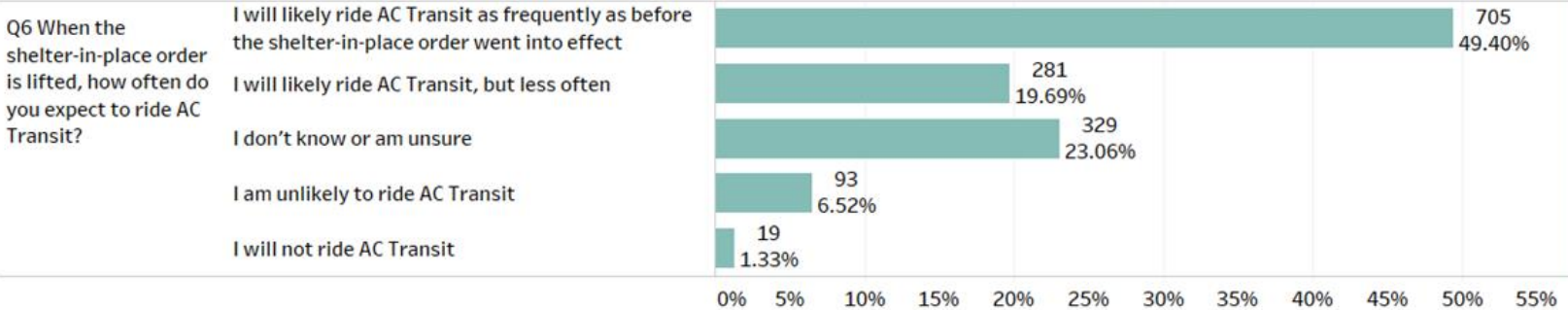
40% for essential trips (food/medical care)

27% ride to work

15% essential worker

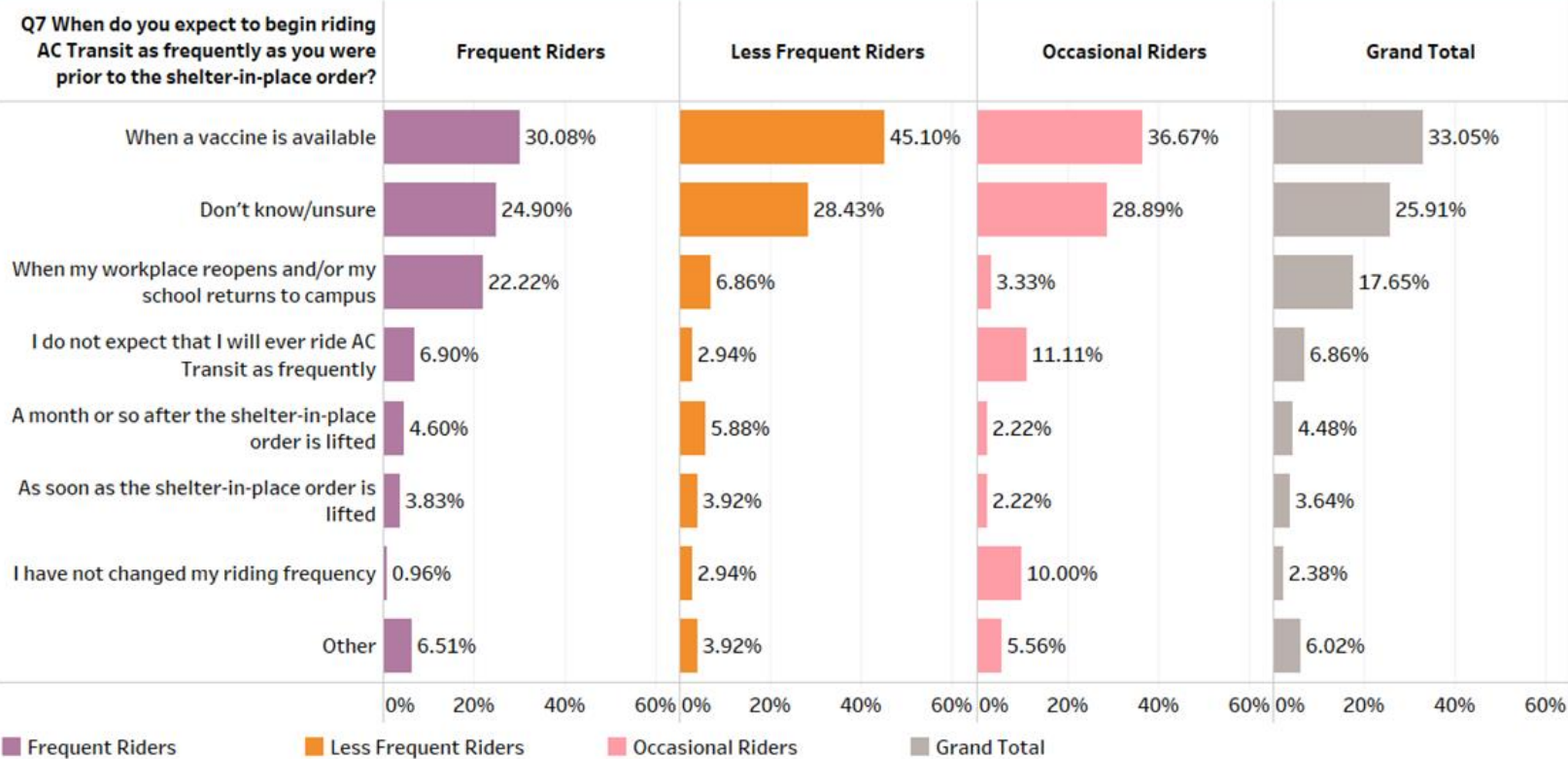


Q6 Ride frequency AFTER shelter-in-place (n = 1,427)



49% will ride AC Transit as frequently as before SIP (Q6)

Q7 Resuming pre-pandemic ride frequency (n = 672) [Q2 x Q7]



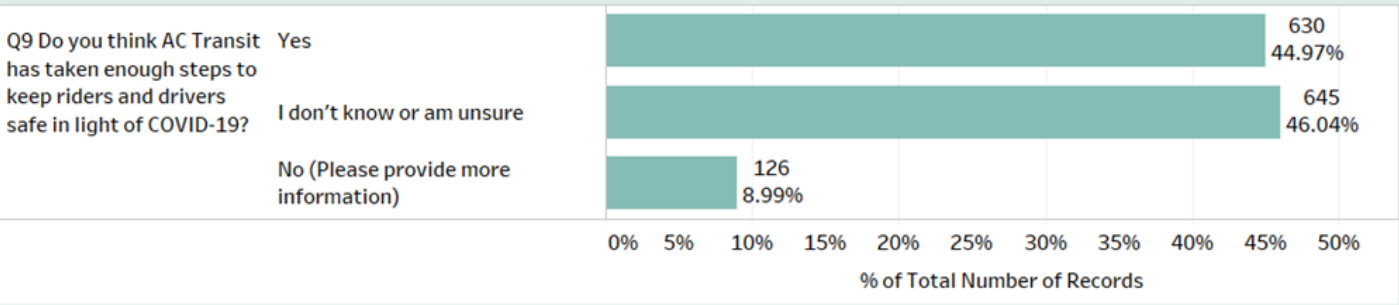
33% expect to ride at pre Covid frequency when a vaccine is available (Q7)

26% are unsure when they will resume riding at their pre-pandemic frequency (Q7)

Frequent riders: ride between 2-7 days per week
Less frequent riders: ride between 2-3 times/month to 1 day/week
Occasional Riders: ride 'occasionally' or once a month



Q9 Enough steps to keep riders and drivers safe? (n = 1,401)

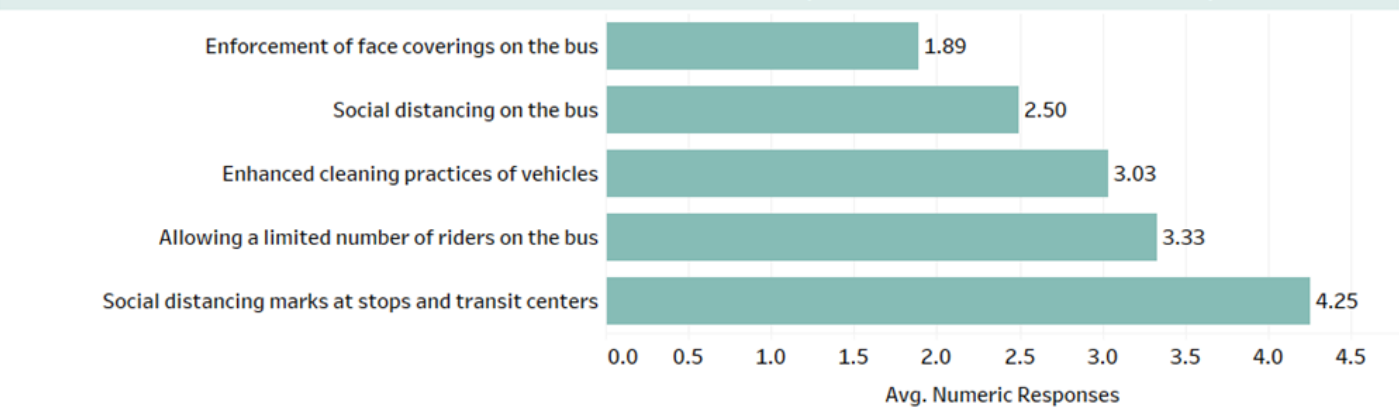


9% of respondents do not think AC Transit has taken enough steps to keep riders and drivers safe

46% don't know/unsure

45% of respondents do think AC Transit has taken enough steps to keep riders and drivers safe

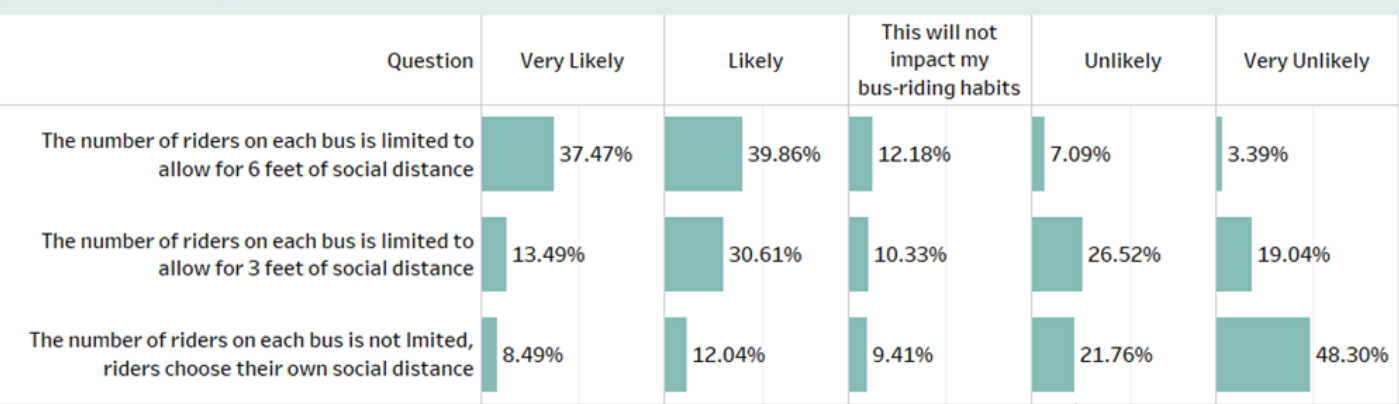
Q10 Importance of the following safety measures (Rank 1-5, 1 = top priority) (n = 1,322)



Top 2 priorities -

- (1) enforce face coverings on buses
- (2) social distancing on the bus

Q11 How likely are you to ride the bus if: (n = 1,297)



77% of respondents more likely to ride the bus if 6 feet social distancing maintained

44% if 3 feet social distance

20% if no social distancing



Q3 x Q9

Q9 Do you think AC Transit has taken enough steps to keep riders and drivers safe in light of COVID-19?

Q3 Has your AC Transit usage changed since the shelter-in-place order went into effect? (group)	Yes	I don't know or am unsure	No (Please provide more information)	Grand Total
Yes, I have stopped riding AC Transit	197 26.99%	498 68.22%	35 4.79%	730 100.00%
Yes, I have been making fewer trips on AC Transit	286 64.85%	102 23.13%	53 12.02%	441 100.00%
No	147 63.91%	45 19.57%	38 16.52%	230 100.00%



Q3 x Q10

Q10 Pivot

Q3 Has your AC Transit usage changed since the shelter-in-place order went into effect?	Q10c Enforcement of face coverings on the bus	Q10 Social distancing on the bus	Q10b Enhanced cleaning practices of vehicles	Q10d Allowing a limited number of riders on the bus	Q10a Social distancing marks at stops and transit centers
Yes, I have stopped riding AC Transit	1.72	2.53	3.19	3.19	4.38
Yes, I have been making fewer trips on AC Transit	2.01	2.47	2.91	3.45	4.17
No	2.20	2.45	2.78	3.55	4.02





Q3 x Q11

Q3 Has your AC Transit usage changed since the shelter-in-place order went into effect?		Q11 Pivot Response					Grand Total
		Very Likely	Likely	This will not impact my bus-riding habits	Unlikely	Very Unlikely	
Yes, I have stopped riding AC Transit	Q11 The number of riders on each bus is limited to allow for 6 feet of social distance	197 28.68%	332 48.33%	68 9.90%	65 9.46%	25 3.64%	687 100.00%
	Q11a The number of riders on each bus is limited to allow for 3 feet of social distance	59 8.58%	175 25.44%	48 6.98%	225 32.70%	181 26.31%	688 100.00%
	Q11b The number of riders on each bus is not limited, riders choose their own social distance	22 3.21%	54 7.88%	37 5.40%	153 22.34%	419 61.17%	685 100.00%
Yes, I have been making fewer trips on AC Transit	Q11 The number of riders on each bus is limited to allow for 6 feet of social distance	194 47.32%	136 33.17%	49 11.95%	17 4.15%	14 3.41%	410 100.00%
	Q11a The number of riders on each bus is limited to allow for 3 feet of social distance	70 17.16%	151 37.01%	49 12.01%	92 22.55%	46 11.27%	408 100.00%
	Q11b The number of riders on each bus is not limited, riders choose their own social distance	48 11.76%	66 16.18%	48 11.76%	96 23.53%	150 36.76%	408 100.00%
No	Q11 The number of riders on each bus is limited to allow for 6 feet of social distance	95 47.50%	49 24.50%	41 20.50%	10 5.00%	5 2.50%	200 100.00%
	Q11a The number of riders on each bus is limited to allow for 3 feet of social distance	46 22.89%	71 35.32%	37 18.41%	27 13.43%	20 9.95%	201 100.00%
	Q11b The number of riders on each bus is not limited, riders choose their own social distance	40 19.70%	36 17.73%	37 18.23%	33 16.26%	57 28.08%	203 100.00%





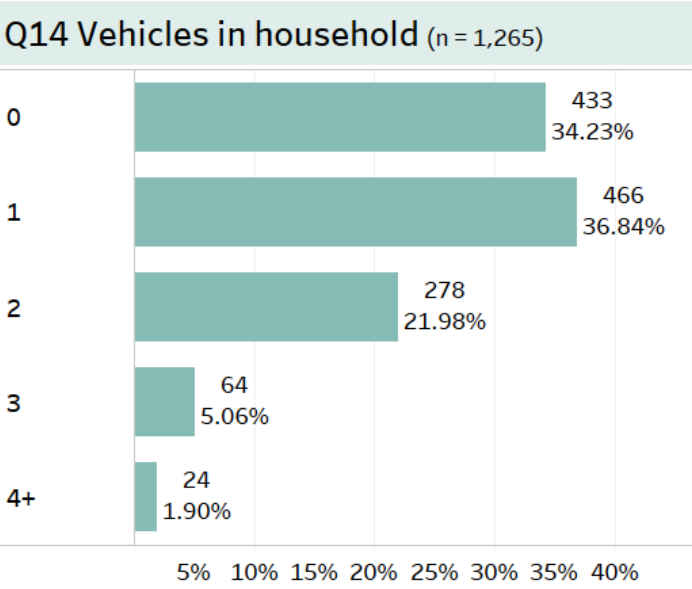
34% no household vehicle

91% have a smartphone

97% have enough data for internet

55% respondents White, 18% Asian, 13% Black/African American, 8.5% Latino/Hispanic

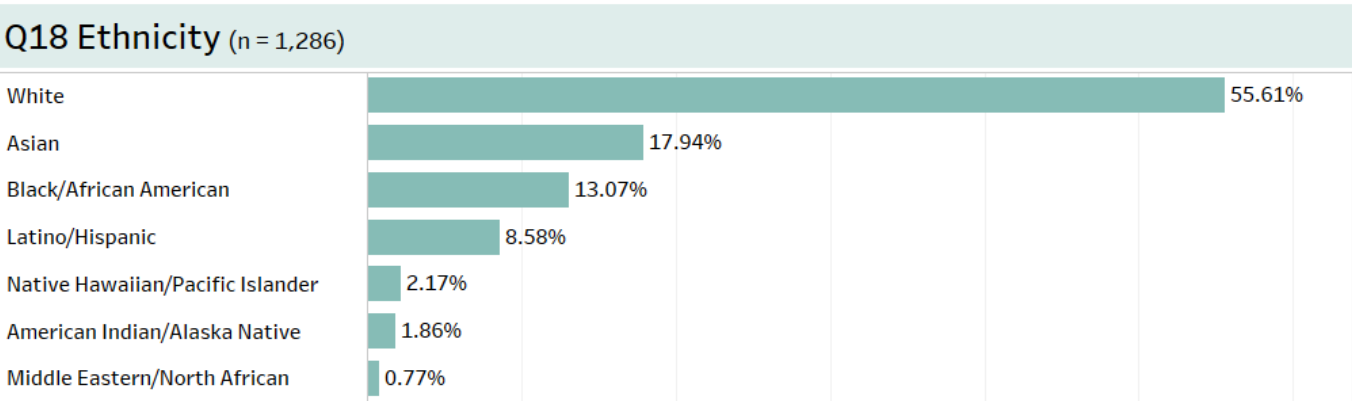
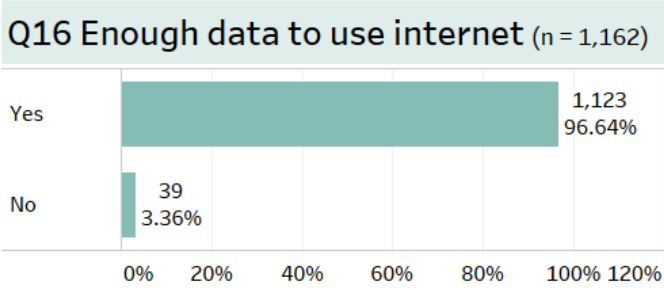
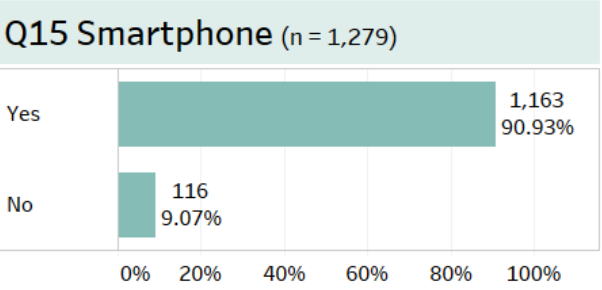
Top Routes - respondents rode 13 out of the top 20 highest passenger routes



Q12 Routes you ride (Top 20)

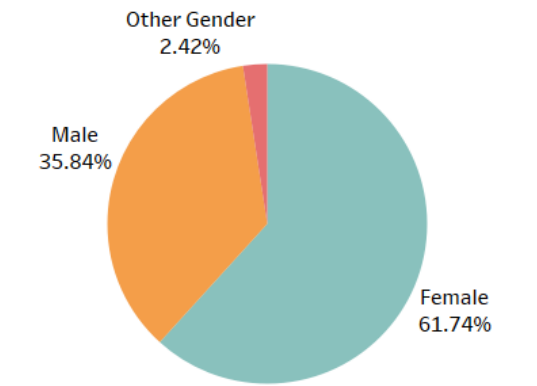
Route	Survey Rank	Rank by Daily Riders	Survey %	Avg Daily Riders (Jul-20)
51A	1	4	5.50%	2,551
18	2	11	5.15%	1,820
72	3	7	4.64%	2,209
57	4	3	4.18%	2,940
6	5	8	4.13%	2,129
12	6	25	4.05%	859
NL	7	13	3.59%	1,476
65	8	61	3.41%	109
1	9	1	3.20%	6,670
33	10	23	2.56%	975
F	11	21	2.49%	1,004
51B	12	9	2.30%	1,947
72R	13	5	2.18%	2,372
67	14	60	2.05%	125
40	15	2	2.02%	2,950
14	16	15	1.97%	1,456
72M	17	6	1.87%	2,220
20	18	16	1.79%	1,441
79	19	44	1.67%	336
7	20	54	1.60%	192

0K 2K 4K 6K 8K
Avg Daily Riders (Jul-20)

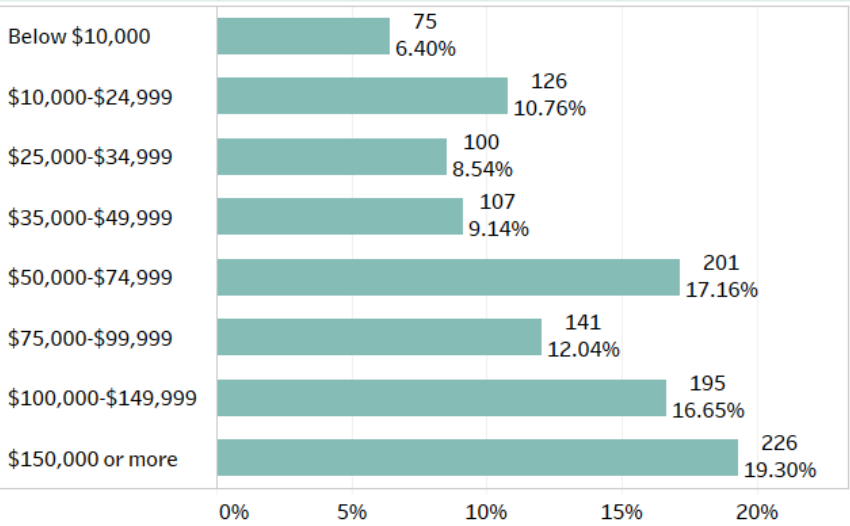




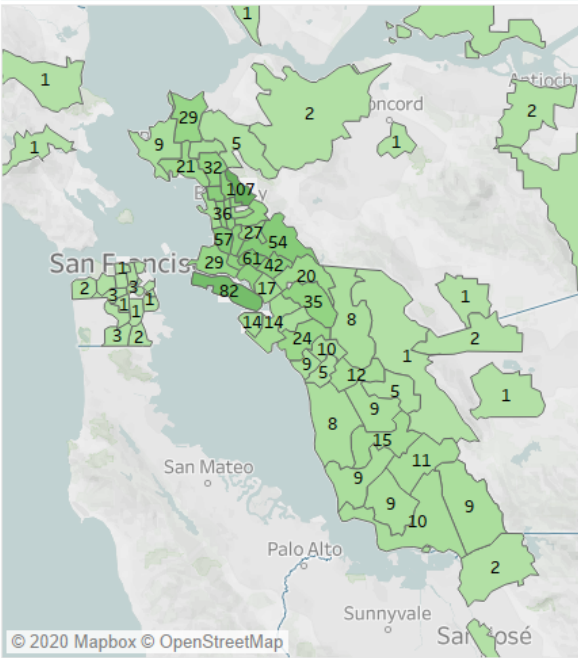
Q19 Gender (n = 1,239)



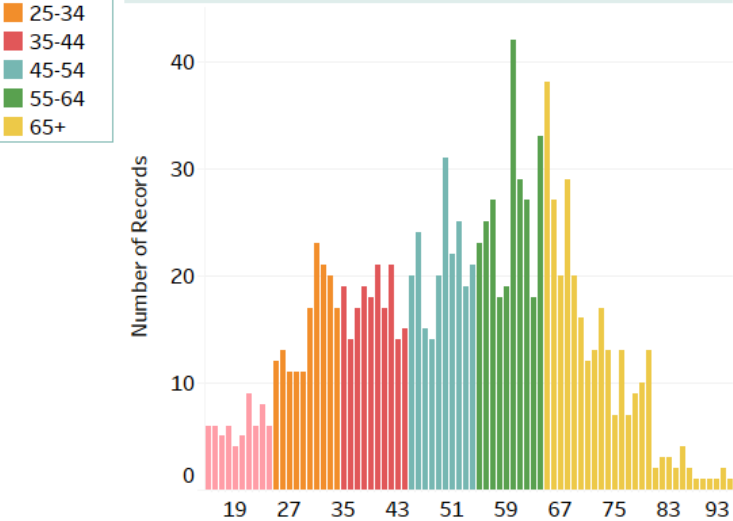
Q20 Household Income (n = 1,171)



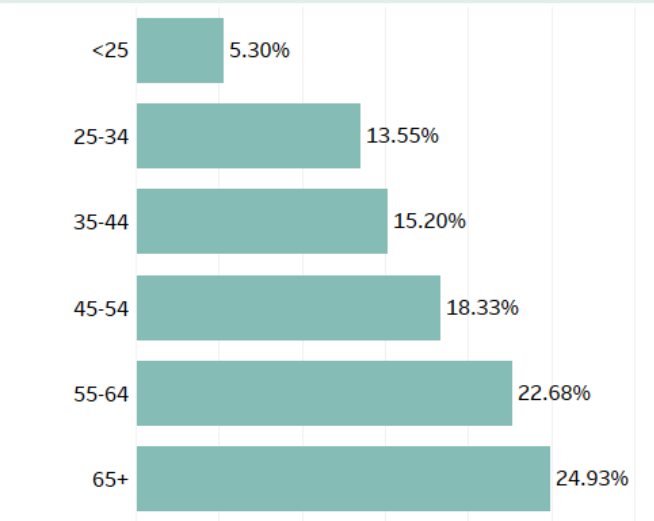
Q13 Location (n = 1,280)



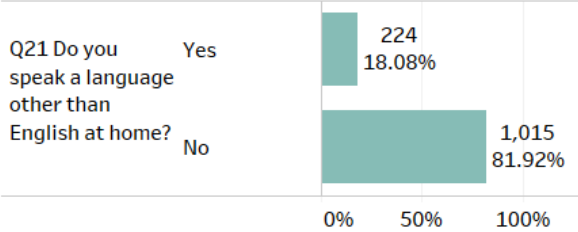
Q17 Age (n = 1,202)



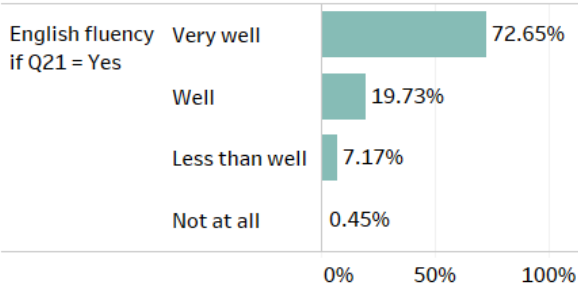
Q17 Age Group (% of Total)

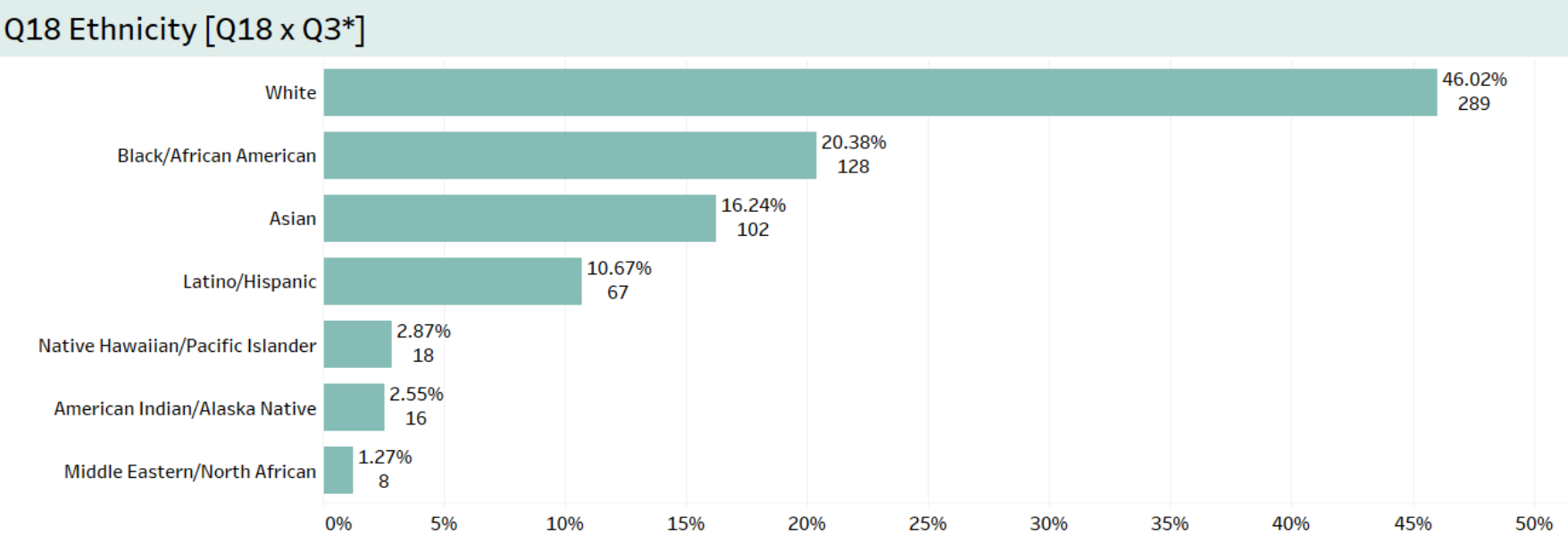


Q21 Other Language (n = 1,239)



Q22 English Fluency (if Q21 Yes)





*Excludes 52% of respondents who indicated not riding AC Transit DURING SIP (from Q3)

Q9 Enough safety steps x Q10 Safety measures (1-5, 1 = top priority)

Q9 Do you think AC Transit has taken enough steps to keep riders and drivers safe in light of COVID-19?			
Q9 Q10 Pivot	Yes	I don't know or am unsure	No (Please provide more information)
Q10c Enforcement of face coverings on the bus	1.962	1.781	2.058
Q10 Social distancing on the bus	2.466	2.525	2.504
Q10b Enhanced cleaning practices of vehicles	2.970	3.111	2.967
Q10d Allowing a limited number of riders on the bus	3.471	3.219	3.149
Q10a Social distancing marks at stops and transit centers	4.132	4.364	4.322

Survey Questions

Title: *Rider Survey: AC Transit and COVID-19*

Introduction: *In light of COVID-19 and the shelter-in-place order, AC Transit is seeking information from riders about your riding habits and motivations. Please take this short survey to let us know the impacts of COVID-19 on your public transportation usage and how we can improve your experience on AC Transit.*

Questions:

1. Which of the following best describes your level of health concern related to COVID-19?
 - I am not concerned for my personal health
 - I am somewhat concerned for my personal health
 - I am extremely concerned for my personal health
2. Before the shelter-in-place order, how many days in a typical week did you ride AC Transit?
 - 7 days/week
 - 5 days/week
 - 2-4 days/week
 - 1 day/week
 - 2-3 times/month
 - 1 time/month
 - Occasionally
 - I never rode AC Transit
3. Has your AC Transit usage changed since the shelter-in-place order went into effect? (If no, skip to question 5 / If choice #1, skip question 5)
 - Yes, I have stopped riding AC Transit
 - Yes, I have been making fewer trips on AC Transit
 - No

Survey Questions (continued)

4. Why have your travel habits changed since the shelter-in-place order went into effect? Select all that apply.

- I began working from home
- I began attending school from home
- I lost my job or my working hours were reduced
- I have safety concerns about taking the bus
- AC Transit service was changed in my area
- I am complying with the shelter-in-place order and staying home as much as possible
- Other_____

5. What is the purpose of your trips on AC Transit during the shelter-in-place order? Select all that apply.

- I ride AC Transit for non-essential trips such as visiting friends or family or going to the park
- I ride AC Transit for essential trips such as to get food or medical care
- I ride AC Transit to work
- I ride AC Transit to school
- I ride AC Transit to bring my child to school, camp, or childcare
- I am an essential worker and ride AC Transit to my job in the following industry (Please indicate your job industry, i.e. government, healthcare, grocery, etc.)_____
- Other_____

6. When the shelter-in-place order is lifted, how often do you expect to ride AC Transit?

- I will not ride AC Transit
- I am unlikely to ride AC Transit
- I don't know or am unsure
- I will likely ride AC Transit, but less often
- I will likely ride AC Transit as frequently as before the shelter-in-place order went into effect

Survey Questions (continued)

7. When do you expect to begin riding AC Transit as frequently as you were prior to the shelter-in-place order?
- I have not changed my riding frequency
 - As soon as the shelter-in-place order is lifted
 - A month or so after the shelter-in-place order is lifted
 - When my workplace reopens and/or my school returns to campus
 - When a vaccine is available
 - I do not expect that I will ever ride AC Transit as frequently
 - Don't know/unsure
 - Other _____
8. When the shelter-in-place order is lifted, which of the following do you expect you will use to get around? Select all that apply.
- Drive myself
 - Get dropped off
 - Carpool
 - Casual Carpool
 - Uber/Lyft/similar rideshare
 - Biking
 - Walking
 - Private Shuttle
 - AC Transit
 - BART
 - Ferry
 - Other Public Transit _____
 - Other _____
9. Do you think AC Transit has taken enough steps to keep riders and drivers safe in light of COVID-19?
- Yes
 - No (Please provide more information: _____)
 - I don't know or am unsure

Survey Questions (continued)

10. How important are the following safety measures in your decision to use public transportation during/after COVID-19? (Rank importance of the following options with 1 being the top priority)

- Social distancing on the bus
- Social distancing marks at stops and transit centers
- Enhanced cleaning practices of vehicles
- Enforcement of face coverings on the bus
- Allowing a limited number of riders on the bus

11. How likely are you to ride the bus if: (*matrix question*)

- The number of riders on each bus is limited to allow for 6 feet of social distance
- The number of riders on each bus is limited to allow for 3 feet of social distance
- The number of riders on each bus is not limited, riders choose their own social distance

Answer choices for each:

- Very likely
- Likely
- Unlikely
- Very unlikely
- This will not impact my bus-riding habits

12. Please list the bus routes you typically ride/rode.

13. In what zip code do you live?

Questions 14-22 align with the questions asked in the 2017-18 on-board rider survey

14. How many working vehicles (auto or motorcycle) are available to your household? _____ vehicles

15. Do you have a smart phone?

- Yes
- No

16. Do you have enough data to use the internet today?

- Yes
- No

Survey Questions (continued)

Questions 14-22 align with the questions asked in the 2017-18 on-board rider survey

17. What year were you born?

18. Are you? (Check all that apply)

- Latino/Hispanic
- Black/African American
- Asian
- Middle Eastern/North African
- American Indian/Alaska Native
- Native Hawaiian/Pacific Islander
- White
- Other: _____

19. What is your gender?

- Female
- Male
- Other Gender: _____

20. Which of the following best describes your total annual household income before taxes?

- Below \$10,000
- \$10,000-\$24,999
- \$25,000-\$34,999
- \$35,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$149,999
- \$150,000 or more

Survey Questions (continued)

Questions 14-22 align with the questions asked in the 2017-18 on-board rider survey

21. Do you speak a language other than English at home?

- No
- Yes—which language? _____

22. If yes, how well do you speak English?

- Very well
- Well
- Less than well
- Not at all

23. Do you have any other feedback for AC Transit amidst the COVID-19 pandemic?

24. If you'd like to receive AC Transit service notices and updates, please subscribe to our eNews. *(links to eNews subscription page)*

Closing screen:

Thank you for your feedback! If you would like to enter a drawing to win an AC Transit 31-day pass, please share your information below. We will contact you using the information provided.

Name:

Email:

Phone:

Address: