



COVID-19 Rider Survey Results Summary

June- August 2020



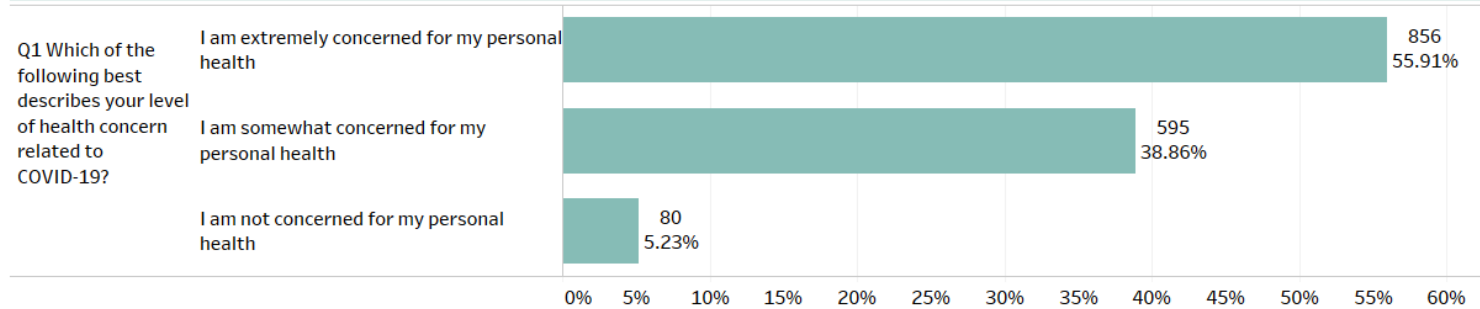
Background and Methodology

- The COVID-19 pandemic abruptly changed the service landscape, prompting AC Transit to launch a survey to better understand the impact of COVID-19 on riders.
- Questions were developed with assistance from the Civil Rights, Communications, Legislative Affairs, Marketing, and Planning teams, aligning questions when appropriate with questions from the District's Rider Profile survey. Data analysis was provided by the Systems Analysis team.
- Questions focused on rider travel patterns, rider perceptions of the District's cleaning practices, prioritization of health and wellness measures, and ridership and demographic information.
- Survey was available in English, Chinese, Spanish, and ADA accessible versions.
- Survey promoted on AC Transit website, social media, eNews, coaches, and emailed to the District's community-based organization stakeholder network.
- Data analysis conducted on 1,531 responses collected between June 22–August 24, 2020.

Key Takeaways

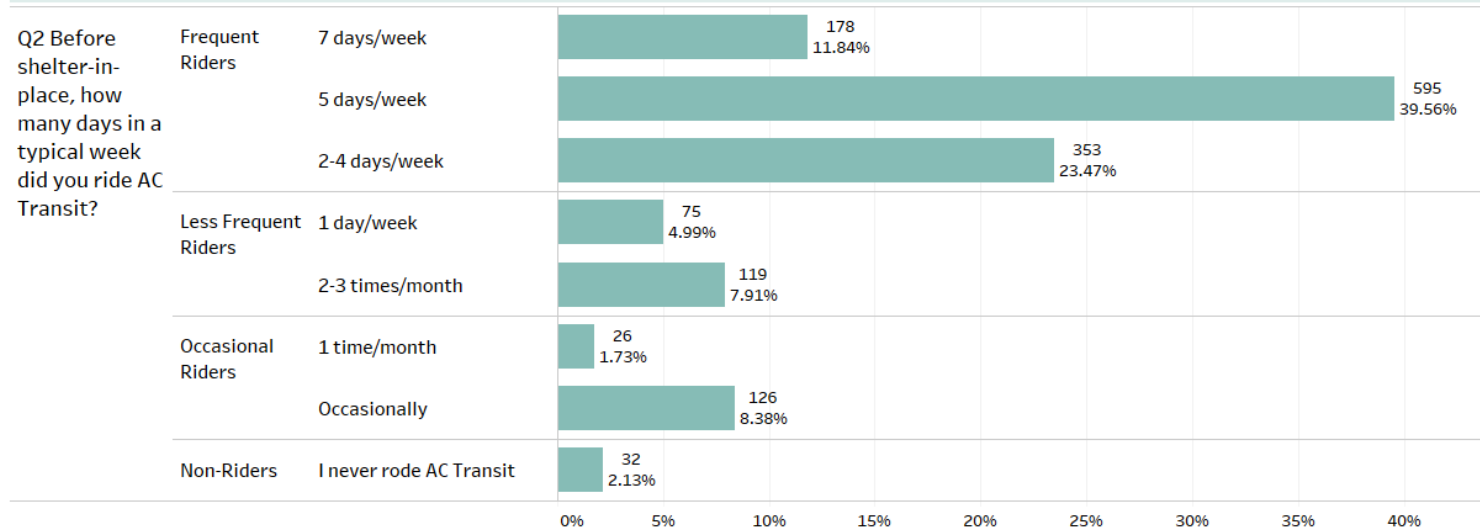
- 32% of respondents reduced ridership because of the shelter-in-place (SIP) mandate; 24% reduced because they began working from home.
- Only 8% of respondents indicated they are unlikely or confirmed they will no longer ride at pre-pandemic levels once SIP is lifted.
- Over 50% of respondents expect to start riding again once a vaccine is available or their workplace/schools reopen; 26% are unsure when they will ride again.
- 64% of current riders who responded agree that the District is doing enough to keep operators and riders healthy; people not riding during SIP are less certain. 9% of respondents don't think we are doing enough.
- Respondents agree that enforcement of face coverings and social distancing on coaches most impact their decision to use public transit. Likelihood of ridership decreases as social distance circumference shrinks.
- Demographics of respondent pool differ from our most recent rider survey in a number of ways.

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)

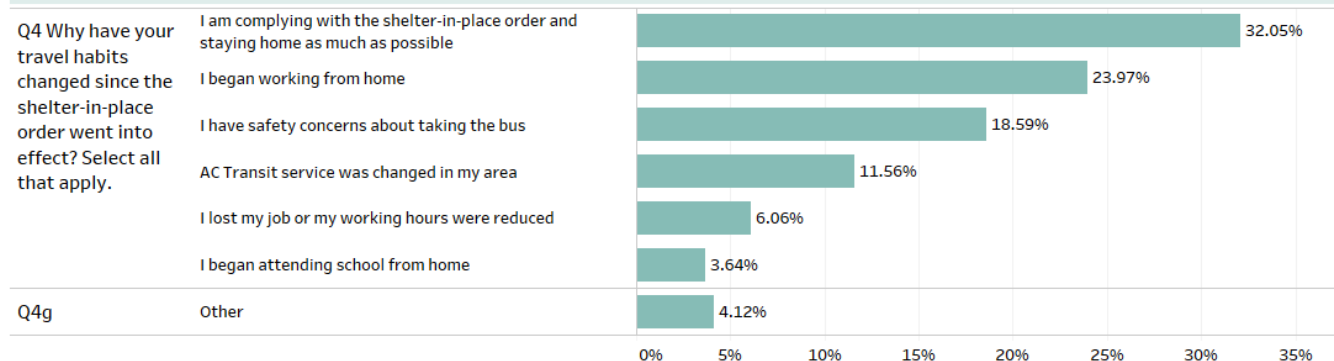
Q3 Has your AC Transit usage changed since the shelter-in-place order went into effect?			
	Yes, I have stopped riding AC Transit	Yes, I have been making fewer trips on AC Transit	No
Frequent Riders	49.4%	34.3%	16.3%
Less Frequent Riders	64.9%	23.7%	11.3%
Occasional Riders	58.0%	16.7%	25.3%
Grand Total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

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)

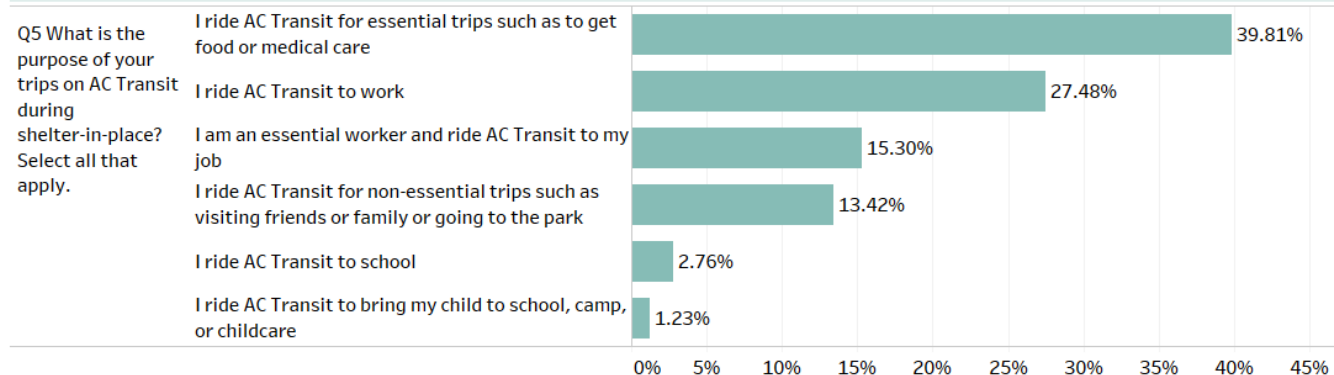


Top 3 travel habit changes -

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)

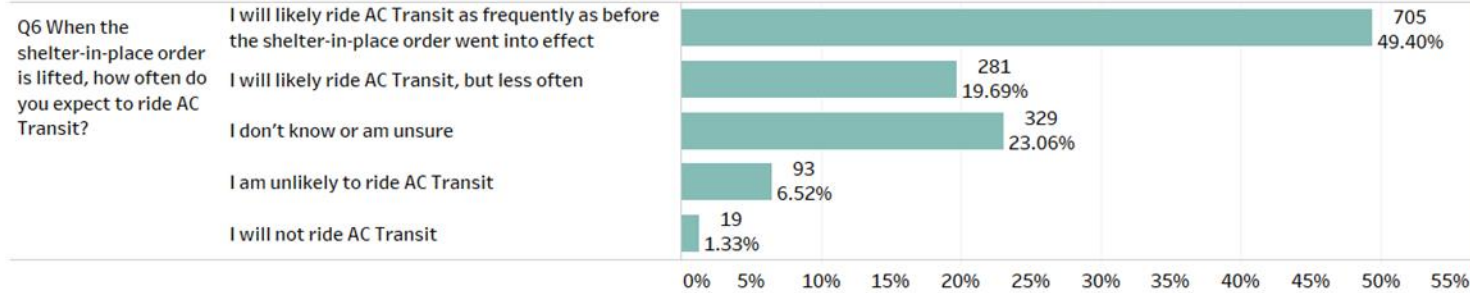
Top 3 trip purpose during SIP:

40% for essential trips (food/medical care)

27% ride to work

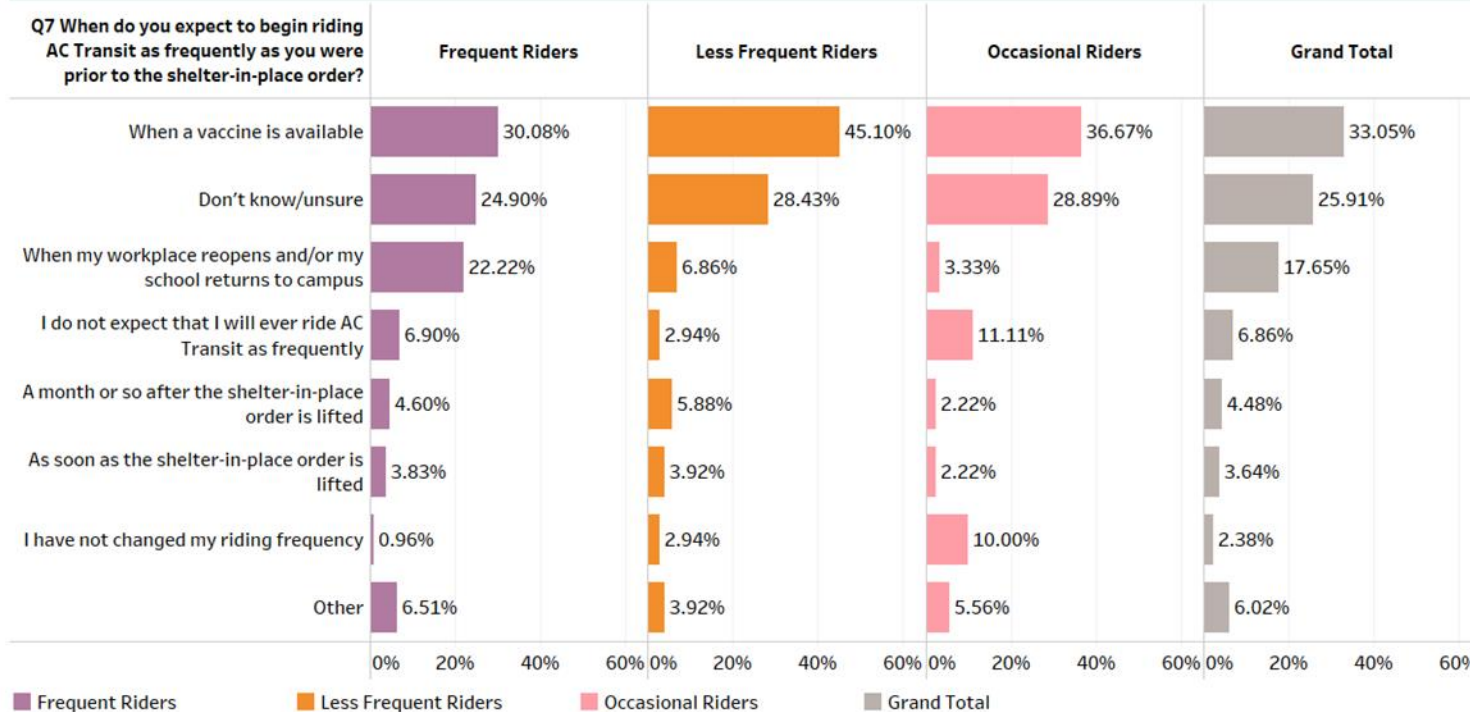
15% essential worker

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]

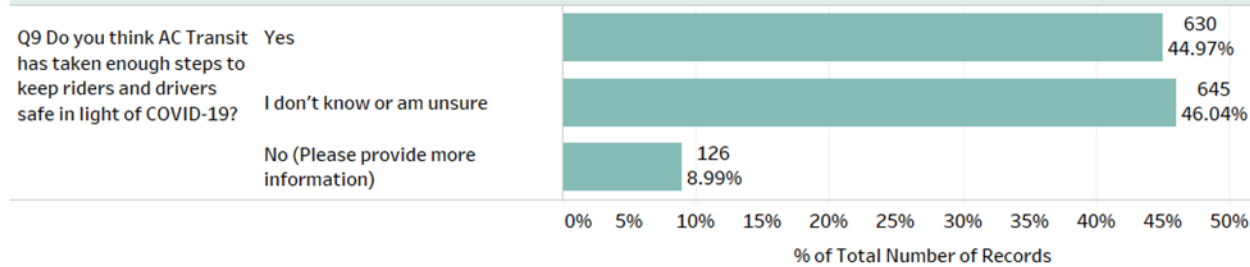


33% expect to ride at pre Covid frequency when a vaccine is available (Q7)

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)

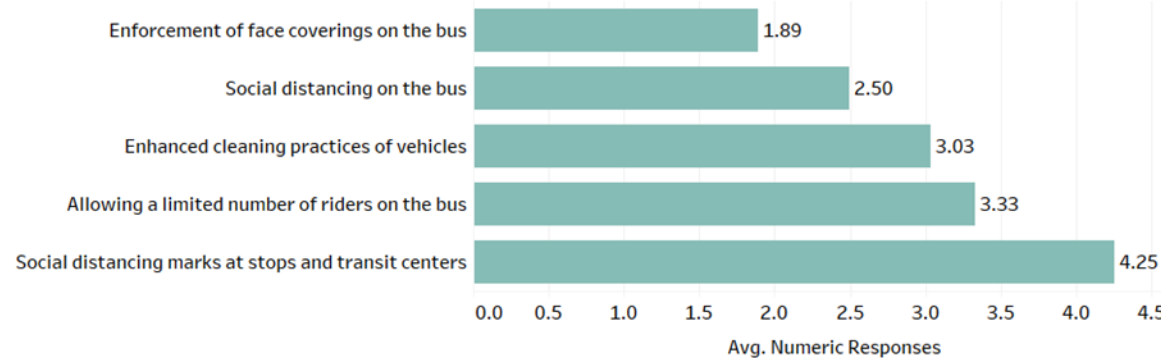


9% of respondents do not think AC Transit has taken enough steps to keep riders and drivers safe

46% don't know/unsure

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

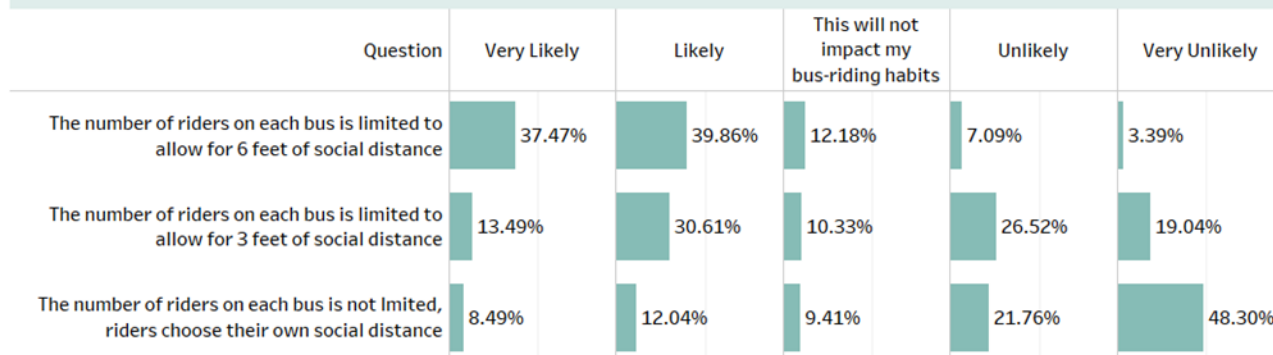
Q10 Importance of the following safety measures (Rank 1-5, 1 = top priority) (n = 1,322)



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%

2.50%

61.17%

34% no household vehicle

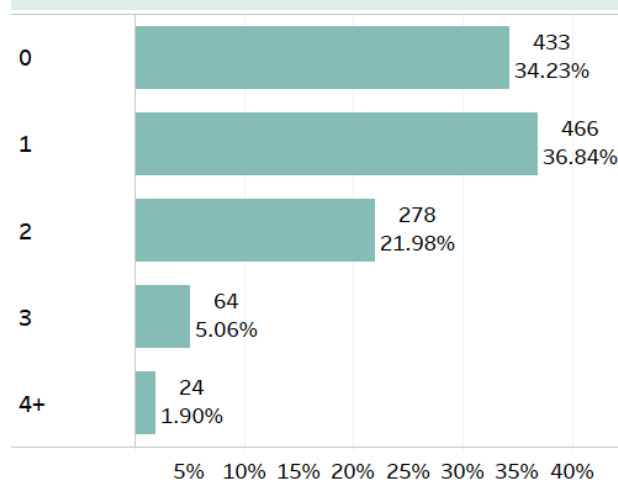
91% have a smartphone

97% have enough data for internet

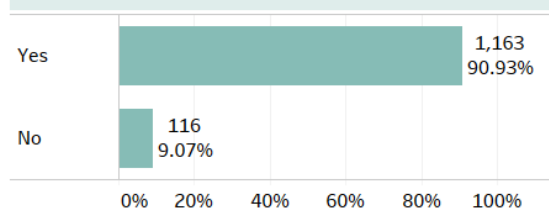
55% respondents White, 18% Asian, 13% Black/African American, 8.5% Latino/Hispanic

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

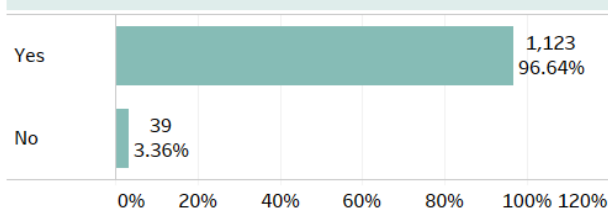
Q14 Vehicles in household (n = 1,265)



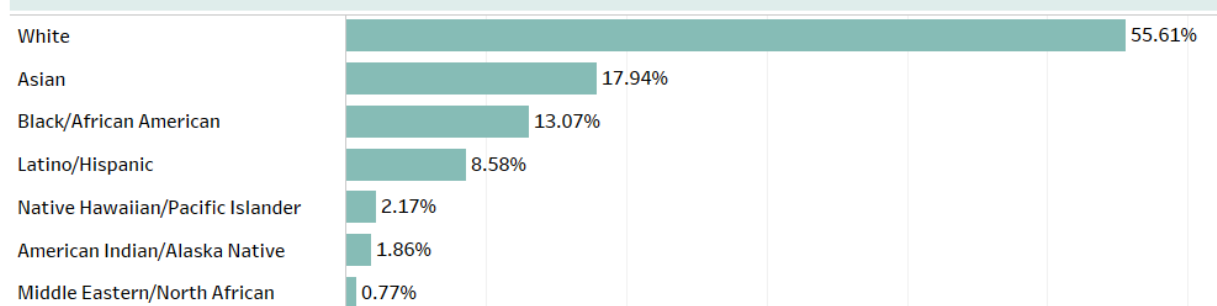
Q15 Smartphone (n = 1,279)



Q16 Enough data to use internet (n = 1,162)



Q18 Ethnicity (n = 1,286)

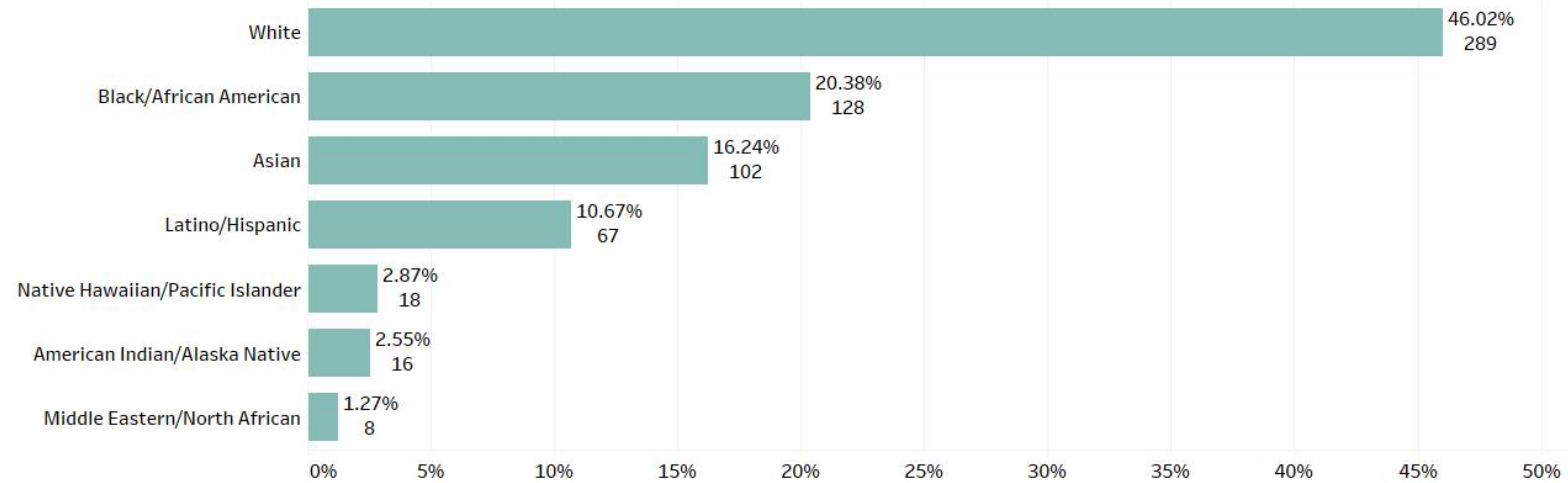


Q12 Routes you ride (Top 20)

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

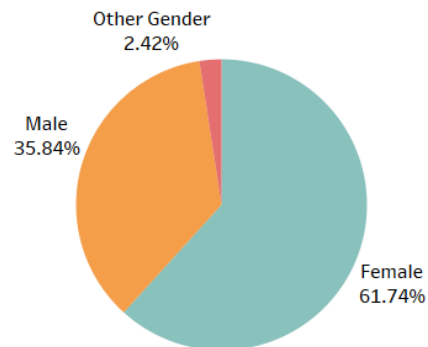
0K 2K 4K 6K 8K
Avg Daily Riders (Jul-20)

Q18 Ethnicity [Q18 x Q3*]

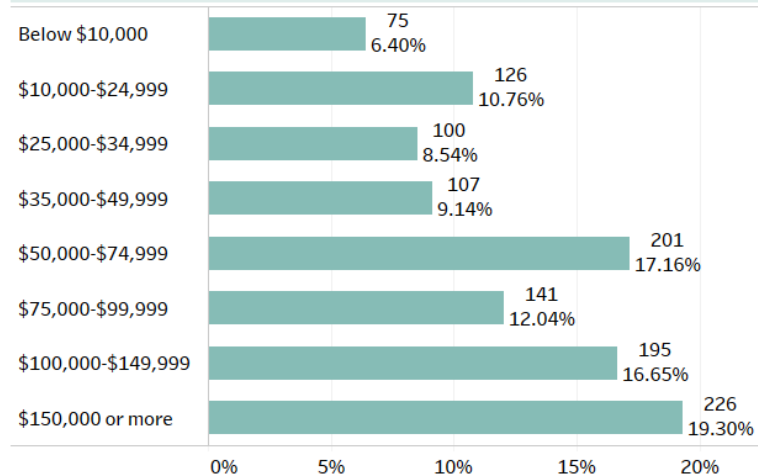


*Excludes 52% of respondents who indicated not riding AC Transit DURING SIP (from Q3)

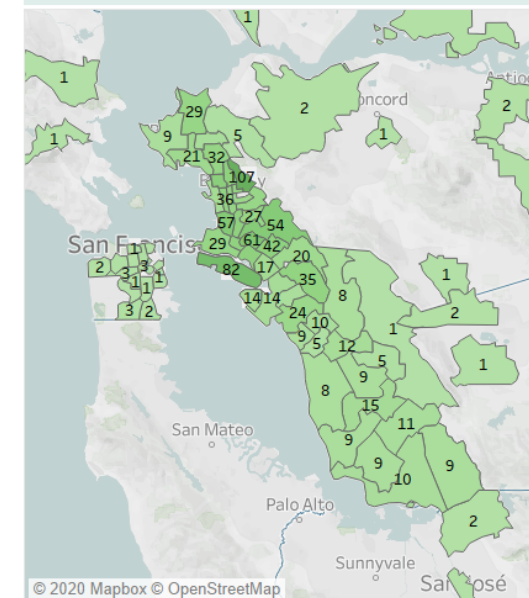
Q19 Gender (n = 1,239)



Q20 Household Income (n = 1,171)



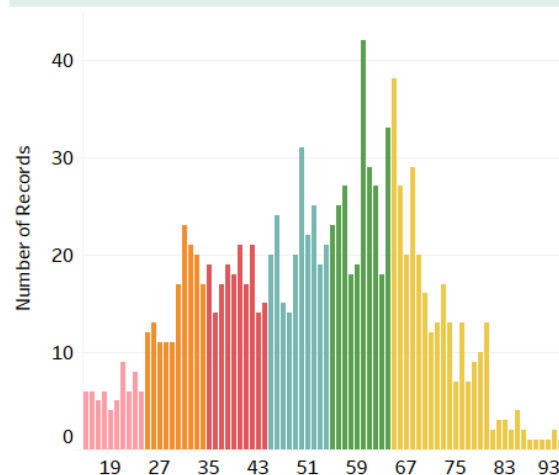
Q13 Location (n = 1,280)



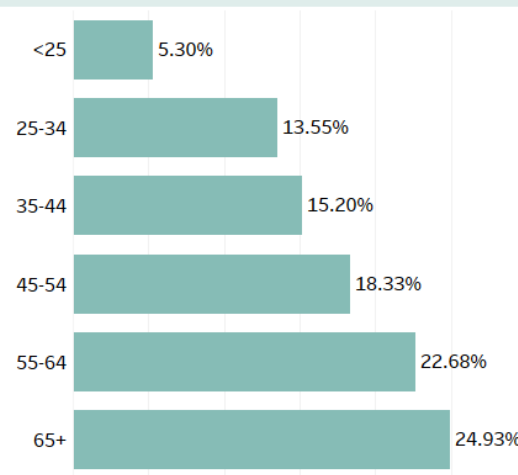
Age

- <25
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

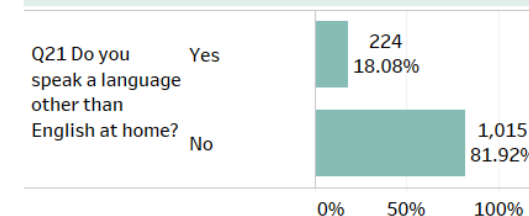
Q17 Age (n = 1,202)



Q17 Age Group (% of Total)



Q21 Other Language (n = 1,239)



Q22 English Fluency (if Q21 Yes)

