

# CORONAVIRUS (COVID-19) RIDER ATTITUDE REPORT

SEPTEMBER 2020



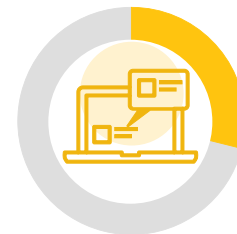
**Website**



**Social Media**



**Passenger  
Newsletter**



**Partnership  
Toolkit**

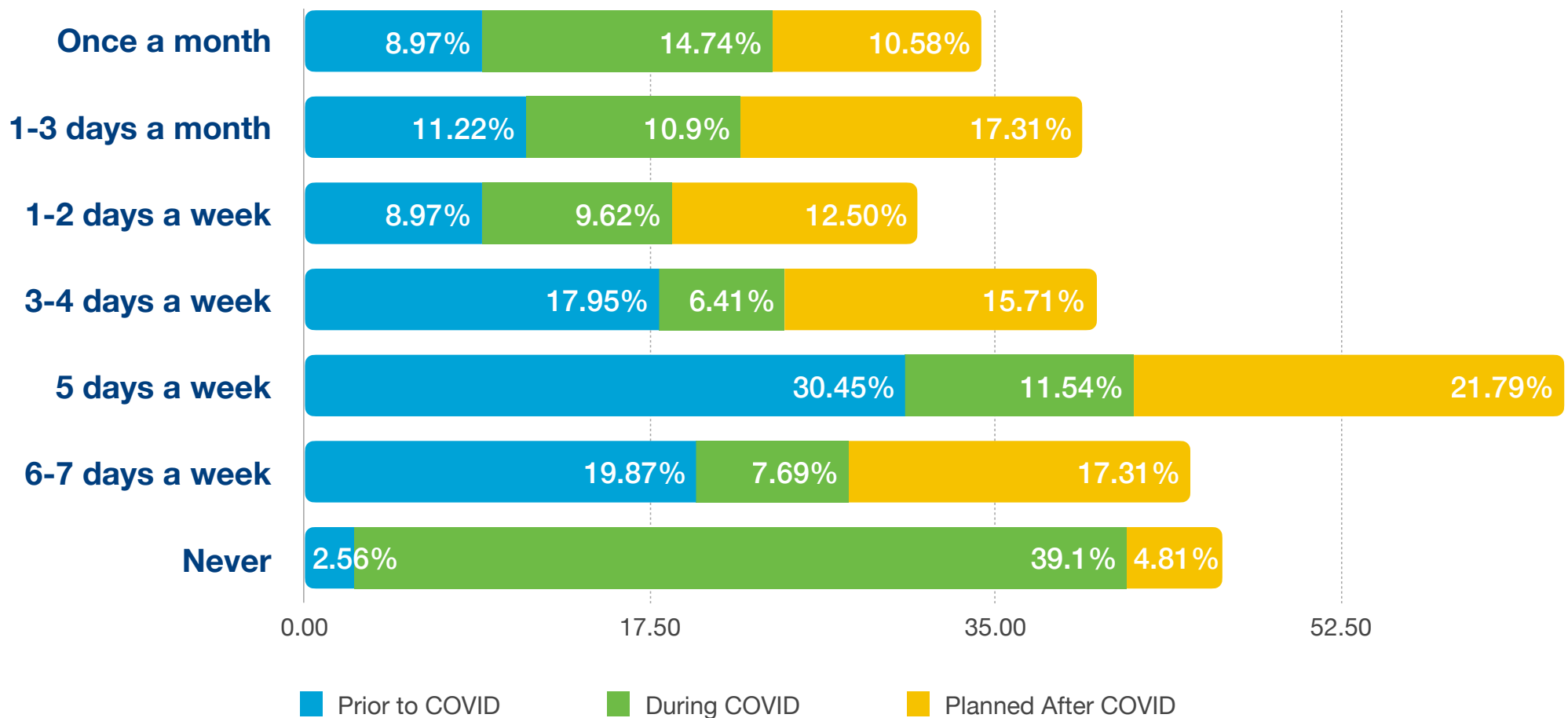


**Email**

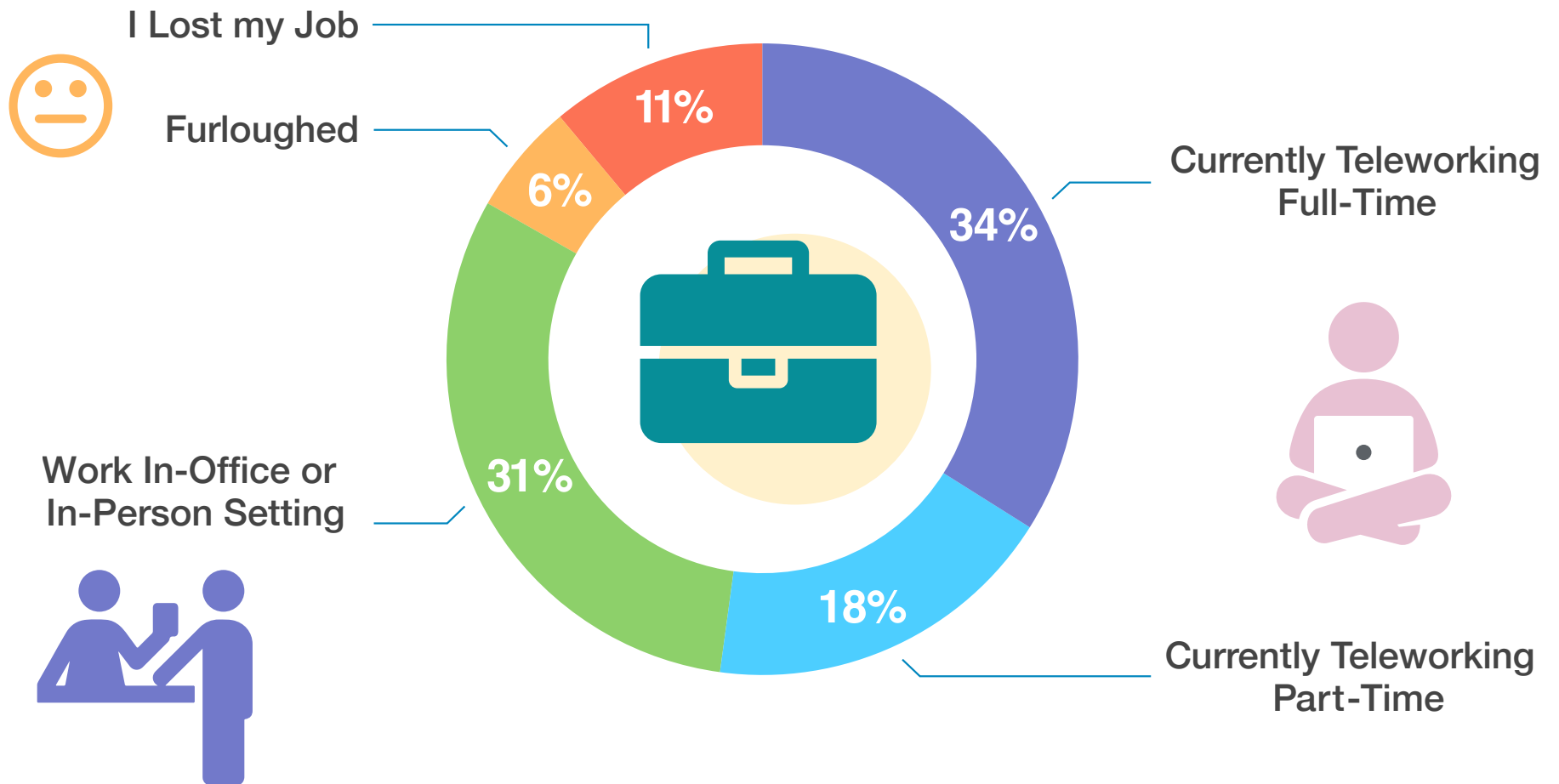
SacRT conducted a survey on transit ridership during COVID-19. As a result, 313 total responses reflect how they've been affected.



# SacRT Ridership Prior, During and After COVID-19



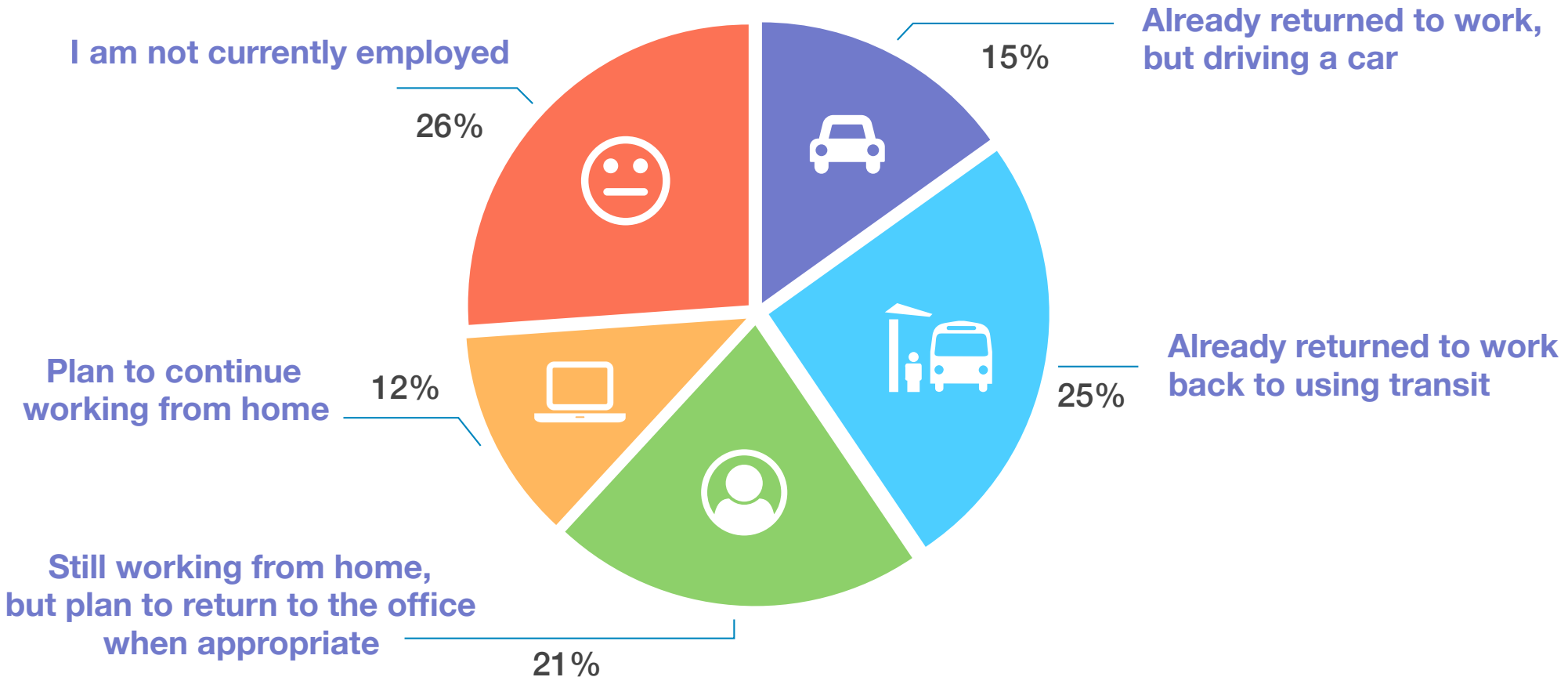
# WORK STATUS DURING COVID-19



The survey results show a strong correlation between commuters no longer going to their place of work and ridership declines with 50.7% (+/-) of respondents stating that they are teleworking full-time, were furloughed or lost their job as a result of the pandemic.

# Commuter Status

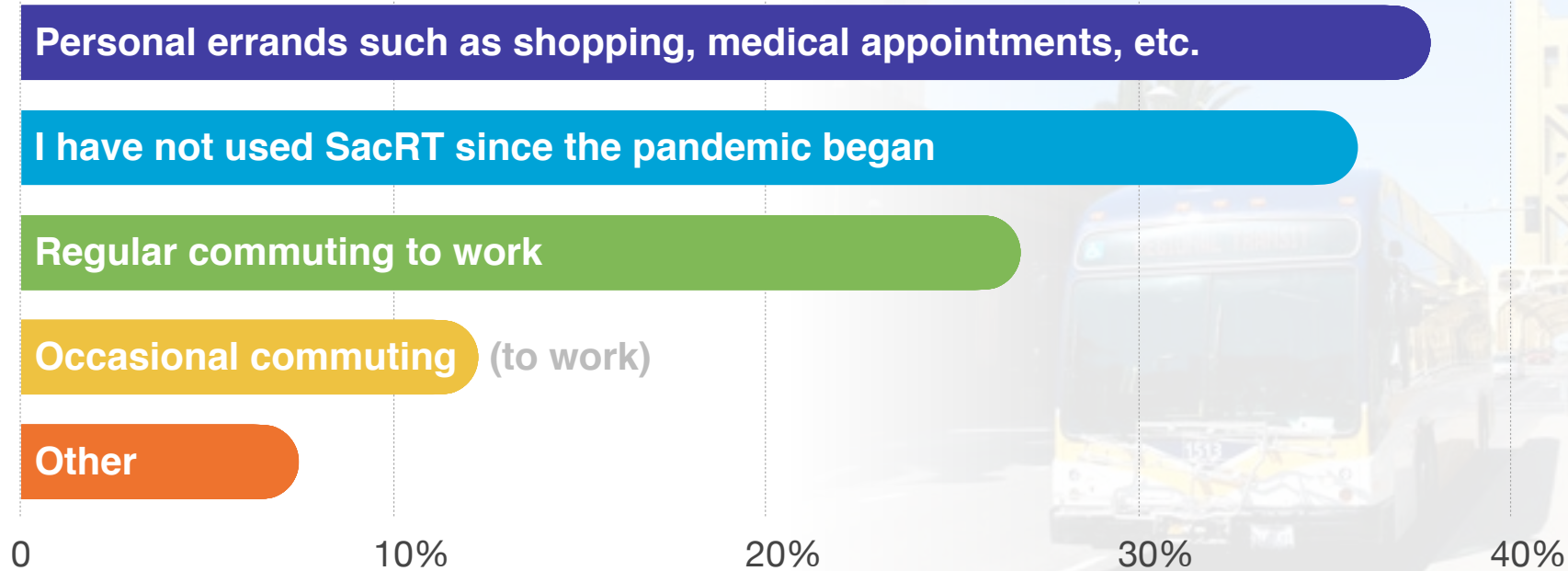
DURING COVID-19



## Top Commute Destination is Downtown Sacramento

25.3% (79) of respondents commute to downtown Sacramento (95814 zip code)

# Purpose of Riding SacRT

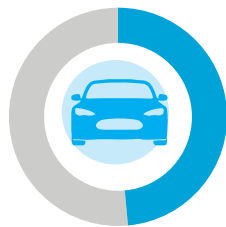


## Other Methods of Transportation

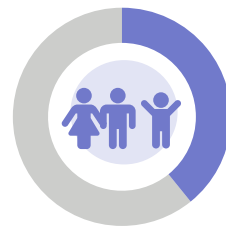
(Response may include more than one option)



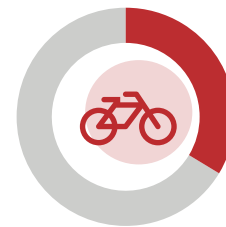
**62%**  
Walking



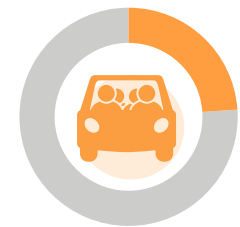
**49%**  
Personal Car



**39%**  
Friends/Family

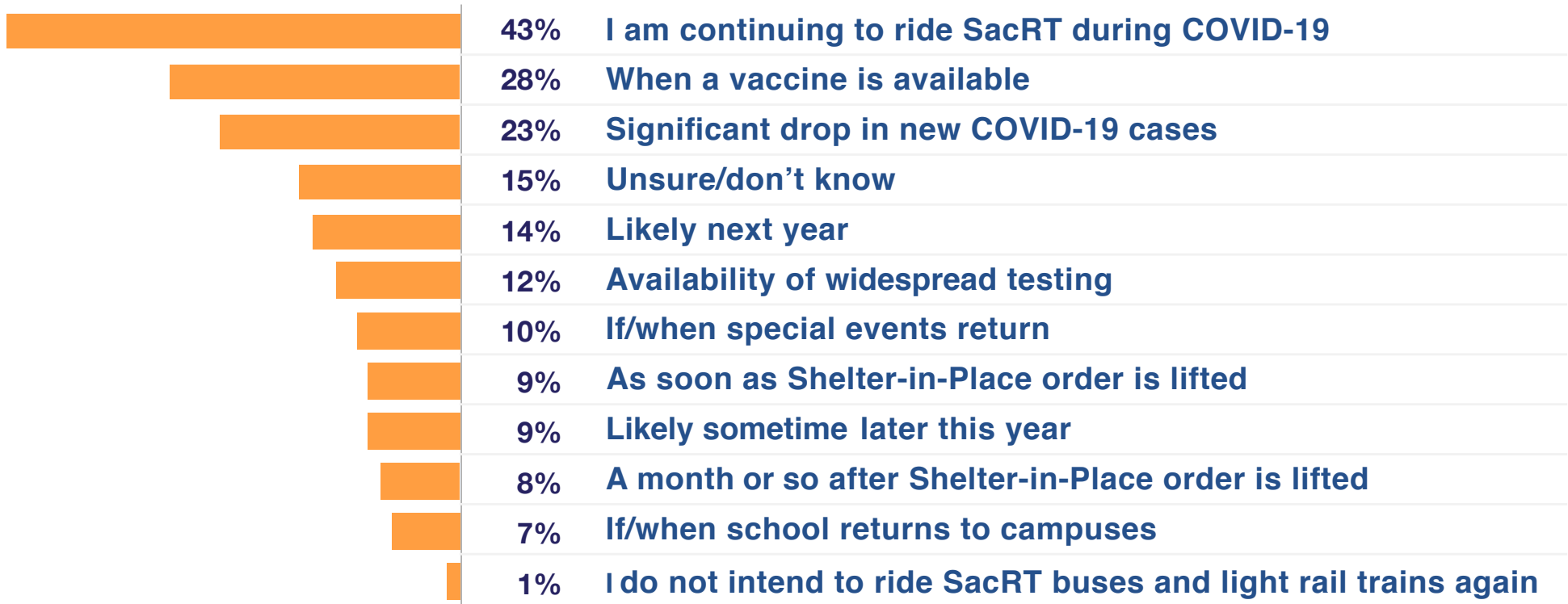


**34%**  
Bicycle



**24%**  
Ride Sharing

# When Will I Return Riding SacRT?



# SacRT Satisfaction Rating

They were asked to rank their satisfaction rating in nine best safety practices on a scale of 1 to 5. SacRT received an overall score of 4.15.

- |             |   |
|-------------|---|
| <b>4.41</b> | <i>Providing employees with personal protective equipment (PPE) such as hand sanitizer, disinfectant wipes, disposable gloves, masks and safety glasses</i> |
| <b>4.34</b> | <i>Requiring all employees and riders to wear a face covering or mask</i>   |
| <b>4.21</b> | <i>Installing protective plexi-glass barriers on each bus by the driver's seat to reduce exposure when boarding</i>   |
| <b>4.15</b> | <i>Fogging and disinfecting buses, light rail trains and facilities</i>   |
| <b>4.15</b> | <i>Increasing or restoring service levels to minimize the risk of crowding</i>  |
| <b>4.11</b> | <i>Blocking off seats in buses and light rail trains to provide physical distancing</i>   |
| <b>4.06</b> | <i>Cleaning and sanitizing all touch points</i>   |
| <b>4.06</b> | <i>Reminding riders to maintain social distancing at stations/stops and onboard vehicles</i>  |
| <b>3.80</b> | <i>Urging riders to download ZipPass, the free mobile fare app to reduce touch points</i>   |



# Quotes from the Survey

**“ Bus drivers are all doing a great job. They’re wearing masks, reminding riders about masks and distancing. Overall, I feel very safe on Sac RT. ”**

**“ I think having sanitizer wipes or simple sanitizer on the bus would be helpful. ”**

**“ I really really appreciate the added service and restoring to normal levels. I find it easy to socially distance on the train. I appreciate the ticket checkers asking all riders to wear masks, I know it’s hard to keep up on this, and I see them doing a really great job working hard. I really appreciate this service at this time. ”**

**For more information, visit [www.sacrt.com/covid19](http://www.sacrt.com/covid19).**