

COVID-19 GOLDEN GATE TRANSIT SURVEY RESULTS



694 Responses

Survey was distributed via web :: email :: social

Presented by
Kellee Hopper, Deputy General Manager, Administration and Development

Ridership BEFORE COVID-19

Prior to COVID-19,
63% of respondents rode the bus
4-5 days/week
(694 respondents)

Followed by 19% who rode 1-3 days/week

We asked which
routes they
frequently ride –
here are the **top 4**
routes

(662 people responded)

19%

Route 4
Mill Valley

18%

Route 101
Santa Rosa

10%

Route 27
San Rafael

9%

Route 54
Novato

Ridership DURING Shelter in Place

8% of respondents are
RIDING THE SAME AS BEFORE

78% of respondents are
NOT RIDING AT ALL

(512 respondents)

HERE'S HOW RESPONDENTS CURRENTLY
NOT RIDING ANTICIPATE COMING BACK:

35%

4-5
days/week

35%

1-3
days/week

12%

1-3
days/month

13% of respondents are
RIDING LESS

(84 respondents)

OVER HALF OF RESPONDENTS **CURRENTLY RIDING LESS**
EXPECT TO COME BACK 4-5 DAYS/WEEK.

51%

4-5
days/week

25%

1-3
days/week

12%

1-3
days/month

Ridership DURING Shelter in Place

Why Respondents are NOT RIDING -

(654 respondents – check all that apply)

79%

Telecommuting

29%

Social Distancing

6%

Change in
work status

85 respondents filled in their own comments about what needs to happen before they return to riding -

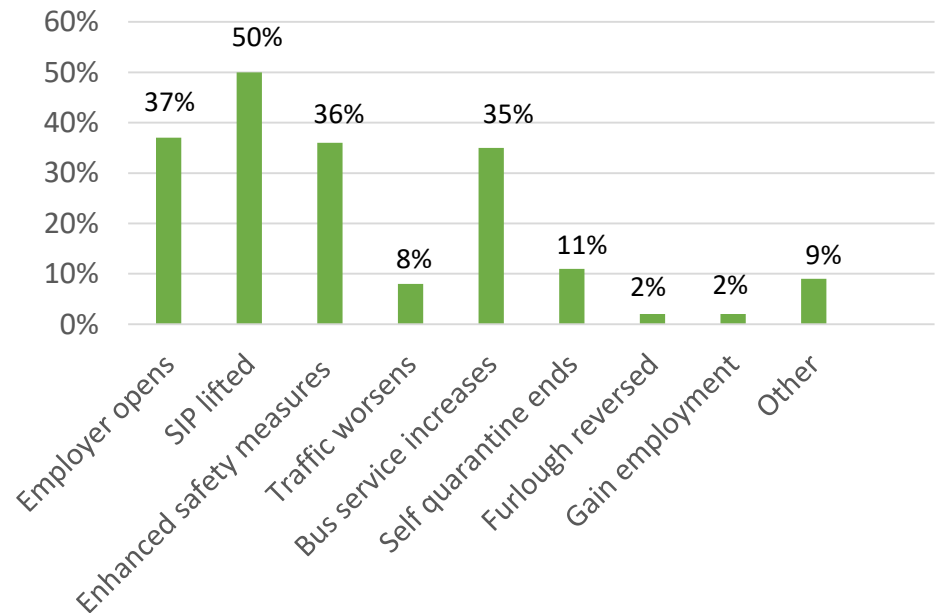
43%

Said they will not return until the virus is mitigated

12%

Said they will never return or won't return soon

Here's what they said needs to happen before they return to GGT -



Respondents were asked to **check all that apply**

Employment Status (648 respondents)

79%

Had no change in employment

7%

Are working fewer hours

3.7%

Have been furloughed

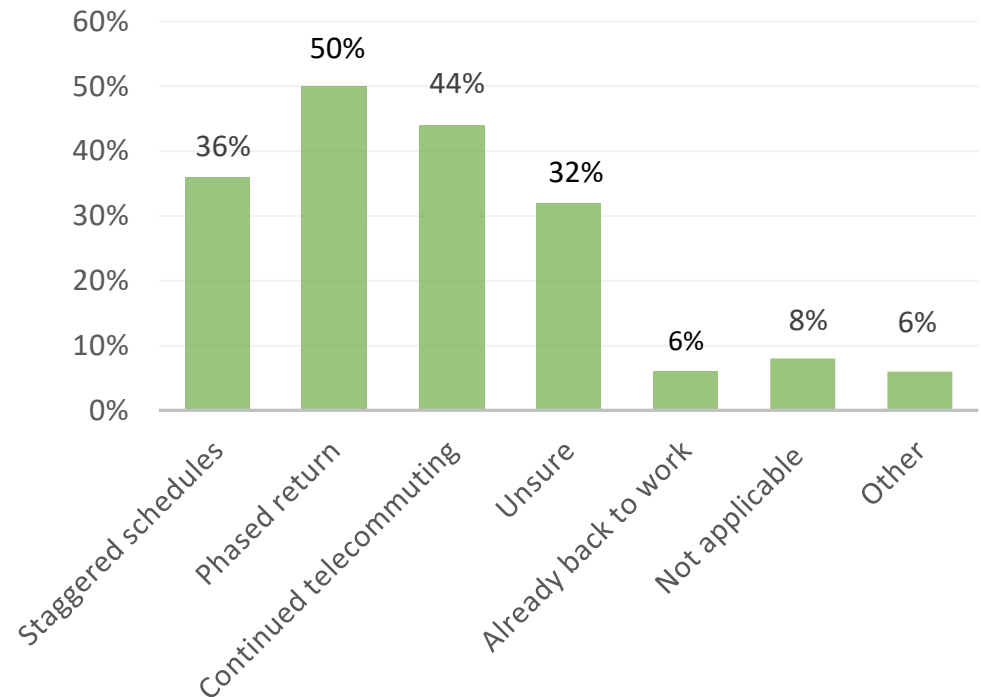
3%

Have been laid off

1.5%

Are retired

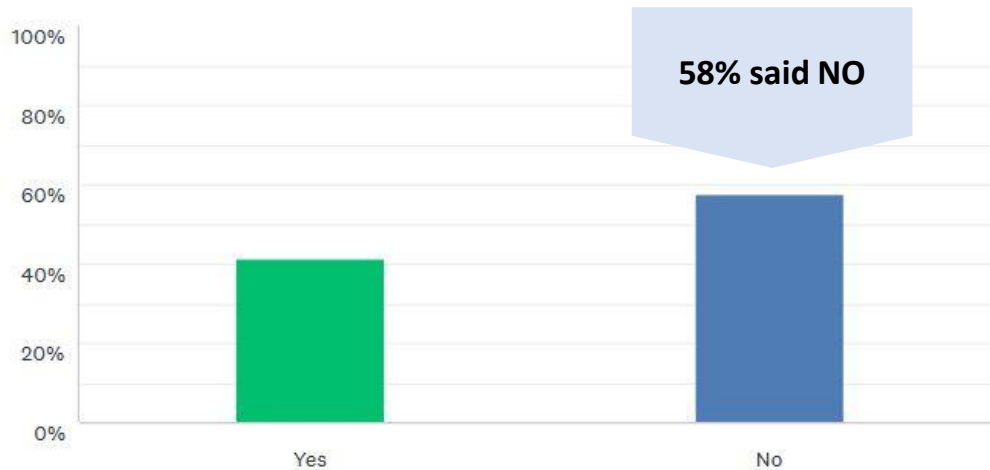
Respondents were asked how employers will approach their return to work, here's how they answered:



Respondents were asked to **check all that apply**

Alternate Transit (642 respondents)

We asked respondents who ride the bus if they'd be willing to ride the ferry as an alternative; here's what they said:



Here's why they said "no"

- Bus drops off closer to work/home than ferry
- Prefer not to have to drive to LFT
- Price would be higher with ferry
- Travel time would be longer with ferry
- Schedules don't match up with ferry departure times
- Dislike need to transfer to use ferry to reach home and office ends of trip
- Bus is more convenient
- Some do not have a car to reach LFT

Communication Preferences (614 responses)

60%

Of respondents said the #1 way they prefer to receive communication is via text and email alerts

#1



Email
& text alerts

#2



Email
newsletters

#3



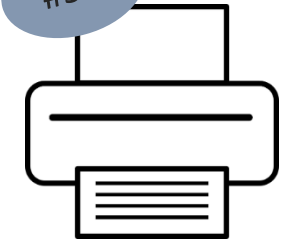
Website

#4



Social
Media

#5

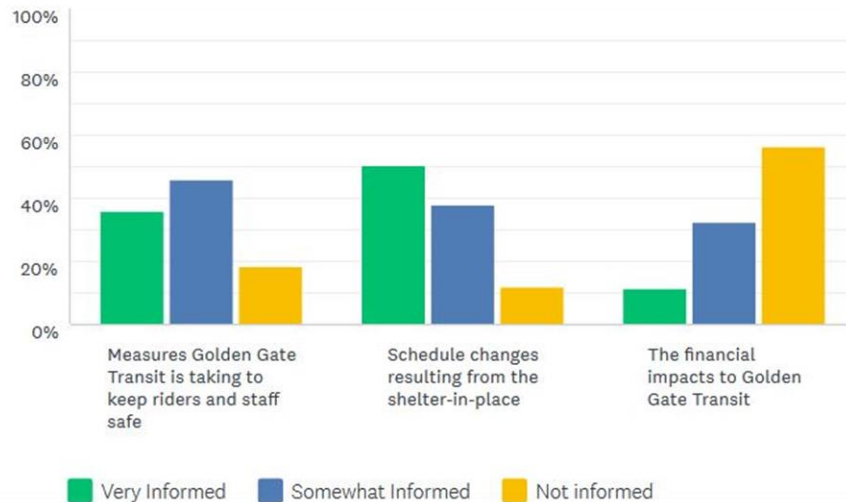


Printed
Materials

Keeping Riders Informed (637 respondents)

We asked respondents to score us on how well we've kept them informed on the following topics - **Service Changes** :: **Safety Measures** :: **Financial Impact** ::

Here's how they answered:



84% of respondents say they feel informed about **Service Changes**.

82% feel informed about **Safety Measures**.

Over 50% don't feel informed about **Financial Impact** to the District.

Respondent Suggestions (267 respondents)

SAFETY & SERVICE CONCERNS

- **Over 50%**, 109 responses, mentioned **COVID-19** and concerns over safety, sanitation, and bus capacity that would prevent social distancing.
- **20%** of respondents had complaints & suggestions regarding **trip schedules** and **cancellations**. **8%** of those are concerned about being denied boarding due to **capacity limits on buses**.

BUS LOVE

"Thank you for continuing to provide service throughout the pandemic. Please continue."

"Thanks for the work you're putting in to protect drivers & passengers. It's tough with this virus."

"Good luck all - we miss our lovely drivers!"

"Know that you and your service is greatly appreciated. Thank you."

"You are amazing!! Thanks for everything, God bless you and keep safe."

"Looking forward to riding the bus again!"

"Hang on, riders will return! And us riders need the bus!"

"I want you all to be around when COVID is over, you are a critical service to Marin!"

COVID-19 GOLDEN GATE FERRY SURVEY RESULTS



797 respondents

74% Larkspur
19% Tiburon
14% Sausalito

Survey was distributed via web :: email :: social

Ridership BEFORE COVID-19

Prior to COVID-19,
over **60%** of respondents rode the
ferry **4-5 days/week**

(797 respondents)

LARKSPUR FERRY WAS USED MOST FREQUENTLY

(778 respondents)

74%

Larkspur

19%

Tiburon

14%

Sausalito

Ridership DURING Shelter in Place

Less than 5% are
RIDING THE SAME AMOUNT

**85% of respondents are
NOT RIDING AT ALL**

(765 respondents)

RESPONDENTS CURRENTLY **NOT RIDING**
ANTICIPATE RIDING LESS WHEN THEY DO RETURN

40+%

**1-3
days/week**

35%

**3-5
days/week**

15%

**1-3
days/month**

**12% of respondents are
RIDING LESS**

(85 respondents)

RESPONDENTS CURRENTLY **RIDING LESS** ANTICIPATE
CONTINUING TO RIDE LESS IN THE FUTURE

50+%

**4-5
days/week**

22%

**1-3
days/week**

15%

**1-3
days/month**

Ridership DURING Shelter in Place

Respondents NOT RIDING -

(654 respondents)

75%

Telecommuting

28%

Social Distancing

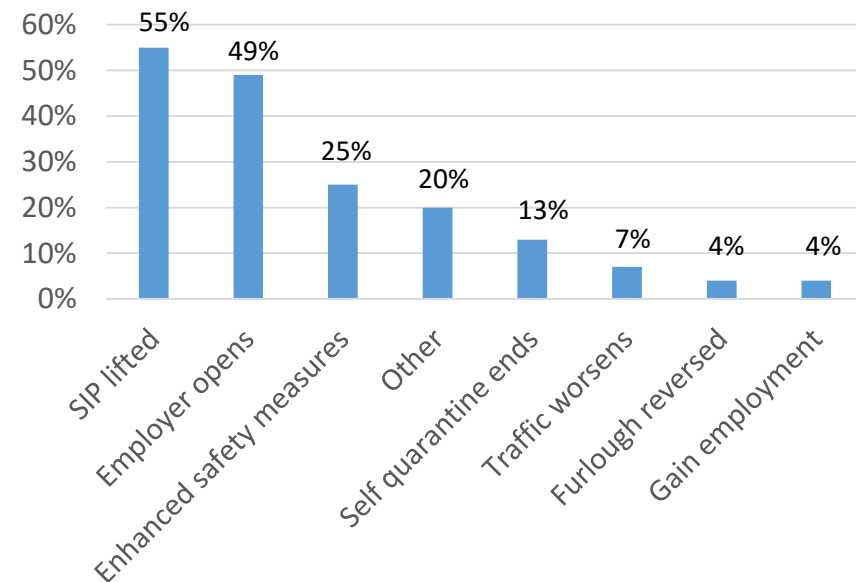
2.6%

Not enough service

> 1%

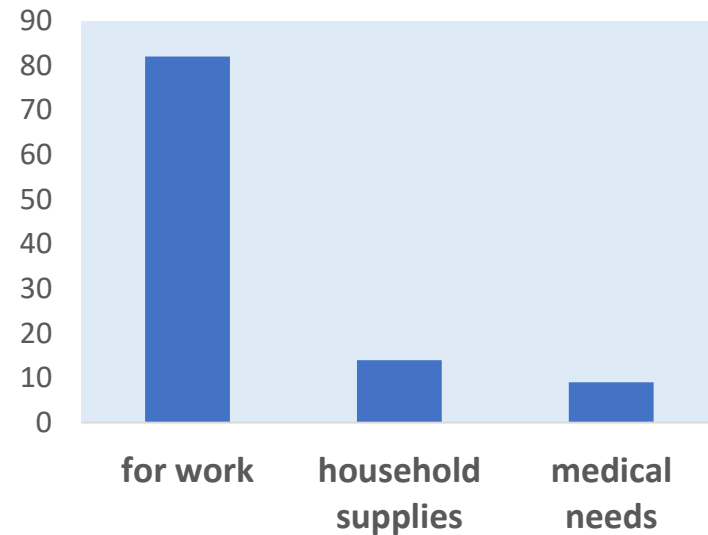
There isn't anywhere fun to go; no Giants games

These riders will return when...
(respondents were asked to check all that apply)



Respondents CONTINUING TO RIDE -

(96 respondents)



>70%

Have a car but prefer not to drive

8%

Have transit benefits through employer

7%

Continue to ride for fun

<6%

Do not have a car

Employment Status

>77%

Had no change in employment

7%

Are working fewer hours

2.8%

Have been furloughed

1.7%

Have been laid off

1.5%

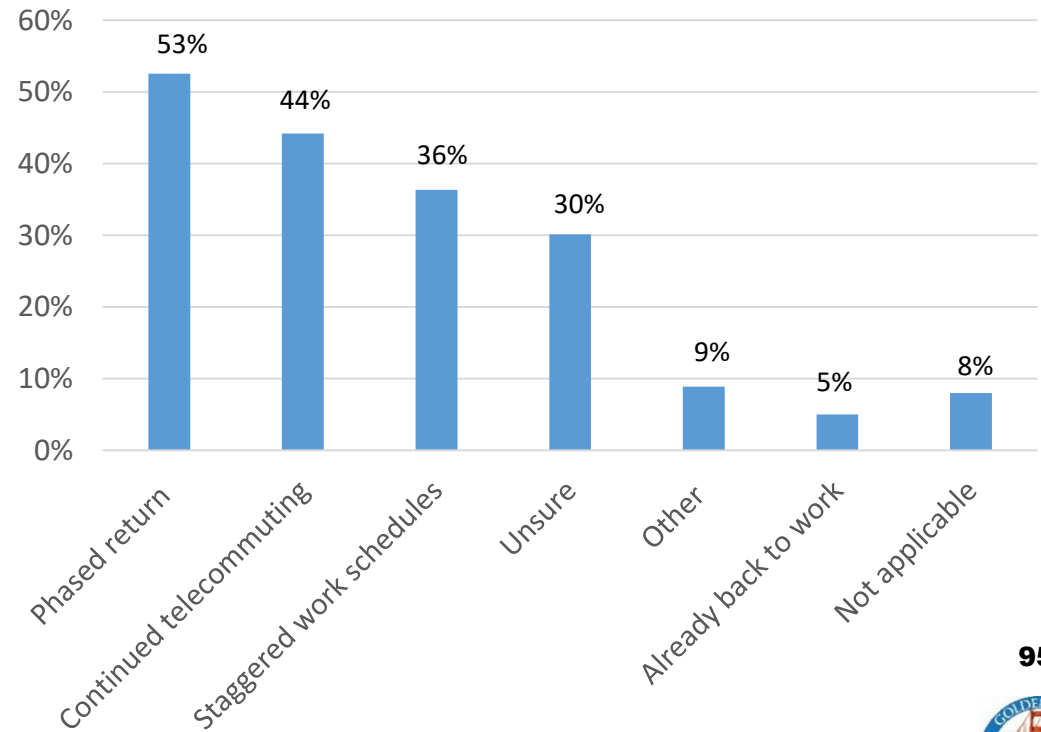
Are retired

.8%

Have taken pay cuts

Respondents were asked how employers will approach their return to work, here's how they answered (740 respondents):

Respondents were asked to **check all that apply**



Communication Preferences

64.5%

Of respondents said the #1 way they prefer to receive communication is via text and email alerts

#1



Email
& text alerts

#2



Email
newsletters

#3



Website

#4



Social
Media

#5

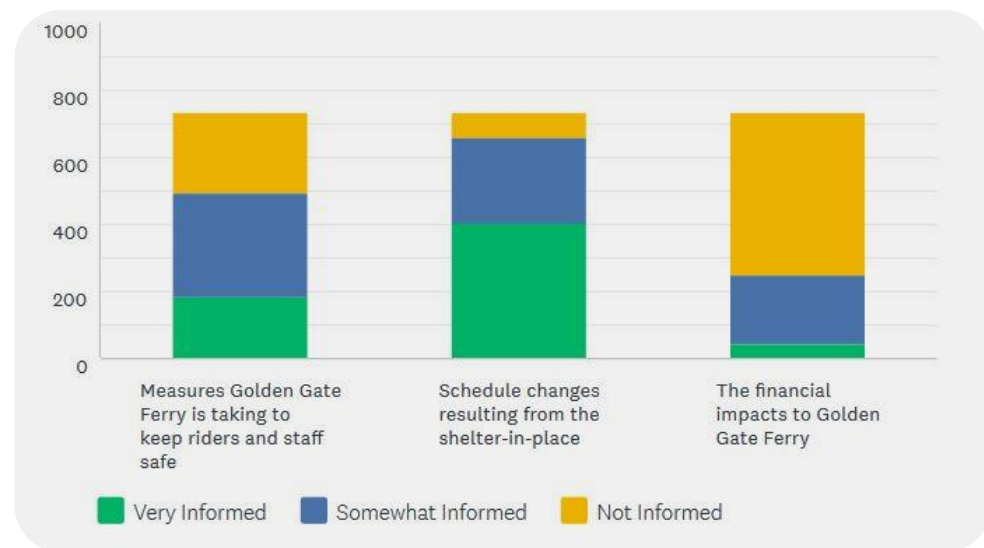


Printed
Materials

Keeping Riders Informed

We asked respondents to score us on how well we've kept them informed on the following topics - **Service Changes** :: **Safety Measures** :: **Financial Impact** ::

Here's how they answered:



Over 50% of respondents feel informed about **Service Changes**.

Only 25% feel informed about **Safety Measures**.

Less than 10% are aware of any **Financial Impact** to the District.

Respondent Suggestions (267 respondents)

SAFETY

The #2 most common suggestions were about SAFETY - *riders want to hear specifics*

- “I am worried about enough capacity for commute hours as was already overcrowded and now will need to have many fewer passengers to allow social distancing.”
- “Open lower deck on ferries to help feeling less paranoid from sitting too close to other riders.”
- “Please tell us exactly how things will work to maintain social distancing when we all go back to using the ferry, I don't want to drive in to SF!”
- “You will need to be very specific on 1) Social distancing for the onboard, during the trip, getting off the ferry; 2) ventilation system / re-circulation of air.”
- “Would like to know if passenger quantity limits will be imposed when shelter in place is lifted.”
- “Place hand sanitizers at entrances.”



FERRY LOVE

"Good luck, and hang in there. I love the ferry and look forward to resumption of pre-covid commuting."

"I love the Ferry and am sad it is not part of my needed commute anymore"

"The team is doing a wonderful job and I'm grateful they are working"

"I miss riding the ferry. I would take it on the weekends for fun but it's not running."

"Good luck guys! hope to see you soon."

"You guys are awesome - please keep the Tiburon ferry! :)"

"I thank you for taking the precautions you have. Your staff is knowledgeable and very helpful."

"I love taking the ferry to the City and sporting events."

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