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BACKGROUND

- In response to the Coronavirus outbreak, RTD collected feedback from customers to assess attitudes surrounding the virus, including thoughts toward using RTD services.
- RTD collected feedback beginning Monday, May 4 until Sunday, May 10, 2020. 2,662 respondents provided feedback through an online survey shared via the RTD website and various social media channels.

Caveat: Because data were collected using an anonymous online survey, a margin of error cannot be applied to proportions. As such, data should be interpreted directionally instead of literally. Additionally, due to rounding, percentages may not sum to 100.

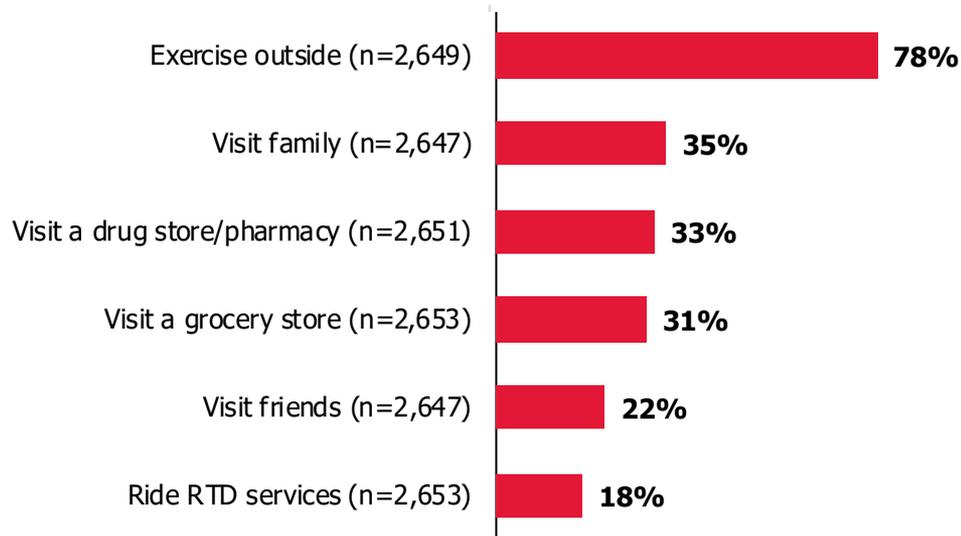
KEY TAKEAWAYS

- In general, respondents seem apprehensive about engaging in social activities.
- Respondents view riding RTD as the least safe activity relative to grocery shopping, visiting a drug store/pharmacy, visiting friends, visiting family, and exercising outside.
- Among respondents who did not use RTD services in the past 30 days, most report they will “wait to see what happens with coronavirus” before riding again.
- When asked for what would make them feel safer while riding RTD during the pandemic, respondents provide a wide array of feedback. The most prominent themes within their responses include: require operators and passengers to wear PPE, ensure vehicles are cleaned/sanitized, social distancing is observed on vehicles, a significant drop in new COVID cases, a vaccine becomes available, limit the number of passengers on vehicles, increase/restore service, widespread testing becomes available, provide sanitizer, and address homelessness on vehicles.

In-Depth Findings

PERCEIVED SAFETY OF ACTIVITIES

Percentage of Respondents Who Believe Activity is Safe Amid the Spread of Coronavirus

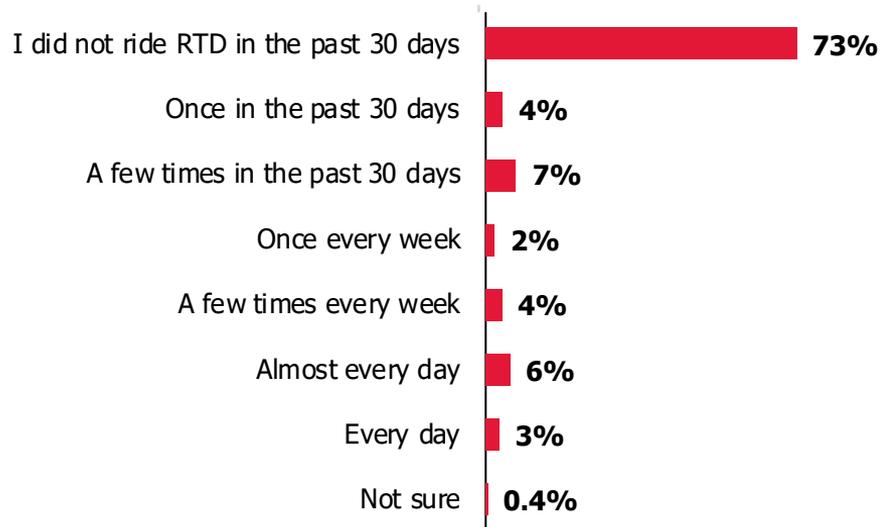


Respondents view riding RTD services as the least safe activity relative to others.

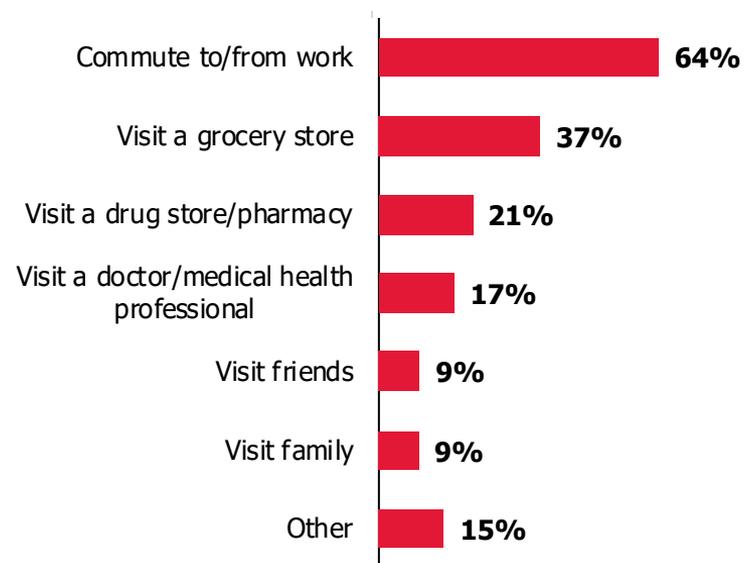
RTD USAGE IN PAST 30 DAYS

Among respondents who report riding RTD in the past 30 days, most used RTD to commute to/from work.

RTD Ridership in Past 30 Days (n=2,642)



Trip Purpose in Past 30 Days (n=690)



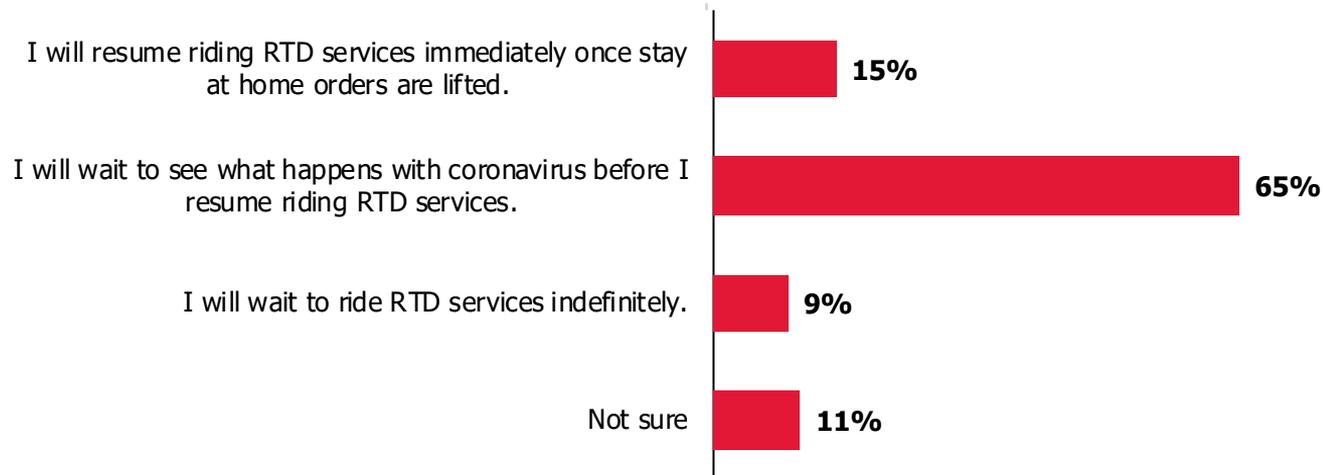
Q: About how often did you ride RTD services in the past 30 days?

Q: For what purposes have you used RTD services in the past 30 days? (Select all that apply.)

RIDING RTD SERVICES IN THE FUTURE

Among respondents who did not use RTD services in the past 30 days, most report they will “wait to see what happens with coronavirus” before they resume riding.

When will you resume riding RTD? (n=1,932)



FEELING SAFER WHILE RIDING

When asked the open-ended question “With regard to coronavirus, what needs to happen for you to feel safer when riding RTD services?”, respondents provide a wide spectrum of feedback. Among the more than 2,400 responses, the most prominent themes include:

- Require personal protective equipment (PPE) for operators and passengers
- Ensure vehicles are cleaned/sanitized
- Social distancing is observed on vehicles
- Significant decrease in new COVID cases
- Vaccine
- Limit the number of passengers/Fewer passengers per vehicle
- Increase/Restore service
- Widespread testing becomes available
- Provide sanitizer
- Address homelessness on vehicles

Note: The slides to follow contain verbatim responses from the survey. As is customary with qualitative data, none of the responses are corrected for spelling or grammar.

REQUIRE PPE

Many respondents believe protective gear such as a facemask should be worn by operators and passengers.

- *Everyone needs to wear a mask*
- *For everyone on the vehicles to wear masks. I think RTD is working hard on sanitizing the buses and rail cars, but if people don't wear masks, that's a problem.*
- *Having drivers and passengers wear masks.*
- *Mandatory masks. I will have to deal with close proximity in my own way once we can return to work at offices. But I would at least like to know I won't be coughed and sneezed on.*
- *mask requirements until things get better and we know more*
- *Other riders need to be wearing masks.*
- *Require masks for riders. With the number limits on the bus, it's not always possible to keep a social distancing of six feet. Knowing that people are wearing masks would make me feel more comfortable about that.*
- *That Everyone do their part and wear a mask Please!!*

ENSURE VEHICLES ARE CLEANED/SANITIZED

Other respondents want assurance that RTD vehicles are cleaned/sanitized thoroughly and often.

- *Deep sanitation everyday.*
- *Continual sanitation and cleaning like new York's metro is doing*
- *Having less pp in the bus can help and clean bus is the key. The afternoon bus that I take everyday is so dirty and disgusting to sit in. I wish they can do a better job on a cleaning*
- *I need to know that the bus has been sanitized at the end of every run.*
- *Increased frequency of cleaning of vehicles and trains would be great!*
- *Knowing that the buses and trains are cleaned everyday*
- *More regimented cleaning, similar to steps airlines are taking with regular sanitation (more than just nightly).*
- *Spray with disinfectant the insides of all buses / rail cars prior to the first run of the day, and at the end of each run.*
- *Wiping down hand rails and grab bars on light rail trains as often as possible with disinfectant.*

SOCIAL DISTANCING IS OBSERVED ON VEHICLES

Many respondents would feel safer knowing social distancing will be observed on vehicles.

- *Guarantee of being able to social distance on the bus if I ride during a busy time.*
- *For people to respect the 6-foot distancing standard. On Artics most people crowd the back to be near the door. It seems to be a better experience when I go to the front of the bus.*
- *Enough space between passengers that we are not forced into each others faces.*
- *Ensuing that people are practicing the 6 feet social distancing.. On regional buses that is pretty easy to do, but on local buses I haven't seen that happening at all. We were all bunched up, social distancing was about 1 foot..*
- *That guidelines are being followed which means masks are being worn by everyone and distances being kept as best as can be.*
- *People stay at the appropriate distance and hopefully wear masks. Ideally there would be sanitizing wipes available in every car.*
- *More confidence that social distancing is being enforced. People wearing required masks. Common areas are properly wipe down and disinfected.*
- *I want to make sure that there is still social distancing and I want to make sure that everyone is required to wear a mask covering mouth and nose.*

SIGNIFICANT DECREASE IN NEW COVID CASES

Others will feel safer once the number of new COVID cases declines.

- *cases of the virus need to significantly decline*
- *Infection rate needs to decline drastically, bus riders need to wear masks, riders don't sit next to each other.*
- *Lowered COVID rates and RTD schedule back to "normal"*
- *A consistent downward trend in new cases/hospitalizations. Returning service to near normal levels to reduce crowding as more people head back to work.*
- *I would like to see the number of cases decrease consistently, until we have no new cases. My sense is that our government is not effectively quarantining anyone, and the virus is out in the open.*
- *Cases would have to significantly go down and testing of the population needs to be available for everyone.*
- *Sustained decrease of cases & continued physical distancing*
- *The infection rate must be much lower, and I do not want to be in close proximity with other riders.*
- *marked drop in COVID numbers... marked increase in testing capacity*

VACCINE

Others agree a vaccine will help create a sense of safety from the virus.

- *A vaccine needs to be developed.*
- *An effective vaccine needs to be developed.*
- *Having a vaccine for covid-19*
- *I am high risk, so a shot to prevent the virus or to save my life if I get the virus.*
- *I need to feel that I'm properly protected from the virus (whether by vaccination or otherwise).*
- *I ride once/week for a volunteer job and probably won't start back until vaccine is available*
- *I will feel safer about everything once a vaccine is developed and available for the public.*
- *I'm not sure it is anything you can do. I won't feel safe until they have a vaccination ready.*
- *There needs to be some kind of vaccine or all clear from the Gov.*
- *Either there's an effective vaccine or everyone wears a face mask.*

LIMIT NUMBER OF PASSENGERS/FEWER PASSENGERS PER VEHICLE

Others report that limiting the number of passengers on vehicles would make them feel safer.

- *Limiting the number of passengers on a bus and requiring face masks.*
- *If masks and bus limits were enforced*
- *All Colorado residents would be required to wear a mask when in public. Gloves also might be a good idea. Ridership should be limited to 50% capacity.*
- *All passengers are required to wear a mask and there needs to be a limit on the number of passengers allowed on the bus or light rail. All of this goes against my long term vision that more people will take public transportation and not drive.*
- *Limiting passengers per light rail car, and a mask requirement. I also need my D light rail line to resume from Mineral to 18th & California.*
- *Trains and busses need to be sanitized and masks should be required. Then number of passengers need to be limited.*
- *Riders distance or limit riders on each train*
- *Keep drivers safe. Require masks to ride, limit the number of passengers.*

INCREASE/RESTORE SERVICE

A multitude of respondents desire an increase in service, either by restoring it to what it was before the pandemic or by increasing the number of vehicles to minimize the risk of crowding.

- *I just need RTD to start operating at normal capacity again.*
- *Have enough trains & buses running so there is not crowding onboard or at the stops.*
- *Get the 122x bus back in service, it is always packed.*
- *For services to return to their normal schedule and resume business as usual.*
- *More frequent and less full buses/trains.*
- *more rail cars; more frequent service; strict adherence to limitations on number of passengers per car/bus*
- *MORE buses on the routes/higher bus frequency = fewer people on any given bus.*
- *Add more train cars to spread people out according to restrictions*
- *Having more than one bus available at a stop during rush hour and/or adequate number of cars per light rail train to make distancing a reality and enforcement of mask use.*
- *Reinstate disabled bus lines. Now there are too many people on buses because of the shutdowns.*

WIDSPREAD TESTING BECOMES AVAILABLE

Until widespread testing becomes available, many respondents will feel unsafe riding RTD.

- *Better systematic testing of everyone for COVID-19 and comprehensive contact tracing. This is not within RTD's control.*
- *Widespread testing and contact tracing*
- *Thorough testing and contact tracing in Denver to provide a reasonable understanding about the reach of the virus.*
- *Widespread testing, everyone wearing masks, ability to spread out when riding so we can stay 6 feet apart, regular disinfecting of vehicles.*
- *Widespread availability of testing, including options for people with limited transportation options like myself, and Governor Polis making masks required by ALL people in public.*
- *More comprehensive anti-body testing and tracking for those infected, and an established decrease in infection rates.*
- *Reliable and extensive testing. Sharply declining case numbers in Colorado*
- *more testing has to be available*
- *Testing in the Denver region needs to improve and the results of that testing show that the spread of the virus is decreasing significantly*

PROVIDE SANITIZER

Many respondents express interest in having sanitizer available for passengers.

- *Hand sanitizer stations, sanitizer towelettes*
- *Everyone wears masks. Hand sanitizer dispensers would be great too.*
- *Free masks & hand sanitizer*
- *People should wear masks . Hand sanitizer available.*
- *supply hand sanitizer for all rider to use when getting on bus, all rider must wear mask.*
- *Buses should have hand sanitizer on the bus.*
- *hand sanitizer dispensers on cars? wet wipes to wipe down handlebars?*
- *have hand sanitizer and wipes available when boarding*
- *having disinfecting wipes available to clean bus, handrails, touchable surfaces, when getting on and off the bus.*
- *have hand sanitizer wipes and gel available for all when you walk in*
- *There's not really much you can do! Possibly provide hand sanitizer so when riders exit the vehicle they can sanitizer their hands.*

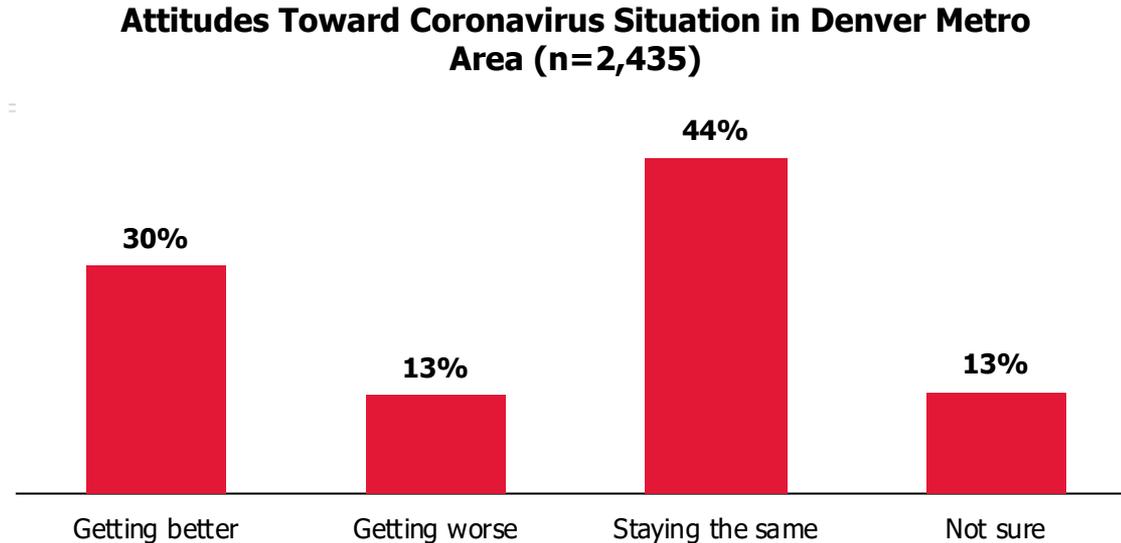
ADDRESS HOMELESSNESS ON VEHICLES

Some respondents look to RTD to address homelessness on vehicles.

- *Have more security on the bus to get the homeless off. Hard to get to work when the bus is already full and I have to wait for another one to get to work*
- *Simply try to collect fares. The homeless riding around taking space for true passengers has got to stop.*
- *Homeless using it for free travel & urinating/defecating on the Light Rail*
- *Enforcement of mask wearing Relocation of people living in the train to safer facilities*
- *More social distancing, too many homeless on the vehicles*
- *The buses have become a mobile shelter for the homeless and no one wants to do anything when security is asked they say their hands are tied, no one feels safe with them on the bus.*
- *Get rid of all of the homeless people. The buses can be crowded. I am a senior and my only financial option is to take the bus. I can not see out the window because of the advertising and the amount of people on the bus. I watched a man drinking a beer on the bus the other day.*
- *Keeping so many homeless people form constantly riding bus and train routes.*
- *Stop the homeless from ride around the city in the bus all day*
- *Get the homeless off the trains*
- *Not have homeless riding around on free transit all day.*

ATTITUDES TOWARD CORONAVIRUS

Respondents express mixed attitudes toward the coronavirus situation in the Denver Metro area, though most believe the situation has not changed.



DEMOGRAPHICS

Gender (n=2,421)	
Female	52%
Male	47%
Other	1%

Age (n=2,427)	
18-24	2%
25-34	15%
35-44	19%
45-54	22%
55-64	25%
65 or older	17%

Q: With which of the following do you most closely identify?

Q: Which of the following categories contains your age?

DEMOGRAPHICS

Have Vehicle Available for Use By Members of Household? (n= 2,414)	
Yes	85%
No	15%

County of Residence (n= 2,430)	
Adams	12%
Arapahoe	14%
Boulder	15%
Broomfield	3%
Denver	30%
Douglas	7%
Jefferson	16%
Weld	1%
Other	1%